



CEDAR VALLEY

SERVICES INC.

Assisting each individual in the activities of work and community living.



Frosty morning at the Cedar Valley Services Corporate Office in Austin.

Photo taken by Kirk Kuchera (SMART Transit General Manager)

2022 ANNUAL REPORT



"It is the mission of Cedar Valley Services to assist each individual in the activities of work and community living."

OUR OBJECTIVES:

- To assess the individual and determine their potential.
- Through work, training and professional contact, to provide the individual with the experience necessary to reach their potential.
- To place individuals in competitive employment, addressing choice and skills and to provide follow-up services to ensure stability in this competitive employment.
- To provide extended employment for individuals who presently lack the skills to function in competitive employment.
- To provide activities where individuals can develop their social and personal potential through meaningful activities.
- To provide supervised residential services to enable individuals to reach their full potential for community living.

S.M.A.R.T. MISSION STATEMENT:

Our mission is to provide safe, reliable, accessible and courteous public transportation services in response to the needs of our communities.

BOARD OF DIRECTORS:

PRESIDENT:

Glenn Moen, Lead System Developer, Federated Insurance

VICE PRESIDENT:

Chris McManus, Senior Staff Industrial Engineer Hormel Foods Corporation

SECRETARY:

Brad Lindberg, Retired Corporate Purchasing Agent Hormel Foods Corporation

TREASURER:

Dan Hirst, Manager of Package Development, Hormel Foods Corporation

Jeremy Clinefelter, Attorney Donnelly Law Office

Lynne Hansen, Retired Educator, Wells School District

Troy Hawkshead, Retired Product Manufacturing Mgr., Hormel Foods Corporation

Jay Lutz, Retired Engineer, Hormel Foods Corporation

Dan J. Miller, Retired Information Center Manager, IT Services Dept., Hormel Foods Corporation

Lori Routh, Nursing Administrator, Mayo Clinic Health Systems

2022 HIGHLIGHTS

COVID continues to remind us that the virus is still around, but work has been able to get back to more 'normalcy'. We have been able to bring more persons served back to work this year along with starting a few new people who have been on our waiting list for 3 plus years. In addition, we were able to hold our summer picnics and annual Christmas parties at all of our locations, which did not happen the past 2 years. Good times were had by all and it was great to be able to get together in person again for laughter, conversation, and of course dancing!

On September 22nd, Austin Division, had a representative from the Minnesota Disability Law Center come and complete a monitoring visit for the Waiver program. The last visit was on March 7, 2018. The agency is the federally mandated Protection and Advocacy System for the state of Minnesota. The representative toured the facility, spoke with persons served and staff to ensure the needs of individuals with disabilities are being met along with monitoring compliance with respect to the rights and safety of persons served.

Karen Baier, Program Director, put in her notice to retire from Cedar Valley Services in March of 2022 with her last day being June 3rd. After 37 years (3/18/1987), she is not quite retired from CVS, but has a new role of "Project Doer of Sorts"! She has been helping with better organizing CVS Policies and Procedures, improving our Performance Management System/Annual Survey process, continuing the CVS Connect Newsletter amongst other things Rich has assigned her to do. Karen's successor is Sue Martin. Sue has worked in the field of serving persons with a disability in the Albert Lea/Austin area since 1985. She worked for CVS as a vocational counselor in Albert Lea for 11 years. After CVS, Sue was hired at REM Woodvale in Austin. She was a Program Director for SILS and eventually became the Area Director for all the Austin REM Woodvale programs. Sue worked for REM Woodvale for 23 years until her return to CVS on July 25, 2022. It has been great returning to CVS.

SMART continues to service Mower, Freeborn, Steele, and Waseca counties. We were able to construct a new transit building in Owatonna and opened the doors on October 27, 2022.

We initiated the process of developing and launching an improved and integrated Cedar Valley Services website. The website encompasses an array of information including services/programs for persons served, our on-site crew services, business services Cedar Valley Services offers, employee career opportunities to work in this rewarding field, our agency overview, and a donations tab when someone wants to give financial support to our agency. This website is integrated with social media- Facebook and Goggle. On the website, we will highlight our successes and the reasons why people work at Cedar Valley Services.

We continued to find jobs in the mainstream workforce and support persons in competitive employment contributing to our communities and assisting area businesses within our Region. In Austin we supported 20 people this past year, in Albert Lea 7 people, and in Owatonna 11 people. We look forward to 2023 where we can assist more persons served in finding a job of their interest and skill level in the mainstream workforce.

We continue to comply with the US Department of Labor's Workforce Innovation and Opportunity Act (WIOA). In January, all person served in our all our programs throughout our organization reviewed and received information on Local Training Opportunities within their communities of Austin, Albert Lea, and Owatonna. The resources include training opportunities in Self- Advocacy, Self-Determination, and Peer Mentoring per the requirement. The other WIOA requirement is for persons served, who earn sub-minimum wage, to complete an annual interview, which reviews career counseling, information, and referral services regarding competitive employment. A representative from SEMCIL (Southern Minnesota Center for Independent Living) conducted the interviews remotely via ZOOM or phone calls during the first quarter of 2022. For those persons served who mentioned in their interviews they want to pursue competitive employment, a team meeting was held regarding how the person served and team wanted to proceed forward with exploring and obtaining a competitive job.

Every year we are required to complete a 401K, Extended Employment, and Year-end audit completed by an outside agency. This year we were required to also have a single audit completed on our Transit program due to funding limits. All audits were successfully completed with good outcomes where all requirements were met in 2022.

Mid 2022, we worked with our auditing agency to complete amended 941s for the Employee Retention Credit for the year 2021. Cedar Valley qualified for the credit and the amended 941s were sent in to the IRS and now we are just waiting to receive the credit. The projected credit is 3.7 million dollars.

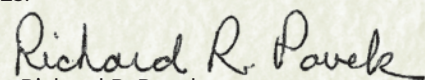
As we begin the New Year, we would like to take a moment to express our sincere thanks to people Cedar Valley supports in our program and services who inspire us every day to grow and rebuild upon the remarkable achievements of 2022.

Thank you to our Board Members and Staff Team Members who lead and carry out the work of Cedar Valley Services.

Thank you to our businesses and community partners without whom, we could not be successful.

Thank you for all your support and we look forward to our continued partnership in 2023.


Glenn Moen
Board President


Richard R. Pavek
Executive Director

PERSONS SERVED DEMOGRAPHICS

CITY OF RESIDENCE

Albert Lea	26%	118
Austin	38%	169
Faribault	3%	14
Owatonna	22%	99
Other Communities	10%	46
Total	100%	446

PERSONS WITH SECONDARY DISABILITY

Yes	66%	286
No	34%	145
Total	100%	431

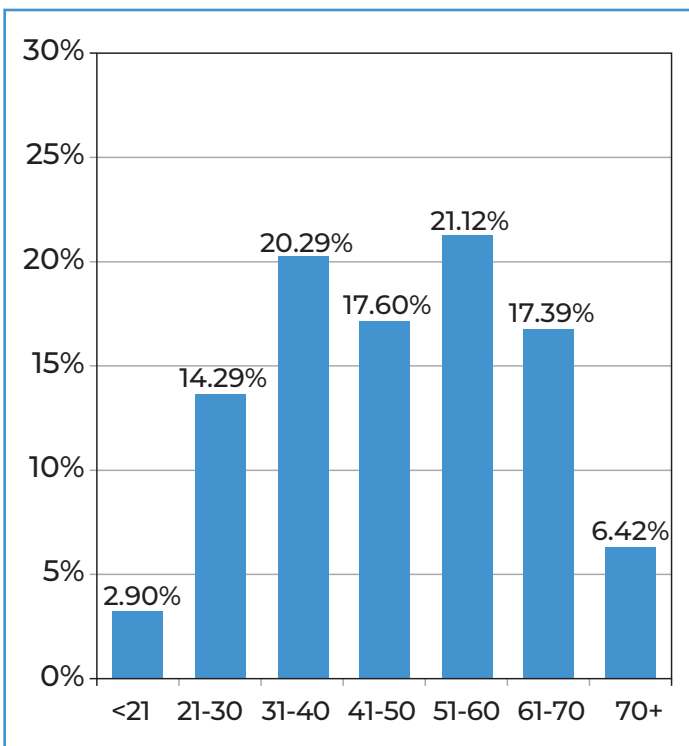
MARITAL STATUS

Married	2%	8
Single	98%	438
Total	100%	446

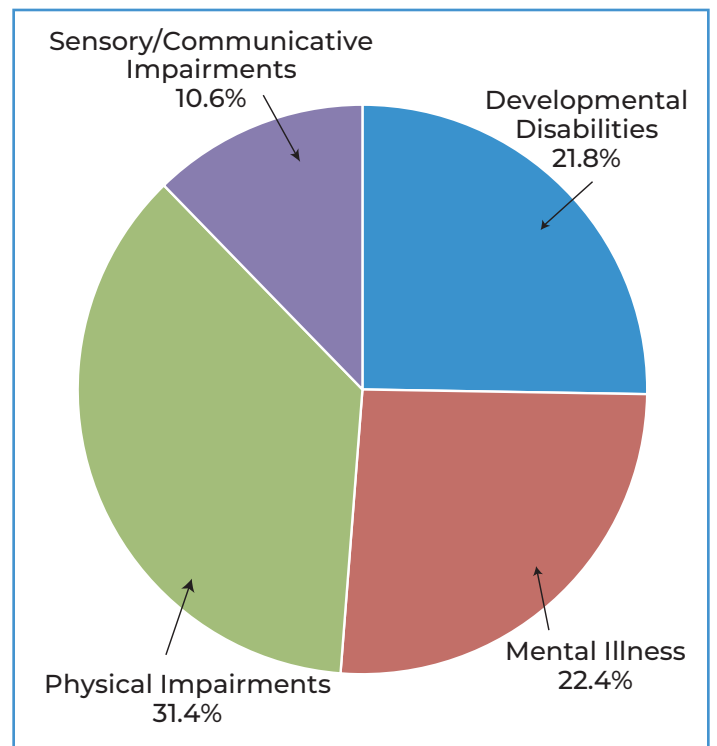
GENDER

Female	43%	190
Male	57%	256
Total	100%	446

AGE GROUPS



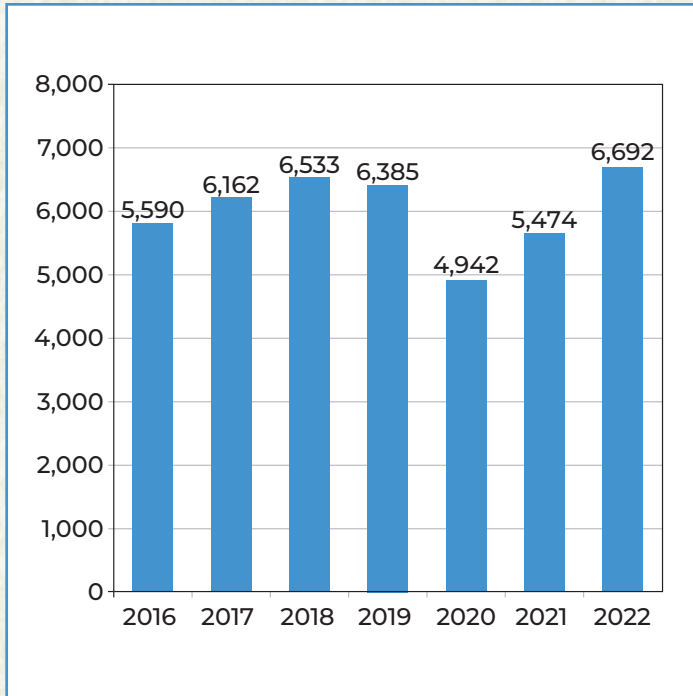
PRIMARY DISABILITY GROUPS



FACTS

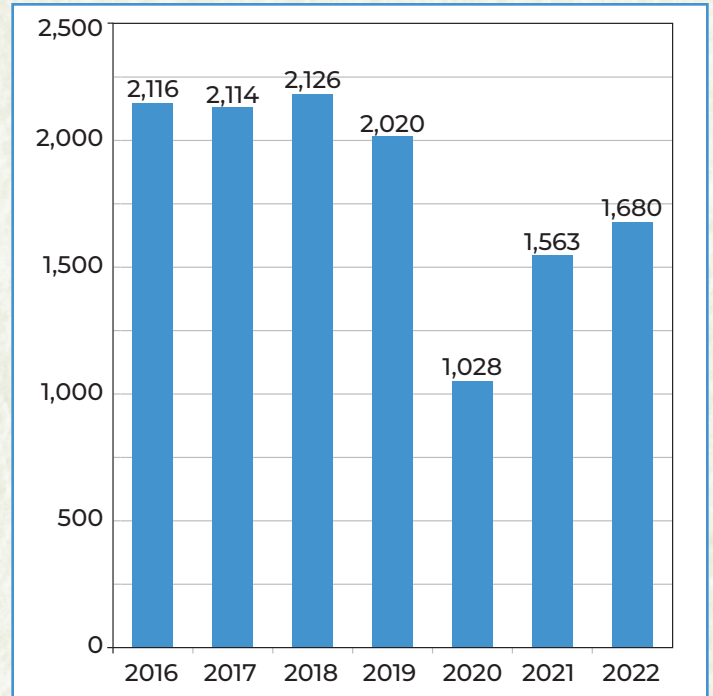
PRODUCTION SALES REVENUE

Center-Based and Community Sales Combined
(Thousands of Dollars)



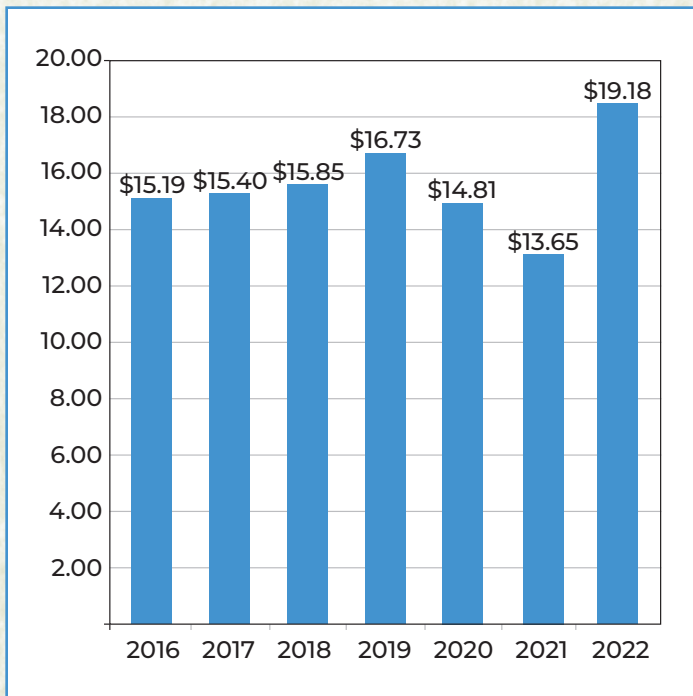
PRODUCTION WAGES

(Thousands of Dollars)



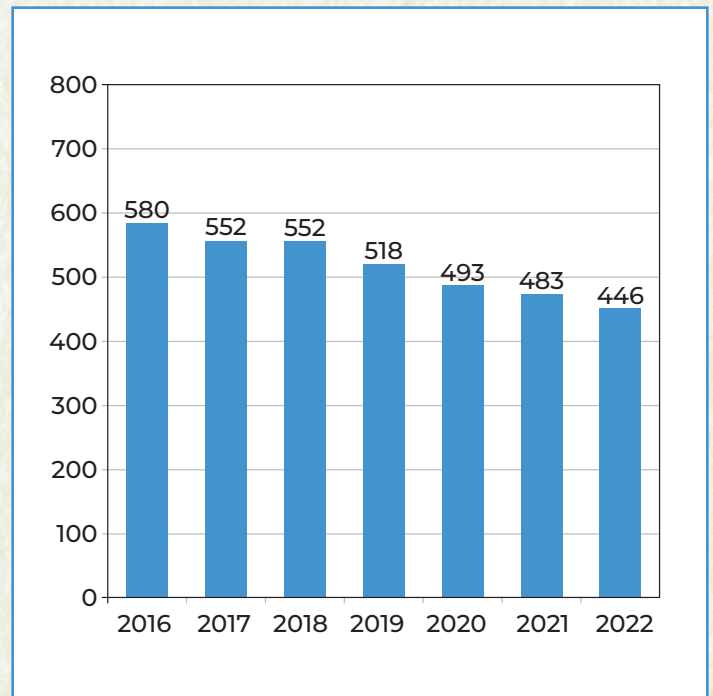
TOTAL REVENUE

(Millions of Dollars)



NUMBER OF PERSONS SERVED

All C.V.S. Programs



AUSTIN DIVISION

AUSTIN LUNCHROOM REMODEL

With much anticipation and excitement, 2022 brought the remodeling of the lunchroom. The remodel included new walls with one wall having a brick accent, new ceiling tiles, new digital lighting, two tone colored walls, and laminate flooring. New tables and chairs were added along with technology additions of five televisions and a projection screen. The televisions are used for monthly trainings and are much more functional. Many of the lockers that were in the lunchroom were moved to other work areas of the building which now allows the sunlight to enter the lunchroom. The lunchroom is more spacious and with the addition with the TV's the employees can catch up on a daytime game show while eating their lunches if they chose to watch the TV.



Before ↑
and
after. →



RIVERLAND COMMUNITY COLLEGE FOOD SERVICE

We are back! 2022 Marked the re-opening of the food service for the Riverland Community College at the West Campus. It is a popular and sought after employment site providing food and catering to RCC students. Persons served receive work experience and training in the hospitality industry, which hopefully could transfer to other community competitive employment opportunities at area food establishments.

COVID presented challenges for two years but it was able to provide needed lunch programs for area pre-schools.

Staff shortages caused the program to suspend operations for a period of time.

Margaret Andree, an experienced food service manager, was hired to operate the program.

We look forward to our continued partnership with RCC and serving both students, faculty, and guests at the college.



Chad Anderson
washing dishes. ↑

← Sara Jensen (left) and Ruth Stanton (right). Ready to take orders for lunch and serve the students and teachers.

EMPLOYEE SPOTLIGHTS – ROSE BURKE & RYAN HAGEN

Rose began working with Cedar Valley Services on June 6, 1993. Throughout her 29 plus years, she has worked within CVS on janitorial crews and a housekeeping crew providing service to a local motel. In 2017, she worked in a competitively placed position in food service for United Vending cafeteria (now Canteen) within the Hormel plant as a dishwasher and dining room attendant. In November of 2020, she was laid off at the Canteen due to COVID; returning to work on a CVS janitorial crew. On June 8, 2022, Rose was given an internship opportunity and worked part-time at The Hormel Institute, University of Minnesota, as a laboratory attendant with the Research Support Department team. This internship was made possible through a partnership with the Minnesota Department of Employment and Economic Development (DEED) program. Rose's job duties include: sanitizing and sterilizing components and equipment, cleaning and sanitizing research support areas, setting up components for the department to use, and assisting her fellow coworkers when time permits. Her main duties involve racking/loading used components and equipment into a large washer. When the washer cycle is done, she unloads the components and equipment and stores them for future use. She also sets up autoclave loads to help her fellow coworkers. She is a great help to the rest of the team. After her internship was finished, Rose went on to work as a temporary laboratory attendant position which led to being hired on as a permanent Laboratory Attendant position. Rose's supervisor commented that she is helpful, friendly, and a great asset to the team!



Rose at The Hormel Institute. ↑



Ryan at South Grove Lodge. ↑

Ryan began working with Cedar Valley Services (CVS) on May 11, 1995. Ryan has worked in various community supported jobs by CVS: working on the janitorial crews, food service, and the recycling center. He's worked competitively for business' in the community primarily performing janitorial work. Ryan left CVS in 2021. April of 2022, Ryan was referred to CVS through the Vocational Rehabilitation Services office. Ryan has had a journey with Cedar Valley Services through the years completing work evaluations and job try outs, trying to find the "perfect" job. Ryan worked with the Designated Employment Specialist to find a job that best fit his skills and interest. After sending out applications and a few job interviews, Ryan found his most enjoyable job at South Grove Lodge Senior Living (formerly known as PrimRose) as a part-time janitor. Ryan works 3 days a week, 4.5 hours/day. He vacuums, dusts, sweeps floors, cleans windows, cleans four restrooms throughout the entire building. When Ryan first started the job, he had a job coach with him from CVS, to support and encourage him with learning his new job. Ryan commented he enjoys visiting with the residents who live there and also his co-workers. He has his own key to access rooms if a resident forgets their key to their apartment and the laundry room which makes Ryan feel important. Ryan is very proud he was nominated Worker of the Month, in October 2022, after only working there for three months. South Grove Lodge has been a fantastic employer for Ryan and everyone there enjoys seeing Ryan come to work just as Ryan looks forward to going to work on his schedule days. Ryan stated he likes his job and works with "good, wonderful people". Ryan restated it is the good people there that keeps him at South Grove Lodge and why he enjoys his work so much.

EMPLOYEE COMMITTEE

The Austin Employee Committee was finally able to meet in person in 2022! Due to COVID and the cease of in-person meetings when the members were elected, they served on the committee in 2022 and will again in 2023. The committee meets quarterly during the year with Rich Pavsek, Executive Director and Sue Martin, Program Director. The committee members do a great job with reminding Rich and Sue when it is time for a quarterly meeting. Topics reviewed during the meetings include: Cedar Valley Services accessibility plan ensuring that all programs are accessible, possible barriers to competitive employment, current legislative issues, safety concerns, and any areas for improvement needed to better serve and support our employees. During the meeting each member is given time to give their input or offer suggestions for improvement. Some of the elected members work center based and some work on community job sites. The highlight in 2022 was the committee members helped to plan the Cedar Valley picnic in August and picked the menu for the annual Christmas party in December. The Christmas party was held at the Holiday Inn. The committee members received positive feedback from their co-workers about the in-person events this year, good times were had by all, and can't wait until we get together again in 2023 for more fun events!



Elmer Ferguson ↑



(L to R) Front row: Chad Andersen, Kelly May, Amanda Lammers. Center: Sue Martin and Ruth Stanton. Back row: Rich Pavsek and Roy Rolfson. ↑

OWATONNA DIVISION

LUNCHROOM REMODEL: OUT WITH THE OLD, IN WITH THE NEW

Gone are the orange and yellow lockers from the 70's! Gone is the flooring that no matter how hard you scrubbed it, it never looked clean! Gone is the carpet that should have never been put in a lunchroom in the first place! We are so happy that our lunchroom here at the Owatonna Division has been remodeled. The construction project was completed in March of 2022 and the updated space is beautiful and is much more functional.

With new flooring, new cupboards, new tables, new paint and new ceiling tiles; our lunchroom now looks clean and modern. We have also added some new technology including a screen, a projector, speakers, and four televisions. The lockers were replaced and relocated to the workflow to make more space. We are all very happy with the finished product!

Before →
and
after. ↓



Hope working at Post. ↑

MEET HOPE – PROVING TO OTHERS THAT SHE CAN DO ANYTHING!

Hope started working at Cedar Valley Services – Owatonna in 2013. She has worked on a variety of community crews including hanging parts at Truth Paint, facing product at Cash Wise grocery store, and performing housekeeping duties at the Holiday Inn. Hope's current job is at Post Consumer Brands packaging cereal boxes one to two times per week. When asked what she likes about Post, Hope stated, "I enjoy meeting new people, and showing others I can do something even though I'm blind." In addition, to working on the Post crew, Hope goes to Austin CVS where she packages pepperoni for Hormel. She is able to feel the pepperoni bag to tell if it is a satisfactory product. Hope stated, "When I squeeze the bag and feel that there is no air, the bag is bad and needs to be sent back. If there is air, the bag is ready for shipment." When working at the Owatonna facility, Hope expressed an interest in gluing foam for Viracon. The job requires the use of hot glue, and to ensure Hope did not burn herself, a jig was created so that Hope could do the job safely. Hope has worked on many jobs that lots of people would think requires vision to do, but she said she is, "Glad to show people that she can do anything, even though she is blind." Hope continues to persevere through challenges and demonstrates determination every day. Great job Hope!

EMPLOYEE SPOTLIGHT: AMANDA PHYLE

Amanda started working with Cedar Valley Services through the School-To-Work program. She worked at a local hotel doing housekeeping tasks three hours per day. As Amanda gained skills, she began exploring other types of work to help her identify her areas of interest and talents. She worked on several different types of piece rated work, answering phone calls as a receptionist at Cedar Valley, doing laundry, and doing clerical work. As Amanda's skills and interests became more refined, she spent less time in the Owatonna facility and more time working in the community. Some of the sites she worked at include Steele/Waseca Coop doing laundry, The Elks Club on the janitorial crew, CashWise Foods facing shelves, and Subland apartments cleaning the common areas. In 2021, Amanda took a big step towards her ultimate goal of becoming independent by becoming her own guardian. In March of 2022, Amanda expressed an interest in competitive employment. Amanda began working with an employment specialist learning how to complete an application, writing a resume, and about the interview process. All these tasks came very naturally to Amanda and within a couple of weeks she had her first interview. In just a matter of a couple months, Amanda started a competitive job at Cash Wise Foods in the Deli Department, where she remains today. Amanda loves working with the customers and is enjoying many new friendships. Amanda looks forward to new challenges and opportunities in the near future.



Amanda at CashWise Foods. ↑



Cory at his new home. ↑

MURRAY HAS A NEW HOUSEMATE!

Cory Krenke has taken up a new residency at the Murray home. He is no stranger to congregate living, but after learning of an opening at the Murray House, he felt the home would be a good fit for him. Cory made the decision along with his parents to move in February of 2022. Cory made the move with ease and quickly adjusted well to his new home. He stated that he now lives closer to his sister and her family and is able to visit them more often, because it is an easy walk. He enjoys the independence and freedom he gets from living at the Murray home. Another advantage to Cory moving to the Murray home was he already knew all his housemates as he has worked alongside of them at CVS in Owatonna since 2003. Cory and his three housemates often spend time together going out to dinner, taking in a movie,

attending social functions at various places in the community, or just spending a nice quiet evening together at home. Cory has a strong interest and a vast knowledge in the areas of technology and the weather. He spends much of his leisure time enjoying both of these activities. When asked if he made the right decision to move, Cory's response is "OH YEAH!" Welcome home Cory!

EMPLOYEE COMMITTEE

The Owatonna Employee Committee for 2022 consists of Dian Gehrke, Hope Rouge, Lawrence Dietz, Todd Krueger, and Whitney Noble. Members of the committee serve a two-year term, meeting quarterly as representatives of their fellow co-workers. They give input on staff training, safety issues, social functions, and areas for improvement. This group has done a great job of sharing their observations, concerns, and ideas. We appreciate the valuable insight they have provided during the past two years.



Pictured: Melisa Vick, Hope Rouge, Whitney Noble, Dian Gehrke, Jerianne Hendricks. ↑
Not pictured: Todd Krueger and Lawrence Dietz.

ALBERT LEA DIVISION

CEDAR VALLEY SERVICES JANITORIAL CREWS

Cedar Valley Services – Albert Lea has been very fortunate working with the various businesses in the City of Albert Lea. We currently have 12 janitorial sites for the day janitorial crew and 11 sites for the night janitorial crew.

Recently, we added a new janitorial job with the American Legion in Albert Lea. With the newly added janitorial job, our persons served are excited with providing services for the public. They work alongside one staff at the job sites Monday through Friday.

In discussing CVS janitorial services with the American Legion, they stated; “We are pleased with the job the clients do. They are always helpful and friendly.”

Cedar Valley has the ability to rotate persons served to work at various sites on a daily basis. This offers additional opportunities for those who are looking at working in the community. Persons served who work for CVS are pleased knowing they are working at a business that appreciates all they can do.

FOOD SERVICE ALBERT LEA

Cedar Valley's Food Service program at Riverland Community College in Albert Lea had a busy 2022 as schedules for students and staff began to return to normal. We also experienced an increase in catering with the return of the annual Welcome Back Breakfast and Coffee Mondays at Riverland, holiday dinners for Cedar Valley employees, and various social events throughout the community.

One of our busiest endeavors in 2022 was serving breakfast and lunch to Area Learning Center (ALC) students and staff. Both meals were served every school day with an average of 10-15 breakfasts served per day and 40-50 lunches served per day. The breakfast and lunch menus each included two main choices, along with sides and beverages, mirrored what is available to students attending Albert Lea High School and followed state and federal school nutrition program guidelines.

Our staff works very hard to prepare and serve meals for the ALC, and the majority of our morning food preparation is dedicated to doing so. We pre-portion fruits, vegetables, and condiments so that we can move students through the line as quickly and efficiently as possible. Our revamped lunch-serving line that our employees keep well-stocked supports that goal as well—students receive their main meal and continue down the line to pick up their milk, fresh vegetables, fruit, and condiments from our cold serving area. The main meals at lunch generally consist of one hot option and one cold option such as a salad, sub, or wrap. Some favorite lunches in 2022 were the spicy chicken sandwich, ham and turkey chef salad, hot turkey and cheese bagel, French bread pizza, chicken Caesar salad wrap, and walking tacos.

We appreciate our ongoing partnership with Albert Lea Area Schools and the ALC and are grateful for the many opportunities it provides for our employees to develop their job knowledge and skills.



Jorge Zuniga preparing for the day at Food Service. ↑



Joleen cleaning garage entryways at The Village. ↑

EMPLOYEE SPOTLIGHT – JOLEEN JERDEE

Meet Joleen Jerdee! She paused for a quick photo shoot as she was cleaning the entryways of the garage at The Village! Joleen has worked for Cedar Valley Services since 2000! It will be 23 years in June! That's a huge accomplishment that Joleen is proud of. She continues to come to work on her scheduled days and takes pride in a job well done! Joleen gets along well with co-workers and likes to joke around and have a good time on down time!!

Joleen works with the morning janitorial crew and cleans at various sites around town, such as The Village... along with Senior Court & Senior Tower, The American Legion, Bleachers and United Preschool. Her work day usually starts about 8:00 am with SMART Transit picking her up from home and ends around 1:00 -1:30 pm with it taking her back home. Joleen works four days a week with Wednesdays being her day off!

When she is not at work, Joleen enjoys crocheting, hanging out with her sister and visiting their Mom! One of Joleen's fondest memories is working with her Mom making dresses. Her Mom showed her everything she needed to know about making a dress!

EMPLOYEE SPOTLIGHT: TOM EUSTIS

Tom currently works at two job sites: Crest Services and HyVee. Tom has worked at Crest Services for 16 years. He works on Mondays, Tuesdays, and Thursdays and completes janitorial work. Tom has worked at HyVee for 2 years. He works on Wednesdays and Fridays cleaning the bathrooms in the gas station and the grocery store. Tom says his favorite job at Crest Services is vacuuming and his favorite part of his job at HyVee is keeping the bathrooms clean. Tom is dedicated to his work and demonstrates this by having perfect attendance at both of his jobs. Tom's Crest supervisor is quoted saying, "Tom is always a delight to see and takes pride in his work".

Tom has lived independently in his own apartment since 1987. On Saturdays, Tom likes to go to breakfast at Diana's which is a local diner in town. He also enjoys watching western movies while relaxing at home. On Sundays, Toms can be found at the New Life Church and then at his mother's house after the service.

Tom enjoys all of his jobs and continues to excel at all of his job duties. He is a joy to be around. Tom is caring, compassionate, and has a great sense of humor. He loves socializing, meeting new people, and he always has a smile on his face that lights up the room.

Tom with his cleaning cart at Crest Services. →



EMPLOYEE SPOTLIGHT: CLYDE MERRILL

Clyde Merrill works on the morning janitorial crew Monday thru Friday, typically, 6:30 am-12:30 pm. He has been a Cedar Valley employee since October 2021 and thoroughly is enjoying his job. The crew cleans at various businesses around the Albert Lea area such as, The Village Coop., Motor Inn, Senior Towers/Court just to name a few. Clyde takes a lot of pride in his job, is very dependable, rarely misses work, and is always willing to help out with anything asked of him. If you ask Clyde what his favorite job is he will tell you that he doesn't have a specific favorite. He enjoys any task that staff ask him to do, from collecting and emptying garbage cans to wiping down handrails. Clyde continues working on his goals at CVS and strives to do quality work.

Outside of work, you can catch Clyde out riding his bike around town as long as the weather is nice. He also enjoys helping others, especially elderly people. Clyde brings a great sense of humor to his job daily which is great with his co-workers and the people around him. Clyde is looking forward to the summer and possibly meeting up with his brother and nephew that he hasn't seen in quite a while.

← Clyde ready to go to work.

EMPLOYEE SPOTLIGHT: SONDRA NESS

Cedar Valley Services operates two laundry locations in Albert Lea. One laundry facility is located at the Myers Road Site where laundry is completed for Mayo Clinic Health System (MCHS) – Albert Lea, MN Freezer Warehouse, Freeborn County Highway Department, and some small jobs within CVS. Myers Road laundry washed approximately 230,000 pounds of laundry last year. The other laundry facility is located at the Alpha Site where laundry is completed for Thorne Crest Retirement Center, MCHS Health Reach, Eagles, Moose, Bleachers, First Lutheran Church, Crossroads Church, Bayview Funeral Home, and Riverland Community College – Nursing Assistant Program. This site also rents table linens to the public as needed. Alpha Laundry washed approximately 65,000 pounds of laundry last year.

Sondra has been an employee at Cedar Valley Services since September 2012. Sondra has been helping in laundry by accompanying staff to contract sites to deliver and pick up linens. Sondra is very helpful with these runs and provides this assistance on a daily basis.

When not assisting with the laundry runs, Sondra can be found doing any of the following: loading and unloading machines, folding individual pieces of laundry and folding sheets and blankets with a partner. When Sondra is not working, she enjoys spending time with her family, playing on her phone, listening to music, and watching movies.



Sondra folding sheets at the Alpha laundry site. ↑

SOUTHERN MINNESOTA AREA RURAL TRANSIT



The calendar for 2022 kicked off with some pretty big events on it – we had our big

facility project in Owatonna scheduled to start in early spring, SMART was set to host the MPTA State Bus Roadeo in Austin in the summer, and then moving into our completed Owatonna facility in the fall; thankfully, all went fairly well and we have lots to be thankful for.

To begin, the construction crew arrived in early April and our Owatonna facility quickly began to take shape; by June the floors were settled and walls were going up. Later in the summer, tile was being installed in bathrooms, and blacktop was being laid for the parking lot; come September, much of the facility was wrapped up, with just a few things to tidy up before we could move in. Fast forward to the end of October, and our big move took place, just in time for the winter months – we were now able to park all of our buses indoors. This project was a huge step for SMART in Owatonna, as it provided a permanent home for our staff and vehicles, and has plenty of room for expansion down the road.

Although this technically wasn't the first Roadeo for Cedar Valley Services, it was the first time hosting the event since SMART was created back in 2014, and it took place in Austin in July. Each year (except for during COVID), the Minnesota Public Transit Association holds the Public Transit Bus Roadeo, and it generally hops around the state, going from Duluth to Marshall, or St. Cloud to Austin (2023 will be held in Rochester, who was scheduled to have it in 2020). Although SMART usually sends two to three drivers and three to four judges to each Roadeo, this year we had four drivers participate, and six judges out on



L to R: Todd Brackey, Joann Brackey, Julio Zavala, Cory Shea, Paula Miller, Garry Hart, Kevin Hemann, Shelly Rockman, Chris Thompson, Kirk Kuchera. ↑

AT A GLANCE:

2022	
Passengers	220,157
Hours of Service	58,470
Miles Driven	649,139

2021	
Passengers	240,404
Hours of Service	61,400
Miles Driven	679,661

2020	
Passengers	170,934
Hours of Service	54,685
Miles Driven	584,514

2019	
Passengers	268,798
Hours of Service	63,788
Miles Driven	752,525

the course. Thanks to incredible partnerships with the likes of Discover Austin, Hormel Foods, and Cedar Valley Services' Food Service, the event went extremely well, and two SMART drivers even brought home some hardware – In the Small Bus Division, Owatonna Lead Driver Julio Zavala Lopez won 1st Place and was selected for the Driver of the Year Award by his fellow drivers, and Austin Lead Driver Kevin Hemann won 3rd Place. Although the event was a lot of work, it was a rewarding experience and helped put SMART, Cedar Valley Services, and public transportation on the map as there was significant media coverage.

Lastly, when looking at stats for the year, SMART increased our ridership by nearly 8% over 2021, and although our trip count has not yet caught up to pre-COVID numbers, we are moving closer and closer each and every year. In bus news, we continue to deal with the bus manufacturing shortages that have crippled the public transportation sector throughout all of the country, as agencies in every state face rising maintenance costs and an aging fleet of vehicles. To date, since the onset of COVID, we have ordered 13 buses, and have received only one (May, 2022); although we anticipate receiving more vehicles by summer of 2023. The national bus crisis is hitting close to home each and every day. By in large, thanks to a strong maintenance plan, SMART has positioned itself to handle this predicament as best we can, and find ourselves in a better situation than many.

STATEMENT OF FINANCIAL POSITION

DECEMBER 31, 2022 AND 2021

ASSETS	2022	2021
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 4,042,524	\$ 3,755,305
Accounts Receivable, Net	2,602,670	1,884,055
Employee Retention Credit Receivable	3,700,793	—
Inventories, Net	316,207	228,448
Prepaid Expenses and Other Assets	273,299	271,376
Accrued Interest Receivable	7,712	2,315
Investments	4,118,530	3,636,529
Total Current Assets	\$ 15,061,735	\$ 9,778,028
PROPERTY AND EQUIPMENT	\$ 8,949,642	\$ 7,225,843
OTHER ASSETS		
Cash and Investments		
Designated for Capital Asset Purchases	\$ 2,012,266	\$ 2,003,814
Held for Donor Designated Fund	542,693	645,942
Total Other Assets	2,554,959	2,649,756
Total Assets	\$ 26,566,336	\$ 19,653,627
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts Payable and Other Accrued Liabilities	\$ 610,542	\$ 326,822
Accrued Salaries and Wages	486,414	481,122
Accrued Vacation	370,216	350,738
Total Current Liabilities	\$ 1,467,172	\$ 1,158,682
NET ASSETS		
Without Donor Restrictions		
Board-Designated	\$ 2,000,000	\$ 2,000,000
Designated for Capital Asset Purchases	2,012,266	2,003,814
Undesignated	19,953,286	13,364,633
Total Without Donor Restrictions	23,965,552	17,368,447
With Donor Restrictions	1,133,612	1,126,498
Total Net Assets	25,099,164	18,494,945
Total Liabilities and Net Assets	\$ 26,566,336	\$ 19,653,627

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2022

	Without Donor Restrictions	With Donor Restrictions	Total
PUBLIC SUPPORT AND REVENUE			
Revenue:			
Service Contracts and Grants:			
State Agencies	\$ 985,3193	\$ —	\$ 985,3193
County and Local Agencies	266,369	—	266,369
Transportation	951,625	—	951,625
Trade Sales	7,142,433	—	7,142,433
Other	103,027	—	103,027
Gain on Sale of Assets	450	—	450
Investment Income	31,730	(103,249)	(71,519)
Public Support:			
Contributions and Grants	4,522,314	190,363	4,712,677
Subtotal	22,871,141	87,114	22,958,255
Net Assets Released from Restrictions	80,000	(80,000)	—
Total Public Support and Revenue	\$ 22,951,141	\$ 7,114	\$ 22,958,255
EXPENSES			
Program Services:			
Extended Employment	\$ 7,216,245	\$ —	\$ 7,216,245
Day Training and Habilitation	4,040,622	—	4,040,622
Residential	434,040	—	434,040
Transit	3,598,862	—	3,598,862
Supporting Services:			
Management and General	1,064,267	—	1,064,267
Total Expenses	\$ 16,354,036	\$ —	\$ 16,354,036
CHANGE IN NET ASSETS	6,597,105	7,114	6,604,219
Net Assets, Beginning of Year	17,368,447	1,126,498	18,494,945
NET ASSETS, END OF YEAR	\$ 23,965,552	\$ 1,133,612	\$ 25,099,164

OUTCOMES

CENTER-BASED EMPLOYMENT EXTENDED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	54
Hours Worked Annually	14,702
Annualized Wages	\$104,305

COMMUNITY & SUPPORTED EMPLOYMENT EXTENDED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	94
Hours Worked Annually	56,496
Annualized Wages	\$604,786

COMPETITIVE PLACEMENT ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons placed in competitive employment	39
Average hours worked per week	11.70
Average hourly wage	\$10.44
Percentage placed with benefits	30%

RESIDENTIAL OUTCOME INFORMATION MEN'S AND WOMEN'S HOMES

Outcome Measure	Raw Number
Number in program	4 men – Murray 4 women – October
Resident satisfaction with program	2.83 of 3.0 scale
Other stakeholders satisfaction with program	no response
Number of community activities per person, per month	10

WAIVER OUTCOME INFORMATION ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
<i>Non-Paid Programming</i>	
Community Inclusion Hours	495
Center-Based Programming Hours	54,550
<i>Paid Work</i>	
Community & Supported Hours	63,129
Center-Based Hours	540,641
Total Wages	\$1,111,702

WAIVER PERSONS SERVED (TOTAL INDIVIDUALS SERVED DURING YEAR)

Albert Lea (Alpha)	81
Austin (CVTH)	125
Austin Top Flight	20
Owatonna (ABL)	92
Total	318

EMPLOYMENT PLANNING SERVICES ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	6
Average fee per person	\$1,961

EMPLOYEE DEVELOPMENT SERVICES ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	9
Average fee per person	\$539

2023 STRATEGIC PLAN

1. Respond to the priorities in the Minnesota Olmsted Plan/ Employment First Policy, and WIOA.
2. Develop new employment opportunities with integrated minimum wage or above outcomes.
3. Add resources for Competitive/Supported Community Job Development.
4. Continue with Leadership Succession Plan.
5. Address labor needs of the center-based program as program participants move to Community and Supported Employment in order to maintain current commitments.
6. Develop staff retention strategies and manage staff benefit costs
7. Complete Technology Assessment and plan for vulnerabilities.
8. Participate at state and Federal levels to lobby legislative priorities that affect the persons served.
9. Develop strategies and resource management to broaden the scope of Day Support Services, facilitating individualized, community-based training and support services.
10. Complete Phase one of a building project for SMART – Austin.
11. Continue to explore expansion of SMART Public Transit Services.
12. Implementation of Residential Alternate Overnight Supervision Technology and other Technology that will assist with staffing efficiencies.
13. Plan for the elimination of 14c Subminimum wage certificate and changes required in the Cedar Valley Services business model.

This plan reflects our current and projected financial position. It sets major goals and priorities to be implemented in 2023. It is developed by the Operating Directors with input from consumers, staff, board and stakeholders. It will be shared with persons served and other stakeholders as appropriate.

It will be presented to the Board of Directors at the March 27, 2023 Board Meeting. And again at the Annual Meeting on April 11, 2023.

CEDAR VALLEY OFFERS INDIVIDUALS THE FOLLOWING AREAS OF WORK:

Bulk Mail Operations (O)	Housekeeping (A, O)	Recycling (A, AL, O)
Clerical (A, AL, O)	Manufacturing, Assembly, Packaging (A, AL, O)	Wood Product Assembly (A)
Food Services (A, AL)	Machine Operations, Spin Riveting (O)	Other and Custom as requested (A, AL, O)
Janitorial (A, AL, O)		
Laundry (A, AL, O)	Parts Hanging (O)	

Many of these work areas are available at both Cedar Valley facilities and at community job sites.

A = Austin, AL = Albert Lea, O = Owatonna

PROGRAMS AND SERVICES

Competitive Placement: Support to learn how and where to look for work, how to interview for a job, how to fill out an application for work, and all other skills to work competitively.

Center-Based Employment: Support to work and earn wages based on level of productivity in a CVS facility. Opportunity to improve job skills to help with future employment choices.

Community Employment: Support to work at a business site in the community and earn wages based on level of productivity. Opportunity to prepare for and develop skills necessary for competitive employment.

Supported Employment: Support on a job in a community setting that is fully integrated with non-disabled workers. Wages would be customary for that type of work; and would be at least minimum wage.

Employment Planning: A process of job try-outs either within a CVS facility or in a community setting. Information collected is used to make further employment plans. Wages are earned and benefits accumulated.

Employee Development (Center-Based and/or Community): A Work Adjustment service often following Employment Planning. Skills are identified for growth and worked on to develop confidence and help define vocational interests and goals.

Pre-Vocational Services: Support within our facility involving work-skills training. Individuals generally require staff assistance for job completion. Individuals often receive Day Support Services as well.

Employment Exploration Services: Community based services to help persons served gain a better understanding of competitive employment opportunities. Activities and experience to strengthen knowledge, interests and preferences to help them make informed decisions about competitive employment.

Employment Development Services: Individualized services designed to help persons served achieve competitive, integrated employment, become self-employed, or establish a microenterprise business. May include assessments, discovery opportunities, job seeking skills, orientation support, etc.

Employment Support Services: Individualized services and supports that help persons served maintain paid employment in community businesses/settings. Services occur in integrated community settings, may be long-term, and may include individual sites or groups up to 6.

Pre-Employment Transition Services (Pre-ETS): Individual or group services for students between the ages of 14-21. Services include: Job Exploration Counseling; Workplace Readiness Training; Instruction in Self-Advocacy; Work-Based

Learning. Referrals are made through the Vocational Rehabilitation Department.

Mental Health Services: Support for persons with serious and persistent mental illness to obtain and retain employment. Services specific to their mental health needs are provided and coordinated with community mental health programs.

Day Support Services: Person-centered and individualized support services to help individuals develop or maintain essential and personally enriching life skills, to assist them in accessing and participating in community activities of their preference.

Senior Services: Program to provide our senior population with appropriate community activities, socialization, and assistance with skills development for the retirement years.

Residential Services: Support for individuals living in CVS homes. Assistance provided as needed for personal care, daily living skills, health and wellness, money management, community skills, etc.

Transportation Services: CVS provides a variety of transportation options in each of the three communities depending on persons served needs.

Public Transit Services: CVS operates SMART Transit in Austin, Albert Lea, Owatonna and Waseca.

CEDAR VALLEY SERVICES OPERATED IN PARTNERSHIP WITH THE FOLLOWING ORGANIZATIONS:

- United Way of Mower, Freeborn, and Steele Counties
- The Hormel Foundation
- Minnesota Department of Transportation
- The Alex Hirsh Family Foundation
- Rehabilitation Services Branch of the MN Department of Employment and Economic Development
- Minnesota Department of Human Services
- Mower, Freeborn, MN Prairie, and other Counties
- Cities of Austin, Albert Lea, Owatonna and Waseca
- Production and Service Customers of Cedar Valley Services
- Riverland Community College

CVS CULTURE STATEMENT

Cedar Valley Services is committed to building a strong, positive relationship with each of our stakeholders.

EMPLOYEES/PROGRAM PARTICIPANTS:

Our employees/program participants are our primary stakeholders. We recognize each employee/program participant as a person of worth and value, deserving respect at all times. We are dedicated to providing them high quality service to enhance their quality of life through relationships and meaningful work.

STAFF:

Our staff is our most valuable resource. It is through them that we serve our employees/program participants. We are committed to enriching their work effectiveness through providing ongoing work related education and training. We promote individual competence and dynamic teamwork. We are dedicated to providing our staff a positive work environment that supports a quality of life for them and those they serve.

EMPLOYERS:

Employers who provide employment for our employees/program participants are our partners in ensuring meaningful and productive work for them. We are committed to working collaboratively with employers to help them understand capabilities and special concerns regarding our employees/program participants they employ. A strong three-way effort involving the employee/program participant, the employer and us contributes to success.

CUSTOMERS:

We highly value customers who purchase services from us. A win-win situation is created when our employees/program participants provide quality service to our customers and our customers provide work opportunities for our employees/program participants. The benefits of such a win-win need to be recognized and celebrated.

FAMILIES: (PERSONAL RELATIONSHIPS)

The network of personal relationships in which a person lives and works is a vital dimension of life. The healthier the network, the more life is enhanced and satisfying. We are committed to assisting our employees/program participants, employers, customers and other community members in establishing and growing healthy personal relationships.

DONORS:

Donors are our key partners. Their involvement, contributions and support are essential to our employees/program participants and our organization's success. We pledge that we will be wise stewards of their gifts. We are committed to being fiscally accountable and transparent in reporting how donations are utilized to achieve our mission.

BOARD MEMBERS:

Board members are our foundational partners. A dynamic dialogue between board members and staff leadership assures organizational success. This dialogue must be based on openness, trust, fairness, and transparency. By sharing knowledge, innovative ideas and constructive reviews of past efforts, together we serve employees/program participants and the community by building outstanding services and pride in our organization.

THE MINNESOTA ORGANIZATION FOR HABILITATION AND REHABILITATION (MOHR) ASSOCIATION:

We collaborate with MOHR and its members by lobbying and advocating to empower one another through learning, training and progressive programming.

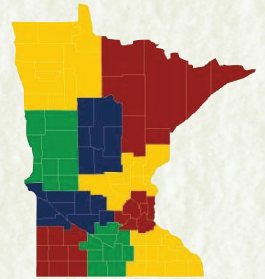
GOVERNMENT:

We are committed to good working relationships with all government agencies and representatives. Working collaboratively with them helps to maximize the services we provide our employees/program participants and other stakeholders. We do this by demonstrating need, advocating for needed resources, showing good stewardship, and documenting results.

2023 LEGISLATIVE PRIORITIES

MOHR is a statewide organization of 110 organizations, representing providers of important services to people with disabilities. Cedar Valley Services is an active member of MOHR.

MOHR's legislative efforts at the MN State Capitol are based on the core belief that Minnesotans with disabilities living in every part of the state should have access to high-quality employment supports and other day enrichment services.



CURRENT SITUATION

3,500+ Unserved

Due to severe staff shortages, more than 3,500 Minnesotans are currently on waiting lists for day and employment services.

Some have been waiting for more than 3 years. This number grows every day.

Unlivable Wages

The biggest barrier to hiring direct support professionals is the low wage rate funded in the current disability waiver rate framework (DWRS).

Loss of Access

On average, MOHR members are serving 27% fewer individuals than they were before COVID. The individuals with the highest needs are the most likely to be left behind due to organizations' inability to hire enough staff to provide the needed support.

You Can Help

The legislation can help solve this problem by updating the state-set reimbursement rates for day and employment service providers.

Contact your local Legislators!

STRENGTHEN THE DISABILITY WAIVER RATE SYSTEM (DWRS)

Employment and Day services programs are funded by the state's Medicaid DWRS reimbursement, meaning staff pay rates are largely controlled by legislative action. The current DWRS is woefully out of date, making it extremely challenging to hire and retain workers because wages are not competitive. This results in individuals with disabilities being left out of the workforce and unable to access day supports because providers cannot hire enough staff to support them. The best Life Alliance legislation proposes adjustments to the DWRS focuses on using more current economic data for updates to reimbursement rates. This will allow providers to offer more competitive wages and benefits, in turn helping more Minnesotans to access services.

**HOUSE FILE 999, REP. J. HANSON /
SENATE FILE 1015, SEN. FATEH**

STRENGTHEN THE EXTENDED EMPLOYMENT PROGRAM

The MN Department of Employment and Economic Development oversees a critical disability employment support service called Extended Employment. This disability employment support program helps Minnesotans to reach their competitive employment goals. This proposed MOHR Extended Employment legislation would increase the sustainability of the Extended Employment program by adjusting the reimbursement rate to be more responsive to current market trends and therefore increasing access to this important service.

**HOUSE FILE 1501, REP. BRAND /
SENATE FILE 1271, SEN. PUTNAM**



www.cedarvalleyservices.org

For information on our organization and programs, visit our website at the above address. A video is also available upon request.

Cedar Valley Services will provide answers to your specific questions. Please direct your requests regarding the performance of our accredited services and programs to the numbers listed below.

CORPORATE OFFICE AND AUSTIN DIVISION

2111 Fourth Street NW • Austin, MN 55912
Phone (507) 433-2303 • Fax (507) 433-8880

TOP FLIGHT PROGRAM

102 First Street NW
Austin, MN 55912
Phone (507) 437-6032
Fax (507) 434-7186

ALBERT LEA DIVISION

2205 Myers Road
Albert Lea, MN 56007
Phone (507) 377-2893
Fax (507) 379-9860

OWATONNA DIVISION

415 North Grove Avenue
Owatonna, MN 55060
Phone (507) 451-5897
Fax (507) 451-5932

ALPHA PROGRAM

1839 SE Broadway Avenue
Albert Lea, MN 56007
Phone (507) 373-6064
Fax (507) 373-7105

SMART TRANSIT

Mower - 2803 Oakland Ave. West • Austin, MN 55912
Freeborn - 905 East 16th Street • Albert Lea, MN 56007
Steele - 140 32nd Ave. NW • Owatonna, MN 55060
Waseca - 1300 State Street South • Waseca, MN 56093
Phone Number: (855) 762-7821



Cedar Valley Services, Inc. is CARF accredited in Organizational and Community Employment Services, Employment Planning Services and Employee Development Services.



Programs funded in part by the United Way of Mower, Freeborn, Greater Mankato and Steele Counties.

Cedar Valley Services, Inc. is a tax-exempt 501(c)(3) non-profit Corporation

EQUAL OPPORTUNITY EMPLOYER