



CEDAR VALLEY

S E R V I C E S I N C .

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



Tom Nystel operating the new Champion Classic Pallet Nailing System.



"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, 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.

SMART 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

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

2023 HIGHLIGHTS

Cedar Valley Services continues to provide work opportunities for the persons we serve through partnerships with businesses that have welcomed people who have disabilities into their workforce or through opportunities to provide services needed with our community business partners.

It has been inspiring to see people thrive in community employment. Opportunities are everywhere and as we know, our economy needs everyone who wants to work.

Our challenges for the upcoming year are shared by many organizations and businesses. Dealing with the workforce shortages will continue to be a priority as we initiate strategies for recruiting and retention of the best staff we can find.

Senator Gene Dornick and Representative Patricia Mueller met with senior management staff in March. Throughout the visit, there was discussion about the many services Cedar Valley provides across our area and the growing needs within the disability community. Also discussed was the Best Life Alliance legislative bill (HI999 & SF1015). These bills adjust the states reimbursement rates through the Disability Waiver Rate System to allow increases for staff wages and benefits.

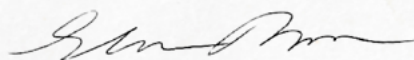
SMART Public Transit had another solid year of growth as we continued to work our way out of COVID, when analyzing data from 2019 to 2023, SMART is only down 15% in regards to ridership, which is near the top of rural Minnesota transit agencies surveyed. SMART also reached our two millionth ride mark in 2023, a milestone that many rural agencies might not hit for decades. Another highlight of the year was SMART's appearance at the Midwest Emmy Award show, as the Public Transit Workers episode of the COVID Confessions Docuseries was nominated for an Emmy Award, it helped put SMART and public transportation on the map for all the amazing work SMART staff did during the COVID Pandemic.

Expansion of SMART Public Transit Services will continue with the plan for a new facility in Austin, Waseca, and the addition of an electric bus in Owatonna.

Cedar Valley provides Recycling Services for Mower County which includes the processing of all recycling materials along with Residential and Businesses pick-up of materials. It employs 14 persons and the contract has been renewed for an additional three years.

One of the biggest and unexpected highlight of 2023 was the acquisition of KCQ, Inc. in Faribault. KCQ is an Extended Employment Program serving 60 persons with disabilities in Faribault/Rice County. CVS was approached by KCQ to take over operations with guaranteeing continued support for the 60 persons with competitive jobs through the Rice County area. The opportunity presented itself and CVS responded quickly to limit disruption of services. We are excited to have the staff and employees join our organization.

On behalf of the organization, we would like thank all of our stakeholders. We are all partners in creating a great future for the persons we serve, working together to advocate for each individual's needs as well as seeking progressive solutions in an ever-changing environment.



Glenn Moen
Board President



Richard R. Pavlek
Executive Director

PERSONS SERVED DEMOGRAPHICS

CITY OF RESIDENCE

Albert Lea	25%	103
Austin	38%	155
Faribault	4%	17
Owatonna	21%	86
Other Communities	11%	44
Total	100%	405

PERSONS WITH SECONDARY DISABILITY

Yes	66%	267
No	34%	138
Total	100%	405

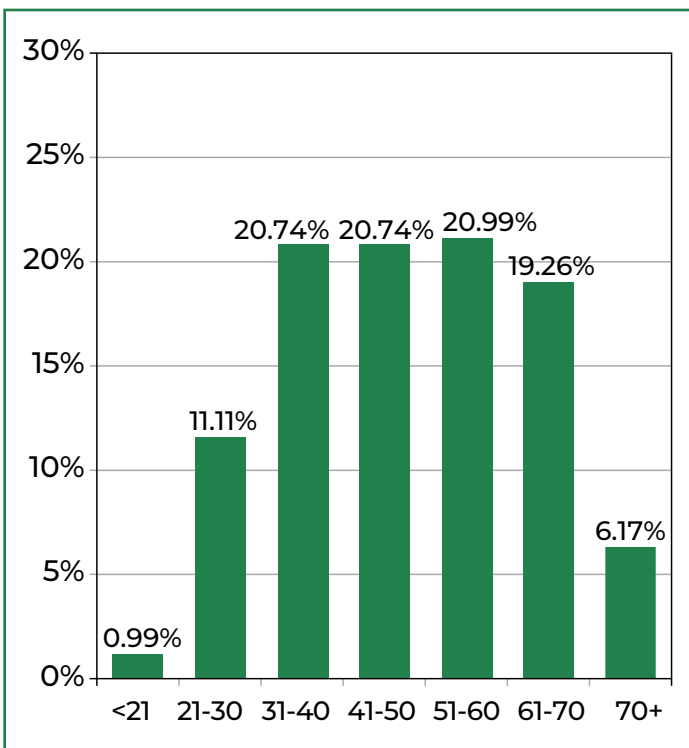
MARITAL STATUS

Married	2%	8
Single	98%	397
Total	100%	405

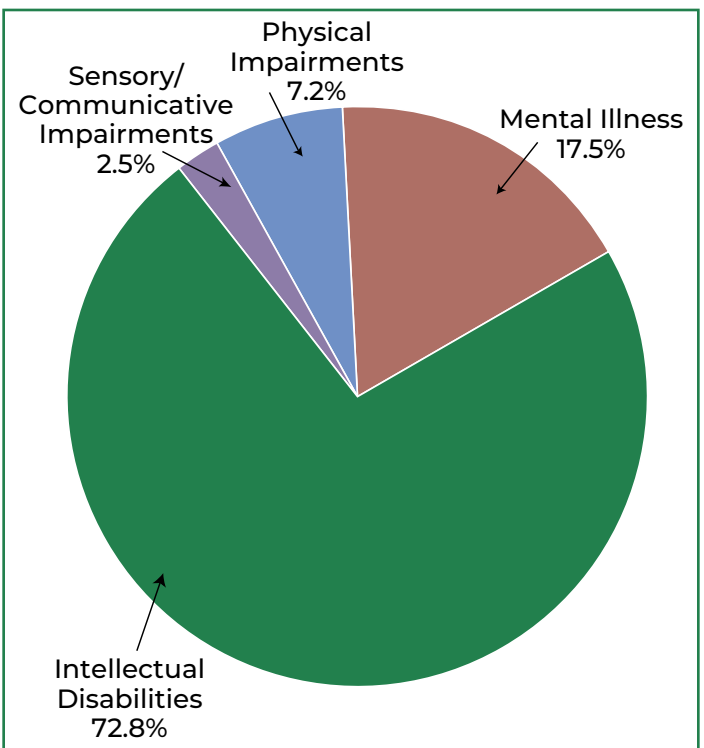
GENDER

Female	44%	178
Male	56%	227
Total	100%	405

AGE GROUPS



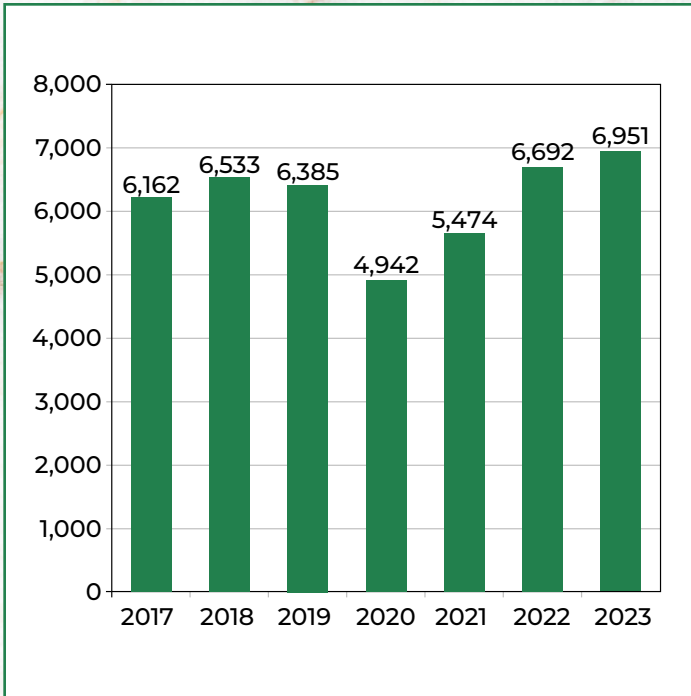
PRIMARY DISABILITY GROUPS



FACTS

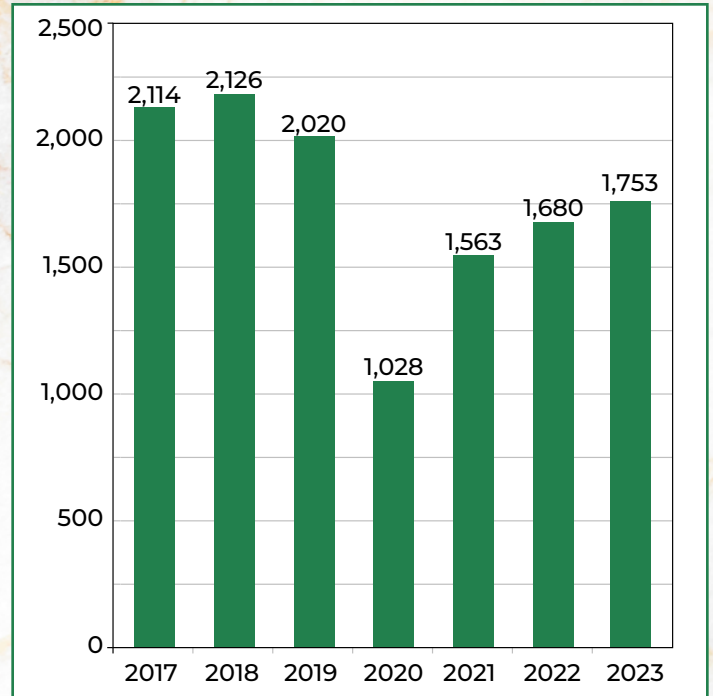
PRODUCTION SALES REVENUE

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



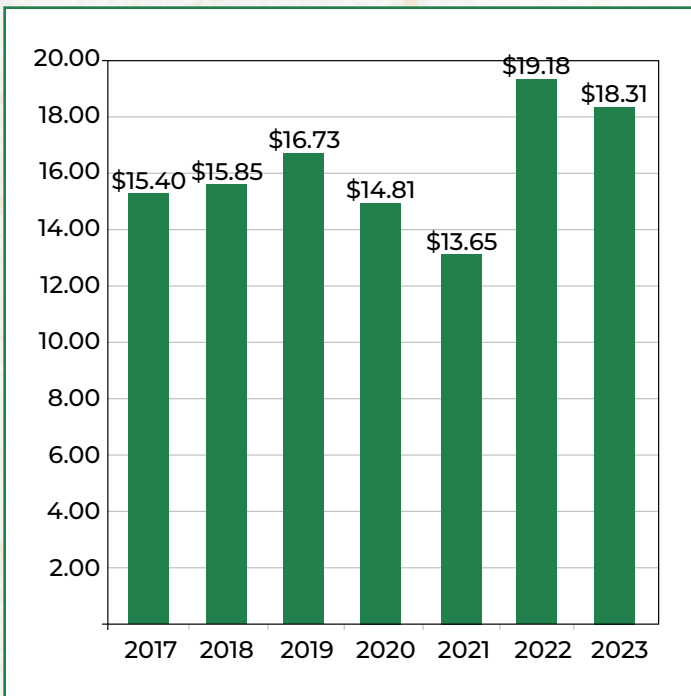
PRODUCTION WAGES

(Thousands of Dollars)



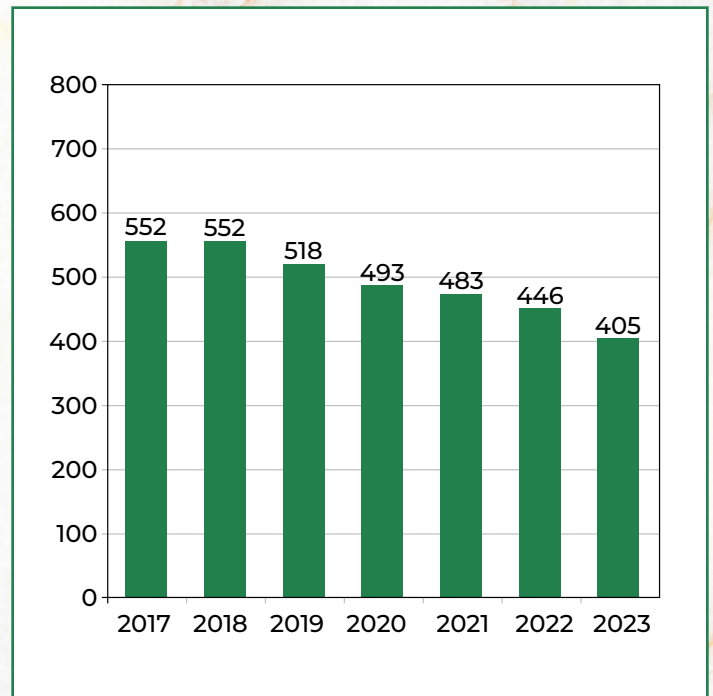
TOTAL REVENUE

(Millions of Dollars)



NUMBER OF PERSONS SERVED

All C.V.S. Programs



AUSTIN DIVISION



(L to R): Richard Pavek, Garry Hart, Senator Gene Dornink, Representative Patricia Mueller, and Sue Martin.

LEGISLATORS VISIT CEDAR VALLEY SERVICES

On Friday, March 3, 2023 Senator Gene Dornink and Representative Patricia Mueller toured Cedar Valley Services. They met with Rich Pavek, Executive Director, Sue Martin, Program Director, and Garry Hart, Albert Lea Director. After the meeting, Larry McColloch, Production Manager was the tour guide and lead the group through the manufacturing, assembly, and production (MAP) area, and explained about the various jobs within Cedar Valley Services. Throughout the visit there was also discussion about the many services Cedar Valley

provides across our Austin area and the growing needs within our disability community. It was a wonderful visit from our legislators and they enjoyed meeting all those who work at Cedar Valley Services. The legislators commented how much they enjoyed the visit and meeting those who are employed by Cedar Valley Services.

SAFETY COMMITTEE FEATURING SARAH SALISBURY

Besides persons served being nominated by their co-workers for the Employee Committee, there is also another committee for which they can be nominated for; this being the Safety Committee. Nominations occur every 2 years just like the Employee Committee members. For the Safety Committee only one representative is chosen. This year there were 8 peer nominations for the Safety Committee. The person who received the most votes was Sarah Salisbury. Sarah has been with Cedar Valley Services since 04/20/2009, however, she has a long work history of working in the community in a variety of jobs. She has worked community jobs at Red Owl, Wendy's, Watts Cooking, Austin Herald, and the Mower County Shopper. During her time with CVS, she has worked at the Recycling Center, on the evening janitorial crew, and currently is working center-based employment in the MAP area. With all of Sarah's jobs, she is a well-qualified candidate to serve on the Safety Committee. Sarah is on the committee to represent her co-workers and bring feedback from her peers to the committee. The Safety Committee meets once a month. Other CVS employees and managers serve on the committee. The committee reviews Old and New Business, Accident and Unsafe Conditions, Evacuation Drills for the month, Vehicle Inspections and Accidents, and Training for employees and persons served. Inspections are also completed from outside agencies and internal inspections are completed by staff who serve on the committee to ensure all work areas are safe or to report areas of concern. The representatives will notify management when a safety concern is observed and needs immediate attention.



Sarah Salisbury, Safety Committee Representative.

EMPLOYEE SPOTLIGHT: KEVIN GREELEY

Kevin Greeley started working at Cedar Valley Services, Owatonna division in November of 2005 where he had worked competitively at McDonald's for over nine years. Kevin moved to Austin, Minnesota in October 2022 after obtaining employment at Pizza Ranch in Austin. Kevin ended his employment at Pizza Ranch and began working on a CVS janitorial crew. Kevin felt he needed more support from CVS, needed a job, therefore, worked on the CVS janitorial crew. Kevin knew in a very short time that janitorial work was not the job for him. He began his own job search, but still wanted support from CVS. Kevin started working at McDonald's in April 2023 but after 6 months he realized that he missed working at Pizza Ranch. He requested to reapply and inquired about getting his old job back. Kevin returned to Pizza Ranch in October 2023. Kevin's immediate supervisors report that he is an integral part of their Pizza Ranch team. He is always on time for work, willing to work extra shifts, and help out wherever he is needed; even when it is not a part of his main job duties as a dishwasher and busboy. Kevin reports having his job at Pizza Ranch helps him with having independence and accomplishing his goals of having professional relationships and knowing where boundaries lie. He is able to earn a competitive wage to purchase his own personal needs items and wants. Supported employment is important to Kevin, knowing when he may struggle, he always has someone to help advocate for him.



Kevin Greeley in his work attire all ready for his work shift.



Samuel Tapia ready to go to work.

EMPLOYEE SPOTLIGHT: SAMUEL "SAM" TAPIA

Samuel Tapia is a quiet young man. Samuel learns through modeling and repetitive practice; watching his job coach complete a job task, then completing the tasks for himself until he perfects the task. Samuel began working with Cedar Valley Services in 2020 searching for the right competitive position. He was hired by the Holiday Inn to complete janitorial services throughout the building. Job coaching assisted Samuel with learning his daily job tasks in a proficient manner, until the business changed ownership. This left Samuel unemployed as of May 31, 2022. Samuel and Cedar Valley Services once again began the job search process until February 2023 when Samuel was hired by the Austin Country Club as a Steward. Samuel's job tasks include daily dishwashing, party set up and tear down, unloading kitchen deliveries, and light janitorial work. Samuel's Head Chef and kitchen team report enjoying having Samuel on their team. He has learned many new tasks including commercial dishwasher breakdown for cleaning and assembly and light food preparation. His team state that Samuel has really opened up to them, shares portions of his life with them, and joins in on daily conversation. This is something that has not occurred in the past; a huge accomplishment for Samuel. Samuel reports that he loves working at the Country Club and it is his most favorite job of all time. Samuel has earned more

independence personally and financially due to earning a competitive wage. He has even been able to go on a Caribbean cruise which was a life time dream for Samuel. For Samuel having a competitive position and supported employment means successful personal and professional growth that he would not have been able to accomplish on his own.

EMPLOYEE COMMITTEE

The month of November 2023 brought elections for new members of the Employee Committee. After being elected, the representatives serve on the committee for 2 years. Persons served are nominated by their fellow co-workers for the committee and then a picture ballot election is held. This year 13 persons served were nominated for the committee. The top seven with the most votes were elected to the committee. The committee meets quarterly with Rich Pavsek, Executive Director, and Sue Martin, Program Director. The representatives give feedback to management in what they hear from their co-workers. By having the employee committee, it is an avenue for ideas and concerns to be brought to the top management level on how to better their workplace at Cedar Valley Services and how Cedar Valley Services can improve as an agency. Every one of the representatives is asked for their input at each meeting. All the elected members are looking forward to being on the committee and are excited for their first meeting. They always look forward to giving their input for planning the summer picnic in August and the Holiday party in December along with giving input on ideas and suggestions on improvements for Cedar Valley Services.



(L to R) Front row: Sue Martin, Susan Huffman, Amy Kvam. Back row: Rich Pavsek, Monty Olson, Sarah Jensen, Steve Mallan, Nick Bera, and Jerry Kasel.

OWATONNA DIVISION

KCQ AFFILIATION

During the last half of 2023, an exciting opportunity was presented to Rich Pavek, Executive Director, regarding the acquisition of a non-profit organization located in Faribault, MN. KCQ is a private non-profit organization that has been providing work opportunities for individuals with disabilities since 1984. KCQ is a unique program as there is no dedicated facility where the individuals work. Instead, each employee holds a community job and receives support from KCQ staff, so there is no workshop, only a staff office.



(L to R) Jill Holtzworth, Elise Herman, Shylah Hanks, Amber Brande, and Robyn O'Leary.

The decision to merge with KCQ came about as a result of shared values between Cenneidigh Companies and Cedar Valley Services. Russ Kennedy, CEO of Cenneidigh, sought a program aligned with his vision and he chose CVS for the merger. As of January 1st, 2024, Cedar Valley Services will own and operate KCQ, maintaining the same dedicated staff and workers. There are five KCQ staff that will continue their employment with CVS, and approximately 60 individuals served that will continue their employment through the merger with CVS. This affiliation allows both organizations to efficiently and effectively carry out their missions under Cedar Valley's leadership and management.



(L to R) Barb Jirele, Curtis Hougum, John McDonough, and Dian Gehrke.

SENIORS PROGRAM

The Seniors Program at the Owatonna Division was started so that aging adults with intellectual disabilities would have the opportunity to be involved in a typical senior adult program. The only requirement to join this elite group is that you must be at least 55 years or older.

The leisure activities offered in the Senior Program create an atmosphere of enjoyment and relaxation among the participants and their peers. The members of the group have developed many long-lasting friendships with one another over the years. Today we have 34 members taking

advantage of this fun packed program.

Though there are many activities planned throughout the year, some of the fan favorites include: measuring and baking, seasonal crafts, early morning breakfast, lunches, community activities, a movie with popcorn, gardening, and of course who could turn down a good game of bingo! The scheduled activities offered foster independence, teach positive social skills, and enhance quality of life.

Everyone really looks forward to attending the planned activities. There is not often a day that goes by without a member of the group asking, "What will we be doing for our next senior activity?"

EMPLOYEE SPOTLIGHT: JESSICA MACE

Jessica is an amazing individual with a big heart for her family, friends and co-workers. She has been with Cedar Valley Services – Owatonna since 2008. Jessica has worked at many job sites and in the CVS facility through the years. A few of her favorite jobs have been Post and Truth. Two years ago, Jessica expressed her desire to work in a competitive job. Jessica and her Designated Coordinator began working together on learning how to fill out employment applications, interview skills, and writing a resume and cover letter. Jessica took it upon herself in January to apply and interview for the Sodexo Company. Jessica put what she had learned into action, and was so impressive during her interview, that she was hired right away! She is currently working at the Faribault Middle School as a kitchen assistant. Her duties include assisting the kitchen staff with preparing meals, setting up and taking down the salad bar, cleaning her work area, and just recently assisting the kids with purchasing their meals. Jessica stated, “I love my new job and co-workers. The best part of my job is getting to know each of the students.”



Jessica Mace ready to attend her work with her uniform shirt.



Boum Tut working at Hy-Vee.

EMPLOYEE SPOTLIGHT: BUOM TUT

Buom started working at Cedar Valley Services in 2014 through the School-To-Work program. He worked on a variety of piece-rated jobs including gluing foam for Viracon. As Buom gained more work skills, he began to explore jobs out in the community. He worked at Wenger on a community crew through CVS, building kits for music stands. In addition, he worked at Truth paint hanging parts. In 2020, Buom took a big step and made the decision to look for a competitive job. He started working with an employment specialist, where they went over how to fill out job applications and how the interview process works. Buom then took the initiative and applied at Hy-Vee in Owatonna. He was hired as a grocery clerk where he bags groceries, collects carts, and greets customers with a friendly smile. Buom is willing to give a helping hand and his supervisors at Hy-Vee are happy to have him around. Buom stated his favorite parts of his job are “getting paid every week, receiving a free lunch on the weekends, and how everyone is so nice and treats him well at Hy-Vee!” Keep up the good work Buom!

EMPLOYEE COMMITTEE

The Owatonna Employee Committee for 2023 consists of Mark Berghoff, Sharon Heikes, Andrew Moen (Safety Rep.), Brady Reinhardt, and Mel Stano. Members of the committee serve a two-year term, meeting quarterly to enhance communication between employees and management. They provide input on staff training, safety issues, workload changes, social functions, and areas for improvement. The safety representative attends monthly safety meetings in addition to the quarterly Employee Committee meetings. Each year members of the committee represent the Owatonna Division at the Annual Board meeting in Austin. The current members represent both community and center based employment and are from both the Extended Employment and Waiver Programs. We appreciate the valuable insight they have provided during the 2023 annual year.



(L to R) Jerianne Hendricks, Sharon Heikes, Brady Reinhardt, Mel Stano, Mark Berghoff, Andrew Moen, and Melisa Vick.

ALBERT LEA DIVISION

CONTRACT SERVICES – JANITORIAL CREWS

Cedar Valley Services has been very fortunate working with the various businesses in the City of Albert Lea.

In 2023 we were able to add Rink Systems, Christ Episcopal Church, and Freeborn Coop to our Janitorial Services. With the newly add janitorial jobs our persons served welcome the opportunity with providing services for the public.

“The Consumers know their jobs. Always stopping by to say Hi.” Senior Towers – Albert Lea, MN

“Very Happy with the service.” Helen Hamberg – Manager, Rink Systems – Albert Lea, MN

“They are thorough with the work they do.” Stacey Overgaard – President

(Days Janitorial Sites: Albert Lea Library, Village Coop, Marthaler Honda dealerships, Senior Court and Towers, Bleachers, Hy Vee, Gray Gables, United Preschool, Christ Episcopal Church, Eddies.)

(Nights Janitorial Sites: Mrs. Gerry’s, Zinpro, Marathon Clinic, City Garage, Almco, Tegrete, Vitality Service, Maple Hill Apt, Wuerflein Chevy Dealership, Dave Klatt State Farm, Jim and Dudes, Rink Systems, Freeborn Coop)

EMPLOYEE SPOTLIGHT: ROSA BECKMAN

Cedar Valley’s Laundry provides contracted services at two sites in Albert Lea (Alpha and Myers Road). The Alpha Laundry started in 1991 providing linen services to Thorne Crest Retirement Center. It has grown to include linen services for: eating establishments, churches, a funeral home, and an event center. At Myers Road the Laundry started June 1, 2014 providing linen services to Mayo Clinic Health Systems – Albert Lea including Health Reach. This site contracts to wash heavy duty cold weather jackets and attire along with CVS’ janitorial contracts linens. Rosa Beckman has been an employee at CVS since June 1994 and has worked in laundry for many years. Rosa is dependable and is willing to help out whenever asked. Rosa enjoys helping staff deliver and pick up laundry every morning. Rosa assists with sorting soiled linen into the washing machine, loading and unloading washers and dryers. Rosa likes to stay busy and always help her co-workers get laundry to fold. Rosa can be seen folding sheets and blankets with a co-worker and folding a variety of towels, washcloths, pillowcases, etc. Rosa’s quality of work is excellent and she is an asset to CVS’ laundry. At one time Rosa worked at Food Service at Riverland College. Rosa enjoys spending time with her family and going on vacation. Rosa enjoys attending Life Center activities, going for walks, and attending Camp Omega.



Rosa using the Mangle Iron to press a pillow case.

EMPLOYEE SPOTLIGHT: RYAN TIBODEAU

Ryan has worked at Walgreens for over 5 years. Ryan started out with Cedar Valley through our Vocational Rehabilitation Services (VRS) program and then transitioned into our Extended Employment program after his VRS was completed. Walgreens then created a job for Ryan so he could successfully work there.

Ryan works every Monday, Wednesday, and Friday at Walgreens. He will always greet you with a smile or a joke and will make sure you find what you are looking for if you need help. While at Walgreens, Ryan helps stock shelves, face the aisles, works in the photo department, and helps with any other tasks that may need to be completed. He is a very hard worker and is always commended on his ability to help others. Ryan's supervisor continuously reports that he "goes above and beyond not only with his job duties, but also with customers and his coworkers."

*Ryan working at Walgreen's
in the photo department.*



Merrick working at Lou-Rich.

EMPLOYEE SPOTLIGHT: MERRICK MICKELSEN

Merrick Mickelsen started working center-based with Cedar Valley Services at the Myers Road location. He would help with paper shredding, Hormel, cardboard, etc.

Merrick, along with his family wanted him to work out in the community and a spot was open at Lou Rich. He started working at Lou Rich in August of 2023; he has been there ever since.

He works Monday through Friday. Monday through Thursday, he works from 8:00am to 1:30pm, and Fridays from 8:00am to 11:00am. Merrick enjoys his schedule and working there. He takes a lot of pride in his job duties, and is a very good team player helping his co-workers out anytime they need assistance.

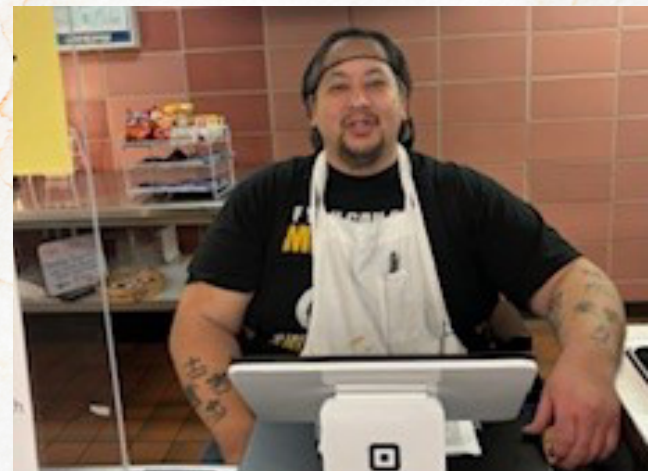
He works with four other co-workers, and he works side by side with one peer to help get garbage and recycling throughout the plant. He also helps with washing parts where he takes the parts out of the container, puts them in the washer, takes them out, and then dries them. He also helps with parts, and cleaning job packages. When asked what his favorite job is, he states, "taking out the garbage and doing the recycling."

EMPLOYEE SPOTLIGHT: DANIEL PHAM

Daniel "Dan" Pham has been an employee at Cedar Valley Services since June 2022. Dan works in Food Service at Riverland Community College. He works Tuesday through Friday roughly 8:30am-1:00pm. Dan says he likes working at Food Services because it is a nice atmosphere, he stays busy, there is a good crowd, and good staff. His favorite job is cashier. Dan takes a lot of pride in his work that he is completing, no matter what the job task is.

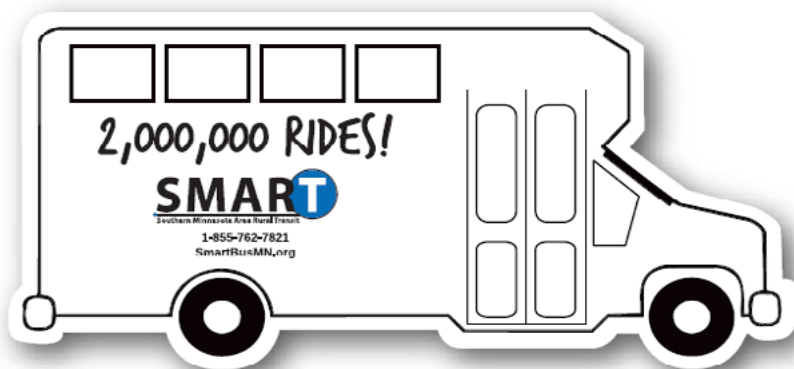
Dan has a good sense of humor. He often jokes with his co-workers and gives them a hard time. He also interacts well with the customers. He even speaks Spanish to some of the customers.

When Dan is not working at Food Service he enjoys wood burning and playing video games.



Daniel operating the register at food service.

SOUTHERN MINNESOTA AREA RURAL TRANSIT



SMART started out 2023 like we had the previous couple years – hoping to continue our rebound from COVID by increasing our ridership to levels not seen since 2019, and along the way, we hit a large milestone as an agency. In early spring, SMART provided our two millionth ride as an agency, a feat that many rural transit agencies may take decades to hit. SMART reached the millionth ride mark back in October of

2018, and although COVID slowed us down a little, we finally reached the 2,000,000th trip in late March. Regarding annual ridership, we are getting closer and closer to pre-COVID figures, and based on a survey of similar sized transit agencies throughout Minnesota, SMART is near the top for percent of riders gained since COVID.

In April, SMART hosted an Open House for the Owatonna facility. The facility was occupied in late 2022, but waiting until spring made it a great event that brought several folks from MNDOT, including the director of OTAT (Office of Transit and Active Transportation), past employees, some loyal passengers, and community members. SMART staff were on hand to give tours and discuss all things SMART and public transit with those who attended.

Then in May, SMART and public transportation hit the 'Red Carpet', as the public transportation episode of the COVID Confessions docuseries was released to the public during a special event at the ShowPlace ICON Theaters in St. Louis Park. Transit Manager Kirk Kuchera attended the event and participated in a Q&A session after the film, and was even able to personally thank Representative Frank Hornstein, who was in the audience, for his 20+ years of support for public transportation. Later in the year, on October 14th, the Public Transit Workers episode found itself on stage at the Midwest Emmy

Award Show at The Radisson Blu Hotel at the Mall of America, nominated for an Emmy in the 'Politics/Government – Short Form Content' category. Although the episode lost out to another title, SMART is extremely grateful to Fischr Media and the opportunity to tell our story of perseverance during the COVID Pandemic, and the incredible work our staff did to help the communities we serve.



"COVID Confessions" YouTube photo for Public Transit Workers episode, which was nominated for Emmy Award. Pictured are Owatonna Lead Driver Julio Zavala Lopez and SMART Transit Manager Kirk Kuchera.



Another May event saw SMART being represented at the CTAA's National Community Transportation Competition, as Owatonna Lead Driver Julio Zavala Lopez competed against the country's best transit drivers. Julio earned his spot at the event by winning the Minnesota State Bus Roadeo several months earlier; Julio ended up bringing home the Most Spirited Driver Award.

A delivery that SMART has been waiting years for happened in the fall – SMART received six new buses – buses that were on order since 2020. By the time we received these buses, SMART had a total of 12 buses ordered, so getting six buses within a month's time was an exciting moment for the agency and staff. As we move into 2024, SMART still has a total of 10 buses on order, and will hopefully start getting some of them by early summer.

As 2023 closed out, SMART was busy working with MNDOT on a variety of grant applications, including updating facility grants for Austin and Waseca, replacement vehicles, and a technology opportunity to update our camera systems. SMART was also gearing up for the 10th Anniversary as a public transit agency – it was January 1, 2014 when SMART was created (a consolidation of three smaller agencies at the time).



AT A GLANCE:

2023	
Passengers	231,324
Hours of Service	58,319
Miles Driven	662,936

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

STATEMENT OF FINANCIAL POSITION

DECEMBER 31, 2022 AND 2021

ASSETS	2023	2022
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 4,135,796	\$ 4,042,524
Accounts Receivable, Net	2,550,579	2,602,670
Employee Retention Credit Receivable	—	3,700,793
Inventories, Net	334,498	316,207
Prepaid Expenses and Other Assets	135,231	273,299
Accrued Interest Receivable	52,994	7,712
Investments	6,261,796	4,118,530
Total Current Assets	\$ 13,470,894	\$ 15,061,735
PROPERTY AND EQUIPMENT	\$ 9,450,754	\$ 8,949,642
OTHER ASSETS		
Cash and Investments		
Designated for Capital Asset Purchases	\$ 4,983,606	\$ 2,012,266
Held for Donor Designated Fund	652,782	542,693
Total Other Assets	5,636,388	2,554,959
Total Assets	\$ 28,558,036	\$ 26,566,336
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts Payable and Other Accrued Liabilities	\$ 517,177	\$ 610,542
Accrued Salaries and Wages	532,350	486,414
Accrued Vacation	380,401	370,216
Refundable Advance	2,187	—
Total Current Liabilities	\$ 1,432,115	\$ 1,467,172
NET ASSETS		
Without Donor Restrictions		
Board-Designated	\$ 2,000,000	\$ 2,000,000
Designated for Capital Asset Purchases	4,983,606	2,012,266
Undesignated	18,569,735	19,953,286
Total Without Donor Restrictions	25,552,735	23,965,552
With Donor Restrictions	1,573,186	1,133,612
Total Net Assets	27,125,921	25,099,164
Total Liabilities and Net Assets	\$ 28,558,036	\$ 26,566,336

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2023

	Without Donor Restrictions	With Donor Restrictions	Total
PUBLIC SUPPORT AND REVENUE			
Revenue:			
Service Contracts and Grants:			
State Agencies	\$ 9,429,416	\$ —	\$ 9,429,416
County and Local Agencies	192,388	—	192,388
Transportation	1,282,194	—	1,282,194
Trade Sales	6,950,585	—	6,950,585
Other	53,593	—	53,593
Gain on Sale of Assets	57,800	—	57,800
Investment Income	273,748	110,090	383,838
Public Support:			
Contributions and Grants	(97,960)	612,584	514,624
Subtotal	18,141,764	722,674	18,864,438
Net Assets Released from Restrictions	283,100	(283,100)	—
Total Public Support and Revenue	\$ 18,424,864	\$ 439,574	\$ 18,864,438
EXPENSES			
Program Services:			
Extended Employment	\$ 7,132,371	\$ —	\$ 7,132,371
Day Training and Habilitation	4,683,827	—	4,683,827
Residential	411,316	—	411,316
Transit	3,646,559	—	3,646,559
Supporting Services:			
Management and General	963,608	—	963,608
Total Expenses	\$ 16,837,681	\$ —	\$ 16,837,681
CHANGE IN NET ASSETS	1,587,183	439,574	2,026,757
Net Assets, Beginning of Year	23,965,552	1,133,612	25,099,164
NET ASSETS, END OF YEAR	\$ 25,552,735	\$ 1,573,186	\$ 27,125,921

OUTCOMES

CENTER-BASED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	42
Hours Worked Annually	13,292
Annualized Wages	\$101,223

COMMUNITY & SUPPORTED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	73
Hours Worked Annually	49,210
Annualized Wages	\$557,746

COMPETITIVE PLACEMENT ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons placed in competitive employment	38
Average hours worked per week	15.16
Average hourly wage	\$12.79
Percentage placed with benefits	40%

DTH OUTCOME INFORMATION ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
<i>Non-Paid Programming</i>	
Community Inclusion Hours	10,681
Center-Based Programming Hours	118,166
<i>Paid Work</i>	
Community & Supported Hours	65,262
Center-Based Hours	113,862
Total Wages	\$1,210,293

DTH PERSONS SERVED (TOTAL INDIVIDUALS SERVED DURING YEAR)

Albert Lea (Alpha)	79
Austin (CVTH)	123
Austin Top Flight	22
Owatonna (ABL)	91
Total	315

JOB COACHING ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	5
Average fee per person	\$792

PRE-ETS ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	6
Average fee per person	\$533

WORK EXPERIENCE ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	5
Average fee per person	\$306

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	3.95 of 4.0 scale
Other stakeholders satisfaction with program	0 of 3.0 scale
Number of community activities per person, per month	8

2024 STRATEGIC PLAN

1. Respond to the priorities in the Minnesota Olmstead Plan, Employment, 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.
10. Services, facilitating individualized, community-based training, and support services.
11. Complete Phase Two/Three of a building project for SMART – Austin.
12. Continue to explore expansion of SMART Public Transit Services.
13. Complete KCQ Affiliation Plan and Implement merger of KCQ Organization.
14. Plan for the elimination of 14c Subminimum wage certificate and changes required in for the Cedar Valley Services business model.
15. Complete Phase One of the building project for SMART-Waseca.

This strategic plan reflects our current and projected financial position. It sets major goals and priorities to be implemented in 2024. It is developed by the Operating Directors with input from persons served, staff, board, and stakeholders. It will be shared with persons served and other stakeholders as appropriate.

This was presented to the Board of Directors at the January 22, 2024 Board Meeting and again at the Annual Meeting on April 9, 2024.

CEDAR VALLEY OFFERS INDIVIDUALS THE FOLLOWING AREAS OF WORK:

Bulk Mail Operations (A, O)

Laundry (A, AL, O)

Recycling (A, AL, O)

Clerical (A, AL, O)

Housekeeping (A, O)

Wood Product Assembly (A)

Food Services (A, AL)

Manufacturing, Assembly,
Packaging (A, AL, O)

Other and Custom as
requested (A, AL, O)

Janitorial (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 Services.

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
- Development Corporation of Austin
- The Alex Hirsh Family Foundation
- Rehabilitation Services Branch of the MN Department of Employment and Economic Development
- Minnesota Department of Human Services
- Chamber of Commerce in Austin, Albert Lea, Owatonna, and Faribault
- Mower, Freeborn, MN Prairie, Rice and other Counties
- Cities of Austin, Albert Lea, Owatonna and Waseca
- Production and Service Customers of Cedar Valley Services
- Riverland Community College
- Freeborn County Communities Foundation
- LIFE Organization in Mower and Freeborn Counties

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.



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 &
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

ALPHA PROGRAM

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

OWATONNA DIVISION

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

KCQ PROGRAM

404 Heritage Place
Faribault, MN 55021
Phone (507) 433-0857
Fax (507) 805-2529

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