



CEDAR VALLEY

SERVICES INC.

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



Cenneidigh's KCQ Supported Employment Program merges with Cedar Valley Services, Inc.

*Front Row (L to R): Shylah Hanks (KCQ), Jerianne Hendricks (CVS Director),
Jill Holtzworth (KCQ), Jackie Gretz (KCQ Executive Program Director)*

*Back Row (L to R): Garry Hart (CVS Director), Elise Herman (KCQ), Robyn O'Leary (KCQ),
Russ Kennedy (CEO of Cenneidigh-KCQ), Rich Pavek (CVS Executive Director)*

2024 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, 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:

Jay Lutz,
Retired Engineer,
Hormel Foods Corporation

TREASURER:

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Package Development,
Hormel Foods Corporation

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

VICE PRESIDENT:

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Industrial Engineer
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Glenn Moen,
Federated Insurance

Troy Hawkshead,
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Manufacturing Mgr.,
Hormel Foods Corporation

SECRETARY:

Lynne Hansen,
Retired Teacher,
Wells School District

2024 HIGHLIGHTS

This year CVS had the CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation survey. Two surveyors were here February 21- 23, 2024. This accreditation represents the highest level of accreditation that can be given to an organization and shows the organization's substantial conformance to the CARF standards. CVS has the following areas in which we seek accreditation: Community Employment Services, Employment Supports and Job Development, Employee Development Services, Employment Planning Services, and Organizational Employment Services programs. The surveyors participated in tours and observed and commented on the variety of work opportunities we offer persons served. They interviewed persons served, stakeholders, a Board member, and staff from all divisions. With all the hard work and effort by our staff and management, we were awarded another 3-year accreditation, with this it is the 9th consecutive Accreditation.

We are thrilled to share some exciting news with you – Cedar Valley Services (CVS) this year embarked on a new chapter in its journey towards expansion and diversification. On January 1st, 2024, CVS merged with a remarkable program called KCQ, owned and operated by Cenneidigh Companies. Russ Kennedy, CEO and President of Cenneidigh, sought a program aligned with his vision, values, and core principals. After careful consideration, he chose CVS for a friendly merger. Our leadership team worked diligently on various aspects of the merger.

KCQ is a private non-profit located in Faribault and has been providing work training and job supports within the community since 1984. They assist over 70 individuals with disabilities in the Faribault area. As a unique program, KCQ stands out by not having a dedicated facility. They operate entirely within the community helping individuals find a competitive job who work independently for local employers and contribute to the community work environment.

SMART continues to see steady growth in ridership across all cities, with increases among preschoolers, adults, and seniors. We remain committed to exploring new opportunities for support and revenue to enhance our services.

In 2024, SMART was awarded over \$6 million in grants to design and construct transit hubs in Austin and Waseca. These funds, provided by the Federal Transit Administration, will support energy-efficient building designs as part of our commitment to sustainability.

Additionally, SMART is expanding its impact by providing training to other transit organizations throughout Minnesota. Our training programs cover essential skills such as passenger assistance and defensive driving; helping to improve transit services statewide.

Cedar Valley Services in Albert Lea continues to see growth in the number of people we serve throughout 2024. While numbers have not yet returned to pre-COVID levels, we are experiencing steady increases. Our team remains dedicated to finding and placing workers in meaningful community work settings, with opportunities available for morning and afternoon crews, as well as competitive employment.

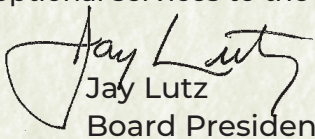
Our commercial laundry services in Albert Lea are also expanding, securing new contracts, creating valuable job opportunities for those we serve.

In Austin we were able to start eight new persons served in a variety of CVS programs in addition to having persons served transition from center-based work to community-based work. The Visions program began serving individuals again since being closed due to the pandemic and we added more individuals to the Seniors Program. At the end of the year, we brought back the last person served that was off work due to COVID.

CVS Owatonna Division is continuing to expand community employment opportunities for the individuals we serve. Many new supported community jobs were secured in 2024. The Horticulture program continued to be a great success.

We have a bright future ahead and we look forward to what we will accomplish together next year in 2025 but also look to set a strategy for future success in the years to come. In the following pages are some inspiring stories.

We extend our gratitude to the entire team at CVS/SMART for the role each employee plays in ensuring the delivery of exceptional services to the people we serve.


Jay Lutz
Board President


Richard R. Pavek
Executive Director

PERSONS SERVED DEMOGRAPHICS

CITY OF RESIDENCE

Albert Lea	25%	97
Austin	40%	153
Faribault	5%	18
Owatonna	20%	79
Other Communities	10%	40
Total	100%	387

PERSONS WITH SECONDARY DISABILITY

Yes	66%	254
No	34%	133
Total	100%	387

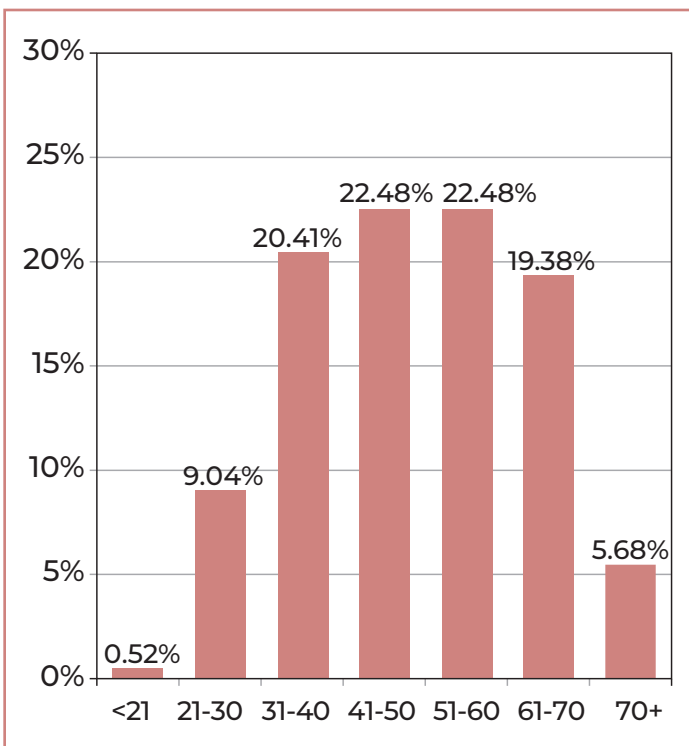
MARITAL STATUS

Married	2%	8
Single	98%	379
Total	100%	387

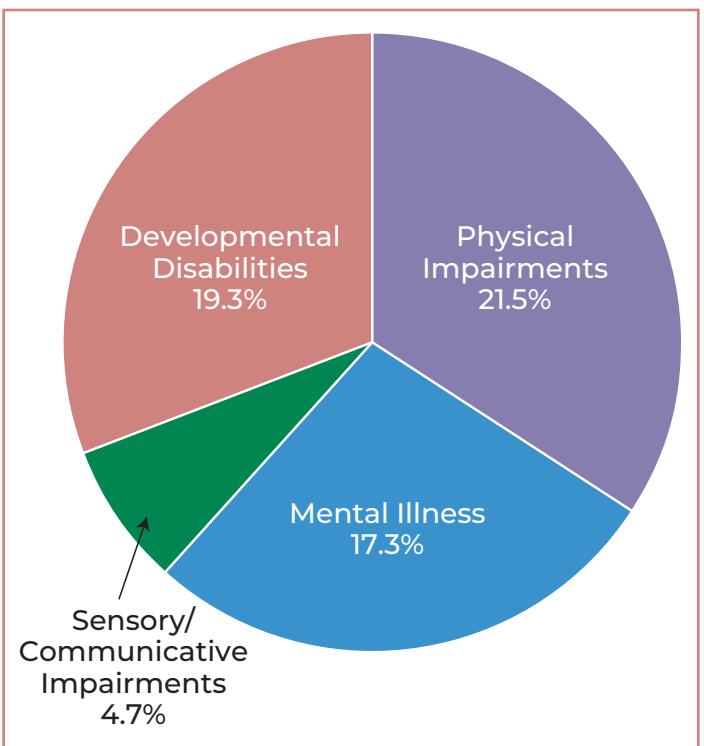
GENDER

Female	43%	168
Male	57%	219
Total	100%	387

AGE GROUPS



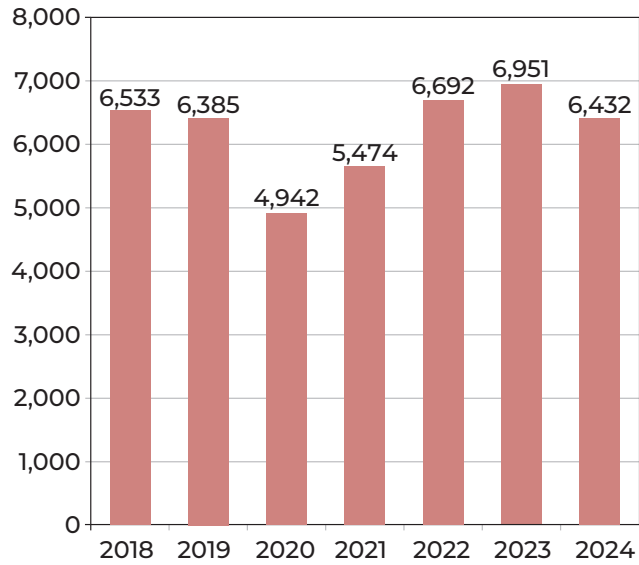
PRIMARY DISABILITY GROUPS



FACTS

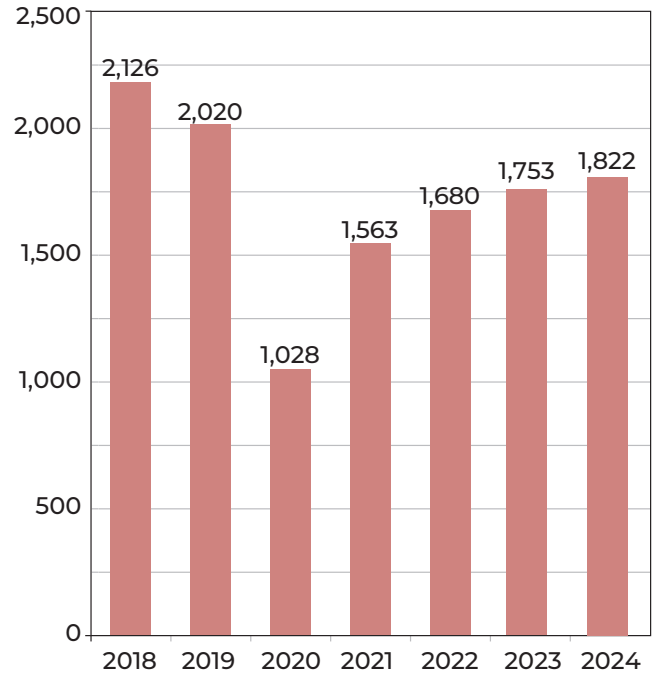
PRODUCTION SALES REVENUE

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



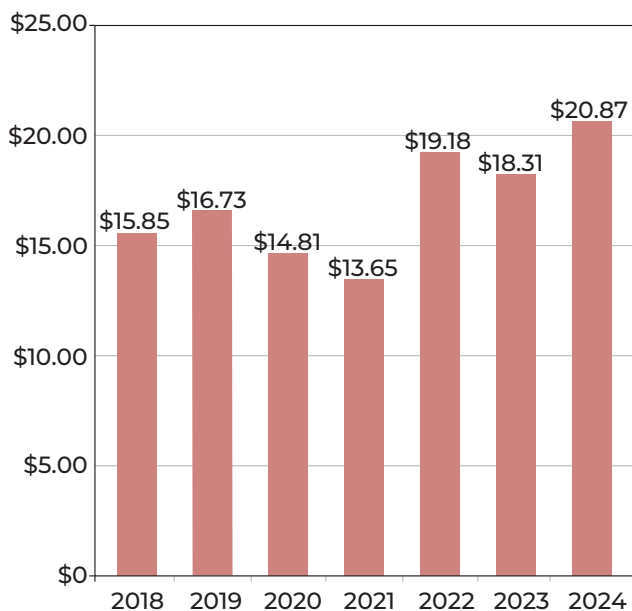
PRODUCTION WAGES

(Thousands of Dollars)



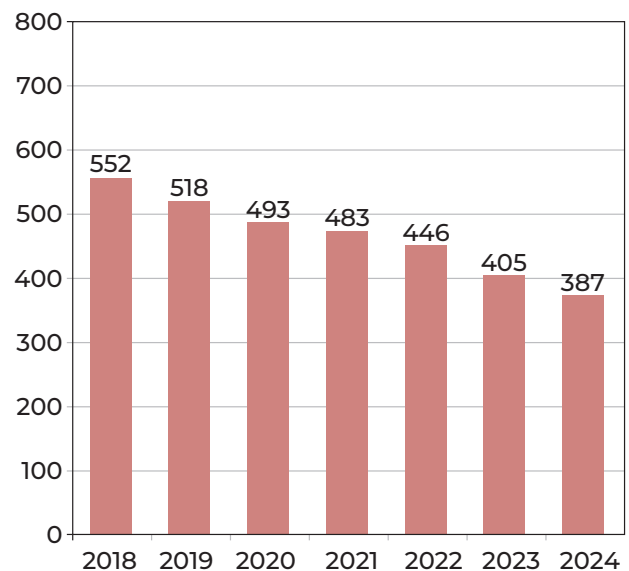
TOTAL REVENUE

(Millions of Dollars)



NUMBER OF PERSONS SERVED

All C.V.S. Programs



AUSTIN DIVISION

ENRICHMENT PROGRAM

Cedar Valley Services has been trying to expand the Enrichment Program. Enrichment is defined as the process of improving the quality of life through activities that stimulate the mind, body, and emotions. One activity the participants have been doing is including some volunteering opportunities during the holidays. We strive to offer our persons served the opportunity to be an active participant with our local businesses and agencies. November and December 2024, was our second year of bell ringing for the Salvation Army. The first year we rung bells at Runnings. In 2024, we rung the bells at Sterling in Austin on four different occasions during those months. Julie Bye was one of the persons served that bell rung with us. The employees at Sterling were very welcoming of us, and our persons served did an excellent job of greeting the customers while ringing the bells. It was heartwarming to observe the smiles on everyone's faces as they greeted each other and/or said "Merry Christmas!" Each one of the persons served that participated have asked to ring bells again next year! Unfortunately, the Sterling store is closed, but we look forward to finding a new location. Participants in the Enrichment Program have also handmade Christmas Cards and then delivered the cards to a local nursing home or assisted living facility. To see the joy on the persons served faces who are in the Enrichment Program and the recipient smiles from those who receive the cards or hear the ringing of the bells is priceless. What fun and meaningful opportunities for all!



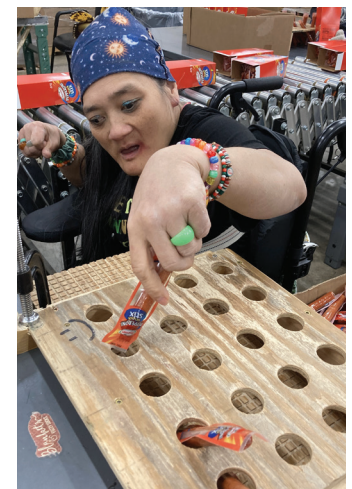
Julie ringing bells for the Salvation Army.



Mary packaging pepperoni sticks.

EMPLOYEE SPOTLIGHT: MARY NGUYEN

Mary had previously worked at Cedar Valley Services for about ten years and then she moved with her mother out of state. She returned to Cedar Valley on December 3, 2007. Mary has worked for Cedar Valley for a total of eighteen years and she loves her job! She primarily packs pepperoni packs and pepperoni sticks working center-based. When Mary was asked why she likes Cedar Valley Services she said, "They are very good to me and I love that!" She also said, "They are my family here." Unlike most people, Mary does not look forward to weekends because she loves working and getting out of the house to come to work. She always comes to work with a smile on her face and ready to work. Mary will also tell you she likes to work because "I like money" while she gestures the money sign with a beautiful smile. Cedar Valley Services center-based program works diligently every day to provide meaningful work for individuals such as



Mary using a jig to help her count pepperoni sticks.

Mary. Without the center-based program, Mary and many others would not have the opportunity to earn money in a meaningful environment where they are cared for, understood, and included no matter their disability.

Mary has also participated in many opportunities to do some volunteering and leisure activities with Cedar Valley. She has participated in weekly bingo sessions where she gets to call the numbers for the group, bell ringing for the Salvation Army, Christmas card delivery to a local nursing home, painted ceramics in Albert Lea, the annual Christmas parties, and picnics. CVS appreciates Mary's dedication to her job and those around her can see and feel her passion and how fulfilling her job is for her at Cedar Valley Services.

EMPLOYEE SPOTLIGHT: AMANDA LAMMERS

Amanda began working at Cedar Valley Services through the School to Work Program in October 2007. While in the School to Work Program, Amanda worked at the West Campus Food Service, the morning Janitorial crew, the laundry department, as well as the MAP Department at CVS. After graduating in June 2013, Amanda worked on the morning housekeeping crew where she cleaned a variety of different businesses in the community. Amanda has also worked at Billesio Foods as a Factory Worker and now works a couple hours a week at the Government Center as a mail sorter.

Amanda has always been a very creative and generous individual. Throughout the years, Amanda has handmade made many, many gifts for others. Staff, family and friends, people in the community and her peers have all benefited from her thoughtfulness. About a year ago, Amanda decided to use her creativity to “broaden her horizons”, and help to “spread joy to others in the community.” She considers herself a jewelry designer and began making beaded jewelry (necklaces, bracelets, earrings, men’s bracelets, etc.). This led to her starting her own business which she named “Amanda’s Custom Creations”. With the help of her mother, she has participated in numerous craft shows in the area and plans to participate in more shows during the year. Her jewelry is truly beautiful and unique to the individual.

In her free time Amanda enjoys spending time with her family including her four nieces, doing craft projects, reading, bird-watching, fishing, and gardening. Amanda and her family have numerous garden boxes and they share their delicious fresh produce with family and friends. Employees at CVS have been fortunate to be the recipients of some of the best tomatoes, peppers, cucumbers etc. and look forward to them each year.



Amanda displaying her jewelry at a local craft show.



Rich Pavek – Executive Director, Gary Sawdey, Sue Martin – Program Director, Larry McColloch – Production Manager.

EMPLOYEE SPOTLIGHT: GARY SAWDEY

Congratulations on 50 years of employment! Not many people can say they have worked for the same company for 50 years; meet Gary Sawdey who is 74 years old. Gary moved from LeRoy to Austin as he wanted to follow in his brother’s footprints and be independent. He started at Cedar Valley Services, Inc. on 8/1/1973. He initially started his career working in the center-based program performing assembly line work. Gary also worked in the pallet building for several years building and repairing pallets. In September of 1992 (32 years ago), Gary joined the evening janitorial crew where he continues to work today. He works Tuesday – Friday from 3:00 pm – 9:00 pm. Gary is very meticulous. His supervisors report that he completes his work on time and his quality is excellent with whatever job he is asked to perform. Gary is always well-dressed

and an easy-going mannered man. When he comes to work at the Main site, he checks to see that the Production Manager, the Executive Director, and Program Director are in their office and will come and visit. He will visit about his day, something he has seen or he will talk about an upcoming trip with friends. He is well received by his co-workers and staff. Gary is the first person to be employed with Cedar Valley Services for 50 years. For his 50 years of service, hard work, and dedication, he was given a pocket watch which he cherishes and carries daily in his pocket. Gary’s work history with Cedar Valley Services is an accomplishment that he can be proud of! Gary has no plans to retire and CVS is very thankful to call Gary an employee for over 50 years!

EMPLOYEE COMMITTEE

This is the second year for the current Employee Committee Members. In the fall of 2025 elections will take place for new members to serve on the committee for 2026- 2027. The committee continues to meet quarterly with Rich Pavek, Executive Director and Sue Martin, Program Director. The employee committee, serves as an avenue in which ideas and concerns can be brought to the top management level on how to better their workplace at Cedar Valley Services. At every meeting each representative is asked for their input. This year the members helped to plan the summer picnic from the food to be served to the games to be played and they helped to plan the Holiday party in December. The committee decided this year to not play Bingo so everyone could enjoy the music and dance if they preferred. All members look forward to the quarterly meetings and remember what months the meetings are to be held. CVS management values their input so we can make Cedar Valley Services an enriching and rewarding place to work.

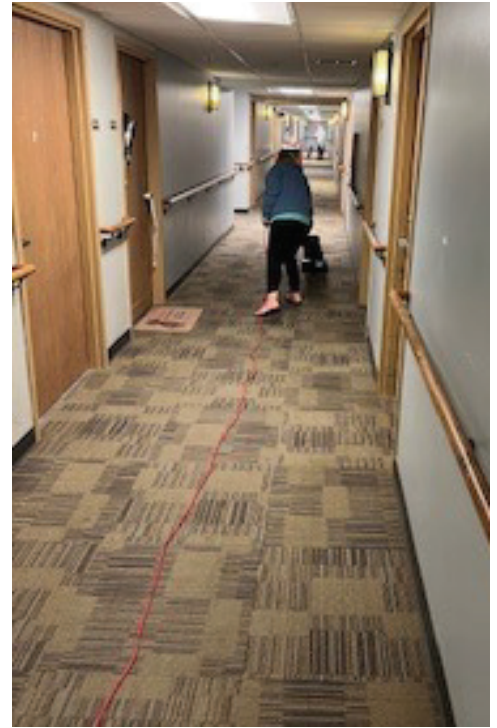


(L to R) Front row: Sue Martin, Sarah Jensen, Teresa Arnold, Amy Kvam. Back row: Rich Pavek, Monty Olson, Jerry Kasel, Steve Mallan and Susan Huffman.

OWATONNA DIVISION

NEW JOB: VALLEY TERRACE

In October 2024, a new job opportunity was secured at Valley Terrace, assisted living facility, in Owatonna. There is currently a crew of two to three individuals and one staff who work 4 times per week to help keep the facility clean and safe. The facility, which was a former hotel, is quite large and has 2 levels we are responsible for cleaning. CVS vacuums the hallways on both levels, cleans 4 bathrooms, a library, and the chapel. We also wipe down 379 feet of railings on both sides of the hallway! This job has been a great fit and is a great opportunity for our individuals that work there. Missy, an employee of Valley Terrace states, "We are grateful for the extra support CVS has provided for our community."



Vacuums the hallways at Valley Terrace.



EMPLOYEE SPOTLIGHT – GETTING TO KNOW BEN HALLA, ASSEMBLER AT WENGER

Q: What is it like working at Wenger?

A: I like the good pay, my job is consistent, I have a great support system, good work friends, this all makes me want to come to work every day.

Q: How long have you been an assembler at Wenger?

A: I started working here at Wenger after I graduated in 2008, and I am 36 years old now. This is my main job, and I like it very much.

Q: Describe what the best part of your day/job at Wenger is.

A: Right now, I am working on Lock Housing Parts. I screw a metal piece into another metal piece so that it moves. I also work on kits.

Q: What has been your favorite project to work on at Wenger?

A: Kits, because I know exactly how to do them, and I am really good at them.

Q: What is something people do not know about you?

A: I like demo cars, racing games, NASCAR, The Minnesota Vikings and Bowling.

Q: How does Cedar Valley Services continue to support you while working at Wenger?

A: They help me get to work and home on certain days. I like that my supervisor will lay out tape with numbers of the count so that I do not lose count and they help me count my cards to help me remember my numbers when I am working. My CVS staff are kind and help me every day I am at work.



EMPLOYEE SPOTLIGHT: EZEKIEL “ZEKE” ROZANSKI

Zeke Rozanski began working at the KCQ office in 2011 and will be celebrating 14 years of employment this April! Zeke is an integral part of the KCQ/ CVS office in Faribault, working every Wednesday from 8:30 am to 12:30 pm. Over the years, Zeke has learned many different skills, allowing him to adapt to new environments, people, and tasks. Zeke’s favorite task to complete in the office is paper shredding. Zeke is KCQ’s fastest shredder! Zeke also helps KCQ/ CVS staff with scanning documents, cleaning the office, organizing, and carrying full shred bags out to the garbage truck when they arrive weekly. Zeke is a fast learner, willing to help out where he can, reliable and kind. When asked about what his favorite part of his job is, Zeke replied, “It’s friendly. I like the people and the quiet environment. I like that staff don’t boss me around.” We look forward to Zeke’s presence in the office, as he brings such a fun and joyful energy wherever he goes. “Zeke always has the best movie recommendations.”

When Zeke is not working, he enjoys spending time with his family, playing video games, watching music videos, and playing with his cat, Rosie! Zeke is also a fan of anime and Celtic music. We would like to thank Zeke for almost 14 years of great work and even more smiles.

EMPLOYEE SPOTLIGHT: JIMMY MATEJCEK

Jimmy began working at Cedar Valley Services in Owatonna in 2024. He enjoys spending time at the family farm, driving the golf cart and riding in combines. Whether at home or work, Jim likes to stay busy. He has taken on several roles at Cedar Valley Services, including working on McQuays, checking envelopes, and vacuuming. While he’s tried a variety of jobs, he particularly enjoys vacuuming. Jimmy looks forward to coming to work each day, not only for the job tasks, but also for the chance to socialize with his peers. Jim is a dedicated worker and his smile brightens every room he enters.



Pictured Left to Right: Cory Krenke, Sharon Heikes, Jerianne Hendricks, Andrew Moen, Mel Stano, Mark Berghoff, Melisa Vick.

EMPLOYEE COMMITTEE

The Owatonna Employee Committee is made up of a representative group of employees from various programs. The group meets quarterly with Jerianne Hendricks, Division Director, and Melisa Vick, Program Manager, to discuss CVS changes, safety issues, workload changes, new job opportunities, and social functions. Members of the committee serve a two-year term.

The purpose of the committee is to enhance communication between employees and management. Members of the committee are encouraged to share their input on work related issues and areas for improvement. Each year members of the committee have the opportunity to represent the Owatonna Division at the annual meeting in Austin. Thanks to all the members of the 2024 Employee Committee for their time and valuable input.

ALBERT LEA DIVISION

ALBERT LEA FOOD SERVICE AND CATERING

Food Services and Catering by Cedar Valley Services in Albert Lea is located at Riverland Community College. We operate with two staff and five persons served. We serve breakfast and lunch daily with many made-to-order and grab-and-go options for students, staff, and campus visitors. We also provide a variety of catering services both at Riverland and in the community.

For several years, Cedar Valley Services provided breakfast and lunch to students and staff from the Area Learning Center (ALC) located at Riverland. After the ALC relocated at the end of the 2023-2024 school year, EDF Renewables North America (EDF) moved into the vacated space. We have been providing beverage and lunch service for EDF when they hold training courses here on campus over the last three years, and we are pleased to continue working with them now that they have been able to increase the size, frequency, and length of their training courses.

We appreciate our customers and the resulting ability to provide our persons served with a wide range of jobs. The CVS persons served will do everything from preparing lunches for the crew on the grill, running the cash register, assisting with the prep work for our daily and catering needs, and ensuring we keep a safe and clean environment for us and our customers. As Susan Gulbertson states, "I like it and I'm never bored here. There is always a lot to do!"



Susan Gulbertson getting a food item ready for the day.

CONTRACT SERVICES

Cedar Valley Services contract services in Albert Lea has a strong business relationship with local businesses giving our persons served the opportunity to gain and develop with their employment in the community. We would like to thank all for contributing your hard work effort to the community.

(Albert Lea Event Center, AL City Garage, Almco, Bleachers Bar, City Hall/Library, Eagles, Episcopal Church, Freeborn Coop, Good Steward Consulting, Gray Gables, GXO, Hy-Vee, Marathon, Mrs. Gerry's, Semcac, Sr Court, Sr Towers, State Farm (Dave Klatt), Rink Systems, Tegrete, Village Coop, Wuerflien Chevy, Zinpro)

EMPLOYEE SPOTLIGHT: CARMAN OLSON

Carman Olson started with Cedar Valley Services on March 19th, 2007. He has been a great asset to Cedar Valley, and he has worked numerous jobs throughout his career with us. One of his previous jobs was working at Lou Rich helping on several tasks.

Currently, Carman is working on both the morning and afternoon/evening cleaning crews. On the morning crew, he helps clean sites such as Eagles, GXO, Senior Tower, Senior Court, Rink Systems, Library, Episcopal Church, Event Center, and Bleachers. He generally does sweeping, mopping, and cleaning the men's restrooms. His favorite job site on the morning crew is Senior Tower. He stated, "I like Senior Tower because those who live there are really nice and friendly, and the managers are really nice there, too."

On the afternoon/evening cleaning crew, he also does sweeping, mopping, and cleaning of the restrooms. He states that his favorite job site is Rink Systems and Almco. He really likes to sweep at Rink Systems. He also helps clean other various sites such as CVS Myers Road, Mrs. Gerry's, Zinpro, Tegrete, and Wuerflein Chevy. He enjoys the crews that he works with, and he is always willing to lend a helping hand or cover shifts when someone on his team may need the night or day off.

Carman also used to independently clean at Eddies Bar & Grill on Sundays for a couple hours. He would ensure that the bar was clean, swept, and restrooms were cleaned. We appreciate Carman's hard work and dedication to CVS janitorial services.





Twilla Coleman working at POST Consumer Brands in Northfield.

EMPLOYEE SPOTLIGHT: TWILLA COLEMAN

Twilla joined Cedar Valley Services in 2014 and began working in a center-based role at the Myers Road location. Over the years, she has contributed to various job tasks, including supporting Hormel-related jobs, cardboard processing, paper shredding, laundry, and other small projects.

Driven by her goal of working in the community, Twilla took an important step in 2023 by joining Lou-Rich on Fridays. In this role, she manages garbage and recycling collection throughout the plant, cleans and delivers job packets, and maintains paint plugs. Twilla takes great pride in her work and enjoys the variety of tasks she performs.

In addition to her responsibilities at Lou-Rich, Twilla has been part of the Cedar Valley Services Day Crew, assisting with cleaning tasks. Her dedication and strong work ethic led to an exciting opportunity to join the Cedar Valley crew in Northfield at POST Consumer Brands, where she now works on Tuesdays, Wednesdays, and Thursdays, packaging cereal.

Twilla's commitment and performance across multiple roles have been outstanding. Outside of work, she enjoys painting, playing video games, gardening, cooking her grandmother's recipes, and traveling.

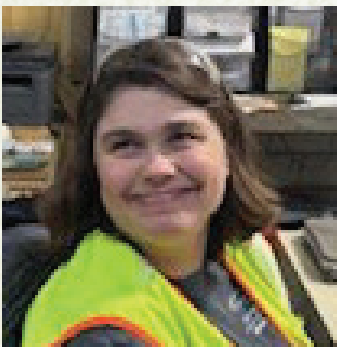
We celebrate Twilla's accomplishments and look forward to her continued success in community employment!

EMPLOYEE SPOTLIGHT: DAVID ANDERSON

David has worked for Cedar Valley Services for 29 years working various jobs in those years and has settled into working at Lou Rich since 2021. David has recently added to his work schedule cleaning on Wednesday mornings, for a couple hours, at the Albert Lea Library.

At Lou Rich, David collects the recycling, cleans parts and does other various jobs that need to be done. He works Monday-Thursday 8:00 am to 1:30 pm and Friday's 8:00 am to 11:00 am. David takes great pride in his job duties and enjoys helping his co-workers at Lou-Rich. At the library, David mainly does the mopping of the floors, but is always willing to help with other jobs.

David is a busy guy at work and outside of work. When he is not working, he enjoys riding his bike, partaking in Life Center events, Aktion Club, REACT, and doing some crafting to partake in the Freeborn County Fair. Thank you, David, for your 29 years of service and dedication to Cedar Valley Services.



EMPLOYEE SPOTLIGHT: MOLLY JOHNSON

Molly has been a dedicated employee at Cedar Valley Services since November 2009. She works in the community at the library, where she cleans, mops, and sanitizes, and at Lou Rich, where she performs a variety of tasks. When asked about her favorite job, Molly says she enjoys them all equally.

In her free time, Molly loves spending time with friends, often taking turns cooking dinner together. She also cherishes time with her boyfriend. On her days off, she enjoys watching TV and movies or going for walks when the weather is nice. She also attends church on Wednesdays. Cedar Valley Services appreciates Molly for her dedication and hard work.

EMPLOYEE SPOTLIGHT: KENT WORREL

Kent has worked at Cedar Valley Services for 44 years. When he is not working, he enjoys movies, watching TV (WWE), and taking trips. Kent enjoys pizza and pasta when going out to eat.

Kent has proven to be a very dependable and responsible employee that helps out with anything that is asked of him. He is well liked throughout the community.

Kent plans to retire this coming year and take time to travel ("And Just relax"). He will be missed by his peers.



Kent cleaning a mirror at a contract services site.

SMART TRANSIT

10th Anniversary was the theme of the year for SMART in 2024 – from giveaways to marketing to celebrating staff's tenure, SMART focused on the successes of the last 10 years. On top of that, SMART buses provided nearly a quarter of a million rides, traveled the equivalent of nearly 25 times around the earth, all while having buses on the road nearly 60,000 hours.

SMART first hit the road on Thursday, January 2nd, 2014 – a consolidation of three existing transit agencies in Albert Lea, Austin, and Owatonna; fast forward 10 years to Tuesday, January 2nd, 2024, and SMART was focused on a celebration of accomplishments and several loyal staff who were still on board. With a logo in hand, promoting the anniversary through social media and traditional marketing activities was in full swing. By the 3rd of January, local television networks and local papers had highlighted the 10th Anniversary of SMART, and the SMART Facebook page was gearing up for a year of weekly posts about all things SMART and public transportation. The first “Fun Fact Friday” was posted on January 5th, and was a throwback to our 2 millionth ride mark that we hit back in March of 2023; by the end of 2024, we were sitting at just over 2.4 million rides as an agency. On the staffing end, SMART has 11 staff that were on board the first day, and are still committed to the mission of SMART and helping our passengers day in and day out, getting them to their medical appointments, employment, education, and everything in between.

By spring, SMART was working with MNDOT on a federal grant opportunity for the Austin and Waseca facilities, and on July 9th, 2024, the 60th Anniversary of the Federal Transit Program, the FTA announced that MNDOT and SMART were awarded funding for the two facilities. In other grant news, SMART completed the installation of technology project that initiated with a 2024 Technology Grant with MNDOT that helped fund additional camera system hardware on to our buses. SMART also received six new buses, all stemming from Replacement Vehicle grants from 2020 through 2022.



L to R: Misty, David, Carol, Robin, Ashley, Joanne, Derry, Ken, Barb, Garry, Kevin.

In other exciting news, SMART was contacted by the Center for Transportation Studies out of the University of Minnesota in early 2024, with the hope that they could feature SMART and a specific overnight work service in their Featured Research section called, “Rural Needs. Statewide Answers.” After months of planning, a film crew arrived in Austin in mid-August and interviewed a dispatcher, manager, and the overnight driver who has been doing public transportation in the area for nearly 25 years. After wrapping up production of the short film, it was broadcast in mid-November on the U of M’s website and on YouTube.

As SMART enters 2025, we look forward to working with MNDOT and the Office of Transit and Active Transportation on our facility project and other grant opportunities, and growing our ridership as we work through various challenges surrounding staffing.



Dispatcher Amanda takes calls from passengers while Mike from the University of Minnesota films the calls.



David demonstrates the routing software to Mike from the University of Minnesota.

AT A GLANCE:

	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Number of Passengers:	222,648	231,324	220,157	204,404	170,934	268,798	277,738	249,147	223,375	186,698	161,255
Hours of Service:	59,424	58,319	58,470	61,400	54,685	63,788	61,215	57,334	49,636	37,330	36,612
Miles Driven:	618,596	662,936	649,189	679,661	584,514	752,525	687,342	636,359	560,881	490,171	478,658

STATEMENT OF FINANCIAL POSITION

DECEMBER 31, 2023 AND 2024

ASSETS	2024	2023
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 3,738,974	\$ 4,135,796
Accounts Receivable, Net	1,876,085	2,550,579
Inventories, Net	341,188	334,498
Prepaid Expenses and Other Assets	355,019	135,231
Accrued Interest Receivable	84,469	52,994
Investments	7,981,857	6,261,796
Total Current Assets	\$ 14,377,592	\$ 13,470,894
PROPERTY AND EQUIPMENT	\$ 10,518,182	\$ 9,450,754
OTHER ASSETS		
Cash and Investments		
Designated for Capital Asset Purchases	\$ 7,192,005	\$ 4,983,606
Held for Donor Designated Fund	776,731	652,782
Total Other Assets	7,968,736	5,636,388
Total Assets	\$ 32,864,510	\$ 28,558,036
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts Payable and Other Accrued Liabilities	\$ 961,385	\$ 517,177
Accrued Salaries and Wages	648,549	532,350
Accrued Vacation	404,680	380,401
Refundable Advance	2,187	2,187
Total Current Liabilities	\$ 2,016,801	\$ 1,432,115
NET ASSETS		
Without Donor Restrictions		
Board-Designated	\$ 2,000,000	\$ 2,000,000
Designated for Capital Asset Purchases	7,192,005	4,983,606
Undesignated	19,932,091	18,569,735
Total Without Donor Restrictions	29,124,096	25,552,735
With Donor Restrictions	1,723,613	1,573,186
Total Net Assets	30,847,709	27,125,921
Total Liabilities and Net Assets	\$ 32,864,510	\$ 28,558,036

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2024

	Without Donor Restrictions	With Donor Restrictions	Total
PUBLIC SUPPORT AND REVENUE			
Revenue:			
Service Contracts and Grants:			
State Agencies	\$ 10,498,516	\$ —	\$ 10,498,516
County and Local Agencies	375,703	—	375,703
Transportation	1,332,050	—	1,332,050
Trade Sales	6,430,353	—	6,430,353
Other	24,332	—	24,332
Gain on Sale of Assets	48,752	—	48,742
Investment Income	759,306	14,607	773,913
Public Support:			
Contributions and Grants	1,464,017	449,175	1,913,192
Subtotal	20,933,019	463,782	21,396,801
Net Assets Released from Restrictions	313,355	(313,355)	—
Total Public Support and Revenue	\$ 21,246,374	\$ 150,427	\$ 21,396,801
EXPENSES			
Program Services:			
Extended Employment	\$ 6,933,407	\$ —	\$ 6,933,407
Day Training and Habilitation	4,930,047	—	4,930,047
Residential	507,780	—	507,780
Transit	3,831,518	—	3,831,518
KCQ	349,379	—	349,379
Supporting Services:			
Management and General	1,122,882	—	1,122,882
Total Expenses	\$ 17,675,013	\$ —	\$ 17,675,013
CHANGE IN NET ASSETS	3,571,361	150,427	3,721,788
Net Assets, Beginning of Year	25,552,735	1,573,186	27,125,921
NET ASSETS, END OF YEAR	\$ 29,124,096	\$ 1,723,613	\$ 30,847,709

OUTCOMES

CENTER-BASED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	45
Hours Worked Annually	12,601
Annualized Wages	\$106,150

COMMUNITY & SUPPORTED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	109
Hours Worked Annually	77,035
Annualized Wages	\$984,158

COMPETITIVE PLACEMENT ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons placed in competitive employment	89
Average hours worked per week	17.51
Average hourly wage	\$14.15
Percentage placed with benefits	82%

WAIVER OUTCOME INFORMATION ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
<i>Non-Paid Programming</i>	
Community Inclusion Hours	837
Center-Based Programming Hours	49,007
<i>Paid Work</i>	
Community & Supported Hours	73,205
Center-Based Hours	199,940
Total Wages	\$1,267,624

WAIVER PERSONS SERVED (TOTAL INDIVIDUALS SERVED DURING YEAR)

Albert Lea (Alpha)	76
Austin (CVTH)	120
Austin Top Flight	23
Owatonna (ABL)	89
Total	308

JOB COACHING ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	1
Average fee per person	\$540

PRE-ETS ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	3
Average fee per person	\$1,144

WORK EXPERIENCE ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons Served	0
Average fee per person	\$0

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	3.81 of 4.0 scale
Other stakeholders satisfaction with program	4.0 of 4.0 scale
Number of community activities per person, per month	104

2025 STRATEGIC OPERATIONS PLAN & WORK AREAS

1. Respond to the priorities in the Minnesota Olmstead 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 Two/Three of the building project for SMART – Austin.

11. Plan for the elimination of 14c Subminimum wage certificate and changes required in the Cedar Valley Services business model.

12. Complete Phase One of the building project for SMART-Waseca.

13. Implement electric bus operation for public transit.

14. Expand senior transition program from employment to retirement.

This strategic plan reflects our current and projected financial position. It sets major goals and priorities to be implemented in 2025. 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 27, 2025 Board Meeting and again at the Annual Meeting on April 8, 2025.

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 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 operates in partnership with the following organizations to enhance service delivery:

- United Way of Mower, Freeborn, Rice, 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

"The partners operate under formal agreements and meet our quality standards."

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

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