



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

Minnesota's Scenic Wonders





“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 their 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

VICE PRESIDENT:

Chris McManus, Senior Staff
Industrial Engineer,
Hormel Foods Corporation

SECRETARY:

Lynne Hansen,
Retired Educator,
Wells School District

TREASURER:

Dan Hirst, Manager of
Package Development,
Hormel Foods Corporation

Danielle Bakken,
Recreation Coordinator,
City of Albert Lea

Troy Hawkshead,
Retired Product Manufacturing
Manager of Dry Sausage,
Hormel Foods Corporation

Tracy Green,
Retired,
Federated Insurance

Rachel Korman,
Former Teacher,
Accountant for the
family farm

Kevin LaFrance,
Commercial Loan Officer,
MBT Bank

2025 HIGHLIGHTS

In 2025, Cedar Valley Services, Inc. began an important new chapter in its leadership journey. After 45 years of dedicated service, Executive Director Rich Pavsek retired, leaving a legacy of commitment and growth. To continue our strong tradition of service excellence, the Board of Directors appointed Garry Hart as Executive Director effective October 13, 2025. Additional information regarding this leadership transition is included later in this report.

KCQ remains a strong, community-based organization serving the Cedar Valley region. Located in Faribault, KCQ has provided work training and job supports within the community since 1984. The program currently supports more than 70 individuals with disabilities in the Faribault area. Distinctively, KCQ operates without a dedicated facility, delivering services entirely within the community.

SMART Transit continues to experience steady ridership growth across all service areas, with notable increases among preschoolers, adults, and seniors. In 2025, SMART advanced more than \$10 million in federal grant funding to design and construct transit hubs in Austin and Waseca. The organization also expanded its community impact by offering free rides for seniors to and from the Mayo Clinic - Albert Lea Campus.

The Albert Lea Division of Cedar Valley Services, Inc. experienced continued growth in the number of individuals served throughout 2025. Meaningful community work opportunities expanded, with both morning and afternoon crews as well as competitive employment placements available. The Food Service program secured a new contract with a local private school and now provides lunches to more than 80 students each day.

In Austin, 10 new individuals were welcomed into various CVS programs in 2025, while others successfully transitioned from center-based employment to community-based work. The Visions program continues to serve individuals whose primary goals extend beyond employment. The Austin facility also saw continued growth in packaging contracts with Hormel Foods and Grain Millers.

The Owatonna Division expanded community employment opportunities in 2025, securing numerous new supported positions. The Horticulture program remained a highlight of the year, providing plants for the Steele County Fair and demonstrating continued excellence. Owatonna also added several new cleaning contracts, further strengthening program sustainability.

We look ahead with optimism to 2026, building on this year's momentum while establishing a strategic path for long-term success. The following pages share inspiring stories that reflect the impact of our work.

We extend our sincere gratitude to every member of the CVS, SMART, and KCQ teams for their dedication and commitment to delivering exceptional services to the communities we serve.



Jay Lutz
Board President



Gary Hart
Executive Director

PERSONS SERVED DEMOGRAPHICS

CITY OF RESIDENCE

Albert Lea	25%	97
Austin	40%	154
Faribault	4%	17
Owatonna	19%	73
Other Communities	12%	45
Total	100%	386

PERSONS WITH SECONDARY DISABILITY

Yes	64%	248
No	36%	138
Total	100%	386

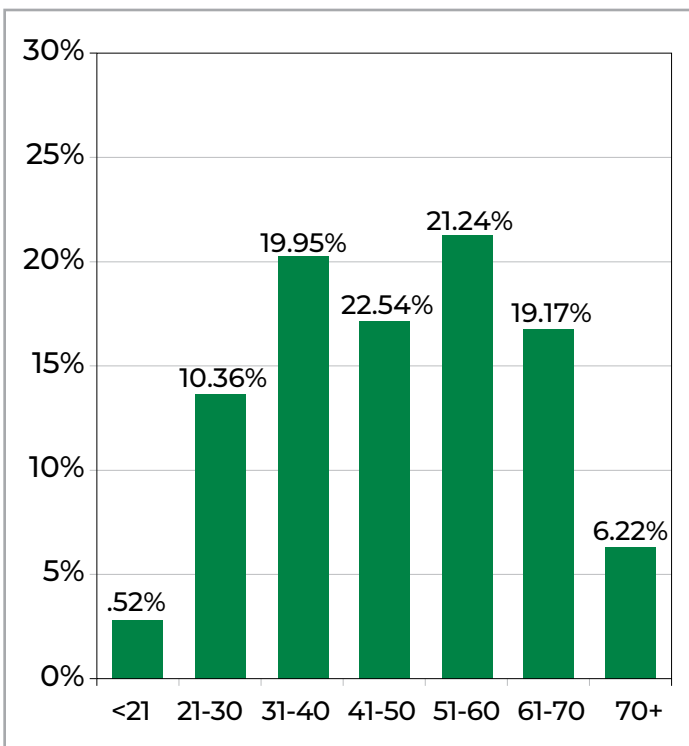
MARITAL STATUS

Married	2%	6
Single	98%	380
Total	100%	386

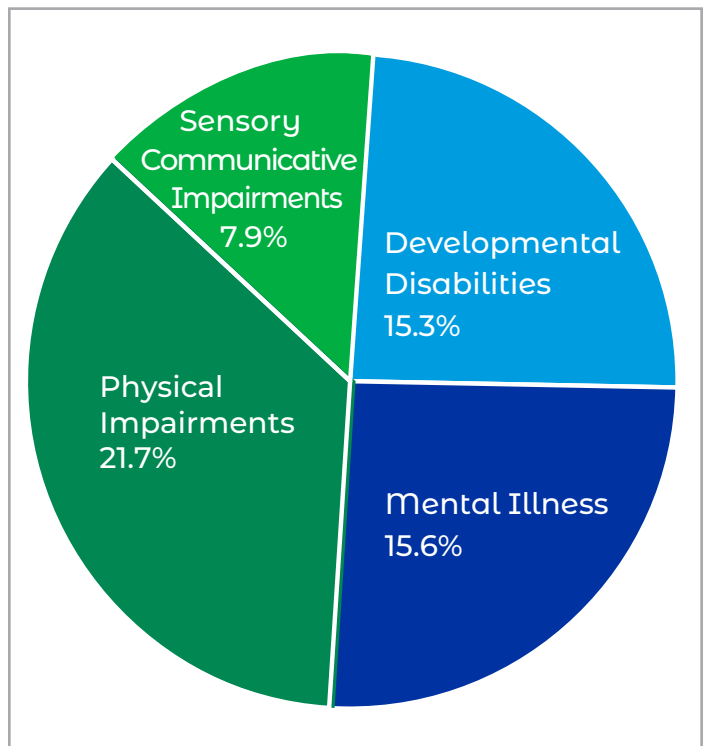
GENDER

Female	45%	175
Male	55%	211
Total	100%	386

AGE GROUPS



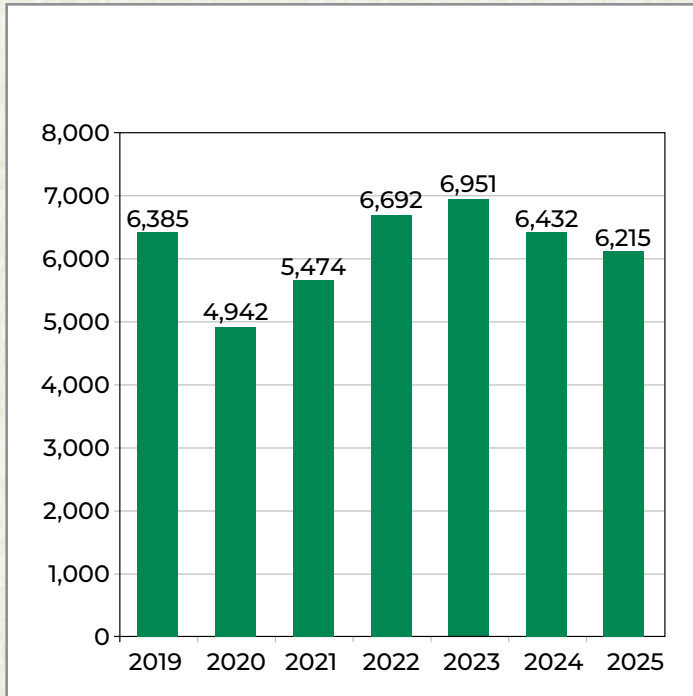
PRIMARY DISABILITY GROUPS



FACTS

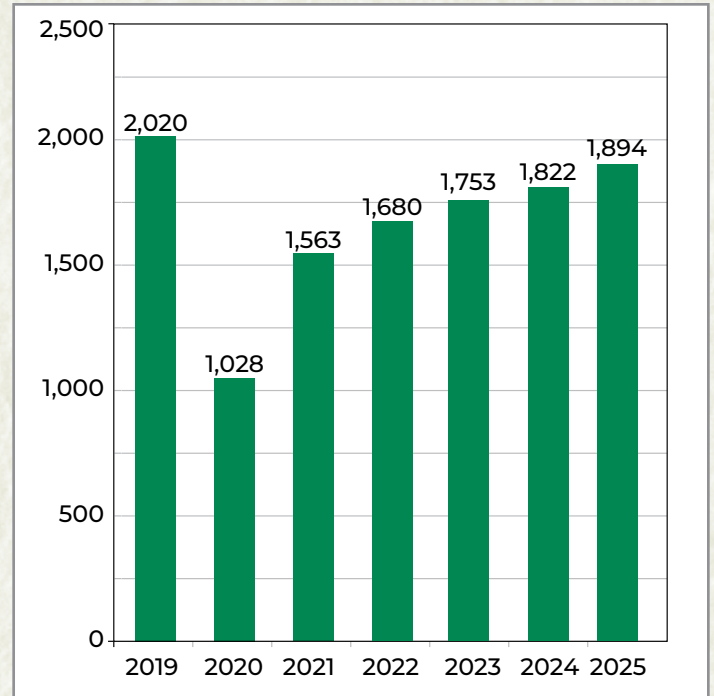
PRODUCTION SALES REVENUE

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



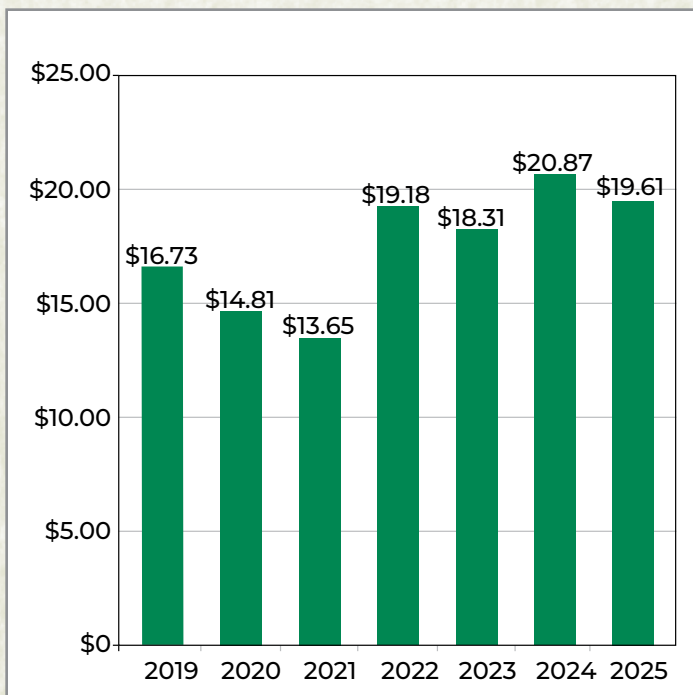
PRODUCTION WAGES

(Thousands of Dollars)



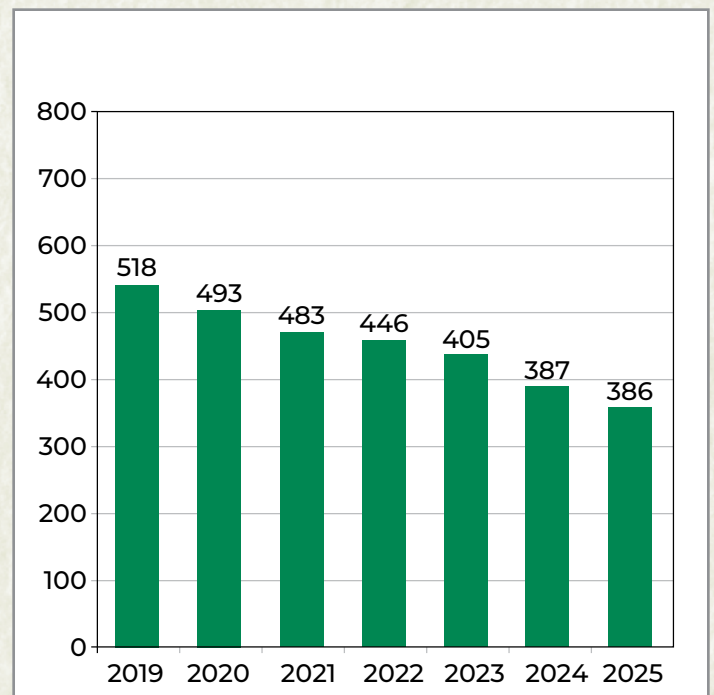
TOTAL REVENUE

(Millions of Dollars)



NUMBER OF PERSONS SERVED

All C.V.S. Programs



AUSTIN DIVISION

EMPLOYEE SPOTLIGHT: AMANDA WESCOTT

Amanda Westcott began working for Cedar Valley Services on Monday August 11, 2025, as a material handler in the CVS MAP Department. Amanda was quiet keeps to herself individual who poured herself into her work; learning how to provide quality assurance and palletizing of multiple products from different pepperoni products and oatmeal. As Amanda learned she blossomed into herself. She slowly began smiling and talking more to her staff and peers, while working hard she also started joking and being respectfully socially. She was able to learn individual job tasks and complete these tasks independently. Amanda is the first individual served to complete the wine kits assembly job. Each kit holds a number of items to include a large glass jar that is packaged for the consumer. Amanda also began working community based one day per week at POST Consumer Brands. Her ultimate goal is to take small steps starting with center-based employment, community based, then competitive employment, and the end step is into a management job. During Amanda's short employment with CVS, she has made huge strides in not only finding her personal comfort zones, but in her employment goals.



Amanda working at POST Consumer Brands in Northfield.



Aubrey washing dishes at Food Service.

EMPLOYEE SPOTLIGHT: AUBREY BIRK

Aubrey has worked for Cedar Valley since September 9, 1997, coming to CVS through the School to Work Program. She spent most of her years working in the Laundry Department at Top Flight. When the Laundry Department downsized in October 2025, Aubrey transitioned to center-based worked packing pepperoni in the Austin MAP Department. On January 7, Aubrey started working one day a week at Food Service earning minimum wage. Shortly after, she was able to start working every Wednesday and Friday in Food Service and is thriving! Aubrey is a very dedicated and hard working individual that has adjusted wonderfully throughout all the recent changes.

EMPLOYEE SPOTLIGHT: JORDAN LOZANO

Jordan began working with Cedar Valley on August 12, 2025. He moved from Rochester, MN to Albert Lea, MN. Prior to his move, Jordan was employed with the TJ Maxx Corporation in Rochester. Jordan applied for a transfer to Marshall's clothing store in Austin, MN. The transfer was granted and therefore Cedar Valley Services became involved assisting with the transfer and offering him supported employment. Jordan initially was hired to work one day per week; however, his schedule quickly changed to working three days per week. Jordan assists with stocking shelves and keeping the store organized and tidy. He is constantly moving while on his job ensuring that all items are clean and in their proper places. Jordan's supervisor reports that he does an excellent job, keeps himself busy, and steadily works for his entire shift. They are happy to have Jordan on the Marshall's team.



Maria packaging pepperoni.

EMPLOYEE SPOTLIGHT: MARIA SYVERTSON

Maria started working center-based in the Austin MAP Department packing pepperoni on August 4, 2025, and has fit in perfectly since day one. Previously, she worked at the CVS Laundry Department in Albert Lea, but this was not a good fit. Before her time at CVS, Maria volunteered at the Albert Lea Humane Society and briefly worked at McDonald's. Maria was recently elected to the Employee Committee and is looked upon as a leader amongst her peers. She has grown so much in a short amount of time. Congratulations, Maria. We are proud of you!

AUSTIN EMPLOYEE/SAFETY COMMITTEE

The end of 2025 brought an election for new representatives for the upcoming years of 2026 – 2027 for the Employee Committee and the Safety Committee. The committee members are nominated by their peers and then an election was held in November at the Employee Management meetings. Each person served was given a picture ballot to vote for their peers. This year there were thirteen nominations for the Employee Committee and seven nominations for the Safety Committee. Seven were elected with one alternate for the Employee Committee and one was elected, (Sarah Jensen) with one alternate, to sit on the Safety Committee. The Employee Committee meets quarterly throughout the year with management- Sue Martin, Program Director and Tanya Carbert, Designated Manager. Each member is asked for input on how CVS can improve the work environment, safety concerns, ideas on how to better support persons served, input on annual events like the summer picnic and Christmas party, etc.



*New members of the Employee & Safety Committee
Front row (L to R): Mary Nguyen,
Wenyi Scott, Maria Syvertson
Back row (L to R): Ray Olson, Tanya Carbert,
Sarah Jensen, Pat Horn, Deanna Kleinschmidt,
Sue Martin (Missing in picture is Amanda Wescott).*

OWATONNA DIVISION

EMPLOYEE SPOTLIGHT: SARAH RHODES EMPLOYEE OF THE MONTH

In June of 2025, the Owatonna Division began celebrating the great successes of our individuals served by awarding one individual each month with the honor of being the Employee of the month. This involves being recognized at the Employee Committee meeting with a certificate of achievement and a gift card. The individual also has their photo taken and it is displayed in the lunchroom. CVS staff can nominate someone that they feel is achieving their goals and going above and beyond at work. This has been a huge success and staff have seen an eagerness from the individuals served to put their best foot forward.

Sarah Rhodes is one of our shining stars. Sarah, in the past, has always wanted to work in the facility gluing foam or doing other piece rated jobs. Over the last seven months, Sarah has worked almost exclusively in the community at a variety of our janitorial sites. Sarah has become more sociable with her peers and staff; she strives for perfection and is willing to take direction from staff with a positive attitude. Congratulations to all our individuals who have been awarded employee of the month!



*Sarah Rhodes November
Employee of the Month.*



*(Left photo) Charlie Racek vacuuming at Janesville
Apartments and Mel Stano cleaning at CBS in Faribault.*

OWATONNA DIVISION: NEW JOB OPPORTUNITIES IN 2025

In March 2025 we acquired a 3-story apartment building in Janesville to clean once a week. We were able to get this contract because of the great work that we do at another apartment building in Owatonna that has the same ownership. At the Janesville apartment building, we vacuum three hallways, two entrances, and clean the laundry room. This has been a great opportunity for Charlie Racek, our regular cleaner at this site, as it has given him the chance to work in the community, earning minimum wage.

In July 2025 CVS got another new janitorial job opportunity at Community Based Services (CBS) in Faribault. CBS helps support people with disabilities in the community, so it was a great fit for us. We clean at CBS once per week with a staff .and two individuals. This building is quite large with eight offices, two large conference rooms, a

kitchen area, a copy room, and the reception desk. CVS vacuums approximately 3,200 square feet, wipes the desks, cleans the chair mats, and empties many garbage cans in this two-story building. Mel Stano has been one of our regular cleaners at this site and has really enjoyed the opportunity to work there and earn minimum wage.

OCTOBER HOME RENOVATIONS

October Home was built in 2003 and was starting to show it's age. The carpet and linoleum were looking worn and dated and it was definitely time for some updates. In March 2025 the renovations were completed and the updated space is beautiful.



Pictured Left to Right: Sara Stehlik, MaryAnn Wanous, Dawn Paulson.

With new flooring throughout the entire main level, some new paint, new living room furniture, new curtains and new area rugs; the home now looks clean and modern. We have also added a new, very large TV. The home looks very warm and cozy and all the ladies just love it!

KCQ EMPLOYEE SPOTLIGHT: KARI JOHNSON

Kari Johnson began working at Bon Appetite at St Olaf College in Northfield 26 years ago. Kari usually works Monday through Friday from 10:00 am until 3:00 pm. She works at the yogurt and fruit station in the cafeteria. Kari has worked at different stations over the years and has acquired many different skills. Kari loves her job, her coworkers, and states that she has wonderful supervisors. Every time a KCQ staff goes to visit her at work, Kari states, "I love it here and I love my job." When KCQ staff talk with Kari's supervisor about her job performance they always have very good things to say. Kari has a way of putting a smile on everyone's face and is an overall delight to be around. Kari also enjoys spending time with her family and friends. She likes traveling, participating in Special Olympics bowling, and working out at the YMCA. Kari is a great addition to the St Olaf kitchen team!



OWATONNA EMPLOYEE COMMITTEE



Pictured Left to Right: Jerianne Hendricks, Ben Halla, Sarah Hansen, Beth Edgar, Mike Brennan, Cory Krenke, and Melisa Vick

The Owatonna Employee Committee is made up of a group of employees from various programs. Some committee members work in the community, some work in the facility, and some work in both settings. This group meets quarterly with Jerianne Hendricks, Division Director, and Melisa Vick, Program Manager, to discuss 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 allow for open communication between employees and management. Members of the committee are encouraged to share their input on work-related issues and needed improvements. Each year members of the committee have the opportunity to represent the Owatonna Division at the annual Board of Directors meeting in Austin. Thanks to all the members of the 2025 Employee Committee for their time and valuable input.

ALBERT LEA-DIVISION SERVICES

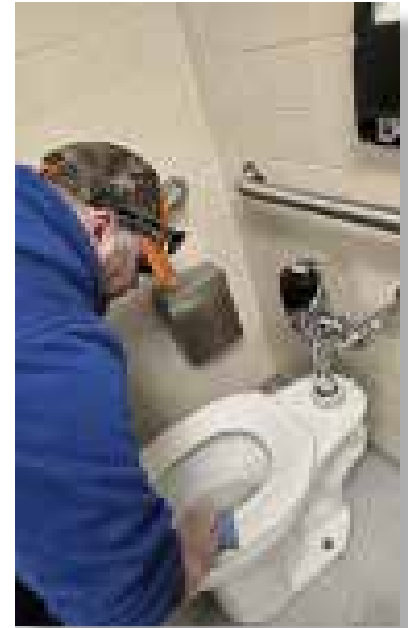
ALBERT LEA-CONTRACT SERVICES

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

In 2025 we were able to add Good Steward, First Lutheran Church, to our Janitorial Services. With the newly added janitorial jobs our consumers welcome the opportunity to provide services for the public.

Day Crew consists of four persons receiving services and one staff. Their duties include vacuuming, cleaning bathrooms, the breakroom, and removal of garbage. Night Crew consists of four to six persons served and two staff.

(Day Janitorial Sites: Albert Lea Library, Village Coop, Marthaler Honda dealerships, Senior Court and Towers, Bleachers, Hy Vee, Gray Gable, Christ Episcopal Church. SEMCAC, Kitchen) Night Janitorial Sites: Mrs. Gerry's, Zinpro Corporation, Marathon Clinic, City Garage, Almco, Tegrete, Maple Hill Apt, Dave Klatt State Farm, Rink Systems, Freeborn Coop, Oaks Condos, First Lutheran Church, Legacy Ground Works)



Trevor Tuttle - Recently started working on the Night Crew; cleaning at one of the job sites.



David working center-based at Myers Rd.

EMPLOYEE SPOTLIGHT: DAVID HENDRICKSON

David has worked for Cedar Valley Services for 36 years. David has learned many skills and adapted to new environments and jobs. David has worked at a variety of jobs: Lou Rich, Bridon Cordage, Interstate Molding and Manufacturing in Albert Lea. He has gone with the Albert crew to CVS in Austin and helped with packaging pepperoni on the pepperoni line. David worked at Ellendale at Bioplastics and cleaned The Event Center. Currently, David works in Northfield, at POST, three days per week. The other two days he works at the shop (center-based) or goes to Austin to assist with packaging pepperoni.

David is a friendly and outgoing person. When not at work, David enjoys bowling, playing board games, card games, and the Wii games. He said he likes to go to MN Twin games. He loves to dine out and go shopping.



EMPLOYEE SPOTLIGHT: SCOTT GILBERTSON

Scott has worked at Cedar Valley Services since January 1985. He has been with CVS for 40 years. For his 40-year milestone he received a plaque from Cedar Valley Services celebrating his years of service. Scott has had a variety of jobs during his 40 years either working in the production area or working on enclave crews in the community. Scott began working at Lou Rich in March 1992 and has been there ever since. His jobs at Lou-Rich include cleaning dust plugs, bearings, and packages. When Scott is not at work he enjoys spending time with his sisters, journaling, and doing activities with Crest. Thanks for all you do Scott! Keep up the excellent work!



EMPLOYEE SPOTLIGHT: RICHARD OLSON

Since joining the company on July 6, 1994, Richard has demonstrated an exceptional commitment to his work and to the communities he serves. Over the years, he has built a reputation for reliability, dedication, and consistent performance. His strong work ethic and long-standing service reflect not only his professional integrity but also his deep sense of responsibility to those who depend on him each day.

Richard currently holds janitorial responsibilities at Hy-Vee and serves as a dietary aide at Good Samaritan Society. During the summer months, he also contributes his time and talents at Green Lea Golf Course. A coworker from Good Samaritan Society shared that Richard is one of his favorite colleagues, noting his consistently positive attitude

and the excellent quality of his work. Richard approaches every role with professionalism and care, earning the respect of coworkers and supervisors alike.

Outside of work, Richard channels his passion and talent into the game of golf. His dedication to the sport is evident in his upcoming participation in the Special Olympics golf competition in the Twin Cities this summer. Whether on the job or on the course, Richard exemplifies perseverance, enthusiasm, and pride in all that he does. We are proud to recognize his 31 years of service and the meaningful contributions he continues to make each day.

ALBERT LEA FOOD SERVICE AND CATERING

Cedar Valley's Food Services & Catering at Riverland Community College in Albert Lea has experienced some changes over the past year. At the start of the 2025-2026 school year, we began providing lunches daily for students at St. Theodore School. We also cater lunches daily for EDF Renewables, a Riverland partner right here on campus, and we occasionally work with local organizations and cater events held at Riverland. We still offer daily breakfast and lunch service for Riverland students, staff, and tenants that includes some favorites such as bagel breakfast sandwiches, bacon cheeseburgers, chicken tenders, and the daily lunch specials.

With these changes, we have been able to add a full-time job coach and another person served on our crew. Jorge Zuniga has been with Cedar Valley for almost 8 years and has been through the many changes with us at Food Services the entire time. A big change for him over the years has been meeting the goal he set for himself to learn how to cook on the grill and with the fryer. He makes lunches daily for our persons served and does a great job. He enjoys the new job tasks available to our persons served, especially helping prepare and deliver lunches to St. Theodore School. Jorge says, "I like delivering the food because I get to ride in the van and talk to the job coach."



EMPLOYEE SPOTLIGHT: GAVIN CICHOSZ

Gavin Cichosz started working with Cedar Valley Services on March 18th, 2024. He worked at the Myers Road facility in Albert Lea in the MAP area mostly shredding paper, pepperoni assembly, composites, and helping with cardboard cake trays.

Gavin expressed interest in working out in the community. An opportunity arose with working at Riverland College, at Food Service, in Albert Lea.

He began working at Food Service in August of 2025. His job is tending to the cash register ensuring that customers get the correct change and charge the item ordered correctly. He helps with taking customers' orders, provides customer satisfaction, and ensures a pleasant experience. He also helps to ensure that people receive the correct food that they order. He works Mondays in Food Service, from 8:30 am - 1:30 pm. When asked about what his favorite thing about food service is, he stated, "It is a lot more fun than shredding, and more challenging to make sure that the money is counted correctly and counted back correctly."



SMART TRANSIT



The year 2025 consisted of several big steps for SMART, including continued partnership with MNDOT on vehicle and facility projects, a successful Comprehensive Review, the largest increase in staffing levels in years, a new shuttle opportunity, and a Driver of the Year Award for one of SMART's long-time employees. As the year started out, SMART continued to work closely with staff at MNDOT on the BETTER project – the Electric Bus vehicle grant we secured with MNDOT and the FTA; this has been a lengthy process, but along the way, we went from one EV bus to two, with no local share needed for the bus, infrastructure, or training. We hope to order the buses later this year (2026) and hopefully have it on the road later in the year or early 2027. For the facility projects that we secured funding for through MNDOT and FTA, we began the NEPA work in 2025 – this is the pre-work required by the National Environmental Protection Act and included completion of a Categorical Exclusion document that contains information from environmental and historical assessments among other items. This work has now been submitted to the FTA for approval, and once approved, a contract will be finalized, and we can begin working on the next stages.

In the summer of 2025, SMART spent time with members of MNDOT and an outside consultant to complete a Comprehensive Review of the agency; this was a deep dive into all things SMART, including our services, financials, policies, fleet, and more. Overall, it was a highly successful review with very little follow-up needed on our end. MNDOT plans to complete these reviews of every transit agency in the state every three years on a rotating basis.

Throughout the year SMART also saw significant gains with our hiring, bringing on several great new staff throughout the year; in fact, this brought our staffing levels up to their highest point since COVID impacted our staffing. With the increase in drivers, we were able to bring service hours back online near the end of the year, some of which had been suspended for years. These expanded service hours include adding a bus back on the streets in Waseca, adding additional time to the Deviated Route in Owatonna, and additional hours to Austin's Demand Response service, including the popular 'Work Route' that helps individuals in Austin get to work every day. We also saw our partnerships with organizations like Mayo Clinic Health System in Austin and Albert Lea grow, with an expansion of shuttle services in the area. On top of our Austin – Albert Lea Shuttle and Dialysis Service that we've been providing for years, SMART is now offering a new shuttle service between Albert Lea and Waseca to help community members get to much needed medical appointments.



*Kevin Hemann with MPTA
Driver of the Year Award*



And finally, as the end of the year approached, SMART was present at the podium of the MPTA Awards Ceremony – something that had not been done since we received our System of the Year Award back in 2016. This time around, it was Austin's Lead Driver Kevin Hemann who graced the stage at the 2025 MPTA Awards Ceremony, where he received the Driver of the Year Award. Kevin has been an integral part of the SMART team since day one, and had previously been a part of the AMCAT team in Austin for 10 years; to date, Kevin has over 23 years of public transit experience and is an incredible asset to the team.

AT A GLANCE:

	2025	2024	2023	2022	2021	2020	2019	2018
Number of Passengers:	231,107	222,648	231,324	220,157	204,404	170,934	268,798	277,738
Hours of Service:	60,366	59,424	58,319	58,470	61,400	54,685	63,788	61,215
Miles Driven:	610,080	618,596	662,936	649,189	679,661	584,514	752,525	687,342

STATEMENT OF FINANCIAL POSITION

DECEMBER 31, 2025 AND 2024

ASSETS	2025	2024
CURRENT ASSETS		
Cash and Cash Equivalents	\$ 4,020,863	\$ 4,135,796
Accounts Receivable, Net	1,951,822	1,876,085
Inventories, Net	305,512	341,188
Prepaid Expenses and Other Assets	165,321	355,019
Accrued Interest Receivable	72,843	84,469
Investments	7,957,031	7,981,857
Total Current Assets	\$ 14,473,392	\$ 14,377,592
PROPERTY AND EQUIPMENT	\$ 10,774,648	\$ 10,518,182
OTHER ASSETS		
Cash and Investments		
Designated for Capital Asset Purchases	\$ 8,557,237	\$ 7,192,005
Held for Donor Designated Fund	891,757	776,731
Total Other Assets	9,448,994	7,968,736
Total Assets	\$ 34,697,034	\$ 32,864,510
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts Payable and Other Accrued Liabilities	\$ 1,007,212	\$ 961,385
Accrued Salaries and Wages	744,314	648,549
Accrued Vacation	421,394	404,680
Refundable Advance	2,187	2,187
Total Current Liabilities	\$ 2,175,107	\$ 2,016,801
NET ASSETS		
Without Donor Restrictions		
Board-Designated	\$ 2,000,000	\$ 2,000,000
Designated for Capital Asset Purchases	8,557,237	7,192,005
Undesignated	19,858,221	19,932,091
Total Without Donor Restrictions	30,415,458	29,124,096
With Donor Restrictions	2,106,469	1,723,613
Total Net Assets	32,521,927	30,847,709
Total Liabilities and Net Assets	\$ 34,697,034	\$ 32,864,510

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2025

	Without Donor Restrictions	With Donor Restrictions	Total
PUBLIC SUPPORT AND REVENUE			
Revenue:			
Service Contracts and Grants:			
State Agencies	\$ 10,930,945	\$ 308,162	\$ 11,239,107
County and Local Agencies	334,670	—	334,670
Transportation	1,314,493	—	1,314,493
Trade Sales	6,738,689	—	6,738,689
Other	10,642	—	10,642
Gain on Sale of Assets	37,380	—	37,380
Investment Income	700,862	115,027	815,891
Public Support:			
Contributions and Grants	67,755	299,591	367,346
Subtotal	<u>20,135,438</u>	<u>722,780</u>	<u>20,858,218</u>
Net Assets Released from Restrictions	339,924	(339,924)	—
Total Public Support and Revenue	<u>\$ 20,475,362</u>	<u>\$ 382,856</u>	<u>\$ 20,858,218</u>
EXPENSES			
Program Services:			
Extended Employment	\$ 7,537,348	\$ —	\$ 7,537,348
Day Training and Habilitation	5,619,226	—	5,619,226
Residential	553,459	—	553,459
Transit	4,202,537	—	4,202,537
KCQ	340,143	—	340,143
Supporting Services:			
Management and General	931,287	—	931,287
Total Expenses	<u>\$ 19,184,000</u>	<u>\$ —</u>	<u>\$ 19,184,000</u>
CHANGE IN NET ASSETS	<u>1,291,362</u>	<u>382,856</u>	<u>1,674,218</u>
Net Assets, Beginning of Year	29,124,096	1,723,613	30,847,709
NET ASSETS, END OF YEAR	<u>\$ 30,415,458</u>	<u>\$ 2,106,469</u>	<u>\$ 32,521,927</u>

OUTCOMES

CENTER-BASED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	38
Hours Worked Annually	5,306
Annualized Wages	\$46,853

COMMUNITY & SUPPORTED EMPLOYMENT

Outcome Measure	Raw Number
Number Employed	92
Hours Worked Annually	65,869
Annualized Wages	\$867,264

COMPETITIVE PLACEMENT ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
Number of Persons placed in competitive employment	85
Average hours worked per week	19.22
Average hourly wage	\$16.28
Percentage placed with benefits	95%

WAIVER OUTCOME INFORMATION ALBERT LEA, AUSTIN, OWATONNA

Outcome Measure	Raw Number
<i>Non-Paid Programming</i>	
Community Inclusion Hours	512
Center-Based Programming Hours	42,487
<i>Paid Work</i>	
Community & Supported Hours	73,271
Center-Based Hours	186,125
Total Wages	\$1,305,715

WAIVER PERSONS SERVED (TOTAL INDIVIDUALS SERVED DURING YEAR)

Albert Lea (Alpha)	84
Austin (CVTH)	124
Austin Top Flight	27
Owatonna (ABL)	91
Total	326

JOB COACHING ALBERT LEA, AUSTIN, OWATONNA

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

PRE-ETS ALBERT LEA, AUSTIN, OWATONNA

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

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	4.0 of 4.0 scale
Other stakeholders satisfaction with program	4.0 of 4.0 scale
Number of community activities per person, per month	103

2026 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. Continue with Leadership Succession Plan.
- 4. Develop staff retention strategies and manage staff benefit costs.
- 5. Complete Technology Assessment and plan for vulnerabilities.
- 6. Complete Phase Two/Three of the building projects for SMART Transit – Austin, Waseca.
- 7. Continue to explore expansion of SMART Public Transit Services.

This strategic plan reflects our current and projected financial position. It sets major goals and priorities to be implemented in 2026. 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 March 23, 2026 Board Meeting and again at the Annual Meeting on April 7, 2026.

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 multible 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."

Leadership Transition at Cedar Valley Services



The final quarter of 2025 marked a significant leadership transition for Cedar Valley Services as Executive Director Rich Pavek retired after nearly 45 years of dedicated service.

Rich began his career with Cedar Valley Services in June 1981 as Marketing Representative. Over the decades, he served in numerous leadership roles, including Marketing Manager, Facility Manager in Austin, Director in Austin, Director of the Albert Lea Division, and ultimately Executive Director beginning in 2015.

Throughout his tenure, Rich played a pivotal role in expanding and diversifying the organization's services and community partnerships. Under his leadership, Cedar Valley Services secured its first wood pallet contract and first custodial contract with JCPenney, was awarded a Department of Defense contract for manufacturing spark plug harnesses in Owatonna, and obtained food service contracts at Riverland Community College in both Austin and Albert Lea.

Additional milestones include:

- Launching recycling processing and residential curbside pickup services in partnership with Mower County
- Securing the laundry contract with Austin Medical Center
- Expanding commercial laundry services in Albert Lea
- Constructing the wood pallet production facility
- Leading the Oakgrove/DAC merger in Austin and the Alpha Enterprises merger in Albert Lea
- Developing multiple production contracts with Hormel Foods
- Most recently, guiding the merger of KCQ in Faribault with Cedar Valley Services

Rich also demonstrated deep commitment to the broader community. He served on the Hormel Foundation Board, was Vice President and Board Member of the YMCA/Austin Recreation Center, served on the MOHR Board, and was an active member of the Austin and Owatonna Chambers of Commerce, Kiwanis Early Risers, and the Development Corporation of Austin.

Reflecting on his career, Rich shared:

"I have loved every minute of my tenure at Cedar Valley Services. It's been such an important part of my life, and I feel fortunate to have worked closely with the exceptional people we serve, their families, our talented team members, and our community supporters."

We extend our deepest gratitude to Rich for his decades of visionary leadership. His impact on Cedar Valley Services and the communities we serve will continue for years to come.

Welcoming Garry Hart as Executive Director

Following Rich's retirement on October 12, 2025, Garry Hart assumed the role of Executive Director on October 13, 2025.

Garry has 35 years of experience with Cedar Valley Services, having joined the organization in 1990. Early in his career, he worked in St. Paul, MN assisting homeless veterans in securing employment and stable housing. After relocating to the Austin/Albert Lea area, he joined Alpha Enterprises, an organization supporting individuals with disabilities that later merged with Cedar Valley Services.

Garry has been instrumental in the growth and expansion of SMART Transit. He has successfully secured grants to expand the bus fleet and played a key role in obtaining funding for a new SMART Transit facility in Owatonna. He has also led grant efforts for two additional transit facilities planned in Austin and Waseca.

As Executive Director, Garry remains focused on strengthening the organization's foundation while expanding opportunities for individuals served by Cedar Valley Services. As Garry shares: "We have dedicated staff, and being able to support them in building meaningful careers within our organization is incredibly rewarding. Our main goal is to help the people we serve find independent community employment. With continued community support, we can make that possible."

Cedar Valley Services looks forward to this next chapter under Garry's leadership, grounded in strong values, community partnerships, and an unwavering commitment to the staff and individuals we serve.



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

ALBERT LEA DIVISION

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

OWATONNA DIVISION

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

**TOP FLIGHT
PROGRAM**

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

ALPHA PROGRAM

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

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