

2021 ANNUAL REPORT



NORTH STAR
Community Services

NORTH STAR Community Services: *Fiscal Year 2021 in Review*



Dear North Star Family and Friends,

What a roller coaster year it has been! When you picture a roller coaster, what do you think about? Are they fun, exhilarating, and daring? Or maybe you think scary, fearful, or intimidating. I would say that sums up the past year...

North Star Community Services was **daring** as we transitioned our theatrical production from a live performance to the big screen, with our first movie, *"The Voyages of Captain Oceanview."* We participated in the Waterloo Days parade where our float was presented the Grand Marshal award...so much **fun!** We also continued to encounter the ever-changing guidelines and rules associated with the COVID pandemic; and then tossed in a workforce shortage. Ick – when will it go away?

This roller coaster ride although scary at times, has also been the catalyst for many fresh, new ideas and served to reinforce the amazing work accomplished every day by our employees, volunteers, persons served and their families, with support from our donors. North Star's employees continued to provide services to 438 individuals, throughout 20 counties. The satisfaction rating with the services they received averaged 99%...all while wearing masks and navigating the workforce shortage.

Day programming provided opportunities for persons served to leave their homes and visit with friends, while gaining skills on self-advocacy, and how to cope with their feelings/emotions via the use of curricula that were authored internally by our employees. Virtual meetings allowed us to engage with community members when it wasn't safe to invite them into our physical locations. All of this was accomplished even though North Star experienced a 26% turnover rate and continue to see very few applications to fill openings.

For the upcoming year, North Star Community Services will remain committed to providing the highest quality of service, and to being an employer of choice. A focus on staff recruitment and retention by increasing wages and improving benefits is necessary to become competitive during the workforce shortage, along with offering career path and on-going educational opportunities. By focusing on our employees, we will be able to retain the finest employees that provide quality services, as we work to recruit top-notch employees to provide the innovative programming that we are proud of, and you expect and deserve from North Star.

The **call to action** is to speak with our legislators about the importance and critical need to pass legislation that supports an increase in HCBS and Habilitation reimbursement rates. (ALL of us can do this!) This will enable North Star to offer a competitive wage, develop professional development programs (examples: mentor programs, a leadership development program, etc.). If you are willing to talk to your legislator, but are unsure what to say, please call me and I can help (vschwager@northstarcs.org, 319-226-8344).

The generosity of our donors is the reason North Star Community Services was able to proceed with several critical building improvement projects at 3420 University Avenue, Waterloo, such as Phase 1 of the parking lot: removal of two of the three front canopies and rebuilding a portion of the front wall. Each of these projects will ensure a safe program site; and enabled North Star to use Medicaid revenue to cover costs associated with programming vs. towards capital improvements. Thank you!

North Star's mission to "empower each person to realize potential, pursue dreams, and enjoy life" will remain our guiding light as we move into the new year.

Sincerely,

A handwritten signature in black ink that reads "Valerie L. Schwager".

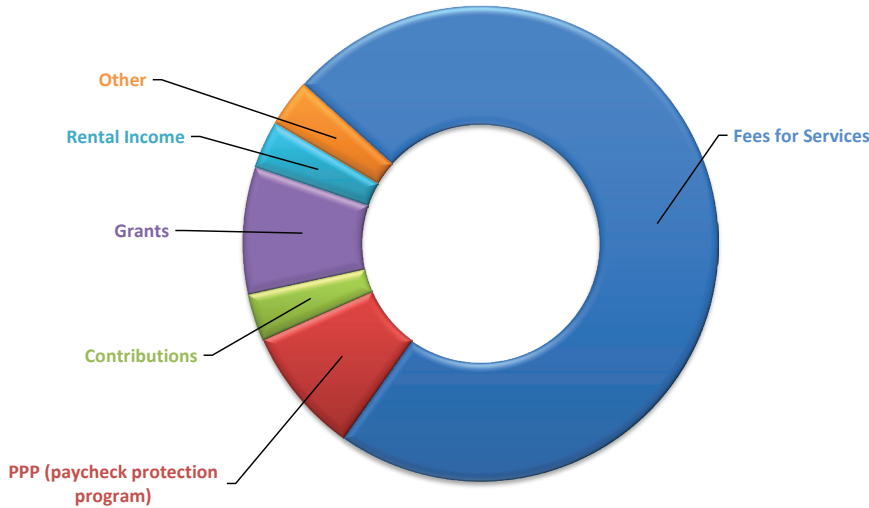
Valerie L. Schwager, Executive Director

pictured, right: "My Waterloo Days" Parade 2021

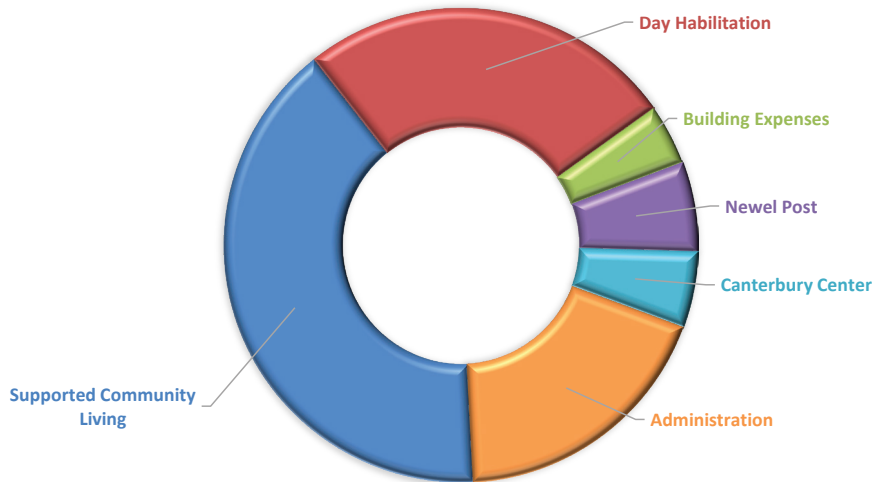


NORTH STAR Community Services: Fiscal Year 2021 at a glance!

REVENUE = \$5,929,924



EXPENSES = \$5,129,207



North Star served 438 people in fiscal year 2021!

Service Satisfaction averaged 99% in all programs!



92 North Star actors became movie stars in "The Voyages of Captain Oceanview!!!"

PEOPLE SERVED BY PROGRAM



Fiscal Year 2021

BOARD of DIRECTORS

Kim Eastland
President

Craig White
Vice President

Jeff Dow

Rob Duryea
Joshua Hamzehee

Tori Lockard
Carolyn Martin
Jessica Mayer

James Rozendaal
Vicki Schueler

NORTH STAR: Charitable Giving in FY 2021 (July 1, 2020 - June 30, 2021)

BENEFACTOR \$10,000+

anonymous donor
Cedar Valley United Way
CUNA Mutual Group
Foundation
Otto Schoitz Foundation
Miller & Sharon Roskamp
Helen & Marvin Schumacher
Van G. Miller Family
Charitable Foundation
Waverly-Shell Rock United
Way

BUILDER \$5,000 - \$9,999

A-Line EDS, Inc.
Cedar Falls Community
Foundation
Community Foundation of
Northeast Iowa
County Social Services
Iowa Arts Council
Marvin & Helen Schumacher
Family Fund*
R & N Investments
Rotary Club of Cedar Falls
Waterloo Community
Foundation

LIFE \$2,500 - \$4,999

Benton County Community
Foundation*
Bremer County Community
Foundation*
Donna R. & Greg Hickman
Fund*
Steve & Renee Duggan
East Central Region
Molinaro Family Charitable
Foundation
Two Labs Charitable Fund
(donor-designated fund of
U.S. Charitable Gift Trust)

PRIME \$1,250 - \$2,499

Judith Buchholz
Chickasaw County
Community Foundation*
Frederick Marold Fund*
Bart & Christine Harms



PRIME CONTD.

Ken & Amy Lockard
Barbara & Kent Opheim
Patricia Boevers Memorial
Fund*
PDCM Insurance
Todd & Sandra Peterson
Tama County Community
Foundation*

GUARDIAN \$800 - \$1,249

Adams Evenson & Co.
Braun Family Foundation
Robert & Natalie Delbaere
Duryea
Mark & Keely Evans
Robert & Jane Fahr
Lincoln Savings Bank
Foundation
Daniel & Julie Marr
National Council for
Behavioral Health
VGM Group
Steve Vorthmann
Craig White
Floyd & Sherry Winter
Rick & Cathy Young
Young Plumbing & Heating
Phyllis Zager

PROTECTIVE \$500 - \$799

Greg & Vicki Angove
Dixie Clifton
Frank & Cary Darrah
Terri & Clee Davis
Financial Decisions Group -
Waterloo
Les & Joan Getz
Robert & Cheryl Greenwood
Suzanne Holzapfel
Janesville Lions Club
Janesville United Methodist
Church Women
David & Diane Kazynski
Norman Kelly
Knights of Columbus, #700
Knights of Columbus, #7506
Joan Lehman
John & Kristie Lehman
Main Street Waterloo
Rick Miller
Linda Moeller
Ellen Morris
Peter & Diane Colver
Morris
Maxine Morrison
Mudd Group
Next Generation Wireless
Quota Club International of
Waterloo

PROTECTIVE CONTD.

Joe & Linda Scallon
Valerie & Dale Schwager
The Sinnott Agency, Inc.
U.S. Bank - C.R.
Van Meter, Inc.

ADVOCATE \$200 - \$499

Arc of Cedar Valley
Larry & Lauraine Baker
Banklawa of Waterloo
Jared & Marilyn Bauch
Jerry & Laurene Bernard
Brad's Corner Drug (CCLTC)
Robert J Brown
Cedarloo Assoc. of the Deaf
Dale's Service
Don Gardner Construction
Jeff Dow
Dupaco Community Credit
Union
Hugh Field
Melodie Foelske
Idella & Melvin Folkerts
Kathy & Marvin Folkerts
Christian Haight
Bridget Hartmann
Kim Huff
Huff Contracting
Susan Ilax
Isle Casino & Hotel
James Jacobs
Jim Jacobs
Sharon Johnson
Joint Volunteers of the Arc
George & Judy Jorgensen
Kaiser-Corson Funeral
Homes
JJ & Gary Karr
Mary Kay Klingaman
Everett & Jane Klosterman
Knights of Columbus, #16881
Dennis Kruger
Merima & Rasim Kudic
Jerry & Marian Larson
James Lehman
Glen & Michele Leiting
Troy & Susan Love
Lowell J. Walker Fund*
Greta Magee
Elaine & Steve Main
Bruce & Marsha Meisinger
Dennis Messingham
Christa & Andy Mieke
Christopher Mincks
Monat Wealth Management
Jodie Muller
Network for Good

ADVOCATE CONTD.

Alvina & Jerry Olson
Barb Powell
Thomas & Donna Powers
Cynthia Reeves
Robert J. & Judith E. Brown
Fund*
James & Beth Rozendaal
Betty Salisbury
Wayne & Christine Saur
Jay Schares
Roger & Gloria Schmitz
Vicki & Tom Schueler
James Shadle
Standard Distribution
Services
Glenn & Lynae Stech
Joe & Renee Steffen
Dean & Shelly Sturch
UIU - Waterloo Center
Betty & Russ Westmeyer
Mark & Carol Witmer

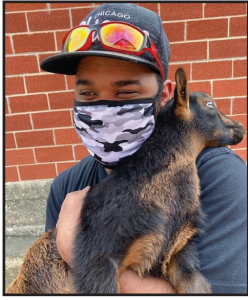


INVESTOR \$50 - \$199

Raja & Salma Akbar
Colleen Alexander
Jenny Allen
AmazonSmile Foundation
anonymous donor
Carolyn Ayres
Jim & Chris Bauch
Donald & Marlys Berg
Tim & Jean Boller
Priscilla Brown
Sally & Albert Browne
Paula Bruns
Brent Buntmeyer
Bob Burkgren
Angela & Matt Buttjer
C & D Rentals Enterprises
John & Ruth Callahan
Charles Carlin
Hosung & Won Hi Chung
Bill & Jane Close
Community Electric, Inc
Steve & JoAnn Corson
Bonnie & Al Cross

*Denotes a Fund or Affiliate of the Community Foundation of NE Iowa

NORTH STAR: Charitable Giving in FY 2021 (July 1, 2020 - June 30, 2021)



INVESTOR CONTD.

Donna J. Davis
Helen & Kenneth Debner
George & Kathleen Deloff
James Denholm
Fred Diers
Teresa & Dave Driscoll
David & Helen Duncan
Kim & Jeffrey Eastland
Vince & Tara Ellison
Louis & Susan Fettkether
Diane & Kevin Fineran
Karen Foutch
Frederick & Jacqueline
Freese
Friends of North Star Arts/
Music/Theatre
Johnny & Shinobu
Watanabe Galloway
Grace Lutheran Women -
Tripoli
Vicki Grimes
Randall & Jo Ann Groth
Brenda & Randy Hagenow
Lorraine Hallberg
Denise Hambly
David & Dianne Happel
Judith F. Harrington
Janis & Clement Havlik
Maxine Hayungs
Roxanne Hess
James & Jacquelyn Hodgson
Bob & Laurie Hoffman
Larry & Karen Howard
Cheryl & Dick Jensen
Donna Johnson
Richard Juel
Marlene Kavars
Jerry & JoAnn Kramer
Larry & Ona Kriener
Frederic & Phyllis
Krumwiede
Wendy & Robert Lamos
Susan & Greg Lantz
Mary Leen
Norman & Kay Lemmon
Keith & Joy Lindley

INVESTOR CONTD.

Michelle Lindquist
Maryann Locke
Robert & Linda Mahncke
Jessica Major
Linda & Chuck Mandel
Gene Marsau
Mary McCalley
John & Margaret McCoy
Mary Mehnhaus
Carin Messerschmidt
Don & Kris Meyer
Randy & Teresa Meyer
Judy Mixsell
Bob & Sharon Monaghan
Susan Morrison
Mark & Jerilyn Mueller
Brent & Sue Nelson
Liane Nichols
William F. Pane
Dan (H.D.) Parker
Deb Paton
Janice & Paul Peters
Tom Pfiffner
Margaret Phelps
Marilyn Pinkley
Bill & Nita Quibell
Readlyn Savings Bank
Joanne Latta Reeves
Steve & Marjorie Riley
Riley's Floors
Liz Rittgers
Janice Ruhs
Raul E. Ruiz
Colette & Brad Ruth
Jeffrey Salisbury
Karen Schmitt
Ron & Ruth Anne Schneck
Tom & Luanne Schneider
Jim & Jane Seeley
Gail Snyder
St. Francis Church - Waterloo
St. John's Lutheran - WELCA
Bill & Jan Striepe
Rick & Sherry Struchen
Myra Summers
Tatroe Electric
Jane & Bill Teaford
Judy Tedore
William & Marilyn Thalacker
Amy & John Tharp
Joy Thorson
Don Ticknor
Margaret & David Tierney
Patty Tometich
Carol Toppin
Mark & Sharon Traetow

INVESTOR CONTD.

Tara Uhlenhopp
Jan Van Metre
Veridian Credit Union
Clarence & Barbara Wagner
George & Mary Warren
Warren Transport
Mark & Charlotte Weidner
Duaine & Charlotte Westpfahl
Sherry Whitener
Gary & Jan Wilt
Martha Wright
Harold & Jean Youngblut
Edgar & Verona Zelle

SUPPORTER \$25 - \$49

Jordan Alber
Marla Betts
Ken Billick
Jan Bornong
Larry & Kathy Burman
Kurt & Rachele Corkery
Robert Diedricks
Leila & Brian Girsch
Janice Hackbart
Richard & Janis Haight
Joshua Hamzehee
Richard & Monique Heddens
Eugene & Darlene Holmes
Jessie & Florence Hovatter
Sue Hughson
Dave & Dotty Hundley
Brad Jacobson
Charles & Jeanne Koontz
Barbara & Roger Kueter
Audrey Lage
Gregory Lievens
Sandra Marsau
Larry & Wendy McCollum
Kenneth & Nancy McKenna
Larry & Sherry Millang
Linda & Nicholas Purdy
Lydia Rewerts
Ray Robinson
Kim Rogers
Chris & Mikki Samuelson
Marietta & Wayne Sargeant
Cindy & John Smith
Thomas Smock
Cyndy Stroh
Michael & Darlene Thompson
Steven & Constance Vogel
Marianne Waldstein
Doris Webber
Robert & P.J. Wharram
Beverly Wildey
William & Rebecca Woodyard
James & Jean Zarifis

DONOR \$1 - \$24

H.M. (Buzz) Anderson
Teresa Dengler
Sharon & Randy Dishinger
Janis & Robert Flanagan
Shirley Fogleman
Family & Friends of Ken
Foreman
Edward J. Gallagher III
Elizabeth Hess
Hy-Vee Reusable Bags
Program
Barb & Jake Jacobson
Linda Leibold
Colleen Liming
Ronald & Diane McMahon
Carol Miller
Tom & Connie O'Rourke
Darlene & Russell
Peatrowsky
Terry & Elizabeth Schares
Janet Slessor
Lenora Steimel
William & Anne Swisher



David & Karla Wach
Sharon Wightman
Becky Winkey

IN-KIND DONATIONS:

Administration for
Community Living
Valerie Bonk
June Brammer
Cedar Ridge Winery/Distillery
Community National Bank
Michael & Echo Denny
Bill & Gerri Dix
First United Methodist
Iowa Dept. for the Blind
Len & Janet Jentz
Jacqui McCollum
Nazareth Lutheran Church
John & DeLois Radke
Lori Rosonke
Beverly Seeger
Sub City - West
UAW Local 838
Michelle Volkens
Rita West

In Honor

Mary Anderson

Mark & Carol Witmer

Heidi Berg

Don & Kris Meyer

Jacob Brustkern

Judy Mixsell

Marvel Busch

Christian Haight

Jeff Dow

James Denholm

Travis Folkerts

Idella & Melvin Folkerts

Kenneth Foreman

Gene Marsau

Don Golinvaux

Sue Hughson

Jillian Harris

John & Kris Meyer

Haley & Jeff Krall

Kevin & Diane Fineran

Bruce Leiting

Glen & Michelle Leiting

Chelsey Linza

Karen Foutch

Mackenzie Meisinger

Bruce & Marsha Meisinger

Rick Miller

Louis & Susan Fettkether

Travis Moeller

Linda Moeller

Liz Rittgers

Duaine & Charlotte Westpfahl

Tyler Nelson

Brent & Sue Nelson

Chad Olson

Alvina & Jerry Olson

Marshal Poppe

Mark & Jerilyn Mueller

Colette Ruth

Mark & Keely Evans

Ryan Slingluff

Tatro Electric, Inc.

Ben Smith

Marietta & Wayne Sargeant

Doug Sturch

John & Margaret McCoy

Noah Swarbrick

Doris Webber

Courtney Tharp

James Lehman

Amanda Wright

Carin & Brian Messerschmidt

In Memory

Mabel Blanchard

Dave & Dotty Hundley

Devin Boos

Bill & Nita Quibell

Clarice Burkgren

Bob Burkgren

Lowell Busch

Christian Haight

Josh Calease

Marvin & Kathy Folkerts

Sean F. Callahan

John & Ruth Callahan

Phyllis Carlin

Charles Carlin

Colette & Brad Ruth

Richard Chamney

anonymous

Cindy Corkery

Brent Buntmeyer

Georgia Demuth

Jenny Allen

Cyndy Stroh

Roger Feckers

Colette & Brad Ruth

Kenneth Foreman

Family & Friends of Kenneth Foreman

Gene Marsau

Sandra Marsau

Norbert Gilbert

Richard & Janis Haight

Geoffrey Grimes

Vicki Sue Grimes

Lee Haight

Christian Haight

Marjorie Haight

Christian Haight

Fred Hallberg

Lorraine Hallberg

Betty Halligan

Jenny Allen

Lydia & Hugh Hastings

Janice Ruhs

Lisa & Earl Hayungs

M. Maxine Hayungs

Paula Hosea

Linda & Chuck Mandel

Melissa Hovenga

Linda Moeller

Colette & Brad Ruth

Tom Ilax

Eugene & Darlene Holmes

Sue Ilax

In Memory

Alice Jacobs

James Jacobs

James Johnson

Teresa Dengler

Sharon & Randy Dishinger

Shirley Fogleman

Jessie & Florence Hovatter

Barb & Jake Jacobson

Sharon Johnson

Linda Leibold

Mary McCalley

Larry & Wendy McCollom

Carol Miller

Jodie Muller

Kim Rogers

Karen Schmitt

Cindy & John Smith

Gail Snyder

Sharon Wightman

Diane Juel

Richard Juel

Robert Kelly

Norman Kelly

Amy Leisinger

Colette & Brad Ruth

John Locke

Maryann Locke

Brian Mangrich

Jenny Allen

Jan Bornong

Kurt & Rachelle Corkery

Kenneth & Nancy McKenna

Terry & Elizabeth Schares

Roger & Gloria Schmitz

Lenora Steimel

Steven & Constance Vogel

Jeanne Mangrich

Jenny Allen

Mike Marr

Jenny Allen

Janis & Robert Flanagan

Leila & Brian Girsch

Elizabeth Hess

Charles & Jeanne Koontz

Michelle Lindquist

Daniel & Julie Marr

Mary McCalley

Jodie Muller

Tom & Connie O'Rourke

Tom & Donna Powers

Miller & Sharon Roskamp

William & Rebecca Woodyard

“At the end of the day, it’s not about what you have, or even what you’ve accomplished. It’s about what you’ve done with those accomplishments. It’s about who you’ve lifted up, who you’ve made better. It’s about what you’ve given back.” --- Denzel Washington

NORTH STAR: Tributes made in FY 2021 (July 1, 2020 - June 30, 2021)

In Memory

Heather Marvets

Richard & Janis Haight

Neil McCaffery, Jr.

Cheryl & Dick Jensen

Van G. Miller

Greg & Vicki Angove
Todd & Sandra Peterson

May & Mike Mixdorf

Ellen Morris

Jane Ellen Monaghan

Bob & Sharon Monaghan

Agnes & Edward Nosbisch

Margaret & David Tierney

Nicholas O'Brien

Larry & Kathy Burman

Earl Dean O'Connell

Helen & Marvin Schumacher

Edith Paustian

Richard & Janis Haight

John Peters

Angela & Matt Buttjer
Linda Moeller
Janice & Paul Peters

In Memory

Brenda Robinson

Ray Robinson

Ione M. Ross

Michale & Darlene Thompson

Mari Ruiz

Raul E. Ruiz

Ronald Salisbury

Betty Salisbury
Jeff Salisbury

Carol Schneck

Ronald & Ruth Anne Schneck

Donald Schrage

Idella & Melvin Folkerts

Verlene Senne

Donna Davis

Pat & David Spake

June Brammer

Bernie Stroh

A-Line EDS, Inc.

Ron Sturch

John & Margaret McCoy

Stephen "Gary" Tedore

Judy Tedore

In Memory

Lacie Joy Kim Vorthmann

Linda Moeller
Colette & Brad Ruth
Steve Vorthmann

Michael Wach

David & Karla Wach

Barbara A. Wagner

Clarence & Barbara Wagner

Darla Wagner

Jenny Allen
Bridget Hartmann
Ronald & Diane McMahon

Brent Westmeyer

Donald & Marlys Berg
Marianne Waldstein
Betty & Russ Westmeyer

Andrew Wharram

Robert & P.J. Wharram

Mike Youngblut

Michelle Lindquist
Harold & Jean Youngblut

Steve Zarifis

James & Jean Zarifis

NORTH STAR: Volunteers for Fiscal Year 2021

Allen College OT Students
Angie Auel - Bremer County Naturalist
Kendal Crawford
Gerri Dix
Jeff Dow
Rob Duryea
Kim Eastland
Josh Hamzehee
Mayor Quentin Hart
Mindy Hart
Hawkeye Comm. College OT Students
Sister Higgonson
Greg Holt
Sister Jordan
Jackson Kliewer

Tori Lockard
Sister Marley
Carolyn Martin
Jessica Mayer
Randy Muller
Paco Rosic
James Rozendaal
Vicki Schueler
Dale Schwager
Sister Sophia
JoAnn Taylor
Wartburg Music Therapy
Wartburg Suite Students
Craig White



Many thanks to the
"VISIONARIES"
who contributed to
North Star's Endowment Fund
during FY 2021

Robert J. Brown
Vicki Sue Grimes
Dr. George & Judith Jorgensen



Getting "COVID-Creative," and staying safer,
required most volunteers to visit us virtually



Accredited for:
Community Integration
and Supported Living

mission statement:

North Star Community Services...



**...empowers each person
to realize potential,
pursue dreams,
and enjoy life.**

www.northstarcs.org