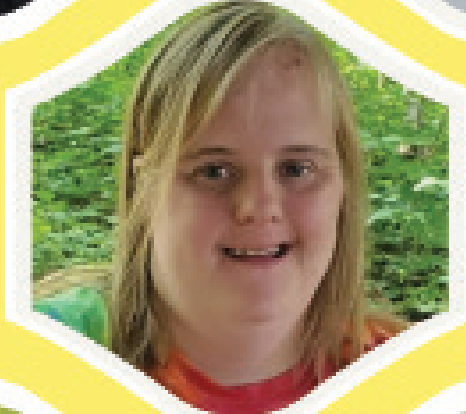




20 ANNUAL REPORT 22



Creating positive outcomes since 1975

NORTH STAR Community Services: Fiscal Year 2022 in Review



Dear North Star Family and Friends,

North Star Community Services is proud of the work that was accomplished during FY 2022. This year North Star focused not only on the safety and well-being of persons served and our employees as COVID-19 lingers, but also how to “return to normal.” Of course, our efforts to return to normal encountered a few unanticipated circumstances, such as the impact of the Omicron variant and the ongoing national workforce shortage. The ability to evolve and adapt continues to be a strength of North Star’s and is one of the most significant accomplishments.

This is a short summary of the outcome measures for FY 2022. North Star set 32 outcome indicators (goal areas) for FY 2022; and met 22 of these (69%). This is an improvement from FY ‘21 when only 47% of the goals had met the threshold. There were two goals where the goal threshold was not met, however the results are reflective of improved reporting practices. Increased training with incident reporting and medication administration has been a focus the past 18 months, and the increased reporting is indicative that the training has been successful. This more accurate data will be helpful when making decisions, as North Star continues to develop how data is used to guide action steps.

The workforce shortage, especially among our Direct Support Professional position, in conjunction with a 27% turnover rate, impacted service delivery and day-to-day operations. Considerable efforts to recruit new employees, and retain current employees was a priority with limited success, hence resulting in increased overtime costs, and in many office locations the number of hours of services that we were able to provide declined. North Star is committed to providing quality services and will evaluate all opportunities to do such.

North Star Community Services leadership will continue to rely on our mission “to empower each person to realize potential, pursue dreams, and enjoy life,” to guide the decisions made, in conjunction with ensuring North Star is compliant with all funding and regulatory entities.

Sincerely,

Valerie L. Schwager, Executive Director



pictured above: “My Waterloo Days” Parade 2022

LEADERSHIP TEAM

★ VALERIE L. SCHWAGER
Executive Director ★

★ BRIDGET HARTMANN
Director of Operations ★

TRACY MEYER
Director of Financial Services ★

JODIE MULLER
Director of Donor & Public Relations

★ HALEY KRALL
Director of Services

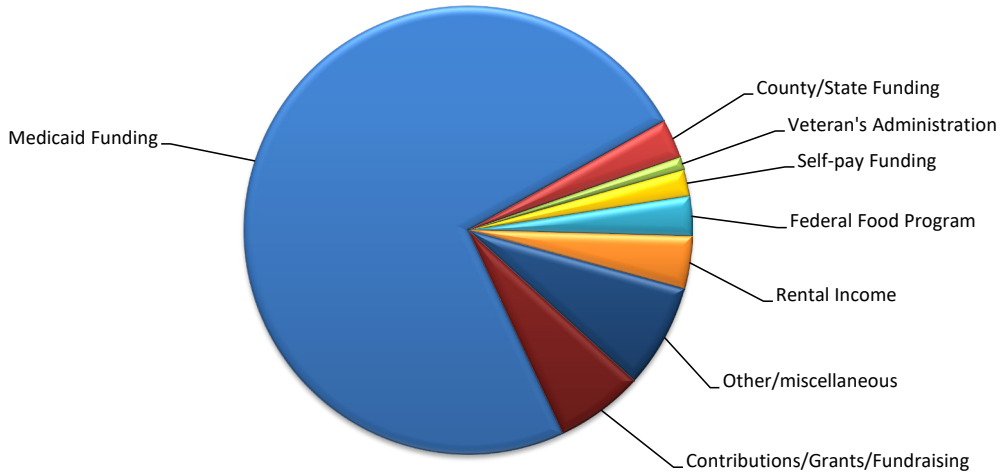
RACHEL EYESTONE
Director of Day Habilitation Services

DAWN POWERS
Director of Adult Day Care

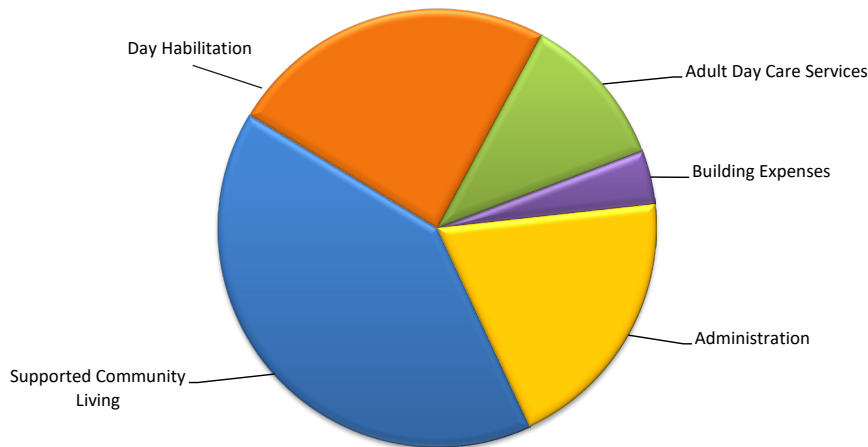
COLETTE RUTH
Director of Waverly Center ★

NORTH STAR Community Services: Fiscal Year 2022 at a glance!

REVENUE = \$5,181,104



EXPENSES = \$5,015,445

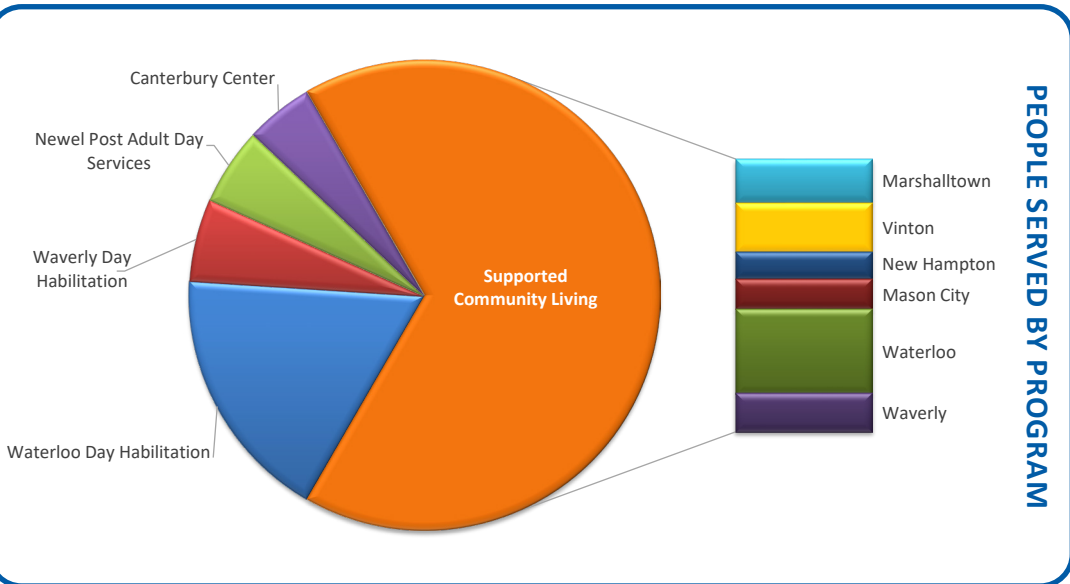


Fiscal Year 2022 BOARD of DIRECTORS

- ★ Craig White
President
- ★ Jeff Dow
Vice President
- Kim Eastland
- Joshua Hamzehee
- Lexie Heath
- Alison Henkle
- ★ Anne Lind
- Tori Lockard
- Jessica Mayer
- Robert Nichols
- James Rozendaal
- Jay Schares
- Vicki Schueler



Accredited for:
Community Integration
and Supported Living



PEOPLE SERVED BY PROGRAM

NORTH STAR: Charitable Giving in FY 2022 (July 1, 2021 - June 30, 2022)

BENEFACTOR \$10,000+

Anonymous Donor
Cedar Valley United Way
Guernsey Charitable Foundation
Otto Schoitz Foundation
Miller & Sharon Roskamp
Van G. Miller Family Charitable Foundation
Waverly-Shell Rock United Way

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

Club Car Wash
Community Foundation of Northeast Iowa
George & Judy Jorgensen
R & N Investments
Rotary Club of Cedar Falls

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

Benton County Community Foundation*
Bremer County Community Foundation*
CUNA Mutual Group Foundation
Donna R. & Greg Hickman Fund*
Marvin & Helen Schumacher Family Fund*
Barbara & Kent Opheim

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

Collins Community Credit Union
Frank & Cary Darrah
Fredrick W. Marold Fund*
Bart & Christine Harms
John Monaghan
Patricia Boevers Memorial Fund*
Talk To Me Technologies
Teen Trust*
Veridian Credit Union

GUARDIAN \$800 - \$1,249

Robert & Annette Andres
Braun Family Foundation
DaVita Black Hawk Dialysis
Jeff Dow
Mark & Keely Evans
Family & Friends of Georgia Demuth
Family & Friends of Steve Morelock
James Lehman
John & Kristi Lehman
Mutual of America
PDCM Insurance

GUARDIAN CNTD.

James & Ardith Phillips
Joe & Linda Scallon
St. Mary Catholic Church
Craig White
Rick Young
Young Plumbing & Heating

PROTECTIVE \$500 - \$799

Adams Evenson & Co.
AMVETS Post 31
Anonymous United Way Donor
Clark Butler Walsh & Hamann
Dixie Clifton
Robert E. & Jane Fahr
Financial Decisions Group - Waterloo
Goodwill Industries of Northeast Iowa
Robert & Cheryl Greenwood
Hogan-Hansen
Suzanne Holzapfel
Isle Casino & Hotel
Knights of Columbus, #700
Knights of Columbus, #7506
Dennis Kruger
Joan Lehman
Magee Construction
Dennis & Jane Messingham
MidWest One Bank
Christa & Andy Miede
Rick Miller
Linda Moeller
Mudd Group
Janice & Paul Peters
Thomas & Donna Powers
Quota Club International - Waterloo
Storey Kenworthy Co.
U.S. Bank
UAW Local 838
United Way of Dane Co.
University of Northern Iowa Foundation
VGM Group
Phyllis Zager



ADVOCATE \$200 - \$499

Greg & Vicki Angove
Larry & Lauraine Baker
Jim & Chris Bauch
Brad's Corner Drug (CCLTC)
Robert Brown
Brummel Madsen & Assoc.
Bob Burkgren
Cedarloo Association of the Deaf
Diane & Peter Colver Morris
Dale's Service
Deery Bros. Collision Center
George & Kathleen Deloff
Don Gardner Construction Company
Teresa & Dave Driscoll
Dupaco Community Credit Union
Exchange Club - Sunrise
Kathy & Marvin Folkerts
Eric & Tori Hanna
Bridget Hartmann
John & Michelle Henson
Husome Strong Foundation
Susan Ilax
James Jacobs
Kaiser-Corson Funeral Homes
JJ & Gary Karr
Everett & Jane Klosterman
Larry & Ona Kriener
Brent Kruger
Susan & Greg Lantz
Jerry & Marian Larson
Glen & Michele Leiting
Christy & Roderick Liss
Lowell J. Walker Fund*
Elaine & Steve Main
Christopher Mincks
Judy Mixsell
Monat Wealth Management
Maxine Morrison
Jodie Muller
Alvina & Jerry Olson
Carol Papenthien
Powers Manufacturing
Sandra Rada-Aleff
Ardy Rittgers
Robert J. Brown & Judith E. Brown Fund*
Rosemont Companies
James & Beth Rozendaal
Vicki & Tom Schueler
Valerie & Dale Schwager
James Shadle
Bill & Jan Striepe



ADVOCATE CNTD.

Dean & Shelly Sturch
The ARC of Cedar Valley
The Sinnott Agency
Upper Iowa University
Waterloo Center
George & Mary Warren
Western Home Communities
Betty Westmeyer
Ted & Peggy Winninger

INVESTOR \$50 - \$199

Colleen Alexander
Jenny Allen
AmazonSmile Foundation
Judy Anton
Roger & Jill Baker
Jared & Marilyn Bauch
Donald & Marlys Berg
Jerry & Laurene Bernard
Tim & Jean Boller
Brent Buntmeyer
John & Ruth Callahan
Dennis & Sue Chamney
Hosung & Won Hi Chung
Bill & Jane Close
Don & Judy Cole
Community Electric
Kurt & Rachelle Corkery
Curran Plumbing
Terri & Clee Davis
Mark & Ann DeBerg
Helen & Kenneth Debner
Candy & Kevin Diercks
David & Helen Duncan
Charlene "Mac" Eblen
Louis & Susan Fettkether
Kevan & Cheryl Forest
Frederick & Jacqueline Freese
Johnny & Shinobu
Watanabe Galloway
Linda & Keith Graber
Vicki Grimes
Brenda & Randy Hagenow

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

NORTH STAR: Charitable Giving in FY 2022 (July 1, 2021 - June 30, 2022)

INVESTOR CNTD.

Judith Harrington
Janis & Clement Havlik
Roxanne Hess
James & Jacquelyn Hodgson
Larry & Karen Howard
Brad Jacobson
Janice Ruhs
JoAnn Johnson
Joyce Kohn
Marlene Kavars
Alan & Denise Kleinendorst
Jerry & JoAnn Kramer
Wendy & Robert Lamos
Mary Leen
Neal & Kay Leeper
Anne Lind
Michelle Lindquist
Robert & Linda Mahncke
Gene Marsau
Mary McCalley
John & Margaret McCoy
Bruce & Marsha Meisinger



Don & Kris Meyer
Randy & Teresa Meyer
MidAmerican Energy Holdings
Ruth Millar
Frances Rose Molinaro
Bob & Sharon Monaghan
Susan Morrison
Mark & Jerilyn Mueller
Denny & Janice Murphy
Network for Good
Robert Nichols
Liane Nichols
Dan (H.D.) Parker
Peet Junior High School
Margaret Phelps
Marilyn Pinkley
Bill & Nita Quibell
Cynthia Reeves
Joanne Latta Reeves
Regions Bank

Martha Reineke
Colette & Brad Ruth
Marietta & Wayne Sargeant
Wayne & Christine Saur
Jay Schares
Bill & Kathy Scharnhorst
Michael & Jennifer Schick
Karen Schmitt
Ronald & Ruth Anne Schneck
Tom & Luanne Schneider
Sharon Schrage
Jim & Jane Seeley
Joan Siglin
St. Francis Catholic Church
St. John's Lutheran - WELCA
St. Mark's Methodist Women
St. Matthew's Lutheran Church
Standard Distribution Services
Myra Summers
Tatro Electric
Jane & Bill Teaford
Judy Tedore
Joy Thorson
Margaret & David Tierney
Patty Tometich
Carol Toppin
Tara Uhlenhopp
United Methodist Church - Janesville
Gerald & Susan Vallem
Mary Kay Vandello
Clarence & Barbara Wagner
Marianne Waldstein
Dean Walz
Sherry Whitener
Beverly Wildey
Gary & Jan Wilt
Martha Wright
Harold & Jean Youngblut
Cathy & Karl Yuska
Edgar & Verona Zelle
Arleen Zhorne

SUPPORTER \$25 - \$49

Brad & Rhonda Braley
Matthew Burchard
Kim & Jeff Eastland
Les & Joan Getz
Randall & JoAnn Groth
Roslyn Gunnink
Janice Hackbart
Wahneta & Bill Haywood
Eugene & Darlene Holmes
Harlan & Marlys Hughes

SUPPORTER CONTD.

Dave & Dotty Hundley
Hyvee Reusable Bag Program
Janesville United Methodist Women
Cheryl & Dick Jensen
Ralph & Karla Kraus
Audrey Lage
Ronald & Diane McMahon
Tracy Meyer
Darlene & Russell Peatrowsky
Linda & Nicholas Purdy
Readlyn Savings Bank
Linda Refshauge
Susan & Steven Reiter
Ray Robinson
Chris & Mikki Samuelson
William & Marilyn Thalacker
Jan Van Metre
Callie Williams
James & Jean Zarifis

DONOR \$1 - \$24

Holly Ausborn & Ryan Goche
Ken Billick
Elaine Coblentz
Robert Diedricks
Stanley Drewelow
Edward Gallagher, III
Brett Gunnink
Norman Gunnink
Lexie & William Heath
William & Dorothy Heine
Alison Henkle
Amber Kopecky
William & Marcia Livingston
Tori Lockard
Thomas & Susan Logan

DONOR CONTD.

Marlene Mangrich
Dan Michaelson
Eunice Neil
Kim Ortiz
Deb Paton
Debbie Roney
Donna Roney
Walt & Rita Ruth
Lenora Steimel
Michael & Darlene Thompson
Troy Usher

IN-KIND DONATIONS:

Jim & Connie Abben
Allen College SOTA
Arc of Cedar Valley
Bowls of Love
Doug & Lisa Case
Church of Brethren
Bernard & Dorothy Clausen
Michael & Echo Denny
Fumar Cigars
Greenwood Drug
Iowa Irish Fest
Kimball Ave UMC
Sheila Koepke
Merima & Rasim Kudic
Lark Brewing
Moment in Thyme
One Solution
Print Innovations
Riverside Casino
Micky Shelton
Starbeck's Smokehouse
Steege's Meat Market
Kelly Turner

Volunteers for Fiscal Year 2022

Allen College OT Students, Michelle Ampuero, Angie Auel (Bremer Co. Naturalist), Jordyn Barragy, Bobby Christiansen, Dennis Clark, Max Coon, Lynn Darnold, Gerri Dix, Jeff Dow, Kim Eastland, Cyndi Ecker, Hunter Fleshner, Angela Fritz McHone, Ryan Gosche, Todd Hamilton, Josh Hamzehee, Kim/Courtney Hansen, Ira Harris, Kathy Hart, Rick Hartmann, Lexie Heath, Erik Heeran, Michael/Ken Helfrick, Alison Henkle, Tyler Homeister (Waverly Police), Kaara Latusick, David Lehman, Anne Lind, Tori Lockard, Jessica Mayer, Randy Muller, Rob Nichols, PET Pals, Alexandria/Maddie Post, Amelia Powers, James Rozendaal, Jay Schares, Vicki Schueler, Dale/Karver/Kristopher Schwager, Scott Sergeant, St. Mary Church, Donna Timmer, Melanie Tournier, Kelly Turner, Wartburg Music Therapy, Waverly Fire Dept., Craig White



NORTH STAR: Tributes made in FY 2022 (July 1, 2021 - June 30, 2022)

In Honor

Beth Burkgren

Bob Burkgren

Lisa Campbell

Don & Kris Meyer

Brian Chamney

Dennis & Sue Chamney

Eunice Dancer

Susan Ilax

Travis Folkerts

Kathy & Marvin Folkerts

Richard Hayes

John & Ruth Callahan

Carolyn Ilax

Sue Ilax

Bruce Leiting

Glen & Michelle Leiting

Travis Moeller

Linda Moeller

Chad Olson

Alvina & Jerry Olson

Anthony Ortiz

Kim Ortiz

Marshal Poppe

Mark & Jerilyn Mueller

Dillon Ruiz

Mary Kay Vandello

Ryan Slingluff

Tatro Electric, Inc.

Doug Sturch

John & Margaret McCoy

Dean & Shelly Sturch

Courtney Tharp

James Lehman

Joan Lehman



Many thanks to the
"VISIONARIES"
who contributed to
North Star's Endowment Fund
during FY 2022

Vicki Sue Grimes
John Monaghan

In Memory

Beth Billick

Ken Billick

Mabel Blanchard

Dave & Dotty Hundley

Devin Boos

Bill & Nita Quibell

Clarice Burkgren

Bob Burkgren

Sean F. Callahan

John & Ruth Callahan

Jeff Cash

Colette & Brad Ruth

Gaylord Converse

Linda Moeller

Colette & Brad Ruth

Cindy Corkery

Brent Buntmeyer

Marilyn Corkery

Rev. Msgr. W. Dean Walz

Georgia Demuth

Family & Friends of Georgia Demuth

Kurt & Rachelle Corkery

Marlene Mangrich

Gene Marsau

Susan & Steven Reiter

Lenora Steimel

Rick Eblen

Charlene "Mac" Eblen

Alex Graber

Linda & Keith Graber

Tyler Green

Mary McCalley

Millie Hanus

Arleen Zhorne

Charlie Harkrider

Craig White

Lydia & Hugh Hastings

Janice Ruhs

Hannah Henson

John & Michelle Henson

Thomas Ilax

Eugene & Darlene Holmes

Alice Jacobs

James Jacobs

Jim & Sharon Johnson

Thomas & Susan Logan

Mary McCalley

Karen Schmitt

Mike Marr

Tom & Donna Powers

In Memory

Jane Ellen Monaghan

Bob & Sharon Monaghan

Steve Morelock

Stanley Drewelow

Family & Friends of Steve Morelock

Michelle Lindquist

Agnes & Edward Nosbisch

Margaret & David Tierney

Kevin Parker

Dan (H.D.) Parker

John Peters

Janice & Paul Peters

Jeremy Rich

Linda Moeller

Liz Rittgers

Linda Moeller

Ardy Rittgers

Brenda Robinson

Ray Robinson

Ione Ross

Michael & Darlene Thompson

Carol Schneck

Ronald & Ruth Anne Schneck

Jeff Schott

Arc of Cedar Valley

Donald Schrage

Sharon Schrage

Keith Schuldt

Darlene & Russell Peatrowsky

Sandra Rada-Aleff

Stephen "Gary" Tedore

Judy Tedore

Les Teeling

Linda Moeller

Richard Uhlenhopp

Marietta & Wayne Sargeant

Barbara A. Wagner

Clarence & Barbara Wagner

Darla Wagner

Ronald & Diane McMahon

Susan Wagner

Marietta & Wayne Sargeant

Brent Westmeyer

Donald & Marlys Berg

Marianne Waldstein

Betty & Russ Westmeyer

Mike Youngblut

Michelle Lindquist

Harold & Jean Youngblut

Steve Zarifis

James & Jean Zarifis

“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

mission statement:

North Star Community Services...



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

www.northstarcs.org