



When *everybody*  
**works,**  
*everybody*  
**wins!**

**M+ERCYONE**<sup>SM</sup>

**43 North Iowa**  
Helping people find their way  
Transitional Living and Employment

**J**ason Pohren has been a full time Mercy One employee for 3 years. Jason works overnights in housekeeping cleaning hospital rooms after patients have been discharged. He is a motivated individual who goes above and beyond to make sure rooms are available for patients. His outstanding work ethic earned him recognition where he received the Spirit of Mercy award. This award was given to Jason when two nurses nominated him for his promptness and positive attitude when rooms need to be cleaned right away.

Jason and his family have always wanted

him to have financial stability. With the support of Jill and guidance from Katie & Kelly of 43 North Iowa, Jason was able to enroll in Social Security's Ticket to Work program and work towards his goal of living a more stable life.

Loosing benefits can be a scary thought but Jason and his family worked with 43 North Iowa as they transitioned through the benefits change. Now with his employment Jason is able to provide for himself without the support of public benefits. **According to Social Security less than one half of one**

**percent ever go off disability benefits.**

Jason's supervisor, Jason Bowers cannot say enough good things about him. "Jason is very positive; he is an excellent worker and gives 100% every day. He is always timely and always here, he hasn't missed a day since he started. I would love to have more workers like Jason."

Jason hopes to see more people with disabilities living and working in the community. He would like anyone living with disabilities to know that there are opportunities available.

# THANK YOU

Our first year as a consolidated 43 North Iowa marked a year of dramatic change. Social distancing, expanded telehealth, temporary employee layoffs, and scaled back services changed the way we operate, but not why. Our mission of helping people with disabilities find their way to a meaningful life is more important than ever.

Driven by the needs, our remarkable team members responded with creative problem solving, strengthened partnerships and relationships that revealed our workplace culture remains one of the state's best. Even during a pandemic, job seekers found employment, vulnerable citizens remained safe, and individuals created new ways to stay connected and contribute to their com-

munity.

As we move through our leadership change and face the challenges of 2021, we are optimistic that we are in a strengthened position. We are excited that our passionate culture, flexibility and commitment to quality, individualized services has never been stronger.

In a year when we need examples of the power of the human spirit, enjoy this report. There are many more stories to be told. You can see them playing out every day in our community as we work together to build an inclusive north Iowa.

None of this crucial work could happen without you. Thank you for your support of 43 North Iowa and our efforts to build an inclusive community for all our citizens.

## BOARD OF DIRECTORS

- Craig Miller**, *President, First Citizens Bank*
- Tracy Worley**, *Vice-President, MercyOne*
- Linda Ott**, *Treasurer, Mental Health Advocate*
- Shelly Schmit**, *Secretary, NIACC*
- Tim Latham**, *Cerro Gordo Co Supervisor*
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**United Way  
of North Central Iowa**

*Thank you,*

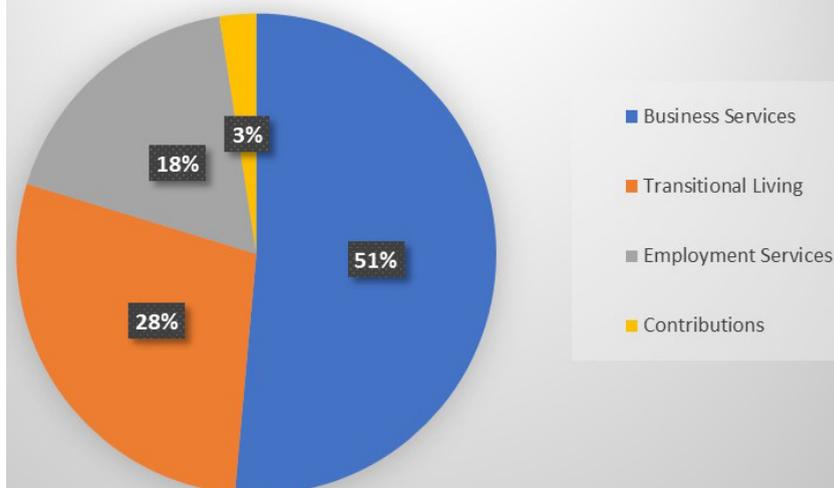
**Sherry Becker**

**John Derryberry**

**Craig Miller**



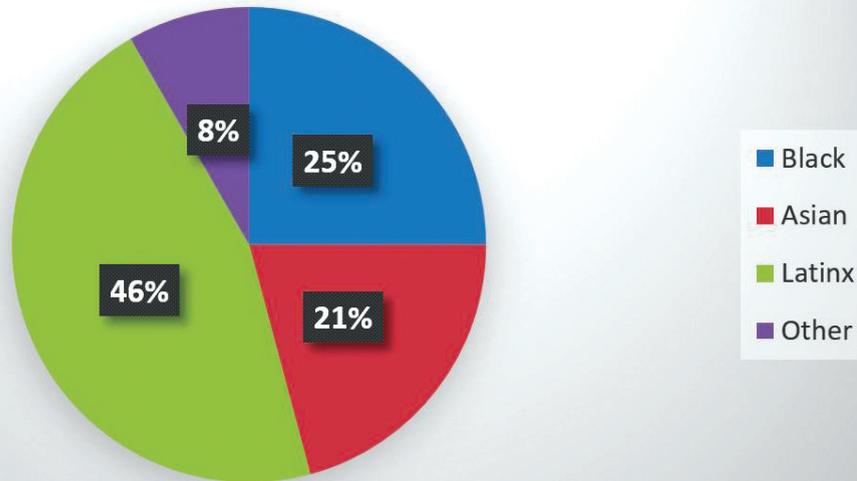
Revenue \$7.1M



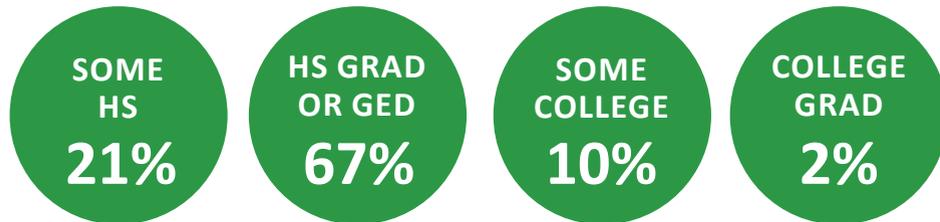
# WHO WE SERVE

Transitional Living Services – 119  
 Employment Services – 372  
**Total served FY 2020 – 491**

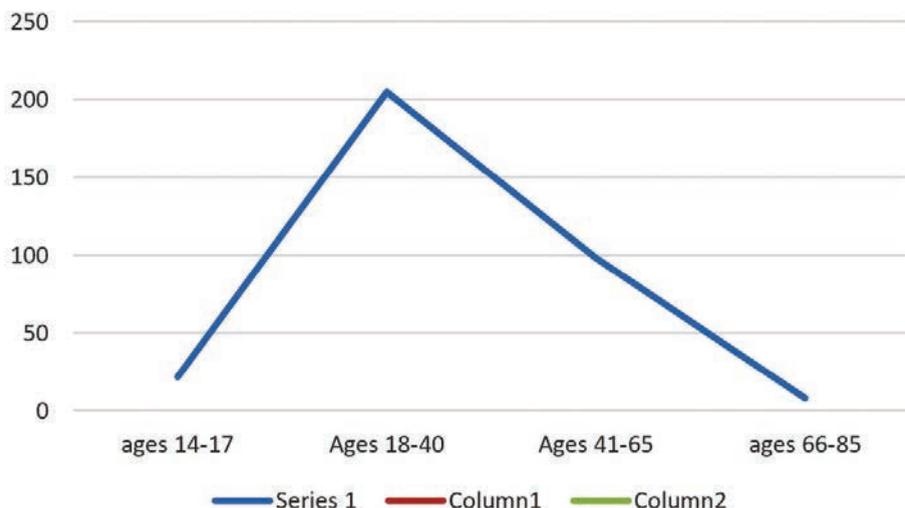
## Ethnicity (nonwhite - 23- 6% )



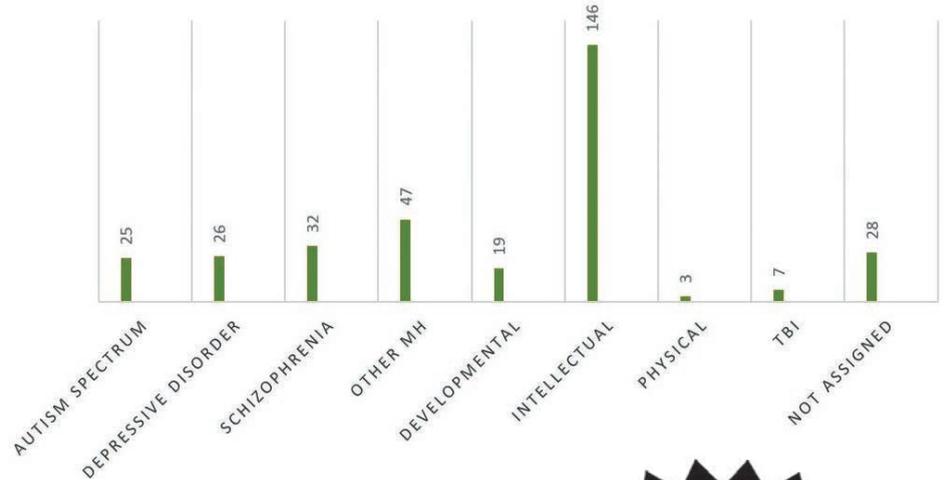
## EDUCATION BASED ON 316 PEOPLE



by Age



## BY PRIMARY DISABILITY DIAGNOSIS



# 2020 FACTS & FIGURES

**93%  
CUSTOMER  
SATISFACTION**

### JOBLINK EMPLOYMENT SERVICES

- 82 job seekers secured employment
- 172 individuals maintained competitive employment with over 115 businesses throughout north Iowa
- 83% of the 36 youth receiving transition services were working competitively pre-COVID 19, 50% are currently working
- 56% of the 45 individuals working in businesses owned by 43 North Iowa also have competitive jobs in the community

### TRANSITIONAL LIVING SERVICES

- 88% of residents at the Residential Care Facility did not require hospitalization
- 89% of individuals receiving Supported Community Living Services did not require hospitalization
- 93% of individuals receiving habilitation services participated in daily independent skill development
- 35% of individuals receiving transitional living services are working, volunteering or participating in community activities

### COMMUNITY ACTIVITIES

- 70 individuals participated in community activities prior to the pandemic closure, outdoor activities have resumed
- A variety of 60 activities are offered every quarter

## Sherry Becker takes new role in 2021



*"I have been so fortunate to work with a passionate team and to have a career that I always felt privileged to do. There's no better feeling than witnessing the joy that comes with helping people achieve their dream of a meaningful life. This award is shared with everyone at 43 North Iowa." Sherry Becker*

our clients in a changing world," said Craig Miller, 43 North Iowa Board president. "Our board is so thankful for her years of service and the many successes she accomplished with the help of a dedicated and caring staff."

"This award is very well-deserved," said Mike Willms, 43 North Iowa Human Resources Director. "Everyone now knows what 43 North Iowa has known for years."

Previously, Becker was named the recipient of National APSE's Wendy M. Wood award. The purpose of this national award is to recognize emerging leaders in moving toward complete involvement of people with disabilities in our society. Becker was nominated by members of the Iowa APSE Chapter. APSE's Board of Directors established this award to recognize lead-

ers such as Becker in moving toward complete involvement of people with disabilities in our society.

"Sherry's leadership has never been about her position or title. It has been about action and example and seeing challenges as opportunities, all while building leaders around her," said Service Manager Kelly Kratz.

During her tenure, the organization has responded to inclusive community employment services by shedding the sheltered work model, creating a model internship program, decentralizing services, and merging with North Iowa Transition Center.

Becker will take on a consult-

ing role in the new year as she passes the torch to associate director John Derryberry. "Sherry's commitment to crafting a healthy culture is vital to everything we accomplish at 43 North Iowa. We are client-centered because she made daily efforts to keep the focus on them. Sherry will stay connected with 43 North Iowa even as she moves into retirement. Her knowledge will always be welcomed around here," proclaimed Derryberry.

The mission of 43 North Iowa is "Helping people with disabilities find their way through home, employment and community experiences." 43 North Iowa serves more than 400 people in North Central Iowa.

Sherry Becker has been at the helm of 43 North Iowa and its predecessors North Iowa Vocational Center and North Iowa Transition Center for 16 years. She was recently named the 2020 Executive of the Year during the Iowa Association of Community Providers' annual conference. The award recognizes an individual who has devoted their career to serving community providers and their clients. Becker was recognized for her leadership and advocacy.

"Sherry's leadership and dedication to the mission of 43 North Iowa have enabled the organization to serve the needs of

# Thank You!

A special note of gratitude to those who donate gently used clothes & furnishings to our stores at Affordables and Affordables Marketplace. Thank you. Your donations create jobs and support our programs. We appreciate your patience with reduced drop off times due to Covid-19. See us Tuesday and Thursday or check for updates.

***We appreciate the  
good work you do.***

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## Opal Schoolcraft

Opal is a survivor. After losing her husband, son, and surviving breast cancer, Opal is working towards her goal of living to be 100.

Her dad always told her “if you want something go out and get it or forget it.” This is how she has lived her life. But, with an 8th grade education she has fought to become self-sufficient. Opal did not let her obstacles in life win. She worked hard and was able to retire from Good Shepherd after 20 years of employment.

With the support of 43 North Iowa Opal lives a self-sufficient lifestyle and enjoys walking, watching wildlife, crocheting potholders--that she donates to the other cancer patients at Mercy One, and working part time at McDonalds.

Opal is grateful for the staff at 43 North Iowa. She describes everyone there as kind hearted people and she is thankful to have a team she can rely on for support when needed.



## Jalessa Johnson



Jalessa Johnson who goes by Jojo had a goal of going to cosmetology school from her first day at 43 North Iowa. One of 43 North Iowa's goals is to maintain mental health stability and to learn and utilize independent living skills to be able to live in a more independent type of setting in the community.

After moving quickly through 43 North Iowa Residential Care program she now is living in the community, working, and going to school full time at LaJames. She wants to be a cosmetologist because she loves braiding

people's hair and making them smile. Jojo is known for her sense of humor and enjoys cracking jokes.

Tracy Brood, Assistant Administration at 43 North Iowa's Residential Care Facility, states that she is happier every day since going to school and Tracy is very proud of her success.

Jojo's LaJames instructor, Jeanella Wright, describes Jojo as determined and a fast learner. Jojo is exceeding in the program and excelling in her large class. Mrs. Wright enjoys having Jojo in her class and looks forward to the bright future she has ahead of her.

## Janet Linkenmeyer

Janet Linkenmeyer has blossomed since she started working at Osage Community Daycare. Janet has worked at Osage Community Daycare for two years where she is in charge of kitchen cleanup after breakfast and lunch meals for the children.

Her coworkers describe her as sunshine in the kitchen. Janet enjoys her job at the daycare and loves the challenge of maintaining the dishwasher at the daycare. What she loves most about her job is the kids and the relationships she has built with her co-workers.

Shelley Parks, director for Osage Community Daycare, states "One thing the daycare prides itself in is having a great team to work together. Janet fits right in with that team. From the moment she started working over a year ago she has been friendly, inviting, and hard

working here. The other staff look forward to seeing her on a daily basis due to her positive attitude.

Some people may think being the dishwasher is not essential but it certainly is in our business. We feed close to 80 children daily. Without Janet being in the background doing her job well we could not meet requirements to feed all the children. She is essential to our business. We depend on her. She is certainly making a positive impact on the team. She is an essential component of our team."

Family is very important to Janet and she is thankful for the opportunity to work close to family and friends. Outside of work you can find Janet walking with her dog, Bre, shopping with her sister or on Sundays she is with her family.

Janet started working with 43 North Iowa in 2009 and is



**Child Care Heroes  
WORK HERE**



very thankful for her support from them. She says they have helped her a lot. Shelly Parks, director for Osage Community Daycare, adds "43 North Iowa does an excellent job of supporting our staff that utilize their services.

The job coach is there to support the individuals needs whether that be in training to meet DHS requirements to helping with time management. We are thankful for this pro-

gram, the individuals we employ from this program are essential to our business running on a daily basis. If you are looking for a program that is quality and works for you look to 43 North Iowa. You will be pleased with your employee and the support you receive."

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## Update with Terrance



Last Year we introduced you to Terrance. Terrance works at Sukup manufacturing in Sheffield, Iowa. We were delighted to catch up with Terrance and update you with his continued success.

Terrance has enjoyed this past year; he is mastering his job, has made new friends, and had two positive employment performance reviews. Last year he was able to create 8 boxes per day now he makes 25 boxes a day. He credits his proficiency to the great leadership at Sukup.

His favorite memory is Sukup's Annual Christmas Party. He received a \$50 gift card, a new coat, water bottle, and lunch box. Terrance enjoys time spent with his Coworkers but is grateful to work for a company where the owners

know him by name.

His new supervisor Micah Hanig shares "Terrance is a joy to have at Sukup's. He is always in a good mood and has a smile on his face. I enjoy his random facts of the day that he shares with us. Terrance is a good worker and is always willing to lend a helping hand where he can." Micah adds "When Terrance is caught up, he helps out with various tasks; assembling manhole covers, making washer bags, assembling turnbuckles, painting rods and several other jobs."

Due to his success he is seeing his job coaches less. Fading away supports is the goal for any job coach at 43 North Iowa. He is thankful for all of their support and knows that he can reach out to them at any time.

## Billie Jean Rutherford

Billie Jean Rutherford has become an advocate for herself. She has been living in a 43 North Iowa HAB home and working at 43 North Iowa Work Center since 2018. She has put in the work and will be transitioning to Supported Community Living (SCL) on November 1st. She is excited to have her independence.

At the Work Center Billie is in assembly and enjoys learning new things, and mastering new skills. Since 2018 Billie has learned and mastered every job in assembly. Renae Fischer, Funding Coordinator from the Work Center describes Billie as dedicated and a quality worker. Renea Fischer praised Billie for her great attendance.

At the HAB Home, she en-

joys creating crafts, playing Yatzee, enjoying cook outs, spending time with her cat Bella, and going on 43 North Iowa activities. Her favorite activity is visiting Clear Lake and stopping at the Viking in Ventura for Ice Cream. Cindy Christie, Billie's Hab Home Service Coordinator states "Billie has shown incredible personal growth in our program and is looking to transition from the Hab Homes to SCL services and independent living soon. Billie is creative, artistic, kind and compassionate."

Billie thanks all of 43 North Iowa staff members for never giving up on her and teaching her daily to become a better person.



# Strong Community Partners

Community Mental Health services are not predictable, easy, or routine and the pandemic is adding another level of complexity. Effective solutions require collaboration with other community partners. One of 43 North Iowa's most valued partners is the Mason City Police Department (MCPD).

The MCPD has worked closely with mental health supporters to improve outcomes for individuals with serious mental illness for a long time. Their efforts were accelerated in 2017 when the MCPD and area mental health stakeholders came together to apply for a grant from the Bureau of Justice Assistance through the Justice and Mental Health Collaboration Program.

That grant and those that followed enabled the MCPD to expand mental health training for its officers and the community. It created a Justice Coordinator position and build stronger relationships between the police and area mental health providers.

Many people who seek treatment for mental health and/or substance abuse have experienced trauma in their lives. Critical components of recovery from trauma are safety, trust, and community collaboration. 43 North Iowa's partnership with the MCPD allows key first step in this process to occur. Meeting a client's needs in a safe, collabora-

tive and compassionate manner builds trust and supports a successful recovery.

MCPD Officer Heuer said, "We also want to de-escalate the situation and keep everyone safe; we want to get them the help they need." It protects our clients, our staff and community while preventing people from getting sidetracked into an overburdened justice system. "Unfortunately, some of our clients view interactions with any police officer as negative due to their abuse and trauma history. We want to use this partnership to change that narrative for our clients," stated John Derryberry, 43 North Iowa Associate Director. It is that type of philosophy that makes this partnership productive.

When a recent conversation between the MCPD and 43 North Iowa turned to why the partnership is working and growing, both organizations relayed comments about the staff's professionalism and communication. "The more we know helps us know how to deal with a person. We want the same thing. We don't want them to be afraid," stated Officer Ryal. Amy Titus, Staff Lead, said, "The officers who arrive when we call for assistance truly try to talk and connect with clients, they know what they are doing."

Officer Lensing added, "Communication is key. Talking is

sometimes all it takes." The MCPD communicates regularly with 43 North Iowa, other area agencies, and the police department. Captain McKelvey stated, "It allows agencies to follow up with clients quickly after an interaction with police in the hopes of preventing a downward spiral." The officer's goals are to keep the clients with the staff who know them.

Captain McKelvey summed it up best, "Mason City is a hub for mental health services in North Iowa. Partnerships between 43 North Iowa and MCPD ensure our community is safe, inclusive, and welcoming to all who call it home."

Everyone at 43 North Iowa appreciates the MCPD for the work they do to support the people we serve.



*Thank You*

43 North Iowa for all you do for North Iowans!



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# Top workplaces honor received

43 North Iowa, has been awarded a Top Workplaces honor by the Des Moines Register for the 6th year in a row. The list is based solely on employee feedback gathered through a third-party survey administered by employee engagement technology partner Energage, LLC. The anonymous survey uniquely measures 15 drivers of engaged cultures that are critical to the success of any organization: including alignment, execution, and connection, just to name a few.

“In times of great change, it is more important than ever to maintain a connection among employees,” said Eric Rubino, Energage CEO. “When you

give your employees a voice, you come together to navigate challenges and shape your path forward based on real-time insights into what works best for your organization.”

“We are delighted that the commitment and passion of our employees is validated by this achievement. Our team members are truly our most valuable asset. They make 43 North Iowa a

great place to work,” said Executive Director Sherry Becker.

“The 2020 recognition affirms the recent merger of North Iowa Transition Center with NIVC Services.” added Associate Director, John Derryberry. “We could not do it without our dedicated staff members.”

Several comments from the staff survey represent many remarks received: “I love work-

ing with our clients and encouraging them to build lives that they love...” And “Because my co-workers, managers, and Director work as a team it is a very positive place to work. You feel like you make a difference and that you are a valued employee.”

“I believe the partnering and joining together of NIVC and NITC is a strong example of 43 North Iowa's strong values...”

43 North Iowa is a CARF accredited, United Way Agency providing home, employment, and community experiences to north Iowans with disabilities. For additional information, contact John Derryberry, Associate Director at 641-424-8708.



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We hike,  
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gardens  
and zoos

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Ball, make  
pottery, &  
volunteer

**J**oblink Activities Group offers opportunities for clients to do things they enjoy with people who share the same interests. Something as simple as painting pottery or seeing a movie together fosters conversations that can lead to deeper connections and friendships. Exercise is easier to maintain when you have a group of friends for encouragement. Games are more fun when you're part of the crowd. Meals are more delicious when shared.

A sense of involvement and belonging can be difficult for people with disabilities or mental illnesses to achieve, and the isolation of the past few months has been a strain for many. While adult day services were suspended in the spring and summer, JAG staff

reached out to clients to let them know that they were valued and missed. Texts, Facebook posts, phone calls, and cards helped people feel connected, even while apart. Custom face masks were made and delivered. A donation from North Iowa Community Credit Union that is usually used to purchase tickets to theater shows or special events helped with buying crafts and small gifts to help our clients feel connected and appreciated.

The world looks and feels a lot different now, and we're helping our clients interact with it in a way that is as safe as possible. We are going to keep working together to support local businesses and area tourism while building connections with each other.

## PICTURED ABOVE

- Tammie Eggleston at the Humane Society
- Ashley Castino and Kristina Tynan playing bocce at East Park
- Tyler White at Beeds Lake
- Steve Beckman at Blank Park Zoo
- Aubrey Smit, Annalisa Sampson, and Shaina Brunsvold at a North Iowa Bulls game
- Abby Howell at Market 124
- Natasha Lundberg and Kristina Tynan at Reiman Gardens



# Dancing for the Dream 2020 – Almost



*Thank you to everyone who supported our planned event that could not be in 2020!  
Your support means the world to us and the people we serve.*

Thanks to our participating dancing pairs, sponsors, the committee and all those who prepared for and planned the 2020 Dancing for the Dream event. We rescheduled the event twice before we realized the serious nature of the coronavirus and its far-reaching impact. Along with other businesses, many of our services were temporarily shut down for several months.

The couple who raises the

most money for NIVC's mission wins the crystal ball trophy. Because we had a slate of top-notch community supporters and dance performers, the sponsorships and ticket sales for the dancers raised \$40,000 at a time of crisis when we needed it most.

Many of the dancers have promised to carry out their performances for us March 27, 2021. We know it will need to be different. We are creating a special

hybrid performance of live and live-streaming participation this year.

We are not exactly sure of all of the details but we are excited for this newly revised fundraiser to take place. We are looking for sponsors and auction items to bolster the total funds raised. Dancers will get to carry forward and dollar votes from 2020 in their quest for the Crystal Ball Trophy.

Those who purchased tickets last year will have their ticket numbers put into a drawing towards several fun prizes. "We are committed to engaging the community with this fun event," said Associate Director John Derryberry.

The 2020 performances were coached by Mary Drew, Susan Ruen, Michelle Dunn Barlas or the dancers themselves.

## Enjoy performances by our 2020 returning STAR dancers

- ★ Diane Arndt, Reflections Salon with Patrick Storby, Reflections Salon
  - ★ Laura Bernemann, MercyOne with Dave Bernemann, NIACC
  - ★ Terri Cosselman, Mom, Apple Valley Asst. Living with Damian Beard, Son, Wells Fargo
  - ★ Anne Hansen, Mason City Schools with John Derryberry, 43 North Iowa
  - ★ Kristy Emerson, Schupick & Associates, PC with Pattie Lathrop, Schupick & Associates, PC
  - ★ Mary Jane Porter, Retired Teacher, Mason City Schools with Sam Crosser, samstunes.com
- \* Special thanks to Josh Byrnes, Osage Municipal Utilities and Colleen Byrnes, Mitchell County Regional Health who were on the slate in 2020 but have scheduling issues in 2021. You helped raise funds for services to people with disabilities in north Iowa!

### THANK YOU 2020 VOLUNTEERS - ALMOST:

Emcees: Brian Carlson, Raquel Hellman

Music: Nonsemble

Photography: Tom Castle Videographer: Al Hayward

Auction Team: Frank Fox, Mike Hegtvegt, & Bob VanDenBosch  
Servers, Dancers, Donors, Judges, Mohawk Danzers, Decorators,  
Auctioneers, Auction Set-Up Team, Event Tear-down Crew,  
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# Glee North Iowa presents “The Olde OK Corral”

A theater in the round play was performed by the actors of Glee North Iowa. The one act play featured an original Western. Two aged cowboys remember their days gone by and the lessons they learned from the past. The script was written and directed by Mickie Schuessler.

The performance, though delayed twice, came to life on Friday, July 10th at 7 p.m. at the Main Event, 112 2nd St SE, Mason City. Guests wore face

masks amid social distanced seats. Due to Covid-19 there were no tables or refreshments.

The 2020 Members of Glee NI included Aaron Anderson, Tammy Cermak, Kamila Clark, Ann Hansen, Jessica Hickle, Nathan King, Jarrod McMinn, Teresa Millard, Stephanie Murray & Eddy Scott.

The performance was outstanding. Actors had to show their characters' personalities in wild, wild west costuming.

Schuessler's goal of helping actors 'find their voice' through drama was achieved and the audience was enthralled.

Schuessler, a director, teacher, and choreographer, has many years of performance experience, including 25 years as director of the Studio of Per-

forming Arts.

Special thanks to Tim & Kris Latham of the Main Event; Joe Hawbaker, Dave & Phyllis Murphy Charitable Foundation; Stacy Heinselman and 43 North Iowa. Set design by Amanda Schuessler and Mickie Schuessler.



## FOUNDATION SUPPORT

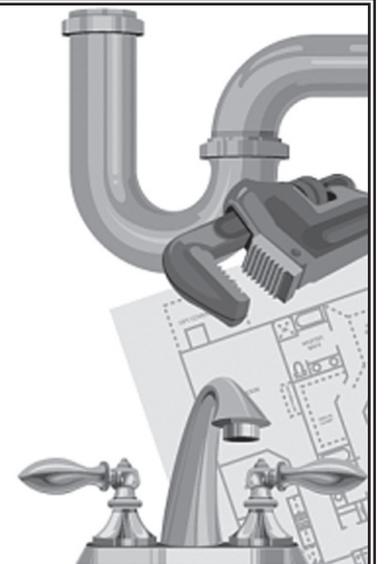
- Alliant Energy Foundation
- Bertha Stebens Charitable Foundation
- Cerro Gordo County Community Foundation
- Dave and Phyllis Murphy Charitable Foundation
- Georgetta Farrer Charitable Foundation
- Iowa Developmental Disability Council Covid Grant
- Iowa Developmental Disability Council Employment Grant
- Iowa Vocational Rehabilitation Services Making the Grade
- Kinney Lindstrom Foundation
- Principal Financial Group Foundation
- TeamQuest Foundation
- Union Pacific Community Ties Giving Program
- United Way of North Central Iowa Community Connections
- United Way of North Central Iowa RCF

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# Development Office

by Lisa Yunek



year, during the pandemic no less, I was amazed. Somehow, with the help of our donors and partners, we continued providing services with successful results! This is tribute to you, our donors, partners, and the creative work of our dedicated staff members.

Your support has been a wise investment. For every dollar you donate, people with disabilities in north Iowa earn over \$10. Yes, our clients have earned over \$1.6 M in north Iowa. When everybody works, everybody wins.

The theme for the National Disability Employment Awareness Month is "Increasing Access and Opportunity." This could be a challenge in a year shut down by a health crisis. However, when I saw the numbers we served this

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Brenda Nesheim Fuller	Mason City Tire Service
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**Thank you Dream Builders! June 2019 – Sept 2020**

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