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**GOVERNMENT  
NONPROFIT—**  
*Electronic Edition*  
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## Lakes Country Service Cooperative *Planning into the Future*

### Taking the First Step

*Welcome to our City, County, Government, and Non-Profit members. We have some exciting news to share.*

Martin Luther King Jr. said, "You don't have to see the whole staircase; just take the first step." This quote resonates with Lakes Country Service Cooperative during this time of great uncertainty in our communities, nation, and world. It is my hope strategic planning and design during this time of uncertainty will help us take more first steps and build a staircase for our communities.

With the support of True North Consulting Partners, Lakes Country has been working with our members and staff on its most holistic strategic planning efforts to date. Listening sessions, surveys, and many collaborative insights have helped us in this endeavor, and I am happy to share our preliminary results in draft form with you. This grassroots planning began with member and staff input, processed through a core planning team reflective of our membership and LCSC team, and insightfully visioned by our Board of Directors. We are grateful for the participation of our CCOGA (City, County, and Other Government Agencies) and Non-Profit members in this process. Many of you responded to surveys, talked with us, and shared your input and thoughts. A special thank you to Kurt Mortenson (Board Member) of Otter Tail County, Anna Wasescha of West Central Initiative, Jon Smith of Perham, and Doug Huebsch (former Board Member) for their insights into our communities.

#### DRAFT MISSION, VISION, VALUES & STRATEGIC PRIORITIES

Mission Statement: We advocate for strong communities through service and leadership  
Vision Statement: Learning, leading, and innovating to achieve vibrant, inclusive communities.

#### Core Values:

**Leadership:** Transforming the future for ALL

**Collaboration:** Together, we achieve a culture of learning and growth

**Service:** Responsive, innovative, effective solutions

#### Strategic Priorities:

1. Become a learning and leading organization
2. Expand, Grow and Review programs and services
3. Communicate purposefully with ALL stakeholders
4. Implement systems to maximize staff engagement and satisfaction

Specifically, these strategic priorities were meant for ALL. All communities, their citizens, and our shared people. Much discussion was held regarding broadening the services for CCOGA and Non-Profit Members and, perhaps more importantly, broadening your voice.

Naturally, our work is just beginning. These strategic priorities will inform agency-wide action steps to be implemented in 2-5 years. I want to thank all who participated in informing this work. I want to thank all who will help us accomplish this work and build our staircase. We look forward to continuing our mission each day: We advocate for strong communities through service and leadership. Together we achieve, and we look forward to building staircases with you, our teams, and communities.

Sincerely, Jeremy Kovash



**Jeremy Kovash**  
Executive Director



Leigh  
Shebeck

## Serving the People in the Surrounding Communities

**O**n a blustery winter day in January, I had the opportunity to travel to Perham, Minnesota, and meet with PACC Executive Director Leigh Shebeck. Shebeck will mark three years of serving as the Executive Director for the PACC this coming July. Amid all the challenges the pandemic has thrown his way, Shebeck has also been involved in a significant renovation project at the PACC, which began in March of 2021. Shebeck offered to provide a tour of the remodel, and as we walked through the dusty areas under construction, we carefully stepped over sheets of plywood to make our way through the facility. You

could smell fresh coats of paint and hear drills in the distance making progress. The new additions to the PACC are now taking shape, and it was exciting to see the improvements the members will undoubtedly love when the renovations are complete in January of 2022. Shebeck walked me through the areas where the new cardio room, weight room, children's play area, and party room will be located. The subzero weather and a few delays with supply chains have incurred minimal changes to the completion date of fewer than three weeks. When the current back section of the construction is complete, 85% of the PACC will be available for the membership to use. Next up, the parking lot and front entry of the PACC are scheduled to be completed by October 2022.

The PACC improvement project began a capital campaign in partnership with Empowering Kids of Perham, the Boys and Girls Club (BGC), the gymnastics program,

and a substantial capital campaign goal of 20 million. While the facilities for the PACCs project partners are complete or very near, the PACC has a few months to go. I was excited to see the proximity of the BGC and Empowering Kids when Shebeck opened the back door to the new addition and could see the facility within walking distance. This will be such a benefit to the children who utilize programs at the PACC.

The Perham Area Community Center was originally constructed in 1989. Originally a tri-board consisting of members from the Perham School District, PACC, and the City of Perham made up the organization's governance. Now the City of Perham owns the building, parking lot, and the additional property surrounding the building. Now, the PACC board solely oversees the governance of the organization.

When Shebeck accepted the role of Executive Director, one of the first

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*"I want to see this facility become a location that serves the surrounding community."*

Leigh Shebeck

challenges was updating the facility's technology. One of the most used computer systems was over 12 years old. Shebeck worked with ARVIG Communications and Computer Technologies to update the systems. The PACC operates as a 24/7 facility with these updates, which significantly benefits the community with factory shift work.

PACC members have continued to utilize the facility during construction. The current cardio and

weights area, newly renovated pool, and the Field House are regularly used. Shebeck stated that up to 100 people could be playing Pickleball in the fieldhouse at one time. Shebeck knows member input is vital to the PACC. When it came time to make decisions on the look and feel of the new facilities, the members were able to give their recommendations of color scheme, facility furniture, and fitness equipment. As with most community gyms, membership numbers struggled during the mandated closings. Before the pandemic, membership was over 4,000. With a construction project, an absent child watch program, concern for health due to the virus, and changes to the age limit for children who may enter the facility unsupervised, many members are decided to stay home or find other options for fitness. Current data shows that membership has been almost cut in half to 2,500 members.

New signage will be installed when the parking lot is complete, and a new logo will be out front to welcome the community. There will be a new branding look, and the name of the facility will be stated as the PACC. When asked about his goals, Shebeck Stated, "I want to see this facility become a location that serves the surrounding community." Shebeck was excited to share that the PACC partnered with the City of New York Mills to open and operate a 24/7 satellite facility in the former Otter Tail County Government Service Center. Soon the City of New York Mill will take ownership of the building. They will donate the space for the facility, and the New York Mills School has donated the fitness equipment. The PACC will manage the membership and maintenance of the facility.

*Do you want to learn more about what is happening at the PACC in Perham and their growth in the surrounding communities? Reach out the Leigh Shebeck at 218-346-7222 or email him at [director@perhamareacommunitycenter.net](mailto:director@perhamareacommunitycenter.net).*





# MEDICA WELLNESS

## Wellness Programs Personalized to You

WELLNESS PROGRAMS ARE OFFERED TO OUR INSURANCE POOL MEMBERS ONLY

### ovia

Receive support throughout your entire parenthood journey. The Ovia Health apps offer guidance and coaching to help achieve your health goals. From fertility health tracking to navigating pregnancy to postpartum and parental wellness, you'll get the support you deserve. Download Ovia Fertility, Ovia Pregnancy, or Ovia Parenting to start your parenthood journey.

### My Health Rewards

Get inspired to make positive changes! Want to lower your stress? Quit smoking? Eat more fruits and veggies? This program rewards you as you complete activities personalized just for you. Download the Virgin Pulse app to make healthy habits while pocketing some cash.

### Omada

*For Prevention* - Build healthy habits that last. This program helps to reduce your risk for chronic disease. It combines the latest technology and ongoing personal support, helping you make the changes you need to lose weight and reduce the risk of diabetes and heart disease.  
*For Diabetes* - Coaching and empowerment to reach your goals. This program aims to improve your blood glucose control through personalized support and coaching.

### Fit Choices

Motivation to hit the gym. With Fit Choices, you can earn up to \$20 per month towards your gym membership fees. All you must do is work out eight times a month at a participating fitness club, and Medica will help cover the cost. Save up to \$240 a year by going to the gym regularly.

### Healthy Savings Program

Eating healthy just got easier! You can save up to \$50 a week on food using the Healthy Savings program. Remember coupon-ing? Well, you no longer must cut out coupons to save on groceries - use Healthy Savings to provide you with deals on healthy foods.

### Sanvello

Manage stress, anxiety, and depression symptoms. Connect with on-demand help through the Sanvello app. You will get access to coping tools, daily mood tracking, guided journeys, and weekly progress check-ins to stay engaged and manage symptoms.



### Perkspot

A non-Medica program that MHC and LCSC wanted to provide our insurance pool members. This exclusive discount marketplace has all the deals you need to save money on anything you need or want.

4 Start saving today!



# Helping Clients Reach Their Full Potential

## Stevens County DAC

"The Clients bring their energy!" said Stevens County Development Achievement Center's (DAC) Executive Director, Alethea Koehler, explaining why she chose the Administrator's role at the DAC for Stevens County. "If I am gone for a day, the clients notice, and they tell me how much they missed me." Koehler also shared that while attending college, caring for an aunt with cerebral palsy led her to work with persons with intellectual and developmental disabilities.

The DAC was opened in a church in Morris in 1969 through parents and advocates in the community. The current site at 203 Green River Rd was constructed in the early 1980s and received a complete remodel in 2019. The current location serves Stevens County and surrounding counties. DACs were initially designed as a place for children, and adults, to go during the day and be cared for while receiving services. Today the facility is open Monday through Friday, 8:00 am – 4:00 pm, and provides adult care for persons with intellectual and developmental disabilities.

The DAC serves around 61 clients a day. Continuation of the programs at the DAC is critical for the health and well-being of the people who arrive for services each morning. Clients may choose to utilize the non-vocational programming in addition to the Community Vocational program.

Programs include:

1. **Vocational Training** – Training is available to clients, and various types of assembly work, craft production, auto detailing, and recycling occur within the facility.
2. **Non-Vocational Programs** – These programs help support clients with areas of life unrelated to occupations programs or training. Some clients need support with everyday activities of living. Examples can include self-care and baking. The non-vocational center helps when clients cannot perform their regular jobs for various reasons.
3. **Fitness** – Physical activity is an essential component in the wellness of DAC clients. The DAC partners with the University of Minnesota Morris. DAC staff members transport clients throughout the day to the Regional Fitness Center to help clients maintain their fitness goals.

4. **Nutrition** – The hot Lunch program focuses on the client's dietary needs and clients with chewing and choking issues, diabetes, food allergies, and cholesterol concerns.

Stevens County DAC currently has a staff of eighteen employees. The DAC needs additional caregivers to continue growing and developing enrichment programs. However, the DAC is experiencing employee shortages, as are most organizations providing caregiving services. The DAC has a current need for an Employment Specialist who works individually with clients to help them prepare for vocational opportunities through the Community-Placed Employment program. The community vocational program provides support to Clients working in various businesses in our community.

When asked what keeps her up at night? Koehler stated, "Covid! Our clients are vulnerable, and we have to remain vigilant at our facility to keep both clients and employees safe." The DAC is fortunate to have a full-time nurse on staff to help monitor the clients' well-being and coordinate with their residential facility and healthcare provider. "Community support and Cares Act dollars were critical to the continuation of our program. Without those dollars, we would not be here today," stated Koehler.

As we toured the beautiful DAC, I observed the energy Koehler spoke of. I was greeted with cheerful hellos as we walked the halls and observed the clients and caregivers participating in programs. Individuals worked on art projects through the Vocational program and practiced baking in the newly remodeled kitchen. When you observe the joy on the faces of the clients and caregivers, you can easily conclude the DAC is focused on helping clients reach their full potential.

*If you want more information about the Stevens County Development Achievement Center, Contact Executive Director Alethea Koehler at 320-589-3020 or email at [alethea@scdacmn.org](mailto:alethea@scdacmn.org).*





## COOPERATIVE *Purchasing* CONNECTION

# CPC Bids on Your Behalf

The competitive sealed solicitation is lengthy, time-consuming, and expensive - that's why CPC does it for you!

When CPC undergoes the competitive sealed solicitation process, it's as though you - as a CPC member - have gone through the process yourself. That's why our procurement coordinator conducts extensive research into every contract, why our evaluation committees come together several times before recommending that a vendor be awarded a place on the CPC contract, and why we make our contract audit packets publicly available on [PurchasingConnection.org](http://PurchasingConnection.org).

See for yourself! Just navigate to a vendor's CPC profile page and look on the right side of the page for a link to their audit packet!

Or - even easier - give a call at 888-739-3289 or send us an email at [info@purchasingconnection.org](mailto:info@purchasingconnection.org). We're always happy to help our members save time and money!

Source: Julia Dangerfield, Cooperative Purchasing Connection - Program Representative



Source/Author: LSMN



# Taking Justice on the Road In Northwest Minnesota

In July 2021, Legal Services of Northwest Minnesota (LSNM) literally put wheels on justice with the purchase of their new Justice Bus mobile legal aid office. Now that the bus is on the road, LSMN is looking to make a big impact on communities in its twenty-two-county service area in northwest Minnesota.

Rural Minnesotans face many obstacles to legal help, and the COVID-19 pandemic has only exacerbated the problem. The Justice Bus is part of a series of initiatives aiming to bridge the digital and physical divide to accessing civil legal help. Its intent is to help mitigate the social and

economic impact of the pandemic - especially the disproportionate numbers of people of color, people with disabilities, and seniors who have felt the effects of the pandemic more significantly.

The Justice Bus - which is outfitted with a computer, printer, scanner, Wi-Fi, and wheelchair lift, among other things - is a large, retrofitted van intended to serve as a mobile legal aid office that travels to rural areas, bringing with it the ability to obtain legal information or meet with an attorney in person so clients can stay close to home. "We are delivering on the concept of intentional proximity, or the idea that we should be where we know

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people who need these civil legal services are. We need to go to the need,” said LSNM’s Executive Director, Anne Hoefgen.

As the Justice Bus establishes regular outreach and clinic rotations, the hope is that community relationships and trust can be built as LSNM’s physical presence in communities increases. Libraries, community centers, food banks, and health fairs are just some examples of places and events where the Justice Bus has made an appearance.

Although the Justice Bus doesn’t solve all the problems rural communities face in accessing civil legal help, its presence is one less barrier standing in the way, bringing justice directly to where it’s needed most.

If you’re an organization that’s interested in partnering with LSNM to host a Justice Bus event OR if you’d like to see where the Justice Bus will be next, visit:

[lsnmlaw.org/justice-bus](http://lsnmlaw.org/justice-bus) to submit a request or see the calendar of events!

The Justice Bus is just one of a series of initiatives of Reach Justice Minnesota and was funded through a combination of grants, including funding through the federal CARES Act.

Reach Justice Minnesota is a series of initiatives that leverage technology and emergency staffing to help protect Minnesotans’ basic civil and human rights in the face of an unprecedented emergency and disaster.

To learn more about Reach Justice Minnesota, please visit [www.reachjustice.org](http://www.reachjustice.org).

LSNM is a non-profit organization established to provide free legal services to low-income people in non-criminal cases across twenty-two counties in northwest Minnesota.



# An Ounce of Prevention, A Pound of Cure

How much could your organization or community save with an 'ounce of prevention?

Benjamin Franklin made a wise observation in 1735 when he reflected that "an ounce of prevention is worth a pound of cure" about the benefit-cost ratio of implementing fire prevention measures. Today, fire departments worldwide continue to echo the same message and actively promote and implement measures to eliminate and reduce the impact of fires.

County and city hazard mitigation plans have the same effect – providing a strategic effort to

- 1) evaluate the natural hazards that can occur in their area and

- 2) identify a series of actions that stakeholders want to implement to reduce their long-term vulnerability to the impacts of each hazard. Although mitigation that prevents loss of life and structural damage is paramount, a 2019 National Institutes of Building Sciences study also found that for every \$1 invested in hazard mitigation, up to \$13 is saved in emergency response and recovery operations.

How much could your organization or community save with an 'ounce of prevention?

Reach out to your city or county

## Emergency Management



emergency manager to find out! Each county's plan is in a constant state of implementation and maintenance – now may be the perfect time to get in on a project or provide your concerns and ideas for the next update.

As of January 2022, counties in LCSC's service area are:

- Implementing Their Plan: Becker County, Clay County, Pope County, & Wilkin County
- Finalizing Updates: Otter Tail County, Stevens County, & Traverse County
- Updating in 2022: Douglas County & Grant County

Source/Author: County Emergency Managers of the LCSC Service Area



## What is MULTI-FACTOR AUTHENTICATION and How Can It Help You Stay Secure Online?



Source/Author: Scott Wendorff and Matt Holtberg,  
LCSC Technology Services

Since Multi-Factor Authentication(MFA) is being talked about more and more, the IT team at Lakes Country thought we should answer some of the questions we have heard out there. We have initiated this at our office and are starting to enable it for our clients.

What is Multi-Factor Authentication? Also sometimes called 'two-step verification,' when multi-factor authentication is enabled, you will be asked for something in addition to your regular credentials to log in to an account. This can be in the form of an SMS text message, a prompt or code on your phone, or a hardware key.

Why should I be doing this? Enabling MFA on your account will greatly reduce the risk of your account being compromised by threat actors, as it requires both your password and an additional factor to log in to your account. Even if your password is compromised, an attacker typically won't get into your account because they don't have the second factor of authentication.

How could this impact my workflow? The impact should be very minimal - after you follow the simple steps to

enable this, you will typically only be prompted for a code roughly once per month, or less, when you sign into the same device or whenever signing into a new device.

How can I get started?

Most likely, your IT administrator has enabled these settings, depending on your organization. If your organization has not enabled MFA, the LCSC IT Department highly recommends that you do so and is here to assist. Individuals can also set up MFA on personal accounts. The process can vary based on the application and provider, but MFA configurations can often be set up in the security settings of your account management page. For instance, if you have an Office365 account, you can navigate here to set up MFA; if you have a Google account, it would be here. We also suggest enabling two-step verification on all bank accounts and credit cards.

Whatever method you choose, MFA is a great way to prevent identity theft and unauthorized access to your accounts. We suggest enabling it wherever possible. If you have any questions, please feel free to email us at [techsupport@lsc.org](mailto:techsupport@lsc.org).



# Moorhead Library

## Offering Weekly Technology Help Sessions

TECHSPERTS AT YOUR SERVICE!



Source/Author: Hillary Stevens, Marketing Coordinator - Lake Agassiz Regional Library

Those struggling to use their smartphone, tablet, or computer are invited to participate in free technology help sessions at the Moorhead Public Library. Ask-a-Techspert, the library's technology assistance program, is offered weekly on Wednesdays from 3-4 p.m. at the Moorhead Public Library located at 118 5th St.

During these technology help sessions, library staff guide participants of all ages through navigating their devices, including assisting with any issues, and demonstrating how to download eBooks and eAudiobooks from the library's free collection.

"We're thrilled to be offering this useful service to the community," said library director Megan Krueger. "Navigating new technology can be frustrating for people of all ages, and our staff is trained and eager to offer assistance with solving problems big and small. We also offer this service on-demand year-round throughout Lake Agassiz Regional Library's service area, so I hope you'll stop in for help in any of our locations."

These sessions are offered free of charge and are open to the public. The library also provides several other services related to technology, including public computers and printers, wireless printing, wireless Internet hotspots, genealogy research tools, and much more.

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