

# IN THE COMMUNITY



**ECHO**   
Employee Charitable Help Organization

# 2017 IN REVIEW



# A HISTORY OF

# PHILANTHROPY

## AT IC SYSTEM



Since 1938, IC System's philosophy has been to maintain a positive and caring presence in our local and national communities. Our mission—to be the best, most trusted provider of receivables management services to original creditors—means we live up to our Core Values: We have **PRIDE** in what we do and how we do it. We are **INNOVATIVE** in the way get things done. We deliver **PERFORMANCE** that exceeds expectations. We conduct ourselves with **INTEGRITY**. And most importantly, we treat People with dignity and respect.

To us, these Core Values mean more than being a good partner in business; they also mean servicing our community. IC System seeks to impact not only our neighborhood with charitable efforts but also our state and national communities. We believe in giving back, which is why we're so proud of our in-house philanthropic team, called ECHO (Employee Charitable Help Organization). Members of ECHO organize our employee charitable efforts, creating donation events and community activities throughout each year.

Whether collecting donations for our local food shelf or organizing the American Red Cross' "bloodmobile" for an on-site visit, ECHO's efforts always have a considerable impact on our community and our sense of involvement. In 2017, IC System employees raised over \$40,000 and logged over 540 volunteer hours!

Thanks in part to ECHO's efforts, IC System was named one of Minnesota's top places to work by the Minneapolis Star Tribune and earned the President's Volunteer Service Award in 2017!

*ECHO arranges charity events and fundraisers, while also organizing IC System's volunteer staff to give back to the community. Our company takes great pride in ECHO's efforts. The 2017 members of ECHO include Chanel Bell, Joel Bierbach, Robin Borneman, Rocky Bzdok, Jason Dorr, Katie Edmeier, David Gunderson, Kyle Leeks, Thomas Mayfield, Nicole Mueller, Crystal Rolfzen, Tim Scholl, and Daynesha Younger.*

IC System is proud of our ECHO members. We thank them for enlisting employee volunteers, organizing these events, and giving their time to improve our community.

*"2017 was a Banner year for ECHO. We saw several of your charity drives set ECHO records for donations and employee involvement! It's through the generosity of the employees at IC System that ECHO is able to make such an impact on the community around us."*

– Nicole Mueller



# IN HOUSE

## VOLUNTEER PROJECT

### BREAKFAST BAGS

On February 20, the ECHO Committee held the first quarter In-House Volunteer Project. Employees stopped by the atrium tables and helped to fill 200 breakfast bags, each filled with a breakfast drink, fruit snack, applesauce, and a breakfast bar.

The bags were taken to two Ronald McDonald House Family Rooms at Gillette Children's Hospital and the Children's Hospital both located in St Paul.



# COOKS FOR KIDS

On March 21, five employees (Chanel Bell, Chrysten Strawser, Kyle Leeks, Nicole Mueller, and Rocky Bzdok) participated in the Cooks for Kids meal program sponsored by Ronald McDonald House.

The event, which takes place at all four Ronald McDonald House locations in the Twin Cities, had our team serving dinner at the Ronald McDonald House Family Room located in Gillette Children's Hospital, in Minneapolis.

Chicken and Vegetable Alfredo, salad, garlic bread, and beverages along with dessert were served to a gracious group of hungry families and patients.



# HOT CHOCOLATE RUN

Members of ECHO volunteered to support runners at the Allstate Hot Chocolate 15/5K, held at Boom Island Park in Minneapolis on April 21. The Allstate Hot Chocolate 15k/5k, dubbed "America's Sweetest Race," was established in 2008 and has since hosted more than 200,000 participants.

Fifteen members of ECHO volunteered, cheering along the runners and delivering refreshments (water, not hot chocolate, during the race). ECHO members also helped facilitate the post-race party, where the runners were treated to music, some chocolate rewards for their hard work, and fun with their families.



# HYGIENE BAGS FOR JOSEPH'S COAT

For the week of May 15-19, ECHO organized a volunteer event in our St. Paul home office in support of Joseph's Coat. A local free store and community support organization, Joseph's Coat supplies vital goods and services to individuals and families facing life challenges. ECHO and other volunteers throughout IC System donated more than twelve volunteer hours to assemble hygiene bags for those in need. One hundred hygiene bags were assembled, each containing a whopping thirty-three items. Each bag contained:

- ✓ 6 bottles of shampoo
- ✓ 6 bottles of conditioner
- ✓ 5 bottles of lotion
- ✓ 9 bars of face soap
- ✓ 2 bottles of mouthwash
- ✓ 1 bar of body soap
- ✓ 1 toothbrush
- ✓ 1 tube of toothpaste
- ✓ 1 floss container
- ✓ 1 razor



ECHO and IC System volunteers used their break and lunch times to assemble items into convenient drawstring bags. In all, more than 3,300 hygiene items were donated to Joseph's Coat! ECHO also donated an additional 2,733 hygiene items to Joseph's Coat as extras.

Tim Scholl, a leading member of the ECHO group, remarked on the event: "What was really exciting about doing the hygiene bags was the way that other businesses in the area joined in with the IC System team and donated the materials to fill these bags. Once again, the employees at IC system stepped up when presented with an opportunity to be a blessing to someone else."



# JUNE 13<sup>TH</sup> BLOOD DRIVE



When a long Winnebago-style vehicle called the “Bloodmobile” pulls up to your office building, tensions seem high until everyone realizes that, no, it’s not a vampire transport—it’s actually just the Red Cross, and they’re here to collect donations. Twice a year, ECHO asks for volunteers throughout IC System to give blood and help save lives.

On June 13, members of the Red Cross arrived in their Bloodmobile (yes, that’s the actual name). The Red Cross always comes equipped with the proper tools and supplies, confidentially screening donors and safely carrying out donations. Each donation can make a huge difference, potentially saving more than one life per donation. Plus, it feels great to donate and know that

you’re giving back to your community. And when it’s all over, they give you juice and cookies!

More than 30 IC System employees, six of them first-time donors, helped provide the Red Cross with a whopping 25 pints of blood. The Red Cross told IC System, “We truly appreciate your generosity. The patients who have benefited from the blood collected at your blood drive are beyond grateful.”

Chanel Bell, the organizer of the event at IC System, noted, “It’s was nice seeing IC System employees making a difference in our communities by participating in the Blood Drive. Since I can’t donate blood, I figured I could make a difference by lending a helping hand with running the Blood Drive. I want to help make a difference in our communities, and I want to help be part of a positive movement in our communities.”

IC System wishes to thank the Red Cross for making the trip so we could give to those in need. If you have a business and would like to organize your own blood drive with the Red Cross, you can register on their website; just be sure to give your staff advanced warning that the “Bloodmobile” is coming.



# RELAY FOR LIFE



IC System participated in the White Bear Lake Area Relay for Life on July 28, which included 36 employees from both offices. Our turnout helped IC System rank 4th out of 48 teams. This is the second year that we have been a “Jade Team,” raising over \$10,000.

The Relay For Life is the signature fundraiser for the American Cancer Society. The Relay is staffed and coordinated by volunteers from within the community. The event centers around remembering loved ones lost (the silent lap), thanking the caregivers for their support (opening ceremony), and honoring survivors of all cancers (opening ceremonies – survivor lap), as well as to raise money to help the American Cancer Society make a local and global impact on cancer.

The participants and their friends and families walk from 6 pm to 6 am. During that time there are games and food for all. There is also a silent auction that is open to the public. The IC System team, called the IC Angels, also sold two of the three winning raffle tickets for First and Second prize (this is not surprising as they sold 560 raffle tickets in all).

“Cancer has touched each and every person, whether it is a friend, family member, neighbor, co-worker, or all of these,” said ECHO leader Rocky Bzdock. “It can happen to anyone at the drop of a hat. I believe that we all need to make the effort to eliminate this dreadful disease. This is why I work so hard to make our Relay For Life team so successful. Who can’t give one night to help save the lives of many?”



# IC SYSTEM NAMED TOP WORKPLACE



IC System was named one of Minnesota's top places to work by the Minneapolis Star Tribune! The Star Tribune made the 2017 Top Workplace announcement on June 21, having based their results on an employee feedback survey conducted by WorkplaceDynamics, an independent company that specializes in employee engagement and retention.

John Erickson Jr. said, "I am extremely proud that my family's company was named a Top Workplace by the Star Tribune. We endeavor every day to make IC System a great place to work, to make every employee feel like a member of a family. Our first Core Value is People, treating them with dignity and respect. It's nice to be recognized as a top place to work, but the real satisfaction comes from knowing we are providing a good workplace for our people."

Top Workplaces recognizes the most progressive companies in Minnesota through employee opinions. The survey evaluates employee feedback about workplace culture, the levels of employee engagement, organizational health, and overall satisfaction. To complete the statewide survey, WorkplaceDynamics collected responses from over 69,000 employees at 2,000 public, private, and nonprofit organizations in Minnesota.

More than 2,000 companies in the state took part, and the results were based purely on employee responses. To qualify for the Star Tribune Top Workplaces award, companies must have more than 50 current employees in Minnesota. More than 375 employees at IC System's home office in St. Paul were eligible to participate in the survey.



Star Tribune Publisher Michael J. Klingensmith said, "The companies in the Star Tribune Top Workplaces deserve high praise for creating the very best work environments in the state of Minnesota. My congratulations to each of these exceptional companies."

IC System is thrilled to be one of the companies that met the national standards, but we are even more thrilled and proud to have employees who love where they work—and demonstrate that on the job every day!

# GOLF TOURNAMENT

## 19<sup>TH</sup> ANNUAL

IC System held its 19<sup>th</sup> Annual Charity Golf Tournament on August 5. The players helped raise \$8,100 in donations that were distributed to ARMing Heroes and St. Jude Children's Research Hospital. The winning team of this year's tournament included, pictured right, Robert Baumann, Brian Breheim, Matt McHale, and Taylor Hanson. Congratulations fellas!

ECHO wishes to give a special "thank you" to the event's fellow sponsors: CyberAdvisors, FR Secure, PCI Group, Livevox, Air Corp Mechanical, Experian, LexisNexis, and Big Apple Bagel



# IC SYSTEM EARNS

## THE PRESIDENT'S CLUB VOLUNTEER SERVICE AWARD

IC System has earned the President's Volunteer Service Award. The award recognizes United States citizens and groups who have achieved the required number of hours of service over a 12-month period.

The President's Volunteer Service Award (PVSA) is the premier volunteer awards program in the country, encouraging citizens to live a life of service through presidential gratitude and national recognition.

The PVSA is an initiative of the Corporation for National and Community Service (CNCS), a federal agency that engages millions of Americans. The PVSA award is administered by Points of Light, the world's largest organization dedicated to volunteer service. Through a shared mission of inspiring more to answer the call to service, the PVSA award celebrates the impact we can all make in bettering our communities and our world.

With the help and leadership of IC System's Training Manager Robin Borneman, the company's philanthropy and community group, ECHO (Employee Charitable Help Organization), has achieved this tremendous honor through the many amazing projects and programs that it leads. In 2016 alone, ECHO helped raise \$32,000 for various charities and charted over 536 hours in community events.

Through their volunteer efforts in IC System and around our community, ECHO contributes to charities such as the American Cancer Society, the American Red Cross, Ronald McDonald House, Special Olympics Wisconsin, St. Jude Children's Research Hospital, ARMing Heroes, Pet Partners, and many more.

ECHO volunteers are IC System employees who are passionate about bringing the staff together for fundraisers and events that give back to the community. ECHO members include Joel Bierbach, Robin Borneman, Rocky Bzdok, Katie Edmeier, David Gunderson, Kyle Leeks, Thomas Mayfield, Nicole Mueller, Crystal Rolfzen, Tim Scholl, Siri Skoriuchow, and Daynesha Younger.

John Erickson Jr. said, "We are greatly appreciative of our ECHO employees. They're a hard-working and dedicated group in all they do for our community. The President's Volunteer Service Award is an honor for both ECHO and IC System."



# RADIOTHON FOR CHILDREN'S MIRACLE NETWORK HOSPITAL



The Children's Miracle Network Hospitals and the La Crosse Media Group hosted their 16th Annual Radiothon at Gundersen Health System's La Crosse clinic from October 19-21. Members from IC System's Onalaska, Wisconsin branch office volunteered to answer phones and take donations during the event.

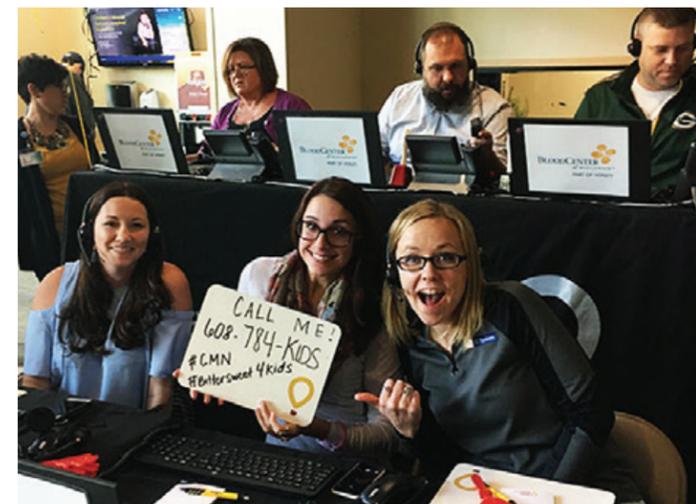
Throughout the Radiothon, the La Crosse Media Group supports and shares the journeys and triumphs of local children and families from the local community who know the value of Children's Miracle Network Hospitals firsthand. Many stories about some of the amazing children facing medical challenges at CMN Hospitals in the area were shared throughout the telethon. Overall, Children's Miracle Network Radiothon raised a whopping \$115,000 for these children!

IC System played a small but significant role in the Radiothon. Our volunteers included two groups, all from our nearby office in Onalaska, WI. The first group's volunteers (Kim Dickinson, Hannah Dickinson, Miriah Hague, Jen Schlegel, George Shields, and Matt Roark) answered the phones from 11 am to 12 pm during the "power hour". The second group (Amber Soper, Cory Easton, Danielle Smith, Shanleigh Ritger,

Kelly Gomez, and Ezra Kazee) helped take donations from noon until 1 pm.

IC System employees answered a total of 65 calls and helped collect donations totaling \$6,390!!!

Kimberly Dickinson, an IC System supervisor who helped take calls, said, "It's incredible to see the continued support of our local charities from the entire IC System community, from both sides of the river. Our success during this event would not have been possible without the enthusiasm of those that participated, as well as the generosity of those that donated. I'm looking forward to raising the bar higher in 2018 and continuing to grow our relationship with Children's Miracle Network!"



# IC SYSTEM'S 5K FUN RUN

Each year in the fall, IC System hosts the 5K Fun Run. In 2017, because of the ominous Friday the 13th date of our run in October, we held a special "Trick or Trot" race.

164 employees either ran or walked three laps around our property in Vadnais Heights, which works out to be the length of a five kilometer distance (3.1 miles). The event raised over \$1,000 for local charities.



Our winners:

1st Place: Chris Morris

2nd Place: John Erickson, Jr.

3rd Place: Joe Erickson



# IC SYSTEM COMES TOGETHER FOR LOCAL FOOD SHELF



When the leaves start to change and the autumn season rolls around, that means it's time for the Fall Fundraiser at IC System. ECHO leads several days of games and events to gather employee donations for local charities and families in need. No other game or activity garners more participation than our annual "Turkey Dash" contest at the home office in St. Paul, MN, which accepts monetary donations and non-perishable food items for the local White Bear Area Emergency Food Shelf.

This year, IC System's staff contributed a record amount: employees gave more than 350 lbs. of food and contributed over \$3,500 in monetary donations. According to Andréa Kish-Bailey, Executive Director of the WB Food Shelf, each dollar collected equates to 8 lbs. of food for the community. That means IC System helped raise more than 28,350 lbs. of food!

Additionally, IC System contributed a \$1,000 check that was used to purchase 400 kids pack meal kits. Each meal kit contains several non-perishable food items for local children, including two breakfast items, two entrées, and two snacks to help keep children strong and growing over those weekend days.

You can help donate as well, either to your local food shelf or on the WB Food Shelf's donation page. Because they work with local vendors and suppliers to acquire foods at discounted rates, the WB Food Shelf prefers monetary contributions. Volunteers are always needed as well. For food donations, the Food Shelf asks for items that are more difficult to arrange with wholesalers: gluten-free items, cooking oil, spices, flour, sugar, juices—all those items that make food taste good.

The WB Food Shelf also holds community events like the Give a Gobble Turkey Drive, which provides Thanksgiving meals to more than 425 families. But this is just one of the many ongoing events and campaigns held by the Food Shelf to provide food and support to our neighbors. "The part I love most about my job is connecting with people," said Kish-Bailey, who has been with the Food Shelf for two-and-a-half years. "Life is a journey. Sometimes you can give, sometimes you need to receive. And you can do both at the Food Shelf."

IC System is proud to contribute to our community and volunteer to assist the White Bear Area Food Shelf in their efforts. Thank you to Kish-Bailey for helping to organize donations, and to all IC System employees who made donations!

# RAKING EVENT

Members of ECHO and additional IC System volunteers assembled in November of 2017 to help rake leaves, pull hostas, and clean up the neighborhood around the Minneapolis Ronald McDonald House.

Thanks to everyone who donated their time!





# TOY DRIVE

During the holiday season of 2017, the Vadnais Heights Lions Club collects new, unwrapped toys to distribute as gifts to less fortunate children in the community.

IC System gave more toys to the Vadnais Heights Lions Club than ever before—over 125 toys! Representatives from the Lions Club said, “This is the most toys we’ve ever seen a company donate.”

Other local contributors include City Hall, Cities Credit Union, The Urgency Room, F&M Bank, Old Clover Inn, and many other business locations.

IC System also gave ECHO \$1,500 for toys, but there were also two FULL loads of toys donated. The toys went to local families for the holiday season.



# POLAR PLUNGE LA CROSSE OFFICE



It seems like madness. People run into a freezing cold river only to sprint back to shore and seek reprieve in the toasty comfort of a hot tub. But that’s just how the enthusiastic participants of the Polar Plunge roll. On Saturday, March 4, this year’s Polar Plunge event found volunteers leaping into the icy waters at Pettibone Beach in La Crosse, WI for a great cause.

IC System’s team, dubbed the ICE Collectors, plunged for their seventh year. In total, a whopping 33 people from IC System participated, marking one of the largest teams from IC System so far: 14 from the St. Paul office, and 19 from the La Crosse

Office. In the months leading up to the plunge, members of the team gathered donations from sponsors, and all proceeds help support the Special Olympics of Wisconsin.

Other members of IC System’s team included: Beth Moratto, Blake Crusier, Brody Kabat, Chanel Bell, Crissy Lobermeier, Cristia Costigan, Crystal Rolfzen, Danielle Smith, Dawn Plate, Daynesha Younger, Ezra Kazee, Hannah Dickinson, Jacob Murphy, Jeanette Henderson, Jennifer Van De Walker, Joe Erickson, Justin Burr, Karen Jonas, Kathy Hornstien, Kim Dickinson, Kyle Leeks, Miranda McCarthy, Paul Donnell, Robin Borneman, Rocky Bzdok, Siobhann Steindorf, Sonya Young, Tim Buckland, Tracy Smith, and Zeke Thompson.

The IC System team ranked third out of all teams participating in the event, raising \$7,084.06 for the Special Olympics of Wisconsin. The top fundraiser in the La Crosse office was Ezra Kazee, with \$675 in donations; the top fundraiser in the St. Paul office was Rocky Bzdok, with \$1,502 in donations.

Of course, it’s not just an IC System event; other local businesses and members of the community participated as well. All of the teams combined helped the La Crosse plunge raise and incredible \$142,000. As it takes \$552 to support an athlete for a year, this event alone will allow 257 athletes the opportunity to participate in the Special Olympics!

First-time plunger Kyle Leeks summed up the event best. “Although the Mississippi was freezing, it was fun to Polar Plunge with the IC System family for a great cause. Can’t wait for next year!”





444 Highway 96 East  
St. Paul, MN 55127

Business Hours:  
Lobby: Monday–Friday  
8:00 AM–4:30 PM

Phone Numbers:  
Main: 651-483-8201  
1-800-443-4123



## CONNECT

### Websites:

[www.icsystem.com](http://www.icsystem.com)  
[www.icsystemjobs.com](http://www.icsystemjobs.com)

### Social Media

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