

Enhancing Quality of Life by  
Empowering Individuals and  
Strengthening Communities

2022



# ANNUAL REPORT



989-358-4600  
[www.nemcsa.org](http://www.nemcsa.org)



## Message from Executive Director/CEO

On behalf of the Northeast Michigan Community Service Agency Board of Directors and myself, I am pleased to present the 2022 Annual Report. The following pages highlight the countless hours of work and sweat equity investment in the communities we serve. As an agency, NEMCSA remained a catalyst in the fight against poverty in Northeast Michigan and continued to advocate for all individuals to achieve their fullest potential. Enjoy taking a look back at NEMCSA's 2022!

## Directors



## Board of Directors

- Lyn Behnke
- John Chappa
- Terry Dutcher
- Nick Florian
- Dorothy Frederick
- Tammy Frisbie
- Jean Garratt
- Duncan Gray
- Peter Hennard (President)
- Julie Kendrick
- Robin Lalonde
- Sheila Malewska (Treasurer)
- Leo Marciniak
- John Morrison
- Lloyd Peltier
- Crystal Quinn
- Patricia Rondeau (Vice President)
- Lisa Salgat (Secretary)
- Richard Sangster
- Tina Schumacher
- Brenda Simmons
- Terry Small
- Chuck Varner
- Nathan Weaver
- Carol Wenzel
- Valerie Williams
- Dana Wingo

# Who We Are

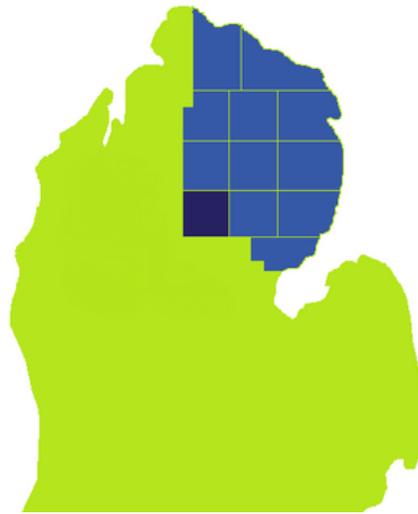


## OUR MISSION & VISION

**Enhancing quality of life by empowering individuals and strengthening communities.**

**Every person is empowered to achieve their fullest potential.**

Core Counties:



Alcona  
Alpena  
Arenac  
Cheboygan  
Crawford  
Iosco  
Montmorency  
Ogemaw  
Oscoda  
Otsego  
Presque Isle

The Northeast Michigan Community Service Agency, Inc. (NEMCSA) is a private, non-profit Community Action Agency, part of a state and national network of Community Action Agencies. The core service area of the agency is 11 Northeast Michigan counties covering 6,300 square miles.

# Services Provided

	Program(s)	Details	
<b>2,490</b> children received early childhood services	Early Head Start Head Start Great Start- Readiness Program	83.96% of students received a physical	
<b>830</b> youth enhanced their academic careers	School Success Partnership Program	2,756 students were served informally	
<b>165,385</b> hours donated back to programs	Volunteers are so appreciated!	Valued at \$4.95 million	
<b>21,200</b> people received food boxes	Golden Grocery Giveaway & Food Boost Program	Valued at \$1,673,485	
<b>181</b> homes experienced improved energy efficiencies	Weatherization Program	86 homes received home repairs such as heating systems and appliances	
<b>504,992</b> meals provided to homebound seniors	Home Delivered Meals	Furnished 63,124 tables with 8 place settings.	

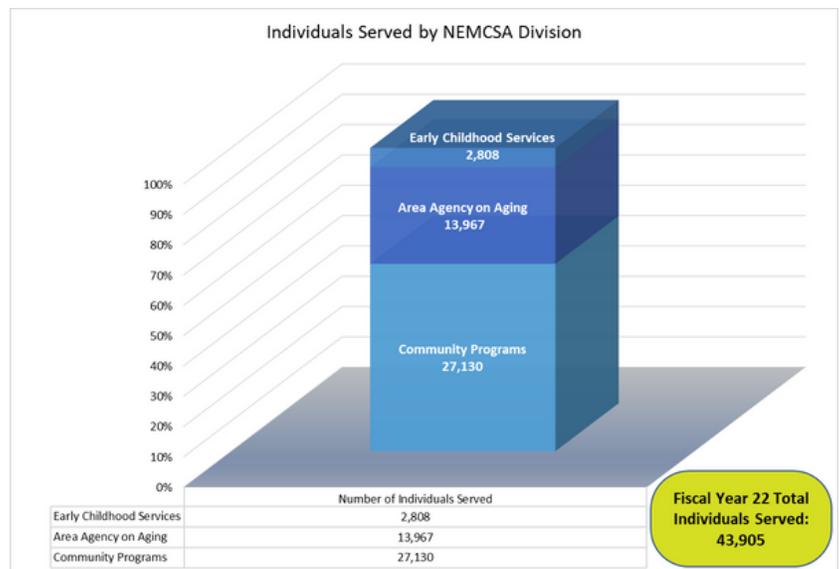
**These numbers only capture a few of the many NEMCSA programs.**

# Highlights



## SERVICES PROVIDED

- Area Agency on Aging
- Care Management
- Early Head Start
- Family Self-Sufficiency Program
- Financial Capability Programs
- Food Programs
- Foreclosure Services Program
- Great Start Readiness Program
- Head Start
- Homebuyer Education
- Homeless and Prevention
- Individual Development Account Program
- Medicaid Waiver
- School Success
- Volunteer Programs
- Weatherization



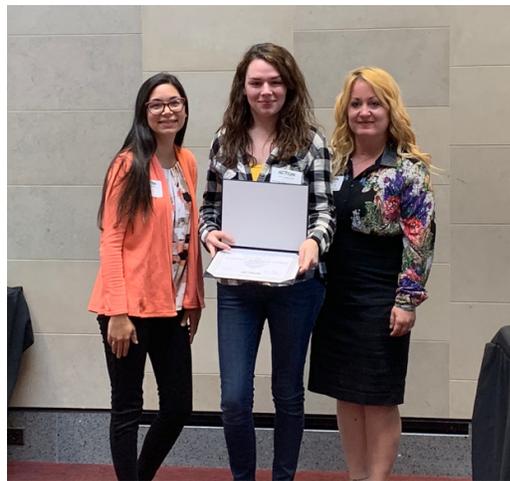
This represents a duplicate count of individuals.

# Highlights

## BOSS PILOT PROGRAM

Bridges of Self Sufficiency- Empowerment through intensive case management, barrier breakthroughs and additional supports.

Utilizing development dollars available through the Community Services Block Grant, NEMCSA was able to implement the Bridges of Self-Sufficiency (BOSS) pilot program. A total of five individuals/families are receiving intensive case management services from NEMCSA BOSS Mentors over a two year timeframe. BOSS mentors help program participants with housing, financial responsibility, completion of paperwork, degree attainment, and many other life challenges to work towards self-sufficiency.



# Program Impact

When his caseworker started working with him, John from Alpena was living in an uninsulated garage using a pellet stove for heat. He had no income and could not always get pellets donated. There were many weeks in the winter that he went without heat. After 7 months of being in that garage, his caseworker found him a home and his landlord hired him for work. John called NEMCSA on his way home from work and said, WOW! I can't believe I actually get to go to a home tonight! I have not been excited to go home in a very long time and to be able to be warm!

I have worked with my School Success Liaison for quite some time in the School Success Program. I have gained self-confidence, leadership skills and improved my grades. I went from procrastinating on all my assignments to showing up to class daily and on-time. Some days I want to sleep in class or not go to school, but after participating in the program, I have found new responsibilities and way to avoid my old habits.

I have also gained new friends while participating in group activities such as tutoring. Tutoring was always a chore, but now I see it as a positive experience and fun. I have worked on building new relationships and being able to identify a good support group. I am so grateful for my Liaison and the School Success Program.

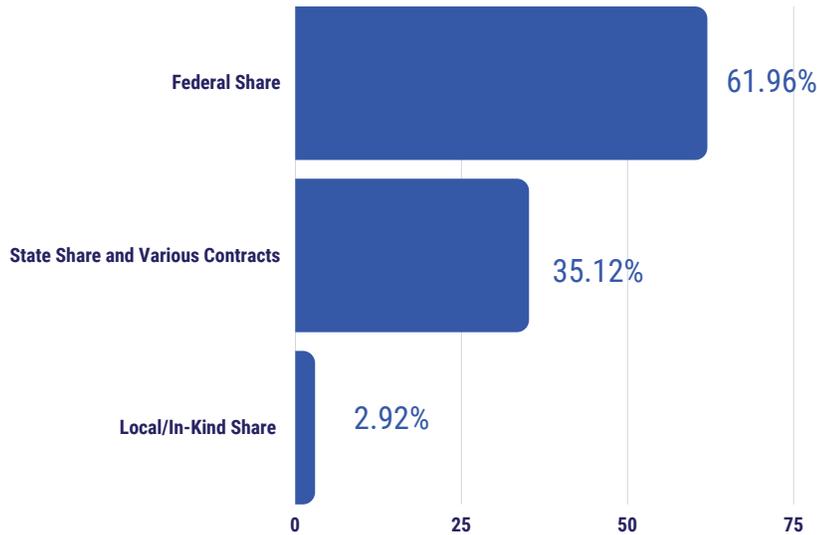
*Making*  
**A DIFFERENCE IN  
NORTHEAST MICHIGAN!**



Having been forced into an early retirement from his construction job due to injuries, Kevin felt depressed and anxious with the lack of purpose and social connections employment provides. Kevin became a Senior Companion in the spring of 2018 and soon started to notice his depression and anxiety began fading away. Kevin had no idea he could make a difference for someone else, or that they in return, would have such a positive impact on him. He considers volunteering a "no brainer and not just something I want to do, but must do....it makes perfect sense to improve upon one's self by serving others."

Thank you for providing "Creating Confident Caregiver Workshop" classes. It gives caregivers something to use as a reference since dementia is always changing. The text book is good because you can go back and review. Some chapters can be more relevant at different times. I really enjoyed all the caregivers sharing, it is surprising how some things are the same and makes me feel like I am not the lone survivor or the only one having these issues.

# Financial Overview

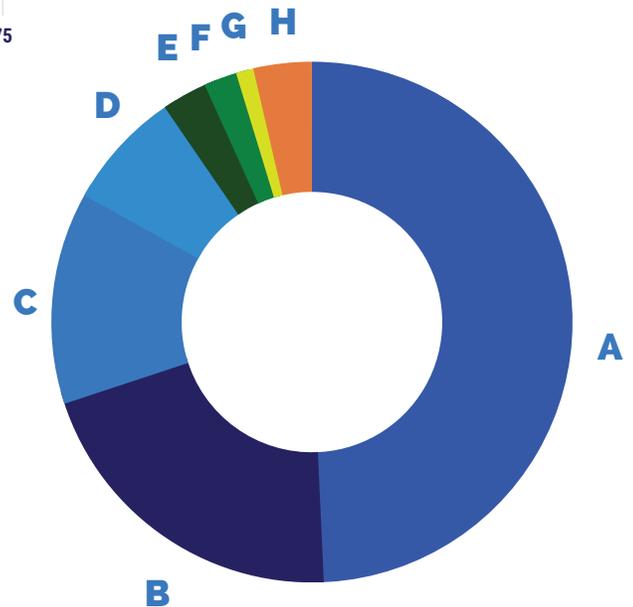


## REVENUE

NEMCSA receives funding from federal, state, various contracts and local/in-kind shares. The total budget for fiscal year 2022 was \$64,833,617.

## EXPENSES

<b>A</b> EARLY CHILDHOOD SERVICES	\$ 31,945,018	49.27%
<b>B</b> COMMUNITY BASED CARE	\$ 13,387,866	20.65%
<b>C</b> CLIENT SERVICES	\$ 8,535,140	13.16%
<b>D</b> AGING	\$ 4,769,600	7.36%
<b>E</b> YOUTH SERVICES	\$ 1,814,870	2.80%
<b>F</b> VOLUNTEER	\$ 1,330,550	2.05%
<b>G</b> COMMUNITY DEVELOPMENT	\$ 704,026	1.09%
<b>H</b> MANAGEMENT & GENERAL	\$ 2,346,547	3.62%



**30+**

programs available from pregnant moms/families through programs for seniors .

**2ND**

largest Community Action Agency in the State of Michigan (budget).

**96%**

of funding goes back to the programs and into our communities.

# Staff Highlights

## NEMCSA Participates in Point-In-Time Count

Taking place annually, the PIT count helps to provide a snapshot of those experiencing homelessness. These counts are important local benchmarks that help measure changes in need at the population level.



2022 MCA Leadership

Graduates:

April Barr: Area Manager for

Early Childhood Services

Amanda Bergeron: Food Program

Coordinator/BOSS Facilitator

Lisa Fluharty: Area Manager for

Early Childhood Services

Rebecca Mowbray: Regional

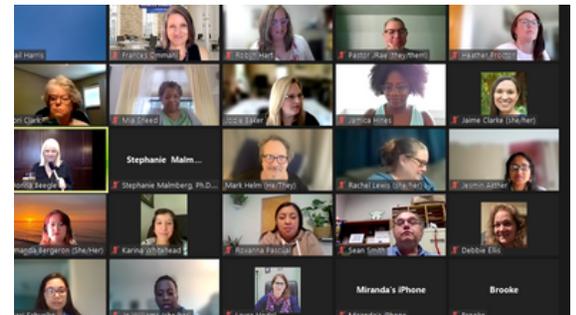
Manager for ECS

Jennifer Ordway: Community

Based Care Supervisor

Rebecca Tousinga: Community

Based Care Supervisor



In June of 2022, 12 staff members attended the Dr. Donna Beagle "Communication Across Barriers" training to learn more about poverty and strategies to best serve those experiencing poverty. The group of employees now make up the Poverty Action Team, working to educate others on poverty through trainings, videos, and flyers.

*Congratulations to our Homeless & Prevention Team on receiving the 2022 Homeless Awareness Award*



# Empowering People. Changing Lives.



**NEMCSA STAFF SPENT 20,990 HOURS IN TRAINING**



**NEMCSA is a 2022 Top Workplace!**

## **NEMCSA RECEIVES TOP WORKPLACE OF THE YEAR AWARD-2022**

This is the third time NEMCSA has received the Top Workplace award and is the only organization in northern Michigan to do so in 2022.

*"It is an honor to accept this award on behalf of NEMCSA, its Board, employees, and clients. Being one of the few non-profit organizations to be awarded highlights NEMCSA's culture of excellence and service. With over 700 employees, knowing that this award is generated from their opinions of the organization speaks volumes."*

~Lisa Bolen, NEMCSA  
Executive Director/CEO

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