



Enhancing quality of life by empowering individuals and strengthening communities.

ANNUAL REPORT 2021



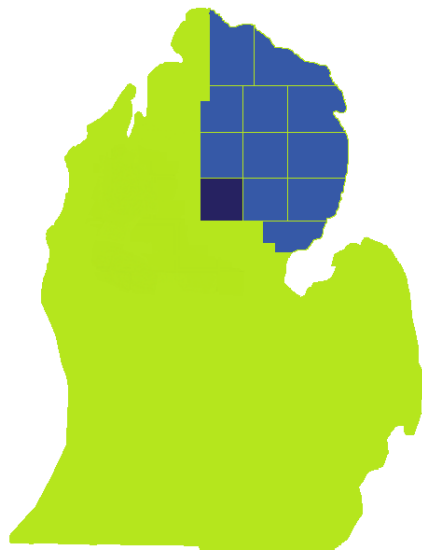
EMPOWERING PEOPLE
ENHANCING LIVES

ABOUT US

Northeast Michigan Community Service Agency, Inc. (NEMCSA) is a private, nonprofit Community Action Agency, part of a state and national network of Community Action Agencies 1000 strong. The basic service area of the agency is eleven northeast Michigan counties covering 6,300 square miles.

These counties include:

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



NEMCSA supports communities in Northeast Michigan and its extended counties with more than 30 programs and over 600 employees. We are proud to serve our communities.

Services Provided

Area Agency on Aging

Care Management

Medicaid Waiver

School Success

Head Start

Early Head Start

Great Start Readiness Program

Homebuyer Education/

Financial Capability Programs

Volunteer Programs

Food Programs

Weatherization

Homeless and Prevention

Individual Development Account Program

Family Self Sufficiency Program

Foreclosure Services Program

Homebuyer Education/

Financial Capability Programs

This has been another challenging year, no doubt. While I had hoped we would emerge from the grips of the pandemic, the world continues to present new, steep challenges along the way. Those challenges also deeply affect the staff and the individuals we serve.

I have seen our staff, especially our leaders, prove their resilience and rise to these challenges again and again. There is no doubt in my mind that we will emerge from the pandemic stronger, smarter and more efficient than we've ever been. Moreover, NEMCSA's heart for service glows brighter than its ever been.

I am proud of this organization and all we've accomplished amidst incredible circumstances. I applaud the staff for their resilience and commitment to the work.

Lisa Bolen
Executive
Director/CEO



WHO WE ARE

Board of Directors

NEMCSA 's Board includes elected officials, business and professional representatives, liaisons from our advisory groups, and consumer representatives. Together, they are a cross-section of the communities we serve and we are grateful for the time and talent they dedicate to improving their communities and the lives of people across northeast Michigan.

Geyer Balog

John Chappa

Terry Dutcher

Dan Gauthier

Kenneth Glasser

Duncan Gray

Pete Hennard - President

Dave Karschnick

Lisa Salgat

Richard Sangster

Craig Scott

Chuck Varner

Lyn Behnke

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Julie Kendrick

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Jean Garratt

Leo Marciniak

John Morrison

Jeanette Motter

Karen Pomeroy

Patricia Rondeau

Pete Hennard,
Board President
Ken Glasser,
Board Treasurer



Mission

Enhancing quality of life by empowering individuals and strengthening communities.

Vision

Every person is empowered to achieve their fullest potential.

Values

Dignity. Empowering People.
Diversity. Accountability.

Team

Over 600 employees pull together to make the NEMCSA machine work. Each plays an important part in helping those we serve attain self-sufficiency and improve their lives.

Training

Training remains an important component of NEMCSA. In 2021, staff completed a total of 27,301 hours of training.

SERVICES PROVIDED

Early Childhood Services

1,157 children received early childhood services

School Success Partnership Program

2,268 youth enhanced their academic careers

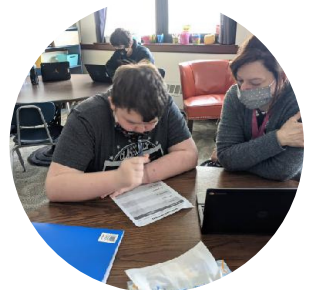


487,122 hours were donated back to programs

Community Programs

25,798 received food boxes through TEFAP

179 homes experienced improved energy efficiencies



46 individuals assisted through the Kinship Program

Homeless & Prevention Services

2,339 seniors maintained independent living and remained in their homes

272 homeless individuals sheltered

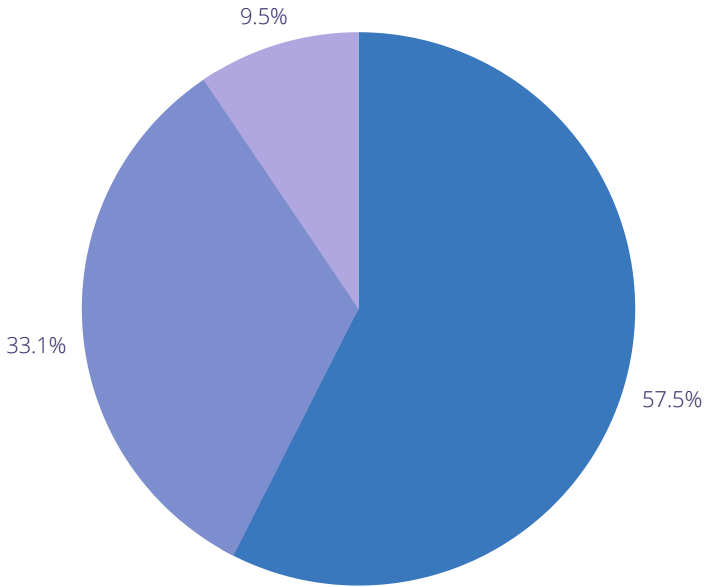
Senior Services

509,159 meals provided to homebound seniors



FINANCIAL OVERVIEW

REVENUE PERCENTAGE BY SOURCE



Federal Share

\$37,699,035 (57.5%)

State Share and Various Contracts

\$27,700,301 (33.1%)

Local/In-Kind Share

\$6,214,578 (9.5%)

LIST OF DIVISIONS

40,000,000

30,000,000

20,000,000

10,000,000

0

Early Childhood Services

Community Based Care

Client Services

Aging

Youth Services

Volunteer

Community Development

Management & General

Expenses: \$28,942,575
In-Kind: \$5,243,790

Expenses: \$13,526,472

Expenses: \$8,110,837

Expenses: \$4,055,818
In-Kind: \$329,843

Expenses: \$1,423,864

Expenses: \$754,534
In-Kind: \$640,945

Expenses: \$168,665

Expenses: \$2,416,571

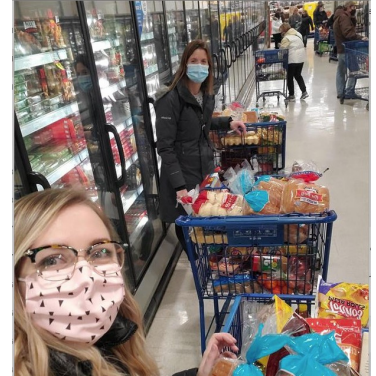
96%
of funding goes
back to the
programs and into
our communities.

PROGRAM IMPACT

This year, thousands of families felt the impact of the good deeds provided by our dedicated staff and selfless volunteers. We appreciate you!



"...I cannot believe how over and above you ladies went. We are all floored by the amount of food. Thank you so much! just amazing what you and Head Start does for the families! I just hope you know how much we appreciate it!" - grateful parent



Realizing some families may need help with food over the 2020 holiday break, Head Start staff went shopping! Through collaboration with local stores, food was secured and distributed.



NEMCSA's Area Agency on Aging staff was able to deliver Personal Care Bags that provided seniors with needed items such as hygiene items, resource materials and even tools to promote brain health.

Volunteers serving their community on MLK Day!



CARES RELIEF & RECOVERY SERVICES



The Coronavirus Aide, Relief, and Economic Security (CARES) Program worked to respond to the immediate needs of Northeast Michigan residents during the COVID-19 pandemic. CARES offers a wide variety of services including home repair, car insurance and car repairs, transportation assistance, funeral assistance, food insecurity, health, hygiene and haircuts to school aged kids, rent /mortgage assistance, and water/sewer past due payments.

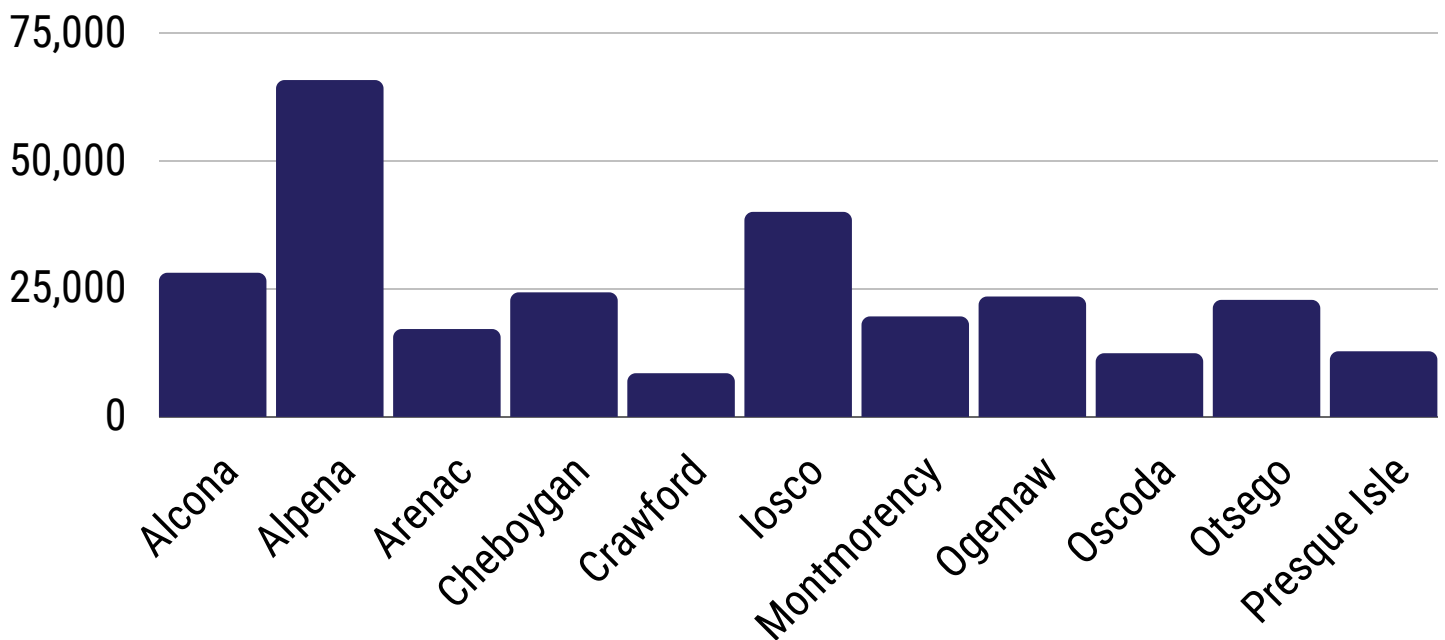
Car repairs were a significant need. NEMCSA had funding available through multiple programs to help with these services. A total of 42 individuals were able to be helped with car repairs through these funds.

Through the CARES CRF Emergency Water and Septic Assistance Program, 48 households experienced improved health and safety due to improvements made within their homes. Improvements can include the elimination of lead, radon, or carbon dioxide and /or fire hazards.



CARES Funding Distributed by County

Totals include CARES funding for energy, hygiene, home repair, water and sewer, food, transportation, car insurance mortgage, and rental assistance.





How Can I Help?

Donate

nemcsa.org/get-involved/donate

Volunteer

nemcsa.org/get-involved/volunteer-today/

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