

# Northeast Michigan Community Service Agency

## 2010 Annual Report



*Our mission at Northeast Michigan Community Service Agency, Inc., (NEMCSA), is to provide quality planning, programs, and services to individuals, families, and communities through the best use of human and financial resources*

 **NEMCSA**  
NORTHEAST MICHIGAN COMMUNITY SERVICE AGENCY, INC.

On behalf of the Board of Directors, the staff and the volunteers of Northeast Michigan Community Service Agency (NEMCSA) we present this report for Fiscal Year 2010. This year's Annual Report certainly reflects the crosscurrents that have impacted our communities and many of our most vulnerable residents. The continuing economic downturn placed increased pressure on the limited resources available to assist those most in need. The State of Michigan's budgetary cuts were mitigated in part by the temporary infusion of Federal dollars at the State level. Regardless of our personal viewpoints, the American Recovery and Reinvestment Act (ARRA) funding or "stimulus" dollars have enabled us to continue or expand many of the programs that we have long operated, albeit on a temporary basis.

The State cuts in the Home Delivered Meals Program were offset with ARRA funding to the State of Michigan. ARRA funding enabled us to greatly expand our Weatherization Program to hundreds of additional homes, providing much needed work for many local contractors and their crews; and they in turn purchased their materials locally. We were able to expand our Early Head Start Program into the six counties that we were not previously funded to serve. We were also able to increase participants in employment and training programs because of additional "stimulus" funding that the 7B and Northeast Michigan Consortiums received. Finally, the ARRA funding was used to help sustain the School Success Program, local Poverty Reduction Initiatives and other programs when State or local resources were reduced or eliminated.

As the American Recovery and Reinvestment dollars gradually go away, we still have a responsibility to our Northeast Michigan neighbors. Many of the challenges and issues in their lives have not gone away, so together we will continue to help them help themselves.

Sincerely,



John M. Swise  
Chief Executive Officer

**Detroit  
Free  
Press**



*On the cover...*

Center Photo: Head Start children pose in front of the bus returning from a field trip. Side Photos (Top to Bottom): 1. Assistance from the No Worker Left Behind program helped Brendan Fleishans with his Bachelor degree from ACC and he is now employed at the college. 2. Time for story writing in the Head Start classroom.

**NEMCSA was named one of the top five places to work in Michigan in 2010. The award was given by Top Workplaces 2010, a survey program conducted by Workplace Dynamics. The survey was submitted by employees and measured six factors: direction, execution, conditions, career, managers, pay and benefits.**

**NEMCSA CEO John Swise accepted the honor at an awards breakfast held in Livonia, MI on November 11th, 2010. Business Liaison Kay Cosgray nominated NEMCSA when she came across information regarding the Top Workplace competition, providing NEMCSA the opportunity. Awards were presented to the top five companies in three different categories based on number of employees. NEMCSA was named fifth among the top five large companies along with Quicken Loans, Edward Jones, Plante & Moran, and Johnson Controls.**

# 2010 Highlights

## Area Agency on Aging

Through the Nursing Facility Transition Program (NFTI), 53 year old Don Kromer was able to transition from a nursing home to independent living. Don is a quadriplegic paralyzed from the neck down and confined to a wheelchair. With assistance from a skilled and caring team from NEMCSA's Aging Program Don states that his life took an amazing turn for the better.

Don said the program has helped his self-esteem, general care, and outlook on life. "After six years of hopelessness and the stigmas of a nursing home, I am on my own, free and in charge of my life."

"There are thousands of others like me in Michigan, who could benefit if NFTI is allowed to grow and flourish. The program saves the State money and operates at a fraction of the cost of conventional nursing home care. NFTI has dramatically improved my quality of life."

## Head Start Activities

Family Night put on by a Head Start Home Base Program. Smokey Bear and the Fire Pup showed up to educate the children on fire safety. Activities were held for both parents and children along with a pizza party!



Every year spring is celebrated with the return of the birds. The children work to build bird feeders to nourish them. Here a grandfather assists his grandson in creating his bird feeder.



The kids take their first fall field trip to Schrock's buffalo farm where Mrs. Schrock invites them to pick "baby" pumpkins from her garden. The children were amazed at how big the Scottish Highland cows are behind them!



## Michigan Works!

With assistance from a Business Consultant through NEMCSA's Business Development Initiative, Chris and Julie Lendvoy were able to open the doors to their new diesel truck repair and service business named "Complete Truck & Trailer Repair." They worked with a Business Consultant to assist with their business planning and start up needs. This family owned and operated business offers some very unique services including: a 24/7 mobile repair service anywhere in Michigan, extended shop hours, drivers break room, competitive pricing and four Master Certified shop mechanics.



The Business Development Initiative is a new program to NEMCSA this year. The program has been created to allow Business Consultants to conduct outreach activities in a 14 county service area. These activities include conducting workshops on entrepreneurship, writing business plans, and providing small business counseling services to clients by analyzing business problems, developing solutions, and providing access to resources, to name a few. During FY 2009-10, the initiative created 126 jobs, retained 50 jobs, and had 15 new business start-ups.

## Weatherization

"I'm writing this still in a state of shock and awe for what you have done for me is nothing short of a miracle, sincerely! With every hot bath, every light I turn on, the sound of my heater clicking on and running smoothly. I'm just filled to the top with gratitude, it goes beyond any words can convey. Definitely the sweepstakes winner of the year! Every single person at NEMCSA and your contractors have been so very nice, professional, and talented. For you maybe it was simply restoring a house, for me a renewal of life, my heart and my home."

-Letter of appreciation sent from a recipient of NEMCSA's Weatherization services

# Divisions and Programs

## Client Services

- The Emergency Food Assistance Program
- Commodity Supplemental Food Program
- Weatherization Assistance Program
- Crisis Prevention Programs
- Michigan Enrolls

## Early Childhood Services

- Head Start
- Early Head Start
- Great Start Readiness Program

## Community Development

- Homeless Continuum of Care
- Homeless Assistance Recovery Program-  
Lead Agency
- Tenant-Based Rental Assistance
- Census Affiliate
- Housing Technical Assistance
- Rural Supportive Housing Program
- Earned Income Tax Credit Program
- Individual Development Account Program
- Family Self Sufficiency
- Homeless Prevention and Rapid Re-Housing

## Volunteer Services

- Foster Grandparent Program
- Senior Companion Program
- Retired and Senior Volunteer Program

## School Success Partnership

- School Success Liaisons

## Michigan Works! Programs

- Welfare Reform Programs
- No Worker Left Behind-Workforce  
Investment Act- Adult &  
Dislocated Workers
- Michigan Prisoner Re-Entry Initiative
- Michigan Works! North (only)*
- Trade & Globalization Adjustment  
Assistance Act
- Michigan Older American Community  
Service Employment Program

## Area Agency on Aging

- Medicaid/Medicare Assistance Program
- Long Term Care Ombudsman
- In-Home Services
- Congregate Meals
- National Family Caregiver Support
- Adult Day Care Services
- Care Management
- MI-Choice Waiver Program
- Michigan Assistive Technology Loan Fund
- MI Cafe'
- Personal Action Towards Health (PATH)
- Matter of Balance
- Creating Confident Caregivers

## Revenue & Expenditures 2010

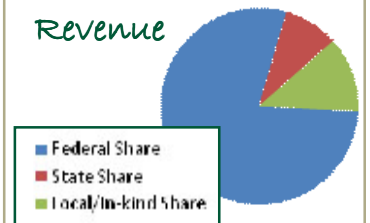
### Revenue by Source

Federal Share	\$39,082,766	78.7%
State Share	4,443,568	8.9%
Local/In-kind Share	6,166,547	12.4%
<b>All Sources</b>	<b>\$49,692,881</b>	<b>100%</b>

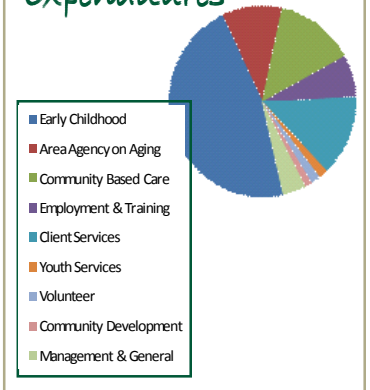
### Expenditures by Division

Early Childhood Programs	\$23,126,759	46.6%
Client Service Programs	6,885,091	13.9%
Community Based Care Programs	6,771,205	13.6%
Aging Programs	5,209,960	10.5%
Employment & Training Programs	3,500,397	7.0%
Volunteer Programs	816,941	1.6%
Youth Services Programs	773,756	1.5%
Community Development Programs	627,382	1.3%
Management and General	1,981,390	4.0%
<b>Total Expenditures</b>	<b>\$49,692,881</b>	<b>100%</b>

### Revenue



### Expenditures



# Board of Directors

## Public Representatives

Albert LaFleche, Montmorency County  
Gerald Fournier, Alpena County  
Kenneth Glasser, Otsego County  
Kristen Sorgenfrei, Presque Isle County  
Leonard Page, Cheboygan County  
Pete Hennard, Ogemaw County

Robert Cudney, Iosco County  
Roger Marsh, Oscoda County  
Ronald Branda, Arenac County  
Terry Beardslee, Crawford County  
William Thompson, Alcona County

## Private Representatives

Bob Harden  
Dale Huggler  
Dawn Lawrence  
Donna Dietz  
F. Joseph Pellens  
Frank Cowger  
Jack Mahank  
Jim Beach  
Karen Lee  
Rose Walsh  
Stuart Bartlett

## Board Officers

Dale A. Huggler, President  
Rev. Bill Hipwood, Vice President  
Frank Cowger, Treasurer

## Consumer Representatives

Boyden Olsen  
Cerria Wakeley  
Clyde Soucie  
Dean Hipwood  
Dorothy Barry  
Gerald Wall  
Jean Kroll  
Kevin Appleby  
Rev. Bill Hipwood  
Robert Spencer  
Tehea Minke  
Yvonne Hilderbrand

## Board Committees

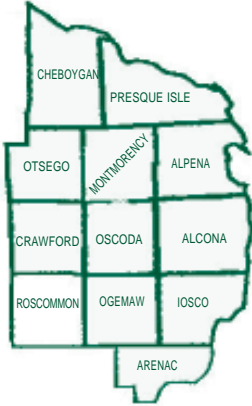
Program Planning & Evaluation Committee  
Rev. Bill Hipwood, Chairperson  
Personnel Committee  
Clyde Soucie, Chairperson  
Membership Committee  
Frank Cowger, Chairperson  
Audit/Finance Committee  
Pete Hennard, Chairperson

## Administration

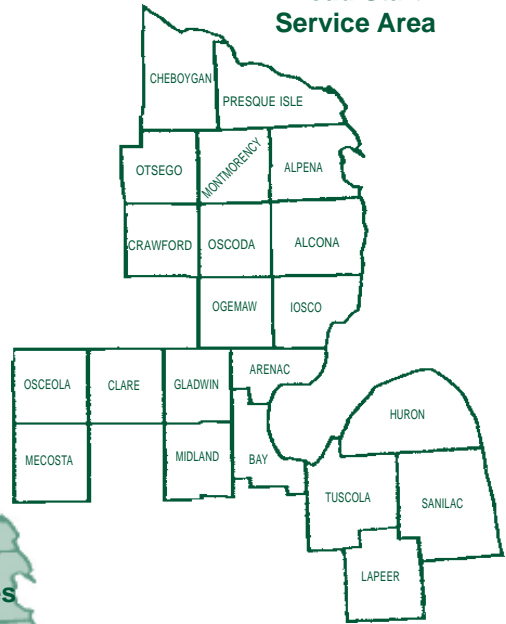
John M. Swise,  
Chief Executive Officer  
John E. Briggs,  
Chief Operating Officer  
Karen Godi,  
Executive Assistant  
Jim Robarge,  
Chief Financial Officer  
Karen Kelsey,  
Accounting Director  
Diane Price,  
Administrative Services Director  
Brenda Lucas,  
Associate Director, Human Resources  
Carol Shafto,  
Planning and Evaluation Director

Linda McGillis,  
Early Childhood Services Director  
Dorothy Pintar,  
School Success Partnership Director  
Robert Cain,  
Client Services Program Director  
Laura Budreau,  
Michigan Works! North Program Director  
Lisa Bolen,  
Michigan Works! South Program Director  
Laurie Sauer,  
Area Agency on Aging Program Director  
Barbara Dault,  
Volunteer Services Program Director

**Area Agency on Aging  
Care Management Waiver  
Volunteer Programs  
Community Development  
(Housing Programs)  
Service Area**



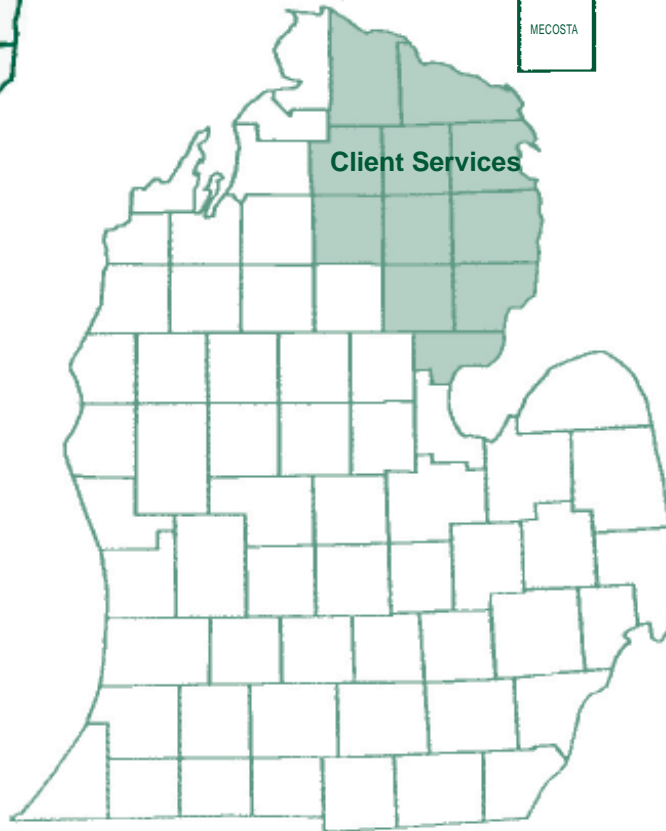
**Head Start  
Service Area**



**Michigan Works!  
Service Area**



**Client Services**



**Early Head Start  
Service Area**



**NEMCSA Basic Service Area**

**School Success  
Partnership  
Service Area**



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