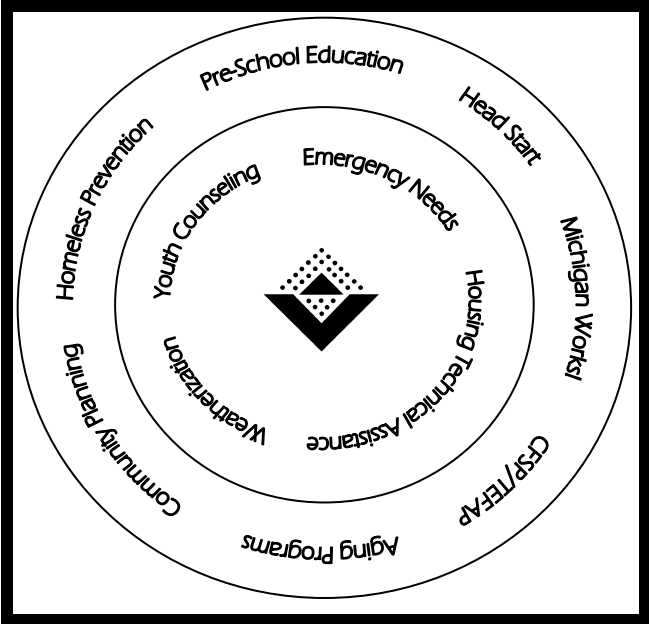


# A GUIDE TO PROGRAMS OPERATED BY



*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.*



**A Community Action Agency**

*This brochure is a brief overview of eligibility requirements for programs offered by NEMCSA. Federal Poverty Guidelines, required by many programs, are also included. For additional information, please contact specific program staff.*

## 2009 Poverty Guidelines

Family Size	100%	125%	130%	150%	160%	185%	200%
<b>One</b>	\$10,830	\$13,538	\$14,079	\$16,245	\$17,328	\$20,036	\$21,660
<b>Two</b>	\$14,570	\$18,213	\$18,941	\$21,855	\$23,312	\$26,955	\$29,140
<b>Three</b>	\$18,310	\$22,888	\$23,803	\$27,465	\$29,296	\$33,874	\$36,620
<b>+ for each addt'l person</b>	\$3,740	\$4,675	\$4,862	\$5,610	\$5,984	\$6,919	\$7,480

## Client Services

This division provides direct service programs to individuals or families who meet the specific program qualification guidelines. Services available include: food assistance, weatherization and related home repairs, as well as payment assistance for utility, rent, and mortgage.

### **Food Assistance Programs**

**The Emergency Food Assistance Program (TEFAP)** - Individuals less than 60 years of age must have income at or below 130% of Federal Poverty Guidelines while those 60 years of age or older must have income at or below 160%. Recipients must be certified annually. There is no age requirement.

The program began in 1981 as a means to reduce the quantity of surplus cheese being stored by the federal government. Since its inception, the number of foods available has varied between four and thirteen items. Distributions are held on a quarterly basis during the months of November, February, May and August.

**Commodity Supplemental Food Program (CSFP)** - The program is designed to aid those low-income individuals most vulnerable to malnutrition during critical periods of growth and development - infants, children age one through five, as well as pregnant, postpartum and breastfeeding mothers with income at or below 185% of Federal Poverty Guidelines, and not on WIC (Women, Infants, and Children) program; and the elderly 60 years of age and older with income at or below 130% of Federal Poverty Guidelines. For more information regarding food programs, call (989) 358-4709 or toll free (866) 270-0685.

### **Low Income Weatherization Program**

This program provides ceiling and attic insulation and ventilation, wall, floor and perimeter insulation, caulking, weather-stripping and other measures to prevent air infiltration. These and other energy saving measures may be installed on a client's home depending on the energy audit and funding available.

Housing units are eligible for weatherization assistance if they are occupied by a family whose income is at or below 200% of Federal Poverty Guidelines, priority is given to families under 125% of Federal Poverty Guidelines, or which contain a member who has received FIP or SSI assistance in the twelve month period prior to determination of eligibility. For more information regarding weatherization, call (989) 358-4700 or toll free (866) 270-0686.

## **Michigan Enrolls (Maximus)**

Michigan Enrolls (Maximus) is a service to help Medicaid recipients make an educated decision when choosing a managed care health plan. The program provides education, outreach and enrollment assistance for the health plans available in the recipient's county of residence. Some Medicaid recipients are excluded from enrolling in managed care health plans. For those whose enrollment is mandatory, MICHIGAN ENROLLS will help the recipient make an educated decision in choosing a health plan to best meet their medical needs.

## **Crisis Prevention Programs**

**Homeless Prevention Program** provides Rental Assistance (Move-in Costs) and Utility Assistance to qualifying households that are homeless. Eviction and Foreclosure Assistance is available for qualifying households that have experienced a sudden and unexpected reduction in income that caused the emergency. All households must meet affordability criteria. Specific documentation is required.

**Utility Assistance** provides assistance with deliverable fuels and metered utilities to qualifying households whose income is within the Federal Poverty Guidelines as determined by the funding source. Specific documentation is required.

Applicants for both programs are prescreened via phone by calling (989) 471-3277 or toll free 1-866-270-0687.

## **Additional Client Services Managed By Other NEMCSA Divisions**

### **Michigan Assistive Technology Loan Fund**

The Michigan Assistive Technology Loan Fund (MATLF) provides low cost, fixed-rate loans to qualified applicants to finance the purchase of assistive technology devices and/or services. Examples of potential loan items includes vehicle lifts, ramps, home modifications, specialized computers, etc. To participate in the program, applicants must be individuals with disabilities or parents/guardians of individuals with disabilities.

The MATLF is a joint effort of the Michigan Disabilities Rights Coalition, United Cerebral Palsy of Michigan, and the Centers for Independent Living statewide. Additional information can be obtained by contacting NEMCSA at (989) 358-4600, ext. 260, or by visiting [www.mi-atlf.org](http://www.mi-atlf.org).

### **Free Tax Preparation**

Free tax preparation assistance is provided to individuals and families. Participants may qualify for the Earned Income Tax Credit (EITC). The EITC is a refundable credit for low-income working adults and families. The filer does not have to "pay it in to get it back". NEMCSA offers this service in eleven counties. Additional information can be obtained by calling (989) 358-4600, Ext. 272.

### **Individual Development Account Program**

Money IDeAs is an Individual Development Account program. It is a matched savings program allowing low-income individuals the opportunity to save for the purchase of a home. To be eligible for the program, potential participants must have a source of earned income, be within 200% of poverty, and be eligible to receive TANF services. The program requires a minimum of 10 hours of financial skills education and 4-6 hours of asset-specific training to help prepare participants for their asset purchases. Account holders save for their chosen asset and the program matches their savings on a 3:1 ratio for the purchase of a home. This program can also be used as an opportunity to save for educational expenses; educational savings are matched on a 2:1 ratio. Maximum savings amount to be matched is \$1,000.

### **Family Self-Sufficiency Program**

This program provides case management to participating families (who have a MSHDA Housing Choice Voucher) through a coordination of local, community-based resources that promote economic independence. Program staff goals are to help families maintain employment, become self-sufficient, move off assistance and move into home ownership. Through this process, participants work to increase their family income and lead to higher rent payments. In turn, the difference between rent amounts is deposited into an escrow account. Upon successful

completion of the program, participants can use their escrow account funds for homeownership down payment assistance, debt relief, vehicle purchase or educational expenses.

NEMCSA operates the FSS program in conjunction with MSHDA for up to 70 eligible Housing Choice Rental Voucher holders in the following ten counties: Alcona, Alpena, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego and Presque Isle.

### **Homeless Prevention and Rapid Re-Housing Program**

HPRP provides assistance to individuals and families who are homeless or in immediate danger of homelessness. Services offered include assistance with rent, utilities and security deposits. To qualify, participants must meet income guidelines, and housing must meet affordability criteria and be in habitable condition. NEMCSA offers this program in Alcona, Alpena, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Presque Isle and Roscommon Counties.

### **Rural Supportive Housing Program**

This program is designed, as part of the Continuum of Care Strategy, and provides assistance and supportive services to homeless persons who are transitioning from streets and shelters to permanent housing and maximum self-sufficiency. Services can include, but are not limited to, first month's rent, security deposit, and household goods, as well as individual or family case management to ensure long-term success. Eligibility is based on individual or family living situations. The program is available throughout the NEMCSA basic service area

### **Tenant-Based Rental Assistance Program for Families with Children**

This program is designed to provide rental assistance to homeless families with children. Services include: one time security deposit, and rental assistance for up to two years. Eligible participants who receive assistance are strongly encouraged to work with local agencies to overcome any barriers and work toward self sufficiency. Eligibility is based on homeless families with children whose household gross annual income does not exceed 30% Area Median Income (AMI). The program is available in the following counties: Alcona, Alpena, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle and Roscommon Counties.

### **The Homeless Assistance Recovery Program (HARP)**

The Homeless Assistance Recovery Program (HARP) is a housing choice voucher program that gives preference to homeless families and individuals. The program utilizes Michigan State Housing Development Authority's Housing Choice Vouchers (often referred to as Section 8 vouchers) and preferences them to the homeless population. Applicants are taken from the HCV waiting list or from direct application to the program. NEMCSA works in tandem with MSHDA to determine eligibility and acceptance to the program. The program offers rental assistance along with case management to further strengthen the household's ability to achieve success and not relapse into homelessness. Assistance may include help with furnishings, as well as security deposit and rent. NEMCSA offers this program in the counties of Alcona, Alpena, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Presque Isle and Roscommon.

## **Early Childhood Education Programs**

### **Early Head Start**

Early Head Start serves pregnant women and children birth to three years old and their families. The program provides intensive and comprehensive child development and early education services including health, nutrition and family support services. Early Head Start seeks to provide the foundations for school readiness by fostering developmental competence during the earliest years of childhood. Available program options include home visitation with a weekly socialization; or infant-toddler childcare at the Early Head Start center. Program is free to families who meet federal poverty guidelines or other risk factors; and reserves ten percent of total enrollments for inclusion of children with disabilities.

## Head Start

Head Start is a preschool education program for children 3 - 5 years of age whose family incomes are at or below 100% of poverty. At least 10% of enrollment slots are reserved for children with documented disabilities. Head Start is a comprehensive program that, in addition to education, provides for social services, health/dental, nutrition, mental health, and disability services to participating families. By coordinating these services for each child, Head Start provides skills that bring about a greater degree of social competence and allows the child to deal more effectively with his/her present environment and later responsibilities in school and life.

## Great Start Readiness Program

The Great Start Readiness Program provides the same services as Head Start with the exception that eligibility is open to families whose incomes are within 250% of poverty.

# Youth Programs

## School Success Partnership

The School Success Partnership Program utilizes a prevention approach, in that it attempts to identify elementary, Junior High and High School students who are showing signs of difficulty in school and other settings. The staff works cooperatively with students, parents, teachers, and other service providers in the community to address issues and concerns. This program hopes to increase every child's opportunity to come to school ready to learn, able to concentrate, and eager to succeed. For more information contact Dorothy Pintar, Program Director, at 989-358-5006.

# Community Development

NEMCSA's Community Development Division services include housing proposal preparation and technical assistance; needs assessment surveys; outside evaluation; and extensive census data services.

**Census Affiliate** - NEMCSA is an affiliate of the Census Bureau through the Michigan Center for Geographic Information, and receives the latest data direct upon release via email with links to the internet. Basic information is also received on CD-ROM and in print form. Data is available for every county, township, city and village in Michigan. We also have state and national comparative data. NEMCSA maintains a link through our [www.nemcsa.org](http://www.nemcsa.org) site. To access, click on The Center for Geographic Information, or you may call us directly for assistance.

**NEMCSA Housing Program** offers technical assistance to County Housing Commissions and non-profits throughout the eleven county service area. Since 1996, the housing program has designed special housing development projects on a service area wide basis. These projects are aimed at increasing affordable housing for first time home buyers.

## Homeless Technical Assistance

Before a community can receive any funds to resolve the problems of homelessness, state and federal funding sources require that a collaborative networking system be in place. NEMCSA staff assists communities in developing and maintaining such a system, which is called a Continuum of Care.

# Aging Programs

## Long Term Care Ombudsman Program

The program provides information and education to families and individuals about long term care facilities and services. The Ombudsman investigates concerns and helps facility residents, families and friends to resolve problems dealing with quality care, residents' rights and state regulating services. The Ombudsman and Ombudsman Volunteers act as a liaison between residents, care providers and state regulatory agencies. The Ombudsman provides educational programs and training in residents' rights, guardianship, volunteer advocacy and long term care public benefits.

## Medicaid/Medicare Assistance Program (MMAP)

This program/hotline for Medicare beneficiaries and their families provides well-trained volunteers who assist with understanding Medicare and Medicaid eligibility, enrollment and coverage, medical bills, supplemental and long-term care insurance, and prescription assistance programs including Medicare Prescription Drug Coverage (Part D). For more information call 1-800-803-7174.

Many aging programs utilizing federal dollars require that individuals be 60 years of age or older or the spouse of someone 60 years of age or older. See program information for specific income and age eligibility requirements.

## In-Home Services

In-Home Services including Homemaking, Personal Care, Home Delivered Meals, and Respite Care are sub-contracted to local service providers. Recipients must meet the 60 years of age requirement or be the spouse of someone 60 years of age or older. Persons requesting one or more of these services must possess a need for assistance with certain activities of daily living. There are no income guidelines to receive services, however donations and cost sharing are encouraged to help maintain the program.

## Congregate Meals

Congregate meal sites are located in all twelve counties served by the Area Agency on Aging. Local Senior Centers are the focus for providing these daily nutritionally-balanced meals to individuals. Participants must meet the 60 years of age requirement or be the spouse of someone 60 years of age or older. There are no income guidelines for participation, however suggested donation rates, per meal, are posted. *Some Senior Centers require advanced reservations for meal preparation.*

## National Family Caregiver Support

This program provides information and services to family caregivers who are caring for someone older than age 60, or the grandparent(s) and other relative caregivers over the age of 60 who are caring for a child age 18 or under. Priority will be given to those in greatest social and economic need with particular attention to low-income older individuals.

## Adult Day Care Services

Merit Trust Award funds are available to establish adult day care programs where none currently exist, expand, or enhance existing adult day care programs, and provide on-going support of adult day care centers.

## Legal Services

Legal Services is a subcontracted service providing free legal assistance and representation to participants 60 years of age or older.

## Care Management

Care Management (CM) is a service designed to locate, mobilize, and manage a variety of home care and other services needed by frail elderly persons aged 60 and older at risk of nursing home placement. A cost sharing fee scale is an element of the program, however, service will not be denied if the person is unable to pay.

## MI-Choice Waiver Program

The MI-Choice Waiver Program is designed to allow persons who are eligible for Medicaid-covered nursing home services (anyone age 18 and older) to remain in their own home with the same level of care. Clients must be medically eligible for nursing home placement and financially eligible for Medicaid based on 300% of SSI and assets of \$2,000 or less per individual.

## Volunteer Programs

The **Foster Grandparent Program (FGP)** provides volunteer opportunities to income-eligible senior citizens by establishing a consistent, one-on-one relationship with school-age children in need of special attention and academic support. The program requires that individuals be 55 years of age or older, have income at or below 200% of Federal Poverty Guidelines, and have a doctor's physical. Recertification is required annually and continuing participants are permitted an additional 20% of income. Stipends earned within the program are not counted as income.

The **Senior Companion Program (SCP)** volunteers provide companionship and assistance to frail/homebound elders and older persons with special needs. The program requires that individuals be 55 years of age or older, have income at or below 200% of Federal Poverty Guidelines, and have a doctor's physical. Recertification is required annually and continuing participants are permitted an additional 20% of income. Stipends earned within the program are not counted as income.

The **Retired & Senior Volunteer Program (RSVP)**, like SCP and FGP, is part of the National Senior Service Corps and is governed by many of the same regulations. RSVP volunteers, however, have more flexibility in their choice of volunteer service. RSVP volunteers can be found assisting blood drives, delivering meals on wheels, tutoring children, and serving as greeters at hospitals, etc. Eligible participants must be 55 years of age or older and reside in Crawford or Roscommon counties. RSVP is a non-stipended program with no income eligibility requirements.

## Michigan Works!

Michigan Works! is the designation for the network of Employment and Training agencies throughout the State of Michigan. Michigan Works! programs include a comprehensive array of services designed to provide individuals with the skills and training needed to acquire and retain employment. No enrollment is required to utilize our resource centers, and our services are free to everyone.

### **Workforce Investment Act (WIA) – No Worker Left Behind**

WIA Adult and Dislocated Workers programs are for individuals 18 years and older. The program's mission is to provide information, support and resources that enable individuals to make a successful adjustment and quick transition for entry or reentry into the workforce.

**Core Services** - Self-help services available to job seekers who require assistance, with no eligibility requirements. Services may include: local and statewide employment opportunities, labor market information, resume writing information, skill assessment, job search and placement assistance and career counseling.

**Intensive Services** - Services designed for those who meet eligibility requirements and are unable to obtain employment through core services, and have been determined to be in need of more intensive services in order to obtain employment. Services may include: comprehensive and specialized assessments of skill levels, individual and group career counseling and planning and assistance in sharpening learning, communications, and interviewing skills.

**Training Services** - Services may be available to individuals who meet eligibility requirements and are unable to obtain employment through intensive services. Training services may include: classroom or occupational skills and on-the-job.

The **Trade Adjustment Assistance (TAA)** and **Alternative Trade Adjustment Assistance (ATAA)** help affected workers who have lost their jobs as a result of increased imports or shifts in production out of the United States. To obtain TAA or ATAA services and benefits a group of workers must first file a petition with the U.S. Department of Labor's Division of Trade Adjustment Assistance (DTAA) requesting certification. If certified, each worker in the group may apply separately for individual services and benefits through their local One-Stop Career Center. The

goal of TAA program is to help eligible workers re-enter the workforce as quickly as possible. Certified workers who are eligible may receive a full range of services which can include: re-employment services, employment counseling, resume writing and interview skills workshops, career assessment, job development, job search and referrals, job search and relocation allowances, training funds, access to income support, eligibility for Health Coverage Tax Credit (HCTC) and the option of Alternative Trade Adjustment Assistance (ATAA). Those that qualify for the ATAA program may accept re-employment at a lower wage and receive a wage subsidy in lieu of regular TAA benefits over a period of time.

### **Welfare Reform Program**

The Welfare Reform system assists adult benefit recipients (e.g. TANF, food stamps, child care, Medicaid) and non-custodial parents in the transition to self-sufficiency through employment. Services available include: joint agency orientation, individual opportunities analysis and goal exploration, employability training, case management, job search and placement assistance, supportive services and financial assistance with education.

### **Michigan Older American Community Service Employment Program**

This is a work training program designed to provide and promote useful part-time opportunities in community service employment for low income persons age 55 and older and assist them in receiving the training that may be required for employment in private or other unsubsidized employment. For more information contact (989) 356-3339.

### **Michigan Prisoner Re-Entry Initiative**

Parolees across fourteen counties will receive collaborative case management services, which will help connect them to the necessary community resources to be successful and reduce recidivism. The MPRI initiative helps create safer neighborhoods and better citizens through the delivery of a seamless plan of services, programming, support, and supervision. For more information, in Arenac County, please call (989) 846-2111; in Clare County, (989) 539 2173; in Gladwin County, (989) 426-8571; in Iosco County, (989) 632-6407; in Ogemaw County, (989) 345-1090, and in Roscommon County, call (989) 366-8660.

For more information on Michigan Works! Programs in Alcona and Alpena, please call (989) 356-3339. In Cheboygan, Otsego and Presque Isle, please call (231) 627-4303. For Crawford, Montmorency, and Oscoda, please call (989) 348-8709. For Arenac and Gladwin, please call (989)-846-2111. For Clare and Roscommon, call (989)-539-2173, and for Iosco and Ogemaw, call (989) 362-6407.

## Key Staff and Service Areas

### **NEMCSA Basic Service Area**

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

#### **Area Agency on Aging**

*Laurie Sauer, Program Director*

*Cindy Wachowiak, Community Based Care Supervisor*

The Area Agency on Aging serves the basic service area as well as Roscommon County.

#### **Early Head Start/Head Start**

*Linda McGillis, Program Director*

*Rhonda Kuehn, Assistant Director (Head Start Southern Region)*

*Jean Horrocks, Assistant Director (Head Start Northern Region)*

Head Start serves the basic service area as well as Bay, Clare, Mecosta, Gladwin, Midland, Huron, Osceola, Lapeer, Sanilac, and Tuscola Counties

*Jeanne Chisena, Assistant Director (Early Head Start)*

Early Head Start serves Alpena, Arenac, Bay, Cheboygan, Iosco and Ogemaw Counties

**Community Development**  
*Karen Godi, Program Director*

**Client Services**

*Bob Cain, Program Director*

*Debbie Wilds, CSFP Coordinator*

*Michelle Williams, TEFAP Coordinator*

*Beth Storms, Crisis Prevention Program Coordinator*

Weatherization/Commodity Supplemental Food Programs  
and Homeless and Emergency Needs serve the basic service area

**Michigan Works!**

Michigan Works! serves the basic service area as well as Clare,  
Gladwin, and Roscommon Counties

*Laura Budreau, Program Director*

Alcona, Alpena, Cheboygan, Crawford, Montmorency, Oscoda, Otsego,  
and Presque Isle Counties

*Lisa Bolen, Program Director*

Arenac, Clare, Gladwin, Iosco, Ogemaw, and Roscommon Counties

**School Success Partnership**

*Dorothy Pintar, Program Director*

Services provided in Alpena, Johannesburg-Lewiston, Hillman,  
Onaway, Millersburg and Wolverine Schools as well as ACES Academy in Alpena

**Volunteer Programs**

*Barbara Dault, Program Director*

Volunteer Programs serve the basic service area as well as Roscommon County



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