



## ANNUAL REPORT 2015

Our mission at Northeast Michigan Community Service Agency, **NEMCSA**, is to provide quality programs and services to strengthen and enhance the self-sufficiency of individuals, families and communities through the best use of human and financial resources, focusing on those who are experiencing an economic hardship.

*On behalf of the Board of Directors, staff and volunteers of Northeast Michigan Community Service Agency, Inc. (NEMCSA), we present this report of Fiscal Year 2015. This has been another year of great progress for the agency. I hope this report provides an effective snapshot of that activity.*

As NEMCSA approaches its 50th anniversary in 2018, many senior staff and long-term board members are being lost to us either through retirement or death. So it is that we bid a fond farewell to some of our greatest human assets. These persons are listed elsewhere in this report.

The Board of Directors made several important steps to assure a strong, stable agency for the future. These actions included:

- Adoption of the agency's first strategic plan;
- Hiring a new Executive Director; and
- Implementation of new national Organizational Standards, bringing NEMCSA into compliance with over 50 best practices for management of the agency.

NEMCSA continues to be a force for good in the communities we serve. Our large, dedicated workforce of nearly 700 work tirelessly to ensure the needs of our clients are met. We could not do that without the unwavering commitment of our partner organizations and our volunteers who gave nearly 300,000 hours of service in 2015 to help meet NEMCSA's mission.

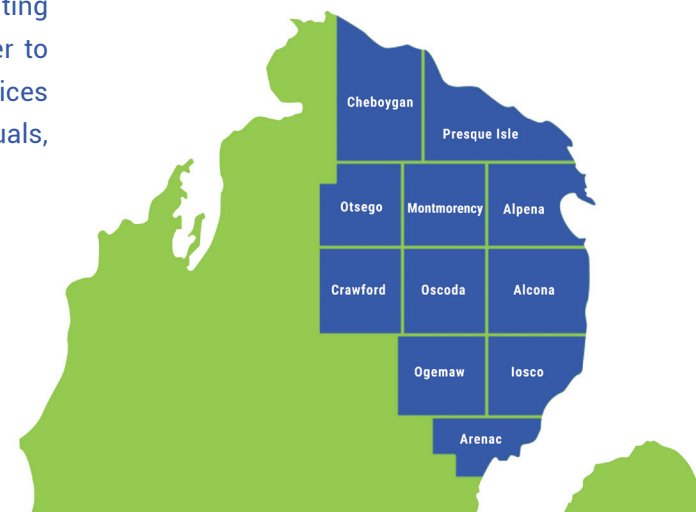
Going forward, we need your help. As our residents know, the economic landscape of the service area has changed. While we have made it through the recession, many of our residents continue to struggle. Many moderate to high skill manufacturing jobs with better pay have disappeared. Often replacing them are low skill, low pay service sector jobs with wages that make it difficult to afford the basics. Combining this situation with ongoing changes to the social safety net, need for NEMCSA services has never been greater. One of the ways that we are able to deliver low cost services is through volunteers. However, as more families need to have two wage earners, our volunteer pool has shrunk. We need to find unique ways to bring our programs to our client base and word-of-mouth is an important part of that strategy. So please, be our ambassadors in your communities. One way to assist is to help us recruit volunteers. Another is to refer clients who are in need of the many services we provide. A third service opportunity is through financial contributions. This can be done by visiting our website or contacting agency staff directly.

We have much yet to do. These challenges are both exciting and daunting. I am confident that we can work together to meet our mission of providing quality programs and services to strengthen and enhance the self-sufficiency of individuals, families and communities in northeastern Michigan.

Sincerely,



Lisa L. Bolen  
Executive Director



**CORE SERVICE AREA**

# SERVICES PROVIDED



**2,963** CHILDREN  
*received early childhood services*



**8,391** HOUSEHOLDS  
*received food boxes*



**623,840** MEALS  
*provided to senior & homebound individuals*



**541** YOUTH  
*enhanced their academic success*



**296,845** HOURS  
*donated to programs*



**\$ 438,860** EMERGENCY  
*payments distributed*



**12,304** SENIORS  
*maintained independent living*



# SUCCESS STORIES



Dale has been a student at Johannesburg Lewiston Schools for ten years. Struggling academically through the years, he's worked with a School Success Liaison since Kindergarten. He was held back twice due to incomplete school work. Dale was a happy kid who enjoyed coming to school, but failed to get his work done. He had been labeled as lazy, but that didn't stop his School Success Liaison, Kate, from stepping in and working with him, encouraging him to get it done. When Dale was presented with his next project for Social Studies (he was to research a country and for extra credit bring in a food item from that country), Kate met with Dale daily for several weeks to help gather information on his country. After a lot of hard work and perseverance, Dale not only completed the project, but turned it in on time—a first for him. In addition, Dale stood in front of his class and presented his report and received an A+. This was a major accomplishment for a student who didn't believe he was capable of completing a simple homework assignment, let alone a big class project. Dale was beyond proud of his achievement.



NEMCSA received an email inquiry from a woman explaining that she was the mother of two children who were disabled and wheelchair dependent. It read: "We currently have a homemade wood ramp which with Michigan winters is very unsafe. I was referred to this website to see about possibly applying for a grant to assist with a ramp. Any help would be greatly appreciated or a lead in the right direction." This inquiry was sent to NEMCSA's contact email source, found on our website; [contact@nemcsa.org](mailto:contact@nemcsa.org). Staff responded by forwarding it to NEMCSA's Division Directors. Ultimately, through many staff efforts, it landed into the right hands with NEMCSA's Head Start Program where they provided the mother with contact information for a Michigan initiative that focuses on children with special needs. The mother applied and was denied, but staff didn't give up and neither did the mom. Next, a request to the Grayling Lions Club was made and an application for assistance was completed. This resulted in the building of this beautiful ramp, pictured above. Through staff persistence and collaboration with partners, this family's life has been strengthened and enhanced.



This woman, who is widowed, lives alone and had been falling ill off and on, had no interest in seeking assistance for anything, let alone for updating her home. It was her family that heard about NEMCSA's Weatherization Program and called to inquire, knowing it wasn't going to be easy to convince her to even apply. With much hesitation, it took her months just to fill out the application and then weeks to put it in the mail. She finally agreed with her family's concerns and took action. At the time of inspection, the inspector instantly felt something was wrong with the air in the home. He found high levels of carbon monoxide coming from three different sources: an unvented gas space heater, hot water heater and the furnace. These high levels of carbon monoxide were the cause of her continual illness. The weatherization staff immediately put things into place and got to work on making her home safe.

She is so thankful to the staff and the program and her health has improved greatly since her home has been weatherized. She is currently enjoying her life taking care of her great grandchildren, working in her flowerbeds and just loving life.

# NORTHEAST MICHIGAN COMMUNITY AGENCY BOARD OF DIRECTORS

## PUBLIC MEMBERS

### **County Commissioner - Alcona**

Kathleen Vichunas

### **County Commissioner - Alpena**

Mary Hess

### **County Commissioner - Arenac**

Virginia Zyguel

### **County Commissioner - Cheboygan**

Bruce Gauthier

### **County Commissioner - Crawford**

Sharon Priebe

### **County Commissioner - Iosco**

Roger Houthoofd

### **County Commissioner - Montmorency**

Albert LaFleche

### **County Commissioner - Ogemaw**

Peter Hennard - President

### **County Commissioner - Oscoda**

Mark Grantner

### **County Commissioner - Otsego**

Kenneth Glasser - Treasurer

### **County Commissioner - Presque Isle**

Lee Gapczynski

## CONSUMER REPRESENTATIVES

### **Head Start Policy Council Liaison- Osceola**

Meagan Holmes

### **Head Start Policy Council - Sanilac**

Jennifer Lopez

### **Head Start Policy Council - Montmorency**

Aubrey Haskill

### **Head Start Policy Council - Lapeer**

Melissa Holt

### **Head Start Policy Council - Crawford**

John Smock

### **Representative at Large - Roscommon**

Gerald Wall

### **Regional Council on Aging - Montmorency**

Corleen Proulx

### **Regional Council on Aging - Crawford**

Earl Corpe

### **Regional Council on Aging - Montmorency**

Carol Athan

### **FGP/SCP Volunteer Program- Alpena**

Patricia Rondeau - Vice President

### **Client Service Advisory Council**

Sue Flewelling

## PRIVATE MEMBERS

### **Alcona**

Carol Wenzel

### **Cheboygan**

Stuart Bartlett

### **Cheboygan**

Leonard Page

### **Cheboygan**

John Morrison

### **Iosco**

Lyn Behnke

### **Montmorency**

Dawn Lawrence

### **Ogemaw**

Rose Walsh

### **Presque Isle**

Jean Garratt

### **Presque Isle**

Stephen Lang

## IN APPRECIATION:

We thank these dedicated people who gave 120 years of combined service to the NEMCSA Board of Directors.

Those retiring in 2015 included **Dale Huggler**, 40 years; **Donna Dietz**, 16 years; **Jean Kroll**, 16 years; **Joe Pellens**, 16 years; **Karen Lee**, 8 years; and **Jack Williams**, 6 years.

We honor the memory of Reverend **Bill Hipwood** who died in 2015 after 18 years on our Board.

We also thank former CEO, **John Swise**, who retired in June after 43 years of leadership.

## REVENUE & EXPENDITURES

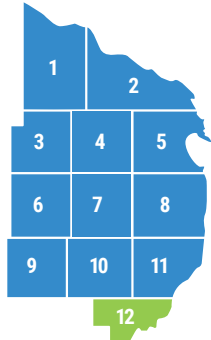
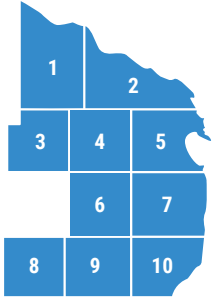
### **Revenue by Source**

Federal Share .....	\$24,898,833 .....	48%
State Share/Various Contracts .....	\$21,707,046 .....	42%
Local/In-Kind Share .....	\$4,789,035 .....	10%
<b>Total .....</b>	<b>\$51,394,914 .....</b>	<b>100%</b>

### **Expenditures by Division**

Early Childhood Programs .....	\$26,477,103 .....	51.5%
Community Based Care Programs .....	\$10,723,261 .....	20.9%
Client Services Programs .....	\$5,088,998 .....	9.9%
Aging Programs .....	\$4,831,835 .....	9.5%
Youth Services Programs .....	\$1,695,707 .....	3.2%
Volunteer Programs .....	\$652,281 .....	1.3%
Community Development Programs .....	\$206,488 .....	0.4%
Management/General .....	\$1,719,241 .....	3.3%
<b>Total .....</b>	<b>\$51,394,914 .....</b>	<b>100%</b>

# SERVICES PROVIDED



**Area Agency on Aging**

**Care Management  
& MI Choice Waiver**

**Client Services (Includes Arenac)**

**Volunteer Programs (FGP/SCP)**

**RSVP (Crawford & Roscommon)**

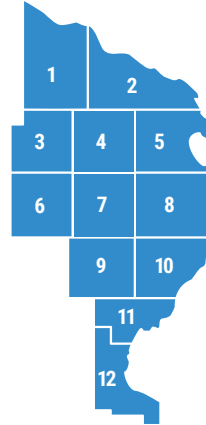
**Housing Programs Service Area**

**School Success**

**Partnership Service Area**

- 1 Cheboygan
- 2 Presque Isle
- 3 Otsego
- 4 Montmorency
- 5 Alpena
- 6 Oscoda
- 7 Alcona
- 8 Roscommon
- 9 Ogemaw
- 10 Iosco

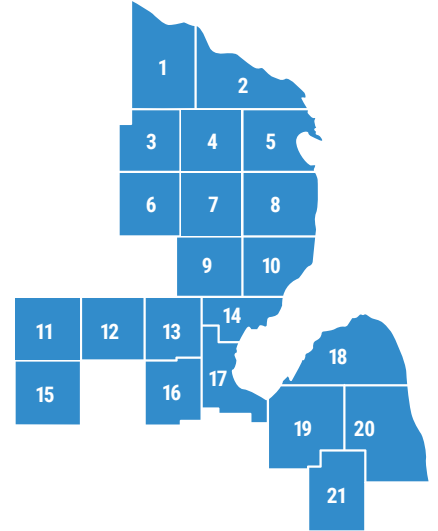
- 1 Cheboygan
- 2 Presque Isle
- 3 Otsego
- 4 Montmorency
- 5 Alpena
- 6 Crawford
- 7 Oscoda
- 8 Alcona
- 9 Roscommon
- 10 Ogemaw
- 11 Iosco
- 12 Arenac



**Early Head Start**

**Service Area**

- 1 Cheboygan
- 2 Presque Isle
- 3 Otsego
- 4 Montmorency
- 5 Alpena
- 6 Crawford
- 7 Oscoda
- 8 Alcona
- 9 Ogemaw
- 10 Iosco
- 11 Arenac
- 12 Bay



**Head Start Service Area**

- 1 Cheboygan
- 2 Presque Isle
- 3 Otsego
- 4 Montmorency
- 5 Alpena
- 6 Crawford
- 7 Oscoda
- 8 Alcona
- 9 Ogemaw
- 10 Iosco
- 11 Osceola
- 12 Clare\*
- 13 Gladwin\*
- 14 Arenac
- 15 Mecosta
- 16 Midland
- 17 Bay
- 18 Huron
- 19 Tuscola
- 20 Sanilac
- 21 Lapeer

\* Delegate services to  
Mid Michigan Community  
Action Agency



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Community Service Agency**

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