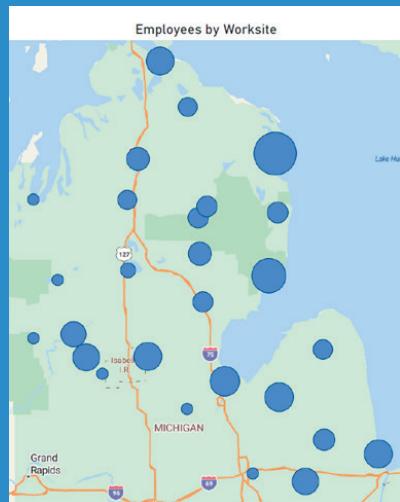


# EXECUTIVE DIRECTOR'S REPORT

February  
2026



At NEMCSA, our staff make the mission. In 2025, 804 individual people were employed by NEMCSA, with 673 staff being active as of December 31, 2025. Spread out across the State (as shown by graphic to the left) NEMCSA staff reside and work across much of Michigan's lower peninsula. Our largest division by far is Head Start, and Human Resources has done an amazing job of on-boarding 137 new hires in that division alone. As we strive to be a preferred employer in not only northeast Michigan, but across the State, It's imperative that we gather and analyze insights from our staff, and work to continually improve where needed.

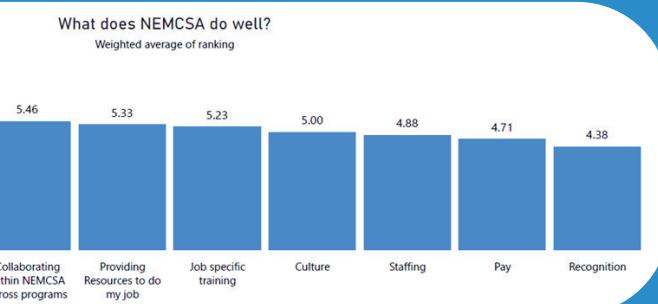
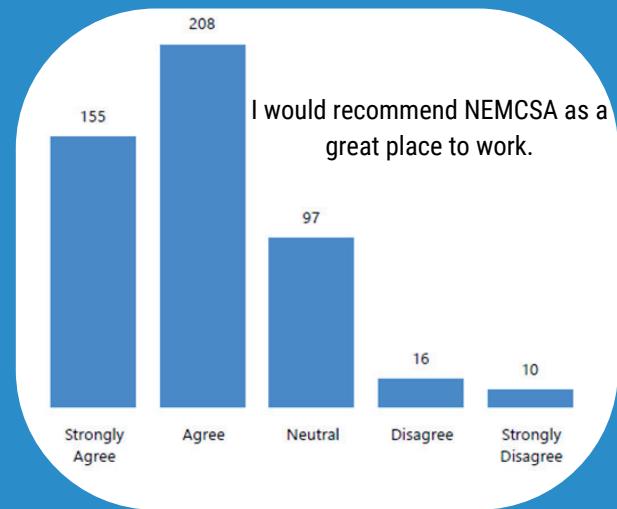
## Staff by Division

Division	# of Staff	% of Staff	Gross Wages	% of Gross Wages	Total Longevity	Avg Longevity	# of Positions	# of New Hires	Separations	Avg Age
Head Start	579	72.01%	16,653,677.69	61.27%	3679.3	6.4	44	137	101	41.23
Aging	46	5.72%	2,932,915.33	10.79%	471.6	10.3	20	2	3	49.43
School Success	65	8.08%	2,276,043.40	8.37%	344.4	5.3	12	11	14	42.97
Early Head Start	54	6.72%	2,262,065.81	8.32%	445.1	8.2	12	13	4	44.54
Administration	26	3.23%	1,623,757.36	5.97%	247.4	9.5	24	3	3	39.35
Homeless Prevention	19	2.36%	697,531.61	2.57%	65.4	3.4	14	6	3	39.79
Weatherization	9	1.12%	426,047.45	1.57%	47.0	5.2	5	0	1	45.67
Volunteer	4	0.50%	158,759.27	0.58%	20.0	5.0	4	1	1	46.00
Other	2	0.25%	150,973.38	0.56%	2.2	1.1	2	1	1	40.00
<b>Total</b>	<b>804</b>	<b>100.00%</b>	<b>27,181,771.30</b>	<b>100.00%</b>	<b>5322.4</b>	<b>6.6</b>	<b>130</b>	<b>174</b>	<b>131</b>	<b>42.04</b>

# a Great Place to Work!

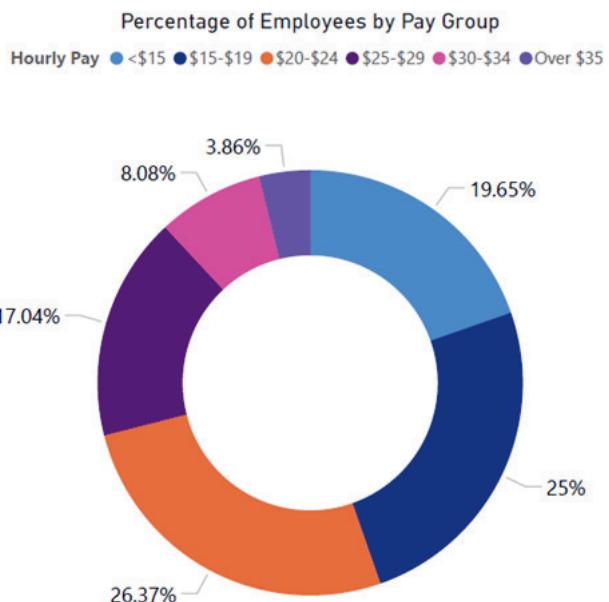
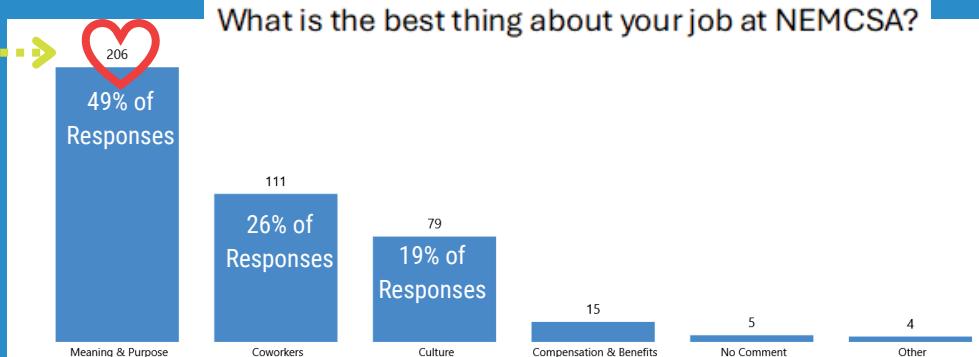
NEMCSA conducted an Employee Satisfaction Survey in 2025 and 486 staff responded.

Overwhelmingly, staff recommend NEMCSA as a great place to work!



When asked "What does NEMCSA do well?", benefits and flexibility are the two strongest categories, while recognition and pay show room for improvement.

At NEMCSA, staff are the heart and soul of our organization, they find meaning in the service they provide and are the biggest asset in the agency.



Pay in the nonprofit world often cannot compete with the for-profit sector. Every five years, NEMCSA completes a wage study to ensure we are compensating staff fairly.

Thank you to our staff!!

# Program Impact AREA AGENCY ON AGING



## SHIP Counselors at an annual training in Alpena this fall.

Medicare is complicated, but you are not alone. The AAA has certified counselors to help in all facets of understanding this complex system. During the Medicare Part D Open Enrollment Period, counselors helped 2,036 Medicare beneficiaries throughout our 12-county service area. It is now time for Medicare Advantage Open Enrollment Period (MA OEP) which is from January 1 to March 31, 2026, for those already in an MA plan to make one switch to another MA plan or back to Original Medicare.

**SHIP**  
State Health Insurance Assistance Program  
Navigating Medicare

## Understanding Your Medicare Options

For many, there are two main ways to receive your Medicare coverage, you choose!

Original Medicare  
Medicare Advantage known as Medicare Part C  
Part A Hospital Insurance  
Part D - Medical Insurance  
Part D - Drug Insurance  
Medigap Plan  
Extra Benefits  
Out of pocket expenses  
You may need to use healthcare providers in the network

Call 1-800-803-7174 for Medicare Help!

**CAREGIVER CORNER**

NEMCSA Region 9 Area Agency on Aging partnered with your local library to provide family caregivers with resources, tools, and information. This space is known as the "Caregiver Corner".

The goal of the Caregiver Corner is to improve the quality of life for those with dementia by educating and supporting their caregivers, increasing access to reliable information, reducing caregiver stress, and helping minimize caregiver burnout by providing a break for caregivers, as their care recipient enjoys the environment of the library.

BOOKS      DEMENTIA TOOLKITS      TEEPA SNOW DVDS      CAREGIVER IPAD

\*ITEMS VARY DEPENDING ON LOCATION.

ASK YOUR LIBRARIAN ABOUT IT TODAY!

FOR MORE INFORMATION [989.358.4667](tel:989.358.4667) [healthyaging@nemcsa.org](mailto:healthyaging@nemcsa.org)

Check this out

### What is MI Options?

MI Options is a program that empowers and provides enhanced information to help individuals make informed decisions and exercise control over long-term care needs by incorporating their personal goals and preferences. The program includes free, unbiased Medicare counseling services through the State Health Insurance Assistance Program and Medicare Improvements for Patients and Providers Act Program, and Person-Centered Options Counseling for adults needing assistance to support their needs for long-term services and supports.

### Medicare Counseling Includes:

- Medicare enrollment assistance.
- Medicare and Medicaid coordination.
- Discussion on cost savings options, like the Medicare Savings Program and the Low-income subsidy, also known as Extra Help.
- Prescription drug coverage options.
- Billing questions.
- Benefits explanation.

Medicare Counseling services are open to any Medicare beneficiary, family member or caregiver who supports them, regardless of income, assets or disability status.

### Person-Centered Options Counseling Includes:

- Exploring the spectrum of long-term care and support options for adults, including home- and community-based services.
- Identifying next steps after a major life event to better understand what services and supports are available.
- Building actionable steps for pursuing options that respect clients' preferences and values.

Person-Centered Options Counseling services are available to any adult, their family members and caregivers who support them, regardless of income, assets or disability status.

With the right foundation from MI Options, individuals can look at the future with confidence and peace of mind. A trained expert can help navigate what kind of care a Michigan resident or their loved one might need as they age, what it will cost, and how to stay at home and maintain independence.

Individuals who would like to schedule an appointment can call 1-800-803-7174.



## Staff Training

Aging Staff had their December training at the Lumber Jack Lodge in W. Branch. The session was on Navigating Difficult Conversations and Behaviors by Jay Johnson, Coeus Creative Group. Of course, there is always a little time for holiday fun as well.

# Program Impact

## EARLY CHILDHOOD SERVICES

On December 18th, Region 5 hosted a Family Cooking Event featuring homemade applesauce. Seventeen families attended the event. Each family received the tools and ingredients needed to prepare their own batch. Participants enjoyed coring, peeling, chopping, measuring, and mixing the ingredients in their mini crockpots. Before leaving, everyone sampled a finished batch of applesauce. Families then took their supplies home to finish cooking and had enough ingredients to make an additional batch.



Tiny helpers, big  
smiles, and warm  
applesauce—  
memories  
simmering with  
every stir.

As President of the Michigan Head Start Association, Tricia Grifka, NEMCSA's Early Childhood Services Director, provides a welcome and introduction for the morning speaker at MHSA's recent winter assembly in Detroit.



# Program Impact

## BRIDGES OF SELF-SUFFICIENCY

### BOSS Program Success Stories

Participants made significant progress in the last couple months, including securing new jobs, advancing in GED studies, and enrolling in education and certification programs. Several individuals achieved major financial and housing milestones such as being approved for new apartments, receiving rental assistance, signing home purchase agreements, and even closing on a home. Others expanded small businesses, increased income, and received technology support for continued learning. The BOSS Program also saw multiple new enrollments, two graduations, and one graduate receiving a special achievement certificate from Michigan Representative Cam Cavitt.

BOSS mentors also hosted a group session on Self-Wellness led by Mary Shulk, Director of Partners in Prevention, with multiple participants attending.



*This project was supported, in whole or in part, by federal award number SLFRF4951 awarded to The State of Michigan by the U.S. Department of the Treasury.*

## COMMUNITY RESOURCES



A NEMCSA Podcast

Twelve Episodes  
Now Available!

**Have ideas or want to join as a guest?**  
Share your suggestions, topics, or feedback by completing the form here:

[Podcast Feedback Form](#)

**The NEMCSA Podcast earned three Spotify honors in 2025:**

- 2025 Fan Fave - rated higher than 75% of all shows..
- 2025 Instant Hit Show - its debut season outperformed 79% of other new releases.
- 2025 Most Shared Show - shared more often than 83% of shows on the platform.

Stay tuned for changes to the podcast in 2026! The team is excited to share what's ahead for the Empower & Strengthen Podcast!



### Community Resource Team Community Engagement & Collaboration

- Ongoing weekly collaboration with IRESA Adult Education, including regular meetings and shared support for BOSS families.
- Participation in the monthly HSCC meetings and ongoing communications.
- Attendance at the Develop Iosco Quarterly Meeting to support regional collaboration and community development.



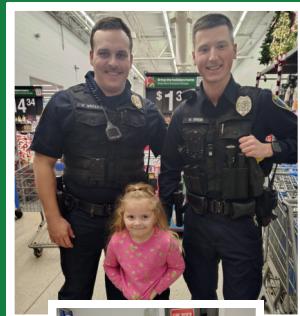
[CRC@NEMCSA.ORG](mailto:CRC@NEMCSA.ORG)



989-358-4757

# Program Impact SCHOOL SUCCESS

The School Success Program teams up with local law enforcement and Walmart of Alpena to host an annual Shop with a Cop event. This initiative provides students with an opportunity for gift giving while fostering a sense of community and promoting safety.



Each year, the School Success Program partners with the Alpena City Police to provide Christmas gifts to a family in need—ones that might otherwise go without. Both the giving and receiving are done anonymously to preserve dignity and spread holiday cheer.



SSP Liaison, Jolene, at Hinks Elementary in Alpena is leading her newspaper group at Hinks Elementary as they plan the next edition of The Fly Times. This student team exemplifies collaboration, empathy, and mutual support through positive, affirming discussions. Jolene's guidance is fostering strong teamwork and a bright future for these students.



Welcome to the Team, Amy Sias!

The School Success Team is thrilled to introduce Amy as the new School Success Liaison at Clara Bolen Elementary in Tawas.

Amy brings an incredible amount of enthusiasm and a warm, caring personality that will undoubtedly make a positive impact on students, families, and staff. Her dedication to supporting student success and building strong relationships aligns perfectly with our mission. Amy's energy and kindness make her an outstanding addition to the team, and we are excited to see the great work she will accomplish in her new role. Please join us in giving Amy a warm welcome as she begins this exciting journey with us!



The PIVOT Students are an inspiring example of teamwork and thoughtfulness. For the birthdays of Jeana, Career Development Coordinator, and Amy, SSP Liaison, these students went above and beyond to make the day special. They prepared a cake, cupcakes, and chocolate-covered strawberries, and even partnered with the Court staff to gather decorations. What makes this gesture even more meaningful is that, despite facing personal challenges, these students demonstrated trust, creativity, and a strong sense of community—qualities nurtured through the remarkable relationships Jeana and Amy have built in the classroom. This moment is a powerful reminder of the impact positive connections have on student success.

# Program Impact

## HOUSING

### Housing Pathways for Young Adults

Jeanelle enrolled in NEMCSA's Youth & Young Adult Program for formerly homeless youth in March 2025, seeking stability and support as she worked toward independence. At enrollment, she faced multiple barriers but was highly motivated to improve her circumstances. Since entering the program, Jeanelle has made significant progress. She obtained her driver's license, secured employment, and moved from transitional housing into a small cabin, marking an important step toward independent living. She recently welcomed the birth of her daughter and successfully secured a two-bedroom home for herself and her child. Jeanelle is also eligible for the Fostering Youth to Independence housing voucher through MSHDA and is currently on the wait list. Jeanelle remains actively engaged in the program and continues working toward self-sufficiency with the support of her case manager. Her journey reflects resilience, determination, and the positive impact of supportive services.



**Congrats Jeanelle!**

### Shelter Diversion Program

From October to January, Shelter Diversion served twenty-seven households. During this time, the program had a 14% 30-day recidivism rate. Expenditures during the performance period supported SDP's central objectives: preventing unnecessary shelter entry, resolving housing crises quickly, using public funds efficiently, and strengthening the homelessness response system through early, flexible intervention. In several cases, modest one-time payments stabilized housing situations and allowed households to remain safely housed, demonstrating the pilot's effectiveness in resolving crises quickly. SDP funds depleted in mid-January and Steps 2 Stability become available on February 1st with already two households on the list to be served.



On Friday, Victoria Purvis, homeless and prevention director at Northeast Michigan Community Service Agency (NEMCSA), is seen addressing the Alpena County Board of Commissioners and providing updates on the homeless crisis in Alpena County.

### Homelessness in Alpena County

The Director of Homeless & Prevention Services, Victoria Purvis, addressed the Alpena County Board of Commissioners during their January meeting, offering an update on the ongoing homelessness crisis as the board considered whether to extend operations for the county's temporary warming shelter. She noted that it may take time for unhoused individuals to learn about the shelter as many of them are sleeping in the woods and probably do not have access to charge their phones.

To read the full story, visit The Alpena News article, ["Alpena County extends shelter dates."](#)

**To find out more about Homeless & Prevention Services, call: 989-358-4678.**

# Program Impact

## FINANCIAL EMPOWERMENT

From October to January, the program had nine homebuyer online education programs successfully completed, 14 prepurchase counseling sessions, and 30 rental counseling sessions. Program staff were able to successfully graduate two individuals from the family self-sufficiency program in addition to successfully introducing one new individual to the program who started in January. Ashley, The Program's Financial

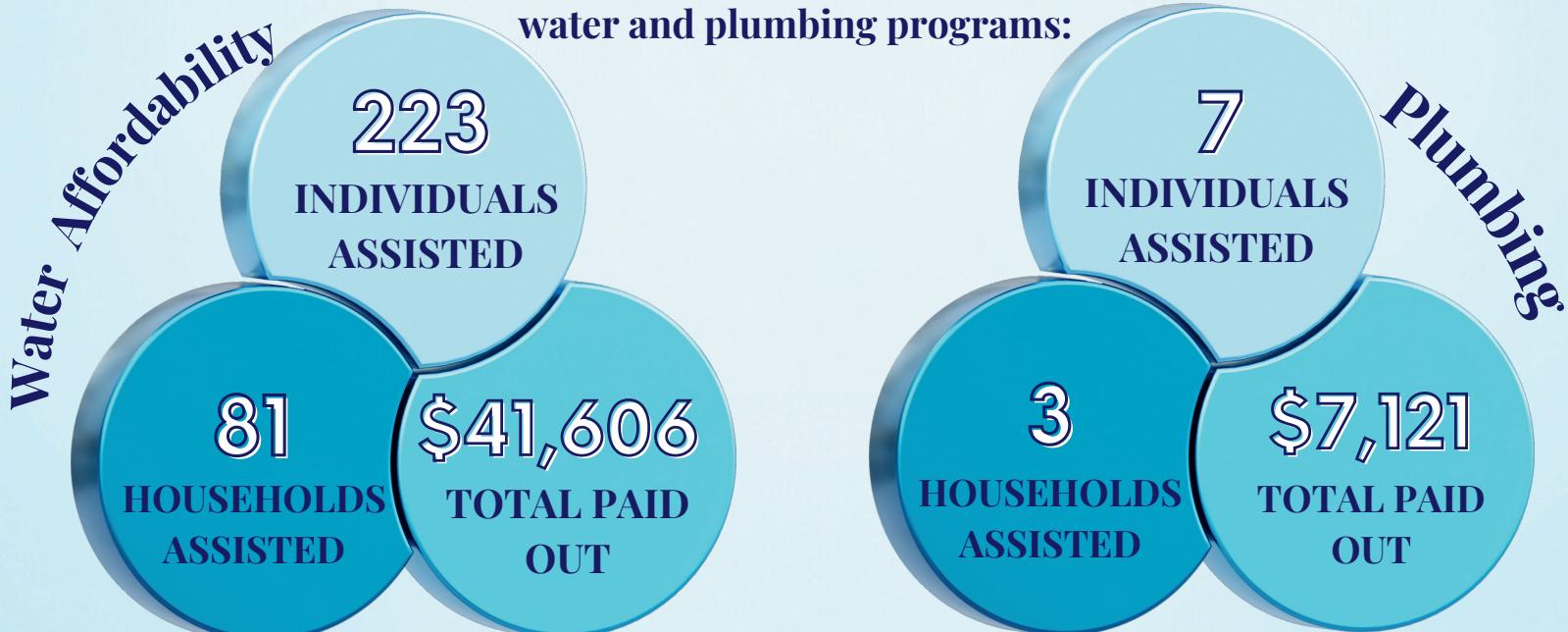
Sustainability Coordinator, was able to attend an inter-governmental meeting to present the financial empowerment and homebuyer education classes to local community leaders. At the end of October, Ashley had the honor of facilitating a financial empowerment meeting for NEMCSA's BOSS Program participants and was able to successfully get four one-on-one counseling sessions out of the six individuals that were in attendance. In December, Ashley was able to attend a housing expo that was put on by Alpena community leaders and during that, she shared what NEMCSA has to offer for first time homebuyers along with doing some outreach with local banks and credit unions. In January, Ashley attended a family fun night with Head

Start and was able to provide resources of all of the housing programs available to families currently in Head Start programs. The program's biggest accomplishment so far has been partnering with the Alpena Jail to start a program that involves three classes within the jail to provide financial empowerment to assist these individuals to successfully re-enter into the communities.

**To find out more about the Financial Empowerment Programs, Call: 989-358-4627.**

## WATER PROGRAM

From October to January, the Water Affordability Program successfully provided the following assistance through both the water and plumbing programs:



**To find out more about the Water Program, Call: 989-358-4675.**

# Program Impact

## RSVP VOLUNTEER PROGRAM



AmeriCorps RSVP Volunteers and members of the communities of Crawford and Roscommon Counties collected toiletry items for the MLK Day of Service project.

Items collected were body soap, toothbrushes/paste, deodorant, shampoo, feminine products, razors and more. These items will be distributed to local food pantries in Crawford and Roscommon Counties and will make a meaningful difference for local families.



## FGP/SCP VOLUNTEER PROGRAM

The Foster Grandparent and Senior Companion programs welcomed new staff member Hayley Kortman as their new Services Coordinator last November. In her short tenure, she has proven herself to be a valued asset to the programs jumping right in and introducing herself to the volunteers and station supervisors during in-person site visits. She enjoys the travel and witnessing the impact of our volunteers firsthand and that's saying something seeing how she's responsible for covering the entire 12-county area. She regularly demonstrates an eagerness to learn and dives into tasks often without the need for direction. She was attracted to the position of FGP/SCP Services Coordinator by a duty to help others and a focus on older adults drawing inspiration from her grandparents of whom she is a part-time caregiver. She has a degree in Criminal History and Forensics and is working on a master's in Applied Behavior Analysis. While a master's degree is not a requirement for her current position, she has dedicated herself to completing her degree while also working full time because she "likes to finish what she starts". Hayley is a Rogers City native who enjoys the fall season for its colors and ability to deer hunt and winter for snowmobiling. Her summer activities include bar league softball and waiting for fall and winter. She currently lives in Alpena with her significant other, Austin and much-loved dog Baily.



Welcome Hayley!



# Weatherization

Weatherization Inspectors and program contractors are currently working in 100 client homes. The program has 111 potential clients waiting on applications and staff are gathering documentation and scheduling home visits and pre-screen inspections on 80 client homes. Staff are excited to announce the program has received more LIHEAP funding from the state and with these numbers, funds are expected to spend out sooner rather than later. Staff are very appreciative of the additional funding and look forward to installing more energy saving and safety measures for clients moving forward.



**Weatherization  
Works**

## *Community Programs Team Bonding*

NEMCSA's Community Programs Team met in December for a much-needed team meeting. Dorothy Pintar, Community Programs Director, wants to personally thank this amazing team for the hard work and dedication they give every day. We would also like to thank our Board for your continued commitment to NEMCSA. Wishing everyone a Happy New Year!



## PACE

The PACE program launched with strong early momentum and high community engagement. Month one referrals are exceeding initial expectations, with additional enrollments already queued for a February 1, 2026 start date. Early data aligns with national trends showing referrals from employees and trusted partners as the most effective enrollment pathway. Strategic partnerships are central to this success, particularly the Business Associate Agreement with MyMichigan and growing collaboration with hospital discharge planners, which is expected to significantly increase appropriate referrals.

