



# EXECUTIVE DIRECTOR'S REPORT

August  
2022

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*"Participating in Leadership Institute has helped me to understand what kind of a leader I am and how best to support the staff that I work with."*

*"I am grateful that I was given this opportunity to strengthen my leadership skills, thank you NEMCSA."*

*"Leadership Institute was an amazing opportunity to learn about myself, my staff, and the Community Action world."*

*"The Leadership Institute provided me with a wealth of information and skills to assist me in becoming a better supervisor."*

*"It strengthened my ability to be a resilient leader as well as gave me many resources to add to my toolbox."*

*"My take away: I especially know how important mentoring can be and giving people confidence to do their best."*

This year NEMCSA had six graduates from the Michigan Community Action Leadership Development Institute. This innovative learning experience is designed for increasing awareness and impact of the role of community action by strengthening leadership in Michigan's Community Action Agencies. Graduates are listed below:

**April Barr-** Area Manager for Early Childhood Services

**Amanda Bergeron-** Food Program Coordinator/B.O.S.S. Facilitator

**Lisa Fluharty-** Area Manager for Early Childhood Services

**Rebecca Mowbray-** Regional Manager for Early Childhood Services

**Jennifer Ordway-** Community Based Care Supervisor

**Rebecca Tousigna-** Community Based Care Supervisor



**Enhancing quality of life by empowering individuals and strengthening communities.**



"Hi, I'm Paige! I am the new Executive Assistant and will be the face that you see when you walk into the doors at NEMCSA headquarters. I was born and raised in Alpena, MI and love it here especially for the fact that we have water all around us. In my free time, I love spending time on the lake and outdoors with my family and friends. One of my favorite hobbies is to craft, which includes creating gifts for family and friends. I am excited and honored to be a team member at NEMCSA and be a part of the amazing things the organization does for the community."

**WE WANT YOU!**

The Northeast Michigan Community Service Agency has ongoing needs for volunteers to serve our communities through fulfilling our mission of "Enhancing quality of life by empowering individuals and strengthening communities." Selfless acts of volunteerism can enhance the quality of life of others and make our communities better places to live.

WHERE CAN YOU SHINE BRIGHT?

**JOIN OUR TEAM AS A VOLUNTEER!**

**Click here to apply today!**

NORTHEAST MICHIGAN COMMUNITY SERVICE AGENCY NEMCSA



Thanks to Huntington Bank and their generous gift of \$50,000 to NEMCSA, more individuals will be given the services and tools they need to succeed.

*"On behalf of Huntington, I want to thank you for the work that NORTHEAST MICHIGAN COMMUNITY SERVICE AGENCY INC does to help improve the quality of life for our communities."*

-Huntington Bank

The School Success Partnership Program is gearing up for back to school in a big way after receiving exciting news from the State of Michigan. With the announcement of an additional \$1,000,000 in funding, we have been working diligently in planning the roll out of expanding programming for truancy reduction. Up to 10 Truancy Intervention Liaisons will be hired to process all truancy letters for our partner school districts and work closely with families identified through the truancy process to help reduce barriers they are facing, help support students getting to and being comfortable at school and ultimately reduce chronic absenteeism and truancy across our service area. Truancy Intervention Liaisons will be joining the team by mid-September.

In addition, School Success Partnership Program is returning to Fairview Community Schools and doubling services with hiring a second School Success Liaison to work with students at Richardson Elementary School in Oscoda. Interviews have already been completed and the next phases of the hiring process have begun with the plan of new liaisons beginning August 18th.

It is now easier than ever to join NEMCSA as a Shine Bright volunteer! You can now fill out our new online volunteer application at: Shine Bright Application. We are always on the lookout for volunteers to assist with various needs and programs. If you just want more information on how you can help call Rick today at 989-358-4637 or email [shinebright@nemcsa.org](mailto:shinebright@nemcsa.org)



All School Success Liaisons will return for the 2022-2023 school year on August 22nd and participate in a full staff meeting for team building, training and program updates before they head out to their partnership school districts for start up meetings, trainings and open houses. We're looking forward to having the team back in our buildings and kick off a big year.

## *Early Childhood*

# PROGRAM IMPACT

Training completed by Head Start Director Tricia Grifka will ultimately benefit children and their families in Northeast Michigan.

Tricia is one of 39 graduates of the 2022 UCLA Head Start Management Fellows Program, an intensive 12-day leadership and management development program, conducted at the UCLA Anderson School of Management in Los Angeles. The program was developed in 1991 to strengthen the management and leadership skills of Head Start administrators and is currently funded by the Head Start National Center on Program and Management and Fiscal Operations.

Throughout the program, fellows are equipped with the tools they will need to effectively lead and deliver developmental services in changing environments, secure funding, efficiently implement programs and network with other Head Start executives across the nation.

### CURRICULUM

The curriculum covers essential management topics and includes the following:

- » Strategic Planning and Implementation
- » Management Effectiveness
- » Group Design and Decision Making
- » Financial Management
- » Data Analysis
- » Cost Accounting
- » Leasing
- » Understanding Data for School Readiness
- » Soft Skills Development
- » Marketing and Public Relations
- » Communication Principles
- » Evaluation and Measurement
- » Decision Making
- » Persuasion and Influence
- » Negotiations
- » Management and Leadership
- » Organizational Design
- » Human Resource Management
- » Board Governance

## Strengthening the Entrepreneurial Management and Leadership Skills of Head Start Executives



*Development & Training*

# POVERTY ACTION TEAM

*Say a little more....*



**NEMCSA Poverty Action Team**

NEMCSA recently sent 12 staff from different agency divisions to poverty education training. The four-day training was provided virtually by Communications Across Barriers and was composed of a two-day Immersion Institute and two-day Coaching Institute. Becoming a more poverty informed workforce aligns with NEMCSA's 2020-2025 Strategic Plan priorities.

The training discussed topics such as types of poverty, its causes, rules, and barriers. Attendees were also prepared to educate on poverty as well as coach those who are in poverty to better outcomes. NEMCSA employee Lori C. from Head Start shares: "The training institute validated that the time we spend with families is so significant for supporting and working with them. We need to work with families and not for families. Partnerships with families makes the difference with the families and in the communities we work in."

Staff who completed the courses came together to form the Poverty Action Team (PAT). The PAT was created to have a poverty informed lens present at NEMCSA. By looking at forms, processes, procedures, and policies utilizing this lens, the PAT will be able to identify any barriers created or unintentional harm that they may cause. All NEMCSA staff are encouraged to bring to the attention of the PAT any unintentional harm and barriers they see throughout the agency and any suggestions for solutions. In addition, the PAT will work to have the topic of poverty included in agency newsletters and meeting agendas so that it remains at the forefront of NEMCSA's work.

*"If you are judging, you cannot connect. If you cannot connect, you cannot communicate. If you cannot communicate, how can you do your job?"*

*Dr. Beegle -See Poverty, Be the Difference*

**What** is the role of the Poverty Action Team?

- Ensuring language is poverty friendly
- Verifying that processes minimize barriers
- Identifying and minimizing unintentional harm
- Evaluating whether strengths approaches are being utilized

**How** do people contact the Poverty Action Team?

Email: [PAT@nemcsa.org](mailto:PAT@nemcsa.org)

**Why "Say a Little More....?"**

Donna Beegle encountered many people throughout the years that had opinions about poverty formed by exposure to the media.

She adopted a practice of encouraging these individuals to **say a little more** when they said something she did not agree with and used these opportunities to educate them.

Our team wants to encourage a culture of **say a little more** to prevent bias and judgement in our organization.

*Community*

# PROGRAM IMPACT



Pictured: Community Program staff with summer intern Meghan Roznowski

**A big thank you to Meghan Roznowski** for her help and talents as her summer internship with our Community Programs comes to an end. Meghan is a Junior at Grand Valley State University majoring in Political Science. She will be graduating a semester early in the winter of 2023. After graduation Meghan would like to move back to the Alpena area and give back to her community by working to make a difference in the lives of the underserved populations.

It was a pleasure having her work in each of the Community Programs and wow, she does amazing, quality work. We are excited to see what she will be doing next and hope she will find her way back to us. We wish her the very best of luck.

**A big Congratulations and thank you to our CARES team** for successfully administering and distributing all our CARES funding. Kristen Thoman, Nicole Hammond and Cheryl Laban worked tirelessly to spend these funds down and utilize all of this funding to meet the needs of our clients. Any CARES funding that was not spent down by August 2022, would have had to be sent back and unused. Our cares team did an amazing job making sure every dollar was spent and administer to families in need and who met the eligibility guidelines. This was no small undertaking. With the closing of the CARES grant all 3 ladies have moved into new positions within NEMCSA continuing to give their time and talents. Great Job to all of you, we are very proud of you! Please refer to the chart on the next page to see approximate amount of funding dollars that were utilized month to month. Also, the chart shows the top 4 highest needs that were supported by this funding. Another noteworthy fun fact is this team was so efficient with this funding you can see that the majority of the funding went to direct assistance for families and only a small percentage went towards salaries.

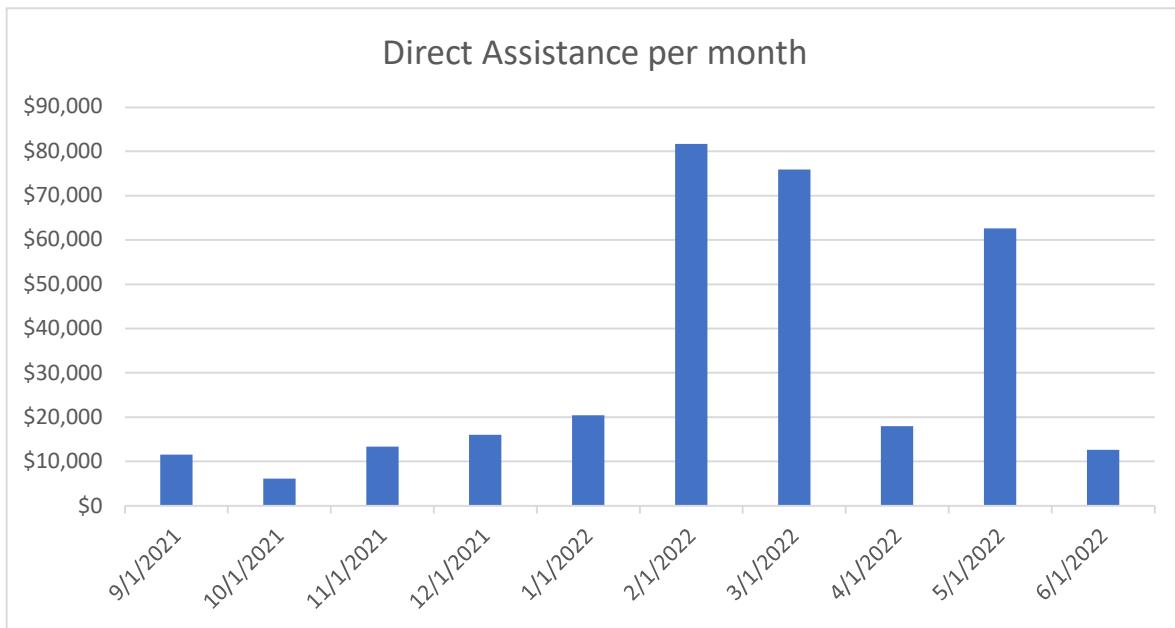
**CONGRATULATIONS to the School Success Partnership Program** for receiving and additional Million dollars from the state budget for FY 23. As you can see by the pie chart provided in this report, funding for the SSP increased from 525,000 to 1,525,000. With this additional funding we will be implementing a new truancy program in each already existing school who has the SSP program and adding an additional district. With this new funding we anticipate hiring 12 additional staff to our program and serving the families an additional 5 week in the summer. This funding through the state is TANF funds (Temporary Assistance for Needy Families) Thank you to everyone who helped advocate for these state dollars and thank you to those who listened.

## CARES Funding 4/1/2020-9/30/2022

**Total Award \$715,048**

Funds spent directly on clients (Direct assistance)	\$472,137.00	66%
Salaries, Trainings, Other staffing costs	\$242,911.00	34%

	End of month	Spent per month	Total Specific Assistance funds spent
Prior to	9/30/2021	\$11,516	\$177,175
	10/31/2021	\$6,136	\$183,075
	11/30/2021	\$13,335	\$195,897
	12/31/2021	\$16,040	\$211,320
	1/31/2022	\$20,440	\$230,974
	2/28/2022	\$81,707	\$309,538
	3/31/2022	\$75,926	\$382,544
	4/30/2022	\$17,986	\$399,838
	5/31/2022	\$62,589	\$460,020
	6/28/2022	\$12,601	\$472,137



### TOP NEEDS MET

**Housing Insecurity \$107K  
Water and Sewer Ass \$105K  
Minor Home repair \$95K  
\*Energy Assistance \$78K**

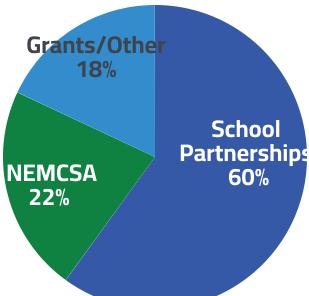
**NEMCSA****School Success Partnership****History of Funding and Expansion**

**SSP has a strong history of partnering with schools and seeking community resources to better serve the youth and families in our community**

**Building a Strong Foundation**  
1991-2014  
**\$0 in State Funding**

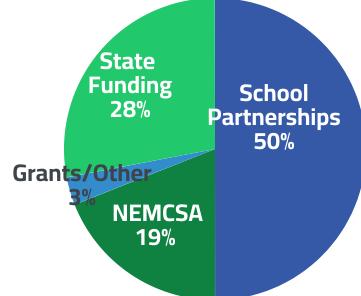
**Growing**  
2014-2019  
**\$300,000-\$525,000 State Funding**

**Surviving**  
2019-2020  
**\$0**  
**\$525,000 State funding vetoed**



Operated in 4 counties

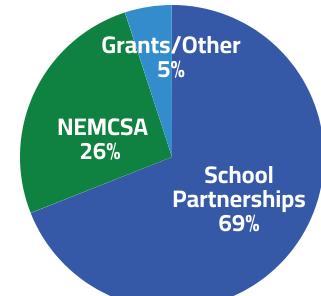
Alpena  
Cheboygan  
Montmorency  
Otsego



Expanded to 7 additional counties

Alcona  
Crawford  
Iosco  
Oscoda  
Ogemaw  
Presque Isle  
Roscommon

Remained strong in original 4 counties  
Alpena  
Cheboygan  
Montmorency  
Otsego



Counties that lost full or partial SSP services

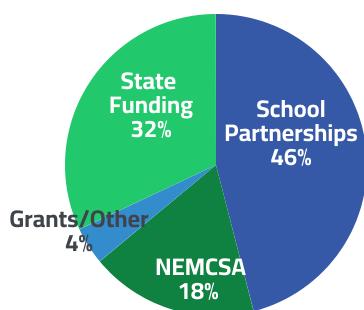
Alpena  
Alcona  
Iosco  
Montmorency  
Oscoda

Total LOSS for the 20-21 School year  
**10 SSP sites**

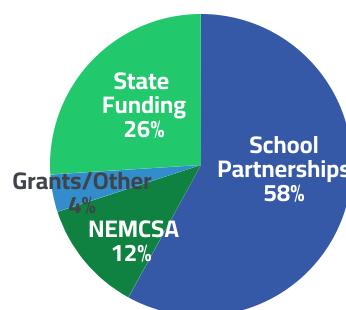
**Rebuilding**  
2020-2021  
**\$525,000**  
**State Funding**

**Thriving**  
2021-2022  
**\$525,000**  
**State Funding**

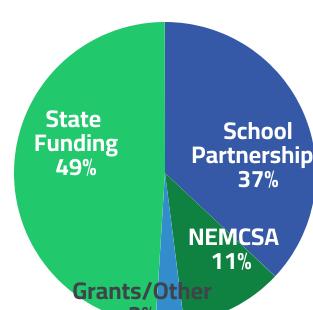
**Expanding Services**  
2022-2023  
**\$1,525,000**  
**State Funding**



Operating in 9 counties  
Alcona  
Alpena  
Cheboygan  
Iosco  
Montmorency  
Ogemaw  
Otsego  
Presque Isle  
Roscommon



Operating in 9 counties  
Alcona  
Alpena  
Cheboygan  
Iosco  
Montmorency  
Ogemaw  
Otsego  
Presque Isle  
Roscommon



Operating in 10 counties  
Alcona  
Alpena  
Cheboygan  
Iosco  
Montmorency  
Oscoda  
Ogemaw  
Otsego  
Presque Isle  
Roscommon

**Restored services to 4 SSP Sites**

**Restored service to 5 SSP sites**  
**Added 6 new SSP sites**

**Created a Truancy Support program - 10 positions**

## Homeless & Prevention

# PROGRAM IMPACT

The Homeless & Prevention team piloted a **Street Outreach program**. We had great success in the program and MSHDA has awarded us \$183,207 to continue the program (an increase of \$ 118,056 from the original allocation). This increase will allow us to employ 2.5 FTE to perform street outreach to the 11 core counties for NEMCSA. Street outreach averages 32 household engagements a month, providing water, food, blankets and other basic needs while sleeping outdoors.

### Expenditures By County: Oct-June



### DID YOU KNOW?

Working at minimum wage

**\$9.87/hr**

Each week you have to work

**62 HOURS**

To afford a modest 1 bedroom rental home  
at Fair Market Rent



Homeless and prevention team met with drug court to address their concerns regarding those exiting jail and rehab. During the meeting, the group also established new procedures to assist Judge Curtis (88th District Court-Alpena) in protecting tenants and landlords with NEMCSA's prevention assistance before processing a Judgment to leave the rental.



### CERA is still open

Emergency Rental Assistance still available! Tenants must have a court order complaint to apply. Contact NEMCSA staff for a secure portal log in to apply today.

- Past due rent
- Past due utility bills
- Mediation and Court costs

## Weatherization

# PROGRAM IMPACT

We have begun the final process to close out our DOE program year 2021. While the year presented some challenges with labor and supply chain issues, our team was able to complete 87 homes and assist 171 people. This was short of goal, but we feel we still made a significant impact in our communities. NEMCSA's WAP still remains solidly among the top producing agencies across the network.

This year has given us glimpse at what lies ahead for the program as the Bi-Partisan Infrastructure funding begins to roll in over the next 5 years. We continue to make strides in increasing our production by meeting with 6 different contractors over the past 4 weeks to add more capacity to our program.

Some more good news, the funding and program approval for the DOE Program Year 22 is in place and projects are continuing without interruption. Next on our list is the closeout of our LIHEAP funding on 9/30/22. We are expected to spend out all our allocated funds. The LIHEAP program has contributed to well over 60 projects and has impacted close to 200 people.

### What happens if I qualify?

Introduction to Weatherization and Client Education

Basic Health and Safety inspection

Testing of appliances for efficiency and safety

Testing of Combustion Appliance Zone for safety

Inspection of the exterior of the home

Inspection of the interior of the home

Blower door test- see below for an example of what this looks like.

### On the Job Site:



Weatherization will install new combination doors in mobile homes as an important energy savings measure and for the security of the homeowner. A combination door is unique to a mobile home and comes as one unit with a storm door factory attached, this unit will help provide a longer lifespan for the entry door once installed. And with this particular housing type we will almost always see the entry doors in a state of deterioration. The doors are often unprotected from the elements and have reached the end of the effective lifespan. It is an important piece of a complete house approach that our weatherization inspectors take when assessing a mobile home for our program.



## Food programs

# PROGRAM IMPACT

NEMCSA Food Programs have been working hard on outreach to reach more individuals in the communities to ensure they are not only aware of the two food programs we offer (CSFP & TEFAP) but also our newly expanded home delivery option to those who cannot make it to distributions. With the help of social media, print, radio and recently Up North Live, the word is getting out! You can view the recent news broadcast on Upnorthlive's website.

### Helping to Supplement the Diets of Low-Income Michiganders



The NEMCSA Food Program's recently established a partnership with Hope Shores Alliance by stocking three of their locations with TEFAP products for their pantries. This will allow quick and easy access to the survivors they serve.

Northeast Michigan Community Service Agency, Inc. TEFAP Surplus Food Distribution Schedule for AUG 2022					
County	City	Distribution Location	Day/Date	Time	
Iosco	Hale	<b>PLAINFIELD TWP COMMUNITY CENTER 415 E MAIN ST HALE MI 48739</b>	MON	8/1/2022	12 -1
Alcona	Lincoln	<b>ALCONA COUNTY C.O.A. 205 CHURCH ST., LINCOLN, MI 48742</b>	MON	8/1/2022	1-2
Oscoda	Mio	<b>MIO SENIOR CENTER (OCCOA) 429 N. MT. TOM RD., MIO, MI 48647</b>	TUES	8/2/2022	8-11
Otsego	Gaylord	<b>OTSEGO UNITED WAY E FIFTH ST GAYLORD MI 49735</b>	TUES	8/9/2022	10:30 - 1
Cheboygan	Chegoygan	<b>BLACK RIVER FULL GOSPEL CHURCH 2732 ORCHARD BEACH RD CHEBOYGAN MI 49721 (FORMERLY BLACK RIVER SCHOOL)</b>	MON	8/8/2022	12-2
Montmorency	Atlanta	<b>ATLANTA SENIOR CTR. 11780 M-33, ATLANTA, MI 49709</b>	WED	8/10/2022	12-2
Montmorency	Hillman	<b>HILLMAN VFW POST #2356 441 S. STATE, HILLMAN, MI 49746</b>	WED	8/10/2022	11:30-1
Presque Isle	Posen	<b>ST CASMIR CHURCH 10075 M-65 POSEN, MI 49776</b>	WED	8/10/2022	12:30-2:00
Presque Isle	Onaway	<b>ONAWAY SENIOR CENTER 4203 LYNN ST., ONAWAY, MI 49765</b>	MON	8/15/2022	9 - 12P.M.
Alpena	Alpena	<b>WORD OF LIFE BAPTIST 1900 N BAGLEY ST ALPENA MI 49707</b>	THURS	8/18/2022	10-12
Arenac	Standish	<b>AMERICAN LEGION 3221 M-76 STANDISH MI 48658</b>	THURS	8/18/2022	3 - 5
Crawford	Grayling	<b>AMERICAN LEGION HALL BUS LOOP 75 GRAYLING MI 49738</b>	THURS	8/18/2022	1 - 2:30

*Volunteer*

# PROGRAM IMPACT

## Recognition Garners Smiles and Laughs in the Drive-thru!

In June, NEMCSA's Retired & Senior Volunteer Program held its summer volunteer recognition event. Once again in an effort to meet everyone where they're at, program staff got creative and held another "drive-thru" style event. Amy and Austin had the chance to meet, chat, and express their gratitude with over 100 RSVP volunteers in eight separate locations across NE Michigan. Volunteers left with gifts, some sweet treats, and smiles!

RSVP volunteers do so much to help build and strengthen their communities. We are extremely grateful for all they do.

Thank you again  
volunteers!



**June was recognition month for the Foster Grandparent and Senior Companions as well!** Events were held in Alpena and West Branch, and we are very grateful to our friends and partners from the Alpena Area Senior Citizens Council and the Ogemaw Commission on Aging for providing our volunteers with to-go lunches and allowing us to use their porticos for shelter from the sun.

Each volunteer drove away with their years of service certificate and pin, a potted Gerber daisy, and a VISA gift card worth \$125. Foster Grandma Donna Mackey was honored for her 19 years of service and 17 years for Clara Gibbs as a Senior Companion. Speaking of milestones, this year celebrates 47 years of sponsorship of the Foster Grandparent Program and 37 years of the Senior Companion Program.

## RSVP Says Goodbye to Services Coordinator



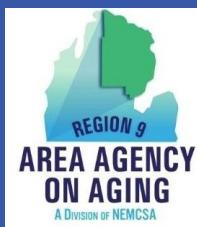
In July, RSVP and NEMCSA staff said goodbye to RSVP Services Coordinator Austin Gates. She has been a huge asset to our volunteer program and has helped to recruit over 50 new volunteers to the program in her short time here. We're sad to see her go, but so happy for her next stage in life. Austin has some exciting things happening in her personal life and has decided to completely retire and start traveling the world. Thank you for helping both RSVP and NEMCSA continue to do great things in our communities Austin!



We all come away from these events awe inspired and energized from the generosity of time and commitment of all our volunteers!

## Area Agency on Aging (AAA)

# PROGRAM IMPACT



## LET'S TALK About Aging

"Let's Talk About Aging" podcast features updates related various scams seen around the region and updates on coming events. Check out the podcast on NEMCSA's website. [www.nemcsa.org](http://www.nemcsa.org).



Have you seen any flyers or Facebook posts from your local Council/Commission on Aging (COA) offering immunization clinics? There are AAA-funded events in coordination with the COAs supported with funds received from the Michigan Department of Community Health.

**Roscommon Kinship Bowling Party:** August 5, 2022, from 4-7 p.m. hosted by Region 9 AAA and funded by the Roscommon County Community Foundation. Free event for Roscommon County grandparents raising grandchildren.

### The August 2022 Caregiver Newsletter is available on the NEMCSA website.

Because of the work Region 9 has undertaken in the realm of caregiver resourced and education, the agency has been invited to participate in two Michigan Health Endowment Fund grant opportunities. Stay tuned as these projects are developed and submitted. Fingers crossed!

### Region 9 MMAP receives 2022 State Award!

Pictured is Ogemaw County MMAP Site Coordinator April Zettel posing with the traveling "Team Award" of Belgium horses fondly named Dale and Clyde.)

At its annual Statewide Awards Ceremony, MMAP Inc. recognized three outstanding AAA Regionals with the 2022 "Team of the Year" award. In a 3-way tie, sharing the accolades with Region 9 are Region 3A and Region 1C.



Also recognized and receiving 2022 Outstanding MMAP Counselor certificates for Region 9 are: Sandy Woods (Crawford County), and Kathy MacArthur (Samaritas/HUD Housing, Alpena). The 2022 Counseling award goes to Karen Meyers (Presque Isle County), and Shelly Olree received the 2022 Rookie of the Year award (Thunder Bay Health Community Health Service, Hillman).

All the webinars below are held from 1:00pm-2:00pm.

### Region 9 Area Agency on Aging Webinars:

#### Healthy Living Webinar Series:

- Aug 19, 2022: Living with Chronic Pain
- September 16, 2022: Managing Stress and Mental Health

#### Caregiver Webinar Series:

- Aug 12, 2022: Navigating Family Dynamics in Caregiving
- September 9, 2022: Dealing with Grief and Loss

#### Elder Abuse, Neglect, and Exploitation Prevention Webinar Series:

Wednesday, August 17, 2022: Basics of Reporting Elder Abuse

### Caregiver News

Over the past year and a half, Region 9 has done a lot of work to develop an online Caregiver Resource Center. Check it out here on NEMCSA's website

