



Annual Report

Fiscal Year 2023

**Enhancing Quality of Life by Empowering
Individuals and Strengthening Communities**

**NEMCSA CELEBRATES
55 YEARS
1968-2023**

**989-358-4600
www.nemcsa.org**



Message from Executive Director/CEO

It is my privilege to present the Fiscal Year 2023 Annual Report of the Northeast Michigan Community Service Agency (NEMCSA). Within these pages, you'll discover the collective impact of our unwavering commitment to combating poverty and empowering individuals across Northeast Michigan.

Throughout this past fiscal year, our dedicated team, alongside our invaluable volunteers and partners, has worked tirelessly to uphold our mission. As we reflect on the milestones and achievements of Fiscal Year 2023, we extend our heartfelt gratitude to you, our supporters, for your continued belief in our shared vision. With your ongoing partnership, we remain committed to building a brighter, more inclusive future for all.

Lisa Bolen

Executive Director/CEO



MISSION

Enhancing quality of life by empowering individuals and strengthening communities.

VISION

Every person is empowered to achieve their fullest potential

VALUES

The four cornerstones of our beliefs and values are dignity, empowering people, diversity and accountability.

Who We Are

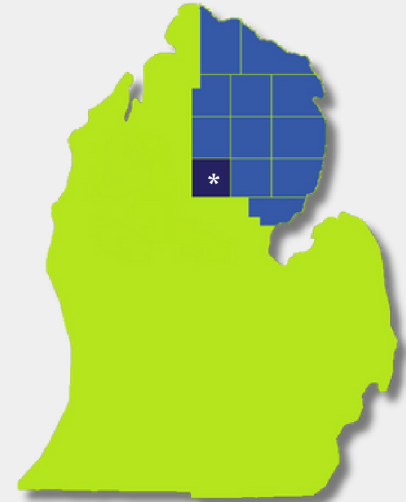
The Northeast Michigan Community Service Agency, Inc. (NEMCSA) is a private, non-profit Community Action Agency, part of a state and national network of Community Action Agencies. The core service area of the agency is 11 Northeast Michigan counties covering 6,300 square miles.

SERVICES PROVIDED

Area Agency on Aging
Bridges of Self-Sufficiency
Care Management
Early Head Start
Family Self-Sufficiency Program
Financial Capability Programs
Food Programs
Foreclosure Services Program
Great Start Readiness Program
Head Start
Homebuyer Education
Homeless and Prevention
Medicaid Waiver
School Success
Volunteer Programs
Weatherization

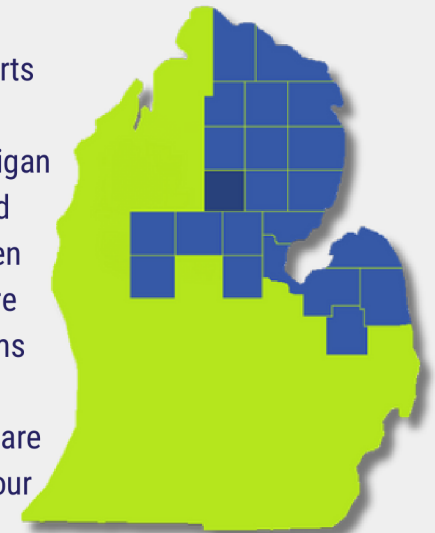
Core Counties:

Alcona
Alpena
Arenac
Cheboygan
Crawford
Iosco
Montmorency
Ogemaw
Oscoda
Otsego
Presque Isle
*Roscommon



*not a core county/
some services provided

NEMCSA supports communities in Northeast Michigan and its extended counties, as seen above, with more than 30 programs and over 700 employees. We are proud to serve our communities.



Board Information

Northeast Michigan Community Service Agency (NEMCSA) is very fortunate to have dedicated individuals from all walks of life serving on our Board of Directors. They include elected officials, business and professional representatives, liaisons from our advisory groups, and consumer representatives. Together, they are a cross-section of the communities we serve and we are grateful for the time and talent they dedicate to improving their communities and the lives of people across northeast Michigan.



NEMCSA is a better, more efficient, and more effective agency because of their service.

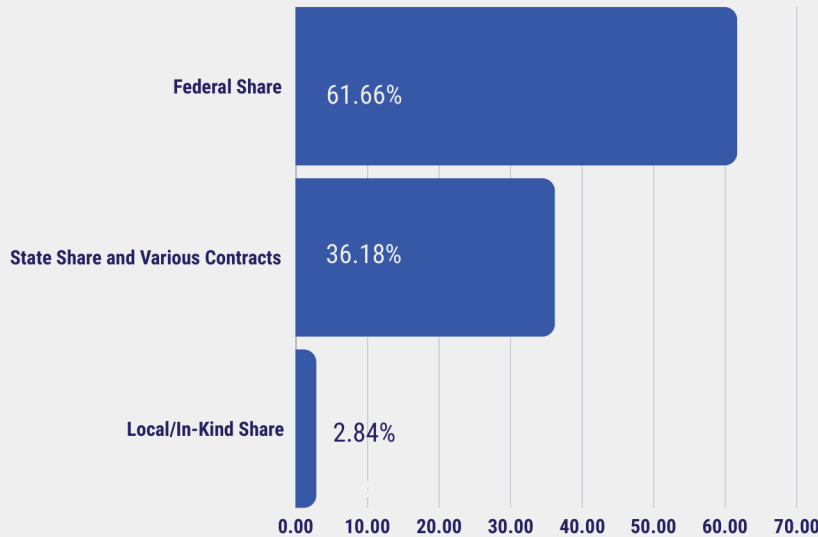
Elected Officials

Terry Small | Alcona
Robin Lalonde | Alpena
Lisa Salgat | Arenac (Secretary)
Richard Sangster | Cheboygan
Dorothy Frederick | Crawford
Duncan Gray | Crawford
Terry Dutcher | Iosco
Lloyd Peltier | Montmorency
Brenda Simmons | Ogemaw
Chuck Varner | Oscoda
Dana Wingo | Otsego
John Chappa | Presque Isle

Consumer/Private Members

Lyn Behnke
Chuck Corwin
Nick Florian
Tammy Frisbie
Jean Garratt
Peter Hennard (President)
Lisa Hilberg
Julie Kendrick
Chelsey Kreil
Sheila Malewska (Treasurer)
Leo Marciniak
John Morrison
Patricia Rondeau (Vice President)
Tina Schumacher
Leisa Sutton
Nathan Weaver
Carol Wenzel

Financial Overview

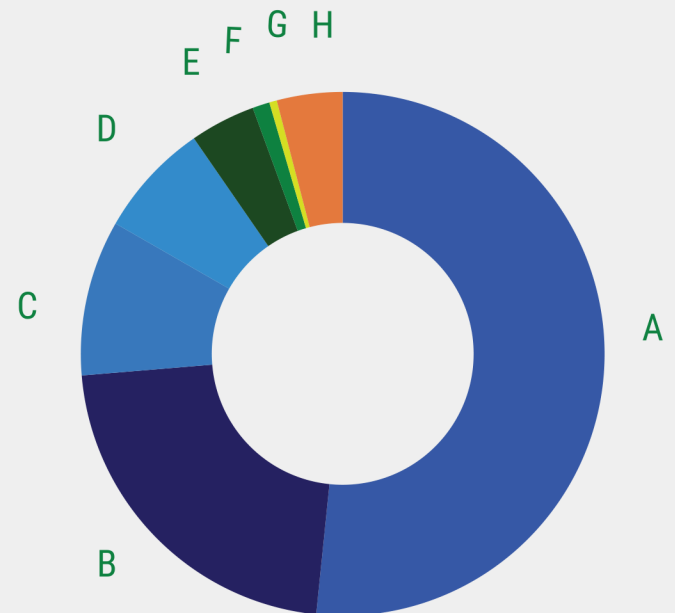


REVENUE

NEMCSA receives funding from federal, state, various contracts and local/in-kind shares. The total budget for fiscal year 2023 was \$65,270,044

EXPENSES

A	EARLY CHILDHOOD SERVICES	\$ 33,533,241	51.38%
B	COMMUNITY BASED CARE	\$ 13,997,647	21.45%
C	COMMUNITY PROGRAMS	\$ 6,091,522	9.33%
D	AGING	\$ 4,890,186	7.49%
E	YOUTH SERVICES	\$ 2,562,038	3.93%
F	VOLUNTEER	\$ 1,326,957	2.03%
G	COMMUNITY DEVELOPMENT	\$ 297,718	0.46%
H	MANAGEMENT & GENERAL	\$ 2,570,735	3.94%



30+

programs available from pregnant moms/families through programs for seniors.

2ND

largest Community Action Agency in the State of Michigan (budget).

96%

of funding goes back to the programs and into our communities.

Services Provided

	ACTION	IMPACT
2,812	CHILDREN RECEIVED SERVICES	77% RECEIVED IN-HOME VISITS
33,160	FOOD BOXES DELIVERED	VALUED AT \$1,823,800
344	HOMELESS ON THE STREETS RECEIVED SUPPORT	140 BOXES OF SUPPLIES DELIVERED
527,129	MEALS PROVIDED TO HOMEBOUND SENIORS	IN 12 COUNTIES
2,000	SENIORS MAINTAINED INDEPENDENT LIVING	HOMEMAKER, PERSONAL, RESPITE CARE
3,760	YOUTH ENHANCED THEIR ACADEMIC CAREERS	1,055 STUDENTS SERVED FORMALLY
154,525	HOURS VOLUNTEERED	VALUED AT \$4,913,879
172	PEOPLE RECEIVED WEATHERIZATION SERVICES	86 HOMES



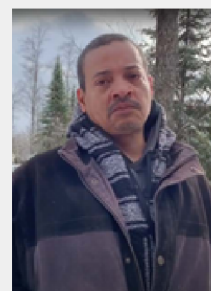
Program Impact

From Homeless to Hopeful: Erik's Journey

In the depths of winter, Erik faced homelessness, sleeping in a makeshift tent with little warmth or comfort. Cooking meals was a daily struggle, relying on scarce, dry, wood for a fire. Separated from his children, Erik's life was filled with challenges and uncertainty.

But with the help of NEMCSA's Homeless and Prevention program, in just four months, Erik's life transformed. Now, in a permanent home, he eagerly welcomes his sons every weekend, reveling in their time together.

With warmth, stability, and renewed hope, Erik's journey embodies the transformative power of our collective efforts. His story is a testament to the impact of providing shelter and support, creating a brighter future for those in need.



Transforming Lives through BOSS

Susan's journey from chronic homelessness to self-sufficiency exemplifies the transformative power of our Bridges of Self-Sufficiency (BOSS) program. Initially homeless and without income, Susan and her grandchildren received crucial support from BOSS mentors. Susan's success highlights the impact of our dedicated mentors and effective program, inspiring us to empower more individuals on their paths to self-sufficiency.

NEMCSA Celebrates Local Volunteers with Festive Appreciation Day, Highlighting Community Contributions

NEMCSA's Foster Grandparent and Senior Companion programs partnered with Losco County's Non-Profit Round Table to honor local volunteers during their Volunteer Appreciation Day. The event featured an afternoon filled with light refreshments, raffle prizes, and live music to celebrate the invaluable contributions of volunteers throughout Losco County.



Exciting Agency Updates

Celebrating Community Impact: NEMCSA's 2023 Achievements and Honors



In 2023, NEMCSA staff engaged with elected officials in Lansing and attended the 2023 Community Action Awards, where clients from the BOSS Program and the Homeless and Prevention Program were honored for their achievements. One volunteer received special recognition for her extraordinary community service in Roscommon and Crawford counties, contributing over 1,700 hours to various organizations. NEMCSA is grateful for the dedication of our staff, clients, and volunteers, whose collective efforts continue to drive our mission forward.

New Early Childhood Center in Tawas City



In fall of 2022 the new center opened which houses three state-of-the-art Head Start and GSRP classrooms, alongside Early Head Start socialization and childcare areas. Additionally, it houses meticulously designed offices and meeting spaces catering to the needs of teachers, supervisors, and classroom support staff. The center's design prioritizes outdoor play areas and showcases a captivating gymnasium, providing an enriching environment for early learners.

Centralizing our educational resources in Tawas not only fosters financial efficiency through reduced utility and mileage expenses but also enhances support structures for our dedicated staff. Moreover, it streamlines the transition process for families and children while amplifying our presence within the community. The opening of the Tawas Early Childhood Center symbolizes our unwavering commitment to early childhood education and sets the stage for transformative impact in the lives of our youngest learners.

TRUALTA ADDED AS NEW RESOURCE

Region 9 Area Agency on Aging (AAA) has partnered with Trualta to bring an expanded pool of resources to caregivers. Trualta is a free, web-based educational tool available for family caregivers that addresses genuine issues, provides in-depth lessons, practical steps, and guided support.

Trualta helps caregivers learn about health issues, care techniques, and ideas for supporting their loved one more confidently at home. This content is available from any computer, tablet, or smart phone and is developed by licensed professionals with content added every month.

To celebrate the new caregiver platform, Region 9 AAA hosted a free Trualta Kick-off party for family caregivers. A trained specialist demonstrated the platform, helped caregivers get registered, and discussed other caregiver resources.



CAREGIVER EMPOWERMENT AND WELLNESS CONFERENCE

Region 9 AAA hosted a Caregiver Empowerment and Wellness Conference in Houghton Lake. Over eighty-six participants attended with nineteen vendor tables.

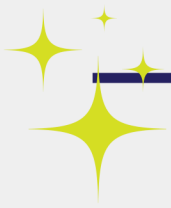
The keynote speaker was Jill Gafner-Livingston who presented on Caregiver Survival. Other topics included Coping with Change, Grief and Loss, Community Resources, and Stress Less for Mindfulness.



EARLY CHILDHOOD SERVICES INSERVICE STAFF TRAINING

Over 340 Early Childhood Services staff convened for the annual In-Service event, a two-day training dedicated to professional development and reconnection. This event is crucial for enhancing the skills and cohesion of the staff, ultimately improving the quality of early childhood education and care provided.





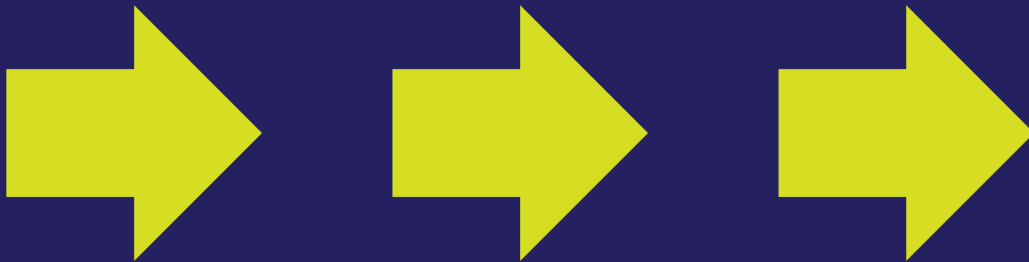
Celebrating NEMCSA!!



For the 2nd consecutive year, NEMCSA was awarded a Top Workplace Award from the Detroit Free Press Top Workplaces Award Program! Workplaces that receive the award are selected based solely on employee feedback gathered through a third-party survey, with more than 70% of NEMCSA staff participating in the survey this year!

This is the fourth time overall NEMCSA has received a Top Workplace Award.

The School Success Partnership Program was honored with the 2023 Governor's Service Award for their outstanding dedication to youth development! The School Success Partnership Program continues to make a BIG impact on school aged children throughout Northeast Michigan.



Contact US!



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