



EXECUTIVE DIRECTOR'S

REPORT June
2022



On May 19th Lisa Bolen, CEO, Dorothy Pintar, Community Programs Director and Frances Ommani, Communication and Development Director, traveled to Lansing for Day at the Capital and to celebrate the 2022 Community Action Awards.

This was the first time since the pandemic that they were able to attend the event in person, allowing the opportunity to meet with several elected officials to provide education about NEMCSA and its many programs.

Day at the Capital 2022

Victoria Purvis, Director of Homeless and Prevention Services and Tarin Presler, Lead Housing Resource Specialist, also joined them at the Capital Building bringing with them Mark Barrett, their client that was being honored as a top client in 2022.

Mark's Story



Struggling through a recent divorce, Mark Barrett found himself homeless, unsure of what to do. His minivan being his only source of protection, he parked on a friend's property while all of his worldly possessions were stashed at a separate location. Five months into his homeless situation a friend suggested that Mark contact NEMCSA for some help. NEMCSA staff were able to help Mark obtain temporary rental housing. Once he was selected for the Housing Choice Voucher, NEMCSA staff and his housing agent worked together to assist him to find an apartment so that he could relocate to a permanent rental.

Mark is now housed in a stable situation with a long-term subsidy assistance of the Housing Choice Voucher in an apartment. He is able to afford rent, utilities, and other bills without worry. Because he is now in a great place financially, and no longer has to worry about a place to live, he wants to give back to the agency that helped him go from crisis to stability by volunteering at NEMCSA, showing thanks for the assistance he received from NEMCSA's Homeless and Prevention Services Program.

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

Suicide Stalks Rural Michigan

Tucked away in the northeast Lower Peninsula, a cluster of sparsely populated Michigan counties is best known to some as a destination for remote camping and prized trout fishing. But this forested landscape is also home to a grim fact of life that's been quietly present for decades — it's the state epicenter of death by suicide.

Oscoda County topped the state in its suicide rate from 2005 to 2020, at 30.6 deaths per 100,000 population, more than twice the state average of 13.2 suicide deaths per 100,000 over those years. Its next-door neighbor, Alcona County, posted the second-highest suicide rate over that period.

These counties have something else in common: By and large, they suffer from a marked shortage of mental health resources, ranging from psychiatrists and psychologists to mental health and substance use disorder counselors.

Article taken from Bridge magazine, May 23, 2022. Read full article at <https://www.bridgemi.com/michigan-health-watch/suicide-stalks-rural-michigan>

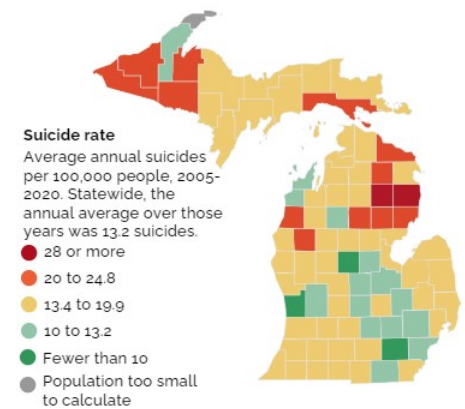
NEMCSA staff has done a great job at the ground level following the lead of the local United Way and the Otsego Community Foundation in helping families.

Thanks to the initiative started in NEMCSA's Early Child Services Division, NEMCSA is teaming up to raise relief funds for families in need who are left in crisis following Friday's Tornado in Gaylord. Through June 6th (Rest of school year for our HS family), NEMCSA will be teaming up to "Dress Down for Gaylord"! During this period we will be collecting donations which will be directly distributed to families devastated by this natural disaster.

Heather Proctor, EHS Assistant Director, will be networking with local designees to distribute funds to families in need, especially our NEMCSA families in either EHS or HS.

Michigan suicide rate by county

Rural counties, many clustered in the northeast Lower Peninsula and western Upper Peninsula, top Michigan's average annual suicide rate from 2005 to 2020.



Source: Centers for Disease Control and Prevention



Photo credit to Mel Kleffer, FB photo

NEMCSA's Shine Bright volunteer program is currently looking for volunteers to help fill critical needs across northeast Michigan.

Interested in finding out where you can Shine Bright with NEMCSA? We are always on the lookout for volunteers to assist with various needs and programs. Have a couple hours to spare 1-2 days a month? We are looking for volunteers in all counties across NE Michigan to help our emergency food programs reach home bound seniors. We have an urgent need for volunteers to deliver boxes of food to recipients that are unable to make it to scheduled distributions sites. No heavy lifting required, just the willingness to deliver a few boxes of food to those in need in your local area. You can now fill out our new online volunteer application at: Shine Bright Application and Rick will reach out to you! Or if you just want more information on how you can help call Rick today at 989-358-4637 or email shinebright@nemcsa.org!

BECOME A NEMCSA SHINE BRIGHT VOLUNTEER!

Advisory Committee, Food Programs, Office Assistant, Outdoor Work, Classroom Helper, Deliveries, Event Organizing, Fundraising, Handyman Work, Much More!

WHERE CAN YOU SHINE BRIGHT?

You have the power to shine bright and help your community become a stronger, safer, healthier place for all to live.

*Early Childhood
Services*

PROGRAM IMPACT



Retirement

Vicki Merrill-Antcliff has announced her retirement after 43 years of service to Head Start children and families. Vicki is currently our Education/Disability Specialist. While she's had many different positions and titles over the years, her enthusiasm for the work stayed constant.

Vicki's contributions to our program will not be forgotten. We wish Vicki well on her next journey!

Focus on Recruitment

Early Childhood Services is going all out to recruit staff and children for Fall 2022. Billboards, transit bus wraps, online job postings, social media, community partners, and local festivals are just a few of the ways we're reaching out to the community.

Want to help? Call Tricia at 989-358-4802 to receive materials to share.



Happy Birthday Head Start!

From sharing information on developmental milestones, facilitating critical health services, and offering job training opportunities, for 57 years Head Start has helped transform the lives of 37 million children and their families nationwide.



PROGRAM IMPACT



Pictured at top right: Bri & Ms. Bruning

As the 2021 – 2022 school year quickly comes to a close, Dorothy Pintar, Community Programs Director and Kristin Berles, Budget Manager are finalizing contracts with partner schools for 22 - 23 school year and School Success Liaisons are ensuring students are meeting their goals, wrapping up group activities, and in addition to being a support in their schools during the very busy last few days of school but are also providing summer connections to services for many students and families who face uncertainty during the summer months.

School Success staff were able to step out of their buildings for a full day of team building May 6th which was truly memorable.

School Success Liaisons build relationships that help break down barriers and recently, Sarah Bruning, School Success Liaison at Hillman Middle/High School, witnessed a student truly come out of her shell with support of Ms. Bruning and the Hillman school community.

Bri has a history of chronic attendance concerns due to anxiety, has faced significant family loss and was a victim of bullying at her previous school. Bri's life experiences have impacted her in such a way that when she first arrived in Hillman, she did not accept any help from anyone. After slowly building a connection with Ms. Bruning, Bri no longer hides in the bathroom until all students are out of the hallway, she has stopped hiding inside of her black hooded sweatshirt and her attendance is improving.

Recently, the Hillman Middle/High School Band had the experience of a lifetime of performing the National Anthem at the Detroit Tigers baseball game which was celebrated as a holiday in Hillman. When Bri mentioned that she wanted to participate in the school field trip to the game, Ms. Bruning and the Hillman school community stepped in to ensure that it would be a successful experience for Bri. All of Bri's expenses for the field trip were covered through donations, including a Tigers jersey to wear to the game. Throughout the field trip, Bri successfully navigated the ball park crowds, ordering her own food and let her beautiful smile shine bright.

"I am so proud of her and all that she has accomplished this year! I look forward to continuing to watch her grow and thrive at Hillman High." – Ms. Bruning, School Success Liaison



Homeless &
Prevention

PROGRAM IMPACT

*Congratulations to our Homeless & Prevention Team on
receiving the 2022 Homeless Awareness Award*



NEMCSA's Homeless Response Team honored by state

By JULIE RIDDLE
News Staff Writer

ALPENA — Fighting homelessness in Northeast Michigan takes determination, empathy, and colleagues as close as family, say advocates recently tapped for a statewide homelessness award.

The Michigan Coalition Against Homelessness recently selected the Homeless Response Team from the Northeast Michigan Community Service Agency, centered in Alpena, as Homeless Awareness Champions for 2022.

It's the first time the organization has included an awareness champions award in its annual recognition of people who fight on behalf of people experiencing homelessness.

The coalition's awards usually go to individuals, but, in the case of NEMCSA's Homeless Response Team, recognition of the whole team was a natural decision, said Victoria Purvis, director of homeless and prevention community programs division for NEMCSA.

The team met around a table at the Alpena NEMCSA office on Thursday.

Over bagged lunches, they talked about the people they help every day from their stations across northern Michigan.

Eagerly they updated their colleagues on a man who'd found a job, a woman they'd helped into a home, another who called to thank one of the team for finding her a home two years ago.

"Aaaaaw," the team said in unison.

One of the smallest teams handling the largest community action agency in the state, the team has to function like family, Purvis said.

Messages and calls fly between workers all day long, keeping tabs on each other's efforts from Alpena to Cheboygan to Grayling

to Tawas City.

They celebrate each other's birthdays and make a fuss over holidays and have each other's backs, providing the support it takes to do a job that exacts a cruel emotional toll, the group said.

The people they help come up against sometimes impossible obstacles, they explained.

They can't get a job because, if they do, they'll lose their benefits but won't earn enough to make ends meet.

They have jobs and enough money to pay rent, but they can't find a place that's vacant.

They can't find a rental that accepts pets, and their dog is their lifeline.

Sometimes, all Homeless Response Team members can do is sit with those struggling people and cry, listening to their pain without being able to fix it, the team said, talking around the table.

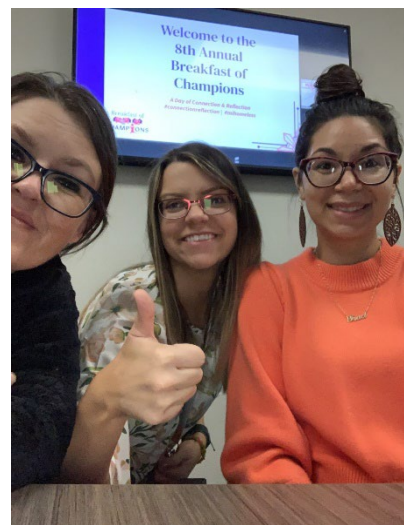
Their work is an ongoing fight to find landlords willing to consider joining a voucher program that helps house people without homes.

It's walking alongside people as they step into a new home, connecting them to the supplies they need to restart and teaching them how to cook, how to manage their money, how to keep homelessness from happening to them again.

Their job, the team said, is becoming the support system many people experiencing homelessness don't have.

For that, to be strong enough for that task, they have to be a family

Honored, see Page 2A



Volunteer

PROGRAM IMPACT



RSVP Holds Fly-In Event for Roscommon Area Veterans- Submitted by Richard Houchin RSVP Project Director

May continued another month of veteran's coffee hours in both Roscommon and Alpena County. However, this month the Roscommon area veterans were treated to a special event! Saturday, May 21st RSVP staff and other local sponsors held their annual Veteran's Fly-In event at the Roscommon County Airport. Over 100 veterans and guests enjoyed live music, delicious food from local food-trucks, and short plane rides over the beautiful region! This fun event is just another way of showing our veteran community how much we appreciate their service to our country!

Recently, RSVP Project Director, Rick Houchin spoke to the Alpena area Kiwanis club about the importance of community building through volunteerism. The lunch time event highlighted areas of critical need throughout northeast Michigan and how community members could take action. In recent months, NEMCSA's volunteer programs have seen a renewed energy for civic engagement as community members want to get more involved in addressing areas of concern in their community. If you are interested in learning how you can help call Rick at 989-358-4637 or email us at rsvp@nemcsa.org.



The Senior Companion Program is in full swing with the last of the volunteer stations returning their volunteers to service following COVID shutdowns. All five Senior Companions presented to orientation at Medilodge of Rogers City the end of April and began service the same day. Pictured from left to right are Senior Companion volunteers Doreen Parish, Mary Rice, Pam Nickel, Garnett Ellis, Gertrude Clark and seated is Helen Eagleson. Regarding her return to service, Pam said "it's great to be back, it's pretty lonely when all you have is your refrigerator and recliner". As for the Medilodge residents, they couldn't wait to return to regular card games and visits with their companions.

It's the time of year when we request program data from our station partners on the effectiveness of our programs and volunteer evaluations. An early response from Wilson Elementary included feedback that Foster Grandma, Janet Callen, assisted all students with academic engagement and the students can express their feelings with Grandma that were only with her allowing them to grow in their social/emotional development. As for Grandma's evaluation, it's no surprise to hear that she does a wonderful job with all the students and helps them reach their potential. -Submitted by Heidi Powers FGP / SCP Project Director



Weatherization

PROGRAM IMPACT

Weatherization Assistance Program (WAP)

As we begin to move into the final month of the DOE Program year our production is continuing to push to the end. It appears we will complete around 105 homes and that will be almost 70% of our goal. Considering the supply chain issues and finding qualified contractors to complete our work, NEMCSA's WAP will again be among the top producing agencies across the network. Thank you to our great team and our dedicated contractors for making it through another challenging year, all the while continuing to serve low-income families throughout Northeast Michigan. We have recently began our work on the 2022-2023 DOE Service Plan and Budget and will be submitting it to the BCAEO for their approval. We have already begun processing new applications through our new streamlined intake system. Our final production number for next year will around 150 homes and we look forward to this exciting next challenge.



Weatherization installs new rigid dryer ducting and vent hoods in almost every single weatherization home. This measure helps ensure the safety of the occupants and reduces the chance of fire in the home. It may seem like a simple item, but dryer related fires are a serious issue. **2,900 home clothes dryer fires are reported each year** and cause an estimated 5 deaths, 100 injuries, and \$35 million in property loss. So, as part of our program's Health and Safety focus, we work to prevent any issues related to dryer venting for the home. A simple but very effective measure provided to our clients.

AFTER WEATHERIZATION:

Below photo taken from <https://www.energy.gov/eere/wap/about-weatherization-assistance-program>



HOMES ARE MORE LIVABLE



SAVES AN AVERAGE OF
\$514 IN OUT-OF-POCKET
MEDICAL EXPENSES



SAVES **\$583** IN PAY PER
YEAR DUE TO FEWER
MISSED DAYS OF WORK

PROGRAM IMPACT

The food program has been busy finalizing details regarding the future of our TEFAP program. We have entered a collaborative partnership with the Food Bank of Eastern Michigan. Through this partnership we will be able to bring more food to our communities and more often! This was a win-win all the way around and both parties are looking forward to this increase of service to those we serve.

Are you in need of home delivery? We are piloting a new home delivery initiative in Alpena, Alcona, and Iosco Counties, with our volunteer program. If you live in Alpena, Alcona or Iosco County and need home delivered commodities, please complete this form by visiting www.nemcsa.org.



There is a community event in Ossineke, which includes 2nd chance pick up of food, COVID test kit give-aways and more on Monday June 13th from 4-6pm



June 2022

S	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	S
			1 Volunteer Services	2 OUM or CERT Volunteers	3	4
5	6 ALCONA Lincoln Senior Ctr. 9:00 - 10:00	7 ALPENA Word of Life 9:00 - 10:30	8 CRAWFORD Otsego 11:30 - 12:00 WOLVERINE 12:45-1:15	9 PRESQUE ISLE Sen. Ctrs. in Onaway 9-10 Rogers City 10:30-11 Posen 11:30-12	10 ARENAC STANDISH Amer. Legion 10:00 - 11:00	11
12	13	14	15 Volunteer Services	16 OUM or CERT Volunteers	17	18
19	20 Montmorency Lew-12-12:30 Atlanta 1-1:30 Hillman 2-2:30	21 OSCODA CO. MIO 10 - 11	22 IOSCO HALE 9 - 10 ET 11 - 11:30 OSC 12:30-1	23 OGEMAW WEST BRANCH 9:30 - 11:00 SKIDWAY 11:30-12	24 CHEBOYGAN SAND RD SEN CTR 10 - 11:00	25
26	27	28 RSVP 10-12	29 Volunteer Services	30 OUM or CERT Volunteers		

The food program staff have continued marketing the programs in a variety of ways including with radio sessions, ads in local newspapers, place-mat placements, community events and the placing of yard signs throughout Northeast Michigan.

NEMCSA's volunteers from the RSVP program have assisted in the placement of these signs throughout multiple counties.



Through the rain RSVP volunteers along with Nemcsa Food Programs Coordinators Tammy Dean and Amanda Bergeron brought smiles to the faces of those in Ogemaw county today with the food distribution last week.

Area Agency on Aging (AAA)

PROGRAM IMPACT



The End of an Era

After 45 years at NEMCSA, Patty Ring, Director of Business/Financial Resources for the Aging Division, is retiring June 3rd. Patty came to the agency straight out of high school and has held a variety of positions. With her start at the front desk, Patty's hard work, superior skills, true grit, and heartfelt dedication to the agency's mission, she grew into her current leadership role all while raising a houseful of boys. Patty has seen a lot of changes in the agency and programs along her journey. She was instrumental in spearheading the implementation of the MI Choice Program and has been a critical force in its success. Her impact is felt in every thread of the Aging Division and she will truly be missed. We wish Patty good health, happiness, and fun with grandchildren and puppies. Congratulations on a job well done!



FUN FACT:

NEMCSA was designated as an Area Agency on Aging in 1974 by the Michigan Aging and Adult Services Agency. As such, it serves the twelve counties of northeast Michigan: Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, and Roscommon. These twelve counties comprise over 6,800 square miles.

Lunch and Learn and Community Forum



Region 9 Area Agency on Aging hosted two events on May 25, 2022, at the NEMCSA office. The events were held in collaboration with the Alzheimer's Association of Michigan Chapter. The first event was a Lunch and Learn for Older Adults and family caregivers. While enjoying a delicious lunch the group was presented with ways to plan for the future and the importance of putting financial plans in place. The second event was a Community Forum. The Community Forum provided an opportunity for our local community to come together to have an open conversation to bolster resources, programs, and services to support family caregivers in our community.

Older Michiganians Day 2022

Region 9 AAA attended Older Michiganians Day on May 11, 2022, at the Capital. It was an advocacy event to spotlight critical areas impacting older adults across Michigan.



Dona Wishart was chosen as one of two recipients of the Older Adult of the Year Award for 2022.



170 Northeast Michigan's residents participated in the Letter Campaign to advocacy on the behalf of Older Adults.



Lorelei King (Michigan Senior Advocates Council Member), Laurie Sauer (Region 9 AAA Director), and Senator Curt VanderWall.

Laurie Sauer (Region 9 AAA Director), and Dona Wishart (Otsego County Commission on Aging, Executive Director)

SERVICES PROVIDED

Early Childhood Services

1,157
children
received early
childhood
services

School Success Partnership Program

2,268
youth enhanced
their academic
careers

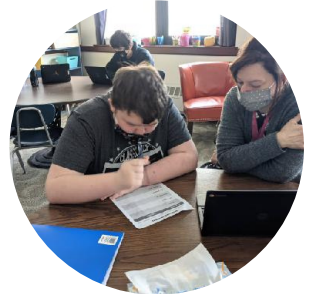


487,122
hours were
donated back to
programs

Community Programs

25,798
hours were
donated back to
programs

179
homes experienced
improved energy
efficiencies



46
individuals assisted
through the Kinship
Program

Homeless & Prevention Services

272
homeless
individuals
sheltered

2,339
seniors maintained
independent living
and remained in
their homes

Senior Services

509,159
meals provided to
homebound seniors



Annually, NEMCSA serves thousands of families in Northeast Michigan and extended counties through various programs and services.

PROGRAM IMPACT



Cyber-Security Training

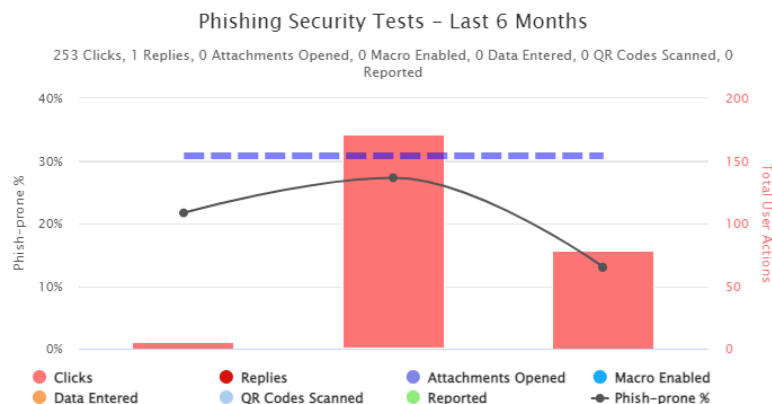
Recently, NEMCSA contracted with a well-known security training provider, KnowBe4. Utilizing KnowBe4's platform staff are familiarizing themselves with cybersecurity. To date NEMCSA has sent out two phishing campaigns to staff. Also, an agency-wide comprehensive training has been implemented.

The software allows for new staff to be automatically enrolled in the comprehensive training. Since implementation a month ago, approximately 83% of staff have completed the training. Feedback from staff has been very positive and nearly all staff reported finding the training valuable.

The platform is also being utilized to send a weekly cybersecurity article helping to keep security concerns fresh in the minds of staff.

Agency staff seem to be doing a better job of recognizing the internal phishing attempts and fewer of them are falling victim to the attacks. As an agency, we are doing better than our industry average.

Phishing



Industry Benchmark Data ?

Account Average Phish-prone %	20.8%
Last Campaign Phish-prone %	11.6%
Industry Phish-prone %	30.8%

Industry	Nonprofit
Organization Size	Medium (250-1000)
Program Maturity	Baseline

Thank you

For sharing the Community Needs Assessment

With your help, we received nearly 750 responses to our Community Needs Assessment survey.

Data is currently being aggregated and analyzed. More information will be shared in the future.