

EMPOWERING PEOPLE.

Enhancing Lives.



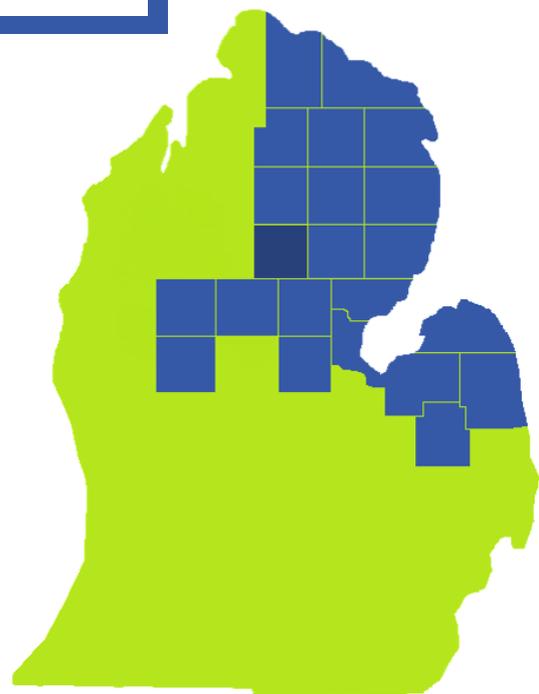
ANNUAL REPORT 2020

10/1/2019 - 9/30/2020



ABOUT US

Northeast Michigan Community Service Agency, Inc. (NEMCSA) is on the frontlines everyday to mitigate the effects of poverty in northeast Michigan and beyond. NEMCSA is your Community Action Agency, and as catalysts in the communities, we are leading the charge to provide solutions to improve quality of life.



MESSAGE FROM EXECUTIVE DIRECTOR/CEO

Dignity. Empowerment. Diversity. Accountability. These are the values that guide our work to fight poverty. 2020 was a year that profoundly demonstrated these values at work. We added new programs and initiatives to support and link families to resources. Effectively fighting poverty takes support from the entire community.

NEMCSA would like to thank all our partners, volunteers, friends and especially our staff who contribute their talents, ideas, and more to advance our work in empowering people to live enhanced lives.

OUR MISSION

Enhancing quality of life by empowering individuals and strengthening communities.

OUR BOARD/LEADERSHIP

PRIVATE MEMBERS

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Carol Wenzel
Rose Walsh
Nick Florian
Kathleen Vichunas
Pete Hennard (President)
Lyn Behnke
Jean Garratt
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Dave Karschnick | Alpena
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Kenneth Glasser (Treasurer) | Otsego
John Chappa | Presque Isle

NEMCSA EXECUTIVE DIRECTOR/CEO

Lisa Bolen

CONSUMER REPRESENTATIVES

Jessica Volmering
Tina Schumacher
Patricia Rondeau (Vice President)
Corleen Proulx
Leo Marciniak
Madeline Hibner

OUR TEAM

A total of **916** people have been employed by NEMCSA from October 1, 2019 to September 30, 2020. The turnover this year was higher than usual due to the impact of COVID-19. In the end of September, 2020, the organization employed **738** employees.

Training is a high priority for NEMCSA. A total of **29,087** hours of agency staff participated in capacity building activities collectively throughout the organization.





Early
Childhood
Services

3,173

youth enhanced their
academic careers.

2,788

children received
early childhood
services.

School Success
Partnership
Program



185,693

hours were donated
back to programs

Central Intake
and
Client Services



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

7,234

households received
food boxes

Homeless
and Prevention
Programs

768

people maintained
housing



629,152

meals were provided to
senior and homebound
individuals

12,458

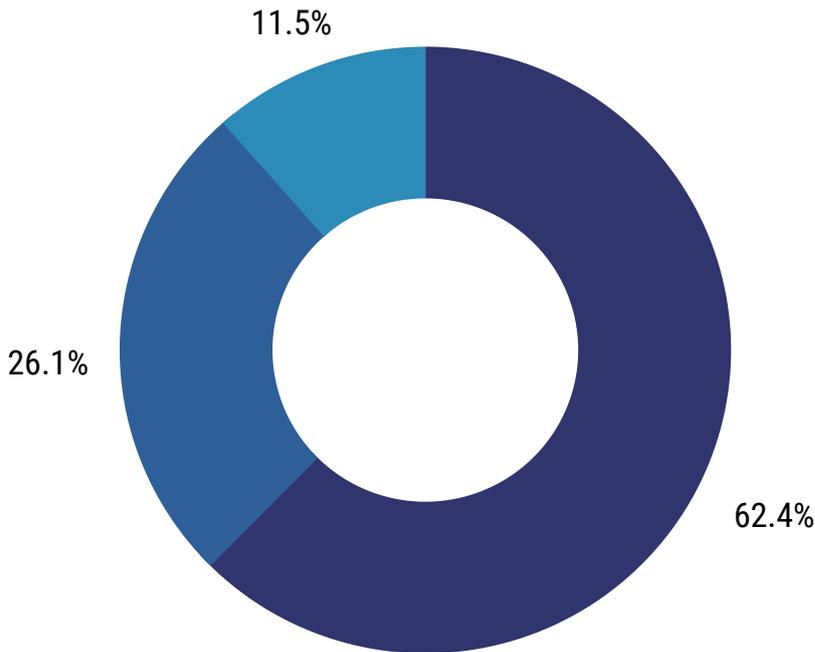
seniors maintained
independent living

Senior Services



FINANCIAL OVERVIEW

REVENUE PERCENTAGE BY SOURCE



Federal Share

\$35,184,610 (62.4%)

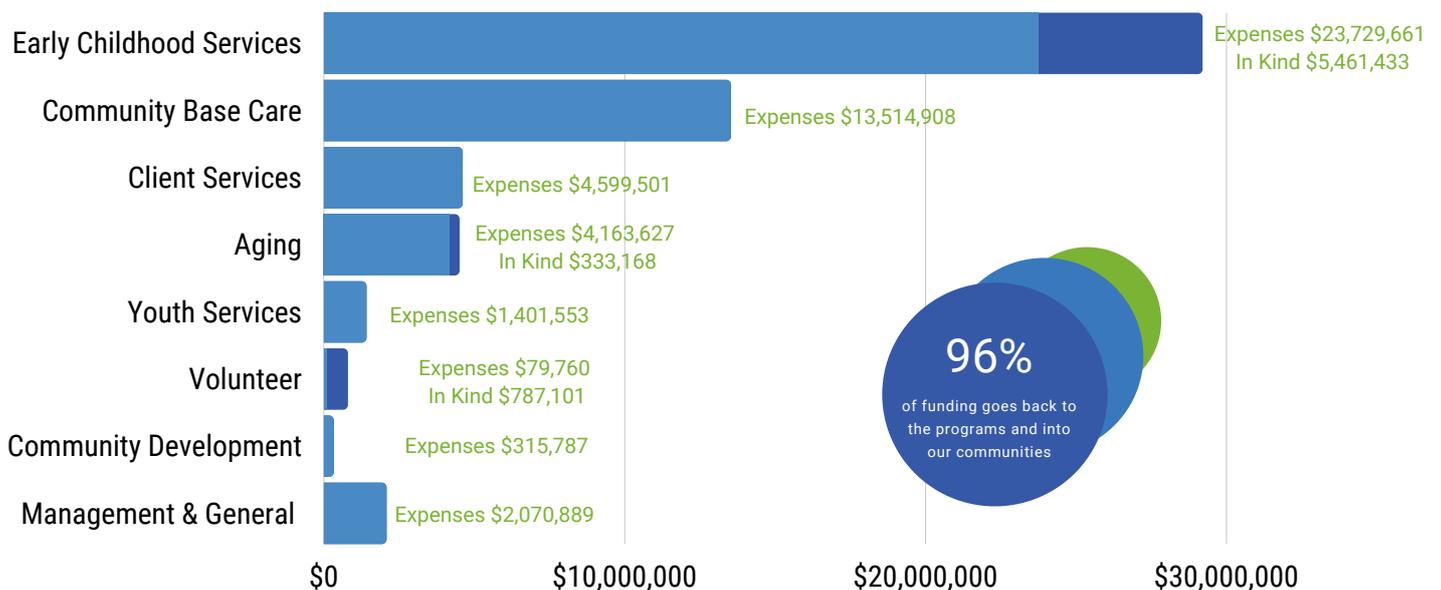
State Share and Various Contracts

\$14,691,076 (26.1%)

Local/In-kind Share

\$6,501,942 (11.5%)

LIST OF DIVISIONS



PROGRAM IMPACT

Each year NEMCSA makes an impact on those that they serve. 2020 is no different. Below are two stories that highlight NEMCSA's mission of empowering individuals and strengthening communities.

MEET BRITTNEY

Parenthood is hard enough, imagine living in a homeless shelter, not knowing where your newborn baby will sleep. Fortunately, NEMCSA was able to secure the family a four bedroom rental to come home to after the birth of the family's newest addition – Julian. With a safe and clean home, both Mom and Julian are thriving and look forward to their future as a family.



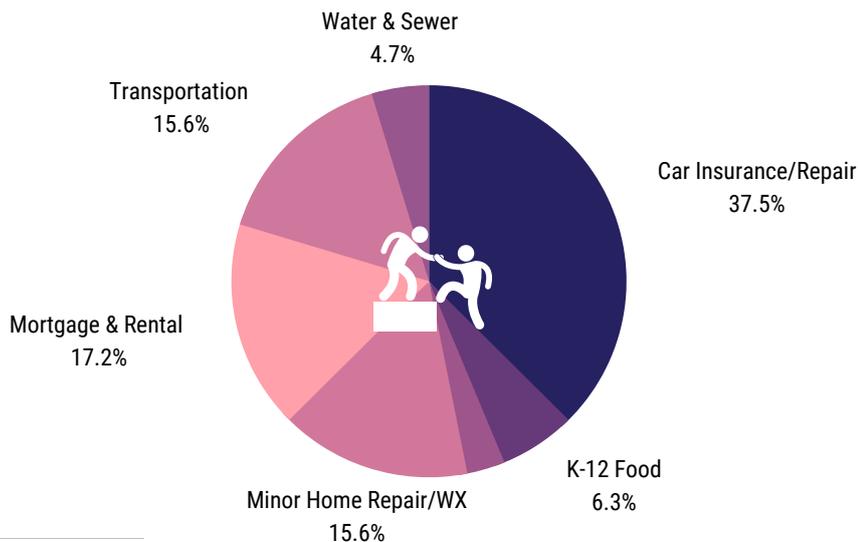
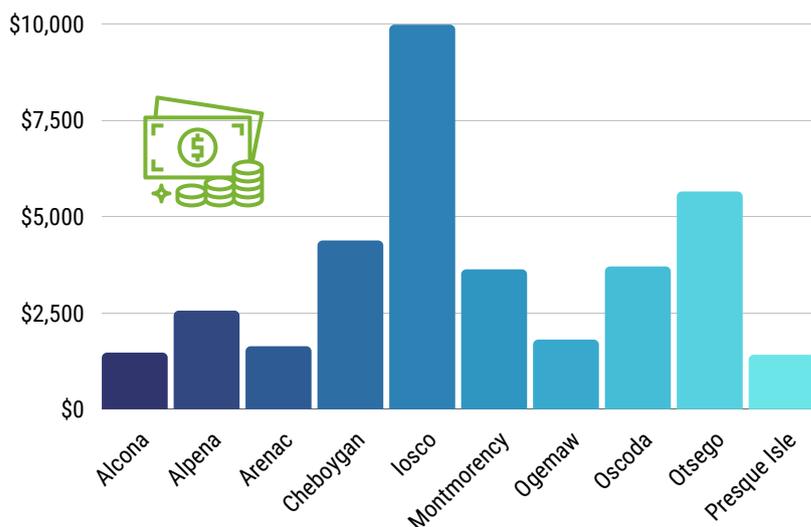
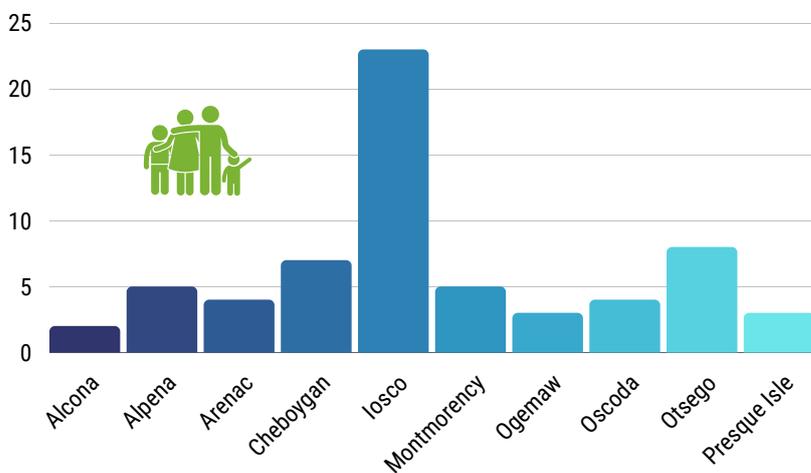
MEET KEN

Ken was living in a homeless shelter when he first connected with NEMCSA. NEMCSA's Housing and Financial Assistance program staff were able to provide Ken the opportunity to move into a rental home. After receiving a voucher from MSHDA, he enrolled in the Family Self-Sufficiency program (FSS). He soon gained employment, and with his newly earned income, Ken worked with the financial program to pay off his debt and raise his credit score while building his escrow account. Ken proudly graduated from the FSS program with over \$10,000 in his escrow account which he will use to put a down payment on a new home.



CARES RELIEF & RECOVERY SERVICES

Northeast Michigan residents are facing unprecedented challenges due to the COVID-19 pandemic.



In order to respond to the immediate needs of Northeast Michigan residents, NEMCSA implemented C.A.R.E.S. Coronavirus Aid, Relief and Economic Security Services.

Sixty-four request were made through September 30, 2020, with over \$36,000 of assistance provided in NE Michigan.



EMPOWERING
PEOPLE.

How can I help?

Help Us Help Our Community

Donate.

nemcsa.org/get-involved/donate

Volunteer.

nemcsa.org/get-involved/volunteer-today/

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