

# EXECUTIVE DIRECTOR'S REPORT

February  
2022

## FREE COVID TEST DISTRIBUTIONS

Last month NEMCSA was one of the several Community Action Agencies across the state to receive free COVID tests kits and Kn95 masks to be distributed throughout local communities.



The pictures below were at our CSFP food distribution at Hale/Plainfield Township at last Wednesday. At 9 in the morning it was minus 8 degrees.



Enhancing quality of life by  
empowering individuals and  
strengthening communities.

This has been another challenging year, no doubt. While I had hoped we would emerge from the grips of the pandemic, the world continues to present new, steep challenges along the way. Those challenges also deeply affect the staff and the individuals we serve. I have seen our staff, especially our leaders, prove their resilience and rise to these challenges again and again. There is no doubt in my mind that we will emerge from the pandemic stronger, smarter and more efficient than we've ever been. Moreover, NEMCSA's heart for service glows brighter than its ever been. I am proud of this organization and all we've accomplished - amidst incredible circumstances. I applaud the staff for their resilience and commitment to the work.

Lisa Bolen,

Executive  
Director/  
CEO



Hello! My name is Tracey Wood and I joined NEMCSA the first part of December as a Fund Development Coordinator/Grant Writer. Before joining the NEMCSA team I worked over 18 years in local public health performing a variety of duties – some of which included grant writing, emergency planning, performance management, strategic planning, public information, and some facility inspections. For NEMCSA, I will be helping in the process of writing grants, scouting for grants, assisting in reports, and projects. I am also a member of the Health and Safety Committee.

I currently reside in West Branch with my husband and two sons. In my time away from work, I enjoy spending time with my family. My sons are involved in a variety of sports including football, hockey, baseball and golf - which keeps me busy! I also enjoy camping, the beach, golfing, and as I recently discovered during the pandemic, reading. I graduated from Central Michigan University (Fire Up Chips!) with a Bachelor's in Public Health Education and a minor in Communications. I also have a Master's in Health Administration. My life motto would be to never take yourself too seriously, you may just be the funniest person you know!

I am excited to be a part of the NEMCSA team and look forward to working to enhance, empower, and strengthen those living in Northeast Michigan!

## Meet Tracey, NEMCSA's Development Coordinator/Grant Writer.



Central Intake Staff- have had a busy start to their New Year. With over 3700 calls logged in December and January, we are eager and working hard- continuing to serve our communities in a timely and efficient manner.

## Exciting news! There are two new programs available under the CARES funding.

**Energy Fuel Program-** This assists clients with propane fills and firewood.

**Property Tax Assistance-** Assists with past due property taxes.

Funding also remains for the remaining programs that fall under the CARES.



Home Repair



Rent & Mortgage



call  
989-358-4700



email  
central-intake@nemcsa.org



visit  
nemcsa.org/services/cares



Water & Sewer



Funeral



School Based



Transportation



Car Insurance & Repair

# in Household	Monthly Gross Income Limit	Yearly Gross Income Limit
1	\$2,147	\$25,760
2	\$2,903	\$34,840
3	\$3,660	\$43,920
4	\$4,417	\$53,000
5	\$5,173	\$62,080
6	\$5,930	\$71,160
7	\$6,687	\$80,240
8	\$7,443	\$89,320



# FY 21 ROMA Highlights

The COVID-19 Pandemic dramatically impacted services for the year at NEMCSA. However, staff prevailed and worked tirelessly to make sure the needs of clients and communities were met.

The weatherization program installed enough insulation in local homes to cover 2.5 football fields with 8" thick insulation.

487,122  
hours of volunteer  
time were donated -  
valued at \$13,902,462

73% of the indicators  
that were exceeded or  
below the estimate,  
were due to the impact  
of Covid.

**272 Homeless  
individuals were  
sheltered**

Additional COVID  
funding resulted in a  
253% increase in  
individuals receiving  
emergency Motel  
Vouchers

## Clients were Satisfied

93.96% of clients reported they received "excellent" or "good" customer service while 98.49% felt they were treated with dignity and respect by staff.

## Home Delivered Meals

509,159 Meals  
Delivered to 3,212 individuals

We saved each  
participant over  
\$1,987.50 in food  
expenses for the year.



We filled 63,645 tables  
with 8 people per table



## The most recent strategic plan includes Target 3: Streamline and Embed Consistent Processes and Services Within the Agency

One of the Actions identified to meet this target was to *Educate staff on process improvement, mapping and LEAN.*

### Target 3: Streamline and Embed Consistent Processes and Services Within the Agency

#### Strategy:

*Optimize our workflows to increase efficiency and increase customer interface time across the agency.*

#### Actions:

1. Secure leader buy-in to continuous improvement.
2. Identify technology bottlenecks that impact Finance and HR and implement improvements.
3. Identify and train a process mapping person in each department as a champion and key driver working with peers across the agency using a standard consistent mapping process.
4. Educate staff on process improvement, mapping, and LEAN.
5. Map processes, assess gaps, and implement solutions at an all-agency and department level.

#### Measurements of Success:

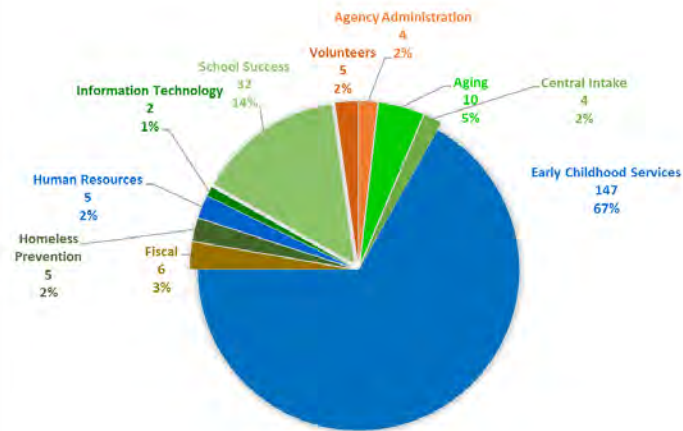
- Improved employee satisfaction scores.
- Improved employee retention scores.
- Improved client experience.
- Increase in number of grants pursued.

After evaluating three options, the agency decided to partner with GoLeanSixSigma.com to provide this process improvement training to our staff. To date more than 220 staff throughout every division of NEMCSA have been enrolled in this training.

**31% of NEMCSA's workforce or 220 employees have enrolled in Lean Six Sigma training.**



TOTAL ENROLLED IN LEAN SIX SIGMA TRAINING BY AGENCY DIVISION



The Lean Six Sigma methodology uses the DMAIC process to identify opportunities for improvement within a process. The acronym DMAIC stands for Define, Measure, Analyze, Improve and Control. Each step in the process is important in ensuring that the root causes of the problem are identified and corrected to ensure lasting improvement.



## Below is an example of root cause analysis using the Five Whys taught in Lean Six Sigma

Problem: One of the monuments in Washington D.C. is deteriorating.

Why #1 – Why is the monument deteriorating?

Because harsh chemicals are frequently used to clean the monument.

Why #2 – Why are harsh chemicals needed?

To clean off the large number of bird droppings on the monument.

Why #3 – Why are there a large number of bird droppings on the monument?

Because the large population of spiders in and around the monument are a food source to the local birds

Why #4 – Why is there a large population of spiders in and around the monument?

Because vast swarms of insects, on which the spiders feed, are drawn to the monument at dusk.

Why #5 – Why are swarms of insects drawn to the monument at dusk?

Because the lighting of the monument in the evening attracts the local insects.

Solution: Change how the monument is illuminated in the evening to prevent attraction of swarming insects.



## Early Childhood Services

# PROGRAM IMPACT



Thanks to the Salvation Army in Midland, many Head Start families were able to receive gifts for their families. The Sharing Tree at Christmas time is a wonderful way to help those in need.

On January 26th, Tricia Grifka, Early Childhood Services Director, met with staffers for several Representatives, including Congressman Dan Kildee, Congressman Peter Meijer, and Congresswoman Brenda Lawrence. Along with her colleagues from other Head Start programs in Michigan, Tricia outlined Head Start programs' current needs and challenges: workforce, inflation, and child trauma/mental health. As the country is still under a Continuing Resolution for the fiscal year 2022, appropriations were discussed that would assist Head Start in addressing our challenges. Legislators were invited to visit programs when it's safe to do so. Several other Michigan members of Congress are scheduling meetings with Head Start to occur soon.



Pictured: Tera Keller (Area Manager), Brandi Elder (Teacher), Terri Ciaciuch (Family Service Coordinator)

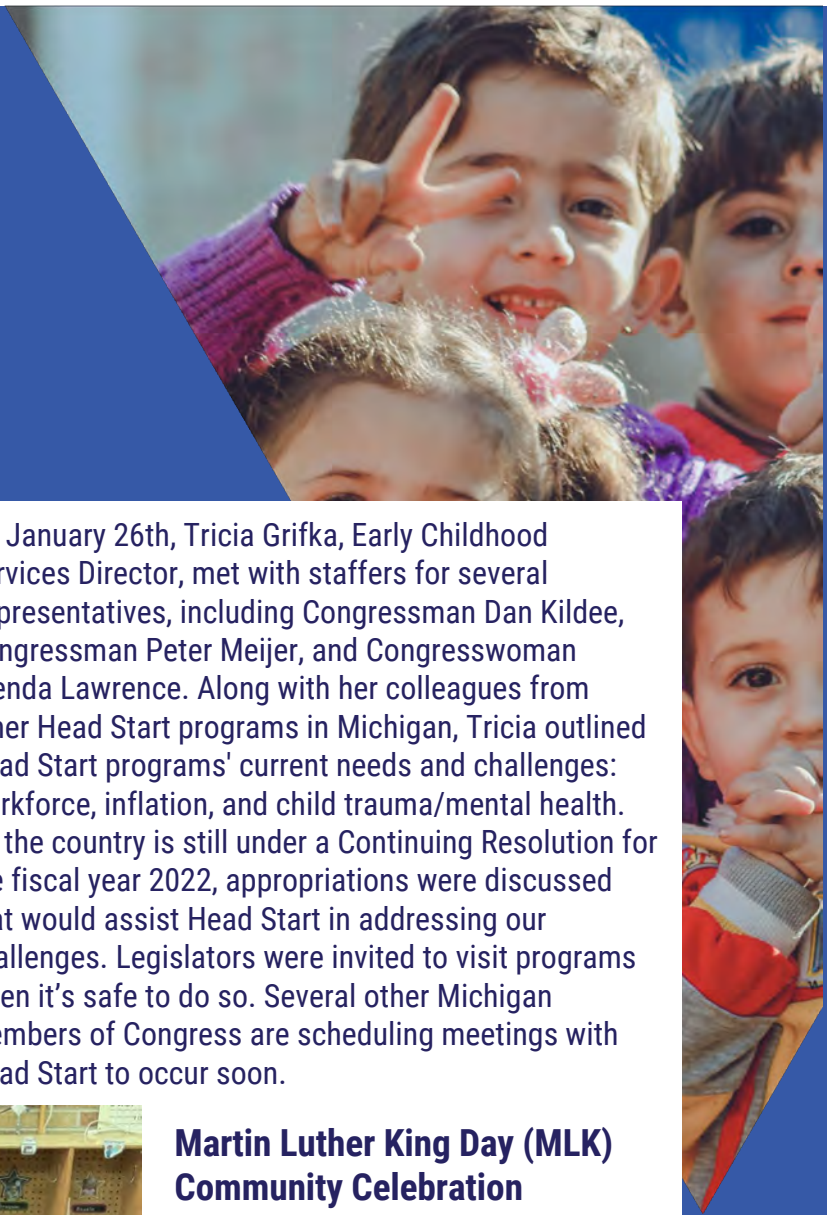
***"We feel very thankful for the community collaboration between United Way, Bay Arenac ISD, Bay City Noon Optimist, Kiwanis and the Bayfield Assisted Living. We love the opportunity to encourage our students to talk about racial equity with their families using the materials provided in celebration of Martin Luther King Jr. Day."***

-John Vincent, Head Start Regional Manager

## Martin Luther King Day (MLK) Community Celebration

NEMCSA Head Start collaborated with with BAISD/Great Start, United Way, Bay City Noon Optimist, Kiwanis, and the Bayfield Assisted Living center for MLK day. United Way, Bay City Noon Optimist, Kiwanis, and BAISD all pooled together funds to purchase a book, journal, art materials, kindness calendar, totes, and bookmarks for residents at the Bayfield Assisted Living center to assemble, and then provide to all our students in both Bay and Arenac county (not just GSRP). There were over 220 bags distributed to the center!

All of the materials follow the theme of MLK and will encourage families to have conversations about racial equality with each other.





## Community Programs

# PROGRAM IMPACT



Recently NEMCSA's Shine Bright volunteer program partnered with Huntington Bank to help better serve the communities of northeast Michigan. With branches across the region, Huntington Bank employees are on the search for ways to serve those in their community. We didn't waste any time taking advantage of their eagerness to serve. Recently, Huntington volunteers could be seen helping pass out boxes of food and free COVID test kits at distributions in Grayling, Gaylord, and Iosco and Oscoda counties. Plus, they've already committed to serving at numerous quarterly food distributions in the month of February. Interested in finding out where you can Shine Bright with NEMCSA? Call Rick at 989-358-4637 or email [shinebright@nemcsa.org](mailto:shinebright@nemcsa.org)!

### Submitted by Dorothy Pintar, Community Programs Director

The community program leaders continue to forge ahead with essential collaboration with one another. Meeting and brainstorming monthly proves to be very effective as shown by newly created processes that best serve our NEMCSA communities. Strong partnerships between programs allows sharing of the highest needs within each program creating more necessary collaboration within our own agency. This group strives to achieve NEMCSA'S mission and purpose. "Enhancing quality of life by empowering individuals and strengthening communities"

#### Photo:

Rick Houchin-RSVP/Shine Bright Project Director  
Norm Apsey-Warehouse Operations Supervisor  
Pete M.-RSVP- volunteer

On January 11, 2022 volunteers and staff helped Pass out Covid-19 ANTIGEN self- test kits to staff and community.



*Volunteer*

# PROGRAM IMPACT

## **Foster Grandparent and Senior Companion Programs and NEMCSA's Mission**

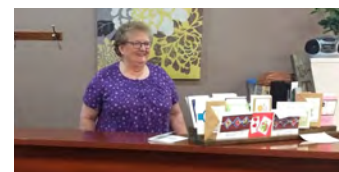
NEMCSA's mission of "Enhancing quality of life by empowering individuals and strengthening communities" has been front and center in January as program staff have interacted with our volunteers and partners.

A case in point is our collaboration with Surline Elementary School in West Branch where a married couple had been serving as Foster Grandparents. Had, as in Grandpa Ron passed away in November. Needless to say, Grandma Carol is facing an indescribable adjustment living without her lifelong partner and is struggling with adjusting to the loss of income that comes with his passing. Her struggles came to light as program staff were coordinating with the school counselor, Mrs. Gillett, to reengage Carol in service. Mrs. Gillett was making it a priority to have Grandma return to school so that she may resume earning the \$3 an hour stipend as a Foster Grandparent. Through that conversation, Mrs. Gillett mentioned she was also assisting Grandma with an application for food assistance through Michigan's Department of Health and Human Services as it had come to light Grandma had lost 20 pounds due to food security. Having heard this, staff provided information about NEMCSA's Commodity Supplemental Food Program (Commodities) and the distribution scheduled for the following week.

Grandma called staff later that day to report her return to school date and that she was successful in signing up for the Commodity distribution within a mile of her home. Had Grandma not been part of the Foster Grandparent Program it is hard to know whether NEMCSA and Surline Elementary would have been able to enhance Grandma's life by improving her food security and thus empowering her to mentor and tutor students to strengthen the school community.



## **RSVP Volunteers Serving Homebound and Isolated Seniors**



It's been another busy month of community service and giving by our amazing RSVP volunteers. The winter months can be especially trying for seniors in northern Michigan. With social isolation and food insecurity being a real danger to homebound seniors, RSVP volunteers answer the call for help.

Glenn is just one of many Crawford County volunteers who delivers meals to homebound seniors in his community. While Judy can be found at the Houghton Lake Senior Center volunteering with their telephone reassurance program, making calls to home-bound seniors to check in on them and offer a few minutes of friendly conversation. Glenn and Judy are just two of many RSVP volunteers on the front lines of their community helping to build and strengthen the region. We are extremely grateful for all they do.

Homeless &  
Prevention

# PROGRAM IMPACT

## EMERGENCY RENTAL & UTILITY ASSITANCE

Applied: 1,287

Approved: 808

Ineligible: 337

Under review: 142

**\$725 Donation was received from the Iosco Democratic Party for the 17 households in Iosco County experiencing homelessness**



FUTURE  
RENT \$1,204,568



UTILITIES \$404,243



PAST DUE RENT  
\$1,426,499

## Becoming Self-Sufficient Programs

### Self-Sufficiency Program for Northeast Michigan Families

#### What is FSS?

Family Self-Sufficiency. Provides one-on-one housing counseling with former homeless participants to work towards their self-sufficiency goals.

#### On average how much does the FSS escrow for all clients in a year?

\$42,000

#### How does escrow work?

Their rent obligation with the voucher, goes into an escrow account and the participant and our financial coach, Ashley Gagnon, develop a housing plan to achieve long term housing stability.

**What is escrow commonly used for?** Education, debt relief or down payment for a mortgage payment.

For more information, please contact our Financial Coach at 989-358-4653.





## Centralized Intake/ Food Program/Weatherization

# PROGRAM IMPACT

### Weatherization Assistance Program

Our Weatherization Program is very excited to announce the recent approval of a new grant to help lower the number of deferred units. Over \$50,000 will go towards roof replacement, moisture control measures and various other health and safety measures that will allow our program to recapture units that had to miss out on weatherization previously.

Meanwhile, our field work continues and now that our new inspector is completely on board our inspections have gone up over double from what we were doing. This will translate into a direct increase in the production numbers, and we hope to continue making some good progress through the winter.



Weatherization installs a Carbon Monoxide Monitor in every home we inspect. This is such an important safety item that we provide to our clients it ensures that the client will be alerted when CO exceed safe levels.

This unit is among the most sensitive on the market and is maintenance free for 10 years. CO can make people very sick over time if the exposure is at low levels and if the levels are high it can lead to death. This is just a piece of what our program provides in health and safety measures. We also install smoke detectors, ventilation systems, and various other crucial items that will keep our families safe in their home.

## February 2022 TEFAP Distribution Schedule

County	City	Distribution Location	Day/Date	Time
Crawford	Grayling	AMERICAN LEGION HALL BUS LOOP 27, GRAYLING, MI 49738 (SPONSORED BY VFW AUXILIARY)	MON FEB 7TH	1-2:30
Arenac	Standish	DIVINE SHEPARD CHRISTIAN COMMUNITY 4335 W. M 61 STANDISH MI 48658	THUR FEB 17TH	3-5
Otsego	Gaylord	OTSEGO COUNTY UNITED WAY 116 E. FIFTH ST., GAYLORD, MI 49735	TUE FEB 8TH	10:30-1
Cheboygan	Cheboygan	BLACK RIVER FULL GOSPEL CHURCH 2732 ORCHARD BEACH RD CHEBOYGAN MI 49721 (FORMERLY BLACK RIVER SCHOOL)	WED FEB 2ND	12-2
Ogemaw	West Branch	WEST BRANCH FIRST UNITED METHODIST 2430 W STATE RD WEST BRANCH MI 48661	THUR FEB 17TH	11-1
Alpena	Alpena	WORD OF LIFE BAPTIST 1900 N BAGLEY ST ALPENA MI 49707	WED FEB 16TH	12:30-2
Iosco	Hale	PLAINFIELD TWP COMMUNITY CENTER 415 E MAIN ST HALE MI 48739	MON JAN 31ST	10-12
	Oscoda	OSCODA SENIOR CENTER 653 STATE ST., OSCODA, MI 48750	TUE FEB 1ST	9-1
Alcona	Lincoln	ALCONA COUNTY C.O.A. 205 CHURCH ST., LINCOLN, MI 48742	TUE FEB 1ST	10-12
Oscoda	Mio	MIO SENIOR CENTER (OCCOA) 425 N. MT. TOM RD., MIO, MI 48647	TUES FEB 8TH	8-11
Montmorency	Atlanta	ATLANTA SENIOR CTR. 11780 M-33, ATLANTA, MI 49703	WED FEB 2ND	12-2
	Hillman	HILLMAN VFW POST #2356 441 S. STATE, HILLMAN, MI 49746	WED FEB 16TH	10-11:30
	Lewiston	LEWISTON 50+ CLUB (SENIOR CTR.) 2811 KNEELAND ST., LEWISTON, MI 49756	WED FEB 2ND	1-2
Presque Isle	Onaway	ONAWAY SENIOR CENTER 4203 LYNN ST., ONAWAY, MI 49765	THURS FEB 3RD	9-12
	Posen	POSEN SENIOR CENTER 6520 DARGA HWY., POSEN, MI 49776	THURS FEB 17TH	9-12

The NEMCSA Food Program staff, and volunteers have been braving the extreme cold temperatures throughout the communities of NE Michigan during CSFP distribution to ensure our Seniors are receiving their food commodities. Our staff and volunteers embraced frozen hair and eyelashes, putting a whole new meaning to the word "frozen!" Our staff and volunteers also worked together to distribute at home COVID-19 tests and KN95 masks to community members.



Huntington Bank Volunteers are pictured from Mio branch assisting with COVID-19 tests and mask distribution.



# PROGRAM IMPACT

December was the season for giving across the School Success communities. The School Success Partnership Program can't thank our communities enough for the amount of support that they provide across our service area, especially during the holiday season. Here are just a few highlights:

Inland Lakes Secondary and Elementary Schools received a generous donation of winter coats, snow pants, boots and gloves from the Coats for Kids program. School Success Liaisons, Morgan Morse and Lisa Ronk work closely with the Tuscarora Police Department to make sure the students are well dressed for the cold Michigan winters.

The Knights of Columbus donated 14 new winter coats to Roscommon Elementary Students, recipient pictured.

The United Way of Northeast Michigan continued the Christmas Wish program, adopting families in Alcona, Alpena, Montmorency and Presque Isle Counties.

The Wagon Wheel of Ossineke raised \$2,800.00 which was used to purchase toys (pictured top right) for families in the community. In addition to this annual tradition, they are also donating take and bake holiday dinners for families of Sanborn Elementary School.

Multiple community partners helped support 160 students at Inland Lakes Schools with toys, games, clothing, family gifts, gas gift cards, restaurant gift cards, grocery gift cards and entertainment gift cards.



*Morgan Morse,  
School  
Success  
Liaison and  
Tuscarora  
Police Dept  
staff with*



*Roscommon  
Elementary  
Student*



*Officer LaLonde, Morgan Morse, School Success Liaison, and Lisa Ronk, Senior School Success Liaison with Toys for Tots donations collected for 50 students in Inland Lakes Schools.*

*On the 10th day of Giving AAACU Volunteer Board Member Mark Devers selected Atlanta Community School to be a recipient of \$1,000 to aid in the purchase of warm clothes for Atlanta Community Schools students.*







# PROGRAM IMPACT

## *In January, the School Success Team welcomed three new School Success Liaison!*

Welcome to the team:

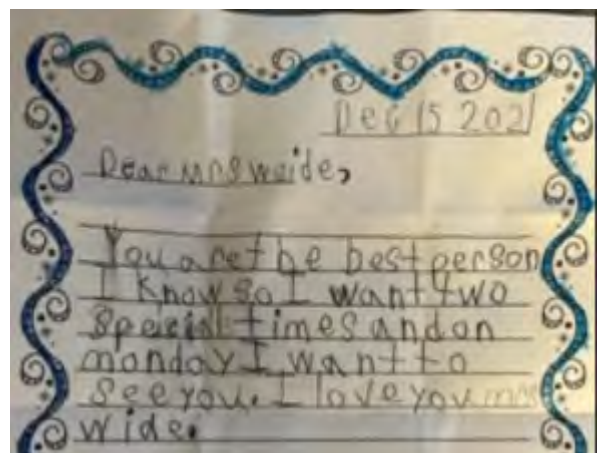
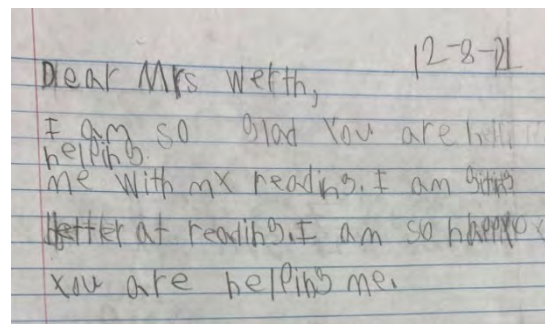
Sarah Bruning – Hillman Middle/High

Jordan Modrzynski – Immanuel Lutheran & Ella  
White

The PIVOT Program went on the road in January for a community experience! After learning that one of the students has the goal of becoming an over the road truck driver after completing high school, Amy Hunt, School Success Liaison, and Marisol Rocha, NEMROC, took the students to the Road Warrior Trucking Driving School in Gaylord to learn about earning a CDL and what it takes to be a truck driver.



Hinks Elementary School created Snow Buddies to help spread smiles during the holiday season! The activity included learning how a smile is healthy, contagious and promotes positivity, which leads to SUCCESS!





Area Agency on Aging  
(AAA)

# PROGRAM IMPACT

Multi Year Plan is underway—  
A Needs Assessment Survey will be  
released soon. Please help by  
completing it and spreading the word.

**2021 Medicare Part D (Prescription Drug) Open Enrollment Results:** To date, MMAP counsellors have **assisted 2,330 clients** (443 less than last year); **saved \$1.26 million in prescription co-pays** (\$1.9 million less than last year). Region 9 had **30 counselors** on its roster with 26 actively counseling during Open Enrollment (down from 48 counselors since Covid hit). These numbers are expected to increase as more data is inputted.



The AAA received a 2<sup>nd</sup> place SHIP Navigator Award for serving the highest percentage of Medicare beneficiaries in its region. Many thanks to the counsellors who worked so tirelessly to make this happen.

In addition, there were five applicants take initial MMAP training during this quarter and start their job Medicare shadowing/training.

A new volunteer initial training will be held on February 14-15-16 and there are an additional three recruits that will be participating.

## COUNT DOWN... to MEDICARE

Wednesday, February 16  
10:00 – 2:00 The Zoom meeting for Beneficiaries that are preparing to Start MEDICARE  
(attend by internet or by phone)

### Featured Presenters:

- Social Security Administration, Alpena office
- Krystal May, Michigan Dept of Health & Human Services
- Bill Stypick, Alpena County Veterans Affairs
- Kitty Glomski, Region 9 MMAP (Medicare Medicaid Assistance Program)



Call 989-358-4612 or 1-800-803-7174 to Register

Creating Confident Caregivers is an interactive workshop designed to help improve confidence for people taking care of someone at home with dementia or Alzheimer's.

Sessions meet once a week for two hours via Zoom starting on Tuesday, March 1, 2022, from 5:30 -7:30 pm.

For more information or to register, call 989-358-4616, email [mainvilleb@nemsca.org](mailto:mainvilleb@nemsca.org)

## Resilience Webinar Body and Mind in COVID Times

FRIDAY, FEBRUARY 11, 2022

1:00PM-2:00PM

**Speakers:** John MacMaster, D.O - AHC Chief Medical Officer and Marcie Wissmiller, LMSW - Behavioral Health Therapist

The pandemic has made it even more common to feel anxiety, depression, and stress. Get information and tips on managing your risks of getting and becoming severely ill from the virus and on how to take care of your mental and emotional health in these challenging times.

- This webinar will:
- Discuss ways to prevent COVID-19.
- Explore the impact of COVID-19 on mental health.
- Discuss combatting burnout and emotional fatigue.
- Examine the different types and benefits of masks.
- Who and when should get the booster.
- Explore when you should get tested.
- Ways to support your immune system.



For more information or to register, contact Brooke at 989.358.4616, [mainvilleb@nemcsa.org](mailto:mainvilleb@nemcsa.org) or click the link above.

Coming Soon: A new bi-monthly podcast from AAA staff on the 2nd and 4th Fridays of the month. Watch out Facebook page for more info.

