



NEMCSA

Annual Report



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NEMCSA Leadership

A Message from our Executive Director/CEO:

This year reinforced the need for adaptability and thoughtful planning as uncertainty continues to shape our work. Much of our focus was on ensuring NEMCSA remains prepared for what lies ahead, an approach that has become essential in today's environment.

Despite ongoing challenges, the year marked meaningful progress. NEMCSA completed a Community Needs Assessment, developed a new Strategic Plan, was recognized as a Detroit Free Press Best Workplace, and expanded early childhood services in St. Clair County.



Lisa Bolen

Executive Director/CEO
NEMCSA

We also strengthened our operations by securing a consolidated Head Start and Early Head Start site in Ogemaw County and helped launch the Child Care Back Office partnership. Additional highlights included renewed School Success Program funding, a donated electric van from Consumers Energy, piloting compressed work weeks, honoring four clients and volunteers at the State Capitol, and securing the MI Options contract covering the northern Lower Peninsula.

This year in review reflects the commitment of our staff, board, volunteers, and partners as we continue building a strong, resilient organization in service to our communities.

Our Board:

Northeast Michigan Community Service Agency, Inc. (NEMCSA) is fortunate to be guided by a dedicated Board of Directors made up of individuals from diverse backgrounds and communities. Our Board includes elected officials, business and professional leaders, advisory group liaisons, and consumer representatives who together reflect the voices and experiences of the people we serve. The Board provides leadership, guidance and insight; all of which are necessary to continue moving NEMCSA forward.



Operational Highlights

Strategic Partnerships:

Child Care Back Office (CCBO)

NEMCSA was proud to play a key role in launching the Childcare Innovation Initiative, a collaborative effort with Develop Iosco, NEMCOG, and Pulse that led to the creation of Child Care Back Office (CCBO). Together, these partners recognized that strengthening childcare requires more than plans—it requires direct, practical support. CCBO was designed to meet that need by helping childcare providers keep their doors open, their classrooms full, and their businesses sustainable. By offering hands-on operational support, connecting employers to meaningful childcare benefits, and equipping the early education workforce with essential professional resources, CCBO is building a stronger, more resilient childcare ecosystem that benefits families, businesses, and communities across northeast Michigan.



Program of All-Inclusive Care for the Elderly (PACE)

NEMCSA was excited to partner with Presbyterian Villages of Michigan to help launch PACE Northeast Michigan, which opened in December 2025. This transformative program addresses a critical gap in senior care by delivering coordinated healthcare and supportive services that help older adults age with dignity and independence. PACE Northeast Michigan reflects a shared commitment to improving quality of life for seniors while strengthening supports for families and caregivers across the region.

Expanding Horizons:

Extending our Footprint

NEMCSA experienced meaningful expansion, broadening reach and deepening impact across Michigan. We secured a consolidated Head Start and Early Head Start site in Ogemaw County, expanded Head Start services into St. Clair County, adding nearly 50 new staff members and opening several additional classrooms and extended our regional footprint by securing the No Wrong Door Aging contract serving the entire northern Lower Peninsula.



Community Needs Assessment



Strategic Plan



Expanded Programs

“NEMCSA has helped me to feel more confident and to think outside of the box.”



Agency Overview

Northeast Michigan Community Service Agency (NEMCSA) continues to drive impact across 11 counties and 6,300 square miles. In 2025, we strengthened families and communities through programs that addressed poverty, childcare, housing, and senior support. With strategic investments and strong partnerships, NEMCSA is expanding opportunity, supporting every stage of life, and building brighter futures across northeast Michigan.

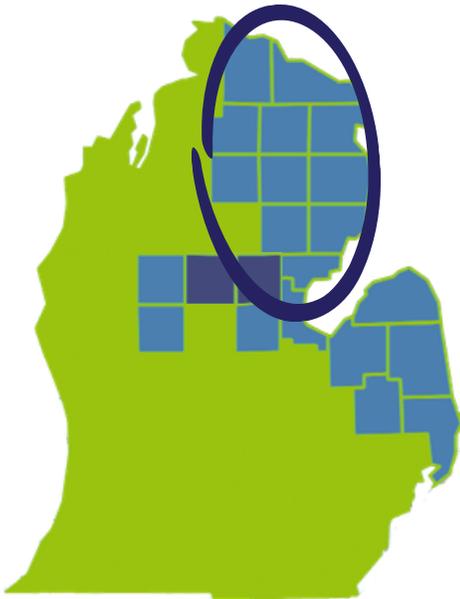
Core Counties Served

Alcona
Alpena
Arenac

Cheboygan
Crawford
Iosco

Montmorency
Ogemaw
Oscoda

Otsego
Presque Isle



Division	# of Staff	% of Staff
Head Start	579	72.01%
Aging	46	5.72%
School Success	65	8.08%
Early Head Start	54	6.72%
Administration	26	3.23%
Homeless Prevention	19	2.36%
Weatherization	9	1.12%
Volunteer	4	0.50%
Other	2	0.25%
Total	804	100.00%

Our Staff by Division



For more than 50 years, NEMCSA has listened and adapted as community challenges evolve. Our work is rooted in dignity, partnership, and the belief that progress is possible when people are supported, empowered, and heard. NEMCSA is here to turn hope into action—and to help build a stronger, more equitable future for northeast Michigan.

Our Mission:

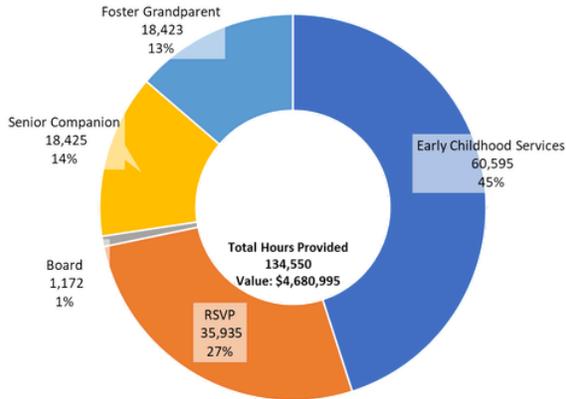
“Enhancing quality of life by empowering individuals and strengthening communities.”



The Power Behind the Mission

Behind every service we deliver is a powerful network of trained staff, dedicated volunteers, engaged participants, and community partners working together to create lasting impact across northeast Michigan.

Volunteer Hours Provided by Program Internally & Community Wide



Powered by Volunteers

Together, community members and program participants gave over 100,000 hours of service, providing hands-on support, peer leadership, and expanded impact throughout northeast Michigan.

Investing in Excellence

NEMCSA staff completed 22,217 hours of professional training, strengthening the knowledge and skills needed to deliver high-quality services across our region. This commitment to continuous learning ensures the people we serve receive innovative, informed, and compassionate support every day.

Stronger Together

NEMCSA collaborated with over 900 local partners to deliver comprehensive, coordinated services. These partnerships allow us to connect people to the right resources at the right time, creating lasting change that no single organization could achieve alone.

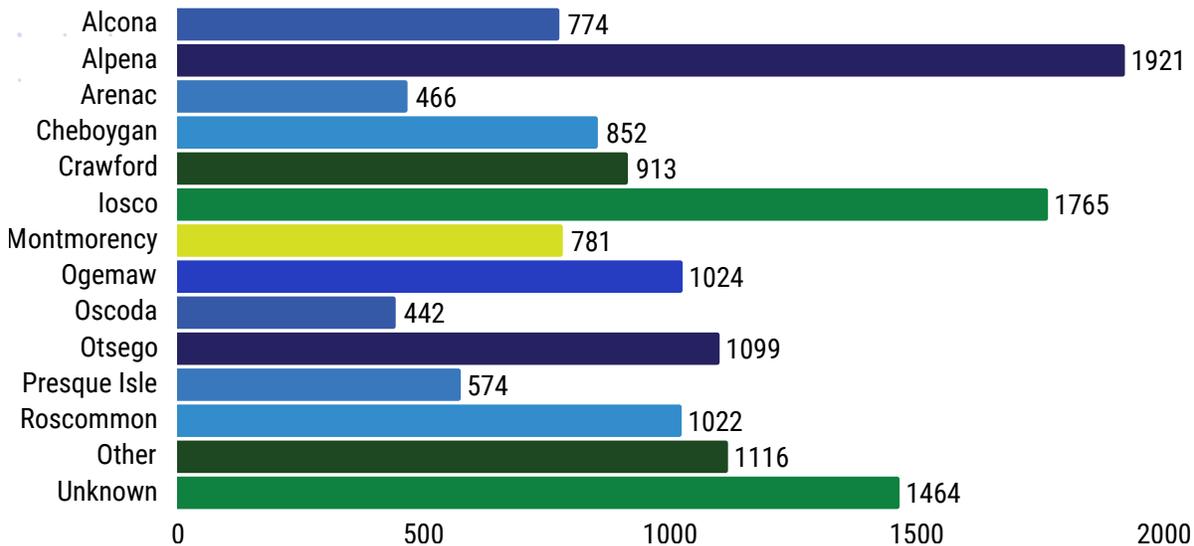


“NEMCSA has been very helpful and a positive impact on my life. Thank you!”

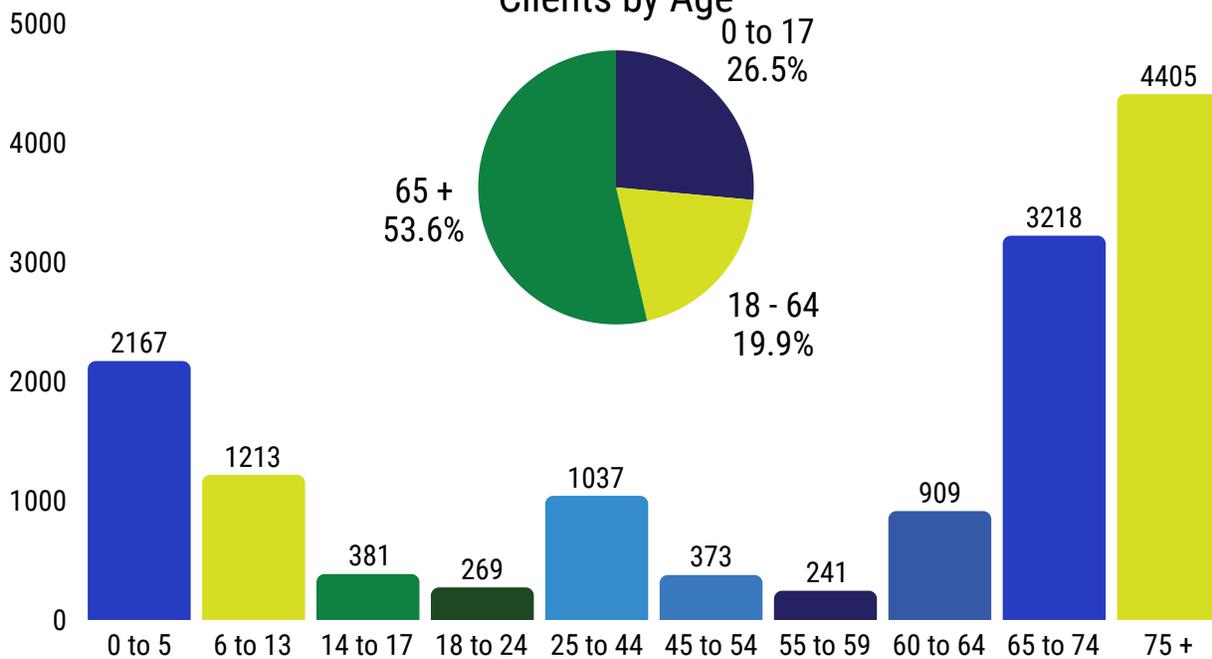


Year in Review

Number of Individuals Served by County



Clients by Age



14,213 Individuals Served



Impact by Numbers



1,992 children enrolled in Early Childhood Services



5,310 Students assisted in School Success Partnership Programs



1,066 individuals assisted through Housing Programs



7,953 people served in Aging Services



199 individuals received emergency shelter



681 individuals assisted in the Water Program

- BOSS - Bridges of Self-Sufficiency:
72 participants on their path to thriving
- Tax Arrearages:
73 individuals maintained their home ownership
- Weatherization:
315 individuals received home energy improvements
- Senior Volunteer Programs:
392 volunteers giving back
- PIVOT Program: 20 students empowered

A total of
14,213
individuals
served!

"School Success helped me get access to resources I never would have known about."



Impact by Connections



In Lansing, Victoria Purvis, Director of Homeless and Prevention Services, Lisa Bolen, Executive Director/CEO, and Dorothy Pintar, Community Programs Director, met with Mike Hoadley to share how NEMCSA programs are changing lives across our region. These conversations are a vital part of advocacy, ensuring policymakers understand community needs, the impact of federal and state funding, and the importance of continued investment in services that prevent homelessness and strengthen families.

NEMCSA staff joined Community Action leaders and MCA awardees in Lansing to celebrate the 2025 Michigan Community Action Awards, honoring outstanding clients and volunteers who represent the power and impact of Community Action across the state. The event also provided an opportunity to connect with legislators, share local success stories, and advocate for continued investment in programs that help Michigan families and communities thrive.



Amid uncertain funding, NEMCSA Executive Director/CEO Lisa Bolen and Strategy & Development Director Frances Ommani traveled to Washington, D.C. with Brian McGrain, Executive Director for Michigan Community Action, to meet with federal leaders and attend the National Community Action Foundation Conference, amplifying our communities' voice. A highlight was a photo with Darren Walker, proud Head Start alumnus, reflecting the lasting impact of Community Action.

Several NEMCSA staff and community members gathered at the Capitol in Lansing for Older Michiganders Day. Policy Council parents represented NEMCSA at the Michigan Head Start Association Advocacy Day in Detroit.



"This program is a very wonderful program for me and I am so very thankful to have NEMCSA."



Impact by Stories

Behind every data point is a person whose life has been changed through Community Action. While numbers show our reach, it is the stories that reveal the real impact, capturing the challenges, resilience, and determination at the heart of this work.



Mandi, a single mother of four, came to NEMCSA's BOSS Program while fleeing domestic violence and facing homelessness, unemployment, and the loss of custody of her children. With intensive mentoring and supportive services, she secured full-time employment, regained custody, enrolled in college, and became a first-time homeowner. In honor of her remarkable transformation, she was named Michigan Community Action Client of the Year, recognized in Lansing at the Day at the Capitol, and invited to speak at the National Community Action Conference.

Congrats Mandi!!

Congrats Edwin!!

Edwin was happy to sign his lease and move into his new rental! Edwin first contacted Housing while living in his vehicle traveling county to county looking for a place to call home. He received resources and guidance from Street Outreach when a landlord who had previous positive experience working with Homeless and Prevention Services contacted NEMCSA with an available unit. Edwin's Street Outreach worker helped to facilitate filling out the application. Once the landlord accepted Edwin as his tenant, his Housing Resource Specialist inspected the unit and was able to get him moved in right away! Congratulations to Edwin and his new home!



"My husband has been able to come home and receive care surrounded by family."

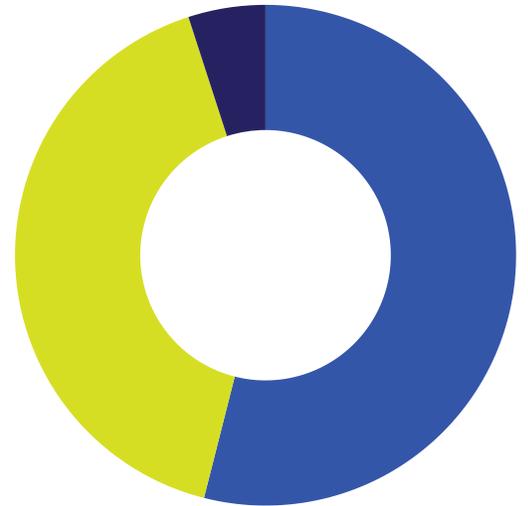


Funding at a Glance

NEMCSA's approximate \$76 million in funding that supports program expenditures is made possible through a diversified funding portfolio. Federal funding (53.7%) represents the largest share and is strengthened by more than \$4 million of in-kind support, demonstrating the value of community partnerships in expanding services. State funding and contracts (40.9%) reflect strong alignment with statewide priorities and our role as a trusted regional service provider.

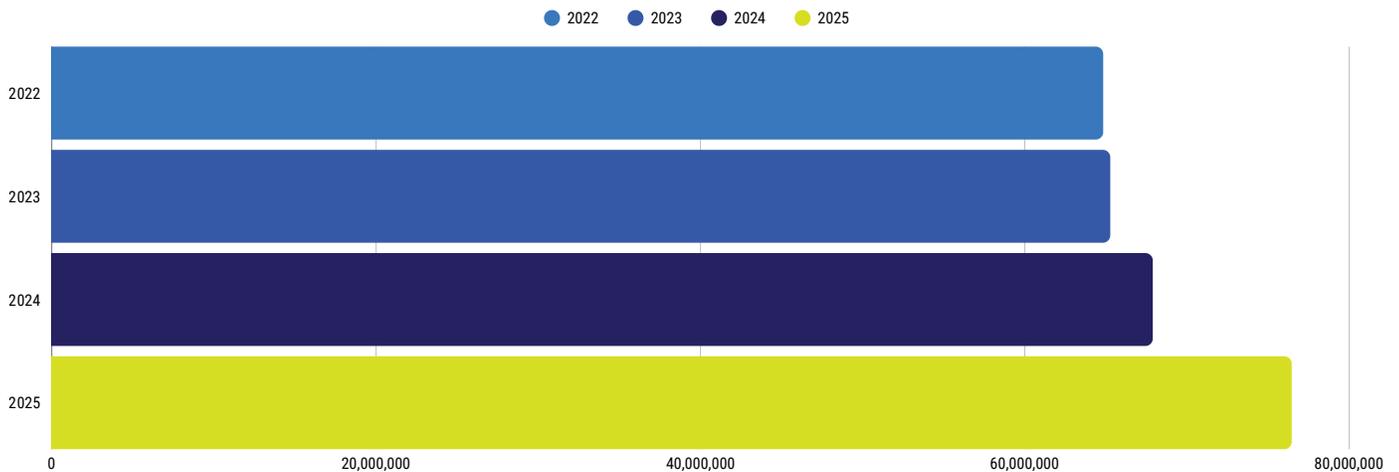
Local and in-kind resources (5.3%) further extend the reach of every dollar, allowing NEMCSA to maximize impact while maintaining a balanced and sustainable funding structure that supports communities across our service area.

Federal Share	41,090,145	53.74%
State Share and Various Contracts	31,288,804	40.92%
Local/In-kind Share	4,078,571	5.33%



Growth Over Time

These are pre-audit finalization numbers



Lean Operations. Maximum Impact.



Expenditure Breakdown

NEMCSA's total expenditures reflect a strong investment in direct services that change lives across our region. Nearly half of all expenditures (51.82%) supported Early Childhood Programs, highlighting our commitment to children and families during the most critical years of development. Community-Based Care (23.85%) and Community Programs (7.22%) provided housing stability, financial empowerment, and essential supports that help individuals and families move toward self-sufficiency.

Aging Programs (7.05%) and Youth Services (4.55%) ensured older adults and young people had the resources and opportunities to live with dignity and stability, while Volunteer Services and Community Development leveraged in-kind and local partnerships to expand our reach. With less than 4% dedicated to administration, NEMCSA continues to demonstrate strong stewardship of public and private funds while maximizing impact in the communities we serve.



Early Childhood	39,623,075	51.82%
Community Based Care	18,233,215	23.85%
Community Programs	5,520,272	7.22%
Aging Programs	5,387,297	7.05%
Youth Services	3,482,513	4.55%
Volunteer Programs	641,481	0.84%
Community Development	769,342	1.01%
Management & General	2,800,325	3.66%

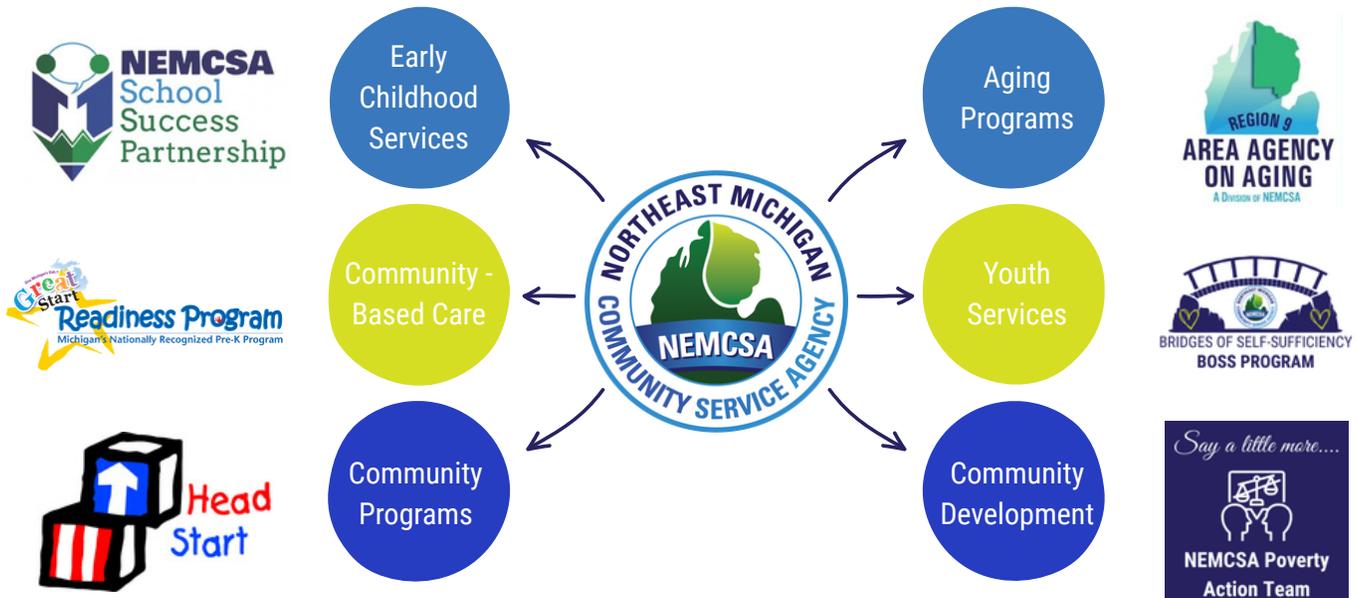
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Maximum Impact. Positive Outcomes.



Empowering People. Enhancing Lives.

NEMCSA is proud to serve families and communities across northeast Michigan and beyond. Last year, NEMCSA touched the lives of over 14,000 individuals across our region through programs that create stability, opportunity, and pathways to prosperity.



Want To Be A Part Of Our Mission?

JOIN US!

NEMCSA is currently recruiting for a variety of positions throughout our service area. To explore current career opportunities, please visit www.nemcsa.org and select the "Careers" tab at the top of the page.

Individuals interested in volunteering are also encouraged to view available opportunities on our website.

What do Staff say About Working at NEMCSA

"I truly believe the leadership at NEMCSA has the best intentions when making decisions that affect staff. I appreciate all that is done to try to enhance our work experience and I do not take that for granted."

"I am grateful for the work-life balance and flexibility offered at NEMCSA."

"I love working for this company. It truly has a great support system and everyone seems to want you to succeed."



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