



# EXECUTIVE DIRECTOR'S

REPORT December  
2022



NEMCSA has been awarded a Top Workplaces 2022 honor by 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 administered by employee engagement technology partner Energage LLC. The confidential survey uniquely measures 15 culture drivers that are critical to the success of any organization. These include, among others, alignment, execution, and connection.

Lisa Bolen, Executive Director/CEO for NEMCSA states *"It is an honor to accept this award on behalf of NEMCSA, its Board, employees, and clients. Being one of the few non-profit organizations to be awarded highlights NEMCSA's culture of excellence and service. With over 700 employees, knowing that this award is generated from their opinions of the organization speaks volumes. "*

This is the third time NEMCSA has received the Top Workplace award and is the only organization in northern Michigan to do so this year.

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

# Employee Spotlight

Childhood Dream Job:  
Motorcycle Policeman  
like on "CHIPS"



Favorite Food:  
Spinach



Years of Service:  
7



## Leslie Atkinson

### AND THERE IS MORE!!

- Role: Volunteer Programs Service Coordinator
- What Does That Mean in Your Own Words: I help recruit, manage, organize, and develop relationships with AmeriCorps senior volunteers and their service stations.
- Three Words to Describe NEMCSA: Community, Service, Support
- What About NEMCSA's Mission Resonates With You: The words "strengthen and enhance" in NEMCSA's mission resonate most with me. We work with community members to build strong foundations.
- Favorite Memory: The MCA Leadership Development Institute
- Most Unique Part of Working for NEMCSA: The relationships I have developed over such a large geographic region.

First Job:

Sorting bottles at my  
grandfather's grocery/  
gas station



Favorite Pet:  
Tiggy the  
Bobtail Cat



Favorite Hobby:  
Ice Hockey



Favorite Holiday:  
Halloween



What You Might Not  
Know About Me:  
I can drive a  
bulldozer/backhoe.



# Employee Spotlight

Childhood Dream Job:  
To own a  
party store



Favorite Food:  
Any fruit or vegetable



Years of Service:  
41



## Jane Ann Mischloney

### AND THERE IS MORE!!

- Role: Accounts Payable Specialist
- What Does That Mean in Your Own Words: I process a weekly accounts payable for the agency.
- Three Words to Describe NEMCSA: People Helping People
- What About NEMCSA's Mission Resonates With You: It's a wonderful way for us to provide for our communities.
- Favorite Memory: There have been so many over the years it would be hard to pick just one. There have been a lot of changes.
- Most Unique Part of Working for NEMCSA: The ability to have a flexible work schedule.

First Job:

Huron Portland Cement Co.  
Switchboard



Favorite Pet:  
Cocker Spaniel  
puppy named  
Lucky



Favorite Hobby:  
Cooking



Favorite Holiday:  
Christmas



What You Might Not  
Know About Me:  
I collect Coach purses.  
My dad started me at  
13 years of age and 50 years  
later at last count I have 75.





# Employee Spotlight



Favorite Food:  
Mexican



Years of Service:  
24

Childhood Dream Job:  
A Garbageman - who wouldn't want to ride big trucks and jump on and off of them all the time?



First Job:  
Babysitting



Favorite Pet:  
My past/present dogs - but would never say that in front of our cat.



Favorite Hobby:  
Anything Outdoors and hoping to get back into sewing during the winter months.



Favorite Holiday:  
Christmas



## Becky Tousigna

AND THERE IS MORE!!

- Role: I started as a Case Manager/Supports Coordinator and currently I am a Community Based Care Supervisor all with Region 9 Area Agency on Aging.
- What Does That Mean in Your Own Words: I assist and supervise Support Coordinators.
- Three Words to Describe NEMCSA: Advocate, Resources, Caring
- What About NEMCSA's Mission Resonates With You: Promoting dignity and assistance for all individuals.
- Favorite Memory: With having been at the agency for almost 24 years it is difficult to pick just one. If I had to pick one, I would say the overall appreciation shown on the faces of the participants (or their family members) we assist knowing that our role helped make a difference in their lives.
- Most Unique Part of Working for NEMCSA: No two days are the same. There is always something to assist with, learn about, and do.

What You Might Not Know About Me:  
I have an ink pen obsession.



# Employee Spotlight



Favorite Food:  
Chocolate



Years of Service:  
8.5

Childhood Dream Job:  
A Teacher



First Job:  
Babysitting, but the first one I paid taxes on was being a nanny.



Favorite Pet:  
Any that I don't own. I love animals but am allergic to many.



Favorite Hobby:  
Reading



Favorite Holiday:  
Christmas (We get such an amazing break to spend time with family, how could it not be the favorite)



## Jodie Baker

AND THERE IS MORE!!

- Role: Training and Development Coordinator
- What Does That Mean in Your Own Words: I oversee agency-wide training, gather and report data, and help problem solve data process issues.
- Three Words to Describe NEMCSA: Large, Impactful, Caring
- What About NEMCSA's Mission Resonates With You: Helping people to help themselves.
- Favorite Memory: There are too many to pick just one, but they all revolve around my amazing co-workers!
- Most Unique Part of Working for NEMCSA: How quickly things change, just when you think you know how something works, it changes!

What You Might Not Know About Me:  
I hate El Camino's. I feel like they are having an identity crisis and need to pick one - truck or car.





# Employee Spotlight

Childhood  
Dream Job:  
Marine  
Biologist



First Job:  
JJ's Awesome Acres



Favorite Pet:  
Have always had dogs  
but always wanted a  
monkey when I was  
younger.



Favorite Food:  
Sushi



Years of Service:  
1.5



Favorite Hobby:  
Traveling



Favorite Holiday:  
Christmas all the way!



## Ashley Smart

AND THERE IS MORE!!

- Role: Housing Resource Specialist in the Homeless Division
- What Does That Mean in Your Own Words: I have the best job! I get to assist people find homes and begin their lives again.
- Three Words to Describe NEMCSA: Compassionate, Reliable, Rewarding
- What About NEMCSA's Mission Resonates With You: Empowering People!
- Favorite Memory: I enjoy our team lunches/meetings and just getting together to share our personal and work lives.
- Most Unique Part of Working for NEMCSA: The benefits are amazing! You don't see that a lot anymore! Most employers have to raise their prices for benefits while lowering the benefits and NEMCSA has always worked hard to try to not let that happen.

What You Might Not  
Know About Me:  
I am a big nerd and love  
to sit home and read my  
books!



# Employee Spotlight

Childhood  
Dream Job:  
Psychologist



First Job:  
McDonald's



Favorite Pet:  
I only have one, a  
labradoodle  
named Ginger



Favorite Food:  
Tacos (avocados are a  
must)



Years of Service:  
6



Favorite Hobby:  
Cycling



Favorite Holiday:  
Thanksgiving - because  
it is all about food, not  
gifts.



## Sue Riedlinger

AND THERE IS MORE!!

- Role: Behavior Tech at Thunder Bay Junior High
- What Does That Mean in Your Own Words: I provide an alternative learning environment for struggling students, supplemented with group interventions to help them improve their behavior, academics, and attendance.
- Three Words to Describe NEMCSA: Compassionate, Innovative, Diverse
- What About NEMCSA's Mission Resonates With You: "Enhancing quality of life" - what resonates with me about this is there is so much more to life than survival, and when we help meet people's needs they can move up the hierarchy further toward reaching their full potential.
- Favorite Memory: Hard Question! A birthday card I just received from a student that had a very heartfelt and thoughtful message written inside.
- Most Unique Part of Working for NEMCSA: Working with people who actually "get" how you feel about helping people in poverty. In other words, working with like minded and positive people.

What You Might Not Know  
About Me:  
I was raised on a pig farm  
in Ohio and once rode my  
bike from Alpena to that  
farm just for fun.





# Employee Spotlight



**Favorite Food:**  
Steak Hibachi

**Childhood Dream Job:**  
Veterinarian



**First Job:**  
Hostess at  
Big Boy



**Favorite Pet:**  
Forrest Gump & Marley Bob -  
my basset hounds



**Years of Service:**  
7



## Crystal Clark

**Favorite Hobby:**  
Being a mom to my 3 kids.  
Also enjoy a good concert,  
any live music, and  
horseback riding.



**Favorite Holiday:**  
Christmas



**What You Might Not Know About Me:**  
If I could go back in time, I would have gone to  
mortuary school or studied forensic pathology.  
I am intrigued by death care and forensics!



AND THERE IS MORE!!

- Role: HR Manager
- What Does That Mean in Your Own Words: I show up to work everyday to support ALL staff and the meaningful work in the field throughout their employment life cycle. I manage the recruitment and selection process and assist managers with the interviewing and hiring process. I work alongside an amazing HR team on all HR strategies and functions. I enjoy building relationships with all of you and nurturing a positive work environment.
- Three Words to Describe NEMCSA: Rewarding, Progressive, Purposeful
- What About NEMCSA's Mission Resonates With You: Anything is possible when you have the right people there to support you. We are those people for many.
- Favorite Memory: I have so many! There are so many faces and families that come to mind during my EHS days of being a visitor. The breakthroughs I witnessed; the single mom who finished her high school diploma, the child taking their first steps or saying their first words, helping the single dad learn how to braid his daughters hair. I will also never forget the time the HR team told me I had to do a line dance at the NEMCSA Christmas party since it was my first time attending. I practiced and everything. I was planning my escape route. Jokes on me!
- Most Unique Part of Working for NEMCSA: It's versatility in all the different programs we offer as well as career opportunities.

# Employee Spotlight



**Favorite Food:**  
Italian Anything!

**Childhood Dream Job:**  
Teacher



**First Job:**  
Bob Evans



**Favorite Pet:**  
My Dogs - Finley  
& Rizzo



**Years of Service:**  
2



## Kristen Thoman

AND THERE IS MORE!!

- Role: Weatherization Coordinator
- What Does That Mean in Your Own Words: I oversee all intake and outreach operations for the Weatherization Program. Along with working closely with the program manager to ensure program goals are met.
- Three Words to Describe NEMCSA: Service, Compassion, Motivation
- What About NEMCSA's Mission Resonates With You: Trying to remove barriers to strengthen our community and making services easier for our clients to access.
- Favorite Memory: When Weatherization, Food, and CARES joined together to provide a client and her family with a Christmas to remember with gifts and essentials as this family was working their way out of homelessness.
- Most Unique Part of Working for NEMCSA: Being able to build strong relationships with my coworkers to provide the best possible service to our clients.

**Favorite Hobby:**  
Watching my kids  
play sports.



**Favorite Holiday:**  
Christmas



**What You Might Not Know About Me:**  
I am terrified of birds.





# Employee Spotlight

Childhood  
Dream Job:  
A librarian



Favorite Food:  
Pizza



First Job:  
Dishwasher, line cook, &  
waitress at Kortman's Restaurant



Favorite Pet:  
Luna, my English  
Creme Golden  
Retriever



Favorite Hobby:  
Crocheting & Reading



Favorite Holiday:  
Thanksgiving



Years of Service:  
20



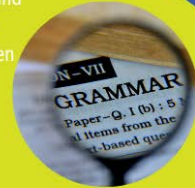
## Chris Kasuba

AND THERE IS MORE!!

- Role: School Success Liaison
- What Does That Mean in Your Own Words: I work with families and students who are at risk for not doing well in school.
- Three Words to Describe NEMCSA: Caring, Compassionate, Giving
- What About NEMCSA's Mission Resonates With You: "Enhancing Quality of Life" because it encompasses my role as a School Success Liaison. Students are our future!
- Favorite Memory: When I had a high school student who was airlifted in a coma to U of M hospital and when she came out of the coma, I was the first person she asked for. Her dad messaged me and told me that. We are still in touch today and she is married and has a beautiful little boy.
- Most Unique Part of Working for NEMCSA: That everyday is completely different. I am never sure what my day will bring, but I know I will learn something new and hopefully teach someone something new along the way.

What You Might Not Know  
About Me:

I am a "Grammar Geek" and  
often correct people's  
grammar in my head when  
they are talking.



# Employee Spotlight

Childhood  
Dream Job:  
Traveling News  
Correspondent



Favorite Food:  
Indian



First Job:  
Cleaning condos at  
Grand Traverse Resort.



Favorite Pet:  
My Dogs



Favorite Hobby:  
Stained Glass



Favorite Holiday:  
Christmas



Years of Service:  
3



## Amy Cook-Otto

AND THERE IS MORE!!

- Role: RSVP Services Coordinator
- What Does That Mean in Your Own Words: Recruiting people 55 and up to serve in their communities, and finding other non-profits to partner with for volunteering.
- Three Words to Describe NEMCSA: Community, Service, Empowering Individuals
- What About NEMCSA's Mission Resonates With You: Working with people in the community to make their lives better by giving them resources, tools, and opportunities.
- Favorite Memory: Being hired, bringing on new volunteers and veterans to fly in - event.
- Most Unique Part of Working for NEMCSA: Great coworkers

What You Might Not Know  
About Me:

My neighbor and I were voted  
junior prince and princess of  
our elementary school for the  
National Cherry Festival in  
first grade and our school  
float won first prize.





# Employee Spotlight

Childhood  
Dream Job:  
Detroit Pistons  
TV Sportscaster



**Favorite Food:**  
Anything Polish - Golabki  
or Chrusciki - too hard to  
choose!



**Years of Service:**  
"18 really awesome years  
in EHS"



## Kelly Mowery

AND THERE IS MORE!!

- Role: Home Based Team Leader for Early Head Start
- What Does That Mean in Your Own Words: Promote school readiness in pour Home Based Program by supporting families as their child's first teacher and best teacher. Support my team in the amazing work that each one of them adds to our program with their individual education, experience and skills.
- Three Words to Describe NEMCSA: Caring, Empowering, Collaborative
- What About NEMCSA's Mission Resonates With You: Empowering Individuals!
- Favorite Memory: It would be attending the yearly Head Start/Early Head Start in-service every February in Bay City. It is always motivational with great speakers and it is always fun to get a chance to catch up with staff in other areas.
- Most Unique Part of Working for NEMCSA: Our agency has Early Childhood Programs including prenatal services to Area Agency on Aging services.

**First Job:**  
Hillman Theatre  
in Concessions



**Favorite Pet:**  
My 13 year old  
boy Bentley



**Favorite Hobby:**  
Volunteering,  
especially as a family



**Favorite Holiday:**  
4th of July when family gets  
together at mom's on the lake.



**What You Might Not  
Know About Me:**  
I love to drink Vernors  
with milk. Try it!



# Employee Spotlight

Childhood  
Dream Job:  
Marine Biologist



**Favorite Food:**  
Acai Bowl



**Years of Service:**  
"LOL.....1 month"



## Brooke Littrup

AND THERE IS MORE!!

- Role: RSVP Services Coordinator
- What Does That Mean in Your Own Words: Serving seniors in the community by getting them engaged in fulfilling volunteer work that matches their interests. My position helps to combat social isolation in the senior population and serves community agencies who need volunteers.
- Three Words to Describe NEMCSA: Beneficial, Giving, Supportive
- What About NEMCSA's Mission Resonates With You: Empowering Individuals
- Favorite Memory: Meeting new volunteers and volunteer stations.
- Most Unique Part of Working for NEMCSA: Employees are very warm and welcoming, kind and compassionate about what they do.

**First Job:**  
Babysitter/Lifeguard



**Favorite Pet:**  
My Rescue Dog  
Stella (AKA Stella  
Beans)



**Favorite Hobby:**  
Exercising (Peloton, hiking,  
strength training)



**Favorite Holiday:**  
Christmas



**What You Might Not  
Know About Me:**  
A Manta Ray touched  
my belly when I was 7  
months pregnant.





# Employee Spotlight



Favorite Food:  
Steak and Sushi

Childhood  
Dream Job:  
A Farmers Wife



First Job:  
Janitor at  
a College



Favorite Pet:  
My little  
Frankie cat



Years of Service:

"31 - can you believe it!"



## Kelly Gilmore

AND THERE IS MORE!!

- Role: Teacher Assistant
- What Does That Mean in Your Own Words: I keep everyone safe, make things fun, and use teachable moments. I keep things moving and happening in the classroom. I'm all about nurturing and always have an open lap for my kids.
- Three Words to Describe NEMCSA: Loving, Nurturing and Caring. NEMCSA employees are the best around.
- What About NEMCSA's Mission Resonates With You: It's the connection with families and children. Walking down the hallway and seeing kids from past years giving you hugs and remembering their names.
- Favorite Memory: There are so many! Probably when a little girl with special needs came up behind me and said "When I grow up, I want to be just like you."
- Most Unique Part of Working for NEMCSA: The hugs and the constant loving from kids. In fact, I've got mucus all over my shirt right now from kids with runny noses!

Favorite Hobby:  
Playing bass guitar  
and making wine



Favorite Holiday:  
Christmas



What You Might Not  
Know About Me:  
I was Homecoming  
Queen (I was up against  
my twin sister!)



# Employee Spotlight



Favorite Food:  
Leftover Pizza for  
Breakfast

Childhood  
Dream Job:  
A Bank Teller  
(they always had  
money)



First Job:  
Driving range  
picker at golf course



Favorite Pet:  
My dog Ashes  
was the best!



Years of Service:

1



## Tracey Wood

AND THERE IS MORE!!

- Role: Development Coordinator/Grant Writer
- What Does That Mean in Your Own Words: I support the agency in searching for/writing/submitting grants as well as assist in writing reports & other projects.
- Three Words to Describe NEMCSA: Reputable, Large, Caring
- What About NEMCSA's Mission Resonates With You: That we work do to empower people.
- Favorite Memory: When I was a brand new employee and I panicked when my phone rang through my computer because I didn't know how to answer it.
- Most Unique Part of Working for NEMCSA: The array of programs we offer - the many ways we can help people.

Favorite Hobby:  
Camping



Favorite Holiday:  
Thanksgiving



What You Might Not  
Know About Me:  
It drives me nuts when  
people use the wrong  
"form" of a word in a  
sentence - (they're,  
there, their) (your,  
you're) (hear, here).

