

Rose Walsh

NEMCSA Board Member



Rose Walsh has been a member of the NEMCSA Board of Directors for 17 years. She started her tenure on the Board in January of 1999 as an Ogemaw County Commissioner, eagerly accepting that body's appointment of her to represent them as part of NEMCSA's 11 county Public Sector core group. The appointment interested Rose because she didn't know much about NEMCSA at that time. What she did know, however, was that the agency was important because it helped individuals and families to become self-sufficient. Rose knew that NEMCSA provided services to help the less fortunate with their needs such as housing, finances, food, and child education. Just knowing this little bit of information was enough for Rose to say "yes" and not regret her decision.

In May of 1999, then Chairperson Dale Huggler appointed Rose to the NEMCSA Board's Program Planning and Evaluation Committee. Membership on this committee allowed Rose to become extremely involved in the establishment of the agency-wide Results Oriented and Management Accountability (ROMA) system. This system was put in place to record accountability for all programs operated under the NEMCSA umbrella. Rose sees ROMA as "the beginning and the end of it all. The ROMA system provides for the ability to see the need, see how the need was addressed and see the end result." In addition, Rose was involved in establishment of the NEMCSA Board Governance Policy; the creation of the agency-wide Client Satisfaction Survey; and the establishment of the NEMCSA Board Goals and Outcomes. Throughout the last 17 years, Rose has been a dedicated member with regular attendance at monthly meetings. Rose has contributed to many discussions as well as approvals of many new programs that were developed during her tenure and are still in operation at NEMCSA today.

Rose's most rewarding experience as a Board member is hearing the outcomes of all the programs, how many people were served, and the success stories. Rose feels that this information is always so amazing. Rose commends all of the NEMCSA staff for the great work they perform every day to achieve these results. Their dedication to the agency's mission is proven by the positive ROMA results obtained year after year. Rose indicated that the work performed by NEMCSA staff "is huge" and she "is pleased to be part of a team where everyone is so good at what they do and they are always on top of everything".

When Rose's term as Ogemaw County Commissioner expired at the end of 2004, Rose was invited to remain on the NEMCSA Board as a Private Sector member, an invitation Rose joyfully accepted. In her private life, Rose is currently retired from several customer relations and sales positions. While working, she always recognized the importance of customer satisfaction. Participation as a NEMCSA Board member allows Rose the opportunity to continue advocating for this important part of service delivery. Rose takes her Board responsibilities very seriously and pushes to make certain that all staff treat NEMCSA customers with dignity and respect.

When asked what is most important to her, Rose stated "my family, first and foremost" but in her next breath, she stated "NEMCSA is there too because they do so much for so many". In her spare time, Rose enjoys special time with her 3 grandchildren. They delight in going to the park and stopping at garage sales when the weather permits.