



Enhancing quality of life by empowering individuals and strengthening communities.

# ANNUAL REPORT 2021



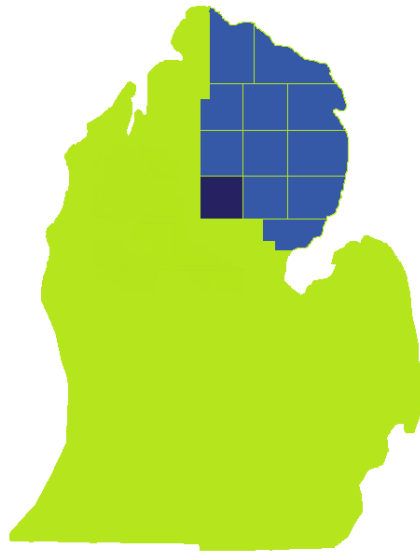
EMPOWERING PEOPLE  
ENHANCING LIVES

# ABOUT US

Northeast Michigan Community Service Agency, Inc. (NEMCSA) is a private, nonprofit Community Action Agency, part of a state and national network of Community Action Agencies 1000 strong. The basic service area of the agency is eleven northeast Michigan counties covering 6,300 square miles.

These counties include:

- Alpena
- Alcona
- Arenac
- Cheboygan
- Crawford
- Iosco
- Montmorency
- Ogemaw
- Oscoda
- Otsego
- Presque Isle



NEMCSA supports communities in Northeast Michigan and its extended counties with more than 30 programs and over 600 employees. We are proud to serve our communities.

## Services Provided

### **Area Agency on Aging**

**Care Management**

**Medicaid Waiver**

**School Success**

**Head Start**

**Early Head Start**

**Great Start Readiness Program**

**Homebuyer Education/**

**Financial Capability Programs**

### **Volunteer Programs**

**Food Programs**

**Weatherization**

**Homeless and Prevention**

**Individual Development Account Program**

**Family Self Sufficiency Program**

**Foreclosure Services Program**

**Homebuyer Education/**

**Financial Capability Programs**

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**



# WHO WE ARE

## Board of Directors

NEMCSA 's Board includes elected officials, business and professional representatives, liaisons from our advisory groups, and consumer representatives. Together, they are a cross-section of the communities we serve and we are grateful for the time and talent they dedicate to improving their communities and the lives of people across northeast Michigan.

**Geyer Balog**

**John Chappa**

**Terry Dutcher**

**Dan Gauthier**

**Kenneth Glasser**

**Duncan Gray**

**Pete Hennard - President**

**Dave Karschnick**

**Lisa Salgat**

**Richard Sangster**

**Craig Scott**

**Chuck Varner**

**Lyn Behnke**

**Nick Florian**

**Julie Kendrick**

**Sheila Malewska**

**Kathleen Vichunas**

**Carol Wenzel**

**Rebecca Elston**

**Dennis Fay**

**Tammy Frisbie**

**Jean Garratt**

**Leo Marciniak**

**John Morrison**

**Jeanette Motter**

**Karen Pomeroy**

**Patricia Rondeau**

Pete Hennard,  
Board President  
Ken Glasser,  
Board Treasurer



## Mission

Enhancing quality of life by empowering individuals and strengthening communities.

## Vision

Every person is empowered to achieve their fullest potential.

## Values

Dignity. Empowering People.  
Diversity. Accountability.

## Team

Over 600 employees pull together to make the NEMCSA machine work. Each plays an important part in helping those we serve attain self-sufficiency and improve their lives.

## Training

Training remains an important component of NEMCSA. In 2021, staff completed a total of 27,301 hours of training.



# SERVICES PROVIDED

## Early Childhood Services

1,157  
children  
received early  
childhood  
services

## School Success Partnership Program

2,268  
youth enhanced  
their academic  
careers

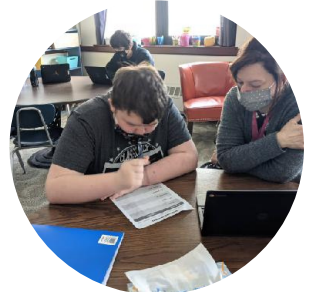


487,122  
hours were  
donated back to  
programs

## Community Programs

25,798  
received food  
boxes through  
TEFAP

179  
homes experienced  
improved energy  
efficiencies



46  
individuals assisted  
through the Kinship  
Program

## Homeless & Prevention Services

2,339  
seniors maintained  
independent living  
and remained in  
their homes

272  
homeless  
individuals  
sheltered



## Senior Services

509,159  
meals provided to  
homebound seniors

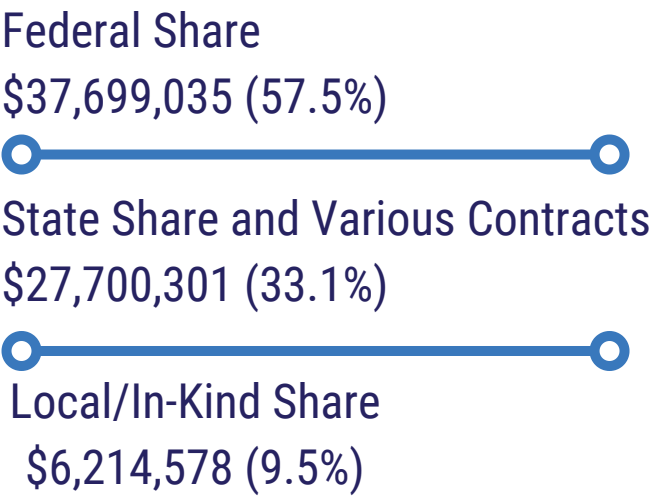
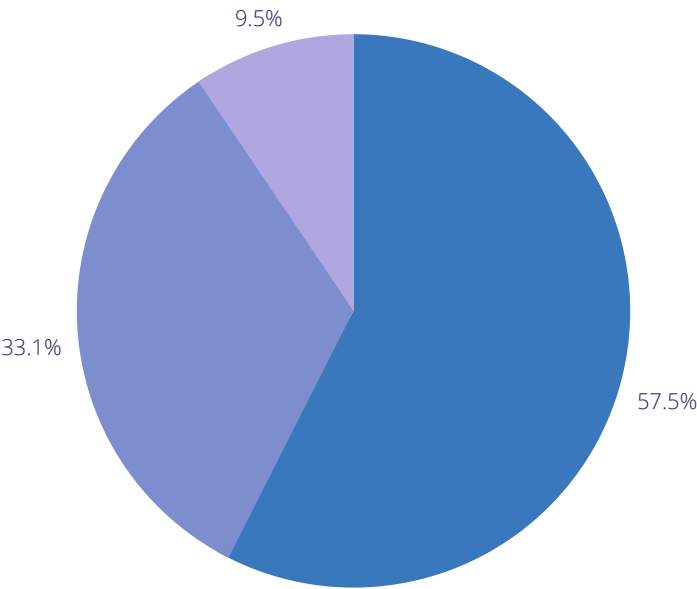


Annually, NEMCSA serves thousands of families in Northeast Michigan and extended counties through various programs and services.

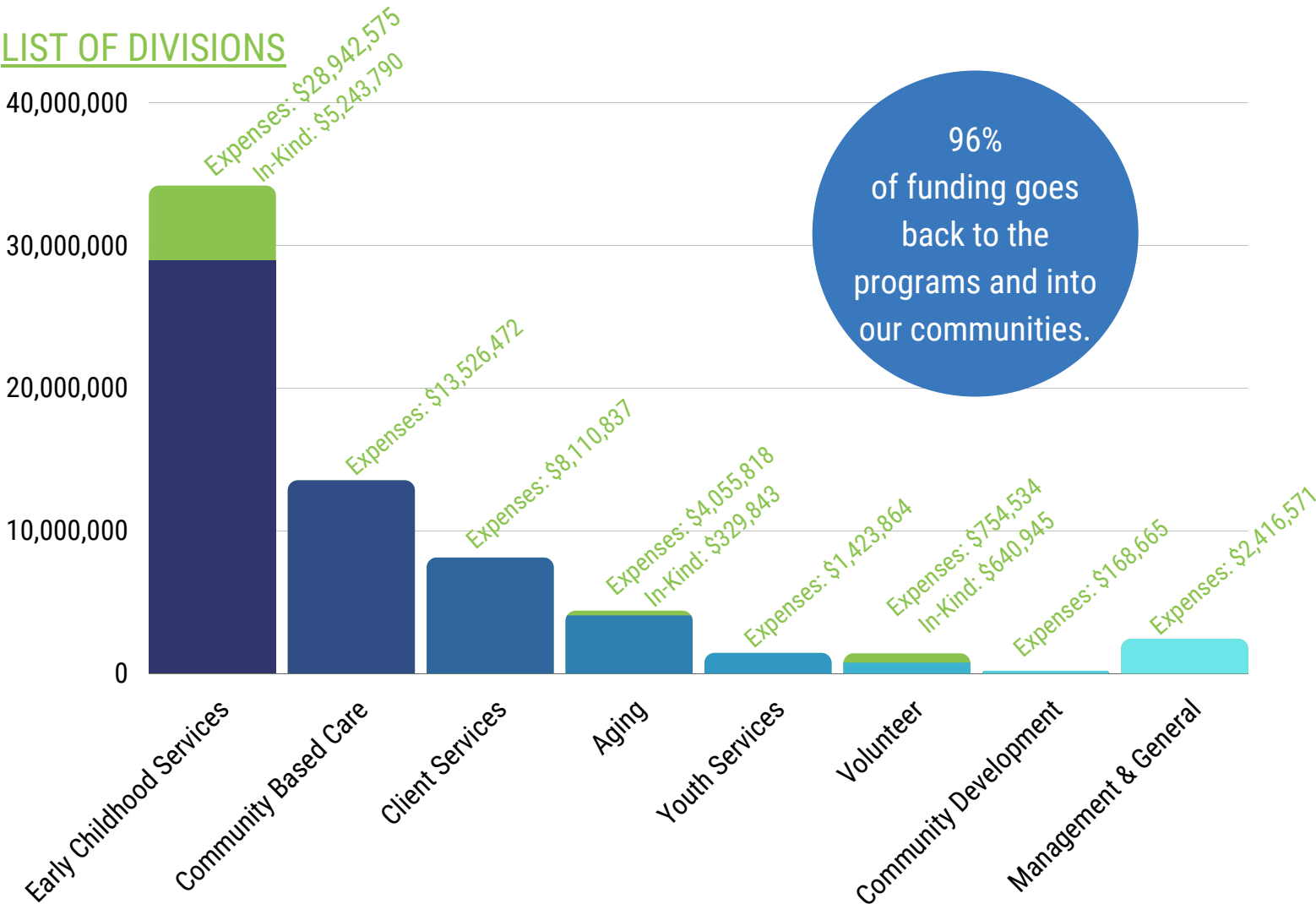


# FINANCIAL OVERVIEW

## REVENUE PERCENTAGE BY SOURCE



## LIST OF DIVISIONS

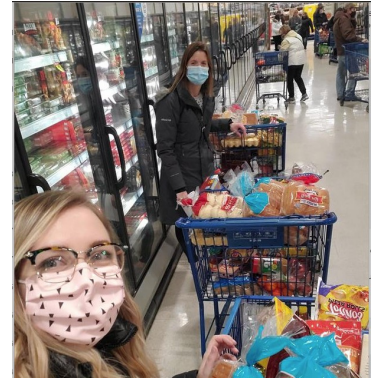


# PROGRAM IMPACT

This year, thousands of families felt the impact of the good deeds provided by our dedicated staff and selfless volunteers. We appreciate you!



*"...I cannot believe how over and above you ladies went. We are all floored by the amount of food. Thank you so much! just amazing what you and Head Start does for the families! I just hope you know how much we appreciate it!" - grateful parent*



Realizing some families may need help with food over the 2020 holiday break, Head Start staff went shopping! Through collaboration with local stores, food was secured and distributed.



NEMCSA's Area Agency on Aging staff was able to deliver Personal Care Bags that provided seniors with needed items such as hygiene items, resource materials and even tools to promote brain health.

## Volunteers serving their community on MLK Day!



# CARES RELIEF & RECOVERY SERVICES



The Coronavirus Aide, Relief, and Economic Security (CARES) Program worked to respond to the immediate needs of Northeast Michigan residents during the COVID-19 pandemic. CARES offers a wide variety of services including home repair, car insurance and car repairs, transportation assistance, funeral assistance, food insecurity, health, hygiene and haircuts to school aged kids, rent /mortgage assistance, and water/sewer past due payments.

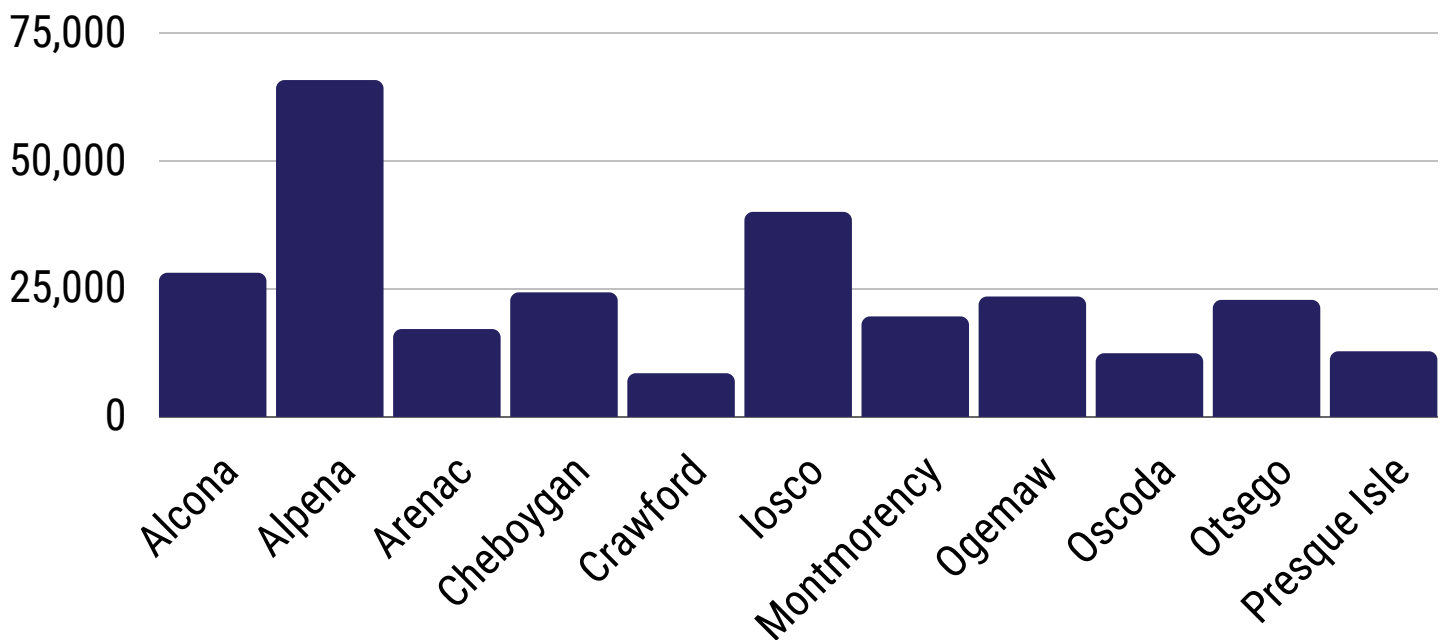
Car repairs were a significant need. NEMCSA had funding available through multiple programs to help with these services. A total of 42 individuals were able to be helped with car repairs through these funds.

Through the CARES CRF Emergency Water and Septic Assistance Program, 48 households experienced improved health and safety due to improvements made within their homes. Improvements can include the elimination of lead, radon, or carbon dioxide and /or fire hazards.



## CARES Funding Distributed by County

Totals include CARES funding for energy, hygiene, home repair, water and sewer, food, transportation, car insurance mortgage, and rental assistance.







# How Can I Help?

## Donate

[nemcsa.org/get-involved/donate](http://nemcsa.org/get-involved/donate)

## Volunteer

[nemcsa.org/get-involved/volunteer-today/](http://nemcsa.org/get-involved/volunteer-today/)

## Stay Informed

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