



NEMCSA

Annual Report

2024



Empowering People, Enhancing Lives
OUR IMPACT THIS YEAR

TRANSFORMING LIVES ACROSS NORTHEAST MICHIGAN

Northeast Michigan Community Service Agency (NEMCSA), a Community Action Agency, is driving change across 11 counties and 6,300 square miles. It delivers life-changing programs that empower individuals and families at every stage of life. Through strategic funding and powerful partnerships, NEMCSA tackles challenges like poverty, childcare, and senior support while helping communities secure resources for transformative projects. From providing early education to supporting aging with dignity, NEMCSA is igniting opportunities and creating brighter futures for the people of northeast Michigan.

NEMCSA staff attended the MCA Legislative Day to honor clients and volunteers for their outstanding work in 2023-2024, highlighting the vital impact of NEMCSA programs and the importance of volunteering in strengthening northeast Michigan communities.



Legislative
DAY

OUR MISSION

Enhancing quality of life by empowering individuals and strengthening communities.

OUR VISION

Every person is empowered to achieve their fullest potential.

NEMCSA's core service area covers 11 counties:

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

NEMCSA also provides some services in Bay, Clare, Gladwin, Huron, Lapeer, Mecosta, Midland, Osceola, Roscommon, Sanilac, and Tuscola Counties.



OUR STORY



NEMCSA

1

Provides comprehensive services for all ages.

2

Four-time Detroit Free Press Top Workplace awardee.

3

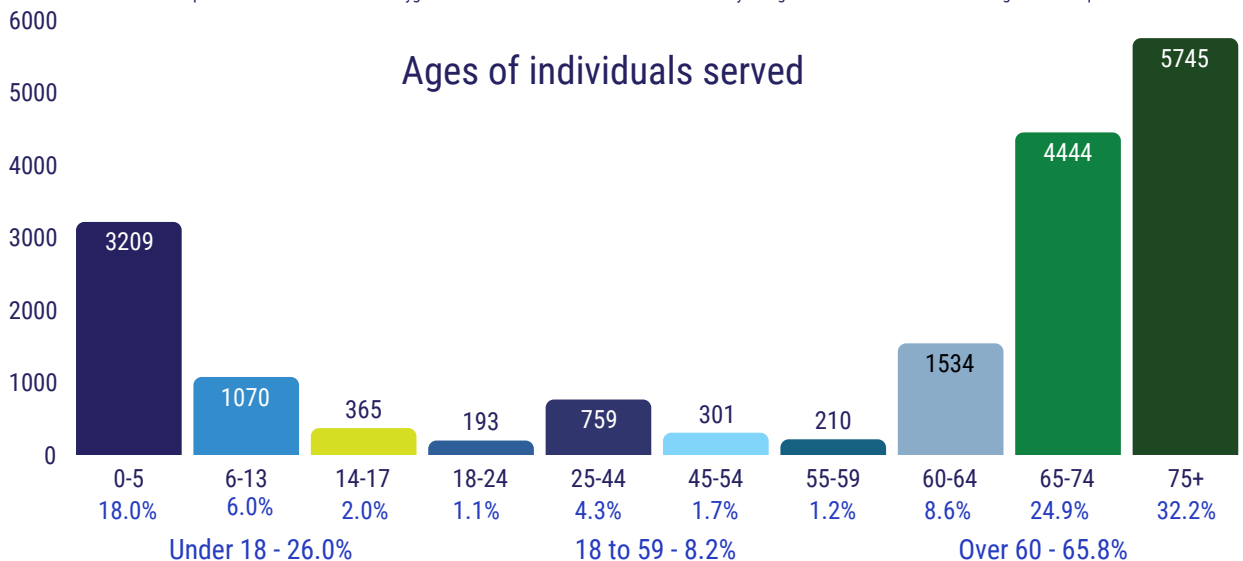
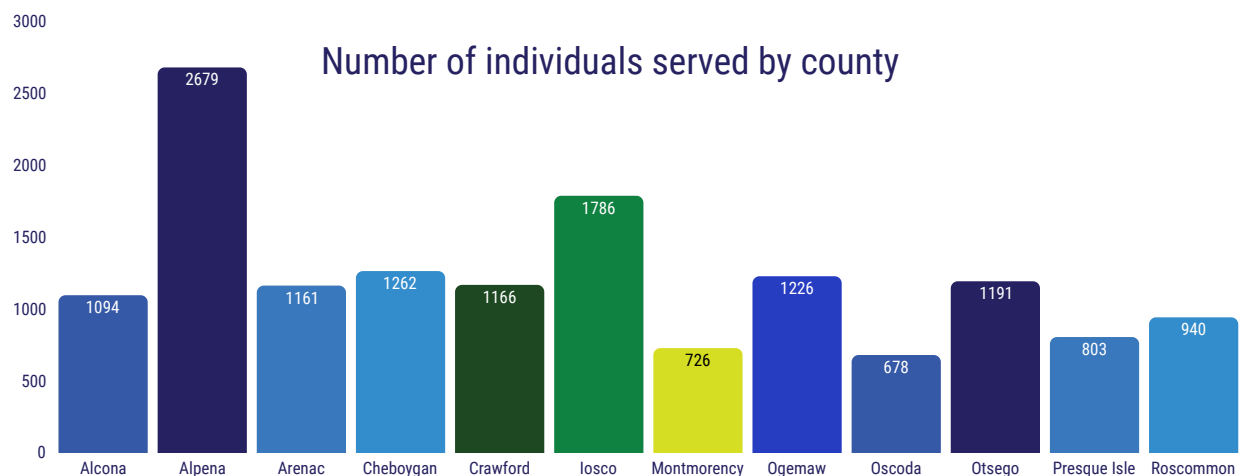
Designated as an Area Agency on Aging.

4

Trusted community resource for over 55 years.

A YEAR IN REVIEW

NEMCSA remains committed to serving individuals and families across northeast Michigan, providing essential programs and resources that foster stability and self-sufficiency. The charts below illustrate the number and age of individuals served in each county, demonstrating the broad impact of our efforts. Alpena County saw the highest number of individuals served, reflecting the significant need and engagement in that area. Iosco, Cheboygan, and Otsego Counties also had high service numbers, emphasizing the regional demand for support. Each county's data highlights our agency's ongoing commitment to meeting community needs and ensuring equitable access to vital services.



LEADERSHIP



NEMCSA's senior leadership team is dedicated to fostering innovation, collaboration, and excellence, guiding our agency with a shared commitment to empowering communities and improving lives across northeast Michigan.



Tricia Grifka
Early Childhood Services



Kimberlee Hincka
Financial/Accounting



Cathy Macfalda
Human Resources



Frances Ommani
Strategy & Development



Dorothy Pintar
Community Programs



Laurie Sauer
Area Agency on Aging

As we reflect on the 2024 fiscal year, I am inspired by the resilience, dedication, and compassion that define NEMCSA. Together, we have empowered individuals, strengthened families, and enriched communities across northeast Michigan. Thank you for being part of our mission to create opportunities and transform lives.

Lisa Bolen
Executive Director/CEO

NEMCSA is fortunate to have a diverse Board of Directors representing elected officials, business professionals, advisory liaisons, and consumers. Their dedication and talent help improve communities and enhance lives across northeast Michigan.

PUBLIC:

Terry Small | Alcona
Dan Ludlow | Alpena
Lisa Salgat | Arenac (Secretary)
Richard Sangster | Cheboygan
Dorothy Frederick | Crawford
Terry Dutcher | Iosco
Lloyd Peltier | Montmorency
Brenda Simmons | Ogemaw
Chuck Varner | Oscoda
Dana Wingo | Otsego
John Chappa | Presque Isle

PRIVATE and CONSUMER:

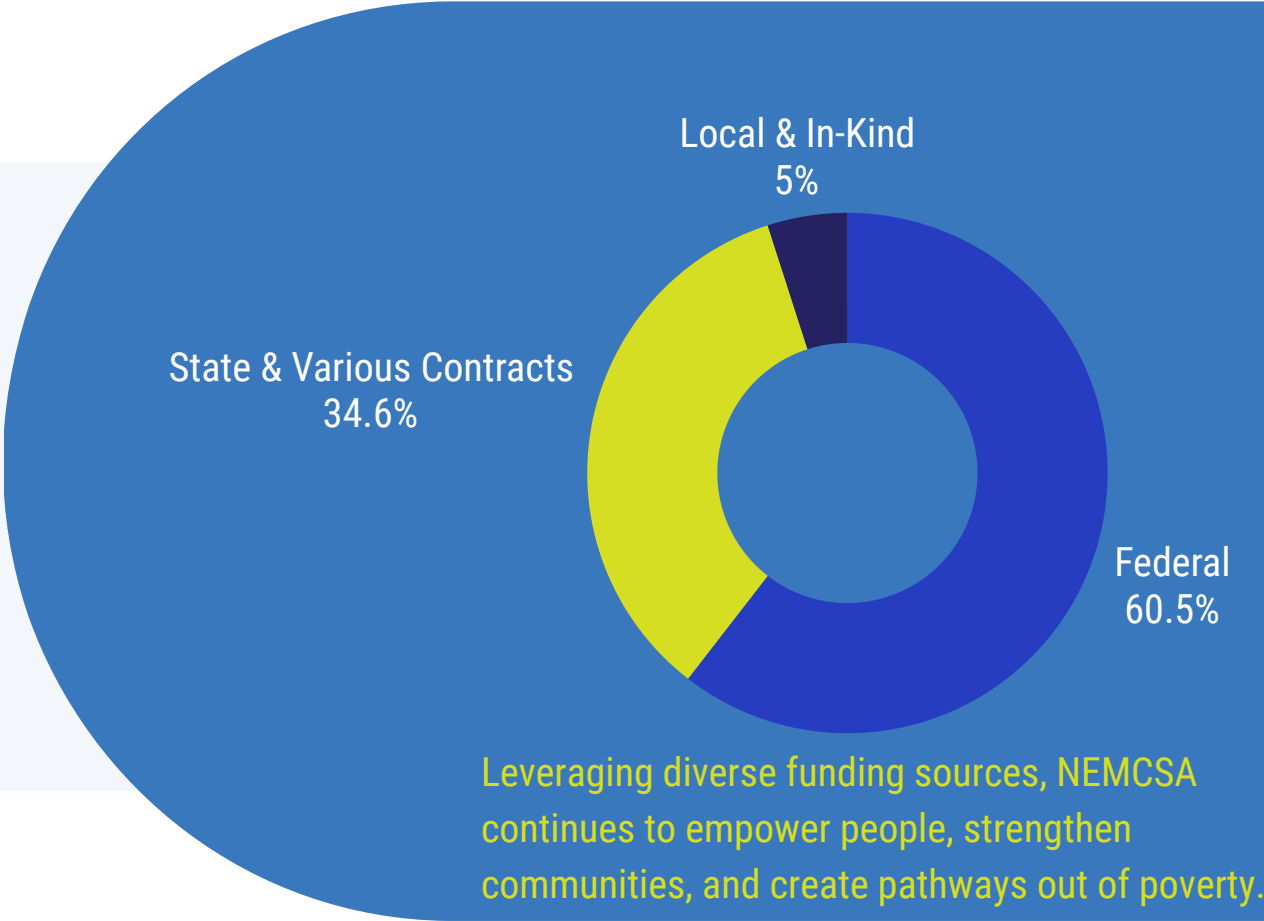
Lyn Behnke
Chuck Corwin
Nick Florian
Tammy Frisbie
Jean Garratt
Duncan Gray
Justin Gibson
Peter Hennard (President)
Lisa Hilberg
Julie Kendrick
Sheila Malewska (Treasurer)
Leo Marciniak
John Morrison
Patricia Rondeau (Vice President)
Tina Schumacher
Leisa Sutton
Nathan Weaver
Carol Wenzel

Current Board member list at time of print.



ANNUAL REVENUE

In FY 2024, NEMCSA’s total funding reached \$67,891,770, supporting programs that empower individuals and families across northeast Michigan.

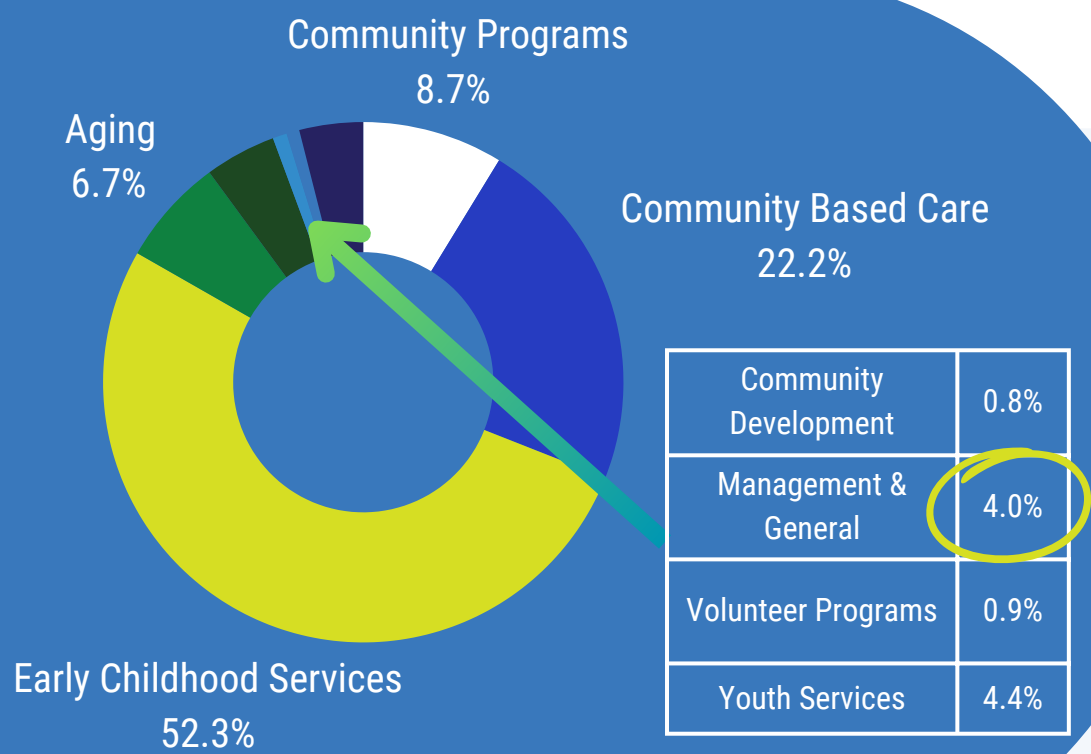


The Federal Share provided \$41,069,192 (60.49%), driving essential programs like early childhood education, senior services, and housing support. In addition, \$3,368,402 In-Kind contributions extended the impact of federal dollars.

The State Share and Various Contracts totaled \$23,454,176 (34.55%), funding key services such as weatherization and senior support. Local and In-kind Share contributions reached \$3,368,402 (4.96%), highlighting strong community partnerships.

ANNUAL EXPENDITURES

NEMCSA invested in programs that support individuals and families across northeast Michigan.



NEMCSA dedicated \$35.5M for Early Childhood Services, fostering family success, and \$15.1M for Community-Based Care, supporting seniors and adults with disabilities. Community Programs received \$5.9M, Aging Services \$4.5M, and Youth Services \$3M. Volunteer Programs, Community Development, and operations totaled \$3.8M. These funds empower people, strengthen communities, and create lasting change.

These are pre-audit finalization numbers

PROGRAM IMPACT

Data shows that programs have positively impacted thousands of individuals providing essential services that support economic stability and overall well-being.



2,696 children enrolled in Early Childhood Services



6,938 Students assisted in School Success Partnership Program



1,262 individuals assisted through Homeless Prevention



8,186 people served in the Aging services



93 people maintained a safe vehicle



742 individuals assisted in the water program

A total of 17,830 individuals served.

- Foster Grandparent & Senior Companion: 48 volunteers
- BOSS - Bridges of Self-Sufficiency: 38 participants on their path to independence
- Emergency Hotel Stays: 110 individuals sheltered
- Diaper Bank (General & TANF): 278 children supplied
- Tax Arrearages: 32 households maintained home ownership
- Weatherization Services: 101 homes improved for energy efficiency
- School Success Partnership Program: 992 students formally supported
- Retired & Senior Volunteer Program: 302 volunteers giving back
- PIVOT Program: 20 participants empowered

PROGRAM IMPACT

Program impact stories bring NEMCSA's data to life, making outcomes more relatable and inspiring. Explore the stories below to see the real impact behind the numbers.

The Power of a Helping Hand - NEMCSA's School Success Partnership Program



At the start of the school year, Landon felt lost—struggling with attendance and often fleeing his classroom. But a simple act of kindness from School Success Liaison Anne Proctor changed everything. She provided a fresh outfit, a snack, and—most importantly—a listening ear. That moment became the foundation for trust and growth. With ongoing support, Landon transformed, attending regularly, engaging in class, and finding his confidence. By June, he wasn't just staying in school—he was thriving.

The Power of Mentoring - NEMCSA's Bridges of Self-Sufficiency (BOSS) Program

"Never give up!" These words have been Georgina's guiding mantra since she embarked on her journey with the BOSS Program. Georgina has been steadily making strides toward her goal of securing housing for her family. Recently, she was accepted into the Kalitta Apprenticeship Aviation Training Program! She didn't just get in; Georgina passed all her entrance exams and is now diving into the world of aviation history and mechanics. Upon program completion, she'll earn her certification in airframe and power plant - a testament to her dedication and hard work.



INITIATIVES

NEMCSA advanced its mission of empowering people and strengthening communities through several impactful initiatives, many of which were achieved through strategic partnerships.

Highlights of the year included:

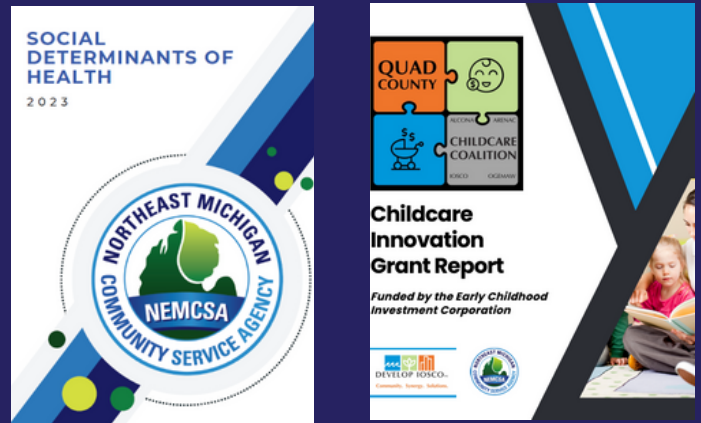
Childcare Innovation Initiative: Partnering with the Quad County Childcare Coalition and Develop Iosco, NEMCSA conducted a study identifying childcare needs across four counties and provided six recommendations to improve access.

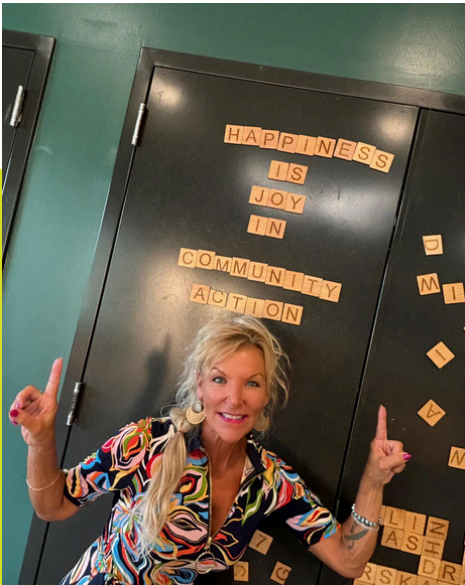
PACE Northeast Michigan: Set to open in 2025, this program will deliver vital healthcare and social services to older adults, addressing a critical senior care gap.

Water Assistance Program: NEMCSA aided residents in accessing affordable water services, reducing financial strain and enhancing quality of life.

BOSS Program Expansion: The BOSS Program expanded, adding staff and resources to strengthen case management and poverty education, empowering more families toward self-sufficiency.

CSBG Direct Services Initiatives: CSBG funding supported programs like auto repair assistance and back property tax relief, helping families achieve stability and maintain essential resources.





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PHONE

989-358-4600



A Place to Call Home: The Impact of NEMCSA's MIChoice Waiver Program

When Sarah faced eviction from her assisted living facility after seven years due to depleted savings, NEMCSA's MIChoice Waiver Program stepped in to cover her care costs. This ensured Sarah could stay in the place she called home, bringing relief to her family. Programs like MIChoice are vital for helping community members thrive by providing stability, dignity, and essential support when it's needed most.

