



2022 COMMUNITY NEEDS ASSESSMENT

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EXECUTIVE SUMMARY/KEY FINDINGS

In the Spring of 2022, the Northeast Michigan Community Service Agency (NEMCSA) undertook a nine-week process to survey the residents, organizations, and elected officials of Northeast Michigan. This was done to collect information for a community needs assessment. Responses were received from across the state, but only data for NEMCSA's core service area of Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, and Roscommon counties was analyzed within this report.

The overall purpose of the survey was to gain a better understanding of the current economic conditions, a clearer picture of the residents within the area, and identify the five greatest regional needs. This information was used to analyze possible causes, recommendations, and solutions in the fight against poverty. It is important to address that no one could have foreseen the impact the COVID-19 Pandemic would have had on individuals, communities, agencies, and the world. When identifying needs and strengths for the area, this must be considered. While the pandemic brought many hardships, it also brought more resources, such as food, into the area.

Once data was collected, it was analyzed, along with demographic and trend data from previous years. The top five needs for the area are:

1. Families without their own automobile lack transportation.
2. There is a shortage of available housing in the communities.
3. There is a shortage of licensed childcare providers in the communities.
4. Communities lack jobs offering a livable wage and good benefits.
5. There is a lack of specialty medical providers, including dentists, medical specialists, and optometrists within the communities.

Considering these top needs for the area and other factors related to demographics, education, economics, living situations, housing, and childcare, it is possible to begin determining the causes of the above average unemployment and poverty within the region. The rural nature of the area also contributes to the prevalence of poverty, with resources spread out over a large area and many residents unable to access them.

In addition to the demographic factors faced in the service area, funding tends to be lacking, most likely due to a smaller population size. When evaluating the educational attainment of the workforce and sparse population, it is a challenge to attract investment to the region. Such a small customer base and a lack of skilled workers contributes to a lack of investment by new businesses.

As NEMCSA positions itself to affect change in their communities, an understanding of what is needed must be ascertained. Analyzing data obtained through the community needs assessment process provides a clearer understanding of the issues and needs facing our clients.

NEMCSA is dedicated to the vision of every person being empowered to achieve their fullest potential. By understanding the needs in our communities, NEMCSA can position itself as a catalyst for change. – Lisa Bolen, Executive Director/CEO

NEMCSA AS AN AGENCY

THE HISTORY OF NEMCSA

The Northeast Michigan Community Service Agency (NEMCSA) is a private Community Action Agency in northeast Michigan, incorporated in 1968. Prior to NEMCSA, there were three Community Action Agencies servicing the area. Thunder CAP, which served Alcona, Alpena, Montmorency, and Presque Isle counties; 7CAP which served Arenac, Iosco, Ogemaw and Oscoda counties, and the counties of Emmet, Charlevoix, Cheboygan, and Otsego on the western edge. In a trade, Emmet and Charlevoix counties went to the west to Northwest Community Action Agency and Crawford County came east, creating the 11-county core service area of NEMCSA covering Alcona, Alpena, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, and Presque Isle counties. Unique to NEMCSA is the inclusion of the Region 9 Area Agency on Aging, which began in 1974.

President Lyndon B. Johnson's *The Great Society* initiative was a sweeping plan to help all Americans, regardless of circumstances, improve their lives, resulting in the Economic Opportunity Act. Community Action Agencies (CAA) were a product of the Economic Opportunity Act of 1964, created to fight poverty and work to improve financial futures. They are uniquely positioned to provide an integrated approach to multi-faceted services and programs serving the entire family.

Community Action is a coordinated effort to address the root causes of poverty and ultimately move a person to self-sufficiency. There are over 1,000 Community Action Agencies throughout the United States and Puerto Rico, with 28 of those being in Michigan. NEMCSA is geographically the largest in Michigan and serves the largest number of counties.

The NEMCSA Mission

Enhancing quality of life by empowering individuals and strengthening communities.

The NEMCSA Vision

Every person is empowered to achieve their fullest potential.

The NEMCSA Values – Dignity, Excellence, Diversity and Accountability

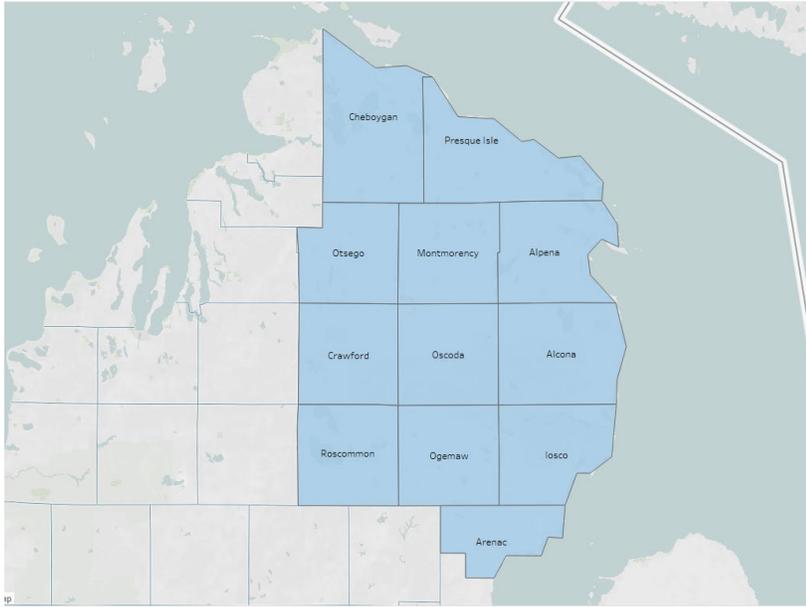
**We treat everyone with dignity and respect*

**We strive to achieve excellence in our work and our service*

**We value diversity and honor individual differences*

**We are accountable for our actions*

SERVICE AREA



The Northeast Michigan Community Service Agency has a core service area of 11 counties in beautiful northeast Michigan. NEMCSA is a catalyst providing solutions to improve the lives of those served. The 11 core counties served by NEMCSA are: Alpena, Alcona, Arenac, Cheboygan, Crawford, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, and Presque Isle covering approximately 6,200 square miles. NEMCSA also provides many services to residents of Roscommon County and therefore, Roscommon County is included in this report. **Throughout this report, when the “report area” or “12-**

county area” is referred to, it will be reflective of NEMCSA’s 11-core counties and Roscommon County together. The service area boasts the Huron National Forest, AuSable River, strong farming communities, and 1,850 miles of shoreline.

PROGRAMS AND SERVICES

NEMCSA offers programming with services for every stage of life. Programs are in place to address homeless prevention, food insecurities, foreclosure and homebuyer education, weatherization assistance, self-sufficiency, pregnant women and children, school success, senior services, volunteer programs, and poverty education.

EXAMPLES OF PROGRAMMING

Early Childhood Services provides support to pregnant moms, infants, toddlers, and preschool programming to children ages 3-5. Built into this service delivery model are supports for the whole family, setting up children for a lifetime of success.

My children love the Head Start program. They have learned and grown so much. The teachers are great and thoughtful. They always listen to parents concerns and offer helpful advice. Thank you so much for all that you do. – NEMCSA Early Childhood Services Preschool Parent

The NEMCSA School Success Partnership collaborates with school systems, parents, and students to overcome barriers they may be experiencing, reducing truancy, improving academic performance, and strengthening families.

My 8th grade daughter was struggling with peers and daily classroom expectations. It caused such anxiety that she had to take medication to calm down enough to go to school. Since being transitioned to Ms. Sue's room for two hours a day, my daughter has grown immensely as a student and is no longer failing her classes or being too overwhelmed to attend school. The principals have called to share with me how much my daughter has flourished and grown since being part of Ms. Sue's program. My daughter comes home daily with one more positive thing about her time with Ms. Sue. Her attitude and overall level of functioning has improved so much; she is almost like a new teenager living in our home. My family is so grateful for this program and especially to Ms. Sue. 🍷 – NEMCSA School Success Partnership Parent

Being disabled for years and having a sick husband who lost his job, brittle diabetic, and other health issues, I was becoming hopelessly depressed. Thank you NEMCSA for all your help! Makes me feel more at ease and like I can make it. – NEMCSA Weatherization Participant

Community Programs offer a wide array of empowering services for individuals and families to help alleviate financial stressors. These include rent and mortgage assistance, homeless prevention, nutrition, food insecurity, and weatherization.

The Region 9 Area Agency on Aging works to promote lifelong independence and dignity for all individuals and to assist the aged and disabled.

(Region 9 Area Agency on Aging provides) services I can't do myself - bringing in a chore provider and the meals. I do some cooking for myself, but those meals help. Having those services make my life more doable. – NEMCSA Homemaker, Personal Care, and Respite Participant

See Appendix D for a complete list of programs by domain.

NEMCSA BOARD OF DIRECTORS

The Board of Directors for NEMCSA is a tripartite board, consisting of equal parts local private sector, public sector, and low-income community representatives. The bylaws for the Board of Directors outlines a board composed of 27-33 members who are dedicated to serving their communities within the NEMCSA counties. Board members include elected officials, business and professional representatives, liaisons from advisory groups, and consumer representatives.

ACKNOWLEDGEMENT AND THANK YOU TO PARTNERS

Recognizing that enhancing quality of life, empowering individuals, and strengthening communities is not independent work, NEMCSA would like to sincerely thank the many local, state, and federal organizations and agencies that partner with NEMCSA every day to help those battling poverty. NEMCSA values their support and dedication moving families towards self-sufficiency, healthy outcomes, and stable homes. These partners provide complementary resources and collaborate to effect change and improve family stability.



Partner Affiliation Type	# Of Partners	Examples
Consortiums/Collaborations	86	County Councils on Aging, 211 Northeast Michigan, Healthy Communities Collaboration, True North Community Services
State Government	5	Michigan State Police, Michigan Works! State of Michigan
For Profit Businesses or Corporations	14	AARP Michigan, DTE Foundation, Tip of the Mitt
Health Service Organizations	61	Alpena Regional Medical Center, AuSable Valley Community Mental Health, Central Michigan District Health Department, Multiple Home Health Care Organizations
Schools	80	Sterling Elementary, West Branch Alternative Education Program, Atlanta Community Schools
Non-Profits	138	AuGres Care Center, Carol's Baby Pantry, It Takes a Village
Faith Based	38	St. Vincent De Paul, Oscoda United Methodist Church, Wellspring Lutheran Services, Atlanta Bible Church
Financial/Banking Institutions	13	Huntington Bank, Chemical Bank – MI, State Farm
Colleges/ Universities	16	Kirtland Community College, Michigan State University Extension, University of Michigan
Statewide Associations or Collaborations	21	Bureau of Community Action and Economic Opportunity, DHHS Child and Protective Services, The Bureau of Aging, Community Living, and Support
Local Governments	32	Roscommon County Sheriff Department, Tawas Area Chamber of Commerce, Standish Historical Depot
Federal Government	1	Substance Abuse and Mental Health Services Administration

PURPOSE OF COMMUNITY ASSESSMENT

Completing a Community Needs Assessment (CNA) allows an agency to determine the economic climate of their communities and make informed decisions. Surveys completed by community members, partner organizations, and elected officials assist the CAA in obtaining a clear picture of the service areas and a better understanding of their clients. Community Action Agencies often base strategic plans and programming decisions upon the data collected during the CNA process.

STRATEGIC PLANNING

Three impact areas were identified in the 2020-2025 NEMCSA strategic plan to focus on. These were:

- Organizational Capacity
- Coordination of Services (Internal and External)
- Individual and Family Success

NEMCSA developed a Theory of Change Model with strategies to achieve the three impact areas. As shown on the image below, NEMCSA has specific action items in place to achieve positive change within the three impact areas. The community needs assessment would align with the catalyst of *servicing to drive individual and family success by evaluating and analyzing unmet needs*.



Utilizing data gathered from a Community Needs Assessment, NEMCSA will be able to identify the gaps and strengths related to each impact area. Once identified, NEMCSA can set a course through its strategic planning process and organizational development to meet those goals.

If a need is identified that cannot be met within existing programming, NEMCSA will evaluate whether meeting this need aligns with their mission, vision, and values. If alignment exists, NEMCSA will coordinate with partners to explore ways to meet this need. This could involve NEMCSA creating a program, advocating for funding, or providing expertise to partners better situated to meet the need.

ORGANIZATIONAL STANDARDS

The Federal Office of Community Services (OCS) established the Community Services Block Grant (CSBG) Organizational Standards Center of Excellence (COE) in 2012. Through the COE, a set of organizational standards were developed to ensure CSBG eligible entities, such as NEMCSA, have the capacity to provide high-quality services to low-income families and communities. Regularly assessing the needs and resources at the community level is a pivotal component of Community Action and the reason for conducting a community needs assessment. Utilizing data from the needs assessment allows

for organization direction to be set and agency resources to be defined. Below are the organizational standards defined by OCS, which are used to guide the community needs assessment process.

- 3.1 The organization conducted a community needs assessment and issued a report within the past 3 years.
- 3.2 As part of the community assessment, the organization collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).
- 3.3 The organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) and in the community assessment.
- 3.4 The community assessment includes key findings on the causes and conditions of poverty and the needs of the community assessed.
- 3.5 The governing board formally accepts the completed community assessment.

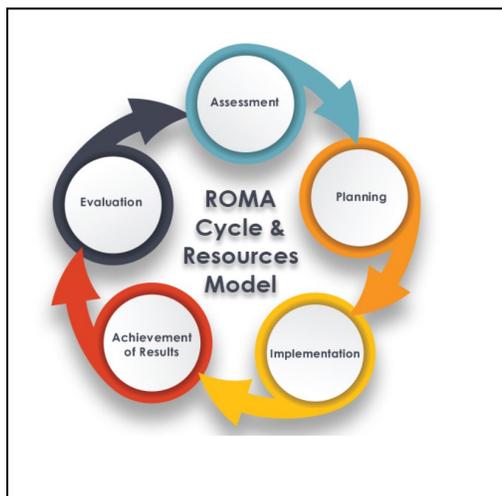
PROGRAM DEVELOPMENT AND GRANT PROPOSALS

When a gap in services is identified through the needs assessment process, and NEMCSA is determined to be the best positioned agency to meet the need, collaboration and planning will occur both within the agency and with partners. Through this collaboration, the best approach forward will be determined. Once the appropriate division, lead staff, and services are determined, funding sources will be sought through grant writing. The development of new programming and new funding sources is a vital result of the community needs assessment process.

THE ROMA CYCLE AND COMMUNITY NEEDS ASSESSMENTS

The Results Oriented Management and Accountability (ROMA) process was established in 1993 with the passing of the Government Performance and Results Act (GPRA) by Congress. The purpose of the Act was to help federal programs become more effective and accountable by focusing on objectives, results, and service quality. Six national goals for Community Action were developed and NEMCSA has been involved in comprehensive outcome management for the past 19 years. By considering client

feedback, community needs assessment surveys, and through the ROMA cycle's analysis of the outcomes and outputs of the national performance indicators, NEMCSA can identify community gaps and services needed.

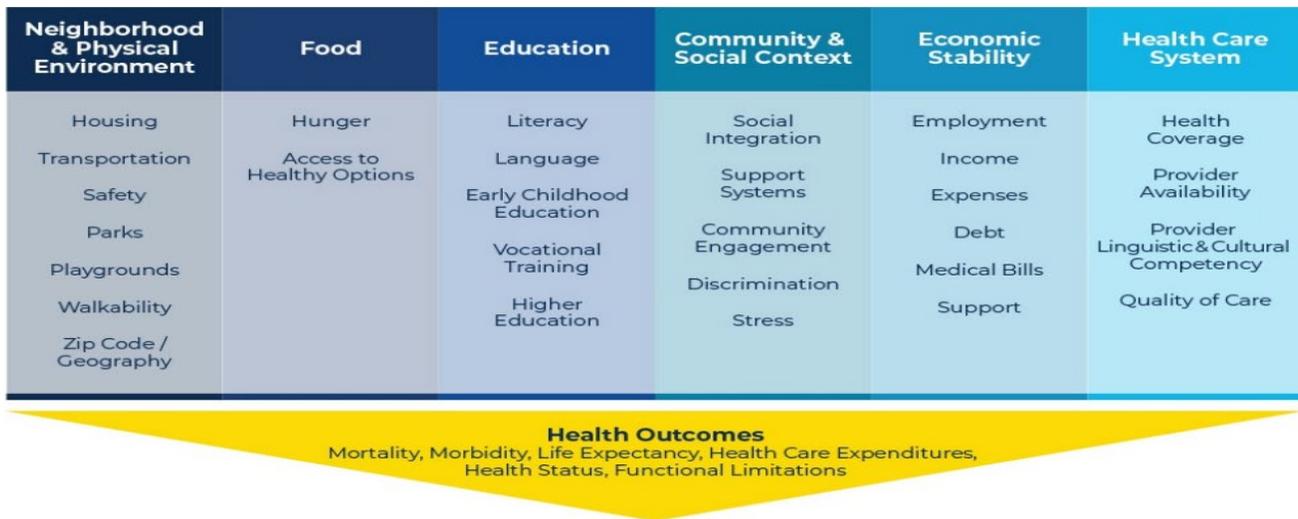


The ROMA cycle is the roadmap for program development, implementation, evaluation, and maintenance. Any programs that are developed due to gaps identified in the needs assessment findings must set goals as defined by ROMA. The cycle will ensure that logic models are created, and continuous evaluation of objectives and outcomes/outputs is maintained.

With the NEMCSA Board of Directors establishing goals for the agency, they are involved in each step of the ROMA cycle. Through regular reviews of the mission statement, strategic

plan, community needs assessment findings, and the client satisfaction surveys, the Board has the scope necessary to guide NEMCSA’s programs and services. Monthly, the Board receives programmatic updates, and can assess if that program is on track to reach its goal. At the conclusion of each year, a written report is submitted highlighting actual versus projected outputs and outcomes. If a program is outside of their specific performance indicator by more than 20%, a corrective action plan is prepared and shared with the Board that contains possible causes, outliers, and steps to bring the program back on track.

SOCIAL DETERMINANTS OF HEALTH



The Social Determinants of Health (SDOH) framework also plays a role in determining the approach used to analyze the data of the community needs assessment. The SDOH provides a structure that measures the community, agency, or individual resources or lack thereof. By aligning the SDOH and the domains used within the community needs assessment, NEMCSA can segregate causes and evaluate them in a more detailed manner. This structure allows NEMCSA staff across all levels to strategically plan for, evaluate, and review possible programs and services to meet the need.

DOMAINS

To fully understand the impact the Social Determinants of Health have on a community, they are categorized into domains: neighborhood & physical environment, food, education, community & social context, economic stability, and health care system. For the purposes of the CNA, the community domain contains the SDOH domains of *neighborhood and physical environment* and *community and social context*. The domains act as the “umbrella”, while specific factors under each umbrella must be considered. Only when the domains are analyzed along with the findings of the community needs assessment, can a greater picture of the needs in the area be formed.



COMMUNITY DOMAIN

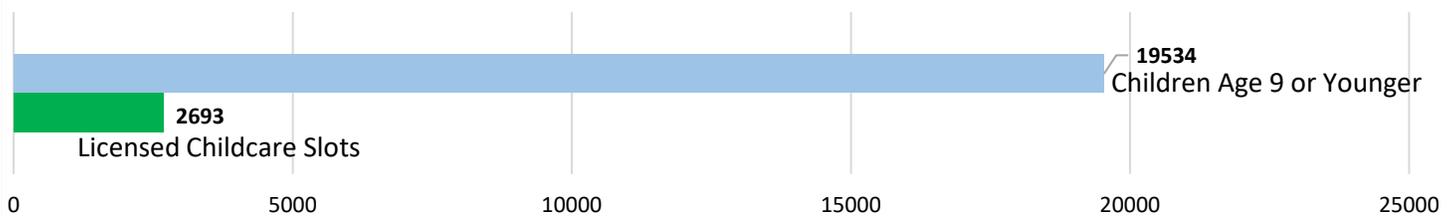
The Community Domain provides the foundation for a community and includes such items as childcare availability, housing, and transportation. A thriving foundation can help create stability and opportunities for families. Communities are strong when systems and services exist to support those who live in them. Several resources within the community domain are discussed at greater length below.

Love working with NEMCSA. We love the people and the employees. I love the residents and sometimes you just want to bring them home. – NEMCSA Senior Companion Volunteer

CHILDCARE

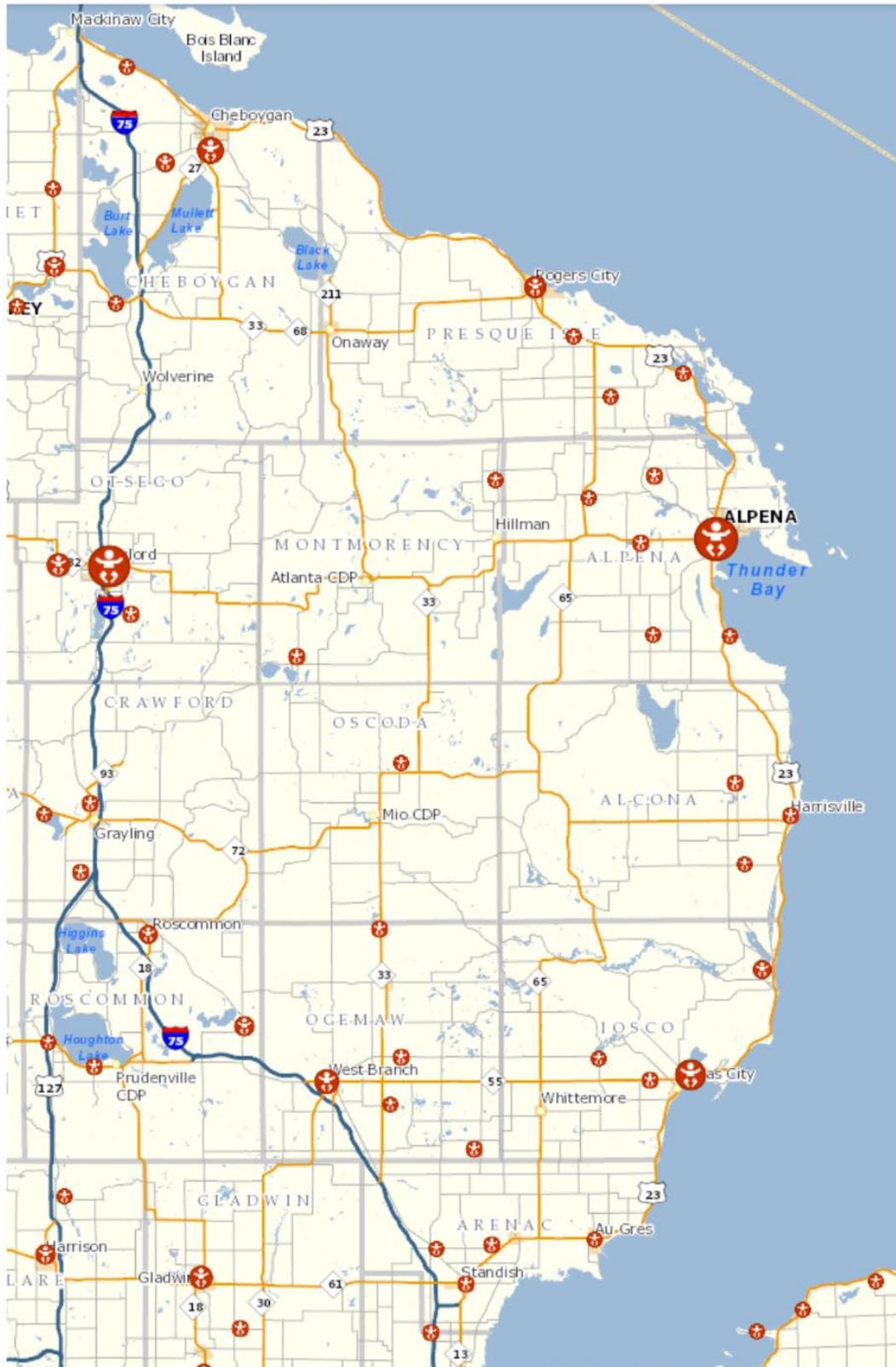
Lack of affordable childcare was identified as one of the top five needs within this needs assessment. There is a lack of childcare within the NEMCSA 12-county CNA area. According to a 2021 report by the Public Policy Associates Incorporated, only 24% of childcare providers in the State of Michigan offer care outside of normal hours. In addition, 61% charge a weekly rate, not a daily rate. Considering that the three main types of industries in the service area tend to have hours on evenings, weekends, and overnight, when childcare providers for these times is exceptionally scarce, parents may be forced to choose between work and childcare. With childcare itself being considered a service industry, many providers are working for less than minimum wage given the costs of regulations, licensure, and staffing. This system prevents investment in new licensed childcare providers.

NEMCSA 12 County CNA Area



The preceding chart shows that there are 2,693 year-round licensed childcare spots available to children in the NEMCSA 12-county CNA area. This number does not include preschool centers or programs such as Head Start as those are not year-round programs. Vying for those spots are 19,534 children under the age of nine. This leaves a gap of 16,841 children unable to receive care in a licensed childcare setting while being too young to remain home alone. Lack of available childcare impacts parents' decisions on whether to work or remain home and have a lower family income. Parents may also struggle with whether they should trust their children to a friend, family member, or other unregulated and unlicensed childcare provider that may not be providing the same quality of care as the licensed and regulated childcare providers.

Licensed Childcare Providers within NEMCSA 12 County Service Area



Number of features



<https://www.michigan.gov/lara/bureau-list/cclb/parents/panel-collapse/provider-choose/child-care-provider-map>

HOUSING

Lack of housing within the community was identified as one of the top five needs within this needs assessment. The housing stock for the NEMCSA CNA service area typically includes homes between 40 and 60 years old, with some older city homes between 75 and 100 years old. There are also homes that used to serve as seasonal cottages/cabins now being resided in year-round due to any number of circumstances for the resident. U.S. Census data shows that out of homes in the report area, 30% are vacant and available for purchase or rent. This is misleading as many of these properties are seasonal hunting and fishing camps, vacation homes, or seasonal rentals that are typically not suited for year-round habitation. Unfortunately, what is being reported by the Census does not support what is happening on the ground.

The unaffordability of rental stock following the pandemic made it worse for renters to sustain their housing. When house prices increase, rents will also increase. Additionally, first time home buyers may opt out of purchasing due to the high housing prices, leaving less rental stock to those exiting homelessness. Even with high housing prices, current homeowners have stable and predictable mortgage payments. Renters, on the other hand, are vulnerable to the dynamic market. Landlords are increasing rent costs mid-lease, causing an all-time high of eviction rates. Eviction moratoriums were helpful during the pandemic; however, those are no longer in place to protect renters. Victoria Purvis – NEMCSA Director of Homeless and Prevention Services.

Data for rentals within the CNA report area indicates a misleadingly low average rental rate. Several factors contribute to this lower-than-expected rate, one of which is the lack of available comparable geographies within the state. When HUD determines the Fair Market Rental Rates, the only comparable geography available is the Upper Peninsula. A second factor is the fact that the report area has a high rate of vouchers utilized. The voucher program requires that landlords accept rents that are no more than 30% of the tenant's income. Both contribute to driving down the average rental rates for the geographical region. In addition to these factors, there are quite a few motels which have converted to studio apartments. While this does offer some housing options, these units are not appropriate for growing families given the size and are not considered long-term options.

Another consideration impacting the available rental stock is due to the rural nature of the area. Health care professionals may maintain a rental unit to comply with “on-call” requirements or because they are a visiting physician or specialist and need a local residence while on site. This increases the scarcity of available rentals for full-time renters in an already tight market.



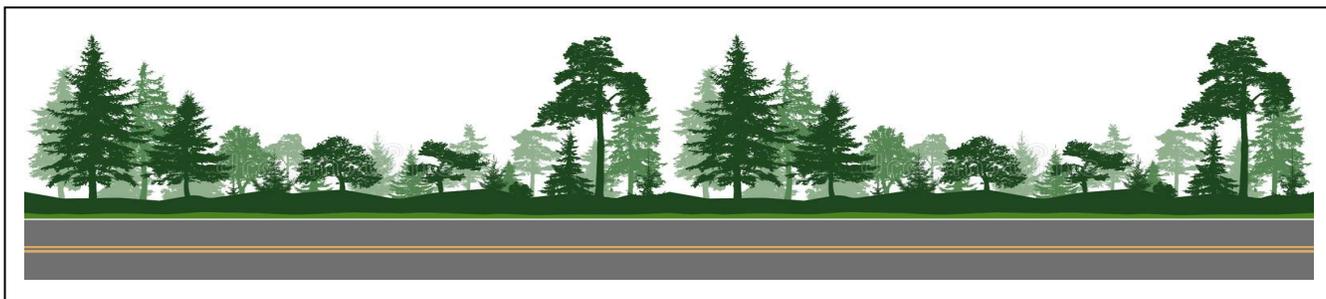
TRANSPORTATION

Transportation for those that do not own an automobile was identified as one of the top five needs within this needs assessment. Transportation deals with how well those who live in a community can move around and access services. The NEMCSA 12-county report area is incredibly rural, and land is relatively inexpensive compared to other parts of Michigan, therefore providing no reason to cluster for goods or services. Many families own acreage and live away from others.

When reviewing the “Individual Resources” charts located in section 2 of this report, it is clear that those who fall below the poverty level are most affected by the rural, spread-out nature of the

community and services. Of the individuals in poverty who completed the survey, almost 30% reported that they needed safe, reliable transportation, while of those above poverty only 3.9% reported the same need. Contributing to this need is a lack of alternative transportation options.

Rated consistently as a weakness among survey respondents, was the lack of taxi, Lyft, Uber, and car rental agencies within the CNA report area. In more urban settings, individuals can rely upon public transit companies to meet the need for transportation when people cannot afford their own automobile. Due to the rural nature of the NEMCSA CNA reporting area, public transportation is not an option for many communities. Some counties do not offer public transit at all, and those that do offer them, tend to have limited hours, and refuse, or are prohibited from, crossing county lines. Since the NEMCSA area is so rural, this is a barrier for many when it comes to receiving adequate medical and dental services. Receiving these services often requires crossing county lines and therefore eliminates the option of public transit.



EDUCATION DOMAIN

		Highest Level of Educational Attainment								Median Earnings	
		< than High School		High School Grad/GED		Some College		Bachelors +		High School Drop out	4 Yrs College
	Persons 25+	#	%	#	%	#	%	#	%	In Dollars	In Dollars
SA	166,014	17,601	10.6%	61,866	37.3%	41,237	24.8%	28,230	17.0%	\$19,822	\$42,158
MI	6,813,480	626,190	9.2%	1,967,316	28.9%	1,591,358	23.4%	1,985,170	29.1%	\$21,996	\$53,617

Advancing education leads to a greater chance of achieving a secure economic future. However, educational attainment within the NEMCSA 12-county report area trends less than State of Michigan averages. Within the area, for individuals 25 years of age and older, 10.6% of the population has less than a high school diploma, 37.3% have graduated high school or attained a GED, 24.8% have some college, and 17.0% have a bachelors or higher education. The State of Michigan has rates of 9.2% less than a high school diploma, 28.9% with a high school diploma or GED, 23.4% with some college, and 29.1% with a bachelors or higher degree.

The CNA report area has a higher percentage of those without a high school diploma and almost a 10% higher percentage of people who stop their education after high school. When it comes to attaining a higher education in the bachelors or higher category, there are less than the State average. For those living within this area, regardless of educational attainment, people earn less compared to the rest of the State. In addition, having a less educated workforce creates barriers when it comes to growing a local economy.



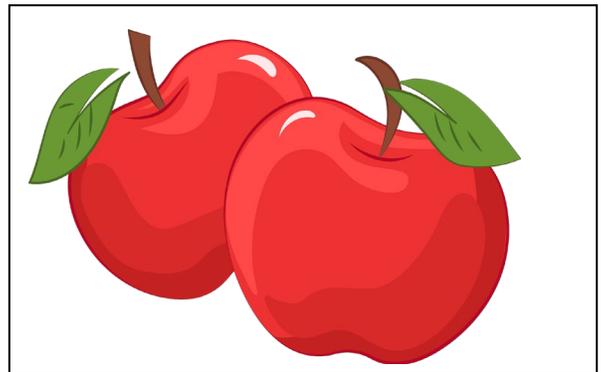
Highest Level of Educational Attainment									
	Persons 25+	< than High School		High School Grad/GED		Some College		Bachelors +	
		#	%	#	%	#	%	#	%
SA	21,801	4,162	19.1%	9,562	43.9%	6,732	30.9%	1,345	6.2%
MI	755,184	168,941	22.4%	277,526	36.7%	226,146	29.9%	82,571	10.9%

The chart above represents individuals residing in the report area living at or below 100% Federal Poverty Level (FPL). Education has long been heralded as an effective pathway out of poverty and the data above supports this. The higher the level of educational attainment for an individual, the lower the likelihood they are experiencing poverty, with 63% of poverty-impacted individuals having a high school education or less.

FOOD ACCESS DOMAIN

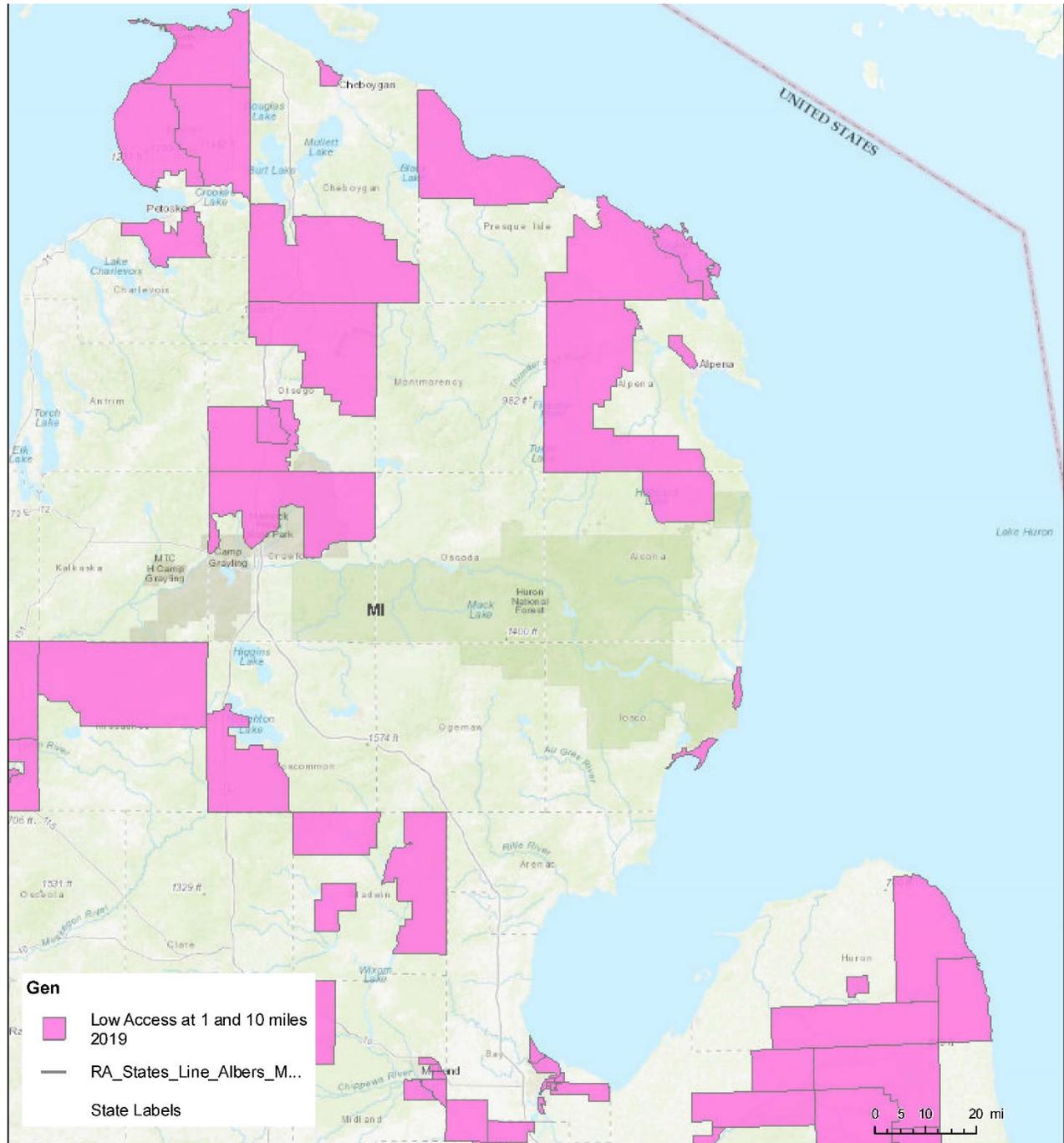
While food access and the affordability of food did not arise as a top need within the CNA outcomes, large portions of the service area are food deserts. During the COVID-19 Pandemic, resources were more available to residents, including food resources such as pantries and food give aways. However, as shown on the following map, the areas shaded in pink are food deserts as there is low access to food sources. To be considered a food desert for a rural area, the distance needs to be 10 miles or greater to a food source and is one mile or greater in an urban area.

In 2020, the Michigan Health Endowment Fund had a food environment scan completed by the Michigan Public Health Institute. Using this data, it was determined that the NEMCSA 11-core county area only contained one to six food intervention programs per county, while several of the counties contained census tract clusters of low socio-economic status. In the same scan, only Montmorency and Oscoda counties in Michigan were identified as areas where significantly low numbers of food intervention programs serve the counties. In addition, Prosperity Region 3, which contains all the NEMCSA 11-core counties, was identified as a gap in existing food interventions.



Food insecurity, as defined by Feeding America, refers to the United States Department of Agriculture’s measure of lack of access to enough food for a healthy, active life for all household members, or uncertain availability of nutritionally adequate foods. In the 11-core NEMCSA counties, 16.24% of individuals face food insecurity including 19.49% of children. Comparatively, the percentages for the State of Michigan are 13.0% overall and 14.2% of children. Data was not immediately available for Roscommon County. It is anticipated the same trends would be present.

Food Deserts Within the NEMCSA 12-County CNA Reporting Area



Date: 8/25/2022

Source: USDA Economic Research Service, ESRI. For more information: <https://www.ers.usda.gov/data-products/food-access-research-atlas/documentation>

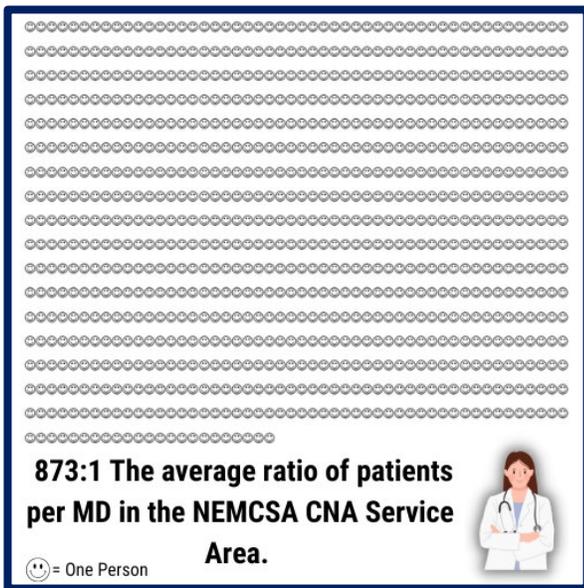
HEALTH CARE SERVICES DOMAIN

The Health Care Services Domain refers to how well a community can take care of its residents considering both access to and affordability of care. With transportation being identified as a need, especially for those in poverty, having close access to care is vital to keeping residents healthy.

MEDICAL PROVIDERS

Lack of medical providers within the communities was identified as one of the top five needs during the needs assessment. When calculating the ratio of individuals to medical doctors the need for providers becomes obvious. With a ratio of 873 individuals per medical doctor, it would take 63 business days, or over 12 weeks, for each provider to see all patients one time (*based upon 30-minute visits and seeing 14 patients per day*). Waiting three months or more to see your primary care physician forces people to seek care for semi-emergent needs at higher cost facilities, such as emergency rooms and urgent care clinics.

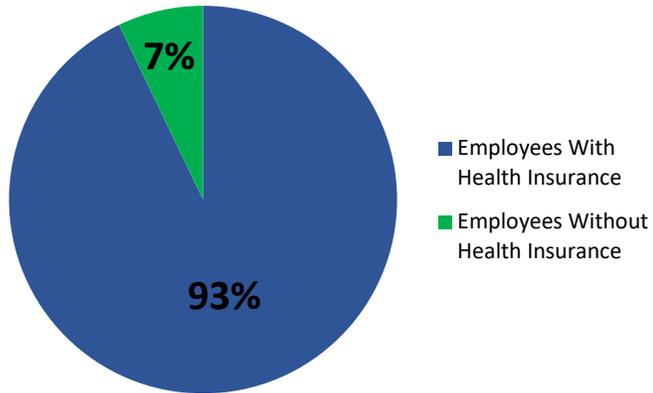
The need for specialists, such as dentists and optometrists, especially for those who fall below the poverty level, is prevalent. According to the “Individual Resources” charts in section 2 of this report, when asked whether a dental provider was a have or a need, 33.87% of those in poverty reported they needed a dental provider while only 11.3% of those above poverty reported the same need.



I was in trouble with my health and was afraid I would have to move into an assisted living facility. I heard about NEMCSA from a friend and gave them a call. They have been wonderful. They came out to my apartment and asked me where I needed help and sent out a caregiver to my home and I settled on my second caregiver. She is wonderful, runs errands for me, just does about anything I need. I am a lucky man to find such a good worker to help me. She is a very nice lady and a very good helper. The gals that check on me from the main off are just great also. They check on me approximately once a month. NEMCSA was a good find and has been very helpful. It's helped me to live alone and not need to go to an assisted living facility. – NEMCSA Participant in MI Choice Waiver

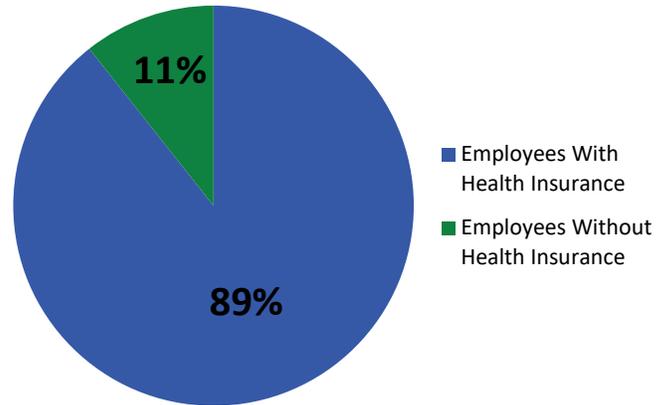
INSURANCE RATES

Health Insurance Rates for Working Individuals in Michigan



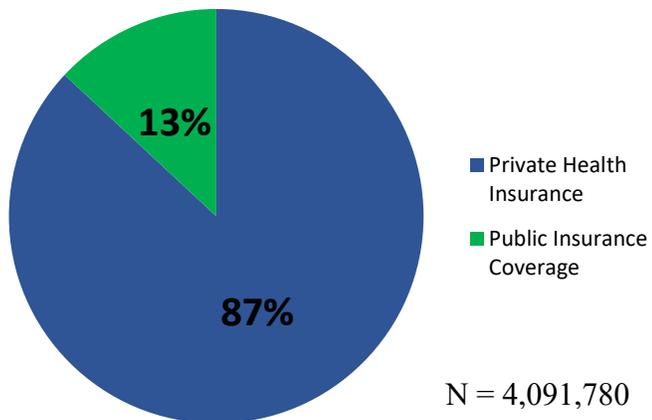
N = 4,281,906

Health Insurance Rates for Working Individuals in CNA Service Area



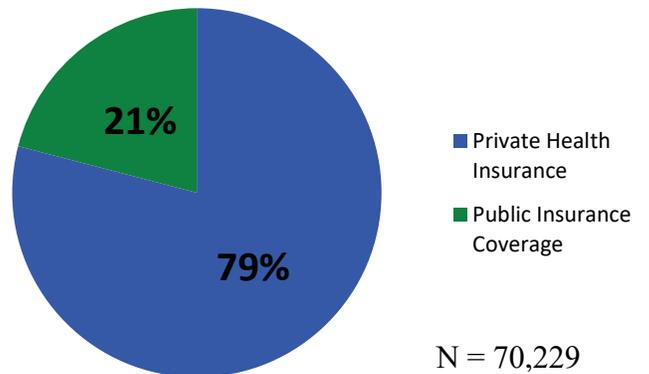
N = 75,477

Type of Health Insurance Held by Employed Individuals in Michigan



N = 4,091,780

Type of Health Insurance Held by Employed Individuals Within CNA Service Area



N = 70,229

In terms of insurance rates, the NEMCSA 12-county CNA report area fares worse than the state of Michigan. For those who are working, the state averages only 7% without health insurance, whereas the NEMCSA area averages 11%. When comparing types of insurance held, public versus private, 21% of those within the area have public insurance coverage while the state only has 13%.

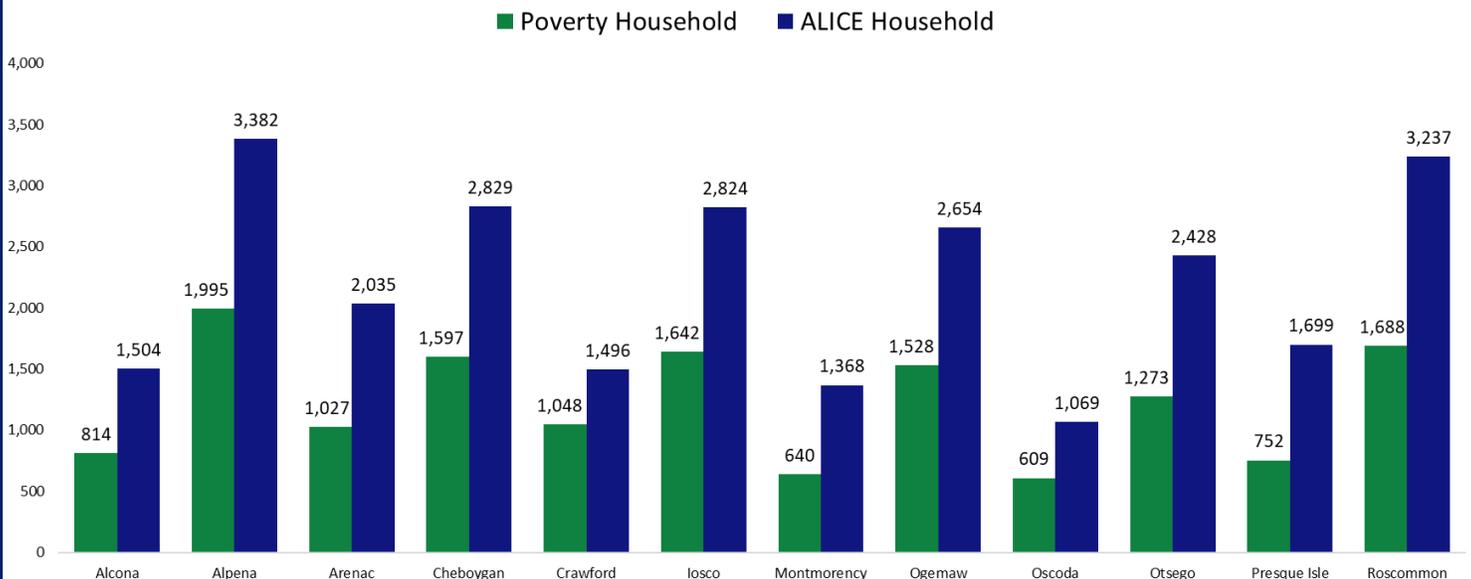
FINANCIAL AND INCOME STABILITY DOMAIN

The Financial and Income Stability Domain encompasses those things that address the financial health of the community. Data related to this domain was utilized from the A.L.I.C.E project and the U.S. Census Bureau to identify jobs offering livable wages and benefits as a top five need within the 12-county CNA report area.

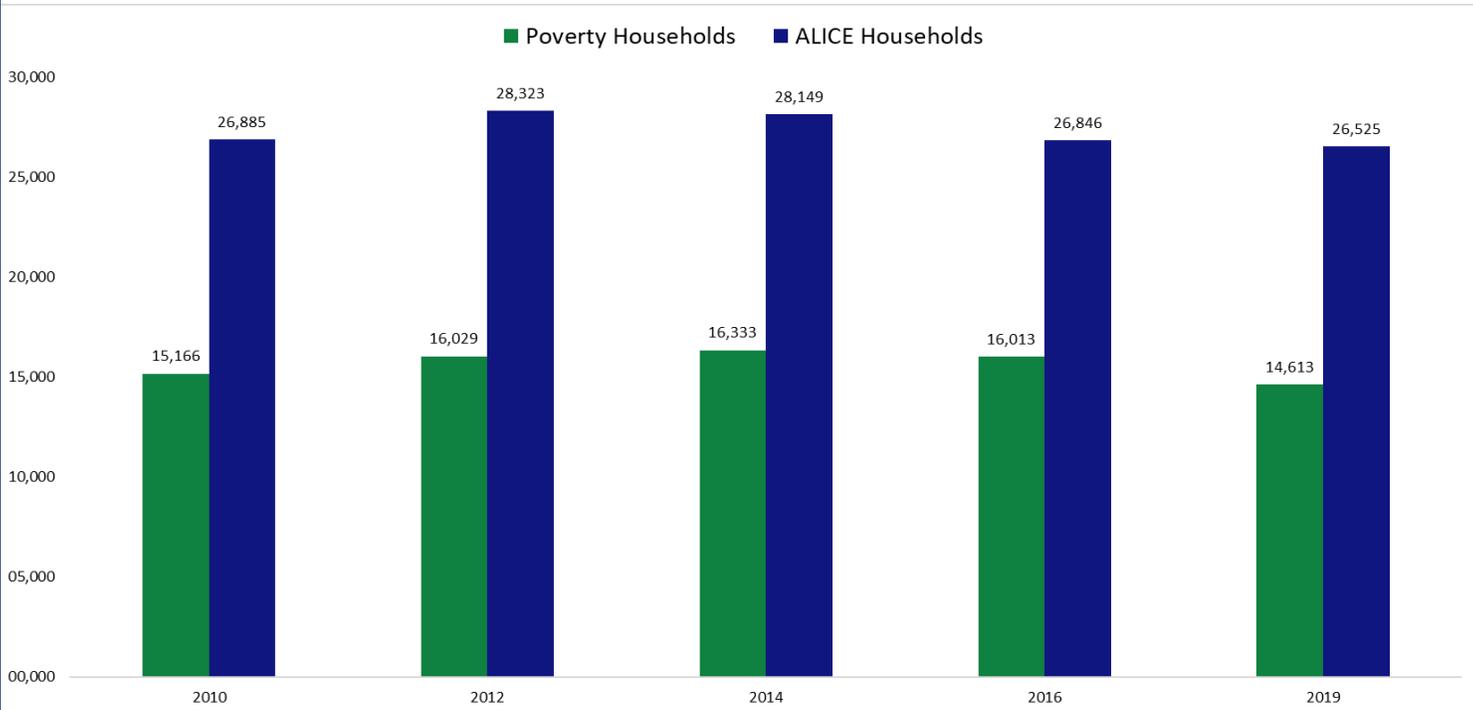
A.L.I.C.E. (ASSET LIMITED, INCOME CONSTRAINED, EMPLOYED)

It's not just families in poverty who need to be considered when looking at the income in the area. Asset Limited, Income Constrained, and Employed (A.L.I.C.E.) families also need to be considered when planning poverty initiatives. A.L.I.C.E families are often described as those that are one crisis away or are teetering on the edge of poverty and financial instability. These families may not qualify for services as they make more than 100% FPL, however, would be financially unable to withstand one unpredictable life event.

According to the 2021 United Way A.L.I.C.E. Report, a family of four needs an annual salary of over \$64,100 to afford the basics. This is equivalent to an hourly wage of \$32.06. That same family would need an annual income of \$103,800 to be considered stable, which equals a combined hourly wage of \$51.90 per hour. The NEMCSA area median income is \$44,554. The NEMCSA service area, on average, has 27.6% of households that qualify as A.L.I.C.E. Some counties, such as Montmorency and Arenac, have 31% of their households that qualify. The Michigan average for A.L.I.C.E. households is 25.0%. In addition to the 14,613 households that fall below 100% FPL, there are 26,525 households that qualify as A.L.I.C.E. This provides NEMCSA a potential client base of 41,138 households in the NEMCSA CNA report service area.

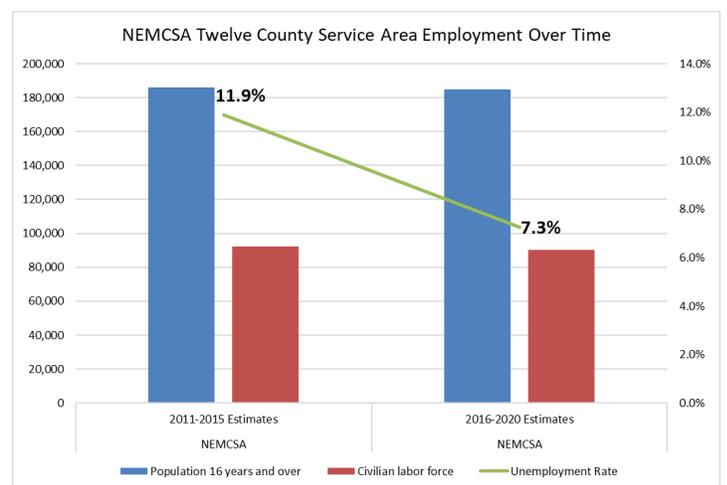
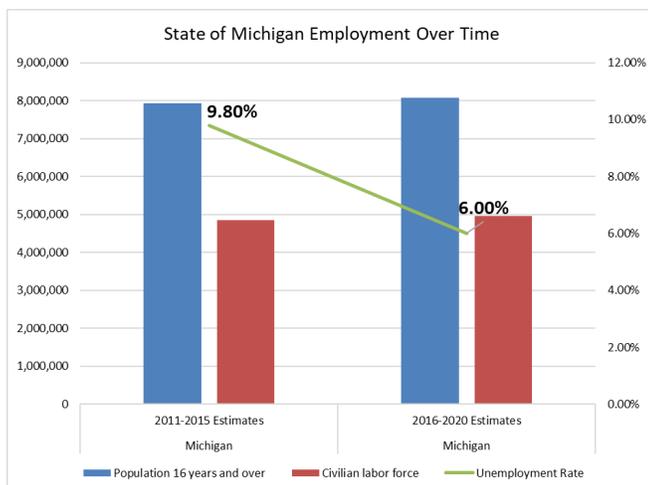


The chart below shows how the A.L.I.C.E. and poverty populations have remained consistent over the last decade within the report area. There has been very little variance in the number of poverty households at its lowest in 2019 with 14,613 households to its highest at 16,333 in 2014. The same holds true for A.L.I.C.E. households over the last decade. In 2019 there was a low of 26,525 A.L.I.C.E. households, while 2012 saw the highest number of 28,323.



EMPLOYMENT OVER TIME

Trend data shows that the employment rate for the report area has decreased in the 2016-2020 timeframe, compared to the 2011-2015 timeframe estimates. However, when compared with trend data for the state of Michigan over the same timeframes, the unemployment rate for the area remains higher. Within the area, the estimated rate for unemployment was 7.3% compared to a state estimation during the same timeframe of 6.0%.



TOP FIVE NEEDS

Many factors contribute to the causes of poverty in the report area. The rural nature of the region, smaller populations that translate to less funding allocations, lower educational attainment by the population, and less job growth attracting new investments, all factor into the causes of continued poverty for the region.

Considering the above causes in conjunction with the data collected during the community needs assessment process, the following top five needs were identified.

NEED	Family or Community Need
1. Families without their own automobile lack transportation.	Family
2. There is a shortage of available housing in the communities.	Community
3. There is a shortage of licensed childcare providers in the communities.	Community
4. Communities lack jobs offering a livable wage and good benefits.	Community
5. There is a lack of specialty medical providers including dentists, medical specialists, and optometrists within the community.	Community

THE COMMUNITIES WHERE WE LIVE, WORK, AND PLAY

COMMUNITY PROFILE

NEMCSA provides services within this report area to 2.2% of the population of the state of Michigan while covering 16.6% of the total land area. This equates to almost 6,800 square miles (Roscommon adds approximately 600 square miles to the coverage area) making it geographically the largest Community Action Agency in the state of Michigan. In comparison, the service area covers as much land as roughly the states of Rhode Island and Connecticut combined.

The following pages provide a journey through the report area and how it relates to the state of Michigan on indicators such as housing, household spending, education, employment, and many others. These indicators provide a picture of the communities in which northern Michiganders live, work and play. All these indicators identify causes of poverty and resources within the community.



The square mileage of Rhode Island (1,545) and Connecticut (5,543) combined cover 7,088 miles. NEMCSA's twelve counties cover 6,800 square miles.

NEMCSA 12- County CNA Reporting Area Community Profile as Compared to the State of Michigan

	State of Michigan			NEMCSA Twelve Counties (Core Counties + Roscommon)			Comparison			
	Total Population		In Poverty	Total Population		In Poverty	NEMCSA vs State %			
	Number	Percent	Total	Number	Percent	Total	Number	Percent		
Total Population with Ages Determined	9,973,907		9,741,628	1,398,527	14.4%	214,342	33,198	15.5%	0.0%	1.1%
Ages 0-17	2,161,763	21.7%	2,136,920	425,886	19.9%	37,763	36,856	17.3%	-4.4%	2.8%
Ages 18-64	6,099,303	61.2%	5,976,683	836,544	14.0%	120,584	19,888	55.3%	-5.8%	2.5%
Ages 65+	1,712,841	17.2%	1,628,025	136,097	8.4%	59,655	4,917	27.4%	10.2%	0.2%
Total Population with Gender and Ethnicity/Race Identified *	9,965,265		9,741,628			214,342				
*Male	4,905,240	49.2%	4,775,460	629,666	13.2%	109,027	15,493	50.0%	0.8%	1.3%
*Female	5,060,025	50.7%	4,966,168	768,861	15.5%	108,889	17,705	49.9%	-0.8%	1.0%
Hispanic	507,353	5.1%	494,841	110,005	22.2%	3,822	3,683	1.8%	-3.3%	-0.3%
White	7,813,755	78.3%	7,662,909	871,590	11.4%	209,078	31,082	95.9%	17.6%	3.7%
African American/Black	1,374,314	13.8%	1,323,010	381,853	28.9%	1,171	376	0.5%	-13.2%	19.5%
American Indian/Alaska Native	53,316	0.5%	51,534	11,562	22.4%	1,888	609	0.9%	0.3%	10.0%
Asian	311,721	3.1%	303,543	39,848	13.1%	1,123	1,088	1.2%	-2.6%	2.9%
Hawaiian/Pacific Islander	3,099	0.0%	2,988	902	30.2%	56	42	0.0%	0.0%	50.6%
Other Race & 2 or more Races	409,060	4.1%	397,644	92,772	23.3%	4,151	915	1.9%	-2.2%	-2.6%
Housing										
Total Units	4,596,198					172,287				
Occupied Units	3,935,041	85.6%				97,638		56.7%		-28.9%
Vacant Units	661,157	14.4%				74,349		43.2%		28.8%
Renter Occupied	1,132,342	28.8%				17,632		18.1%		-10.7%
Owner Occupied	2,802,699	71.2%				80,006		81.9%		10.7%
Median Value	\$ 154,900.00					\$ 106,325.00				N/A
Median Rent	\$ 571.00					\$ 669.00				\$98
Median Cost's Mortgage+	\$ 1,298.00					\$ 956.00				-\$342
Homes built before 1979	2,968,205	64.6%				105,640		61.3%		-3.3%
Homes built after 1980	1,627,993	35.4%				66,647		38.7%		3.3%
Households spending more than 30% of income on Housing by Income										
Less than \$20,000	545,649	46.1%				11,922		71.6%		-13.0%
\$20,000-\$34,999	569,736	31.7%				6,987		37.0%		-18.7%
\$35,000-\$49,999	522,456	14.6%				2,554		15.5%		-12.6%
\$50,000 - \$74,999	711,199	8.5%				1,101		5.7%		-6.3%
\$75,000 or more	1,477,487	2.8%				462		2.0%		-0.8%
Total	3,826,527	27.5%				23,026		24.4%		-3.1%
Education - Ages 25+	6,813,480									
Less than High School	626,190	9.2%				755,184		11.1%		2.0%
High School/GED	1,967,316	28.9%				168,941		27.0%		-3.3%
Some College	1,591,358	23.4%				277,526		14.1%		8.4%
Bachelors +	1,985,170	29.1%				226,146		14.2%		2.1%
Employment										
Civilian Labor Force, Age 16+	4,910,018									
Employed	4,620,479	94.1%								
Unemployed	289,539	5.9%								
Economics										
Median Household Income										
In dollars	\$42,849									
In Dollars	\$52,265									
State of Michigan (MI)	\$57,144									
SA VS MI \$ Amount	-\$14,295									
SA VS MI % of Earnings	75.0%									
Median Family Income										
Income in Dollars	\$26,309									
Income in Dollars	\$21,986									
Income in Dollars	-\$20,335									
Income in Dollars	-\$6,545									
Income in Dollars	80.1%									
High School Drop out										
In Dollars	\$19,822									
In Dollars	\$42,158									
In Dollars	\$53,617									
In Dollars	-\$11,459									
In Dollars	90.1%									
In Dollars	78.6%									
4 Yrs College										
Percentages of Population in Poverty										
Of Total	428,785	8.7%								
Of Poverty	325,474	75.9%								
Of Poverty	103,311	24.1%								
Median Per Capita										
Income in Dollars	\$26,309									
Income in Dollars	\$21,986									
Income in Dollars	-\$20,335									
Income in Dollars	-\$6,545									
Income in Dollars	80.1%									
High School Drop out										
In Dollars	\$19,822									
In Dollars	\$42,158									
In Dollars	\$53,617									
In Dollars	-\$11,459									
In Dollars	90.1%									
In Dollars	78.6%									

* US Census data is only reported for Male and Female genders

Source: 2019 and 2020 data from data.census.gov

** Roscommon is not a core county and is included in this data.

NEMCSA 12 County Service Area

Alcona	Montmorency	Oscoda	**Roscommon
Alpena	Ogemaw	Oscoda	Presque Isle
Arenac	Cheboygan	Oscoda	Presque Isle
Cheboygan	Crawford	Oscoda	Presque Isle
Crawford	Iosco	Oscoda	Presque Isle
Iosco		Oscoda	Presque Isle

AGE AND POPULATION

	State of Michigan						NEMCSA Twelve Counties (Core Counties + Roscommon)						Comparison	
	Total	Total Population		In Poverty			Total Population			In Poverty			NEMCSA vs State %	
		Number	Percent	Total	Number	Percent	Total	Number	Percent	Total	Number	Percent	Population	In Poverty
Total Population with Ages Determined	9,973,907		100.0%	9,741,628	1,398,527	14.4%	218,002		100.0%	214,342	33,198	15.5%	0.0%	1.1%
Ages 0-17		2,161,763	21.7%	2,136,920	425,886	19.9%		37,763	17.3%	36,856	8,393	22.8%	-4.4%	2.8%
Ages 18-64		6,099,303	61.2%	5,976,683	836,544	14.0%		120,584	55.3%	120,312	19,888	16.5%	-5.8%	2.5%
Ages 65+		1,712,841	17.2%	1,628,025	136,097	8.4%		59,655	27.4%	57,174	4,917	8.6%	10.2%	0.2%

The NEMCSA service area has a larger 65+ population (27.4% of the population) compared to 17.2% for the state of Michigan. In contrast, the service area has an average of 6% fewer working adults than the State. When looking specifically at those impacted by poverty, all age brackets have a higher average percentage. Children, ages 17 and under, have a 22.8% chance of living in poverty within the report area. This means roughly one in every five children is living in poverty. This means that children living within the report area are more likely to experience poverty than those living elsewhere within the state of Michigan. Even though the NEMCSA service area has a lower population, those that make up the population are more likely to battle poverty.

RACE, ETHNICITY AND GENDER

	State of Michigan						NEMCSA Twelve Counties						Comparison	
	Total	Total Population		In Poverty			Total Population			In Poverty			NEMCSA vs State %	
		Number	Percent	Total	Number	Percent	Total	Number	Percent	Total	Number	Percent	Population	In Poverty
Total Population with Gender and Ethnicity/Race Identified *		9,965,265		9,741,628			217,916		214,342					
*Male		4,905,240	49.2%	4,775,460	629,666	13.2%		109,027	50.0%	107,202	15,493	14.5%	0.8%	1.3%
*Female		5,060,025	50.7%	4,966,168	768,861	15.5%		108,889	49.9%	107,140	17,705	16.5%	-0.8%	1.0%
Hispanic		507,353	5.1%	494,841	110,005	22.2%		3,822	1.8%	3,683	806	21.9%	-3.3%	-0.3%
White		7,813,755	78.3%	7,662,909	871,590	11.4%		209,078	95.9%	206,129	31,082	15.1%	17.6%	3.7%
African American/Black		1,374,314	13.8%	1,323,010	381,853	28.9%		1,171	0.5%	778	376	48.3%	-13.2%	19.5%
American Indian/ Alaska Native		53,316	0.5%	51,534	11,562	22.4%		1,888	0.9%	1,875	609	32.5%	0.3%	10.0%
Asian		311,721	3.1%	303,543	39,848	13.1%		1,123	0.5%	1,088	174	16.0%	-2.6%	2.9%
Hawaiian/ Pacific Islander		3,099	0.0%	2,988	902	30.2%		56	0.0%	52	42	80.8%	0.0%	50.6%
Other Race & 2 or more Races		409,060	4.1%	397,644	92,772	23.3%		4,151	1.9%	4,420	915	20.7%	-2.2%	-2.6%

There is equal representation of males (50%) and females (49.9%) within the service area, which closely mirrors the State as a whole. It is important to note that the U.S. Census only reports male and female gender, data for other gender identifications is therefore unavailable.

For race and ethnicity, the NEMCSA service area is predominately white (95.5%). Of the total population, 0.5% are African American, 0.9% are American Indian/Alaskan Native, and 1.8% are Hispanic. Both the percentage of African American and Hispanic populations are lower than the State population averages for the respective groups. The percentage of the white and Native American/Alaska Indian populations are higher than the State averages.

Regardless of race/ethnicity all individuals are more likely to combat poverty within the service area.

HOUSING

	State of Michigan						NEMCSA Twelve Counties						Comparison		
	Total	Total Population		In Poverty			Total	Total Population		In Poverty			NEMCSA vs State %		
		Number	Percent	Total	Number	Percent		Total	Number	Percent	Total	Number	Percent	Population	In Poverty
Housing															
Total Units		4,596,198						172,287							
Occupied Units		3,935,041	85.6%					97,638	56.7%					-28.9%	
Vacant Units		661,157	14.4%					74,349	43.2%					28.8%	
Renter Occupied		1,132,342	28.8%					17,632	18.1%					-10.7%	
Owner Occupied		2,802,699	71.2%					80,006	81.9%					10.7%	
Median Value		\$ 154,900.00						\$ 106,325.00						-\$48,575	
Median Rent		\$ 571.00						\$ 669.00						\$98	
Median Costs Mortgage+		\$ 1,298.00						\$ 956.00						-\$342	
Homes built before 1979		2,968,205	64.6%					105,640	61.3%					-3.3%	
Homes built after 1980		1,627,993	35.4%					66,647	38.7%					3.3%	

The NEMCSA service area has 47.2% of its occupied housing units without a mortgage compared to 39.9% for Michigan. Of the occupied units, 81.9% are owner occupied, leaving only 18.1% for rental tenants. Due to the seasonal nature of many of the “total units” included within the data above, it appears that finding a vacant rental unit within the report area would be easier than in other parts of the state. However, this is highly misleading due to the abundance of seasonal rentals, hunting camps, and fishing cabins.

The NEMCSA CNA report area has a higher percentage of home ownership versus rentals, more of which do not carry a mortgage. The median value of homes is \$106,000 versus the Michigan average of \$155,000. This value is impacted again by the older properties, hunting camps and cabins. Homes tend to be older with 61.3% of homes built before 1979.

HOUSEHOLDS SPENDING MORE THAN 30% OF INCOME ON HOUSING

	State of Michigan						NEMCSA Twelve Counties						Comparison		
	Total	Total Population		In Poverty			Total	Total Population		In Poverty			NEMCSA vs State %		
		Number	Percent	Total	Number	Percent		Total	Number	Percent	Total	Number	Percent	Population	In Poverty
Households spending more than 30% of income on Housing by Income															
Less than \$20,000	545,649	461,443	84.6%					16,657	11,922	71.6%				-13.0%	
\$20,000-\$34,999	569,736	317,224	55.7%					18,878	6,987	37.0%				-18.7%	
\$35,000-\$49,999	522,456	146,470	28.0%					16,501	2,554	15.5%				-12.6%	
\$50,000 - \$74,999	711,199	85,713	12.1%					19,187	1,101	5.7%				-6.3%	
\$75,000 or more	1,477,487	41,754	2.8%					23,258	462	2.0%				-0.8%	
Total	3,826,527	1,052,604	27.5%					94,481	23,026	24.4%				-3.1%	

Overall, people within the NEMCSA service area are less likely to spend more than 30% of their income on housing. This could be attributed to a higher percentage of houses without a mortgage, along with lower home values in the area. However, 71.6% of those in the area who earn \$20,000 or less are spending more than 30% of their income on housing.

EDUCATION

	State of Michigan						NEMCSA Twelve Counties						Comparison		
	Total	Total Population		In Poverty			Total	Total Population		In Poverty			NEMCSA vs State %		
		Number	Percent	Total	Number	Percent		Total	Number	Percent	Total	Number	Percent	Population	In Poverty
Education - Ages 25+	6,813,480														
Less than High School		626,190	9.2%					17,601	10.6%				4,162	23.6%	1.4%
High School/GED		1,967,316	28.9%					61,866	37.3%				9,562	15.5%	8.4%
Some College		1,591,358	23.4%					41,237	24.8%				6,732	16.3%	1.5%
Bachelors +		1,985,170	29.1%					28,230	17.0%				1,345	4.8%	-12.1%

Regardless of education, those ages 25 and older living in service area are more likely to be in poverty. One notable exception appears to be those that do not complete high school. These individuals seem to have a better chance of escaping poverty here than in other parts of Michigan. Possible factors for this could be the large amount of family farms, service industry positions, and a lower cost of living in the region.

EMPLOYMENT

	State of Michigan						NEMCSA Twelve Counties						Comparison	
	Total Population		In Poverty		Total Population		In Poverty		Total Population		In Poverty		NEMCSA vs State %	
	Total	Number	Percent	Total	Number	Percent	Total	Number	Percent	Total	Number	Percent	Population	In Poverty
Employment														
Civilian Labor Force, Age 16+		4,910,018		Of Total	428,785	8.7%		90,350		Of Total	8,914	9.9%		1.1%
Employed		4,620,479	94.1%	Of Poverty	325,474	75.9%		83,790	92.7%	Of Poverty	6,652	74.6%	-1.4%	-1.3%
Unemployed		289,539	5.9%	Of Poverty	103,311	24.1%		6,560	7.3%	Of Poverty	2,262	25.4%	1.4%	1.3%

As of the 2020 U.S. Census, employment data is based on a civilian labor force comprised of those age 16 and older. Most of the labor force within the area is employed at a rate of 92.7%. This is slightly lower than the State average of 94.1%. The unemployment rate in the area, 7.3%, is higher than the State rate of 5.9% for the same time period. Of those who make up the civilian labor force in the NEMCSA area, 9.9% are living in poverty. Additionally, 76.4% of those who live in poverty are employed. This contradicts the widely held belief that individuals living in poverty do not want to work.

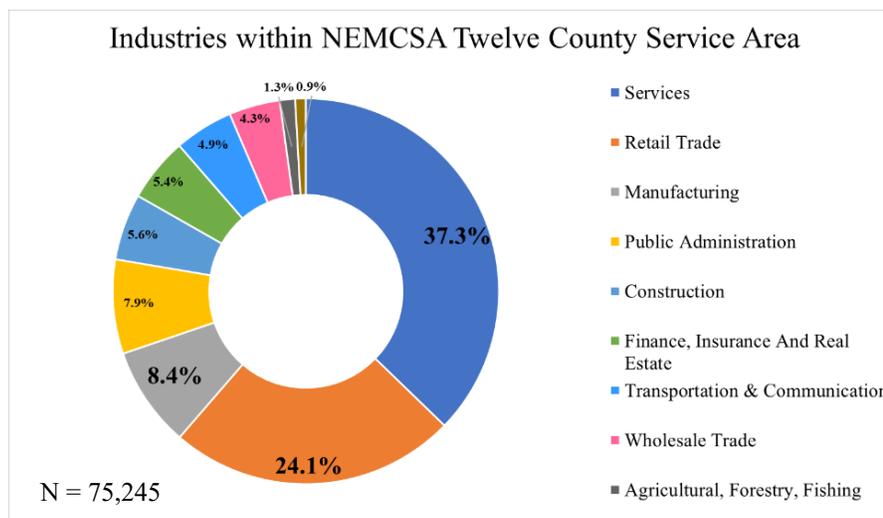
INCOME

	Income				
	Median Household Income	Median Family Income	Median Per Capita	Median Earnings	
	In dollars	In Dollars	Income in Dollars	High School Drop out In Dollars	4 Yrs College In Dollars
Service Area (SA)	\$42,849	\$52,265	\$26,309	\$19,822	\$42,158
State of Michigan (MI)	\$57,144	\$72,600	\$32,854	\$21,996	\$53,617
SA VS MI \$ Amount	-\$14,295	-\$20,335	-\$6,545	-\$2,174	-\$11,459
SA VS MI % of Earnings	75.0%	72.0%	80.1%	90.1%	78.6%

The median household income for those in the NEMCSA area is 75% of the state median household income. Median family income is 72% of the state average. An average family living in the NEMCSA service area earns \$20,000 less than the Michigan average while a 4-year college graduate earns on average \$11,000 less.

INDUSTRIES AND EMPLOYERS

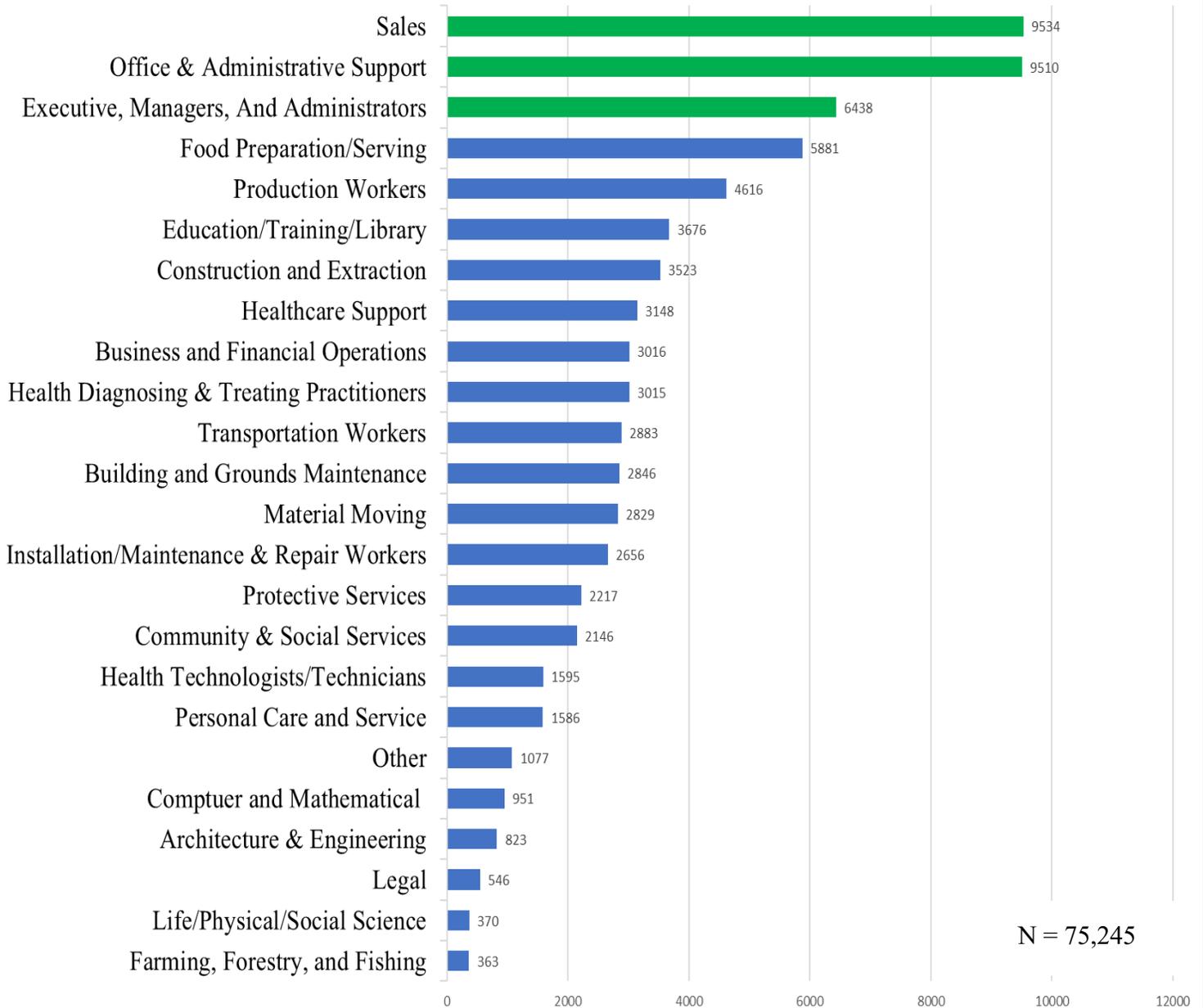
Within the report area, the top industries are the service industry (37.3%), retail trade (24.1%), manufacturing (8.4%), public administration (7.9%), and construction (5.6%). These industries are known for offering lower wages; are less likely to offer full time benefits; and have less regular working hours.



For occupations in the area, those working in sales make up the largest workforce, followed up by office and administrative support, and executives, managers, and administrators.

Those occupations with the smallest workforce are in the areas of farming, forestry and fishing, life/physical/social sciences, and legal.

Occupations within NEMCSA Twelve County Service Area



SECTION 2 NEMCSA SURVEY DATA FINDINGS

CNA PROCESS

METHODOLOGY

Every three years, in accordance with organizational standards set forth by the Federal Office of Community Services, NEMCSA undertakes a primary data gathering effort through the creation, administration, and analysis of a community needs assessment. The data gathering tool asks for demographic information concerning age, race, residence, marital status, income, and other important information. It then asks participants what they have and what they need in terms of housing, food, education, healthcare, transportation, and income. Additional information gathered asks those taking the survey to gauge the strengths and weaknesses they see in the community. This data is analyzed to provide direction to NEMCSA allowing for alignment of services offered to needs identified.

SURVEY CREATION/DISTRIBUTION

Utilizing past community needs assessments, as well as reviewing CSBG standards, a survey tool was created to best gather data from the communities served. The survey sought to gather data from three groups: individuals, community organizations, and elected officials. Gathering data from all three groups pulls together a clearer data set from all vantage points. In 2022, the main data collection method was from an online form. Paper surveys were made available to those who needed them and then those results were entered into the online tool.

Distribution of the survey was done through several avenues. Traditional distribution methods included word of mouth, sharing at meetings, and the distribution of a flyer with a QR code. Other methods included social media, the NEMCSA agency website, county collaborative bodies, and the NEMCSA Board of Directors. The survey was open to accept responses for a nine-week time period in the Spring of 2022.

DATA COLLECTION

An important consideration for data collection was anonymity for those completing the CNA survey. NEMCSA values the information provided by survey respondents, offering anonymity allowed for those completing the survey to feel comfortable in revealing their needs and personal information related to income, housing, etc. As an incentive to help with data collection numbers, upon completion of the survey, individual respondents were offered a chance to enter for a \$50.00 gift card drawing (this was not offered to elected officials or community organization respondents). To maintain the anonymity of those who took the survey while they entered for the gift card drawing, once they hit “submit” on their completed survey form, they were provided a link to navigate to a separate form where they could provide contact information to be notified if they were randomly chosen for a gift card. There was concern that responses could be skewed by those motivated to complete the survey solely to enter the gift card drawing, however, after a review of the results, only one such instance could be positively identified. The responses for that entry were removed and not included in the overall data analysis.

DATA INPUT

The survey tool was created in the Microsoft Forms application. This allowed for responses to be automatically compiled within the software. Once compiled, the data could be exported to other programs for analysis as needed.

DATA ANALYSIS

Data was gathered through a Microsoft Form, with respondents indicating whether they were completing as an individual, an organizational representative, or an elected official. The results were downloaded into an Excel spreadsheet, after which the data was “cleaned” and responses from outside of the twelve-county report area were excluded. One individual response was determined to be unusable as the individual question responses contradicted one another and the demographic data was nonsensical. This response was discarded. Data was also stratified by the type of respondent, where data from individuals, organizations, and elected officials was separated for analysis. Multiple tools were used to analyze and visualize the data including Microsoft Excel, Tableau, and Canva.

DATA DISSEMINATION

The 2022 NEMCSA Community Needs Assessment Report will be shared with the community and stakeholders through a variety of methods. The final report will be posted on the NEMCSA website, as well as the link to the report being shared on social media. In addition, the report will be shared electronically with partners. Other means of report dissemination may include sharing with local collaborative bodies, county commission boards, and foundations. The data will also be shared with the NEMCSA Board of Directors at a regularly scheduled meeting.

WHAT WE COLLECTED

A total of 737 surveys were collected throughout the survey timeframe. Of those, 100 survey responses were from counties outside of the NEMCSA 12-county CNA reporting area (core-counties and Roscommon) and therefore were removed from the data analysis. One individual survey was removed from the data analysis due to inconsistencies in survey responses. Responses were gathered from three groups, individuals (497 responses), organizations (113 responses) and elected officials (26 responses). Individuals who completed the survey were asked questions regarding what they viewed as strengths and weaknesses, what they had and what they needed in terms of basic services, and basic demographic data. Elected officials and community organizations were also asked the same community strength and weakness questions, as well as open-ended qualitative questions on how they viewed the services provided by NEMCSA from their prospective lens.

INDIVIDUAL RESPONDENTS

Alcona	Alpena	Arenac	Cheboygan	Crawford	Iosco	Montmorency	Ogemaw	Oscoda	Otsego	Presque Isle	Roscommon
39	137	18	46	13	121	26	24	12	13	37	11

Of the individual responses, 137 were from Alpena County, 121 from Iosco County and 239 from the remaining counties included in the report. A total of 469 survey respondents were white. Females far outweighed male respondents with 434 females and 59 males completing the survey. The largest age brackets for responses were 55-69 years of age with 127 responses, 45-54 years of age with 109 responses, and 261 responses from the remaining age groups. When asked about their relationship to NEMCSA, 239 individuals were community members who have never been employed or served by NEMCSA, 136 were current NEMCSA employees, and 75 were current clients of NEMCSA.

ELECTED OFFICIAL RESPONDENTS

A total of 26 elected officials completed the survey. The largest number of responses came from Iosco County with eleven and Crawford with eight responses received. Unfortunately, half the counties had no elected officials who completed the survey.

Gathering responses from elected officials is vital to see the whole picture of the community as well as NEMCSA as an agency. Elected officials are tasked with representing their constituents and that includes the businesses and agencies within their communities. Gauging the knowledge of elected officials about NEMCSA services as well as the communities they represent provides a unique lens when looking at the community. Awareness of NEMCSA services by elected officials is vital for future funding advocacy.

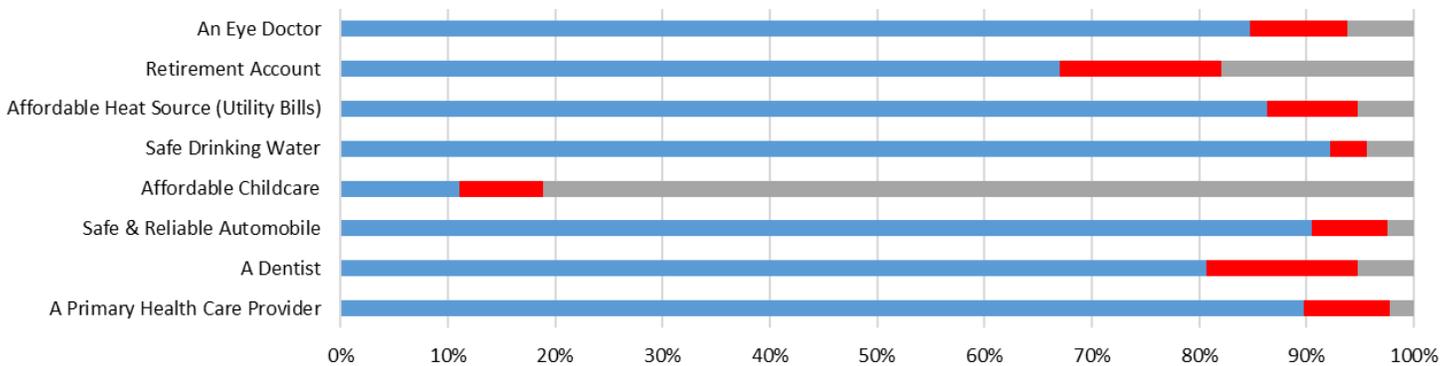
ORGANIZATIONAL RESPONDENTS

Collaboration with other organizations and entities is one of the most powerful tools an organization can leverage to impact the individuals and communities they serve. Asking other organizations for their perspective on resources, and NEMCSA as an agency, provides a peer-to-peer feedback which is so valuable to an organization. For community organizations, a total of 113 completed surveys were gathered: 19 coming from Iosco County and 17 from Cheboygan County. There was a minimum of at least three responses from each of the twelve counties included within this report.

INDIVIDUAL RESOURCES

One of the most compelling data sets to emerge from the CNA was related to the question of asking respondents about things and services that they had or needed. The first chart below titled “Individual Resources” shows responses for all those completing the question, regardless of economic standing. The greatest needs shown are a retirement account at 15.1%, a dentist at 14.1%, and an eye doctor at 9.1%.

Individual Resources

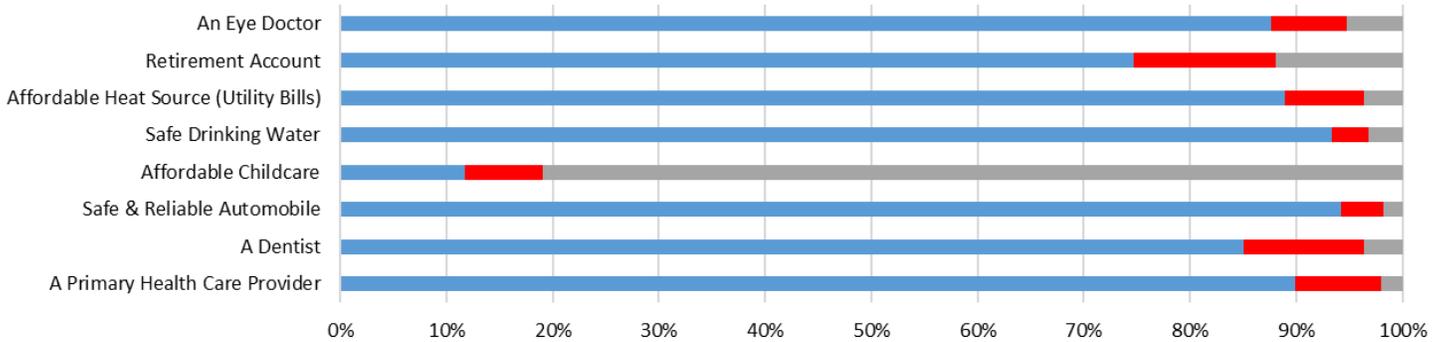


N = 497	A Primary Health Care Provider	A Dentist	Safe & Reliable Automobile	Affordable Childcare	Safe Drinking Water	Affordable Heat Source (Utility Bills)	Retirement Account	An Eye Doctor
■ Have	89.7%	80.7%	90.5%	11.1%	92.2%	86.3%	67.0%	84.7%
■ Need	8.0%	14.1%	7.0%	7.8%	3.4%	8.5%	15.1%	9.1%
■ Does Not Apply	2.2%	5.2%	2.4%	81.1%	4.4%	5.2%	17.9%	6.2%

When the data was broken down by income, 64 respondents could confidently be classified as being in poverty. Of the individuals above poverty, the greatest need was a retirement account at 13.3%, a dentist at 11.3%, and a primary health care provider at 8.0%.

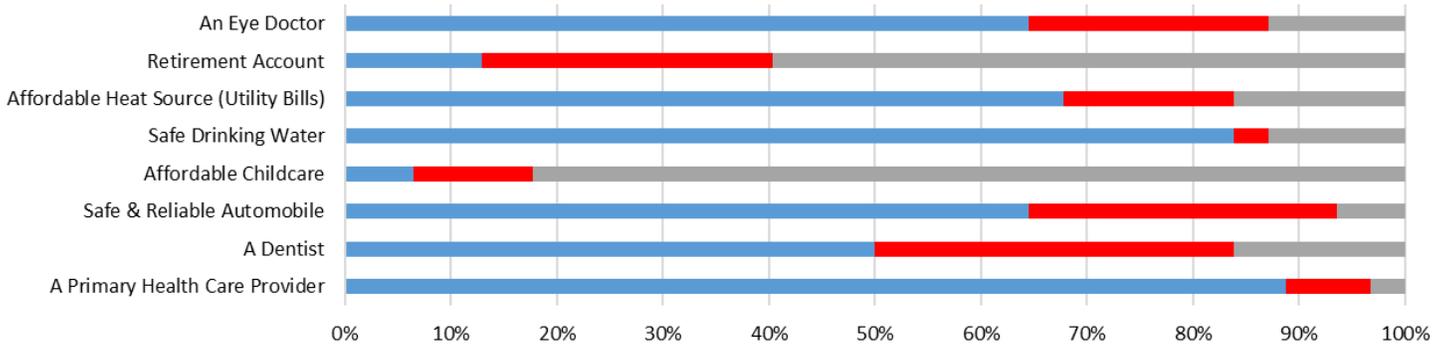
Of those in poverty, similar needs exist, however at a much higher rate than those not in poverty. A dentist is the most frequently mentioned need at 33.8%, with a safe and reliable automobile being the second largest need at 29.0% and a retirement account being the third largest need at 27.4%. The data shows that while the same needs may exist throughout the community regardless of economic standing, those in poverty are more greatly impacted by the lack of such resources in a community.

Individual Resources Above Poverty



N = 433		A Primary Health Care Provider	A Dentist	Safe & Reliable Automobile	Affordable Childcare	Safe Drinking Water	Affordable Heat Source (Utility Bills)	Retirement Account	An Eye Doctor
■ Have		89.9%	85.1%	94.3%	11.7%	93.3%	89.0%	74.7%	87.6%
■ Need		8.0%	11.3%	3.9%	7.4%	3.4%	7.4%	13.3%	7.1%
■ Does Not Apply		2.1%	3.7%	1.8%	80.9%	3.2%	3.7%	12.0%	5.3%

Individual Resources for Those in Poverty

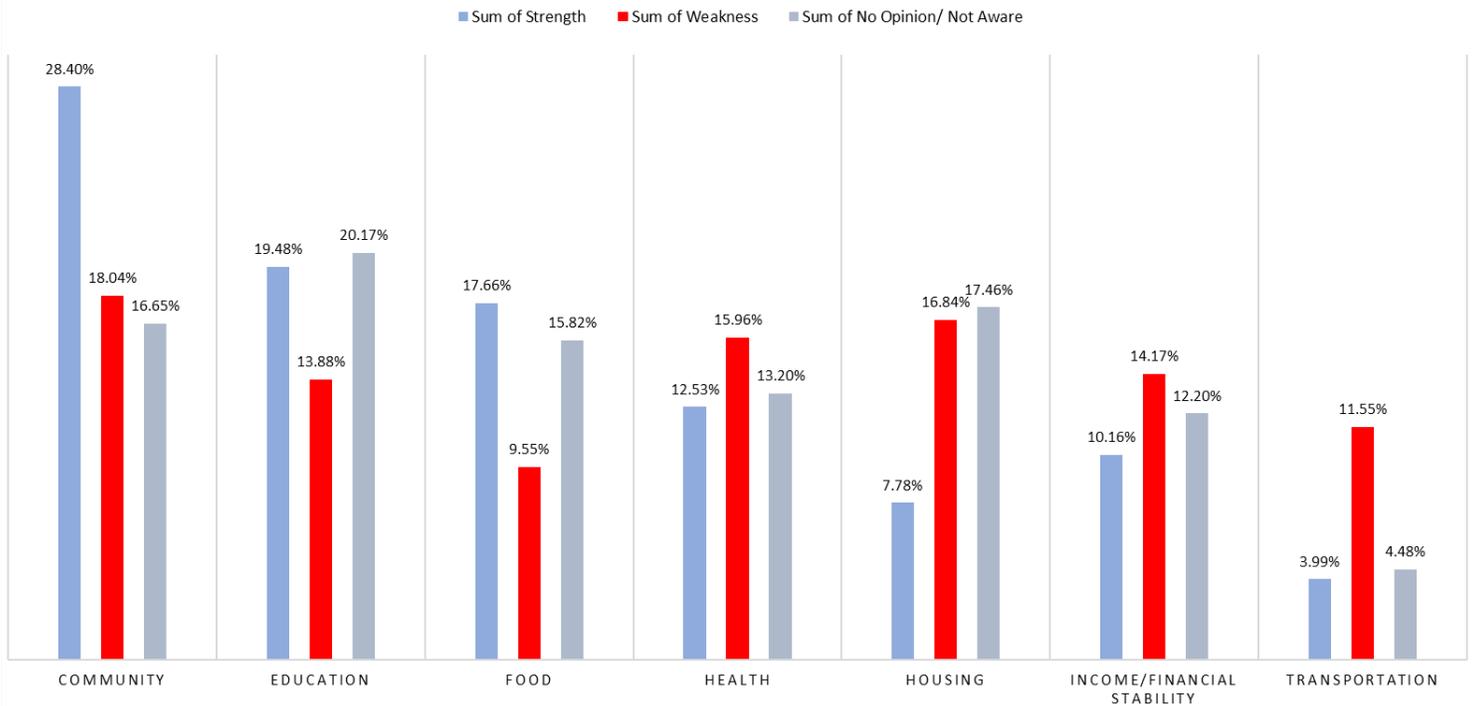


N = 64		A Primary Health Care Provider	A Dentist	Safe & Reliable Automobile	Affordable Childcare	Safe Drinking Water	Affordable Heat Source (Utility Bills)	Retirement Account	An Eye Doctor
■ Have		88.7%	50.0%	64.5%	6.5%	83.9%	67.7%	12.9%	64.5%
■ Need		8.1%	33.9%	29.0%	11.3%	3.2%	16.1%	27.4%	22.6%
■ Does Not Apply		3.2%	16.1%	6.5%	82.3%	12.9%	16.1%	59.7%	12.9%

STRENGTHS AND WEAKNESSES

N = 636

STRENGTHS AND WEAKNESSES BY DOMAIN



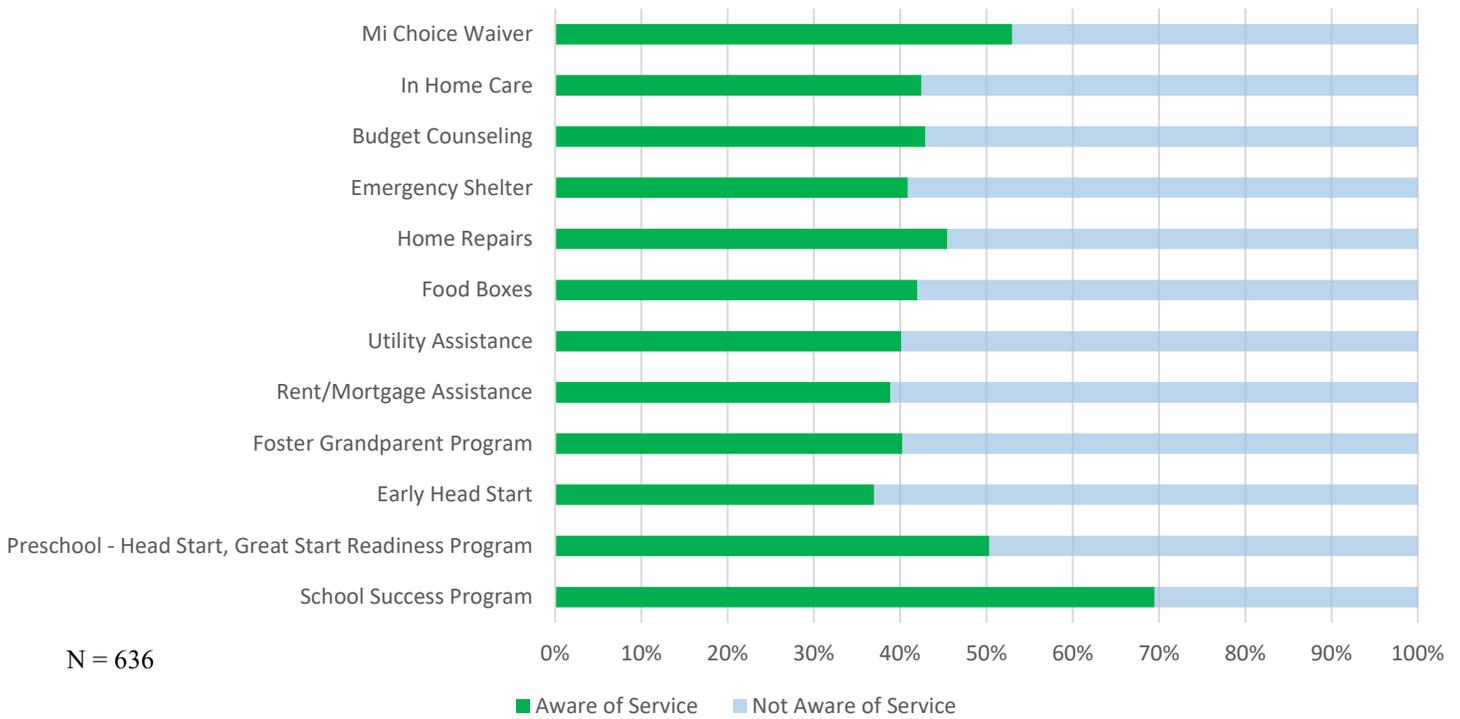
Survey respondents were asked about different measures within each domain and whether it was a strength, weakness, or if they had no opinion. A list of measures by domain is available in Appendix H. One interesting finding was that the community domain was ranked as both the greatest strength and the greatest weakness. Measurements within this domain included businesses, internet access, and community resources, among others.

The health, income/financial stability, and transportation domains were all determined to be more of a weakness than a strength. However, food access was found to be more of a strength than a weakness. This may be attributed to the COVID-19 Pandemic which saw resources such as food pantries and food giveaways increase during this time.

Further exploration into the strength and weakness data, in conjunction with data from several other sources, combined to help the research team identify the top five needs. Appendix G provides the overall strengths and weaknesses by individuals, organizations, and elected officials who completed the survey. It also contains the top strength and weaknesses combined for all respondents.

COMMUNITY PERCEPTIONS OF NEMCSA SERVICES

Awareness of NEMCSA Services



As NEMCSA stands poised to continue to move mountains in the fight against poverty in northeast Michigan, the chart above shows there is more work to be done. When survey respondents were asked if they were aware of NEMCSA services, the School Success Program was the most well-known program with almost 70% of respondents being aware. However, except for the MI Choice Waiver Program and the Preschool/Head Start/Great Start Readiness Programs, less than 50% of respondents were aware of the other NEMCSA services. This includes programs such as utility assistance, rent and mortgage assistance, food boxes, home repairs, and in-home care. All these programs work to help reduce the burden of poverty. Increasing awareness of the programs offered by NEMCSA will allow a greater reach and impact to the communities served and those in the fight against poverty.

Over the past few years, NEMCSA has increased their communication efforts within the communities – coming a long way – of which I am extremely proud!! Increasing program awareness remains a top priority and is done using strategic and innovative methods which align with the mission and strategic plan. By increasing communication efforts, NEMCSA is able to bring greater awareness of services, reaching more of those in need. - Frances Ommani, NEMCSA Communication and Development Director

CONCLUSION AND RECOMMENDATIONS

CONCLUSION

All the counties included in the NEMCSA 12-county CNA report area face challenges in the fight against poverty. As the community needs assessment data was analyzed it became apparent that many challenges face our area; some unique to the rural nature of the communities while others are more universal throughout the state. Many CAA activities reference the top five needs identified within the community needs assessment, so impact on families was evaluated and five needs stood out.

Top Five Needs

1. Families without their own automobile lack transportation.
2. There is a shortage of available housing in the communities.
3. There is a shortage of licensed childcare providers in the communities.
4. Communities lack jobs offering a livable wage and good benefits.
5. There is a lack of specialty medical providers, including dentists, medical specialists, and optometrists within the communities.

These needs complement one another with a cascading impact on poverty. When considering all factors, it becomes clear that the top needs in conjunction with the rural nature of the area contribute to the higher-than-average poverty and unemployment rates within the report area.

Transportation impacts a household's earning potential as well as their ability to properly take care of their basic needs. It is difficult to visit doctors and dentists that are located more than 30 minutes from your home when you do not own a vehicle. Lack of reliable transportation also makes employment difficult and can be a barrier for families to improve their economic situations. In addition, the climate of the area makes owning an automobile almost a necessity, however, the harsh winters accelerate wear and tear on vehicles, leading to them not lasting as long or to expensive repairs.

When a family does not have safe and affordable housing, they do not have many options available within the community. Often these situations can necessitate doubling up with family and friends to avoid homelessness.

Families can feel stuck when trying to decide whether both adults should be working or if it is necessary for one to remain home with any children. As noted within this report, there exists a significant imbalance of licensed and regulated childcare providers available to families. The scarcity of available, affordable childcare can prevent parents from working, which perpetuates the poverty.

RECOMMENDATIONS

When considering all factors involved in combating poverty it can be overwhelming. NEMCSA knows that it cannot fight this battle alone and relies on partnerships with many organizations and individuals to move people to self-sufficiency.

Recommendations to address the top five needs identified include:

- Increased funding to rural communities to develop poverty initiatives.
- Streamlining the process to become a licensed childcare provider, removing red tape and lowering costs.
- Building housing.
- Offering incentives or grants to landlords to develop and renovate rental units.
- Advocating for public transit to develop cooperative agreements to coordinate transportation across county lines.

NEMCSA will continue to be a catalyst for change, collaborating, advocating, and advising as needed. As an agency, NEMCSA remains dedicated to the individuals and counties it serves.

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APPENDICES

APPENDIX A – QUALITATIVE RESPONSES FROM ORGANIZATIONAL RESPONDENTS

ORGANIZATIONAL RESPONSES TO THE QUESTION: WHAT DO YOU FEEL NEMCSA DOES WELL IN THE COMMUNITY?

Nine responses were removed from the list below as they were immaterial.

- Services and support available are a huge benefit
- Excellent
- Collaboration with community partners. Staff dedicated to helping families.
- NEMCSA does a great job connecting people with services that they need.
- Utility assistance, MMAP coord. availability, and coordination of service needs.
- Caring for others
- Collaborates!
- They empower the individuals in the area! I think the agency works well to connect families to resources in and out of the agency.
- Have a variety of programs
- Preschool and parenting groups and classes.
- Support families in need
- Working with young families
- Throughout the last 12 months visibility of NEMCSA staff has increased resulting in community education of programs and services available. Arenac NEMCSA staff genuinely promote their resources.
- NEMCSA helps and supports people with low income and offers interesting programs for kids as well
- Providing pre-school and assistance to families who are in great need.
- Provides education opportunities to clients
- Serving multiple needs of the community through multiple programs
- The Senior Food Program and Mi Choice Waiver are the two things I really like for my clients.
- Family support programs.
- Involved in numerous sectors of the community, shares info readily.
- I appreciate the School Success Program, programs with speakers and the leadership team.
- Supporting a variety of services and high level of needs
- Provide resources to families in need
- Works well at applying for grants to provide their programs and sending out information of grant potential for other agencies. The flow of information and assistance so we can all work together to serve the whole person.
- Assists persons who are struggling financially.
- Everything
- Yes. Unfortunately, I think that more people could use their help, especially In Home Care but are too humble to ask.
- Help the homeless and provide needed housing services
- I believe that NEMCSA does well working in the community to assist individuals with homelessness

- NEMCSA's community presence is reliable. It's handling of the CERA program has been very beneficial to the community.
- Assisting with emergency needs for homeless and housing.
- Addresses family and individual needs in the community setting
- Provides assistance to those in need.
- Head Start programming
- The preschool programs and assistance to homeless and home repair.
- In-Home services and Head Start
- Head Start Preschool
- Preschool
- I think the Head Start program is terrific and very needed. I also use the School Success Program for several of my kids.
- School because it's the only thing I was aware that they did
- Offer quality preschool programs for young children.
- Promotes and engages
- Believe providing School Success workers in schools is an extremely important service.
- Not sure
- With Head Start, Food Boxes, Assistance with utility bills
- I think that NEMCSA does well in all areas for the community when resources are available.
- Support community needs
- Anything NEMCSA does in the community, it typically does well...
- The School Success workers are a wonderful help in our school.
- Offers a wide range of services to a large area of Michigan.
- Serving older adults and family caregivers.
- Head Start, Early Head Start
- Provides high quality Preschool.
- Housing assistance
- Helping people get assistance, focusing on the whole family not just one individual.
- Early Head Start
- I LOVE the EHS and Head Start programs.
- Provides resources to those in need
- They are a lifeline for my clients. They help when no one else does and we need more from them or at least another agency. Every single one of my clients struggles with rent/eviction/housing payments. There is never enough help for them and at least 25% of my clients are homeless and couch surfing. I work strictly with pregnant mothers and mothers who have just had a child in my county.
- Assisting low-income seniors.
- There are programs through NEMCSA that are available to the clients I work with.
- Connecting community members with the resources they need and making sure all of the programs are well represented.
- The School Success Program is a valuable asset in our schools.
- They are willing to partner to create better systems and opportunities for families of young children.
- Average
- Addressing homelessness

- Offer a great variety of services to those in need.
- NEMCSA helps with early on education for children in the community with affordable pre-schools. It also helps with the aging community to keep elderly in their homes and out of nursing homes.
- NEMCSA is a tremendous resource to the rural Northeast Michigan communities and provides comprehensive services to support those in need.
- NEMCSA is a tremendous comprehensive resource for the Northeastern Michigan communities
- Services for clients
- It is my understanding that NEMCSA handles a variety of issues the general community deals with often.
- The commodities and Mi Choice Waiver programs are two of the best programs in our area. Utility assistance is also valuable.
- I don't know
- The behind-the-scenes work is probably exemplary - but I am unsure of the actual activities that take place and the people you serve? Is this a poverty reduction agency?
- I have had nothing but positive experiences with NEMCSA. The amount of resources and help they can provide is wonderful.
- NEMCSA provides a large variety of services and does it very well. Community outreach has been very effective.
- In my involvement with NEMCSA staff/programming, it appears they provide good supports to our students in schools in our community.
- Provides many needed services and advocates for continued funding.
- "Meals and services for seniors"
- Until the email that I received to take this survey, I had never heard of NEMCSA.
- NEMCSA helps a lot of low-income individuals and families with food assistance, utility/heating assistance and does a tremendous job at helping the seniors in our area
- NEMCSA offers supportive programming and resources to support our most vulnerable populations and I feel these are vital services. We have certainly taken advantage of housing supports, school success, Early Head Start and partnered with NEMCSA in 2021 to support Rapid Re-housing and CERA.
- Their Early Childhood programs are strong and well respected
- I'm not overly impressed with NEMCSA services in Roscommon County.
- Do not know much about them.
- Finds homeless people and shares information on steps to overcoming obstacles.
- Kids programs are amazing.
- Finding the homeless - PIT count
- There is a lot of information available about programs.
- Care Management
- Covers a large rural area of the state
- Looking at the list, they provide a fair amount of services
- Haven't worked directly with them
- Well-founded organization.
- Supplementing housing
- Head Start programs are phenomenal!
- MI Choice Waiver Program

- Housing assistance and food
- Not sure as I am not familiar with all programs and services for Alcona County. However, the School Success Program is wonderful so well- done.
- I don't know anything about them
- Meals on Wheels
- The Senior Center
- Senior Center Help
- "Helps people"

ORGANIZATIONAL RESPONSES TO THE QUESTION: WHERE DO YOU FEEL NEMCSA COULD IMPROVE?

Eighteen responses were removed from the list below as they were immaterial.

- Our county needs more help with homelessness/emergency shelter. NEMCSA is not the HARA, but I believe it would be in the best interest of Arenac County residents if they were.
- Maybe now COVID is fading some more pop-up services sharing. A booth at the farmers market or another in person spot people are to spread the word more than just digitally.
- More assistance needed (firewood)
- Not sure
- Unsure
- I think we are trying to streamline the paperwork as much as possible.
- Have a better explanation on the programs
- More spaces available for preschool children when slots are all full. Mainly children who don't have three strikes against them such as speech, homeless, low income, and disability. Just because children come from a two-parent home and the parents make a decent amount of money doesn't mean they shouldn't get an opportunity to enroll in preschool.
- Appreciating staff and recognizing all they are expected to do.
- Not sure
- Highlight more of the less known programs.
- I would suggest to offer some free trainings outside organization - maybe Polish classes
- Helping more families that are not just the families in extreme poverty.
- No comments
- Advertising
- Making income thresholds for some programs slightly higher, to serve more families in need,
- Unsure
- People seem to need a lot of help with housing...but there are no houses. Also, clients express frustration over having to leave a message and then miss the call back.
- Head Start/pre-school
- More emergency shelter spaces/beds (and year-round) in Otsego and Cheboygan counties
- Making community members more aware of the services you provide.
- Have not been here long enough to know how you can improve.
- NOTHING. NEMCSA is heaven sent.
- Not sure, I haven't found NEMCSA to be lacking in anyway.
- Well, just like the rest of us, lack of employees or dedicated employee.
- Not sure
- I don't believe they need to improve at this time

- Employees need to be mission-focused, such as going the extra mile to work through problems rather than giving up once roadblocks are encountered.
- Possibly hold meetings with other community agencies to provide updates of services available. Emails are less effective.
- Provide bussing to pre-school children that do not have access to transportation.
- Better recognition of who you are and what services are available
- More awareness of access and publicity to consumers of programs
- Emergency shelter, more funding.
- Affordable housing.
- No answer
- More preschool
- We desperately need more preschool programs in our area. The gap is getting so much larger with students from poverty coming in knowing nothing.
- I am not sure how/when to get a hold of NEMSCA for family needs.
- Information out to DHHS and others of services available
- Providing equitable programs for children with disabilities.
- Nowhere at this time
- General public is not aware of the services provided by NEMSCA
- Single seniors, awareness in outer counties, they help people with kids first
- Marketing
- With their advertising
- More emergency shelters and temporary housing programs
- They do a good job
- Oftentimes I miss NEMSCA activities until after the fact. Not necessarily your fault...we could seek out information more readily
- Awareness of services
- Better INTRA-agency relationships between programs. Advertising on larger scale such as TV ads, billboards, etc. not necessarily program specific. Increase wages to retain and recruit staff.
- Marketing and promotion to get the word about programs and services.
- Getting and keeping staff
- Emergency services (housing or utility assistance) and the ability to get a hold of the appropriate person. They should be polite to the person that is referred and return their calls in a timely manner.
- Not sure
- Answering clients' questions about different programs.
- Make citizens more aware of services
- Not enough services for housing support
- More affordable housing is a need without clients and in our community.
- More help with housing.
- Marketing what they offer to the public.
- Let agencies know what they offer and how to access the programs.
- Some more PR on available services.
- Work on public awareness of what is offered and share marketing plan.
- Filling the needs of clients quicker.
- Emergency funding housing

- Coordinating services and resources can be difficult due to internal NEMCSA staff not always knowing what is offered in other programs within the agency.
- NEMCSA could improve by making their forms more readable to those who are illiterate or have cognitive impairments.
- None known
- None noted
- Nothing at this time
- I'm unaware of all services and whom the services extend to, possibly more getting the word out?
- Home repair services.
- I don't know
- Visibility in the Community
- The only thing I could see that would improve would be some way of letting the public know more of the services that are available and making those services more easily accessible.
- The only thing lacking is more funding to enhance essential programs.
- Not sure at moment
- Not sure at this time
- Providing more funding for Local Commission on Aging.
- Everything is going great as of now
- I am not really sure what could be improved upon from an external perspective. I know capacity in terms of funding and resources are always difficult. Would like to see more housing vouchers as that is a vital need for the families we serve.
- The need to fill vacant positions (especially Early Head Start). Consider what may be keeping people from applying and make some changes to make the positions more desirable.
- I believe NEMCSA needs to have more of a presence in Roscommon County. Especially with housing, it appears most of the funding remains in the Alpena region.
- Elderly care, childcare
- Communication with clients. I feel there is too little in response to correspondence and clients feel like they have been left and forgotten. Even if they are not priority, they should still know they aren't forgotten.
- More outreach to agencies with contact information and upcoming opportunities.
- Case management and rapid rehousing
- Some of the folks referred to NEMSCA stated there has been a long delay in getting a response to questions or applications submitted.
- Training COA staff
- Do more TV/Radio outreach
- Trying to get the information into the hands of local government so when employees can share the information when they work with the public
- Public outreach
- Maybe more advertising/marketing?
- I wish that more students could qualify for EHS and HS.
- Housing assistance
- Promote the less known programs
- Unsure
- Pay drivers for meals.

APPENDIX B – QUALITATIVE RESPONSES FROM ELECTED OFFICIAL RESPONDENTS

ELECTED OFFICIAL RESPONSES TO THE QUESTION: AS AN ELECTED OFFICIAL, WHAT DO YOU FEEL NEMCSA DOES WELL IN THE COMMUNITY?

- Early childhood programs, services to the aged and poor
- School success
- The educational programs such as Head Start and Early Head Start along with school success programs are invaluable to our communities.
- Meet the needs of numerous low-income families.
- Support and aid
- Excellent preschool and early on.
- Provide many services to older residents.
- It seems that NEMCSA does a really good job in areas that have a decent sized population. If an individual lives in a rural area like Sherman Township, the resources are too hard for them to obtain.
- Providing funding for much needed county services
- I really can't speak to what they do.
- Early head start programming.
- Assistance with food
- The support level is above and beyond any other organization
- They are a great service to our community on all levels they serve at.
- Preschool/Head Start
- I believe the Head Start program does well in the community.
- "Head Start Senior services "
- No clue - this is the first I am hearing of NEMCSA
- I feel NEMSCA makes a presence known when it involves children.
- I have seen many successful assistance programs to help those in need.
- Not aware NEMCSA is doing much in my community
- NEMCSA is a great partner with other units of government in helping people in many ways.
- Connection with the community
- Close to zero
- Not sure. Local townships don't really get much info
- Offers services

ELECTED OFFICIAL RESPONSES TO THE QUESTION: AS AN ELECTED OFFICIAL,
WHERE DO YOU FEEL NEMCSA COULD IMPROVE?

Two responses were removed from the list below as they were immaterial.

- Visibility of services in the communities outside of Alpena.
- Quality control
- The challenges seem to be in effective communication between client and agencies. How do we get the word out to those needing help?
- Home repairs / need to set up more vendors in the area.
- Nothing that I can think of
- Somehow you need to get the word out about all the services you provide. I don't have the answer though.
- I would love to see NEMCSA push for high-speed internet to be installed in rural areas, like Sherman Township. We only have satellite internet available in Sherman Township and it only works about 60% of the time. It is also priced outside of what many of our residents can afford; especially when you are paying for a service that is not always available.
- More outreach
- I really do not feel that I can speak to how they could improve. As I am unfamiliar with their roll in our County
- In home care
- Options for those who cannot be helped
- It is the Counties that need to improve on the community awareness of the programs
- Keep on doing a great job.
- I'm not sure much about their programs.
- I cannot think of any improvements needed at this time.
- More publicity for your services
- For one thing promote who you are
- In helping all areas of life. Infant, teens, young adults, adults, and elders.
- Continue to market services to the public.
- More advertising of services in the smaller communities.
- Working harder at getting its program agenda to small cities and townships.
- Not sure if there is any more ability to get the word out on services.
- Return all monies back to where they came.
- We need better highspeed internet. We have to many 'no service ' areas

APPENDIX C – SELECTED COMMENTS RECEIVED FROM CLIENTS IN THE CLIENT SATISFACTION SURVEY

Names have been removed or changed to maintain privacy.

Commodity Supplemental Food Program (CSFP)

- Not everyone lives comfortably and a lot of us can and are very thankful when unknown people step up to help those who can really use a little help. Thank you!

Head Start/Preschool

- When our son first walked into the Early Head-start building two years ago he was a completely different little boy. Being on the spectrum we were worried how this would all play out, and to be very honest the first year wasn't exactly a breeze. However, the following Year when he moved over to the other building and Miss Deana, Miss Amber and Miss Angie came into his life. They are wonderful teachers with what I believe to be with super-powers of patience and kindness! He is a thriving, happy and curious boy about the World and now LOVES going to school. I wish we could just scoop up his teachers he has now and keep them for ourselves the rest of his educational years!!! They have made an impact on mine and my sons lives and heart forever!!! Thank you so much from the bottom of our hearts!
- My children love the Head Start program. They have learned and grown so much. The teachers are great and thoughtful. They always listen to parents' concerns and offer helpful advice. Thank you so much for all that you do.
- We are so thankful for Head Start in West Branch. Our child has been enrolled for two years and is now well prepared to start kindergarten in the fall. The experience has far exceeded our initial expectations and has given him the social and academic tools he needs for a great "head start" for K-12 learning. The leaders, teachers and support staff are very professional and dedicated. Their kindness and genuine concern for the well-being and stability of children and their families shines through every day. They have certainly gone above and beyond the call of duty during the COVID-19 pandemic, staying engaged with students and families, keeping the learning process moving forward, and providing information on available community resources. We are grateful and blessed to have been a part of this program.

MI Choice Waiver Program

- I was in trouble with my health and was afraid I would have to move into an assisted living facility. I heard about NEMCSA from a friend and gave them a call. They have been wonderful. They came out to my apartment and asked me where I needed help and sent out a caregiver to my home and I settled on my second caregiver. She is wonderful, runs errands for me, just does about anything I need. I am a lucky man to find such a good worker to help me. She is a very nice lady and a very good helper. The gals that check on me from the main off are just great also. They check on me approximately once a month. NEMCSA was a good find and has been very helpful. It's helped me to live alone and not need to go to an assisted living facility.
- I was my low point- I couldn't get any lower. I fell and was on the floor 3 days. After, I was referred to Whitney -she sent the team. They met all my needs - they did an awesome job.

School Success Program

- I have overcome a lot of hardships in my life. The one person that was always there for me was Ms. Kasuba, she has always been there for me and has been super supportive. I've lost my father four years ago due to cancer and she helped me hobble past it. Without her I don't know what I would have done. I went from feeling lost to knowing where I am going due to a compass that she gave me.
- My 8th grade daughter was struggling with peers and daily classroom expectations. It caused such anxiety that she had to take medication calm down enough to go to school. Since being transitioned to Ms. Sue's room for two hours a day, my daughter has grown immensely as a student and is no longer failing her classes or being too overwhelmed to attend school. The principals have called to share with me how much my daughter has flourished and grown since being part of Ms. Sue's program. My daughter comes home daily with one more positive thing about her time with Ms. Sue. Her attitude and overall level of functioning has improved so much; she is almost like a new teenager living in our home. My family is so grateful for this program and especially to Ms. Sue. ❤️
- My name is Sarah (name changed for privacy), I am 32 years old, and originally from Pennsylvania. I moved to Michigan when I was 28 and to Alpena 3 years ago. I have made some not so good life choices, one of those including dropping out of school. I was at a point in my life where I needed to get myself together. I got my CNA license back after I had moved to Alpena and I work at Medilodge, but I WANT to do more with my life, I want to be a drug and alcohol abuse counselor. I knew I couldn't do that unless I took the first step. I had heard about MI Works! and NEMCSA through people at my job. So, I did some more research and I stopped over one day and filled out what I had to. Sarah called me back that same day and I believe I went the next day. I was given the choice to either do the GED program or the High school diploma program. I chose the Diploma program because I felt that I would be more proud of myself to finally say I did it I got my Diploma, which I have, and it is the BEST feeling!! Sarah, and Lisa have helped me out so much along the way! I believe I started this in August. It is the beginning of May and I have DONE it, I needed 9 ½ credits and I did it!!!! Anytime I needed anything those two were there to help or even just talk to when needed!!! Right now, this world looks so scary, and there are so many things going on that people seem to fall back. But I knew that I couldn't. I know that I CAN also be so proud to say that I completed this and graduated during a World Pandemic. There is a future. Sometimes it seems like there won't be. But there is!!!! I am finally on the way to mine!!! Thanks to the people who have helped me on the way during this journey! I couldn't thank those two women enough! I truly mean that!!!!

Volunteers with the Senior Companion Program

- Glad I joined NEMCSA and happy with the program. This has been helpful for dealing with loneliness.
- Love working with NEMCSA. We love the people and the employees. I love the residents and sometimes you just want to bring them home.
- In the onset I was reluctant due to anxiety. I didn't think I would be able to do this. Long story short I was volunteer of the year. As a volunteer I am able to give back and it is no question this is what I want to do.

Clients in the Senior Companion Program

- I joined the program to meet friends and be more involved in the community and the SCP has done that for me.

Weatherization Program

- Being disabled for years and having a sick husband who lost his job, brittle diabetic, and other health issues, I was becoming hopelessly depressed. Thank you NEMCSA for all your help! Makes me feel more at ease and like I can make it.

Homemaker, Personal Care, and Respite

- (Region 9 Area Agency on Aging provides) services I can't do myself - bringing in a chore provider and the meals. I do some cooking for myself, but those meals help. Having those services make my life more doable.

APPENDIX D – NEMCSA SERVICES BY DOMAIN & SOCIAL DETERMINANT OF HEALTH

<u>Program Name</u>	<u>Survey Domain</u>	<u>Social Determinant of Health</u>
Bridges of Self-Sufficiency (BOSS)	Assistance Program	Economic Stability
Commodity Supplemental Food Program (CSFP)	Food Access	Food
Congregate Meals	Food Access	Food
Creating Confident Caregivers	Health Services	Health Care System
Deliverable Fuels	Assistance Program	Economic Stability
Early Head Start	Education	Education
Emergency Shelter Program	Housing	Neighborhood and Physical Environment
Evidence Based Disease Prevention Program	Health Services	Health Care System
Family Self Sufficiency Program	Housing	Neighborhood and Physical Environment
Financial Capability Program	Income and Financial Security	Economic Stability
Foreclosure Services Program	Income and Financial Security	Economic Stability
Foster Grandparent Program - Children	Education and Community	Education, Community, and Social Context
Foster Grandparent Program – Volunteers	Education and Community	Education, Community and Social Context
Great Start Readiness Program	Education	Education, Community and Social Context
Head Start	Education	Education, Community and Social Context
Home Delivered Meals	Food Access	Food
Homebuyer Education Program	Income and Financial Security	Economic Stability
Homemaker, Personal Care and Respite	Health Services	Health Care System
IDA Program	Assistance Programs	Community and Social Context
Legal Assistance	Assistance Programs, Income and Financial Security	Economic Stability
Long Term Care Ombudsman Program	Assistance Program	Community and Social Context, Health Care System
Medicare/Medicaid Assistance Program (MMAAP)	Health Services	Health Care system
Michigan Energy Assistance Program (MEAP)	Assistance Programs	Economic Stability
National Family Caregivers Support Program (Kinship Care)	Income and Financial Security	Economic Stability

<u>Program Name</u>	<u>Survey Domain</u>	<u>Social Determinant of Health</u>
Nursing Facility Transition	Health Services	Health Care System
Rapid Rehousing (RRH)	Housing	Neighborhood and Physical Environment
Rapid Rehousing Program	Housing	Neighborhood and Physical Environment
Retired Senior Volunteer Program (RSVP)	Community	Community and Social Context, Health Care System
School Success Program	Education	Education, Community and Social Context
Senior Community Service Employment Program (Title V)	Community, Income and Financial Security	Community and Social Context, Economic Stability
Senior Companion Program (Clients)	Health Services, Community	Health Care System
Senior Companion Program (Volunteers)	Health Services, Community	Health Care System
Shine Bright Volunteer Program	Community	Education and Community, Social Context
The Emergency Food Assistance Program (TEFAP)	Food Access	Food
Weatherization	Assistance Programs	Neighborhood and Physical Environment

SURVEY FOR INDIVIDUALS



Community Needs Assessment

This short survey should take 5 – 10 minutes to complete. Responses will be accepted through May 15, 2022.
After completing this form, you will be given the opportunity to enter to win one of 15 gift cards. Please complete the last page to be entered into the drawing. Once complete, please separate from your survey to help protect your privacy.
If you would like to complete this survey electronically, scan the QR Code.



Private Individual Copy

1. Which county do you live in or represent?

- | | | |
|------------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Alcona | <input type="checkbox"/> Iosco | <input type="checkbox"/> Presque Isle |
| <input type="checkbox"/> Alpena | <input type="checkbox"/> Montmorency | <input type="checkbox"/> Roscommon |
| <input type="checkbox"/> Arenac | <input type="checkbox"/> Ogemaw | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Cheboygan | <input type="checkbox"/> Oscoda | |
| <input type="checkbox"/> Crawford | <input type="checkbox"/> Otsego | |

2. What is your relationship to NEMCSA?

- Current Client
- Former Client
- Current Employee
- Former Employee
- Community member never employed or served by NEMCSA

3. Race/Culture – Select all that apply.

- | | |
|---|--|
| <input type="checkbox"/> American Indian | <input type="checkbox"/> White |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Black/African American | <input type="checkbox"/> Other: _____ |

4. Are you Hispanic/Latino?

- Yes No Prefer not to say

5. How do you identify?

- | | |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Male | <input type="checkbox"/> Other: _____ |

6. What is your age group?

- | | |
|---------------------------------------|--------------------------------|
| <input type="checkbox"/> 17 and under | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55-69 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 70+ |
| <input type="checkbox"/> 35-44 | |

7. Marital Status:

- Married
- Never Married
- Divorce/Separated
- Widowed

8. Schooling:

- | | |
|---|---|
| <input type="checkbox"/> Did not graduate high school and do not have GED | <input type="checkbox"/> Associates Degree |
| <input type="checkbox"/> GED | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> High School Diploma | <input type="checkbox"/> Master's Degree |
| <input type="checkbox"/> Some college, less than an associate degree | <input type="checkbox"/> Vocational or Trade School |

9. What is your current level of employment? Select all that apply.

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Full-time: 30 hours per week or more | <input type="checkbox"/> Unemployed |
| <input type="checkbox"/> Part-time: less than 30 hours per week | <input type="checkbox"/> Disabled |
| <input type="checkbox"/> Full-time Student | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Gig Worker (Uber, Door Dash, etc.) | <input type="checkbox"/> Other: _____ |

10. Sources of Income. Select all sources for your household.

- | | |
|---|---|
| <input type="checkbox"/> Wages | <input type="checkbox"/> Supplemental Security Income (SSI) |
| <input type="checkbox"/> Public Assistance (DHS) | <input type="checkbox"/> Retirement/Pension |
| <input type="checkbox"/> Unemployment | <input type="checkbox"/> Stipend |
| <input type="checkbox"/> Child Support and/or Alimony | <input type="checkbox"/> Other |
| <input type="checkbox"/> Social Security | |

12. Household Income: What is the approximate, combined yearly income (before taxes) for all who live in your home?

- | | |
|--|---|
| <input type="checkbox"/> \$0 - \$14,000 | <input type="checkbox"/> \$49,000 - \$54,999 |
| <input type="checkbox"/> \$14,001 - \$20,999 | <input type="checkbox"/> \$55,000 - \$64,999 |
| <input type="checkbox"/> \$21,000 - \$27,999 | <input type="checkbox"/> \$65,000 - \$79,999 |
| <input type="checkbox"/> \$28,000 - \$34,999 | <input type="checkbox"/> \$80,000 - \$100,000 |
| <input type="checkbox"/> \$35,000 - \$41,999 | <input type="checkbox"/> Over \$100,000 |
| <input type="checkbox"/> \$42,000 - \$48,999 | |

13. Please select the answer that best describes your housing status.

- I live with my spouse/partner and/or children.
- I live alone
- I live with a family member (not a spouse/parent/or child)
- I live with a friend
- I am homeless

14. How much is your rent/mortgage payment per month?

- | | |
|--|--|
| <input type="checkbox"/> Less than \$300 | <input type="checkbox"/> \$1,000 - \$1,249 |
| <input type="checkbox"/> \$300 - \$499 | <input type="checkbox"/> \$1,250 - \$1,499 |
| <input type="checkbox"/> \$500 - \$749 | <input type="checkbox"/> More than \$1,500 |
| <input type="checkbox"/> \$750 - \$999 | <input type="checkbox"/> Does not apply |

15. As of today, how many people are currently living in your home?

Include (all ages) anyone temporarily living with you as well as all permanent residents. Answer must be a number:

_____ people living in the home

16. How many children under 18 live in your home? Answer must be a number.

_____ children under 18 years old

17. Are you a single parent with children less than 18 years old in your home?

- Yes
- No

18. Please indicate any of the following that you have used in the last three months.

- | | |
|--|--|
| <input type="checkbox"/> Check Cashing Store | <input type="checkbox"/> Pawn Shop (selling items) |
| <input type="checkbox"/> Payday Loan Store | <input type="checkbox"/> None |

19. Does everyone in your home have health insurance? Select all that apply.

- Yes: Employer Provided
- Yes: Medicaid
- Yes: Medicare
- Yes: Tricare (Military Provided)
- Yes: I pay for my own (Affordable Care Act/Cobra)
- No

20. Do you have reliable internet access in your home?

- Yes
- No

21. Indicate whether each of the following is something you have, something you need or that it does not apply?

	Have	Need	Does Not Apply
A Primary Healthcare Provider			
A Dentist			
Safe and Reliable Automobile			
Affordable Childcare			
Safe Drinking Water			
Affordable Heat Source (utility bills)			
Retirement Account			
An Eye Doctor			

22. For each NEMCSA service below, indicate if you are:

Service	A Former Client	A Current Client	Aware of Service, Never a Client	Not Aware of Service
School Success Program				
Preschool – Head Start, Great Start Readiness Program				
Early Head Start				
Foster Grandparent Program				
Rent/Mortgage Assistance				
Utility Assistance				
Food Boxes				
Home Repairs				
Emergency Shelter				
Budget Counseling				
In-Home Care				
MI Choice Waiver				

Areas of Strength and Weakness Within your Community

Please answer the following questions as they relate to the county you indicated in question one.

1. Housing:

	Weakness	Strength	No Opinion/ Not Aware
Safe and Affordable Housing			
Housing Available for Those with Poor Credit Scores			
Housing Available for Those with a Criminal Record			
Homeless Shelters			
Utility Payment Assistance Programs			
Housing Payment Assistance Programs			
Affordable Senior Housing Options			

2. Food

	Weakness	Strength	No Opinion/ Not Aware
Food Pantries			
Payment Assistance for Food			
Assistance to Complete Paperwork Needed to Qualify for SNAP			
Access to Local Produce (Farmers Markets, Roadside Stands)			
Reasonably Priced Food			
Quality Food Available			
Nutritional Information Programs			
Budgeting/Food Purchasing Programs			

3. Education

	Weakness	Strength	No Opinion/ Not Aware
Access to Preschool			
Alternative Education Programs (GED/Adult)			
Behavioral Support			
Quality K-12 Education			
Academic Support/Tutoring			
After Schools Programs/Care			
Schools Response to Bullying			
College/Post-Secondary Opportunities			
Access to Trade Programs/Apprenticeships			
Parenting Classes			

4. Health

	Weakness	Strength	No Opinion/ Not Aware
Medical Providers Accepting New Patients			
Medical Care is Available Nearby, Requiring Less than 30 Minutes of Travel			
Affordable Health Care Options Available			
Substance Abuse Treatment			
Dental Providers Accepting New Patients			
Specialists Care Available			
Pediatricians			
Mental Health Providers			

5. Transportation

	Weakness	Strength	No Opinion/ Not Aware
Public Transportation Available			
Taxis/Uber/Lyft Services Available			
Road Conditions			
Car Rental Agencies			

6. Income/Financial Stability

	Weakness	Strength	No Opinion/ Not Aware
Full Time Jobs with Benefits			
Full Time Jobs without Benefits			
Livable Wages			
Employment Agencies or Programs			
Local Employers Allowing Work from Home (WFH)			
Affordable Childcare			
Part Time Jobs			

7. Community

	Weakness	Strength	No Opinion/ Not Aware
Resources are Conveniently Located			
Youth Activities, Programs, or Facilities			
Safety of Neighborhoods			
Public Service (Police, Fire, EMS, etc)			
Parks and Recreational Activities			
Support Groups			
Veteran Services			
Religious and Cultural Organizations			
Entertainment			
High Speed Internet Access			
Water and Sewer Services			

Thank You!

Please Complete the Following Page to be Entered into the Gift Card Drawing!

Northeast Michigan Community Service Agency
Community Needs Assessment

Thank you for completing the NEMCSA Community Needs Assessment. Please answer the following questions to be entered into a drawing for a \$50 prepaid Visa card.

- Fifteen (15) gift cards will be given away
- No more than one card per individual will be awarded
- Winners will be selected randomly.

1. Please provide your full name

2. Please provide the best phone number to reach you on if you win a gift card. Be sure to include area code.

3. Provide a mailing address. Be sure to include city and zip code.



Community Needs Assessment



This short survey should take 5 – 10 minutes to complete. Responses will be accepted through May 15, 2022.

If you would like to complete this survey electronically, scan the QR Code.

Organization Copy

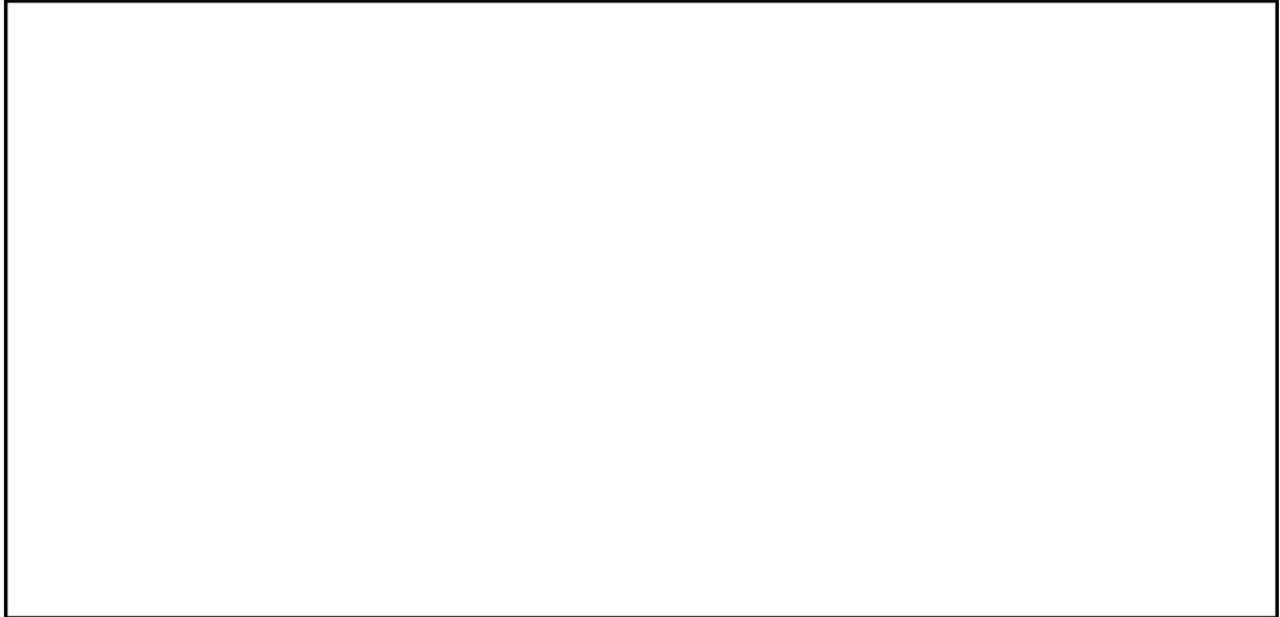
1. Which county do you represent?

- | | | |
|------------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Alcona | <input type="checkbox"/> Iosco | <input type="checkbox"/> Presque Isle |
| <input type="checkbox"/> Alpena | <input type="checkbox"/> Montmorency | <input type="checkbox"/> Roscommon |
| <input type="checkbox"/> Arenac | <input type="checkbox"/> Ogemaw | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Cheboygan | <input type="checkbox"/> Oscoda | |
| <input type="checkbox"/> Crawford | <input type="checkbox"/> Otsego | |

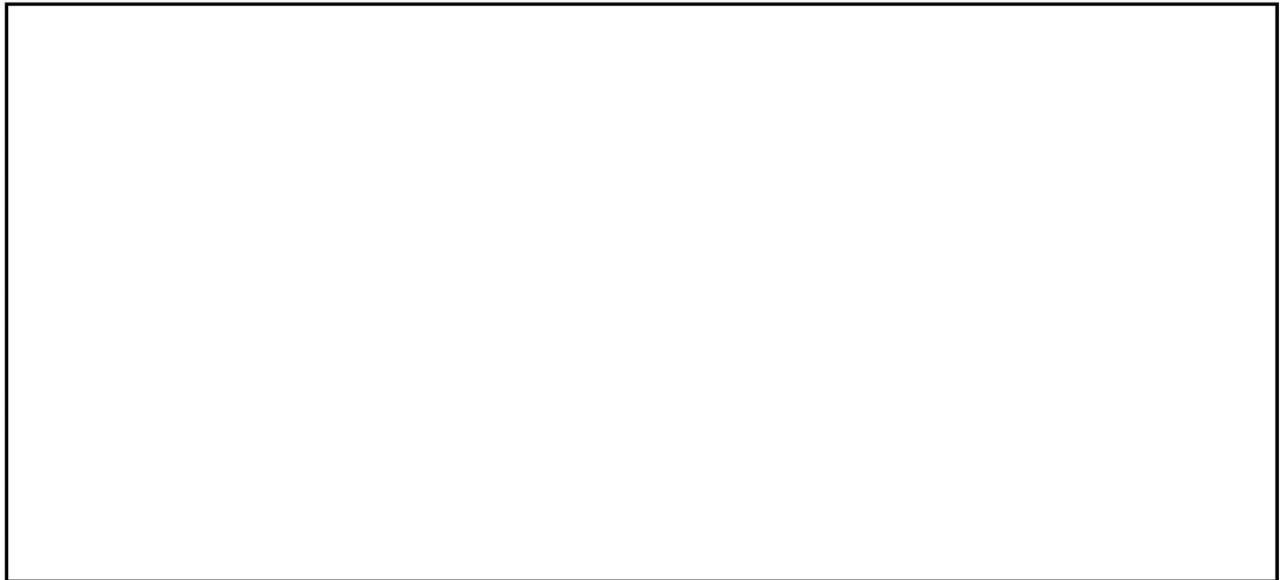
2. Indicate your knowledge of each NEMCSA service below.

Service	Have Referred Individuals	Aware of Service, Never Referred	Not Aware of Service
School Success Program			
Preschool – Head Start, Great Start Readiness Program			
Early Head Start			
Foster Grandparent Program			
Rent/Mortgage Assistance			
Utility Assistance			
Food Boxes			
Home Repairs			
Emergency Shelter			
Budget Counseling			
In-Home Care			
MI Choice Waiver			

3. What do you feel NEMCSA does well in the community?



4. Where do you feel NEMCSA could improve?



Areas of Strength and Weakness Within your Community

Please answer the following questions as they relate to the county you indicated in question one.

1. Housing:

	Weakness	Strength	No Opinion/ Not Aware
Safe and Affordable Housing			
Housing Available for Those with Poor Credit Scores			
Housing Available for Those with a Criminal Record			
Homeless Shelters			
Utility Payment Assistance Programs			
Housing Payment Assistance Programs			
Affordable Senior Housing Options			

2. Food

	Weakness	Strength	No Opinion/ Not Aware
Food Pantries			
Payment Assistance for Food			
Assistance to Complete Paperwork Needed to Qualify for SNAP			
Access to Local Produce (Farmers Markets, Roadside Stands)			
Reasonably Priced Food			
Quality Food Available			
Nutritional Information Programs			
Budgeting/Food Purchasing Programs			

3. Education

	Weakness	Strength	No Opinion/ Not Aware
Access to Preschool			
Alternative Education Programs (GED/Adult)			
Behavioral Support			
Quality K-12 Education			
Academic Support/Tutoring			
After Schools Programs/Care			
Schools Response to Bullying			
College/Post-Secondary Opportunities			
Access to Trade Programs/Apprenticeships			
Parenting Classes			

4. Health

	Weakness	Strength	No Opinion/ Not Aware
Medical Providers Accepting New Patients			
Medical Care is Available Nearby, Requiring Less than 30 Minutes of Travel			
Affordable Health Care Options Available			
Substance Abuse Treatment			
Dental Providers Accepting New Patients			
Specialists Care Available			
Pediatricians			
Mental Health Providers			

5. Transportation

	Weakness	Strength	No Opinion/ Not Aware
Public Transportation Available			
Taxis/Uber/Lyft Services Available			
Road Conditions			
Car Rental Agencies			

6. Income/Financial Stability

	Weakness	Strength	No Opinion/ Not Aware
Full Time Jobs with Benefits			
Full Time Jobs without Benefits			
Livable Wages			
Employment Agencies or Programs			
Local Employers Allowing Work from Home (WFH)			
Affordable Childcare			
Part Time Jobs			

7. Community

	Weakness	Strength	No Opinion/ Not Aware
Resources are Conveniently Located			
Youth Activities, Programs, or Facilities			
Safety of Neighborhoods			
Public Service (Police, Fire, EMS, etc)			
Parks and Recreational Activities			
Support Groups			
Veteran Services			
Religious and Cultural Organizations			
Entertainment			
High Speed Internet Access			
Water and Sewer Services			

Thank You!



Community Needs Assessment

This short survey should take 5 – 10 minutes to complete. Responses will be accepted through May 15, 2022.



Elected Official Copy

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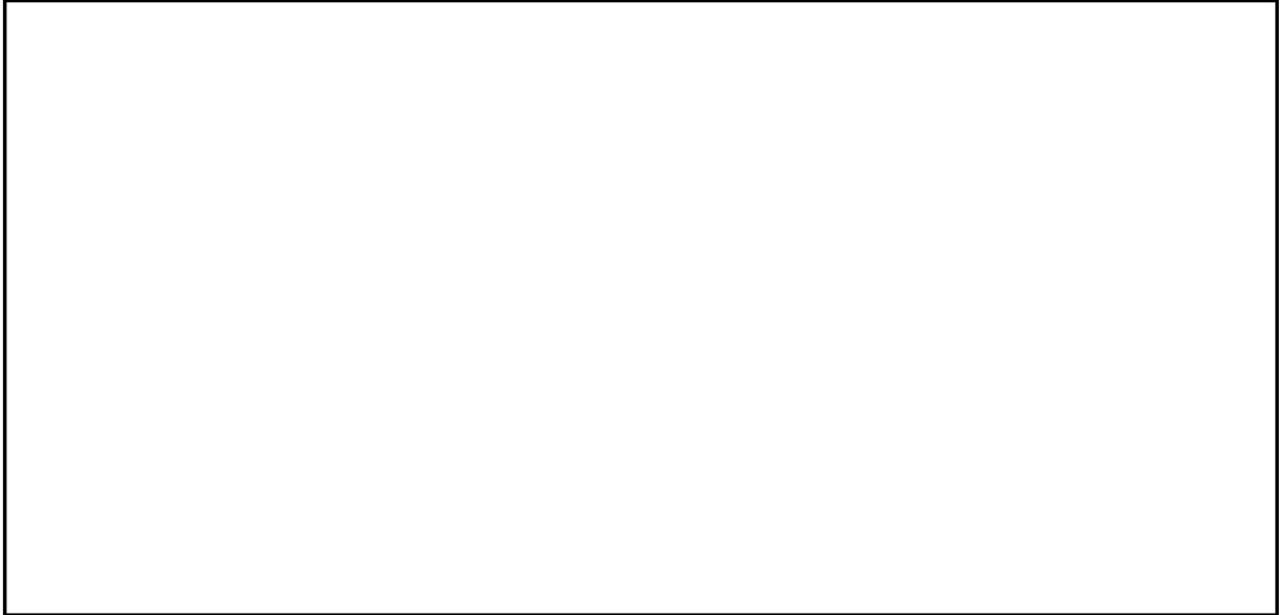
1. Which county do you represent?

- | | | |
|------------------------------------|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Alcona | <input type="checkbox"/> Iosco | <input type="checkbox"/> Presque Isle |
| <input type="checkbox"/> Alpena | <input type="checkbox"/> Montmorency | <input type="checkbox"/> Roscommon |
| <input type="checkbox"/> Arenac | <input type="checkbox"/> Ogemaw | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Cheboygan | <input type="checkbox"/> Oscoda | |
| <input type="checkbox"/> Crawford | <input type="checkbox"/> Otsego | |

2. Indicate your knowledge of each NEMCSA service below.

Service	Aware of Service	Not Aware of Service
School Success Program		
Preschool – Head Start, Great Start Readiness Program		
Early Head Start		
Foster Grandparent Program		
Rent/Mortgage Assistance		
Utility Assistance		
Food Boxes		
Home Repairs		
Emergency Shelter		
Budget Counseling		
In-Home Care		
MI Choice Waiver		

3. As an elected official, what do you feel NEMCSA does well in the community?



4. As an elected official, where do you feel NEMCSA could improve?



Areas of Strength and Weakness Within your Community

Please answer the following questions as they relate to the county you indicated in question one.

1. Housing:

	Weakness	Strength	No Opinion/ Not Aware
Safe and Affordable Housing			
Housing Available for Those with Poor Credit Scores			
Housing Available for Those with a Criminal Record			
Homeless Shelters			
Utility Payment Assistance Programs			
Housing Payment Assistance Programs			
Affordable Senior Housing Options			

2. Food

	Weakness	Strength	No Opinion/ Not Aware
Food Pantries			
Payment Assistance for Food			
Assistance to Complete Paperwork Needed to Qualify for SNAP			
Access to Local Produce (Farmers Markets, Roadside Stands)			
Reasonably Priced Food			
Quality Food Available			
Nutritional Information Programs			
Budgeting/Food Purchasing Programs			

3. Education

	Weakness	Strength	No Opinion/ Not Aware
Access to Preschool			
Alternative Education Programs (GED/Adult)			
Behavioral Support			
Quality K-12 Education			
Academic Support/Tutoring			
After Schools Programs/Care			
Schools Response to Bullying			
College/Post-Secondary Opportunities			
Access to Trade Programs/Apprenticeships			
Parenting Classes			

4. Health

	Weakness	Strength	No Opinion/ Not Aware
Medical Providers Accepting New Patients			
Medical Care is Available Nearby, Requiring Less than 30 Minutes of Travel			
Affordable Health Care Options Available			
Substance Abuse Treatment			
Dental Providers Accepting New Patients			
Specialists Care Available			
Pediatricians			
Mental Health Providers			

5. Transportation

	Weakness	Strength	No Opinion/ Not Aware
Public Transportation Available			
Taxis/Uber/Lyft Services Available			
Road Conditions			
Car Rental Agencies			

6. Income/Financial Stability

	Weakness	Strength	No Opinion/ Not Aware
Full Time Jobs with Benefits			
Full Time Jobs without Benefits			
Livable Wages			
Employment Agencies or Programs			
Local Employers Allowing Work from Home (WFH)			
Affordable Childcare			
Part Time Jobs			

7. Community

	Weakness	Strength	No Opinion/ Not Aware
Resources are Conveniently Located			
Youth Activities, Programs, or Facilities			
Safety of Neighborhoods			
Public Service (Police, Fire, EMS, etc)			
Parks and Recreational Activities			
Support Groups			
Veteran Services			
Religious and Cultural Organizations			
Entertainment			
High Speed Internet Access			
Water and Sewer Services			

Thank You!

NEMCSA 2022 Community Needs Assessment

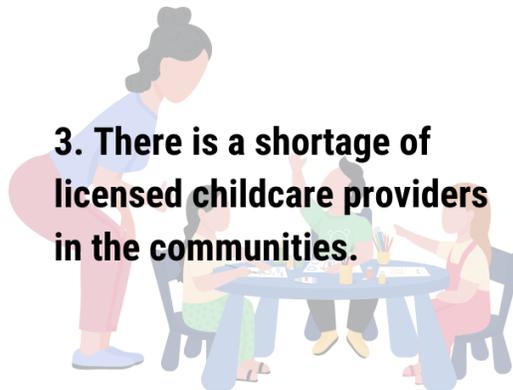
Top Five Needs



1. Families without their own automobile lack transportation.



2. There is a shortage of available housing in the communities



3. There is a shortage of licensed childcare providers in the communities.



4. Communities lack jobs offering a livable wage and good benefits.



5. There is a lack of specialty medical providers, including dentists, medical specialists, and optometrists within the communities.

APPENDIX G – COMMUNITY STRENGTHS AND WEAKNESSES

STRENGTHS

Top Ten Strengths

Individuals 497 Responses	#	%	Organizations 113 Responses	#	%
Public Services (Police, Fire, EMS, etc...)	392	78.9%	Public Services (Police, Fire, EMS, etc...)	96	85.0%
Food Pantries	365	73.4%	Food Pantries	92	81.4%
Safety of Neighborhoods	346	69.6%	Religious and Cultural Organizations	84	74.3%
Religious and Cultural Organizations	336	67.6%	Safety of Neighborhoods	81	71.7%
Quality K-12 Education	330	66.4%	Parks & Recreational Activities	77	68.1%
Parks & Recreational Activities	318	64.0%	Access to Preschool	76	67.3%
Access to Local Produce (Farmers Markets, Roadside Stands)	288	57.9%	Quality K-12 Education	76	67.3%
Part Time Jobs	288	57.9%	Part Time Jobs	73	64.6%
Medical Care is Available Nearby Requiring Less Than 30 Minutes of Travel	281	56.5%	Medical Care is Available Nearby Requiring Less Than 30 Minutes of Travel	67	59.3%
Access to Preschool	267	53.7%	Utility Payment Assistance Programs	66	58.4%
Elected Officials 26 Responses	#	%	Combined 636 Responses	#	%
Public Services (Police, Fire, EMS, etc...)	24	92.3%	Public Services (Police, Fire, EMS, etc...)	512	80.5%
Quality K-12 Education 7	20	76.9%	Food Pantries	475	74.7%
Parks & Recreational Activities	20	76.9%	Safety of Neighborhoods	447	70.3%
Safety of Neighborhoods	20	76.9%	Religious and Cultural Organizations	440	69.2%
Religious and Cultural Organizations	20	76.9%	Quality K-12 Education	425	66.8%
Access to Preschool	19	73.1%	Parks & Recreational Activities	414	65.1%
Food Pantries	19	73.1%	Part Time Jobs	378	59.4%
Veteran Services	19	73.1%	Access to Local Produce (Farmers Markets, Roadside Stands)	364	57.2%
Part Time Jobs	18	69.2%	Access to Preschool	361	56.8%
Public Transportation Available	15	57.7%	Medical Care is Available Nearby Requiring Less Than 30 Minutes of Travel	359	56.4%
Access to Local Produce	15	57.7%			
Quality Food Available	15	57.7%			
Utility Payment Assistance Programs	15	57.7%			

WEAKNESSES

Top Ten Weaknesses

Individuals 497 Responses	#	%	Organizations 113 Responses	#	%
Car Rental Agencies	360	72.4%	Safe and Affordable Housing	89	78.1%
Livable Wages	351	70.6%	Taxis/Uber/Lyft Services Available	80	70.2%
Taxis/Uber/Lyft Services Available	351	70.6%	Homeless Shelters	77	67.5%
Entertainment	342	68.8%	Livable Wages	75	65.8%
Safe and Affordable Housing	333	67.0%	Car Rental Agencies	75	65.8%
Specialists Care Available	316	63.6%	Affordable Childcare	72	63.2%
Housing Available for Those with Poor Credit Scores	315	63.4%	Housing Available for Those with Poor Credit Scores	72	63.2%
Affordable Childcare	312	62.8%	Housing Available for Those with a Criminal Record	69	60.5%
Road Conditions	310	62.4%	Road Conditions	65	57.0%
Full Time Jobs with Benefits	299	60.2%	Specialists Care Available	65	57.0%
Elected Officials 26 Responses	#	%	Combined 636 Responses	#	%
Car Rental Agencies	21	80.8%	Car Rental Agencies	455	71.5%
Taxis/Uber/Lyft Services Available	20	76.9%	Taxis/Uber/Lyft Services Available	451	70.9%
Safe and Affordable Housing	19	73.1%	Livable Wages	441	69.3%
Housing Available for Those with Poor Credit Scores	19	73.1%	Safe and Affordable Housing	440	69.2%
High Speed Internet Access	18	69.2%	Entertainment	422	66.4%
Road Conditions	18	69.2%	Housing Available for Those with Poor Credit Scores	405	63.7%
Affordable Childcare	18	69.2%	Affordable Childcare	402	63.2%
Full Time Jobs with Benefits	17	65.4%	Specialists Care Available	398	62.6%
Homeless Shelters	17	65.4%	Road Conditions	392	61.6%
Specialists Care Available	17	65.4%	Full Time Jobs with Benefits	377	59.28%
			Homeless Shelters	376	59.12%

APPENDIX H – MEASURE BY DOMAIN

Measure	Domain
Safe and Affordable Housing	Housing
Housing Available for Those with Poor Credit Scores	Housing
Housing Available for Those with a Criminal Record	Housing
Homeless Shelters	Housing
Home Repair Assistance Programs	Housing
Utility Payment Assistance Programs	Housing
Housing Payment Assistance Programs	Housing
Affordable Senior Housing Options	Housing
Food Pantries	Food
Payment Assistance for Food	Food
Assistance to Complete Paperwork Needed to Qualify for SNAP	Food
Access to Local Produce (Farmers Markets, Roadside Stands)	Food
Reasonably Priced Food	Food
Quality Food Available	Food
Nutritional Information Programs	Food
Budgeting/Food Purchasing Programs	Food
Access to Preschool	Education
Alternative Education Programs (GED/Adult)	Education
Behavioral Support	Education
Quality K-12 Education	Education
Academic Support/ Tutoring	Education
After School Programs/Care	Education
Schools Response to Bullying	Education
College/Post Secondary Opportunities	Education
Access to Trade Programs/ Apprenticeships	Education
Parenting Classes	Education
Medical Providers Accepting New Patients	Health
Medical Care is Available Nearby, Requiring Less Than 30 Minutes of Travel	Health
Affordable Health Care Options Available	Health
Substance Abuse Treatment	Health
Dental Providers Accepting New Patients	Health
Specialists Care Available	Health
Pediatricians	Health
Mental Health Providers	Health
Public Transportation Available	Transportation
Taxis/Uber/Lyft Services Available	Transportation
Road Conditions	Transportation
Car Rental Agencies	Transportation
Full Time Jobs with Benefits	Income/Financial Stability
Full Time Jobs without Benefits	Income/Financial Stability
Livable Wages	Income/Financial Stability
Employment Agencies or Programs	Income/Financial Stability
Local Employers Allowing Work From Home (WFH)	Income/Financial Stability
Affordable Childcare	Income/Financial Stability
Part Time Jobs	Income/Financial Stability
Resources are Conveniently Located	Community
Youth Activities, Programs or Facilities	Community
Safety of Neighborhoods	Community
Public Services (Police, Fire, EMS, etc...)	Community
New Businesses	Community
Parks & Recreational Activities	Community
Support Groups	Community
Veteran Services	Community
Religious and Cultural Organizations	Community
Entertainment	Community
High Speed Internet Access	Community
Water & Sewer Services	Community

APPENDIX I - COMMUNITY PROFILE CHART – SELECT CHARACTERISTICS

POPULATION, RACE, ETHNICITY, EDUCATION, EMPLOYMENT

	State of Michigan				NEMCSA Twelve Counties (Core Counties + Roscommon)				Comparison	
	Total Population		In Poverty		Total Population		In Poverty		NEMCSA vs State % Population In Poverty	
	Number	Percent	Total	Number	Percent	Number	Percent			
Total Population with Ages Determined	9,973,907					218,002				
Ages 0-17	2,161,763	21.7%	2,136,920	425,886	19.9%	37,763	17.3%	33,198	15.5%	0.0%
Ages 18-64	6,099,303	61.2%	5,976,683	836,544	14.0%	120,584	55.3%	19,888	16.5%	-5.8%
Ages 65+	1,712,841	17.2%	1,628,025	136,097	8.4%	59,655	27.4%	4,917	8.6%	10.2%
Total Population with Gender and Ethnicity/Race Identified *	9,965,265		9,741,628			214,342				
*Male	4,905,240	49.2%	4,775,460	629,666	13.2%	109,027	50.0%	15,493	14.5%	0.8%
*Female	5,060,025	50.7%	4,966,168	768,861	15.5%	108,889	49.9%	17,705	16.5%	-0.8%
Hispanic	507,353	5.1%	494,841	110,005	22.2%	3,822	1.8%	806	21.9%	-3.3%
White	7,813,755	78.3%	7,662,909	871,590	11.4%	209,078	95.9%	31,082	15.1%	17.6%
African American/Black	1,374,314	13.8%	1,323,010	381,853	28.9%	1,171	0.5%	778	37.6%	-13.2%
American Indian/Alaska Native	53,316	0.5%	51,534	11,562	22.4%	1,888	0.9%	1,875	60.9%	0.3%
Asian	311,721	3.1%	303,543	39,848	13.1%	1,123	0.5%	1,088	174	-2.6%
Hawaiian/Pacific Islander	3,099	0.0%	2,988	902	30.2%	56	0.0%	52	42	0.0%
Other Race & 2 or more Races	409,060	4.1%	397,644	92,772	23.3%	4,151	1.9%	4,420	915	-2.2%
Education - Ages 25+	6,813,480					166,014				
Less than High School	626,190	9.2%		755,184	11.1%					2.0%
High School/GED	1,967,316	28.9%		168,941	27.0%					1.4%
Some College	1,591,358	23.4%		277,526	14.1%					8.4%
Bachelors +	1,985,170	29.1%		82,571	4.2%					1.5%
										-12.1%
										4.8%
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