A Letter from Our President and CEO

I am always humbled during these times when our world seems most uncertain and we are facing major changes in our society at how our communities, organizations and individuals come together for the greater good. You rise up and bring your very best forward! You roll up your sleeves and find ways, both large and small, to make a difference in others’ lives.

In this, my 30th year as CEO of TrueNorth, our communities, families, and organizations like TrueNorth have weathered many challenges, disasters, wars, the horror of 9/11, national financial crises, and personal losses within our small, tight-knit communities and families. Each time it felt as if we would never recover, that this would change our lives negatively forever. But each time we have recovered, with new lessons learned and stronger for the experience.

During this pandemic, we all have an opportunity to rethink who we are, what is important to us, and how much we care about our fellow citizens. COVID-19 has tested us in ways that few would have imagined. Who would have thought that staying home for over two months would be something we no longer embrace, that the opportunity to slow down, catch up on projects and just chill would be far too long? But we have persevered and grown stronger for it.

Thank you for doing your part to once again show that our Newaygo County citizens are strong, resilient, and determined to find our way through this together. To those who have volunteered remotely, sewn masks, given financially to support those in need in these unprecedented times, and have remembered neighbors, thanks.

We will survive. We will all have new lessons and insights from this experience that will make us better people individually and a better community collectively.

In the meantime, as long as this crisis continues and long after, we will be Here … To Serve.

Bev Cassidy
President and CEO

“Hope is the thing with feathers that perches in the soul and sings the tune without the words and never stops at all.”

— Emily Dickinson

How to Contact TrueNorth

6308 S. Warner Avenue
PO Box 149
Fremont, MI 49412
phone: 231.924.0641
fax: 231.924.5594
www.truenorthservices.org

Office hours are 8 a.m.-5 p.m. Monday through Friday. Many programs and services occur after hours, on weekends and off site.

Cómo contactar TrueNorth

Su bienestar es el interés principal de TrueNorth y, por eso, nos esforzamos por ofrecerle programas y servicios que afectan la calidad de vida en general. Los empleados y los voluntarios de TrueNorth le ofrecemos soluciones en las áreas del abrigo, hambre, autosuficiencia de la familia y el desarrollo de los jóvenes.

Llame al 231.924.0641 para obtener más información sobre nuestros programas o servicios.

The Shout Out Corner!

In response to the COVID-19 crisis, #GivingTuesdayNow, a global day of giving, was held on Tuesday, May 5, 2020. Over 80 people made donations totaling $12,341 to support TrueNorth programs and services. Thank you to everyone who gave to, liked, and shared the #GivingTuesdayNow campaign.
Area Resources

Here are some area community resources available besides TrueNorth’s programs and services (which are listed on Page 6).

**Children’s Services**

- Insight Pregnancy Services has diapers, baby formula, food, and juice available for children under two years old. Clothing up to size 5T also available. Call 231.335.2413 to schedule an appointment between Monday and Thursday 10 a.m.-5 p.m. Insight is located at 1007 W. Main Street, Fremont, MI 49412. Insight’s website: https://insightpregnancy.com/
- Tools for School applications have been distributed through local school districts. Families wishing to seek assistance for backpacks and school supplies are encouraged to apply. More information on Tools for School, a TrueNorth community service, can be found on Page 7 in The Navigator.

**Domestic Violence**

- Women’s Information Service, Inc. (WISE) offers a 24-hour crisis line at 800.374.9473, and has an emergency shelter located in Big Rapids open to single women and women with children who are fleeing domestic violence or sexual abuse. WISE’s website: https://wiseagainstviolence.org/

**Food**

- Countryside Church of Christ, located at 8063 E. Loop Road, Hesperia, MI 49421, offers a food pantry Sunday 12:15 p.m.-1:15 p.m., Tuesday 1 p.m.-2 p.m., and Wednesday 6 p.m.-7:30 p.m. Visit https://countrysidetchurch.net/
- Hand2Hand is opening a food pantry at Inspire Church (formerly Fremont Wesleyan Church). Hours are to be Mondays 9 a.m.-11 a.m., Wednesdays 11 a.m.-1 p.m. and 6 p.m.-8 p.m. The address is 918 Garden Avenue, Fremont, MI 49412. Families with food insecurity are welcome to obtain the food they need. If any families need food delivered, please call 231.225.2183; Hand2Hand’s website: https://h2hkids.org/.
- Hesperia Community Food Pantry is taking calls for emergency food. Call 231.854.5345 between 1 p.m. and 3 p.m. Monday through Thursday. The Hesperia pantry is located at 187 E. South Street, Grant, MI 49327. Call 231.652.7284 or visit online at www.truenorthservices.org/Assistance/Food-Medical-Programs.
- Justice Street Pantry at Vera’s House, located at 18 Justice Street, Newaygo, MI 49337, is open Tuesday 12 p.m.-2 p.m. and Friday 4 p.m.-6 p.m. Stop by the driveway between Vera’s House and St. Mark’s Episcopal Church for curbside pickup. Grocery bags will contain meal contents for four people, and are available while supplies last. Call 231.652.7284 or visit online at www.stmarksnewaygo.org/veras-house---outreach-ministry.html.
- Love INC of Newaygo County offers a pantry Tuesday-Thursday from 10 a.m. to 2 p.m. and Tuesday evenings 5 p.m.-7 p.m. Boxes are packed and delivered outside. Love INC is located at 11 W. 96th Street, Grant, MI 49327. Call 231.652.4099 or visit online at https://loveinncnewaygo.com/.
- TrueNorth’s Food Pantry is open Monday through Friday from 8:30 a.m. until 4:30 p.m., and is currently provided via curbside service. Families can drive to the north side of the building and sound their horn for assistance. TrueNorth is located at 4308 S. Warner Avenue, Fremont, MI 49412. Call 231.924.0641 or visit online at www.truenorthservices.org/Assistance/Food-Medical-Programs.
- White Cloud United Methodist Church, located at 1139 Newell Avenue, White Cloud, MI 49349, offers a food pantry Monday through Thursday 10 a.m.-12 p.m. Call 231.689.5911 or visit online at https://whitecloudumc.org/.

**Mental Health**

- Free meditation, sleep, and movement exercises are available via Headspace online at www.headspace.com/mi.
- Newaygo County Mental Health is encouraging individuals to reach out for services at 231.689.7330 or 800.968.7330. Visit online at www.newaygocmh.org/.
- Michigan Department of Health and Human Services’ mental health hotline operates from 10 a.m. to 2 a.m. seven days a week and can be reached at 888.733.7753. The hotline is intended for individuals facing mental health challenges including anxiety, depression, and trauma.
- National Suicide Prevention Lifeline can be reached at 800.273.8255. The lifeline provides 24/7 free and confidential support for people in distress, prevention and crisis resources for you or your loved ones. Visit online at https://suicidepreventionlifeline.org/.
- SAMHSA’s Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. Call 800.985.5990; text “TalkWithUs” to 66746; or visit online at http://disasterdistress.samhsa.gov/.

**Phone/Internet Services**

There are affordable internet options available to qualifying families and households.

- Comcast Internet Essentials is offering new Internet Essentials customers two free months of internet service if they apply by June 30, 2020. In addition, some existing Comcast households may be eligible for Internet Essentials. For more details or to enroll, visit https://internetessentials.com/ or call 855.846.8376.
- Charter is offering free Spectrum broadband and wi-fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription at any service level up to 100 megabits per second (Mbps). To enroll, call 844.488.8395.
- EveryoneOn is a non-profit devoted to getting everyone on the internet. Find out more online www.everyoneon.org/find-offers.
- Federal Lifeline Program provides discounted rates on voice and broadband services to qualifying low-income families. To apply, contact your local telephone company, wireless provider, or broadband provider. You can also contact the Michigan Public Service Commission (MPSC) at 800.292.9555 for a list of participating companies.

**211**

- Dialing 2-1-1 is a simple way to connect with important health, human, and community services in our area. 211 is a free and confidential service that is available 24 hours a day, seven days a week. Newaygo County as well as neighboring Kent, Lake, Oceana, Mecosta and Montcalm counties are served by Heart of West Michigan United Way’s 211 services: www.hwmuw.org/211.
How We’ve Adapted

TrueNorth, like all of you, has faced a huge learning curve when it comes to how to function in a pandemic. We had no idea what it meant, what we needed to do, and what the real impact of COVID-19 would be on our personal lives and our agency.

Over the past couple months, we have listened to the experts, read constantly to learn as our scientists and doctors better understood the virus, followed Governor Gretchen Whitmer’s advice, and worked to develop and modify our response plan as the crisis has developed.

TrueNorth did not have face masks, protective gloves, bulk hand sanitizer, thermometers, or hospital-grade cleaning materials in stock. Why would we need those things? We, like you, found ourselves struggling to locate these newly-necessary items when everyone else in America was seeking the same.

As we have learned, we have taken the following actions and precautions to address COVID-19:

• We have moved the vast majority of our staff to work remotely from their homes, using laptops, phones, and our remote database. The transition has worked amazingly well, and all of our services have continued to be provided.
• Because we are classified as essential services, a core group of 15 staff have continued working at the TrueNorth Service Center to support our operations.
• We have closed the Service Center to the general public for the time being to protect you as well as the core team from the virus.
• Everyone working in the Service Center is wearing masks and gloves, taking staff temperatures before entering the building, sanitizing every hour, and maintaining social distancing. Our large conference room, which once served 20 staff, now hosts three to five staff during any essential meeting and we all sit at least six feet apart.
• We have changed our Food Pantry service delivery from a self-serve shopping experience to curbside drive-up delivery. We have increased the quantity of food in our pre-packed pantry boxes and doubled the number of food trucks from Feeding America West Michigan to help meet the growing need for food assistance.
• We have put our treasured volunteers on hiatus for the time being until it is safe to bring them back. We miss you all. See Page 5 for a list of ways you can volunteer from home.
• Our youth programs, like Camp Newaygo, mentoring, and Out-of-School Time, have all moved to provide their programming electronically while we wait for the all clear to once again get back to connecting in person.
• Our Weekend PowerPacks Program for kids facing hunger has been successfully modified to be delivered by the schools in partnership with local school districts’ food programs.
• We have canceled a number of community events to ensure everyone’s safety: Bowlapalooza, our mentoring fundraiser; Camp Newaygo’s Enchanted Forest, for families; Community of Efforts, which celebrates our many volunteers; Outdoor Education programs for our county schools; and many more.

We, like you, continue to do our best to understand the impact the virus is having on our local community. We are remaining fluid in our service delivery to ensure that we are addressing the needs of our community members in a safe and effective manner.
Grateful. That’s how we are feeling here at TrueNorth. Since the beginning of the COVID-19 crisis in Michigan, our supporters stepped up to help. Since mid-March, over 500 people and organizations have made gifts to TrueNorth to support our mission. With this support, we’ve been able to remain open and provide essential services for those who need it most.

Not only has the Fremont Area Community Foundation filled critical funding gaps for TrueNorth programs, caring people from throughout the country have supported our local programs. Large, locally-grown companies like Castrol LubeCon and Gerber Life Insurance shared TrueNorth’s story and the struggles many of our families are facing. Donations came pouring in literally from coast to coast: South Carolina to Washington state.

Small gifts are making a difference, too. Five- and 10-dollar gifts are feeding students on the weekends, collectively helping hundreds of kids in our community. Handmade masks, non-perishable food and diapers are helping families get by before unemployment and stimulus checks arrive. Together, we are doing great things.

Through these times, when many are struggling, those who are able to give certainly are. The outpouring of support, acts of kindness, and overall love for humanity are evident here in our area. During these dark times filled with anxiety, fear and confusion, compassion, empathy and caring shine bright.

Even in a global pandemic, our mission is being fulfilled: to bring together influencers, innovators, and change-makers to inspire hope and create a better world.

We wish to thank

FREMONT AREA COMMUNITY FOUNDATION

for their generous support of TrueNorth programs and services through the Community Response Fund
How You Can Help

Throughout these unprecedented times, our main priority has been on food insecurity and housing instability. Programs serving these needs have seen a significant rise in those seeking help, especially for food assistance.

As the COVID-19 crisis continues to wreak havoc on our communities, the long-term economic fallout is still unknown. Millions of Americans, many our neighbors, have lost their jobs. Lower-middle income families are struggling to make ends meet. We know many of our neighbors have very limited savings, if any. Soon, savings accounts will be drained, stimulus checks gone, moratoriums lifted, and rent due.

So many in our community have stepped up and supported TrueNorth and our programs. We need your help to ensure all our neighbors have the resources they need to get back on their feet.

Our vision is to lead Michigan in collective impact by creating relationships, enhancing resiliency, and strengthening communities for individuals and families. We value innovation, relationships, social justice, inclusion, integrity, knowledge, and excellence.

We need you to achieve all those things. If you are able, please consider making a one-time gift or a recurring gift by visiting www.truenorthservices.org/membership or by calling Donna Hren at 231.924.0641, ext. 144.

To discuss long-range giving options, contact Mark Kraus at 231.355.9484 or mkraus@truenorthservices.org.

Get Involved

Although most in-person volunteer opportunities are currently suspended, that doesn’t mean there aren’t ways to give back! The Volunteer Resource Center of Newaygo County is encouraging area residents to commit time volunteering for remote opportunities. Give back to your community while staying safe!

Many needs still exist! The only way they can be accomplished is with the help of others.

A few remote volunteer opportunities:

- **Learn to Knit or Crochet:** Make blankets, hats, scarves, and gloves to be distributed to those in need
- **Plant a Row for Hunger:** Sow an extra row in your garden or plant container gardens once vegetables and fruits grow, and donate them to local food pantries
- **Host a Virtual Fundraiser:** Find a cause you are passionate about and host a virtual fundraiser to help raise much needed funds to support the cause
- **Decorate with Rainbows:** Remember we are in this together — decorate your windows or driveways to cheer up your neighbors

Check out all the Volunteer Resource Center’s current listings of remote volunteer opportunities at: https://tinyurl.com/RemoteVolunteer2020.

For more information, contact Volunteer Resource Center Director Lisa Daniell at 231.924.0641, ext. 110, or email ldaniell@truenorthservices.org.
TrueNorth Programs and Services

Camp Newaygo

Camp Newaygo is offering a shortened residential camp season, which will begin on June 28. Additional safety precautions are being implemented to ensure campers have the best possible experience this summer. Unfortunately, due to COVID-19, Day Camp is canceled for summer 2020. For the most up-to-date information on Camp Newaygo, please visit online at https://campnewaygo.org/. You can also reach Camp Newaygo at 231.652.1184 or campbiz@campnewaygo.org.

Center for Nonprofit Housing

The Center for Nonprofit Housing (CHN) is here to help, whether you’re struggling because of COVID-19 or other issues. Our services are free. CHN works with homeowners facing a crisis. Our HUD-certified housing counselors help people stay in their homes, with assistance and resources to prevent foreclosures and to make emergency home repairs. CHN also assists with pre-purchase home buying and mortgage readiness; and offer senior housing. Reach CHN by calling 231.924.0641, ext. 207; emailing info@chnhousing.org; or visiting https://chnhousing.org/.

Circles Newaygo County

Circles helps individuals work on their goals toward self-reliance with the assistance of Circles staff and community volunteers. Since COVID-19, programming has been meeting weekly in a virtual format. Through these connections area families are able to continue working on their goals. A new group of Circles participants will take place later this year. If you are interested in learning more or want to hear about how you can get involved, contact Circles at 231.924.0641, ext. 220, or circles@truenorthservices.org. Discover more: www.truenorthservices.org/Circles-Newaygo-County.

emPower

emPower is not currently accepting applications to assist with one-time help on past-due heat and energy bills. The program has also reached capacity for enrollments in affordable payment plans. However, emPower is accepting applications for its Self-Sufficiency Services at https://tmempower.org/self-sufficiency/. If you have questions for emPower, call 231.355.5880 or visit https://tmempower.org. To find other heat and energy assistance, please contact 211 by phone at 2-1-1 or online at www.mi211.org. For more details, call 231.924.0641, ext. 151; email jzimmerman@truenorthservices.org; or visit www.truenorthservices.org/Assistance/Food-Medical-Programs.

Housing & Family Services

With Housing & Family Services staff members working remotely, TrueNorth continues to provide services for those experiencing homelessness and who are in need of housing assistance. Case managers are available through email and by phone to assist families with emergency shelter, Housing Choice Voucher (Section 8) applications, landlord/tenant advocacy, Pathways to Achieving Self-Sufficiency (PASS), rent assistance and support for young adults, permanent housing, rental assistance, and eviction prevention.

If you need assistance, reach us: by phone at 231.924.0641; by email at housing@truenorthservices.org; or online at www.truenorthservices.org/Assistance/Housing-Assistance. If you’re homeless in Newaygo, Lake, Oceana, or Mason counties or if you know someone who is, call the West Michigan Housing Network at 877.446.8730.

Out-of-School Time Programs

Since schools aren’t in session in typical format, unfortunately, our Out-of-School Time Programs are also not meeting face-to-face. In partnership with each respective school district (in Hesperia, White Cloud, Baldwin, and Holton), every program is including packet materials though school packet distribution. This provides remote learning and enrichment opportunities for students. Discover more: www.truenorthservices.org/Youth-Programs/Project-FOCUS.

TrueMentors

The last few months have looked different for our mentoring program, TrueMentors. Mentor and mentee matches have only been able to connect with each other via phone or video, and not face-to-face. After school programming was also suspended. So staff can stay connected with program participants, weekly Zoom calls have been put into place. This time is set aside to encourage sharing and participating, as well as check-in with everyone in the program. TrueMentors continues to put safety first and is working on developing plans to determine the look and feel of programming moving forward.

Mentors are still needed for area youth! Virtual interviews can still happen. Contact TrueMentors to learn more at 231.924.0641, ext. 109, or truementors@truenorthservices.org. Discover more www.truenorthservices.org/Youth-Programs/TrueMentors.

2020 Census

Make an impact. The 2020 Census is your opportunity to shape our community’s future for the next decade. Do your part. If you haven’t completed your census, do it now. There are three ways for you to respond: online at https://my2020census.gov; by phone at 844.330.2020; or by returning your questionnaire via U.S. mail.

Food Programs

The TrueNorth Food Pantry is open Monday-Friday from 8:30 a.m. to 4:30 p.m. Prepacked pantry boxes are available curbside. Clients can drive directly to the north side of the TrueNorth Service Center, 6308 S. Warner Avenue in Fremont, MI 49412, for assistance. TrueNorth offers mobile food trucks, with prepacked boxes assembled with food truck items and placed in vehicles with a drive-through process. The next mobile food truck visits are June 15, June 24, July 29, and August 26; and all the distributions are at 10 a.m. For more details, call 231.924.0641, ext. 151; email jzimmerman@truenorthservices.org; or visit www.truenorthservices.org/Assistance/Food-Medical-Programs.
# Tools for School

## 2020 Application

Return to TrueNorth by July 22, 2020

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## Household Information

(Please list all household members who reside in your home, including yourself)

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<thead>
<tr>
<th>Names of All Household Members</th>
<th>Date of Birth</th>
<th>Age</th>
<th>Last 4 digits of social security number</th>
<th>Sex/M.F.</th>
<th>Name of School Attending</th>
<th>Grade Fall 2020</th>
<th>Gross Monthly Income (this is the income before taxes)</th>
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## Publicity Release

I release TrueNorth Community Services and all their employees or agents from liability for use of any image and/or legal name, which includes myself or any of my family members for public relations purposes including but limited to: articles, brochures, videos, TV, Internet, newspaper and magazine advertisements, internet images, and all other internet web usage. The information I have provided is true and accurate.

Signature of head of household

Date

## Consent for the Release of Confidential Information

I give my permission to share my and/or my family’s personal information on the TrueNorth Community Services owned CRM database and with authorized TrueNorth Community Services’ Staff. I understand that my identifying information can be shared with outside entities to ensure duplicated services are not being provided. In order to serve and better understand our population, non-identifying information will be pulled from the system to assess group characteristics.

Consent applies to minors (youth under age 18) living in the household as listed. I have read and understand the information above and that the information I have provided is true and accurate.

Signature of head of household

Date

### APPLICATION DEADLINE: JULY 22

Submit your Tools for School application online

truenorthservices.org/Assistance/Childrens-Services/Tools-for-School

Or please return your completed Tools for School application to

TrueNorth Community Services

6308 South Warner Avenue • PO Box 149 • Fremont, MI 49412

Got questions?

Contact us: 231.924.0641, ext. 119, or mvoyt@truenorthservices.org
We’re All In This Together