

NMCS IMPACT REPORT

SERVING 9,673 PEOPLE IN NEED FROM 3/16/2020 — 3/16/2021

HOUSING

NMCS has helped **1,714 people stay in their homes** and avoid homelessness or relocation by providing \$1,118,725 in direct payments to landlords (687 payments). We served **333% more clients in 2020** than in 2019 (calendar years).

FOOD

Staff and volunteers have distributed **12,697 grocery bags** of nutritious food via our weekly Emergency Food Pantry at 1907 Novato Blvd. in Novato, **feeding 4,524 people** in need. Deliveries of food are also made to families and individuals unable to leave their homes due to illness or quarantine.

CASE MANAGEMENT

Our expanded case management team has helped **2,755 clients** connect to emergency financial assistance and intensive care supports. Additionally, **490 people** have been helped with COVID-19 quarantine and isolation. 100% of these clients are from extremely low-income or low-income households.

MENTAL HEALTH

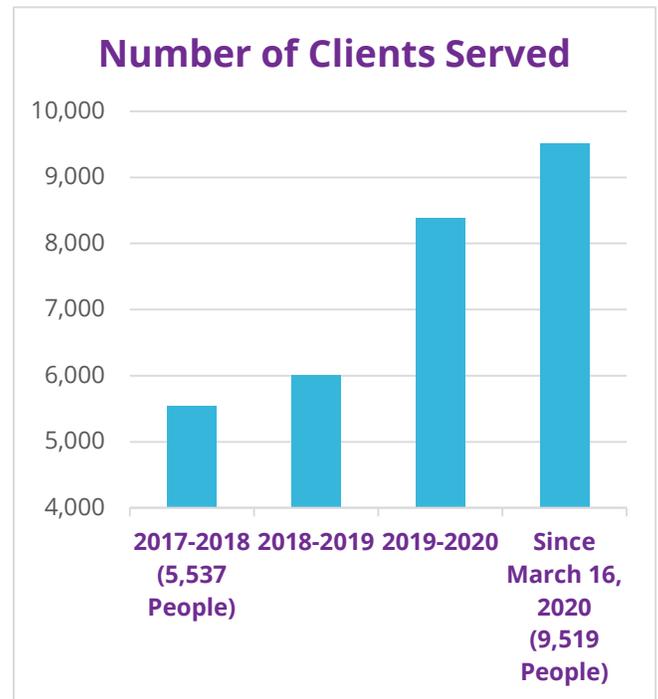
We're helping an increasing number of clients with anxiety, depression, trauma, substance use and other challenges. Our expanded team of trained mental health counselors continue to utilize Telemental health and have served **307 adults and children virtually**. Additionally, **85 teens** have accessed our Novato Teen Clinic's reproductive and behavioral health services remotely and in-person, when necessary.

EDUCATION

We provided **165 children** (preschool through middle school) with remote, bilingual educational support from March 16th to the end of the 2020 school year. On June 15, 2020 we re-opened our licensed childcare services and are providing learning support to aid remote instruction for **84 students on site**. Students also enjoy our healthy meal plan (lunch and snack) and transportation from school to NMCS. Keeping with our mission, children from foster care, child protective services, children with disabilities and those from low-income families were invited to re-join our program first.

PROMOTORES

Promotores and Promotores staff have empowered **1,252 people in the Latinx** community via leadership opportunities, social-emotional support, and by distributing essential, time-sensitive information in Spanish related to COVID-19 testing, social distancing, food distribution, census, financial and rental assistance, renter's rights and legal services, distance learning support, and language interpretation.



Our community partners help make this impactful work possible, including the County of Marin, Marin Community Foundation, SF-Marin Food Bank & ExtraFood.org, Novato Police Department, City of Novato, Novato Unified School District, and many caring donors.

We are deeply grateful for the generous gifts we have received, which are providing support, hope and compassion to vulnerable people.

Below are three client stories our case managers have received permission to share.

FAMILY OF 3

This hard working grandmother has legal guardianship of two her grandchildren, who are four and five years old. She was unable to continue her work as an Uber driver and she is working closely with our case management team. We provided one month of emergency rental assistance to stabilize the family. Our case manager enrolled the grandmother in unemployment benefits and connected them to Cal Fresh and our Food Pantry. We also enrolled the family in our Holiday Share and Toy Drive. The family received much wanted holiday gifts, as well as food from NMCS on December 19, 2020.

FAMILY OF 2

This mother became homeless when she left her husband due to domestic violence. She is a single mom with a young child. For about four weeks, they were un-housed. The mom and son are working closely with one of our case managers. The mom is employed but low-income. She was able to secure an apartment with rental assistance from our emergency rental assistance program. She had no money for furniture and the two slept on the floor until our partner, Welcoming Home, furnished their unit and made it a home.

From the mother: "I'm sitting here and I'm so overwhelmed with Gratitude. Please, if there is anything I can do, please let me know. I'm so appreciative. I have tears of joy. Thank you so much. Blessings to your team and organization. My son is so happy. His demeanor and confidence has changed. Thank you."

FAMILY OF 2

This father and son are struggling to meet their basic needs. The teen-aged boy is very sweet, but emotionally struggling. He is involved in our Newcomer group. He came from Central America with his dad about two years ago and is often alone because his father works long hours. He is bright and learned English quickly, but faced bullying at school – some children called him "immigrant." He has a good bond with our case manager and we were able to intervene when he advised he had thoughts of suicide. We continue to work closely with the family, providing mental health support to the child as well as support with basic needs (food and rent) to the family when needed.

**Thank you for helping these families, and many more in similar situations,
rise from crisis to stability to success.**