NORTH MARIN COMMUNITY SERVICES

2021 Community Impact Report

Preventing Hunger

- 677 households (2,490 people) accessed our weekly Tuesday food pantry at our Novato Center. Our volunteers distributed 12,639 bags of groceries with food provided by SF-Marin Food Bank and Extrafoods.org.
- Our stocked non-perishable food pantry (open Monday through Friday) served those in need of additional food support.
- Child Development Food Program served 55,000 freshly prepared, nutritious meals (breakfast and lunch) and snacks to ensure all students were nourished for optimal learning and growth, providing a critical safety-net service to local low-income working families.

Preventing Homelessness

- We helped 1,255 people remain housed with emergency financial assistance that included emergency rental assistance, assistance with security deposits and the payment of utility bills.
- $745,800 in emergency rental assistance was provided to 244 low-income households in our community.

Advancing Health & Wellness

Our case managers connected 1,849 people to key support services (emergency food and financial assistance, childcare and educational opportunities) to advance their economic stability and emotional well-being.

As lead to the Novato Community Response Team, NMCS developed a vast outreach network and with our 21 Promotores/Community health advocates and community partners, we reduced the number of eligible, yet unvaccinated people in Novato by 68%; provided health education to 55,000 vulnerable/highly susceptible people; facilitated 6,419 COVID-19 vaccinations and 400 COVID-19 tests.

NMCS expanded its Mental Health Team to 18 mental health professionals to serve the growing demand for our mental health services in Novato's schools, in the community and via our Novato Teen Clinic. We served 850 people with brief mental health interventions, crisis interventions and individual, family and group therapy.

Addressing Long-Term Change

- More intensive case management programs Amigos de la Familia and Thriving Family Initiative served 89 families and helped program participants achieve long-term economic stability. For example, 83% of those who engaged in six months of case management services experienced increased financial stability (measured by the Arizona Self-Sufficiency Matrix).
- 50% of our Child Development families received financial support, enabling them to work, attend school and advance their economic well-being.
- NMCS advocated for policy changes to improve the social determinants of health for vulnerable populations: Affordable housing and tenant protections; Universal childcare access; End Child Poverty in CA; Voter registration; Guaranteed income programs, Financial assistance and income tax credits to support economically vulnerable people; Access to basic needs during public health/emergencies and fair wages & benefits.

Ensuring Excellence

- NMCS received the Heart of Marin Achievement in Nonprofit Excellence Award in January, 2022.
- NMCS led the Novato Community Response Team and helped strengthen Novato's public health and emergency/disaster infrastructure.
- NMCS staff and board members participated in monthly diversity, equity and inclusion trainings.

Stories of Impact

Holiday Share served the highest number of children (468) in 2021.

Food pantry volunteers shared stories from a typical week:

- The single mom with young kids who isn't making enough money in her job at a big-box retailer to provide the basics. She stops by the pantry in a rush to take kids to school and tells the volunteers how much she appreciates the fresh fruit and vegetables.
- An unhoused couple rely on the weekly food pantry and nonperishable food items during the week.
- A family man with a master's degree who was suddenly unemployed came for a protein box to cook for his family (milk, eggs, vegetables and fruit).

**"When cars come through to pick up the groceries, we hear…
'I don't know how I'd make it without you.'
They are so gracious."**

-Cindy Stern, Lead Food Pantry Volunteer and recipient of the 2021 Community Pandemic Assistance Award

Enjoy more stories of impact at www.northmarincs.org/videos.