

## **Case Management Team**



### **Director of Wellness Programs**

#### **Alaina Cantor, MSW, LCSW**

Alaina is a social services professional with over twenty years of experience developing, evaluating and managing programs designed to improve the quality of life of diverse communities. Her administrative skills are uniquely complemented by her therapeutic interventions, effective in helping children and families address issues stemming from complex trauma, mental health disorders and psychosocial stressors.

She holds a master of social work (MSW) and bachelor of arts in social work from CSU Sacramento, where she graduated summa cum laude. Throughout the course of her career, Alaina has helped obtain and manage more than \$14.5 million in grants and contracts from the government, as well as private grants and foundations in order to support comprehensive health and social services programs. She received the 2010 Martin Luther King, Jr. Humanitarian Award from the Marin County Human Rights Commission for her work developing a Promotores or community health advocate program with Berta Campos-Anicetti, MPH and the Novato Youth Center. She returned to North Marin Community Services in October 2019 after working with Kaiser Permanente as a Psychiatric Social Worker and, more recently, with Federally Qualified Health Centers (FQHC's) in the North Bay Area providing psychotherapy to underserved patients while also helping to oversee integrated behavioral health services in an administrative capacity. Born and raised in Novato, she enjoys exploring the S.F. Bay Area with her husband and two daughters.



**Community Support Services (CSS)**

**CSS Manager**

**Liliana Palu**

Liliana comes to North Marin Community Services with experience in the non-profit sector working with Big Brothers Big Sisters of the North Bay, followed by transitioning into a Staffing Consultant role with AppleOne Employment Agency and experience within Administrative Support. Serving in an array of roles; from intake, case management, recruitment, administrative and management, Liliana has been a strong support for the community and organizations. Graduating from Sonoma State University in 2008 with a Bachelor's Degree in Sociology, Liliana knew her future roles would involve directly working with the community. Returning to an organization which directly supports youth, adults and families has been a place where she feels most comfortable and passionate. Now, as a mother of 3 young school aged children, Liliana sees the importance of community support for all and looks forward to working with the team to grow in this new role.



**CSS Case Manager**

**Alicia Yopez**

Alicia Yopez joined North Marin Community Services in 2013, and in her time with NMCS she has worn many hats. In addition to serving as the Administrative Coordinator at our Wilson Ave. building, she has served on the Diversity, Equity & Inclusion Committee, volunteered as a Promotora for the past seven years, and completed LEO Leadership training. Alicia was first introduced to NMCS when she moved with her family to the US and received support from the Novato Human Needs Center. In July 2020, she was promoted and joined the Case Management team as a Case Manager. She is honored to provide the same high-quality service that her family received years ago. Alicia has two teenagers of her own, NMCS after-school program graduates who are very grateful to have had the opportunity to be mentored by a team of caring and experienced staff.



**CSS Case Manager  
Brenda Trancoso**

Brenda recently joined North Marin Community Service’s team as a Bilingual Case Manager. Brenda has experience working in case management, linking participants to resources as well as experience with rental assistance programs. She is a student at Santa Rosa Junior College & is majoring in Psychology & minoring in Chicano Studies. Since she was a teenager, Brenda has done work in the community volunteering for school board campaigns and working with families & the youth as a program coordinator & case manager. In her free time, she enjoys reading books, traveling, being out in nature, hiking, going to the gym & spending time with family & friends. Brenda loves setting positive intentions and reminding herself of her “why” to keep her motivated. Brenda States, “I am passionate about sharing awareness of the resources that we provide to support those in need.”



**Case Management Specialist  
Gerardo Medina**

Gerardo Medina joined the Case Management team as our Case Management Specialist in May 2022. He is first point of contact to NMCS participants at our Novato Blvd Center and connects people to NMCS programs and services while building relationships. Gerardo brings with him 15+ years of experience in customer service. In his most recent role, he worked with the Novato community enabling relationships with local homeowners. Gerardo brings to his position a well-established background in customer support & services, a strong work ethic and professionalism. Gerardo was born in Nicaragua and came to this beautiful country more than 30 years ago. His very first job was as a busboy and since then he has landed in customer service roles and helping others. Growing up he dreamt of being a professional car driver, but it seems the gears changed on him, and he landed in a different destination. Gerardo states, "I also love spending quality time with my family and seeing my kids grow up."



**CSS Case Manager  
Cecilia G. Olmedo**

Cecilia relocated to Marin County in 2016 from Solano County. She's been with North Marin Community Services since January 2018. Cecilia was hired as an Administrative/Food Pantry Coordinator, was promoted to Case Management Support Specialist in July 2020, and received another promotion to Case Manager. Prior to that, Cecilia worked at Child Start Inc. in Napa for 9 years, 2 years as an Administrative Assistant and 7 years as a Family Services Coordinator.

Cecilia received her Family Development Credential through the University of Connecticut; she has experience in providing Family Services Trainings and Parenting Classes, Case Management, Developing Family Partnerships with families in goal setting, determining eligibility, providing resources/job openings that are available to families and developing relationships with community agencies/partners. In 2014 Cecilia was nominated for Support Staff of the Year through the National Head Start Association. After receiving Domestic Violence State Training through Safequest Solano she began to volunteer as a Domestic Violence Advocate running the Children's Active Arts Program for children 0-youth in the evenings. Cecilia's passion is to work with families and providing the tools to support them reach their goals. Since moving to Marin County all Cecilia wants to do is spend time with her baby boy as a new mom and enjoy every moment with her family. Cecilia's favorite quote is from Maya Angelou "My mission in life is not to merely survive, but to thrive; and to do so with some passion, some compassion, some humor and some style."

"I am very thankful to have found a job in Marin County that shares the same values and supports families to thrive and succeed."



**Intensive Care Coordination (ICC)**

**ICC Manager**

**Isaura Resendiz**

Isaura has been with our organization for more than 20 years and has a Bachelor's Degree in Social Work. She has been working for several years with our Amigos program and for many years with the Thriving Families program, assisting some of our most vulnerable families to strengthen relationships, reduce barriers to care, connect them with critical resources and participate in wraparound team meetings. Her support and effective case management has allowed many families in Marin to overcome personal crisis and family emergencies. These interventions have created family stability reducing the likelihood of child abuse. While her days are filled with difficult stories of challenging circumstances, Isaura receives each family with an open-heart and her full attention, treating each family or individual with the utmost dignity, compassion and respect. Isaura has also done contract work for Children & Family Services and in 2015 became certified as a Visitation Supervisor through Marin County's Superior Court. Isaura lives with her husband and son in Novato.



**ICC Case Manager**

**Mayra Arambula**

Mayra Arambula joined North Marin Community Services as the new Intensive Care Coordination Case Manager in November of 2022. Mayra provides support to families participating in the Amigos de la Familia Program. Throughout her career, Mayra has dedicated her time and focus to mental health and providing outpatient case management services to families. She is proud of her role as a volunteer with Education Begins at Home, a program that empowers Latino youth to increase literacy by providing community books. Mayra prides herself in her companionate approach and her ability to make others feel welcomed and heard. Mayra states, "I am passionate about outreach and advocacy for mental health."



### **Speciality Youth Case Manager**

#### **Cinthia Angelicola**

Cinthia Angelicola is our new Specialty Youth Case Manager. Alongside Intensive Case leadership, she co-facilitates our SWI (School Works Initiative) program in partnership with NUSD and the Probation Department. Cinthia is originally from Mexico City and was brought to the United States by her parents at the age of 11. Her experience as an English learner, undocumented immigrant and single mother shaped her passion for advocacy and community engagement. She began her career in Education and Social Emotional work, and Mental Health support with youth at the age of 19. She worked for Novato Unified School District for the last 9 years; at 9 of the 13 school sites. She was at Novato High School for the last 7 and a half years and wore many hats such as the Community Liaison, Bilingual Welcome Center Coordinator, Translator/Simultaneous Interpreter, Family Advocate and Dreamers Club Co-Founder & Advisor. Her commitment and vision match her “Si se puede” attitude. She has served in various equity and wellness committees at the district, city and county level and hopes to continue making connections and a positive impact in our community. In her free time, she enjoys socializing, dancing, cooking, and spending time with family and friends. “I am in my element when I support and empower others.”