



Connecting Our Community



**NORTH MARIN
COMMUNITY SERVICES**

2022-23 Annual Report



About Us

North Marin Community Services (NMCS) provides life-changing, comprehensive services to people in need. Since 1972, our programs and services have positively impacted 200,000+ people—strengthening youth, families, and our entire community.

Mission

To empower youth, adults, and families in our diverse community to achieve well-being, growth, and success.

Vision

A strong community with opportunities for all.

Nonprofit Tax ID 94-1735064



In your neighborhood

Our programs are available at:

- 680 Wilson Ave. Center
- 1907 Novato Blvd. Center
- Novato Teen Clinic at 6090 Redwood Blvd.
(in partnership with Marin Community Clinics)
- On Novato Unified and Shoreline Unified School District campuses, and in the community

2023-24

Board of Directors

President—Jim Correa

Vice-President—Isaac Munene

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Secretary—Aileen McGoldrick

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Karen Robertson Strain

Rick van Adelsberg

Chief Executive Officer

Cheryl Paddack

Chief Financial Officer

Vanshika Nachnani



Our Values

Integrity

Excellence

Equity

Collaboration

Continuous Improvement

Theory of Change



At the individual and household level, people have strong relationships and social, financial, and emotional well-being.



At the community level, people experience a sense of safety and belonging, are civically engaged, and advocating for more equitable, interconnected systems of care and influence.



At the environmental level, vulnerable communities are prepared for emergencies and disasters, and are effectively engaged in climate action and recovery.

Dear Friends of North Marin Community Services,

As we reflect on the 10,280 people who chose our organization for services this year, we celebrate the power that happens when our community connects. Thank you to the families, youth, adults, single parents, immigrants, aging adults, and others who entrust us and choose to access our services. We are



able to co-design and deliver effective human services because of our generous donors and talented team of 579 people (67 staff and 512 volunteers).

With 51 years of history and experience, we are entering a new chapter to

grow, succeed, and leave a positive impact on the local community and world. Our new Business Impact Plan and Theory of Change, launched on July 1, 2023, will guide our work through the lens of three impact areas. We align with the priority to ensure people have their basic needs met and can move from crisis to stability and achieve sustained success, while addressing underlying root causes to create a more equitable community.

We are a steadfast community resource with stability (14-year CEO/CFO partnership), zero debt, low staff turnover, committed volunteers, including a robust Board of Directors, and more. Our participant success stories shared throughout this report exemplify the powerful impact of North Marin Community Services.

Thank you for walking alongside us as stewards of this important community asset. We face the future with optimism and hope. We stand ready to take on new challenges and find solutions to public health issues that impact our community.

In appreciation,

Cheryl Paddack
Chief Executive Officer

Jim Correa
Board President

A Path to Success

Case Management Program • 3,790 People

Our experienced bilingual and bicultural case managers support individuals and families through crisis, helping people achieve well-being and self-sufficiency.

Services include emergency rental assistance, weekly food pantry distribution (in partnership with SF-Marin Food Bank), Holiday Share, employment counseling, and financial education. Case managers connect participants to other NMCS services, such as mental health care and/or scholarships for childcare, and provide referrals to community resources. Intensive care coordination services provide longer-term support to ensure success.



Impacts:

- Emergency rental assistance enabled 507 people to stay in their homes.
- 64 individuals experiencing homelessness received basic needs and coordinated housing support services.
- Hunger was prevented for 1,760 people through our weekly food pantry and CalFresh enrollment.
- 474 children received gifts for the holidays through Holiday Share.
- Case managers provided financial education to 142 households, helping families realize long-term financial self-sufficiency.
- 85% of School Works Initiative youth successfully exited the program with improved educational outcomes, mental health, and social skills.



Jeovany

“When my school referred our family to NMCS’s School Works Initiative [SWI] Program, I was feeling negative a lot and not hopeful about anything. I didn’t care about school or my grades. I began working with Darlene and Cinthia [NMCS youth case managers]. We met every week and I also got to meet other kids in the SWI program. We came up with goals and we talked about trying new things. We talked about how I could talk to myself more positively.

“I went on field trips to parks and new places and ended up having fun with my family and other kids. My mom also met with Isaura [NMCS Intensive Care Coordination Manager] and sometimes we all met together. After my time in the program, I finished the school year with better grades! Now I feel a lot happier and more confident.

“I honestly don’t know what I would have done without the program and everyone’s help with me and my mom. I’m making a plan to go to college now because I know I have a future to look forward to.”

Strengthening Community Health

Mental Health and Wellness Program • 2,441 People



Since 1988, NMCS has provided trauma-informed and healing-centered mental health services to children, adolescents, families, and adults. Services are provided on Novato Unified School District (NUSD) school campuses, in our community mental health clinic, and through the Novato Teen Clinic. Our workforce development program offers mental health clinical training and supervision to therapists obtaining licensure.

Student Shares Impact of Mental Health Services

"I was having panic attacks pretty regularly until my academic counselor suggested in-school counseling. It was really helpful to have someone to talk to on a regular basis and to know I'm supported at my school."

Emily Mendoza

Emily Mendoza graduated from Stanford University in 2021 with a BA in Human Biology.

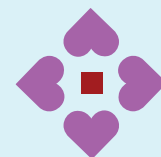
"I became an NMCS Peer Health Promoter [PHP] to build clinical experience before applying to medical school. I welcomed patients to the Teen Clinic, answered questions, and provided education about mental and reproductive health services. My experience with NMCS solidified my aspiration to build a career in health care. As a pediatrician, I hope to instill the value of health advocacy I learned as an NMCS PHP!"

—Emily Mendoza



Impacts:

- 368 students and their families received mental health care at a partner NUSD school. 92% of individuals surveyed reported that as a result of these services they are better able to cope when things go wrong.
- 171 people received mental health care at our 680 Wilson Center, and 100% reported doing better in school and/or work and feeling more connected to their community.
- 1,219 teens and young adults received health education through our Novato Teen Clinic.



Empowering Latine Community Members

Latine Program • 3,848 People



NMCS has the longest-established Promotores Program in Marin County. Our 21 volunteer Promotores and program staff connect Latine community members to educational opportunities and community resources related to health, emergency/disaster preparedness, and climate change, all while providing a trusted source for emotional support.

Esperanza Morales, Promotora



"I helped a mother who was experiencing domestic violence and struggled with her mental health. She has three daughters and was having difficulties taking care of them. I spent a lot of time listening and supporting her until she was ready to

be referred to bilingual therapy from North Marin Community Services. As she continued her therapy sessions, she was able to understand that her mental health struggles were related to the domestic violence her family was experiencing. She has started to implement strategies to be more present with her kids and take better care of herself."



Impacts:

- Our equitable climate action initiative engaged, informed, and listened to the needs of 412 low-income and underserved people.
- 100% of participants from our Climate Change training (conducted in Spanish, with eight Latin American countries represented) reported the training increased their knowledge of climate change.
- Provided support to 106 newcomer students to foster a sense of community and connection through assessment, outreach, and engagement.
- 100% of Promotores reported they experienced personal growth through program participation.
- 99% of parents/caregivers who participated in a Promotores-led Cafecito advised they would take steps to reduce youth access to alcohol in their homes.



Building a Foundation for Success

Child Development Program • 201 People

NMCS's Child Development Program supports the social, emotional, and developmental growth of children from 2 to 14 years old and helps parents and caregivers access financially sustainable care through scholarships and affordable fees.

Our inclusive environment, trauma-informed staff, healthy food program, summer session, and transport vans provide a continuum of care that supports the whole family. Specific offerings include our no-cost developmental playgroup, early care and education program (2-5 years old), and after-school and summer enrichment programs (TK-8th grade).



“NMCS became my safe port. Being a single parent is a difficult task, but the commitment and care my kids received at the center made my journey lighter. I felt supported and sure that the well-being of my kids is their priority. They [the staff] became like family to me.”

—Anonymous, school-age parent



Impacts:

- 91% of parents/caregivers reported their child's enrollment made it easier for them to keep their jobs.
- 90% of parents/caregivers reported their child is more successful in school due to NMCS's academic and homework support.
- Our chefs prepared 29,512 nutritious meals for the students we serve.
- 100% of youth who attended our college readiness workshop are aware of what classes they need to take to graduate from high school and apply to college.
- 60% of enrolled families received financial support, enabling them to work, attend school, and advance their economic well-being.



The Lopez Family

“I am beyond grateful to NMCS for being very supportive of myself and my son. Thanks to this program, I was able to go to school to obtain my bachelor's degree in criminology and criminal justice from Sonoma State University. With my son in middle school, it's very tough to have him be alone in the house.”

—Kelly Lopez

Strong Leadership

Award-Winning Team

- YWCA Marin Women's Hall of Fame 2023 Honorees: Chief Executive Officer Cheryl Paddock and Board Member Dr. Gina Fromer
- *Marin Magazine*, Best of the County 2023 Recognitions: Best Food Insecurity and Best Community Services in Marin
- 2023 *North Bay Business Journal* Diversity in Business Award to NMCS; Forty Under 40 Award to Child Development Program Director Emily Bugos
- 2022 *North Bay Business Journal* Latino Business Leadership Award to Intensive Care Coordination Manager Isaura Resendiz
- CVNL Heart of Marin Achievement in Nonprofit Excellence to NMCS; Youth Volunteer of the Year to Lizbeth Mendieta, received January 2022



Leadership/Management Team

Administration, Finance, and Development

Chief Executive Officer Cheryl Paddock, Chief Financial Officer Vanshika Nachnani, Director of Development Stephanie Williams, Director of Operations Paul Russell, HR Manager Alaine Kalder

Wellness Programs

Senior Director of Wellness and Impact Alaina Cantor, LCSW; Mental Health Program Director Donnell Holmes-Carson, LMFT; Mental Health Administrative Manager Laura Abel; West Marin Wellness Program Manager Christina Hetzer; Community Support Services Manager Liliana Palu; Intensive Care Coordination Manager Isaura Resendiz

Latine Programs

Director of Latine Programs Maria Jaramillo-Botero, LMFT

Child Development Programs

Child Development Program Director Emily Bugos, Child Development Assistant Manager Angelina Susmani, Early Childhood Education Assistant Manager Michelle Keane, School Age Assistant Manager Anne Varner



Thank you to our dedicated volunteers!

512 Volunteers

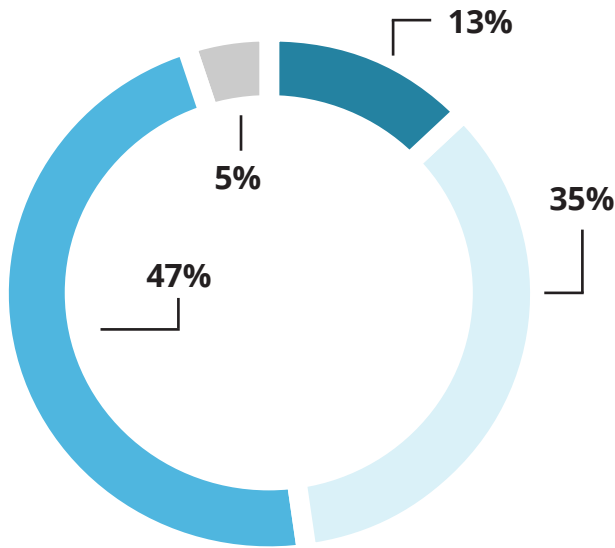
11,494 Hours



A Wise Investment

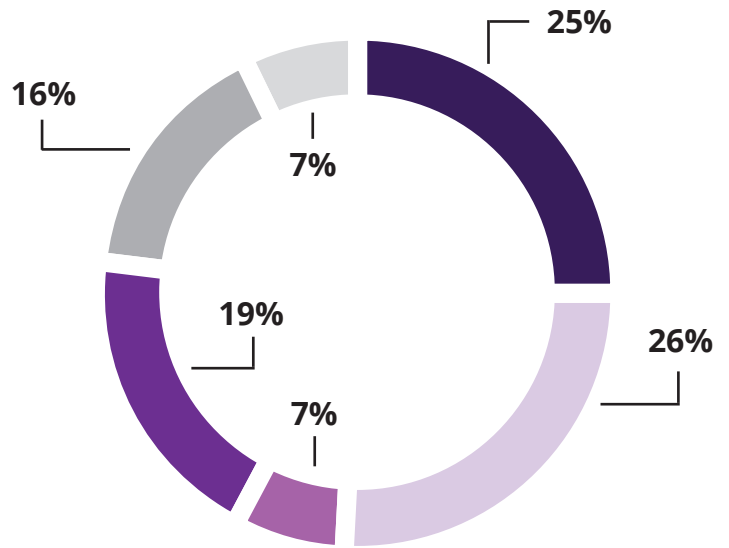


Financials • Fiscal Year 2023-24 Operating Budget: \$6,938,379



INCOME

- 13% Program Fees
- 35% Government Grants & Contracts
- 47% Charitable Giving (Individuals, Foundations & Businesses)
- 5% Other Funding

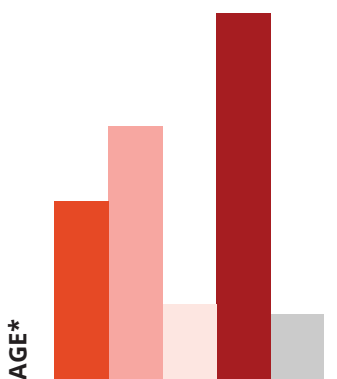


EXPENSES

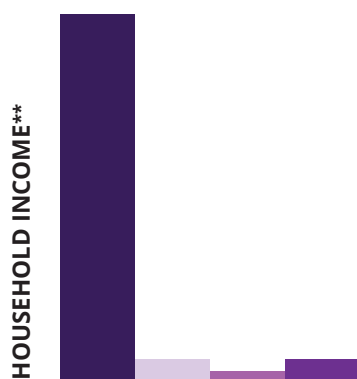
- 25% Child Development
- 26% Mental Health & Wellness
- 7% Latine Programs
- 19% Case Management, Health & Safety
- 16% Admin & Facilities
- 7% Fundraising

Who We Serve

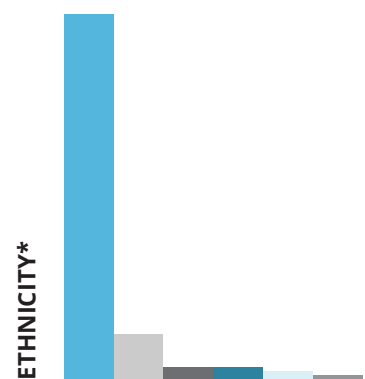
**Known demographics, duplicated count for participants who used multiple programs
**Housing and Urban Development guidelines are used to determine income level*



- 19% 0 to 10 years
- 27% 11 to 18 years
- 8% 19 to 25 years
- 39% 26 to 59 years
- 7% 60+ years



- 88% Extremely low-income
- 5% Very low-income
- 2% Low-income
- 5% Not low-income



- 80% Latine
- 11% White
- 3% Black/African American
- 3% Multiracial
- 2% Asian/Pacific Islander
- 1% American Indian/Alaskan

In Gratitude

Impact Circle \$100,000+

County of Marin ♡
 Crescent Porter Hale Foundation ♡
 Ginnie and Peter E. Haas Jr. ♡
 HCA Family Fund ☆
 James Duckworth
 Life Science Cares
 Marin Community Foundation ♡
 State of California

Leadership Circle \$50,000-99,999

Anonymous
 Dean and Michele Moser ♡ ☆
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 Gruber Family Foundation
 Sandro and Jeannie Sangiacomo
 Sutter Health

Leadership Circle \$10,000-49,999

Anonymous
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 Walter and Elise Haas Fund ♡
 Wells Fargo Foundation



“NMCS has proven its value to our community in helping many vulnerable residents. Staff provide an opportunity for underserved people to be truly heard. People are encouraged, supported, and given the tools to make a better life for themselves. Thank you NMCS for serving Novato in such a faithful, respectful manner.”

—Kathy Dean

Heart of Community Circle \$1,000-9,999

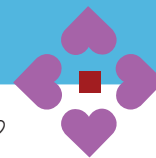
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 Alaina and Ian Cantor
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 Allensby Charity Fund Trust ♡
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 Andrew F. and Ann B. Mathieson Fund
 Anonymous (5) ☆ (1) ♡ (1)
 Bank of America Matching Gifts Program
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 Berta and John Campos-Anicetti
 Bonner-Ring Charitable Fund
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 Carmen Lufitano
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 Cecilia Brunner-Pierce
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Col. William Cope ♡ ☆
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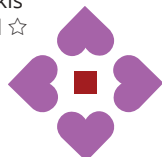
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 Uday and Sharmila Wagle
 Ultragenyx
 Umpqua Bank
 Valley Memorial Park Cemetery and
 Funeral Home
 Vanshika Nachnani and Mandeep Singh
 Wendy and Jackie Sissel
 Westamerica Bank ♡

Thank You for Making a Difference



"We see NMCS staff and volunteers meet challenges and the hard work that needs to be done every day in our community with energy and smiles. We are proud supporters and volunteers." —John & Dana Marshall

Whole Foods Market—Novato
Wild Birds Unlimited ☆
Zachary and Sylvia Mastroyannakis
Zelia Fernandes and Brad Arnold ☆



Additional Loyalty Circle & Guardian Circle Donors

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Mill Valley Chamber of Commerce
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Nugget Markets
Redwood Credit Union
Rotary Club of Ignacio ♡
Rotary Club of Novato ♡
Target Community Relations
Vintage Wine Estates

Legend:

- ♡ **Loyalty Circle:** Donors that have given faithfully for 25+ years
- ☆ **Guardian Circle:** Monthly contributors



Special thanks to SF-Marin Food Bank for their contribution of 335,579 pounds of food.

Special thanks to volunteer copy editor Jim Davenport.

Create a Legacy



"The desire to provide for NMCS in my will centers on my belief that all people matter. And yet, our social justice system and our safety net for those in need are both profoundly unjust and demonstrably unequal. Supporting NMCS is one way that I can help course-correct and help community members receive needed, essential services with dignity and respect."

—Nikki Collins, NMCS Board Member

Contact us at (415) 892-1643, ext. 261 to envision your legacy today.



Invest in Your Community

Learn more and
donate at:



**Thank
You!**



Mark Your Calendar!

Holiday Share
Saturday, December 16, 2023

Experience the joy of giving.
Visit northmarincs.org in
November to sponsor a child
or volunteer.

Brunch, Bubbles & Bocce
Saturday, May 18, 2024

Help fuel access to
mental health care. Visit
northmarincs.org in April
to purchase tickets.

Please call (415) 892-1643, ext. 261 for more information.

www.northmarincs.org | donate@northmarincs.org

Mailing address: 680 Wilson Ave, Novato, CA 94947

Nonprofit Tax ID: 94-1735064