

NORTH MARIN COMMUNITY SERVICES

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.

Values

Collaboration and Teamwork, Equity, Excellence, Integrity, and Learning and Continuous Improvement.



Where Our Community Connects

Our programs are available at:

- Our Novato Centers: 680 Wilson Ave. and 1907 Novato Blvd.
- Our Novato Teen Clinic: 6090 Redwood Blvd.
 (in partnership with Marin Community Clinics)
- On Novato and Shoreline Unified School District campuses
- In the community and through partnerships countywide

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Our Commitment to Equity

We embrace diversity, equity, and inclusion in fulfilling all aspects of our mission. We are committed to advocating for policies and services that benefit under-resourced communities and promote racial justice.

The heart of our community since

1971

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
advocate 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,

Thank you for sharing in our commitment to driving positive community change. Together, we have made extraordinary strides through tireless efforts and compassionate service. We thank our donors, participants, elected officials, partners, and team of 492 (65 staff and 427 volunteers). Over the past year, through direct services, education, and outreach efforts, 13,379 participants accessed our services—youth, families, adults, single parents, immigrants, older adults, and others who entrust us to offer equitable services.

As a trusted nonprofit, we are rooted in community, ready to pivot and serve the everchanging gaps between private and public sectors. We continue to witness firsthand the difficulties many of our neighbors face in making ends meet. Operating under our

largest budget, we have expanded our services in all program areas, serving more people in North/West Marin and countywide. Our ability to make a greater impact and thrive together is a testament not only to the strength and resilience of our organization but also



to the incredible support we receive from you. This annual report highlights successes and showcases powerful stories of program effectiveness and shared achievements.

We are excited to announce our leadership team expansion from two to four professionals. This growth will further build our capacity, effectiveness, and sustainability. Our Theory of Change and Business Impact Plan will continue to guide our mission with renewed energy and focus.

We extend our heartfelt gratitude to you—your support and commitment are the foundation of our success. As we look to the year ahead, we do so with hope, stability, and determination. We are inspired by the strength and resilience of our community and are ready to embrace the opportunities and challenges of the future. Thank you for joining us on this journey.

With gratitude and optimism,

Cheryl Paddack, Chief Executive Officer

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Jim Correa, Board President

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Case Management • 3,974 Participants



Our experienced bilingual and bicultural case managers support individuals and families through crises, helping people achieve well-being and self-sufficiency. Services include emergency rental assistance, weekly food pantry distribution (in partnership with SF-Marin Food Bank), housing assistance, well-being supports, employment counseling, and financial education. Case managers connect participants to numerous community resources as well as linkages to other NMCS services, such as mental health care, Holiday Share, and/or scholarships for childcare. We provide both short-term and intensive case management to ensure sustainability and success.

- Emergency rental and financial assistance prevented 128 households from entering homelessness and enabled them to stay in their homes.
- 270 individuals experiencing homelessness were offered essential needs and/or
- coordinated housing supports.
- Hunger was prevented for 1,719 individuals through our weekly food pantry.
- 2,255 people received individualized case management support services with goals to increase self-sufficiency.
- 96% of families who participated in our comprehensive Amigos
 De La Familia Program strongly agree they are now better able to manage crisis situations.
- 488 children received gifts for the holidays through Holiday Share.

Teresa's Story

"At the end of January of this year, I went to the offices of NMCS. My case manager, Miss Alicia, immediately got to work to find a solution to my many crises. She was truly interested, and I left there with hope. I had no home, no primary care doctor, much less work. Alicia and the team began to look for all resources. Alicia suggested that we go one step at a time and that the important thing was to keep moving forward. The first task was finding housing, then focusing on my health care, and lastly looking at other needs.

"After six months, I have received many positive results. Today, my situation has improved by 80%. Now I have a secure home where NMCS has helped me with one-time rental assistance, I have a primary doctor that I am starting to see regularly, and NMCS has helped fill out many applications for resources, such as In-Home Support Services, Medi-Cal, Cash Assistance Program for Immigrants, Marin Center for Independent Living, and Department of Rehabilitation.

"At NMCS, I am not just another case number; here I am treated with dignity and respect. My heart is full of hope and gratitude for NMCS." – Teresa (on left with Alicia)



Mental Health • 3,390 Participants

Since 1988, NMCS has provided trauma-informed and healing-centered mental health services to children, adolescents, families, and adults. Affordable therapy is provided in our community mental health clinic, through telehealth, at the Novato Teen Clinic, and on Novato and Shoreline Unified School District campuses (no-cost). NMCS offers mental health clinical training and supervision to therapists obtaining licensure as part of our robust employee development programs.



- 446 students, including 93
 Spanish-speakers, and their family members received no-cost mental health care on Novato and Shoreline Unified School District campuses.
- 90% reported being better able to
- cope and advocate for themselves as a result of these services.
- 437 individuals received mental health care through our community mental health clinic and Novato Teen Clinic (NTC).
- 95% of youth participating in NTC
- mental health follow-up visits showed significant improvement in their mental distress.
- NTC staff and five Peer Health Promoters reached 886 teens and young adults with health education.



Nikki's Story

"Mental health therapy has positively affected every aspect of my life and may even have saved my life. I was normalizing harmful actions and behaviors that were occurring and found myself in life-threatening circumstances. After starting therapy through the Novato Teen Clinic, I finally was able to realize the extent of my situation and get the help I needed. I've learnt a lot about myself and how to tackle any situation at hand. I feel uplifted, strong, and confident now.

"When I went through the system, people referred to me as a victim, but I don't feel like one; after everything I've been through, I see myself as a survivor. I feel like I am stronger now than ever before, and I am proud of myself. I have healthy friendships, I've picked up my hobbies again, and my work relationships and environments are healthy. My relationships are now more meaningful, stronger, and healthier because I'm able to fully be honest, present, and aware. I feel I'm in a place where I can help others, because of the help I've received from NMCS." – Nikki (on left with NMCS therapist)

Latine Program • 5,824 Participants

NMCS Latine Programs provide education, support, resources, and leadership development for the Latine community. Our initiatives include youth substance use prevention, Newcomers workshops for immigrant students at NUSD schools, and climate justice and disaster preparedness training and advocacy. NMCS is proud to host the longest-established Promotores program in Marin County with 22 dedicated volunteers.

"I am a senior and do not know how to use a computer. Thanks to the NMCS staff, I was able to apply for and receive the energy kit. This has helped me save money on purchasing light bulbs, and I hope it reduces my energy bill as well." – Latine Programs Participant

- 100% of Promotores reported that participating in the program increased their ability to reach out to someone who may be dealing with a mental health issue.
- 100% of clients felt respected and cared for by the Promotores and valued their help.



- 100% of parenting class participants reported gaining the skills and knowledge to successfully talk to their children about alcohol and drugs.
- 97% of students participating in Newcomer workshops agreed they were able to create goals they
- want to achieve.
- Working with community partners, our Equitable Climate Action team engaged 138 individuals in trainings and presentations and provided outreach to an additional 1,412 people.



Promotora Ana's Story

"Since I became a Promotora last year, my life has changed. When I was a little girl, I always thought that I was not intelligent and that I was not able to do anything right. Recently I met a Promotora, and she told me that I was a community leader and encouraged me to join the group. During the time I have been part of this NMCS leadership program, I feel I can help and support my community because of the training I have received. I have learned to listen and be empathic. I have learned the importance of confidentiality and can give better emotional support in a more educated and proper way.

"I have also learned not to judge people based on how they look or how they feel. I am excited about our monthly Promotores meetings, to see the team and share with the group the experiences and lessons. I am incredibly happy and grateful to be part of this group of Promotores and continue to help the community." – Promotora Ana

Child Development • 191 Participants

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

- 63% of enrolled families received financial support, enabling them to work, attend school, and advance their economic well-being.
- 84% of parents/caregivers reported their child is more successful in school due to NMCS's academic and homework support.
- 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.
- As a result of weekly Second Step lessons, 73% of 3rd-5th graders reported that they do not mind making mistakes, because mistakes help them learn.
- 100% of families receiving California State Preschool funding were screened for basic needs support.



The Tishman Family's Story

"When our son started attending NMCS for preschool, he blossomed. Before NMCS, he was hesitant to try new things and interact with other children on the playground. Within a week he became a different kid. He gained confidence, self-regulation, social skills, and was more willing to be independent. You could tell he had been taught the skills to speak up for himself.

"There is no way we could live the life we have without NMCS. The transportation from school and the high-quality food included in tuition have taken a big chunk off our plate. And we love that NMCS is not just a childcare center—it's a hub that supports our whole community. Now that our daughter is two, she is attending NMCS as well. We always wanted her here." – The Tishman Family

Our Team Approach



Services are delivered by our diverse team of 492 (65 staff and 427 volunteers). Over half of our staff are bilingual/bicultural. Staff expertise includes mental health, public health, behavioral health, and reproductive health; housing, case management, and social work; child development and early childhood education; community advocacy and organizing; and administration, finance, fund development, and marketing.

Leadership Team

CEO Cheryl Paddack; CFO Vanshika Nachnani; VP of Programs & Impact Casondra Webb; VP of Philanthropy & Operations Dr. Kate Shilvock

Program Directors

Child Development Program Director Emily Bugos; Director of Case Management & Housing Charlotte Gonnella; Mental Health Program Director Donnell Holmes-Carson, LMFT; Director of Latine Programs Maria Jaramillo-Botero, LMFT; Director of Operations Paul Russell

Program Managers

Mental Health Administrative Manager Laura Abel; West Marin Wellness Program Manager Christina Hetzer; HR Manager Alaine Kalder; Early Childhood Education Assistant Manager Michelle Keane; Community Support Services Manager Liliana Palu; Intensive Care Coordination Manager Isaura Resendiz; Communications & Grants Manager Amy Shmania; School Age Assistant Manager Anne Varner; Database Administrator Heather Worker

Recent Awards

- North Bay Business Journal (NBBJ) Best Places to Work 2021–2024
- Marin Magazine, Best of the County Recognitions for Food Insecurity and Community Services 2023, 2024
- YWCA Marin Women's Hall of Fame 2023 Honorees: CEO Cheryl Paddack and Board Member Dr. Gina Fromer
- 2023 NBBJ Diversity in Business Award; 40 Under 40 Award to Child Development Director Emily Bugos
- 2022 NBBJ Latino Business Leadership Award to Intensive Care Coordination Manager Isaura Resendiz
- CVNL Heart of Marin, January 2022: Achievement in Nonprofit Excellence; Youth Volunteer of the Year



Thank you to our dedicated volunteers!

427 Volunteers • 12,445 Hours

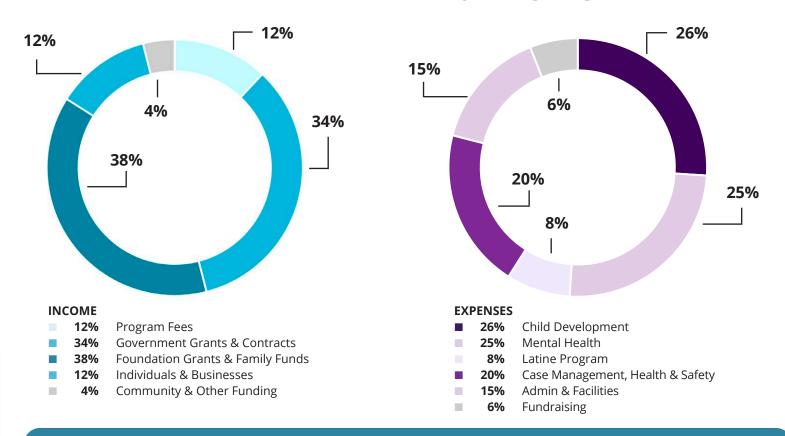
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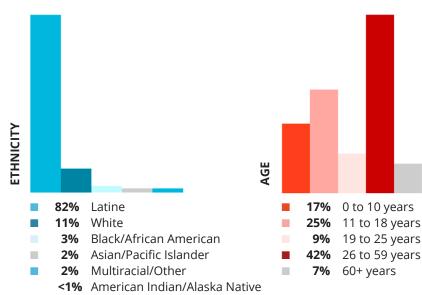
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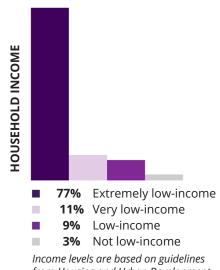
Financials • Fiscal Year 2024-25 Operating Budget: \$7,920,935



13,379 Participants

Count is duplicated for participants using multiple programs. Known demographics only.





from Housing and Urban Development.

In Gratitude

Impact Circle \$100,000+

State of California

County of Marin ♡ Crescent Porter Hale Foundation ♡ Gary and Toni Bramon Ginnie and Peter E. Haas Jr. ♡ **Gruber Family Foundation** HCA Family Fund ☆ Life Science Cares Marin Community Foundation ♥ Novato Unified School District



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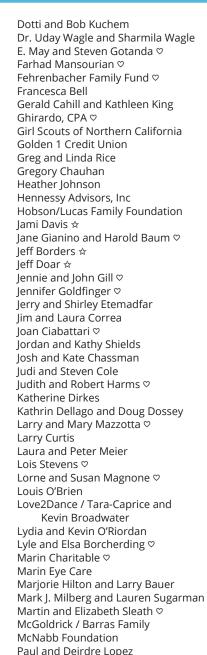
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"We support NMCS because they support people of all ages, diverse backgrounds and life experiences. NMCS is about providing care and support so that all can thrive."

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Special thanks to SF-Marin Food Bank for contributing 315,516 pounds of food.

Legend:

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

Robin and Chris Diederich ☆

Roth Family Charitable Fund ♡



Invest in Your Community at northmarines.org



Create a Legacy

We invite you to join our deeply impactful community of Legacy Circle donors. Your thoughtful investment will strengthen families locally, create opportunities for youth, and ensure we solidly stand by those in need when future challenges arise. Contact us today to envision your legacy.

Mark Your Calendar!

Holiday Share December 14, 2024

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

Brunch, Bubbles & Bocce May 17, 2025

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

www.northmarincs.org | donate@northmarincs.org 680 Wilson Ave, Novato, CA 94947 | (415) 892-1643 Nonprofit Tax ID: 94-1735064