NORTH MARIN COMMUNITY SERVICES



Where Our Community Connects

Annual Report 2025-26

NORTH MARIN COMMUNITY SERVICES

About Us

North Marin Community Services (NMCS) is a trusted nonprofit providing life-changing services to individuals and families in Marin. Whether in the form of short-term assistance or long-term intensive partnership, our interconnected programs work together to encourage success at home, at school, and in life.

Our dedicated team of 415 (70 staff and 345 volunteers) is guided by our values of Collaboration, Equity, Excellence, Integrity, and Learning & Continuous Improvement.

Our Mission

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

Our Vision

A strong community with opportunities for all.



In Your Neighborhood

Our programs are available countywide.

North Marin

- NMCS Centers: 680 Wilson Ave. & 1907 Novato Blvd.
- Novato Teen Clinic at Marin Community Clinics
- Novato Unified School District campuses

Central Marin

- Canal Alliance, San Rafael

West Marin

- Shoreline Unified School District campuses
- West Marin Health and Human Services, Point Reyes Station

Community visits, telehealth, and outreach throughout Marin

Dear NMCS Community,

As we reflect on the past year and look toward the year ahead, we are filled with deep gratitude for the people we serve, the staff and volunteers who show up every day, our community partners, and the donors who believe in what is possible when a community comes together.

For 54 years, North Marin Community Services has been a trusted place where people can turn for support, opportunity, and connection. Every day, people walk through our doors at different points in their lives and with different hopes for the future. Within our centers, interconnected services and trusted relationships help us meet people where they are, connect them to the right resources, and support their goals for moving forward.

Where our Community Connects.

And then, something meaningful happens.

A child gains confidence and discovers a new ability. A parent finds the support they need to create greater stability for their family. Someone experiencing a difficult season finds a path toward hope. A family has nutritious food on the table. A person achieves a goal they once thought was beyond their reach.

These are the breakthroughs that inspire us.

Sometimes they are big and visible. Often, they are small moments that build upon one another, one conversation, one opportunity, one connection at a time. Over time, those moments can help people break through boundaries, build stronger foundations, and create new possibilities for themselves and their families.

This past year, we connected with 9,305 people across Marin County.

Together, we expanded case management, housing support, and mental health services in West Marin; strengthened early childhood education; increased access to nutritious food; and continued adapting our programs to meet the changing needs of our community.

Through every service and partnership, our focus remains the same: helping people build well-being, growth, stability, and success. That is what makes NMCS special. And it is what makes your support so important.

Our donors believe in our work and trust that their generosity is a wise investment in our community. They know we are thoughtful stewards of their support, committed to doing what we say and measuring our success by the difference we make in people's lives.

We are deeply grateful for that trust.

As we look ahead, NMCS will continue to listen, learn, adapt, and build partnerships that expand what is possible while creating welcoming spaces where people feel seen, valued, and supported to move forward.

Because when people are connected to support, to opportunity, to one another, and to a community that believes in them, we all become stronger.

Thank you for believing in NMCS, for investing in our work, and for being part of the community we are building together.

With gratitude and hope,



Cheryl Paddack
Chief Executive Officer (since 2008)

Isaac Munene
Board President (Board Member since 2016)

Case Management and Housing



Investing in Futures

NMCS provides comprehensive, person-centered case management that empowers individuals and families to achieve greater stability, health, and self-sufficiency. Case managers build long-term, trusting relationships, working alongside participants to navigate complex systems, coordinate care, overcome barriers, and address social drivers of health.

"Thanks to your support, we now have a stable place to live."
-Case Management Participant

Impacts in 2025-26

- Our bilingual case managers connected 1,615 people in 670 households to critical resources.
- We expanded our reach with a dedicated West Marin team, bringing trusted services to communities with limited access.
- Our case management team deepened our impact with older adults, who made up nearly a quarter of participants – a 175% increase from the prior year.
- Our housing stabilization programs distributed over $521,520 in direct client aid, preventing homelessness for 95% of enrolled households.
- 100% of high school seniors in our at-risk youth programs graduated, securing a path to higher education, employment, and self-sufficiency.

Building a New Beginning

"When I was first connected with NMCS, my family and I were living in a two-bedroom apartment with our four children and a new baby. To live in Marin, we had to share our home with another family. I stayed home to care for our children while their father worked. The stress of this situation strained our relationship, and I began to experience ongoing intimate partner violence.

I finally found the strength and support to leave my partner, and I decided to do something with my life. My case manager helped me and my children move to a safe apartment nearby and encouraged me to join Homeward Bound of Marin's Fresh Starts Culinary Academy. There I received valuable work experience, skills, and confidence. After graduation, I was offered a paid position, and this fall, I will begin school to expand my opportunities and continue improving my English.

I will always be grateful for the support I received from my case manager. They stood by me every step of the way, and I always felt that I had someone I could trust without fear of being judged.

Today, I feel happy, relieved, and hopeful. I am proud to share a part of my journey because I want others to know that life can get better. Thank you to NMCS for believing in me as we built a new beginning."



Child Development

Growing Minds and Bodies

Our preschool, after school, and playgroup programs support the social-emotional and developmental growth of children from 2 to 14 years old. With balanced meals, school transportation, a play-based curriculum, and referrals to other services, our program supports the whole family.

"Thanks to this program I am able to work and give my kids and family a better future."
-Childcare Parent



Impacts in 2025-26

- 164 children and families were given a safe, nurturing place to learn and grow.
- 94% of parents strongly agreed that NMCS treats them as valued partners in their child's learning.
- 90% of Developmental Playgroup families stated they were connected to tools and resources to improve their health and wellness.
- 100% of parents said their child's enrollment helped them get a job, keep a job, or attend school.
- Our kitchen served 29,332 meals and snacks reflecting the cultures of the kids in our program.
- 100% of families accessing state-funded childcare were screened for basic needs supports.

A Family United

"We moved to Novato when I was going through a difficult divorce and had sole custody of my children, ages four and two. It was an incredibly stressful period, and one of my biggest challenges was finding reliable childcare.

Without full-time care, I often had to bring my older child to my workplace for part of the day. Balancing work, childcare, and everything happening in my personal life was extremely difficult.

Since enrolling both my daughters at NMCS, our family is in a much better place. Everyone at NMCS, from the staff to the students, has shown us so much kindness and compassion. The welcoming environment has made such a positive impact on our lives that my daughters are excited to go back every single day.

My children absolutely love their preschool teachers. Seeing how happy they are when they talk about NMCS reassures me that they are in a safe, nurturing, and supportive environment.

NMCS has been more than just a childcare center for our family; it has been a source of stability, support, and genuine care during one of the most difficult times in our lives. I will always be grateful for everything the staff has done for my children and for me."



Mental Health

Each Mind Matters

Our mental health team provides trauma-informed care to children, adolescents, families, and adults through our clinics, school campuses, community-based locations, telehealth, and the Novato Teen Clinic. Additionally, the team connects community members to mental health resources through outreach in schools and the community.

"I actually feel a lot better when I get stressed now because I remember that I have our session to talk about it all."
-6th Grade Student



Impacts in 2025-26

- 181 individuals accessed therapy through our Wilson Ave. clinic, the West Marin clinic, telehealth, and direct in-home services.
- 273 students worked with NMCS therapists at 8 Novato and West Marin schools.
- We launched WISE, an in-home counseling program, to increase mental health access for seniors 55+.
- The Novato Teen Clinic trained 9 Peer Health Promoters to help build pathways toward careers in mental health. The clinic also provided reproductive health services to 151 individuals ages 12–25.
- 100% of respondents agreed that, as a result of mental health services, they or their child did better in school or work.

Connecting Confidently

Sarah (name changed to protect privacy) began school-based therapy with an NMCS counselor to address her struggles making friends, lack of confidence in social situations, and frequent negative self-talk.

During the school year, she worked with her therapist to challenge her negative internal thoughts, build healthier self-esteem, and develop greater confidence. She gradually became more comfortable engaging with peers and began to form meaningful social connections.

At the end of the school year, Sarah demonstrated increased confidence and tremendous personal growth by delivering a speech reflecting on her personal journey in front of the entire school community.

Sarah's story highlights the positive impact of consistent school-based counseling and the lasting difference it can make in a young person's confidence, resilience, and sense of self.



Resilient Communities

Stronger Together

Our Resilient Communities Program helps Marin residents fulfill their daily needs and prepare for times of crisis. Community members access healthy food through our Food Pantry (a partnership with San Francisco-Marin Food Bank), participate in physical wellness programs, and gain resources to prepare for disasters. As part of our holistic approach, these programs serve as a gateway to wraparound services such as case management, mental health care, and housing navigation. This initiative is a pathway to wellness, stability, and a stronger, more connected community.



"Everyone here is so kind. I like to volunteer because I get to meet new people, and it has helped me get over my social anxiety."
-Food Pantry Volunteer

Impacts in 2025-26

- 1,820 people had consistent access to nutritious food through our weekly Food Pantry.
- We distributed 395,366 pounds of fruits, vegetables, protein, and nonperishables to people facing food insecurity.
- 47 people of all ages supported their well-being through a free Zumba class.
- NMCS continued to serve as the lead agency for the Novato Community Resiliency Team, preparing a coordinated response to public health threats, extreme heat, and wildfire seasons.
- Our staff and volunteer promotores connected 255 people to community education, training, resources, and leadership development.

Caring Community

Anoush has been a volunteer with the NMCS Food Pantry since she retired three years ago. Volunteering at the Food Pantry gives her a meaningful connection with her community.

"You have to get out of your house and see your neighbors. When I volunteer, every day is different.

There are so many caring people here. After my heart attack, one of my coworkers brought a card that all the volunteers signed. They are good people.

When you love people, they love you, and that makes life happier."



Outreach and Partnerships



Collaboration That Deepens Impact

Beyond the walls of our centers, we connect community members to critical resources and support, while building trusted relationships.

In 2025-26, our outreach efforts reached 4,837 people through our Community Outreach & Education and Novato Teen Clinic programs.

Our team actively collaborates with dozens of public and private partners to create a coordinated continuum of care for individuals and families. These partnerships include schools, healthcare providers, city, county and state governments, special districts, nonprofit organizations, businesses, community groups, and other advocates.

We are honored to serve as fiscal sponsor for the Marin Family CARE Collective, a collaboration of five organizations dedicated to improving behavioral health support for birthing people, young children, and families in Marin County.

Stronger together, we expand access, strengthen services, and create pathways to greater stability and well-being for our community.

Serving with Excellence

Recent Recognitions and Awards

- Diversity in Business Award / North Bay Business Journal
- Golden Bell Partner Award / Novato Unified School District
- Heart of Marin Achievement in Nonprofit Excellence / CVNL
- Best Places to Work / North Bay Business Journal
- Best of the County Recognitions / Marin Magazine

Platinum Transparency 2026 Candid.

Charity Navigator FOUR-STAR



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Directors

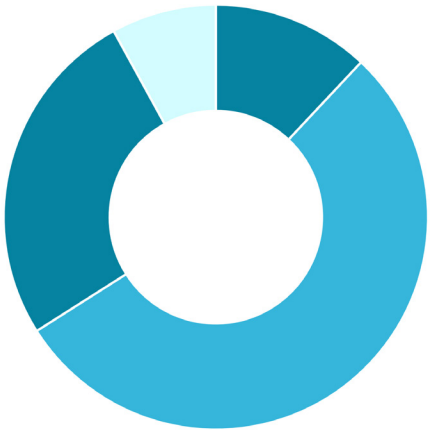
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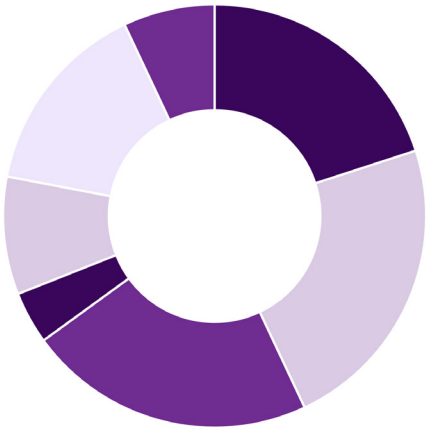
Managers

Amarette Ficco
Christina Hetzer
Michelle Keane
Isaura Resendiz
Amy Shmania

A Wise Investment

2026-27 Operating Budget: $10,053,075





Income

- **12%** Program Fees
- **54%** Government Grants & Contracts
- **26%** Foundation Grants & Family Funds
- **8%** Individuals, Businesses & Other Funding

Expenses

- **20%** Case Management & Housing
- **23%** Child Development
- **22%** Mental Health
- **4%** Resilient Communities
- **9%** Partnership Initiatives
- **15%** Admin & Facilities
- **7%** Fundraising

9,305 People Served in 2025-26

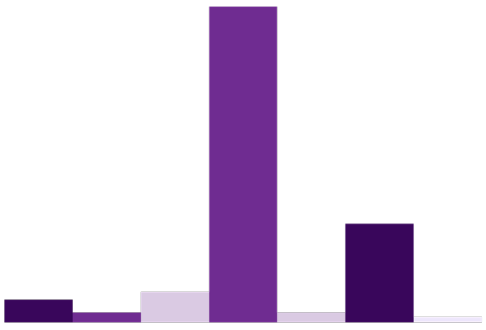
Participant Demographics

Known demographics. Count is duplicated for people accessing multiple programs.



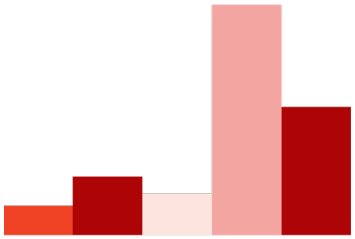
Household Income

- **86%** Extremely Low-Income
- **5%** Very Low-Income
- **5%** Low-Income
- **4%** Not Low-Income



Ethnicity

- **5%** African American/Black
- **2%** American Indian/Alaska Native
- **6%** Asian/Pacific Islander
- **64%** Latine
- **2%** Multiracial
- **20%** White
- **1%** Other



Age

- **6%** 0-10 Years
- **13%** 11-18 Years
- **8%** 19-25 Years
- **47%** 26-59 Years
- **26%** 60+ Years

Our Donor Community

Impact Circle

$100,000+

County of Marin ♡
Crescent Porter Hale Foundation
First 5 Marin Children and Families Commission
Ginnie and Peter E. Haas Jr. ♡
HCA Family Fund ☆
Life Science Cares
Marin Community Foundation ♡
Novato Unified School District
Partnership HealthPlan of California
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Sutter Health

Leadership Circle

$50,000-99,999

George H. Sandy Foundation
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VWLackey and DonS Fund

$10,000-49,999

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Lagunitas School District





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Heart of Community Circle

$5,000-9,999

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$500-$999

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Anthony and Martha Eason
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"The Frankie Poulos Foundation is proud to support North Marin Community Services and your life-changing work on behalf of the youth and families of Novato."
-Poulos Family

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(donated playhouse shown on front cover)
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Novato Unified School District
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The Home Depot Foundation
Tim and Beverly Noonan
Valley Memorial Park Cemetery and Funeral Home
Wendy and Jackie Sissel

Special thanks to the San Francisco-Marin Food Bank for their contribution of 395,366 pounds of food.



Legend:
♡ Loyalty Circle: Donors that have contributed faithfully for 25+ years
☆ Guardian Circle: Monthly donors

NORTH MARIN COMMUNITY SERVICES
680 Wilson Avenue, Novato, CA 94947

Make an Impact

Leave a Legacy

A Legacy gift to NMCS can help carry your values forward and create a healthier Marin for generations to come. Contact us to learn more about including NMCS in your will or estate plan.

Holiday Share
www.northmarincs.org

Create Holiday Magic

Bring cheer to a child with a holiday gift. Wishes go live on our website in early November.



Hope in Full Bloom

Join us April 22, 2027 for our signature luncheon, where we celebrate community, connection, and hope. See our website for ticket information.

Connect With Us

Visit our website at northmarincs.org/connect.