

## **Case Management Team**



### **Director of Case Management and Housing Charlotte Gonnella**

Charlotte Gonnella is joining the NMCS team as the Director of Case Management and Housing. Charlotte has been working within Marin County's safety net and continuum care for the last 10 years. Her most recent position was the Director of Resolution Programs and Housing at St. Vincent de Paul Society of Marin, where she worked since 2017. Charlotte helped create the County's first Homeless Outreach Team and Whole Person Care Program, which were both the foundations of Coordinated Entry. Charlotte is an experienced case manager and has extensive knowledge about assisting vulnerable populations, County specific resources, affordable housing, and working with County contracts.

Born and raised in Oakland California, Charlotte graduated from Mills College in 2009 with a Bachelors in Research Psychology. She is a passionate advocate and lives in Sonoma County with her husband and 2 little boys, Hunter (age 2.5) and Wyatt (age 1.5). She is especially interested in wild mushroom foraging with her family and cooking. She is beyond excited to join the NMCS team.




### **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

	<p>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.</p>
	<p><b>CSS Case Manager Cecilia G. Olmedo</b></p> <p>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.</p> <p>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 though 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 provide 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."</p> <p>"I am very thankful to have found a job in Marin County that shares the same values and supports families to thrive and succeed."</p>



### **Housing Case Manager**

#### **Alicia Yepez**

Alicia Yepez 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 Housing Case Manager**

#### **Natalia Ordonez Chavez**

Natalia is excited to join the NMCS team as a CSS Housing Case Manager! Natalia is a first-generation college graduate, with an associates degree in Psychology and Social and Behavioral Sciences. She has recently transitioned from Canal Alliance, where she dedicated her time supporting clients in the Social Services Department. Throughout her career, Natalia has collaborated with agencies around Marin County, always with a strong commitment to giving back to her community. Having grown up in the same community where she now serves, Natalia has seen first-hand challenges faced by low-income families. This personal connection to her community is the driving force behind her deep commitment to advocating for others. As the oldest of three siblings, she learned early on the importance of resilience, hard work, and community, values she carries with her in her professional life. In her free time, Natalia enjoys the gym, spending quality time with her 1-year-old son, and hikes with her fur babies, Bobby and Marley. She also has a deep passion for cooking, a love she developed at just six years old when she would help her mom.



**CSS Case Manager  
Roxana Guzman**

Roxana Guzman is excited to join the North Marin Community Services team! Roxana brings over 15 years of invaluable experience in the social services sector within Marin County's nonprofit community. As a bilingual, bicultural community organizer, Roxana has dedicated her career to serving primarily the San Rafael immigrant community, prioritizing community organization, partnership cultivation, and equity promotion. Her expertise lies in providing unwavering support to Marin County's Latinx families, youth, and children, she has facilitated the coordination of various family engagement programs, including Madres Con Poder, Habriendo Puertas, and The Latino Literacy Project among others. Roxana is an immigrant from El Salvador, she finds happiness and joy in exploring Marin's trails, hills, and creeks through hiking. She believes that power lies within knowledge, and her passion for sharing essential resources with other community members serves to foster a healthier and more vibrant community for all.



**Administrative & Food Pantry Coordinator  
Merly Gonzalez- Camacho**

Merly is excited to join North Marin Community Services as a Bilingual Administrative and Food Pantry Coordinator. She is a Bay Area native, raised in San Pablo, and later moved to Novato. She holds a Bachelor of Arts in Psychology with a minor in Public Health from San José State University. Outside work, you will find her hiking, baking, and spending time with family.



**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 crises 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."



**ICC 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.”



**Database Administrator  
Heather Worker**

Heather comes to North Marin Community Services with a background in program evaluation and social science research. With over 10 years of experience in the field of data collection, reporting, and outcomes monitoring, Heather enjoys working "behind the scenes" of a mission-centered organization to streamline their data collection processes and systems to align with the organization's mission and values, priority program areas, and frontline staff's day-to-day workflow. She is excited to work at North Marin Community Services because she sees how the breadth of services the organization provides--from access to affordable childcare, to case management with linkage to resources and referrals in the community, to offering mental health services - demonstrates the kind of comprehensive approach that is needed to move the needle on poverty.

Most recently, Heather held the position of Data Program Manager at Food for Thought, a medically tailored food bank in Sonoma County. Before then, Heather spent nearly ten years in the Evaluation and Learning Department at First Place for Youth, a provider of intensive case management and housing services to young adults aging out of the foster care system.

Heather has a bachelor's degree in psychology and English from University of the Pacific, and a master's degree in education from UC Davis. She lives in Rohnert Park with her husband and her two children. Outside of work, she likes to read, drink craft beers, and throw pottery.