

M E N D A N N U A L R E P O R T 2 0 1 4

Mission: With dignity and respect, powered by volunteers, MEND's mission is to break the bonds of poverty by providing basic human needs and a pathway to self-reliance.

33,582
Individuals

6,518
Families

MEND has an average of
37,000 client encounters
each month

53% of tutored kids
improved one full
letter grade

300 Veterans

EDUCATION
60% No High School Diploma

OCCUPATION

48% Unemployed
25% Employed
17% Disabled or Retired
10% Care Taker

1000 adults attended
classes and workshops

50 job trainees
obtained employment

HEALTH
37% No Health Insurance

MEET EACH NEED WITH DIGNITY



Measuring Outputs and Outcomes

PLACE OF BIRTH

55% USA (Born in USA)
31% Mexico
9% Central America
1% Asia
1% Pacific islands
1% South America

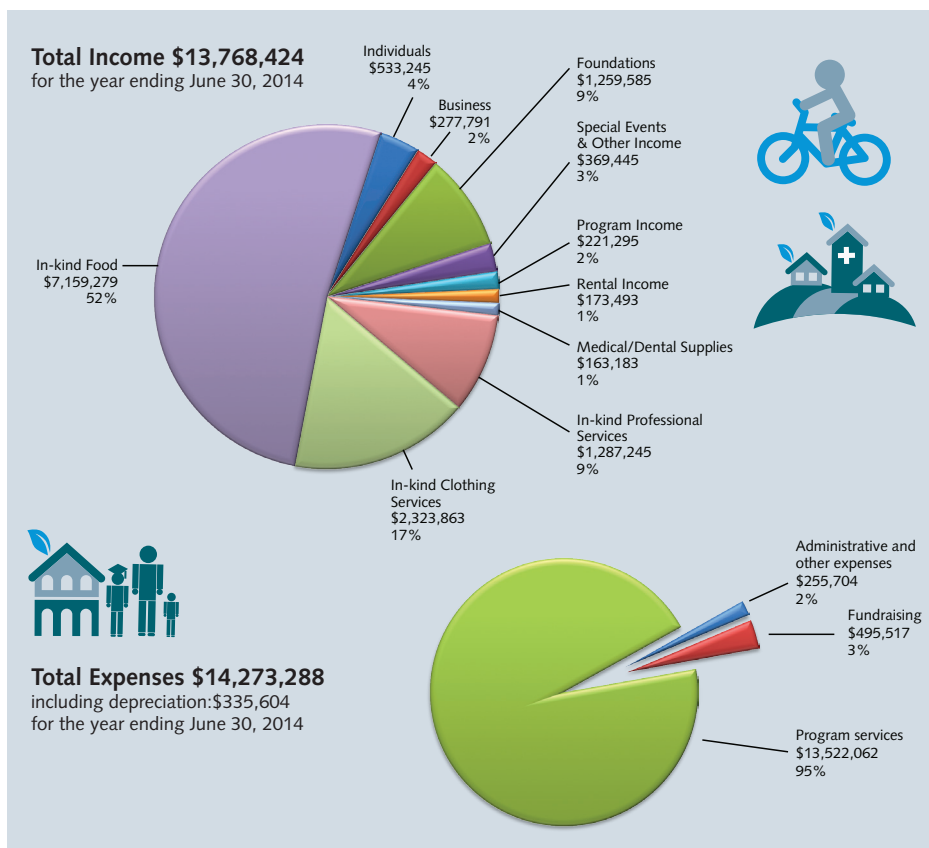
133 new and expecting
mothers received parenting
training

127 families have
built home gardens

(M)ENDING POVERTY: 1000 CLIENTS JOB READY

INTRODUCING MEND'S "EFFORTS TO OUTCOMES"

For many years, there were no commercially available software packages that MEND could use to track the unduplicated clients and client services in each of our varied programs. But thanks to a generous grant from The Ahmanson Foundation, MEND was able to purchase a comprehensive client database called "Efforts to Outcomes" which we have customized to meet the unique requirements of each of our programs. Much of 2014 was spent uploading data from old Excel and Access databases, and learning to use the system. But now, we have much more accurate demographic data for each client household, and client usage of one or multiple programs. And, we have begun to report on outcomes in several of our departments – with more output data being planned going forward! A sample of what we can now report is shown to the right. For more detailed information of MEND programs statistics, please visit mendpoverty.org.



MEND PROGRAM STATS 2014	
Outputs and Outcomes	
VOLUNTEERS	
Total of all volunteers (unduplicated)	4,993
Total of new volunteers	3,401
Total volunteer hours	193,057
Equivalent FTE (Full time equivalent)	106
CLIENTS	
Total client encounters	445,767
Total children encounters	151,495
BOARD/COMMITTEE/OFFICE	
Total volunteer hours	46,106
Equivalent FTE (Full time equivalent)	25
JOB SKILLS TRAINING PROGRAM	
Total Job Trainee Volunteer Hours (57% of total volunteer hours)	110,000
Total participants	435
Number of Volunteers Obtained Employment	50
CHRISTMAS PROGRAM	
Total Encounters	5,388
Total Children	2,861
CLOTHING CENTER	
Total MEND Encounters	55,776
Outreach Recipient Encounters	69,748
Total Number of Organization Hosting Drives	23
FOOD DEPARTMENT	
Total MEND Encounters	81,985
Outreach Recipient Encounters	185,531
Total Number of Outreach Pantries/Agencies	36
DENTAL DEPARTMENT	
Total Patient Encounters	4,783
Collaborating Universities/ Colleges	7
MEDICAL DEPARTMENT	
Total Patient Encounters	5,219
Diabetic patients completed health education course	65
Number of Diabetic patients improved blood sugar	52%
Health Education/ Event Encounters	1,000
HOMELESS SHOWER	
Total Number of Showers	1,481
EDUCATION & TRAINING	
Total unduplicated adult students	953
YOUTH SERVICES	
Total unduplicated students ages 6-14	93
Number of students improved one full grade in Reading	53%
AGENCY WIDE	
Total Agency Wide Collaborations	360
Total Community Groups Volunteering at MEND	90

WITH THANKS TO OUR 2014 PARTNERS IN MENDING POVERTY

MENDING Poverty Gifts \$100,000+

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California Community Foundation
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2014 ANNUAL REPORT LEADERSHIP LETTER

MEND's Mission Commitment to "provide a pathway to self reliance" was a thread that ran through 2014 as we implemented two major program initiatives from our 2013-16 Strategic Plan:

• (M)ENDING Poverty: 1000 Clients Job Ready

Building on the job experience that MEND has been providing for many years in each of our programs, our Job Readiness program has allowed trainees this past year to also gain job search skills in resume building, interview training, job search, and so on.

Through a newly-launched Major Gifts program, we raised the funds to hire a Job Training Coordinator and to expand our part-time Computer Lab Coordinator to full time. The Job Training Coordinator works with participants on customized training plans while they are at MEND to ensure that they have all the skills and preparation needed to be successful in the jobs they plan to pursue.

Major Gifts donors also funded the renovation work needed on the first floor of our Van Nuys Boulevard building to provide a new Job Training Center, with computers for job search processes, classrooms for group training, and work stations where individual trainees can take webinars and do online workshops related to their career fields.

The first floor will also house specially designed space for our Youth Services program, and for our Home Garden Training program.

• Efforts to Outcomes –

The customization and implementation of this comprehensive agency-wide client database is allowing our team members to measure outputs and outcomes in every department. Some of the MEND client demographic data that we are now able to capture is represented elsewhere in this report. But through Efforts to Outcomes, we are also able to show client improvement in such activities as weight loss management (Medical Clinic), progress in English language learning for adults and school report cards for kids (Education and Training Center), advancement in career skills building (Job Training) – just to name a few!

As always, MEND is able to implement our program initiatives thanks to the time and talents of our thousands of volunteers; our collaborations with partner agencies, universities and businesses; and the generosity of our financial donors. *We are grateful for your support!*

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Top Right: Computer Lab volunteer, Dr. Yazdi, and his students, Jessica and Adela

Herbert Thompson sold Cadillacs for 20 years until the owner of the business died and the dealership eventually closed. He held other jobs over time, and then he became the victim of a violent crime, an experience that he used to help others.

Herbert, 54, and the father of a 7-year-old, has made his mark on the community. He started the Victims' Rights Assistance Program at the Pacoima Community Youth Cultural Center. He has served on the Van Nuys Neighborhood Council as chairman of the Outreach Committee and in 2012 was honored by the NAACP as Person of the Month for his work in outreach.

After two years of being unemployed, Herbert came to MEND to take advantage of the Emergency Foodbank in order to provide for his son. As a client, he also sought help from MEND's Job Training Program to strengthen his job readiness and job search skills. For six months, the former Youth Director oversaw tutors and students for MEND's Youth Services Program and ran the front office as a volunteer. At the same time, he took courses to update his skills and bolster his resume.

"I like the people and MEND and the atmosphere," Herbert said. "I like the hands-on training I got. It helped me find work." His MEND family is definitely fond of Herbert, named MEND's Volunteer of the Month in February 2014.

Herbert now works as a licensed security officer at the Budweiser plant in Van Nuys. He credits MEND for helping him establish a new career. He still receives a foodbox monthly to supplement his income until he becomes financially stable. Thankful for MEND, Herbert vows to become a MEND donor and to continue his community outreach.

For two single moms of young daughters, MEND's ETO program is providing a path not only to self-sufficiency, but to providing good examples for their daughters.

Adela Estrada's ever-present smile grows even more brilliant when she talks about the example she is setting for her 5-year-old daughter Erica. As part of the GAIN Welfare to Work Program, Adela, 28, is learning on the job skills at MEND, focusing primarily on her computer skills training, with the goal of working as a secretary or receptionist.

She works in MEND's food department, and helps manage the client data base. Her introduction to MEND came in 2013 when she brought her daughter to the Christmas basket program.

"I saw how they helped people who needed food and clothing. Now it feels so good to be a part of that," Adela said.

As a teenager, **Jessica Osorio** dreamed of being a model until she learned she wasn't tall enough. Now 24, she's on a new career path, learning computers skills, interview techniques and resume writing.

Jessica works as a volunteer job coordinator in MEND's Job Training Center. Her new skills include, filing, managing phone calls and scheduling volunteer orientations.

Like Adela, she sees her computer training as the key to an office job and a secure life for her and her 4-year-old daughter Justine.

"I want her to say 'Mommy works hard and she helps people,'" Jessica said. "I want her to know it's important to be a hard worker."





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