

## ROSA SHARES HER STORY

Rosa came to the Family Support Program in late 2018 after she had increased her visits to the Foodbank. In meeting with Rosa and her family, we learned that her husband, the sole provider of the family, had tragically passed away. Close to tears, Rosa shared: "I feel lost and don't know how to support my three children."



Our Family Support Program team understood, and because of your support, Rosa found a new hope - and an amazing new chance at life that couldn't have happened without you. Our Family Support Program team worked with her to create a plan to regain control; and she prioritized getting a job to support her family.

She was nervous to start her job search but we showed her the ropes and were there a phone call or visit away to guide and encourage her. And soon, she found a job! She was beside herself with joy. She loves it!

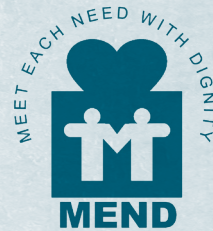
And here's what you really made possible. Because of her increased income, Rosa no longer needs to visit the MEND Foodbank to make ends meet. She is especially proud of this. She says, beaming: "This is the first time in a long time that my family hasn't needed the MEND Foodbank. It makes me so happy."

Rosa graduated in mid-2019 with 17 other families that had begun this journey in 2018. Five families, including Rosa's, met their goals and no longer need MEND's services!

When everything seemed lost, your support was there to light the way....thank you.

# GIVING HOPE

Thank you for the people you helped serve. The nourishing meals, more than 2 million of them in a twelve month span, you make possible. The one-on-one guidance to a better future. The respite, albeit brief, from survival on the street. The warmth and care and kindness you provide, that helps someone believe in a better tomorrow. The futures you've restored. The smiles...the whispered "thank you". The new stories being told....all are possible because you cared. Thank you, today and always, for being our MEND family and for the hope you bring.



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*Please call us or visit our website for ways to give.*

Names and photos may have been changed to protect privacy.

# 2019 IMPACT REPORT



## Joe's Story

To say your donations impact good people right here in the San Fernando Valley - every time you give - is no exaggeration.

Most days, bright and early, you will find Joe at MEND's Clothing Center, helping unload donations, thanking donors, or working wherever he is needed in the building. He is unstoppable. Lifting, hauling, and hurrying from one assignment to the next..... He works like a man making up for lost time.

And he has much to be proud of about his life today. But that was not the case just a few years ago.

Joe has been a regular volunteer ever since the day, almost 10 years ago, when he was referred to MEND by a treatment program he was attending.

At that point, Joe had hit his bottom. He had lost his family, his home and his job. His addiction had driven him to homelessness. So, here he was, at MEND, hoping to start over.

Reflecting on that time in his life, Joe says: "I owe my new-self to MEND for helping me when I needed someone the most. I've been all around LA when I was at my worst, and let me tell you, there is nothing out there like MEND. Nothing."

In his new assignment, Joe gave his all, 100% every single day, with such passion and selflessness.

And yet he had almost nothing. So even while Joe was giving back through his time and labor, you and MEND were there for him with food, clothing, and hugs and friendship.

Joe is no longer homeless. But these many years later, his second home is still MEND.

He shares: "And for all that it [MEND] has done for me, I take my shirt off my back for this place and the staff and volunteers who have become my family."

We are inspired by Joe every day, and grateful to you, our donor, for your heart for others that touches the lives of so many in our community. Thank you!



# YOUR IMPACT IN 2019

2,755,290 POUNDS OF FOOD  
DISTRIBUTED

2,296,075 MEALS PREPARED  
BY FAMILIES

5,917 RECEIVED CLOTHING &  
OTHER NECESSITIES

9,433 MEDICAL, VISION &  
DENTAL CONTACTS

8,226 SERVICE ENCOUNTERS FOR  
HOMELESS INDIVIDUALS  
AND FAMILIES

4,740 ENJOYED A FESTIVE FOOD  
BOX, GIFTS AND CHRISTMAS  
BRUNCH

502 RECEIVED WORK  
EXPERIENCE

## The Life Changing Programs That You Make Possible

*In one survey in 2019, 84% of MEND's clients agreed or strongly agreed with the statement "without MEND, I would go hungry during the month."*

**MEND's Emergency Foodbank** is the San Fernando Valley's largest and continues to be the major point of entry for our clients. Here, we help the neediest families and individuals in our community, meet their nutrition needs. **The Foodbank** also provides a well-received **farmers' market** several days a month offering a bounty of fresh fruits and vegetables.

The **Clothing Center** provides jeans and other clothing, underwear, shoes, diapers, toiletries, and hygiene products to homeless and severely low income families and individuals.

Our **Homeless Care Services** support 110-120 men and women every Tuesday, providing them a hot meal and food-to-go, change of clothing, hygiene items and referrals to our partners in housing & mental health.

**Pathways to Wellness** serves those high food insecurity and elevated incidence of chronic disease. Through one-on-one & group guidance, the program helps families cultivate habits leading to greater wellness.

Our most vulnerable families receive one-to-one coaching through the **Family Support Program**, to help them work through and overcome long-term challenges that have kept them from thriving.

MEND also provides **work experience** for about 500 clients a year; as well as life skills workshops, financial management classes, and support groups in wellness & mental health for 350 families a year.

During the Holidays, MEND celebrates with our poorest families, packing their food boxes with nutritious foods, supplemented with holiday extras. They also receive (with such incredible joy!) the toys, blankets and gifts that you donate.