



# ANNUAL REPORT 2015



Prevent Homelessness. Promote Self-Reliance. MEND Poverty.

## 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.



Rosa

The story of **Rosa Peñaate** is really two separate ones: pre-MEND and post. "I used to sit around and watch a lot of TV," says the El Salvador native, who has been in America for about three decades. "Now I walk. It's my therapy."

Rosa, who is in her early 50s, became a MEND patient five years ago for help with her diabetes, and has since lost fifteen pounds. More importantly, she has seen an improvement in her blood sugar levels. In fact, thanks to MEND's weight management and diabetes management programs, fourteen participants in the group have improved their blood sugar levels. Six of them have done so by at least one percent. Studies show for every one percent reduction, the risk of developing chronic illness goes down by 40%, while having a heart attack is cut by 14%. Rosa gives credit to the change to MEND. "It helps a lot," she says, smiling. "I have everything here and I love Dr. Kearns. He really cares."

Rosa takes wellness and health education classes, and says MEND has taught her how to become a more careful shopper. "I always look at the labels now," says Rosa.

Perhaps most important, is the community she feels with MEND and how the organization has altered her lifestyle. "I used to be depressed," she said. "Now I know people care about me. I'm so thankful. MEND is my family."



Jennifer

It wasn't long ago **Jennifer Castro** was in need, jobless and pregnant.

She enrolled in the GAIN (Greater Avenues to Independence) program through the County, and in return was required to complete volunteer work. That's when she found MEND, and changed her life.

"Something about being a part of something greater than me is awesome," she said. "Making a difference for someone is such a good feeling."

Jennifer learned data entry, social skills and ways to work with the most vulnerable clients at MEND. She started by taking applications and providing vouchers to clients and gradually took on more responsibility in MEND's Client Intake department. These skills eventually helped her find a job working with another nonprofit organization, caring for homeless individuals.

In 2015, 141 people have been recognized as job-ready and 46 clients have secured employment.

Jennifer, who had troubled teen years, is now 29 and proud of her success. But more importantly, she is happy to be a role model to daughter Jaydin.

"Getting pregnant changed my life around," she said. "I want to teach her to be compassionate and to give. I'm doing this for her and for myself – you have to love yourself and once you see that, things work out."



Socorro and Jessica

10 year old **Jessica Romero** wants to go to UCLA.

A year ago, the Telfair Elementary fifth grader struggled with homework and showed little interest in school. So her grandmother and guardian, Socorro Hernandez, enrolled her in MEND's Youth Services Program to receive afterschool tutoring services. Here, Jessica and approximately 100 other children receive one-to-one tutoring and enjoy enriched extracurricular activities like art, educational computer games and field trips.

Jessica now finishes her assignments readily, and is earning better grades. The benefits go beyond test scores, too: Socorro claims her granddaughter has become more confident, communicative and eager to learn. "I cannot thank you enough for all the work MEND does for children and their mothers," Socorro says.

Jessica is in good company. Over half the students participating in the Youth Services Program have improved their reading, writing or math scores by one whole letter grade.

Why UCLA? "It's near the beach, and I can be close to my family," Jessica answers. Whatever college she eventually attends, this enthusiastic young scholar is sure to be an inspiration to her community.



## With sincere thanks to our 2015 partners

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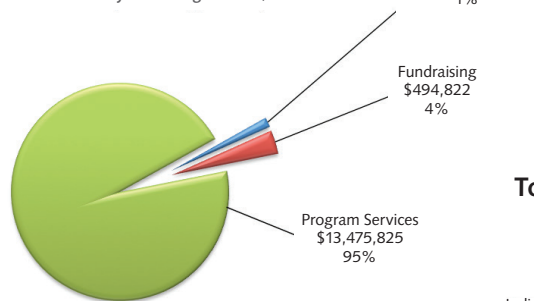
## MEND Program Stats 2015

Outputs and Outcomes

Volunteers	
Total of all volunteers (unduplicated)	5,005
Total of new volunteers	4,434
Total volunteer hours	199,291
Equivalent FTE (Full time equivalent)	110
Clients	
Total client encounters	454,577
Board/Committee/Office	
Total volunteer hours	51,006
Equivalent FTE (Full time equivalent)	28
Job Skills Training Program	
Total Job Trainee Volunteer Hours (63% of total vol. hrs)	125,086
Total participants	405
Number of Volunteers Obtained Employment	46
Christmas Program	
Total Encounters	4,896
Clothing Center	
Total MEND Encounters	81,151
Outreach Recipient Encounters	100,211
Total Number of Organization Hosting Drives	40
Food Department	
Total MEND Encounters	77,573
Outreach Recipient Encounters	152,998
Total Number of Outreach Pantries/Agencies	67
Home Garden "Grow Together" Program	
Gardens built to date	163
Dental Department	
Total Patient Encounters	4,751
Collaborating Universities/Colleges	7
Dental patients completed oral hygiene evaluation	1,011
Number of Dental patients improved oral hygiene	83%
Medical Department	
Total Patient Encounters	4,785
Number of Diabetic patients improved blood sugar	54%
Health Education/ Event Encounters	1,369
Homeless Shower	
Total Number of Showers	1,960
Education & Training	
Total unduplicated adult students	606
Youth Services	
Total unduplicated students ages 6-18	99
Number of students improved one full grade in Math	56%
Agency Wide	
Total Agency Wide Collaborations	375
Total Community Groups Volunteering at MEND	121

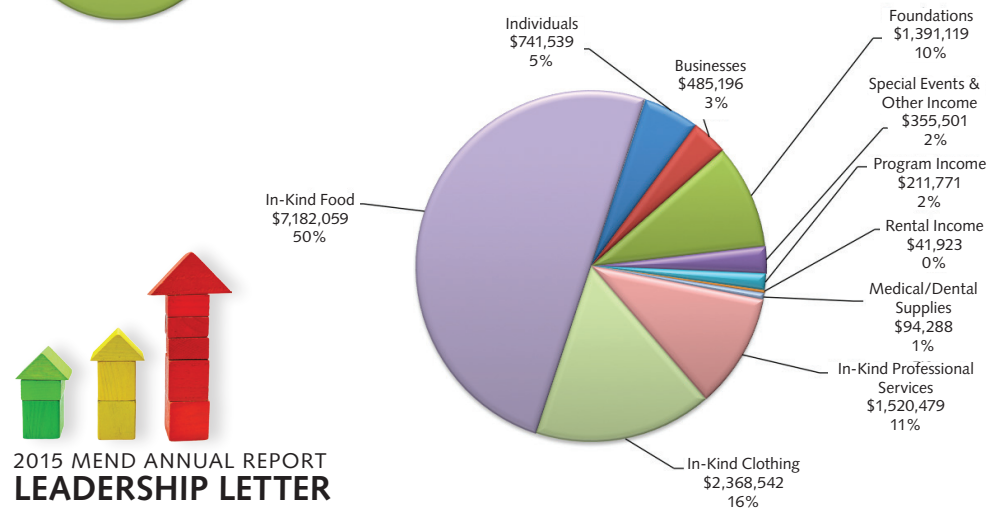
## Total Expenses \$14,177,312

including depreciation: \$331,585  
for the year ending June 30, 2015



## Total Income \$14,392,417

for the year ending June 30, 2015



## 2015 MEND ANNUAL REPORT LEADERSHIP LETTER

### "Prevent homelessness. Promote self-reliance. Help MEND poverty."

These bold statements became our mantra in 2015. This mantra parallels the holistic poverty relief work MEND has thoughtfully engaged in as we've served individuals of Greater Los Angeles since 1971.

The number of homeless individuals in Los Angeles County escalated rapidly in 2015. Here at MEND, we regularly serve 150 to 250 homeless individuals each Tuesday, with hot meals, special food bags, clothing, medical and dental care, hot showers, and referrals to other community resources.

On a broader scale, much of MEND's work focuses on preventing homelessness. With the escalating rise in rents in Los Angeles County, our client families are living "on the edge" financially, with wages not keeping up with basic survival expenses. MEND's provision of a monthly average of \$230 of food and clothing per family allows them to direct more income toward rent.

Chronic or catastrophic illness can also result in homelessness. Individuals with untreated diabetes, hypertension or obesity-induced health issues may incur work absences or job loss, suffer from isolation, and may experience major health setbacks. MEND's Clinic team has demonstrated success in improving blood sugar levels, reducing high blood pressure, and helping patients lose weight. (See Rosa Peñate's story in this report.)

Promoting self-reliance drives MEND's job training program, as well as our English as a Second language and computer classes. Our goal is to encourage program participants to not only get paid employment, but to raise their wages. With a view to future self-reliance, MEND's Youth Services program helps students develop good study skills, and improve their reading and math. Field trips and enrichment classes are designed to encourage kids to think about college and career possibilities.

Our 5000 volunteers, together with our financial donors and community partners, join with us to prevent homelessness, to promote self-reliance, and ultimately, to MEND poverty. We are grateful to all who make this possible.

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