

OVERALL MEND STATISTICS 2004

Total of all recipients served 456,116
 Total of new volunteers 486
 Total volunteer hours 94,557

EMERGENCY FOOD DEPARTMENT

Total recipients served 426,343
 Total volunteer hours 28,568

CLOTHING CENTER

Total recipients served 12,020
 Total volunteer hours 31,391

CHRISTMAS PROGRAM

Total recipients served 4,528
 Total volunteer hours 5,862

MEDICAL CLINIC

Total recipients served 3,227
 Total volunteer hours 5,702

HOME VISITATION

Total visits 1,219
 Total volunteer hours 624

EDUCATION & TRAINING CENTER

Total recipients served 1,370
 Total volunteer hours 6,051

COMPUTER LAB

Total recipients served 1,303
 Total volunteer hours 2,584

SEWING PROGRAM

Total recipients served 770
 Total volunteer hours 2,848

DENTAL CLINIC

Total recipients served 609
 Total volunteer hours 970

EMPLOYMENT SERVICES

Total recipients served 389
 Total volunteer hours 194

JOB SKILLS TRAINING PROGRAM

Total participants in various depts. 89

Annual Report Committee

Writers: Maryann Cravotta, Gigi Gomez, Marianne Haver Hill, Anna Lisa Madison

Editors: Jenny Gutierrez, Marianne Haver Hill, Robert Mayers

Photographers: Paul Collins, Anne-Marie Gavotto, David Jimenez, Nancy Mayberry, Lilia Soller

Graphic Design: Eclipse Advertising

Printers: DiFatta Graphics

Mailing: Don & Irene Kershnik, Leonard & Kathy Rostant, Ed & Ann Zeigler

sharing is caring

MEND Advisory Board 2004

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MEND's Unique Characteristics

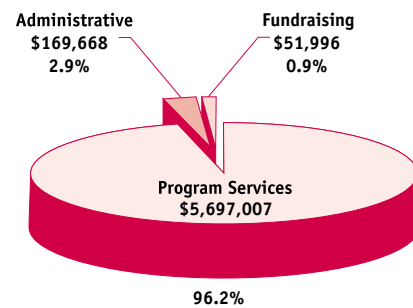
- Privately funded -- no government grants
- Fundraising done by volunteers
- All public relations work done by volunteers
- Low overhead costs (less than 5%)
- Seeks to develop self-reliance among recipients
- Staff is hired only when programs grow too big for volunteers to handle
- No items of clothing or furniture are sold -\$2 donations accepted, based on recipients' ability to pay

2004 MEND Staff

Marianne Haver Hill, MS	Executive Director
Jenny Gutierrez, MPH	Director of Programs & Services
Maryann Michelle Cravotta	Director of Operations
Marilyn Purbaugh	Bookkeeper
Cheryl Melendres	Receptionist
Desiree Allen	Executive Director Assistant
Regina Mirabella	Emergency Food Director
Amelida Garcia	Catering Manager
Joey Ruvalcava	Interim Warehouse Manager
Socorro Diaz Martinez	Intake Coordinator
Guadalupe Acosta	Clothing Department Manager
Erika Ibanez	Clothing Department Assistant
Gricelda Gonzalez	Interim Clothing Dept. Assistant
Nina Vaccaro, MPH	Medical Manager
Marleim Quezada	Dental Manager
Lilia Soller	Director of Education & Training
Mary Watanabe	Computer Lab Coordinator
Kenneth M. Doyle	Handyman

EXPENSES

For the year ending June 30, 2004

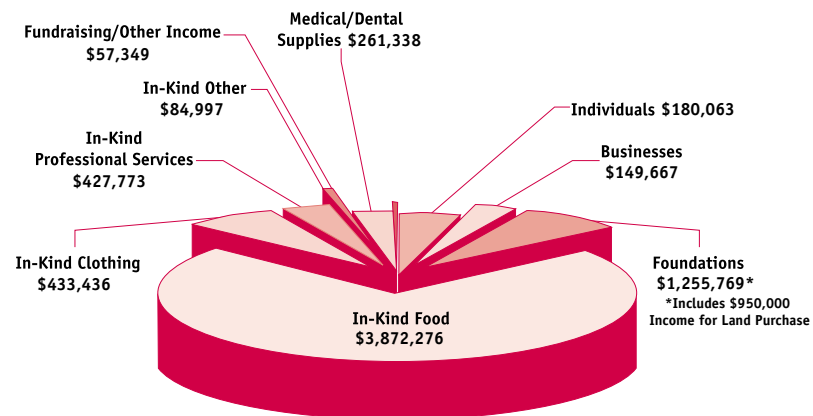


TOTAL EXPENSES \$5,918,691*

*Does Not Include \$1,000,000 Land Purchase

INCOME

For the year ending June 30, 2004



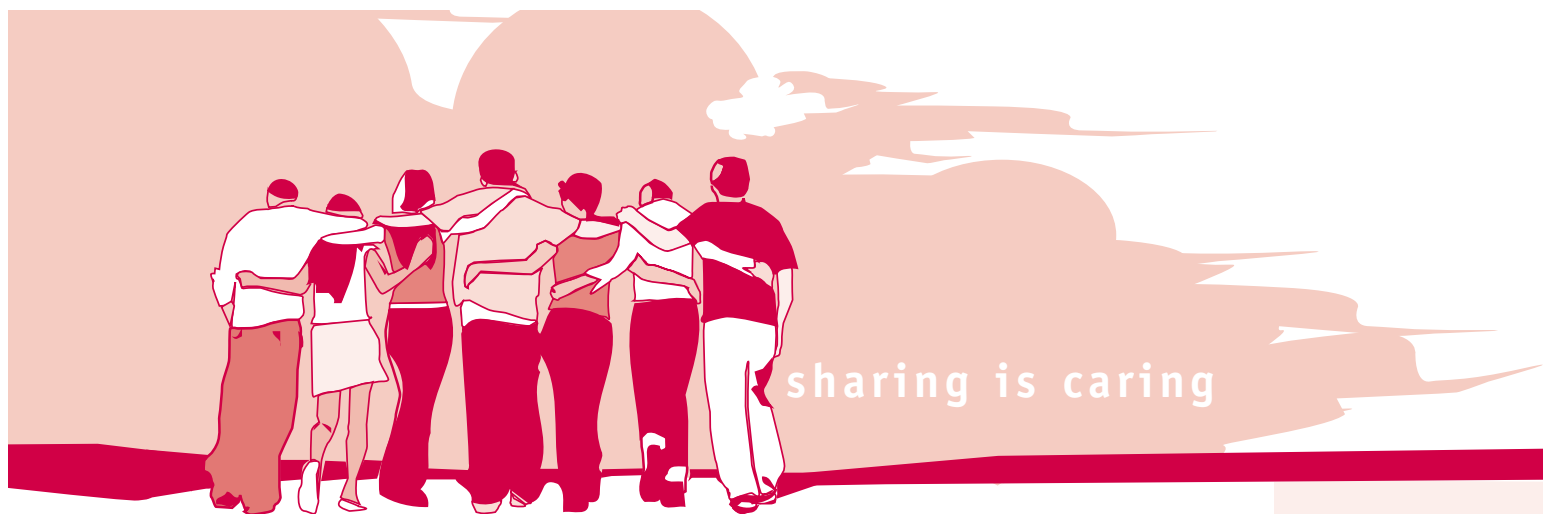
TOTAL INCOME \$6,722,668



sharing is caring
 MEND 2004 Annual Report



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 (818)-896-0246



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OUR MISSION as a volunteer-driven organization, is to provide services that meet the basic human needs of individuals who reside in the Northeast San Fernando Valley. These services are provided in a manner that safeguards the dignity of all recipients while promoting self reliance.

MEND'S PHILOSOPHY rests on the principles that (1) every person, created in the image of God, has innate human dignity and the right to be treated with respect; and (2) every person has the fundamental right to what is needed for a fully human life.

Dear Friends,

Sharing is caring is such a great description of the countless donors and volunteers who make the work of MEND possible day after day. Reading through this 2004 Annual Report you will soon see how much difference donations of time, money and goods are making for thousands of low-income MEND clients who are "living on the edge".

Sharing with those in poverty means having the capacity to expand and add services as the needs of our clients grow and change. After two years of searching, MEND purchased a piece of property as 2004 began – land that would allow MEND to finally add some much-needed space to accommodate programs that had long-since outgrown our present facility. **Donations** allowed us to pay off the \$1 million property by June.

We are pleased to once again be working with RE Lee Design and Construction who was our contractor for our 1996 capital project. Robert and his team have spent considerable time at MEND in recent months – **donating** more hours than we contracted for! -- watching program activities, traffic patterns, and building uses to come up with floor plans that are as efficient as possible and that will allow us to "**meet each need with dignity**" for both clients and volunteers who come to our center.

Concurrent with the design process, two teams of **caring** volunteers were **sharing** their professional skills to begin the capital campaign. A zoning expeditor was hired to complete various applications required by the City. Meetings with our elected officials were held to obtain their support, and they all have expressed great enthusiasm for our project.

In the midst of all this capital activity, our services to the poor continued, as you will see throughout this report. Sometimes, **sharing is caring** is evidenced when volunteers offer new services, such as the acupuncturist who came to MEND asking if she could assist our patients free of charge. Linda Miles started once a month, but so many patients signed up, that she is now providing acupuncture weekly!

"**Sharing is Caring**" was probably no better exemplified than by the amazing response of the community to the October 18 fire in MEND's Clothing Center that wiped out our entire inventory of goods for needy families. In subsequent weeks, thousands of bags of donated clothing and many financial contributions poured into MEND.

On behalf of all us in the MEND Community, thanks to all of you who demonstrate your caring by **sharing** so much!

Steve Brown
President
MEND Board of Directors

Marianne Haver Hill
Executive Director
MEND



Myron Levin teaches a MEND ESL class.



Dr. Robert Gasparian in the MEND Dental Clinic.



MEND Board Member & volunteer driver Paul Collins after his weekly trip to pick up food donations.



Car seat safety demonstration during Infant Layette Distribution event.



George Lopez at Celebrity Golf Series



Gabriella Gavotto



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Workforce Development Coordinator
Youth Policy Institute,
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Carolyn Rose, Nurse,
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- Fundraising Co-chair, Proposals**
Marge Terhar, Writer
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Los Angeles City Attorney
Housing Enforcement Advocate
- Robert Mayers
Retired, Co-owner
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- Ed Rose,
Retired, Lockheed

Ex Officio

- Executive Director**
Marianne Haver Hill
MEND
- Director of Programs & Services**
Jenny Gutierrez
MEND

Donating Time & Self

It's Monday and students are making their way upstairs to MEND's Learning Center for evening ESL classes. In the Level 2 classroom you find a quiet, intense man on a mission. Volunteer teacher Myron Levin is gearing up for another session with his students. The serious look on the face of this Robin Williams ringer says a lot about his commitment to MEND, the ESL program, and especially to his students.

Myron first heard about MEND when a grant program he was chairing through his work site received an application from the organization. With his children grown and away from home, Myron began thinking about doing volunteer work as a tutor. After looking at options, he decided to check on what opportunities were available at MEND. What he found was a great need for teachers for the evening ESL classes, especially in Level 1. He later moved to Level 2 (intermediate students). For the past year or so, he has also been offering to come in on Saturdays when he is available for students who want to spend additional time practicing their English skills. While a typical evening class has 12-14 students, his Saturday sessions are small with 1-4 students, allowing for more personalized instruction and practice.

Myron summarizes his volunteer work by saying "It's very uplifting...when one sees what our students do with the challenges they face with a limited education and low-paying jobs. Trying to help them and receiving their thanks is very rewarding to me."

Dr. Robert Gasparian Gives Those In Need Something to Smile About

Martha Ruiz nervously looks up at the dentist wondering if he will be able to relieve any of the pain her bad teeth have been causing her. Pain so bad that it bothers her night and day. Unable to afford dental care, Martha hasn't been to a dentist in many, many years, which heightens her nervousness. Robert Gasparian, DDS, smiles, picks up some tools and begins to work on those problem teeth in Martha's mouth.

Later on that afternoon, Martha is wearing a huge smile that she is no longer too embarrassed to hide. She is very grateful to Dr. Gasparian for easing her pain.

Martha is just one of many low-income patients Dr. Gasparian has been able to assist as a volunteer in MEND's Dental Clinic. Since August 2004, this dentist has donated four hours a month to help those who do not have insurance and cannot afford dental care.

Though Dr. Gasparian has a busy work schedule, he still finds MEND a worthy place to donate his time. "I wanted to help the less fortunate," he says. "It makes me feel better when they feel better. I like it when they leave the clinic with a smile."

In 1991, volunteer health professionals established a free Dental Clinic at MEND to assist low-income families who have no insurance and can not afford to pay for services rendered. Patients come to the MEND Dental clinic for extractions, hygiene, fillings, endodontic services, prophylaxis services, and oral hygiene education.

The Dental Clinic is looking for volunteer dentists to share 3-4 hours of their time once each month. If you can help make a huge difference in the lives of our patients, please call MEND at 818-896-0246, Ext. 372.

On the Road Again - For Donations!

Five days a week, MEND's crew of loyal volunteer drivers is on the road, picking up donated produce, staples and a variety of foodstuffs at stores and outlets. One daily route stops at five stores and the second visits seven stores. In addition, volunteers make weekly trips to a variety of food industry businesses.

The process actually begins in the back office of the MEND Food Department. Gina Mirabella, Foodbank Director, is often at her desk with a telephone in hand, checking the network of sources she has built up over the years for excess stock that can be used to feed the many families that depend on MEND for their daily bread.

Gina laughs at some of the more interesting donations she has received. She got a call asking if she was interested in a supply of garlic. She immediately accepted and then realized she had accepted nine pallets of garlic! She recalls the lasting aroma of garlic throughout the building.

One of the secrets to MEND's success with food donations is that Mirabella does not refuse anything. With the surplus bounty, MEND is able to support more than 45 smaller food pantries and San Fernando Valley charities every month. The high volume of food intake and distribution has made MEND the ninth largest foodbank in California!

The MEND Foodbank is always looking for volunteer drivers to take a 7:30 to 11 AM shift once each week on the regular routes or to pick up food donations at other times when regular drivers are not available. If you can help feed our hungry clients in this way, please call MEND at 818/896-0246, Ext 302.

Special Delivery: Donations for Newborns!

MEND's annual Infant Layette distribution on November 24 this past year included an extra generous bag of clothing and baby supplies, as well as a car seat for 125 pregnant and new moms. The project was a success in spite of a series of unfortunate events that postponed the distribution by more than a month. The October 18 fire in MEND's Clothing Distribution Center and the resulting smoke damage destroyed all the items that had been collected for many months to include in the layettes. In addition, a break-in to a MEND storage unit a week before the fire resulted in the theft of car seats intended for this project.

Thanks to the publicity about the fire and the appeals made on behalf of MEND, the clothing department received "mountains of items," and financial donations.

Lupe Acosta, Clothing Center Director, noted that MEND owes special thanks to the L.A. Mission College Family Development Network for donating car seats to replace the stolen ones. The Family Development Network staff also presented car seat safety workshops for the mothers-to-be on the day of the distribution. Lorena Galaviz of the Network said, "Our goal is to inform and educate. The greatest benefit of our workshop is that parents will know how to safely buckle in their children."

Clothing donations received throughout the year are sorted and new or gently used baby items are set aside for future use in the layettes. Some volunteers even knit baby blankets, sweaters, and booties just for this purpose.

George Lopez Shares Golf Winnings

Actor and comedian George Lopez has been a friend of MEND for years and has assisted with donations through the CARE Foundation which he and State Senator Richard Alarcon set up. But recently, George took another step to help MEND. In May, 2004, the actor was featured in a celebrity golf tournament on the Golf Channel, dueling with pro golfer Peter Jacobsen. **(cont.)**

George Lopez (cont.)

Each man named a charity that would receive the winnings from the tournament, and George mentioned MEND several times during the show. George was the victor, and a check for \$7500 was sent to our agency.

Mr. Lopez often sites the poverty he knew as a child growing up in the Northeast San Fernando Valley, and how he personally experienced hunger as well as cold because of a lack of adequate food and clothing in his home. We are grateful that he has now chosen to share with his community through his support of MEND!

Sharing is a Family Affair

Tim Gavotto, his wife Anne-Marie, and their five children started volunteering for MEND four years ago. The family is dedicated to serving others. They feel it's their job. Their oldest daughter, Gabriella, is no exception.

In seventh grade, Gabriella organized her own program called "Ten Thousand Cans". Gabriella wanted to donate one can of food to MEND for every blessing God has given her. She got her family, friends, friends' families, and her parents' business associates involved. She wrote letters, and she and her siblings went door-to-door collecting donations. Gabriella reached her goal and collected more than ten thousand cans of food.

Gabriella is now a tenth grader and still donates her time to help others. After MEND lost all their donated clothes in the October 2004 fire, she got the students in her school to donate enough clothing to fill the library! Gabriella also volunteers to serve meals to the homeless at a food kitchen, visit retirement homes, watch children at a preschool while parents go out, and she has gone to her brothers' school to talk about helping others.

In 2003, Gabriella had the winning ticket for MEND's annual raffle, which was a trip to a resort in Maui, Hawaii. She and her mother had a great time, and we can't think of anyone more deserving of a vacation like this!