

MEND

MENDING LIVES WITH HELP

MENDING LIVES WITH HOPE

MENDING LIVES WITH HEALING



OUR 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.

**2009
ANNUAL
REPORT**

MENDING LIVES WITH

'Help' is, of course, the very core of MEND's philosophy. This philosophy rests on the principles that every person has innate human dignity and deserves the right to be treated with respect and the right to what is needed for a fully human life. It is often the most simple thing that can make a person feel human ...something as simple as a hot shower.

The MEND shower program began operating in early 2008, opening only one day a week for four hours. However, because of the huge demand showers are now available two days a week for six

hours each day. Some days up to 40 people turn up for a shower. They are given toiletries, a towel, clean clothes, and a meal ticket for a generous hot lunch served at the MEND facility.



"About 30% of the clients who use the MEND Shower Program have jobs, but no places to

live," notes Aaron Flores, volunteer coordinator for this service. "Some have children who are staying in shelters or with a divorced spouse and these clients want to clean up before seeing their kids on the weekends."

Douglas is 36 and has been homeless for 18 months. A skilled roofer, he says the economy has dealt a cruel blow to his trade. He tries to pick up odd jobs and has been sleeping in his car for over a year.

"If it wasn't for MEND, I would be dirty, my clothes would be filthy, I would be using public restrooms to wash ...and I would be looking in the trash for food."

Douglas says he showers at MEND, gets a clean change of clothes, a warm meal, and a bag of groceries.

The shower program is, he says, a lifesaver.

Meanwhile he continues to look for work.

"I may be homeless. I may be sleeping in my car, but I am clean and I am not hungry and it is because of MEND that I have not hit rock bottom."

HELP

I may be sleeping in my car, but I am clean and I am not hungry and it is because of MEND that I have not hit rock bottom."



Douglas, a skilled roofer, is currently unemployed and homeless, and has to sleep in his car. He comes to MEND regularly for food, clothing and hot showers as he continues to look for work.

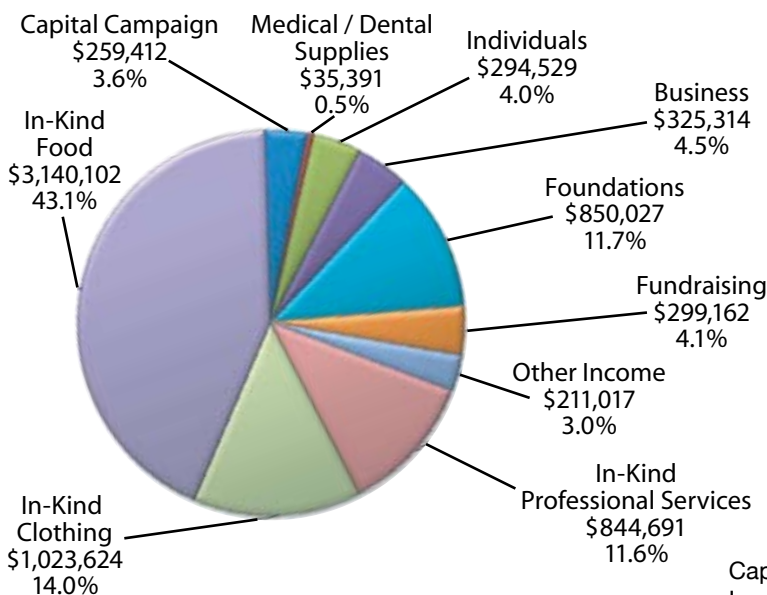
INCOME & EXPENSES

MEND's income comes primarily from 3 sources: foundations, businesses, and individuals. A committee of volunteer writers prepared over 100 proposals for foundation and business grants during the course of the year. Other volunteer committees organized several fundraising events including our beautiful **HOPE FOR TOMORROW** gala in April of 2009 and our fun and relaxed **POKER TO MEND POVERTY** evening in the fall.

The leadership of MEND sought to be strategic and proactive in its fundraising efforts by pursuing a couple of capacity-building grants that funded a major direct mail campaign to expand our donor base and that provided the salary for a Donor Manager to support the work of our volunteer fundraising committees.

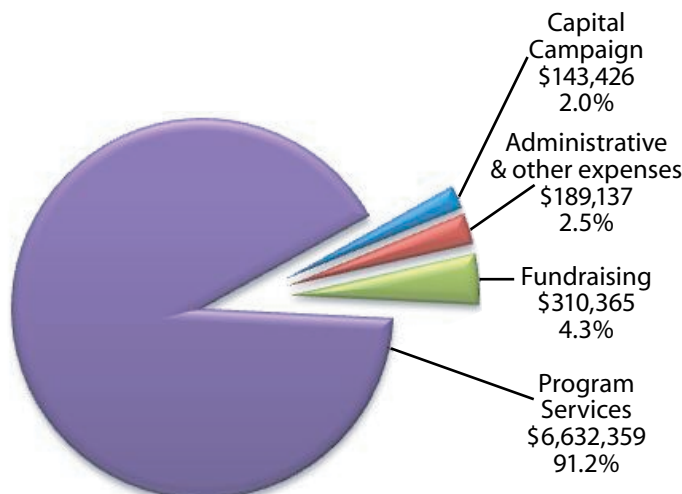
Income

for the year ending June 30, 2009



Expenses

for the year ending June 30, 2009



Capital Campaign
Income: \$259,412
Expenses: 143,426

Total Expenses: \$7,275,287
(Including Depreciation: \$297,918)
Total Income: 7,293,269

*Discontinued Operations (Treasure Trunk Thrift Store) Income: \$85,103 Expenses: \$164,259

MENDING LIVES WITH

Joyce De Leon is 23 years old and is studying dentistry at Loma Linda University. She says it was her volunteer work at MEND as a teenager that directly influenced her choice of career.

Joyce volunteered throughout high school, translating at MEND's dental clinic for people who didn't speak English. She says in many cases people were scared and in pain, but once the language barrier was down, they were put at ease. She says once she would translate the dental procedure to be done for the patient, it made a world of difference.



"Even though I was quite young, I was really impressed at how MEND provided direct service to the people that needed it most. I didn't know you could impact people so much by providing oral care and I loved the fact that I could help people in such a simple way."

"My experience at MEND has had direct impact on my decision to study dentistry and has inspired me to combine non-profit work with private practice."

"It also helped me realize that all health is holistic health. People came to MEND in pain or discomfort and when that was taken care of and they received good care and advice, then they could continue with their lives."

Joyce believes there are not enough Hispanics in dentistry that can provide services to minorities and people in need, and says it is a gap she can't wait to fill.

Despite her full schedule at Loma Linda's School of Dentistry, Joyce continues to volunteer at MEND whenever she is home from college.

HEALING

"Without MEND I would not have had the experience of gratitude that service brings. It's something that I will always have."



Joyce DeLeon, student at Loma Linda University School of Dentistry, decided to pursue her career because of the volunteer work she did in the MEND Dental Clinic as a teenager.

OVERALL MEND STATISTICS 2009

Total of all volunteers 3,762
 Total of new volunteers 1,785
 Board of Directors/Committee volunteer hours 5,157
 Total volunteer hours 155,070

Emergency Food Department
 Total encounters (MEND + Outreach) 191,481
 Total volunteer hours 29,423

Clothing Center
 Total encounters 49,404
 Total volunteer hours 40,867

Christmas Program
 Total encounters 5,066
 Total volunteer hours 7,446

Medical Clinic
 Total medical encounters 4,767
 Total vision encounters 484
 Total volunteer hours 8,455

Home Visiting
 Total encounters 1,681
 Total volunteer hours 1,368

Education & Training Center
 Total students 529
 Total volunteer hours 6,905

Computer Lab
 Total students 302
 Total volunteer hours 2,438

Sewing
 Total students 48
 Total volunteer hours 1,324

Dental Clinic
 Total encounters 2,763
 Total volunteer hours 13,206

Homeless Shower Program
 Total encounters 1,265
 Total volunteer hours 926

Job Skills Training Program
 Total participants 534

Office (Recipient/Administration/Volunteer Services)
 Total Volunteer hours 37,555



MEND's UNIQUE CHARACTERISTICS

- Privately funded - no government grants
- All PR (public relations) work done by volunteers
- Low overhead costs (less than 9%)
- Fundraising done by volunteers
- Seeks to develop self-reliance among recipients
- Staff is hired only when programs grow too big for volunteers to handle

No items of clothing are sold; \$3 donations will be accepted, based on recipients' ability to pay

MENDING LIVES WITH

Dr. Abraham Yazdi knows a lot about giving people hope. As an orthopedic surgeon, he gave people the critical care they needed and helped prepare them for recovery and the challenges ahead.

Abraham is retired now, but is still committed to assisting people in ways that can impact their lives. He donates time to MEND's computer program and helps people gain valuable computer skills. Something as simple as sending an email, accessing a website, or formatting a letter can, he says, transform people's lives and offer them hope.



He cites the case of an un-employed man who was given a non-functioning computer and began attending MEND's computer classes.

"We were able to get it up and running and taught him how to look for jobs and how to apply for them. More

HOPE

significantly, he is now applying for jobs that require basic computer skills."

Abraham says what limits people is really the lack of skills. "MEND helps people gain those skills, whether it's improving their English or learning to use the computer. Once they go beyond those barriers, they can move on."

Many, he adds, have a complete mental block about computers and are convinced they cannot

possibly learn, but after a few sessions in the MEND Computer Lab, they realize their fears were unfounded.

"People have realized that in order to function in today's society, they need to use a computer. But many are paralyzed with fear. Once we show them that it's just a keyboard and numbers ...and, most importantly, that it's something they can learn ...they are filled with hope."

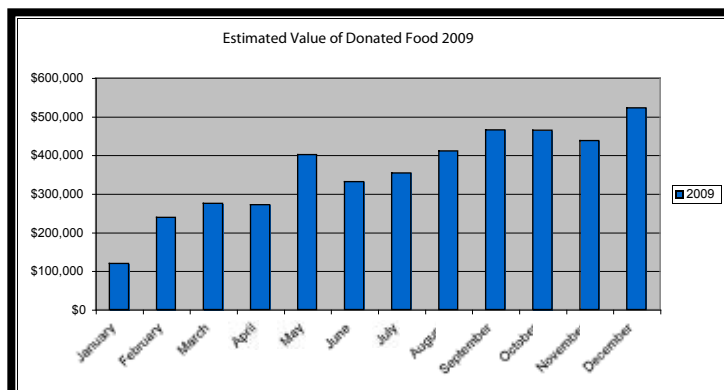
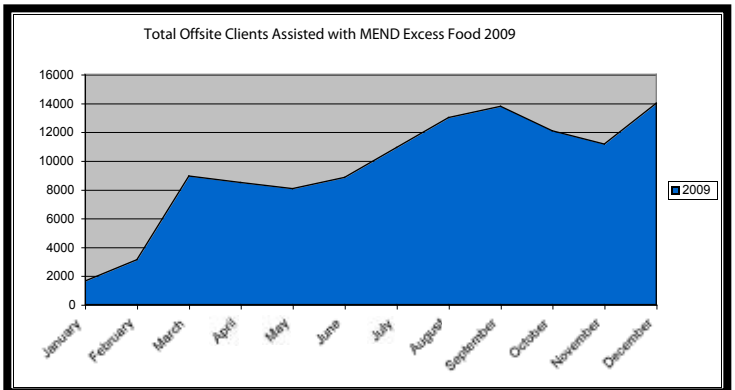
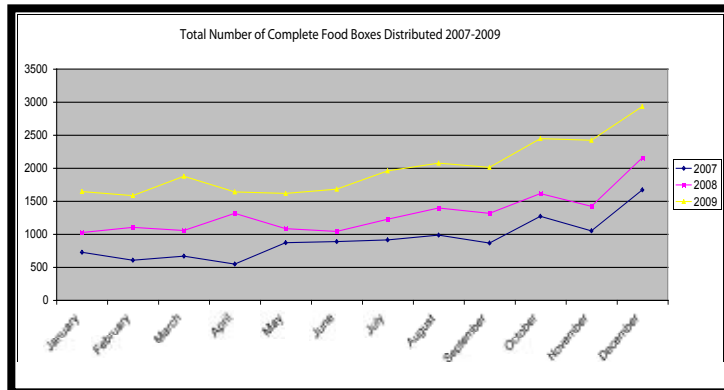
It is with that Hope that MEND served 302 students in our Computer Lab in 2009 — an increase of 75% over the previous year! Serving both children and adults the computer lab at MEND is giving HOPE!



Abraham Yazdi MD, is a retired orthopedic surgeon who volunteers as an instructor each Wednesday at the MEND Computer Lab teaching computer skills to Adult Job Seekers.

RECESSION'S IMPACT ON MEND FOOD BANK

The impact of the economic recession in 2009 was demonstrated most vividly in MEND's Emergency Foodbank. At the beginning of the year, we had staffing changes which resulted in the need to re-build relationships with food donors as well as with smaller charities for whom MEND has historically provided excess food. Fortunately, as requests for food dramatically increased, so did the number of donations and the volunteers we recruited. All thanks to the hard work of our staff and team of volunteers!





LETTER FROM THE LEADERSHIP OF MEND

MEND was on the front line of response during 2009 to thousands of Northeast Valley residents who were victims of the deepest economic recession since the Great Depression. Each business day, we opened our doors to long lines of people, many of whom were burdened by financial worries, but were also anxious about long-term unemployment, health issues, and more. Volunteers and staff reached out by giving dignity to these recipients in a variety of ways:

MENDING LIVES WITH HELP: a warm shower, a hot meal, and a change of clothing for the homeless; food boxes overflowing with fresh produce and other items for healthy eating; gently used clothing in an attractively arranged distribution “store” -- but with no price tags!

MENDING LIVES WITH HEALING: many added days of dental services, thanks to an influx of professional dental volunteers; case management in our medical clinic to help patients navigate the “healthcare maze” when they were referred elsewhere for specialty care; nutrition and dental hygiene education offered to food and clothing recipients in MEND’s lobby.

MENDING LIVES WITH HOPE: On-the-job training in every MEND department for scores of new volunteers who had become unemployed but decided to put their time off to good use; added adult computer classes; invited other agencies to come during MEND service hours to offer information about and registration for their services.

MEND employees were proactive in recruiting new volunteers, and as a result, the number of volunteer hours given in 2009 grew by 30% to 155,069 – the equivalent of 75 paid employees! We also met the challenge of increased applications by actively soliciting targeted new sources for food and clothing contributions as well as financial donations.

We are grateful to the many individuals and organizations who supported MEND through the giving of “time, talent, and treasure” to make our work possible. Together, we are “mending poverty” for our neighbors in need!

Jenny Gutierrez **Ronald Villafana** **Marianne Haver Hill**
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MEND Staff (First row from left) Maria Salmeron, Client Services Mgr; Deborah Navarro, Medical Ass't; Jenny Gutierrez, COO; Veronica Soto, Clothing Mgr; Amelida Garcia, Food Packing Mgr; Maggie Torres, Program Dir; Rita Jauregui, Medical Case Mgr; Emily Jue, Development Mgr; Denise Benitez, Dental Mgr; Lilia Soller, Education & Training Director
 (Second row from left) Guadalupe Martin, Volunteer Dir; Erick Lopez, Executive Ass't; Mary Watanabe, Computer Lab Coor; Luke Ippoliti, Food Asst. Dir; Claudia Cubillo, Edu. & Trng. Ass't; Richard Weinroth, Foodbank Dir; Marianne Haver Hill, CEO; Kenny Doyle, Maintenance; Sonia Centeno, Clothing Ass't. Mgr; Victor Estrada, Medical Mgr. Not pictured: Scott Mikels, Sr. Accountant; Estela Santana, Receptionist.

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Annual Report Committee 2009

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