

OVERALL MEND STATISTICS 2005

Total of all recipients served **456,773**
 Total of all volunteers **2,125**
 Total of new volunteers **777**
 Total volunteer hours **95,000**

EMERGENCY FOOD DEPARTMENT

Total recipients served **423,597**
 Total volunteer hours **32,168**

CLOTHING CENTER

Total recipients served **13,558**
 Total volunteer hours **32,890**

CHRISTMAS PROGRAM

Total recipients served **4,078**
 Total volunteer hours **5,981**

MEDICAL CLINIC

Total recipients served **3,477**
 Total volunteer hours **5,510**

HOME VISITING

Total visits **1,395**
 Total volunteer hours **956**

EDUCATION & TRAINING CENTER

Total recipients served **1,307**
 Total volunteer hours **4,428**

COMPUTER LAB

Total recipients served **1,000**
 Total volunteer hours **2,069**

SEWING PROGRAM

Total recipients served **517**
 Total volunteer hours **1,043**

DENTAL CLINIC

Total recipients served **901**
 Total volunteer hours **1,647**

EMPLOYMENT SERVICES

Total recipients served **119**
 Total volunteer hours **55**

JOB SKILLS TRAINING PROGRAM

Total participants in various depts. **92**

MEND ADVISORY BOARD 2005

Honorable Howard L. Berman
Congressman
Honorable Richard Alarcon
State Senator
Honorable Lloyd Levine
Assembly Member
Honorable Cindy Montanez
Assembly Member
Honorable Zev Yaroslavsky
Los Angeles County
Supervisor

Honorable Alex Padilla
Los Angeles City Council
President

Gisselle Acevedo-Franco
Community Activist

Adrianna Barrera, Ph.D.
President, Los Angeles
Mission College

Bud Brown
Public & Community
Relations, Hamer Toyota

Yvonne Chan, Ed.D.
Principal, Vaughn Next
Century Learning Center

Ramiro Estrada
Agent, Era Rocking Horse
Realty

William Frank, DDS
Alan Glassman, Ph.D.
Professor, California State
University, Northridge

Sophia Heller
Mayor's Office,
City of Los Angeles

Andres F. Irlando
Pacific Region Vice President,
Verizon

Jorge Jackson
Deputy Secretary, Business,
Transportation & Housing
Agency, State of California

Jason Katz
Public Affairs Director,
American Jewish Committee

Ann Martin
Anchorwoman, KCBS

Art Pfefferman
Senior Managing Director,
Coldwell Banker

William F. Powers, Jr., Esq.
Attorney at Law

Leila Procopio-Makuh
Principal Consultant,
LPM & Associates

Ed Rose
Retired, Lockheed, President,
MEND Board of Directors

Mary Nance Schellenbach
Community Volunteer

Peter Schellenbach, OD
Sr. Colleen Settles, Ph.D.
Regional Director,
Providence/St. Joseph
Medical Center

Kathy Van Tassell
Van Tassell Consulting, Inc.

Francisco Uribe
Director of External Affairs,
Verizon

Kevin Walsh
Creative Director, MODE

Keith Weaver
Vice President of Government
Affairs, Sony Pictures
Entertainment

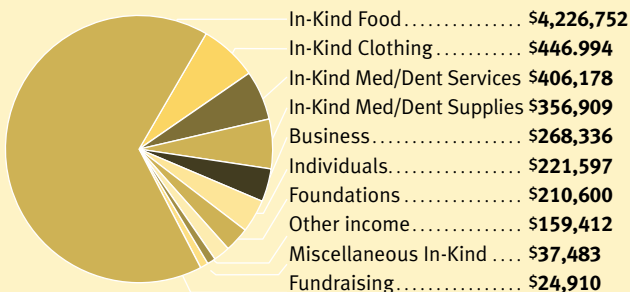
ANNUAL REPORT COMMITTEE

Writers: Desiree Allen, Jenny Gutierrez, Marianne Haver Hill, Jorge Jimenez
Editors: Jenny Gutierrez, Marianne Haver Hill, Robert Mayers
Photographers: David Jimenez, Jorge Jimenez, Lidia Castillo
Graphic Design: Department of Graphic Sciences
Printing: Miller Sherwood Printing Co.
Mailing: Don and Irene Kershishnik, Leonard and Kathy Rostant

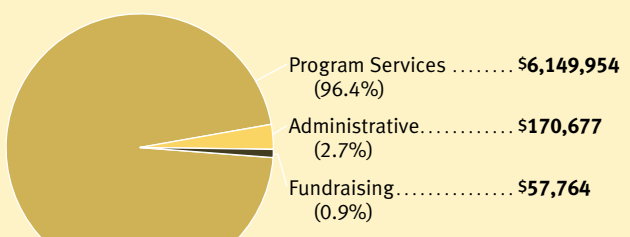
MEND'S UNIQUE CHARACTERISTICS

- 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 are sold; \$2 donations accepted, based on recipients' ability to pay

INCOME for the year ending June 30, 2005



EXPENSES for the year ending June 30, 2005



CAPITAL CAMPAIGN REVENUE **\$2,734,105**

CAPITAL CAMPAIGN EXPENSE **\$60,041**

SPECIAL THANKS TO FOUNDATIONS, BUSINESSES AND COMMUNITY ORGANIZATIONS THAT DONATED \$1000 OR MORE IN 2005!

CURRENT PROGRAM SUPPORT		CAPITAL CAMPAIGN DONORS		
The Arroe Associates Charitable Foundation	Fanny & Svante Knistrom Foundation	AECOM Tech. Corp.	Edison International	MWH Development Corporation
Adamma Foundation	Los Angeles Times Family Fund	DMJKM+Harris	The Eisner Foundation	The MWW Group
Alcoa Foundation	Lee & Associates	The Ahmanson Foundation	Farmers Insurance Group	Pacific Holding Company
Auer Family Foundation	The B.C. McCabe Foundation	Air Transport Association of America	United Firefighters of Los Angeles	Pacific Pork Products & Hungry Hogs Sausage, Co.
Bank of America	McMaster-Carr Supply Co.	The Alaris Group, LLC	Fox Television, Div. of News America, Inc.	The Ralph M. Parsons Foundation
St. Bernardine of Siena Church	Medtronics Foundation	Ameriquest Mortgage Co.	The Gas Company	Pfaffinger Foundation
Blue Shield of California	Mom's Club of Calabasas	Anheuser-Busch, Inc.	Goldrich & Kest	Platinum Advisors, LLC
The Boeing Company/Canoga Park	The Mylor Financial Group	BMS Communications, Inc.	Hewlett Packard Company	Playa Capital Company, LLC
Fritz Burns Foundation	Norhel Family Foundation	Boeckman Charitable Foundation/ Galpin Motors, Inc.	KABC-7	R. E. Lee Design and Construction
The California Wellness Foundation	Norris Foundation	The Boeing Company, Canoga Park	Kaiser Permanente	SBC
Citigroup Foundation	Peter Norton Family Foundation	BP America, Inc.	KB Homes	Shapell Industries, Inc.
Computer Associates	Pacific Capital Bank	Eli & Edythe Broad Foundation	Los Angeles Arena	Spiegel Development, Inc.
D&G Escrow Corp.	George Lopez Pebble Bch. Natl.Pro-AM	California Home Builders	Los Angeles Police Protection League	Spirit Cruises & Yacht Parties
The Dental Foundation of California	Pierre Fauchard Academy Foundation	Cascades Park Properties, LLC	Laborers' Int'l. Union of North America	Strategic Real Estate Services, Inc.
Disney Worldwide Services, Inc.	Prudential Financial Corp.	Casden Glendon LCC	Levin Financial Group, Inc.	Super Shuttle International
Carrie Estelle Doheny Foundation	QueensCare	Ch2MHill, Inc.	Majestic Realty Foundation	Univision Television Group, Inc.
St. Euphrasia School	The Rite Aid Foundation	Chadwick, Saylor & Co., Inc.	Management Employees Association	Vivendi Universal Entertainment LLLP
Ella Fitzgerald Charitable Foundation	Roth Family Foundation	Chrysalis Center	Mayer, Brown, Rowe & Maw, LLP	Washington Mutual Group Corp.
Forest Lawn Foundation	SBC Foundation	CityHome Managers, LLC	Mercury Air Group, Inc.	Wasserman Foundation
Lawrence P. Frank Foundation	Special Service for Groups	Comstock, Cresser & Associates	MGM and UA Services Co.	Weil Family Foundation
Friends America, Fiesta Nutritional Products	Spectrolab, Inc.(a Boeing Co.)	Disney Worldwide Outreach	Montage Development, Inc.	Wells Fargo Bank
The Arthur Gallagher Foundation	Sunair Children's Foundation	Dodger Dream Foundation, Inc.	Dan Murphy Foundation	Supervisor Zev Yaroslavsky
Golden Properties	Universal Studios, Discover a Star Foundation	Wells Fargo Bank		The Zenith Insurance Company
The Golf Channel	J.B. & Emily Van Nuys Charities	Tiger Woods Foundation, Inc.		
Law Offices of Afsaneh H. Grob	Vaughn Next Century Learning Center			
Lee Hamer Memorial Charities	Wal-Mart Foundation			
Peter Higgins & Associates	Warner Bros. Entertainment			
IBM	Wasserman Foundation			
Kaiser Permanente	Wells Fargo Bank			
Keane Foundation				
KLM Foundation				



2005 ANNUAL REPORT

THE MANY FACES OF MEND



MISSION & PHILOSOPHY

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.

Our 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.

2005 IN REVIEW FEBRUARY "It's Not Going My Way" play and silent auction • Sewing Training Program Graduation Ceremony

MARCH Volunteer Recognition Party • Council President Padilla's Party for MEND Capital Campaign • Family Club Easter Egg Hunt at Ritchie Valens Park • Medical Clinic distributes patient incentives and appropriate food to diabetic patients on a quarterly basis • Medical Clinic begins weekly diabetic health education

APRIL Board-Staff Retreat • Dress-Up Clothes Event for MEND teens • Family Club participates in Cesar Chavez March for Justice

MAY Letter Carriers' Food Drive benefiting MEND • UCLA School of Dentistry Dental Fair at MEND • Family Club trip to Universal Studios • "Mujeres de Hoy" (Today's Women) workshop on Immigration issues

JUNE Groundbreaking Ceremony for new building • English classes culmination ceremony • New MEND/Access to Care Diabetic Clinic • Clothing Center school uniform and undergarment voucher distribution

JULY Clothing department Car seat and baby layette distribution • Family Club visits Our Lady of Angels Cathedral

• "Mujeres de Hoy" Arts & Crafts workshop • Computer Lab field trip to the Disney Music Hall

AUGUST Mervyn's Childsprees involving MEND Kids • Teeth to Toes event for local third graders • Family Club Mural Project at Van Nuys Underpass to I-5 Fwy

SEPTEMBER "Mujeres de Hoy" Arts & Crafts workshop • Computer Lab Video/TV workshop

OCTOBER Food Dept hosts Restaurant Association • "Art of Imagination" magic show fund raiser • Staff Retreat • Christmas client registration • Childhood Lead Poisoning Prevention Program Outreach during MEND Clinics • "Mujeres de Hoy" workshop on Domestic Violence • Computer Lab Presents "Legends of Los Angeles" performance • Computer Lab trip to "Festival of Readers" at Mission College

NOVEMBER Christmas Home Visiting Super Saturdays • English classes culmination ceremony • Volunteer-Staff Thanksgiving Potluck • Thanksgiving Day dinner at San Fernando Elks Lodge • Family Club trip to Las Vegas

DECEMBER Christmas Basket preparation and distribution • Clothing Center school uniform distribution • Family Club participates in Pacoima Christmas Parade

• Computer lab children invited to a Christmas Party sponsored by St. Michael's Church and All Angels Episcopal Church



Dear Friends,

At its core, MEND is all about “people helping people”. And so, it is significant that this year’s annual report theme is “The Faces of MEND”. In 2005, we were encouraged to see literally thousands of individuals and groups – MEND faces! – who gave of their time, talents and resources to make a difference for our neighbors who are living “on the edge” financially and socially. We have also seen the faces of those who have come to MEND for help...sometimes worn out and sad, sometimes angry about their life circumstances, and very often, relieved and grateful for the services that we have been able to provide.

We have highlighted four volunteers and some of the clients they have assisted as “snapshots” of the many others who work in such varied capacities, but it is hard to summarize all that they do. When we introduce new friends to MEND, we tell them that we can find a volunteer job to fit almost anyone’s skills and availability!

It is our desire that the MEND Center be a welcoming place to all who come here, both clients and volunteers. To that end, we are very excited about the progress on our additional facility! Groundbreaking was in June, 2005, and construction on the 40,000 square foot structure began in September. Targeted for completion in late 2006, the new site will house our emergency food and clothing distribution programs, our health clinics, a new homeless shower program, an assembly hall, and offices. The present building will provide increased space for our education and training programs, including a much larger computer lab. We also plan to re-open our furniture distribution program here, along with a new childcare center to be managed by a partner agency.

As of the end of 2005, MEND volunteers had raised \$5.2 million toward an overall goal of \$8.1 million that includes the land purchase, architectural plans, contingency, and construction. We have much to accomplish to finish this campaign in 2006, and we look forward to your support and participation!

Ed Rose
Co-Founder and President
MEND Board of Directors

Marianne Haver Hill
Executive Director
MEND



- 2005–2006 MEND BOARD OF DIRECTORS**
PRESIDENT
Ed Rose, Lockheed, Retired
1st VICE PRESIDENT
Jeffrey S. Klein, 101 Communications, LLC, President/CEO
2nd VICE PRESIDENT
Paul Collins, Collins Insurance Services, Owner
TREASURER
Luzmaria G. Nelson, Indy Mac Bank, Branch Manager
SECRETARY
Gigi Gomez, Kaiser Permanente, Administrative Assistant
PAST PRESIDENT
Steve Brown, Da-Sha Management Co., Owner

- STANDING COMMITTEE CHAIRPERSONS**
CAPITAL CAMPAIGN CO-CHAIR
Kat Connolly, Connolly Consulting, President, Political Consultant
CAPITAL CAMPAIGN CO-CHAIR
Jeffrey S. Klein, 101 Communications, LLC, President/CEO

- PUBLIC RELATIONS CHAIR**
Michelle Chavez, Prudential Financial, Community Resources
FUNDRAISING CO-CHAIR, EVENTS
Anne Van Gieson, Office Manager/Community Volunteer

- FUNDRAISING CO-CHAIR, EVENTS**
Letty Siegel, Community Volunteer
FUNDRAISING CO-CHAIR, PROPOSALS
Marge Terhar, Writer

- VOLUNTEER DEVELOPMENT CHAIR**
Susan Ng, Kaiser Permanente, Community and Government Relations Manager

- MANAGEMENT, BUDGET, PLANNING CHAIR**
Paul Collins, Collins Insurance Services, Owner

- MEMBERS-AT-LARGE**
 Bill Berg, US Growers Cold Storage, Retired, General Manager
 Richard Boehmer, O’Melveny and Myers, Attorney
 Richard Bush, IBM, Manager, Retired
 Dianne Ewing, Stone, Harris & Stone, Vice President
 Ken Greenberg, Edge Communications, Inc., President
 Richard Mariás, DMD, Dentist
 Robert Mayers, ESE Corporation, Retired, Co-owner
 Carolyn Rose, Kaiser Hospital Foundation, Nurse
 Gary Tanouye, MD, Physician
 Sharon Ulmer, RN, Providence St. Joseph’s Medical Center
 Laurie Walton, CSUN, Manager, Professional Development Programs

- EX OFFICIO**
 Marianne Haver Hill, MEND, Executive Director
 Jenny Gutierrez, MEND, Director of Programs and Services
 Jorge Jimenez, MEND, Director of Finance and Facilities

- MEND STAFF 2005** (Left to right)
Front: Marleim Quezada, Dental Clinic Mgr; Nina Vaccaro, Medical Clinic Mgr. **Middle:** Jenny Gutierrez, Program Dir.; Cora Martinez, Food Intake Mgr; Jasmine Santamaria, Clothing Ass’t Mgr; Lilia Soller, Education and Training Dir.; Amelida Garcia, Emergency Food Packing Coor. **Back:** Kenny Doyle, Handyman; Marianne Haver Hill, Exec. Dir.; Jorge Jimenez, Dir of Finance; Cheryl Melendrez, Receptionist; Gricelda Gonzalez, Clothing Center Mgr; Lupe Acosta, Volunteer Dir; Rob Baskerville, Food Partner Relations/ Warehouse Mgr **Not Pictured:** Gina Mirabella, Foodbank Director; Mary Watanabe, Computer Lab Coor; Kimloan Le, Bookkeeper; Desiree Allen, Administrative Intern

THAT’S WHAT FRIENDS ARE FOR!

Lidia Castillo serves as an evening volunteer instructor in the MEND Computer Lab. There, she was first introduced to a 14-year-old boy named Cesar. He took her class while his mother participated in MEND’s English as a Second Language classes.

Once Cesar began his Computer Lab instruction, he quickly became one of Lidia’s best students and a great helper. “I really like Lidia a lot, because of how she treats me,” Cesar says. “I also like to help with whatever she asks me to do in the Lab.”

Cesar also got involved with the MEND Family Club in which Lidia has been an active volunteer. “The Club is most productive in bringing MEND ESL students and community members together to work on projects and events,” Lidia explained. “They help each other out and in so doing, become like extended family.”

Through their shared MEND experiences, Lidia and Cesar became good friends. She began helping Cesar in other areas like his reading and schoolwork.

“When I get good grades, Lidia takes me to a nice restaurant,” states Cesar. She responds: “I pretend he’s one of my grandkids. All my children are grown and live in Texas.” Lidia has even been attending Cesar’s catechism classes with him and in April, 2006, will officially become his godmother.

Both volunteer and student feel greatly rewarded through their MEND activities and friendships. “I feel so fortunate. I feel enriched by all the people who have come into my life as a result of MEND,” Lidia says with a smile.



HOME VISITOR PROVIDES LIFELINE TO HOMEBOUND FAMILIES

As Anna Delia stares over at the brand new stove in her family’s converted garage she begins to cry. “The stove is really pretty,” says Teresa, Anna Delia’s 18-year-old daughter, to a visitor who stopped in.

Anna Delia’s family received the stove as part of the annual Christmas adoption program sponsored by MEND.

More than two years ago, Anna Delia, who is disabled due to a heart condition, diabetes, and a bout with cancer, heard about MEND through a friend. Struggling to meet the needs of her family, she signed up to be home visited by a MEND volunteer who would conduct a needs assessment. Anna Delia’s three children, ages 10 to 20, includes a daughter in a wheelchair who was disabled at birth.

Through these home visits, she met David Jimenez who at that time, had recently retired and had started to volunteer with MEND. In addition to his home visits, David delivers food twice a month to families like Anna Delia’s who are unable to get to the MEND Center.

“David always comes over in a nice mood. I am thankful for everything he’s done,” Anna Delia said.

David’s wife belongs to an organization called Comision Femenil that adopted Anna Delia’s family for the holidays. They brought a space heater, new toys, clothing, a brand new stove, and food items as well.

“The family was so overwhelmed and ecstatic,” David said.

“I get a wonderful feeling from volunteering. It gives me great satisfaction. If the clients feel like talking I stay longer and chit chat. Some of them don’t get out much.”

VOLUNTEERING HAS A LANGUAGE OF ITS OWN

Bill Berg was a general manager of a large cold storage warehouse responsible for distributing food to retailers throughout Los Angeles. Some food would go to waste before it could be given out, so Bill arranged to make donations of excess inventory to charities. Although he wasn’t too familiar with MEND when he started this process, he decided to donate to MEND’s Foodbank.

“From all I heard and later saw, I was impressed by MEND’s operation. This organization is doing a tremendous job for the community,” said Bill. When Bill retired, he decided to volunteer for MEND in the Emergency Food Department. A year and a half later, he works at the food distribution window three times a week and also serves on the Board of Directors. “I get more out of it than the clients. I always enjoy talking to the people.”

Jenny is one of those recipients. Though she speaks very little English, “Jenny consistently responds with such gratitude for whatever I can provide for her family,” commented Bill.

A mother of three, Jenny has been coming to MEND since May, 2005 for food and clothing, usually bringing her children with her. “Bill has always been very nice to me and the services he and the MEND workers provide are excellent,” Jenny stated through a translator.

Though Bill and Jenny cannot share many words, they do share many smiles, which makes it all worthwhile to the Foodbank volunteer.

“At first I was scared to retire, but I now have plenty to do. I would like to continue volunteering as long as I can,” Bill said.



PHYSICIAN GIVES RESPECTFUL CARE TO MEND PATIENTS

Some believe that it is their duty to volunteer and help those who are less fortunate. Gary Tanouye is one of those people. For the last ten years he has served as a volunteer physician in MEND’s Medical Clinic, and for the last several years, as volunteer Medical Director. He does everything from signing off on paperwork, ensuring the clinic is up to par, and seeing patients. Dr. Tanouye is also a MEND board member.

“I enjoy it. I find it very satisfying,” he said. “As healthcare providers we are fortunate. It is a privilege to do what we do and volunteering should be part of that.”

Dr. Tanouye believes that because the clients are uninsured and low income, they especially appreciate being able to get medical help.

One of those patients is Maria who has been coming to the MEND Medical Clinic for two years. She always sees Dr. Tanouye when she has an appointment.

“More than anything else, I come because I feel comfortable. I like the way he (Dr. Tanouye) treats me and that’s why I come back,” stated Maria.

One of the ways he helps to make Maria at ease is by speaking some Spanish to her, which she likes. Dr. Tanouye believes that, out of respect, he should do his best to communicate with his patients.

“If they see me stumbling through Spanish the way they stumble through English, it creates a common bond,” Dr. Tanouye said with a smile.

When necessary, Dr. Tanouye will work through an interpreter to ensure accurate and quality care.

Dr. Tanouye summarized his approach by saying, “The patients need to feel like they have my full attention. Because of socioeconomic stigmas, society doesn’t always listen. Hopefully through our work at MEND, we show that we listen and respect them.”