

2012 Governor's Volunteering and Service Award  
California's Nonprofit of the Year

*Presented to*

MEND: Meet Each Need with Dignity



# M E N D A N N U A L R E P O R T 2 0 1 2

## 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.



[www.mendpoverty.org](http://www.mendpoverty.org)

MEND engaged more than 4000 volunteers in 2012 in both service delivery and “behind the scenes” roles and tasks, keeping our overhead costs at less than 6%, and giving volunteers the opportunity to make a difference for those living in poverty. Whether it is volunteering once a year, once a month, once a week or more, and whether someone is a corporate executive or professional, recently unemployed, a student, or a retiree, MEND has a volunteer job for almost anyone.



To MEND clients, **Larry Kurzweil** is just another of the many wonderful volunteers at MEND, dressed in T-shirt and jeans, dishing up meals, helping with activities and joining the clean-up crew during Universal Studios Hollywood's annual Christmas in Spring event. But at the Studios' theme park, Larry is president and chief operating officer. He is a firm believer not only in giving of himself, but also in steering his company to give.

Larry encourages his employees to reach out to the less fortunate, and leads by example. He finds great rewards in volunteering for Universal's Discover A Star Foundation, stepping in wherever there's a need. *“There is nothing more rewarding than seeing the smiling faces of the people we can help out.”*

He is also a big fan of MEND, particularly for its focus on dignity. *“MEND is a wonderful cause,”* he says. *“It's the largest of its kind in the Valley and I applaud the work they do. These types of efforts, once they're in your head and heart, the feeling doesn't go away. You want to be part it.”*



Two days a week, after her three children are off to school, **Geni Cobb** heads to MEND, where she volunteers at the front desk and helps survey clients to determine their needs. She is part of an outstanding volunteer force that earned MEND honors as California's Nonprofit of the Year for 2012. Geni came to MEND after being laid off from her job as a school counselor. Rather than “spending my day sobbing”, she picked herself up and looked for a way she could make a difference. She found MEND online and applied as a volunteer.

Geni grew up living in poverty and understands the needs of MEND clients. She has a particular soft spot for the homeless, and she uses her professional training to talk with individuals and understand their situations and their needs. *“It really opened my eyes,”* she said. *“Now when I see homeless people, I see them as individuals with needs. And I feel good because I can help.”*

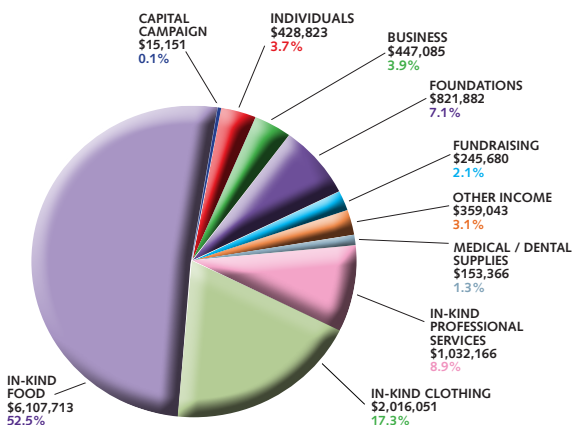


Behind many smiles across the Valley is a force of professional dental volunteers nearly 150 strong. This team works out of the MEND Dental Clinic, serving up to 450 low-income, uninsured clients monthly.

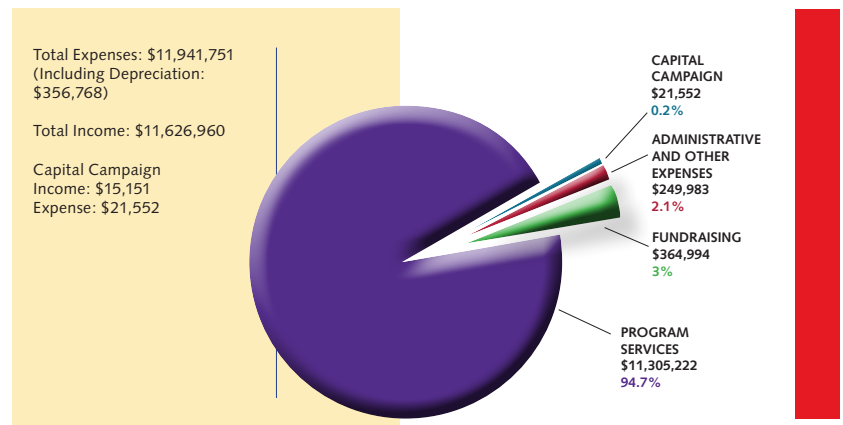
Among the volunteer dental hygienists are **Mizuho Sato, Jennifer Kuo and Linda Berger**. These dental hygiene students came to the MEND Dental Clinic each Friday as part of their training program at West Los Angeles College to provide dental cleanings, polishing, and oral hygiene education. The West LA students worked with MEND employees to develop an innovative dental hygiene program that is able to measure patients' progress, with the goal of ensuring positive health outcomes in the long term.

Although it's been many months since they graduated, Mizuho, Jennifer and Linda still volunteer weekly in the clinic. Jennifer summarizes the feelings of the group when she says, *“This outreach program at MEND gave me so much and helped me pass the board exam. I wanted to continue to give back to MEND even after I graduated because my experience here helped me get through such a great program.”*

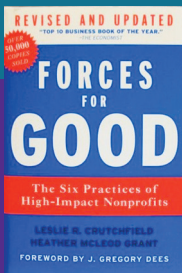
#### INCOME (For the year ending June 30, 2012)



#### EXPENSES (For the year ending June 30, 2012)



For more detailed financial information, please visit MEND's website: <http://mendpoverty.org/wordpress/wp-content/uploads/2013/01/Final-2012-Audit.pdf>



## 2012 Leadership Letter

MEND's leadership role among nonprofits was recognized in 2012 with several significant honors. First, our agency was prominently profiled in the newest edition of *Forces for Good: The Six Best Practices of High-Impact Nonprofits*. Then MEND was named California's Nonprofit of the Year by the Governor's Office. Also honored in 2012 was MEND co-founder, Ed Rose, who received the Jacqueline Kennedy Onassis Award for Public Service as part of the Jefferson Awards at a national event in Washington, DC.

These public honors all underscore what our supporters have always known: MEND is dedicated to engaging as many volunteers in the community as possible to improve the lives of our neighbors in need.

During the Great Recession, MEND's business model of a volunteer workforce supported by paid employees allowed us to expand and strengthen our programs to meet skyrocketing demand. In every department, we developed new and existing collaborations with universities and colleges, businesses, government and nonprofit agencies, which provided volunteers with skills specific to the needs of each of our services. The quality of our programs was strengthened in ways beyond what we could have initially imagined.

Another important milestone this year was the restructuring of MEND's governance by creating two boards. Our **Governing Board** is engaged in setting strategic direction for MEND as well as expanding our fundraising. Our **Program Board** is focused on guiding our strategic planning for and evaluation of programs. Each board has brought to MEND a wealth of new resources and knowledge that will advance our organization.

With this Annual Report, we invite you to celebrate with MEND an exciting year in our agency's history, and to join us in moving forward in our commitment to mending poverty.



Pictured from left:

**Jenny Gutierrez, MPH,**  
*Chief Operating Officer*

**Susan Blumenfield, DSW**  
*Chair, MEND Governing Board*

**Maritza Recinos, MPA**  
*Chair, MEND Program Board*

**Marianne Haver Hill, MS**  
*President and CEO*

## 2012 MEND PROGRAM STATISTICS

**Total of all volunteers (unduplicated) 4,458**  
**Total of new volunteers 3,542**  
**Total volunteer hours 167,982**

**Emergency Food Department 249,859**  
**Total volunteer hours 43,865**

**Clothing Center**  
**Total encounters (MEND + Outreach) 163,380**  
**Total volunteer hours 32,345**

**Christmas Program**  
**Total encounters 5,965**  
**Total volunteer hours 9,342**

**Medical Clinic**  
**Total encounters 6,218**  
**Total vision encounters 945**  
**Total volunteer hours 12,408**

**Dental Clinic**  
**Total encounters 4,553**  
**Total volunteer hours 14,242**

**Home Visiting**  
**Total encounters 1,447**  
**Total volunteer hours 229**

**Education & Training Center**  
**Total students 567**  
**Total volunteer hours 10,157**

**Computer Lab**  
**Total students 291**  
**Total volunteer hours 4,225**

**Youth Services**  
**Total students 80**  
**Total volunteer hours 2,901**

**Sewing**  
**Total students 67**  
**Total volunteer hours 1,012**

**Homeless Showers**  
**Total encounters 1,295**  
**Total volunteer hours 601**

**Job Skills Training Program**  
**Total participants 251**

**Office (Recipient/Administration/Volunteer Services)**  
**Total Volunteer hours 32,443**

**Board of Directors/Committee**  
**Total volunteer hours 4,212**

## WITH THANKS TO OUR 2012 PARTNERS IN MENDING POVERTY

### MENDING POVERTY GIFTS \$100,000+

The Ahmanson Foundation  
The Angell Foundation  
Bank of America  
The California Wellness Foundation  
The Eisner Foundation  
Dan Murphy Foundation  
The Ralph M. Parsons Foundation

### GIFTS OF STRENGTH \$50,000-\$99,999

Carrie Estelle Doherty Foundation  
Universal Studios Hollywood's  
Discover a Star Foundation  
Verizon  
Walmart

### EMPOWERING GIFTS \$25,000-\$49,999

Blue Shield of California  
The Carl & Roberta Deutsch Foundation  
The Louis W. and Gladycy L. Foster Family Foundation  
Kaiser Permanente  
Dale & Mary Landroth  
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Queenscare  
Ralphs/Food 4 Less Foundation  
Michael & Irene Ross Endowment Fund of the Jewish Community Foundation of Los Angeles  
The May and Stanley Smith Charitable Trust  
Wells Fargo Foundation on behalf of Wells Fargo

### ENABLING GIFTS \$5000-\$24,999

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The John W. Carson Foundation  
Community Foundation for Southeast Michigan  
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Max Factor Family Foundation  
The Lawrence P. Frank Foundation  
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Peter & Gretchen Haight  
Health Net of California  
Marianne & Randy Hill  
The Karl Kirchgessner Foundation  
Robert Kraemer  
Los Angeles Regional Foodbank/  
Fineshriber Family Foundation  
Macy's  
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MAXIMUS Foundation  
The Medtronic Foundation  
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St. Michael and All Angels Church  
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Sunair Children's Foundation  
University of the Pacific  
Warner Bros. Entertainment Inc.  
Weingart Foundation  
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 Maggie Torres

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 MEND Volunteers

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 Jenny Gutierrez , COO  
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 Tarry Kang, Development Manager  
 Dariel Miller, PR Specialist  
 Charlette Brown, Exec. Assistant  
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 Maria Jimenez, Assoc. Program Director  
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