

Looking back on our 39 years. As we look back on almost four decades of giving, healing and mending, we honor MEND's humble beginnings, celebrate how far we've come, and prepare for challenging days ahead as more and more people face the difficult financial situations that can lead to poverty. **THE 2010 MEND ANNUAL REPORT**



MEND beginnings June 1971



MEND January 2011

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.

VISION:

ALL MEMBERS OF OUR COMMUNITY LIVING IN POVERTY ATTAIN SELF-RELIANCE AND CONTRIBUTE TO SOCIETY AS CARING HUMAN BEINGS.



2010 LEADERSHIP LETTER

MEND began in the garages of our founders in 1971 – making 2010 our 40th year of MENDING Poverty. A group of compassionate people led by Ed and Carolyn Rose and others began collecting food, clothing, and household items, stored these in their garages, visited low-income families when referrals came in from local agencies and churches, and then delivered the items needed based on the assessments done during those visits. Eventually, MEND obtained office space, purchased our Center on Van Nuys Boulevard in Pacoima, and later, built our second facility on San Fernando Road, also in Pacoima.

Through all these years, three themes have been the driving force behind how MEND operates:

- responding to our recipients and delivering our services in ways that maintain the dignity of all who come
- being “volunteer-powered” in every program and in our fundraising and public relations activities
- maintaining low-overhead, so that the major portion of MEND’s revenues go directly to those who are in need

Giving dignity is evidenced in a variety of ways: the care with which volunteers sort donated clothing to ensure that only clean items in good repair are on display for client selection; the abundance of fresh produce and non-perishable food items that are attractively packed into boxes for distribution; the home visits that continue to be conducted by volunteers as a way to personalize MEND services and provide clients with additional referrals; and numerous examples of the ways MEND offers holistic healthcare, education, and training.

In 2010, a total of 3237 volunteers gave 155,672 hours of service. These volunteers came from all demographic groups from healthcare professionals to clients who wanted to give back for the services they have received; high school students to senior citizens; job trainees to business owners, and every ethnic group is represented. MEND’s overhead this past year was 5% -- the percentage that has been true for most of our history. To all who have supported MEND for these past forty years, we offer our deepest gratitude. And, we look forward to many more years of “meeting each need with dignity!”

Adriana Barrera, PhD

Chairperson, Board of Directors

Marianne Haver Hill

President and CEO

Jenny Gutierrez

Chief Operating Officer



For more than 39 years MEND has been a leader in providing critical assistance to those most in need. Our commitment remains to help people escape the bonds of poverty and provide a foothold towards stability and self-reliance.



1971

MEND is founded by a small group of people working from three garages who want to help the neediest families of the Northeast San Fernando Valley. They collect food, used clothing, and furniture for families referred by local schools and churches. Home visits are also made to recipients to help determine their needs TODAY: MEND is the largest poverty-relief agency in the Valley, serving as many as 32,000 poverty-level clients each month, and utilizing more than 3200 volunteers.

1981

MEND welcomes its first full-time volunteers from The Order of the Sisters of the Holy Child Jesus. These volunteers are pivotal to MEND’s operations as services to the community are expanded.



1976

MEND becomes a non-profit 501c(3) organization.

1985

An opportunity to purchase the building for \$150,000 leads to \$90,000 being raised in three months for the down payment.



1982

MEND operations move to a warehouse on Van Nuys Blvd. in Pacoima. English as a Second Language (ESL) classes begin. TODAY: The original MEND building is now an education and training center with programs for adults and children

1988

The renovated MEND Center opens offering food and clothing distribution, English as a Second Language classes and dental services.

1987

Renovation of the building is underway. The first paid staff member and Executive Director, Marianne Haver Hill, joins MEND.



1991

A free medical and dental clinic, staffed by volunteer health professionals, is opened to provide basic care for uninsured, low-income patients. TODAY: The medical and dental clinics provide family practice, women’s care, hypertension and diabetes education and treatment, counseling, vision care, dental hygiene instruction and dental procedures, chiropractic treatment, and acupuncture. Health education programs and a dispensary are also offered to MEND patients.



1992

Computer Lab starts with five terminals to enhance English learning and to provide job training to MEND students. TODAY: Twenty-five computers are available for classes held Tuesdays through Saturdays, providing training to more than 295 adults and children annually.

Overall MEND Statistics 2010

Total of all volunteers: 3,237
 Total of new volunteers: 1,484
Total volunteer hours: 155,672

Emergency Food Department
 Total encounters
 (MEND + Outreach): 239,932
Total volunteer hours: 33,484

Clothing Center
 Total encounters: 60,814
Total volunteer hours: 32,815

Christmas Program
 Total participants: 5,114
 (adults and children)
Total volunteer hours: 7,883

Dental Clinic
 Total encounters: 3,489
Total volunteer hours: 12,943

Medical Clinic
 Total encounters: 5,404
 Total vision encounters: 521
Total volunteer hours: 12,508

Home Visiting
 Total visits: 1,520
Total volunteer hours: 821

Education & Training Center
 Total Adult students: 597
 Total Children enrolled: 123
Total volunteer hours: 10,940

Computer Lab
 Total students: 295
Total volunteer hours: 4,070

Sewing
 Total students: 70
Total volunteer hours: 1,906

Homeless Shower Program
 Total encounters: 2,148
Total volunteer hours: 1,465

Job Skills Training Program
Total participants: 202

**Office (Recipient/Administration/
 Volunteer Services)**
Total Volunteer hours: 32,951

Board of Directors/Committee
Volunteer hours: 3,886

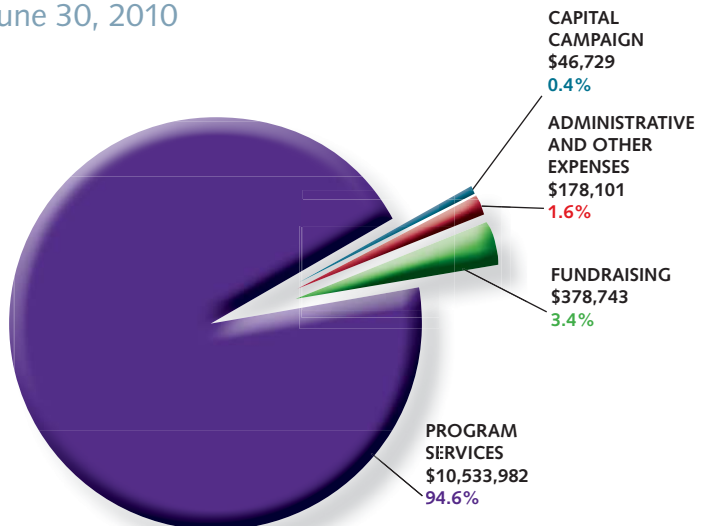
Discontinued Operations (Treasure Trunk Thrift Store) Income: \$89,865 Expenses: \$155,373

Total Expenses: \$11,137,555
 (Including Depreciation: \$316,601)
 Total Income: 11,018,837

 Capital Campaign
 Income: \$49,464
 Expenses: \$46,729

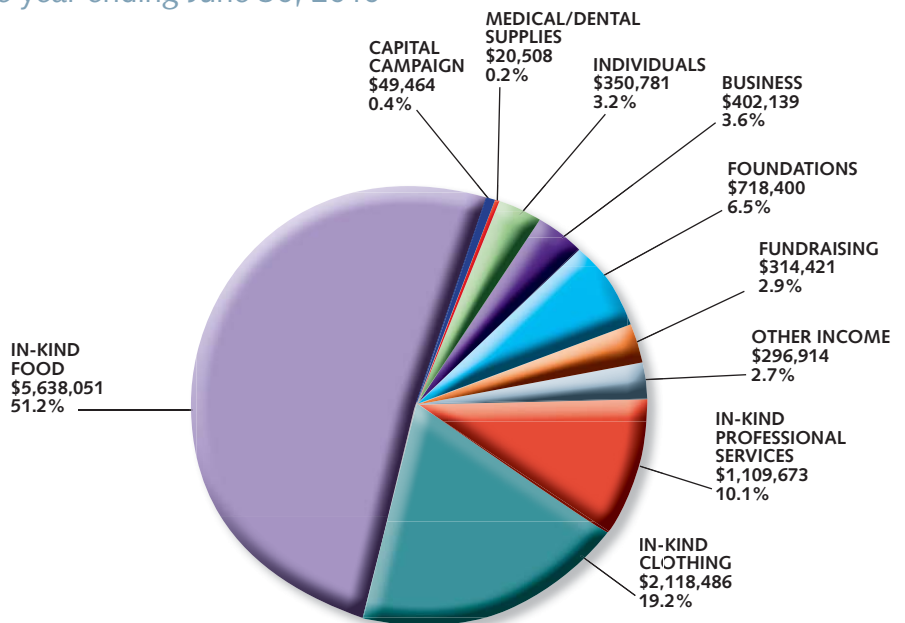
Expenses

for the year ending June 30, 2010



Income

for the year ending June 30, 2010



1996

The MEND Center is expanded into a beautiful 20,000 sq.ft. facility, renovated by R.E. Lee Design and Construction, Inc.



1998

Job Skills training program is started to provide clients with opportunities to gain experience through a structured volunteer program in the various MEND departments. TODAY: Several hundred low-income individuals receive training each year in dental and medical assisting, food service, warehouse and inventory, office skills, and other career fields.

1994

The Northridge Earthquake severely damages the facility, but operations continue. Kaufman and Broad provides earthquake repairs at their cost and brings the building up to code.

2003

MEND opens escrow on a property on San Fernando Rd. in Pacoima for a new building to house MEND's rapidly growing services.



2004

MEND pays off property and begins designs for new 40,000 sq. ft. building.

2001

MEND celebrates its 30th anniversary with a gala silent auction and dinner.

2005

Construction begins.

2007

Grand opening of the new facility which includes an emergency food bank; clothing center; medical, dental and vision clinics; shower facilities; and rooms for community meetings.



2008

MEND launches its shower program for the homeless. Showers are available one day a week for four hours. TODAY: Showers are available two days a week serving as many as 80 clients

2011

MEND marks 40 years of MENDING poverty.



2010

MEND is chosen by the Academy of Motion Picture Arts and Sciences to be the charity in Los Angeles to host an Oscar Night® America benefit on February 27, 2011.

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MEND STAFF (Left Column) **Dinora Cubias**, Instructional Coordinator, Computer Lab; **Lupe Martin**, Volunteer Services Director; **Maggie Torres**, Director of Programs and Services; **Marianne Haver Hill**, President and CEO; **Scott Mikels**, Controller; **Nina Cubillo**, Education and Training Assistant; **Luke Ippoliti**, Assistant Foodbank Director

(Middle Column) **Denise Sanchez**, Dental Clinic Manager; **Andrea Banuelos**, Medical Clinic Assistant Manager; **Veronica Soto**, Clothing Department Manager; **Laura Gomez**, Youth Services Coordinator; **Erick López**, Executive Assistant; **Kenny Doyle**, Maintenance; **Victor Estrada**, Medical Clinic Manger

(Right Column) **Jenny Gutierrez**, Chief Operating Officer; **Lilia Soller**, Director of Education and Training; **Sonia Centeno**, Clothing Department Assistant Manager; **Maria Salmeron**, Associate Program Director; **Breanna Medina**, Information and Referral Specialist; **Jesus De Santiago**, Food Packing Manager; **Richard Weinroth**, Foodbank Director. (Not pictured) **Emily Pang**, Development Manager.

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