

2016 MEND Annual Report



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.



ALONDRA

"Although my husband and I work, having assistance at MEND with dental care, clothing and food services is invaluable."

2016 MEND ANNUAL REPORT

209 home gardens were built through our Grow Together Project.



388 individuals participated in special distributions including Project Glamour, the baby showers and costumes for Halloween.

There's nothing so heartwarming as meeting someone who remembers us from years ago – "You gave our family food" or "You made sure we had Christmas" they tell us. And there's nothing more gratifying than receiving donations from the 100 or so people who have helped support MEND since we opened 45 years ago in a handful of storefronts on Van Nuys Boulevard.

We cherish each face, past and present - our clients, the thousands of volunteers, the tremendous staff and all of you who have help us build MEND into one of the most successful and respected nonprofit groups in California. MEND is unique in its approach to ending poverty. With dignity and respect, we help meet the needs of our clients, providing food, clothing, and medical, dental and vision care. But we both believe the most valuable service we offer is education because it opens the path out of poverty.

What will always make MEND special is its heart – our volunteers. In fact, for the first 17 years, we were powered entirely by volunteers. As MEND has grown, we've hired a small staff to advance our mission. We dream a lot about what more we can do to help our less fortunate neighbors. But the truth is, we believe it's important to enhance the programs we have rather than go in new directions where we don't have the expertise. We can be much more effective by working with partners and referring our clients for special services.

Seeing clients succeed and often return as volunteers to give back to the organization that lifted them gives us confidence that MEND will continue to be a leader in caring for our neighbors in need. To those considering volunteering at MEND, we both have found that life is more complete when you're involved.

We wish you a happy, healthy and prosperous 2017 and thank all of those who support this important work.

Ed and Carolyn Rose, MEND CO-FOUNDERS



La Colectiva's cottage product sales raised an additional \$300 which will be used for micro-loans for future endeavors.

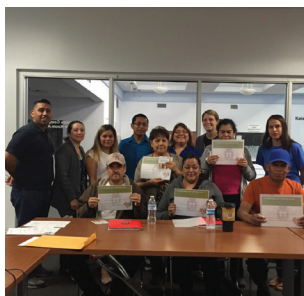


773 students received health services career training.

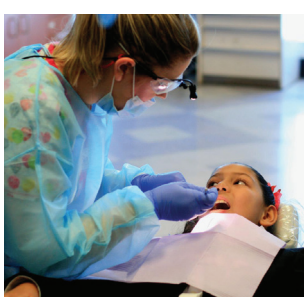


1,724 participated in the job training program

93% of spring semester students stated that the course increased their speaking, reading, listening and writing abilities in English.



The Give Kids a Smile event provided free dental services to 181 children.



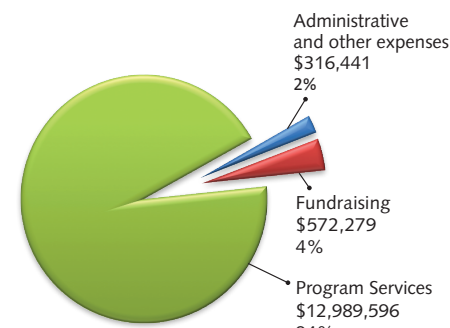
109 students in the computer lab program completed and advanced to the next level at the end of the Spring Semester.

Medical Clinic has graduated 20 patients through the Diabetic Health Education Program. 40% of diabetic patients have decreased blood sugar levels.

57% of patients improved plaque levels and Oral Hygiene by an average of 21%

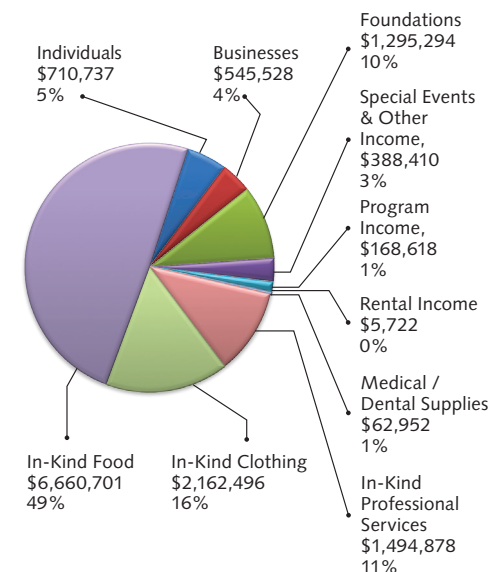
Total Expenses \$13,878,316

including depreciation: \$331,585 for the year ending June 30, 2016



Total Income \$13,495,336

for the year ending June 30, 2016



Volunteers	
Total of all volunteers (unduplicated)	5,050
Total of new volunteers	3,958
Total volunteer hours	187,252
Equivalent FTE (Full time equivalent)	103
Clients	
Total client encounters	497,644
Total unduplicated clients	16,494
Board/Committee/Office	
Total volunteer hours	45,067
Equivalent FTE (Full time equivalent)	25
Job Skills Training Program	
Total Job Trainee Volunteer Hours (63% of total vol. hrs) (59% of total vol. hours)	111,755
Total participants	1,724
Christmas Program	
Total Children	2629
Total Encounters	4,861
Clothing Center	
Total MEND Encounters	80,718
Outreach Recipient Encounters	105,785
Total Number of Organization Hosting Drives	23
Food Department	
Total MEND Encounters	68,309
Outreach Recipient Encounters	205,971
Total Number of Outreach Pantries/Agencies	65
Home Garden "Grow Together" Program	
Gardens built to date	209
Dental Department	
Total Patient Encounters	5,211
Collaborating Universities/ Colleges	7
Number of Dental patients improved oral hygiene	57%
Medical Department	
Total Patient Encounters	4,912
Number of Diabetic patients improved blood sugar	40%
Health Education/ Event Encounters	1,859
Homeless Shower	
Total Number of Showers	2,192
ESL Program	
Total ESL students	331
Computer Lab Program	
Total Computer Lab students	451
Youth Services	
Total unduplicated students ages 6-18	197
Total unduplicated special event participants	759
Agency Wide	
Total Agency Wide Collaborations	375
Total Community Group Volunteers	112
New Community Group Volunteers	43

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MEND Council of Executives

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 The Honorable Robert M. Hertzberg
 The Honorable Patty Lopez
 The Honorable Alex Padilla
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 Anthony Cardillo, PhD
 Marla Clemow
 Cheryl Fair
 Ron Hasse
 Walter Mosher
 Tracy Rafter
 Ward White



Administration

Marianne Haver Hill, President and CEO

(01/16 to 09/16)

Jenny Gutierrez, COO

Scott Mikels, CFO

Tarry Kang, Development Manager

(01/16 to 06/16)

Nene Ogbechie, Communications Manager

Programs

Maggie Torres, Program Director
 Maria Jimenez, Associate Program Director
 Aracely Hernandez, Associate Program Director
 Lupe Martin, Volunteer Services Director
 Yolanda Anguiano, Job Training Coordinator
 Michael Shahin, Data Specialist

Clothing Center

Jose De Santiago, Clothing Center Coordinator
 Veronica Soto, Clothing Center Manager

Client Services/Information & Referral

Wilson Herrera, Welcome Center Coordinator
 Gabriela Olea, Client Intake Coordinator

Dental Clinic

Jorge Alvarez, DDS
 Brian Pineda, Dental Clinic Assistant Manager
 Denise Sanchez, Dental Clinic Manager

Education and Training Center

Leticia Cornelio, Operations Associate
 Andrea Lopez, Youth Services Coordinator
 Rubicela Ochoa, Computer Lab Coordinator

Emergency Foodbank

Jesus De Santiago, Foodbank Packaging Manager
 Luke Ippoliti, Food Justice and Sustainability Director
 Laura Robledo, Home Gardening Coordinator
 (01/16 to 05/16)
 Richard Torrez, Foodbank Driver
 Richard Weinroth, Foodbank Director

Medical Clinic

Elizabeth Diaz, Medical Clinic Assistant Manager
 Francisca Escobar, OD
 Victor Estrada, Medical Clinic Manager

Support Staff

Kenneth Doyle, Facilities/Maintenance
 Louis Larios, Parking Attendant
 Elizabeth Pizano, Development Assistant
 Cindy Sada, Executive Assistant
 Jennifer Silver, Bookkeeper/Development Associate

Annual Report Committee

Coordinator – Nene Ogbechie
Contributors – Maria Jimenez, Guadalupe Martin, Scott Mikels, Maggie Torres
Editors – Jenny Gutierrez, Ellen Georgiou, Susan Ng, Nene Ogbechie
Graphic Design – Clifton Wong
Mailing Assembly – MEND Volunteers
Photography – Nene Ogbechie, Sam Benabides
Writers – Pat Aidem

MENDING Poverty Gifts \$100,000 and Above

The Angell Foundation
 California Community Foundation
 The California Wellness Foundation
 The Foster Family Foundation
 Dan Murphy Foundation
 UniHealth Foundation
 Gifts of Strength \$50,000 - \$99,999
 Carrie Estelle Doheny Foundation
 The Green Foundation
 Medtronic
 Queenscare
 Universal Studios Hollywood Discover A Star Foundation

Empowering Gifts \$25,000 - \$49,000

Anthem Blue Cross
 Bank of America
 Steve & Julie Brown
 Disney Worldwide Services
 Peter & Diane Goldenring
 Peter & Gretchen Haight
 Kaiser Permanente
 Dale & Mary Landroth
 Merkin Family Foundation
 Ralphs/Food 4 Less
 Walmart
 Wells Fargo

Enabling Gifts \$5,000 - \$24,999

ABC7
 The Ahmanson Foundation
 Albertsons
 Anonymous
 Paul Appel & Petra Palma-Appel
 Thomas E. Backer, PhD
 Blue Shield of California
 Drs. Susan & Michael Blumenfeld
 The Boeing Company
 Albert & Elaine Borchard Foundation
 The John W. Carson Foundation
 Community Justice Foundation
 Matthew D'Alessio
 Dignity Health Northridge Hospital Medical Center
 Engen Enterprises
 Episcopal Diocese of Los Angeles
 Max Factor Family Foundation
 Foundation of the Pierre Fauchard Academy
 Fox Entertainment Group
 The Lawrence P. Frank Foundation
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 Golden Valley Lodge No. 616
 HealthNet of California
 Randy & Marianne Hill
 HomeStreet Bank
 Greg Hotz
 IIABA Burbank, Glendale, Pasadena
 IIABA Los Angeles
 IIABA San Fernando Valley
 Marjorie and Edward Ilig Family Foundation
 Robert B. Kraemer
 L.A Care Health Plan
 Stephen Lee
 Lewis A. Kingsley Foundation
 The Karl Kirchgessner Foundation
 The Fanny & Svante Knistrom Foundation
 Macy's
 Elissa Margolis
 Mark & Leslie Mayers
 Ami & Neal Nakagiri
 Newman's Own Foundation
 Sharon & Roger Nix
 John & Patti O Keefe
 Omron Foundation
 Pacific Western Bank
 The Painter family - Jennifer, Luke and Noah
 Dorothy L. Patapoff
 Pfaffinger Foundation
 Claudio Pinkus
 The Pittsburgh Foundation
 Providence Health & Services
 Raymond Handling Solutions
 A W Ronci
 St. Bernardine of Siena Catholic Church
 St. Michael and All Angels Episcopal Church
 Rebecca Schroer
 Sempra Energy
 Sidney Stern Memorial Trust
 Sigue Corporation
 Joanne Steenson
 Sunair Children's Foundation
 The Trent Family - Jim, Gretchen, Karl, & Julie
 Union Bank
 Valley Presbyterian Hospital
 David Vikter Foundation
 Walmart
 Weingart Foundation
 Western University

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