



2002-2003 MEND Staff

Back row from left to right: Laura Gomez, Computer Lab Coordinator; Gina Mirabella, Emergency Food Director; Maryann (MC) Cravotta, Director of Operations; Marianne Haver Hill, Executive Director; Cheryl Melendres, Receptionist; Cora Martinez, Intake Coordinator; Melly Garcia, Catering Manager; Nina Vaccaro, Medical Manager; Lupe Acosta, Clothing Department Director and Director of Volunteers; and Denise Camacho, Bookkeeper.

Front row from left to right: Kenny Doyle, Warehouse Manager; Marleim Quezada, Dental Manager; Lilia Soller, Director of Education and Training; Erika Ibanez, Clothing Department Assistant, and Jenny Gutierrez, Director of Programs and Services.



MEND Advisory Board 2003

- | | |
|---------------------------|---------------------------------|
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Annual Report Committee

- Writers:** Gigi Gomez, Marianne Haver Hill, Maryann Cravotta
- Editors:** Jenny Gutierrez, Marianne Haver Hill, Robert Mayers
- Photographers:** David Jimenez, Liza Makabenta, Mary Alice Sears
- Graphic Design:** Eclipse Advertising
- Printers:** West Coast Printers
- Mailing:** Don and Irene Kershishnik, Leonard & Kathy Rostant, Ed & Ann Zeigler

partnerships

MEND Thanks Financial Partners

MEND is very grateful to the following organizations who have donated financial support since the printing of our last newsletter.

- Anonymous Gift
- Auer Family Foundation
- Blue Shield of California
- Catholic HealthCare West
- Citigroup Foundation
- Classic Bath Designs, Inc.
- Jack & Muriel Copeland Foundation
- Kathleen and Terry Dooley Fund
- Food For All
- Forest Lawn Foundation
- Friends America, Inc.
- Lee Hamer Memorial Charities
- Marjorie and Edward Illig Family Foundation
- KABC
- Lakeside HealthCare, Inc.
- McMaster-Carr Supply Company
- Mylor Financial
- Pacific Crest Bank
- Precision Dynamics Corporation
- Prudential Financial
- St. Euphrasia Church Collection
- The Stern Family Foundation
- WalMart

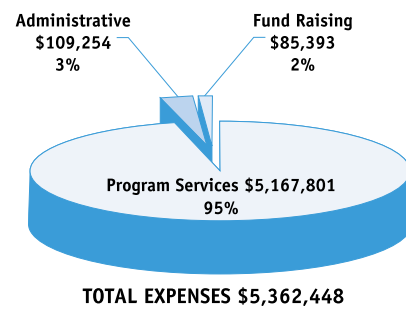
MEND is also grateful for the many individuals and families who have given so openly and generously of their time and resources to assist MEND in our mission throughout 2003!

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

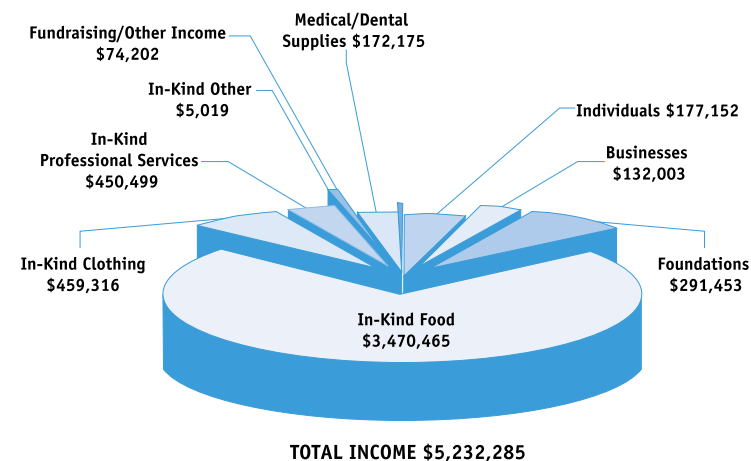
EXPENSES

For the year ending June 30, 2003



INCOME

For the year ending June 30, 2003



MEND 2003 Annual Report



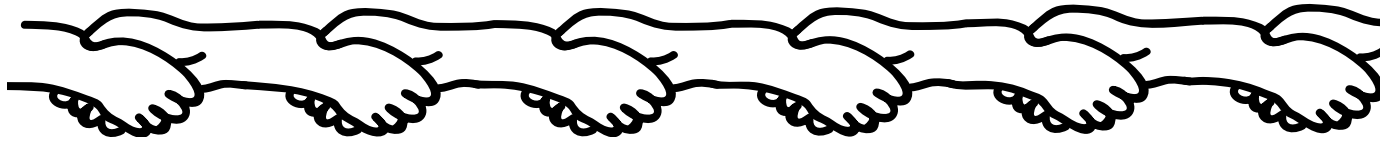
OUR MISSION as a volunteer-driven organization, is to provide services that meet the basic human needs of individuals who reside in the Northeast San Fernando Valley. These services are provided in a manner that safeguards the dignity of all recipients while promoting self reliance.

MEND'S 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.



www.mendpoverty.org

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partnerships

MEND 2003



Steve Brown, 2003-04 MEND Board of Directors President and Marianne Haver Hill, MEND Executive Director



Lisa Bagdaserian, Registered Dental Assistant and MEND volunteer, provides fluoride treatment to a Vaughn third-grader.



Joseph Turcillo, MD, examines a patient during one of the Access to Care clinics at MEND.



Mary Jo Cleary, MEND volunteer instructor, teaches immigrant parents the importance of reading to their children.



GAIN volunteer Sylvia Morillon re-stocks inventory in the MEND Clothing Center.



Martha Shirubi, Lina Agrusa, & Francisco Medrano (front to back) sign up for supplemental food boxes from Regional Foodbank staffers Veronica Villa (left) & Maribel Dominguez (right).

OVERALL MEND STATISTICS 2003	
Total of all recipients served	462,316
Total of new volunteers	404
Total volunteer hours	88,162
EMERGENCY FOOD DEPARTMENT	
Total recipients served	430,646
Total volunteer hours	27,134
CLOTHING CENTER	
Total recipients served	12,292
Total volunteer hours	32,356
CHRISTMAS PROGRAM	
Total recipients served	5,606
Total volunteer hours	4,565
MEDICAL CLINIC	
Total recipients served	2,852
Total volunteer hours	6,133
HOME VISITATION	
Total visits	1,634
Total volunteer hours	791
EDUCATION & TRAINING CENTER	
Total recipients served	1,383
Total volunteer hours	3,875
COMPUTER LAB	
Total recipients served	1,482
Total volunteer hours	4,394
SEWING PROGRAM	
Total recipients served	310
Total volunteer hours	884
DENTAL CLINIC	
Total recipients served	565
Total volunteer hours	1,320
EMPLOYMENT SERVICES	
Total recipients served	538
Total volunteer hours	184
JOB SKILLS TRAINING PROGRAM	
Total participants in various depts.	137

2003 STATISTICS

Dear Friends,

It happened again in 2003! We've had another year of significant growth in the numbers of clients served and in the expansion of our programs!

Although MEND's mission is to serve indigent families in the Northeast San Fernando Valley in a way that preserves their dignity, this is not our only focus. Equally important is the fact that we are a volunteer-driven organization, which means that MEND is about empowering Valley residents and workers to make a difference in the lives of their needy neighbors.

This volunteer focus takes many forms. As you will read in this report, MEND is partnering with hospitals, schools, businesses and other non-profits to enhance and expand our services. The stories here represent only a sampling; every department within MEND could give numerous other examples of ways we are connecting with the community at large in a united effort to serve the poor.

Aside from our new collaborations and partnerships in 2003, the other exciting news is that after almost two years of active searching and making offers, we finally entered into escrow on a lot near the MEND Center that will allow us to expand our facilities. When we last doubled the size of our building in 1996, MEND was serving an average of 11,000 clients per month. By 2003, that monthly average had grown to more than 37,000! We are out of space on the corner of Van Nuys and Cayuga! Stay tuned as plans for our new property begin to take shape!

All this growth would not be possible without the generous support of those who provide donations of funds and of in-kind supplies, as well as those who share their time and talents. Thank you for your partnership with MEND!

Steve Brown
2003-04 President
MEND Board of Directors

Marianne Haver Hill
Executive Director
MEND



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2003-2004 MEND Board of Directors

- President: Steve Brown, Owner, Da-Sha Management Co
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- 2nd Vice President: Richard Marias, DMD
- Treasurer: Joe Salas, Mortgage Broker
- Secretary: Gigi Gomez
- Past President: Joe Salas, Mortgage Broker

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- Fundraising Co=chair, Proposals: Marge Terhar, Writer Management
- Budget & Planning Chair: Joe Salas, Mortgage Broker
- Public Relations Chair: Liza Makabenta-Sacilioc, Public Relations Manager
- Volunteer Development Co-Chair: Hilda Garcia, CSUN, Activities Coordinator
- Volunteer Development Co-Chair: Frank Sanchez, Carpenter, Kaiser Hospital Foundation

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- Paul Collins, Insurance sales, Collins Insurance Services
- Paul K. Dohi, MD, Retired, Kaiser Permanente
- Saúl Gómez, Manager, Ernst & Young
- Lupe Guzman, Coordinator, Workforce Development
- Jeffrey S. Klein, President/CEO, 101 Communications
- Jack Labrie, Mechanical Engineer, P.E. Calif, Retired
- Robert Mayers, Co-Owner, ESE Corporation, Retired
- Ed Rose, Lockheed, Retired

Ex Officio

- Executive Director: Marianne Haver Hill, MEND
- Director of Programs & Services: Jenny Gutierrez, MEND

Vaughn-MEND Liaison Benefits Both

The partnering between Vaughn Next Century Learning Center and MEND has been a mutually beneficial one.

Thanks to a grant from Vaughn, MEND was able to provide dental screenings to Headstart preschoolers this past September just before school started. Cindy Martinez, School Nurse commented: "We found the MEND Dental staff was friendly and the volunteer dentists worked well with our 3- and 4-year-old children. We appreciate the services MEND offers to our community."

MEND also hosted 180 third grade students from Vaughn Next Century Learning Center at the annual Teeth to Toes event held in August. Each child received a fluoride treatment and toothbrush along with instruction on the importance of proper dental care and hygiene. In addition, the Teeth to Toes volunteers invited children to select new shoes to start the school year, and to participate in arts and crafts and storytelling activities. Not to be missed was the Computer Lab where children engaged in educational math games.

Another benefit from the Vaughn-MEND partnership was the donation of an empty house owned by the school for MEND's use. Lupe Acosta, Clothing Department Director, promptly took over cleaning and organizing the house for storage for her department's excess stock. Lupe says that, "this will allow us to better organize the clothing area here at MEND and to store out-of-season donations until we need them in the Clothing Department."

Access to Care Collaborative Creates Winning Partnership

The Access to Care Collaborative joins together Providence Health System/San Fernando Valley Service Area, CHW Northridge Hospital Medical Center/Sherman Way, the Archdiocese of Los Angeles, and Catholic Charities of Los Angeles with MEND to provide free health care services to day laborers, childcare workers and other low-income individuals living in the Northeast San Fernando Valley. Administered by the Partners in Care Foundation, the focus is on those individuals who may not have access to health care or insurance to cover medical needs.

The Collaborative, which began the program at MEND in June of 2003, holds its clinics two Fridays a month, utilizing the services of volunteer physicians, nurses and other health professionals recruited from the participating organizations. Collaborative staff visit the areas it serves to promote the program and also sponsor spots on Spanish-language television.

A benefit to clients participating in the partnership's clinics, says Nina Vaccaro, MEND Medical Clinic Manager, is that "patients also have access to other services that MEND offers such as emergency food, clothing, and ESL classes."

"The spirit of collaboration we have with MEND, and the care and concern of the doctors, nurses and other volunteers of the Access to Care Program has allowed us to provide free care for many people in the community who may have had to go without," states Jody Dunn, Access to Care Program Director. "We are grateful for this partnership that allows us to be part of the mission of healing—for all."

MEND Values Education and Training Partners

In MEND's Rose Education and Training Center, partnerships are the backbone of several of the Center's most popular programs.

One such program is the Family Reading partnership formed between the Screen Actors Guild, the Ahmanson Foundation (which funds the program) and MEND. Ellen Nathan from SAG came into the MEND Center to train staff and volunteers in a curriculum that has been successfully used in other parts of Los Angeles, and SAG also provided all the books.

Lilia Soller, the Education and Training Center Director says, "This program allows us to teach parents how to read to their children. Some of the parents in the program are illiterate, so we teach them to take a picture book and make up a story to go along with the drawings."

Another valued partnership is in the Computer Hardware Repair course taught by a volunteer from Computer Associates, a company that has assisted MEND in a variety of ways. Offered on Saturday mornings, the Hardware Repair program allows students to learn about the inner workings of a computer. With this knowledge, program graduates can upgrade and troubleshoot their computer systems and even get jobs in this field.

"We are so grateful to Computer Associates employee Doug Delmuro who volunteers to teach this course," states Soller. Adds Delmuro, "I like working with the MEND students because it's wonderful to see their growth in understanding of what's going on inside the computer."

Work Experience is GAINED at MEND

"The partnership forged between the Los Angeles County GAIN Program and MEND has provided us with an invaluable resource for volunteers," says Lupe Acosta, who is the Volunteer Director at MEND. "It also gives GAIN recipients a chance to learn skills that will let them become self-sufficient and provides them with work experience." GAIN (which stands for Greater Avenues to Independence) requires welfare recipients to get job training and/or do community service to prepare them to move off government assistance.

Acosta, also the Clothing Department Director, explains, "The volunteers are placed somewhere in MEND, usually in the Clothing Department, although it depends on where we need help." When the volunteer arrives at MEND, he or she is interviewed to get an idea of interests and skills and to determine a job assignment. Volunteers sign a contract agreeing to work specific hours for a specified period and also agree to attend classes that teach basics, such as how to dress appropriately and the importance of being on time every day. When appropriate, they are also required to enroll in ESL classes to improve language skills. As they pick up skills, GAIN and other job training participants might be moved into other departments such as the Medical Clinic where they can help with filing or receptionist duties.

Janice Weatherall, a GAIN volunteer, states: "Since I started doing community service hours at MEND in October 2003, I have learned how to sort clothes and how to work with others as well as how to get along with them. I have also learned how to do paper work. I feel that MEND has given me the opportunity to learn and be prepared for when I get a job in the real world." (continued...)

Another partnership that has provided MEND with volunteers is the Tierra del Sol Foundation. Disabled adults from this agency regularly work in the Clothing Department. "The volunteer tasks the [Tierra] clients perform at MEND give them a sense of productivity that is so valuable to building their sense of worth in the community," says Julia Motomura, Tierra del Sol Area Manager. "I look forward to our continued relationship as it is always a pleasure to work alongside such a wonderful organization!"

MEND Clients Eating Healthier with Extra Food

During the summer of 2003, MEND began offering additional monthly food supplies to targeted clients, in a new project coordinated together with the Los Angeles Regional Foodbank.

"The L.A. Regional Foodbank provides us with special foods that are rich in protein, which we then distribute to pregnant women and nursing mothers, seniors over 60 years of age, and families with children under six years of age," says MEND Foodbank Director Gina Mirabella. Gina goes on to say, "This program is in addition to any other food distribution programs our clients may be eligible for at MEND."

Along with the pre-packed boxes of food used for this special distribution project, the Foodbank also provides their staff to do the computerized intake procedure to make sure participating clients meet the program's guidelines. After the one-year pilot, MEND will receive a computer from the LA Foodbank to continue tracking program information.