

Building Toward the Future

2006 ANNUAL REPORT

What an amazing year it has been at MEND, a year of major transition, as we get ready to move into our new building. The new MEND facility, at the corner of San Fernando Road and Pierce, with easy bus access, should be open in the first quarter of 2007. Our general contractor, Robert Lee, who has done a splendid job, is putting the finishing touches on the building now. And it looks like the final costs will come in less than 5% over budget, a remarkable achievement. It has been a long and exhausting process, planning the building, raising the money to pay for it (and we're not done with that just yet), and soon the MEND staff will be moving in.

Next year will be even better. I promise you. In the new building, we will be able to expand our services significantly. We already have plans to partner with LA Family Housing to launch a "showers for the homeless" program. In addition, our new dental clinic will have room for eight dental chairs, (up from our current three) and we've partnered with Loma Linda University, which will provide dental students to staff the enlarged clinic. Instead of storing food all over the

city, our vast new on-site food warehouse will dramatically improve the way in which we provide food services to our clients. The new clothing center will look like a retail store, with three dressing rooms, and our "customers" will be able to shop in dignity. And at the existing MEND facility, we will be able to expand our education programs and re-launch our furniture distribution program.

The MEND staff and volunteers have done a wonderful job this year, and we can't wait to see them housed in the new facility. It will truly be a landmark in the San Fernando Valley. Of course, we still have to raise the remainder of the funds to pay for the building. At the time of this writing, we are about \$1.4 million short of our ultimate goal, but we have tentative commitments from foundations for more than half of that. Our tile and brick sponsorship program is still underway, so I hope you will consider "buying" one to help us reach our goal. This spring, on April 26, we are planning a gala event, at the new building, to celebrate and to continue our fundraising effort.

Thanks to the MEND staff and thousands of volunteers for helping us fight poverty in the San Fernando Valley.

Jeffrey S. Klein
President, Board of Directors

Marianne Haver Hill
Executive Director

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.

Second Career at MEND Lasts 17 Years

At 85, Cora Martinez, MEND's client intake manager, retired in January, 2007 from her paid position with the organization. After 17 years in her post, she says she still loves the work. "It's so rewarding to help people and make a difference," she confides.

But life hasn't been very easy for Cora and her volunteers in the old facility: They had to take information from new MEND clients in three tiny rooms crowded with boxes. "It was difficult for us to do our jobs as we should," she explains. "People had a hard time telling us what was going on in their lives when everyone could hear; it was embarrassing for them," she admits. Cora also had to ask some of her school volunteers (who get course credit for their hours at MEND) to stay home—the space was just too tight.



Cora Martinez, Intake Manager, retired this year.

Yet all that will change with the new MEND facility at 10641 San Fernando Road. There will be room for the manager's office plus six fully functioning cubicles equipped with computers for client intake data. Volunteers will be able to work confidentially with clients in those cubicles, says Cora, and there are "no more boxes!" she proclaims happily.

As for her retirement, Cora says she now has plenty of time to think back on those lives she impacted through her work at MEND. "I think especially of the time I helped people get homes through my recommendations to Habitat for Humanity," she says, and recalls a woman who was struggling to raise four children in a garage with no real floor or electricity. "I visited them, interviewed them, and helped them fill out their applications. MEND even gave them a housewarming party. Those are the things you remember," says Cora, but the MEND clients she assisted will certainly remember Cora Martinez, and always be grateful for her help.

Clothing Volunteer Helps Plan New Distribution Process

Sixta Navarrez came to MEND in March 2000, and she's been volunteering here ever since. She's now 71, and in addition to her duties as a Clothing Center volunteer, Sixta is also serving on the Clothing Center Planning Committee, whose work is so pivotal in the move to the new MEND facility.

Once the new Center opens, life will certainly change for Sixta's fellow volunteers, most of whom are senior citizens, too. "Right now, we have to stand as we work in the current facility," Sixta says. "It is so crowded that there is just no room for chairs." Space is so limited, in fact, that clothing recipients (who get a once-a-month shot at picking out clothing for themselves and their families) has to be restricted to 15 minutes to scour the crammed racks, and only 10 clients at a time can be admitted. "They have to hide behind the racks to try on clothing, which is embarrassing for them," Sixta notes. The situation is no better for staffers, who are forced to conduct much of their receiving and sorting duties outside the facility in the parking lot—come wind, rain, or blazing sun.

Soon, clients will be able to come in to the new facility for clothing any Monday, Tuesday, Thursday, or Friday, between 9:00 am and 12 pm, and the clothing center can welcome as many recipients as needed. Dressing rooms will allow clients to try everything on in private. In addition, more volunteers will be able to work in the Center, more often, and no one will be forced to work outside. "And there will be plenty of room to hang and display everything—even out-of-season clothes!" Sixta exclaims.

"I really love my job here," says the veteran volunteer. "I work with my friends, and I receive one clothing item or 3 pounds of food for every hour I work. What could be better?"



Sixta Navarrez in the MEND Clothing Center.



Michele McDowell-Jacobson, Treasure Trunk Manager

Experienced Retailer Launches Treasure Trunk

If you've ever driven through Granada Hills, maybe you've spied the Treasure Trunk, at 16860 Devonshire, at the corner of Balboa. One glance at the items in the window would draw in almost anyone with an eye for style, and yet, most San Fernando Valley residents might be surprised to learn that the upscale resale boutique offering gently used merchandise is a MEND operation. Middle- and upper-income patrons are helping their less fortunate neighbors every time they purchase apparel for the family, even household items, toys, and books. Maybe that's why Boutique Manager Michele McDowell-Jacobson, her part-time Assistant Manager Deborah Gomez, their part-time Sales Associate Nicole Parks, and the store's many volunteers work so hard to keep the store spotless and beautifully organized.

A veteran retailer and a former Granada Hills resident, Michele had not too long ago heard that MEND was looking for a store manager; someone who could take a shell of a store and turn it into an operation that would draw the general public.

Since the Treasure Trunk opened in June 2006, she and her staff have been employing their expertise in visual presentation, merchandising, and customer service to do just that. And they have been happily spreading the good news about MEND.

"I am dumbfounded by how many people need assistance in this wealthy community," says Michele. "I am also amazed at how many people in the Valley have never heard of MEND although it's been helping the needy for 37 years."

But it doesn't look like her patrons will be in the dark for long. "Our goal is to provide additional and continuous revenue for MEND—whether the main facility is in need of improvement, or shiny and new. I am so grateful that I am now part of such a wonderful and generous group of individuals."

2006 AT-A-GLANCE

OVERALL MEND STATISTICS

Total of all recipients served	483,673
Total of all volunteers	2,085
Total of new volunteers	807
Bd of directors/committee volunteer hrs ..	4,685
Total volunteer hours	90,838

EMERGENCY FOOD DEPARTMENT

Total recipients served	452,591
Total volunteer hours	33,173

CLOTHING CENTER

Total recipients served	15,669
Total volunteer hours	25,949

CHRISTMAS PROGRAM

Total recipients served	4,348
Total volunteer hours	5,045

MEDICAL CLINIC

Total recipients served	3,253
Total volunteer hours	5,044

HOME VISITING

Total visits	1,565
Total volunteer hours	991

EDUCATION & TRAINING CENTER

Total recipients served	1,599
Total volunteer hours	5,375

COMPUTER LAB

Total recipients served	1,016
Total volunteer hours	2,208

SEWING PROGRAM

Total recipients served	235
Total volunteer hours	868

DENTAL CLINIC

Total recipients served	969
Total volunteer hours	1,556

EMPLOYMENT SERVICES

Total recipients served	104
Total volunteer hours	180

JOB SKILLS TRAINING PROGRAM

Total participants in various depts.	69
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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



From left: Brian Novy, DDS, Loma Linda University School of Dentistry faculty member, together with students Troy Racki, Luiza Narsisyan, Parisa Penjman-Zaden, Shaun Flynn, and Shiva Gharhremani.

Former Dental Student Volunteer Comes Full Cycle

An aspiring dentist, Brian Novy came to MEND in the late 1990s where he worked in the Dental Clinic as an assistant to the volunteer dental professionals. Eventually, Novy attended Loma Linda University School of Dentistry for his DDS, graduated with honors, and was offered a faculty position at the school. He now sees himself as fortunate to have the opportunity to continue his work at the MEND Dental Clinic as a licensed volunteer dentist.

"Being involved with MEND," says Novy, "provides me with a sense of personal wholeness."

Possibly that is why Novy (along with Dental Clinic Manager Marleim Quezada and Director of Programs and Services Jenny Gutierrez) was motivated in 2006 to pursue a Memorandum of Understanding between MEND and Loma Linda University, setting up a full-fledged dental student volunteer program on a quarterly basis. Moving forward, plans are underway to pursue funding possibilities for a more extensive arrangement with Loma Linda to allow for more frequent staffing of the MEND Dental clinic.

What's so wonderful, says Brian, is that even as the students get to hone their skills, the MEND patients are the true beneficiaries, getting quality care they might never receive otherwise.

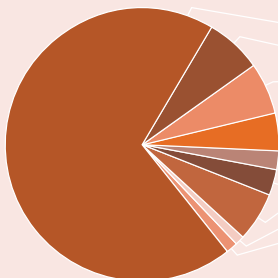
"My students come in wanting to work on patients, and they are blown away by what this kind of help means to people," says Novy.

Now, with the opening of the new MEND facility, that assistance will be dramatically improved. Where, once, three dental chairs, X-ray lab, and supply area were crammed into about 400 square feet, the new Dental Clinic boasts eight chairs and "truly massive space!" reports Novy, who adds that once his dental students work with their neighbors in need, they "get" what this kind of health care is all about.



INCOME

for the year ending
June 30, 2006

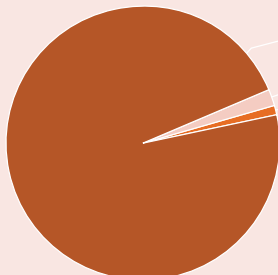


In-Kind Food	\$4,645,637
In-Kind Clothing	\$452,925
In-Kind Professional Services	\$401,372
In-Kind Med/Dent Supplies	\$291,795
Business	\$157,742
Individuals	\$203,891
Foundations	\$393,750
Other Income	\$75,218
Fundraising	\$81,131

TOTAL INCOME.....\$6,703,461

EXPENSES

for the year ending
June 30, 2006



Program Services	\$6,702,473	(97.2%)
Administrative	\$123,994	(1.8%)
Fundraising	\$68,994	(1.0%)

TOTAL EXPENSES.....\$6,895,461

Note: Deficit is due to change in In-Kind Food inventory from the previous year.

CAPITAL CAMPAIGN

for the fiscal year ending
June 30, 2006

Income FYE June 30, 2006	\$2,340,959
Construction in Progress	\$4,204,936
Fundraising Expense	\$38,005

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