

Looking Back On Our 30th Year...



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.



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MEND patient Maria Elena Diaz receives a vision exam from David Duenas, O.D.

Bud Brown, Co-chair of the 30th Anniversary Gala Committee, and Director of Public and Community Relations for Hamer Toyota, welcomes guests at the dinner.

Addy Tatto (ctr) receives MEND's "Volunteer of the Decade - 1990's" from co-founders Ed and Carolyn Rose at the Volunteer Recognition Party.

Food Service Training participants (l to r) Estella Marquez, Milagros Sajor, Ana Isabel Torres, Irma Juarez, and Concepcion Alforque prepare for a MEND party.

L to r: Michael Tia Wilson, Supervisor; Coordinator; Branch 2462; Director; Joe MEND volunteer



February

March

April

January

2001 MEND EVENTS

Vision Clinic Opening

Starting the year off with goals clearly in sight, MEND kicked off 2001 with an early January opening of its new Vision Clinic, made possible through generous donations of time and money from Los Angeles Area Lions Clubs, the Lions Club International Foundation, the San Fernando Valley Optometric Society (SFVOS), Supervisor Zev Yaroslavsky, the Ahmanson Foundation, and an anonymous gift. January 12th marked the date of the opening of the volunteer-based clinic. With local dignitaries on hand the clinic welcomed and served its first patients to a free vision screening and glasses. The vision clinic is part of MEND's health center, which also provides dental and medical care. In recent months, the medical center launched the Care Management Program, in which diabetic and hypertension patients were selected for participation in the first year of a two-year program, sponsored by The California Endowment. Each patient will be monitored for progress during the next year and will receive home visits, transportation to and from doctor visits, if necessary; tools to help monitor blood sugar and dietary improvements, and one-on-one consultations on diet, exercise and much more.

30th Anniversary Gala

"Viva MEND!" - MEND's 30th Anniversary Gala Silent Auction and Dinner was held February 24, 2001 at the Skirball Cultural Center. This was the first-ever gala in our agency's history, and the event's net proceeds were \$69,000! Mayor Richard Riordan was the guest speaker, KCBS Anchor Ann Martin was the emcee, and honorees included State Senator Richard Alarcon, the Archdiocese of Los Angeles, and Kaiser Permanente. The Gala was coordinated by an active volunteer committee.

Volunteers work on MEND fund raising projects and proposal writing throughout the year, to save the agency overhead expense.

Volunteer Recognition Party

Our Annual Volunteer Recognition Party, held March 31 with a 1970's theme, celebrated the accomplishments of all of MEND's volunteers. Program volunteers were recognized, and special awards were given to those who have made significant contributions each decade of MEND's history. In addition to volunteers who provide direct services to MEND clients, there are many dedicated individuals who come to meetings and work on projects for MEND's Board of Directors and the Board Committees. These committees include Fund Raising, Public Relations, Management/Budget/Planning, and Volunteer Development. We are grateful to the many individuals who fulfill MEND's distinction of keeping overhead costs low by volunteering to perform administrative work on MEND committees!

Food Service Training on the Menu at Mend

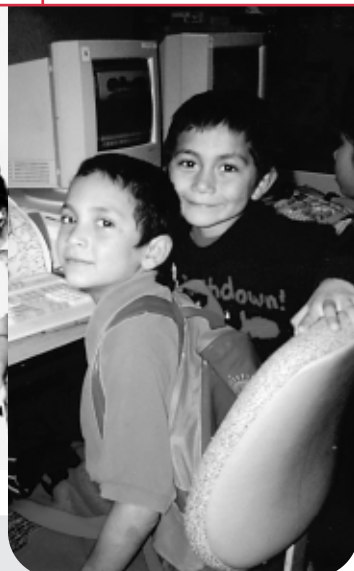
The Food Service Training Program was a resounding success in 2001. The program is designed to teach food service skills which will assist students in securing employment with caterers, in restaurants, or in hospitals. The program, taught by professional chef Meir Saddia, focuses heavily on nutrition. Classes average 15 students and are held Saturday from 12-4. Students from the program prepared meals for the Third Annual Dinner Under the Stars, the Volunteer Recognition Party and various other events throughout the year. They also practice their skills each week by serving lunch to MEND volunteers, staff, and clients on Mondays, Tuesdays, and Fridays.

El Wilson, Letter Carriers' volunteer; Roger Askew, President, Letter Carriers; Gina Mirabella, MEND Emergency Food Mirabella, MEND volunteer; Ella Clark, er.

Telfair Elementary School kindergartners hold up their toothbrushes after receiving dental sealant at the MEND Dental Clinic during the "Great MEND Send-Off".

Rudy and Alex Chavira are benefitting from MEND's After School Computer Lab Program.

Cesar Barajas, Clothing Center volunteer, assists a MEND child on the Shopping Spree.



May

June

July

August

Letter Carriers' Food Drive

On May 12, The National Association of Letter Carriers Local #2462 conducted their annual food drive, and MEND received nearly 95,000 pounds of food items. This is the largest drive benefiting MEND each year, but there are scores of churches, schools, businesses and other groups that also collect canned goods for our agency monthly or annually. MEND's Emergency Food Department provides basic food assistance to low-income families year round. The food distribution program provides at least a three day supply of food to families who fall below government poverty guidelines. Families are eligible for emergency food assistance once a month, unless a home visitor has recommended this assistance more often. Volunteers in this department gave 29,275 hours, and food distributed was valued at \$3,494,446 for the calendar year.

Great MEND Send Off

The Great MEND Send-Off, June 6, 2001, made an effort to educate a group of Telfair Elementary School children on the importance of caring for body and mind. Courtesy of Councilman Alex Padilla, the children were bussed to the MEND Center for a tour and hands-on learning experience in the Computer Lab with newly donated computers. The children engaged themselves with games and educational software aimed at preparing them for a future in a computer-centric world. In addition, each child received a pair of new shoes, and participated in arts and crafts activities. MEND also educated the children in caring for the body with free, painless dental exams and fluoride applications. The children were sent home with "goodie bags" complete with toothbrush and toothpaste, provided by the MEND Dental Clinic.

Reading Fundamentals Taught in Computer Lab

This year, MEND began the Computer Lab Reading Program which has produced amazing results. Most students showed increases of at least one reading grade level, but several have shown improvements as high as four levels. The program, which is open to low-income children in MEND's service area (grades kindergarten through six), is available Mondays and Wednesdays from 3 pm to 5 pm. The average class has an enrollment of 15 students. Computer Lab Coordinator Lilia Soller, said, "I think the program is so effective because the children want to learn. You can see it in their faces." In addition to the Reading Program, the Lab is open on Tuesdays and Thursdays so that neighborhood children can use the computers to do their homework, play educational games, and learn about the internet. The Lab is also used by ESL students to enhance their language learning, and by English-speaking adult learners who want to develop basic computer skills.

Mervyn's Shopping Spree

August brought back-to-school fever to more than 20 children as MEND partnered with Mervyn's Department Store for a highly anticipated back-to-school shopping spree. MEND volunteers helped the children select their clothes, and get the most mileage out the \$100 donation each received for the morning spending spree. The volunteers proved immensely important in keeping to the task at hand as the kids at times found it more fun playing a quick game of hide 'n seek in the clothing racks, than deciding on what color overalls to wear on their first day back to school.

The MEND Clothing Center also helped more than 100 expectant moms by providing car seats and plenty of brand new baby necessities, such as diapers, baby wipes and much more.

English as a Second Language students in a classroom at the MEND Center. Volunteer teacher Rosemary Giacomini is at the chalkboard.

A Disney volunteer plays a game with a MEND child at Walt Disney's 100th Birthday party.

The Greenberg Family conducts a Christmas basket needs assessment in the tiny apartment of a MEND recipient during one of the "Super Home Visiting Saturdays" in November.

Girl Scout Troop 197 provided Christmas caroling at the "30 Families Celebration" on December 22 at the MEND Center.



September



October



November



December

Back to School!

Since 1982, MEND has offered volunteer-taught English as a Second Language classes to low-income residents in the community, focusing on immigrants who have very limited educational backgrounds in their own countries. This past year, MEND has expanded its Learning Center offerings to include a Job Preparation Class, an Office Skills Class, a Computer Hardware Repair class, and a Mom's Club. Learning Center Director Warren Love has recruited and trained many wonderful volunteers to carry out these programs.

Other job training opportunities are available for our low income recipients in the MEND Dental Clinic, Medical Clinic, Food Warehouse, and Clothing Center.

The Children of MEND & the Disney Party

MEND's children are very special to the organization, so staff and volunteers try to make the impossible possible for them. This year, many enjoyed getting a new pair of shoes, others were treated to a shopping spree, some simply enjoyed visiting MEND after school to work on homework or play games in the computer lab, plus every child received a special holiday gift. In October, MEND's children were treated to an experience that would make even a grownup smile. Imagine stepping off of a bus and walking down a street filled with people so happy to see you that they're greeting you with cheers. This wasn't a dream, but a reality for the children of MEND when Disney studios invited them over to hang out with the Disney crew, and watch a special screening of the newly enhanced version of *Snow White & The Seven Dwarfs*. MEND's children and children of a few other local organizations were the Kings and Queens of the Magic Kingdom's studio for a day: the children played Disney-themed carnival games, enjoyed visits from some of their favorite characters and special drawings of the characters made by official Disney animators, plus an all-you-can-eat buffet stocked with pizza, hot dogs, cookies, hamburgers and more. The children left with a smile bigger than the sun and a bag filled with Disney goodies.

MEND's Home Visiting Program

MEND's Home Visiting Program celebrated its 30th anniversary this year. This program provides personalized assistance to families living at poverty-levels. It also determines if families need more of the special services MEND has to offer, such as health care and furniture. Sally Bobbitt, Home Visiting Volunteer Coordinator, says that trained volunteers visit families who live in poverty such as people living in the garages of homes and in trailers in the back of properties. On two "Super Saturdays" in November, volunteers visit the homes of about 1000 registered families to do a simple needs assessment for MEND Christmas baskets. "The volunteers who are involved with home visiting find it to be a very rewarding experience because they are able to help the 'poorest of the poor' in very tangible ways," said Marianne Haver Hill, the executive director.

Santa Came Early to Pacoima

During December, the spirit of giving was in abundance as MEND provided food and toy baskets to 991 low-income families. Santa rode on the MEND holiday truck in the Pacoima Parade and then hosted a block party for families at Branford Trailer Park. Commemorating the 30th anniversary, MEND volunteers threw a special "30 Families Celebration" Dec. 22, providing 30 extra-needy families with bounty of food and gifts: new books from Barnes & Noble of Calabasas and Woodland Hills; Mickey and Minnie Mouse toys from Applause Toys; anniversary T-shirts from Prudential Insurance, The Gas Co. and City Council President Alex Padilla; and \$100 gift certificates for shoes from the Los Angeles Times.

2002 WISH LIST

Volunteers

- Drivers for Clothing, Food & Furniture
- Bilingual Translators for Medical Clinic
- Dental Clinic Receptionist
- Dental Assistants
- Tutors for After School Reading Program
- Sewing Class Instructor
- Home Visitors

Items

- Used clothing, washed and folded
- Kitchenware (dishes, glasses, pots & pans)
- Small electric appliances in good working order
- Bunk beds (please include hardware and mattresses)

2001 STATISTICS

MEDICAL PROGRAM

Medical Patient Visits	2,440
Children	239
Vision Patient Visits	233
Children	63
Volunteer hours	6,311
Donated Supplies value	\$180,241.00

30TH ANNIVERSARY GALA & SILENT AUCTION

Gala Net Proceeds to MEND	\$69,000
Number of Gala guests	320
Fund Raising Committees	
Cash Income July 1, 2000 – June 30, 2001	\$760,163

VOLUNTEER STATISTICS FOR 2001

New Volunteers	204
Total Volunteer Hours	71,754
Total MEND Volunteers	1,100

FOOD SERVICE TRAINING PROGRAM

Average number of trainees	14
Catered events in 2001	19

EMERGENCY FOOD DEPARTMENT

Total people served with food	336,308
Children	280,686
MEND Food Boxes distributed	7,884
Satellite Food Distribution Sites	4
Pounds of Donated Food	2.3 million

DENTAL CLINIC

Total Patient Visits	822
Children	306
Total number of volunteers	16
Total Volunteer hours	302
Send-off children served	200

COMPUTER LAB

Total users	1,161
New users	278
Adult hours in Lab	1,622
Children hours in Lab	3,218
Volunteer hours	1,735

CLOTHING CENTER

Total Clothing Recipients	13,659
New Recipients in 2001	399
Volunteer hours	15,639
Value of donated Clothing	\$345,226.00

ENGLISH AS A SECOND LANGUAGE

Total Students taught	861
New Students in 2001	377
Volunteer hours	1,971
New volunteers recruited	14

MEND KIDS

Children Served through all MEND programs during 2001	293,340
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HOME VISITING PROGRAM

Regular home visits done	294
Christmas home visits done	1,057
Volunteer hours	320

CHRISTMAS BASKET PROGRAM

Number of families served	991
Total people served	5,198
Children	3,712
Total Christmas volunteers	565
Total Christmas volunteer hours	5,321

Dear Friends,

MEND's 30th Anniversary year was a time of significant accomplishments. The annual total units of service to recipients rose to almost 368,000 – an increase of 29% over last year! New program components were added to the Learning Center, Medical Clinic, and Computer Lab to better serve our recipients. In addition, special projects were held throughout the year to offer extra services for those in need.

The year began on a high note with our wonderful Gala – truly a “night to remember”. Our Fund Raising volunteers did a stellar job in writing successful proposals to businesses and foundations to bring in income, and made extra efforts to bring in funds after the events of September 11 had a negative impact on local fund raising. We are very proud of our active Board of Directors and standing committee members who gave more than 3000 hours of volunteer time to MEND last year

What has made MEND an exceptionally effective organization these 30 years? We believe that our “Unique Characteristics” set the stage for what MEND does, and it is good to be reminded of them as we reflect on MEND's history:

- MEND is 99% volunteer-driven
- MEND is privately funded - no tax dollars
- MEND has low overhead costs (less than 5%)
- All MEND fund raising and public relations are done by volunteers
- New MEND programs are started by volunteers; only when programs grow too big for volunteers to handle efficiently do we hire staff
- MEND seeks to develop self-reliance among recipients
- Items in MEND's Clothing Center and Furniture Department are not sold; a small (\$2), optional donation is requested when recipients use these services

Thank you to all of you who have shared your time, your talents, and your resources with MEND for 30 years – or for three years, or even three months! With your support, we have made a significant difference in the lives of hundreds of thousands of people in need!

Joe Salas, President, MEND Board of Directors

Marianne Haver Hill, MEND Executive Director



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Laurie Walton

Executive Director

Marianne Haver Hill



MEND Appreciates Our Donors!

The MEND community expresses our deep gratitude to the following organizations who have extended financial support for our work since the last issue of our newsletter:

Bank of America Foundation
 Bari Lipp Foundation
 Boeing Company
 The California Endowment Foundation
 California Wellness Foundation
 Chinese Christian Alliance Church
 Eisner Foundation
 Pierre Fauchard Academy Foundation
 Forest Lawn Foundation
 Lee Hamer Memorial Charities
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 United Way, Inc
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 The Vons Companies Charitable Foundation
 Wal-Mart Foundation
 William H. Hannon Foundation
 Supervisor Zev Yaroslavsky



MEND Staff 2001

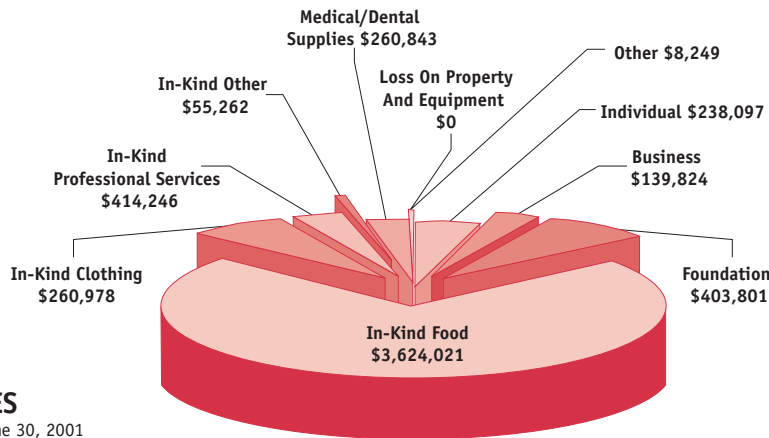
Front Row (l to r): Kenny Doyle, Handyman and Warehouse Manager; Jenny Estupinian, Medical Clinic Manager; Darryll Soller, Bookkeeper

Middle Row: Veronica Stroesenreuther, Dental Clinic Manager; Linda Amador, Director of Programs and Services; Marianne Haver Hill, Executive Director; Maryann Cravotta (M.C.), Director of Operations; Lilia Soller, Computer Lab Coordinator

Top Row: Erika Ibanez, Clothing Center Assistant Manager; Lupe Acosta, Clothing Center Director/Volunteer Director; Cheryl Melendres, Receptionist; Cora Martinez, Food Intake Coordinator; Warren Love, Learning Center Director; Gina Mirabella, Emergency Food Director; Amelida Garcia, Catering and Food Packing Coordinator; Cindy Rios, Food Packing Coordinator

INCOME

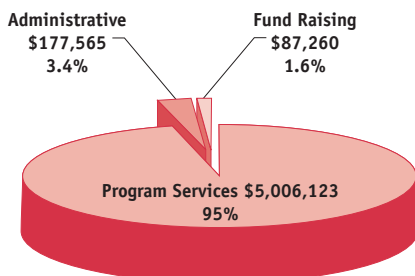
as of June 30, 2001



TOTAL INCOME \$5,405,321

EXPENSES

for the year ended June 30, 2001



TOTAL EXPENSES \$5,270,948

MEND Advisory Board

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 Honorable Tony Cardenas
 Honorable Keith Richman, MD
 Honorable Zev Yaroslavsky
 Honorable Alex Padilla

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