



10641 N. SAN FERNANDO BLVD
PACOIMA, CALIFORNIA 91331
818.897.2443 or 818.896.0246

Mission

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.

Philosophy

Our philosophy rests on the principles that every person, created in the image of God, has innate human dignity and the right to be treated with respect; and every person has the fundamental right to what is needed for a fully human life.

From Planting Seeds To Meeting Needs MEND IS BRANCHING OUT



MEND Advisory Board 2007-2008

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Special thanks goes to Hilary Norton Orozco, Executive Vice President of Las Lomas, for underwriting MEND's first full color annual report!



Letter from the Board President and Executive Director

In the past year, MEND finished construction of and moved into its spectacular 40,000 square foot facility on San Fernando Road. It was a long, sometimes trying effort, helped by thousands of volunteer hours, a dedicated construction team, and the financial contributions of hundreds. As of December, 2007, we had raised about \$8.3 million of the \$8.9 million needed to pay for this new Valley landmark.

Our capital campaign theme, "planting the seeds for tomorrow's needs" sounded the right chord, and already we are in the midst of answering the developing needs of our growing constituency. Just in the few months following our spring opening, the demand for MEND services skyrocketed at the new building. We served almost 45% more recipients in the clothing center and the distribution of food at the MEND Center has soared by about 30%. Participation in the holiday program has grown. It took a few months longer to get final permits to open our medical clinics in the new building, but the volume has already begun to show dramatic increases. At the same time, we've continued to operate our education and training services out of our Van Nuys Boulevard building, even while renting out some of the space in that building to another nonprofit, to offset costs.

MEND is at a true turning point. We have a brand new building that reinforces our mission to treat all with dignity, demand for our services is at an all-time high (and with the possibility of a recession looming, even more likely to grow), and the number of our volunteers is continuing to expand. Your board of directors is developing a long term resource plan to secure our financial future and assure that we will be able to grow appropriately, while keeping our original commitment to being a grass roots, volunteer based organization.

You can help. Your volunteer hours, financial donations, and enthusiasm are critical to our success!

Jeffrey S. Klein
President, MEND Board of Directors

Marianne Haver Hill
Executive Director

Annual Report Committee 2007

Writers: Liza Makabenta-Sacilioc, Jenny Gutierrez, Jeff Klein, Jorge Jimenez

Editors: Jenny Gutierrez, Marianne Haver Hill, Robert Mayers, Karen Villa **Photographers:** David Jimenez, Karen Villa, Steve Brown

Cover image by: North Georgia Media LLC **Graphic Design:** Wm. Marc Salsberry **Printing:** West Coast Printers **Mailing:** Leonard and Kathy Rostant



Two Years in English as a Second Language Program Pays Off

Alberto Aguilar, 25, found MEND purely by accident. He was in the neighborhood to check out a nearby English as a Second Language school (ESL), but when he got there it was closed. But luck was on his side that day. When he looked across the street, he saw the MEND building with a sign offering ESL classes.

"I work as a gardener, so it is very important for me to know how to speak English well," Alberto said. Being able to speak English has improved his communication with his clients, and has also helped recruit more job opportunities.

When MEND's Education and Training Center Director Lilia Soller first met Alberto, she said he was shy and didn't talk much. But Alberto's commitment to learning English is impressive. After a long, hard day of work, Alberto manages to find the energy to ride his bike to MEND four nights a week, and then to work hard on his language skills for two and a half hours. Lilia even recalls a period when Alberto was sick but didn't want to miss class. She said his classmates and teachers would volunteer to pick him up.

It's been two years since Alberto enrolled in ESL at MEND, and he is now in the Level Four group. "Alberto is very bright and has a large vocabulary," Lilia said. "He is no longer shy, and the teachers and other students really enjoy having him in class." She says on occasion, you might even catch Alberto helping fellow students learn new words or even taking the lead among his peers.

"The classes have been great," Alberto said. He says he has even been teaching his uncle, with whom he works, a little bit of the English he has learned!



Volunteer/Clinic Nurse Focuses Attention on Diabetic Patients

Delio Perez, 77, is a retired nurse who volunteers in MEND's medical clinic. He was recruited to MEND 12 years ago when another volunteer, Dr. Gary Tanouye, suggested that Delio would be a great fit for MEND based on his friendly personality and ability to speak Spanish. Not long after that, Delio and the medical clinic team jumpstarted a program aimed helping patients with diabetes.

Delio says that when new patients come to MEND, they will either notify the staff that he or she is diabetic, or it is determined by results from the lab that they are diabetic. "Once we have determined their diabetic needs, I help educate each patient on ways to monitor blood sugar levels through diet and exercise, and assist the doctors in monitoring, medication needs and progress on an on-going basis."

According to Perez, the new MEND medical clinic provides an atmosphere better suited for the patients. Because it is common for diabetics to suffer from depression, in the past, because of limited space in the Van Nuys Blvd. building, clients would make two separate appointments on two different days to see the diabetes physician and, if needed, a psychologist. "Now, patients who need the attention of both doctors can schedule those appointments back-to-back in one day."

"The new MEND medical clinic is very successful, and I hope we can continue to improve the quality of work and service that we provide," Delio said.

Perez is very passionate about his work at MEND, and the medical staff is grateful to have such a wonderful volunteer dedicated to providing such attention to detail for each patient.



New Emergency Food Bank Allows Programs to Run 110% Easier

Imagine trying to accommodate \$4.9 million worth of food in your home's pantry. Then try to imagine organizing it efficiently so that you could serve approximately 37,000 people each month! This was the challenge at MEND's Emergency Foodbank prior to moving to the new building. Warehouse Manager Rob Baskerville recalls the times in the Van Nuys Blvd. center when gathering stored food required several trips to the third floor and sometimes to an off-site location.

When MEND's new facility was designed, many of the challenges from the first building were solved. "The new layout and space makes our jobs 110 percent easier," said Gina Mirabella, Emergency Foodbank Director. "Everything is organized. We have plenty of space to sort and prepare food boxes. And, best of all, we have more space to store more food, which allows us to serve more people."

For Amelida "Mellie" Garcia, Food Packing Manager, the new facility provides a more efficient way to host a special Saturday distribution, which allows clients to select items such as laundry detergent and cleaning supplies. "In the Van Nuys building, I would have to go to the third floor, along with everyone else, to help gather these goods for the Saturday "store," set everything up downstairs, and then return leftover items back to the storage room on the third floor," Mellie said. "Now, in the new MEND Center, I simply open the door and clients can walk in and select things off of the shelf."

Gina recalls when she first started 20 years ago, clients would have to wait in line outside, and now they just walk in like they are in a mall. "It's mind blowing to see how we continue to improve how we serve our clients with dignity," Gina said.

Board of Directors 2007-2008

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- Jorge Jimenez
MEND Dir. of Business Administration

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OVERALL MEND STATISTICS 2007

| | |
|--|---------|
| Total of all recipients served | 488,269 |
| Total of all volunteers | 2607 |
| Total of new volunteers | 894 |
| Board of Directors/ Committee volunteer hours | 2,809 |
| Total volunteer hours | 112,206 |
| Emergency Food Department | |
| Total food recipients served at MEND | 33,074 |
| <i>(30% increase over 2006)</i> | |
| Total served through outreach | 417,661 |
| Grand total served | 450,735 |
| Total volunteer hours | 35,373 |
| Clothing Center | |
| Total recipients served | 22,721 |
| <i>(45 % increase over 2006)</i> | |
| Total volunteer hours | 42,628 |
| Christmas Program | |
| Total recipients served | 5,280 |
| Total volunteer hours | 6,176 |
| Medical Clinic | |
| Total recipients served | 2,715 |
| Total Vision clinic recipients served | 229 |
| Total volunteer hours | 4,016 |
| Home Visiting | |
| Total visits | 1235 |
| Total volunteer hours | 482 |
| Education & Training Center | |
| Total recipients served | 1,768 |
| Total volunteer hours | 4,774 |
| Computer Lab | |
| Total recipients served | 888 |
| Total volunteer hours | 1,849 |
| Sewing Program | |
| Total recipients served | 243 |
| Total volunteer hours | 948 |
| Dental Clinic | |
| Total recipients served | 902 |
| Total volunteer hours | 1,989 |
| Employment Services | |
| Total recipients served | 355 |
| Total volunteer hours | 99 |
| Job Skills Training Program | |
| Total participants in various departments | 73 |

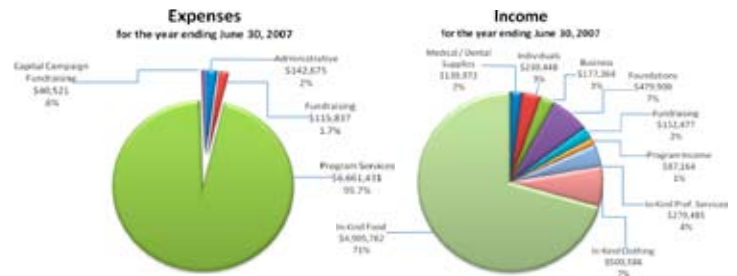
UNIQUE CHARACTERISTICS OF MEND

- Privately funded - - no government grants
- Fund Raising 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



MEND STAFF 2007-2008 (L to R) Front: Gricelda Gonzalez, Clothing Center Manager; Maggie Torres, Medical Clinic Manager; Jenny Gutierrez, Director of Programs; Marianne Haver Hill, Executive Director; Marlein Quezada, Dental Clinic Manager; Lilia Soller, Education and Training Director; Maria Salmeron, Client Intake Manager. **Back Row:** Karen Villa, Admin Ass't; Jorge Jimenez, Director of Business Admin; Marielos Godoy, Clothing Ass't Manager; Lupe Acosta, Volunteer Services Director; Kenny Doyle, Handyman; Estela Santana, Receptionist; Scott Mikels, Staff Acc't; Ana Rosa Aguilar, Education and Training Assistant; Rob Baskerville, Food Warehouse Manager; Amelida Garcia, Food Packing Manger. **Not shown in photo:** Gina Mirabella, Foodbank Director; Mary Watanabe, Computer Lab Coordinator

Income and Expenses For Year Ending June 30, 2007



Total Expense: \$6,960,464

Total Income: \$6,953,158

Capital Campaign

For Fiscal Year Ending June 30, 2007
Total Goal: \$8,628,667 versus Total Received: \$7,519,601
Shortfall to Goal: \$1,109,066

Partners in Mending Poverty

Mending Poverty Gifts \$100k +
 The Ralph M. Parsons Foundation

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Blue Shield of California Foundation
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Capital Campaign

Planting the Seed for Tomorrow's Need

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