



**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.

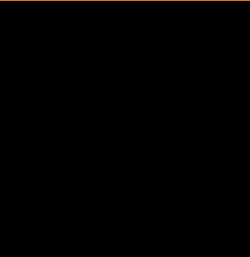


**VISION:** ALL MEMBERS OF OUR COMMUNITY LIVING IN POVERTY ATTAIN SELF-RELIANCE AND CONTRIBUTE TO SOCIETY AS CARING HUMAN BEINGS

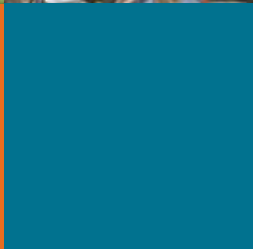
**MEND**  
**40**  
**YEARS**

# THE MEND 2011 ANNUAL REPORT

40 YEARS OF MENDING POVERTY



[www.mendpoverty.org](http://www.mendpoverty.org)



# WHAT DOES IT MEAN TO LIVE IN POVERTY?

At **MEND**, we see hundreds of families a day who are living in poverty. The loss of a job, a serious illness, hard times ... whatever the reason, these families are forced to survive on a budget that does not provide the bare essentials. What does this mean? Not enough food means desperation, crowded housing means stress, not enough clothing means misery, no medical care means suffering or death, no money for school supplies means humiliation. MEND steps in to help people through their most difficult days, turning deficits into relief. By offering job training and job skills programs, MEND fosters empowerment, vision and opportunity. To these families, MEND's commitment to **Meet Each Need with Dignity** means a life that's livable and a pathway to self-reliance.

**To the right is a snapshot of how MEND can make a tremendous difference in the life of a struggling single mother of three.**

**Veronica** works 30 hours per week in a fast food restaurant and just can't make enough to house and feed herself and her three children adequately. She constantly has to make tough choices about what she can afford to pay and what she has to let go. By coming to **MEND**, Veronica gets help with food and clothing, and she can apply for food stamps and other low-income assistance programs. She has access to classes in our Education and Training Center for herself and her children, volunteer opportunities in which she can learn new skills or job training programs to start a new career. In this case, Veronica participates in the MEND Dental Assistant Training Program and will be on her way to a secure job and better income in a little over a year.

My Family's Needs	Cost	MEND Services	Value
Rent for a garage	\$550.00		\$0.00
Groceries	\$586.00	One box of food for four individuals Referral to Cal-Fresh Food Stamps	\$120.00
Child care	\$400.00	MEND after school program	\$400.00
Utilities Electric, gas, phone	\$120.00	Participation in low income utility bill assistance (MEND referral)	\$20.00
Medical, Vision, Dental Emergencies (no insurance)	\$120.00	Free medical, vision and dental exams	\$120.00
Medical Prescriptions	\$50.00	Free prescriptions, varies by patient	\$50.00
Transportation: Car, Gas, and Insurance	\$155.00	Bus tokens	\$7.50
Clothing	\$50.00	Free clothes	\$96.00
School Expenses	\$50.00	Paper, pens, backpacks	\$50.00
Emergency Fund/Savings	\$0.00	Dental Assistant Training Program (avg value)	\$791.00
<b>My Total Expenses</b>	<b>\$2,081.00</b>	<b>MEND Total Assistance</b>	<b>\$1654.50</b>
My Paycheck \$8/hr.	\$960.00		
Cal-Fresh Food stamps	\$586.00		
<b>My Deficit</b>	<b>(\$535.00)</b>		



**Less than \$20,000/yr**  
90% of MEND clients' annual earnings

**\$586/mo**  
Average food stamp allotment  
for family of four

**\$1.8 Million/yr**  
Food stamp stipends 264 MEND families  
spent in local supermarkets

## 2011 MEND PROGRAM STATISTICS

Total of all volunteers	3,092
Total of all new volunteers	1,624
Total volunteer hours	150,660

### Emergency Food Department

Total encounters (MEND + Outreach)	257,232
Total volunteer hours	42,954

### Clothing Center

Total encounters (MEND + Outreach)	79,948
Total volunteer hours	30,207

### Christmas Program

Total encounters	6,061
Total volunteer hours	6,764

### Dental Clinic

Total encounters	4,029
Total volunteer hours	12,037

### Medical Clinic

Total medical encounters	4,668
Total vision encounters	586
Total volunteer hours	9,646

### Home Visiting

Total encounters	1,817
Total volunteer hours	412

### Education & Training Center

Total students	480
Total volunteer hours	7,619

### Computer Lab

Total students	284
Total volunteer hours	3,222

### Youth Services

Total students	98
Total volunteer hours	2,686

### Sewing

Total students	77
Total volunteer hours	870

### Homeless Shower

Total encounters	1,484
Total volunteer hours	1,090

### Job Skills Training Program

Total participants	235
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### Office (Recipient/Administration/Volunteer Services)

Total volunteer hours	27,859
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### Board of Directors/Committee

Total volunteer hours:	5,059
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## 2011 LEADERSHIP LETTER

**MEND** gave focus to “40 Years of Giving” throughout 2011, using a special logo, website design, stationery, and banners created by our volunteer graphic artists. We also presented our annual Volunteer Recognition Dinner in March as an opportunity to bring back many of the active volunteers and leaders from MEND’s early years for special acknowledgement, and used this event to highlight MEND’s history. During the summer, our “Stop Summer Hunger” campaign was seeded with \$40,000 in special gifts by a small group of donors that was then matched with more than \$40,000 from individuals and businesses that made contributions to the campaign – all in recognition of MEND’s 40 years of feeding the hungry. And, for our 40th Annual Christmas Basket Program, special ornaments were created for the participating volunteers and the recipient families.

Throughout its history, **MEND** has emphasized volunteer engagement in every program and administrative operation and has focused considerable energy on soliciting in-kind donations of food, clothing, medicines, and other supplies. This hallmark voluntarism has made our agency one of the leanest nonprofits around, with an average of less than 6% of annual revenues going toward administration and fundraising. Financial donors to MEND can be assured that their gifts will be multiplied many times over in service to clients.

For example, a \$25 gift to MEND can result in any one of the following contributions to a needy family:

- \$350 in food or • \$265 in clothing or • \$66 in healthcare

We are grateful to the many MEND in-kind and monetary donors as well as the thousands of volunteers who have partnered with us throughout our 40 years to “meet each need with dignity.”

**Adriana Barrera, PhD**  
Chairperson, Board of Directors

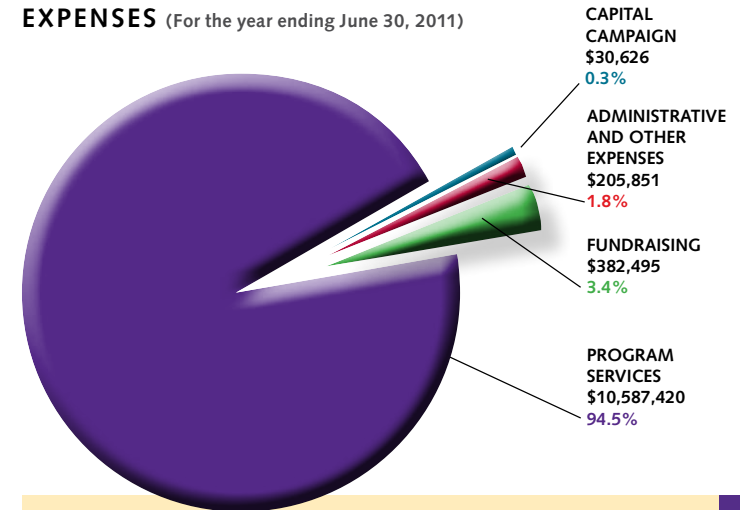
**Marianne Haver Hill**  
President and CEO

**Jenny Gutierrez**  
Chief Operating Officer



For more detailed financial information, please visit MEND’s website:  
[http://mendpoverty.org/pdf/MEND\\_Audit\\_2011.pdf](http://mendpoverty.org/pdf/MEND_Audit_2011.pdf)

## EXPENSES (For the year ending June 30, 2011)

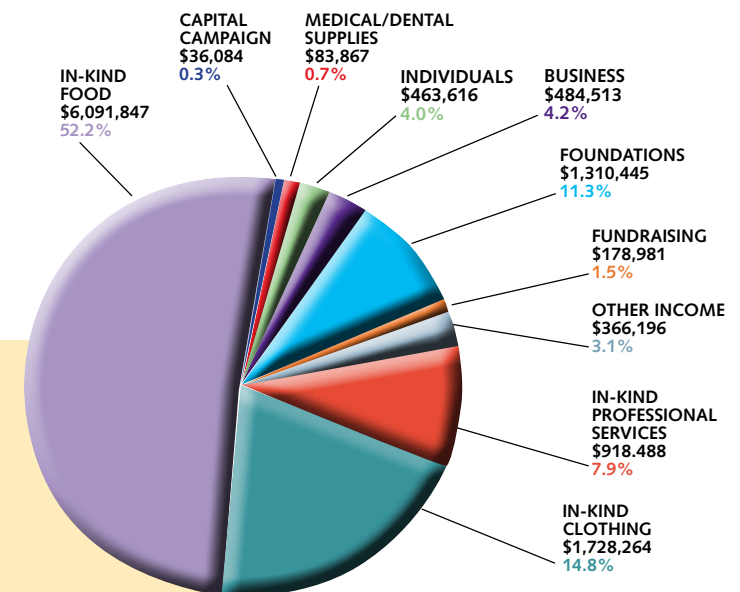


Total Expenses: \$11,206,392  
(Including Depreciation: \$337,708)  
Total Income: 11,662,301

Capital Campaign  
Income: \$36,084  
Expenses: \$30,626

Discontinued Operations  
(Treasure Trunk Thrift Store)  
Income: \$15,888  
Expenses: \$108,567

## INCOME (For the year ending June 30, 2011)



**MENDING POVERTY GIFTS \$100K+**

The Honorable Richard Alarcon/Lopez Canyon Trust Fund  
The Angell Foundation  
The Honorable Howard Berman  
The California Wellness Foundation  
Weingart Foundation

**GIFTS OF STRENGTH \$50K-\$99,999**

Carrie Estelle Doheny Foundation  
Dan Murphy Foundation  
S. Mark Taper Foundation  
UniHealth Foundation

**EMPOWERING GIFTS \$25K-\$49,999**

Blue Shield of California  
California Community Foundation  
Max Factor Family Foundation  
The Green Foundation  
Fred L. Hartley Family Foundation  
Kaiser Permanente Foundation  
Providence St. Joseph Medical Center  
Ralphs/Food 4 Less Foundation  
Michael & Irene Ross Endowment Fund

**ENABLING GIFTS \$5K-\$24,999**

Anheuser-Busch Foundation  
Paul Appel & Petra Palma-Appel AT&T  
Bank of America  
Albert & Elaine Borchard Foundation  
Allene E. Brown  
Grace Brubaker  
Debra G. Caldin  
The California Endowment  
The John W. Carson Foundation  
Disney Worldwide Services  
Foundation of the Pierre Fauchard Academy  
The Lawrence P. Frank Foundation  
Peter & Diane Goldenring  
Peter & Gretchen Haight  
Hamer Toyota & Lee Hamer Memorial Charities

**2011 ANNUAL REPORT COMMITTEE**

Annual Report Coordinator: Dariel Miller  
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Graphic Design: Clifton Wong  
Mailing Assembly: MEND Volunteers

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Valley Nonprofit Resources  
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Vons Foundation  
Walmart  
Warner Bros. Entertainment Inc.  
Wells Fargo  
The Honorable Zev Yaroslavsky

Capital Campaign

**CRYSTAL SPONSORS \$15K-\$49,999**

Dr. and Mrs. Donald Cerniglia  
Claudio Pinkus

**SUPPORTING SPONSORS \$5K-\$14,499**

The Auer Family

**MEND STAFF**

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Chief Operating Officer  
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Director of Programs and Services  
**Scott Mikels**  
Controller  
**Maria Salmeron**  
Associate Program Director  
**Tarry Kang**  
Development Manager  
**Dariel Miller**  
Public Relations Specialist

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**Dinora Cubias**  
Instructional Coordinator,  
Computer Lab  
**Yesenia Danesta**  
Dental Assistant  
**Kenneth Doyle**  
Maintenance  
**Victor Estrada**  
Medical Clinic Manager  
**Angelica Gonzales**  
Education & Training Assistant  
**Luke Ippoliti**  
Foodbank Assistant Director  
**Andrea Lopez**  
Youth Services Coordinator  
**Lupe Martin**  
Volunteer Services Director  
**Breanna Medina**  
Information and Referral Specialist  
**Denise Sanchez**  
Dental Clinic Manager  
**Jesus De Santiago**  
Foodbank Packing Manager  
**Pedro De Santiago**  
Emergency Foodbank Driver  
**Christian Serrano**  
Clothing Assistant Manager  
**Lilia Soller**  
Education & Training Director  
**Veronica Soto**  
Clothing Center Manager  
**Richard Weinroth**  
Foodbank Director

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