

growth

MEND's Wonderful Donors

Since the last issue of the MEND newsletter, we gratefully received contributions from the following organizations:

- California Consumer Protection Foundation
- Forest Lawn Foundation
- Friends America, Inc.
- Hannon Foundation
- Help Youth Charities Fund
- KABC-TV
- Lee Hamer Memorial Charities Foundation
- Los Angeles Times
- Marjorie and Edward Illig Family Foundation
- McCarthy Family Foundation
- McMaster-Carr Supply Company
- Meadow's Sheet Metal and A/C, Inc.
- Norhel Family Foundation
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- Pierre Fauchard Academy Foundation
- Public Storage
- SKETCH Foundation
- St. Euphrasia's Catholic Church
- St. Ferdinand's Catholic Church
- Stern Family Foundation
- Supervisor Zev Yaroslavsky
- The Vons Companies Charitable Foundation, Inc.
- Valley Presbyterian Church
- Verizon

MEND Advisory Board 2002

- | | |
|---------------------------|---------------------|
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2002-2003 MEND Staff

- | | |
|--------------------------|-------------------------------------------------|
| Marianne Haver Hill | Executive Director |
| Linda Amador | Director of Programs & Services |
| Maryann M. Cravotta (MC) | Director of Operations |
| Gricelda Gonzalez | Bookkeeper |
| Regina Mirabella | Emergency Food Director |
| Amelida Garcia | Emergency Food/Catering Coordinator |
| Cynthia Rico | Food Packing Coordinator |
| Guadalupe Acosta | Clothing Department Director/Volunteer Director |
| Erika Ibanez | Clothing Department Assistant Manager |
| Lilia Soller | Learning Center Director |
| Ricardo Galicia | Instructional Coordinator, Computer Lab |
| Jenny Gutierrez | Medical Clinic Manager |
| Veronica Stroesenreuther | Dental Clinic Manager |
| Socorro Martinez | Food Intake Coordinator |
| Cheryl Melendres | Receptionist |
| Kenneth Doyle | Warehouse Manager/Handyman |

Annual Report Committee

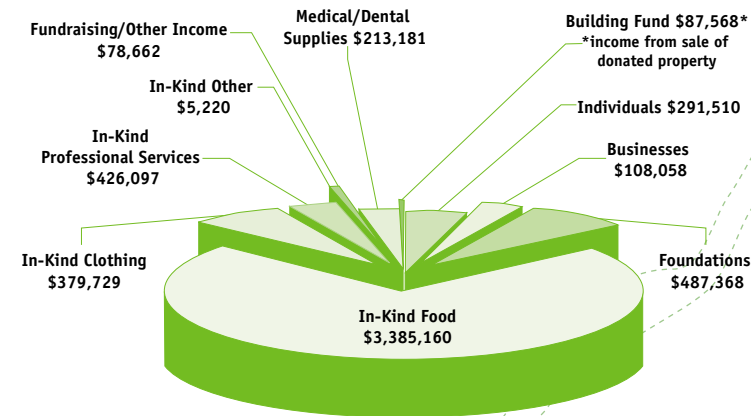
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|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Writers: | Linda Amador, Maryann Cravotta, Marianne Haver Hill, Lynne T. Jewell, Christina Lemon, Marie Mulhearn, Liza Makabenta-Sacilioc, Elizabeth Vendely |
| Editors: | Linda Amador, Marianne Haver Hill, Robert Mayers |
| Photographers: | Steve Brown, Nancy Mayberry, Liza Makabenta-Sacilioc |
| Graphic Design: | Eclipse Advertising |
| Printers: | Precision Dynamics Corporation |
| Mailing: | Don and Irene Kershnik, Leonard & Kathy Rostant, Ed & Ann Zeigler |

MEND's Unique Characteristics

- 99% volunteer-driven
- 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

INCOME

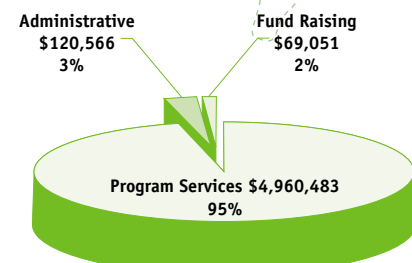
For the year ending June 30, 2002



TOTAL INCOME \$5,462,553

EXPENSES

For the year ended June 30, 2002



TOTAL EXPENSES \$5,150,100

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.



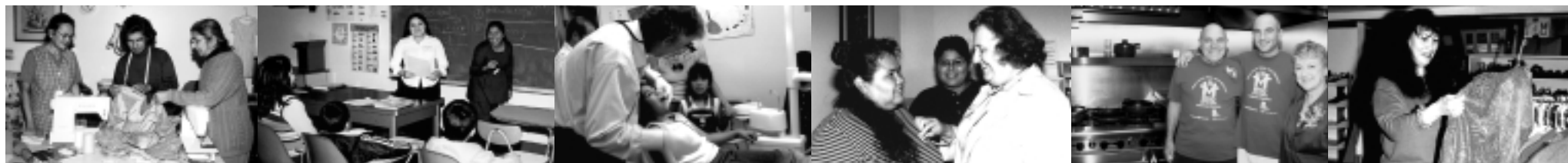
www.mendpoverty.org

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Volunteer instructors Conchita Alforque (left) & Lalit Windokun assist a participant in MEND's Sewing Training Program.

Neighborhood children enjoy a light moment with their Saturday morning volunteer teachers Jenny Juvera (left) & Londi Larios (right).

Chris Herron, DDS, provides a fluoride treatment to a third-grader during MEND's Teeth to Toes event.

Gwen Worrell, RN (right) checks the heart of Carmen, a patient in MEND's Diabetic Case Management program, as Carmen's son looks on.

Meir Saddia (center), flanked by Joe Mirabella and Gina Mirabella (MEND Food Department Director) in the renovated MEND Kitchen.

MEND job training participant Delia Garcia looks over potential job interview outfits. Ms. Garcia got a position at a local clothing store as a result of her MEND experience.

growth

OVERALL MEND STATISTICS 2002

Total of all recipients served	414,921
Total of new recipients	6,378
Total of new volunteers	202
Total volunteer hours	73,783

EMERGENCY FOOD DEPARTMENT

Total recipients served	385,261
Total volunteer hours	29,667

CLOTHING CENTER

Total recipients served	12,236
Total volunteer hours	15,733

CHRISTMAS PROGRAM

Total recipients served	6,553
Total volunteer hours	4,005

MEDICAL CLINIC

Total recipients served	2,390
Total volunteer hours	6,111

HOME VISITATION

Total visits	1,248
Total volunteer hours	720

EDUCATION & TRAINING CENTER

Total recipients served	1,777
Total volunteer hours	5,975

COMPUTER LAB

Total recipients served	1,623
Total volunteer hours	1,650

SEWING PROGRAM

Total recipients served	731
Total volunteer hours	982

DENTAL CLINIC

Total recipients served	711
Total volunteer hours	1,125

EMPLOYMENT SERVICES

Total recipients served	419
Total volunteer hours	186

FURNITURE PROGRAM

Total families served	98
Total volunteer hours	340

JOB SKILLS TRAINING PROGRAM

Total recipients served	66
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Dear Friends,

MEND is an agency that is GOING and GROWING!

In this annual report, you will find examples of activities in each of our main departments that show evidence of how we are going – moving to add and improve services that will better the lives of the low-income clients we serve.

But all this GOING has meant that we are GROWING – so much so, in fact, that we have run out of space in the MEND Center for all that our volunteers and staff are doing! When we last re-modeled and doubled the size of our building in 1996, we were serving an average of 11,000 individuals every month. That number has now more than tripled: in 2002, we averaged 34,600 monthly!

This growth has had the following impacts on our clients and volunteers:

- Our Computer Lab is jammed packed with terminals – but not enough for all of the children that need to use them after school!
- Our Hospitality Center and Kindercare rooms are often filled to overflowing!
- We had to close the Valley's only free furniture distribution program this year, because of a lack of space!
- Emergency food is stored in downtown LA and elsewhere in the Valley, meaning that our volunteers spend many extra hours transporting food!
- Clothing donations often come in by the truckload – but there is no adequate space to sort and store these items before they are rotated into the Clothing Distribution Center!

During 2002, members of the MEND Board actively pursued the purchase of adjacent or nearby land for a major capital expansion project that will allow MEND to not only meet our current programming requirements, but will allow our agency to continue to actively grow. These efforts to buy land will continue during 2003.

Thanks so much to all of you who have supported MEND through your cash and in-kind donations, as well as your volunteer time. YOU are what makes possible MEND's motto to "meet each need with dignity"!

Joe Salas
2001-2003 President,
MEND Board of Directors

Marianne Haver Hill
Executive Director

2002-2003 MEND Board of Directors

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1st Vice President
Stan Leandro
2nd Vice President
Steve Brown
Treasurer
Luzmaria G. Nelson
Secretary
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Volunteer Development
Frank Sanchez

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Hilda Garcia
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Audra Johnson
Jack Labrie
Liza Makabenta-Sacilioc
Robert Mayers
Daniel Ruben, MD, MPH, MBA
Bill Williams
*Eduardo Palacios,
Deceased 11/02

Executive Director

Marianne Haver Hill



Marianne Haver Hill, MEND Executive Director, and Joe Salas, MEND Board of Directors 2001-03 President

Learning to Sew for Fun or Profit

Conchita Alforque and Lalit Windokun brought their expertise in sewing to MEND by starting a sewing training program in 2002, which is providing hands-on teaching of the art of stitching and clothing design. The two women dedicate Friday afternoons and Saturday mornings to teaching MEND clients how to sew purses, dresses, quilts and anything else that they would like to learn.

"I enjoy teaching this class because I feel that not only are the clients who come learning something new, but I also see it allowing them to feel confident in themselves and what they can do. This provides them with the courage to go out and look for jobs," says Lalit.

New Kids' Classes in 2002!

This past year on Saturday mornings, children from pre-kindergarten to 8th grade gathered at MEND's Learning Center to work with volunteer teachers on reading, math and educational computer fun. Children were placed in groups of approximately three or four per volunteer, and by reading or math level. The volunteers had the same group of children week after week, which helped to form trust and great friendships. And those with special needs, such as dyslexia, received one-on-one help.

The classes on Saturdays are a valuable and popular resource for MEND's children, and each child looks forward to the hours they spend working on their skills and learning with other children. Some of the growing needs for the classes include dictionaries, flash cards, and sets of books for different grade levels. Extra volunteers are also welcome!

Teeth to Toes Delights Children!

On June 19 and July 10, MEND facilitated its "Teeth to Toes" events. In attendance were third graders from Haddon Elementary School. The classes took turns rotating through MEND service and activity rooms.

Each student had a visit in MEND's Dental Clinic, receiving a fluoride treatment and toothbrush as well as instruction on the importance and benefits of dental hygiene. Then the students were ushered into the Reading Room where one of MEND's volunteers read several of the children's favorite stories. The children followed each story closely and read along anticipating their favorite parts. There was a warm fellowship between the classes and volunteers during story time.

Next, the children spent time in the MEND Computer Lab, using educational math games. After the thirty-minute session, the excitement grew as the students patiently filed into lines to travel downstairs to experience the "Toes" part of the day. There, they found the perfect fit in their brand new pair of tennis shoes provided by MEND. They also enjoyed competitive games and a snack.

"The participating children were such a complete joy to be with during this event. I truly feel I gained much more than I gave that day," said event volunteer Christina Lemon.

Diabetic Case Management Program

The purpose of a two-year grant to MEND from The California Endowment is to provide in-home nurse-led disease and behavior modification with on-going treatment and patient education.

Ninety percent of the diabetic participants lowered their blood sugar levels significantly in the initial six-month period. This collaborative effort from a team of health care professionals and para-professionals is at the halfway mark. Their comprehensive program includes development of a groundbreaking model to teach hard-to-reach diabetics and hypertensive (high blood pressure) individuals.

Reaching out to various agencies to help in the planning stages, the MEND professionals were able to learn more about these high-risk patients. Specific assessments were made of each participant regarding nutrition, exercise, proper medication and education of family members in the home environment.

Patients have responded well to the personal attention they are receiving, including field trips to local supermarkets. A registered dietician gives customized tours to show patients how to shop wisely and cost effectively in order to meet their dietary requirements. They even receive product discount coupons for future purchases. With respect to keeping appointments with medical specialists, MEND provides taxi vouchers so patients can plan their trips without worry.

Chef Shares His Art With Mend Trainees

There's lots of artistic creations being cooked up these days in MEND's new and expanded kitchen, thanks to the culinary talents of chef Meir Saddia.

For the past year, Meir has volunteered his expertise by giving cooking classes Saturday afternoons in the Food Services Training Program. In the class, Meir teaches the students about healthy and nutritious meals, how to design a menu and how to set and decorate a table.

"I'm teaching the students cooking skills for potential jobs in the food and catering business," said the professional chef of 15 years, who owns "Food is My Art" catering service in Encino.

The class of 18 students undergoes a six-week training class. The most recent culmination project was cooking and serving a Thanksgiving dinner with all the trimmings for MEND volunteers.

"We thought this was a great way to showcase what the students had learned and for them to have the opportunity to have a real-life situation," said Meir, who was more than proud of the results of his graduating students after the feast served in MEND's Ahmanson Hospitality Center.

During his catering career, Meir has prepared meals for royalty, politicians and movie stars. He individualizes his cuisine to best serve his clients' needs.

"Buen gusto," to Chef Meir Saddia for sharing his talents and time with MEND!

Helping Clients Look Their Best

MEND's clothing program is one of the busiest at the MEND Center. With each bundle of appreciated donations comes sorting, labeling and storing. But with open arms, the staff are taking on one more project—they're creating a special clothing resource for job-interview clothing. Clients who are in need of business attire for job interviews can visit the clothing center and make a special request for business clothing. The Clothing Center took on this project after identifying business attire as a growing need for its clients. Business clothing and accessories – clean, pressed, and on hangers – can be donated directly to MEND's Clothing Center.

2002 STATISTICS