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.

THE MEND 2011 ANNUAL REPORT
40 YEARS OF MENDING POVERTY

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.

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

<table>
<thead>
<tr>
<th>My Total Expenses</th>
<th>$2,081.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Paycheck $8/hr.</td>
<td>$960.00</td>
</tr>
<tr>
<td>Cal-Fresh Food stamps</td>
<td>$586.00</td>
</tr>
</tbody>
</table>

| My Deficit                         | ($535.00) |

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 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 least 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.”

**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
  - 0.3%
- **Fundraising Income:** $382,495
  - **Expenses:** $108,567
  - 3.4%
- **Discontinued Operations:**
  - **Income:** $15,888
  - **Expenses:** $108,567
  - 94.5%
- **In-Kind Food:** $6,091,847
  - **In-Kind Clothing:** $1,728,264
  - 52.2%
  - 14.8%
- **Medical/Dental Supplies:** $83,867
  - **In-Kind Professional Services:** $918,488
  - 0.7%
  - 7.9%
- **Individuals:** $463,616
  - **Business:** $484,513
  - 4.0%
  - 4.2%
- **Foundations:** $1,310,445
  - **Program Services:** $10,587,420
  - 11.3%
  - 94.5%
- **AdMinistrAtive And otHeR exPenses:** $205,851
  - **Other Income:** $15,888
  - 1.8%
  - 1.5%
- **MediCAl/dentAl suPPlies:** $83,867
  - **PrOfessionAl seRviCes:** $918,488
  - 0.7%
  - 7.9%
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  - **CAPitAl CAMPAign In-kind:** $36,084
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For more detailed financial information, please visit MEND’s website:


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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

**Office (Recipient/Administration/ Volunteer Services)**

- **Total volunteer hours:** 27,859

**Board of Directors/Committee**

- **Total volunteer hours:** 5,059

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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

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
Academy
The Karl Kirchgesner Foundation
Fanny & Svante Knistrom Foundation
Robert Kraemer
Dale & Mary Landroth
Los Angeles Regional Foodbank/
Fineshriber Family Foundation
The William & Jeanne Mallet Trust
The Medtronic Foundation
Kristin Meredith
Sharon & Roger Nix

PRogRAMS
Andrea Banuelos
Medical Clinic Assistant Manager
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
Luea 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
Clothing Center Manager
Veronica Soto
Education & Training Director
Richard Weinroth
Foodbank Director

MEND STAFF
Marianne Haver Hill
President and CEO
Jenny Gutierrez
Chief Operating Officer
Maggie Torres
Director of Programs and Services
Scott Mikels
Controller
Maria Salmeron
Associate Program Director
Tarry Kang
Development Manager
Dariel Miller
Public Relations Specialist

2011 MEND COUNCIL OF EXECUTIVES
Honorable Howard Berman
Honorable Alex Padilla
Honorable Felipe Fuentes
Honorable Zev Yaroslavsky
Honorable Richard Alarcon

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Back Row: Scott Mikels; Jenny Gutierrez; Robert Mayers; Shauna Sarkissian;
Paul Collins*, Ward White; Steve Brown*, Treasurer; Ron Villafana*,
Past Chair; Maggie Torres; Richard Boehmer, Esq.*
Front Row: Sharon Ulmer RN*; Maritza Recinos, MPA, Secretary;
Susan Blumenfield , DSW*; Adriana Barrera, PhD, Chair;
Marianne Haver Hill; Gigi Gomez; Susan Ng, First Vice Chair
(not pictured) Richard Bush; Anita Castellanos; Esq.;
Stacy Geere, Second Vice Chair; Baltazar Martinez; Diane G. Medina*;
Jason Morgan; Carolyn Rose, LVN; Ed Rose*; Patty Salazar; Marge Terhar*
*chair or co-chair of a standing committee

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Contributors: Tarry Kang, Sonya Keith, Scott Mikels, Maggie Torres
Editors: Adriana Barrera, Jenny Gutierrez, Marianne Haver Hill, Bob Meyers, John Bethune
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Graphic Design: Clifton Wong
Mailing Assembly: MEND Volunteers

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