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.
MEND engaged more than 4000 volunteers in 2012 in both service delivery and “behind the scenes” roles and tasks, keeping our overhead costs at less than 6%, and giving volunteers the opportunity to make a difference for those living in poverty. Whether it is volunteering once a year, once a month, once a week or more, and whether someone is a corporate executive or professional, recently unemployed, a student, or a retiree, MEND has a volunteer job for almost anyone.

To MEND clients, Larry Kurzweil is just another of the many wonderful volunteers at MEND, dressed in T-shirt and jeans, dishing up meals, helping with activities and joining the clean-up crew during Universal Studios Hollywood's annual Christmas in Spring event. But at the Studios' theme park, Larry is president and chief operating officer. He is a firm believer not only in giving of himself, but also in steering his company to give.

Larry encourages his employees to reach out to the less fortunate, and leads by example. He finds great rewards in volunteering for Universal's Discover A Star Foundation, stepping in wherever there's a need. "There is nothing more rewarding than seeing the smiling faces of the people we can help out."

He is also a big fan of MEND, particularly for its focus on dignity. "MEND is a wonderful cause," he says. "It’s the largest of its kind in the Valley and I applaud the work they do. These types of efforts, once they’re in your head and heart, the feeling doesn’t go away. You want to be part it."

Two days a week, after her three children are off to school, Geni Cobb heads to MEND, where she volunteers at the front desk and helps survey clients to determine their needs. She is part of an outstanding volunteer force that earned MEND honors as California’s Nonprofit of the Year for 2012. Geni came to MEND after being laid off from her job as a school counselor. Rather than “spending my day sobbing", she picked herself up and looked for a way she could make a difference. She found MEND online and applied as a volunteer.

Geni grew up living in poverty and understands the needs of MEND clients. She has a particular soft spot for the homeless, and she uses her professional training to talk with individuals and understand their situations and their needs. "It really opened my eyes," she said. "Now when I see homeless people, I see them as individuals with needs. And I feel good because I can help."

Behind many smiles across the Valley is a force of professional dental volunteers nearly 150 strong. This team works out of the MEND Dental Clinic, serving up to 450 low-income, uninsured clients monthly.

Among the volunteer dental hygienists are Mizuho Sato, Jennifer Kuo and Linda Berger. These dental hygiene students came to the MEND Dental Clinic each Friday as part of their training program at West Los Angeles College to provide dental cleanings, polishing, and oral hygiene education. The West LA students worked with MEND employees to develop an innovative dental hygiene program that is able to measure patients’ progress, with the goal of ensuring positive health outcomes in the long term.

Although it’s been many months since they graduated, Mizuho, Jennifer and Linda still volunteer weekly in the clinic. Jennifer summarizes the feelings of the group when she says, "This outreach program at MEND gave me so much and helped me pass the board exam. I wanted to continue to give back to MEND even after I graduated because my experience here helped me get through such a great program."
2012 Leadership Letter

MEND’s leadership role among nonprofits was recognized in 2012 with several significant honors. First, our agency was prominently profiled in the newest edition of Forces for Good: The Six Best Practices of High-Impact Nonprofits. Then MEND was named California’s Nonprofit of the Year by the Governor’s Office. Also honored in 2012 was MEND co-founder, Ed Rose, who received the Jacqueline Kennedy Onassis Award for Public Service as part of the Jefferson Awards at a national event in Washington, DC.

These public honors all underscore what our supporters have always known: MEND is dedicated to engaging as many volunteers in the community as possible to improve the lives of our neighbors in need.

During the Great Recession, MEND’s business model of a volunteer workforce supported by paid employees allowed us to expand and strengthen our programs to meet skyrocketing demand. In every department, we developed new and existing collaborations with universities and colleges, businesses, government and nonprofit agencies, which provided volunteers with skills specific to the needs of each of our services. The quality of our programs was strengthened in ways beyond what we could have initially imagined.

Another important milestone this year was the restructuring of MEND’s governance by creating two boards. Our Governing Board is engaged in setting strategic direction for MEND as well as expanding our fundraising. Our Program Board is focused on guiding our strategic planning for and evaluation of programs. Each board has brought to MEND a wealth of new resources and knowledge that will advance our organization.

With this Annual Report, we invite you to celebrate with MEND an exciting year in our agency’s history, and to join us in moving forward in our commitment to mending poverty.

Pictured from left:
- Jenny Gutierrez, MPH, Chief Operating Officer
- Susan Blumenfield, DSW, Chair, MEND Governing Board
- Maritza Recinos, MPA, Chair, MEND Program Board
- Marianne Haver Hill, MS, President and CEO

2012 MEND PROGRAM STATISTICS

<table>
<thead>
<tr>
<th>Service</th>
<th>Total Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total of all volunteers (unduplicated)</td>
<td>4,458</td>
</tr>
<tr>
<td>Total of new volunteers</td>
<td>3,542</td>
</tr>
<tr>
<td>Total volunteer hours</td>
<td>167,982</td>
</tr>
</tbody>
</table>

Emergency Food Department

| Total volunteer hours                        | 249,859               |
| Total volunteer hours                        | 43,865                |

Clothing Center

| Total volunteered (MEND + Outreach)          | 163,380               |
| Total volunteer hours                        | 32,345                |

Christmas Program

| Total encountered                            | 5,965                 |
| Total volunteer hours                        | 9,342                 |

Medical Clinic

| Total encountered                            | 6,218                 |
| Total vision encounters                      | 945                   |
| Total volunteer hours                        | 12,408                |

Dental Clinic

| Total encountered                            | 4,553                 |
| Total volunteer hours                        | 14,242                |

Home Visiting

| Total encountered                            | 1,447                 |
| Total volunteer hours                        | 229                   |

Education & Training Center

| Total students                               | 567                   |
| Total volunteer hours                        | 10,157                |

Sewing

| Total students                               | 67                    |
| Total volunteer hours                        | 1,012                 |

Homeless Showers

| Total encountered                            | 1,295                 |
| Total volunteer hours                        | 601                   |

Job Skills Training Program

| Total participants                           | 251                   |

| Total Volunteer hours                        | 32,443                |

Office (Recipient/Administration/Volunteer Services)

| Total Volunteer hours                        | 4,212                 |

Board of Directors/Committee

| Total volunteer hours                        | 4,212                 |

2012 PARTNERS IN...
2012 GOVERNING BOARD OF DIRECTORS

Left to right: Jenny Gutierrez; Gayathri Jith, MPH, GACHE; Bob Mayers; Maritza Recinos; John O’Keefe; Sr. Colleen Settles, OP, D. Min; Tracy Rafter; Marianne Haver Hill; Ron Villafana, Treasurer; Susan Blumenfield, D.S.W., Chair; Peter Gonzalez; Jocelyn Guhama; Steve Brown, Vice Chair; Jose Oliva

Not pictured: Frankline Augustin, DPPD, MSHA; Dennis C. Benton, Paul Collins; Julie Kelly, Esq.; Evelin Martinez; Diane G. Medina, Secretary; Scott Mikels; Susan Ng; Angela Rivers; Virginia Tanawong; Maggie Torres; Ward White

2012 ANNUAL REPORT COMMITTEE

Annual Report Coordinator: Dariel Miller
Writers: Patricia Aidem, Marianne Haver Hill
Contributors: Tarry Kang, Scott Mikels, Maggie Torres
Editors: John Bethune, Jenny Gutierrez, Marianne Haver Hill, Tarry Kang, Scott Mikels
Photographers: Andrea Gold, David Jimenez, Dariel Miller
Graphic Design: Clifton Wong
Mailing Assembly: MEND Volunteers

2012 MEND COUNCIL OF EXECUTIVES

The Honorable Howard Berman
The Honorable Alex Padilla
The Honorable Felipe Fuentes
The Honorable Zev Yaroslavsky
The Honorable Richard Alarcon

Thomas E. Backer, PhD;
Dennis C. Benton; Peter V. Haight;
Arnold Kleiner; Cary J. Lefton;
David R. Lillington, PhD;
Walt Mosher, PhD ; Mary Rosas Sr.
Sr. Colleen Settles, OP, D. Min;
Marla Clemow; Kevin Walsh, PhD
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2012 PROGRAM BOARD OF DIRECTORS

Left to right: Marianne Haver Hill;
Doug Marriot; Maggie Torres; Marco Ramirez; Gigi Gomez; Darlene Montes-Bejar;
Maritza Recinos, MPA, Chair; Kevin Walsh, PsyD; Jenny Gutierrez; Andrew Marino;
Carolyn Rose, LVN; Elizabeth Trebow, PhD;
Audrey L. Simons, RN; Paul Collins;
Yolanda Anguiano, MPA;

Not pictured: Frankline Augustin, DPPD, MSHA;
Adriana Barrera, PhD, Vice Chair;
Yvonne Chan, Ed.D; Imran Chaudhry;
Susan Fredericks, DDS; Rosa Furumoto, Ed.D;
Maria Jimenez; Awade Khan-Variba;
Ritamarie Little, RD, MS; Ed Rose;
Sharon Ulmer, RN

MEND STAFF

Marianne Haver Hill, CEO
Jenny Gutierrez, COO
Scott Mikels, Controller
Tarry Kang, Development Manager
Dariel Miller, PR Specialist
Charlette Brown, Exec. Assistant
Kenneth Doyle, Maintenance

PROGRAMS:

Maggie Torres, Program Director
Maria Jimenez, Assoc. Program Director
Lupe Martin, Volunteer Director

Client Services:
Wilson Herrera
Breanna Medina

Clothing Center:
Christian Serrano
Veronica Soto, Manager

Dental Clinic:
Yesenia Danesta
Sandhya Palhan, DDS
Denise Sanchez, Manager

Education and Training Center:
Dinora Cubias
Angelica Gonzales
Andrea Lopez
Lilia Soller, Director

Emergency Foodbank:
Jesus De Santiago
Tremain Baker
Luke Ippoliti
Richard Weinroth, Director

Medical Clinic:
Andrea Banuelos
Victor Estrada, Manager
Mark Shertinsky, OD, MPH, FAOO

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