



## Quarterly Newsletter

Spring 2020

# Food Pantry Gap Program

The Friends In Deed Food Pantry Gap Program is an emergency program to feed those in need, while also supporting local, independently owned restaurants.



Cash donations will be earmarked to purchase hot meals for FID Food Pantry families. Meals will be sourced from independently owned Pasadena restaurants whose businesses have been affected by COVID-19.

[Click here to donate to the Food Pantry Gap Program!](#)

Steven, whose family has benefited from the Pantry Gap Program, tells us:

*"Thanks for keeping our family in mind. We appreciate your very kind gesture by delivering that delicious pizza to our home tonight. It was a piping hot and tasty (spicy) Pepperoni pizza. Thanks for all your care. Appreciate all your help in this time of need. Thanks again!!"*

Since it began, the COVID-19 Pantry Gap Program has delivered meals to 75 families, feeding 283 people. See below for the full story of how the COVID-19 Pantry Gap Program was born.

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*Stories from the programs*

# Still sharing the love - just from a distance!



## SB's Story

It takes more than a global pandemic to slow down FID's Street Outreach Team! As a member of a vulnerable group, Street Outreach Specialist Najwa is remaining in strict quarantine, but that is not going to stop her doing her job!

SB is a long-term client of The Women's Room - she is 58 years old and usually sleeps in her car. She called FID to find out if laundry and showers were available, and when Najwa told her that TWR was temporarily closed, she burst into tears, saying she "didn't feel good" and "couldn't take it any more."

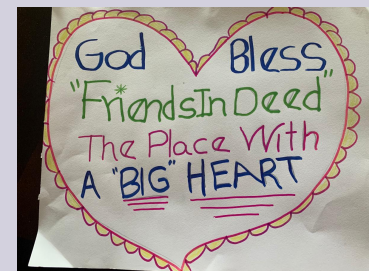
Najwa decided to see if she could get SB into the City of Pasadena's temporary emergency motel program. To do this, she had to screen her for coronavirus symptoms - but SB complained of cough, shortness of breath, and mild chest pains. These are not unusual complaints for someone living on the streets but, to be eligible for a motel, Najwa had to prove that SB did not have COVID-19.

The City advised Najwa to persuade SB to go to the ER - but SB was terrified of infection and did not want to go to the hospital! Najwa began a marathon telephone session with SB, supporting her for hours through the whole process of admission to the ER - actually in a tent outside the hospital building - being tested for the virus, and removal to a quarantine facility.

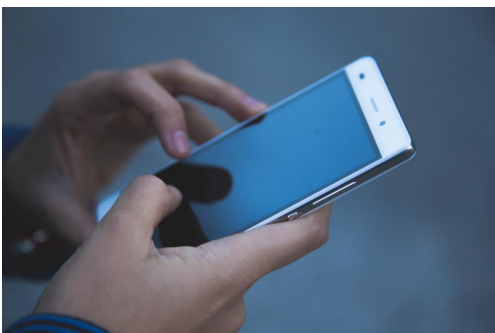
SB remained in the quarantine facility - a rather nice hotel room - for a few days until her test came back negative. Najwa was then able to arrange for her to move to an emergency motel room. SB is as safe as she can be for the time being!

## From Marlene, TWR Director

"I was doing some spring cleaning so that, when we reopen at full speed, our guests will come back to a nice, clean and welcoming place. As I was cleaning I came across this picture, which gave me a warm feeling, a sweet reminder of what TWR means to our guests.



I pray that the pandemic be over soon so we can again become a place of refuge for our guests."



## Operation Phone Call

After making the painful decision to temporarily close The Women's Room, TWR staff have been worrying terribly about how their "ladies" will manage without the support the program usually provides. Cue "Operation Phone Call," the brainchild of FID board member Jackie Knowles.

"Operation Phone Call" is still in the early stages, but initial response is

encouraging. TWR has recruited some of its longstanding volunteers and assigned a list of phone numbers of TWR clients to each volunteer or staff member. After making the calls the callers report back to TWR Case Manager Denisse, who can then coordinate further support if needed.

It's not a perfect scheme - many of the phone numbers on file are no longer working numbers, and even those that are often direct the call to a voicemail service that has never been set up. But those ladies we do manage to contact are delighted to hear from The Women's Room, and there is no doubt that this is a powerful morale booster and a good way to keep track of our clients. We are able to pass on information about availability of food and services, and hope to soon be able to further extend the support we can offer.

### John and Mary Beth's story

John and Mary Beth were homeless in Pasadena three years ago when they left to go to another state in the hopes of a better life. Sadly this didn't work out, and they returned to Pasadena and connected with FID at the Bad Weather Shelter.



Mary Beth is disabled due to congenital hip dysplasia (a tragedy in itself - if treated in infancy, this condition is usually easily corrected). She has never applied for social security disability, so this is one of the issues the Street Outreach Team have begun to address.

Getting John and Mary Beth into housing has been a series of challenges. First, they are a married couple, but few shelters will accept a couple. Another issue was possible infection - many facilities right now will only take new residents if they have been quarantined first.

Street Outreach team members Najwa and William eventually tracked down a bridge housing facility in LA that will accept couples. John and Mary Beth were placed in quarantine in a motel for three weeks as William called them daily to screen them for symptoms. Fortunately both remained symptom free and they have now been able to move into their new home!



### Food Pantry Director Tim Nistler writes:

"This was in an email I received from one of the home-bound couples that I have taken food to - both prior to our closing and after. They are a couple that have, to varying degrees, compromised immune systems and need to stay home. They are longtime Food Pantry community members, and Christine often helps out during our morning

"lottery" and is always there for new community members.

*'Thank you so very very much. You are a saint, and a FRIEND.  
Our cup runneth over thanks to you.  
This is truly a bounty of useful food.  
We both thank you beyond words.  
God bless. and please, be safe. We pray for you constantly.  
All our love, truly.' "*

It is through your generosity that we are able to provide these programs and other services

DONATE

# TONIGHT!

Friday, April 17 at 8pm

Please join us for

## SAFE AT HOME COMEDY!

An online live comedy show organized by FID supporter Rebekah Seeger, in support of Friends In Deed, to keep us entertained during quarantine.

Featuring Nate Adamsky, Jaclyn Passaro and more!

[Click here for tickets, \\$5](#)

*(Some material may not be family friendly - viewer discretion is advised)*



### For Your Calendar

*(NEW DATE)*

September 28, 2020 -  
Friends In Deed's 3rd Annual  
Classic Golf Tournament

September 30, 2020 -





*Stories from our supporters*

## Local and international connections

### COVID-19 Food Pantry Gap Program

The executive team of local business [Idealab](#) had a meeting in which they asked themselves, "What can we do to help?"



They called Huntington Hospital, but the hospital just said the best thing they could do was stay at home. Excellent advice though this is, the Idealab team felt there must be something they could do even while obediently staying at home!

Idealab's way of working is to look for big problems in the world and test technology-based ideas for solving them, eventually spinning the solution off into an independent company. Brainstorming solutions to problems caused by the COVID-19 crisis, while a departure for the company, was an activity very well suited to its skill set.

One of the passions of Idealab CEO Marcia Goodstein is food banks. While looking into local food banks, however, the team thought why not help small businesses as well? Thus the idea of the Food Pantry Gap Program was born.

Idealab Managing Director Tom McGovern explains that the company sees itself as creating "connective tissue." Friends In Deed has the information about people who need services - Idealab has the ability to make the connections to enable those folks to get help.

Idealab is providing a framework through which to connect donors, clients, local businesses, and nonprofit organizations into a mutually beneficial network. Tom says he can see this becoming an ongoing not-for-profit project for the company, and Friends In Deed is proud and excited to be part of its inception!

[Click here to donate to the Food Pantry Gap Program!](#)



China has suffered terribly from COVID-19, bearing the brunt of it before the world had any idea of the magnitude of the problem or how to tackle it. And yet, an extraordinary generosity remains.

Jean Woo, an FID supporter, received a message from her friend Rev. Ma from a congregation in Huangshan in the Anhui Province in China. The congregation wanted to send a care package of face masks to America! The shipment is larger than Jean can use, so she generously offered to share it with Friends In Deed for use in our programs. Pantry staff were very excited about the arrival of the masks: "These are awesome!"

### Western Rooter Supports FID!

'Safer at home' might be putting more wear and tear on your plumbing system.

We have a great relationship with Western Supreme Rooter and their company is operating and practicing safety standards in compliance with COVID-19, so if you have a backed up drain or leaky pipe give them a call, mention FRIENDS IN DEED when you call in, and 10% of the entire bill will be donated back to Friends In Deed. Thank you so much!



Give Western Rooter a call today 626.448.6455 or visit them at [www.westernrooter.com](http://www.westernrooter.com)



### Fox Junk Removal Supports FID!

Being stuck at home might be leading you to clean out and get rid of stuff! We have a great relationship with Linda and Eric Niehaus, owners of Fox Junk Removal. Their company is operating, with social distancing and safety protocols, and they want to help us during these difficult times, so here is a great promotion!

If you have stuff to be taken away from your home, go to their website or call their toll-free number to make an appointment. At check-out or when the job is complete, mention FRIENDS IN DEED and they will donate 10% of the cost to us. We are so grateful!

[www.foxjunkremoval.com](http://www.foxjunkremoval.com) 866-980-5865

## From the Executive Director

Dear FID Community,

I hope that everyone is staying safe and healthy. Please know that the staff is doing their best to care for our guests and clients from home. We are staying in contact with as many folks as we can, checking in, offering advice, and lending a listening ear. We continue to care with compassion, connection, and dignity, even as we are distant physically.

Stay tuned for our plans to reopen the Food Pantry in the next few weeks.

Please stay safe - and blessings for health and wellness.

Rabbi Joshua



### PROGRAMS

The Women's Room (TWR) Daytime shelter for homeless and at-risk women

The Food Pantry - Dignified grocery shopping experience for 300+ households weekly

The Bad Weather Shelter (BWS) Weather-activated shelter offers a hot meal and warm cot for up to 140 guests

Homeless Prevention Program (HPP) Short- and medium-term rental support to prevent eviction

Street Outreach - Team of workers on the streets engaging with our neighbors experiencing homelessness and connecting them to services

### STAFF

Rabbi Joshua Levine Grater, Executive Director  
Marty Campolo, Director of Finance and Grants  
Marlene Martinez, Program Director (TWR)  
Tim Nistler, Program Director (Pantry)  
William Shelby, Program Director (BWS, Street Outreach), Housing Locator  
Debbie Turner, Program Manager (HPP)  
Jane Armbruster, Program Associate (TWR)  
Stacey Cutshaw, Program Associate (Pantry)  
Denisse Mirkin, Case Manager (TWR)  
Najwa Payton Jones, Street Outreach Specialist  
Scott Desjardins, Street Outreach Worker  
Helen Angove, Operations Manager  
Doug Haught, Security & Grounds  
Coty Dietel, Food Pantry Aide

### BOARD

Richard Cheung, Board President  
Stacy Santeramo Vice Chair  
Bret Schaefer, Treasurer  
Debby Singer, Secretary  
Pamela Marx, Immediate Past President  
Rev. George Hines  
Jackie Knowles  
Kathy Simpson  
Ed Vidimos  
Sonya Perry  
Tim Howett  
Barbara Dangerfield  
Jonathan Webster  
Ervin Galvan  
Kevin Bourland  
Christopher Pelch

### CIRCLE OF FRIENDS

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Richard Cheung  
Ron and Sue Dietel  
Woody and Sofia Hain  
Kathy Simpson

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Debra and Ernie Mansfield  
Luz and Brian O'Neil  
Deborah and Jack Singer  
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Mark and Sandy Esensten  
Michael and Mary Ann Bernath  
Erica Fishman

### LEGACY SOCIETY

Connie Holguin  
Celia Leaver

**FRIENDS**  
IN  
DEED\*