

ANNUAL  
IMPACT  
REPORT  
2022



BLANKETS





# TABLE OF CONTENTS

## 03 INTRODUCTION

From the Executive Director and Board President

## 04 BAD WEATHER SUPPLIES & EMERGENCY MOTEL PROGRAM

## 06 EVICTION PREVENTION & RENTAL ASSISTANCE

## 08 FOOD PANTRY

## 10 STREET OUTREACH & HOUSING

## 12 THE WOMEN'S ROOM

## 14 VOLUNTEERS

## 15 FUNDRAISING & OUTREACH

Thank you to our 2022 donors.

## 16 WHO WE ARE

# INTRODUCTION

## FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Friend,

2022 was a tremendous year for Friends In Deed! Our staff grew as we added new positions in our Street Outreach and Housing team; elevated other staff to senior positions; and continued to expand our ability to serve even more people in need. As you see in this report, our impact touched thousands of people, and we are so proud of the work that Friends In Deed does each and every day.

We were grateful to return to some in-person events, especially the Mayor's Interfaith Prayer Breakfast and our Circle of Friends gatherings. We are very excited for those to continue this year, and for the addition of new opportunities to gather as a community. Another plus of returning to a more pre-COVID life was having so many volunteers able to either return or join us for the first time! We cannot do any of our work without the support of hundreds of dedicated volunteers, and we cannot thank you enough.

Finally, as we grow in size and scope, we have been fortunate to welcome new board members to our team, bringing unique skill sets and experience. We have also made significant progress in laying out our strategic direction for the next few years, as we plan ways to increase our impact in Pasadena and help even more of the most vulnerable members of our beloved community.

We hope you enjoy seeing what we accomplished together in 2022, and feel inspired to carry on with us into 2023 and beyond!



**BRET SCHAEFER**  
BOARD PRESIDENT



**RABBI JOSHUA LEVINE GRATER**  
EXECUTIVE DIRECTOR

 **Doing together what we cannot do alone**



## BAD WEATHER SUPPLIES AND EMERGENCY MOTEL PROGRAM

The Bad Weather Supplies (BWS) program is a Friends In Deed service in Pasadena for individuals experiencing homelessness during the winter season. On weather-activated nights, Friends In Deed has Emergency Motel stays to offer the most vulnerable members of the community, including the elderly, women, immuno-compromised, and those with mobility issues.



### BY THE NUMBERS

#### EMERGENCY MOTEL PROGRAM

**37**

NIGHTS OF SHELTER PROVIDED

**85**

INDIVIDUALS SERVED

**815**

MOTEL ROOM NIGHTS

#### BAD WEATHER SUPPLIES

**168**

INDIVIDUALS SERVED

**17**

NIGHTS OPEN (BETWEEN  
JANUARY AND APRIL)





Carlos was a talented, university-educated man with a bright future ahead of him until the Salvadoran Civil War forced him to flee to the United States in the 1980s. He found the opportunities that were open to him were limited, and he ended up working a huge variety of low-paid jobs just to keep his head above water.

Sometimes, when work was scarce, he'd fall behind on his child support payments. Then, when he did get work, his earnings would be garnished - leaving him with a take-home pay of almost nothing. As someone who prioritized supporting his family, Carlos found the stigma of being labeled an irresponsible father very painful. The lowest point came when his backpack containing all his documentation was stolen and he found it impossible to get the documentation replaced.

Now homeless, Carlos started figuring out how to survive on the streets, taking work where he could, and getting connected with resources. One resource he found in 2021 was the Friends In Deed Bad Weather Supplies Distribution, and we were able to put him in a motel during the worst of the bad weather that winter.

Carlos built up a strong connection with BWS

**ONCE AGAIN, WE  
DISCOVERED THE VALUE  
OF BUILDING A LONG-  
TERM RELATIONSHIP ...  
CARLOS NOW  
TRUSTED THE FID STAFF  
ENOUGH TO CONSIDER  
ALLOWING US TO  
MOVE HIM TOWARD  
PERMANENT HOUSING.**

staff members Lindsey and James that season, and they were delighted to make contact with him again in 2022. Once again, we discovered the value of building a long-term relationship with a client - because Carlos now trusted the FID staff enough to consider allowing us to move him toward permanent housing.

It was especially hard for Carlos to consider moving into a shared room because he had previously been assaulted for snoring too loudly. Our Street Outreach Team contacted a housing facility that provides single occupancy rooms - a new experimental facility in downtown Los Angeles that has been constructed from shipping containers - and was able to get him into one of their much-sought-after units.



## EVICTON PREVENTION AND RENTAL ASSISTANCE

Friends In Deed's Eviction Prevention and Rental Assistance program provides short-term and medium-term rental support, as well as move-in assistance, to individuals and families at risk of becoming homeless.

**FRIENDS IN DEED WAS ABLE TO COVER SOPHIA'S RENT FOR THE NEXT FEW MONTHS WHILE HER HUSBAND RETURNED TO WORK AND THE FAMILY GOT BACK ON TRACK WITH THEIR RENT.**



Sophia and her family are one of the households who were referred to FID's Eviction Prevention and Rental Assistance Program by their landlord. Many property owners in Pasadena are small family businesses that rely on their rental properties as their only source of income. Sophia's landlord had recently ended up in the hospital, and although they were good tenants and he didn't want to evict the family, he desperately needed the income. The family was already three months behind on their rent and he was forced to serve the household with a 3 Day Notice to Pay Rent or Vacate. Having worked with

our program to assist a tenant in the past, the landlord knew FID might be able to offer some support. Sophia shared with us that her husband was recovering from an injury and so was out of work for the past several months. Her family was only earning \$1,600 per month and were spending over 85% of that money on rent. We decided to step in. Friends In Deed was able to cover Sophia's rent for the next few months while her husband returned to work and the family got back on track with their rent. Helping this family return to rent sustainability is a program success.





## BY THE NUMBERS

# 160

HOUSEHOLDS  
RECEIVED FUNDING  
ASSISTANCE

# \$375,000

RENTAL & UTILITY  
ASSISTANCE FUNDED

# 400

MONTHS OF RENTAL  
ASSISTANCE PROVIDED

# 250

HOUSEHOLDS  
PROVIDED  
WITH RENTAL AID  
RESOURCES





## FOOD PANTRY

The Food Pantry provides food assistance to low-income and no-income families in the greater Pasadena and Altadena areas.

**23,350**

CLIENT VISITS

**2,700**

UNIQUE HOUSEHOLDS SERVED

**752,000**

POUNDS OF  
FOOD DISTRIBUTED

**626,800**

MEALS PROVIDED

**460**

HOUSEHOLDS PER WEEK

**\$1.3 million**

TOTAL VALUE OF IN-KIND DONATIONS

BY THE  
NUMBERS







We look at our Food Pantry as three communities. The first community is made up of our clients as they wait for food. It is not uncommon to see little clusters of people congregating while waiting to get food, some from the same apartment complex, neighborhood, or church. Some of these groups are made up of people that have become friends since first coming to the Food Pantry, and we often see regular clients help newcomers get oriented.

The second community is made up of staff and volunteers. Bagging produce, unloading deliveries, working donations, “running” bags to our clients, and helping where needed all happen on-site every day. Some of our staff and volunteers knew each other before finding Friends In Deed, but many did not. Yet, friendships are built that extend far beyond our physical address. Some find that they live near each other or have similar careers and we’ll hear about them meeting

**WHEN WE ALL  
COME TOGETHER IN  
COMMUNITY, WE  
TRULY LIFT EACH  
OTHER UP.**

up when, for example, one is performing a concert or having an art exhibit.

And the third community, the main community, is a combination of the first two. When the doors open, the two communities become one and this is part of what makes the Friends In Deed Food Pantry the special place that it is. Staff, volunteers, and clients know one another by name, and the culture we’ve built in the Food Pantry (including offering diverse foods that reflect our diverse community) lifts people up, often making what could be a difficult shopping experience into an exciting one.



## STREET OUTREACH AND HOUSING

The Friends In Deed Street Outreach and Housing Team identifies people experiencing unsheltered homelessness on the streets of Pasadena and works to build trust and relationships with them. Our Street Outreach and Housing Team's primary goal is to reduce barriers to housing and eventually shelter people in either temporary or permanent housing.

**YVONNE SAYS, "IT HAS BEEN A WHIRLWIND." SHE WAS IN THE MOTEL PILOT PROGRAM FOR ONLY TWO WEEKS BEFORE BEING MATCHED WITH PERMANENT HOUSING.**



Unable to find housing, Yvonne was burning through her savings to pay for a motel. As a senior living with multiple health issues and trauma, the isolation brought about by the pandemic was very much the last straw. Yvonne took an emotional nosedive and, her savings running out, could not find a way to get back on her feet.

Fortunately All Saints Church put Yvonne in touch with Friends In Deed. Since then, says Yvonne, "it has been a whirlwind." She was in the Motel Pilot Program for only two weeks before being matched with permanent housing.

Yvonne is very articulate about her experience. It was "as scary as hell," she says — not the words we might hope to hear, but useful to know. She

explains that as you move along the path to housing, you are asked all the time to take the next step in faith and trust that everything will all work out eventually. Everything is open-ended, and there are absolutely no certainties. But when you are homeless, you are desperate to get away from all that uncertainty, and this goes some way to explaining why so many people are not able to make the leap of faith required to see a program through.

Now she has her own place, Yvonne's courage is going to be rewarded. She is looking forward to the quiet, and to having time to write and listen to music. She hopes to get back into academic tutoring and earn a little money, and she is also very keen to return to her former practice of Reiki.



BY THE  
NUMBERS

113

INDIVIDUALS SERVED

54

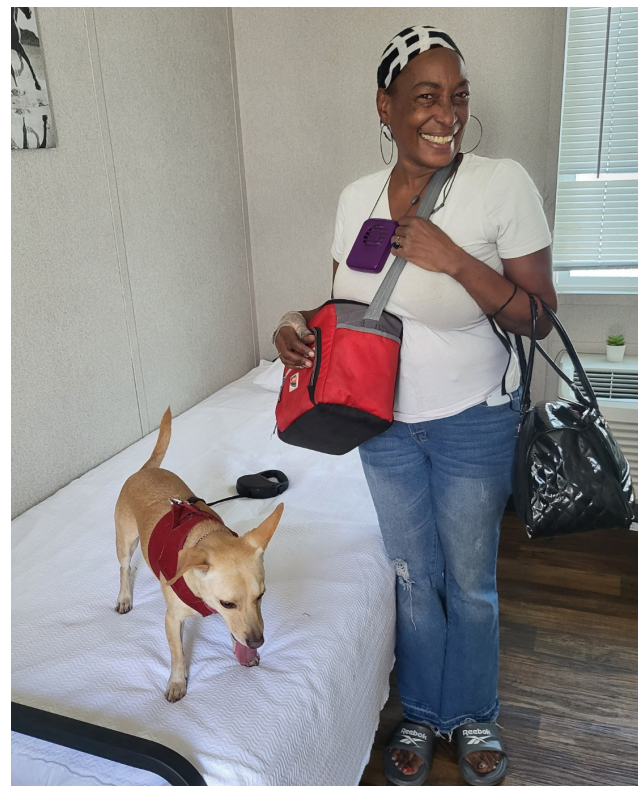
CLIENTS SHELTERED

1,431

PATHWAYS MOTEL STAYS

\$12,500

MOVE-IN ASSISTANCE PROVIDED







## THE WOMEN'S ROOM

Founded in 2007, The Women's Room (TWR) is the only organization in the San Gabriel Valley dedicated solely to serving women who are alone, at risk, or experiencing homelessness.



### BY THE NUMBERS

**260**

WOMEN SERVED

**2,675**

GUEST VISITS

**2,438**

MEALS PROVIDED

**865**

LOADS OF LAUNDRY

**962**

SHOWERS







Prior to the pandemic, Jean visited The Women's Room (TWR) often. When the pandemic hit, life for unhoused individuals became far more challenging and Jean became a daily guest. In April of 2021, Jean expressed that she was ready to do whatever it took to get housed. Jean worked with TWR staff and the Pasadena Outreach Response Team (PORT) for the next year. There was a lot of footwork to be done and a lot of patience required. In between necessary doctor's appointments, participating in The Women's Room program, and meeting with her case managers, Jean pounded the pavement securing all the important paperwork she would need in order to obtain housing.

We are beyond excited to report that Jean is finally housed. She has her own home, complete with a private backyard. Before moving in, Jean sat down with TWR staff and created an Amazon wish list of essential items she would need for

**IT TAKES A  
VILLAGE TO  
GET SOMEONE  
HOUSED, AND WE  
FEEL LUCKY TO  
GET TO SEE WHAT  
A BEAUTIFUL  
VILLAGE IT IS.**

her new home. This list was sent to our dedicated volunteers and before she knew it packages were arriving at her front door. Jean is most enjoying decorating her kitchen and bathroom.

When she was unhoused, Jean voiced many times that what she most looked forward to about having her own place was hosting family and cooking. We are so happy to report that she has been doing plenty of both! On Memorial Day, she enjoyed a backyard barbeque with her grandchildren. It takes a village to get someone housed, and we feel lucky to get to see what a beautiful village it is.



## VOLUNTEERS

Volunteers are the life force behind our organization. They support our lean staff in assisting our clients, providing services, and helping our organization run smoothly.

Before volunteering at Friends In Deed, Lisa worked in public relations at the Huntington Library. After she retired, she felt that her ability with words could find a use at Friends In Deed – and they did! Lisa runs workshops with our guests in The Women’s Room in which she uses the mediums of art, writing, and crafts to foster self-expression.

Lisa says that often our guests don’t believe they have anything to express, and are genuinely surprised and thrilled when they find they do. She tells the story of one guest who didn’t like the day’s activity. They were writing poems about Halloween, and this lady didn’t like Halloween and didn’t want to write about it. Lisa gently encouraged her to think about the project from a different perspective, and the guest went on to write a lovely poem about why she prefers Christmas to Halloween. Our guest was stunned to discover that the feelings she had were “worthy” of being expressed in poetry.

Often Lisa finds her workshop attendees are resistant to the ideas she brings – because they tap into things that are too private or too personal. But, with time and exposure, those barriers are overcome, and she finds our guests use the projects to explore all sorts of feelings. Sadness may be a theme, but Lisa says the guest often seems to feel better afterwards. The ladies love to explore nostalgia – remembering, perhaps, past days when things were better for them – but they also love to express gratitude and joy.



### BY THE NUMBERS

**196**  
VOLUNTEERS

**3,043**  
SHIFTS

**9,360**  
HOURS WORKED

**\$220,522**  
ESTIMATED DONATION  
OF TIME VOLUNTEERED  
(\$23.56/HR)



## FUNDRAISING & OUTREACH

**3,677**

DONATIONS

**\$1.3M**

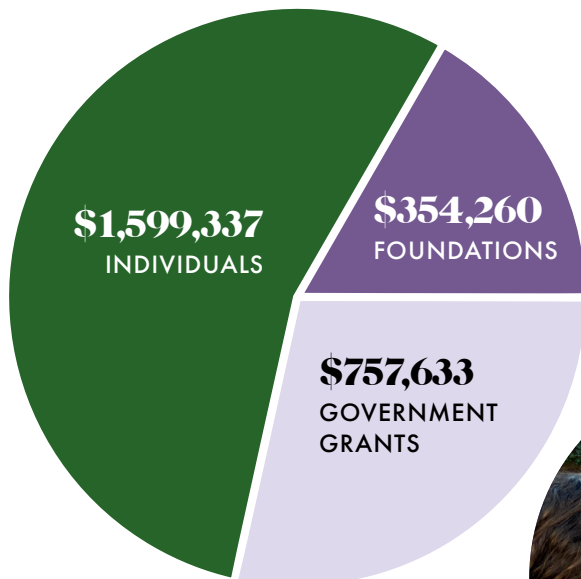
IN-KIND DONATIONS

**1,446**

DONORS

### BY THE NUMBERS

**\$2,711,230** TOTAL



### OUTREACH

**1,376**

INSTAGRAM FOLLOWERS

**3,005**

FACEBOOK LIKES

**334**

TWITTER FOLLOWERS

**1,040**

YOUTUBE VIDEO VIEWS

**3,795**

EMAIL SUBSCRIBERS

**1,290**

PODCAST DOWNLOADS







## WHO WE ARE

(CURRENT STAFF AND BOARD AS OF DECEMBER 31, 2022)

### STAFF

Rabbi Joshua Levine Grater,  
Executive Director

Marty Campolo, Deputy  
Director and Grants Officer

Ryan Greer, Senior Director of  
Programs

Merria Velasco, Director of  
Development

Helen Angove, Operations  
Manager

Marlene Martinez, Director of  
The Women's Room

Tim Nistler, Director of the Food  
Pantry

Tish Strickland, Director of Street  
Outreach and Housing

Stacey McCarroll Cutshaw,  
Director of Eviction Prevention  
and Rental Assistance

Lindsey Reed, Senior Manager  
of Programs and Director of  
Bad Weather Supplies

William Shelby, Senior Intensive  
Case Management Specialist

Najwa Payton Jones, Housing  
Navigator and Outreach  
Liaison

Elyse Reed, Development  
Associate

Jane Armbruster, The Women's  
Room Program Associate and  
Case Counselor

Emelin Arriaga, Food Pantry  
Associate

Angel Maxwell, Peer Specialist

Michael Jaimes, Family  
Specialist

Miguel Rodriguez, Harm  
Reduction Specialist

Evangelina Rivera,  
Administrative Assistant

Doug Haught, TWR Security  
and Grounds

Coty Dietel, Food Pantry Aide

### BOARD

Bret Schaefer, President

Stacy Santeramo, Vice  
President

Christopher Pelch, Treasurer

Debby Singer, Secretary

Richard Cheung D.C.,  
Immediate Past President

Kevin Bourland

Barbara Dangerfield

Ervin Galvan

Rev. George "Amadi" Hines

Timothy Howett, Esq.

Ursula Hyman

Nishanthi Kurukulasuriya

Pamela Marx

Rev. Marlene Pomeroy

Jeff Salcido

Kathy Simpson

Ed Vidimos

Jonathan Webster

## CONTACT

FRIENDS IN DEED IS A REGISTERED 501(C)(3) NONPROFIT ORGANIZATION. (TAX ID 95-1644608)

CAMPUS ADDRESS: 444 EAST WASHINGTON BOULEVARD, PASADENA, CA 91104

MAILING ADDRESS: PO BOX 41125, PASADENA, CA 91114-8125

PE: 626-797-2402 | INFO@FRIENDSINDEEDPAS.ORG | FRIENDSINDEEDPAS.ORG