

**FRIENDS
IN
DEED ***

**FY
25
ANNUAL
IMPACT
REPORT**

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MISSION

Providing supportive services with compassion and dignity to our neighbors experiencing homelessness and vulnerability.

VISION

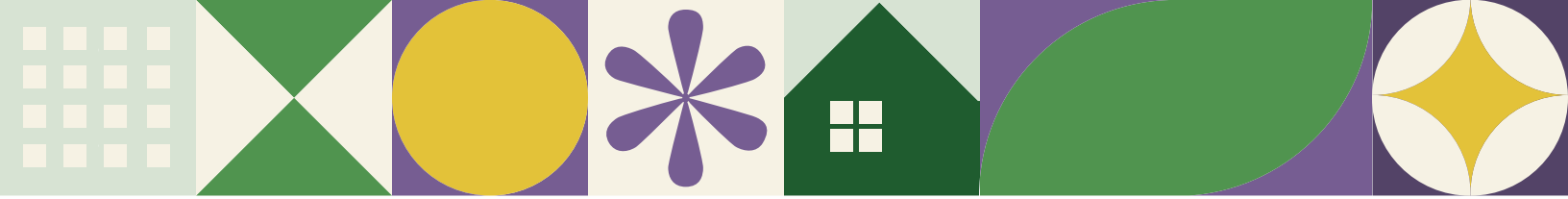
A community where everyone experiences housing, food, and financial stability, and enjoys the support they need to flourish.

MOTTO

Doing together what we cannot do alone.

VALUES





INTRODUCTION

FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Our FID community, like everyone in the Pasadena/Altadena area, divides the year into two parts: pre-Eaton Fire and post-Eaton Fire. So, as you enter into this FY25 annual impact report, you will see that it follows a very similar trajectory.

Reflecting on the first half of FY25, we are filled with gratitude and a deep sense of purpose. This year marked the beginning of an exciting new chapter for Friends In Deed, as we began implementing our recently adopted strategic plan—an intentional roadmap that will guide our work in the years to come.

The initial phase of this plan focused on going back to our roots, clarifying and strengthening the foundation of who we are. We spent the first months working collaboratively—across our board, staff, and community stakeholders—to solidify our mission, vision, and values. These aren't just words on a page; they are a living framework that centers our work in dignity, compassion, and justice for those experiencing homelessness and vulnerability in the greater Pasadena area.

Of course, the second half of the year brought unforeseen heartbreak with the Eaton Fire. Many in our community were directly impacted—including several of our staff, volunteers, and clients losing their homes or jobs. In the face of this tragedy, we witnessed the incredible resilience and compassion of our supporters. The outpouring of generosity helped us to nearly double our net assets, allowing us to expand staffing and services across our programs in response to the increased needs.

In the wake of devastation, our community came together—not just to grieve, but to rebuild. While the road ahead will be long, we have already begun taking steps forward, guided by the same motto that has anchored Friends In Deed for over 130 years: doing together what we cannot do alone.

In the pages that follow, you'll read about the tangible impact of your partnership with us—we hope you enjoy the expanded format, seeing not just the facts and figures, but reading stories of real people that we have had the privilege to serve, and hearing directly from our amazing program directors.

Thank you for walking with us through this year of transformation and recovery. Together, we are not just responding to urgent needs—we are building a future rooted in hope, equity, and shared humanity.



BRET SCHAEFER
BOARD PRESIDENT



RABBI JOSHUA LEVINE GRATER
EXECUTIVE DIRECTOR



EATON FIRE RESPONSE

RESPONSE TO THE EATON FIRE

Ryan Greer

My phone pinged at 7:56 a.m. on January 7th, "Good morning. Are you free for a call?" High winds were reported across the San Gabriel Valley, and the Pasadena Housing Department was calling to see if Friends In Deed would be able to open our seasonal Bad Weather Shelter a couple of days earlier than planned.

A new sprinkler system was still being installed, sawdust littered the auditorium floor, and the bathrooms hadn't been cleaned. Staff were already scheduled to start on January 9th, but the concern was

great enough that we agreed to open that same night if possible. We had no idea that concerns over high wind conditions would pale in comparison to the devastation that was about to hit our community.

While the effects of that night still impact thousands of households across LA, seven months later, we can now look back and show gratitude for the amazing ways this community came together to support those who had been most impacted.

While the shelter continued to fill with individuals in need of a safe place to stay,

the Pasadena/Altadena community showed up with thousands of donated blankets, clothing, food, and other supplies. Volunteers lined up to help in any way they could, restaurant owners stopped by with meals for 50, without even being asked. FID staff and volunteers stepped in to fill vacant roles, and community funders generously gave so that we could immediately start supporting those in need. I'm extremely proud of the work that we do, not just as an organization but as a community, and feel confident that we will continue to weather any storm that comes our way.

\$110K

EMERGENCY MOTELS FOR
FIRE-IMPACTED HOUSEHOLDS

\$85K

TEMPORARY STAFFING
to support TVR program and
additional Street Outreach support staff

\$50K

TIME-LIMITED SUBSIDY PROGRAM
for fire-impacted households

\$46K

CHANGE REACTION EXPENSES
(Rent, Move-in Costs,
Tool Replacement, Storage Fees, etc)

\$30K

GROCERY GIFT CARDS
to fire-impacted households

\$25K

RENTAL ASSISTANCE
for fire-impacted households



BAD WEATHER SHELTER (BWS) & EMERGENCY SHELTER PROGRAM (ESP)

REPORT FROM DIRECTOR OF THE BAD WEATHER SHELTER

Laura Van Alstine

Our second post-COVID season of the Bad Weather Shelter began earlier than expected due to the Eaton Fire. While many focused on the widespread destruction to homes and neighborhoods, our unhoused neighbors were also deeply affected—losing places to stay, dealing with hazardous air, and sharing in the collective grief.

We opened BWS about a week early on January 7 at 3 p.m., initially due to high winds, but quickly realized the fire's impact would keep us open. That first night, we welcomed 30 guests (compared to 12 the prior season's opening night) and remained open 24/7 through January 16. Staffing around the clock was a challenge, but thanks to dedicated team members, city support, APU nursing students, and volunteers, we remained fully operational. Staff worked long hours and showed tremendous commitment.

COMMUNITY SUPPORT HIGHLIGHTS

Food: Local restaurants, the senior center, and community members stepped up in a big way. Most meals were donated, and we only needed to purchase meals the first three nights.

Donations: The Convention Center overflowed with goods and redirected many to us. We received such an abundance that we had to turn some away and spent time redistributing excess items to other FID programs and partner organizations.

Showers: Though not typically offered, we accessed on-site showers, and thanks to Jenny Juarez, The Women's Room Program Manager, organized a shower program on multiple days for any guest who wished to sign up.

OUR PEOPLE

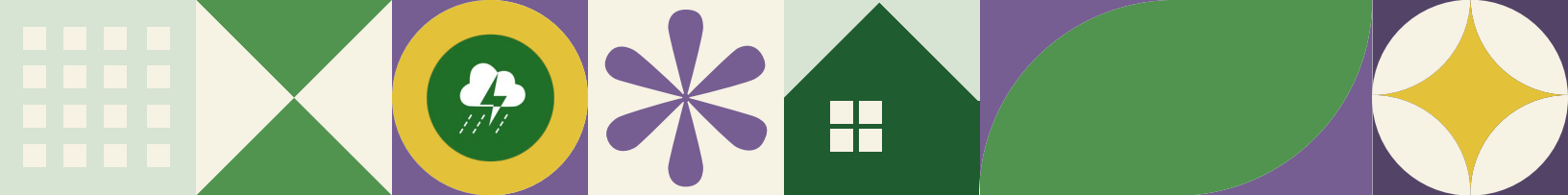
Staff: Our team is compassionate, diverse, and deeply committed, with members working in healthcare, social services, and some with lived experience, including former BWS guests.

Volunteers: We were fortunate to have consistent support from APU nursing students, longtime volunteer groups (Assumption Blessed Virgin Mary, First United Methodist Church, Pasadena Covenant Church, Pasadena Jaycees, and others), and new medical volunteers from Kaiser Medical School who even provided prescriptions onsite.

Looking Ahead:

Renovations to our bathroom facilities are underway, with demolition and asbestos/mold remediation completed. The improved layout will offer more stalls and better flow for our guests.

Overall, this season was a success. Guests regularly share that our shelter feels safer, more respectful, and more welcoming than others. They notice the professionalism and care of our team—and that makes me incredibly proud of what we're building at BWS.



40

NIGHTS OF SHELTER
Open during BWS Season

211

INDIVIDUALS SERVED
During BWS Season

50

AVERAGE AGE
OF PARTICIPANT

1,481

TOTAL MOTEL ROOM
NIGHTS PROVIDED
During Entire Year

2,776

TOTAL SHELTER
NIGHTS PROVIDED
During Entire Year

1,295

TOTAL SHELTER BED
NIGHTS PROVIDED

412

MOTEL ROOM
NIGHTS PROVIDED
During BWS Season

\$431K

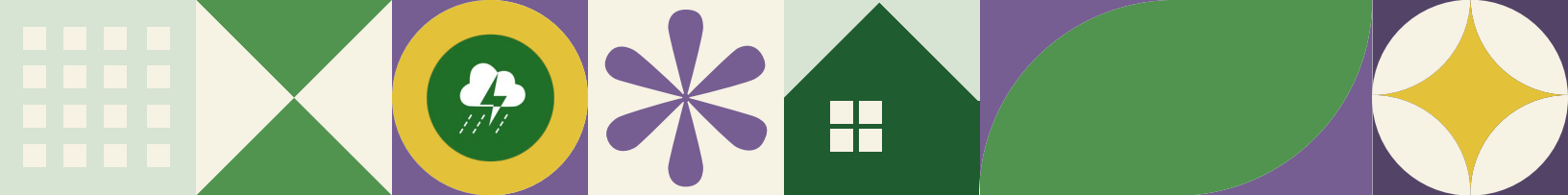
TOTAL FUNDS SPENT ON
EMERGENCY SHELTER

276

TOTAL HOUSEHOLDS
SERVED
Through Emergency
Shelter Program

325

TOTAL INDIVIDUALS
SERVED
Through Emergency
Shelter Program
During Entire Year



In the world of homelessness and mental health, trust isn't built overnight; it's earned slowly, through patience, consistency, and compassion. For individuals navigating deep internal struggles, connection can feel impossible. But when a relationship is rooted in respect and understanding, moments of clarity do come. And when they do, it's the strength of that bond that makes it possible to step in and truly help.

Gloria is in her 60s, a woman shaped by trauma and hardened by life on the streets. She doesn't use drugs or alcohol, but her battles are no less consuming. PTSD, night terrors, and recurring psychotic breaks haunt her days and nights. Sometimes she's withdrawn, lost in a fog. Other times, her confusion flares into loud, disoriented outbursts. But underneath all that? She's kind. Sweet, even. And Scott, a BWS staff member, made it his mission this shelter season to get to know her, to earn her trust—not an easy task, but one worth every ounce of effort.

It was a Saturday night, and as Scott arrived for his shift at the Bad Weather Shelter, he noticed Gloria sitting alone on a bench near the church. She wasn't supposed to be there when the shelter wasn't open, but before

Scott could remind her of that, she looked up at him and said something unexpected.

"Can you call PET?" she asked. "Call the PET (Psychiatric Evaluation Team) team." Scott paused. "Sure, Gloria. Are you okay?" "No... I feel like... like..." She struggled to find the words. "I'm really nervous and... don't feel good."

"Gloria, I'm going to call. But can I ask you something first? Are you thinking about hurting yourself?"

"Yes," she said quietly. "Sometimes... can you call PET?"

Scott's training kicked in. As a mandated reporter, he didn't hesitate to call the Psychiatric Evaluation Team, explain what was happening, and stay with Gloria until they arrived. When the team showed up, they gently assessed her and determined she needed a 72-hour psychiatric hold.

Gloria cooperated with everything—until the moment the EMTs tried to fasten the required wrist restraints for transport. Her calm shattered. She resisted, panicked. The scene began to unravel.

So, Scott stepped in. He knelt beside her, made sure she could see his face.



"Hi Gloria."

"Hi."

"You're safe. Everyone here is just trying to help you, the way you asked."

She nodded.

"You know me, right? We're friends?"

She hesitated.

"Have I ever hurt you?"

She shook her head no.

"Then will you do me a favor? Let them gently put those straps on. Just lightly. For me."

Another pause. Then: "Okay."

And just like that, she allowed the team to continue. Within minutes, she was on her way to the hospital, to real help. Scott felt a deep mix of relief and hope. Hope that she would accept the care she needed. Hope that the doctors and nurses would meet her in the same spirit of trust he had worked so hard to build.

Scott tried to follow up, but privacy laws prevent him from knowing where Gloria is or how she's doing. Still, he holds on to that night. The night Gloria asked for help. The night she said yes.

In this work, victories don't always look like happy endings. Sometimes, they look like a single, quiet "okay."

And that's enough to keep going.





EVICTON PREVENTION & RENTAL ASSISTANCE (EPRA)

REPORT FROM THE DIRECTOR OF EVICTION PREVENTION & RENTAL ASSISTANCE

Stacey McCarroll

Over the past year, the Eviction Prevention & Rental Assistance (EPRA) program has remained a vital safety net for individuals and families in the Pasadena community facing the threat of losing their homes. As rising rents and unexpected financial setbacks affected more households, EPRA provided timely, compassionate support to prevent eviction and preserve housing stability. In collaboration with clients, landlords, and community partners, our program offered short-term rental assistance paired with personalized case management. We also provided move-in assistance for households that had recently been displaced or were at risk of losing their housing.

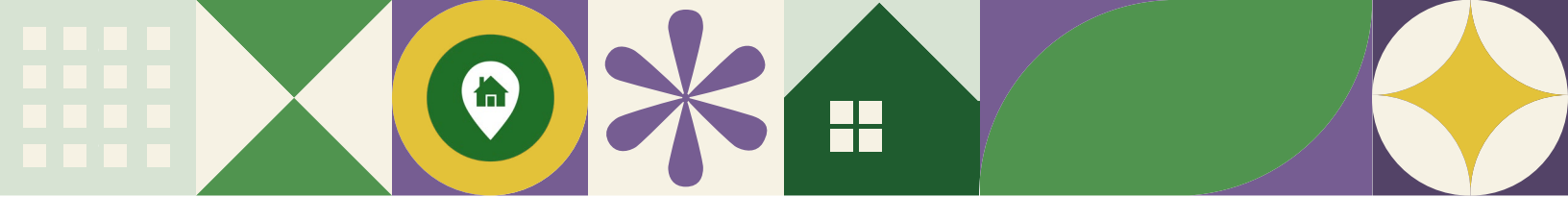
Many of the households we served were navigating sudden job loss, medical emergencies, family disruptions, or the financial fallout from the Eaton Fire: circumstances that could have led to homelessness without intervention. Our

small but mighty team met the demands of expanding need (responding to more than 100 requests for assistance on average each month) with dedication and persistence. We worked not only to keep people housed, but also to connect them with resources and support, recognizing that stable housing is the foundation of well-being.

Out of respect for the dignity of those we serve, we often try not to show you their faces, but we can share some of their stories. The households assisted through EPRA reflect a wide range of family compositions and challenges. One household included a single mother raising two teenage sons, who received support to avoid eviction and remain safely housed. A two-parent household with three school-aged boys was stabilized through rental assistance during a period of income disruption. A single father and his 13-year-old son were supported through a temporary financial setback that threatened their ability to remain in their

home. Lastly, a senior living on a fixed income received rental assistance while searching for a more affordable place to call home. These households were also connected to supplementary resources, including employment services, problem solving, and financial coaching—further strengthening their path toward long-term housing security. EPRA's intervention helped prevent homelessness and provided an essential support system for families and individuals striving to rebuild their lives.

At the heart of our work is the belief that no one should lose their home because of a temporary setback, and that a little help at the right moment can change everything. A home is more than a roof over your head: it represents safety, stability, and hope. As we move forward, we are strengthening our team and services to help more of our neighbors stay securely housed and thrive.



85

HOUSEHOLDS
PREVENTED FROM
BECOMING HOMELESS

171

INDIVIDUALS ASSISTED

280

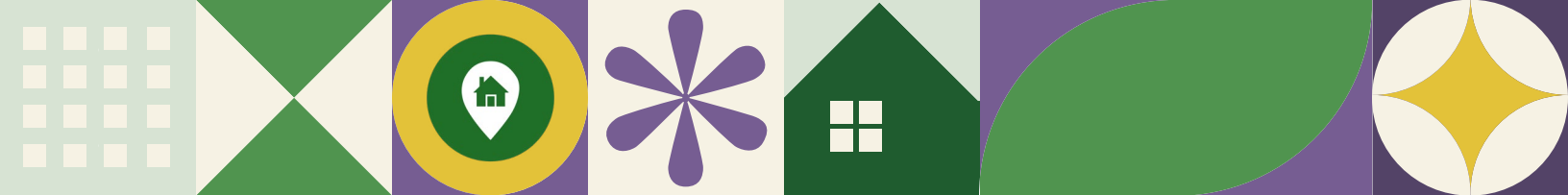
MONTHS OF RENTAL
ASSISTANCE PROVIDED

\$394K

TOTAL SPENT

\$4,630

TOTAL SPENT PER
HOUSEHOLD



For years, Monica worked the graveyard shift as a security guard, doing whatever it took to provide for her young son. With the help of an overnight daycare in Altadena, she made it work. It wasn't easy, but it was stable. Then came the Eaton Fire.

The daycare provider's home was destroyed in the fire, and overnight care vanished in an instant. Monica was suddenly left with an impossible choice: keep working or stay home with her child. She chose her child and lost her income.

As bills piled up and rent went unpaid, her future felt more uncertain by the day. But she didn't give up. Monica's employer recognized her determination and began training her for a daytime security position. The opportunity brought new hope, but also a delay in income. That's when she reached out to Friends In Deed, and EPRA Assistant Director Marlene

Martinez quickly stepped in. Marlene worked closely with Monica to provide rental assistance and connect her to other sources of fire-impacted support.

EPRA covered the household's past-due rent and provided three additional months of rent, giving the family the support they needed to stay housed. Since then, Monica has transitioned to her new schedule, continues to care for her son, and is moving forward with renewed security and confidence. Her story shows how timely support can turn a crisis into an opportunity for a fresh start.

In February 2024, in desperation, Susan reached out to Friends In Deed. After being laid off from her long-standing career in higher education, she found herself struggling to make ends meet. Despite her diligent efforts—in her late 50s—to secure a new job, age discrimination and qualification barriers left her with no income and mounting rent debt. For the first time in her 38-year working life, Susan faced the unimaginable: potential eviction.

Her heartfelt application detailed 18 years of stability in the same Pasadena apartment and a deep desire to regain her footing. Stacey, Director of Eviction Prevention and Rental Assistance, felt an immediate connection to Susan's story.

EPRA paid Susan's rental arrears and provided three months of assistance to help her stabilize. Stacey encouraged Susan to expand her job search beyond her field and consider options she might not have otherwise. However, with her parents' health declining in Northern California, Susan faced an even harder decision: staying in Los Angeles, the place she called home for over two decades, or moving to care for her family.

By late October, family responsibilities became urgent, and Susan made the difficult choice to leave Los Angeles to care for her aging parents full-time. Though the path was far from easy, she reached out months later with heartfelt gratitude: "Friends In Deed

gave me hope during my lowest point, and I'll forever be thankful for the stability and compassion I received. One day, I hope to help someone in need just as you helped me."

Susan's journey may not fit the traditional narrative of success, but for the EPRA team, it exemplifies the true impact of their work. By relieving her immediate financial stress, they offered Susan the breathing room to make critical decisions and find a path forward outside of crisis mode. It's a reminder that sometimes, success is simply helping someone find the courage to take the next step forward.



FOOD PANTRY



REPORT FROM THE DIRECTOR OF THE FOOD PANTRY

Tim Nistler

This past fiscal year has been a pretty wild one for the Food Pantry and it looks like it will continue into the new fiscal year as well. For the first half of FY25, we averaged 625 households per week. This is a record, but I am sure that if we had not seen the horror of the Eaton Fire, our second half of FY25 would have been larger. As it is, it is only a slightly lower number. The increase was not a surprise as we have seen increases every year for as long as we've been able to track that information. But it is the numbers themselves that give me pause. We are serving almost 3x as many households now as we were when I started in 2013. In, more or less, the same space.

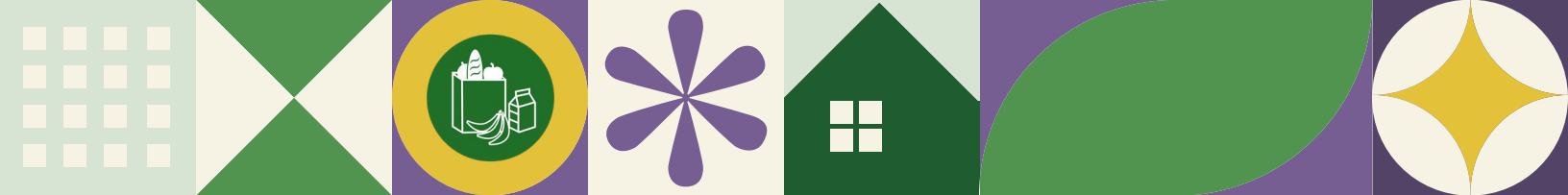
Why are we seeing so many more people? Food prices, rent, gas, and so many month-to-month necessities are still incredibly expensive. The loss of jobs in our immediate area because of the Eaton Fire plays a part for sure. But many of our folks are on fixed incomes and that means that their financial

situation doesn't really get better from year to year. So, they are always going to need our Food Pantry.

And if some of the federal programs that so many in our community rely on every month see cuts, then we are likely to see even greater numbers in FY26.

The good news about all of this is that we've been able to continue to provide our community with substantial amounts of food, with a lot of healthy fresh fruit and vegetable choices and we expect to be able to continue this in FY26. We are also blessed with a large, giving, and dedicated volunteer base. Having people that care so much about serving their community makes our job easier and they bring so much joy with them.

While some things in the future may look questionable and unsure, we feel good about what we face because we know that we have so much support from our community.



30,230
CLIENT VISITS

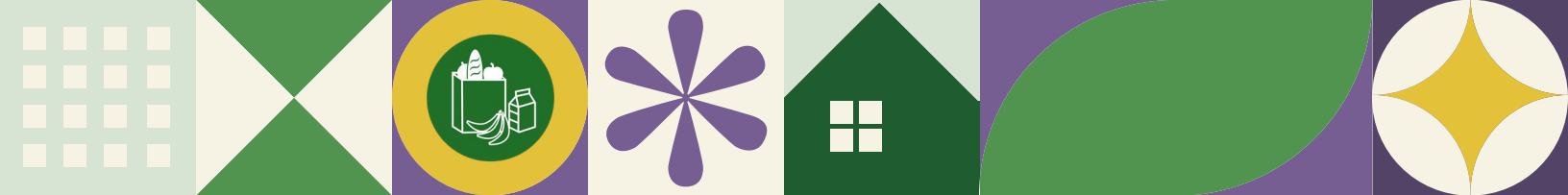
2,903
UNIQUE HOUSEHOLD VISITS

846K
POUNDS OF
FOOD DISTRIBUTED

705K
MEALS PROVIDED

605
HOUSEHOLDS PER WEEK

\$1.45M
VALUE OF "IN-KIND"
GOODS DONATED



David had been a familiar face at Friends In Deed's Food Pantry for a long time. Every week, he would stop by, always cheerful and chatty, picking up groceries and sharing bits of conversation with the team. But then he suddenly disappeared. Weeks turned into months, and no one knew what had happened to him.

Then, just two weeks ago, David came back—this time not for groceries but to say thank you. He shared a story none of us had known before. During the time he was experiencing homelessness, Friends In Deed had been more than a source of food for him—it had been a beacon of safety. At times when he felt vulnerable, he would find solace outside our well-lit building. The

brightness gave him a sense of security, a rare comfort in the uncertainty of living on the streets. When the weather turned cold, David found a way to keep warm; he danced.

Now, David was housed and in a much better place. With deep gratitude, he told the team that he couldn't have made it without their support. Friends In Deed had been his lifeline through homelessness, and he wanted them to know just how much it had meant to him.

David's story is a powerful reminder of how even the smallest acts of kindness—a bag of groceries, a well-lit space—can bring hope to those who need it most. And sometimes,



the impact of that kindness comes back in the form of heartfelt thanks, from someone with a life once touched by homelessness but now filled with optimism and stability.





STREET OUTREACH & HOUSING

REPORT FROM THE DIRECTOR OF STREET OUTREACH & HOUSING

Tish Inong, LCSW

This past year was marked by a high level of activity, new challenges, and the launch of several new initiatives to support our core street outreach, housing navigation, and ICMS (Intensive Case Management Services) programs. We adapted quickly to meet the evolving needs of our community, including an increased response to wildfires and enhanced support for our undocumented clients. In the aftermath of the fires, we were able to provide emergency motel placements for displaced individuals, many of whom were later enrolled in case management services with the street outreach team.

We also received and responded to multiple referrals from the Red Cross and the Eaton Fire Collaborative. Additionally, we began submitting Change Reaction grant requests on behalf of those affected and distributed a significant number of gift cards to support immediate needs.

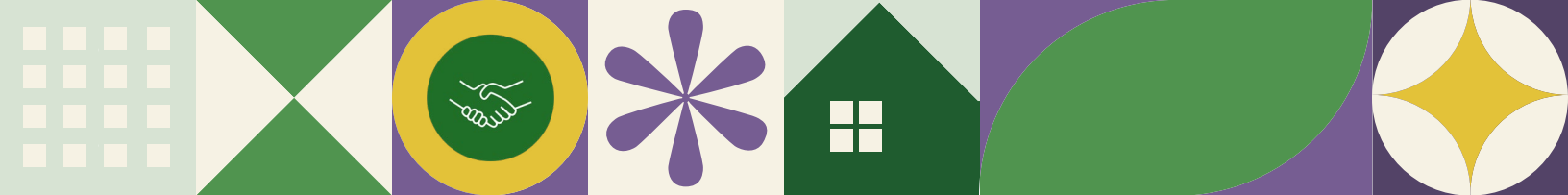
We successfully launched a pilot program for a Time Limited Subsidy (TLS) and introduced a Rapid Rehousing initiative. These programs now allow us to move beyond providing only move-in assistance to also offering rental subsidies for individuals displaced by the fires.

In light of recent immigration enforcement actions, we have been proactive in supporting impacted clients, helping them connect to essential resources and organizing volunteer food deliveries to their homes, motels, or places they stay.

Our core programming also expanded to adopt a more holistic approach. We became the official service provider for the Safe Parking program and secured external funding to continue our Pathway interim housing program. We also deepened community engagement by sending staff monthly to support outreach activities hosted by the local Presbyterian and Vintage churches.

Notably, we established new partnerships with Beacon Housing, Grandview, and Kaiser. These collaborations have significantly improved our clients' access to low-barrier housing opportunities, substance use treatment, and street medicine services.

While the year brought many successes, it was not without its challenges. Alongside local crises, we navigated complex changes to the housing match process, which led to longer-than-expected placement timelines outside of our control. Nevertheless, the Street Outreach and Housing team was able to shelter over 90 individuals during the course of the year and provided services to nearly 200 more. These services included food, hygiene, harm reduction, transportation assistance, documentation assistance, financial assistance, gift cards, benefits assistance, mental health assessments, substance use assessments, and housing services.



292

PROGRAM PARTICIPANTS

95

INDIVIDUALS SHELTERED
(68 households)

204

TOTAL MENTAL HEALTH OR
SUBSTANCE USE ASSESSMENTS

529

TIMES WE PROVIDED
PHYSICAL GOODS

372

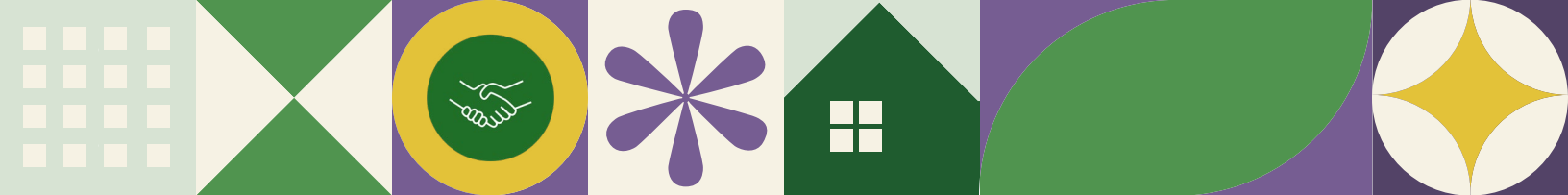
TOTAL NUMBER OF SUPPORTIVE
SERVICE REFERRALS

2,145

SAFE PARKING
NIGHTS PROVIDED

2,359

TOTAL INTERIM OR CRISIS
HOUSING NIGHTS PROVIDED



For years, Javier was a familiar face to everyone on the Street Outreach and Housing team. He slept in a local parking lot near the office on Lake Avenue, always circling back to Friends In Deed no matter where life took him.

Over two years ago, the Director of Street Outreach and Housing enrolled Javier in our program. With the help of housing navigation, Friends In Deed secured housing for him. Unfortunately, something happened—he wasn't evicted, but he lost his place. And just like that, Javier was back outside.

He re-enrolled in our program, this time under our team's caseload as part of our newly launched Intensive Case Management Services (ICMS) program. Street Outreach and Housing worked tirelessly to restabilize Javier, securing motel stays and bridge housing. But even then, Javier found himself back in that same parking lot.

Still, he never gave up. Neither did Friends

In Deed.

Everyone on the Street Outreach and Housing team has worked with him in some way—printing his ID, or providing food, harm reduction, and transportation. He was part of our community. And this time, something was different.



In October, a spot opened up in our FID Pathways program—a bridge between homelessness and permanent housing. The team advocated for Javier to get in, even though past temporary housing placements had been difficult for him. But this time, he wanted change. He was attending mental health appointments, bringing paperwork, and following through. His substance use was decreasing. Slowly but surely, Javier was proving to himself that he could do this. And he did.

For the first time, he followed all the program rules. Inspections revealed a clean room, food in his kitchen, and neatly groomed hair and hands—small but significant signs of stability. With consistent sleep, regular meals, and a supportive environment, his mental health improved.

Now, Javier is just weeks away from moving into his new permanent home. By August, after the final inspections, he'll unlock the door to a place that is truly his.

Javier's journey hasn't been easy. Friends In Deed knows that change is possible—and that no one should have to walk that path alone.



THE WOMEN'S ROOM (TWR)

REPORT FROM THE DIRECTOR OF THE WOMEN'S ROOM

Lindsey Reed

Back in January, our team at The Women's Room was hit with an unexpected and tough situation. Two of our staff members lost their home in the Eaton Fire while I was still out on maternity leave. In the midst of that crisis, we had to act quickly- not only to care for them with compassion, but also to make sure we could continue showing up for our guests with the same steady support they count on.

That's when Mary and Juliet joined us as emergency hires. What started as a response to a crisis quickly became something so much more- a time of transformation for our whole team.

With Mary and Juliet came more than just extra help. They brought heart, creativity, and a fresh energy that lifted us all. Mary's stories and sense of humor, and Juliet's laugh and calming presence, quickly became weekly highlights for both our guests and our team. Because they were with us, we were able

to deepen our work, spend more intentional time with our guests, and strengthen the heart of our community. **Since January, we've welcomed 154 first-time guests** - a number that wouldn't have been possible without the support our new team members brought.

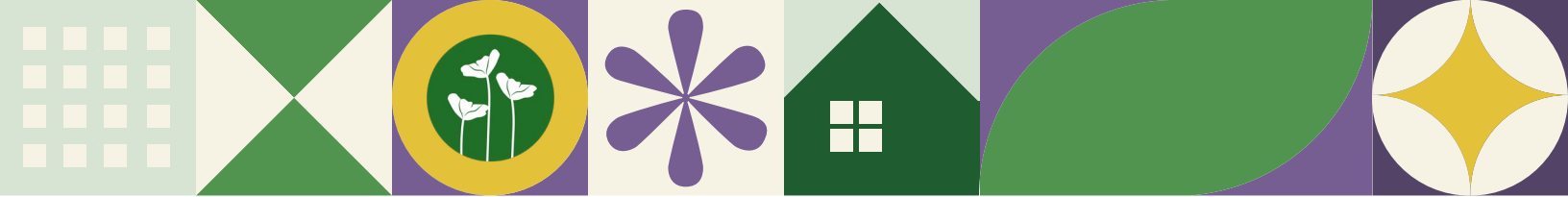
Our ladies formed beautiful connections with Mary and Juliet- from laughs over coffee to quiet moments of support, and everything in between. Their presence added light, comfort, and joy to the daily rhythm of life at TWR. Their impact has been real, and lasting. As their temporary contracts come to an end, we're feeling a mix of deep gratitude and some sadness. We're incredibly thankful for all they've given during such a meaningful time, and we're also thrilled that Juliet will be staying on with us permanently!

As I look back on the whirlwind that was the first half of 2025, what I feel most is gratitude. I'm grateful for the amazing new team members who joined us, for the

kindness and patience of our guests, and for Jenny who held the heart of the program together during a truly challenging time. I'm thankful to FID leadership for supporting a creative solution that let us care for both our staff and our community when it mattered most. And I'm deeply moved by our wider community, who stepped in with open hearts to help our team rebuild their lives.

It's this spirit of resilience, care, and unwavering support that makes me so proud to be part of this work, and so excited to keep showing up every day.





5,461
TOTAL VISITS

430
UNDUPLICATED GUESTS

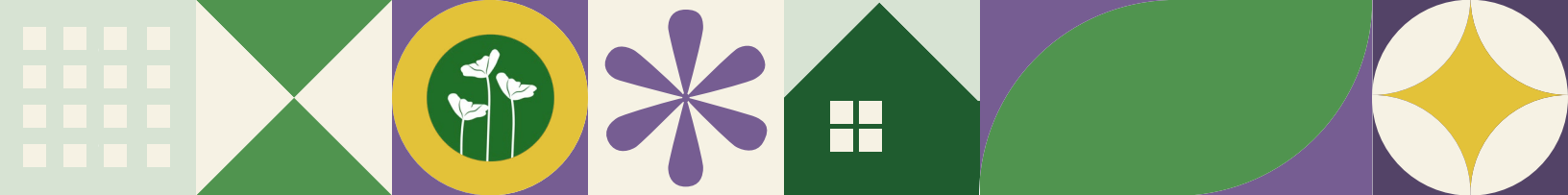
280
FIRST-TIME GUESTS

5,152
MEALS SERVED

1,465
LOADS OF LAUNDRY

1,194
SHOWERS TAKEN

279
NAPS TAKEN



At The Women's Room, a simple checklist helps guests request the toiletry items they need. But for some, that list might as well be written in invisible ink. With age and vision changes, several guests found themselves squinting, guessing, or handing the sheet to a program attendant with a few comical mistakes.

One day, after receiving another mismarked form, Mary had an idea.

"You know what?" she said. "We have readers. Let me go get the box."

What happened next was nothing short of magical. One by one, the women tried on pairs of glasses. And with each successful fit came a burst of laughter and delight—"I can

see!" they'd exclaim, giggling at how off their previous lists had been.

It wasn't just the checklist. Some discovered, for the first time in a long while, that they could actually read the community Notice Board. What had once been a blur was suddenly legible—resources, reminders, and messages that had been just out of reach were now theirs to take in.

It was a small moment, sparked by a box of reading glasses. But it offered something big: dignity, independence, and the joyful reminder that even the simplest solutions can make the world a little clearer.





OUR VOLUNTEERS

For many, volunteering is more than just lending a hand—it's about connection, community, and purpose. That's exactly what one dedicated volunteer discovered when life took her in a new direction.

After faithfully serving at the Food Pantry for some time, she landed a job as a physical therapist at a nearby senior center. While she loved her new role, something was missing. She found herself thinking about the staff, the volunteers, and the clients she had bonded with—especially the Mandarin-speaking community members she had formed deep connections with.

So, she did something extraordinary. She reached out to ask if she could come back to volunteer during her lunch break. Because for her, giving back isn't just a way to fill time; it's a way to stay connected to a place and people who feel like home.

Her story is a beautiful reminder: once you become part of the Friends In Deed family, you never really leave.



10,631
TOTAL HOURS
VOLUNTEERED

3,178
TOTAL
SHIFTS

249
TOTAL
VOLUNTEERS

\$34.79
ESTIMATED HOURLY WAGE

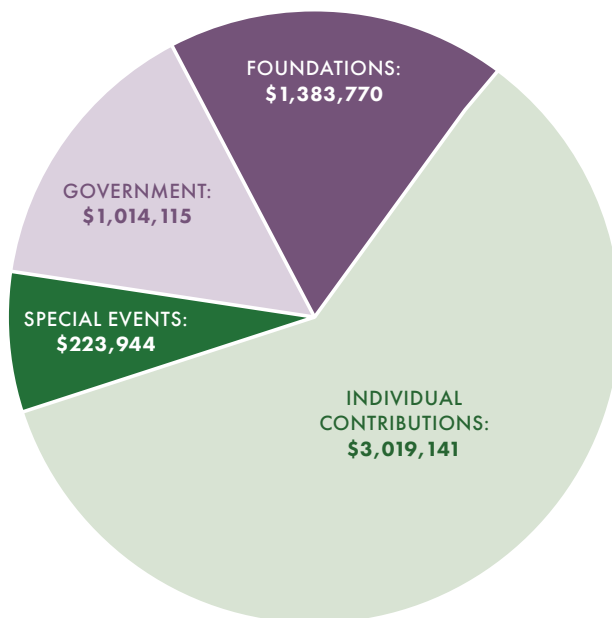
\$370K
WORTH OF TIME DONATED



FUNDRAISING & OUTREACH

\$5,640,970

TOTAL FUNDRAISING
not including in-kind donations



\$1.7M

IN-KIND CONTRIBUTIONS

1,030

FIRST-TIME DONORS

349

CIRCLE OF FRIENDS
\$1,000+ DONORS

2,117

TOTAL DONORS

4,885

DONATIONS



3,069

INSTAGRAM
FOLLOWERS



3,508

FACEBOOK
FOLLOWERS



332

LINKEDIN
FOLLOWERS



5,234

EMAIL SUBSCRIBERS
(as of 8/1/25)



1,085

PODCAST
DOWNLOADS

WHO WE ARE

(CURRENT STAFF AND BOARD AS OF JUNE 30, 2025)

STAFF

in alphabetical order

Helen Angove

Director of Operations

Jane Armbruster

TWR Case Manager

Isaac Arreola

Harm Reduction Specialist

Barbara Burns

Access, Data and Quality Assurance Specialist

Mary Cornelius

TWR Program Attendant

Christina Davis

Housing Navigator

Coty Dietel

Food Pantry Aide

Jason Ellis

MSW Intern, Street Outreach

Rosie Espino

TWR Program Attendant

Olivia Esteb

Housing Navigation Program Manager and Substance Abuse Specialist

Amanda Estrada-Paez

MSW Intern, Street Outreach

Ryan Greer

Senior Director of Programs

Al Hackett

Outreach Specialist

Juliet Hernandez

TWR Program Attendant

Tish Inong, LCSW

Director of Street Outreach and Housing

Najwa Jones

Housing Navigator and Outreach Liaison

Jenny Juarez

TWR Program Manager

Rabbi Joshua Levine Grater

Executive Director

Kristina Martin

Food Pantry Program Associate

Marlene Martinez

Assistant Director of Eviction Prevention and Rental Assistance

Stacey McCarroll

Director of Eviction Prevention and Rental Assistance

Tim Nistler

Director of the Food Pantry

Hughes Ong Hoa

MSW Intern, Programs

Talia Paknoosh

Occupational Therapy Intern, TWR

Elyse Reed

Development Associate

Lindsey Reed

Director of The Women's Room

Kevin Riley

Food Pantry Program Aide

Evangeline Rivera

Food Pantry Manager

Ingrid Salazar

Grants Manager

William Shelby

Senior Intensive Case Management Specialist

Virginia Valencia

Outreach Program Manager and Mental Health Specialist

Laura Van Alstine

Director of the Bad Weather Shelter

Merria Velasco

Senior Director of Development

Dani Vinokurov

Development Associate

Kenyetta Wilson

Controller

BOARD

Bret Schaefer

President

Leslie White

Vice President

Christopher Pelch

Treasurer

Debby Singer

Secretary

Richard Cheung D.C.

FID Board President Emeritus

Pamela Marx

FID Board President Emerita

Pastor Amy Aitken

Kevin Bourland

Timothy Howett, Esq.

Nishanthi Kurukulasuriya

Suzanne Lee

Don Meaders

Jeff Salcido

Lana Slavitt

CONTACT

Friends In Deed is a registered 501(C)3
Nonprofit Organization (Tax ID 95-1644608)

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