



2015 Annual Report

Our efforts have given beds to children who otherwise would be sleeping on the floor.

It is hard to believe that New Life Home Refurnishing has completed two years of operation! Some of you may remember that we began in Medfield with only 1,000 square feet of donated space and hauled furniture upstairs to a loft storage space. Incredibly we outgrew that space almost immediately and by January 2014 we moved to Walpole Station. Finally thrilled to have real warehouse space we began with 3,600 sq. ft. and have since expanded three times to our current 10,100 current sq. ft.

This past year we served 264 households assisting 554 family members! This is up from 96 households served during our first year of operation. About 12% of our clients were veterans; a similar number were local families. Professionals who have direct knowledge of their needs and situations refer all of our clients. Over 25% of those we served last year came to us through HomeStart, Inc. We have also received a significant number of referrals from Boston Public Health Commission, Crittendon Women's Union, Family Aid Boston, NE Home for Veterans, Pine Street Inn, Rosie's Place and numerous programs of South Middlesex Opportunity Council. In May, we were pleased to hire Wendy Carlson as our part-time Administrator to interface with these and other agencies and to schedule clients.

Some of our client stories are heartrending. We have learned that working families are struggling with homelessness in increasing numbers as the gap between hourly wages and high rents grows ever greater. It touches us to realize that our efforts have given children a bed to sleep in rather than on the floor. We have been instrumental in helping a mother to reunite with her small children because she could afford an apartment, but not the furniture as well. So many people lose their furniture because they can't afford their rent and then can't pay the storage costs for their belongings. We have also helped local families who lost all of their belongings due to fire. Our interactions with our clients indicate that those who need our help are of all ages, ethnicities and abilities. Many are in recovery – from substance abuse, domestic violence and/or PTSD.

We are extremely grateful for the volunteers that make all of our work possible. We had 232 volunteers this past year. Out of this number, we have 40 core men and women who return to help on a repeated basis. Our volunteers come from all of the surrounding communities, from different churches, from schools and from various businesses. An increasing number of teenagers are beginning to volunteer. We have volunteers who perform minor repairs or refinishing of furniture. It has been interesting to observe the camaraderie and community that is being formed among folks who otherwise might not have ever met.

New Life HR has also stimulated some creative and interesting activities. Twist Bakery in Millis increased awareness by designating the proceeds from their "tip jar" to us for three months, which resulted in \$1,300 of contributions. A 15-year-old Girl Scout from Norfolk designed and built a couple of beautiful kitchen tables from used pallets. We have had very successful team building events at the warehouse with Bank of America and Samsung employees. Young people of all ages have provided Welcome Baskets for our clients containing cleaning and paper products. As we head into 2016, there are several new and exciting initiatives under development.

Up to this point our growth has been organic. It has not been planned, it just happened through word of mouth. As more people become aware of New Life HR and our mission, it is becoming a more popular local concept. We do expect to continue to grow. Now, we will plan for it. The biggest challenge we have - and the limitation to our growth - is the size of our volunteer base. We need many more willing hands and hearts! Although we do need more furniture movers, we have many opportunities that involve administration and warehouse operations. The New Life website lists the many ways to get involved, some of which can be done from home. Please join us in this exciting journey!

Sincerely,
Ron Yates
Chairman

You Are Helping To Make A Difference!

Providing Hope

One of our partner agencies recently asked us for a “Leverage Letter”, putting an estimated dollar value on the furniture and household goods than an appointment at our warehouse would yield to an average client household. Based on IRS figures provided for used furnishings, we calculated that the value would be \$1050. This figure would not include additional household items or the value of the labor involved or overhead costs.

The actual dollar value of a visit was not something we had thought much about. After all, it seems to us that we offer an opportunity that is *priceless!* The truth is that the individuals and families we serve have limited resources that are constrained by more than their bank accounts. Transportation, since many do not own a car, and time, as a great many are employed, albeit at minimum wage, are also major factors that impact those who are moving into affordable housing.

Sandy’s story exemplifies the ways in which New Life can provide assistance to those in need of establishing a home. A mother of three girls, she was referred to us just before Christmas 2014. Although she had a college degree, her life had suffered a series of setbacks that included a job loss and a need to find a new housing situation. During Sandy’s visit, she talked about the program she was enrolled in and her hope that it would lead to a new job in the near future. Those of us who met her were inspired by her faith and positive attitude. Not only did Sandy fall in love with a beautiful couch, but her youngest daughter, who came with her, won our hearts when she found a chair that was “just right” for her.



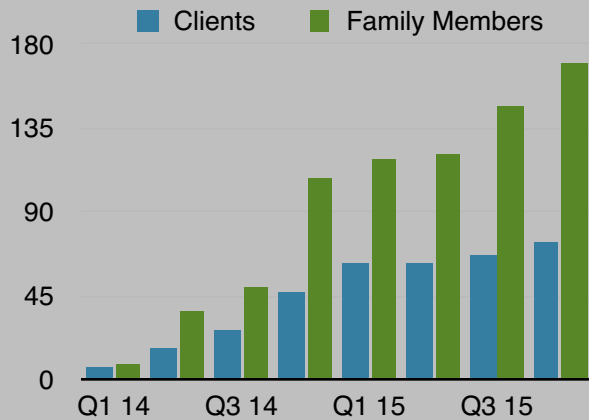
It was a very special moment when we received a client referral from Sandy less than two months later. She had been hired as a housing advocate for a Boston community development agency and was sending her first client to us for furniture assistance. That referral was the first of several referrals from her to New Life HR over the last 10 months - a truly wonderful partnership with a former client has been formed!

Catherine’s story demonstrates another way in which New Life can provide assistance. Catherine visited us recently with her social worker using a walker with a seat as she was seeking to transition from medical rehabilitation. She was also coming out of a domestic violence situation. Her rehabilitation requirements included that she have a mattress before discharge. She was so relieved when she first arrived and found out we did indeed have a mattress set and frame for her. Since this was her first priority, it was all that she really expected. When our volunteers proceeded to tell her about all the categories of furniture and household goods we have her response was one of amazement. Her eyes filled with tears, but there was a wide smile on her face. That reaction, quite predictably caused a wave of emotion among volunteers. She was so appreciative and humble. These are also descriptors for those of us who have watched New Life develop over the last 24 months!

By The Numbers

Every family deserves furniture and basic household essentials to create a home. New Life HR is dedicated to helping those in need.

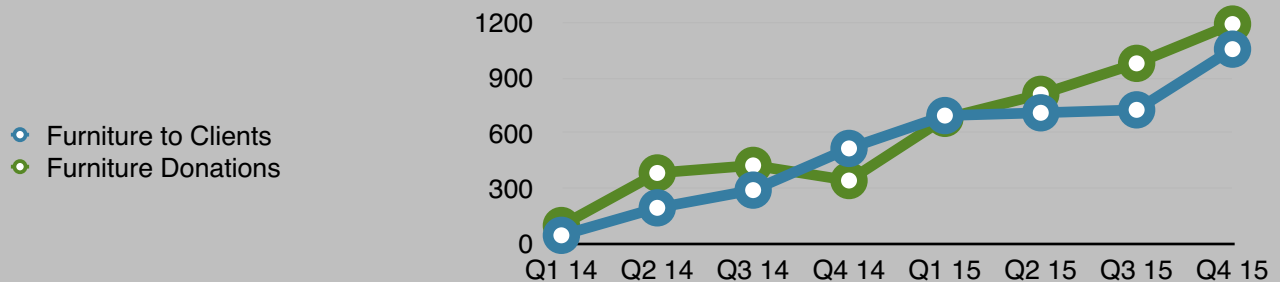
CLIENT AND FAMILY MEMBERS SERVED IN TWO YEARS



New Life Home Refurnishing served 264 clients with 554 family members in 2015.



3,651 pieces of furniture were donated in 2015, up nearly 300% from the prior year.



New Life HR served 5 clients per week on average and had a positive impact on many lives. Even with the tremendous success in 2015, there is much more we can do! In 2016, our goal is to help 8-10 clients per week.



Agency Partners

The increase in client referrals is a result of the expansion of the number of social service agencies, government agencies and clergy that we work with. To date, we have worked with 80 organizations.



Medfield Youth Outreach

Neighborhood Health Plan

Room To Grow

HomeStart

Medway House (SMOC)

Volunteers for American Veterans

Rosie's Place

Pine Street Inn

NE Center for Homeless Veterans

Heading Home, Inc.

The Woman's Lunch Place

Boston Public Health Commission

City Mission Society

Crittendon Women's Union

Department of Families and Children (Braintree)

Family Aid Boston

Justice Resource Center

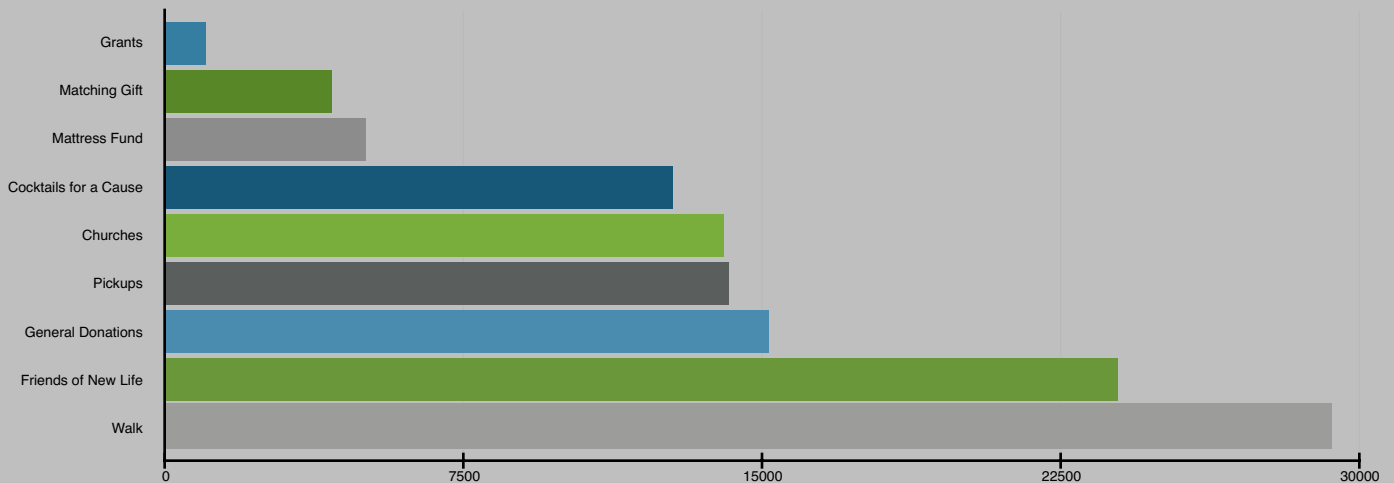
Hearth, Inc.

The Second Step

Thank You

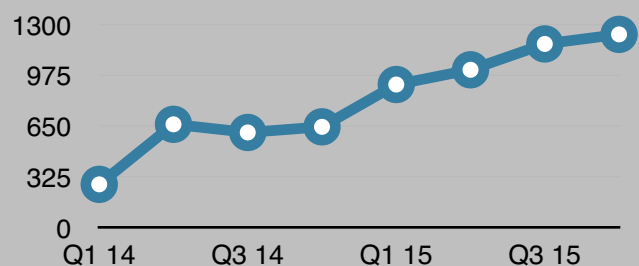
In 2015, New Life HR received \$119,000 in donations, primarily from individuals to support our operations.

Sources of Donations



Either through volunteering their time in the warehouse, donations of furniture and household goods or through financial contributions, the community has overwhelmingly supported our mission.

In 2015, New Life HR volunteers accumulated 4,345 hours of service, a 200% increase from the prior year.



New Life Home Refurnishing
Statement of Activity
November 2014 - October 2015

	Total	
	Nov 2014 - Oct 2015	Nov 2013 - Oct 2014
Revenue		
Cash Contributions	119,420.40	47,527.55
Furniture & Essential Contributions	226,144.50	114,280.34
Uncategorized Revenue	0.00	
Total Revenue	\$ 345,564.90	\$ 161,807.89
Cost of Goods Sold		
Inventory Distributed	224,905.00	96,402.34
Total Cost of Goods Sold	\$ 224,905.00	\$ 96,402.34
Gross Profit	\$ 120,659.90	\$ 65,405.55
Expenditures		
Bank Charges	753.28	270.17
Contractor Services	6,604.93	
Dues & Subscriptions	794.02	328.76
Equipment Rental	761.63	1,008.98
Facilities Lease	22,277.87	9,750.00
Gasoline	625.84	
Insurance	3,071.00	1,287.00
Janitorial	1,510.00	
Legal & Professional Fees	750.00	
Meals and Entertainment	128.45	
Moving	2,274.00	
Office Expenses	2,221.11	5,772.62
Promotional	440.72	257.59
Repair & Maintenance	1,581.46	
Stationery & Printing	102.00	
Supplies	839.33	858.80
Taxes & Licenses	207.90	140.00
Travel	64.86	
Utilities	887.18	
Vehicle Maintenance	1,194.19	195.00
Total Expenditures	\$ 47,089.77	\$ 19,868.92
Net Operating Revenue	\$ 73,570.13	\$ 45,536.63
Other Expenditures		
Vehicle Depreciation	6,187.50	
Total Other Expenditures	\$ 6,187.50	\$ 0.00
Net Other Revenue	-\$ 6,187.50	\$ 0.00
Net Revenue	\$ 67,382.63	\$ 45,536.63

New Life Home Refurnishing
Statement of Financial Position
As of October 31, 2015

	<u>31-Oct-15</u>	<u>31-Oct-14</u>
ASSETS		
Current Assets		
Bank Accounts		
Operating Checking Account	73,259.13	16,565.50
Total Bank Accounts	\$ 73,259.13	\$ 16,565.50
Accounts Receivable		
Grants Receivable	0.00	0.00
Total Accounts Receivable	\$ 0.00	\$ 0.00
Other current assets		
Inventory Asset	34,754.50	17,878.00
Prepaid Expenses	975.00	975.00
Total Other current assets	\$ 35,729.50	\$ 18,853.00
Total Current Assets	\$ 108,988.63	\$ 35,418.50
Fixed Assets		
Vehicle Accumulated Depreciation	-6,187.50	
Vehicles	20,250.00	20,250.00
Total Fixed Assets	\$ 14,062.50	\$ 20,250.00
TOTAL ASSETS	\$ 123,051.13	\$ 55,668.50
LIABILITIES AND EQUITY		
Liabilities		
Total Liabilities		
Equity		
Retained Earnings	55,668.50	10,131.87
Net Revenue	67,382.63	45,536.63
Total Equity	\$ 123,051.13	\$ 55,668.50
TOTAL LIABILITIES AND EQUITY	\$ 123,051.13	\$ 55,668.50



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