newlife Home Refurnishing

Recycling furniture. Rebuilding lives.

2016 Annual Report

What an amazing experience it has been to be part of New Life Home Refurnishing's development and growth! This past year we served 352 households, including 833 family members, 359 children and 49 veterans. In our first three years of operation, we have helped over 700 households. New Life is now working with over 100 social service agencies, clergy, and healthcare professionals. Our clients are moving into apartments all over Eastern Massachusetts.

Our many volunteers have been critical to our success. New Life is grateful to all of them for their dedicated participation. 237 individuals contributed 4,749 hours during FY2016. We are especially appreciative of the enormous impact of our "core" volunteers who repeatedly give us their time. This past year we had special workdays contributed by Samsung and FM Global, in addition to numerous church and school groups.

The growth of New Life has necessitated the development of a small part-time staff: Wendy Carlson for client referrals, Kathy Strickland for scheduling furniture pickups and volunteer coordination and Shawn Tracey for warehouse help. In addition, I can't say enough about the efforts of Laura Cromarty, who volunteers her time in planning and organizing our warehouse operations.

The plan for FY2017 is to increase the number of households served to 500 for the year to meet the pressing demand for our services. This is an aggressive increase of 42%. This will create a number of challenges, including the need for more warehouse space, a second box truck, a part-time truck driver/warehouse helper, plus the purchase of a larger quantity of new mattresses and box springs.

The most important factor required to sustain our growth is an increase in the number of volunteers – for warehouse operations, to help with clients, to pick up furniture from donors, for marketing and communications and for fundraising. We ask everyone to help us recruit more people. Your personal testimony is the most effective means of motivating people to help. Liking us on Facebook and sharing posts with your friends and family will broaden our reach.

The need of the individuals and families who require our assistance is far greater than we could ever have anticipated. It is difficult to get a handle on what this total population is, but it numbers in the thousands. Every day people living on the edge lose their housing due to illness, job loss, abuse and numerous other factors. The journey they travel after this is a difficult and depressing one. When they have obtained assistance for new housing, New Life brings them hope for a new future.

Sincerely,

Ron Yates President



Kathy Belmont - Kathy learned about New Life HR in the Spring of 2014 through the United Church of Christ in Medfield and has been a consistent presence at our warehouse ever since. Kathy retired four years ago from her career as a 4th grade teacher and entered retirement with a new focus on life. She hopes to be a positive influence on her children and grandchildren, and volunteering at New Life HR has been a part of that. She is proud to know that "clients are leaving shelters and moving into an apartment for either the first time or in a long while and New Life HR helps make that possible." Kathy started volunteering by helping to sort household goods on Tuesday mornings in the warehouse, and she now regularly assists clients in selecting items from our inventory. She is always touched when she gets a hug from a very grateful client, or knows that children will have a bed to sleep in when they get home from school! Kathy can also be found at the warehouse on many Saturday mornings where she typically helps with the incoming inventory or as a donor assistant.



Lisa Linker - Lisa discovered New Life HR on her company's volunteer opportunity intranet site 18 months ago. She has participated in a range of activities at the warehouse including Duty Officer and assisted as part of a truck crew doing donor pickups, but has mainly assisted with the incoming inventory in the warehouse. Lisa believes the New Life HR model really works for clients, and witnesses firsthand how the inventory goes from full to empty one Saturday to the next. She once found a family photo in the drawer and realized that dresser was once a part of their family's life, but now it would go to help someone else build new memories. Lisa enjoys volunteering on Saturday mornings because the people are warm and welcoming, it is a no-pressure environment and you are able to make a difference.



Randy Karg - "The mission of NewLife provides a bounty of good to folks in our area. I'm continually impressed by the satisfaction that we provide on BOTH ends of the transaction. When we do a pickup, we see big smiles on the faces of the donors. They appear to be profoundly pleased that no longer used items will be re-directed to folks who desperately need them rather than be placed in the dumpster and a landfill. In addition, we're providing a 'clean out' service to them. In many cases, these folks have a time-driven need to clear a home and don't have the wherewithal to do it themselves. We've got the truck, the muscle and the destination for their items. It's a fortuitous combination of altruism and practicality that really works well for the donors.

On the other end of the transaction, we all know what it means to those who genuinely need the furniture. It's a great day when you finally can sleep in a bed instead of on the floor!

In a nutshell, we are the link between those living with excess and those living in deficit. I'm really happy to make a small contribution to the effort."

Our Clients In Their Own Words

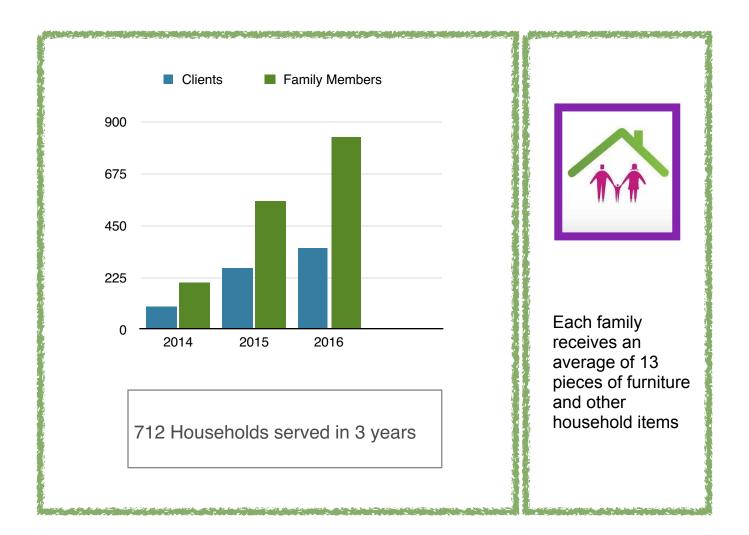
"My husband and I are recovering addicts who struggled for 15+ years with a heroin addiction. The pregnancy of our daughter, Amaya, was the beginning of our story. We are now 3 years clean and also have a 8 month old son. We just moved into our first apartment ever and are so excited to begin the next chapter of our life. New Life HR has helped us make our house a home. Without your help I'm not sure when we would have been able to furnish our home and start making memories."

"We are a family with disabilities, who were hit hard by the economic downturn. We are working hard to make our lives better and this will help."

> "I have been homeless for five and a half years after losing my home to foreclosure and all the contents of my home. This has been amazing. I had not expected such wonderful selection or quality. So much that will fill my space and actually make it feel like home."

"I am a single parent and sometimes it's hard. I was evicted for my landlord's son to move in and I was homeless for 8 months. This is a new Life and a new beginning. I now have a bed for my daughter. That is peace of mind.

New Life Home Refurnishing By The Numbers

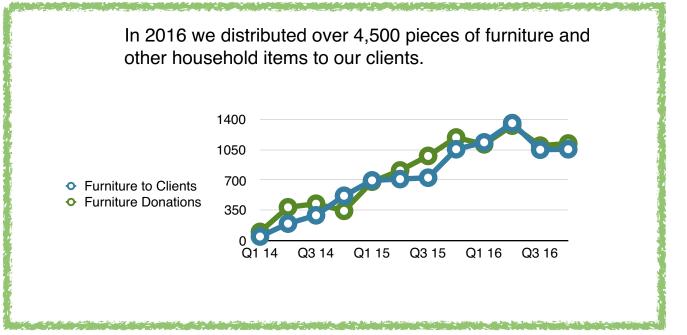


In partnership with over 100 agencies, New Life HR served 352 clients or 7 clients per week in 2016. That encompassed 833 family members including 359 children. We also served 49 clients that are veterans.

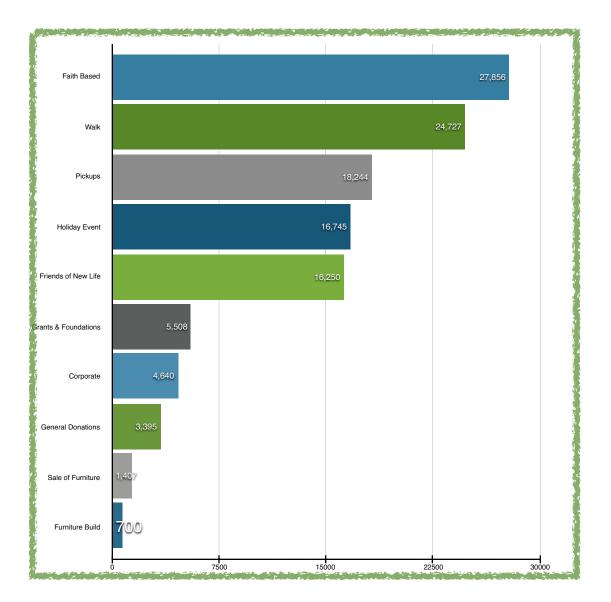
New Life Home Refurnishing By The Numbers



The number one item for our clients is the need for mattresses. In order to ensure that no man, woman or child is sleeping on the floor, we have committed to purchasing mattresses. In 2016, we spent \$23,400 to meet the demand.



In 2016 New Life Home Refurnishing received \$119,472 to support our furniture bank programs and operations.



Volunteers



Our Volunteers - Over 200 volunteers dedicated close to 4,400 hours of service to New Life HR in 2016. That service came in many forms. Volunteers served by assisting clients, picking up furniture, managing inventory collections, sorting household items, planning and executing fundraising events, conducting outreach, handling marketing and communications, and many other operational and administrative duties.

One of our newest volunteer endeavors was a furniture build project. A team of volunteers created a template for a simple table design and put together assembly packets. This allowed a broad range of individuals, youth groups and corporate volunteers to assemble and stain tables in order to bolster our inventory.

New Life Home Refurnishing Statement of Activity November 2015 - October 2016

		Total			
	Nov	Nov 2015 - Oct 2016		Nov 2014 - Oct 2015 (PY)	
Revenue		2010	2	013 (F1)	
Cash Contributions		103,827.39		119,420.40	
Cash Contributions Individuals (deleted)		14,893.90		,	
Furniture & Essential Contributions		312,006.00		226,144.50	
Sales		305.80		220,11100	
Uncategorized Revenue				0.00	
Total Revenue	\$	431,033.09	\$	345,564.90	
Cost of Goods Sold	Ť	,	Ŧ		
Inventory Distributed		345,121.50		224,905.00	
Total Cost of Goods Sold	\$	345,121.50	\$	224,905.00	
Gross Profit	\$	85,911.59	\$	120,659.90	
Expenditures		,-		-,	
Bank Charges		103.43		753.28	
Computer Expenses		2,343.90			
Contractor Services		36,492.42		6,604.93	
Dues & Subscriptions		704.39		794.02	
Equipment Rental		847.93		761.63	
Facilities Lease		33,666.64		22,277.87	
Gasoline		375.61		625.84	
Insurance		4,726.00		3,071.00	
Janitorial		595.90		1,510.00	
Legal & Professional Fees				750.00	
Meals and Entertainment		2,568.16		128.45	
Moving		1,649.57		2,274.00	
Office Expenses		500.55		2,221.11	
Promotional		238.04		440.72	
Repair & Maintenance		596.31		1,581.46	
Stationery & Printing				102.00	
Supplies		2,753.54		839.33	
Taxes & Licenses		63.75		207.90	
Trash Removal		600.20			
Travel				64.86	
Utilities		1,514.33		887.18	
Vehicle Maintenance		,		1,194.19	
Total Expenditures	\$	90,340.67	\$	47,089.77	
Net Operating Revenue	-\$	4,429.08	\$	73,570.13	
Other Revenue		,		-,	
Interest Earned		13.16			
Total Other Revenue	\$	13.16	\$	0.00	
Other Expenditures					
Other Miscellaneous Expenditure		1,130.00			
Vehicle Depreciation		6,750.00		6,187.50	
Total Other Expenditures	\$	7,880.00	\$	6,187.50	
Net Other Revenue	-\$	7,866.84	-\$	6,187.50	
Net Revenue	-\$	12,295.92	\$	67,382.63	
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