




**CELEBRATING
FIVE YEARS OF
.....
FIRST BED5**

NEW LIFE FURNITURE BANK OF MA
2018 ANNUAL REPORT

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**average age of
a homeless person
in Boston**



FROM OUR BOARD PRESIDENT

In October, New Life celebrated its five-year anniversary and what an amazing impact we have made together! Over this time period, we have served more than 1,700 clients and provided not just 23,000 pieces of furniture but helped to create a stable environment for our clients to call home. All of this has been made possible by the 800 volunteers who contributed 24,000 hours of their time and energy. Thank you all for the collective impact you have made in the lives of so many!

2018 itself was a busy and rewarding year in achieving New Life's mission to collect gently used furniture and provide it at no cost to those in need.

In May, we held our first annual New Life 5K Trail run at the Medfield State Hospital grounds. Over 400 runners and walkers participated in the event. We were supported by over 29 sponsors including Eastern Bank, New Balance, Frank Webb Home, Medfield Hometown weekly and Boston Beer. We were fortunate to have a beautiful morning at the State Hospital grounds and the event helped us to continue to build awareness of our mission while raising \$38,000 in funding.

One of the most critical needs for our continued growth and success is the recruitment and retention of volunteers. To help us achieve these goals, we have hired Laura Stanton part-time to fulfill the role of Volunteer Coordinator. Laura's primary focus will be initiating and implementing opportunities for people to get involved in Donation Center activities, external drives and outreach, as well as internal corporate work days. There are a variety of ways to use your time and skillsets in service that can have an impact in our organization.

Over the years, we have worked with more than 100 different agencies that provide a broad range of services in the homeless sector. Through the relationships that we have developed, we have been able to conduct a survey with the agencies that know us best. Priorities for us continue to be to provide one on one attention to our clients during their visits to our space, to provide high quality furniture that our clients can feel proud to own, and to approach and provide all clients with compassion and dignity. The results demonstrate that this model resonates with our partnering agencies and we are having the desired results we want to achieve.

Reflecting, we have much to celebrate; yet the mission continues and the statistics are staggering. The number of individuals experiencing homelessness in Massachusetts has more than doubled since 1990. The presence or absence of affordable housing is a main driving force behind the rise in homelessness. This leaves very little resources for other necessities. New Life can furnish an apartment for a family of 4 for \$400 to \$500 and create an environment where people can thrive. In the words of Hearth, Inc: "Clients come to them in a depressed state of mind. Once they get into their apartment with furniture, they are no longer dealing with a lot of ambient noise, they become stress free and their mental and physical health improves."

New Life's goal is to serve 650 clients in 2019 and 1,000 clients by the year 2021. The path towards meeting these ambitious goals has been laid out and for your support we are grateful. Please join us as we continue on this journey to better our communities and help those in need.

Sincerely,

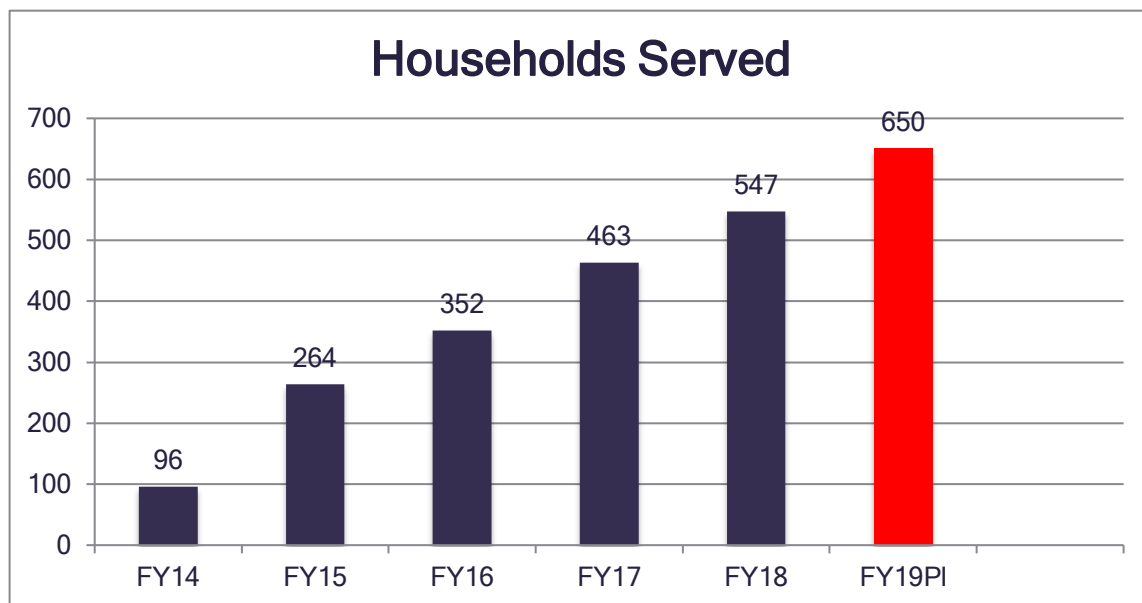
Douglas Marshall
President

MISSION

New Life Furniture Bank of MA collects high-quality gently-used furniture and household essentials that are then made available at no cost to individuals and families in need. We are a Medfield, MA not-for-profit organization with a furniture donation center in Walpole, MA, serving the MetroWest and Greater Boston area. In October 2018, we celebrated our 5th anniversary, having served more than 1,722 clients to date.

NUMBERS AT A GLANCE

New Life served **547** households (up 18% in FY2018) which included **686** children and **86** military veterans. We served an average of **10.9** households per week.



Over **800** volunteers have donated **24,367** hours since 2014

COMMITMENT TO OUR CLIENTS

Our relationship with our clients begins with referrals from more than 100 agencies, churches, and medical facilities including:



What is our process?



Clients like Michaelle and her husband Gerald make an appointment to meet our client hosts at our Donation Center in Walpole, where they receive one-on-one attention to help select the items they will need for their new home.

One of the founding principles of New Life is that any family that comes to us needing a mattress will leave with one. In 2018, New Life spent \$46,000 on mattresses, box springs, and metal frames for families like Eileen and her two sons. We project to spend \$52,000 on mattresses in 2019.



At the end of their session, our clients (including veterans like Marcos), leave with the items they need to furnish their homes, including sofas, tables, pots & pans, small appliances, utensils, and more. All FREE of charge.

2018 HIGHLIGHTS: BUREAU BUILD

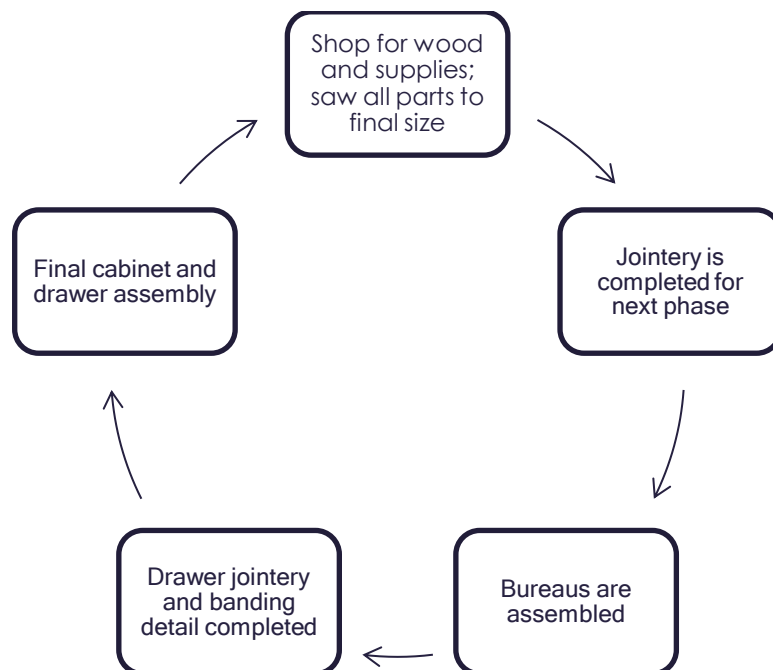
New Life distributed 6,948 items of furniture in 2018, up 21% from the previous year. While donations of dressers and bureaus do come into the Donation Center, there is constant demand for them, as it is also particularly important that they are small enough to fit in a typical client apartment.

Bill Tracey began volunteering with New Life in 2017 and was initially paired with the kitchen table build team. As a retired Industrial Technology teacher with more than 35 years of experience, Bill's skill set allowed him work on a new prototype for bureaus. He enlisted help from his colleague, Mike Maestro (himself an accomplished woodworker and craftsman), and together they perfected the prototype and began building bureaus in early 2018.

Bill and Mike recruited Gene Varley, also an Industrial Technology teacher, and combined they have spent more than 200 hours constructing and assembling more than 30 custom bureaus for New Life clients in Bill's home-based shop.

For Bill, the satisfaction of heading the bureau build team and helping New Life clients is enormous. "In the years leading up to my retirement, I constructed a shop in my basement. I was well set up but had a limited supply of projects. Working with New Life I, 1. Put my shop to good use. 2. Have a project to produce. 3. Do something for charity. 4. Spend time with my friends. It is a win, win, win, win situation."

The Bureau Building Cycle (spans over three sessions lasting approximately 5 hours each):



2018 HIGHLIGHTS: AGENCY SURVEY RESULTS

In August and September, we conducted a survey of 17 of the 100 social service agencies that refer clients to New Life. We gathered a lot of useful information that will be helpful in strategic planning.

In response to the question “Rate New Life Performance on a scale of 1-5 with 5 being highest”, **94% of agencies rated New Life 4 or higher.**

The most important factor is the way our volunteers treat clients – one appointment at a time and with compassion and dignity.

“New Life is perfect. After clients get housing it is not the end of the journey. Once their apartment is furnished, they feel comfortable and it helps get their mind set out of homelessness. They can call it home. When they get housing, they are happy, when they get the furniture, they are ecstatic.”

- **Hearth Inc.**

Photos from client homes, furnished by New Life:



Matching sofa and chairs



Brand new mattress



Custom kitchen table

2018 HIGHLIGHTS: CORPORATE WORK DAYS

One volunteer trend that really made an impact in 2018 was **Corporate Work Days**. Numerous local businesses, including Silicon Valley Bank, Bank of America, Clypd, and the Massachusetts State Police dedicated a full day of service to New Life.

These organizations participated in a variety of tasks, including furniture pick-ups, assembling and painting kitchen tables, assembling IKEA bureaus, and much more.

CORPORATE SPOTLIGHT: RED OAK SOURCING

New Life was approached in February 2018 by a local business hoping to support our cause through a team building event with their 50 employees. Red Oak Sourcing (ROS), a generic drug sourcing firm based in Foxboro, was focused on having the biggest impact on our client base. After learning of the constant demand for bureaus, decided to purchase and assemble IKEA 3-drawer dressers for our clients.

Led by ROS Vice Presidents Punit Patel and Brian Colburn, the ROS team decided to make a daylong event and rented a ballroom at a nearby Holiday Inn to maximize assembly space. They purchased a few dressers ahead of time and calculated the number they could assemble in one day. New Life President Ron Yates delivered 50 dressers – ALL of which ROS assembled in one day! Ron had lunch with the ROS volunteers and shared our mission and impact these business partnerships have on our ability to serve all our clients' needs.

Not only did the Red Oak Sourcing team purchase and assemble the bureaus, they also presented Ron with a donation check at the end of the session. We could not be more grateful for their time and commitment to helping New Life.

If your organization would like to arrange a Corporate Work Day, go to www.newlifefb.org/group-opportunities for details.



2018 HIGHLIGHTS: **FIRST ANNUAL 5K TRAIL RUN**



On Saturday May 5, 2018 the first annual New Life 5K Trail Run was held at the Medfield State Hospital Grounds in Medfield MA. Runners and walkers traveled through the main hospital property, into the back fields and finally making their way through 1.5 miles of wooded trails. The composition of participants was varied - from avid runners and running clubs to families with strollers and dogs. The Trail Run was supported by 29 sponsors including Eastern Bank as the lead sponsor and major support from New Balance, Frank Webb Home, and Medfield Hometown Weekly.

TRAIL RUN NUMBERS:



400 RUNNERS & WALKERS COMPETED



TOP 3 WINNERS RECOGNIZED IN ALL AGE CATEGORIES



RAISED MORE THAN \$38,000 (double our goal set for year one)

2019 Trail Run is scheduled for Saturday May 11

2018 FINANCIAL OVERVIEW

SUPPORT AND REVENUE

| | |
|-------------------------------------|--------------------|
| Gifts and Contributions | \$254,213.00 |
| Furniture & Essential Contributions | \$437,542.00 |
| Other Revenue | <u>\$16,951.00</u> |

Total Support and Revenue **\$708,706.00**

EXPENSES

| | |
|----------------------------|-------------------|
| Furniture & Essential COGS | \$475,537.00 |
| Program Expenses | \$145,711.00 |
| General Operating | \$26,412.00 |
| Fundraising | <u>\$4,817.00</u> |

Total Expenses **\$652,477.00**



New Life distributed **6,948** items of furniture, **up 21%** from 2017.

TOGETHER WE CAN DO SO MUCH

The number of client referrals to New Life continues to rise. In fact, we expect to help more than 650 families in 2019. To that end, we are always in need of basic items needed to set up a small apartment. Our clients often have very little other than their clothes. Although we attempt to provide them with choices of these basic items, we can only accept furniture that will fit in a small apartment and can be moved up stairs. We are especially in need of beds and bureaus.

Please remember that our clients are often coming out of hard times and that items should be in gently used condition that you would give to family or friends. Beds may NOT have any stains on them whatsoever.

Where:

New Life Furniture Bank of MA Donation Center
102 Elm Street in Walpole, MA

Drop-off Hours:

Saturday mornings between 9:00 and 11:30 am

MAKE A MONETARY DONATION

While our primary mission is to collect, warehouse, and distribute household goods to individuals and families in need at no charge using a volunteer staff, we need your support to continue our mission. New Life Furniture Bank of MA is an independent 501(c)(3) not-for-profit organization. All donations to our organization are tax deductible. Our federal tax ID number is 46-3642814.

There are several ways you can donate to New Life:

- Make an online donation at www.newlifefb.org/donate. It's easy and secure.
- Send us a check made out to New Life Furniture Bank of MA and mail to New Life Furniture Bank of MA, PO Box 573, Medfield, MA 02052
- Your gift to New Life could be matched dollar for dollar by your employer, doubling the impact of your gift! To find out if your company has a matching gift program and your gift to New Life is eligible, please contact your company's Human Resources Department.

VOLUNTEER YOUR TIME

There are numerous volunteer opportunities with New Life Furniture Bank of MA. Some have specific hours and days of the week, while others are more flexible. Our organization depends on volunteers; your time and skills will make a difference in our efforts to help those in need. Corporate service days are also excellent ways to become involved at New Life. Go to www.newlifefb.org/get-involved for more information.