



**New Life**

**Furniture Bank of MA**

*Recycling furniture. Rebuilding lives.*

# ANNUAL REPORT

2019 & 2020

PO BOX 573, MEDFIELD, MA 02052  
MAILING ADDRESS

NEWLIFEFB.ORG

102 ELM STREET, WALPOLE, MA 02081  
NEW LIFE ADDRESS



# RIISING TO THE CHALLENGES IN A YEAR OF CRISIS

---

Doug Marshall, Board President & Co-founder

New Life has achieved steady annual success since its inception. Each year we have methodically built upon the last. We have steadily broadened our volunteer and donor bases and this has directly translated towards having a greater impact on a larger number of individuals and families transitioning out of homelessness.

To continue to support the mission and adapt to our rapid growth, we hired our first Executive Director, Rich Purnell, in 2019. We then established and brought on a Volunteer Coordinator, Amanda Wolfe, in early 2020. We had appropriately ambitious expectations for 2020 . . .and then the world changed! The pandemic impacted every aspect of how we worked, lived, learned...and volunteered.

We shut down operations in March 2020 as the COVID virus began to rage, but it was not long before we discovered a few silver linings. Due to the dedication of our staff and volunteers, we immediately developed COVID protocols and began working to develop an online store model. Within two weeks, we were able to begin hosting appointments in a safe, virtual manner for our clients, volunteers and staff. Over the following months we continued to perfect the virtual store and eventually returned to serving the same number of clients per week as we did pre-pandemic. The abrupt introduction of technology has led to a number of unexpected efficiencies including decreasing our client cancellation rate to zero. Perhaps the most important impact is that it has given us the potential to serve more individuals than our previous in-person only model.

As we moved into spring 2020, our annual 5k Trail Race loomed before us. Not only is this a key fundraiser for New Life, but it is also an opportunity to bring the community together for an enjoyable occasion outside of the warehouse. As the realization dawned on us that it would not be safe to hold this event, we were not ready to let it entirely go. We became one of the first races in MA to move to a virtual model, and like most things during these uncharted times, we were uncertain how this would evolve. However, due to the incredible support of our sponsors and an outpouring from the community, we were able to host a successful event with more than 350 participants. The virtual component enabled friends of New Life from outside the area, including Chicago, LA and even Australia, to participate. Once again, we have discovered a new way to broaden our outreach and participation.

I am incredibly proud of our staff and volunteers for repeatedly rising to the challenges in this year of crisis and uncertainty. I am also confident that their hard work and dedication has positioned New Life to be even stronger as we move forward and eventually through the pandemic. Unfortunately, but not surprisingly, the need for our services has also grown exponentially. The push in Boston to de-densify housing, as well as the economic impact from the pandemic, has added to the number of families waiting for our services. Please visit our website and follow us on social media to stay up-to-date about furniture and household items we most need, as well as how to participate in a broad array of evolving volunteer opportunities. As a community, we can continue to make a difference by helping to create a stable home environment in the lives of those most vulnerable.







## MISSION

---

New Life Furniture Bank of MA provides gently used household furnishings to individuals and families transitioning out of homelessness.

We assist individuals and families who are transitioning out of homelessness, victims of fire, domestic violence survivors, veterans, single parents, those living with disabilities, and refugees.



3,121

HOUSEHOLDS  
SERVED IN 7 YEARS

— “

I became homeless after a divorce and had to start from scratch with two little girls. This furniture has literally saved me financially. Without this help it would have taken me years to get what I needed. You don't know how much this is appreciated. Thank you.

— ”





We rely on a network of financial and furniture donors, volunteers, and referral agencies to achieve our mission.

## COLLABORATION

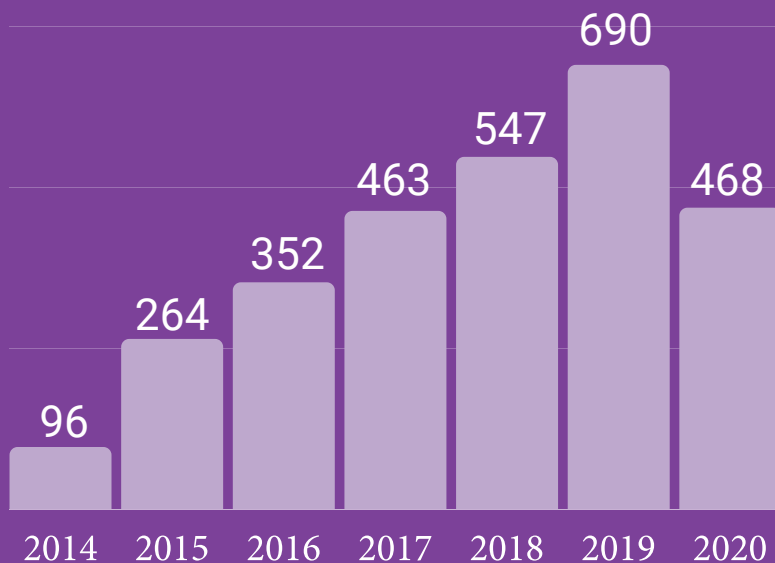


Those in need are referred by agencies, places of worship, and medical facilities. New Life receives referrals from over 100 referrers.



## OUR TOP REFERRING PARTNERS

Department of Veteran Affairs  
Family Aid Boston  
HomeStart  
Economic Mobility Pathways - EMPATH  
Middlesex Human Services Agency  
Volunteers of America  
AIDS Action Committee | Fenway Health  
Boston Public Health Commission







## OUR IMPACT | 2019



**690 HOUSEHOLDS**  
WITH A DRESSER FOR CLOTHING



**703 CHILDREN**  
WITH A BLANKET TO STAY WARM



**1,482 FAMILY MEMBERS**  
WITH A LAMP FOR NIGHTTIME READING



**120 VETERANS**  
WITH A PAN TO COOK

**DIGNITY**

We treat each client with respect and care, giving them individual attention and the opportunity to select their own furniture when they come to New Life.



## YEAR HIGHLIGHTS

Hired full-time Executive Director

Developed software for managing volunteer records and client referrals

Piloted New Life youth leadership program

Formalized the mission, vision, and values of New Life

2019 was a foundation year for New Life. Since 2013, the number of households we have served has increased each year thanks to the passionate leadership of Ron Yates and Doug Marshall and the incredible commitment of our volunteers and board members. Unfortunately, the number of households in need of furniture and household goods grew too. Taking what we have done so far, New Life formalized the set of values featured throughout this annual report - dignity, community, sustainability, collaboration, and integrity - to serve as the guiding principles as we work toward a future where no one has to eat, sleep, or live on the floor.



400  
Volunteers



8,979  
Volunteer Hours







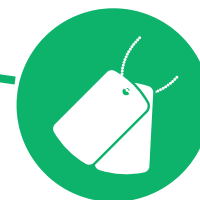
## OUR IMPACT | 2020



**468 HOUSEHOLDS**  
WITH A TABLE TO GATHER



**482 CHILDREN**  
WITH A DESK FOR REMOTE LEARNING



**127 VETERANS**  
WITH A BED TO SLEEP

## YEAR HIGHLIGHTS

Hired full-time Volunteer Coordinator

Medfield High School launched New Life club, Furniture Matters

Expanded software to manage pickup and drop-off requests

Launched a virtual model in response to the pandemic



**1,054 FAMILY MEMBERS**  
WITH A COUCH TO RELAX TOGETHER



2020



“  
The ladies I spoke to were amazing. I could feel their kindness through the phone. This program is amazing.  
”

When the COVID-19 pandemic hit we were the first furniture bank in the area to adopt a virtual model for serving clients - only closing for a few short weeks. Instead of selecting their furniture at the Donation Center, clients made their selections in an online store while volunteer Client Hosts guided them over the phone. Volunteers came together both at the Donation Center and remotely to create a meaningful client experience despite the circumstances. 2020 was a testament to the New Life community's ingenuity and commitment to our mission. Though we served fewer clients in 2020 due to the pandemic, we are on track to serve more clients in 2021 virtually than we could prior to the pandemic in person.



379  
Volunteers



5,861  
Volunteer Hours

## COMMUNITY

We value our community of volunteers, who dedicate their time, energy, and talents.



2019 | 2ND ANNUAL



# New Life 5k Trail Run

*Furnishing hope with every stride.*

“

The New Life 5k Trail Run is a meaningful, fun way for the community to support our mission. As a direct result of funds raised from runners and sponsors, those coming out of homelessness are able to furnish their new homes with your gently used items

”



MAY 11, 2019



MEDFIELD STATE HOSPITAL



311 PARTICIPANTS



\$48,000 RAISED





2020 | 3RD ANNUAL



# New Life Virtual 5k

*Furnishing hope with every stride.*

The 2020 5k Trail Run was set to be held at Medfield State Hospital on May 9th when everything shut down due to the COVID-19 pandemic.

The 5k committee quickly came up with a plan to host a virtual event. Participants from around the globe completed their 5k everywhere from the beaches of Australia to the sidewalks of Medfield.

APRIL 13 - MAY 10, 2020



16 STATES & 2 COUNTRIES



354 PARTICIPANTS



\$55,000 RAISED





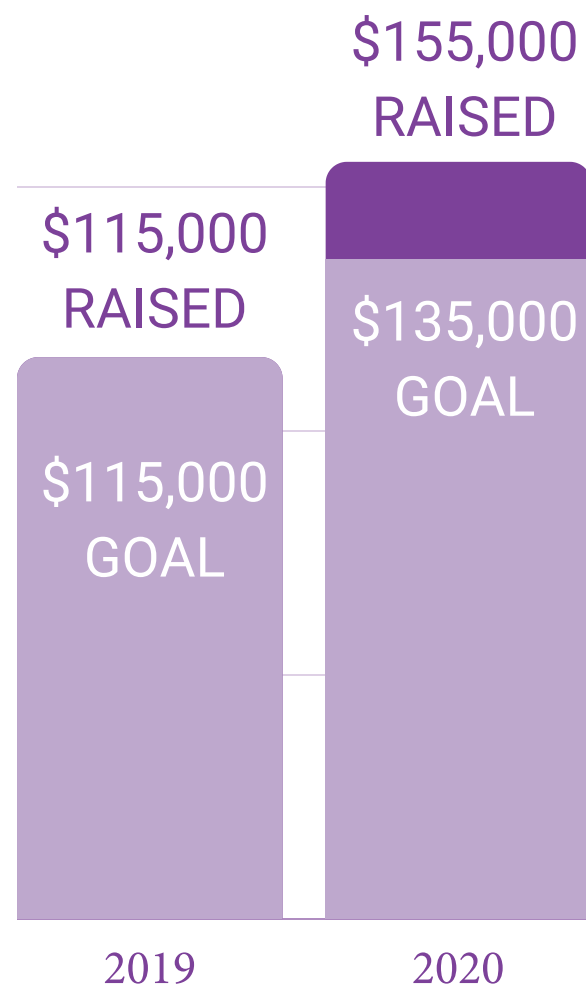


# CHANGING LIVES CAMPAIGN

The annual end-of-year Changing Lives campaign is our largest fundraiser of the year, with each year addressing a specific theme. Hundreds of donors come together to not only reach, but surpass our fundraising goal.

2019 | No one should have to eat, sleep, or live on the floor.

2020 | Changing World, Changing Needs, Changing Lives





We are committed to helping the environment by keeping usable furniture and household items out of landfills and properly recycling what we cannot use.

## SUSTAINABILITY

**35,000+ ITEMS  
OF FURNITURE  
DISTRIBUTED  
OVER 7 YEARS**

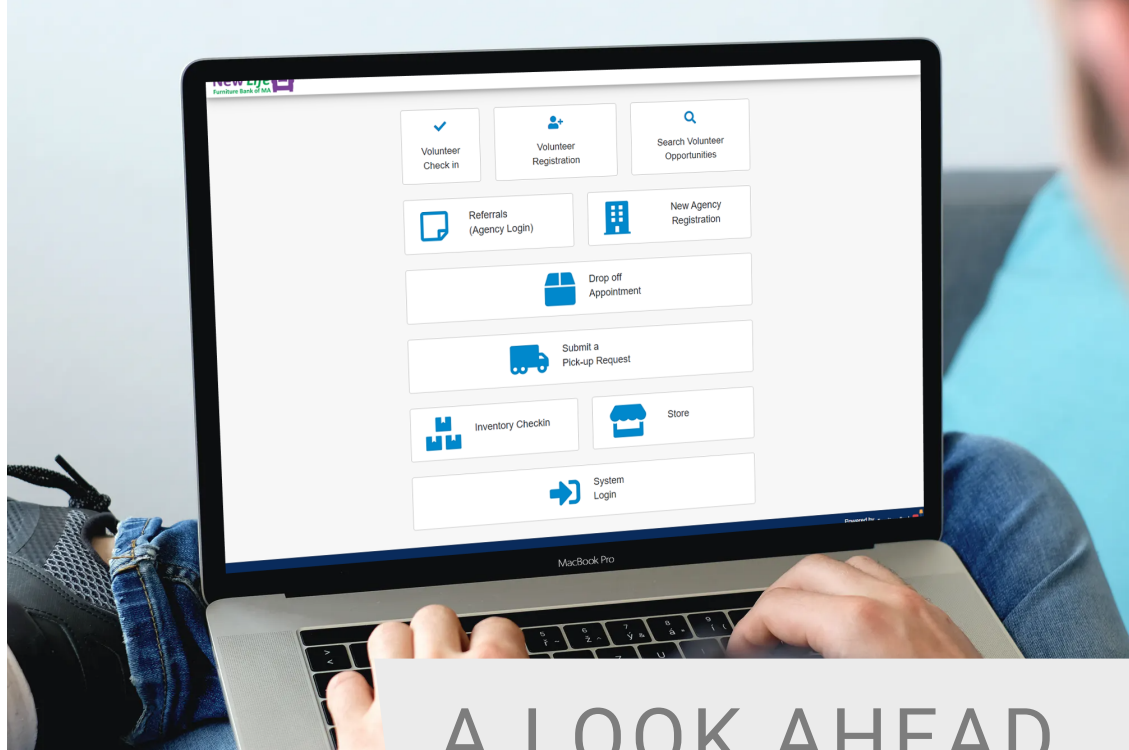
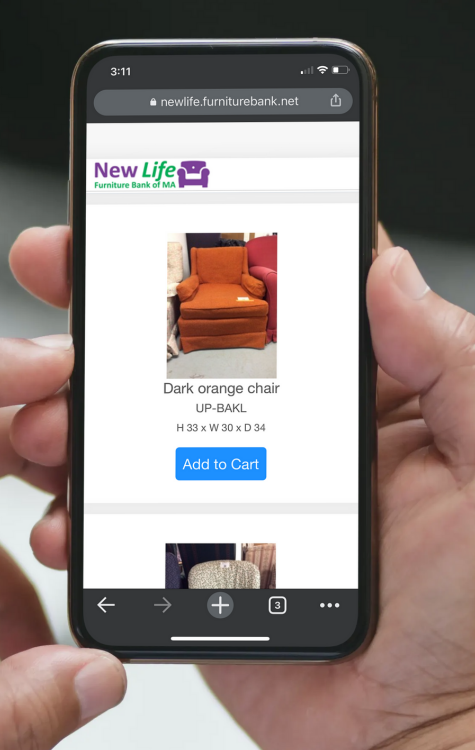
**=**

**1 FURNITURE  
ITEM FOR  
ALMOST  
EVERY SEAT  
AT FENWAY  
PARK**

**=**

**OVER 700  
TONS SAVED  
FROM  
LANDFILLS**

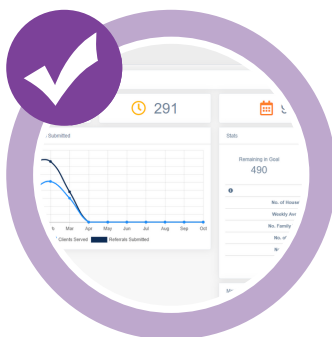




## A LOOK AHEAD



Manage **volunteer** records and opportunities



Receive **client** referrals and schedule appointments



Receive and manage requests for furniture **pickup**

Our operation uses a software developed with New Life's unique needs in mind. In 2019, we introduced a feature to manage volunteers and client referrals. In 2020, we expanded upon those features and added a tool for managing pickup requests. Next year, we will introduce an inventory tracker that integrates with an online store for our virtual furniture bank.



Record, track, and manage furniture **inventory**



Upload inventory to an **online store** for clients to choose

The furniture bank software allows clients to select their furniture whether they're on the T or at home.





## FINANCIALS

---

2019 & 2020

Support & Revenues	2019	2020
Donated Goods	519,269	339,775
Gifts, Grants, & Contributions	328,229	280,855
Paycheck Protection Program Grant	0	22,936
Donated Services	7,800	13,200
Other Income	2,236	6,897
<b>Total Support &amp; Revenues</b>	<b>\$857,534</b>	<b>\$663,663</b>

### Expenses

Program Services	789,355	555,744
Administrative	32,817	32,036
Fund Raising	20,084	24,921
<b>Total Expenses</b>	<b>\$842,256</b>	<b>\$612,701</b>

---

<b>Change in Net Assets</b>	<b>\$15,278</b>	<b>\$50,962</b>
-----------------------------	-----------------	-----------------

---

We are open and accountable to the donors that support us, the clients we serve, and the volunteers that drive us.

**INTEGRITY**





# New Life

Furniture Bank of MA

*Recycling furniture. Rebuilding lives.*



## VOLUNTEER



## GIVE FURNITURE

PICKUP | DROP-OFF



## NEED FURNITURE?



## DONATE

---

[newlifefb.org](http://newlifefb.org)

