



**2021**  
**ANNUAL REPORT**  
[NEWLIFEFB.ORG](http://NEWLIFEFB.ORG)

“EVERYWHERE IN LIFE, THE TRUE QUESTION IS  
NOT WHAT WE GAIN, BUT WHAT WE DO.”

-THOMAS CARLYLE

## A LETTER FROM THE PRESIDENT

Although they are not in the spotlight nearly enough, our volunteers are truly the backbone of our organization. We would not have achieved the milestones that we have met without their hard work and consistent commitment to our organization. We are forever in gratitude for the time that they consistently give and the undeniable difference they make in the lives of our clients. Our remarkable success over the past eight years with 3,756 households served and nearly 40,000 furniture items distributed, is directly attributable to these individuals who show up in the warehouse to sort items, online to host clients, and on the trucks to pick up and deliver furniture.

As a volunteer-driven organization, we have grown to over 500 volunteers who work together in a myriad of roles in our warehouse and remotely to ensure that individuals and families transitioning out of homelessness receive furniture and basic home essentials, such as bedding and kitchen cookware. Our volunteers range from 12 years old to retired. Volunteers are involved in every aspect of our organization including client hosting, furniture processing, inventory uploading, sorting, data management, marketing, event planning and more. Our volunteer goals for 2022 include our continuing commitment to creating opportunities by increasing flexibility, roles, and access. We also intend to foster a sense of community and collective dedication to the mission of New Life by enhancing the volunteer experience. We are hopeful that the year ahead will bring about more opportunities for us to be together in person to realize this desired outcome! If you are interested in learning more about volunteer opportunities please visit [newlifefb.org/volunteer](https://newlifefb.org/volunteer).

In closing I want to take this opportunity to thank Amanda Wolfe for serving as our first full time Volunteer Coordinator and wish her the best as she takes on her new role at New Life as our Operations Manager. I would also like to welcome Amanda Hartley who is joining us as our new Volunteer Coordinator. We realize that we may need to come up with some nicknames in order to keep our Amanda's straight!

There is no question that our volunteers are **DOING** their part, and for this reason **WE ARE GAINING**.

Thank you,  
**Doug Marshall**  
Co-founder & Board of Directors President





“This furniture has really helped me feel warm at home. Thank you very much, New Life.”

- New Life Client

## OUR MISSION

SINCE 2013

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

As a volunteer-led organization, we are dependent on the hundreds of volunteers that contribute their time to our mission.

Since our founding, New Life volunteers have served...

 **3,756**  
HOUSEHOLDS

 **3,859**  
CHILDREN

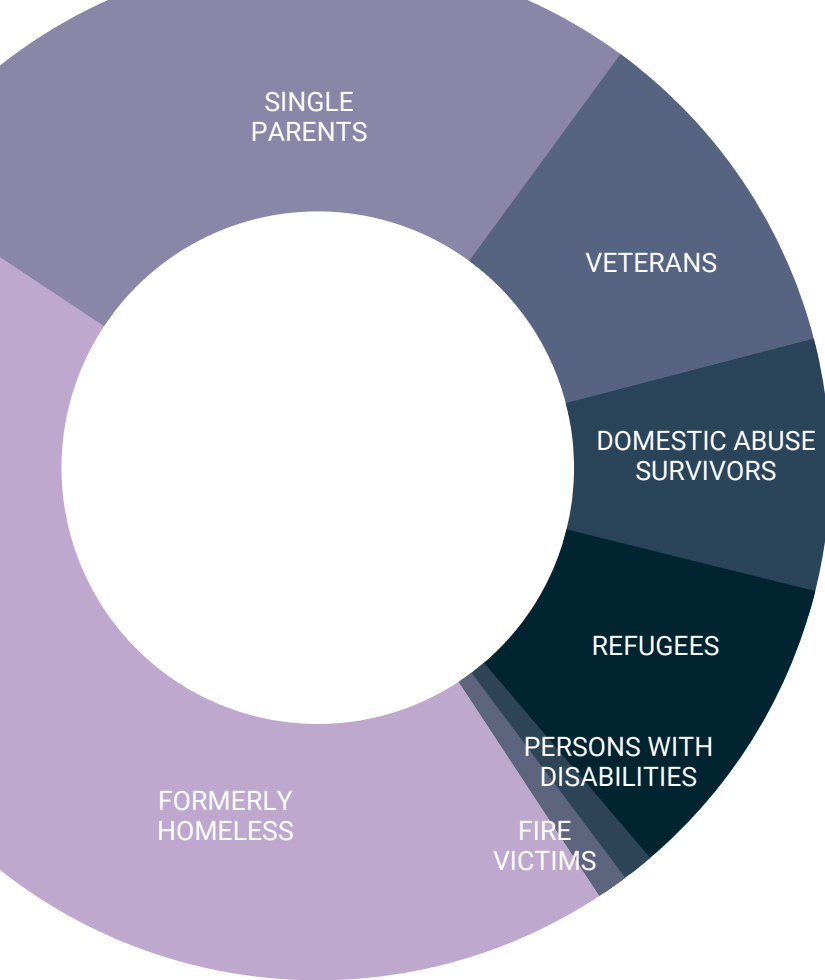
 **606**  
VETERANS



Clients are currently served virtually, but are still given an uninterrupted hour-long appointment that New Life has always guaranteed. Volunteer Client Hosts guide the client through selection of everything from a couch to bed sheets.

# WHO WE SERVED

THIS YEAR



## HOW CLIENTS SELF- IDENTIFIED

**633**  
HOUSEHOLDS SERVED

**12,327**  
FURNITURE DISTRIBUTED

**636**  
CHILDREN

**118**  
VETERANS

Molly Sliney, one of our volunteer Client Hosts, describes her meaningful experience working with a veteran that had been homeless for eight years.

“He had lived without for so long, that he really...felt that he didn't need anything. But once we showed him all these wonderful things...he really did feel like he was getting a home and that we were giving him a second chance.”

- Molly Sliney, volunteer Client Host



# OUR PROCESS

## FROM DONATION TO HOME

### FURNITURE DONATION

Inspected furniture and household goods are picked up or dropped off.



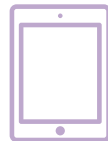
### INSPECTION & PROCESSING

Furniture is cleaned and household goods are sorted into kits.



### INVENTORY & UPLOADING

Items are inventoried and uploaded to the online store in our software.



### CLIENT APPOINTMENT

Clients choose their furnishings in the online store for free with the help of volunteers.



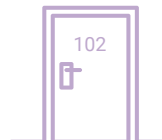
### ORDER GATHERING

Volunteers pull together the items selected by clients.



### FURNISHINGS GO HOME

Clients receive their beds, furniture, and household essentials to enjoy their new home.



# A FAMILY AFFAIR

## THREE GENERATIONS

New Life is woven into the fabric of the Doo family. Three generations support New Life in various ways. It all began when Lisa Doo saw an article about New Life in the newspaper.

**I was drawn to New Life after reading about their mission in my local paper. I volunteered once and I was hooked because they mean what they advertise - New Life shows incredible appreciation for their volunteers and serves its clients with the utmost respect and hospitality.**

- Lisa Doo

Lisa now serves as a member of our Board of Directors, playing a vital role in fundraising and outreach. Lisa's sister, Teresa Reilly, participates in our annual 5k alongside Lisa. While Justin, Lisa's son, works part-time for New Life as a driver picking up furniture for clients. Al and Judy Doo, Justin's grandparents, have lent their help volunteering at the warehouse in recent months.

These are just some of the Doo family members, over three generations, that have made New Life their passion in their own way. Together they demonstrate how our mission connects with our supporters regardless of age.

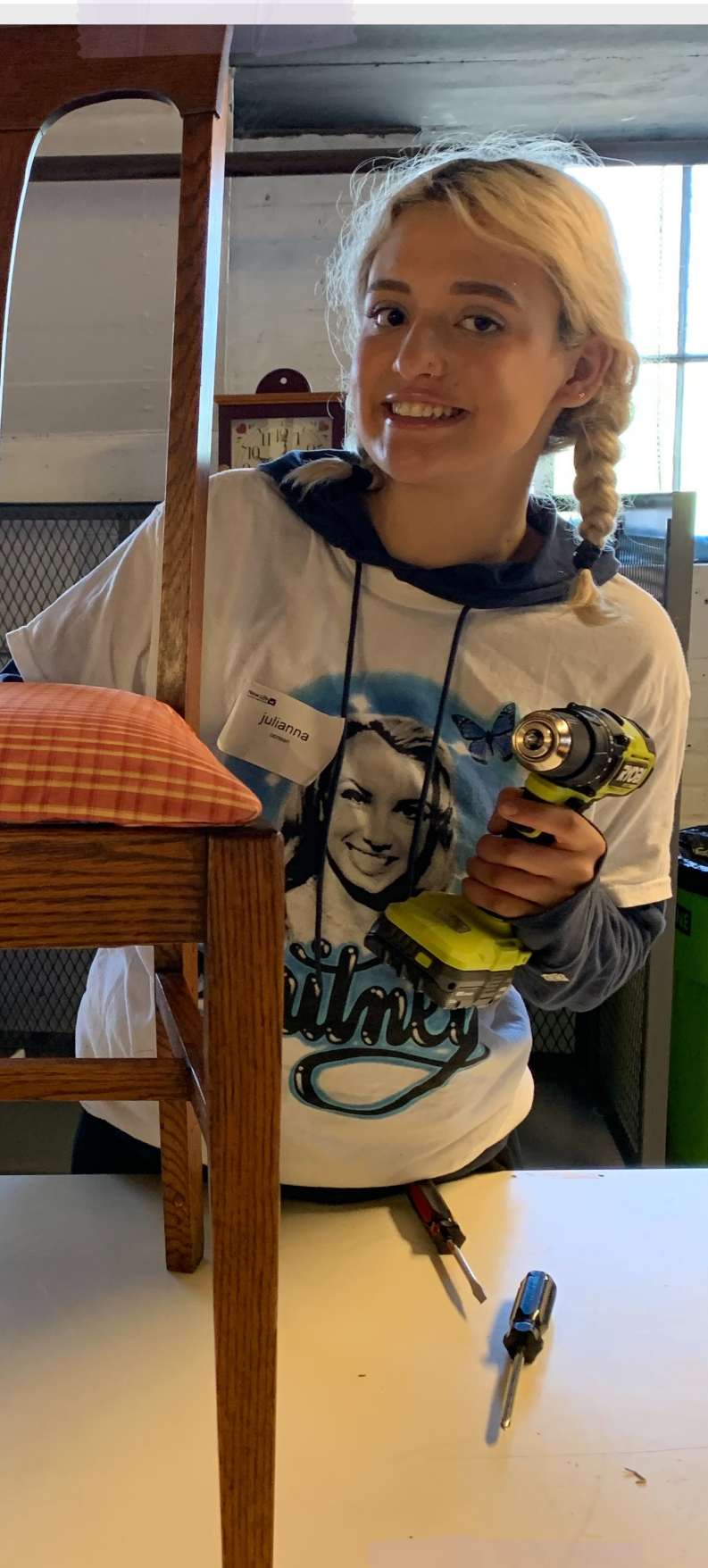


Lisa & Teresa



Justin





# VOLUNTEERS

## THE CORE OF NEW LIFE

**531**  
VOLUNTEERS

**273**  
NEW VOLUNTEERS

**30+ 67**  
GAVE 30+ HOURS

**8,950+**  
VOLUNTEER HOURS

Our volunteers are involved in every aspect of New Life's operation, from finance to picking up furniture. In 2021, we had more volunteers that gave more hours than ever before in the organization's history.

But the need for more volunteers remains. We are always welcoming new volunteers! Scan the QR code below to view and sign up for opportunities now.





## VOLUNTEERING IN RETIREMENT

By Richard Posklensky

I have been extremely fortunate in my life. Despite unexpected bumps in the road we all encounter, I have always had close family, a comfortable home to live in, food on the table, and never wondered if the bills could be paid. Despite the general affluence of the Greater Boston area, sadly this is not the case for many individuals and families who are burdened daily with the stresses caused by the uncertainty of their living situation.

As I approached retirement at the beginning of 2020, I gave much thought to how I could spend my retirement time productively and meaningfully. My wife Mary-ellen significantly shaped my

retirement thinking. As a public school teacher she always went the extra mile for the students she knew came from unsettled home situations, often providing some of their school supplies or clothing they couldn't easily afford. I knew it was important to help reduce the stresses people in less fortunate situations than mine are experiencing, even by a little bit.

My first contact with New Life occurred several years ago when a church in my town was seeking people to join a Saturday volunteer shift picking up donated furniture and other household items from homes in the area to be given to people who are attempting to restart their lives. As I thought about retirement, New Life came back to mind and I decided this is where I should devote a significant amount of my volunteering effort.

I believe in New Life's mission and volunteer two to three shifts a week. I gather items for client orders, move newly donated items into the warehouse, record these items in the inventory system or do whatever else needs to be done at the time.

**I always come away from each shift feeling I've done something tangible and meaningful. I also appreciate the camaraderie of the other volunteers I work with. The positive atmosphere at New Life is just what is needed these days.**





# VIRTUAL 5K

## 5TH ANNUAL EVENT

After going virtual for our 2020 5k, we had hoped to be back in person at Medfield State Hospital for 2021. Due to the ongoing pandemic, we ultimately held the event virtually. But that didn't slow anyone down!

We are thrilled to be the returning to Medfield State Hospital at full speed in the spring of 2022!





# LOOKING AHEAD

2022

## SERVE 800 CLIENTS

Having developed our virtual model and with hundreds of households on our waiting list, we strive to serve at least 800 clients next year.

## EXPAND OUR TEAM

Our current Volunteer Coordinator, Amanda Wolfe, will be transitioning into the newly created role of Operations Manager. In her place, we will have a new staff member, Amanda Hartley, in the role of Volunteer and Development Coordinator. Rich Purnell will continue to serve as our Executive Director and Wendy Carlson as our Client Administrator.

## ENHANCE TECHNOLOGY

New Life worked closely with developers in creating our custom software that now manages our volunteers, pickups, inventory, virtual store, and referrals. As furniture banks across the country purchase the software, we will continue to implement new functions tailored to the furniture bank operation - including a CRM for fundraising and the expansion of existing features.

## IMPROVE THE VOLUNTEER EXPERIENCE

Volunteers are the lifeblood of New Life. In the midst of our rapid growth as an organization, we are reprioritizing creating a welcoming, community-building experience for our volunteers of all ages and in all roles.





# FINANCES

NOV '20 - OCT '21

## SUPPORT & REVENUES

Donated Goods	483,749
Gifts, Grants, & Contributions	376,786
In-kind	16,259
Other Income	1,447
<b>TOTAL SUPPORT &amp; REVENUES</b>	<b>\$878,241</b>

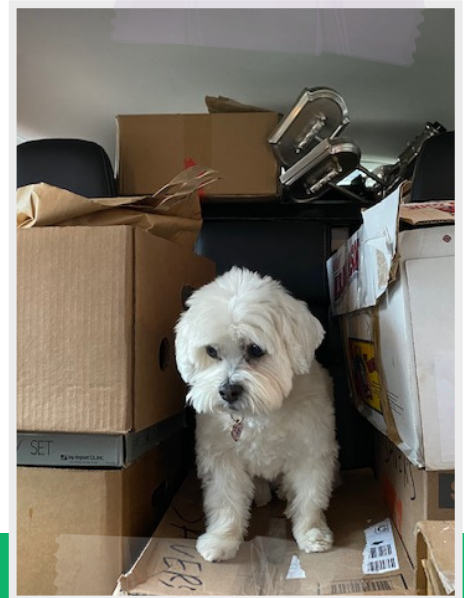


## EXPENSES

Program Services	811,083
Administrative	26,272
Fund Raising	28,231
<b>TOTAL EXPENSES</b>	<b>\$865,586</b>

**CHANGE IN NET ASSETS \$12,655**

Unaudited financials



## GET INVOLVED TODAY

[NEWLIFEFB.ORG](http://NEWLIFEFB.ORG)

New Life is a community of volunteers committed to serving those starting with little to nothing. While we've grown rapidly, hundreds of households remain on our waiting list. We welcome volunteers ages 12 and over almost every day of the week. Visit our website to learn more about how you can join our community today.



PO Box 573, Medfield, MA 02052

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