



10

New *Life*
Furniture Bank of MA
Celebrating 10 years of service

—2023—
Annual Report

LETTER FROM THE PRESIDENT

Dear Friends and Supporters of New Life Furniture Bank of MA,

It is hard to believe that this year marks New Life Furniture Bank's tenth birthday. This significant milestone was celebrated in the fall at an event entitled "The First Ten." As the name indicates, we gathered to mark a decade of dedicated service and pledge our continued commitment to our clients, and our community.

The numbers speak for themselves. In ten years, New Life served 5,170 families. Yet the stories tell us more when we can witness the positive impact our organization has on individuals' lives. It is truly heartening to know where our clients are coming from and to provide a service that enables them to begin a new chapter moving forward.

We can not talk about New Life's success without talking about our dedicated volunteers. With 2,610 selfless individuals contributing a staggering 37,140 volunteer hours, it becomes clear that at the heart of our success, it is the people who serve. Our community embodies a spirit of compassion and selfless dedication; we are grateful for your commitment to show up again and again for New Life.

Also worthy of attention is the environmental impact of recycling and reusing furniture and household goods. By collecting and distributing over 63,000 pieces of furniture, we have been able to furnish homes while also playing a vital role in sustainability. The prevention of 964 tons of materials from entering landfills showcases our organization's dedication to both people and our planet.

As we reflect and celebrate our accomplishments over the past decade, we must also keep our eyes on the future growth and expansion of New Life Furniture Bank. Your commitment and support on our journey to foster dignity, stability, and comfort for families in need, is an inspiration and motivator as we push forward on our path for the betterment of our community!

Doug Marshall
President & Co-founder





years of making empty rooms into homes



Established in 2013 as New Life Home Refurnishings, New Life began its journey in a modest donated space, measuring less than 1,000 sq. ft. A dedicated group of volunteers, though small in number, tirelessly assisted a handful of clients each week. Fast forward to the present day, and New Life has expanded its reach significantly. Operating out of a 16,000 sq. ft. facility with the support of over 900 volunteers, the organization now serves more than 700 families annually.

Despite the remarkable growth, New Life remains unwavering in its commitment to providing support for families transitioning out of homelessness with dignity and respect. As we reflect on our journey, we anticipate the opportunity to serve an even greater number of families in the upcoming decade.

The First Ten



In commemoration of our decade-long commitment, 110 volunteers, donors, and stakeholders convened at the Four Points in Norwood to celebrate this remarkable milestone. The evening unfolded with an abundance of joy, featuring engaging games, laughter, and heartfelt reminiscing.

During this festive occasion, we took a poignant moment to acknowledge Ron Yates, the co-founder and chairman of New Life. Over the past 10 years, Ron has demonstrated unwavering dedication and tireless effort, playing a pivotal role in the success of New Life.



While Ron's drive has been instrumental, it is important to recognize the collaborative efforts of many individuals who have contributed to this achievement. The commendable community efforts even garnered recognition from Governor Maura Healey. Our deepest gratitude extends to all those who supported, attended, and played a part in making our 10th anniversary a truly special and memorable night.



5K Trail Run

On a beautiful sunny day, more than 150 enthusiastic runners came together to participate in a memorable trail run. This scenic run (or walk) guided participants through the trails nestled within the grounds of Medfield State Hospital, providing not only a physically invigorating experience but also a chance to connect.

The return of the fun run, orchestrated by the Furniture Matters Club at Medfield high school, was a delightful highlight. Numerous little ones eagerly embraced the opportunity to participate in the short course, showcasing their skills and enthusiasm.



2023 Impact



731

Families Served

1,460

Family Members

579

Children

Families travel from various corners of the state to access our services. In 2023, the most distant family served by our warehouse was situated in Springfield, MA, while the nearest one was just down the road in Walpole.

48%

Formerly
Homeless

11%

Veterans

10 Years of Impact

A decade marked by compassion, resilience, and hope, New Life stands as a pivotal force in transforming countless lives. Our mission has been to convert empty spaces into welcoming homes, replace desolation with comfort, and exchange despair for hope.

Since 2013, we have



served over 5,170 families,

**helped more than 11,400
family members,**



5,024 Children

and 1,177 Veterans



While we are immensely grateful to be making a positive impact on numerous lives, we recognize the importance of approaching our mission one family at a time. Each family we assist is distinct, navigating their unique struggles, as they strive to overcome challenges.

Being homeless is accompanied by shame about not being enough. The indignity of poor living conditions rinses our lives of joy and meaning. No confidence, no hope. Being rehomed made me skip again until I spent the whole day in an empty house. – Jane

Volunteers

New Life operates as a volunteer-driven organization, relying on a diverse range of volunteers to efficiently cater to our clients. Whether it's furniture movers preparing items for pickup, client hosts assisting individuals in selecting their needed items, or meticulous bookkeepers ensuring organizational compliance, the collective efforts of our dedicated volunteers form the backbone of our operations.

In 2023...

1,437
Volunteers*

13,308
Hours

739
New volunteers

***87 Volunteers gave over 30+ hours**

Over 10 years...

2,610 Volunteers

37,140 Hours



10-Years of Stories

Several of our dedicated volunteers have been part of the New Life journey from its inception. Across the thousands of donated hours, each of these individuals carries unique and compelling stories that enrich the tapestry of our collective experience.



Paige Brodie-Hall

When I first joined New Life there was a core group of regulars. It was always a lot of fun to laugh and joke with all of them. The floor plan changed every other weekend - it was always a surprise when you walked into the warehouse! As a furniture cleaner I would find the most wonderful items in drawers left behind by the former owners. We found baby teeth, a receipt for a girdle, and letters and pictures.

Janice Kohn

New Life has undergone a remarkable transformation in the past decade, and reflecting on our journey, it's astounding to think about the challenges we overcame, such as maneuvering furniture up to a 2nd-floor loft via a narrow wooden staircase. Complaints about the elevator now seem minor, considering that a decade ago, we eagerly wished for one!



In the earlier days, clients would arrive with trucks, cars, and U-hauls, navigating our warehouse to select furniture. Some were fortunate enough to have a moving company. Today, the process has evolved significantly, with many clients opting for the convenience of selecting furniture online, streamlining their engagement with our program.

From our humble beginnings as a small group of local community volunteers, we've blossomed into a diverse team hailing from various communities and spanning all age groups. New Life has not only breathed "new life" into our clients but has also profoundly impacted our volunteers. It has become a platform where both the young and old discover the joy that comes from giving a piece of themselves to help others. In my retirement, it has personally brought me a sense of purpose, joy, and the opportunity to forge new friendships each week. As we contemplate the future, the growth and impact of New Life remain boundless, and I look forward to continuing my presence on the dock every Saturday for years to come.

Furniture & Household Goods

Every family accessing our online store is presented with a sense of empowerment through choice. They have the freedom to select furniture that aligns with their needs and personal style, emphasizing the dignity of making choices rather than receiving directives.

On average, each family acquires 25 pieces of furniture alongside essential household items such as pots, pans, bedding, and towels. The turnover is swift, with items spending an average of just 5 days with New Life before finding their way to a new home. This constant flow is made possible by the generous contributions of hundreds of pieces each week, donated on Saturday mornings by residents, facilitated by furniture partners, and dropped off by conscientious junk haulers—all united in the shared goal of diverting usable items from landfills.

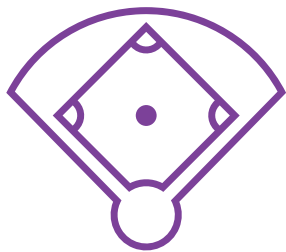
18,245 Items

279 tons



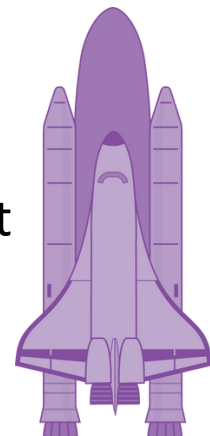
1.79x
the weight
of the statue
of liberty!

In 10 years...



Over 63,000 items were saved from the landfill—nearly enough to fill every seat in Fenway...twice!

Together we have saved roughly 964 tons from the landfill. That is more than the weight of the spaceship endeavor!



FINANCIALS

Support & Revenues

Gifts, Grants, & Contributions	482,909
In-kind	12,300
Other Income	5,817
.....	
	\$501,026

Expenses

Program Services	347,254
Administrative	43,022
Fund Raising	41,000
.....	
	\$431,322

.....	
Change in Net Assets	\$69,704
.....	

Taken from audited financials



Furniture & Household Goods

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Donated to New Life

18,311

Given to Clients

18,208



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newlifefb.org