

The background features various furniture icons in purple and green. At the top, there are two beds with pillows and two three-drawer nightstands. Below these are two armchairs. In the center, there are two side tables, each with a lamp and a stack of folded linens. At the bottom, there is a large sofa flanked by two two-drawer nightstands.

New *Life*

Furniture Bank of MA

— 2024 —

Annual Report

Dear Friends,

As we reflect on the past year, I am filled with gratitude for the dedication and generosity of our volunteers, donors, and partners who make New Life Furniture Bank of MA a beacon of hope for those in need. FY24 was another year of growth and impact, marked by milestones that demonstrate our unwavering commitment to serving individuals and families in transition.

This year, we provided essential furniture and household goods to 757 families, bringing our total to 5,927 families over our 11-year history. These are families who are rebuilding their lives—36% transitioning out of homelessness, 21% formerly homeless, and 17% single-parent households. Our reach extended across Massachusetts, with half of our clients coming from Boston neighborhoods, followed by Quincy and Cambridge.

The work we do would not be possible without the 1,061 dedicated volunteers who contributed 12,363 hours to our mission. Our core team of 98 volunteers—each giving more than 30 hours of their time—helped ensure we could serve every family with dignity. Additionally, we welcomed 395 new volunteers who stepped up to make a difference in their communities.

In FY24, we strengthened partnerships with key referring agencies, including Eliot Community Human Services (23%), Family Aid Boston (14%), and the Department of Veterans Affairs (12%) leading the way. Veterans remain an important part of our mission, comprising 15% of our clients, primarily through VA referrals.

Our work also has a significant environmental impact. This year alone, we diverted 417 tons of furniture and household goods from landfills by redistributing 11,575 pieces of furniture (347.25 tons) and 6,973 household items (69.73 tons) to families in need.

Looking ahead, we are excited to share that we have begun planning for a second location in Marlborough, MA, set to open in 2025. This expansion will allow us to reach even more families and further our mission across the state.

I also want to take a moment to acknowledge Rich Purnell, who served as our first full-time Executive Director since April 2019 and stepped down in December 2024. Rich's leadership has been instrumental in shaping New Life into the organization it is today. We are immensely grateful for his years of service. As we enter 2025, we are pleased to welcome Andrew Crossley as our new Executive Director, and we look forward to the next chapter under his leadership. Further staff expansions also led to the hiring of Lori Morton who has taken on the role of Director of Development. Lori will be working with volunteers on fundraising and events in the year ahead.

Thank you for being part of this journey. Whether you have donated furniture, volunteered your time, or supported us financially, your generosity has made a lasting impact on the lives of those we serve. Together, we are not just furnishing homes—we are furnishing hope.

With gratitude,
Douglas Marshall
President, New Life Furniture Bank of MA



11 Years of Service

New Life is dedicated to transforming the lives of people in need with kindness and compassion. Our mission is to work with clients and families to create homes from empty living space, add joy and comfort to their lives and give them hope for the future.



Since 2013,
we have served 5,927
families, comprised of
more than 13,000 family
members, including 5,812
children and 1,291
veterans.



Our staff and volunteers strive to treat everyone we serve at New Life with both dignity and respect. Every client/family comes from a challenging situation, yet each case is unique. We work hard to ensure that everyone's needs are met and are extremely proud to be able to contribute to improving the lives of so many adults and children.

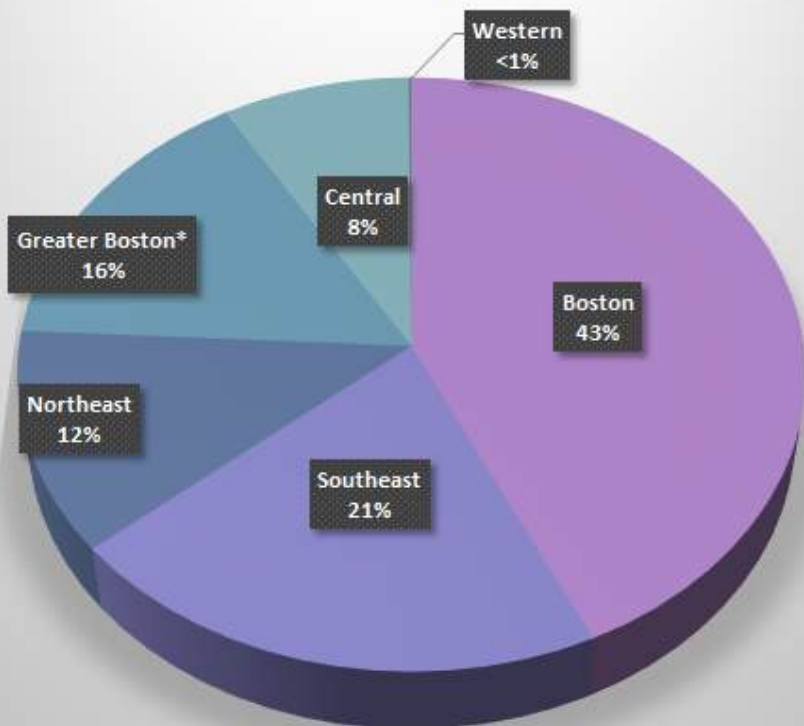
"I was homeless for two years and always wanted to have my own place with nice furniture that feels like home. New life furniture came through with a very warm welcome and they helped me to decide what's best for me. They are very kind and want to make you happy with the items as well their service."

Carl

2024 Impact

757 Families Served

Client Distribution by Regions in MA



*includes cities and towns touching Boston

New Life served clients from 77 cities and towns across Massachusetts and all of the major neighborhoods in Boston. Families ranged in size from 1 to 8 individuals and we were proud to have helped 114 Veterans furnish new homes.

"Homeless veteran for three hard years. I have a four year old daughter who's thrilled to have a nice place with nice furniture. Thanks for your service!"

Elizabeth

1,729

Family
Members

788

Children

57%

Transitioning
from a Shelter
or Formerly
Homeless

15%

Veterans

Furniture & Household Goods

Every family served by New Life is permitted to choose furniture and household goods that best meet their needs through our on-line store. The ability to select their own items, rather than having to take what they are given, empowers our clients and allows them to personalize their living space according to their own style.

Each client acquires, on average, 25 pieces of furniture depending on their family size and specific needs. They are also given essential household items such as dishes, pots, pans, bedding, and towels.

What comes to the warehouse turns over quickly, with items spending an average of only five days with New Life before finding their way to a new home. The ongoing inventory available to clients is made possible by the weekly contributions of hundreds of pieces donated on Saturday mornings by local residents, dropped off by conscientious junk haulers and acquired by generous furniture partners all committed to re-purposing usable goods and diverting them from landfills.

"I came with nothing. Without your help I would be without anything. I'm so grateful."

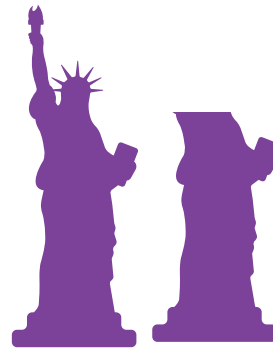
Andre

In 2024...

18,548 items

417 tons

saved from landfills



That's
1.85x the
weight of
the Statue
of Liberty!

In 11 years...

81,500 items

1,380 tons

That's more items
than twice the
number of seats
in Fenway Park!



Volunteers

New Life is a volunteer-driven organization, relying on individuals with a diverse range of skills to efficiently cater to our clients. Whether it is the group who clean and sort donations, the repair and refurbish crew, furniture movers preparing orders for pickup, client hosts assisting individuals in selecting their items, or meticulous bookkeepers, the collective efforts of our dedicated volunteers form the backbone of our operations.

In 2024...

1,061
Volunteers*

12,363
Hours

395
New volunteers

*98 Volunteers gave over 30+ hours

Over 11 years...

3,671 Volunteers

49,503 Hours

Volunteer Spotlight: Marty Dynan is Paying it Forward



"I have faced mental health challenges throughout much of my adult life. In 2021, during my transition from a group home to independent living, New Life Furniture Bank of MA played a pivotal role by providing the essential furniture I needed to build a fresh start. Today, I am a student at Massasoit Community College, fulfilling my internship requirements at New Life. This hands-on experience, covering multiple areas of the organization, has been invaluable in broadening my understanding and deepening my passion for supporting others in similar transitions. Working with individuals overcoming homelessness deeply resonates with both my personal experiences and my professional aspirations. What stands out to me the most is the incredible team at New Life, whose dedication and compassion make this organization a lifeline for so many."

Community Collaborations

A number of groups worked with New Life in 2024 to help further our mission. Local churches, public and private schools and community organizations often volunteered in the warehouse to process and move furniture. Corporate and community build events were also instrumental in adding furniture that could be used by families in need.

A few highlights...



Red Oak Sourcing, a regular supporter of New Life and other local nonprofit organizations, held a furniture build in March. Their hard working employees produced 60 dressers to add to the furniture available to our families.

Our **Community Furniture Build**, sponsored by **Dedham Savings and Walpole Co-operative Bank**, was held in August at our warehouse. Seven industrious teams built dressers and storage cubes that were added to our inventory and made available to our clients.



In August, **Prasco Laboratories** sponsored a **build event** for attendees of the iPharma Expo at the Boston Convention Center. Individuals spent the afternoon building bicycles for **Wheels for Wishes** and furniture for **New Life**. We ended up with 60 items to bring to the warehouse for our clients.

5/10K Run

The 2024 5k/10k was organized in partnership, for the first time, with the Soles of Medfield Running Club. On a beautiful May day at the Medfield State Hospital, close to 200 individuals - adults, children and four legged friends - participated. We are thankful to Bellforge Arts Center for providing music, Sun Multisport Events for their contributions to the course and MHS Furniture Matters Club, who sponsored the Kids' Fun Run.



We could not have done this without our sponsors, supporters and New Life volunteers.

Financials

Support & Revenues

Gifts, Grants & contributions	572,936
In-kind	4,800
Other Income	10,198
Total	587,934

Expenses

Program Services	360,304
Administrative	33,742
Fundraising	93,924
Total	521,712

Change in Net Assets **66,222**



Funding Highlight: MA Department of Environmental Protection Reduce, Reuse, Repair Micro-Grant

New Life applied for, and was awarded, a \$10,000 grant from the Commonwealth of Massachusetts in the Fall. These awards are granted to organizations with projects focused on “reducing waste by extending the life of products through donation, sharing, rescue, reuse and/or repair.” The grant money has been used to upgrade and improve our repair center, allowing the volunteers to both broaden their repair capabilities and increase efficiency. These improvements have resulted in approximately 20 additional items being repaired and added to the inventory available to clients each week.

We are incredibly grateful for the financial support of our generous donors

Our Team

Andy Crossley
Executive Director

Lori Morton
Director of Development

Amanda Hartley
Operations Manager

Wendy Carlson
Client Administrator

Kathie Olson
Bookkeeper

Drew Lanyon
Mover

Paul Branzetti
Driver/Mover

Board of Directors

Ron Yates
Co-founder and Chairman

Doug Marshal
Co-founder and President

Kevin Brown
Treasurer

Laura Cromarty

Lisa Doo

Todd Drometer

Wendy Greaves

Mary-Ellen Richter

Paul Silva

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newlifefb.org

