

Making Hearts & Homes Smile



DALLAS
FURNITURE
BANK

2010 Annual Report

DFB Greetings



Dear Friends of Dallas Furniture Bank:

I recently read a quote from Barbara Bush that said: "You don't just luck into things . . . you build step by step, whether it's a friendship or other opportunities." This statement mirrors that of an old Chinese Proverb which says, "the journey of a thousand miles must begin with a single step."

Since our inception in 2003, DFB's journey has been a bundle of single steps that has brought us to a place of stronger and richer service to our community. Some steps were steady and sure—with a clear path ahead; others were made with only our passionate sense of hope that what lay ahead was worth taking some important risks. We know full well that our critical, on-going service to the community is a journey that we can't just "luck" into; it is one that will occur step by step, helping one family at a time—year after year.

Our 2010 year was replete with innovation and change. We took vital steps to create more efficient service by improving how clients access us for receiving furniture to meet their needs. We revamped our service model to increase our ability to serve more community partners. We refined our core messaging to better communicate and engage all of our stake-holders in this process of stabilizing families. With your support in 2010, we served over 328 families improving the immediate future and giving hope to over 1300 individuals. In 2011, the journey continues. We keep stepping and building—stepping into uncharted territory and building brighter futures for our referred families that include comfortable and stable homes. We are launching them further in their own personal journeys and encouraging them to stay on the right path. This brings to mind one final quote: "If we are facing the right direction, all we have to do is keep walking" (Author Unknown).

Serving the Community,
Tina L. Robertson, LMSW
Executive Director

Dear Friends and Supporters of Dallas Furniture Bank:

2010 began a new decade and sparked positive change for Dallas Furniture Bank. With continued support from foundations and individuals, incredibly lean expenses and a broader program model, we saw a surplus in our budget for the first time in two years. Through proactive outreach we have added non-profit partners and supported new yet expanding pockets of need for basic furnishings in our community including veterans, refugees and survivors of natural disasters. It is amazing to me that since establishing, DFB has served over 8,400 individuals and provided a safe, efficient model for donated furniture to be distributed and leveraged for additional impact for those who need it most.



As board chair, I am proud to be a part of this exciting time of progress for the agency and am optimistic for continued expansion through capacity building. We hosted fabulous events including our fifth anniversary CHAIRity Friendraiser Legends and Legacy Awards Dinner, our second annual Battle of the Bakers honoring 40 Under 40, our third annual Safe Crib Distribution in association with Parkland Healthy Start and much more!

Our successes wouldn't be possible without your involvement and I applaud you while inviting you to invest whole-heartedly in our work—your time as a volunteer leader, your donation of furniture or money, your expertise is needed and appreciated. My deepest thanks to you for supporting DFB and I can't wait to see what we accomplish in the coming year!

In gratitude,
Kristine Schwope
DFB Board Chair 2010-2012

DFB *At a Glance*

WHO WE ARE:

After observing furniture banks in operation in Houston and Atlanta, long-time friends and community volunteers Sheryl Fields Bogen and Jerry Szor set out to create a furniture bank for Dallas. They surveyed many social service agencies in Dallas as well as potential funding sources. Everyone agreed the needs were great and no other organization was equipped to respond. A dedicated group of volunteers agreed and Dallas Furniture Bank began operations in late 2003.

The mission of Dallas Furniture Bank (DFB) is to provide furniture that meets basic living needs to families and individuals who are transitioning out of homelessness, or to others in need. Working in collaboration with multiple Dallas social service agencies, DFB serves people in need and helps them to acquire basic household furnishings. Our referred clients are survivors of domestic violence and natural disasters, refugees, seniors on fixed incomes, veterans, single moms and dads, working poor families, and others that are challenged by unexpected loss due to our fledgling economy.

WHAT WE DO:

Dallas Furniture Bank's program fills the missing gap in the continuum of care for transitional homeless and low-income families. Though many service agencies provide housing for those in need, the resource of furniture is not provided approximately 90% of the time. An overwhelming number of newly transitioned families report that they have no furniture whatsoever. It is nearly impossible for families to achieve self-sufficiency and stability if they are living in a house with no furniture. Thankfully, DFB provides a solution!

Dallas Furniture Bank collects basic household furniture from private households and businesses and stores them in a warehouse for future distribution to families in need referred to us by our service partners. Simply put, we coordinate the transfer of lightly used furniture from people that wish to donate it, to those that desperately need it. Our mission is good for the environment, the economy, and, most importantly, people in need.

OUR IMPACT:

According to some surveys, families with furniture and a stable home environment generally have better mental and emotional health, improved family stability, children with an increase in attendance and academic performance, and a much better record of keeping their new homes and not returning to homelessness resulting in reduced social and financial costs to the community. To date, DFB has provided basic household furniture to more than 2,100 families life-changing impact for more than 8,400 adults and children.

DFB is the only furniture bank in the greater metropolitan area. With your continued support, we will exponentially expand in the years to come, increasing our impact in the community.

DFB *Statement of Activities*

For Year Ending December 31, 2010 (Unaudited)

Revenue & Support

Contributions	\$ 29,435
Special Events	164,163
Program Fees	26,998
Grants	117,250
Other Income	<u>58</u>

Total Revenue & Support	\$337,904
------------------------------------	------------------

Expenditures

Program	\$211,048
Administrative	15,846
Fundraising	<u>38,488</u>

Total Expenditures	\$265,382
---------------------------	------------------

Net Difference	\$ 72,522
-----------------------	------------------

DFB *Future View*

As DFB looks ahead, our overall goals are to continue to stabilize our infrastructure, build our service capacity and improve our facilities for service. Here are a few items planned for the upcoming year:

- Add critical program staff position
- Add "out-reach" partners for increase in project partnerships
- Increase donated furniture in volume or bulk (i.e., from hotel groups, etc.)
- Build an Auxiliary "The Movers" – a friends-based support system that will help promote agency programs and events
- Make necessary capital improvements, upgrade warehouse storage capacity/racking, make repairs to warehouse doors

DFB Program

Over the last two years, DFB has worked very hard to enhance our service to the community. In 2009, DFB broadened our service capacity by adding an integral program component that allowed for multiple furniture needs that exist within a concentrated living community, to be met in a brief, selected time-frame. This new program component was piloted with Catholic Charities' Refugee Resettlement program in September 2009. Within two days, DFB provided a sofa, side chair, chest of drawers and a twin bed for 20 units that would house refugees. This added program component allows DFB to increase our service capacity and maximize our service efficiency as we meet our partners' and clients' needs.

As a result of this program addition, DFB now provides our service through a two-tier approach: "in-reach" and "out-reach." The in-reach component allows DFB to serve individuals and families referred to us from our partner agencies. Those referred are able to visit DFB's warehouse and self-select various furniture items to meet their needs as they re-enter independent living. DFB assists with the delivery or pick-up of their selected furniture. Each referred family pays a program fee on an average of \$20 per furniture item or less (an apartment with basic furniture for a family of four costs about \$150).

The out-reach component, often called "project partnerships", provides furniture in volume to community agencies housing multiple families within the same or concentrated location. These furniture items are pre-determined by the project partner and DFB, based upon need and inventory availability, and are selected by DFB staff and volunteers for distribution. These items are taken directly into the units for the newly relocated occupants. The project partner assumes associated costs for the furniture and delivery at the same pricing structure used in the "in-reach" component. On average, the Project Partner invests about \$80-\$150 per unit. Our partners love this concept because it's efficient, cost effective and meets the needs of multiple families at one time. It also allows DFB to serve a broader range of community partners.

In 2010, DFB adjusted our "in-reach" component to provide increased availability to our service partners and their referred families who visit our warehouse. We now host twice-monthly Warehouse Visitation Days (WVD) at our facility where multiple clients come at the same time and self-select the furniture items of their choice. This program change helped to decrease our previous "client no-show" rate by an average of 42% within the first three months of implementation. The WVDs also increased our volunteer support significantly. Each WVD is primarily volunteer supported; this is a benefit to the agency because it helps to supplement the lean staff of DFB. It's also a benefit to the volunteer because it offers them the chance to personally interact with the families by assisting them in their furniture selections. Finally, it is an added value and benefit to the families because the volunteers represent an additional layer of support for them.

DFB's furniture program is on-going and is our sole focus. While most of our furniture is donated from individual donors, hotels and retail businesses, program fees and financial contributions from individuals and foundations help facilitate the necessary costs associated with our service—the staff coordination between the agencies and families, transportation expenses for furniture delivery and donations pick-up, the warehouse fees for safe storage and upkeep of furniture, and the wholesale purchase of furniture items that are not routinely donated (chests, beds, lamps etc).

Our program also helps to keep the environment clean, as we divert thousands of pounds of disposal items from crowded landfills and redirect them into the homes of newly transitioned families that so desperately need it. We believe that furniture not only fills a house with practical comfort, but also it fills the heart with a sense of hope and dignity.

2010 Program Highlights:

Out-Reach Service

Catholic Charities Refugee Resettlement Program
–assisted in furnishing 60 apartment units

Dallas After School Network
–assisted with furnishings for new office space

Rhoads Elementary School
–assisted with furnishings in classroom sitting space for 25 children



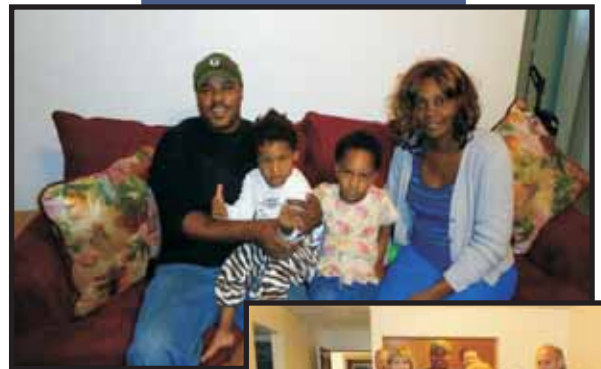
In-Reach Service

–Served 268 families that visited our warehouse facility to select furniture for their new homes

You Make My Home Smile (YMMHS)

Hockaday & St. Mark Project Partnership
–3rd-year partnership to completely furnish a Habitat home built by the students and homeowner in West Dallas for a single mother and her son.

Vickery Meadows Learning Center
–1st year partnership to furnish an apartment for the Larsen family from Haiti.



Safe Baby Crib Event

3rd Annual Safe Baby Crib Distribution
Chairs: Alex Sizemore & Chandana Narayan
–in partnership with Parkland's Dallas Healthy Start program, Dallas Pregnancy Resource Center and Children's Medical Center. DFB provided 18 families with educational training for promoting healthy sleep habits and overall infant safety along with a free portable crib for each registered family.



DFB People

2010

Board of Directors

Officers:

Kristine Schwope,
Board Chair
Tre Carruthers,
Governance Chair
Leonard Krasnow,
Finance/Audit Chair
Bert Fischel, Secretary
Terrence Chavis,
Development Chair
Michael Shtofman,
Immediate Past Chair

Directors:

Jason Brookner
Angela Adkins Downes
Emerson Downes
Steve Eisnagle
Eric Goldberg
Chandana Narayan
Alexandra Sizemore
Julie Tanner

Advisory Council:

Flauren Fagadau Bender
Beverly Blumenthal
Saralynn Busch
Sally Dreyfus-Golden
Mary Frye
Lorraine McCord
Christine McKenny
Nichole Nynas
Evelyn Paschal
Barbara Rose
Allan D. Rosen
May Sebel
L. Michelle Smith
Rhona Streit

DFB Co-Founders:

Sheryl Fields Bogen
Jerry Szor

To effectively provide our services, multiple community partners are needed. Each person and group plays a unique and integral role in our accomplishments. DFB's program is made possible by all of the following individuals listed here.

In-Reach Service Partners

Adult Rehabilitation Ministry (ARMS)
AIDS Arms, Inc.
Children's Medical Center
Concord Church – Dallas
Dallas Children's Advocacy Center
Dallas Leadership Foundation
Dallas Metrocare Services
Family Gateway
The Family Place
Habitat for Humanity – Dallas
Highland Park Presbyterian Church
Housing Crisis Center
IISD Homeless Project – Irving
Irving Bible Church
Jewish Family Services
LifeNet Community Behavioral
Healthcare
The Bridge/MDHA

"The client's are always so pleasantly surprised upon visiting the warehouse. They can't believe the quality of the furniture. We always tell them that because DFB can't serve everybody, it is a privilege to be served by them; we firmly believe that."

~ Justin Vander, Aids Arms, Inc.

Mosaic Family Services
New Beginning Center
New Friends New Life
North Dallas Shared Ministries
Parenting Alone, Inc.
The Senior Source, Senior Citizens of
Greater Dallas
Network of Community Ministries –
Richardson
Vogel Alcove Childcare Center for the
Homeless
The Wilkinson Center

Out-Reach Service Partners

Catholic Charities of Dallas
Refugee Services of Texas –
Dallas Chapter

"Nobody's doing this type of service—and the way you all do it—it's a seamless process to get clients served and it meets the needs. This program just makes so much sense. I just love it."

~ Judy Rorrie, Executive Director,
North Dallas Shared Ministries

DFB Staff

Tina L. Robertson, LMSW
Executive Director
Robert Burke
Warehouse Manager
Ryan Tilis
Warehouse Assistant
Demarquis Johnson
Warehouse Assistant

Venita Owens
Financial Assistant
Nichole Nynas
Grant Writer



DFB Staff and Crib Event Volunteers

DFB Donors

Foundations

Baron & Blue Foundation
Dan & Martha Lou Beaird Foundation
Embrey Family Foundation
Hillcrest Foundation
The Hogle Foundation
Carl B. & Florence E. King Foundation
W P & Bulah Luse Foundation of Bank of America
Mimi Foley Fund
Mike & Mary Terry Foundation
The Moody Foundation
Perot Foundation
Rees-Jones Foundation
Ronald McDonald House Charities
Harold Simmons Foundation
Sisterhood of Temple Emanu-El
Gil & Dody Weaver Foundation
Women of St. Michaels
M.B. & Edna Zale Foundation

Individuals

Naomi Aberly & Larry Lebowitz
Andrews Kurth, LLP
Anonymous (3)
Bank of America, U.S. Trust Private Wealth Management
Karla & George Barber
Baylor Health Care System
Becker Foundation
Betty & J. Russell Bellamy
Lynn & Bob Behrendt
Neuberger Berman
Phyllis & Richard Bernstein
BKM Total Office of Texas
Beverly Blumenthal
Tricia Bodnar
Sheryl & Gordon Bogen
Veronica Boldt
Denise & Bart Bookatz
Whitney Brandon
Jason S. Brookner
Dianne Buchanan & Rick Andrew
Alan Busch
Lauren Busch
Sue Busch
Saralynn Busch & Dr. Andrew Fenves
Kelly & Tre Carruthers
Sheila Chapman
Terrence Chavis
Sharon & Hymen Childs

Anna & Dr. Jaime Davidson
Lora & Steven Davis
Judith & Michael Devlin
Angela & Emerson Downes
Rita & Dr. Mark Doyne
Richard Eiseman
Macki & Paul Ellenbogen
Paddy & Barry Epstein
Jeanne & Sanford Fagadau
Cynthia & Jesse Ferrer
Bobbie & Leo Fields
Julie & David Fields
Myra & Bert Fischel
Robert Fissette
Geraldine Foster
Tootsie & Peter Fonberg
Judy & Ron Foxman
Helen & Jerry Frank
Friends of Big Bang Texas
Friends of Entrepreneurs for North Texas
Mary & Norman Frye
Linda & David Garner
Daryl & Henry Gelender
Dr. & Mrs. Quin Gerard
Larry Ginsburg
David Glatstein
Sharan & Eric Goldberg
Sharan & Lynn Goldstein
Suzi & Jack Greenman
Norma & Phil Gremm
Elaine Grant
Robert & Shirley Haspel Endowed Fund
Shirley Haspel
Ellen & Rob Hoffman
Sally & Forrest Hogle
The Horchow Family
Tiferet Israel
Jackson Walker, LLP
Jay Jerrier/Il Cane Rosso
Mimi & Steve Johnson
K&L Gates, LLP
Beth & Gary Kahn
Linnie & Michael Katz
Ashley & Chris Kleinert
Betsy & Mark Kleinman
Irene & Sam Koggutt
Lynn & Leonard Krasnow
Lisa Kraus
Mel Kusin
Lynn & Mark Kutler

Lebowitz Family Foundation
Barbara & Carl Lee
Jerrold Levin
Ruth & Bernard Levy
Marjorie K. Levy
Susie & Joel Litman
Betty & Jay Lorch
Julie Lowenberg
Bobby Lyle
Billie Maxwell
Lorraine Mccord
Janie & Cappy McGarr
Ann & Fred Margolin
Dr. Carmen & Ludwig Michael
Bette & Dr. Gary Horchower
Dr. & Mrs. Howard Morgan
Sandy Nachman
Chandana Narayan
Allan Neustadt
New Hope Foundation
Cheryl Pollman
Tina L. Robertson
The Roffman Family Philanthropic Foundation of the Dallas
Jewish Community Foundation
Barbara Roosth & Dr. Neil Jacobson
Barbara Rose
Carol & Allan Rosen
Sally & Robert Rosen
Janet Ryan
Susan Salom
Cynthia Schneider MD & James Brodsky MD
The Howard & Leslie Schultz Family Foundation
Kristine & Charles Schwope
May L Sebel
Ruth C. And Charles S. Sharp Foundation
Julie & Stephen Sheridan
Debbie & Michael Shtofman
Alexandra Sizemore
Dr. & Mrs. Stuart Spechler
Janet Spence
Staubach Family Foundation
Marianne & Roger Staubach
Karla & Larry Steinberg
Linda Steinberg
Janet & Ryan Stegall
Rabbi David Stern
Arnold Stokol
Mrs. & Mr. Donald J. Stone
Norma K. Stone
Rhona Streit & David Frankfurt
Zachary Swain
Nancy & Jerry Szor
Szor Contemporary Jewelry

Anne Talley
Mary & Mike Terry
Sue & Chuck Tilis
Gina & Alan Tolmas
Fran & Jeffery Toubin
Madeline & Mark Unterberg
Mr. & Mrs. Max Vernon
Waldman Bros
Bruce Wall
Tina & Richard Wasserman
Karen & David Weinreb
Joanie & Dr. Shelly Weinstein
Bonnie & Jeffrey Whitman
Joanne Yurich
Abe Zale Foundation
Ethel & Eugene Zale/William & Sylvia Zale Foundation
M.B. & Edna Zale Foundation
Wal-Dot Foundation
Pat Zilbermann

Dedications

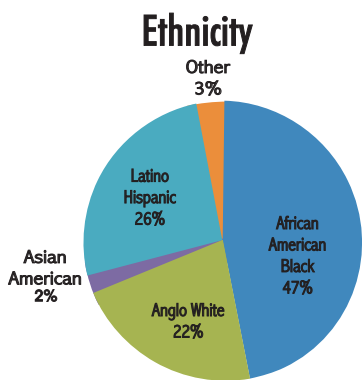
Anonymous in honor of Mia Johnson's birthday
Sheryl Bogen in memory of Tootsie Fonberg & Walter Neustadt, Jr.; in honor of Bert Fischel's & Lenny Krasnow's birthdays
Alan Brodsky, MD in honor of Bert Fischel
Linda Custard in honor of Ruth Altshuler
Demetra Farley in honor of Mia Johnson's birthday
Dana & Howard Feldman in honor of Bill Burns
Lawrence Ginsburg in honor of Bert Fischel
Jeremy Gregg in honor of Lenny Krasnow
Norma Gremm in honor of Rhonda & David Frankfurt's marriage
David Kuhlmann in honor of Kristine Schwope
M.F. Millheiser in honor of Szor Contemporary Jewelry New Store Opening
Caren Prothro in honor of Ruth Altshuler
Leslie & Howard Schultz in honor of Bill Burns
Rhona Streit & David Frankfurt in memory of Milton P. Levy
Gina & Alan Tolmas in honor of Lynn & Lenny Krasnow
Robin & Craig Unterberg in honor of Maddy Unterberg

In Kind

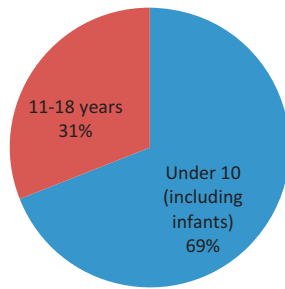
La-Z-Boy
Regali Inc./Kristine Schwope
Pinky's Valet
Marc Events
Rolo Photography/Darren Rollinson
Adams-Whitaker Designs/Angela Whitaker

2010 Client Demographics

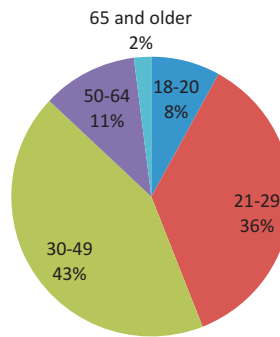
In 2010, Dallas Furniture Bank served approximately 328 families representing a total of about 1312 individuals and children. Although, our families come from many different ethnic backgrounds and are of all ages, all our clients share in their desire to transform their lives and find greater independence and stability for their families. The majority of people that benefit from our program are children. In fact, 69% of the children served are under the age of 10, the majority are under the age of five.



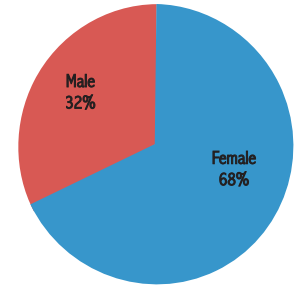
Age Range (Children)



Age Range (Adults)



Gender



DFB *Special Events*



5th Anniversary CHAIR-ity Fundraiser Legends & Legacy Banquet

DFB celebrated its 5th annual fundraising event by honoring some of Dallas' finest "legends" and their selected "legacies." Philanthropist and advocate Ruth Altshuler honored fellow philanthropists Caren Prothro and Linda Custard; Dallas media icon Gloria Campos of WFAA-TV honored Designer Oscar Fierro; and Rev. Arrvel Wilson, President of the West Dallas Initiative honored The Rees-Jones Foundation (Trevor and Jan Rees). The dinner event was held at The Westin Galleria. DFB's Hearts for Homes Honorees included tributes to William Burns of Business Express Press, Sally & Forrest Hoglund, and DFB's Co-Founders, Jerry Szor and Sheryl Fields Bogen.

Honorary Co-Chairs: Sally & Forrest Hoglund and Karen & David Weinreb



Michael Shtofman, Sheryl Fields Bogen, Jerry Szor,
Tina Robertson



Michael Shtofman, Trevor & Jan Rees, Rev. Arrvel Wilson



Caren Prothro, Linda Custard, Michael Shtofman,
Ruth Altshuler, Kristine Schwope



Gloria Campos, Oscar Fierro

2nd Annual

How Sweet It Is
BATTLE OF THE BAKERS

Honoring DFB's

40
under**40**

Benefitting Dallas Furniture Bank

Event Chair: Whitney Brandon, Dallas Cowboys



This furniture bank event was established to highlight the community leadership of 40 individuals, 40 years old and younger. In its 2nd year, the event also hosted 10 pastry chefs from the Dallas area that competed for coveted awards, decided by a panel of judges from the food industry and People's Choice Awards. Marc Events was the host facility.

Thank You

To all of you who helped make 2010 a success. Now let's make more hearts and homes smile in 2011.



1417 Upfield Drive, Suite 104
Carrollton, TX 75006
214.466.0600
www.dallasfurniturebank.org