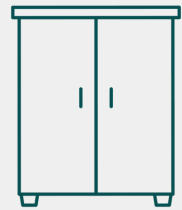


home sweet home

*furnishing hope*

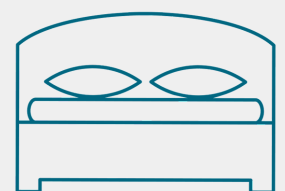
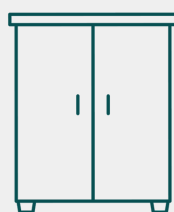
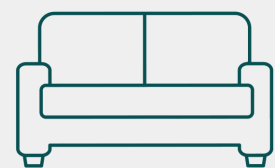


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# ANNUAL REPORT

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2019





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## A YEAR OF GROWTH

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When Home Sweet Home moved into our Brentwood warehouse in October of 2018, I wondered how we would fill the space. Now, a little more than a year later, it seems that move was a tipping point for this incredible organization. Every inch of our warehouse is used and we are always looking for ways to maximize space and efficiency.

About half way through 2019, we secured funding for our second truck. That was when things really took off for Home Sweet Home. Our ability to serve more clients in a timely manner allowed us to expand our services to additional nonprofit partner agencies. Fortunately, the second truck also allowed us to pick up more furniture donations to serve additional clients.

This annual report details some of the activity at Home Sweet Home in 2019. This data and information can only tell part of the story because it is hard to quantify or capture the essence of this mission in facts, figures, photos or anecdotes. I'm proud of what has been accomplished in the past four years, but as long as we have neighbors who live without basic furnishings there will be much more to do.

*Betsy*



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# Mission, Vision & Values

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## MISSION

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The mission of Home Sweet Home is to give families a sense of pride and to improve the quality of their lives by providing basic household furnishings.

## VISION

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Home Sweet Home serves impoverished families who are referred to us from partner nonprofits throughout the St. Louis region. These people come to us with desperate needs for different reasons and from a variety of backgrounds. Our services are needed most by children, survivors of domestic abuse, veterans, people who are transitioning out of homelessness, and ex-offenders looking for a new start. Going where the need is greatest; working one-on-one with each client; delivering a program that helps families stand taller and smile brighter—this is what Home Sweet Home is all about.

## VALUES

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- Mission is first.
- Everyone is respected and treated with dignity.
- We thrive on collaboration within the community.
- We are caring, compassionate, and kind.
- We are a leader among other furniture banks nation-wide.

# 2019 at a Glance

Media coverage throughout 2019 included notable stories in the St. Louis Post-Dispatch, on NPR Radio and online, live interviews on KMOX radio and Y-98 and more!



Home Sweet Home was awarded the Edna M. Taylor Client Service Award by Legal Services of Eastern Missouri.



In August, Home Sweet Home secured the lease on a second truck after a year-long fundraising effort. With the addition of Truck 2, Home Sweet Home's ability to serve both clients and furniture donors increased dramatically.

## 567,843 POUNDS OF USABLE GOODS KEPT OUT OF LANDFILLS

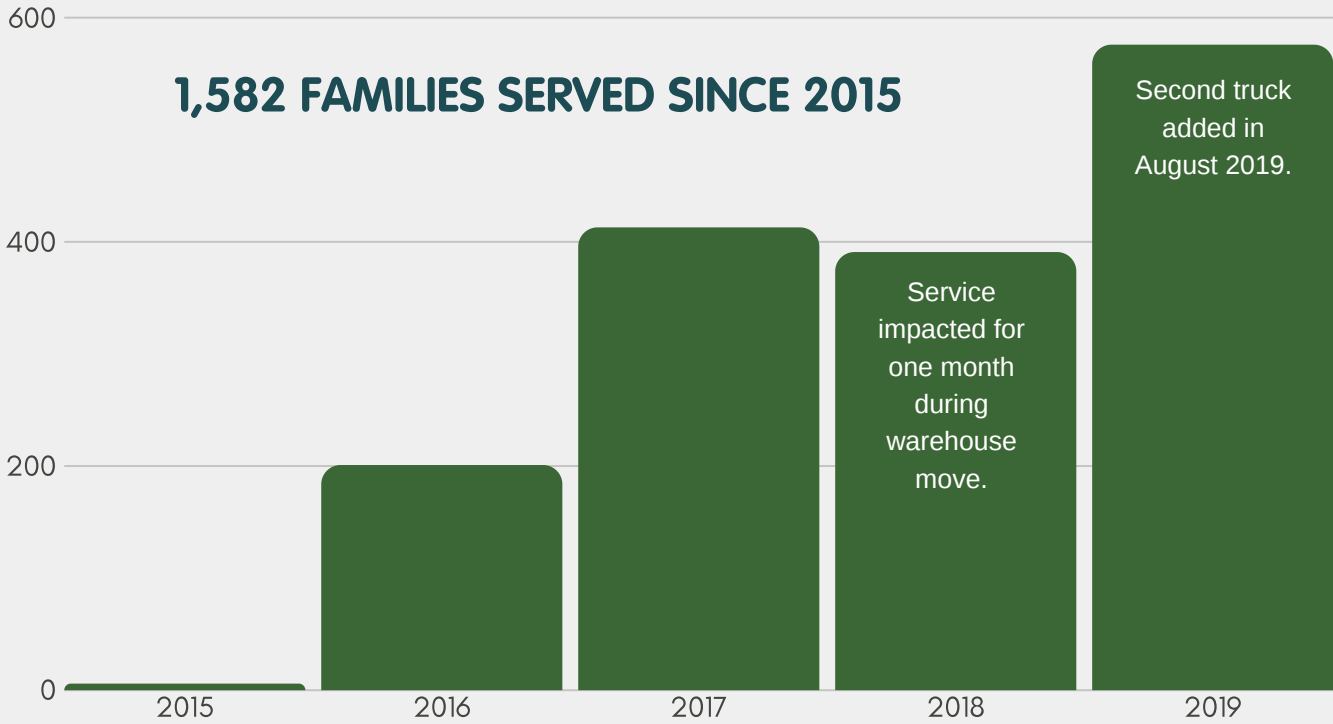
More than 281 TONS of usable furniture and household goods were kept out of landfills and put to re-use by Home Sweet Home.

## 37,526 ITEMS GIVEN TO CLIENTS

More than 37,000 pieces of furniture and household goods were provided to families in the St. Louis area to help them furnish their homes.



Locally-owned Dau Furniture started Sweet Dreams St. Louis—a program donating one twin mattress and box spring or pop-up bed platform to Home Sweet Home for every mattress or bed purchased at Dau Furniture. This helps Home Sweet Home keep up with the demand for beds.



**664 Children served (45%)**

**134 Military veterans served (26%)**



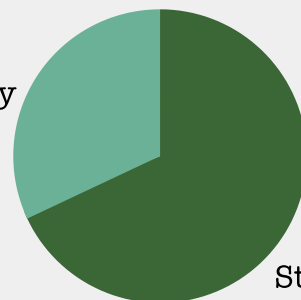
### 17 REFERRING AGENCIES

- ALIVE
- Center for Women in Transition
- Criminal Justice Ministry
- Crisis Nursery
- DeSales Community Development
- Employment Connection
- Gateway Housing First
- Healing Action
- Legal Services of Eastern Missouri
- Lydia's House
- Nurses for Newborns
- Places for People
- SSM Cardinal Glennon - Oncology Group
- St Louis County - Nurse-Family Partnership
- St. Patrick Center
- The Women's Safe House
- VA-HUD VASH



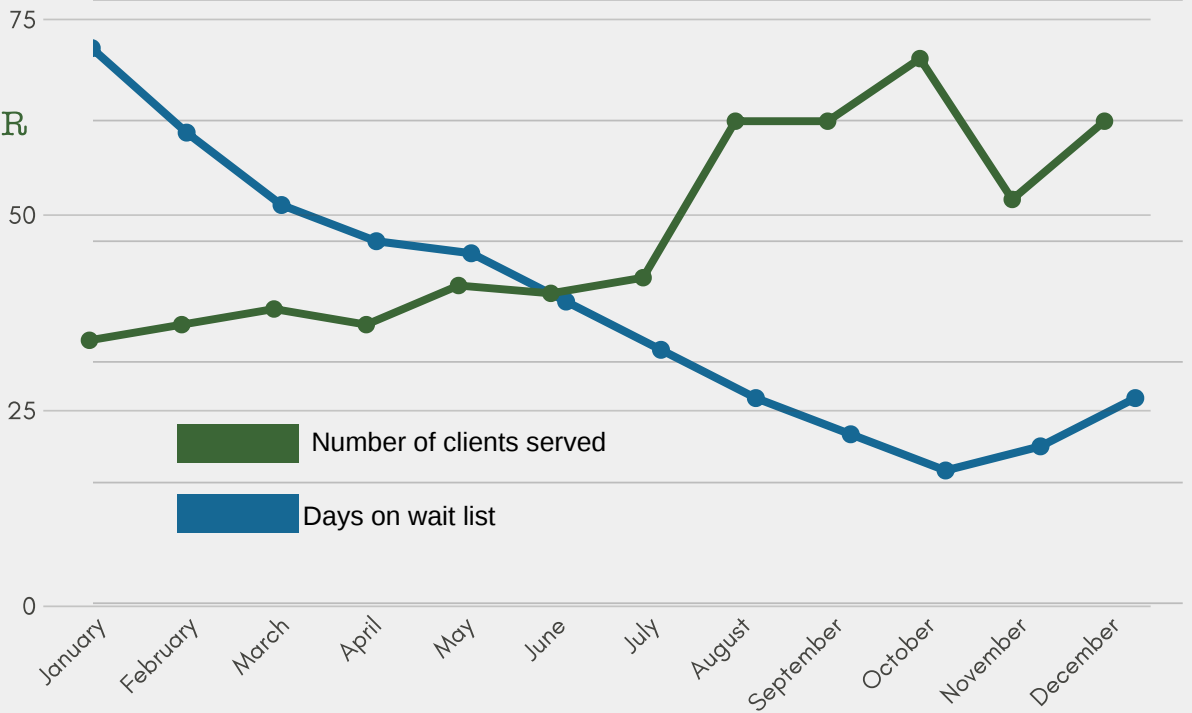
### Where do our families live?

St. Louis County  
32%

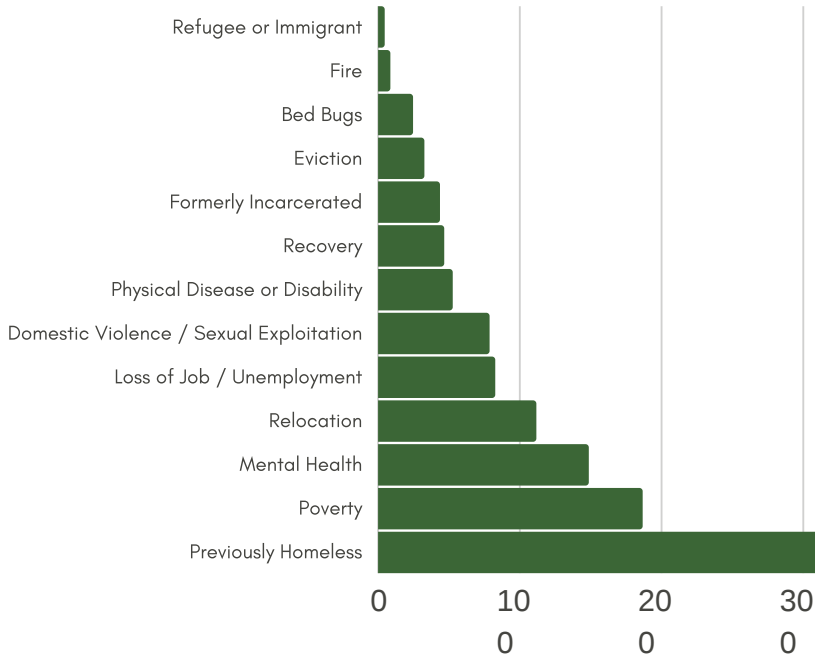


St. Louis City  
68%

CLIENTS SERVED PER MONTH



REASON FOR REFERRAL

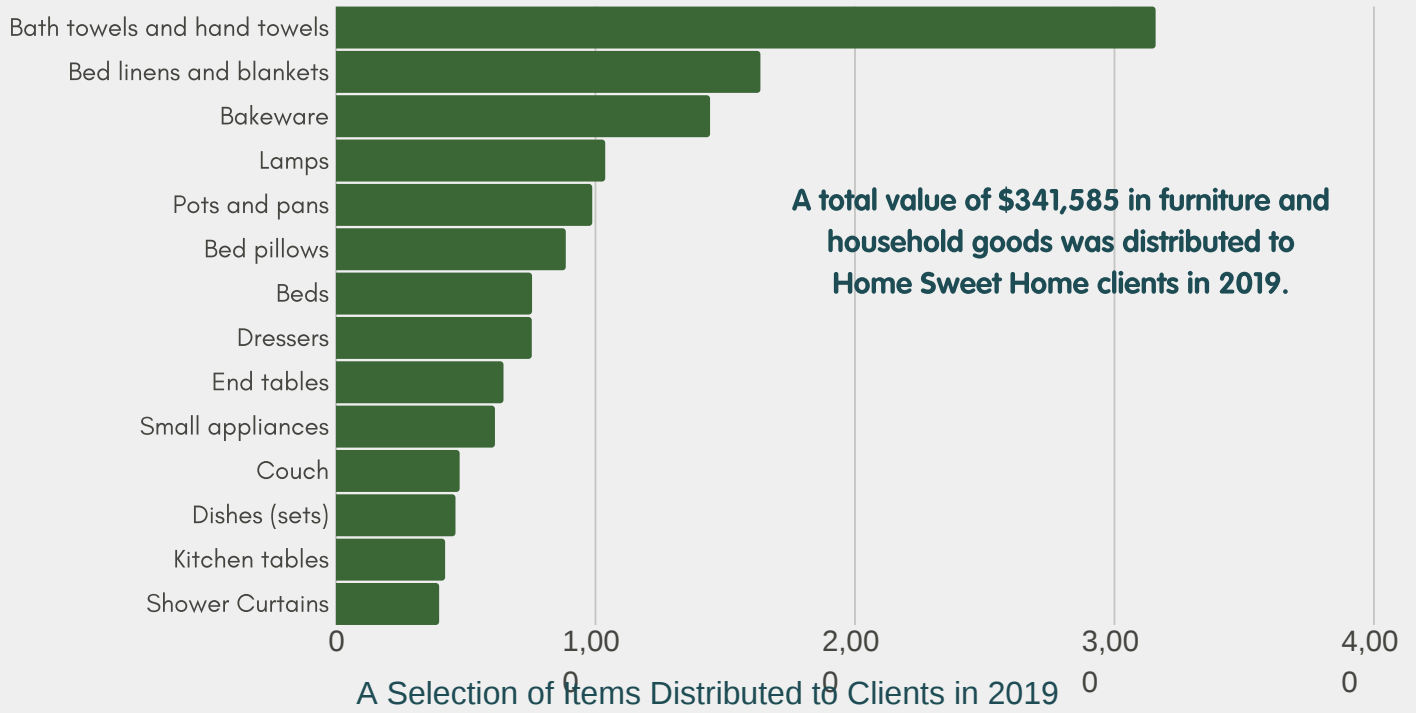


**"I've worked with her for years and I think this is the happiest I've seen her."**

—A Case Manager talking about her client who just shopped at Home Sweet Home



## FURNITURE AND HOUSEHOLD GOODS



**"I hope this donation will do a bit to make a new place feel like home and bring another family together over meals many, many times."**

—A donor excited that her grandmother's dishes will have new meaning with a Home Sweet Home family



Home Sweet Home clients choose the items they want and need during scheduled shopping appointments. A wide variety of basic home necessities are available. We are guided by what case managers have indicated clients need most and ask that clients take what they need but leave plenty for the people who will be shopping after them.



## VOLUNTEERS MAKE THIS POSSIBLE!

### 2019 Volunteer Numbers

402

INDIVIDUAL VOLUNTEERS

15 GROUPS

OF VOLUNTEERS

6,733 HOURS

VOLUNTEER HOURS DONATED  
TO HOME SWEET HOME

We depend on volunteers to:

- Assist clients as they select furniture
- Help in the warehouse by unpacking donations and showcasing items.
- Assist donors who drop off donations
- Be an integral part of the furniture delivery process (especially on weekends!)
- Help in the office answering the phone and doing data entry
- Plan and execute special events
- Serve on our Board of Directors or on a specific committee





## ONE VOLUNTEER'S STORY

Arline Webb has been a dedicated Home Sweet Home volunteer for about a year. We asked her a few questions about why she comes back every week and what this work means to her. This is Arline's story.

Why did you decide to volunteer at Home Sweet Home?

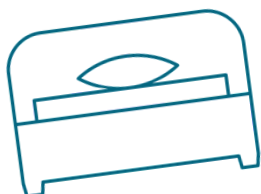
I had never heard of an organization that helped people completely furnish their homes. I couldn't imagine how that could possibly work and I was intrigued so I had to investigate to learn more.

What do you like about volunteering at Home Sweet Home?

I love being able to help bring some joy into people's lives that have been so disrupted by any number of negative events—many of which were out of their control. They have done without basic necessities for, perhaps, a long time and to see how they have the power to make choices, raise their self-esteem, put together a safe place for themselves and their families is literally so awe-inspiring for me. Their courage and joy is a wake up call to me and I believe I have been given as much or more than they have through these interactions.

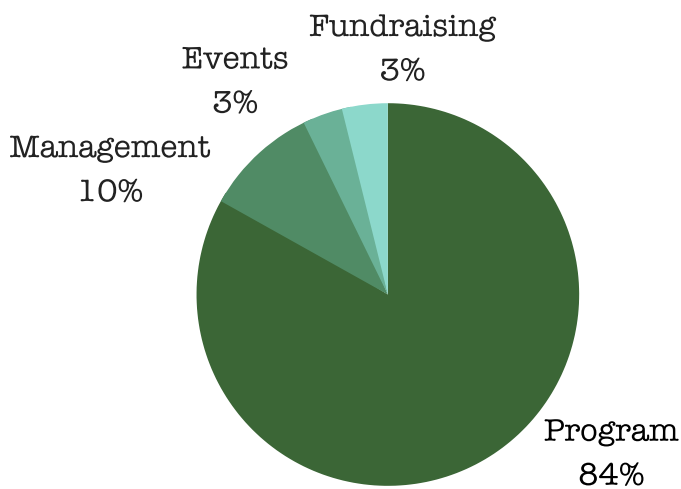
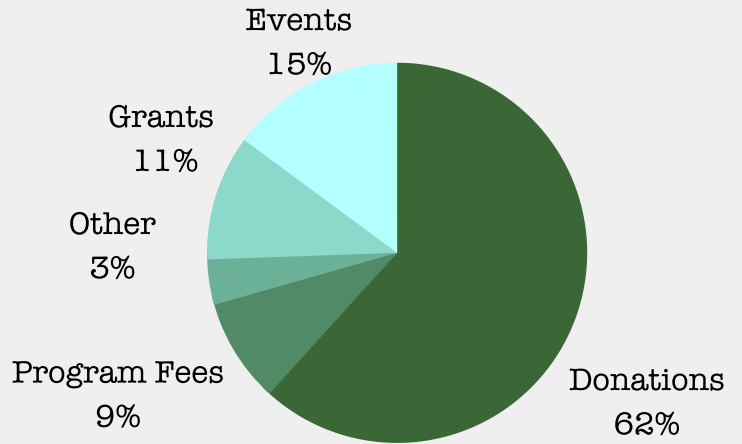
What would you tell people about Home Sweet Home?

PLEASE come take a tour, learn about this amazing work, volunteer, and donate. It will change your life.



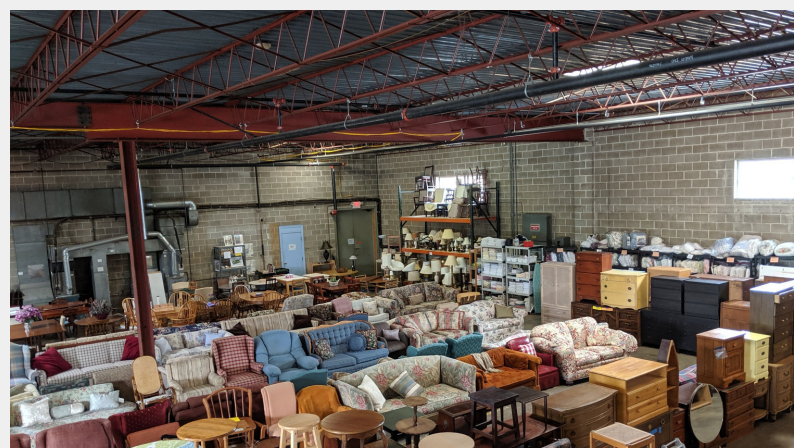
# 2019 REVENUE

|               |                  |
|---------------|------------------|
| Donations     | \$293,359        |
| Events        | \$70,723         |
| Grants        | \$50,750         |
| Program Fees  | \$42,199         |
| Other Revenue | \$18,314         |
| <b>TOTAL</b>  | <b>\$475,345</b> |



# 2019 EXPENSES

|              |                  |
|--------------|------------------|
| Events       | \$14,343         |
| Program      | \$308,446        |
| Management   | \$35,750         |
| Fundraising  | \$12,563         |
| <b>TOTAL</b> | <b>\$371,104</b> |



**BOARD OF DIRECTORS**

Christie Brinkman  
Castle Contracting

Chad Conner  
Wells Fargo Advisors

Sue Foster  
Freelance Writer

Michelle Hamilton  
Spellman Brady & Company

Lauren Hardcastle  
Slalom

Symone Johnson  
Federal Reserve Bank

Sara Lamkey  
CoreLink Surgical

Ian Lingle  
KI

Kendra Moore  
U.S. Bank

Andrew Nold  
Federal Reserve Bank

Mike Palermo  
Palermo & Co. Real Estate

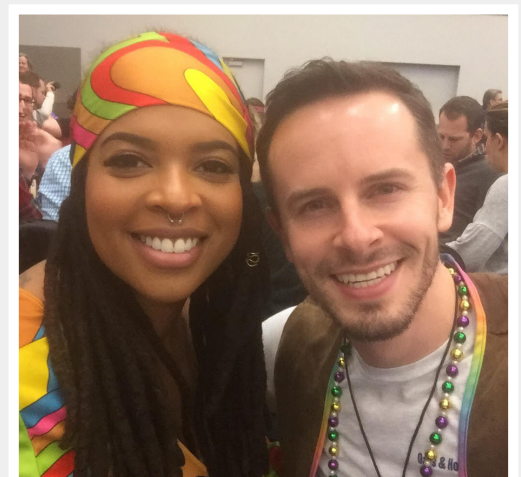
Ron Ryckman  
Customized Energy Solutions

Stephanie Tussey  
Community Volunteer

Candace Weatherfield  
Hawkins Parnell & Young, LLP

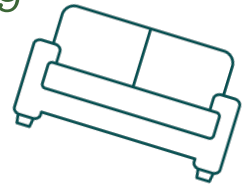


Our all-volunteer Board of Directors brings together individuals from a variety of industries and backgrounds to provide governance for and to lead the work of Home Sweet Home. In addition, in 2019, they were responsible for planning and hosting special events, fundraising, and sharing the mission with businesses and the community.



# OUR STAFF

Home Sweet Home employed a staff of 12 people in 2019



2 Full-time employees including:

- Executive Director
- Volunteer Coordinator (through Americorps VISTA program)

10 Part-time employees including:

- Administrative Coordinator
- Case Manager
- Communications & Community Outreach Director
- Donations & Logistics Coordinator
- Truck Lead
- Movers/Drivers

Home Sweet Home pays all direct-hire employees a living hourly wage.



Home Sweet Home also enjoyed the service of four summer VISTA workers who joined us for eight weeks, and a high school student who joined us as part of the STL YouthJobs program.



## YEAR BY YEAR

Home Sweet Home opened its doors in October 2015. In just five years, we have grown tremendously and we plan to continue growing our services to meet the increasing needs of the St. Louis community.

### Mission Delivery Statistics

|                                   | FY15* | FY16     | FY17      | FY18      | FY19      |
|-----------------------------------|-------|----------|-----------|-----------|-----------|
| Clients served                    | 6     | 241      | 412       | 390***    | 575       |
| Total # of people impacted        | 22    | 481      | 1,075     | 976***    | 1,344     |
| Average cost of serving a client  | \$975 | \$125    | \$291     | \$553     | \$791     |
| Number of veterans served         | 0     | 53       | 97        | 96        | 134       |
| % of people impacted are children | 64%   | 45%      | 53%       | 47%       | 45%       |
| Beds Provided                     | 10    | 205      | 501       | 482       | 752       |
| Household items distributed       | 36    | 5,533    | 16,326    | 19,274    | 37,526    |
| Donated furniture value           | \$661 | \$35,962 | \$169,732 | \$205,938 | \$341,585 |
| % of donations direct to mission  | 100%  | 98%      | 95%       | 94%       | 90%       |
| Referring agencies                | 5     | 33**     | 22        | 15^       | 23        |
| Agencies on waitlist              | --    | --       | 12        | 50        | 44        |

\*Home Sweet Home was founded in October, 2015.

\*\*In FY2016, because of overwhelming demand for services, we reduced the number of agencies to 15 and implemented program fees.

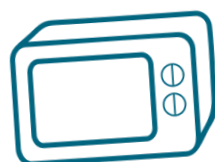
\*\*\*We were closed for 32 days in FY2018 while moving to larger facilities.

^We reduced the agencies we served because the agencies have a long wait list of people needing services; we were able to serve more people and decrease wait time by serving fewer agencies in FY2019.

## SUPPORTERS

While individual supporters and donors are at the core of our mission, Home Sweet Home also significantly benefits from the generosity of corporate sponsors who contribute to our efforts. These individuals, businesses, and organizations donated financial gifts of more than \$1,000 to Home Sweet Home in 2019.

Union Avenue Christian Church  
 Clifford W. Gaylord Foundation  
 Matt & Lisa Long  
 Mary Lee Grone  
 Dr. Bronner's Family Foundation  
 Incarnate Word Foundation  
 Chris & Gary Raeker  
 Opus Foundation  
 Shawn & Leslie Waldrop  
 Berta James  
 Marillac Mission Fund  
 St. Louis-Jefferson Solid Waste  
 Steven & Andrea Dent  
 Mike & Carol Fischer  
 Confidio  
 Spoehrer Family Charitable Trust  
 Ruth & Alvin Siteman  
 Connie Kroenung/Working Spaces  
 Linda & Pete Werner  
 Janice M. Volkenant  
 Fidelity Charitable  
 Webster Groves Presbyterian Church  
 Will & Shannon Oberkrom  
 A-Mrazek Moving Systems  
 USA Mortgage  
 Keller-Williams Realty St. Louis  
 Steward Family Foundation  
 World Wide Technology Foundation  
 Cardinals Care  
 First Bank  
 Sue Walter  
 Edward Jones



Centene Charitable Foundation  
 Christie Brinkman  
 Bob & Jean Karr  
 Nick Klenke/Klenke Woodshop  
 Eliot Unitarian Chapel  
 East Missouri Foundation  
 Lauren Hardcastle  
 The David B. Lichtenstein Foundation  
 Jewish Community Relations Council  
 Alan & Lisa Hautly  
 Concord Village Lions Community  
 Lee Anne & Ralph Quatrano  
 St. Louis Community Foundation  
 Symone Johnson  
 Sara & Grant Lamkey  
 Ian & Rebecca Lingle  
 Jane Tracy  
 Good Shepherd Lutheran Church  
 Peace United Church of Christ  
 Enterprise Holdings  
 Ron & June Ryckman  
 Sandy Sheldon  
 Adam & Neile Hautly  
 Thrivent Financial  
 The Atlantic Philanthropies  
 Joseph & Teresa Buehler  
 Amethyst Fund  
 Mike & Yvonne Doonan  
 Bill Boaz  
 Sue & Brian Foster  
 PNC Foundation

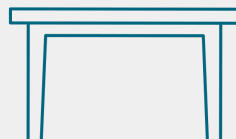
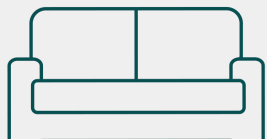
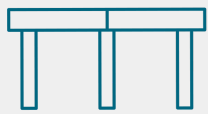
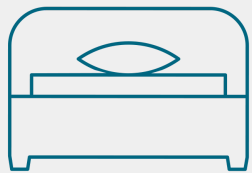


## THANK YOU IN-KIND DONORS

We are grateful to the businesses and organizations in our community that have donated useful items for Home Sweet Home clients—many on an ongoing basis. From pillows to dressers to mattresses to couches, these donations are often in new or sample condition and help us provide our clients with the very best—giving them the quality and choices everyone deserves.

- A-Mrazek Moving Systems
- Ameriprise Financial
- Arlene Lilie Interior Design
- Article Furniture
- Boeing Leadership Center
- Castle Design
- Concord Trinity United Methodist Church
- Dau Furniture
- DSG/Ashley Home Store
- Emily Brady State Farm
- Encore Consignment Gallery
- Esse Health Pediatric & Adolescent Medicine
- First Baptist Church of Webster Groves
- Good Shepherd Presbyterian Church
- Green Standards
- Hawkins Parnell & Young, LLP
- Holiday Inn St. Louis SW - Route 66
- Hope United Church of Christ
- Keller Williams Real Estate
- Kim Taylor Design Group
- Kirkwood Baptist Church
- Kirkwood United Methodist Church
- Laura McCarthy Real Estate
- LHM
- Love Ministry Christian Church
- Maplewood United Methodist Church
- Marcia Moore Design
- McGuire Furniture Rental and Sales
- Mosby Building Arts
- One Family Church
- Our Redeemer Lutheran School
- Peace United Church of Christ
- Peter Ekrich Estate Sales
- Polsinelli Law Firm LLP
- Principal Financial Group
- Salem in Ballwin United Methodist Church
- Sandberg Phoenix & Von Gontard
- Show Me Home Delivery
- Slumberland Furniture
- St. Anselm Parish
- St. John's United Church of Christ
- St. Louis Furniture Warehouse
- STLbeds
- Sunflower Move Managers
- The Refind Room
- Unigroup
- Washington University
- Webster Groves Presbyterian Church
- Webster Hills United Methodist Church
- Weekends Only
- Wells Fargo





# THANK YOU

TO ALL OF OUR DONORS, SUPPORTERS, AND  
VOLUNTEERS FOR HELPING TO FURNISH HOPE.



home sweet home

*furnishing hope*

www.HomeSweetHomeSTL.org  
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Brentwood, MO 63144

