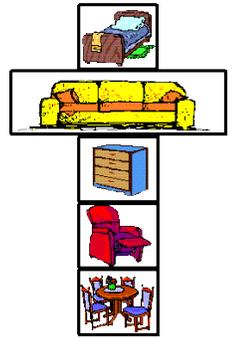


Epworth Furniture Ministry

“Being Disciples of Christ by providing quality used furniture and basic household items to individuals in our community who are in need.”

furnitureministry.org



Epworth Furniture Ministry

2016 Annual Report



February 13, 2017



Epworth United Methodist Church
4855 W. Central Avenue
Toledo, Ohio 43615-2237

2016 Highlights

Service to those in need

- 195 families served, 9.5% more than 2015
- 578 family members served, a 16.5% increase over last year
- 2012 pieces of furniture gifted, a 4.4% increase over 2015
- 2 truckloads of furniture delivered to Mosaic Ministries
- 578 towel sets distributed
- 400 books given to children

Service to donors

- 289 donors provided furniture
- 66 pickups made
 - 34 regular Saturday pickups
 - 32 special pickups for donors closing family home or moving
- Over 2,300 phone calls and emails handled
- 5 truckloads of dressers, tables, chairs donated by ProMedica Lake Park

Service by volunteers

- About 75 volunteer positions per month required to operate the ministry, or
- 900 volunteer positions per year
- Volunteers donated over 3600 hours

How The Ministry Has Grown

The Epworth Furniture Ministry (EFM) began in 2008 to provide quality, used furniture and basic household items to families in our community who are in need. Most of our families are restarting their lives over with little to nothing at all. The furniture ministry is an opportunity to offer hope and dignity to those in our community who have felt hopeless and invisible.

In 2008 with the aid of volunteer vehicles and garages the ministry served 25 families. Each year since the number of families served increased with largest number of families served in 2016. From 2008 to 2016 the furniture ministry served 944 families, touching the lives of 2,768 individuals with 7,929 pieces of furniture handled by volunteers who donated over 18,400 hours.

The basic operating model has remained the same: furniture is picked up from donors and brought to a warehouse where once per month recipients come to select their furniture. The partner agencies screen the recipients who then meet with volunteers to review the selection process and match furniture needs with availability. Although the basic operating model has remained the same substantial efficiency improvements have enabled more families to be served each year.

Who We Serve

One young mother arrived at our warehouse on Selection Saturday in her pajamas. Her need for furniture was so great that she arrived just days after giving birth to the tiny baby she held in her arms. And, another young woman did not want to miss her appointment to get furniture even though she was in active labor. To say the least, the volunteers quickly helped her select her furniture and load it so she could proceed to the hospital to deliver her baby.

The people served typically are facing difficult times in their lives. Some have been homeless, some are fighting addictions, and some are just struggling to make ends meet. The 12 partner agencies affiliated with EFM recommend the families to receive furniture based on need and having a residence with little or no furniture. The people are trying to get their lives back in order and having a bed, dresser, sofa, chair and dinette set helps make an apartment a home.

The Donors

The majority of EFM donors are from Toledo and the surrounding communities. They feel their furniture still has life and it should go to someone who needs it. Word of mouth and the yellow EFM truck are the primary ways donors learn about the ministry.

About 290 donors provided furniture to EFM in 2016. EFM received approximately 2,300 calls and email, or 190 calls/emails per month, from donors, agencies, and individuals requesting help. Throughout the year the increased donation volume has resulted in Saturday pickups being scheduled 6 weeks in advance.

Also noteworthy of mention are the donors closing the home of a loved one who has passed away or moved into an assisted living facility. These donors are undergoing very stressful family times and EFM attempts to arrange pickups to meet their needs. In 2016 there were 32 special pickups at times convenient to these families.

EFM received 5 truckloads of dressers, chairs, sofas, nightstands, lamps and tables ProMedica's Lake Park facility. To actively seek donations from local business one volunteer calls to local businesses and agencies to seek furniture, especially bedding, that may be donated.

In addition to furniture EFM provides small household items to the families. Linens, dishes, silverware, lamps and small appliances are items needed by the families we serve. Donations of these items fall short of need and EFM has had to supplement donations with purchases of dishes, pots and pans, coffee pots, toasters, and silverware. Also, volunteers scour garage sales to purchase household and small furniture items.

Volunteers

The EFM volunteers are dedicated individuals who are filled with compassion for helping those in need. Lifting furniture, sorting goods, and loading trucks is hard work but no one ever complains. Most volunteers can't believe the fun they are having doing God's work.



Volunteers Loading Family's truck on Selection Saturday

The EFM is very blessed to have a cadre of very faithful and dedicated volunteers. About 75 volunteer positions per month are required to operate the ministry and the volunteers donated over 3,600 hours in 2016. The furniture acquisition function requires 29 volunteer positions, intake and agency relations 6, warehousing 20, and furniture distribution 20. The ministry's smooth operation is directly attributable to these volunteers and when asked to do a little more, they always do.

Helping Those in Need

How are you doing? I hope that all of you are doing fine. I am sending you this card to again thank you for donating furniture to me about 2 years ago. When I visited your donation center in Perrysburg, Ohio, everyone was so friendly and helpful to me. I again want to wish that all of you have a wonderful Christmas and Happy New Year. Thank you very much.

The 12 EFM partner agencies identify who is to receive furniture. Each month EFM allocates about 20-25 recipient slots among these agencies. The families selected to fill the allotted agency slots meet with EFM intake volunteers who match furniture needs with available supply and discuss the Selection Saturday procedure.

In a typical month 15 families are served on Selection Saturday. Weather, time of the year, personal issues and available transportation are some of the factors impacting the number of families served per month. Providing delivery transportation is the recipient's responsibility and is an obstacle for some. About 75% of the families attending intake will come to Selection Saturday, a 25% attrition rate.

The 2016 partner agencies are:

- YWCA Shelter
- FOCUS
- Mercy/St. Vincent's Medical Center Healthy Connections
- TASC of Northwest Ohio
- Cocoon Shelter
- Friendly Center
- Bethany House
- Harbor Behavioral Health
- Family House
- Zepf Center
- US Together
- Healthcare for Homeless Veterans

2016 Leadership Team

The volunteers providing leadership to the furniture ministry during 2016 are:

Ed Bardi, Chair	Holly Bolenbaugh	Martha Chapman	Peter Machin
Michelle Richards	Marilyn Town	Keith Webb	

Wishes/Needs for the Future

A continued supply of dedicated and joyful volunteers is essential to the future of the furniture ministry. For the past 9 years the Epworth family has stepped up and volunteered time and energy to enable the ministry to function. New volunteers will be needed to replace normal attrition and support increased volume.

A larger warehouse of 10,000 square feet is needed to provide storage for the peaks in furniture donations from local businesses, families closing homes, and an increased donor base. There are numerous times when our warehouse is full and donations are refused.

Furniture donations are always needed but the following items are on-going critical needs of the families we serve:

- Mattresses and box springs, bed frames, sheets, blankets
- Sofas and loveseats
- Dressers
- Dinette Sets
- Living room chairs
- Towels
- Dishes and pots and pans

Developing partnering relationships with local business that are capable of donating furniture and household items would help in obtaining these critical items.

More Information

For more information please go to the Epworth Furniture Ministry website, furnitureministry.org. If you have gently used furniture you want to donate please call the furniture donation pickup line 567-694-3710 or email the request to furnitureministry@epworth.com.