



2019

**Annual
Report**





Our Motto:

Helping Families Start Over

Our Mission:

We support children and families who have escaped domestic violence situations and those suffering from some other form of trauma including natural disaster and criminal assault. We provide donated furniture and household goods as these families begin new, independent, productive lives in safe environments.

Our Success in 2019



By Board Chair
Marty Rathje

Thanks to our donors plus 120 volunteers and zero paid staff, the FreeStore had its busiest year ever in 2019, helping 336 families get a fresh start. That's an increase of 16 percent over 2018 and 47 percent more than in 2017.

Part of the increase is due to extra hours and extra efforts by our extraordinary volunteers. As always, many thanks. What a group!

Another reason for the increased activity is the steady need for our services in the community.

Furthermore, in my view, a significant element of our growth is due to increased public awareness and appreciation of our unique charity. We're the people who gather gently used furniture and household goods, then give it to clients referred to us by our partner agencies. The clients pick what they want.

We then deliver the furniture and goods to homes of our domestic violence clients, needy veterans, and recently released women prisoners. Other people in need also select what they need to start over. All of this is at no or very little cost to the clients or their advocates, and we do it all without any paid staff.

Hats off all around.

Now, back to the numbers. Of the 336 needy families served in 2019, 129 were domestic violence clients. Another four were women recently released from the Iowa Correctional Institution for Women. In total, we served 939 people in 2019, up from 760 in 2018 and up from 662 in 2017. Of those 939 people, 549 were children. Sixty-two percent of our clients are single parents with children.

We received an email recently from a 21-year-old woman after we delivered furniture. She explained that she is the caretaker for her own child as well as her brothers.

“This is the greatest gift,” she wrote. “Now my brothers have their own place to sleep instead of sharing a bed. I have my own space to use the computer and for my brothers to do their homework. We have a place where we can be together more because we didn’t have couches before.

“Thank you for your help—it is much appreciated. Hopefully there are more good and caring people like you guys. God bless you all.”

Quite a bit of tonnage comes in and out of our two warehouses. More than half a million pounds of furniture and household goods were collected and distributed to families in 2019, an estimated value of \$683,000. As usual, we depend on thousands of gifts of gently used items, much of it from people updating or downsizing their homes. We also are thankful to colleges and motels for thinking of us when they update their beds, dressers, and the like.

Our income for 2019 was over \$102,000, with most coming from individual donations and grants. An additional \$14,000, or around 13 percent of income, came from a small charge to non-domestic violence agencies for services provided.

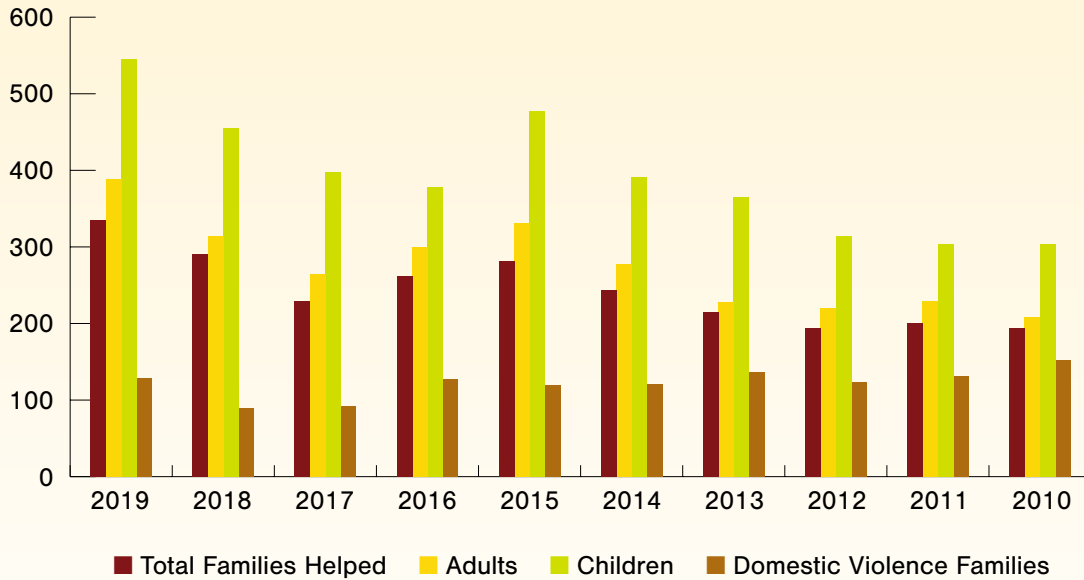
Our 2019 actual expenses were around \$96,000. As usual, our single greatest expense was

rental for two warehouses. Most of the other expenses were for truck maintenance and for purchase of items, such as vacuum cleaners, microwaves, bed frames, and other items where demand exceeds donations.

Once again in 2019, we had zero expenses for salaries. Our organization is entirely run by volunteers.

A special thanks to organizations and companies that supported us in 2019. They include Two Men and a Truck, Chrysalis Foundation, Select Van and Storage (the Mayflower people), Sammons Financial, Polk County Betterment Grant, United Way of Story County, Domestic Abuse Coordinating Council, and West Des Moines Churches Outreach Group.

10 Year View of Client Data



Client Data by Family Type

| | 2015 | 2016 | 2017 | 2018 | 2019 |
|---|-------|-------|-------|-------|-------|
| Families helped | 282 | 262 | 229 | 290 | 336 |
| Adults | 331 | 390 | 265 | 314 | 389 |
| Children | 477 | 378 | 397 | 455 | 549 |
| DV clients* | 120 | 127 | 92 | 89 | 129 |
| ICIW† | | | 6 | 4 | 4 |
| Needy clients | 133 | 94 | 99 | 146 | 159 |
| Youth | 26 | 39 | 31 | 51 | 43 |
| Refugee | 2 | 1 | 0 | 0 | 0 |
| Veteran | 1 | 1 | 1 | 0 | 1 |
| Estimated value of goods in thousands | \$603 | \$530 | \$451 | \$526 | \$683 |
| Total estimated weight of goods (in tons) | 236 | 212 | 186 | 226 | 274 |

*The FreeStore served Domestic Violence clients from Assault Care Center Extending Shelter and Support (ACCESS), Children and Families of Iowa – Domestic Violence Services (CFI-DVS), Crises Intervention and Advocacy Center (CIAC), Latinas for a New Dawn (LUNA), Nissa African Family Services and Monsoon United Asian Women in Iowa in 2019.

†Released from Iowa Correctional Institution for Women.



Larry Anderson, treasurer.



2019 Family Size

| Family Size | Number | Percentage |
|--------------|------------|------------|
| 1 | 102 | 30.4% |
| 2 | 65 | 19.3% |
| 3 | 68 | 20.2% |
| 4 | 46 | 13.7% |
| 5 | 28 | 8.3% |
| 6 | 17 | 5.1% |
| 7 | 7 | 2.1% |
| 8 | 2 | 0.6% |
| 9 | 0 | 0% |
| 10 | 0 | 0% |
| NA | 1 | 0.3% |
| Total | 336 | |

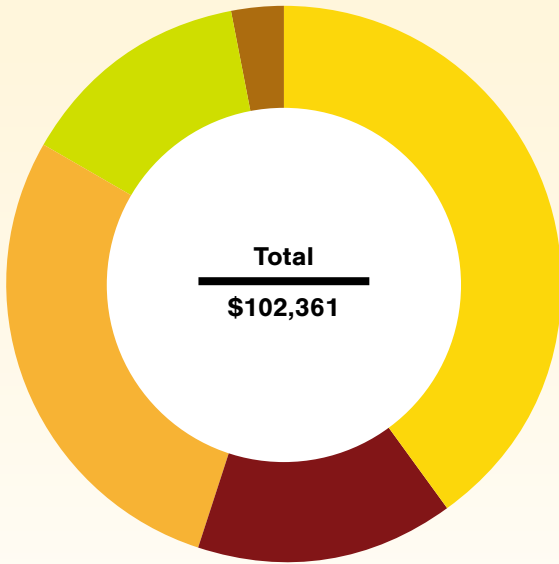
2019 Family Description

| | Percentage | Requests | Women | Men | Children |
|---------------------------|------------|------------|------------|-----------|----------|
| Families with Children | 68% | 228 | 221 | 51 | 549 |
| Single Parent | | 184 | 168 | 17 | 438 |
| 2 or more Adults | | 42 | 53 | 34 | 110 |
| Other | | 1 | - | - | 1 |
| Families with no children | 32% | 108 | 76 | 42 | - |
| Single | | 100 | 68 | 31 | - |
| 2 Adult Families | | 8 | 8 | 11 | - |
| Total Families | | 336 | 297 | 93 | |

Client Ethnicity

| | 2017 | | 2018 | | 2019 | |
|------------------|------------|-----|------------|-----|------------|-------|
| Ethnicity | Clients | % | Clients | % | Clients | % |
| African American | 66 | 29% | 114 | 39% | 129 | 38.4% |
| Asian | 14 | 6% | 3 | 1% | 1 | 0.3% |
| Caucasian | 102 | 45% | 137 | 47% | 163 | 48.5% |
| Hispanic | 21 | 9% | 25 | 9% | 27 | 8.0% |
| Other/Multi | 26 | 11% | 11 | 4% | 16 | 4.8% |
| Total | 229 | | 290 | | 336 | |

2019 Cash Revenue



Fundraising

\$41,001

General Donations

\$15,527

Grants

\$28,810

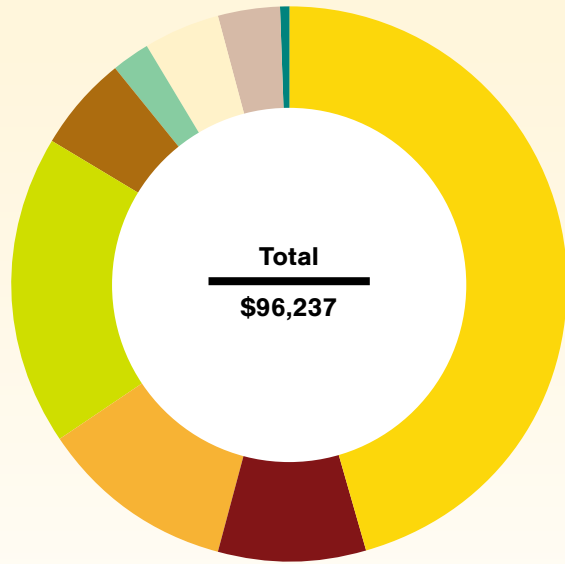
Services

\$14,030

Other

\$2,993

2019 Expenses



Warehouse

\$44,083

Trucks

\$8,290

Dressers for Kids

\$10,819

Purchases for Clients

\$17,333

Fundraising/Marketing

\$5,305

Office operation

\$2,295

Miscellaneous

\$3,342

Business Insurance

\$4,252

Capital Expenditure

\$518

Salaries

\$0

All but \$10,942
of expenses goes
directly to
client assistance



Volunteer smiles.

Agency Activity

| Agency | 2016 | 2017 | 2018 | 2019 |
|--|------|------|------|------|
| Assault Care Center Extending Shelter and Support - ACCESS | 19 | 19 | 19 | 19 |
| ACCESS-Marshalltown | 2 | | | |
| ACCESS-Shelter | 1 | | | |
| Aging Advocates | 3 | | 2 | |
| Animal Rescue League - ARL | 9 | 9 | 16 | 14 |
| ARL-Newton | 1 | | | |
| Broadlawns Path | 7 | 1 | | |
| Bond of Unity | | | 3 | 8 |
| Children and Families of IA (CFI) | | 6 | 13 | 9 |
| CFI-DVS | 95 | 61 | 69 | 77 |
| CFI-DVS Shelter | 1 | 1 | 1 | |
| Child DevCen | | 1 | | |
| Crisis Intervention and Advocacy Center - CIAC | 7 | 4 | 3 | 18 |
| Children and Families Urban Min | | | | 1 |
| Christ Apostolic Temple | | | | 4 |
| Community Support Advocates | | 1 | 8 | 15 |
| Corinthian Baptist Church | | | | 1 |
| Crossroads of Iowa | | | 2 | |
| Dad's With a Purpose | | | | 1 |
| Department of Veteran Affairs | 1 | | | |
| Des Moines Public School | 1 | | 1 | 1 |
| Disabled American Veterans | | 1 | | |
| Department of Human Services - DHS | 8 | 9 | 7 | 8 |
| DHS/Cen IA Juvenile Detention Cen | | | 1 | |
| DHS - Marshall County | | | | 1 |
| Des Moines Area Community College | | | 1 | |
| DowntownDisciples | | 1 | | 5 |
| East Side Family, Inc | | | 1 | |
| Ethnic Minorities of Burma Advocacy and Resource Center | 1 | | | |
| Eyerly Ball | 6 | 6 | 7 | 12 |
| Fair Meadows Elementary | | | | 1 |
| Faith Tabernacle of God | | | | 1 |
| Families First Inc | | | | 1 |
| FamilyPromise | 1 | | | 1 |
| First Family Church Bondurant | | | 1 | |
| Garden Gate Ranch | | | | 1 |
| GoldenCircle | 6 | | | |
| Grace United Methodist Church | | | 1 | |
| HawthornHill | 1 | | | 1 |
| Highpark Church | | 1 | | |
| HolyTrinity Parrish Assisted Temporary Care and Housing | 2 | 1 | | 1 |
| Home Opportunities Made Easy - HOME, Inc | 2 | 1 | 2 | 1 |
| Iowa Homeless Youth Center - IHYC | 38 | 26 | 52 | 45 |
| Immanuel United Methodist Church | | | 1 | |
| Joppa | 5 | 3 | 1 | |
| Juvenile Court Services | | | | 1 |

| Agency | 2016 | 2017 | 2018 | 2019 |
|--|------------|------------|------------|------------|
| Kingdom Connection Outreach | | | | 1 |
| Latinas Unidas Por Un Nuervo - LUNA | | | | 1 |
| LUNA | 5 | 5 | 5 | 11 |
| LUNA DSM | 1 | 1 | | |
| LUNA Marshalltown | | | | 1 |
| Lutheran Services | | | | 1 |
| MainstreamLiving | | 1 | 2 | |
| McCombs Middle School | | | | 1 |
| Midlowa Family Therapy Clinic - MIFTC | 17 | 37 | 36 | 27 |
| Monsoon | 1 | 4 | 1 | 1 |
| MtHebronBap | | 1 | | 1 |
| New Life Center | | | 1 | |
| Nisaa African Family Services | | | 1 | 2 |
| NorwalkNurs&Rehab | 1 | | | |
| OrchardPlace | 2 | 4 | 6 | 5 |
| Other | | | 1 | |
| PlymouthChurch | 1 | | | |
| Polk County DHS | | | | 2 |
| Polk County Family Enrichment Center | | | 23 | 28 |
| PolkCoFamily Development and Self Sufficiency - FADSS | 34 | 28 | 11 | 5 |
| PrimaryHealthCare | | 2 | | |
| Refugee Rest | | 1 | | |
| Resurrection Lutheran Church - Iowa Correctional Institute for Women | | | 1 | |
| Roosevelt High School | | | | 1 |
| Royal View | | | | 2 |
| SalvationArmy | 1 | | | |
| Sequel | | 1 | | |
| Soaring Hearts | | | 1 | |
| St Annes | | | 1 | |
| St.Timothy's | 2 | 6 | 5 | 3 |
| St Timothys (Women at Well) | | | 1 | 4 |
| St John Lutheran | | 1 | 2 | 1 |
| St Vincent de Paul | 40 | 31 | 16 | 40 |
| Trinity United Methodist | 1 | 1 | | |
| The Family Connection IA | | | 1 | |
| UrbanBicycle Food Ministry | 4 | 3 | 4 | 5 |
| Urban Heights Covenant Church | 1 | | | |
| Urbandale CAT | | 1 | | |
| VA Hospital | | 1 | | 1 |
| WDMSchool | | 1 | 3 | 6 |
| WDM Human Services | | | | 1 |
| Willard Elementary | | | | 1 |
| Windsor United Methodist | | | | 1 |
| Woodland Hills Elementary | | | | 1 |
| YouthJusticeInitiative | 1 | | | |
| Totals | 329 | 283 | 335 | 402 |



FreeStore Board of Directors

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Rachel McGrew, Director

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