

# THE BARNABAS NETWORK

Recycling Furniture. Restoring Lives.

## 2022 ANNUAL REPORT

Last year, your support helped us sustain our expanded and enhanced program of service in a time when our neighbors needed us like never before. It was a banner year in Barnabas fundraising! This year, you—our donors—showed an exceptional level of support and we are exceedingly grateful for all of you. Your compassion contributed to a significant impact for individuals and families in need.



Bart's story is a great example of a family we served in 2022—made possible only through your assistance. Bart is a disabled veteran and a carpenter by trade. He's also a full-time single father to his five children, two of whom have special needs. When a major surgery derailed his ability to work, Bart and his children faced housing insecurity for a few months while he connected with veterans advocacy groups to coordinate healthcare and benefits. He secured stable housing and contacted us just before heading into what he hoped would be his last surgery

for a while. Bart wanted his family to come home to a fully-furnished place with enough seating for the 24/7 nurse his son's condition requires. It was the right time for furniture to make a difference, and we were here thanks to your generosity.

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## SPECIAL THANKS

A Bolder Image  
Bernhardt Furniture Company  
Black Rhino Capital Group LLC  
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*Thank you!*

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*Thank You!*

Through your generosity in 2022, we raised a record amount of \$247,983 in Individual Donations. We collected and distributed 10,506 pieces of furniture. We furnished 523 homes and helped change the lives of 1,403 people. We gave out a total of 853 beds, with 423 serving children ages 4-17.

Thanks to generous funding and **CQI (Continual Quality Improvement training)** from **Ready Ready**, at the end of 2022 and beginning of 2023, we began measuring the impact of your support in a new and meaningful way.

We are now tracking quantitative and qualitative key performance indicators of:

1. **Turnaround Time** –how long it takes for us to serve a household from the point we receive a referral
2. **Fulfillment Rate** – how many items we are able to provide to each household to meet their need
3. **Client Satisfaction Rate** – by far our most valuable metric, this measures the role that furniture is playing in clients' day to day lives. It's done with an intake survey as well as a follow-up survey 3 – 6 months down the road

We are thrilled to report that the initial data points show that we have an average Turnaround Time now of 5 days for those able to pick up their furniture and 15 days for those in need of our delivery service, a Fulfillment Rate of 22 items per household, and a Client Satisfaction Rating of 89%.

**This is the first step in what will be an ongoing process to better serve the community and increase the impact of your support!**