H S H Bank urniture



CONTENTS

4
6
8
10
17
25
31

Flourish, Kansas City's furniture bank, partners with social service agencies providing wrap-around services to empower families overcoming housing insecurity. By collecting, repairing, and providing donated furniture and home essentials for the entire home, Flourish impacts lives.

Abundance, Transformation, and Equilibrium

Abundance, transformation, and equilibrium are ever-present themes at Flourish, Kansas City's only furniture bank. They are what have helped us serve an incredible 1,069 families in 2023!

Our community has great abundance. When redistribution takes place, there is enough for everyone. Each morning at Flourish, we are greeted by new items that have arrived from homes and businesses across our city and are ready for our loving care as we prepare them to be the foundation for a new home space for a family in our community. Our staff and our volunteers are sometimes overwhelmed by the abundance that comes in our door but are constantly reminded that each day, we have an opportunity to fill 8 moving trucks with an ENTIRE home of furniture and home essentials for families and that each week we could deeply impact the lives of 32 families who are our neighbors.

That's the equilibrium we seek. Our volunteers and staff partner with our donors that include neighbors, hotels, estate sales, moving companies, churches, and a wide array of other businesses to bring 7-8 moving trucks of furniture and home furnishings into our 29,000 square foot warehouse space to be sorted, cleaned, repaired and renewed.

We then showcase these items for 8 families to choose from and fill 7-8 moving trucks that leave our space each day. This is hard work and is only possible through the 27,014 volunteer hours devoted to this mission in 2023.

At the same time, Flourish is a big part of the circular economy in Kansas City. Every item we bring in has the potential to have gone to a landfill instead of to a home in need. Every item repaired in our woodworking or upholstery space would have been discarded. Items that cannot be given away in their current form are transformed. For instance, a bedspread made of an overabundance of bed skirts or pillow shams. The creativity expressed in our space is inspiring and gratifying.

The end result is the transformation of our community from one where hundreds of families are living without ANY furniture or home essentials in their space to a community where resources are shared, and families have furnishings that allow them to live in a dignified way.

It is good work. Thank you for supporting us in our efforts to redistribute abundance, transform our community, and find equilibrium in this very special and unique mission.

Amy Cox

Executive Director amy@flourishfurniturebank.org 816-946-8601





Amy Cox Executive Director



Allison ManneringDirector of Volunteer Programs



Elinore NoyesDevelopment Specialist

Flourish's administrative and executive functions are managed by a staff of three full-time employees and two part-time employees. In 2023, Flourish's staff grew with the addition of a Warehouse Generalist & Driver position, a Director of Volunteer Programs, and an Office Administrator.



Joan Nickum Office Administrator



Lauren SobchakDriver & Warehouse Generalist

Amy RushBoard President



Carol CartmillBoard Member



Cori Wallace Board Member



Michael DehnerBoard Treasurer



Janine Smiley Board Secretary

Flourish's strategic efforts and long-term goals are overseen by Flourish's Board of Directors. The Board of Directors is composed of business and community leaders. Flourish welcomed Amy Rush as the new Board President in 2023. The Board of Directors meets at 5:30 PM on the third Thursday of each month at Flourish.

FINANCIALS

Agency Fees	\$107,310
Businesses	\$7,494
Faith Based	\$123,825
Grants	\$266,803
Individuals	\$117,808
ltem	\$8,497
Fundraising Event	\$26,225
Interest Income	\$12,210
Other Not For Profit Revenue	\$3,710
Sale of Donated Items	\$8,122
Recycling	\$1,255
In Kind Donations	\$1,255,262
Total	\$1,929,638

In 2023, 335 individuals, foundations, businesses, and nonprofits contributed \$674,376 to fund Flourish's operating expenses. These critical expenses included occupancy fees for 29,000 sq ft of warehouse space, a small staff, truck fuel and maintenance for our pickup program, and supplies for our shopping showroom and repair workshops.

Advertising and Marketing	\$16,024
Transportation	\$11,000
Insurance	\$12,148
Occupancy	\$143,054
Personnel	\$245,146
Supplies & Misc	\$72,740
Dues and Subscriptions	\$9,445
Distribution of In Kind Items	\$1,255,262
Operating Reserves	\$165,209
Total	\$1,929,638

Revenue

Expense

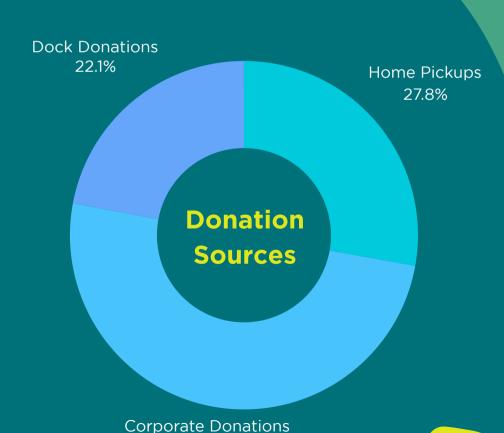
FURNITURE

Item	Quantity Given Away
Upholstered Furniture	3,036
Wooden Furniture	7,214
Linens	7,512
Household Items	10,996
Miscellaneous Items	13,660
Beds & Frames	3,384
Total	45,802 items

Flourish collected 360 tons of furniture at an estimated value of \$1,255,262 from businesses and individuals in the community. The efforts of volunteers to collect and repair unneeded furniture made a lasting impact by diverting tons of waste from local landfills, while providing the foundations of permanent homes for more than one thousand families.

360

Tons of used furniture and household items diverted from landfills



50.1%



FAMILIES



2,753

People Served

Flourish, the furniture bank of Kansas City, furnished 1,069 homes in areas across all five counties of the metro area in 2023. That doesn't mean just a couch, or a bed, or a few home items. We provided everything needed to make these houses feel like home: from the big essentials, like beds and kitchen tables, to the tiny details, like artwork and bathroom items.

Having a furnished home is one of the most important factors in establishing long-term homes for people at risk of being unhoused. We directed furnishings to those transitioning to stable housing. Many of our guests were families, and 1,348 children are among the 2,573 household members living in now-furnished homes.

45,802

Items Distributed

78%

Experienced houselessness for one or more months

66%

Had Income below the federal poverty level

49%

Of people impacted were children age 0-17

Dignity.

While each person's story is different, everyone who visits Flourish has experienced loss and worked hard to become housed. For many guests, Flourish is the final steppingstone to independence. When families are referred to shop, we eliminate cost barriers while providing an uplifting and dignified shopping experience to fully furnish their new home.

274 guests were referred after experiencing foreclosure. loss of home, eviction, or unsafe living conditions.

180 guests fled their homes due to domestic violence.

151 guests were living with a disability, and 132 were living with mental illness.

112 guests were referred due to job loss or medical bills.

66 guests were re-entering from incarceration.

53 guests were recovering from substance abuse.

29 guests were refugees, and 29 were immigrants.

29 guests experienced a fire or natural disaster.

14 guests were aging out of foster care.



armchair in the showroom!

Tony was elated to find a box of

doilies just like his grandmother's!

Choice.

The foundation of Flourish's shopping appointment is choice. Through a wide variety of options displayed on our showroom floor, each of our guests is empowered to find the large and small essentials needed to make their home feel like THFIR OWN.

Tony visited Flourish hoping to find something that reminded him of his childhood. While shopping, he discovered a doily like the ones that adorned his grandmother's home. Upon further investigation, Ruth, his showroom host, realized the sewing department had an entire bin.

At Flourish, we recognize the importance of the little things. By providing a selection of items to meet many needs and preferences, we empower our families with items that are not only functional, but deeply personal.

Through donations from a wide community network and the dedicated refurbishing efforts of our volunteers, we create a safe, uplifting space where our guests have the time to choose everything needed for their space.

Community.

The greatest impact of a furnished home is its ability to create community for a family. Whether that looks like inviting friends over to celebrate or spending quiet time with loved ones, our homes are the center of our social and emotional lives.

Mary had an appointment to shop at Flourish late last year. She was assisted by Ruth, a volunteer showroom host, who helped guide their hour long appointment.

As they were walking down the baking aisle, Mary's eyes lit up when she saw this dainty floral apron. Perfect for baking treats for her grandkids!

After shopping for a bed, upholstered furniture, wooden items, lots of cookware and baking items, linens, decorations, and electronics, it was time to load everything up. A large group of family and friends was there to help move her furniture.

With collaboration from many individuals, our community rallied around Mary to make sure she had everything she needed.



Mary's new apron and bakeware will go to great use making treats for her grandkids!

"I am a former resident of the tiny house village at Veterans Community Project. Being able to furnish my new place with the assistance of Flourish has been extremely helpful and I'm very grateful for your organization. Keep doing what you do; Ruthie was an awesome host!"

Anonymous Flourish Guest
 August 2023

At the end of every shopping appointment, Flourish guests take a brief survey. This quote was left by an anonymous individual who visited our showroom in late August of 2023. The passion in their reflection is a testament to the power of a fully furnished home.



VOLUNTEERS







27,014 Hours

670 People

\$904,698 Value



A team of 670 volunteered at Flourish in 2023. Not only do these volunteers collect donated furniture and assist our guests through their shopping experiences, but they do so much work behind the scenes. Our dedicated community of passionate individuals is essential to every part of our process. In 2023, volunteers gave 27,014 hours of service to furnish homes. That's an average of 25 hours per home furnished!

Flourish's volunteer culture is like no other in Kansas City. With compassion, creativity, and a sense of humor, volunteers worked to empower families in the community. Their efforts, valued at the \$33.49 hourly rate based on the national standard in 2023, added an estimated \$904,698 in value to the city's furniture bank.

"I am thankful for each person and their family I have shopped with at Flourish. Their life situations aren't changed by the furniture and items I help them choose, but hopefully these items fill their homes and give a confidence to face the days ahead and positively affect their future."

Volunteers hard at work repairing and repurposing furniture in the woodshop.

Karen Galvin, Showroom Host and Dish Packing Liaison

VOLUNTEER ROLES

Beds

Assemble beds, inspect mattresses

Dish Packing

Assemble matching dish sets

Driver

Collect furniture donations with truck

Electrical Testing

Inspect electrical appliances

Estate Sale

Pack estate sale leftovers

Floor Captain

Manage front desk duties

Furniture Cleaning

Vacuum and dust furniture

Furniture Pickers

Pull guests' chosen furniture

Loaders

Load guests' items onto trucks

Packers

Pack guests' small items in boxes

Sewing

Repair and repurpose linens

Showroom Host

Guide guests in shopping appointment

Sorting

Process and restock donations

Woodworking

Repair and repurpose wood furniture



Dennis Smith, Moving Team Liaison, won the Flourish MVP award for 3 consecutive years, since the award's origin in 2020 in honor of Michelle Van Pelt, Flourish's first Executive Director. The award is bestowed upon the volunteer with the highest number of hours. In 2023, Dennis volunteered for 967 hours! That's 40 days straight!

Virgil Augustine volunteers 15 hours each week focused on vacuuming sofas for Flourish families.

Service.

"How can I help?" This question fuels Flourish's daily operations. With 32 homes-worth of items coming in and exiting again every week, there are endless tasks to be completed in order to sort, clean, repair, and display high-quality furniture and household items for hundreds of families throughout the year.

Luckily, Flourish volunteers are driven by their hearts of service. Whether they are vacuuming under couch cushions, tightening dresser handles, color-coordinating dish sets, or creating special floral arrangements, volunteers bring immense care to every item and person who enters our doors. It's the individual attention and genuine desire to help from each of our volunteers that makes our model truly sustainable and socially impactful.

Compassion.

Treating others with kindness is just the beginning. Our showroom hosts exemplify empathy and compassion with every action on our showroom floor. A showroom host is a specially trained volunteer who goes through a three step process to become the support that our guests will receive during their shopping experience. A lesson on traumainformed care, an orientation through Flourish, and lastly, a chance to shadow other trained showroom hosts rounds out the training our hosts receive before they are able to shop with our guests. Showing our guests compassion through dignity of choice, they serve as a friend and guide to help our families flourish with the items that they pick out.



shopping appointment together.

*Name changed



selections. Go Oxi Ques!

Collaboration.

At Flourish, we believe in community. Not only do we get to bring together donors with those in need of furnishings, but we collaborate with a strong team of volunteers from all across the metro. Groups of volunteers from schools. businesses, churches, and more all work together to accomplish one goal - make sure everyone has a house that feels like home. Hauling furniture across a warehouse to be loaded into trucks is no easy feat, but our dedicated volunteers ensure that each family is gifted with an amazing experience, alongside their furniture and household goods. Volunteers from Omega Psi Phi Fraternity come each month to jump in and help where needed. Whether it's loading furniture on to trucks or picking items from our showroom floor, these gentlemen ensure every item and every person is treated with the respect they deserve.

Creativity.

Flourish volunteers are experts at seeing potential in every donation we receive. There is immense creativity in working from what you have, instead of what you wish you had. By cleaning, refurbishing, and repairing furniture and household goods before they go to their new family, volunteers add immeasurable value through their imaginations. From refinishing a wooden tabletop, to recovering the cushions of a sofa, to creating blankets from fabric scraps, or curating mismatched items into neatly coordinated sets. Flourish volunteers make a huge impact through their creativity and craftsmanship. Their talent keeps hundreds of tons of items out of the landfill, instead filling the homes of families overcoming a great variety of challenging circumstances.



Woodworking volunteer Karen Hauser restains a wooden dresser after sanding down its well-loved finish.



PARTNER AGENCIES

80
Social Service
Partners

In 2023, Flourish partnered with 80 critical social service agencies across the Kansas City metro area and beyond for shopping appointment referrals. Each of our partners provides wrap-around case management services, including domestic violence shelters, unhoused outreach services, community centers, schools, hospitals, refugee resettlement services, and many others. As a onestop-shop for free furnishings, we save agencies and their case managers time and money securing furniture for their clients' new housing. With a \$175 annual fee and a \$75-\$100 fee per appointment, we multiply the impact of case management by empowering families with everything they need to create a comfortable, personal space.



Avenue of Life
109 referrals

Wyandot Center
89 referrals

Salvation Army SSVF 66 referrals

Rose Brooks Center
53 referrals

University Health Behavioral Health
48 referrals

Top 5 Referring Agencies (by volume)

Alexis Martin, Social Services Manager at Reconciliation Services, manages

nonprofit's accessible case management

and mental health services.

Reconciliation Services

Reconciliation Services is a Kansas City nonprofit that refers families to Flourish. In 2023, eight families within their case management furnished their homes through Flourish. With programs that strategically meet needs for food access, safe environments, and mental health services, they touch hundreds of families to address the root causes and symptoms of poverty in our city.

Alexis Martin, Social Services Manager at Reconciliation Services, emphasized the importance of having a furnished home for families overcoming poverty and housing insecurity in these words:

"Housing is not just getting my utilities turned on and having a safe place to stay. It's feeling comfortable in my own home, and furniture makes that possible."

Alexis Martin, Social Services Manager

Journey to New Life is a prison re-entry organization that understands the deep importance of home and belonging. For families re-entering life after incarceration, a furnished home plays a special role. Many individuals are left with nothing but the clothes they're wearing. Social networks of support are also often lost, leaving folks isolated from their usual sources of help. Our community plays a vital function in restoring a sense of hope, dignity, and community through the shopping appointment referral program. Together, we aid our guests' journey towards healing and happiness.

"Flourish gives clients the agency to furnish their homes intentionally and uniquely design their own definition of the word 'home.' Accompanying clients to Flourish is a true high point of case management. JTNL has neither the funding nor staff capacity to providing all our case management clients with the quality furniture and household items they deserve; Flourish is an indispensable supplement to the work we do. Moreover, it is an outstanding starting point for our clients establishing their new lives. Having a personally crafted home provides clients with an excellent foundation to move forward successfully with their goals and ambitions."



Nick Flowers, Lead Reentry Case Manager

Partner Agency List*

*Partial list of agencies that accept outside referrals

A Turning Point

Agape Pamoja

Amethyst Place

Avenue of Life

Beacon Mental Health

Bishop Sullivan Center

Brothers in Blue Re-entry

BTC Building Brighter Futures

Catholic Charities of St Joseph

Community Health Council

of Wvandotte County

Communities In Schools

Mid-America

Community Linc

Community Services League

Cornerstones of Care

Della Lamb Community Services

Empire Dreams

FosterAdopt Connect

Front Porch Alliance

Goodwill of Western MO &

Fastern KS

HandUp

Healing House

Heartland RADAC

Hillcrest Transitional Housing

of Mid America

Hope City KC

Hope House

Housing Authority of KCMO

Jackson County Family Court

Field Services

Jewish Family Services

at the JCC

Jewish Vocational Service

Johnson County Interfaith

Hospitality Network Johnson County Mental

Health Center

Journey to New Life

Juneteenth KC

Kansas City Girls Preparatory

Academy

Kansas DCF

KC Footprints

KC For Refugees

Lotus Care House

Mattie Rhodes Center

Metro Lutheran Ministry

Newhouse

Olathe Public Schools

Operation Breakthrough

OurSpot KC

Pawsperity

Reconciliation Services

ReDiscover

Relentless Pursuit Outreach

& Recovery

Resource Health Services

ReStart

Rose Brooks Center

SafeHome

Salvation Army-SSVF Program

Save Inc.

Serve the World KC

Sisters in Christ KC

Synergy Services, Inc.

(TIES) Program Children's Mercy

Broadway Clinic

Truman Ridge Adult Day Center

University Health (formerly Truman)

Veteran's Community Project

Veteran's Administration-Kansas City

Wyandot Center



COMMUNITY PARTNERS

Volunteers from Centennial Methodist Church attend morning meeting to prepare for an impactful day of service.

About Our Partners

Flourish is a community-run organization. Our partnerships with organizations and individuals throughout the metro area is the gift that makes our mission possible. Collaboration comes in many forms at Flourish. Sometimes, it looks like a large corporation partnering with us during a remodel or clean-out. Other times, it looks like a small church group rallying their members to collect high-need items. Some invest in our mission, building our capacity to realize a shared vision. Many of our partners have been working with us since the beginning. We owe the past year's growth to the support we receive from our community.

Whether you're a business, a church, a foundation, a fellow nonprofit, or just an individual, we want you to know that your support is cherished. Individual connections are what drive all of our partnerships. The relationships we've built more are the single most powerful tool to create an impact for Kansas City. Thank you for standing with us in the work to end housing insecurity for everyone in our community!

Volunteers hustle to unload donations while packing a Flourish guest's chosen furniture.

Our Collective Impact

Our partnership-based model involves contributions from every sector of our community. Every home furnished comes at a cost of \$500 in Flourish operating expenses. These critical funds fuel our warehouse and workshop, our moving trucks, our small staff, and our volunteer repair supplies. Next, 40 items are donated by individuals in the community. Then, volunteers spend 25 hours cleaning, repairing, and displaying the items. Finally, families receive an estimated value of \$1,300 in donated furniture. More importantly, they're all items that they chose.

By meeting the unique needs of many people in our community with diverse needs, our operations are both environmentally sustainable and socially impactful. Every contribution makes a tremendous difference by directly providing comfort, safety, and dignity to a family in Kansas City.





In 2023, more than 1,400 individuals and businesses were a part of Flourish's operations. Visit our website to learn how to donate furniture, invest funding or give your time!

blessings abound

Blessings Abound Thrift Store

Blessings Abound forms a key piece of Flourish's foundation of support. This incredible community-based thrift store in Overland Park has a unique mission: direct all business proceeds back to Kansas City nonprofits. Blessings Abound contributes to Flourish with a monthly grant. Blessings Abound is also a weekly furniture donor. Blessings Abound staff and volunteers set aside still-good furniture pieces for our weekly pickup. By saving extra items to give to families, this amazing organization has a transformative impact for hundreds of families in the area.

Last year, Blessings Abound contributed 2,034 items weighing an estimated 117,058 pounds directly to our showroom. Blessings Abound is a community hub for both businesses and nonprofits: their support elevates and multiplies our impact for the entire metro region.



Tony Whitter, Blessings Abound's Executive Director, stands in the thrift store's furniture showroom selecting items for Flourish.

CROVLEY FURNITURE & MATTRESS



Katie, Beth, Greg, and Laura Crowley, the family behind Crowley Furniture & Mattress, ensure furniture is sent to Flourish weekly.

Crowley Furnitureand Mattress

Crowley Furniture, a family-owned and Kansas City-based furniture retail store, has partnered with Flourish since before we were even a nonprofit. This family's drive for giving back to the community has manifested itself again and again, through weekly loads of beds, sofas, tables, and more, as well as raising awareness with their dedicated customer base.

Last year, Crowley Furniture donated 657 items weighing an estimated 70,247 pounds. Their support keeps our showroom fully stocked with beautiful pieces, offering a robust selection of comfortable, high-quality furnishings for every family we shop with. A huge thank you to the Crowleys for changing lives across the city through their long-time partnership!

Church of Jesus Christ of LatterDay Saints

The Church of Jesus Christ of Latter-Day Saints granted Flourish support for a special project: beds for families. We frequently run short on donated mattresses and bed frames due to our strict standards. Understanding the importance of a clean, brand new bed, particularly for families with young children, the LDS Church jumped in to bridge a critical gap in our services. With volunteer support and grant funding, the church purchased a total of 400 new beds for families in Kansas City.

Their support ensured that every family we saw last year had the option of a safe and comfortable place to rest. The importance of their contribution cannot be overstated - beds are everything!



Moving truck full of brand-new mattresses purchased with grant funding from the Church of Jesus Christ of Latter-Day Saints.



Mid-America Regional Council Solid Waste Management District

The Mid-America Regional Council Solid Waste Management District and the Missouri Department of Natural Resources partner with Flourish to divert waste in the Kansas City, Missouri region. Their support funded new truck wraps and marketing pieces for Flourish's moving trucks, to increase awareness during our pickup routes. They contributed to our pick-up program by supporting a new Driver & Warehouse Generalist staff position.

With the support of MARC SWMD and MDNR, in 2023 we diverted an additional 50 tons of waste from landfills in Jackson, Platte, Clay, and Cass Counties in Missouri.

Trudy Stula, Flourish volunteer, collects donations of still-good furniture and household items at the Lee's Summit Resource Recovery Park with site staff.

Community Partners

This list of organizations represent businesses, non-profits, churches, and civic groups committed to improving lives for families throughout our community.

Ameristar Casino Hotel

Assisted Moving

Avenue of Life

Barstow School

Bed Bath & Beyond

Blessings Abound

Blue Tape Estate Sale

Bluebird Networking

Camping World

Caring Transitions

Church of Jesus Christ of

Latter-Day Saints

Church of the Resurrection

Community of Christ

Grandview Congregation

Creative Planning

Cristo Rey

Crowley Furniture &

Mattress

Curry Family Foundation

DEMDACO

Discount Sales Outlet

Dunn Family Foundation

East Independence Rotary

Faith Outreach Foundation

Firm Foundations

Gattermeir Family Foundation

Green Frog Estate Sale

Habitat Restore

Hall Family Foundation

Harrah's

Heartland Paralegal

Association

Hillcrest Thrift Store

Integrity Estate Sales

Journey Church

Kansas City Royals

Kansas City South Rotary

District 6040

Mariner Foundation Fund

Mariner Wealth Advisors

Martin City Restore

Mid-America Regional Council

Midwest Baptist Seminary

Midwest Innocence Project

Midwest Recovery Centers

Missouri Department of

Natural Resources

Omega Psi Phi Fraternity Omicron

Xi Chapter Oxi Ques

Oppenstein Brothers Foundation

Purple Mattress

RidgeKids

Rock Brook Church

Shawnee Fire Station 71

Sheraton Hotel

Sleepyhead Beds

Soroptimist International of

Kansas City Foundation

St James Academy

St Luke's United Methodist

Church

Summit Christian Academy

Summit Church

Summit Transfer

Tallgrass Creek

The Ronald D. Deffenbaugh

Foundation

Truman Heartland Community

Foundation

Vivian & Hymie J. Sosland

Charitable Trust

THANK YOU TO THE COMMUNITY FOR YOUR SUPPORT!









Warehouse/Showroom 11971 Grandview Road Suite A Grandview, MO 64030

Mailing Address P.O. Box 778 Grandview, MO 64030 Please call, email, or visit us anytime! Stay up to date by following our social media. For more information about donating or volunteering, please visit our website.











info@flourishfurniturebank.org



www.flourishfurniturebank.org