



FBA NA

FURNITURE BANK
ASSOCIATION OF NORTH AMERICA

CONFERENCE 2014
TACOMA, WA

Managing Volunteers and Staff

Josh Smith, My Brother's Keeper

Ryan Thorley, My Brother's Keeper

Jessica Thompson, Community Whse



MY BROTHER'S KEEPER

A Christian ministry of loving service and education

Easton, MA

Dartmouth, MA

HISTORY OF THE MINISTRY



Founded by Jim and Terry Orcutt in 1988, they began the work out of the basement of their home.

FURNITURE DELIVERY STATISTICS

For Fiscal Year 2013-2014

Dartmouth Facility 576

Easton Facility 981

Total 1,557

VOLUNTEER STATISTICS

	Dartmouth	Easton	Ministry total
Student volunteers	338	561	899
Adult volunteers	129	1,800*	1,929
Total volunteers	467	2,361	2,828
Student hours	3,148	9,361	12,509
Adult hours	3,247	11,694	14,941
Total hours	6,395	21,055	27,450

OUR FACILITIES



Easton, MA



Dartmouth, MA

FURNITURE DELIVERY VEHICLES



STUDENT VOLUNTEER GROUPS



31 colleges and
universities
68 middle and high
schools



BED FOUNDATION CONSTRUCTION



BUILDING COMMUNITY



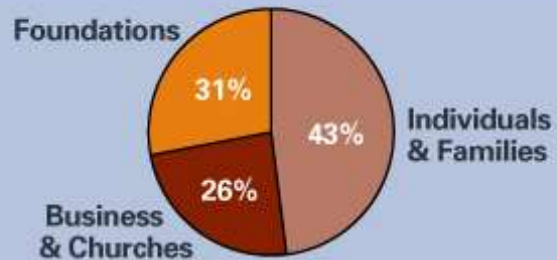
COMMUNITY EVENTS



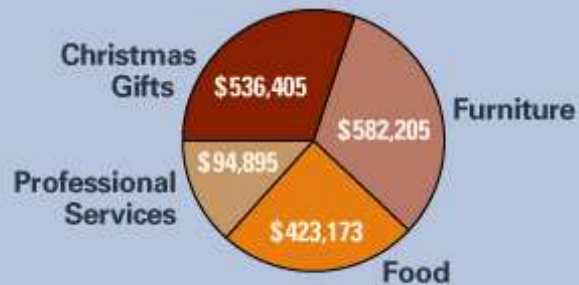
MINISTRY FUNDING



Source of Financial Donations
(represents 4,400 gifts ranging from \$5 to \$100,000)



In-Kind Donations







MANAGING VOLUNTEERS AND STAFF

Welcome!

- Name**
- Where you live**
- Connection to the work of furniture banks**
- What you hope to get from this session**

COMMUNITY WAREHOUSE: BY THE NUMBERS

- 1) 12 years old
- 2) 2 locations
- 3) 190 active volunteers
- 4) Open 7 days a week
- 5) Serve 60 families a week
- 6) Served 8000 individuals last year
- 7) 43% of the people we serve our children
- 8) 550 tons of gently used homegoods were diverted from landfills
- 9) Our 2 estate stores and ebay store bring in \$335,000 per year.
- 10) I don't have anymore numbers to hare right now.



← CHANGES

CHANGES →

CHANGES →

← CHANGES

BUILDING A SUSTAINABLE, TRANSFERABLE VOLUNTEER PROGRAM

- Committee of consultants through Leadership Portland
- Volunteered, facilitated focus group of volunteers, surveyed volunteers, interviewed staff, interviewed board members
- Recommendations included systems for recruiting, training, and recognizing volunteers.

WHY WORRY ABOUT BEING LOST
WHEN YOU COULD BE EXCITED
ABOUT THE ADVENTURE YOU'LL
HAVE FINDING YOUR WAY?



LOST



GONE
EXPLORING

DONE AND IN-PROGRESS

DONE

- Online applications
- Online scheduling
- Organization Orientation (Volunteer Manager)
- Right Start Training (Site Manager)

IN-PROGRESS

- ⑩ Volunteer Advisory Meetings--Biannually
- ⑩ Screening Policy
- ⑩ Recognition Program--pins
- ⑩ Group Volunteering Development
- ⑩ Training Site Managers