



2023

Year End Review



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.



2023 Year End Review Executive Summary

2023 was a big year for the FreeStore. Our client activity was up almost 25% over 2022. The increased activity puts stress on volunteers, inventory, equipment and, most importantly, clients. Some clients have waited as long as 3 weeks to get an appointment to be served, even as we continue to add volunteers and delivery times.

Thanks to the generosity of the Steven and Alexandria Cohen Foundation, Inc we were able to replace our aged and tired yellow trucks with two brand new trucks. The new trucks are safer and less expensive to operate. They are a significant enhancement to our operations.

The FreeStore operates with 0 paid employees and around 120 volunteers. We estimate that about two thirds of our volunteers are involved with us at least once a month. Reported volunteer time in 2023 was around 10,500 hours.

Our biggest volunteer shortfall is drivers for pick-ups and deliveries. And, unfortunately, many of our existing drivers are aging which impacts insurance rates and even availability of insurance.

Donations of furniture have generally kept up with demand while small appliances, pots, pans, linens, etc are items we often need to purchase. It is difficult to keep up with residential pick-ups and we have added some additional routes. Inventory was enhanced with some large donations this past year from Prairie Meadows hotel, Drake University, and Simpson College.

In 2023, the FreeStore served 505 families, up from 395 families in 2022. We helped 632 adults and 753 children. In addition, we worked with some agencies to supplement items they provide to clients. For example, we helped with some furnishings for an apartment house renovated for sex trafficking victims served by Dorothy's House and provided bed frames and mattresses to Heartland Church in Perry for Haitian refugees.

We served 122 domestic violence families coming to us from agencies with shelters. We have seen a marked increase in our aid to refugee families through support of LSI, International Rescue Committee, Catholic Charities, Latinx and various churches.

About 866,000 pounds of furniture and household goods (up from 628,000 pounds in 2022) were provided to clients and agencies which we estimate to be worth approximately \$929,000. We served clients in central Iowa with most of them in Polk County.

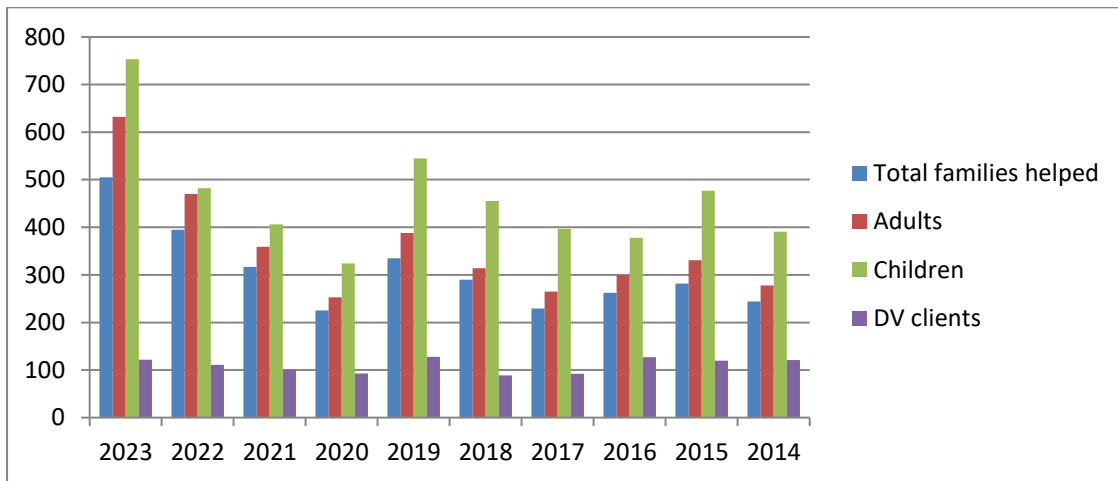
Our 2023 actual expenses were around \$280,000 including capital expenditures for 2 new trucks. Revenue was around \$227,000 not including grant monies used to pay for trucks and other capital improvements.

63% of our annual ongoing income comes from individuals. Around 12% of our income comes from a small charge for our services to non-domestic violence agencies for services provided.

2024 presents challenges of recruiting and retaining volunteers to meet the growing needs of the Central Iowa community. The strategic review done by the board raised the issue of expanding warehouse space and addressing significant succession issues.



10 year View of Client Data



	Total families	Adults	Children	DV families
2023	505	632	753	122
2022	395	470	482	111
2021	328	371	432	102
2020	225	254	324	93
2019	335	390	549	130
2018	289	312	455	97
2017	229	265	419	92
2016	263	299	382	127
2015	283	332	478	120
2014	242	276	388	121



Client Data by Family Type

	2023	2022	2021	2020*	2019	2018
Families	505	395	328	225	335	289
Adults	632	470	371	254	390	312
Children	753	482	432	324	549	455
DV clients**	122	111	102	94	130	97
ICIW***	1	7	3	3	4	4
Needy clients	326	203	149	86	157	138
Youth	36	50	63	31	43	50
Sex Trafficking	7	7	4			
Vet	5	10	12	12	1	0
Estimated value of goods in thousands	\$929	\$785	\$529	\$465	\$677	\$520
Total estimated weight of goods	433 tons	314 tons	229 tons	181 tons	268 tons	223 tons

* The Covid Pandemic impacted operations in 2020.

**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), Latinos for a New Dawn (LUNA), Nissa African Family Services and Monsoon United Asian Women in Iowa in 2023.

*** Released from Iowa Correctional Institution for Women.



Gender of Adult Clients in 2023

Women	432	68%
Men	194	31%
Non-binary	6	1%

Client Self-Identified Race

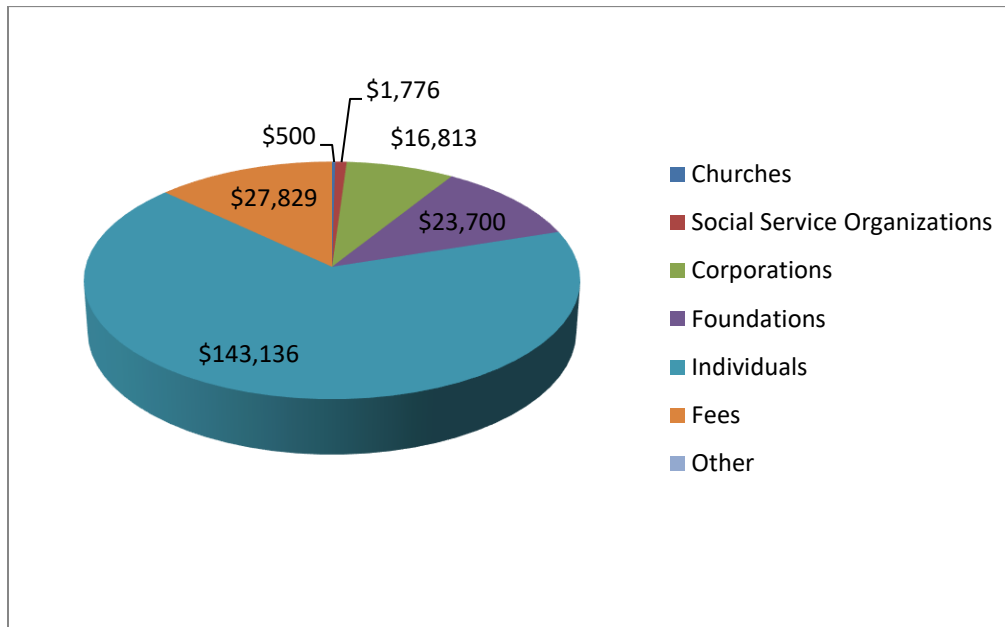
	2023	2022	2021	2020	2019	2018
Race						
African American	188	129	116	82	129	114
Asian	8	6	2	6	1	3
Caucasian	234	199	151	105	163	137
Hispanic	44	36	37	25	27	25
Other/ Multi	31	19	10	7	16	11
	505	389	317	225	336	290

* Covid pandemic

2023 Cash Revenue

	2023		2022*		2021	
Churches	\$500	0%	\$500	0%	\$2,225	2%
Social Service Organizations	\$1,776	1%	\$ 0	0%	\$2,000	2%
Corporations	\$16,810	7%	\$20,000	17%	\$10,487	8%
Foundations	\$23,700	10%	\$2,800	2%	\$15,023	11%
Individuals	\$143,136	63%	\$124,790	70%	\$85,835	65%
Fees	\$27,829	12%	\$18,705	11%	\$15,400	12%
Other	\$13,921	6%	\$615	0%	\$787	1%
Total	\$227,672		\$167,410		\$131,757	

*Does not include one time \$100,000 grant for special projects.



Unaudited results.



Expenses

	2023		2022	2021
Warehouse	\$70,378	25%	\$67,773	\$30,994
Trucks	\$22,717	8%	\$16,543	\$9,692
Materials	\$36,001	12%	\$32,301	\$15,901
Consulting*	\$5,000	2%	\$4,091	\$4,065
Fund Raising/Marketing	\$7,354	3%	\$5,023	\$5,182
Office operation	\$4,068	2%	\$4,485	\$1,166
Salaries	\$0	0%	\$0	\$0
Miscellaneous	\$185	0%	\$3,203	\$2,331
Capital Expenditure**	\$134,401	48%	\$6,920	\$69,345
Total	\$280,104		\$140,339	\$69,345

*Consulting used for creation of strategic plan for FreeStore operations.

**Capital expenditures were in large part offset by specific grants for one time capital expenditure and were used to purchase trucks and warehouse improvements.

All but 7% of total 2023 expenses go directly to client assistance.

Unaudited results.



Agency Activity

Agency	2023	2022	2021	2020	2019
Assault Care Center Extending Shelter and Support - ACCESS	16	17	21	22	19
Aging Resources	19	4	3		
A Heinz Pet Rescue	0			1	5
Altoona Kids	0		1		
Animal Rescue League - ARL	5	12	8	6	14
Amerigroup	0		1		
Anawim	1	0	0	0	0
Blank Childrens Pediatrics	0	3			
Broadlawns Community Services	5	1			
Broadlawns Path	3	3	1		
Beacon of Life	0		1		
Bond of Unity	1		4	1	8
CathCharitRefugee Resettlemen	3				
Central Furniture Rescue	0			1	
Central Iowa Shelter Services	15	4			
Central Iowa Trauma Recovery Ctr	3				
CFI	15	23	30	12	9
CFI-DVS	81	68	59	58	77
CFI-DVS Shelter		1		1	
Latter Day Saints Church	1				
Crisis Intervention and Advocacy Center - CIAC	8	5	3	7	18
Christ Apostolic Temple	2	1	3	3	4
Community Support Advocates	17	13		6	15
Dept of Vet Affairs	5	2	4	1	
Des Moines Catholic Workhouse	1				
Des Moines Dream Center				2	
Des Moines Public School	14	4	10	3	1
Des Moines Refugee Support			3		
Disabled American Veterans		18	3		

Agency	2023	2022	2021	2020	2019	2018
Department of Human Services - DHS	9	14	16	3	8	7
DHS/Central IA Juvenile Detention Center						1
DHS – Marshall County					1	
Des Moines Area Community College						1
Dorothy's House	5	6	5			
Downtown Disciples Church				1	5	
Easter Seals				4		
Elim	1	1				
Ellipsis South	1	1				
Exemplar Care	4					
Eyerly Ball	27	31	20	6	12	7
Fair Meadows Elementary					1	
FACT Program				1		
Faith Tabernacle of God					1	
Families First Inc					1	
Families Forward (formerly Hawthorn Hill)	7	7			1	
Family Life Center			2			
Family Crises Center - Ottumwa		1		1		
Garden Gate Ranch					1	
Golden Heart	1					
Habitat for Humanity		2				
Heartland Church of Christ (Perry)	2					
Holy Trinity Catholic	1				1	
HOME, Inc			1		1	2
Hope Ministries – Bethel Mission		1				
Iowa Homeless Youth - IHYC	16	21	59	31	45	52
Immanuel United Methodist Church	1					1
Impact Community Action	1					
International Rescue Committee	4					
Iowa Total Care/Aging Resources	1					
Iowa's Child ELC	1					
Joppa	45	9	3	2		1
Joppa Thrift	4					
Juvenile Court Services					1	
Kingdom Connection Outreach	1				1	
Latinex Immigration	1		2			
LSI Refugees	20					
LUNA	6	14	12	9	12	5

Agency	2023	2022	2021	2020	2019	2018
LUNA Marshalltown					1	
Lutheran Church of Hope		2				
Lutheran Services	26	24	1	1	1	
Madison Elementary		2		1		
Mainstream Living				3		2
McCombs Middle School					1	
Merrill Middle School		1				
Midlowa Family Therapy Clinic - MIFTC	30	18	14	15	27	36
Miracle Life Family Church	1					
Molina Health Care	1					
Monsoon		2	1	1	1	1
Mt Hebron Baptist				1	1	
New Directions	1					
Nisaa African Family Services	11	5	6	2	2	1
Oneness Pentecostal Church	1					
Oakridge Neighborhood		1				
Optimae Life				1		
Orchard Place	11	10	5	6	5	6
Polk County Attorney's Office	2					
Polk County DHS				1	2	
Polk County Family Enrichment Center		29		7	28	23
Polk Co Family Development and Self Sufficiency - FADSS	27	8	9		5	11
Polk County Veteran Affairs			1			
Prayer Circle Outreach		1				
Primary Health Care	7	2				
Refugee Rest						
Restore			1			
Resurrection Lutheran Church - Iowa Correctional Institute for Women						1
Roosevelt High School					1	
Royal View	5	2	1	1	2	
Ruth Harbor Ministries		1				
Salvation Army						
Sequel						
Shepard of the Valley Lutheran			1			
Soaring Hearts						1
St Annes						1
St.Timothy's	1	1		1	3	5
St Timothys (Women at Well)	1	7	2	3	4	1

Agency	2023	2022	2021	2020	2019	2018
St John Lutheran	2	5	2	3	1	2
St Vincent de Paul	2			18	40	16
Stepping Stone Family Service	7					
Supporting Survivors	1					
SWERVE Outreach				1		
Trinity United Methodist	1		1			
The Family Connection IA						1
United Way of Central Iowa				1		
United Community Services	1					
Unity Church				1		
Urban Bicycle Food Ministry	1			2	5	4
Urban Heights Covenant Church						
Urbandale CAT						
VA Central Iowa	2	4	7	11		
VA Hospital		1			1	
Veterans Affairs	3	2	4	1		
Veterans Outreach		4		1		
WDM School	10	2		2	6	3
WDM Human Services					1	
Wesley Life	1	3				
Willard Elementary					1	
Windsor United Methodist					1	
Woodland Hills Elementary					1	
YESS – Emergency Shelter		1				
Youth Justice Initiative		1				
	1					
YMCA Supportive Housing Campus		2	3			
YESS	2					
YSS - Lighthouse	18	27	3			