

# 2020 ANNUAL REPORT



community  
warehouse

[communitywarehouse.org](http://communitywarehouse.org)

# Letter from the Executive Director



ANNA KURNIZKI  
Executive Director

*Dear Community Warehouse family, friends, and fans,*

**2020.** Where to begin?

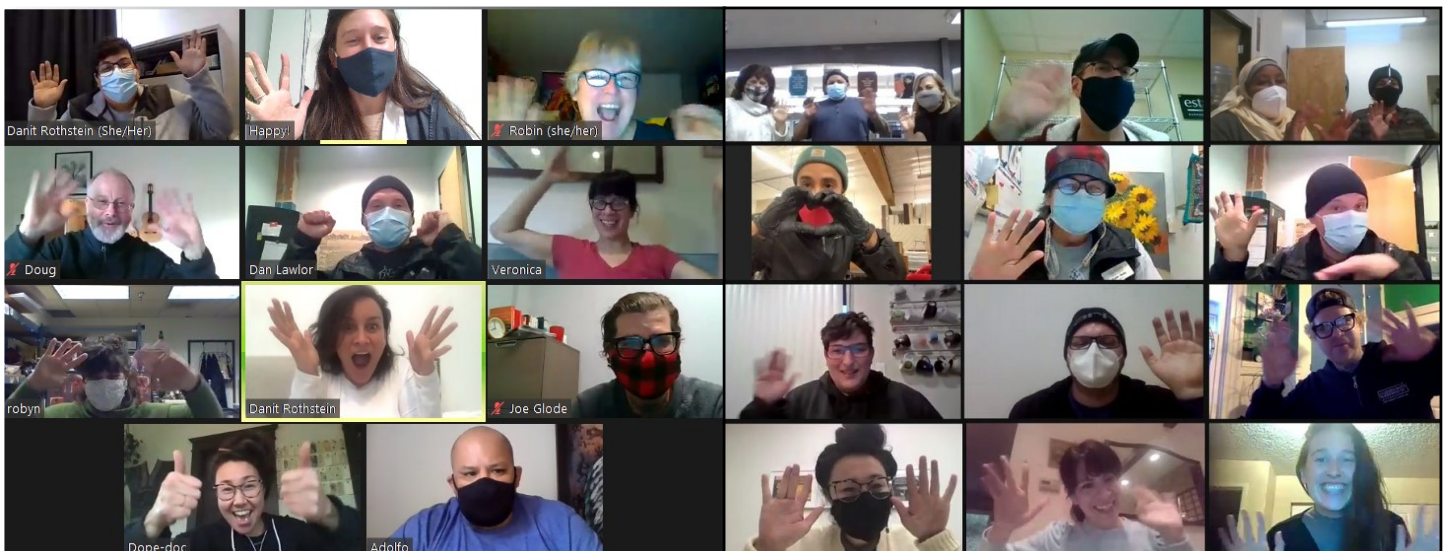
For Community Warehouse, 2020 began with two major milestones - our 20th year of service, and 100,000 neighbors served. Little did we know, another milestone was on our doorstep.

**When I think of how Community Warehouse responded at the onset of the pandemic, I am filled with pride.** Staff stayed focused on the mission and adapted again and again as the environment changed. Donors stepped up, contributing to a 400% increase in gifts during the second quarter of 2020, and provided the organization stability during a volatile and uncertain time. Volunteers listened to our urgency to keep each other safe, and instead of in-person shifts, showed up for remote and physically-distanced volunteering opportunities. Shoppers supported Community Warehouse through the Estate Stores, buying gift certificates while we were closed and shopping during our reduced hours. And our clients' resilience and positivity motivated our team to continue providing furniture bank services throughout it all — in the most caring, safe, and effective way possible.

The pandemic is not over. It may take years before we see the full impact of its effects. The depth of challenges that face us, now and in the future, may seem insurmountable. But there is something tangible and important that we can do now, right here in our community. We can ensure our extra stuff finds a home with our neighbors. We can ensure kids sleep on beds instead of the floor. We can ensure people feel comfortable at home, so they can face whatever else may come their way. **We can show up for one another with kindness and with kitchen tables.**

Thank you for supporting Community Warehouse through the most trying year this organization has ever seen, so we, in turn, can support our neighbors in need of furniture. **As you read this report, I hope you feel the joy that's infused in this work.** I hope you carry with you the goodness and abundance that our mission brings to our community. And I hope that you feel pride, too. Your support of Community Warehouse helped us furnish homes for 3,334 people in 2020. (Community Warehouse would be just a "Warehouse" without you!)

***With gratitude,***  
Anna





# QUARTER 1 Business as usual, who knew?

548

APPOINTMENTS

1,392

INDIVIDUALS SERVED

18,823

ITEMS GIVEN

Community Warehouse reached its 20-year anniversary and 100,000 people served in January 2020!

## OUR NEW WELCOME ROOM

The client experience has been vastly improved by our new Welcome Room, completed during Quarter One! This is where program staff greet clients and orient them to our program's process. It also doubles as a safe, comfy area for children to play or rest while their family navigates the furniture bank. Neil Kelly constructed the room, staff painted the mural, and our volunteer Herb installed the baseboard that our Board Member Gabe procured for us.

### Welcome Room Remodel Funders



Mike Wall



“I went from being in prison last year to having my own place. Literally, we'd be moving in right now with just blankets and pillows. So right now, this is huge. It helps with my kids' confidence that I can do things for them, that I can take care of them. It helps with everything.”

—Anthony, client

# QUARTER 2 Responding to COVID-19

# 458

HOME 2 GO KITS

# 1,000

INDIVIDUALS SERVED

WE RESUMED ACCEPTING  
FURNITURE AND OTHER  
GOODS DONATIONS IN MAY

## HOME2GO KITS

Community Warehouse quickly responded to COVID-19 by temporarily suspending regular operations on March 16, 2020. Our services require close contact with used goods and people (over 2,000 unique contacts per week!), so we decided to modify service.

When state officials issued the "Stay Home, Save Lives" Executive Order on March 24, our staff worried: "How do you stay at home if you have nothing at home?" We had to ensure people had basic essential items, especially a comfortable place to sleep. In less than a week, staff formulated a plan: Home2Go kits. These kits were composed of a dresser filled with brand-new, essential items for every household – including pots and pans, silverware, a set of dishes, towels, bedsheets, and an air mattress. On March 30, we began offering no-contact pickup and delivery of Home2Go kits for partner agencies and clients.



*“There was a time when I was a housesitting (read: homeless) single mom who would have broken into tears to have been offered this dresser kit. They make my heart happy – as does your continued efforts.”*

—Home2Go kit sponsor

## KOIN CAMPAIGN

NW Natural chose Community Warehouse as a "Program of Focus" recipient in 2020. We utilized this funding to support a highly successful advertising campaign in partnership with KOIN TV and KRCW. When Community Warehouse launched the Home2Go program, this advertising provided an unparalleled level of public exposure when needed most.

***Special thanks to partners NW Natural, KOIN TV, & KRCW!***

# 12,000,000

PEOPLE REACHED BY THE CAMPAIGN  
BETWEEN MARCH AND MAY 2020



## QUARTER 3

# Expanded Client Services & Chair Affair Event

173

APPOINTMENTS

386

INDIVIDUALS SERVED

4,234

ITEMS GIVEN

### EXPANDED CLIENT SERVICES

After distributing over 450 Home2Go kits, we phased out the program in July. In August, we shifted our services from Home2Go to a full-service delivery model.



Staff Contact



Furniture



Delivered Directly



20 Families



### VIRTUAL CHAIR AFFAIR

We would like to thank our staff, Board, volunteers, donors, and everyone who made this year's event extraordinary!

WE RAISED OVER

**\$200,000!**

### INCREASED CLIENT SELF-REFERRALS

“Many of my clients are low-income as well as immigrants and non-English speaking, but more specifically they are women: single moms, women with disabilities, women with very serious illnesses like cancer, women suffering from Domestic Violence, and more. When my clients speak a native language other than English (Maya, Nahuatl, Zapoteco, etc.), it is hard for them to navigate the system to get a driver's license or rent a U-Haul. Some of my clients shared that due to the pandemic most services were limited, or their case manager or social worker had been laid off, and they were left with no help in just a matter of days.”



Arturo Colorado-Muñoz  
Direct Services Advocate

The Collins Foundation granted

**\$50,000**

to sponsor fees for

In addition to client referrals from our 200+ partner agencies, Community Warehouse fields self-referrals from individuals and families who do not have other agency representation. During the pandemic, this grew from 10% to roughly 25% of all appointments.

# QUARTER 4 Our Community!

254

APPOINTMENTS

556

INDIVIDUALS SERVED

7,244

ITEMS GIVEN



\$346,273

RAISED BY OUR ESTATE STORES IN 2020



Follow the  
Estate Stores  
on Instagram,

## EXECUTIVE DIRECTOR TRANSITION

After six years at Community Warehouse, Dunetchka Otero-Serrano stepped down at the end of December 2020 to become the new Executive Director at the YWCA of Clark County. Former Development Director, Anna Kurnizki, became Community Warehouse's Interim Executive Director for five months; she was promoted to the position permanently by the Board of Directors in May 2021. Read more about our leadership transition [here](#).

## 2020 COMMUNITY SURVEY

We sent out a survey to gather information on how we could best serve our community, and we received almost 200 responses from our partners! They shared the following:

Estimated size of Portland metro area population in need of furniture in a given year:



The communities most often served by our respondents are experiencing the following challenges:

Living Below Poverty Level 62%

Homelessness 54%

Mental Health Issues 36%

Furniture items most needed by clients:

Beds and bedding 89%

Living room furniture 71%

Kitchen items 59%

Charles was living in an empty space for three months with only a camping chair for seating. He was able to find support after reaching out to Community Warehouse, and his delivery fee was covered by the Collins Foundation.





# Grants of \$5,000+

B.P., Lester & Regina John Foundation  
 CareOregon  
 Carol and Velma Saling Foundation  
 Collins Foundation  
 The Healy Foundation  
 Herbert A. Templeton Foundation  
 Hubert & Ludmila Schlesinger Foundation Inc  
 The June & Julian Foss Foundation  
 Maybelle Clark Macdonald Fund  
 The OCF Joseph E. Weston Public Foundation  
 Oregon Health Authority  
 Prosper Portland  
 Reser Family Foundation  
 Small Business Administration  
 Storms Family Foundation  
 Umpqua Bank

# Board List 2020

**Roz Babener**  
*Board Chair Emeritus  
 & Founder*

**Katie McRae**  
*Providence Health &  
 Services*

**Ray Anderson**  
*Retired, Intel Corporation*

**Darrell Nelson**  
*NW Natural*

**Tod Breslau**  
*Premiere Property Group*

**Nicholas Shepherd**  
*Irvine and  
 Company CPAs*

**April Doll**  
*Professional Organizer*

**Jerry Walker**  
*HCMA-Portland*

**Colleen Harris**  
*Harris WorkSystems, Inc.*

**Gabe Wells**  
*Summit Bank*

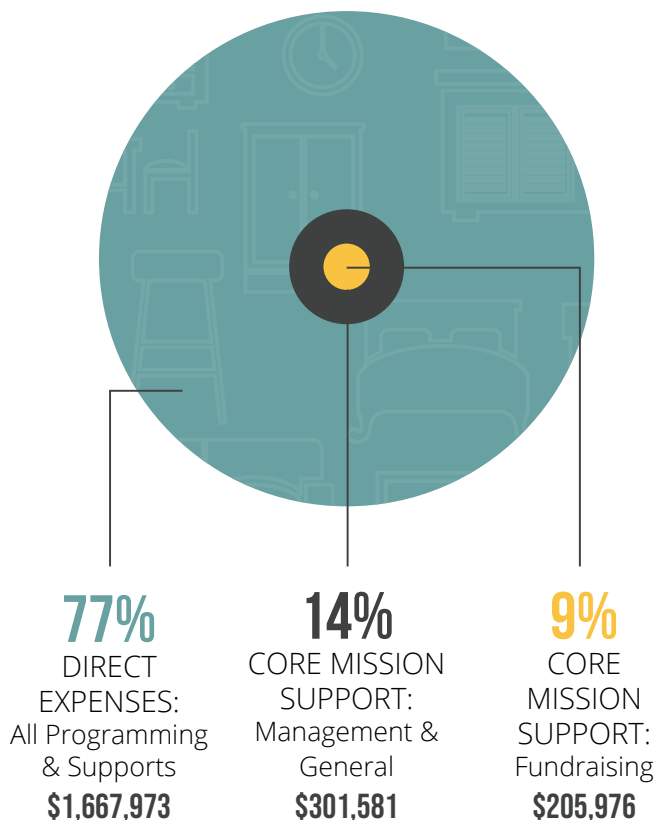
**Jack Heims**  
*Retired, Healthcare  
 Executive*

**John Witherspoon**  
*McEwen Gisvold LLP*

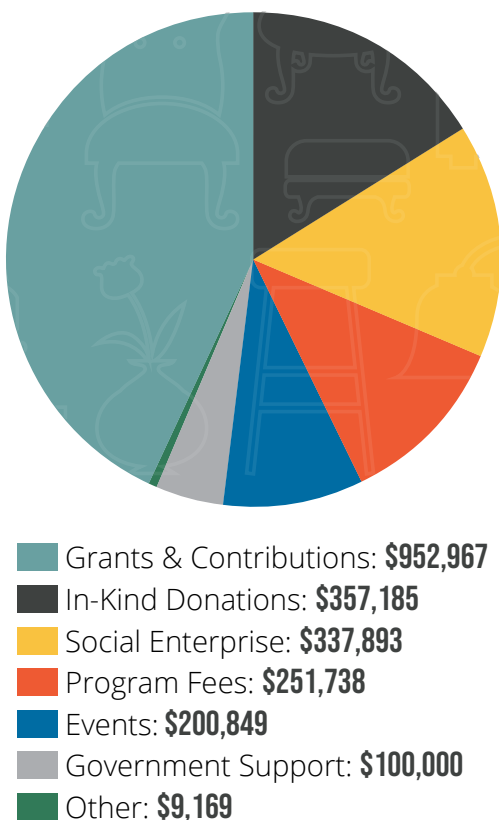
**Ann Kirby**  
*MS, MPA, BSN, Care  
 Management - Oregon*

# Financials

## EXPENSES



## INCOME





# The strength of our community begins at home.

## Community Warehouse, Portland

3969 NE MLK Jr Blvd  
Portland 97212  
503.235.8786

## Community Warehouse, Tualatin

8380 SW Nyberg St  
Tualatin 97062  
503.347.2147



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