ANNUAL IMPACT REPORT



LETTER FROM OUR FOUNDER & CEO

Every day at Make It Home, we see how something as simple as a furnished space can restore dignity, stability, and hope. This year, thanks to your support, we expanded that impact in remarkable ways, reaching more households, supporting more communities, and building new partnerships across the Bay Area.



With generous grants, we added a box truck and a team of movers, enabling us to serve clients directly and pick up larger donations. This means greater reliability for those we furnish, a steady flow of essential items, and more furniture diverted from the landfill to be given a meaningful second life.

We also grew our community presence, completing 21 community projects in—from classrooms and supportive housing to local jails—thanks to our dedicated volunteers and the leadership of board member Kendall Galli. Each space was thoughtfully furnished at low cost to our partners, multiplying the impact of every donation.

Our biggest milestone came in the spring: the purchase of an 11,000-square-foot building in Novato. Renovations are required, but once complete, this Home Base will allow us to double capacity, streamline operations, and secure our long-term sustainability—ensuring we can serve thousands more individuals and families emerging from crisis.

Thank you to our volunteers, donors, partners, and staff for making this work possible. Together, we are proving what a generous community can achieve.

With gratitude,

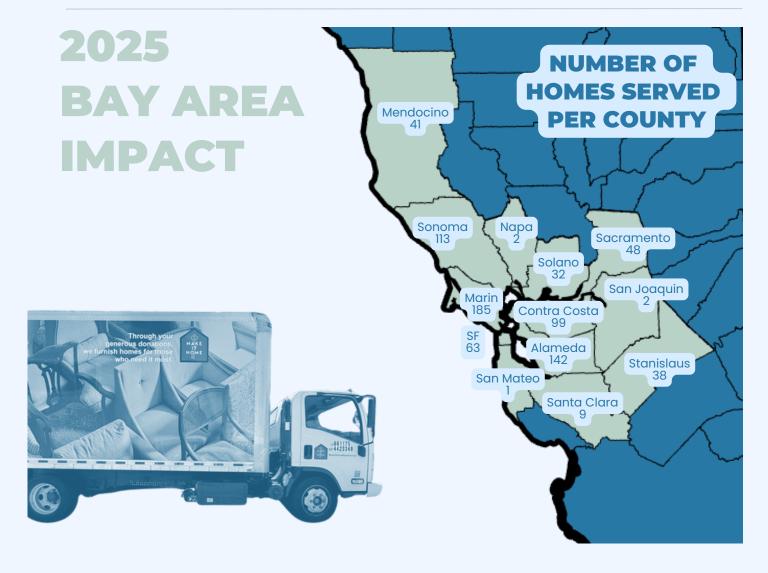
Carolyn Rebuffel Flannery

Founder & CEO

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Our Mission: Make It Home helps Bay Area families and individuals transitioning out of crisis. We recycle, repurpose, and curate gently-used, donated furnishings to transform empty spaces into homes.

Our Vision: To end furniture poverty while protecting the environment.



WHO WE SERVED

NUMBER OF HOUSEHOLDS

İ	Formerly Homeless	390	Ť	Child Welfare Families	90
Ť	Refugees	131	i	Domestic Violence Survivors	37
Ť	Household Member w/ Disability	124	Ť	Veterans	107
Ť	Current/Former Foster Youth	75	i	Emergency Loss	9

2025 IMPACT IN NUMBERS



796

homes for families starting over



1,878

People in need (including 813 children)



853

tons of furniture from landfills



1,010

beds to raise people off the floor



worth of furniture and home goods



referring agencies

"I love everything. Everything is really great quality, like you said, gently used, but a lot of this stuff is still brand new. I love how the linens are fresh, fresh mattresses. You guys were fast in and out. You guys did everything on your own. I loved it. An amazing experience, and everything is nice. I can't wait to put my home together."

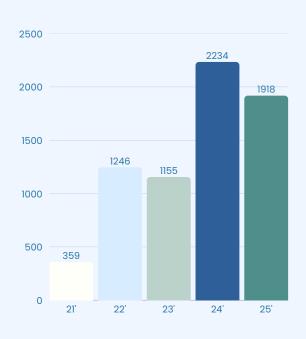
> - Cymaya, Vallejo Client

GROWTH IN 2025

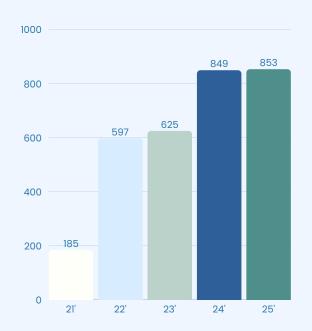
In 2025, Make It Home furnished 796 households across the Bay Area—our highest number yet! This milestone reflects the dedication of our team and partners, even as we operated at the limits of our current warehouse, with no loading dock and limited staging space.

The purchase of our new building opens the door to future growth. While federal funding cutbacks may temper expansion in the near term, the added space and infrastructure will ultimately allow us to grow our impact over time—reaching more families, preventing more waste, and helping more people truly Make It Home.









TONS DIVERTED

FROM LANDFILL

^{*2025} decline reflects fewer refugee families, whose typically larger households impacted totals.

NEW PARTNERSHIPS

In FY2025, Make It Home expanded its network of referring agencies from 73 to 92, broadening our reach and ensuring that more individuals and families could access the furnishings that make a house a home.

One example of this growth is our new partnership with Eden Housing. Together, we helped transform Casa Canal in San Rafael from a long-empty office building into 40 supportive housing units for formerly unhoused individuals. With the help of

"I really appreciate it here. I didn't even have to think about furniture. Moving here was a big wow."

- Nina, Casa Canal Resident

community partners and designers, we furnished not only the apartments but also the shared community spaces—creating welcoming environments where residents can gather, connect, and thrive.

Designers lent their expertise to ensure each apartment was both functional and beautiful, while supporters like Wells Fargo and City Carpets provided resources that helped bring the vision to life. Beyond the beautiful homes, residents now enjoy inviting community areas and access to vital wrap-around services. Casa Canal reflects Make It Home's growing model of community-driven partnerships—powered by volunteers—that bring stability, belonging, and a fresh start.













POWER OF COMMUNITY

Make It Home is powered by a vibrant volunteer community. This year, we were supported over 250 individuals, corporate groups, community organizations, and interior designers who together donated many thousands of hours of service. More than 50 volunteers each gave over 50 hours—many gave over 100—while others pitched in for fewer but equally meaningful shifts.

From refurbishing and reupholstering furniture to organizing donations and thoughtfully curating selections for each client, volunteers bring creativity, skill, and heart to every task. Their efforts ensure that every household we serve receives not just furniture,

but a home filled with dignity and comfort. We are incredibly grateful for their support!













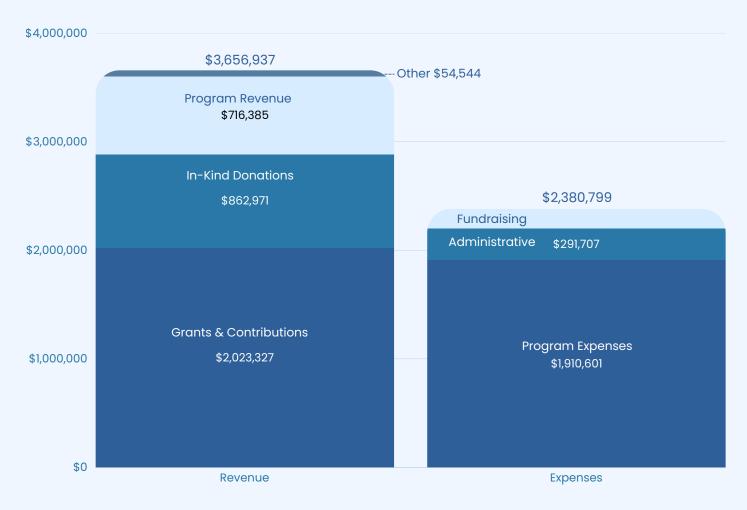
UPHOLSTERY TRAINING

In 2025, Make It Home launched an Upholstery Training Program that turns donated furniture into practical training opportunities for aging-out foster youth and English Language Learners. Participants gain hands-on upholstery experience while developing trade and business skills. At the same time, the program allows us to reuse more of the items donated to us by repairing and reimagining pieces that might otherwise go to waste.

With few upholstery training options in the Bay Area, the program fills an important gap. By combining technical skills, creative reuse, and community partnerships, we help participants prepare for stable employment while promoting sustainability and strengthening community well-being.



2025 FINANCIAL SUMMARY*



In FY2025, the majority of our funding came from private donations, foundation grants, and in-kind donations of furniture and household goods. We also saw program income grow by more than 30%, reflecting increased demand for our household services, expansion of our community projects and the sale of donated goods through our Make It Home Shop program. Together, these resources allowed us to continue furnishing homes and serving families across the Bay Area.

This year also included a one-time, transformative investment: a \$1 million grant from the U.S. Department of Housing and Urban Development (HUD). This grant supported the purchase of our new warehouse—a permanent home for our operations and a foundation for expanded impact in the years ahead.

OUR PARTNERS IN IMPACT

Make It Home could not exist without the generosity of our community. We are grateful to the individuals, businesses, and foundations who give both financially and through in-kind donations of high-quality furniture and household goods. From pillows to dressers to dining tables and couches, these contributions help us furnish homes with dignity and care.

Our Salvage & Style Gala and Furnish Hope events raised over \$303K further strengthening our mission and reminding us of the impact we can achieve together. We are profoundly grateful for your partnership in making a house a home.







WAYS TO HELP



GIVE FURNITURE

Every couch, table, chair and plate that we send to a client was donated by a neighbor like you.



VOLUNTEER

Our volunteers play a vital role in every part of our operation and are essential to making sure everything runs smoothly. Whether you love to breathe new life into vintage pieces, curate home setups with style, or get hands-on behind the scenes, there's a place for you at Make It Home.



DONATE FUNDS

Your donation directly funds the spaces, tools, and staffing necessary to connect essential home furnishing to community members who need it most. Your gift helps deliver our mission.



SHOP OUR SALES

Our sales offer gently-used furniture items that are inappropriate for our clients' homes. Every dollar you spend goes directly to support our services and keeps more items out of local landfills.

