

**CLIENTS SERVED**

<b>4,549</b>		Families
<b>13,820</b>		Individuals
<b>2,730</b>	60.0%	Single
<b>586</b>	12.9%	Married
<b>318</b>	7.0%	Divorced
<b>207</b>	4.6%	Separated
<b>136</b>	3.0%	Widowed
<b>572</b>	12.6%	Unknown

**RACE / ETHNIC ORIGIN**

<b>2,329</b>	51.2%	African American
<b>1,205</b>	26.5%	Caucasian
<b>93</b>	2.0%	Hispanic
<b>265</b>	5.8%	African
<b>117</b>	2.6%	Asian
<b>27</b>	0.6%	Native American
<b>513</b>	11.3%	Other / Unknown

**REASON BEST EXPLAINING WHY HOUSEHOLD NEEDS ASSISTANCE**

<b>1037</b>	22.8%	Previously Homeless
<b>645</b>	14.2%	Children Services Cases
<b>553</b>	12.2%	Emergency Relocation
<b>294</b>	6.5%	Unemployment
<b>372</b>	8.2%	Refugee/Immigrant
<b>266</b>	5.8%	Physical Disease/Disab.
<b>136</b>	3.0%	Mental Disease/Disab.
<b>221</b>	4.9%	Eviction

**TOP 20 REFERRING AGENCIES (BY FAMILIES SERVED)**

<b>692</b>	Franklin Co. Children Services
<b>378</b>	Faith Mission/Lutheran Soc. Svcs.
<b>314</b>	IMPACT Community Action
<b>368</b>	Salvation Army
<b>293</b>	Joint Org. of Inner City Needs
<b>209</b>	Comm. Refugee/Immig. Svcs.
<b>178</b>	Volunteers of America
<b>154</b>	Homeless Families
<b>145</b>	US Together Inc.
<b>141</b>	The Breathing Association

**PERSONS IN HOUSEHOLD**

<b>2,854</b>	62.7%	Households with Children
<b>4,548</b>	32.9%	Adult Males (Age 18-82)
<b>3,930</b>	28.4%	Adult Females (Age 18-89)
<b>7,236</b>	53.3%	Number of Children
<b>2,229</b>	49.0%	Households with Single Mother & Children
<b>946</b>	20.8%	Households with Single Father & Children

**ANNUAL HOUSEHOLD INCOME**

<b>2,238</b>	49.2%	Less than \$6,000
<b>1,172</b>	25.8%	\$6,000 - \$11,999
<b>528</b>	11.6%	\$12,000 - \$17,999
<b>279</b>	6.1%	\$18,000 - \$23,999
<b>110</b>	2.4%	\$24,000 - \$35,999
<b>18</b>	0.4%	More Than \$36,000
<b>209</b>	4.6%	Unknown

TOTAL : **3,821** (84% OF ALL FAMILIES SERVED)

**FURNITURE DISTRIBUTION**

CORE ITEMS	Given	Fill Rate	NON-CORE ITEMS	Given	Fill Rate
Mattresses	<b>6,249</b>	97%	Desks	<b>659</b>	82%
Bed Frames (Twin)	<b>2,594</b>	98%	Box Springs	<b>3,587</b>	74%
Dressers	<b>5,928</b>	101%	Bed Frames (F/Q/K)	<b>963</b>	54%
Sofas	<b>4,198</b>	101%	Large Appliances	<b>928</b>	54%
Living Room Chairs	<b>4,107</b>	102%	Small Appliances	<b>502</b>	17%
Living Room Tables	<b>7,240</b>	95%	Cabinets / Stands	<b>2,183</b>	96%
Lamps	<b>2,592</b>	57%	TVs / Stereos	<b>2,799</b>	100%
Kitchen Tables	<b>2,611</b>	98%	Linens	<b>6,737</b>	90%
Kitchen Chairs	<b>9,888</b>	95%	Kitchen Items	<b>5,856</b>	92%
			Baby Items & Misc.	<b>502</b>	55%
			SUB-TOTAL :	<b>27,983</b>	<b>84%</b>
			GRAND TOTAL :	<b>73,390</b>	<b>91%</b>

**FURNITURE SOURCES**

	Core Items	Non-Core Items	TOTAL	
RESIDENTIAL DONATIONS	<b>27,772</b>	<b>18,477</b>	<b>46,249</b>	<b>66.1%</b>
INSTITUTIONAL DONATIONS	<b>9,754</b>	<b>5,306</b>	<b>15,060</b>	<b>21.5%</b>
Universities & Colleges	1,321	55	5,102	2.0%
Hotels / Motels	2,615	2,727	5,022	7.6%
Furniture Retailers	2,457	785	3,275	4.6%
Miscellaneous	3,361	1,739	3,676	7.3%
VOLUNTEER ASSEMBLY	<b>8,691</b>	<b>0</b>	<b>8,691</b>	<b>12.4%</b>
Volunteers at FBCO	5,781	0	5,781	8.2%
Inmates at Marion Correct.	2,910	0	2,910	4.2%
TOTAL :	<b>46,217</b>	<b>23,783</b>	<b>70,000</b>	

**OUR CLIENT SERVICE PROCESS**

FAMILIES SERVED	Average Per Day	<b>18.1</b>	SAME-DAY FURNITURE DELIVERY	Curbside Delivery	<b>3,235</b>	73.3%
	Daily Range	<b>10 - 23</b>		Inside Delivery	<b>1,178</b>	26.7%
				TOTAL :	<b>4,413</b>	<b>97.0%</b>
FURNITURE PIECES PER FAMILY	Core Items	<b>10.0</b>	▪ Client appointments are available within 7-10 days			
	Non-Core Items	<b>6.1</b>	▪ Clients select their own furniture items			
	TOTAL :	<b>16.1</b>	▪ Our goal is to reach a fill rate of 95% or higher			