Bridging empowers people to thrive in their homes by providing quality furniture and household goods for those pursuing housing stability.
The start of 2020 was a very difficult time for Bridging as we were coping with the passing of our beloved Founder Fran in January.

In the midst of our grief, when we needed one another most of all, we had to close down our operations for a brief time to ensure safety for our team and our clients. After our closure in mid-March, we gained Critical Sector Employer status from MN DEED.

This allowed us to innovate our model and resume operations safely on May 4, serving clients with dignity and respect through virtual shopping appointments! Volunteers were able to rejoin our efforts and we then ramped up services in order to meet the very real needs of our community.

Through it all, YOU – by your acts of generosity, service and encouragement – inspired us to not only persevere but thrive. Bridging was pleased to announce that by year’s end, we had served 100,000 households since 1987.

This accomplishment is significant; it marks a goal set by Founder Fran. It was a fitting end to 2020 as we look to work to fulfill our vision: that EVERYONE lives in a furnished home. And in 2020, we were able to furnish more than 3,000 homes with hope, despite the pandemic!

This was an amazing and important accomplishment; especially during this critical time when everyone needed to spend the majority of their time in the confines of their homes.

We invite you to reflect on all the true goodness that came out of 2020 that we have captured in this year’s Report to the Community. Enjoy reading the beautiful stories of Lives We Touched through all of the seasons of hope! Our mission could not have endured without your incredible commitment to ensure that everyone lives in a furnished home!

Executive Director

 SPRING: VIRTUAL SHOPPING

After a brief shutdown, Bridging re-emerged with a new and dignified way to serve our mission.

We sprang into action immediately. We developed procedures to safely accept donated inventory from the community and created an entirely new platform for clients to shop virtually while still personally choosing their home essentials during the shopping appointment.

We were determined to continue our mission, because HOPE. IS. ESSENTIAL.

Clients sheltering in place needed to have essential items, and together with our community, we made it happen!

“I have been sleeping on this old futon somebody gave me. I was like, "I don’t know if I can do it much longer." So it’s a great time for you guys to reopen. Perfect time for us. I’m grateful to be alive. Grateful for my dog. Grateful for Bridging and Guild.”

~ Scott, Bridging client

“I didn’t have a favorite item. I loved the couch, I love my dishes and I... oh my God, you couldn’t get me out of bed for two weeks! I was just in that bed. I was so happy that bed was so soft. They helped me pick out a beautiful lamp that remind me of my grandma, Anne and I was like, I love it.”

~ Diane, Bridging client

10/10 customer service and the movers were amazing and sweet!

“I have never been this happy or satisfied with my home.”

“Even though there was a pandemic, they were very helpful!”

“After two years on an air mattress, I sleep good- thank you for the wonderful bed.”

WINTER: KEEPING FRAN’S LEGACY ALIVE

Mark Welling
Executive Director

95.2% Improved my physical comfort in my home

“I have never been this happy or satisfied with my home.”

“Even though there was a pandemic, they were very helpful!”

“10/10 customer service and the movers were amazing and sweet!”

“It was just in that bed. I was so happy that bed was so soft. They helped me pick out a beautiful lamp that remind me of my grandma, Anne and I was like, I love it.”

~ Diane, Bridging client
In 2020, we continued to expand and develop new relationships with underserved communities. As we expanded Fran’s vision to outstate Minnesota, we were able to serve more of our state’s indigenous peoples in Red Lake, White Earth and Leech Lake. By September, we reached 80% of our pre-COVID service levels and volunteer engagement increased drastically.

We recognize the pain, despair and outrage being expressed in our community, across the United States and around the world. As an organization rooted in the value of dignity and committed to “empowering people to thrive in their homes,” it is vital that we open our eyes to the racial injustices around us, understand and confront its root causes, raise our voices for change and remove the structural barriers that keep racism alive.

We call upon ourselves and our partners to accelerate and intensify this imperative work going forward. Please read more online about our diversity, equity and inclusion (DEI) efforts to learn about our commitment. We believe that creating an inclusive environment based on respect, trust and service are integral to how we serve our clients, support our team and achieve our mission.

**OVERWHELMING SUPPORT FROM THE COMMUNITY**

We are grateful to the agency partners and community donors who waited patiently for us to resume operations. During the summer months, our warehouses were bursting at the seams with quality furniture and household good donations. Because of the abundance of donations, we were able to immediately serve the needs of our community.

Read our DEI and Commitment to the Community Statements: [Bridging.org/about-us](http://Bridging.org/about-us)

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**SUMMER: COMMITMENT TO THE COMMUNITY**

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**AUTUMN: KEEPING THE MISSION IN FOCUS**

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**CLIENTS SERVED IN 2020**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Appointments</td>
<td>3,059</td>
</tr>
<tr>
<td>Number of Individuals Served</td>
<td>7,817</td>
</tr>
<tr>
<td>Children 17 and Under Impacted</td>
<td>3,710</td>
</tr>
</tbody>
</table>

---

**HOUSEHOLDS EARNING < $20,000/YEAR**

- 3.40% Homeless less than 1 month
- 10.21% Homeless 1-3 months
- 20.22% Homeless 4-12 months
- 31.21% Homeless more than 12 months
- 34.96% Not homeless, persistent low income

- 83% 83%
Go to BRIDGING.ORG for full financial statements, including our audit, form 990 and 2020 financial and in-kind donors.

**2020 FINANCIALS**

<table>
<thead>
<tr>
<th>Revenue</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Kind</td>
<td>$4,020,804</td>
<td>$6,295,912</td>
</tr>
<tr>
<td>Foundations, Grants, Contributions</td>
<td>$1,911,851</td>
<td>$1,251,516</td>
</tr>
<tr>
<td>Service Fees</td>
<td>$707,021</td>
<td>$1,130,861</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$753,477</td>
<td>$844,624</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$7,393,153</strong></td>
<td><strong>$9,522,913</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$6,391,154</td>
<td>$9,128,586</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$310,173</td>
<td>$303,797</td>
</tr>
<tr>
<td>Management &amp; General</td>
<td>$282,690</td>
<td>$266,104</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$6,984,017</strong></td>
<td><strong>$9,698,487</strong></td>
</tr>
</tbody>
</table>

**Balance Sheet**

<table>
<thead>
<tr>
<th>Current Assets</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property &amp; Equipment</td>
<td>$4,763,940</td>
<td>$4,713,306</td>
</tr>
<tr>
<td>Assets</td>
<td>$7,777,515</td>
<td>$7,505,186</td>
</tr>
<tr>
<td>Liabilities</td>
<td>$484,965</td>
<td>$621,772</td>
</tr>
<tr>
<td>Net Assets</td>
<td>$7,292,550</td>
<td>$6,883,414</td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Net Assets</strong></td>
<td><strong>$7,777,515</strong></td>
<td><strong>$7,505,186</strong></td>
</tr>
</tbody>
</table>

The community was there for us during every step - before, during and we know they will be there after the COVID pandemic ends. Thank you!

**2020 CONTRIBUTED REVENUE BREAKDOWN**

- Foundations: 27%
- Corporations: 20%
- Individuals: 51%
- Other: 2%

**2020 CONTRIBUTED REVENUE**

- Corporations: $3,7 million
- Individuals: $1,911,851
- Foundations: $4,020,804
- Service Fees: $707,021
- Other Revenue: $753,477

**2020 CONTRIBUTED REVENUE BREAKDOWN**

Go to BRIDGING.ORG for full financial statements, including our audit, form 990 and 2020 financial and in-kind donors.

**CLIENT SURVEY RESULTS**

- Reduced my stress: 91.2%
- Improved my sleep and/or my children’s sleep: 91.6%
- Allowed me to invite and welcome guests into my home: 93.4%
- Gave me a sense of pride in my home: 93.6%
- Made life easier: 94%
- Gave me a sense of stability: 94%

**HOW THE COMMUNITY HELPS**

- CUBIC FEET OF ITEMS DONATED: 1.7 million
- SEMI-LOADS OF ITEMS DELIVERED: 471
- CUBIC FEET OF ITEMS DONATED: 30, 30, 30, 30, 30, 30, 30, 30, 30, 30
- SEMI-LOADS OF ITEMS DELIVERED: 21

**THE ITEMS WE GIVE**

- Number of Volunteers: 1,719
- Number of Hours Donated: 32,867
- Full Time Equivalent: 16

**TEAMWORK MAKES THE DREAM WORK**

- Value of Items Kept Out of Landfills: $3.7 million