

Helping
Chuck Make
a Home
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A Veteran's
Visit
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"No more
sitting on
the floor!"
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2015 ANNUAL REPORT



HOUSEHOLD GOODSSM

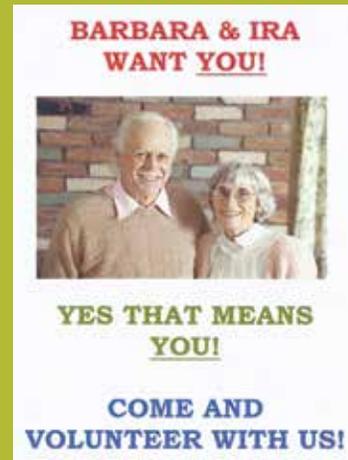
Helping People Make a Home.

25 Years of Helping People Make a Home

1990

A simple act of kindness to help one family in need created an awareness that many families live without the most basic furniture and household goods. This set in motion a community effort to match a great need with a need to give.

When our founders Barbara and Ira Smith asked for goods and volunteers, people stepped forward. Their home was open seven days a week, and their guiding principle still stands: *Everyone deserves to be treated with dignity and respect.*



2008

Household Goods hired its first employee – a part-time volunteer coordinator – to manage a growing corps of over 200 dedicated volunteers.



1999

The number of people seeking help and the volume of donated items quickly outgrew what the Smiths could manage at their home. Their record boxes overflowed with written requests. In order to manage the steady growth, they accepted an offer of space in St. Matthew's Methodist Church and became officially incorporated as a 501(c)(3) not-for-profit, charitable organization.



2004

Household Goods had grown to occupy four scattered locations, including some with no heat or running water. We consolidated into a single, centralized location at 530 Main St., convenient for our donors and volunteers and accessible for our clients. Seven years later we purchased the building, securing the space as our permanent home!

2015

2015 marked 25 years since the Smiths opened their hearts and their home to help just one person in need. We celebrated this major milestone with a community gathering honoring the Smiths.



Barb and Ira Smith surrounded by their six children and many grandchildren.



In October, we held our first ever fundraising Gala, which was a major milestone of its own! The funds raised secured the Smiths' legacy by deepening our operating reserves and building the foundation for the future.



2015 at a Glance

PEOPLE SERVED

3,931 adults • 3,407 children • 2,525 households

DONORS

10,500 donation visits
55,133 items provided

AGENCIES

330 agencies referred
people in need from
160 towns

VOLUNTEERS

850 volunteers contributed 37,200 hours of their time

We are so grateful to all the donors and volunteers who made 2015 a year to celebrate!

These are just a few of the 330 agencies that requested help from Household Goods in 2015. They are:

HELPING PEOPLE WHO WERE RECENTLY HOMELESS

Action for Boston Community Development
Community Teamwork, Inc.
Lowell Transitional Living Center
Pine Street Inn
HomeStart
Rosie's Place

HELPING VETERANS

New England Center for Homeless Veterans
VA Medical Centers in Bedford, Boston, Brockton, Fitchburg and Worcester
VA Outpatient Programs
VA Supportive Housing Programs
Veterans, Inc.

HELPING PEOPLE FLEEING DOMESTIC VIOLENCE

REACH Beyond Domestic Violence
GLBTQ Domestic Violence Project
Leominster Police Dept. - Domestic Violence Unit

HELPING CHILDREN, YOUTH OR ELDERLY IN NEED OF SERVICES

Councils on Aging
Children's Services of Roxbury
Massachusetts Department of Children and Families
The Home for Little Wanderers
Public Schools
Room to Grow

HELPING PEOPLE LIVING WITH DISABILITY OR ILLNESS

Health Leads
Dana Farber Cancer Institute
Boston Medical Center
Community Health Centers
AIDS Action Committee
Genesis Club

HELPING FAMILIES TRYING TO GET BY ON MINIMUM WAGE

Housing Authorities
Food Pantries
Houses of Worship
RCAP Solutions
Montachusett Opportunity Council



Learn more about the agencies we assist by visiting our website, www.householdgoods.org.

OUR AGENCIES

How We Help

Every year Household Goods fulfills the requests of hundreds of human service organizations asking us to help their clients fill empty living spaces with the items they need most to make a home. In 2015, more than 55,000 donated items found a new individual or family to use and appreciate them.

TREATING VETS WITH DIGNITY: JUDY

Judy works for the VA Outpatient Clinic of Central Mass and has referred veterans to Household Goods for many years. Judy feels like Household Goods is a miracle for homeless vets who have had so little for so long, saying, "At Household Goods, vets get the dignity they deserve because they are able to choose the things that they need." Judy explains that veterans often go through hard times, and find themselves struggling. For many different reasons, people can become homeless in a matter of weeks. So many live paycheck to paycheck, and if one crushing bill comes in that can't be paid, it's all over, especially for people without access to support. Judy says, "The way I see it, it's about not turning your back on them— and you guys at Household Goods don't turn your back on anyone."



Judy and Matt choosing a sewing kit

Judy came to Household Goods with Matt, a Marine veteran who served several tours abroad. He worked as a licensed electrician, but lost everything when he lost his job. "It was hard losing my job," he said, "because I really like to work and stay busy." Now Matt is back on his feet, working again and happy to be settled into his own apartment.

CLIENT PERSPECTIVE

Chuck

Chuck was raised in a loving middle-class family, excelling academically and athletically in school. On his first day at college, his mother died unexpectedly. During this time, Chuck began having symptoms of bipolar disorder, which unfortunately, went undiagnosed and untreated. Ultimately,

Chuck lost the job he loved. Unable to find another job and his savings depleted, Chuck lost his home and ended up sleeping on the streets.

After months of moving from shelter to shelter, he was accepted by Heading Home, an agency able to give him the therapeutic support he needed. This is where, as Chuck tells it, "I was able to start my recovery back to normalcy." He soon had a job and the keys to a one-bedroom apartment.

Making a Home

REBOUNDED AFTER AN ILLNESS: PEARL

Pearl owned her own home and worked in hospice care when the unexpected happened: a mosquito bite led to a debilitating case of West Nile virus. A long-term hospitalization and rehabilitation left her unable to work; she lost her job and her home. Pearl lived in shelters until HomeStart Boston helped her find a new place to live and referred her to Household Goods to furnish it. Pearl found everything she needed and left saying, "All the people here are so nice and accepting. I just got my keys yesterday, and now I can't wait to move in!"



"I'm so thankful to have a place like this to help people like me start their lives."

— Bonnie

Right: Chuck still keeps the "A" stickers on the items he chose at Household Goods "as a reminder of where I have been and what I have been through." (See Cover)



Heading Home made an appointment for Chuck at Household Goods, and his case-worker accompanied him. Chuck's apartment is now his real home, and he says he intends to do exactly what is needed so that he stays in his home for the long term.

As Chuck talks about his experience, he says, "I can assure you that getting free furniture is no small thing to someone who has been homeless. After 18 months of living in shelters, I was overjoyed to be moving out, but also terrified, because I had so much to worry about to make sure I could actually make it work. Thanks to Household Goods, I didn't need to

worry about whether I would have to sleep on the floor. So, this small thing is actually huge, and makes a big difference in people's lives."

As he reflected on his experience at Household Goods, Chuck said, "They say that if you give a man a fish, he can eat for a day, but if you teach him to fish, he can eat for a lifetime. That's true," he added, "but only if you give him a fishing pole. The way I see it, Household Goods is giving out fishing poles."

OUR VOLUNTEERS

A Community that Serves

Household Goods simply couldn't exist without the hundreds of volunteers who give thousands of hours of their time every year to help people make a home. We always welcome new volunteers to work with us!



ENJOYS MATCHING NEEDS: JAN

As someone who knows exactly what is in stock at Household Goods, Jan recognizes how important it is to understand the needs and preferences of the families she assists. She often asks clients what they like to cook, so that she can make sure they leave with every kitchen tool needed to make that favorite dish. Recently Jan assisted Teresa and her daughter, Juliet. Upon hearing that they had nothing to sit on in their home, she led them to a comfy couch they loved, and Juliet exclaimed, "No more sitting on the floor!"



WHY I VOLUNTEER: MARK

Mark says that "Household Goods is very different than most places. Volunteers gain as much as the clients do, because you know that you're contributing something very tangible to people in need. People leave with a sense of wholeness: clients and volunteers."



ALL THE DIFFERENCE

Volunteers Make it Happen



Brigid and Jane, our Volunteer Coordinators, are ready to sign you up.

Volunteers fulfill all the essential roles that keep Household Goods running. Here are just a few of the jobs they do:

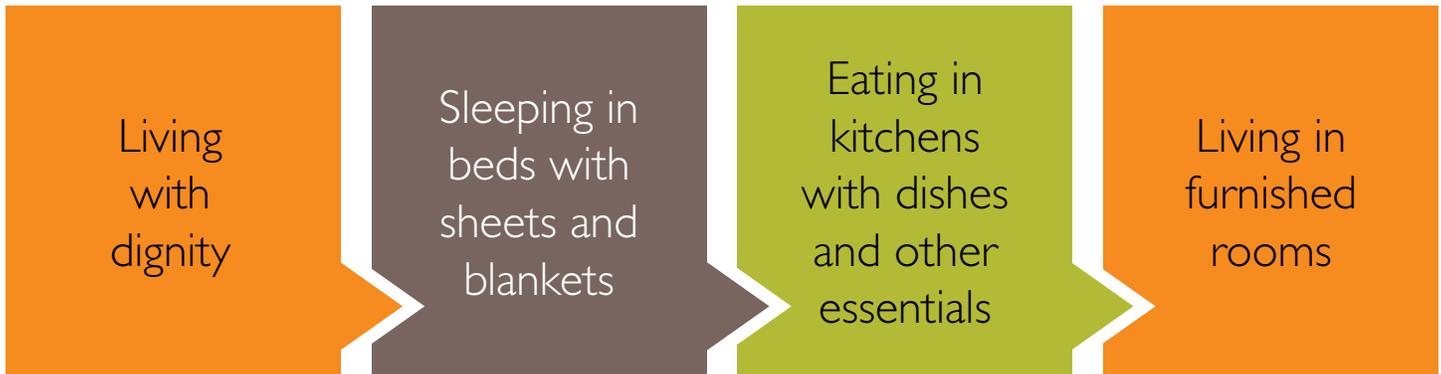
- Process donations, from unloading cars to sorting, organizing and displaying items;
- Help clients find the goods and furniture they need and load their trucks;
- Work with the agencies to schedule client appointments;
- Schedule and make donation pick ups;
- Manage donation and client shifts;
- Serve on committees and the Board, work on development, write grants

Even this annual report was created by volunteers!

Gail works one shift a week accepting donations and another helping clients. "Our volunteer team has a lot of fun, and we know we're doing some real good. Household Goods has everything."

FY2015 Results

Thanks to generous funding from individuals and organizations, 7,338 adults and children are now:



For every \$178 donated, an entire home is furnished!

CASH TO FUND OPERATIONS	
Program Expenses	\$329,400
Fundraising Expenses	37,800
Administrative Expenses	44,200
TOTAL	\$411,400
Capital & Other Expenditures	38,500
Cash to Fund Operations	\$449,900

SUPPORT & REVENUE	
Gifts, Grants, Contributions	\$379,700
In-Kind Donated Goods	2,120,800
In-Kind Donated Services	966,400
Other Revenue	267,600
Total Support & Revenue	\$3,734,500

EXPENSES	
Operating Costs	\$449,900
In-Kind Goods Distributed	2,152,800
In-Kind Donated Services	966,400
Total Expenses	\$3,569,100



HOUSEHOLD GOODS™
Helping People Make a Home.

Thanks to your support, we finished 2015 more financially stable than ever before. Even so, we rely on your donations to sustain the organization and continue to help thousands of people make a home in 2016. As always, every dollar is gratefully received and carefully spent.

BOARD OF DIRECTORS

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Vice President

Philip vanderWilden

Clerk

John Fallon

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Executive Director

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Directors

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Beth Neeley Kubacki

Mark Sigman

Michael Smith

Audrey Trieschman

Jehan Wren

Founders

Ira and Barbara Smith



“Thank you so much for everything. You have made our family's life so beautiful!” – Cherie



DONATE GOODS

Donations accepted
Tuesdays, Thursdays and Saturdays
9am-Noon



VOLUNTEER

Contact our Volunteer Coordinator
978-635-1710, ext. 6 or
volunteers@householdgoods.org



DONATE FUNDS

Visit www.householdgoods.org/donate
for more information or
to donate online



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