



2018 ANNUAL REPORT



HOUSEHOLD GOODSSM
Helping People Make a Home.



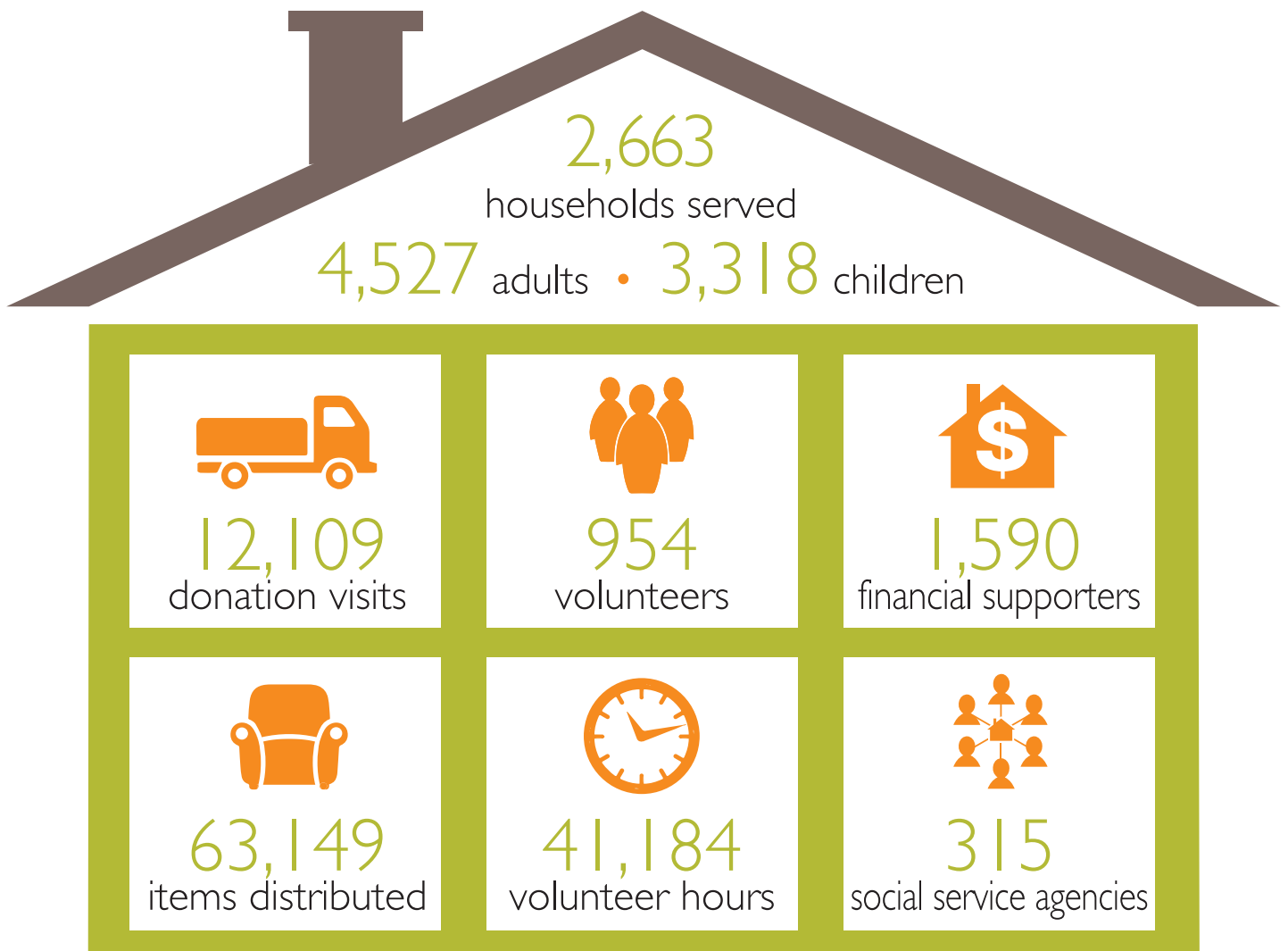
Household Goods helped furnish 10% more households in 2018 than in 2017 because people like you keep coming back to volunteer, donate goods, and give financial support. Our donors and volunteers directly help people emerging from homelessness, loss, crisis, and other life changing circumstances that find them with a place to live but no resources to furnish a home. Our supporters value the fact that year after year, hundreds of agencies assisting people in need can rely on Household Goods to accept their referrals, knowing that we stand ready to provide the essential furniture and household items many take for granted.

What's Next

In 2018, we finalized a three-part Master Plan. The first, our high priority "safety first phase," features a road circling the building to improve traffic flow and increase safety for everyone on site. The second, our "assure quality phase," is a building expansion, reflecting our commitment to giving our clients access to good quality essential items all year round. The third, our "expanding service phase," will create one building entrance where donors bring in donations, and another entrance where clients take their newly selected furnishings home. This phase gives us the flexibility to create capacity for the future demand of donors and clients alike.

We are excited to begin implementing our Master Plan in 2019, and hope you will join the many dedicated members of the Household Goods community who keep coming back to offer their time, talents and treasure to help thousands of people in need make a home.

Thank you to everyone who gave goods, time, and financial support to help people in need make a home in 2018.



OUR MISSION

To provide a full range of donated furniture and household items, free of charge, to help people in need make a home.

The People You Help and the Agencies That Refer Them

Over 300 social service agencies refer their clients to Household Goods. These agencies serve thousands of people from an endless variety of circumstances.

"Household Goods is meaningful for stability. It is so easy to feel like you're less than others because you don't have the basics. To be able to come home to an apartment full of things you've picked out and everything you need is good for self-esteem and motivation. You can't put enough value in this."

— Veterans Outreach Coordinator

"Agencies such as Community Teamwork are very lucky to be able to work with organizations like yours to assist our clients with dignity and respect during very trying times. I always have been, and always will be, in awe of the scope of the volunteer work at Household Goods and appreciate your dedication and commitment."

— Home Based Manager at Community Teamwork



MADELYN IS COMING HOME

That's how her mother, Mary, described the significance of their visit to Household Goods.

Three years ago, Mary and her daughter Madelyn, who has special needs, became homeless. Mary moved in with friends, and found a group home placement for her daughter. Mary never gave up on finding a way for them to live together again.

Recently, with the help of a local agency, they found a small apartment. The agency referred them to Household Goods, where they chose a wide range of furniture and household items. Mary was especially excited to have kitchenware so she could cook meals for her daughter again. Madelyn loved their new couch and the artwork she chose.

Perhaps Mary said it best: "Now we have a home again."

Left: Mary and Madelyn

A BED OF HIS OWN

Before their visit to Household Goods, Monica and Andre's seven year-old son had been sleeping on an air mattress that deflated through the night, making a good night's sleep difficult.

At Household Goods, they were elated to find all the items that would turn their empty apartment into a home, especially a comfortable bed for their young son. Monica said, "This place is wonderful. I never expected that we would find so much here, and such nice people. Now my son wants to volunteer here when he grows up."



DEDICATED CAREGIVER GETS HELP STARTING OVER

What happened to Donna could happen to anyone.

Donna spent her life caring for others - her own children, foster children, an aging mother, and an ailing husband. After her husband lost his job and went into a nursing facility, she managed as best she could for a few years before losing the family home and resorting to sleeping on couches of friends and family.

While recovering in the hospital after a serious accident, Donna received the good news that she was finally off the waitlist for her own housing. Unfortunately, she had nothing left to furnish her new apartment.

Donna was referred to Household Goods by a housing agency in Somerville. Her visit here gives her one less thing to worry about while she rebuilds her life. Donna looks forward to having her children and grandchildren visit in her completely furnished new home.



Dawn's visit to Household Goods

THIS PLACE HAS MADE ME HAPPY

Dawn loved the home she kept for 18 years. She had carefully decorated every room for herself and her young adult daughter, who has autism. Recently, however, disaster struck. Despite many pleas to the landlord to fix the failing roof, a heavy storm brought the entire ceiling down, destroying the contents of her home.

An advocate from the Women's Lunch Place helped Dawn find a new apartment, and referred her to Household Goods. "I came in here today filled with anxiety, because I've been through so much, and you just don't know...", said Dawn, through tears. "What I found here answered my every wish and prayer and I'm really just overwhelmed with gratitude."

She is now trying to look beyond her crisis. "I want to focus instead on gratitude and the chance to have a new beginning," she told us. "This place has made me happy for the first time since this nightmare occurred."

Our mission is simple.

Making it happen takes a community. Dedicated volunteers power our operation – from accepting donated goods to distributing them to thousands of families in need, and taking care of everything in between and behind the scenes. Every volunteer brings unique skills and interests, coming together to do what it takes to help people in need make a home.



SPOTLIGHT: **Our Volunteer Managers**

Our 34 Managers on Duty (MODs) are experienced volunteers responsible for making sure that every shift runs smoothly for our clients, donors, and volunteers.

In addition to this important job, many MODs also fill other roles: scheduling, committee work, training new volunteers, working other shifts, and much more. Our MODs truly embody the Household Goods spirit.

Above: MODs Gail and Ellen run a shift that distributes donated items to families in need.



"Household Goods wouldn't exist if it weren't for the hundreds of volunteers. They give us their most valuable assets: their time, dedication, and goodwill. The spirit is contagious."

— Barbara and Ira Smith, Founders



SPOTLIGHT: One Volunteer - Many Roles

John Fallon says, “at Household Goods, there is a volunteer job for everybody.” For John, there are many! He brings the skills acquired during his distinguished banking career to ten years and counting as a dedicated and versatile volunteer.

He is a Manager on Duty, oversees the complex donation pickup process, conducts new volunteer orientation sessions, serves as the Board Clerk, and always steps up wherever help is needed. Thank you, John!

“I work here because I know how fortunate I am and want to give back to the community. The positive impact we have on someone’s quality of life is immediate.”

“It’s really rewarding to come in, meet the clients, and see how much we’re helping.”



SPOTLIGHT: Let There Be Light

Our goal is to send our clients home with good quality items - all ready to set up in their new homes. Working lamps are no exception. Teams of volunteers make sure every lamp we offer to clients has a working light bulb and is ready to shed light in a dark room.

Here’s why some of our “lamp specialists” keep coming back to volunteer at Household Goods:

“The thing that strikes me is how immediate the effect is on someone’s life. It really does make a difference.” - Volunteer Marcella

“We’re here to help our clients. Just the joy of seeing someone leave with a lamp makes my day.” - Volunteer Ken

Above: Marcella and Ken working with lamps

Household Goods would like to thank all the businesses, corporations and community partners who have supported us financially and through donations of goods and services.

FINANCIAL SUPPORT AND IN-KIND SERVICES

Accent Design
Acton Congregational Church
Acton Funeral Home
Acton Lion's Club, Inc.
The Acton Woman's Club
Acton-Boxborough United Way
Adage Capital Management, L.P.
Applied Materials Political Action Committee
Assabet Mack Service
BAE Systems Employee Community Fund, Inc.
Bain Pest Control Service
The Baptist Church of Grafton
Barrett Sotheby's International Realty
Bronwyn Restaurant
Buy & Consign
C.E. Floyd & Company, Inc.
Christmas Motors
Clean Out Your House
The Concord Cheese Shop
Concord Museum
Concord Removal Service
Concord-Carlisle Community Chest
Copper Penny Flowers
Corning Incorporated Foundation
The Crawford Idema Family Foundation
Cutler Capital Management
Digital Federal Credit Union
Dino's Kouzina and Pizzeria
E.L. Harvey & Sons
Energy Futures Group
Enterprise Bank
First Parish in Concord
Frederick E. Weber Charities Corporation
Gallant Insurance Agency, Inc.
George H. and Jane A. Mifflin Memorial Fund
Green International Affiliates, Inc.
GW & Wade LLC
Harvard Pilgrim Health Care

The Hawthorne Inn
Heiland Investment Trust
Holy Family Parish Service and Justice Committee
Idylwilde Farm, Inc.
Joseph G. Perry Plumbing and Heating Inc.
Kimball Farm
Kistler and Knapp Builders, Inc.
Kitchen Outfitters
Knights of Columbus #9275
Mabel A Horne Fund
MacKinnon Printing Co., Inc.
Mark's Moving & Storage, Inc.
Middlesex Savings Bank
Middlesex Savings Charitable Foundation
The Monument Group Companies
Novaya Real Estate Ventures
O'Neil Cinemas
O'Neil Construction Co.
Open Door Test Prep LLC
Rebecca Alden Designs
Simon Acupuncture & Nutrition
South Acton Congregational Church
St. John Evangelical Lutheran Church
St. Anne's in-the-Fields Episcopal Church
St. Elizabeth of Hungary Parish
St. Vincent de Paul Society of Acton
Stow Community Chest
Sudbury Design Group
Tavern in the Square
Temple Isaiah Sisterhood
Tina Labadini Designs
Trinitarian Congregational Church of Concord
Wayside Trailers
West Concord 5 & 10
Weston Dental Group
Worker's Credit Union



SPOTLIGHT: Mark's Moving and Storage

Mark Silverman, owner of Mark's Moving and Storage, calls Household Goods "my #1 recipient." Working through his charitable foundation, Mark's Northeastern Furniture Foundation, Mark shares our passion for helping those in need: raising money to purchase high-quality used furniture for our clients, transporting large shipments of donated items, lending us trailers for temporary storage, and much more.

Mark speaks of the need for "those of us who are more fortunate to pay it forward, to help those in need. Sometimes we forget that just 5 miles away from us, or even 5 minutes away, there are those who don't have money to buy a bed."

Our sincerest appreciation to Mark, his Foundation, and his team for their generosity and dedication to "helping people make a home."

*We strive for accuracy and regret any omissions or mistakes.
Please contact us at info@householdgoods.org or
978-635-1710, ext. 7, with any questions or concerns.*

DONATIONS OF HOUSEHOLD ITEMS

1-800-got-junk?
3E Moving
A & A Easy Transitions
A New Leaf
ABT Associates
Acton-Boxborough Regional
High School
Acton-Boxborough Regional
School District
Acton Congregational Church
Cornerstone Thrift Shop
Acton Council on Aging
Acton Lion's Club, Inc.
Acton Main Street Mini
Storage, Inc.
Affordable Angels Moving &
Storage
Affordable Moving
Avalon Acton
Basis Technology
Big Foot Moving & Storage
Big Hill Movers
Boston Cares
Boston College
Boston University
Boxborough Regency Hotel
Brandeis University
Buddy Dog
Buyers Desire Home Staging
Charles River Movers
Churchill Linen Service
Circle Furniture
Clean Out Your House
ClutterClarity

Coldwell Banker Residential
Brokerage
Concord Academy
Concord Lamp and Shade
Concord Removal Service
Congregational Church
of Weston
Cradles to Crayons
Design No. Five
Embellishments
Enterprise Bank
Envoy Hotel
Father and Son Moving
and Storage
First Church of Christ,
Congregational
First Church Unitarian,
Littleton
First Parish in Concord
First Parish Lincoln
First Unitarian Society
of Newton
Friendly Crossways
Great Road Vintage
Great Spaces, Inc.
Green International
Affiliates, Inc.
Hagars Sisters
Hartman Relocation Services
Harvard Girl Scouts Troup 30882
Harvard University
Hawthorne Inn
Heiland Investment Trust
Home Again
Home On The Go Moving
Home Team Moving Co.



"Supporting Household Goods is a way for me to give back to my community. I love knowing my efforts, coupled with those of many others, allow those in need to have household items to create their own home and to have an opportunity to start over. I feel so fortunate to support this wonderful organization."

— Amy G. Barrett, Barrett Sotheby's International Realty



"Kitchen Outfitters supports the work that Household Goods does because it makes a difference in people's lives, especially people in crisis, people whose community should never fail them."

— Willa Breese, Kitchen Outfitters

Imago School
John Palmer Moving
and Storage
Kerem Shalom
Kitchen Outfitters
Lawrence Academy
Lenox Hotel
Limitless Capabilities, Inc.
Littleton Removal Service
Loaves and Fishes
Mark's Moving & Storage, Inc.
Marriott Vacation Club Pulse
at Custom House
Mission of Deeds
Mosaic Homes
NEADS World Class
Service Dogs
New Church of Concord
Newbury Court
Newbury Recycling
Northeastern University
O'Neil Construction Co.
Olin College of Engineering
Olympia Moving and Storage
Organic Mattress Shoppe
Pagren LLC
Papalia Plumbing & Heating Co
Personal Movers
PranaSleep, LLC
Preserve
Quinn Realty Trust
Rapsallion Table and Tap
Re-Stream

Restoration Project
Retrocraft Design
Richard Scott Cleaning
and Moving
Road Warrior Moving
Rotman's Furniture
Siesta Sleepworks
South Acton Congregational
Church
Spindle Mattress
St. Anne's in-the-Fields
Episcopal Church
St. Elizabeth of Hungary
Parish
St. John Evangelical Lutheran
Church
Tables to Teapots
Temple Beth Elohin
The Davis Companies
The Happy Chocolatier
The Martin Group
This & That Resold
TITLE Boxing Club Littleton
Trinity Episcopal Church
True North Hotel Group
Umbrella Center for Arts
UUSGU
Viking Moving Services, Inc.
West Concord Union Church
Weston Dental Group
Whitcomb House
Zelham, Inc.

Special Events Support Our Mission

Special events provide opportunities to raise necessary funds and increase awareness of our mission. A heartfelt thank you to all who volunteered, attended, and supported in so many ways.

HOME IN ONE GOLF TOURNAMENT



In July, the Third Annual Home in One golf tournament, held at the Concord Country Club, raised enough to help furnish homes for over 200 families in need. Thank you to the generous sponsors and participants, as well as the many volunteers who made it happen.

GOLD SPONSORS:

Clean Out Your House
Green International Affiliates, Inc.
The Kermisch Family

SILVER SPONSORS:

Kistler & Knapp Builders
Middlesex Savings Bank
Novaya Real Estate Ventures
Sudbury Design Group

Jim Bumpus
Janet and Churchill Franklin
Priscilla and John Gannon
Martha and Bob Goddard
Joyce and Chet Messer
Audrey and Karl Trieschman
The vanderWilden Family

BRONZE SPONSORS:

BAE Systems
Barrett Sotheby's International Realty
Enterprise Bank

SPECTATOR SPONSORS:

GW & Wade, LLC
The Monument Group Companies

HOLE IN ONE SPONSOR:

Acton Toyota



SPOTLIGHT: Edna M. Story Trust

In 2018, we were fortunate to receive a \$25,000 matching gift from the Edna M. Story Trust. Edna was a long-time Household Goods volunteer who passed away in 2017. As trustee of the Edna M. Story Trust, Edna's dear friend and founding Household Goods board member, Jill Henderson, launched a matching gift challenge in memory of Edna's dedication to our mission.

Our deepest gratitude goes to Edna, Jill, the Trust, and the many donors whose generosity allowed us to receive the matching gift.

Above: Edna M. Story

A TASTE FOR SOMETHING GOOD



Thank you to everyone who attended and supported A Taste for Something Good – Oktoberfest and German Wine Tasting at Verrill Farm in October.

Attendees enjoyed fine food, wine, a silent auction, and music by the FRS Jazz Band. We would especially like to thank West Concord Liquors and Accent Design for their help in making the evening a success.

ANNUAL COMMUNITY OPEN HOUSE

Seeing is truly believing! Our Annual Community Open House offers the public a behind-the-scenes look at what it takes to furnish 55 households a week year round. They learn how thousands of individual donations come together through the efforts of hundreds of volunteers to create a welcoming and respectful experience for our clients. Thank you to all who took the time to learn more about Household Goods, and to the volunteers who helped make this special day happen.



HOUSEHOLD GOODS®
Helping People Make a Home.

Each year Household Goods helps 2,500 families live with dignity, thanks to generous funding from individuals and organizations.



Even with donated goods and dedicated volunteers, it takes \$200 to furnish each household.

CASH TO FUND OPERATIONS

Program Expenses	\$429,100
Fundraising Expenses	37,700
Administrative Expenses	11,500

TOTAL \$478,300

Capital & Other Expenditures	39,000
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Cash to Fund Operations \$517,300

SUPPORT & REVENUE

Gifts, Grants, Contributions	\$552,900
In-Kind Donated Goods	2,443,900
In-Kind Donated Services	995,500
Other Revenue	99,000

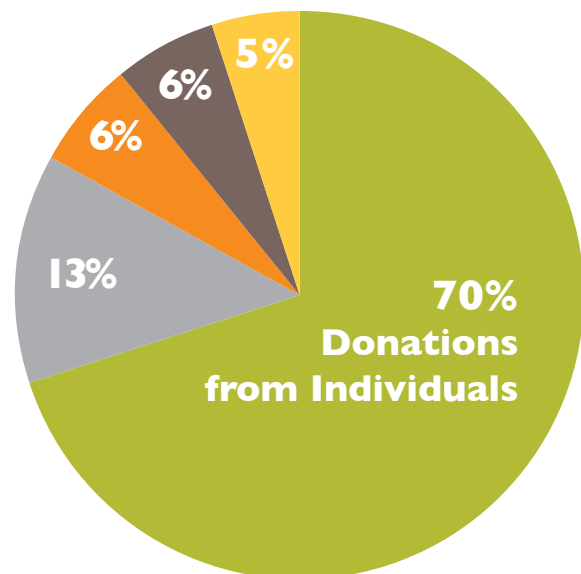
Total Support & Revenue \$4,091,300

EXPENSES

Cash Needed to Fund Operations	\$517,300
In-Kind Goods Distributed	2,469,000
In-Kind Donated Services	995,500

Total Expenses \$3,981,800

Our mission depends on people like you



Sources of funds in 2018

- Individuals
- Organizations
- Foundation Grants
- Fundraising Events
- Other Revenue

BOARD OF DIRECTORS

PRESIDENT

Barbara Howland

VICE PRESIDENT

Robert Goddard

TREASURER

Priscilla Gannon

CLERK

John Fallon

EXECUTIVE DIRECTOR

Sharon Martens

CORPORATE COUNSEL

Mary Bassett

DIRECTORS

Mike Broderick

Mike Coutu

Beth Neeley Kubacki

Mimi Deck Rutledge

Sally Savelle

Michael Smith

Audrey Trieschman

Philip vanderWilden

Jehan Wren

FOUNDERS

Ira and Barbara Smith

DIRECTORS EMERITI

James Eldridge

Lee Mapletoft

Mark Sigman



“Thank you for giving families in need an opportunity to furnish their homes. Many, like mine, are veterans and are often ashamed that they have let their families down. Household Goods has filled our home and hearts and we thank you for this wonderful place where people are not judged and are incredibly personable and helpful. I look forward to being able to donate items here some day to help another family” – SGT C.R., US Army (Retired)



DONATE GOODS

Donations accepted
Tuesdays, Thursdays and
Saturdays 9am-Noon



VOLUNTEER

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



DONATE FUNDS

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



Household Goods, Inc.

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