

# 2020 ANNUAL REPORT



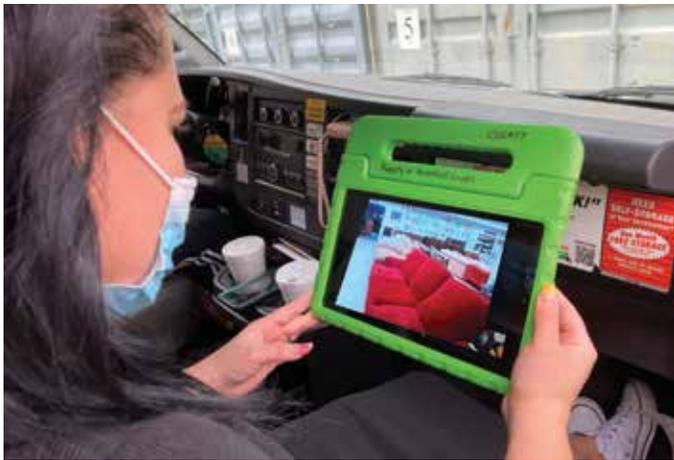
HOUSEHOLD GOODS<sup>SM</sup>

*Helping People Make a Home.*

## *What a year for our 30th Anniversary!*

The first quarter was our strongest ever, with record numbers of clients and donations and construction beginning on our long-planned capital improvement project.

Then the pandemic stopped us in our tracks - but not for long. We continued to receive urgent requests for furnishings and, like our founders in 1990, we found a way to help.



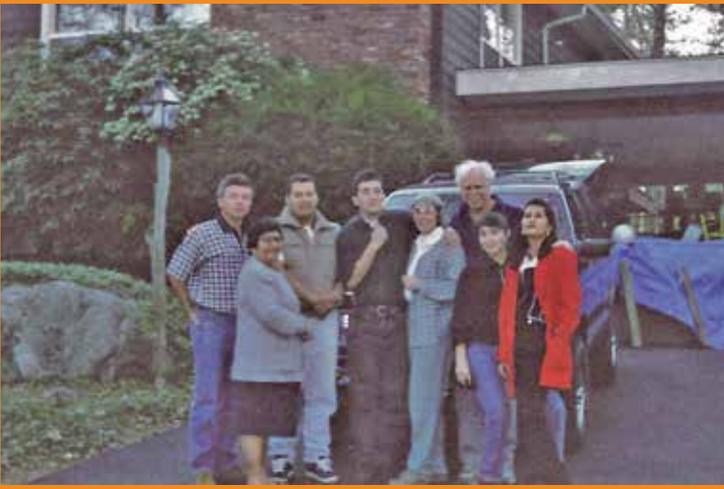
With creativity, flexibility, and speed, our volunteers and staff developed new processes for safely receiving items from donors and distributing them to people in need. Donors, agencies, volunteers, and the rest of our community rallied in support as we adapted to continue fulfilling our mission under pandemic conditions.



Behind the scenes we upgraded our HVAC system, installed air purifiers, acquired technology necessary for remote operations, and accelerated components of the capital project.

Silver linings did arise from the many challenges of 2020, as our construction proceeded more quickly, and new processes were developed that will benefit our clients in the years ahead. We look forward to the day, hopefully soon, when we can resume our bustling donor drop off days and welcome clients back in person.





# 30 Years of Helping People Make a Home

Household Goods began in 1990 from a simple act of kindness: one couple helping one family in need furnish an empty apartment. One and done. That's all Barbara and Ira Smith had in mind. Yet, here we are 30 years and over 47,000 families later, still answering the call to action that originally motivated the Smiths to help.

As Barbara has always said, "Even if I can't solve all the world's problems, at least I can help the person standing in front of me." As it has for our first 30 years, that philosophy will guide us in the coming decades as we continue helping people in need make a home.



## 30 Years at a Glance:



47,000

Homes Furnished



141,000

People Served



729,000

Household Essentials Provided



650,000+

Hours Volunteered

## Every Client Has a Story

### *The People You Help and Their Referring Agencies*

For three decades we have been inspired by the courage and resourcefulness of people who are referred to us for help. Many are rebuilding their lives after experiencing domestic violence, major illness, addiction, homelessness, fire, job loss, or natural disaster. Hundreds of referring agencies rely on us as part of the social safety net helping people live independently with dignity and hope.

#### Scott's Story - in his own words

*After 12 years of homelessness, Scott C. was referred to Household Goods when he was ready to move from transitional housing to his own apartment. Here's how Scott described his visit to Household Goods and its impact on his life:*

"I was greeted by a friendly volunteer. Then a group of young men began bringing my items out to me. It was emotional for me to have this "army" of volunteers bringing out everything I had chosen, from flatware to my new bed.

I was going to have my own bed.

I do not think I can put in words exactly how much concern and care that the people at Household Goods treated me with. Everyone was so friendly and not at all bothered with my need for help. The quality of the furniture and household items were beyond all my expectations. The dishes and kitchen items were a surprise for me as I had expected to be eating with plastic silverware off paper plates sitting on milk crates.

I was going to be able to focus on my course work without the stress of living out of boxes and sleeping on the floor.

It is not lost on me that the very beginning of my moving into my own home was started with the calmness and kindness of the people of Household Goods. When I'm struck by my recovery and new life, I remember people like your volunteers that have played a part in my journey of freedom from homelessness, addiction, and worry.



I do not know if those that donate will read this but all that you gave has helped me beyond a couch and a lamp. It shows me that people are kind and gives me hope."

## Brothers in Arms, Brothers in Rebuilding Their Lives



Veterans Peter and Terry already enjoying their new items in the Household Goods parking lot.

Veterans Peter and Terry have been through a lot. After years of active duty, both struggled to adjust to civilian life. While living in VA transitional housing, they became friends and found an unfurnished apartment to share.

The VA Medical Center referred them to Household Goods, where they found everything they needed to furnish their empty apartment. Now Peter and Terry have beds to sleep in, living room furniture, dishes, and cookware to prepare their own meals. "This is really a great service for veterans like me. I'm so grateful," says Terry. "And the apartment looks great!" adds Peter.

## From the Archives: a volunteer's reflection

*Jill Henderson will always remember Marie, a client from 2005:*

"One day while volunteering, I saw a woman looking over some china and glassware. I asked her if I could help her find something she needed. 'I need everything,' she replied, and tears came into her eyes.

Her name was Marie, and she had been in the US Army. When she got back from serving abroad, she had a series of bad luck incidents and ended up homeless. She had just gotten a small apartment. We walked around together, and she showed me what she liked. 'Come back and help us when you can,' I called out as she waved goodbye.

One week later, Marie came back to see me. She told me her apartment looked great and wanted to know what she could do to help.

From then on, she came every week and worked for hours. She had immediate bonding with our visitors [clients] because she knew how they felt and often told them, 'I was you. I was homeless. I finally got an apartment and ended up here. Let's get you started choosing what you need.' She gained their trust immediately and gave so much from her heart.

2005



Marie (L) and Jill in 2005

One day she put her arm around my shoulder and said, 'I am moving to Florida, and I am going to start up an HGRM [Household Goods] down there.'"

## Volunteers Do It All

You've met one of our volunteers if you've ever called, emailed, or dropped off a donation at Household Goods. Dedicated volunteers have powered our operation since 1990, doing whatever it takes, with compassion, dignity, and respect, to help people in need make a home.



Operations Committee Meeting, 2020 style.

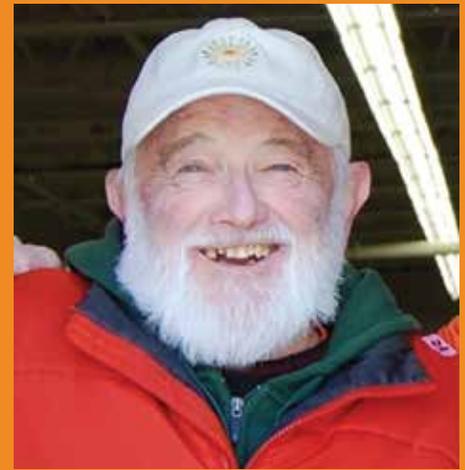
### SPOTLIGHT: Zooming in on Solutions with the Operations Committee

Although the pandemic has tested everyone, the Operations Committee overcame especially daunting challenges in 2020. This committee, composed mostly of volunteers, designs the procedures we use to get thousands of donations to the people who need them.

Despite the pandemic's effect on their own lives, Committee members worked remotely and under tremendous time pressure to rework our donation and distribution processes from top to bottom so we could continue serving people in need safely.

Other volunteers helped implement and refine these systems. The end result was a Zoom-based shopping experience that provides personalized, one-on-one help to clients. In the future, this will benefit clients who are unable to visit Household Goods in person.

We're so grateful that the Operations Committee shared their expertise and energy to keep us running through the crisis. As with so many other volunteers, they stepped up even when their own lives were turned upside down.



## In Memory of Mark Sigman

It is with great sadness that we note the passing of Mark Sigman, one of our longest serving and most beloved volunteers. He was instrumental in guiding the growth of the organization during our first 25 years, and will remain part of its fabric forever.

Those lucky enough to have worked with him remember his mastery of the art of "cajoling" volunteers into stepping into new responsibilities, his infectious laugh and playful sense of humor, his optimism, attitude, warmth, and compassion. As President, he skillfully advocated for stability and change at the same time. "This is such a dynamic place," he often said, while carefully stewarding the founding values.

Mark played many roles throughout the years – carpenter, furniture mover, truck driver, Manager on Duty, documentarian, "IT guy," Board President (twice), Vice-President, Treasurer, Secretary, and Director Emeritus.

Mark's legacy at Household Goods is summed up best in his own words:

*I am at Household Goods because I can actually do something that very few organizations can do. Our mission is not glamorous or 'sexy.' It is very basic. It is just a thread above the primary level. We have the ability to give hope in very basic material ways: a dresser here, a bed there, a cute painting to make the day better. But in the end Household Goods does what others talk about. It is a unique organization without borders: no religion, no government, no signing on the dotted line. Just the love of neighbor and nothing else and nothing in return. I hope we never change this.*



Diana, ready for anything!

## VOLUNTEER PROFILE: “Ask Diana”

Early in the pandemic, those words could be heard almost daily in our building. Volunteer Diana Yee seemed to be a constant presence, doing whatever was needed to help our clients. She served as Manager on Duty several days a week, tested and refined ideas from the Operations Committee, and trained other volunteers on new technology. She scheduled clients and coached them on how to navigate our new systems, and was the “go to” resource for virtually any question about the new procedures.

We are grateful for Diana’s leadership and tireless devotion to the mission. “I was just one person of many who helped get clients what they needed early on in the pandemic,” she says.

## VOLUNTEER PROFILE: Malcolm Krongelb

“I can do that.” This is the phrase that Malcolm Krongelb has been saying since he first volunteered at Household Goods in 2006. Whatever needs doing, Malcolm has been willing and ready. Never shy to take on responsibility, Malcolm served as the Manager on Duty on both Thursday and Saturday afternoons for over 10 years. That is, unless he and his wife, Judy, were off on one of their storied world travel adventures. Malcolm also filled in as a truck driver for donation pickups.



Malcolm at home behind the MOD Desk.

In 2011, Malcolm revealed his expertise in marketing, forming the Communications Team and promptly becoming co-chair. Travel plans permitting, Malcolm regularly helped with the annual BC student move out, and he would recruit Judy to join him in spreading the word about Household Goods at countless community fairs. Malcolm also coordinated the BU Global Days of Service effort. Malcolm’s “can do” attitude and dedication have made a long-lasting impact on the success of Household Goods. *Editor’s note: We are sad to report that Malcolm passed away in early 2021. We will miss him greatly at Household Goods.*

## VOLUNTEER PROFILE: Moving Furniture and a Pen

Four years ago, Richard Zaunbrecher never would have guessed that he would be driving, loading, and unloading trucks. However, after hearing repeated pleas for volunteer truck drivers, Richard answered the call. He started volunteering in 2017 first by loading clients’ trucks and then as a truck driver. He soon added his project management and writing expertise and now manages our social media and leads our annual report creative team. Richard shows how one person can make a difference. Richard says, “It’s hard to imagine a place to volunteer that has a bigger, more tangible impact on more people’s lives.”





# OUR DONORS

## Thank You

Thank you to 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

80 Thoreau  
 Accent Design, Inc.  
 Acton Congregational Church  
 Acton Lions Club, Inc.  
 Acton Woman’s Club  
 Art Remodeling Corp  
 Bonnie Krims Color Studio  
 C. E. Floyd & Company, Inc.  
 Christmas Motors  
 Clean Out Your House, Inc.  
 ClutterClarity, LLC  
 Coldwell Banker Realty  
 Commonwealth of Massachusetts  
 Cummings Properties  
 Design Solution Group  
 Digital Federal Credit Union  
 Diomedes Foundation  
 Dirty Deeds House Clean Outs  
 E.L. Harvey & Sons, Inc.  
 Enterprise Bank  
 Foundation For MetroWest  
 Frederick E. Weber Charities Corporation  
 Gallant Insurance Agency, Inc.  
 George P. Bishop Foundation, Inc.  
 Great Spaces  
 Green International Affiliates  
 Hancock United Church Of Christ  
 Harvard Pilgrim Health Care  
 Idylwilde Farm, Inc.  
 Insulet Corporation  
 Joseph G. Perry Plumbing and Heating  
 Joy Street Life + Home  
 Kitchen Outfitters  
 KT2 Design Group  
 Life Science Cares, Inc.  
 MacKinnon Printing Co., Inc.  
 Mara and Associates, PC  
 Mark’s Moving & Storage, Inc.  
 Middlesex Savings Charitable Foundation  
 Mr. Trashman  
 New England Home Magazine  
 Northern Bank & Trust Charitable Foundation

Plymouth Congregational Church  
 Retrocraft Design  
 Society of Saint Vincent De Paul, The Saint Elizabeth Conference  
 St. John Lutheran Church, ELCA  
 St. Irene’s Philoptochos Society  
 Stow Community Chest  
 Sudbury Design Group  
 Temple Isaiah  
 The Bath Showcase by Peabody Supply  
 The Clutter Queen  
 The Crawford Idema Family Foundation  
 The Mifflin Memorial Fund  
 The United Parish in Brookline  
 Trinitarian Congregational Church of Concord  
 W.A. DeGrenier, LLC  
 WECO Hospitality  
 West Concord Union Church



### SPOTLIGHT

## Virtual Events Kept Us Connected



It takes more than a pandemic to keep us from holding engaging events that raise funds and build awareness of our mission.

Special thanks to everyone who made our three virtual events a success: “30-30-30” Virtual Trivia Night, hosted by Tom and Mimi Rutledge; “ClutterClarity Way” virtual workshop presented by Laura Moore, M.Ed., of ClutterClarity LLC; and “Household Goods Cooks with WECO Hospitality” virtual cooking class offered by WECO Hospitality.



## Extraordinary Help During an Extraordinary Year

A huge thank you to Mark's Moving and Storage, Clean Out Your House, Inc., Life Science Cares, and Kitchen Outfitters for their incredible support during this difficult year. They all found new ways to help us overcome the unique challenges of serving people in need during the pandemic.



### DONATIONS OF HOUSEHOLD ITEMS

1-800-got-junk?  
3E Moving & Storage  
A New Leaf  
A&E Containers  
Acton Congregational Church  
Acton Council on Aging  
Affordable Angels Moving & Storage  
Affordable Moving  
Ark Management  
Avocado Mattress  
Boston Cares  
Boston College  
Box Mill Reality  
Buy and Consign  
Buyers Desire Home Staging  
Casper Sleep Inc.  
CFS of North Boston  
Charles River Movers  
Circle Furniture  
Clean Out Your House, Inc.  
Concord Lamp and Shade  
Concord Removal Service  
Dirty Deeds House Clean Outs  
Father and Son Moving & Storage  
First Church of Christ, Congregational  
First Unitarian Society of Newton  
Fusion Lowell  
Gentle Giant  
Green Team Junk Removal  
Home On The Go Moving  
Home Team Moving Co.  
IRN - The Reuse Network  
JDog Junk Removal & Hauling  
Jofran, Inc.  
John Palmer Moving & Storage  
Kimpton Marlowe Hotel  
Kitchen Outfitters  
Land-Ron, Inc.  
Latitude Home Improvements  
Lexington Fire Department  
Life Cycle  
Littleton Removal Service  
Mark's Moving & Storage, Inc.  
MI-BOX  
Mini Moves and More, Inc.  
Mocano Moving Services  
NE Household Moving & Storage  
Newbury Court  
Olympia Moving & Storage  
Overstock  
PranaSleep, LLC  
Rare Elements  
Residence Inn  
Re-Stream  
Rotmans  
Siesta Sleepworks  
St. Catherine's Church Youth Group  
StringKing  
Tables to Teapots  
The Furniture Trust  
Trader Joe's  
Turcios Moving  
United Church of Christ, Congregational  
Viking Moving Services, Inc.  
West Concord Union Church

We strive for accuracy and regret any omissions or mistakes. Please contact us at [info@householdgoods.org](mailto:info@householdgoods.org) or 978-635-1710, ext. 7, with any corrections.

# The Build the Way Home Capital Campaign



HOUSEHOLD  
GOODS™

Helping People Make a Home.

## We're Almost There

In 2020, generous supporters helped us reach \$1.6M of the \$2M needed to complete our Build the Way Home expansion project, and we've made major progress on construction.

Benefits of the project are already helping us serve those in need. By completing the roadway around the building and relocating storage trailers, we can now accept and quarantine donations and serve clients at the same time. This has been critical to safely meeting demand for our services during the pandemic.

At the time of publication, our building addition is underway, providing more space to make sure we have the items our clients need most on the day of their appointment. The last phase, a new donation area, will improve the safety and convenience of donation drop off.

We hope to meet the \$2M funding goal and complete the expansion in 2021, helping us respond to the evolving needs of clients, donors, and volunteers for years to come.



Household Goods is grateful to the many generous donors who have contributed to the Campaign, with special thanks to:

- The Manton Foundation
- Middlesex Savings Bank;
- Enterprise Bank
- MA State Senator Jamie Eldridge and State Representatives Tami Gouveia and Dan Sena
- Barbara and Ira Smith and the four anonymous volunteers who funded the "Founders + Four" matching challenge



## Community Financial Support is More Critical than Ever

2020 marked 30 years of helping people make a home, thanks to generous funding from individuals and organizations.



### CASH TO FUND OPERATIONS

Program Expenses	\$483,900
Fundraising Expenses	56,100
Administrative Expenses	41,500

**Total Operating Expenses \$581,500**

Capital Expenditures	22,300
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**Cash Needed to Fund Operations \$603,800**

### SUPPORT & REVENUE

Gifts, Grants and Contributions	\$729,100
In-Kind Donated Goods	1,494,300
In-Kind Donated Services	710,400
Other Revenue	45,000

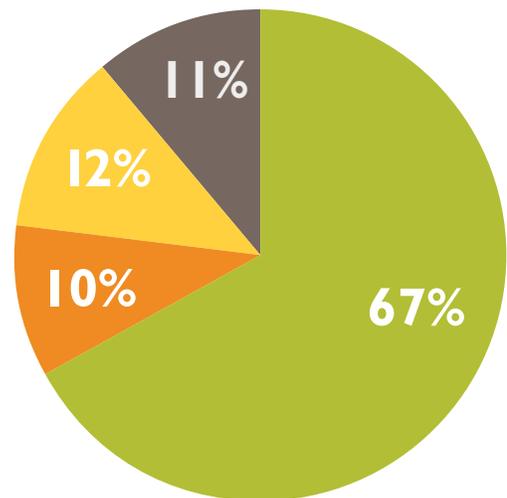
**Total Support & Revenue \$2,978,800**

### EXPENSES

Cash Needed to Fund Operations	\$603,800
In-Kind Goods Distributed	1,404,900
In-Kind Donated Services	710,400

**Total Expenses \$2,719,100**

## Our mission depends on people like you



### Sources of funds in 2020

- Individuals
- Foundation & Other Grants
- Organizations
- Other Revenue

Community financial support over the past 30 years has helped Household Goods grow from a single act of kindness into a powerful force for good, helping thousands of people in need every year.

## BOARD OF DIRECTORS

### PRESIDENT

Barbara Howland

### VICE PRESIDENT

Cathy Leach Waters

### TREASURER

Priscilla Gannon

### CLERK

John Fallon

### EXECUTIVE DIRECTOR

Sharon Martens

### CORPORATE COUNSEL

Mary E. Bassett

### DIRECTORS

Mike Broderick

Mike Coutu

Janet Glidden

Tracey Guth

Beth Neeley-Kubacki

Emil Ragonis

Mimi Deck Rutledge

Jim Thompson

Audrey Trieschman

Philip vanderWilden

### FOUNDERS

Ira and Barbara Smith

### DIRECTORS EMERITI

James Eldridge

Lee Mapletoft

Mark Sigman \*

\*Deceased

### STAFF

Brigid Bieber,

*Volunteer Program Director*

Mike Liuzzo,

*Inventory Coordinator*

Sharon Martens,

*Executive Director*

Leon Rozek,

*Facilities Manager*



*“We are absolutely thankful for the help in this time when we all need it most. Thank you for putting others above you and helping those in need. The world needs more people like you!” – Jesse B.*

## DONATE GOODS

Visit [householdgoods.org/donate](https://householdgoods.org/donate)

Email: [dropoff@householdgoods.org](mailto:dropoff@householdgoods.org)

Call 978-635-1710 ext. 4

Donate through our Amazon Wish List

## VOLUNTEER

Visit [householdgoods.org/volunteering](https://householdgoods.org/volunteering)

Email: [volunteer@householdgoods.org](mailto:volunteer@householdgoods.org)

Call our Volunteer Coordinator

at 978-635-1710, ext. 6

## DONATE FUNDS

Donate online at  
[householdgoods.org/donate](https://householdgoods.org/donate)

Donate stock

Donate your car

Donate through Amazon Smile

## BUILD THE WAY HOME CAPITAL CAMPAIGN

To donate or for more information,  
visit [householdgoods.org/build-the-way-home](https://householdgoods.org/build-the-way-home)  
or contact [sharon@householdgoods.org](mailto:sharon@householdgoods.org)



Household Goods, Inc.

530 Main Street (Rt. 27) • Acton, MA 01720

978.635.1710 • [householdgoods.org](https://householdgoods.org)

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