

# 2021 ANNUAL REPORT



HOUSEHOLD GOODS™

*Helping People Make a Home.*



**2021 was an especially eventful year for Household Goods.** *With the unwavering support of our donors and volunteers, we furnished homes — nearly 2,000 — for people who needed but could not afford, furniture and other household essentials.*

*We made major improvements to our infrastructure that will benefit clients for years to come. Drawing on our volunteers' ingenuity, energy, and compassion, we also piloted and expanded initiatives to provide better service to our clients.*

*We are humbled and fortified by the community's commitment to our mission, and we hope that this annual report provides you with insight into the impact of your support.*



Campus improvements include around-the-building driveway, 4000 sq ft addition (center of photo), new donor drop-off area (upper left), and stand-alone storage building (upper right). Drone footage by Chris Couch.

## Thank You for Helping Us “Build the Way Home” — Mission Accomplished!

Generous community support of our Build the Way Home Capital Campaign led to the completion of our long awaited site renovation and expansion. Major improvements include:



### A New Building Addition

This addition was built for preparing and restocking thousands of smaller household items such as blankets, sheets, dishes, pots and pans, small appliances, and lamps for our clients. It also freed space in the main building that was needed

for processing incoming furniture donations.





## A New Donation Drop Off Area

A new entrance was created specifically for receiving incoming donations, in order to separate it from the client entrance. This streamlines the donation process, and we can now serve clients and donors at the same time.

**Left: New donation drop off area improves convenience, efficiency, and safety**



## A New Free Standing Storage Building

This new 4,000 sq. ft. building, affectionately known as “The Barn,” makes it possible for us to accept and store hundreds of items at a time from commercial sources like colleges and manufacturers and keep them until needed. This helps us make sure that we have the most essential items available to our clients year round.

The Barn, pictured right, is named after one of the first locations our founders, Barbara and Ira Smith, used for storing furniture in the early days of Household Goods.



**Left: The original Household Goods barn. Above: Our new ‘Barn.’**

# Every Client Has a Story

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

We are moved and inspired by the stories of the people who come to Household Goods for help. Many are rebuilding their lives after experiencing domestic violence, major illness, addiction, homelessness, fire, job loss, or natural disaster. The hundreds of agencies working with them rely on Household Goods to help the people they serve live independently, with dignity and hope.

### Marlena ...

a young, single mother of a 3-year-old, fled a violent relationship. Despite working full-time, she struggles to pay rent and afford other household expenses.

### Kevin ...

works in construction and has been living paycheck to paycheck or on small savings because he is often laid off for months at a time. He has been living in an apartment for over a year but with no furniture, making his house feel like anything but a home.

### Kelley ...

was living in an emergency shelter. She received a housing voucher and moved into her own apartment. Kelley cannot afford furniture and currently only has an air mattress. Her referring agency says that she "just needs a bit of help to get back on her feet."



### Natalie ...

is a single mom trying to reunify with her two children. She works full time and lives in an income-based apartment. She needs beds for herself and her children, a sofa, and other items so that her children can live with her again.

### Jeffrey ...

has a disability. He recently found housing, but has very little income. After paying for rent, food, and transportation to medical appointments, he has no money left for furniture.

### Ray ...

a single father of two children, is unable to work due to a disability. The family moved from a shelter into their own apartment, but they have only minimal furniture.

## Agency Profile: Boston Medical Center — Prescribing Stable, Furnished Housing

*For some people, Household Goods is literally part of a prescription to improve their health outcomes.*

The Housing Prescriptions Program (Housing Rx) is one of several programs at Boston Medical Center (BMC) that refer clients to Household Goods. Housing Rx prescribes furnished housing, among other resources, for improving health outcomes for high risk, heavy users of the healthcare system. These complex care patients have multiple hospital readmissions and rely primarily on emergency departments. Furniture and other essential items from Household Goods, in conjunction with other services, create the stable housing needed in order to address these clients' chronic health issues effectively and efficiently.

Lonnita Rogers, Housing Rx's Lead Community Wellness Advocate, explains:

*“Many of the patients who lacked furniture would simply go without, or see what pieces of furniture they can afford after rationing their fixed income to rent and toiletries. The patients I have worked with are educated people with great minds who have fallen on hard times and face declining health. Most have been repeatedly let down by people who promised to help. Yet now here they are, newly housed - they have their keys, and are getting furniture they have chosen. It instills a sense of hope. The restoration of their dignity is so gratifying to see.”*



Lonnita Rogers of BMC, also pictured on cover with her clients

### “I never had anything of my own”

Before being referred to Household Goods by BMC, Santa was sleeping on an air mattress on her apartment floor. She became tearful when the movers arrived with the furniture she had chosen via a Zoom call with a Household Goods volunteer. “I never had anything of my own,” she said in disbelief that all these items now belonged to her.

Her BMC Community Wellness Advocate assured her that she deserved every piece of furniture, every plate, every cup, and each curtain. Santa smiled from ear to ear as she settled into the green armchair beside her newly delivered bed, both from Household Goods. As her Advocate said, “Today not only did Santa receive household goods, but her dignity as a human being was also restored.”



Left: Santa in her armchair

# Our Transportation Assistance Pilot Program: Reaching People in the Greatest Need

Agencies like Boston Medical Center (BMC) recently shared their concern that their most vulnerable clients were not being referred because those clients had no way to transport furniture from Household Goods into their empty homes. With help from a team of MIT Sloan MBA students (organized through the nonprofit Building Impact) we developed our Transportation Assistance Program to identify and eliminate moving-related barriers for those in the greatest need.

Household Goods partnered with BMC to pilot the program, and their patients were the first beneficiaries.



A client from Boston Medical Center rests in his newly furnished apartment.

### SPOTLIGHT:

## Hero Movers

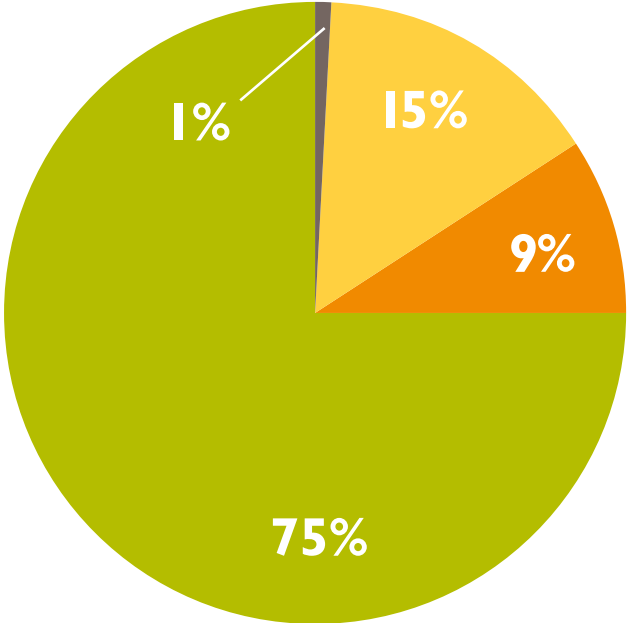
We are grateful to the professional movers who have donated their services to transport furniture and household items for clients with the most need: **Marks Moving & Storage; Big Hill Movers; College H.U.N.K.S. Hauling Junk & Moving;** and **Piece by Piece Movers.** These Hero Movers are vital to the success of the Transportation Assistance Program.



*“The Transportation Assistance Program makes a huge difference in their lives,” says BMC’s Lonnita Rogers. “Many of them have been ‘street homeless,’ or living in a car, or in the tents you have read about in the news, or couch surfing. The patients love getting their furniture,” Rogers says. “The things that come from Household Goods are also familiar and remind them of things their relatives had, or things that they may have owned before they had fallen on hard times. These furniture pieces are ones they know will last a long time. The quality adds to a feeling of stability.”*

# Financial Support is Critical

*Fulfilling our mission depends on people like you.*



**Sources of funds in 2021**

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

**CASH TO FUND OPERATIONS**

Program Expenses	\$612,000
Administrative Expenses	47,500
Fundraising Expenses	42,500
<b>Total Operating Expenses</b>	<b>\$702,000</b>
Capital Expenditures	22,200
<b>Cash Needed to Fund Operations</b>	<b>\$724,200</b>

**SUPPORT & REVENUE**

Gifts, Grants and Contributions	\$1,040,100
In-kind Donated Goods	2,056,100
In-kind Donated Services	922,300
Other Revenue	13,100
<b>Total Support &amp; Revenue</b>	<b>\$4,031,600</b>

**EXPENSES**

Cash Needed to Fund Operations	\$724,200
In-Kind Goods Distributed	2,233,900
In-Kind Donated Services	922,300
<b>Total Expenses</b>	<b>\$3,880,400</b>



## Fund a Bed and More: A Long-Term Answer to Short-Term Shortages

Most of our clients have no beds to sleep on. That is why mattresses are one of the most important items we offer. Furnishing 2,500 homes for 4,000 adults and 3,000 children each year requires a lot of beds! It can be a challenge to keep pace with the need to secure 150 good-quality mattresses every week. Our growing Fund a Bed and More program helps fill the gaps by purchasing mattresses and other essential items when our donated supplies run low.

We are deeply grateful to Life Science Cares for funding the pilot and Sudbury Design Group for their matching challenge to continue the program.

Right: Mattresses from Fund a Bed and More.

## Volunteers Do It All

If you've ever called, emailed, or dropped off a donation at Household Goods, you've worked with our volunteers. They do whatever it takes, with compassion, dignity, and respect, to help people in need make a home.

## Volunteers Undaunted by a Challenging Year

Household Goods consistently receives five star reviews from donors and clients recognizing our volunteers' contributions, both in person and behind the scenes. "Attentive," "well organized," "friendly" and "so helpful" are common themes. As one reviewer posted:

*"They are the kindest, most compassionate people going. Helped us enormously after our prior apartment was burned down. Just sweet and thoughtful folks, all of the way around."*

In 2021 this dedicated corps faced disruptions from major construction and the ongoing challenges of shifting pandemic protocols. Our volunteers took it all in stride, adapting as needed. We could not be more thankful to every one of them.



### SPOTLIGHT:

## Furniture Movers get in their steps (and reps) while helping people in need

Our clients wouldn't be able to furnish their homes without the volunteers who step up to physically move furniture. Donated sofas, beds, dressers, and other items must all be moved from donors' vehicles into the building to be processed, then arranged in the showroom for the clients to choose. Once a client selects the furniture they need, these volunteers help load their trucks for home.

As one furniture mover said, "This is a great way to help people and stay active at the same time. I like getting off my couch to help someone who doesn't even have one."







Audrey and Kate



Larry and Marcy



Ethan and Sara



Russ and Ben



Founders Ira and Barbara

SPOTLIGHT:

## Spending family time volunteering: partners, siblings, parents and teens

From day one, Household Goods has welcomed families as volunteers, starting with our founders Barbara and Ira Smith. Volunteering with a family member is a great way to help others while spending fun, quality time with someone close to you.

One mom who has been involved for over 15 years said, “I started volunteering at Household Goods with my daughter when she was in middle school. We had fun, and it was a very concrete learning experience about helping others. Now she has finished college and moved away, but we still volunteer together when she’s back in town.”

SPOTLIGHT:

## Sorting it all out

Every year, generous supporters donate thousands of boxes and bags filled with small household items that everyone uses daily - such as sheets, towels, pots and pans, and dishes. Our talented sorting room volunteers sort them into neat, well organized displays of kitchenware and linens for our clients.



VOLUNTEER PROFILE

## Karen Ahearn

Karen recently retired from her long career as a beloved children’s librarian and now volunteers in the sorting room at Household Goods.



“Volunteering at Household Goods is rewarding, because you can see all the stages of getting things ready for people who really need them,” says Karen. She gets to use her love of putting things together in an artistic way when assembling dish sets for clients. “There’s something here for anybody [who wants to volunteer],” she says.

Above: Karen with a dish set she prepared for clients

# 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

Accent Design, Inc.  
Acorn Deck House Company  
Acton Congregational Church  
Acton Lions Club, Inc.  
Barrett/Sotheby's International Realty  
Big Hill Movers  
Birch Hill Investment Advisors LLC  
Cambridge Trust Charitable Foundation  
Citizens Charitable Foundation  
Clean Out Your House Inc.  
Corning Incorporated Foundation  
Crown Uniform and Linen Service  
Cummings Foundation  
Digital Federal Credit Union  
Elms Interior Design  
Energy Futures Group  
Enterprise Bank  
FBN Construction  
First Church Unitarian, Littleton  
First Parish in Concord  
Frederick E. Weber Charities Corporation  
Gallant Insurance Agency, Inc.  
Green International Affiliates  
Gregory Lombardi Design, Inc.  
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New England Home Magazine  
NVIDIA  
O'Neil Construction Company  
Plymouth Congregational Church  
Reardon Charitable Foundation, Inc.  
St. John Lutheran Church, ELCA  
Stow Community Chest  
Sudbury Design Group  
The Crawford Idema Family Foundation  
The Ludcke Foundation  
The Manton Foundation  
The Mifflin Memorial Fund



The Nordblom Family Foundation  
The Society of St. Vincent de Paul  
Boston  
Third Street Foundation  
Trinitarian Congregational Church of  
Concord  
Walter Scott Giving Group  
Waterman Design  
West Concord Union Church

### Household Goods Awarded \$100,000 Cummings Foundation Grant



We are grateful and delighted that **Household Goods** was awarded **\$100,000** over **4 years** through the Cummings Foundation's \$25 Million Grant Program – one of 140 local nonprofits to receive a Cummings Grant.

## SPOTLIGHT

### A resourceful donor

When Bree Goldstein moved to our area and learned about our mission, she wanted to donate items for our clients, but had few “extras” to donate. She decided to purchase essential items posted online or from retailers, and donate them to Household Goods. She even bought a truck she named Evangeline, so that she could drop off large items such as couches and tables. If we are running low on an essential item, we let Bree know and soon she and Evangeline are there to help.

Right: Bree and Evangeline dropping off donated items (with volunteers Eric and Gay).



## DONATIONS OF HOUSEHOLD ITEMS

1-800-got-junk?

A&E Containers

Action for Boston Community  
Development

Acton Boxborough High School

Acton-Boxborough United Way

Affordable Moving

Amy Barrett & Kim Comeau Realtor  
Professionals

Avocado Mattress

Bayridge Residence

Belmont Religious Council

Big Foot Moving & Storage

Big Hill Movers

Bose Corporation

Boston College

Buy & Consign

Casper Inc.

Clean Out Your House, Inc

College Hunks Hauling Junk

Concord Lamp and Shade

Curtain Time

Good Deeds House Clean Outs

The Discovery Museums

DPS

The Eliot Church of Newton

First Church of Christ, Congregational

Friendly Crossways

Furnishing Hope of Massachusetts

Furniture Trust

Garrett Sheahan Estate Services LLC

Gentle Giant

Gifts of Hope

Green Team Junk Removal

Hanscom Inn

Harvard University

Home On the Go Moving

Home Team Moving Co.

Hotel 140

IRN - The Reuse Network

John Palmer Moving & Storage

Kerem Shalom

Kitchen Outfitters

Lexington Arts and Crafts

Life Science Cares, Inc.

Littleton Congregational Church

Littleton PRCE

Mark's Moving & Storage, Inc.

NE Household Moving & Storage

O'Neil Construction Company

Old Stone Mill Center

Open Table

Personal Movers

Plymouth Congregational Church

PranaSleep, LLC

Re-Stream

Siesta Sleepworks

St. John Lutheran Church, ELCA

Stantec Consulting Services, Inc.

Temple Isaiah

Tina Labadini Designs

Turcios Moving

Trinity Congregational Church

Trinity Episcopal Church

United Church of Christ, Congregational

Wachusett Earthday Inc

West Concord 5 & 10

Wusong Road

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.

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**“Thank you for making a difficult situation  
a great experience.” – Stephanie**

### DONATE GOODS

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Call 978-635-1710 ext. 4

Donate through our Amazon Wish List

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