Household Goods continues to meet the rising demand from people who need, but cannot afford, furniture and household items to make a home. Even today, one in ten families in Massachusetts lives in poverty, struggling to make ends meet. With housing costs often taking two thirds of a family’s income, little is left to furnish a home. Helping these families meet their basic needs plays an important role in improving prospects for their long term health and well being.

In 2019 the value of our work was recognized through television and radio coverage, community awards, and a broad base of funding. Looking forward with confidence, we launched a $2M Capital Campaign to Build the Way Home, to expand our capacity to serve those in need for years to come.

Household Goods Receives $500,000 from The Manton Foundation

The Manton Foundation has generously awarded a lead gift of $500,000 toward Household Goods’ Build the Way Home Capital Campaign. After several years of planning and design, we are permitted and ready to execute our plans to meet the evolving needs of our donors, clients, and volunteers. This outstanding gift from The Manton Foundation underscores the value of this project to the community. We hope The Manton Foundation’s generosity will inspire others to also participate in the campaign.
Thank you to everyone who gave goods, time, and financial support to help people in need make a home in 2019.

2019 at a Glance

2,734 households served
4,627 adults • 3,433 children

12,737 donation visits
1,036 volunteers
1,601 financial supporters
65,937 items distributed
45,090 volunteer hours
358 referring agencies

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

Hundreds of social service agencies in Massachusetts rely on Household Goods when their clients need basic home furnishings to build a more stable life. These agencies serve thousands of people from an endless variety of circumstances.

One of these agencies is Eliot Community Human Services, which has been referring clients to Household Goods for over 20 years. Eliot is committed to serving the most vulnerable of populations - those at risk, with limited or no resources for help. Deborah Garfield, Director of Clinical Services for Eliot, says, “Household Goods is invaluable to what we do and helps us fulfill our mission. Thank you for being there.”

Veteran Rebuilds Her Life

Annemarie served seven years as a Marine Corps engineer and is now living with a disability. By skillfully budgeting her limited income, she lived in one apartment for years, until the new building owner imposed a staggering 50% rent increase, forcing her out. She lived in VA transitional housing for ten months while VA Supportive Housing Services helped her find “a little place” of her own, and New England Home and Center for Veterans referred her to Household Goods to find what she needed to make it her home.

She was especially pleased to find a small kitchen table and two chairs, just the right size for her living space. Her friend Paul, who came along to help her select her items, said, “She has been looking forward to this for a very long time.”

Annmarie and her friend Paul at the “just right” table
Little Things Matter, Too

Michelle, a former salon owner, suffered a series of setbacks, including losing her home, her business, and most of her belongings. Eliot Community Human Services helped her move from a shelter to an apartment and referred her to Household Goods.

Before her visit to Household Goods, Michelle was sleeping on a mattress topper and owned only one pan for cooking. Here, she chose furniture, kitchenware, and other items she needed to turn her empty apartment into a home. “You don’t realize how important the little things are until they’re gone,” Michelle said, “I felt like a little kid on Christmas!” Now she is looking to the future.

“You gave me something to look forward to,” Michelle said. “I’m so grateful.”

From Hospital to Home

James spent nine months in the hospital following an accident which necessitated nine surgeries. The hospital could not discharge him until he secured a furnished home. His social worker helped find him a small, unfurnished apartment, then accompanied James to Household Goods to choose everything he needed to live independently. James picked out a comfortable bed, dresser, rugs, a lift chair, couch, kitchen essentials, and much more. “This will be really fun to set up,” James said, looking forward to his hospital discharge and new home.

Before Household Goods... and Twelve Years Later

More than 12 years ago, Household Goods helped Donna after she fled an abusive relationship. She came here to furnish her apartment with everything she needed to make a home for herself and her three young children. Today, Donna tells us her kids are “so awesome,” one in high school, one in college, and one a Marine. In her work with a transitional recovery program, Donna believes that she can better help those who are struggling because she has been through so much herself.

“If you can pay it forward, do it. You should live every day like that. I am so blessed with how everything has come around for me.”
Volunteers Do It All

How do tens of thousands of donated items from thousands of donors get into thousands of homes each year?

Dedicated volunteers power our operation – from accepting donated goods to providing them to families in need, and taking care of everything in between and behind the scenes.

SPOTLIGHT
Welcoming Those Needing Help

Seven days a week, our volunteers create a welcoming, respectful experience for our clients – individuals and families in need receiving furniture and essential household items. A knowledgeable volunteer guides each person through the showroom as they choose items for their family and living space. Other volunteers load clients’ trucks and, when the appointments are finished, restock the showroom for the next day.

Many of our volunteers say that working with clients is their favorite role at Household Goods. As Shirley, one of our Sunday volunteers, says, “The best part is seeing the relief and happiness when clients get what they need.”

SPOTLIGHT
Welcoming Those Donating Goods

Three mornings a week, rain or shine, our volunteers welcome donors and help them unload the furniture and household goods needed by our clients.

Maribeth and Jacquie, who volunteer together, say, “It’s win-win. People in need get quality items they can use, and donors know that their items will be put to good use. That’s especially important when people have a sentimental attachment to the items they’re donating.”
VOLUNTEER PROFILE
A Continuing Commitment to Service

Averill Meininger doesn’t let 600 miles stop her from volunteering at Household Goods. She started volunteering here as a sophomore in a local high school, and continued after leaving to attend college in Virginia. When home for the summer and holiday breaks, she still volunteers three days a week in a wide range of roles, including loading furniture, going out on the truck to pick up donations, assisting clients, and accepting donations.

“The mission is fulfilled every day,” says Averill. “Come volunteer, because you’re helping and get to meet pretty cool people when you’re doing it.”

VOLUNTEER PROFILE
Many Years, Many Roles

“What else can I do to help?”

That’s the question Mike Broderick has been asking since he first volunteered for Household Goods in 2004. Mike responded by helping in almost every role. He serves on our Board of Directors, manages our IT systems, volunteers on our truck crews and does much, much more. For Mike, “It’s all a way of giving back.”

Teaming Up to Pitch In

In addition to our core volunteers, groups from local organizations volunteer together for a fun and rewarding team experience. In 2019, 37 different corporations, businesses, schools, faith groups, clubs, civic organizations, and even friends and neighbors sent volunteer groups to help people in need make a home. Get your group together to join us this year!
Thank You

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

Special thanks to Clean Out Your House, Inc. and Mark’s Moving and Storage, Inc. for their extraordinary support in 2019.

Accent Design, Inc.
Acorn Tree and Landscaping
Acton Congregational Church
Acton Funeral Home
Acton-Boxborough United Way
Birch Hill Investment Advisors LLC
Brookhaven at Lexington
Clean Out Your House, Inc.
Coldwell Banker Residential Brokerage
Committee to Elect Wood
Concord-Carlisle Community Chest
Digital Federal Credit Union
Diomedes Foundation
F5 Networks
First Parish in Concord
First Parish in Lincoln
Frederick E. Weber Charities
Corporation
Friends Meeting at Cambridge
Gallant Insurance Agency, Inc.
Green International Affiliates
Haartz Corporation
Hancock United Church of Christ
Harvard Pilgrim Health Care
HD Luck Charitable Trust
Holy Family Parish
Inova Professional Cleaning Services, Inc.
Joseph G. Perry Plumbing and Heating
Kistler and Knapp Builders, Inc.
MacKinnon Printing Co., Inc.
Mark’s Moving & Storage, Inc.
Middlesex Savings Charitable Foundation
Mifflin Memorial Fund
Nutter, McClennen & Fish, LLP
Piece by Piece Movers
Plymouth Congregational Church
Retrocraft Design
Richard D. Foley, DDS
Saint Matthews United Methodist Church
South Acton Congregational Church
St. Irene’s Philoptochos Society
St. John Evangelical Lutheran Church
Stow Community Chest
Sudbury Design Group
The Agnes M. Lindsay Trust
The Baptist Church of Grafton
The Clutter Queen
The Crawford Idema Family Foundation
The Manton Foundation
The McKeon Group - Boston LLC
The Sharing Fund
Trinitarian Congregational Church of Concord
Union Congregational Church of Maynard
Viking Moving Services, Inc.
West Concord Union Church
Westford Ecumenical Vacation Bible School
Weston Dental Group

“It’s amazing how the community always steps up, and everybody offers what they can.”
– Barbara and Ira Smith, Founders

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 New Leaf  
Acton Congregational Church Cornerstone  
Thrift Shop  
Affordable Angels Moving & Storage  
Affordable Moving  
Ark Management  
Avalon Acton  
Barrett Sotheby's International Realty  
Big Foot Moving & Storage  
Big Hill Movers  
Blackbird Cafe  
Boston Cares  
Boston College  
Boston Relief Society  
Boston University  
Brookhaven at Lexington  
Buyers Desire Home Staging  
CareOne at Concord  
Carleton Willard Village  
CFS of North Boston  
Charles River Movers  
Church of Jesus Christ of Latter Day Saints  
Church of the Good Shepherd  
Circle Furniture  
Clean Out Your House, Inc.  
Concord Academy  
Concord Lamp and Shade  
Concord Removal Service  
Congregation Shalom  
Dana’s Moving Service  
Denise Ryan Auction, Co.  
Dirty Deeds Done Dirt Cheap  
Embellishments  
Empire Regency Hospitality LLC  
Father and Son Moving and Storage  
First Church of Christ, Congregational  
First Church Unitarian, Littleton  
First Parish in Concord  
First Parish in Wayland  
First Unitarian Society of Newton  
Garrett Sheahan Estate Services, LLC  
Gates School Student Council  
Gentle Giant  
Gifts of Hope  
Grace Chapel  
Great Road Vintage  
Green International Affiliates  
Green Team Junk Removal  
Hartman Relocation Services  
Harvard University  
Highrock Church Acton  
Holy Family Parish  
Home On The Go Moving  
Home Team Moving Co.  
Insulet Corporation  
Jofran, Inc.  
John Palmer Moving & Storage  
Kerem Shalom  
Kitchen Outfitters  
Lawrence Academy  
Life Care Center of Nashoba Valley  
Littleton Removal Service  
Markel Realty  
Mark’s Moving & Storage, Inc.  
Massachusetts Division of Banks  
Masson Movers  
Mini Moves and More, Inc.  
Minuteman Arc  
Mission of Deeds  
National Quality Assurance  
Nazco Enterprises, Inc  
Newbury Court  
Newbury Recycling  
Nixon Elementary School  
Nolah Sleep, LLC  
O’Brien Commercial  
Octopus Moving  
Olin College of Engineering  
O’Neil Construction Co.  
Oxbox Schoolhouse  
Pelletier Properties  
Peniel Church  
Philmac, Inc.  
Piece by Piece Movers  
PranaSleep, LLC  
Restoration Project  
Re-Stream  
Retrocraft Design  
Rotmans  
Russell’s Garden Center  
Sav-Space Storage  
Siesta Sleepworks  
Sonder  
South Acton Congregational Church  
Spindle Mattress  
St. Andrews Church  
St. Anthony’s Church  
St. Benedict’s Center  
St. Elizabeth of Hungary  
St. John Evangelical Lutheran Church  
St. Mary’s Church  
Stuart Design Group  
Tables to Teapots  
Temple Isaiah  
The Dirt Doctors  
The McKeon Group - Boston LLC  
Trinity Episcopal Church  
Turcios Moving  
UltraCare Movers  
United Church of Christ, Congregational  
UTEC  
Viking Moving Services, Inc.  
West Concord Union Church  
Westford Ecumenical Vacation Bible School  
Weston Dental Group  
William Raveis Real Estate  
Williams-Sonoma  
Zelham, Inc.  
Zotto, Inc.

Community Support Keeps Us on the Road

Thank you to First Parish in Lincoln for the generous Jean Wood Preston Grant. This gift, along with a grant from the Agnes M. Lindsay Trust and other donations, made it possible for us to replace our deteriorating fifteen year old box truck. Our volunteers are thrilled to be driving a quality truck with the latest safety features.

householdgoods.org
Thank You

The plans are drawn, the site permits are in hand, and our Build the Way Home expansion project is underway. We are:

- Extending the road around the building to improve traffic flow during donation drop off times.
- Adding 4000 sq ft of much needed interior space with additional basement storage.
- Creating a second entrance that will expand our capacity to serve donors and clients at the same time.

These improvements will allow Household Goods to meet the evolving needs of our clients, donors, and volunteers today and for years to come. In 2019, we raised nearly half of the $2M needed. With your support, we will reach our goal and complete the project in 2020. Join us to help Build the Way Home!

Right: Future donation dropoff area.
Financial Support is Critical

Each year, Household Goods helps 2,700 families live with the dignity of having basic home furnishings, thanks to generous funding from individuals and organizations.

![Image of people with text: "Even with donated goods and dedicated volunteers, it takes $200 to furnish each household."]

**CASH TO FUND OPERATIONS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expenses</td>
<td>$473,600</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>45,800</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>44,100</td>
</tr>
<tr>
<td><strong>Cash to Fund Operations</strong></td>
<td><strong>$563,500</strong></td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>93,200</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$656,700</strong></td>
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**SUPPORT & REVENUE**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Gifts, Grants and Contributions</td>
<td>$660,800</td>
</tr>
<tr>
<td>In-Kind Donated Goods</td>
<td>2,621,800</td>
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<tr>
<td>In-Kind Donated Services</td>
<td>1,069,600</td>
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<tr>
<td>Other Revenue</td>
<td>28,300</td>
</tr>
<tr>
<td><strong>Total Support &amp; Revenue</strong></td>
<td><strong>$4,380,500</strong></td>
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</tbody>
</table>

**EXPENSES**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Needed to Fund Operations</td>
<td>$656,700</td>
</tr>
<tr>
<td>In-Kind Goods Distributed</td>
<td>2,620,000</td>
</tr>
<tr>
<td>In-Kind Donated Services</td>
<td>1,069,600</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$4,346,300</strong></td>
</tr>
</tbody>
</table>

Sources of funds in 2019

- **75%** Donations from Individuals
- 13% Organizations
- 4% Foundation Grants
- 8% Other Revenue

householdgoods.org
BOARD OF DIRECTORS

PRESIDENT
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VICE PRESIDENT
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Volunteer Coordinator

Household Goods, Inc.
530 Main Street (Rt. 27) • Acton, MA 01720
978.635.1710 • householdgoods.org

“Starting over is hard, and so is accepting help. However, you have made both challenges easier and even added joy. Thank you!” – Marie

DONATE GOODS

Donations accepted
Tuesdays, Thursdays, and Saturdays 9am-Noon
Donate through our Amazon Wish List

DONATE FUNDS

Donate online at householdgoods.org/donate
Donate stock
Donate your car
Donate through Amazon Smile

VOLUNTEER

Visit householdgoods.org/volunteering
Email volunteer@householdgoods.org
Call 978-635-1710, ext. 6

BUILD THE WAY HOME

To donate or for more information about our Capital Campaign, visit householdgoods.org/build-the-way-home or email sharon@householdgoods.org