



2016 ANNUAL REPORT



HOUSEHOLD GOODS<sup>SM</sup>  
*Helping People Make a Home.*



“Household Goods is such a personal place. We have people who are volunteers and people who are clients and we all work together to empty this place out.”

– Barbara Smith

2016 was a year of major growth and change for Household Goods. Our generous volunteers and financial supporters allowed us to realize our long-term goal of expanding operations into newly available space in our building. Thanks to ongoing behind-the-scenes planning and efforts, the expansion was seamlessly executed without interruption in service to the families who came to us for help.

In March, Founders Barbara and Ira Smith announced their retirement from active Board duty, citing confidence in the vision of the Board and the direction of the project they began in 1990. They continue to volunteer six days a week and serve on the Operations Committee.

In December, the Board developed and adopted a comprehensive three-year strategic plan, prioritizing continued financial stability, the highest quality of services to clients and donors, and a rewarding volunteer experience.

Household Goods depends on the generosity, compassion, and collaboration of so many – our volunteers, referring agencies, donors of household goods, and financial supporters – coming together for one simple purpose: to help people in need make a home. Thank you for your support in 2016, and with your continuing support, we look forward to success in 2017 and beyond.

*We are so grateful to all the donors and volunteers  
who made 2016 a year to celebrate!*



## PEOPLE SERVED

3,823 adults • 3,172 children • 2,377 households

## DONORS

10,225 donation visits  
54,798 items provided

## AGENCIES

311 agencies referred  
people in need from  
150 towns

## VOLUNTEERS

862 volunteers contributed 38,400 hours of their time

*Household Goods, Inc. provides a full range  
of donated furniture and household items,  
free of charge, to help people in need make a home.*

### HELPING A VETERAN MAKE A HOME

David is a veteran who had long-term medical challenges and an unstable living situation. This all changed in 2016 when he received improved medical care and the keys to his own apartment. The apartment was empty, though, so Veteran Homestead of Leominster referred David to Household Goods. In addition to choosing furniture and essential household items, he also enjoyed picking out artwork for his walls and wicker shelving for his den.

David sometimes found the options available “overwhelming,” but with guidance from Household Goods volunteer Keith, he was able to leave with a truck filled with items to turn his apartment into a home. He said, “I’m 51 years old, and it feels like I can finally start my life over. My health is improving, and I have my own apartment, furnished with everything I need. I’m just so grateful.”



David with volunteer client assistant Keith



Tricia with Kevin MacLean, Director of Homeless Services, Our Father's House

### FROM A TENT IN THE WOODS TO A FURNISHED HOME

Tricia and Saul met Kevin MacLean, Director of Homeless Services at Our Father's House, after spending nearly a year living in a tent in the woods outside Fitchburg, despite often frigid winter temperatures. Kevin worked closely with Tricia and Saul for months to help them find jobs, rental assistance, and an apartment.

While it was a relief to finally have indoor housing, their apartment was completely unfurnished. Tricia and Saul slept on the floor until Tricia could get a day off work for their Household Goods appointment. They were thrilled to choose a mattress and bedding, dresser, couch and chairs, and especially a coffee maker. They enjoyed taking time to select the wall décor they loved that would make their place their very own.

Kevin has referred his clients to Household Goods since 2010, knowing they will be able to find what they need and be treated with dignity at the end of their difficult road from homelessness. As he watched Tricia and Saul collect their new belongings, he remarked about how far they had come in just a few months, “They are a real success story!”

*Household Goods is a vital resource for hundreds of human service organizations that rely on us to help their clients achieve stability and self-sufficiency by making a home of their own.*

*These agencies serve thousands of people in an endless variety of circumstances.*

*Here are just a few of the 300 agencies that requested help from Household Goods in 2016 and the focus of their work:*



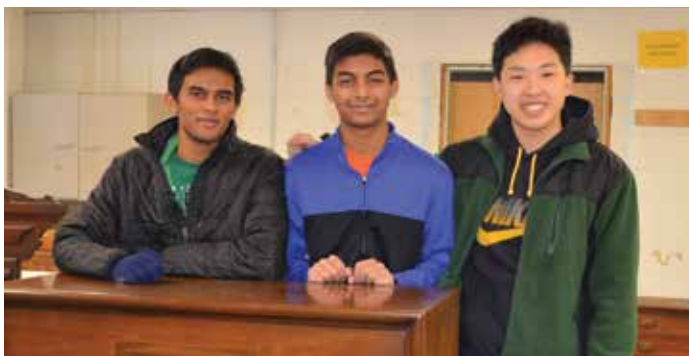
## VOLUNTEERS MAKE IT HAPPEN

Last year, 862 people contributed over 38,400 volunteer hours to make Household Goods function smoothly and seamlessly.

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;
- Assist agencies to schedule client appointments;
- Schedule and make donation pick ups;
- Manage donation and client shifts;
- Serve on the Board and the supporting Development, Marketing and Communications, Operations, IT, and Volunteer committees.

People of all ages, from teens to seniors, contribute their skills and time to Household Goods. Here are just two of many stories about our wonderful volunteers.



### SPOTLIGHT:

## Acton-Boxborough High School Volunteers Shine

Brothers Shikhar and Shaunak Sinha and their friend David Kwon, students at Acton-Boxborough High School, have volunteered at the morning donation drop-off shift every Saturday for over a year. The teenagers enjoy the teamwork and sense of community at Household Goods.

Shikhar (above, far left) said, "The furniture is different from one weekend to the next, so when you come in and see the new furniture, you know that last week's selection found its way to people who need it. To me, that's a real tangible reward."



Volunteer Coordinators Brigid Bieber and Jane Ferguson, with just a small group of the hundreds of volunteers who donate their time and talents to Household Goods



## SPOTLIGHT: An All-Star Volunteer Retires

Long-time volunteer Bob Ingram (above, right, with Executive Director Sharon Martens) is moving from Massachusetts to begin a new adventure. We thank Bob for his 27 years of extraordinary service which helped make Household Goods what it is today.

In the early years, Bob put his truck to good use helping Barb and Ira move many a piece of furniture from the Smiths' house to homes of people in need. For the past 12 years, Bob has been our workshop manager, building caretaker, and handyman on-call. We will miss Bob and wish him well in his new home!

## HOUSEHOLD GOODS HAS EXPANDED!

In 2016 we achieved our long-term goal to occupy the entire 20,000-square foot building at 530 Main Street, allowing us to better serve our clients. OMR Architects developed the plan for the expansion into the building's remaining 6,000 square feet, with the primary goal of improving the flow of items from donor to client. Acton-based construction firm Kistler & Knapp helped us achieve our goals in the most cost-effective way possible. Our volunteers came together with a monumental effort to make the renovation a reality.

Our volunteers were truly the foundation of our expansion project, bringing a variety of talent and expertise to the task. They were instrumental in planning the flow and storage of our inventory and provided much of the labor required to accomplish this work. They even took part in a Volunteer Challenge, in which two anonymous volunteers matched, dollar for dollar, all volunteer donations. Volunteers raised a total of \$28,000 to help fund the project.

Our volunteers think of our building as their workspace, and many went the extra mile to make sure it was all done right. According to Founder Ira Smith, ***"A lot of volunteers volunteered even more time than usual to change the space we found into the space that we needed."***



Clients and volunteers love our spacious new showroom.



### SPOTLIGHT:

## The Haartz Corporation

A huge thank you to the Haartz Corporation for generously donating \$20,000 to help fund our expansion. Denise and Eric Haartz and the Haartz Corporation have supported Household Goods since the beginning because, in their words, "Household Goods is an effective and sustainable organization whose work keeps families together. Basic needs are met, and clients know that people care about them." Their background in industrial design and manufacturing work make them well-tuned to the infrastructure aspects of Household Goods.

Above: Denise and Eric Haartz with Ira and Barb Smith



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

## FINANCIAL SUPPORT: BUSINESSES, FOUNDATIONS, AND COMMUNITY PARTNERS

3M Foundation  
Acton Congregational Church  
Acton Lion's Club, Inc.  
Adage Capital Management, L.P.  
Amica Companies Foundation  
Bursaw Gas and Oil, Inc.  
Carlisle Center Ventures  
Clean Out Your House  
Coldwell Banker Residential  
Brokerage  
Concord-Carlisle Community Chest  
Diginovations, Inc.  
Elephant Rock 2015 Charitable Trust  
Frederick E. Weber Charities  
Corporation  
Gallant Insurance Agency, Inc.  
General Electric Foundation  
George H. and Jane A. Mifflin  
Memorial Fund  
Haartz Corporation  
Harsip and Stuart, P.C.  
Holy Family Parish  
Idylwilde Farm, Inc  
J McLaughlin  
Joseph G. Perry  
Kistler and Knapp Builders, Inc.  
Knights of Columbus  
Lincoln Girl Scout Troop 85241  
Mabel A. Horne Fund  
Meridian Associates, Inc.  
Middlesex Savings Charitable  
Foundation  
Middlesex West Chamber of  
Commerce  
Periwinkle Glassworks  
Plymouth Congregational Church  
Saint Matthews United Methodist  
Church  
South Acton Congregational Church  
Split Rock Charitable Foundation, Inc.  
Spotted Salamander Organizing and  
Design  
St. Vincent De Paul, St. Elizabeth  
Conference



## SPOTLIGHT: Clean Out Your House, Inc.

Clean Out Your House, Inc., is a company that removes household belongings that residents no longer need or want. For the past eight years, Clean Out Your House has partnered with Household Goods, donating thousands of household items that have been distributed to the many families we serve.

Buy & Consign, a subsidiary of Clean Out Your House, is an eclectic consignment shop in Waltham that supports Household Goods by providing a steady source of high-quality items, and also generously donating 25% of its net sales to Household Goods. In 2016, that amounted to \$12,000!

Larry DeRoche, President of Clean Out Your House and Buy & Consign, says his goals are first, to help homeowners get rid of unwanted stuff with no hassles or worries, and second, to help the community by working with local nonprofits. Larry says, "this is a win-win situation for me, my clients, and Household Goods."

Stow Community Chest  
Sudbury Design Group  
Sudbury United Methodist Church  
Synopsis Community Fund  
Temple Isaiah  
The Acton Woman's Club  
The Crawford Idema Family  
Foundation  
The Parents Estate Planning Law  
Firm, PC  
Tina Labadini Designs  
Trinitarian Congregational Church  
of Concord

Union Church of Stow  
Waters Corporation  
West Concord Union Church  
Women's Council of Realtors  
Worker's Credit Union

*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 questions or concerns.*



## DONORS OF GOODS AND SERVICES

1-800-GOT-JUNK?

A New Leaf

Accent Design, Inc.

Access Estate Services

Acton Coffee House

Acton Congregational Church

Acton Real Estate Co., LLC

The Acton Woman's Club

Acton Woods Plaza

Affordable Moving

Aldersgate United Methodist Church

Boots on the Ground Moving

Boston Cares

Boston College

Boston Share Network

Cambridge Wear

Circle Furniture

Clean Out Your House

ClutterClarity

Cognitive Connections

College Hunks Moving

Concord Lamp and Shade

Concord Removal Service

Consign & Design LLC

Coppo Enterprise

Deja Vu Furniture and More

Diginovations

Eckel, Morgan & O'Connor

Edwards Church UCC

Engel and Volkers

Father and Son Moving and Storage

First Church of Christ, Congregational

First Parish Lincoln

First Religious Society in Carlisle

First Unitarian Society Of Newton

Friends of the COA

Gates School Student Council

Grace Congregational Church

The Happy Chocolatier

Harvard University

Hawthorne Inn

Hingham Congregational Church

Home Team Moving Co.

iBasis

J. Grinnell Tree and Landscaping

JCC Early Learning Center - Acton

Jofran, Inc.

John Palmer Moving & Storage

Kitchen Outfitters

LDS Church

Lexington Christian Academy

Littleton Group Home

Littleton Removal Service

MacKinnon Printing

Mark's Moving and Storage

Mass Law Reform Institute

Middlesex Savings Bank

Middlesex West Chamber of

Commerce

Mission of Deeds

NE Household Moving and Storage

Newbury Court

Newbury Recycling

Olympia Moving and Storage

OMR Architects

Options Consignment Store

Organic Mattress Shoppe

P. J. Keating Company

The Parents Estate Planning Law

Firm, PC

Period Property Management

Periwinkle Glassworks

Physical Therapy Associates of

Concord

Plymouth Congregational Church

Rapscallion Table and Tap

Residence Inn

Retrocraft Design



Goods donors are critical to Household Goods.

Road Warrior Moving

Ronald McDonald House

Rotman's Furniture

Ryan Auction Co.

Sav-Space Storage

Shaker Lane School

Siesta Sleepworks

South Acton Congregational Church

St. Isidore Parish

Tables to Teapots

Team Realty

Temple Etz Chaim

The Cottage

Therapeutic Massage

This & That Resold

Three Seasons Resort

Tina Labadini Designs

Tricia.Deck LLC

Trinity Episcopal Church

Turcios Moving

Umbrella Center for Arts

Viking Moving Services, Inc.

Visiting Angels

Vokes Theater

West Concord Union Church

Wolverine Company

Youth in Philanthropy

## Connect Us with Your Employer, Club or Faith Community!

Your group may have programs that can support our mission:

- Matching Gifts
- Sponsorships
- Grants
- Paid Volunteer Time
- Goods Drives

If you know an organization that can help, please contact us at [info@householdgoods.org](mailto:info@householdgoods.org) or 978-635-1710, ext 7.

*Special events are central to Household Goods' efforts to raise critical funds to support our programs, while also offering opportunities to increase awareness of our mission and advocate for the people we serve. In 2016, we enjoyed new and diverse events. A heartfelt thanks to all who volunteered, attended, and supported in so many ways.*

### Home in One Golf Tournament

On July 11, Household Goods supporters took to the links at the first-ever Home in One Golf Tournament. The event drew 92 golfers to Concord Country Club and raised over \$50,000 to help Household Goods fulfill its mission.



Sponsors included: Putnam Investments, Engel and Völkers, Battle Associates, Platt Builders, Acton Toyota, Enterprise Bank, Sudbury Design Group, Wakefield Investments, Emerson Hospital, Dane Brady & Haydon, LLP, Sue and Jim Bumpus, Kim and Dennis Burns, Jennifer and Beau Coash, Ann Marie and Dick Connolly, Gloria and Chuck Clough, Cynthia and Bryon Deysher, Leah Flanigan and Kevin Foley, Janet and Churchill Franklin, Kate and Rob Galusza, Priscilla and John Gannon, Robert Goddard, Alison Brigham and Ron Kermisch, Nancy and Charlie Morrison, Bob and Laura Reynolds, Mimi and Tom Rutledge, Michael Shelzi, Audrey and Karl Trieschman, and Philip and Mary-Wren vanderWilden.



#### SPOTLIGHT: JANICE BATTLE

Launching an annual benefit golf tournament is no small undertaking. But that didn't stop Janice Battle from spearheading the Home in One Tournament to help Household Goods raise awareness of its mission and attract new donors. A professional in the business of helping people design and furnish their homes, Janice appreciates the power of personal choice in creating a home environment: "Home is your safe haven. Everyone needs and deserves that."

Janice works full time, but feels strongly that she and others who are able should find a way to "donate their skills and time to give back to their community." It takes creative and generous supporters like Janice and her husband, John, to make new ideas a reality for Household Goods.



### SpinRaiser

A studio full of spinners raised over \$2,000 towards Household Goods' mission of helping people make a home. The SpinRaiser was sponsored by The Fitness Group, Acton, with refreshments provided by Concord Teacakes, Concord.



### Donor Appreciation Day

Donor Appreciation Day offered all those who donate items a chance to go behind the scenes and see how Household Goods provides clients a dignified and respectful "shopping" experience. Thanks to Event Sponsor ClutterClarity, and also Reasons To Be Cheerful, Concord, and Cambridge-based The Rusted Bucket Band.



### A Taste for Something Good: Oktoberfest

A Taste for Something Good took place at Powers Gallery, Acton, and raised over \$10,000. The event featured brats by Chef Tim Wiechmann of Bronwyn Restaurant and TW Food, Boston; beer from Rapsallion, Acton; wines from Colonial Spirits, Acton; and music by The B3 Kings. Thanks to sponsors Access Tent, Inc., Carlisle Insurance Brokerage, and Copper Penny Flowers.

*Thanks to generous funding from individuals and organizations,  
7,000 adults and children are now:*



*For less than \$200, an entire home is furnished!*

#### CASH TO FUND OPERATIONS

Program Expenses	\$396,300
Fundraising Expenses	11,900
Administrative Expenses	44,800
<b>TOTAL</b>	<b>\$453,000</b>
Capital & Other Expenditures	63,600
<b>Cash to Fund Operations</b>	<b>\$516,600</b>

#### EXPENSES

Cash Needed to Fund Operations	\$516,600
In-Kind Goods Distributed	2,198,100
In-Kind Donated Services	976,800
<b>Total Expenses</b>	<b>\$3,691,500</b>

#### SUPPORT & REVENUE

Gifts, Grants, Contributions	\$415,000
In-Kind Donated Goods	2,160,700
In-Kind Donated Services	976,800
Other Revenue	125,200
<b>Total Support &amp; Revenue</b>	<b>\$3,677,700</b>

*Thanks to your support, we finished 2016 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 2017. As always, every dollar is gratefully received and carefully spent.*



**HOUSEHOLD GOODS™**  
*Helping People Make a Home.*

## BOARD OF DIRECTORS

### President

Sally Savelle

### Vice President

Philip vanderWilden

### Clerk

John Fallon

### Treasurer

Priscilla Gannon

### Executive Director

Sharon Martens

### Corporate Counsel

Mary Bassett

### Directors

Michelle Davis

John Fanton

Bob Goddard

Beth Neeley Kubacki

Mimi Deck Rutledge

Michael Smith

Audrey Trieschman

Jehan Wren

### Founders

Ira and Barbara Smith

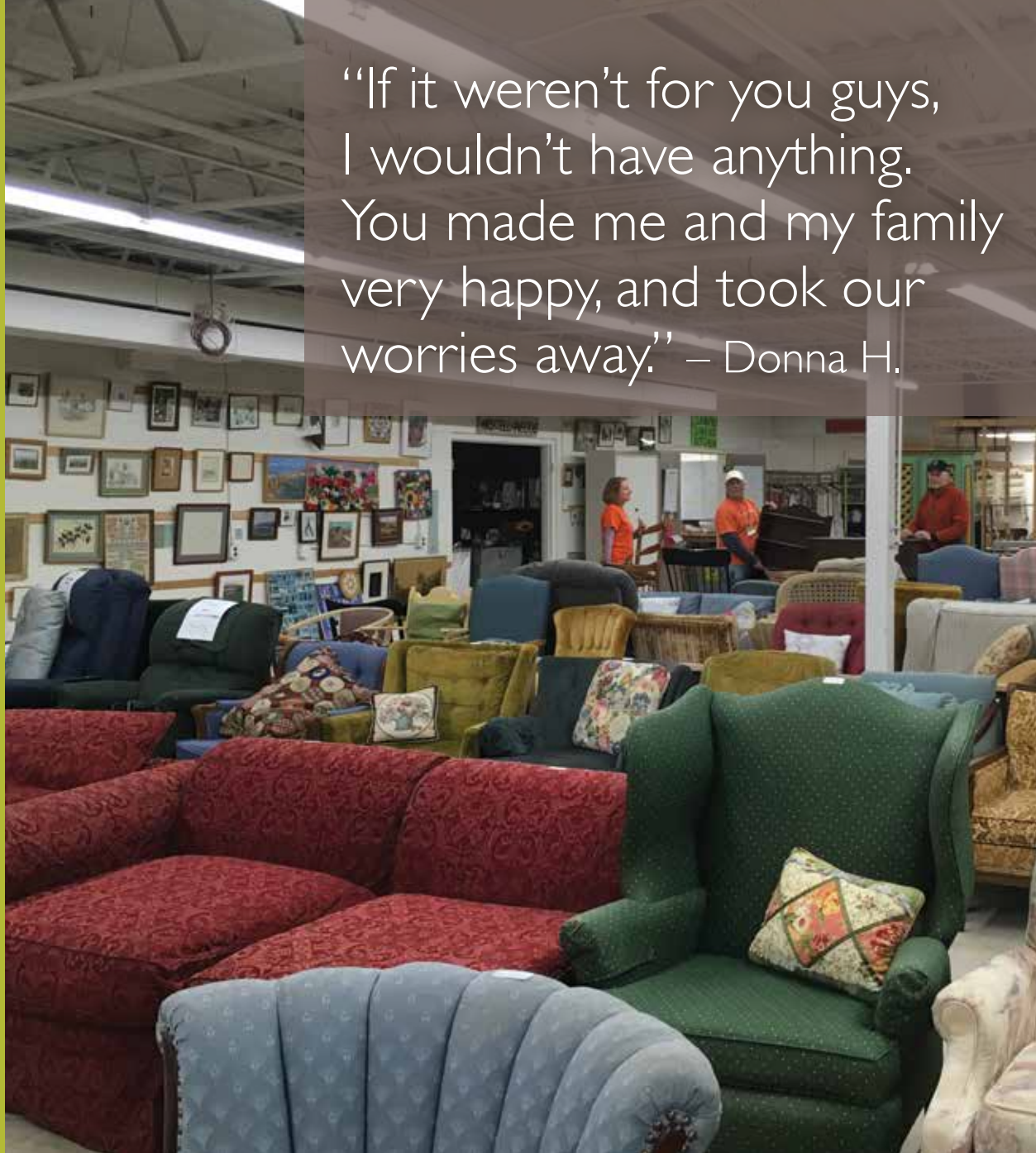
### Directors Emeriti

James Eldridge

Lee Mapletoft

Mark Sigman

“If it weren’t for you guys, I wouldn’t have anything. You made me and my family very happy, and took our worries away.” – Donna H.



**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](http://HOUSEHOLDGOODS.ORG/DONATE)  
FOR MORE INFORMATION  
OR TO DONATE ONLINE**



Household Goods, Inc.

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

978.635.1710 • [www.householdgoods.org](http://www.householdgoods.org)

Design and layout courtesy of  
Accent Design, Inc., Carlisle, MA