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.*
CLIENT PERSPECTIVE

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!”

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.”
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:
Our Volunteers

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.”

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

Clients and volunteers love our spacious new showroom.
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

Thank You

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.

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.”

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.
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
Rapscaillion Table and Tap
Residence Inn
Retrocraft Design
Robin’s Furniture
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 or 978-635-1710, ext 7.
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.

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.

2016 Special Events

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 Rapscallion, 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.

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

- Living with dignity
- Sleeping in beds with sheets and blankets
- Eating in kitchens with dishes and other essentials
- Living in furnished rooms

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

CASH TO FUND OPERATIONS

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expenses</td>
<td>$396,300</td>
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<tr>
<td>Fundraising Expenses</td>
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<tr>
<td>Administrative Expenses</td>
<td>44,800</td>
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<tr>
<td><strong>TOTAL</strong></td>
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<tr>
<td>Capital &amp; Other Expenditures</td>
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<tr>
<td><strong>Cash to Fund Operations</strong></td>
<td><strong>$516,600</strong></td>
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SUPPORT & REVENUE

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<th>Category</th>
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<tr>
<td>Gifts, Grants, Contributions</td>
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<tr>
<td>In-Kind Donated Goods</td>
<td>2,160,700</td>
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<tr>
<td>In-Kind Donated Services</td>
<td>976,800</td>
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<tr>
<td>Other Revenue</td>
<td>125,200</td>
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<td><strong>Total Support &amp; Revenue</strong></td>
<td><strong>$3,677,700</strong></td>
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EXPENSES

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</thead>
<tbody>
<tr>
<td>Cash Needed to Fund Operations</td>
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<tr>
<td>In-Kind Goods Distributed</td>
<td>2,198,100</td>
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<tr>
<td>In-Kind Donated Services</td>
<td>976,800</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$3,691,500</strong></td>
</tr>
</tbody>
</table>

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.
“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.