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.

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.

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.
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 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.

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.’

householdgoods.org
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.
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.

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: “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: 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.”

householdgoods.org
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 or 978-635-1710, ext. 7, with any corrections.
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.
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

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expenses</td>
<td>$483,900</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>56,100</td>
</tr>
<tr>
<td>Administrative Expenses</td>
<td>41,500</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$581,500</strong></td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td>22,300</td>
</tr>
<tr>
<td><strong>Cash Needed to Fund Operations</strong></td>
<td><strong>$603,800</strong></td>
</tr>
</tbody>
</table>

SUPPORT & REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gifts, Grants and Contributions</td>
<td>$729,100</td>
</tr>
<tr>
<td>In-Kind Donated Goods</td>
<td>1,494,300</td>
</tr>
<tr>
<td>In-Kind Donated Services</td>
<td>710,400</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>45,000</td>
</tr>
<tr>
<td><strong>Total Support &amp; Revenue</strong></td>
<td><strong>$2,978,800</strong></td>
</tr>
</tbody>
</table>

EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Needed to Fund Operations</td>
<td>$603,800</td>
</tr>
<tr>
<td>In-Kind Goods Distributed</td>
<td>1,404,900</td>
</tr>
<tr>
<td>In-Kind Donated Services</td>
<td>710,400</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$2,719,100</strong></td>
</tr>
</tbody>
</table>

Sources of funds in 2020

- Individuals: 67%
- Organizations: 10%
- Foundation & Other Grants: 12%
- Other Revenue: 11%

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.
“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
Email: dropoff@householdgoods.org
Call 978-635-1710 ext. 4
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 our Volunteer Coordinator at 978-635-1710, ext. 6

BUILD THE WAY HOME CAPITAL CAMPAIGN
To donate or for more information, visit householdgoods.org/build-the-way-home or contact sharon@householdgoods.org

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