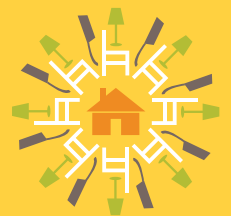


2023 ANNUAL REPORT



HOUSEHOLD GOODSSM
Helping People Make a Home.

2023 IN REVIEW

More people than ever are being referred to us for help furnishing their homes. In 2023 we saw an 18% increase in the number of people we served. Thanks to our generous donors, financial supporters, dedicated volunteers, and involved community partners, Household Goods rose to the challenge.

Sadly, the year also saw the loss of two leaders who helped position Household Goods to meet this increasing need. Barbara Howland, who was serving her fifth year as President, and Lee Mapletoft, our first President and decades-long volunteer, both passed away in 2023, but their legacies will benefit clients for years to come.



Fund a Bed

Having a bed should not be a luxury, and with our Fund a Bed program, we continue to address this fundamental need by purchasing beds when our supply of donated beds runs low. In 2023, our mattress donors supplied 2,519 good quality mattresses. Support of Fund a Bed provided an additional 1,070 mattresses to people who can now count on a good night's sleep.



*Helping
People
Make a
Home*

Barbara Howland: *Leading by Example*

Barbara Howland always kept her focus on the needs of Household Goods' clients, regardless of the challenges, changes, and tasks at hand. As President, she opened every board meeting by reading a recent note from a client or referring agency as a reminder of the people at the heart of our mission. Her heartfelt practice has now become a board tradition.



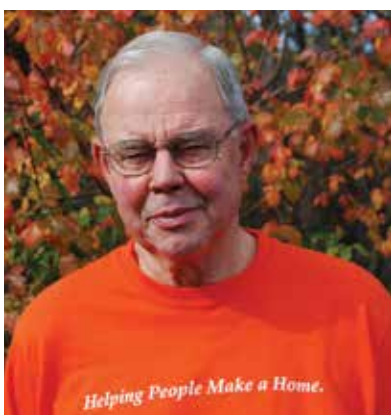
Barbara (center) at the Concord DropOff/SwapOff Event

Barbara led by example. She not only served on the board, but also wrote grants, made reminder calls to our clients, and so much more. Just two months before her death, she joined dozens of other volunteers for our annual Boston College Move Out effort, spending the day at BC collecting much needed items and inspiring others to do the same.

Barbara's calm, constant leadership through the pandemic and completion of our \$2.2 million capital campaign and expansion helped prepare Household Goods well for the future.



Lee Mapletoft: *"Do one thing, and do it well."*



During his 20+ years as a Household Goods volunteer, Lee Mapletoft filled many leadership roles, notably as the first President of the board. He also served as Vice President, board member, and Manager on Duty of the bustling Saturday morning donation shift. His most enduring legacy, though, was guiding Household Goods as it grew from Barbara and Ira Smith helping people from their carport into an organization serving thousands across Massachusetts every year.

Lee's vision and unwavering emphasis on Household Goods' mission kept our focus on doing one thing and doing it well, even as we underwent major growth. He spearheaded the effort to rent and then buy our current facility, because he foresaw that the growing need for our service would require a large, flexible space.

With genuine kindness, humility, and integrity, Lee had a knack for bringing out his fellow volunteers' talents, encouraging many to assume leadership roles. Lee's advice to new leaders: "Surround yourself with good people, and then get out of their way."



Lee's retirement from Household Goods with Executive Director, Sharon Martens

OUR CLIENTS

The People You Help and the Agencies Who Refer Them

We are moved and inspired by the stories of people who come to Household Goods for help. Referred by hundreds of social service agencies, our clients are part of vulnerable, low-income populations. Many are recently homeless, veterans, survivors of domestic violence, single parents, people overcoming disaster, or those coping with illness or disability.

2,870
households
furnished for

4,518
adults

3,430
children

From Car to Air Mattress to Furnished Home

To escape an abusive relationship, Susan spent over two years living in her car, enduring days and nights of extreme heat and cold. With help from the Women's Lunch Place (WLP), she found an apartment but had only an air mattress. WLP then referred her to Household Goods, where she found everything she needed to furnish her home.

In the words of Minerva Bolduc, Advocacy Manager at WLP, "The transformation has been nothing short of remarkable. Thanks to your generous support, Susan's entire apartment was furnished, significantly improving her quality of life. I would also like to extend my heartfelt appreciation to the dedicated volunteers who work tirelessly at Household Goods. Their hard work and commitment have undoubtedly made a profound impact on many individuals like Susan. Your mission to provide furniture to those in need aligns perfectly with our vision of creating a safer, more comfortable world for vulnerable individuals."



A note from James Apt, Medical Case Manager at Boston Health Care for the Homeless Program:

"I wanted to thank you so much for assisting our patient. He is blind, disabled, and fairly isolated. You were able to furnish his apartment, and it has made such a huge difference for him. His quality of life has taken a huge leap in quality thanks to your generosity."



Susan's apartment furnished with items from Household Goods



“Household Goods has been there for families in our area during really tough times. They’ve given hope and motivation to many families who needed it most.”

– Luisa Fernandez

Your Generosity Changes Lives

Referring agencies are the critical link between Household Goods and people who need our help. Luisa Fernandez, Family and Community Engagement Coordinator at Fitchburg Public Schools, recalls a fire that displaced four families, three of whom had school-aged children.

One family in particular – a grandmother and her two teenage granddaughters – stuck in Luisa’s mind. After months in temporary housing without a proper kitchen or a shower, they found an unfurnished apartment. In Luisa’s words:

I’ll always remember the grandmother calling me from the parking lot of Household Goods. She was crying as she said that it felt like a miracle and that she’d never been so happy. That day changed everything for them. Now, these girls come to school ready to learn because they have a comfortable place to sleep, and their apartment is filled with love and hope for the future.

I want to emphasize that a simple referral, which took me less than five minutes, made a huge difference for these three women. They, like me, are incredibly grateful for the amazing work Household Goods does. Thank you for making our communities smile again.

More than Grateful

Maribeth, a volunteer client assistant, recalls helping Mitch choose his furniture. “He was so warm, kind, and sincere,” she said. “He couldn’t believe so many people were willing to help.”

Reflecting on his visit, Mitch let us know that, “My life still isn’t easy, but it helps to be able to come home to sit in my chair and put my feet up or relax on my couch. I needed stuff, and this impacted me in a big way. I will always be grateful. If there was a bigger word than grateful, I would use it.”



Maribeth and Mitch

OUR VOLUNTEERS

Volunteers Do It All

Household Goods is powered by the passion of volunteers who work together to help people in need make a home.

1,500
volunteers
contributed

54,325
hours

SPOTLIGHT: **The Nuts and Bolts of Bed Frames**

Our dedicated team of bed frame specialists gets a lot of practice solving puzzles. Bed frames present a unique challenge because they come to us in many parts, in countless variations and designs, and without assembly instructions to provide clues. In 2023 alone, the bed frame team skillfully assembled an impressive 3,000 bed frames, ensuring that for each one, all necessary parts and hardware were included and fit together seamlessly.

As Jack Sanderson, one of the team, so aptly puts it, "Seeing parents giving their child a bed instead of just a mattress on the floor makes all the effort worth it."



Inspiring the Next Generation: *A Volunteer's Perspective* by Alicia Colley

As a mom who stayed home to raise my kids, I was eager to find ways to give back to the community once they entered high school. I joined the Household Goods Volunteer Committee and quickly got involved in recruiting student volunteers. My experience coaching kids' sports teams taught me the importance of adult mentors for students, and this inspired me to want to help with the teen volunteers.

The committee was working to strengthen connections with area high schools to introduce more students to volunteer opportunities and to add a structured program to be held during school vacations. During these student community service weeks, students spend four days at Household Goods



and are involved in the entire process – from sorting donations to assisting clients. In 2023 nearly 50 students from nine high schools participated!

I'm passionate about the student community service weeks for many

reasons. Beyond serving our clients, the program provides a valuable in-person community service opportunity. Students flourish throughout their week with us; their self-confidence increases, and they learn to take initiative.

Students who participate in our community service weeks recruit their friends and are returning to volunteer on their own. One of the students who was here last year speaks Portuguese and is now volunteering regularly to help Portuguese-speaking clients choose the items they need. Some teens even recruit their parents to volunteer. I'm grateful for the chance to play a part in making a difference for both our clients and our youth volunteers.

VOLUNTEER PROFILE

Lifted Up by Being Here



For Toni Tasker, volunteering at Household Goods is a natural continuation of her career's work, reflecting her love of meeting people from different backgrounds. Toni spent decades as a physical therapist and educator, and led medical learning groups to Central and South America.

"I had known about Household Goods for several years, but it wasn't until I actually started

volunteering here that I fully appreciated the enormity of the support it gives to those in need. I feel humbled by the clients' situations and experiences and honored to be working alongside the volunteers; I always leave lifted up by being here."



VOLUNTEER PROFILE

Dedication Behind the Scenes

Since 2004, Diane Duane has filled a remarkable range of important volunteer roles behind the scenes at Household Goods. When she first became involved there were no staff, and only about fifteen core volunteers who took care of everything. "I was so impressed with their work ethic - they were dynamos - so resourceful and just got things done." She joined them and has, at various times, driven a truck, scheduled donation pickups, and managed our website. When presented with each opportunity she thought, "That's different, I'll try it!"

Since 2014, Diane has overseen the team of volunteers who schedule client appointments, troubleshooting and resolving any issues as they arise. Diane approves every new agency, a job that has only gotten bigger over the last decade due to the growing number of social service agencies who seek our help for the clients they serve. "Scheduling thousands of client appointments a year really is a team effort," says Diane. "Without everyone working together, this could not happen."

PROFILE

Corporate Volunteering through Building Impact

For several years, Building Impact, a national nonprofit that creates a bridge for corporate teams to volunteer, donate, and connect with local community organizations, has supported our mission in a variety of ways.

In 2023, Building Impact coordinated several corporate groups to volunteer on-site at Household Goods, including Takeda Pharmaceuticals, CarGurus, MIT Executive MBA students, and even Building Impact themselves. Volunteers from these groups have let us know that even after spending a few hours at Household Goods, they can see the direct and immediate impact their time spent here will have on the lives of people in need.



Volunteers from CarGurus

PARTNERSHIPS

It's an enormous undertaking - furnishing homes for more than 2,800 families, providing them with nearly 80,000 items collected from thousands of different sources. Our large network of community partners makes this possible. Businesses help fill critical inventory gaps, supplement our core volunteer team, expand the geographical area for collecting donated goods, provide financial support, and much more.



Clean Out Your House: 15 Years and Going Strong

Since 2008, Clean Out Your House, Inc., has been a steadfast and generous community partner, donating more than 36,000 household items that our clients used to furnish their homes. They also donate a percentage of profits from Buy & Consign, their consignment shop in Waltham, as well as items from their newest venture - Good Deeds Cleanout in Pembroke.

Larry DeRoche, President of Clean Out Your House, Inc., says "Since our partnership began 15 years ago, our two organizations have benefited in so many ways. Prior to this partnership, we disposed of a lot of usable furniture, mattresses, and household items. Our relationship with Household Goods allows our clients to donate their still useful items. It is great to help people in need while helping the environment in the process."

PranaSleep: 6K Mattresses and Counting

"I finally have my own bed." That's what many Household Goods clients have been able to say because of our partners at PranaSleep, a luxury mattress manufacturer. Since 2016, PranaSleep has donated more than 6,000 good-quality mattresses and box springs for our clients.

As one client wrote, "Thank you very much for your kindness. I have two boys who will be so happy to finally have their own beds to sleep in."



ReSupply Expands Our Donation Pick-up Capacity

Our partnership with ReSupply adds an attractive option for many donors. Last year 500 donors hired ReSupply to bring us over 3,000 large furniture items, plus thousands of smaller essential items. ReSupply can pick up furniture donations, for a fee, in as soon as two business days.

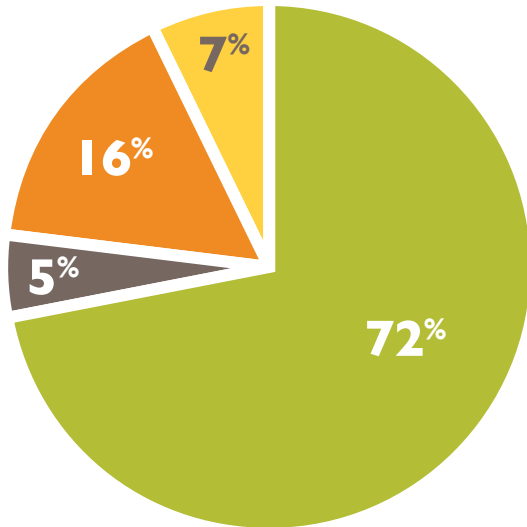
This can be a great choice for donors who need their items picked up immediately, live outside of our volunteer pick up area, or are unable to bring items to us. As one donor told us, "Using ReSupply was the perfect choice when my father-in-law was moving from Marlborough. We wanted to donate his furniture but had no way to get it to Household Goods. Scheduling a pickup was easy, and they came right on time and did all the lifting and loading."



Financial Support is Critical

Fulfilling our mission depends on people like you.

1,900
financial supporters



SOURCES OF FUNDS IN 2023

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

CASH TO FUND OPERATIONS

Program Expenses	\$775,200
Administrative Expenses	73,400
Fundraising Expenses	63,200

Total Operating Expenses \$911,800

Capital Expenditures 9,000

Cash Needed to Fund Operations \$920,800

SUPPORT & REVENUE

Gifts, Grants and Contributions	\$1,003,300
In-kind Donated Goods	3,068,800
In-kind Donated Services	1,356,900
Other Revenue	37,000

Total Support & Revenue \$5,466,000

EXPENSES

Cash Needed to Fund Operations	\$920,800
In-kind Goods Distributed	3,069,700
In-kind Donated Services	1,356,900

Total Expenses \$5,347,400

Kitchen Outfitters: Little Things Make a Big Difference



The kitchen is the heart of the home, and filling empty drawers and cabinets with all the basics that make a kitchen functional can be out of reach for people with limited income. One of our clients told us, “You don’t realize how important the little things like a can opener are until they’re gone.”

Kitchen Outfitters in Acton understands the importance of these items. For 11 years, they’ve held a donation drive to collect kitchen items: dishes, flatware, pots, mixing bowls, utensils, can openers, and much more. Kitchen Outfitters also generously donates many brand new items and provides financial support.

“I’m grateful to be a part of Household Goods. I value its open nature, inclusiveness, and efficiency of operations,” says Willa Breese, owner of Kitchen Outfitters. “I love how everyone in our community can be involved by volunteering or donating. It is a place where a caring community can offer new beginnings by working together.”

Left: Willa Breese with boxes of donated kitchen items collected for Household Goods

OUR DONORS

Thank You

Thank you to everyone, including 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.
Acton Congregational Church
Acton Lions Club, Inc.
Airtable
Building Impact
Clean Out Your House, Inc
ClutterClarity
Coldwell Banker Realty
Crown Uniform and Linen Service
Cummins Foundation
E.L. Harvey & Sons, Inc.
Emerson Emergency Physicians
Enterprise Bank
First Church of Christ, Congregational
First Parish Lexington
First Parish Unitarian Universalist of
Arlington
First Religious Society in Carlisle

Frederick E. Weber Charities
Corporation
Gallant Insurance Agency, Inc.
Gentle Giant Moving Company
Green International Affiliates
Hancock United Church of Christ
Hanscom FCU Charitable Foundation
Idylwilde Farm, Inc.
J & N Construction, Inc.
Johnson Family Foundation
Joseph G. Perry Plumbing and Heating
K & M Foundation, a fund of the Chester
County Community Foundation
Kitchen Outfitters
Life Science Cares
MacKinnon Printing Co., Inc
Mark's Moving & Storage, Inc.
Middlesex Savings Bank
Middlesex Savings Charitable
Foundation

Nutter, McClennen & Fish, LLP
Safety Partners, Inc.
Saint Matthews United Methodist
Church
Siesta Sleepworks
St. John Lutheran Church, ELCA
Stantec Consulting Services, Inc.
Stow Community Chest
Temple Isaiah
The Crawford Idema Family Foundation
The Horne Family Foundation, Inc.
The Ludcke Foundation
The Mifflin Memorial Fund
The TJX Companies
Trinitarian Congregational Church of
Concord
Trinity Episcopal Church
Viking Moving and Storage Services, Inc.
West Concord Union Church

SPOTLIGHT: Sudbury Design Group



Mike Coutu, President of Sudbury Design Group, got involved with Household Goods after his daughter, who served on the board, saw a need for his expertise. When Household Goods was expanding, Mike, an expert in site planning, volunteered to

help optimize the facility, an experience that inspired him to join the board himself. His entire team at Sudbury Design Group now contributes to our mission with their skills, time, and financial support.

Mike recognizes that beds are essential to making a home, so he finds creative ways to help us reach our goal of providing a bed to everyone who needs one. Mike and Sudbury Design Group funded a generous matching challenge to strengthen our Fund a Bed program.



Arturo Zuniga delivers bed platforms built by Sudbury Design Group's carpentry team

To make sure clients would have a complete bed set, Mike tasked his carpentry team with building 200 box spring substitutes that fit into existing bed frames. Mike purchased all the materials necessary and paid for his carpentry team's time. "The investment was well worth it," Mike says. "People living in empty homes all need beds. Thanks to a little creative carpentry, hundreds of people are now sleeping in real beds instead of on the floor. Our team is already planning to repeat the platform building project next year!"

DONATIONS OF HOUSEHOLD ITEMS

3Decor, LLC
 3E Moving & Storage
 A New Leaf
 Abiomed
 Acton Boxborough High School
 Acton Community Supper and Food Pantry
 Acton Congregational Church
 Acton Congregational Church Cornerstone Thrift Shop
 Acton Handyman
 Adams Furniture
 Affordable Moving
 Amy Barrett & Kim Comeau Realtor Professionals
 Andover Inn
 Avocado Green Mattress
 Belmont Religious Council
 Big Foot Moving & Storage
 Big Hill Movers
 Boston College
 Boston Junk Removal
 Brandeis University
 Buy & Consign
 Champion Center
 Casper Sleep Inc
 Church of the Covenant, Boston
 Circle Furniture
 Clean Out Your House, Inc
 College Hunks Hauling Junk
 Comfort Quilts
 Conant School
 Concord Art Association
 Concord Lamp and Shade
 Concord Piecemakers Quilt Guild
 Concord Removal Service
 Congregation Agudat Achim
 Diginovations, Inc.
 Dove Tail
 Eco Plus Recycling Services
 Fairfield Inn
 First Baptist Church
 First Parish in Lincoln
 First Parish Lexington
 Foley & MacAdie, P.C.
 Furnishing Hope of Massachusetts
 Garrett Sheahan Estate Services LLC
 Gentle Giant Moving Company
 Gifts of Hope
 Gold Star Trucking
 Good Deeds House Clean Outs
 Great Road Vintage
 Green Team Junk Removal
 Harvard Council on Aging
 Harvard University
 Helping Hands Contractors
 Home On the Go Moving
 Home Team Moving Co
 Hotel Services, Inc
 House of Prayer Lutheran
 Insulet Corporation
 Intelligent Labor and Moving Inc
 IRN - The Reuse Network
 Ivy Associates
 JDog Junk Removal & Hauling
 Jofran, Inc.
 Junkluggers of Greater Boston
 Kaleva Civic Association
 King Affordable Movers
 Kitchen Outfitters
 Lawrence Academy
 Lexvest Group
 Life Science Cares, Inc.
 Lifecycle
 Lincoln Fire Department
 Linear Retail
 Littleton Congregational Church
 Littleton Council on Aging
 Littleton Removal Service
 Mark's Moving & Storage, Inc.
 Marriott Courtyard
 MattressFirm
 Maynard Fire Department
 Mcgovern Subaru of Acton
 McKinsey & Company, Inc.
 Mini Moves and More Inc.
 Minuteman Arc
 Missionary Franciscan Sisters
 Moniken Junk Removal
 Mt. Calvary Lutheran Church
 Nashoba Brooks School
 NE Household Moving & Storage
 Newbury Court
 Newport Bay Club and Hotel
 Nolah Sleep, LLC
 North Hill Retirement Community
 Northeastern University
 Olympia Moving & Storage
 One Call Junk Haul
 Overstock
 Papalia Plumbing & Heating Co

Park Lodge Hotel Group
 Pinnacle Office Solution
 Plymouth Congregational Church
 PranaSleep, LLC
 Project Linus
 Re-Stream
 ReSupply
 Richard Scott Cleaning and Moving
 Saint Denis Church
 Saint Matthews United Methodist Church
 Sheraton Framingham Hotel & Conference Center
 Siesta Sleepworks
 Simmons University
 Sotheby's International Realty
 South Acton Congregational Church
 St Benedict's Center
 St Vincent de Paul, Maynard
 St. Vincent de Paul
 Sudbury Design Group
 Temple Beth Elohim

Temple Isaiah
 Tewksbury Council on Aging
 The Bees Knees British Imports
 The Boston Foundation
 The Brookside Group, Inc.
 The Furniture Trust
 The Great Exchange
 The Lighter Home
 The TJX Companies
 Tufts University
 Turcios Moving
 UltraCare Movers
 United Church of Christ, Congregational
 United Congregational Church of Groton
 University Lutheran Church
 Viking Moving and Storage Services, Inc.
 Wachusett Watershed Regional Recycling Center
 Wayfair LLC
 West Concord Union Church
 Workhuman



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.

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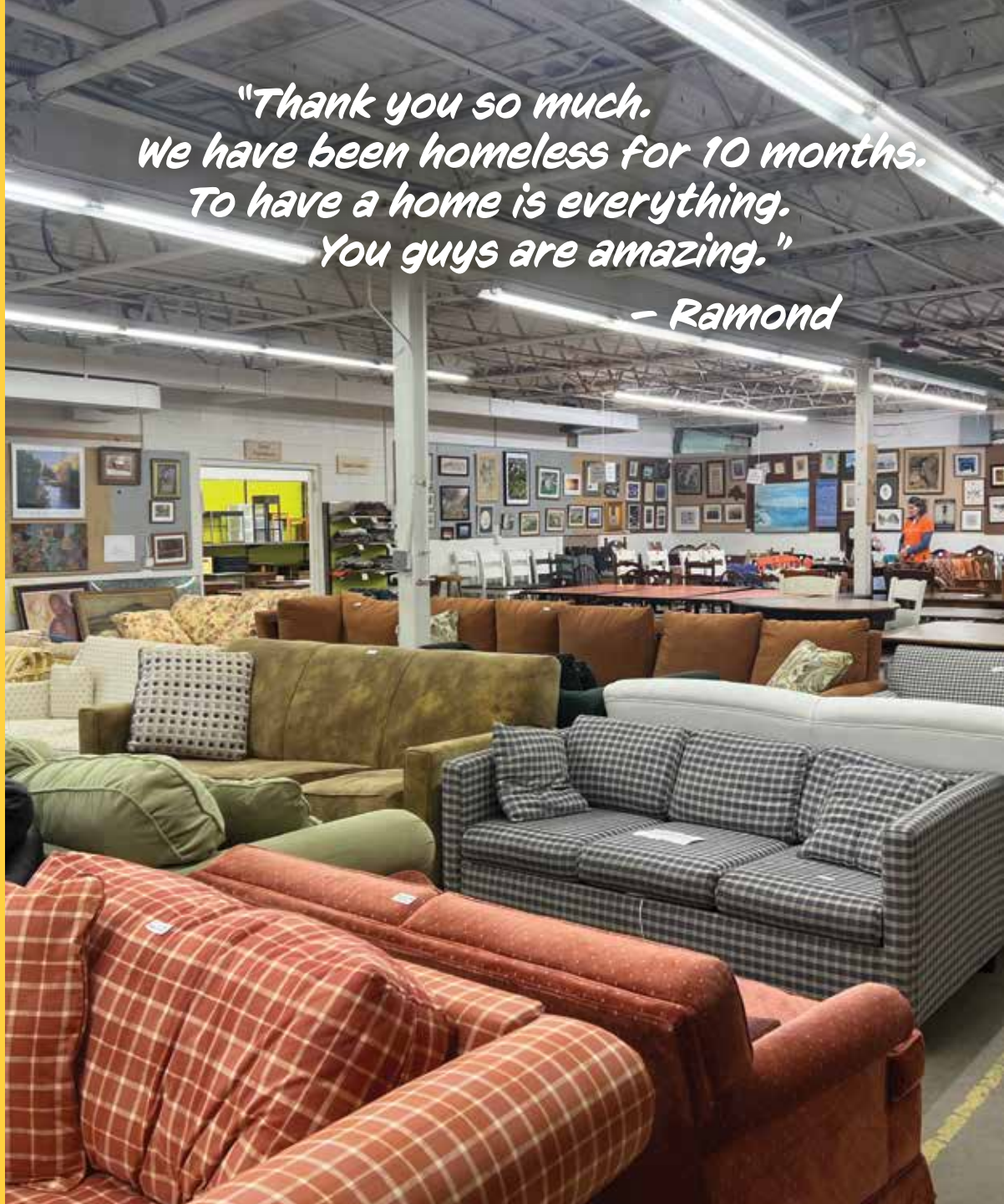
Volunteer Program Coordinator

Marilynn Kaplan,

Volunteer Coordinator

*"Thank you so much.
We have been homeless for 10 months.
To have a home is everything.
You guys are amazing."*

- Ramond



Support and Get Involved with Household Goods
householdgoods.org/get-involved

This annual report is dedicated in memory of Barbara Howland, Lee Mapletoft, and Mark Sigman.



Household Goods, Inc.

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