ANNUAL REPORT: 2016
SOUTH MIDDLESEX OPPORTUNITY COUNCIL
We saw great progress in so many areas in 2016.

Young mothers or mothers-to-be living at Serenity now have specialized post-partum services and care. Young Department of Transitional Assistance families have the opportunity, through our Transportation Pilot, to seek and keep jobs and get to necessary health and child care appointments. Through SMOC Financial Services, emerging and start-up small business entrepreneurs who are shut out of traditional business loan programs are now able to get the financing necessary to venture out into the marketplace. The Community Investment Tax Credit program has helped us to attract resources to provide workforce and educational development programs that have little or no federal and state support. In Worcester, we are up and running with a specialized supported housing program for Transition Age Youth – 18-24. In downtown Framingham, partnering with the police and the MetroWest Health Foundation, we have helped to stabilize downtown neighborhoods. A SAMHSA grant is funding specialized case management services for chronically homeless individuals in Worcester, Lowell and MetroWest. A Women in Clean Energy grant has again put us in the forefront of developing new workforce strategies for the “green” economy. We celebrated the reopening of the nicely rehabilitated Coburn Street house which is a beautiful home for two young families.

Reading these highlights for 2016 it occurred to us that SMOC touches so many lives in so many ways. We have much to be proud of in terms of the ways in which we work to improve the quality of life of all the residents of our communities.

In addition to these highlights, it is important to remind ourselves of the importance of our day to day work in improving lives and community. We provide life-saving emergency shelter. We provide housing to hundreds of individuals and families who might otherwise be homeless. We provide Fuel Assistance to thousands of elderly and young family households. We provide Rental Assistance to working class people. We provide the Women Infant Children (WIC) nutrition program to young families with small children. We provide Voices Against Violence trauma informed services to women and children moving out of dangerous relationships and harmful environments. We provide Behavioral Health Services to people suffering with addiction, mental health issues and those seeking successful recovery. Our Workforce Development division provides educational and employment opportunities for hundreds. Head Start and Child Care give hundreds of families the means for better family healthy growth and development.

Kudos to the SMOC staff that supports all of this work and to our dedicated Board of Directors whose support is so critical to our many successes. And thank you to our donors and funders that make this work possible.

Sincerely,

Bruce Hulme, President
SMOC Board of Directors

Jim Cuddy, Executive Director
SMOC
MISSION STATEMENT

SMOC’s mission is to improve the quality of life of low-income and disadvantaged individuals and families by advocating for their needs and rights; providing services; educating the community; building a community of support; participating in coalitions with other advocates and searching for new resources and partnerships.

2016 HIGHLIGHTS:

WIC LAUNCHES “GOOD FOOD PROJECT”

The Women, Infants and Children nutrition program (WIC) was awarded a grant in November by the United States Department of Agriculture to launch the Good Food Project. This pilot project is designed to enhance and expand WIC’s nutrition education and programming and to increase WIC participant retention and satisfaction. To date, staff have educated more than 1,000 participants with cooking demonstrations, recipe ideas and food tastings. Activities include teaching basic cooking skills such as knife skills and food preparation and how to purchase and prepare healthier food options so participants can make the most out of the food they buy through WIC. Participants have welcomed the new program with enthusiasm and excitement about the opportunity to learn new ways to combat hunger and support good nutrition for themselves and their families.
10-12 COBURN ST. RE-OPENS

In October we celebrated the reconstruction of 10-12 Coburn Street in Framingham with an open house attended by local officials, financing and construction partners, SMOC Board members and staff. The property was badly damaged by a fire last July (fortunately nobody was harmed). The new space provides much-needed affordable, sober, supportive housing for two families. We are grateful to Mass Housing for providing vital financing for this project to supplement insurance proceeds.

CLOSING THE GENDER GAP IN CLEAN ENERGY

Having identified an employment gap for women in the growing field of clean energy, the Massachusetts Clean Energy Center provided SMOC’s Green Jobs Academy (GJA) with a $125,000 grant for the Successful Women in Clean Energy Initiative (SWICE). Through SWICE, GJA provided five weeks of sales training with a focus on solar energy, for twelve income eligible women, who were under/unemployed, displaced, or a veteran. Participants also learned about energy efficiency and the clean energy industry, in addition to pre-employment/employment skills, life skills and computer skills. Following the training, nine of the women participated in a six-month paid fellowship with a local clean energy company. The program equipped participants with the skills they needed to be successfully employed in an innovative and growing segment of the clean energy economy, with six of the women continuing employment with their host company following their six-month fellowship.
INTEGRATED CARE FOR CHRONICALLY HOMELESS INDIVIDUALS

With the new Behavioral Health and Housing Integration Program (BHIP) grant from the Substance Abuse and Mental Health Services Administration (SAMHSA), SMOC Behavioral Healthcare (SBH) is partnering with SMOC’s service system for homeless individuals in three regions, MetroWest, Lowell and Worcester. This innovative new program utilizes evidence-based practices to provide comprehensive mental health treatment and recovery support services to one of the most challenging populations we serve, chronically homeless individuals. Together, BHIP staff and regional case managers also work with program participants to help them connect with the range of services they need to improve their quality of life. Supports offered include housing, behavioral health, primary care, employment and education services.

SERENITY HOUSE PREGNANT AND POSTPARTUM WOMEN’S PROGRAM

Last year, the Massachusetts Department of Public Health’s Bureau of Substance Abuse Services provided funding to SMOC to expand Serenity House’s Pregnant and Postpartum Women’s Program. This new revenue made it possible to deepen the parenting and childcare services offered to pregnant and postpartum women receiving residential substance abuse treatment at Serenity House. Included in this programming are connections to medical services in the form of obstetrician visits and pediatric services once they give birth. The program teaches women self-care, proper nutrition and exercise, and what to anticipate as pregnancy moves forward. Once the child is born, staff focus on parenting skills such as breast feeding and child development. Finally, emphasis is placed on finding proper permanent housing and setting up the support systems needed for the women to be successful and raise healthy and active children.
A BOOST FOR PHILANTHROPY

The Community Investment Tax Credit Program was established by the state legislature in 2013 as an incentive for individuals, corporations and foundations to invest in the work of local Community Development Corporations. In 2015, as a newly certified Community Development Corporation, SMOC was granted $150,000 in Community Investment Tax Credits (CITC) to use for fundraising purposes. Here’s how it works: the CITC Program provides a state tax credit or refund to eligible SMOC donors that make a gift of at least $1,000. The donor receives 50% of their gift back through a state tax credit or refund, while SMOC receives the full donation amount. Raising $300,000 in its first year, the CITC program supported crucial programming that is not currently funded by other sources. We are pleased to share that SMOC was awarded another $150,000 in tax credits for calendar year 2016, which will provide another $300,000 in funding for the agency’s most pressing needs.

DOWNTOWN REVITALIZATION

In January, Governor Charlie Baker visited our Framingham headquarters to award SMOC an Urban Agenda Grant in the amount of $125,000. The grant is designed to jumpstart economic and employment opportunities in urban communities. SMOC will use the funds to help MetroWest entrepreneurs develop, launch and grow their small businesses. SMOC, in partnership with the town of Framingham, Framingham Downtown Renaissance and several other local organizations, received the money to expand SMOC Financial Services’ microlending program and to create a resource center for low and moderate-income residents looking to open their own business. The governor described the program as a “one-stop micro-enterprise center here in Framingham...that will become what (he) would describe as a locus for new ideas and big ideas and business opportunities for folks here in this community.”
REACHING THE HARD TO REACH

This past year we launched a Drop-in Center, located at 62-64 Kendall Street in Framingham, which serves as a point of entry for hard to reach individuals to access services in the community in a safe and welcoming environment. The Center is made possible through funding by the MetroWest Health Foundation. The Center holds Alcoholic Anonymous and Narcotics Anonymous meetings each day and several nights per week. Professionals and paraprofessionals staff the center, with the common goal of providing referrals to SMOC housing programs, shelters, employment services and behavioral healthcare as needed. Additionally, a community task force, composed of local public health and safety officials, meets every month to discuss best practices in providing outreach to this vulnerable population; the information generated from these meetings informs our agency’s approach in working with this group of individuals in our community.

CHILDREN’S BREAKFAST/LUNCH CLUB AT OPEN PANTRY

Open Pantry Community Services is committed to fighting poverty and food insecurity amongst families and individuals in the Greater Springfield area. In response to this need, Open Pantry’s Emergency Food Pantry piloted a new program in 2015 called the Children’s Breakfast/Lunch Club. Through this program, low-income families with children aged twelve and younger receive one month of breakfasts and lunches during the summer months when school is out of session. When school starts in September, all Springfield children, due to the high poverty rate, are eligible for free breakfast and lunch. Open Pantry then adjusts our schedule to supply a month of breakfasts and lunches on the weekends, thus ensuring that the children of Springfield’s nutritional needs are met each day of the year.
SENATOR WARREN VISITS HEAD START

Last January SMOC’s Head Start and Child Care program hosted a visit from Senator Elizabeth Warren. During her visit she stopped in to one of the Child Care classrooms to introduce herself and read a short story, “Pete the Cat and His Four Groovy Buttons,” to some of her youngest constituents. Senator Warren then met with a group of staff representatives to learn more about our programs and to share news about her work in Washington DC. The Senator’s visit was very well received and she expressed her appreciation for the broad range of integrated and supportive services available at SMOC.

TRANSPORTATION PILOT

In FY16, SMOC launched an innovative transportation pilot in partnership with the Metrowest Regional Transit Authority and the Department of Transition Assistance (DTA). The objective of the pilot was to address transportation barriers to employment that were faced by low-income DTA participants. The pilot focused on three primary areas: lack of available early morning transportation for families to get their children to day care and then back to work; lack of transportation from Milford and Hudson to and from the greater Framingham area; and finally, lack of transportation on the weekends. Though the pilot was only available during the 4th quarter of FY16, we were able to provide transportation to 71 different families including 103 children. Of the 71 families transported, we connected 24 with new employment, and 11 other head of households were able to retain their job due to these new transportation supports. This pilot made it possible to transport people to their jobs, day care programs, employment fairs, trainings, job interviews, DTA meetings and medical appointments.
HELPING HOMELESS YOUNG ADULTS

The long-anticipated Transition-Age Youth (TAY) pilot program in Worcester was launched at the end of FY16. To date, nine homeless young adults have been housed and the program will serve up to 40 homeless young adults in the greater Worcester area. The program includes intensive case management and rental assistance geared toward connecting each participant with the supports necessary to help them achieve independence. These services will help promote success in employment, recovery, stable medical and behavioral health, housing retention and improving overall quality of life. We wish to thank our partners The Health Foundation of Central Massachusetts, Massachusetts Shelter & Housing Alliance, Department of Housing and Community Development, Massachusetts Behavioral Health Partnership and Brandeis for their help in making this much-needed new program possible.

ANNUAL REPORT: 2016
Before Azucena and her two young children became homeless they were living with her parents in their Framingham home. When her parents sold their house, Azucena and her children moved into her then boyfriend’s basement. This arrangement proved to be unsafe for the family and they became homeless. Fortunately for the family, the Department of Transitional Assistance placed them in SMO C’s Pathways Family Shelter. At first, Azucena was hurt and confused. How could she be in such a difficult position? But she was grateful for Pathways. She had been terrified to move to a homeless shelter – imagining it to be a horrible place with no privacy or support. But Azucena and her children were assigned their own room and the children adapted well, enjoying the opportunity to live with other children. The staff was helpful and kind, and with their help Azucena met the staff at the Joan Brack Adult Learning Center and enrolled in SMO C’s GED program. After six months of effort, she passed the test and got her GED. This was one of her first accomplishments with SMO C’s help, and it felt terrific.

After many months in shelter, Azucena and her family received a voucher from the Massachusetts Rental Voucher Program which allowed them to move into a new two bedroom apartment in Framingham. With stable housing and a GED in place, Azucena was ready to work on finding a job with a sustainable wage. So she returned to SMO C and joined Secure Jobs, an intensive job readiness program. The staff there helped her prepare a resume and attain other job hunting skills, which she then put to use when she applied for a position with SMO C’s Ready Willing and Able program. Her hard work was rewarded when she was hired on as a facilities clerk for the program, a job that she still has and that she loves.

Azucena continues to aim high for herself and her family; she will likely soon be attending our First Time Homebuyer’s Class in order to work toward her dream of purchasing a home.

Of her experiences with SMO C, Azucena states “I could not be happier and more thankful to everyone that helped me get to where I am now. Everybody Matters!”
When Sean Woods and Jared Forman looked at their next steps in their culinary careers, they quickly realized that Worcester had access to a wealth of amazing produce from surrounding communities but did not have a robust fine dining sector, and with that, they focused on bringing Deadhorse Hill, a farm-to-table American restaurant to Downtown Worcester.

With the help of the City of Worcester, they pursued multiple sites, and settled on a location on Main Street, steps from Mechanic’s Hall. The space had formerly been occupied by a restaurant and was conveniently located to a number of downtown destinations, including the courthouse and the Hanover Theater, but there was a funding gap to get the restaurant open. After raising concerns with Peter Dunn in the City’s Executive Office of Economic Development, the team was encouraged to reach out to SMOC Financial Services about our new microloan fund.

Sean and Jared met with our loan fund manager, Deidra MacLeod-Richardson, in the space they were hoping to move into. While the space needed significant changes to establish the owners’ vision, the skeleton of a restaurant was present and it was a great starting point. Deidra walked them through the paperwork needed and the revisions needed so that their application would reflect their current plan, now that space had been secured. With the paperwork in place, she was able to conduct a break-even analysis and underwrite the loan for presentation to the Loan Fund Advisory Committee.

The Loan Fund Advisory Committee, comprised of representatives of investing banks and SMOC’s Board of Directors, were excited to launch the program with a project as interesting as Deadhorse Hill. Many people are familiar with the fact that restaurants have difficulty getting loans from banks, but they can also be economic drivers for an area. Deadhorse Hill was poised to bring people from surrounding communities to an area that has relatively low foot traffic in the evening and would provide additional dining options for those attending the cultural events in the area. Our committee felt confident that Deadhorse Hill would be an asset that would grow Worcester’s economy by bringing in more customers while creating jobs for residents. They unanimously approved their microloan request.

Since opening in May, Deadhorse Hill has created 25 jobs and has built a solid clientele for both daytime café operations and evening dinner business. The restaurant has become a destination, drawing press from Boston and highlighting the emerging culinary scene in the Worcester area. The team has hired 25 employees, and SMOC Financial Services is proud to have been involved in helping bring this vision to fruition.
FREDERICK RUBIN AWARD
Lowell Transitional Living Center Board of Directors

There is no doubt that The Lowell Transitional Living Center (LTLC) Board is a “working board.” Throughout the year the members work on various projects and take on responsibilities that support the daily operations of LTLC on many levels. The Board demonstrates their support through the generous commitment of their “time, talent and treasure.” Each member provides countless hours every month offering a range of assistance including finance committee meetings to review detailed budget reports; development committee meetings to boost LTLC’s fundraising efforts; picking up and delivering donations on a weekly basis; buying food and serving meals; staffing the weekly health clinic and more. LTLC board members participate enthusiastically in several fundraising activities throughout the year. They also support the work of the staff by making it a point to understand the operations, spend time at the program, and talk with the clients. Most recently they have appointed a subcommittee to work on the search process for a new Director, screening resumes and conducting interviews in order to find the right candidate.

Overall, the Board demonstrates a heartfelt commitment to helping homeless people achieve higher levels of self-sufficiency. They set a wonderful example of hands-on community involvement in order to improve the lives of the people we serve at LTLC. We are proud to recognize them this year with the Frederick Rubin Award.

MANAGERS OF THE YEAR
Mary Gianakis

Mary Gianakis joined SMOC in March of 2002 when she assumed responsibility for Voices Against Violence, SMOC’s domestic violence and sexual assault component. Mary brought to the position a crystal clear understanding of the challenges her staff would face daily listening to difficult survivor stories and created a supportive, collaborative and nurturing environment for her staff. In hand with a dual commitment to survivor safety and empowerment, Mary has become a major figure in the field both locally and statewide. She bridges relationships with District Attorney offices, local police,
health care providers and schools to educate the public on how to respectfully engage, advocate, and support survivor families regardless of where they are in the community; and they’re everywhere! Her philosophy emphasizes and continually reinforces the mission to protect the rights of survivors, empowering them and supporting their decisions in ways that help them resume normal lives and feel safe again. In a similar way Mary has worked tirelessly to build a support system for her staff that includes regular staff retreats, yearlong training, self-help opportunities, weekly clinical meetings; her door is always open, ready to listen and counsel. Over the years, through Mary’s leadership, Voices has also become a more integrated component within the larger agency. Increasingly we see more and more program staff reaching out to Voices for help with their clients. Consequently Voices remains an integral and indispensable service within SMOC’s larger continuum of care delivery system, and we have Mary and her staff to thank.

Leslie Lee

Leslie Lee started her career at SMOC working as overnight staff at one of our congregate shelters fourteen years ago. Over the years, SMOC’s Emergency Assistance Shelter program has grown and so has Leslie’s role and responsibilities. As the current Assistant Program Director of Scattered Sites, Leslie serves as a primary support to a team of case managers. Leslie is an agent of positive change - she promotes the professional growth of all of the Scattered Sites case managers by modeling supportive case management, connecting them with training to enhance their skills and by helping them adapt to the many challenges that accompany our work with homeless families. Leslie has increased collaboration at SMOC by creating a welcoming environment to invite discussion, by sharing information with colleagues and by inviting the participation of SMOC staff from other divisions to speak in team meetings and case conferences. Leslie is dedicated to upholding the SMOC mission, treating our families and staff with respect and care. She often arrives early and stays late to ensure smooth operation of the department, support the team or respond to the needs of homeless families. Leslie deserves recognition for her hard work and positive, caring attitude.
EMPLOYEES OF THE YEAR

David Brochu

David Brochu has worked at SMOC for over 5 years and has continuously exemplified the mission of the agency through his work. As the Inspections and Safety Coordinator for the agency, David strives each day to maintain safe housing environments for the residents of our continuum, as their well-being is his main concern. David coordinates the effort within our housing portfolio to ensure that all of SMOC’s properties adhere to municipal code regulations through inspection; David’s ability to organize and mobilize is a major factor in keeping the housing department running efficiently in this area. David has forged strong relationships with various municipal entities across our portfolio, building a reserve of trust and goodwill between SMOC and the towns it operates in. These key relationships, which David has fostered, allow the agency to operate at its highest level. Under David’s direction, the housing portfolio has seen a substantial decrease in the number of items cited during building inspections, a feat he’s accomplished by placing a high priority on safety elements and establishing expectations throughout the department. David consistently maintains his focus on the safety and well-being of our residents at all times and it is for these efforts that we are proud to recognize David Brochu as Employee of the Year.

Hope Johnson

Hope has been a case manager at Shadows since December of 2007. Like her name, she brings HOPE to many women that walk through our doors helping them to feel safe and stay positive. Hope is a great advocate and motivator and encourages her clients to be the best they can be. Hope provides intensive case management for more than 20 women at any given time. She meets with clients upon entry and works on identifying goals to assist them with housing or reunification, depending on the client’s goals. Hope successfully housed 40% of our residents within a 10 month time frame and continues to follow up with them well beyond the designated follow-up period. This act of kindness shows how much she loves what she does. Hope is a team player and is always willing to help out when needed. Hope is also quite funny and a true animal lover. Once, to her co-workers’ amazement, she even rescued an injured bat. Most notably, Hope is humble and continues to give even on the toughest of days. For these reasons and so much more, we are pleased to honor Hope as Employee of the Year.

TEAM OF THE YEAR

Front Desk Team: James Linscott, Elizabeth Maldonado, Susan Martinez, Linda Rodriguez and Sandra Whitsitt

The Team of the Year consists of 5 employees that work in various capacities at the front desk reception area at 7 Bishop Street. James Linscott, Elizabeth Maldonado, Susan Martinez, Linda Rodriguez, and Sandra Whitsitt are like SMOC’s first responders: they truly believe “everybody matters.” All traffic that comes through the agency starts here and interacts with one or more of these individuals. They essentially act as triage nurses; as often the clients are in crisis, nervous, vulnerable, and unsure. When you look at SMOC’s mission, this team exemplifies what we strive to do here: treat all people with respect and dignity, demonstrate that we are open and prepared to meet the varying needs that present on a daily basis at SMOC, and perform job duties with an awareness that no one can do it all on their own. They cover shifts if necessary, step in and share...
responsibilities and refer people to each other. No one ever hesitates to get up and walk a client over to a staff member or department, when needed. SMOC is extremely fortunate to provide this kind of customer service.

It is common to hear highly positive feedback about SMOC’s front desk. Helpful, compassionate, friendly, dependable - these are words that are often used to describe this team. Whether it is greeting people with a smile, talking calmly with someone who is struggling with anxiety and the unknown, assisting a mom in WIC by engaging with their child for a minute, referring a homeless family or individual to the appropriate department and next steps, or providing directions to the many visitors that come to SMOC for meetings and trainings- this team is so essential to SMOC’s day to day operations and delivery of top quality services.

**MARGARET DAVITT SPIRIT OF SMOC AWARD**

**Cheryl Smith**

Cheryl Smith was, fittingly, hired by Margaret Davitt 32 years ago to serve as the Disabilities Coordinator for our Head Start program. For 20 years she has served as the Center Director for our Framingham Child Care/Head Start Center, by far the largest center in our system. Cheryl is one of the hardest working staff in Child Care and Head Start. Her day typically begins well before the center opens at 7am and often doesn’t end until after 6pm when the last child has been safely picked up or transported home. During the day, Cheryl is in almost constant motion as she responds to the needs of the 270 children who attend the center each day; their families; the 40 staff who work for her; and the 17,000 square feet of facility space that she is responsible for. Cheryl also supervises the disabilities staff that work with all of the special needs children in our programs.

Cheryl has done a wonderful job in ensuring that the center provides the highest care possible. The center is nationally accredited and this past year it was awarded a Universal Pre-Kindergarten grant by the state, reflecting the center’s high quality. The disabilities services are frequently cited as a strength of our program by Head Start Federal Monitoring teams. Cheryl has always gone above and beyond to connect both clients and staff to other SMOC services that they need, and she always finds time to support and help her teammates no matter how busy she is. Her Passion and commitment to working with children and families are an inspiration for all of us who work with her. She is a very deserving winner of this year’s Spirit of SMOC award.

**ANNIE BRADFORD FRIEND OF SMOC AWARD**

**Ron Jewell**

Ron Jewell has been a friend and partner of SMOC for over 20 years. Ron leads his family insurance agency with over 65 years of experience servicing personal and commercial lines of insurance for their valued customers. Ron and his team provide SMOC with exceptional customer service and value-added advice, counsel and business guidance. Our agency is a complicated entity and provides a variety of insurance challenges due to our broad social service provision, a large transportation fleet and over 300 distinctive site locations. Our insurance coverage is essential to protect our clients, staff and agency. Ron has served as a senior advisor on a variety of matters over the years to our Executive Team. He has always had the best interest of the agency at hand, while also insuring
that our exposure and risk are adequately protected and accounted for as we face potential claims. Ron has never shied away from our mission and fully embraces our motto “Everybody Matters”. He has participated in countless community events over the years from supporting our Annual Golf Tournament to attending Governor Baker’s visit to SMOC this year. Ron’s support over the years deepens our standing in the community and his reputation as a community and business leader places us in fine company. We can always count on Ron for sound and strategic advice while always greeting our team with a warm and sincere smile. We salute Ron Jewell with the Annie Bradford Friend of SMOC and look forward to a long and lasting partnership and friendship in the future.

ISABEL HARRISON VOLUNTEERS OF THE YEAR
Connect Community Church

The love and kindness that Connect Community Church and their member volunteers show to the women residing at the Shadows and Meadows Program is exemplary. The generous donations that the Church’s members provide for the women allow them to live comfortably as they work toward their goals of recovery and self-sufficiency. Shadows tends to feel more like a home than a shelter; Connect Community Church, and their team of volunteers have made this possible. Some examples: the Church donated a handmade dining room table and chairs to accommodate 20+ women. When our freezer stopped working, they made sure we had a new one within a week. A member of Connect Community Church collaborated with the company she works for and brought in a group of volunteers that spent a day building a new patio for the program. Volunteers from the Church visit the shelter once a month to spend time with Shadows women, making connections and providing support that helps the women grow and reclaim their self-esteem. They have provided bedding, pillows, clothes and love for women that have lost so much. We are grateful for the relationship, love and support of Connect Community Church and are pleased to name them one of SMOC’s Volunteers of the Year.

Lois Olivo

Lois Olivo has been visiting the Greater Worcester Housing Connection (GWHC) on behalf of the Jacqueline Olivo Foundation for the past 18 months, serving the most basic needs of the clients at the shelter. Lois’s specific passion is providing clean, often new clothing, shoes, and other material goods such as backpacks and winter coats to all residents of the GWHC. She does this faithfully and with such a cheerful attitude, that even the most hardened client lights up at her presence. Lois was called to do this work upon the death of her daughter, who used to be a guest at shelters and programs in the Worcester Area. She founded the Jacqueline Olivo Foundation in her daughter’s honor and dedicates her time and resources to improving lives of people living in poverty and addiction throughout the area. It is estimated that the value of her donations to shelter clients exceeds $50,000 on an annual basis. We thank Lois for her generosity, kind spirit and good will and look forward to her future visits to the GWHC.

Jeff Chapell

Jeff has been a friend and volunteer of Open Pantry Community Services for many years. He was a board member for six years, including two years as board president. Jeff is a dedicated volunteer to Open Pantry’s Loaves and Fishes Kitchen. He has coordinated the monthly community meal provided by St. Patrick’s Church since 1988. Jeff is a great cook and is so thoughtful regarding his monthly
recipes. He always makes it special for our guests. Jeff is the only person that has ever served ribs at
the kitchen. Ribs are his annual August meal.

Jeff is a compassionate, friendly and welcoming individual with much understanding for the people
that we serve. He has been employed at the Center for Human Development since 1998 as a program
supervisor. He is responsible for the outreach for residential programs, in charge of a group home
and internal respite programs. Jeff has spent many years assisting and helping Open Pantry’s board
members, staff and other volunteers with anything that was asked of him. He is always there for Open
Pantry and the community, and for this and so much more, we name him Volunteer of the Year.

COMMUNITY PARTNERS OF THE YEAR
Central Massachusetts - Janice Yost

Jan Yost became the founding President of The Health Foundation of Central Massachusetts in
1999. The mission of the Foundation is to use their resources to improve the health of those who
live or work in the Central Massachusetts region, with particular emphasis on vulnerable populations
and unmet needs. Jan employs her leadership role in the community to constantly advance the
Foundation’s mission by providing advocacy, education, and opportunity on behalf of disadvantaged
families and individuals.

Jan was instrumental in designing a new strategy to address homelessness among Young Adults
(ages 18-24) in Worcester. She helped design SMOC’s Transition Age Youth (TAY) program which
combines housing, supportive case management, and workforce development opportunities to help
program participants to move quickly from homelessness to housing with supports. Thanks to her
advocacy and determination, the program was opened to clients in July 2016. To date, nine young
adults have been placed into housing and provided with care coordination and case management. We
are pleased to honor and thank Jan for her persistent and steadfast dedication and commitment to
advancing opportunities that improve the health outcomes for disadvantaged people in the region.

MetroWest - Bob Fields

Bob Fields, philanthropist, community activist, and President of CommCreative has been involved with
SMOC for the past 2 decades. Bob took his philanthropic efforts to another level this year when he
donated to the agency the wonderful building CommCreative called home for the last 20 years. Bob
made this gracious donation because he knew SMOC would be able to utilize the space to better
enrich the lives of the people we serve. We are delighted to now be in the planning phase of the
creation of a Family Enrichment Center at that site.

Also, Bob’s deep understanding of the positive effect the arts can have on one’s life, combined with
his life-long commitment to the community, have led him to his work with SMOC’s Executive Director
Jim Cuddy to explore opportunities for the expansion of the cultural arts footprint in MetroWest. Bob
has lent his considerable business acumen and artistic expertise – and serves an integral role – in
the development, along with SMOC and other involved partners, of a community of interest around
the eventual creation of a cultural arts venue at the site of our power plant building that will serve the
broader community of MetroWest and that will make culture and the arts accessible to all. We are
deply honored to recognize Bob Fields as the 2016 MetroWest Community Partner of the Year.
MANY THANKS TO ALL WHO SUPPORTED SMOC IN FY16.

FEDERAL AND STATE FUNDERS
MA Department of Children and Families
MA Department of Correction
MA Department of Early Education & Care
MA Department of Elementary & Secondary Education
MA Department of Housing & Community Development
MA Department of Mental Health
MA Department of Public Health
MA Department of Transitional Assistance
MA Executive Office of Health and Human Services
MA Executive Office of Housing and Economic Development
MA Office for Victim Assistance
MA Medicaid
MA Medicare
MA Parole Board
MA Rehabilitation Commission
U.S. Department of Agriculture
U.S. Department of Education
U.S. Department of Energy
U.S. Department of Health & Human Services
U.S. Department of Homeland Security
U.S. Department of Housing & Urban Development
U.S. Department of Justice
U.S. Department of Labor
U.S. Department of Veteran Affairs

INSTITUTIONAL DONORS
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Ace Temperature Control Inc.
Advocates, Inc.
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Albert J. Gifford Charitable Trust
AmazonSmile Foundation
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Avidia Bank
Belcher’s Appliance
BJ’s Charitable Foundation
BJ’s Wholesale Club Inc.
Blue Cross Blue Shield Of Massachusetts Foundation
Bostonian Cleaning & Restoration, Inc
Bowditch & Dewey
Brendon Properties
Catholic Charities
Charlesbank Homes
Charles River Valley Garden Club
Child Care Circuit
Clarion Fire Protection
Coan Heating & Cooling
Columbia Gas
Commonwealth Corporation
Community Software Group
Community Teamwork Inc.
Consigli Construction
Cumberland Farms
Citizen’s Energy
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Digital Federal Credit Union
Eastern Bank Foundation
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FITTS Insurance
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Framingham Friends Meeting
Framingham Union Aid Association Inc.
Franklin Caterers
Franklin Square House Foundation
Fred C Church Insurance
Fred Harris Daniels Foundation
Gavin & Sullivan Architects, Inc.
Gentili & Rossini Associates

South Middlesex Opportunity Council
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Jim Pillsbury Live
John Harvard’s Brewhouse
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Knights Of Columbus Council 4822
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MassCEC
MassHousing
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MathWorks
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Metro West Brits
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MetroWest Medical Center
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Mt. Pleasant Council #98 Knights Of Columbus
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Reliant Medical Group
Retro Tec Insulation
Roche Bros. Sudbury Farms
Roland’s House Evening Of Giving
Seven Hills
Santander Bank
Shannon Vuff Rev Trust
Sing Sing Inc
Sisters Of St. Chretienne
SJ4 Services
Southborough Town Employees
Southbridge Savings Bank
St. Pius V. School
Staples Foundation
State Street Discount
Stop & Shop
Suburban Athletic & Child
Sudbury United Methodist Church
TD Charitable Foundation
The 200 Foundation, Inc.
The Agnes M. Lindsay Trust
The Dow Chemical Company
The Franklin Federated Church
The Fred Harris Daniels Foundation, Inc.
The Joan H. Brack Charitable Foundation
The Life Initiative
The Milford National Charitable Fund
The NHS Redmen Class Of 1985
Themeli Builders Incorporated
Thomas Anthony Pappas Charitable Foundation
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Town Of Uxbridge
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TRUiST
Tufts Health Plan Foundation
Tuna’s Landscaping
UMass Memorial Hospitals, Inc.
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United Way Of Pioneer Valley
United Way Of Tri-County, Inc.
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University of Massachusetts
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Verizon Foundation
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Wel-Design Alarms
Wells Fargo Foundation
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ANNUAL REPORT: 2016
**SMOC CONSOLIDATED STATEMENT OF ACTIVITIES - CORE OPERATIONS**
Fiscal Year Ending June 30, 2016

**REVENUES:**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants &amp; Contracts</td>
<td>$ 69,999,000</td>
</tr>
<tr>
<td>Third Party</td>
<td>4,298,000</td>
</tr>
<tr>
<td>In Kind Revenue</td>
<td>2,186,000</td>
</tr>
<tr>
<td>Other</td>
<td>9,079,000</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$ 85,562,000</strong></td>
</tr>
</tbody>
</table>

**EXPENSES:**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$ 28,153,000</td>
</tr>
<tr>
<td>Client Assistance</td>
<td>30,112,000</td>
</tr>
<tr>
<td>Contract Services</td>
<td>3,302,000</td>
</tr>
<tr>
<td>Occupancy</td>
<td>9,606,000</td>
</tr>
<tr>
<td>Other</td>
<td>11,290,000</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$ 82,463,000</strong></td>
</tr>
</tbody>
</table>

**FINANCIALS**

**SMOC CONSOLIDATED STATEMENT OF ACTIVITIES - CORE OPERATIONS**

| **Change in Net Assets before Depreciation** | $ 3,099,000 |
| **Depreciation**                            | $ 2,569,000 |
| **CHANGE IN NET ASSETS**                    | **$ 530,000** |

**SMOC FY16 Revenue**

*in millions*

- InKind 2.2
- Third Party 4.3
- Other 9.1
- Grants & Contracts $70.0

**SMOC FY16 Expenses**

*in millions*

- Personnel 28.2
- Client Assistance 30.1
- Contract Services 3.3
- Depreciation 2.6
- Occupancy 9.6
- Other 11.3

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CONTACT INFORMATION

Framingham Main Number  
508.872.4853  

Child Care and Head Start  508.820.8380  
SMOC Behavioral Healthcare  508.879.2250  
Fuel Assistance/LIHEAP  508.620.1230  
WIC  508.620.1445  
SMOC Housing Corporation  508.879.6691  
Housing Service Center /  
Housing Consumer Education Center  508.872.0765

Opportunity Center

Common Ground Resource Center  508.620.2690  
Career Center  508.620.2677

Additional Programs

SMOC Financial Services  844-766-2737  
Marlborough Main Number  508.460.9699  
Greater Worcester Housing Connection  508.757.0103  
Martin Luther King, Jr. Center  508.756.6330  
Lowell Transitional Living Center  978.458.9888  
Open Pantry Community Services  
(Springfield)  413.737.5354