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.
Dear Friend,

As we reflect on the past year’s accomplishments, we are reminded that serving the most vulnerable people in our communities is at the heart of SMOC’s mission. We would like to highlight two significant events from this year that set SMOC’s tone as a community action agency.

SMOC acquired Suburban Athletic Club in January 2019 and began transforming it into a center to serve the underserved families and children in the area. The new Framingham Community Center has the potential to completely shift the landscape for serving local youth. We are certain that the outcome will fill a void that currently exists in the community and neighborhood.

Last September, the Serenity House program successfully transitioned to its new home at 228 Concord Street in Framingham. Every aspect of the building reconstruction was designed with purpose and mindfulness of this unique program. At the November open house, the program was welcomed into the community and has been thriving ever since. In fact, we were thrilled to recently receive funding from the Department of Public Health to manage a second residential program at the same location that will serve 16 women with co-occurring substance use and mental health disorders.

Carrying out our mission is only possible thanks to the invaluable supporters and community partners that help turn our vision into reality. Our donors and volunteers generously give their time, treasure and talent. Our Board of Directors is consistent and persistent in its dedication to the mission. We are so proud of the impact the staff has on the individuals and families whose lives they touch.

We expect the coming year to be full of fresh challenges, as we continue to focus on long term planning. We will embrace FY20 from the position of strength embedded in our commitment to our mission and our established history of successful growth and change in helping to meet the basic human needs of the people we serve.

Sincerely,

Lawrence Scult
President, SMOC Board of Directors

Jim Cuddy
Executive Director, SMOC
45,663 individuals served by SMOC, including 31,261 families

2,321 homeless individuals obtained a safe and supportive home in our emergency shelters

1,655 individuals transitioned from emergency shelter to permanent housing

36,360 volunteer hours contributed by 555 volunteers to our statewide programs

809 individuals received comprehensive opioid/substance use treatment through SMOC Behavioral Healthcare

2,272 individuals received housing stabilization services and/or home buyer education through our Housing Consumer Education Center

113 adult learners benefited from English as a Second Language and High School Equivalency Classes at the Joan Brack Adult Learning Center

$601,078 in tax refunds returned to 668 low-income individuals, at no cost, through our Volunteer Income Tax Assistance program

11,969 low-income individuals stayed warm last winter by utilizing our Fuel Assistance program

8,798 food insecure individuals received nutritious meals and groceries from our meal programs across the state

7,623 individuals provided with domestic and sexual violence counseling and prevention programs from Voices Against Violence

520 homes received energy efficiency services through our weatherization program
A New Center for The Community

In partnership with the greater Framingham community, SMOC is transforming its recent acquisition of Suburban Athletic and Child into the new Framingham Community Center (The Center). Based in Framingham’s densely populated downtown area, The Center will build upon existing early childhood education and athletic programming to provide an even broader palette of enriching activities to local families and individuals.

The Center will serve as the new home for the Framingham Police Athletic League’s youth boxing program, which offers some of our community’s most vulnerable students a safe, structured and healthy place to spend their after-school hours. The Center is made possible thanks to the partnership of the City of Framingham, the MetroWest Health Foundation, the Framingham School Department, Framingham State University, MassBay Community College, the MetroWest Regional Transit Authority, the Greater Framingham Community Church, and many others who share the vision of creating a vibrant, engaging, and richly diverse environment for advancing health and social wellbeing.

New Home for Serenity House

Serenity House, a flagship program of SMOC that was founded 40 years ago, is a residential treatment center for women in recovery. In FY19, Serenity House moved from Hopkinton to Framingham after SMOC acquired and fully renovated a former downtown Framingham nursing home. The move made it possible to increase the number of clients served, including more slots for pre- and post-partum women. It also provides a more convenient location for Serenity clients to access SMOC services and other community resources. Serenity alumni, local officials, community partners, funders and board members joined us at the open house to celebrate this next chapter in Serenity House’s history.
Voices Against Violence’s New Look

For more than 40 years, the Voices Against Violence program at SMOC has been saving lives, rebuilding lives, and securing safer futures. Voices is the MetroWest region’s comprehensive domestic and sexual violence service center with a mission to reduce the impact that sexual and domestic violence has on individuals, families, and communities. More than 7,500 people were served last year through Voices’ direct service and prevention programs and this number continues to grow as more survivors find their voice to speak out and seek support. With careful consideration of the program’s rich history and ambitious future, Voices unveiled a new logo in FY19. The logo features a more condensed and newly calibrated aesthetic which serves to amplify the mission and inspire all voices to be heard.

The Heart of The Home

Thanks to the Wiese Company of Sherborn, MA, the communal kitchen in Voices Against Violence’s Haven Shelter received a much-needed facelift. Haven Shelter provides safe, confidential emergency shelter for domestic violence victims and their children fleeing imminent danger. The Wiese Company ardently took on the renovations by acquiring donations of building materials, raising project funds and coordinating volunteer workers. The result is a warm and welcoming space that offers Haven Shelter’s temporary residents a place to feel at home.
City of Lowell Homelessness Task Force

In recognition of the growing number of homeless individuals in the city of Lowell and throughout the Merrimack Valley, Lowell’s City Manager established a taskforce to address homelessness. The Task Force is comprised of key community leaders from around the city and region, including representation from SMOC’s Lowell Transitional Living Center (LTLC). Based on the Task Force’s recommendations, LTLC will soon see the addition of a dedicated housing search specialist to the team. In addition, rather than having to close its doors to clients during daytime hours, LTLC will be able to remain open around the clock so that homeless individuals will have a safe and productive place to seek services and support.

All Are Welcome at Loaves & Fishes Community Kitchen

Loaves & Fishes Community Kitchen is a free, year-round community meal program of Open Pantry Community Services, a division of SMOC located in Springfield, MA. Since 1980, volunteers from faith-based communities, civic groups, area businesses and student organizations have come together daily to prepare and serve nutritious meals to disadvantaged individuals and families in Greater Springfield. Lunch and supper are available seven days a week and last year the program served more than 70,000 individuals. The meals provide diners with comfort and fellowship as well as the opportunity to access other essential services.
HIGHLIGHTS

In FY19, SMOC and community partner Wayside Youth & Family Support Network (Wayside) were awarded a Youth Funds Grant from the Massachusetts Executive Office of Health and Human Services. Aimed at serving youth who are homeless or at risk of being homeless, the program is designed to help support and stabilize this under-served population as they work towards self-sufficiency. To date, SMOC and Wayside have partnered to provide more than 100 youth and young adults with services including counseling; health, housing and employment services; and aid for expenses such as license fees, education and training and clothing for job interviews.

A SMOC Financial Services Success Story
SMOC Financial Services (SFS) was launched in 2015 to promote economic opportunities for disadvantaged and underserved entrepreneurs in the MetroWest and Worcester areas. SFS provides microloans to existing small businesses and start-ups in conjunction with one-on-one business counseling. Each year, SFS’s impact continues to grow. For example, in FY19, “Elen” secured a loan and technical assistance from SFS staff, allowing her to launch the Franklin Street Café, a Brazilian-American restaurant located in Downtown Framingham. Elen and her husband, Anderson, are Framingham residents originally from Brazil. Although they successfully ran some small businesses in Brazil, they lacked the credit and collateral to secure a traditional loan in the US. With the help of SFS, the restaurant opened in June, creating new jobs and attracting customers of varied backgrounds to enjoy hearty meals in an inviting environment.
ANNUAL REPORT 2019

HIGHLIGHTS

Residential Treatment for Women with Co-occurring Disorders
SMOC’s newest residential program, co-located with Serenity House in downtown Framingham, provides treatment for women with co-occurring disorders. “Co-occurring disorders” refers to instances when individuals are diagnosed with both substance use disorders and mental health issues. The program lasts six to nine months and offers comprehensive care in a safe, structured, and therapeutic environment. Prior to completion, program participants and staff work together to create an aftercare plan that prepares the graduate for integration back into the community and ensures she is connected to appropriate resources to support her in leading an independent, recovery-oriented life.

Opioid Epidemic Awareness
In addition to providing direct care to individuals struggling with opioid and substance use disorders, SMOC’s Behavioral Healthcare division is addressing this growing public health problem by working with community partners to raise awareness and educate community members. In March, we partook in Black Balloon Day, distributing hundreds of symbolic black balloons and holding a memorial service at our headquarters to remember those lost to opioid overdoses. In June, we hosted two screenings of “Addiction: a NOVA film” followed by panel discussions. The first screening was an exclusive educational opportunity for SMOC staff. The second was held jointly with Framingham FORCE and was free to the general public. Later in the year we welcomed The Improbable Players, a troupe of performers in recovery, to the Amazing Things Art Center in Framingham. The production was free and open to the public and featured content illustrating the direct and indirect effects of addiction and the process of recovery. The lively Q & A session that followed the show affirmed the value of this type of programming.

Community Cleanup
As a part of SMOC’s commitment to clean, safe and healthy communities, we teamed up with neighboring organizations to organize several community cleanups. We are grateful to the Bose staff members that donated their time and energy to dramatically improve the interior and exterior condition of four SMOC residential programs: Pathways Family Shelter, Pearl Street Family Shelter, Turning Point Shelter for Men, and Serenity House Residential Treatment Program. Building on those efforts, SMOC established a Community Clean-up Brigade, that consists of staff and clients that take to the streets on designated days to clean up high traffic areas in downtown Framingham.
HIGHLIGHTS

Women, Infants, and Children (WIC) Day

The Massachusetts Women, Infants, and Children Nutrition Program (WIC) held its first ever WIC Day across the Commonwealth. WIC Day was created to celebrate the program, its services and, most of all, the families that participate and thrive in the program. SMOC’s Framingham/Waltham WIC program hosted a successful event at the Framingham office, offering families a variety of healthy and fun activities such as yoga and Zumba classes; cooking and CPR demonstrations; and crafts, games, and raffles.

Community Kiln’s New Kiln

Thanks to the support of one of Community Kiln’s founders and generous donors, a new glaze kiln was purchased and installed in the studio. SMOC launched Community Kiln following the closure of the Danforth Museum Ceramics Program. Four 20-year old kilns and most of the studio’s equipment were purchased from the Danforth. While the kilns have enabled us to fire ceramics for the last three years, they do not run as economically as the newer models and are in constant need of repairs. The new kiln was extremely well received and will help the studio continue to offer quality instruction and a modern, welcoming art space. Plans are already in the works to raise funds to replace another kiln in the coming year.
A Special Message from Billy and Tracie

“We will forever be grateful for the SMOC agency. Special thanks to the programs that have been the stepping stones in helping us on our journey of recovery. From Serenity House, Shadows and Meadows, Roland’s House, Crossroads and supportive housing where we had met each other and our friendship began and grew into so much more. We recently married this past September. We have been truly blessed in all areas of our lives. We both have careers helping others and giving back what was so freely given to us. I am now working as an Executive Assistant at the Arbour Hospital in Boston and Billy continues to work for the agency that has given him so much as a Field Supervisor for Facilities.”

Johnathan

Johnathan, a.k.a. Day Day, first found his way to SMOC for housing, where he was immediately housed in a single room occupancy unit. It was a drastic improvement from his days of sleeping on the streets. Once housed, he was referred to services that helped him get sober. With support from SMOC and others, Johnathan has remained sober. Meanwhile, he has developed close relationships with local business owners, who employ him in temporary positions that help him on his path to self-sufficiency and independence. “I accomplished what I never thought I could. I got sober! SMOC saved my life and strengthened my future,” he says.
**Michael**

Mike started his journey at SMOC when he approached the front desk of Turning Point Shelter in a few years ago. He was successfully housed in a single room occupancy unit, but he struggled with sobriety and relapsed with drugs and alcohol. Due to his excessive substance use, Mike could not maintain employment. Then he was referred to SMOC’s Crossroads Detox Program, where he got the support he needed to steadily work on his recovery. His hard work and persistence paid off. Mike has been sober for 2 years now and works as skilled craftsman at a local construction company.

**Ernseau and Family**

Ernseau (pictured with his family on cover) found his way to the Joan Brack Adult Learning Center for English classes at the end of 2017, thanks to referrals from Medway House Family Shelter and SMOC’s Workforce Development team. This wasn’t Ernseau’s first experience with a new culture. Following the 2010 earthquake in Haiti, he and his wife fled to Brazil in search of a better life; in 2016 they moved to the United States. At first, Ernseau relied on his Creole and Portuguese language skills to communicate, but he became frustrated with the language barrier while trying to navigate systems to help his pregnant wife seek care. He enrolled in SMOC’s English as a Second Language (ESL) program and was an eager and active participant, often inspiring his classmates. Ernseau was even asked to represent his class as a speaker at his ESL graduation. After graduation, Ernseau had the skills he needed to navigate his new homeland and quickly found a job at a local nursing and rehab center.
SUCCESS STORIES

Viola is the first Massachusetts Rental Voucher Program (MRVP) client to buy a home. The MRVP helps improve the lives of low-income families and individuals by offering rental subsidies to eligible applicants. Starting in a SMOC emergency family shelter in Framingham, Viola applied to different housing authorities and lotteries when finally, she was fortunate enough to win the MRVP lottery for a SMOC housing unit in Framingham. Viola then enrolled in our fuel assistance program and took our First Time Home Buyer Classes. Meanwhile, she planned and saved. Viola returned to nursing school, graduated and found a job. Her new salary qualified her for financing and Viola purchased her dream home in Peabody in July 2019. Everyone at SMOC congratulates her on her achievement!
AWARDS

EMPLOYEES OF THE YEAR
Vijayalakshmi Battalagundu - Housing Search Specialist, Scattered Sites Shelter Program
Sherilyn White - Care Coordinator, Common Ground Resource Center

MANAGERS OF THE YEAR
Daniel Jusseaume - Program Administrator, Sage House
Ryan Rodrigues - Case Management Supervisor, GWHC

VOLUNTEERS OF THE YEAR
Colleen Beaumont - Lowell Transitional Living Center
ROCK 102-WAQY and DJ’s Bax, O’Brien & Steve Nagle - Open Pantry Community Services

SPIRIT OF SMOC/MARGARET DAVITT AWARD
Edward Cannon
The Child Care and Head Start Management Team

TEAM OF THE YEAR
Downtown Framingham Outreach Team - Common Ground Resource Center
Christen Auger, Cheryl Horn, Amy Odell, Jacquelyn Peck, Erika Tegtmeier

COMMUNITY PARTNER
Santander Bank
Bright Horizons Foundation for Children and Kettlebells4Kids

INNOVATIVE PARTNER OF THE YEAR
MetroWest Health Foundation

ANNIE BRADFORD FRIEND OF SMOC
William and Rebecca Manley

BOARD MEMBER OF THE YEAR
Yvonne Brown
### ANNUAL REPORT 2019

#### FINANCIALS

**SMOC Consolidated Statement of Activities - Core Operations**

**FISCAL YEAR ENDING JUNE 30, 2019**

<table>
<thead>
<tr>
<th>Revenue</th>
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<tr>
<td>Contracts</td>
<td>$81,757,000</td>
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<tr>
<td>Grants</td>
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<tr>
<td>Donations</td>
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<tr>
<td>Rental Income</td>
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<tr>
<td>Third Party Billings</td>
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<td>Program Revenue</td>
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<tr>
<td>InKind Revenue</td>
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<tr>
<td>Other</td>
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<tr>
<td><strong>Total Revenue</strong></td>
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<table>
<thead>
<tr>
<th>Expenses</th>
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<tr>
<td>Energy &amp; Financial Assistance</td>
<td>$44,831,000</td>
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<tr>
<td>Housing</td>
<td>$26,264,000</td>
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<td>Head Start/Child Care</td>
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<td>Behavioral Health</td>
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<td>Other Programs</td>
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<tr>
<td>Administration &amp; Fundraising</td>
<td>$2,864,000</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$99,180,000</td>
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</tbody>
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Change in Net Assets before Depreciation: $5,720,000
Depreciation: $2,719,000

Change in Net Assets: $3,001,000

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**FY19 Revenue**

- Contracts: 78%
- Rental Income: 7%
- Third Party Billings: 6%
- InKind Revenue: 5%
- Program Revenue: 2%
- Fundraising (Grants & Donations): 2%
- Other: 3%

**FY19 Expenses**

- Energy & Financial Assistance: 45%
- Housing: 27%
- Head Start/Child Care: 10%
- Behavioral Health: 9%
- Other Programs: 6%
- Administration & Fundraising: 3%
- Other: 3%
Many Thanks to All Who Supported SMOC in FY19

Local, State and Federal Funders

City of Framingham  
City of Lowell  
City of Springfield  
City of Worcester  
Town Of Northbridge  
Division of Banks  
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 MBHP-Mass Behavioral Health  
MA Medicaid  
MA Medicare  
MA Office for Victim Assistance  
MA Parole Board  
MA Rehabilitation Commission  
Substance Abuse and Mental Health Services Administration  
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

Acton Community Chorus  
Albert J. Gifford Charitable Trust  
Align Credit Union  
Alira Health / CMC Consulting Boston Inc  
Auto Bright Car Wash  
Avidia Bank  
Bank Of America Charitable Foundation  
Boston Private Bank and Trust Company  
Bostonian Cleaning and Restoration  
Bowditch & Dewey  
Bright Horizons Foundation For Children  
Calare Properties Inc.  
Capital Group Properties  
Charles River Bank  
Chill Restaurant  
Citizens For Citizens  
Coldwell Banker Brokerage In Weston  
Commcreative  
Commonwealth Creative Associates  
Commonwealth Of MA Employees Charitable Campaign  
Community Health Coalition Of MetroWest  
Community Networks Corporation  
Community Software Group  
Congregation Beth El  
Cornerstone Bank  
David P Truitt Jr Master Electrician LLC  
Davis Square Architects  
Devaney Energy  
DeWolfe Contracting Inc.  
Digital Federal Credit Union  
Doctor’s Express  
Eastern Bank  
Eastern Bank Charitable Foundation  
EEG, Inc.  
European Wax Center  
Exhibit “A” Brewing  
F&W Pest Control  
Fair & Yeager  
FFR Collects  
First Baptist Church Framingham  
First Congregational Church Of Holliston  
First Federated Church  
First Financial Resources  
First Literacy  
Fitts Insurance  
Foundation For MetroWest  
Framingham Cultural Council  
Framingham Friends Meeting  
Framingham State University  
Framingham Union Aid Association, Inc.
**DONORS**

**Institutional Donors (CONTINUED)**

Franklin Caterers  
Friends Of Voices Against Violence  
Gentili and Rossini Associates  
Gordon Real Estate Corporation  
Hartford St. Presbyterian Church  
Herb Connolly Chevrolet  
Herman and Frieda L. Miller Foundation  
Highland Street Foundation  
Illinois Tools Works Inc.  
J & R Company NC  
Jantcu  
Jewell Insurance Agency, Inc.  
Jim Morissette’s Oil Burner Service, Inc.  
Joan H. Brack Charitable Foundation  
John A Stefanini Attorney At Law  
K Of C & Marlboro Council  
Klein Hornig LLP  
Lady Gordon Lodge  
Law Office Of Morton Shuman  
M&V Depalo Nominee Trust  
MA Census Fund  
Marlborough Junior Woman’s Club  
Massachusetts Growth Capital Corporation  
Massachusetts Medical Society and Alliance Charitable Foundation  
MathWorks  
Melvin S. Cutler Charitable Foundation  
Metrowest Academy Of Jiu Jitsu  
Metrowest Energy, Inc.  
Metrowest Health Foundation  
Middlesex Savings Bank  
Middlesex Savings Bank Charitable Foundation  
Millford National Bank/Trust  
MutualOne Bank  
MutualOne Charitable Foundation  
Nancy Sidewater Foundation  
National Grid  
National Literacy Directory  
National Resource Center On Domestic Violence  
NBM, Inc.  
Needham Bank  
North Brookfield Savings Bank  
Northeastern University  
Ochsner Charitable Foundation  
Olympus  
Original Congregational Church Of Wrentham  
Our Lady Thrift Shop, Inc.  
People’s United Community Foundation  
Pilgrim Church  
Pirperis, Inc.  
Purple Ink  
R.C. Rheault Construction  
R.C. Shaw Sprinkler Co., Inc.  
Reliant Foundation  
Reliant Medical Group  
Retro Tec Insulation  
Rising Sun Lodge #99  
Rockland Trust Charitable Foundation  
Rousseau Realty, LLC  
Santander Bank  
Schwartz Charitable Foundation  
Shannon Vyff Trust  
Sing Sing, Inc.  
Sj4 Services, Inc.  
Steve Babcock Plastering  
Status Point IT  
Suburban Athletic and Child  
Sudbury United Methodist Church  
TD Charitable Foundation  
Textron  
The Elsevier Foundation  
The Fletcher Foundation  
The Fred Harris Daniels Foundation, Inc.  
The Guardian Life Insurance Company Of America  
The Mary Kay Foundation  
The Milford National Charitable Fund  
The Ruth H. and Warren A. Ellsworth Foundation  
Tracker System, Inc.  
Unitarian Universalist Area Church  
United Mechanical Contracting, Inc.  
United Way Of Central Massachusetts  
United Way Of Massachusetts Bay and Merrimack Valley  
United Way Of Tri-County, Inc.  
Universal Home Improvement  
VOYA  
W.B. Mason Company, Inc.  
Waxing the City  
We’re All In This Together  
Whitney & Gore Financial Services, Inc.  
William James College, Inc.  
Wireless Zone Foundation for Giving  
Wyman-Gordon Foundation
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John Parsons, Wellesley
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Lawrence Scult - President, Wayland
Faith Tolson, Framingham
Richard Twomey, Holliston
Judith Peach Warren, Hopedale
Pamula Zicko, Holliston

Contact Information

FRAMINGHAM MAIN NUMBER  (508) 872-4853
Child Care Head Start  (508) 820-8380
SMOC Behavioral Healthcare  (508) 879-2250
Fuel Assistance/LIHEAP  (508) 620-1230
WIC Framingham  (508) 620-1445
SMOC Housing Corporation  (508) 879-6691
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  (508) 620-2349
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  (413) 737-5354