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,

This has been a year like we have never experienced. To capture it in its entirety would be impossible since we faced an unprecedented pandemic that changed the agency's course for months. Since March, the agency has adjusted each and every program to continue providing services. A new definition of going to work quickly emerged at the beginning of the pandemic. For some, it meant remaining at home and for others, it meant adopting a system of protocols to ensure that every environment they entered was safe for staff and clients. At the center of every decision made along the way was health and safety. Ongoing communication with our local Health Departments in the communities that we serve was paramount to providing the most up to date and accurate guidance. We also acted swiftly to explore and access emergency funding for our programs and were very successful in acquiring funding. With these emergency assistance funds, we were able to create a food delivery system across all of our regions, enhance our rental and mortgage arrearage programs, obtain Personal Protective Equipment and cleaning supplies, and help de-populate shelters. We are so thankful for those relationships with our community partners and funders. They have certainly demonstrated availability and willingness to assist when the going gets rough.

Despite the unknown associated with COVID, our staff functioned as a cohesive team at all levels. Their response to a constantly evolving situation was beyond expectation. Programs and staff that had never previously interacted found themselves offering their time, skillsets, and their ear to listen to each other. It was just amazing to observe the resiliency of our staff and clients.

We would be remiss if we did not mention the agency's accomplishments pre-COVID that included the completed construction of a number of major projects like the new SMOC Behavioral Health Center located at 7 Bishop, the redesign of space at 19 Concord St. in Framingham to house the Framingham Recovery and Support Center and the renovations at 10-12 Roxanna St. that have resulted in a beautiful space for the Framingham Community and Cultural Center. In the coming year, we will institute a Capital Repair Initiative that will allow us to invest in our current properties that are in need of upgrades and restoration. This will greatly enhance our overall housing portfolio. We also remain committed to redoubling our efforts to identify and dismantle systemic racism. Our new Diversity, Access, Inclusion and Equity Committee will continue to develop and implement strategies to ensure that “Everybody Matters” and encourage courageous conversations.

The many lessons that we have learned through COVID have resulted in the agency’s ability to move forward with a renewed sense of our capability and commitment to our mission. We truly weathered every aspect of this storm together. We have realized how much we depend on one another, and that no one person can do it alone during a crisis. And as much as the virus prohibited physical distance, it also necessitated collaboration and that people work closer together than ever. And that is what we all did at SMOC. The challenges of COVID only reinforced the level of compassion, empathy, and advocacy that our staff bring to their work every day. Our Board also holds these same values and their support and reassurance this past year was essential to our progress. For never losing focus of the mission, we are forever grateful and proud of SMOC staff and our Board. Though the future is uncertain in some aspects, we embark on the coming year with confidence that this agency has an unwavering spirit to serve the needs in our communities, confront challenges in a mindful and respectful manner, and always adapt with a positive outlook.

Sincerely,

Lawrence Scult
President, SMOC Board of Directors

Jim Cuddy
Executive Director, SMOC
OUR IMPACT

46,102
individuals served by SMOC, including

41,376
families

2,941
homeless individuals obtained a safe and supportive home in our emergency shelters

1,515
individuals transitioned from emergency shelter to permanent housing

1,318
individuals received assistance for their housing crisis through our Housing Consumer Education Center

6,713
food insecure individuals received nutritious meals and groceries from our meal programs at Open Pantry Community Services

711
homes received energy efficiency services through our weatherization program

6,015
individuals were provided with domestic and sexual violence counseling and prevention programs from Voices Against Violence

2,122
clinic patients received comprehensive outpatient services from SMOC Behavioral Healthcare

$265,200
estimated value of volunteer work contributed by our volunteers to programs across our footprint

$490,460
in tax refunds returned to 668 low-income individuals, at no cost, through our Volunteer Income Tax Assistance program

$4,513,986
paid by our Fuel Assistance program to help 11,254 low-income individuals stay warm last winter
On October 21, 2019, SMOC Behavioral Healthcare officially relocated to its new home at 7 Bishop St. #29. The opportunity for SMOC program and staff integration has been enhanced now that the clinic is located right next door to all the services and programs offered at 7 Bishop St. The newly renovated building provides a more welcoming, convenient, and safe environment for our clients to receive behavioral healthcare services. In this facility, the staff and clinicians provide substance use and mental health outpatient services to individual adults, children, and families.

**Framingham Recovery Support Center**

The Framingham Recovery Support Center (RSC) recently celebrated its opening to the public on July 20th, 2020. Originally slated to open pre-COVID in March 2020, the team had to re-envision a new way to for the center to function, since the program’s focus is on each person making informed, healthy choices that support physical and emotional well-being.

The facility’s purpose is to ensure a safe, home-like environment with meaningful daily activity, and providing access to the resources and income that support hope, friendships, and family connections in the community. Early on in the pandemic, the RSC provided support to people in the community through Recovery Coaches making virtual connections. Now that that the RSC can provide face to face services, they have shifted to offer a combination of in person workshops with limited capacity along with continued virtual sessions with Recovery Coaches.
Framingham Meal Program

In response to the COVID-19 pandemic, SMOC created a meal delivery program earlier this year to provide ready-made meals to food insecure families and individuals in the Framingham area, funded by grants and donations given specifically for COVID relief. Since April, SMOC has been delivering meals twice a week, providing approximately 1,000 prepared meals each week.

SMOC and Census 2020

As an integral partner of Census 2020, SMOC is committed to counting all of our individuals and families who reside in our housing continuum. Despite the challenges of COVID-19, SMOC trained Managers and Direct Care Staff on the basics of the Census form. SMOC’s goal was to help ensure that all of our clients were educated on the census and counted. With funding from the Massachusetts Housing and Shelter Alliance (MHSA) and MA Census Equity Fund, we were able to produce materials in various languages and conduct outreach in our communities.
January 2020 marked the completion of the renovation of the Lowell Transitional Living Center’s staff areas and common gathering spaces for clients. These spaces were initially very outdated and didn’t meet the need of the growing staff or the needs of outside providers that come in and hold workshops. The renovation successfully improved the appearance and furnishings of the main entrance and common area; HVAC system upgrades; expansion of kitchen storage space; and a new floor plan for the client and case management area, designed specifically to enable teamwork, community collaborations, and supportive case management services. This space now better supports the positive growth and successful outcomes for LTLC’s clients.
CAPITAL REPAIR INITIATIVE

2032 Main St, Village of Three Rivers, Palmer

Utilizing NeighborWorks revitalization funds, 2032 Main Street is a two-story, mixed use building, which was completely renovated over the past 18 months. The 1st floor of the building boasts a redesigned and remodeled commercial space, while the 2nd floor was renovated into a two-bedroom apartment. The property is part of an initiative to revitalize the village of Three Rivers by creating quality living and retail spaces in Palmer.

10-12 Roxanna St, Framingham

This property experienced a major conversion over the past year. Plans for the redesign of this building including relocating classrooms and offices and the buildout of the Framingham Cultural and Community Center were well underway prior to COVID. The impact of COVID accelerated the renovation project due to limited program activity at the site during construction. Fortunately, we were still able to use the outdoor space at Roxanna to provide a meal pick up service two times per week to families in the Childcare and Head Start Programs during the first few months of the pandemic. The Framingham Cultural and Community Center space at Roxanna has recently been completed and the program implementation phase is the next step.

1509 N. Main St, Palmer
Our Response to COVID-19

The impact of the COVID-19 pandemic on SMOC’s employees and the people in the communities we serve has been tremendous. Fortunately, we never stopped offering the services we provide in our communities and all employees rallied to make things work during a very uncertain time. The agency developed systems to allow almost everyone to work from home. Protocols were established to support the 24 hour facilities as they remained operational throughout the pandemic. Federal, state, and local guidance have consistently been followed and the agency has adapted to every phase of the process. A robust Re-Opening Plan for sites was created, and in June, we started to re-open sites to employees. Through our strong collaboration with local partners, we were able to provide numerous testing opportunities for clients and staff, including the setup of a free testing site at 7 Bishop. The following photos document the resiliency of the staff at SMOC, and their ability to keep smiling through hardships.
together through the distance
A Message from Tara

Tara first came to SMOC five years ago when she found herself and her two children became homeless following a divorce. She and her children left everything to seek a better life.

Tara met with housing specialists at SMOC and soon moved into a shelter and then a Section 8 [subsidized] apartment, where she and her 2 children were able to find stability as they started to rebuild their lives. She needed to find a job that could provide independence for her and her children. She decided to make a switch from previous office and retail positions to construction. It wasn’t an easy path, especially as a female in a male-dominated field, but Tara persevered.

She put herself through a trade program, construction school, and an apprenticeship requiring 4,000 hours of employment. Her new career has awarded her financial stability and independence. This is her message to her case workers:

I’d like to say that you were a great support system in one of the important yet roughest times of my family’s life. I am extremely fortunate of having you guys, my own dynamic duo, to help guide me out of the shelter and into household independence. All your help is so greatly appreciated and the outcome is even greater than I envisioned. If possible, I would love to pay it forward and help others in need. Whether guidance, a shoulder to lean on, kids toys or clothes, or even a toaster haha. I’m your girl!

Thank you again,
Tara, Julianna, and JoJo
SUCCESS STORIES

Ryan’s Story

Before arriving at the Serenity House program, Ryan was incarcerated. Upon her release, she was on probation and was initially required to join the program. Once she successfully completed probation, Ryan chose to remain in the program and continue working on her recovery and the goals she had set for herself: to rebuild her relationship with her daughter, to gain employment, and to find sober housing.

By the time Ryan graduated from the Serenity House program, she had achieved all of these goals. She has rebuilt a relationship with her daughter, which she is extremely happy about; she has moved into sober housing near where her daughter currently resides; and she has found stable employment close to her new housing.

While in the program, Ryan obtained a sponsor who worked with her up to graduation and has plans to continue their work post-graduation as well. She became very active in the AA fellowship and often provided information to other residents in the program about online meetings and other resources during the COVID-19 pandemic. She also plans to continue therapy outside the program, and has ensured she has providers available for other supportive services to continue her work in her recovery in her new location.

Her case manager shared, "Her drive and gratitude is huge, as is her kindness." Ryan spoke at her graduation about how the Serenity House program is the first thing she has successfully completed in her life and how proud she was of her accomplishments. We are all proud of Ryan for all that she has achieved and all that she continues to pursue.
A tribute to Margaret Davitt

The Margaret Fund

SMOC has established a fund in honor of our beloved employee of 50 years, Margaret Davitt, who we are sad to announce passed away of Covid-19 on May 14, 2020. The Margaret Fund will provide small grants to unaccompanied single adults who reside in SMOC's supportive housing continuum to aid in their efforts to sustain and nourish their recovery. The recipients' advocate, case manager or housing coordinator at SMOC will be responsible for making the request.

Margaret did many things during her fifty years with SMOC, starting as a street outreach counselor, overseeing Head Start and Day Care for decades, and serving as the organization's Deputy Director for Programs. She dearly loved the role of Detox Nurse, which she did for many years. Most importantly, Margaret was the spiritual center of the SMOC universe. She was also a notoriously 'soft touch' throughout her entire career. To date, The Margaret Fund has raised $8,240.
## FINANCIALS

### SMOC CONSOLIDATED STATEMENT OF ACTIVITIES - CORE OPERATIONS
**FISCAL YEAR ENDING JUNE 30, 2020**

#### REVENUE
- Grants & Contracts: $85,580,000
- Third Party Billing: $9,256,000
- Rental Income: $7,677,000
- InKind Revenue: $862,000
- Donations & Other: $4,813,000

**Total Revenue**: $108,188,000

#### EXPENSES
- Energy & Financial Assistance: $45,438,000
- Housing: $25,219,000
- Head Start/Child Care: $11,239,000
- Behavioral Health: $10,081,000
- Other Programs: $6,311,000
- Administration & Fundraising: $5,052,000

**Total Expenses**: $103,340,000

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<th>Item</th>
<th>FY20 Revenue</th>
<th>FY20 Expenses</th>
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<td>Change in Net Assets before Depreciation</td>
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<td>Depreciation</td>
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<td><strong>Change in Net Assets</strong></td>
<td><strong>$1,856,000</strong></td>
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</table>

**FY20 REVENUE**
- Grants & Contracts: 79%
- Rental Income: 7%
- InKind Revenue: 1%
- Third Party Billing: 9%
- Donations & Other: 4%

**FY20 EXPENSES**
- Energy & Financial Assistance: 44%
- Housing: 24%
- Head Start/Child Care: 11%
- Behavioral Health: 10%
- Other Programs: 6%
- Administration & Fundraising: 5%
Many Thanks to All Who Supported SMOC in FY20

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
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U.S. Department of Justice
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Institutional Donors

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Allyson Gray Trust
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Avidia Bank
Beacon Telecom
Bellingham Dairy Queen, Inc.
Berkshire Bank
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BST Properties LLC
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Commonwealth Of MA Employees Charitable Campaign
Community Software Group
Congregation Bethel
Copper Rock Capital Partners LLC
Cornerstone Bank
Cricket Properties LLC
David P Truitt Jr Master Electrician LLC
Davis Square Architects
DCU (Digital Federal Credit Union)
DCU For Kids
DeWolfe Contracting
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Eliot Church Of South Natick Inc.
Empire Historical Renovations
European Wax Center
Excel Property Management Corp
Fair Yeager Insurance Agency Inc.
Federal Home Loan Bank Of Boston
Fidelity Charitable Foundation
First Baptist Church Framingham
First Congregational Church Of Holliston
First Federated Church
First Parish In Needham
**Institutional Donors (CONTINUED)**

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Framingham Cultural Council
Framingham State University
Framingham Union Aid Association Inc.
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Friends Of Voices Against Violence
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Glickman Kovago
Grady Plumbing, Inc.
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Harvard Pilgrim Health Care
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Massachusetts Growth Capital Corporation
Massachusetts Medical Society and Alliance Charitable Foundation
MassHousing Center for Community Recovery Innovations
Melvin S. Cutler Charitable Foundation
Metrowest Academy Of Jiu Jitsu
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Metrowest Health Foundation
Michael P. Cannon & Associates
Middlesex Savings Bank
Middlesex Savings Charitable Foundation
MutualOne Charitable Foundation
Nancy Sidewater Foundation
NBM Inc.
Needham Bank
Network For Good
NOREL Service Co., Inc.
Ochsner Charitable Foundation
Olympus
Pilgrim Church
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Reliant Foundation
REMAX One Call Realty
Rockland Trust Charitable Foundation
Roland’s House Evening Of Giving
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Shaw Sprinkler
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St. Mary’s Credit Union
Stratus Point IT
The Franklin Federated Church
The Gentle Place
The Health Foundation Of Central Massachusetts Inc.
The Joan H. Brack Charitable Foundation
TJX Foundation
Unemployment Tax Control Associates
United Way of Central Massachusetts
United Way of Tri County
Universal Home Improvement
VOYA
We’re All In This Together
Willow Hill School
Whitney & Gore Financial Services
Worcester County Food Bank
Worcester Together Fund
Yankee Candle
ZVI Construction
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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
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7 Bishop St
Framingham, MA 01702

www.smoc.org