Neighbors helping neighbors keeps our community strong.

2020 Annual Report
Dear Friends,

Looking back on Fiscal Year 2020 for the Natick Service Council (April 1, 2019 – March 31, 2020), our first thought is Thankful. We are thankful for your support of the services and goods that we supply to our clients, and we are thankful for the opportunity to make a difference for those in Natick who need a helping hand.

So many of you support us with monetary contributions, donations of food and clothing, providing backpacks for students heading to school in the fall, the fixings for Thanksgiving dinner and gifts to make the holidays brighter, and by volunteering countless hours. Volunteers at the Natick Service Council perform tasks such as sorting food and clothing donations, helping clients as they shop for food in our food pantry, delivering food to those who cannot travel to our facility, answering the phones and performing other administrative tasks.

Much of our year was like others before it, with emphasis on Neighbors Helping Neighbors, but in March, we were faced with two unexpected events. First, as you are all aware, the COVID-19 pandemic reached Massachusetts and upended our systems. NSC staff made decisions to temporarily stop accepting food and clothing donations from the public and to stop using our army of volunteers. We began to distribute pre-bagged foods to our clients and discontinued the opportunity to shop in the food pantry. Other programs, such as our Easter basket gifts, were also halted. These changes were necessary to make sure our staff and clients were as safe as possible, but resulted in the need to purchase much more food each week to replace the usual food donations. We are thankful that you, our donors, have stepped up with increased financial contributions, making it possible for us to continue to provide healthy food to all of our clients.

The second unexpected event in March was the departure of Greg Tutuny as NSC Executive Director. Greg was offered a tremendous opportunity with another organization and, after 9 years as NSC ED and service on the Board of Directors before that, made the difficult decision to move on. Both the Board of Directors and staff were very sorry to see him go. Greg contributed to so much progress at NSC and we can’t thank him enough. We all wish him the best in his new position.

Now, we have begun Fiscal Year 2021. Our new ED, Dan Shea started in July. We continue with our modified food distribution program, and we look forward to the day when NSC is able to re-activate all of our programs and open our facility to our volunteers, clients and visitors.

On behalf of the Natick Service Council’s staff and Board of Directors, thank you for all of your help and support. We couldn’t do this work without you. We are all Neighbors Helping Neighbors.

Sincerely,

Carol Gloff
Interim Executive Director
President, Board of Directors
Our Mission

Natick Service Council is an independent, non-profit organization that connects, engages and collaborates with the community to support Natick neighbors who are experiencing hardship or economic uncertainty by promoting self-sufficiency.

A year of impact made possible by helping hands!

656 Families Supported

442
Children, teens and elders received holiday gifts

289
Families received financial assistance for rent, home heating, utilities and after-school enrichment for kids

226
Children received backpacks filled with school supplies

220
Career development appointments

14,522
Volunteer hours

204,908
Pounds of food distributed

623
People received Thanksgiving meals

Creative services and photography for this annual report — donated by Direct Associates.
What We Do
NSC works hand in hand with the community to improve the quality of life for Natick residents. We provide a broad range of human and social programs to our clients.

CASE MANAGEMENT
Case Managers help clients access services provided directly through NSC and advocate on their behalf throughout the MetroWest Community. Case Managers assess each individual’s situation and recommend our services based on their goals.

EMERGENCY FINANCIAL ASSISTANCE
Financial assistance is available for those in temporary crisis who need a helping hand to get back on track. Last year, 289 families received financial assistance for rent, home heating fuel, utilities and child-related expenses, such as tutoring and after-school programs.

HOLIDAY PROGRAMS
This program is a wonderful example of neighbors helping neighbors. Because of our volunteers and donors who purchased gifts and helped us assemble holiday gifts, Thanksgiving meals, and Easter baskets, we were able to give hundreds of children, teens and elders an extra reason to smile over the holidays.

HARRIET’S CLOSET
This program is named after one of our most beloved volunteers, Harriet Kane. Harriet’s Closet provides new and gently used seasonal clothing, footwear and accessories to our clients and their families.

JOAN H. BRACK CAREER CENTER
The Brack Center is a valuable resource for our clients that provides individual and group career counseling to those looking to gain employment, switch careers or sharpen their skills. Now in its eighth year, the Center facilitated 220 appointments where clients took advantage of resume development, career counseling, one-on-one computer training, mock interviews, LinkedIn workshops and online application services.

SUBSTANCE AWARENESS PROGRAM
In partnership with Natick Public Schools, Natick Together for Youth, and Natick Police, this program provides the necessary knowledge and skills to help kids make healthy decisions as they move through adolescence into adulthood.

HEART HEALTHY FOOD PANTRY
Our Vi Tutuny Heart Healthy Food Pantry continues to be our most utilized program and serves 70% of our clients. Because we are a full choice pantry, clients can shop on their own and are provided with up to two weeks of nutritious foods, including fresh fruits, vegetables, low-fat dairy products and lean meats, as well as personal care products. We are able to run the food pantry because of the hard work of over 200 volunteers who helped us distribute 204,908 pounds of food.

NSC 2020 Staff
Kathie Fair Chandley
Amy Conwell
Devin Giles
Carol Gloff
Helen Hailer
Kelsey Hampton
Diane Harwood
Frank Kobbs
Kellie Mercurio
Sonia Shah
Gayle Soma

Board of Directors
OFFICERS:
Carol Gloff, President
Patrick Moynihan, Vice President
Donna Casey, Clerk
Kevin Chandley, Treasurer
DIRECTORS:
Jacqueline Waters Adams
Artika Angel
Wade Blackman
Steeve Breton
Michael Carr
Timothy Dooling
Arthur Fair III
Richard Gill
Steve Levinsky
Ellen McKeon-Levine
Andrew Meyer
Eva Willens
David Zaltas

EMERITUS:
Bob Brack
Violetta Tutuny

EXECUTIVE DIRECTOR:
Carol Gloff, Interim
Greg Tutuny, Former
Financial Report

As a private, non-profit charitable organization, we rely solely on the generosity of the Natick community, including local residents, businesses, religious and civic organizations, and foundations.

The Natick community provided another amazing year of support. We are sincerely grateful for the community’s financial support and in-kind goods and services donated to help us achieve our mission and support our neighbors.

We would like to thank all of the helping hands that supported NSC this year. From local schools and organizations hosting fundraisers to those who volunteer every week, we are sincerely grateful to the people who contribute their time and expertise to help NSC succeed.
Our Generous Donors

Natick Service Council is extremely grateful for all of our generous supporters. We would like to acknowledge the donors who have contributed $500+ this year; however, every donation amount is appreciated and supports our mission. Thank you!

**President’s Circle**
$20,000+ annually

- Anonymous
- The Corliss Family
- MetroWest Subaru
- Carol and John O’Neil

**Leadership Society**
$10,000—$19,999 annually

- Anonymous
- Brigham Gill Chrysler Jeep Dodge Ram
- Barbara and John Joseph

**Investor’s Society**
$5,000—$9,999 annually

- Anonymous
- Robert Brack
- Joseph Everett
- Edward and Lillian Fassino
- Joan “Penny” Holmes
- Jon Kerbs and Nancy Wynn-Kerbs
- Robert King
- Barbara and Ellis V. Morris
- Katherine and Patrick Moynihan
- The Natick Mills Apartments

**Benefactors**
$1,000—$4,999 annually

- Reuben Ackerman
- Adobe — Your Cause
- Jessica Allain
- Robert Allen and Shirley Hui
- Lori Andrews
- Estie and Neil Aresty
- Stephanie B. Barber
- Kathleen Barrett
- Thomas Bednarz and Sharon Durgin
- Bethesda Lodge #30
- Mark Beyerly
- Irena and Todd Bosworth
- Janice and Peter Burke
- Dorie Cameron and Rick Felty
- Adrienne and Michael Canning
- Anne and Richard Canty
- Michael and Suzanne Carr
- Donna and Jerry Casey
- Christ Evangelical Lutheran Church
- Coach and Carriage Auto Body
- Jessica and Timothy Collins
- Christina and Michael Connolly
- Linc and Lois Cornell
- Peter A. Delli Colli
- Ken Delpapa and Laura Senier
- Carolyn and Michael Deneen
- Lawrence Dick and Lucia Frenkel
- Direct Associates, LLC
- Mavis and William Efthim
- Bruce and Teresa Evans
- Anthony and Stephanie Ferlazzo
- John Fisher
- Anne and James Fitzgerald
- Framingham Union Aid Association
- Jodi Freedman and David Margil
- Christian Fritz and Regina Wolf-Fritz
- Joe Gagliardi
- Donna Gallo and William Leary
- John and Kris Gaziano
- Richard Gill
- Tracy Gleason and David Kaiser
- Carol Gloff
- Marjorie Gove
- Jaime Haber
- Judith and Rudman Ham
- Edward and Mary Hudson
- Nancy and Richard Jennett
- John Everett and Sons Funeral Home
- Kristen Kelley
- Walter Kolosky and Hatty
- Tsai-Kolosky
- Pamela and Robert Koskovich
- Karen and Philip Kuhl
- Anna and Thomas Lally
- Karen and Reginald Leese
- Liberty Mutual
- Kevin and Laura Lilly
- Larry and Mary Litwak
- Margaret A. Lowe
- Natalie and Richard Lozoski
- Craig MacDonald
- Macy’s Foundation/Bloomingdale’s
- Heather and Kevin Marden
- MathWorks Employees
- William McAvoy
- Mary McCarthy
- John and Sally McCoubrey
- Paul and Virginia Meachern
- Microsoft
- Middlesex Savings Bank
- Millennium
- Amy and Michael Mistrot
- James Mud
- Kathleen and Robert Muleski
- Beverly and Edward Mulholland
- Melinda and Michael Mullen
- MutualOne Bank
- Christie B. Napier
- Natick Dental Partners
- Needham Bank
- New England Waterproofing
- David and Shirley Parish
- Denise and Richard Pearson
- Barbara and Samuel Peoples
- Sheila Pirrota
- Reliant Medical Group
- Roche Brothers
- Jeffrey and Kathleen Rodman
- Rotary Club Of Natick, Inc.
- Pamela Sampson
- Barbara and Frank Sanchez
- Sanofi
- Catherine Schellenberg
- Marjorie Schellenberg
- James and Patricia Scurllock
- Heidi and Kevin Shea
- Susan Shea
- Douglas and Marilyn Shepard
- James Singer and Barbara Smith
- Charles and Mary Smith
- David and Maura Spellman
- Charles Spillane
- St. Paul’s Episcopal Church
- Stop and Shop Supermarket
- Mary Stuart
- Martha Tata
- Roberta Taylor
- Kevin and Marlene Thurston
- Tilly & Salvy’s Bacon Street Farm
- Carol and Jay Virshbo
- Walnut Hill School for the Arts
- Melissa Webber
- Wegmans
- Peter Winkelman
- David Zaltas

**Gold Members**
$500—$999 annually

- Karen Adelman-Foster and Robert Foster
- Kerstin Allen
NSC is sincerely grateful to the following foundations for their generous support of our programs and services. Their support allows NSC to provide critical human services to Natick families.

- The 200 Foundation Inc.
- Bob’s Discount Furniture Charitable Foundation
- Cummings Foundation
- DCU for Kids
- Eastern Bank Charitable Foundation
- Foundation For Metrowest
- Garry and Elaine Holmes Fund
- The Greater Boston Food Bank
- Herbert and Esther Atkinson Fund
- Hopkinton Country Club Charitable Foundation
- James and MaryBeth Connolly Family Fund
- Joseph Perini Memorial Foundation
- The Linwood E. and Stacy R. Bradford Family Foundation
- Mathworks
- MetroWest Health Foundation
- The Middlesex Savings Charitable Foundation
- MutualOne Charitable Foundation
- Needham Bank
- The Nellie Mae Education Foundation
- Robert F. Hunsicker Foundation
- The TJX Foundation
- Victoria Arthur Baron Fund
- Wellesley Bank Charitable Foundation

Gold Members (cont.)

$500—$999 annually


NSC helps me put food on the table

“The food pantry helps our family so much. I have food stamps, but we always seem to fall short each month. I am so grateful because otherwise, we would have gone without. Also, the diapers and formula for the baby have been incredibly helpful for our family. Thank you!”

- Ben R., Mar 2020