

A large, warm photograph of a family of four is the background of the page. On the left, a man with dark hair and a mustache smiles broadly, holding a brown paper bag. In the center, a young boy with dark hair leans his head against a woman on the right. The woman has dark, curly hair and is smiling. In the bottom right corner, a young girl with dark hair and a pink sweater is also smiling.

# Neighbors helping neighbors keeps our community strong.

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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.

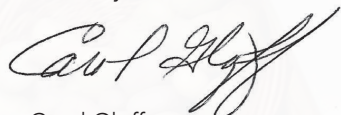
Much of our year was like others before it, with emphasis on Neighbors Helping Neighbors, but in March, we were faced with two unexpected events. First, as you are all aware, the COVID-19 pandemic reached Massachusetts and upended our systems. NSC staff made decisions to temporarily stop accepting food 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!

An illustration of two hands, one from the left and one from the right, reaching towards each other and holding a teal heart. The heart is the central focus, containing the text '656 Families Supported'. The hands are a light peach color.

**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



# 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

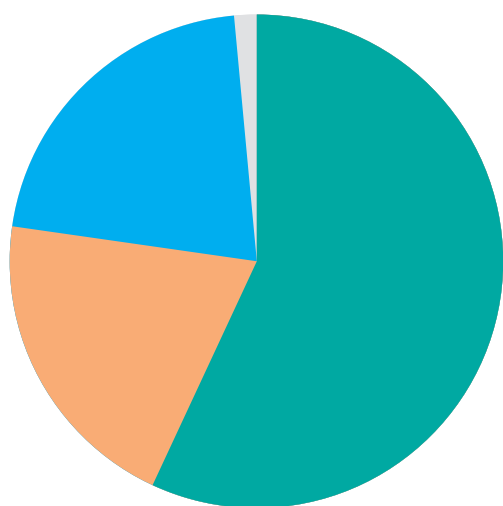
EXECUTIVE DIRECTOR:  
Carol Gloff, Interim  
Greg Tutuny, Former



# 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.

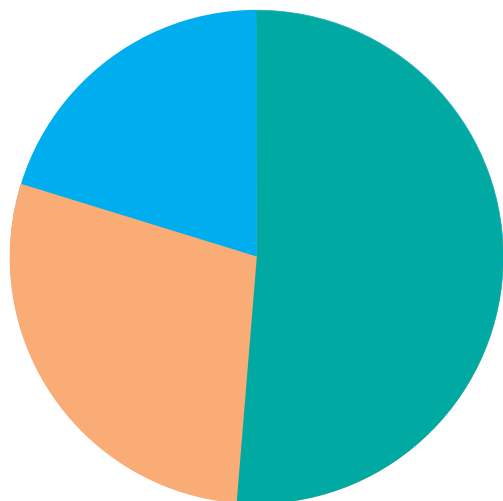
The Natick community provided another amazing year of support. We are sincerely grateful for the community's financial support and in-kind goods and services donated to help us achieve our mission and support our neighbors.



## SOURCES OF REVENUE:

**\$842,936**

- Individuals — \$479,640
- Grant Awards — \$170,350
- Fundraising Events — \$182,744
- Other — \$10,202



## REVENUE AND IN-KIND SUPPORT:

**\$1,643,572**

- Revenues — \$842,936
- In-Kind Services — \$466,882
- In-Kind Goods — \$333,754

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 Philips 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/Bloomingtondale's  
Heather and Kevin Marden  
MathWorks Employees  
William McAvoy  
Mary McCarthy  
John and Sally McCoubrey  
Paul and Virginia McEachern  
Microsoft  
Middlesex Savings Bank

Millennium  
Amy and Michael Mistrot  
James Mudd  
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 Scurlock  
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



## Gold Members (cont.)

\$500—\$999 annually

American Family Insurance Dream  
Holly and Scott Anderson  
Arbella Insurance Group  
Mary Arena  
Erica and Jay Ball  
Bay State Brazilian Jiu-Jitsu  
Bernardi Honda  
Joseph Blomer  
Carol and Stephen Brayman  
Marnie and Steeve Breton  
Brilliant Lighting, Inc.  
Jacqueline and William Brodnitzki  
Adam and Cathleen Bubonovich  
Dennis and Sandra Callahan  
Ann and Kevin Callahan  
Kevin Chandley and Kathleen  
Fair-Chandley  
Bianchi Charity  
Citizens Bank  
Kevin and Sue Coan  
Edward L. Corbosiero  
Chantal and Christophe Coudray  
Peter and Valerie Daniel  
Hadeer El Samaloty  
Sharon Elkins  
Mary Ellison  
Arthur and Patricia Fair III  
Fair & Yeager Insurance Agency, Inc.  
Charles Felsenthal  
First Congregational Church of  
Natick  
Charlene and Frank Foss  
Christopher Frail and Melissa  
Watwood-Frail  
Jonathan Freedman and Elizabeth  
Smith-Freedman  
Lenore and William Freitas  
Judith and Wade Geller  
General Electric  
Jill Gentile-Soloway and Marc  
Soloway  
Kitty and Paul Gerry  
Jonathan Goldstein  
Deborah Goodman-Gordon and  
Richard Gordon  
Patricia and Robert Griffin  
Russell Griffith  
Amy Harris and James Merullo  
Roberta Heffron  
Roger and Sarah Holmes  
Home Town Yoga

David Hughes  
Andreas and Marian Ide  
Lyman Jackson  
Magdalena and Paul Joseph  
Jeremy Kawachi  
Amy and Andrew Keith  
Brian Kenny  
Thomas Kerr and Karen Roney  
Jonathan and Krysta Kingsbury  
KLA  
Heather Klare  
Knights of Columbus, Council 16156  
Edrick Larkin  
Shirley Leader  
Maureen Maffei  
Missy Magill and Jeff Richards  
Warren Manning  
Oclo and Paul Mason  
Laurence Mitchell  
Natick Comets  
Natick Soccer Club  
Catherine O'Brien  
Grace Paltrineri  
Martha and Nick Perakis  
Physical Therapy Associates  
Edward Pierce Jr.  
Aldo and Constance Pitt  
Patrick Mulholland  
Elizabeth and James Prendergast  
Stephen Reger  
Daniel Rich  
Walter Rich  
Albert Schneider  
Amy and Matt Siegel  
Sarah Snyder  
Evelyn Starr and Daniel Traub  
Richard and Susan Sullivan  
Abigail and Egbert Taroy  
Dawn Taylor  
Sallyann and Vincent Tingley  
United Methodist Women  
Nicos and Renee Vekiarides  
Richard Walker  
Wellesley Bank  
Michael Zambarano

## Foundations

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

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

THANK  
YOU!





Natick Service Council, Inc.  
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NatickServiceCouncil.org | 508-655-1791