

# Annual Report 2017



# Board of Directors

## NSC EXECUTIVE COMMITTEE:

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Clerk:	Donna Casey
Treasurer:	Kevin Chandley

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Edward Fassino	Patrick Moynihan
Tobe Gerard	David Zaltas

EMERITUS: Violetta Tutuny

EXECUTIVE DIRECTOR: Greg Tutuny

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John Moran	Matt Traiger



*Lilian and Edward Fassino*

**NSC** dedicates this year's annual report to Edward and Lilian Fassino and their family. Edward and Lilian Fassino have supported NSC for several years, beginning when Lilian visited NSC and mentioned she would like to help struggling neighbors with home heating fuel during the cold winter months. Since her first visit to NSC, Ed and Lilian continued to donate personal resources and presented NSC with annual grant awards from the Fassino Foundation (established, 1993) to help struggling Natick neighbors meet basic needs.

This past December, the Fassino's announced they were dissolving their family foundation and were interested in doing "something special for Natick" with the remaining funds. After much collaboration and thought, NSC's *Home Sustainability* program was established to address an ongoing increase in homelessness in Natick. The gift also allows NSC to establish a sustainability fund to ensure NSC serves future generations of Natick families.

We are forever grateful to the Fassino family for their continued generosity and passionate support of our neighbors, friends and the greater Natick community.



Dear Friends,

Thank you for making this another remarkable year for Natick Service Council (NSC). We continue to make a strong impact throughout our community by connecting neighbors who need help with those who want to lend a helping hand.

Whether it's a community group holding a food drive, a child donating their birthday gifts, or a local business sponsoring a fundraising event, the helping hands all around us make NSC an important and vital community resource. Our dedicated staff and volunteers have also done an incredible job of strengthening and expanding our programs and growing our outreach initiatives throughout the community.

Some highlights over the past year include:

- Thanks to our partnership with Lovin' Spoonfuls, we increased the amount of food offered to clients - from 100,000 pounds to more than 200,000 pounds annually.
- Introduced a new Smart Nutrition and Health Exercise program for kids designed to improve adolescent health through proper nutrition, exercise, and nutritional education/intervention.
- Initiated a capital project to expand and redesign our food pantry, increase client access to nutritious foods, and expand our parking lot.
- Thanks to a generous gift from the Fassino Foundation, we developed a new *Home Sustainability* program designed to prevent homelessness among our most vulnerable Natick residents and families.

We continue to admire our supporters who donate their time, talents and resources to support our mission and carry on our long-standing tradition of *Neighbors Helping Neighbors*.

With sincere gratitude, we thank you for providing *helping hands* and making our community a better place to live.

Sincerely,

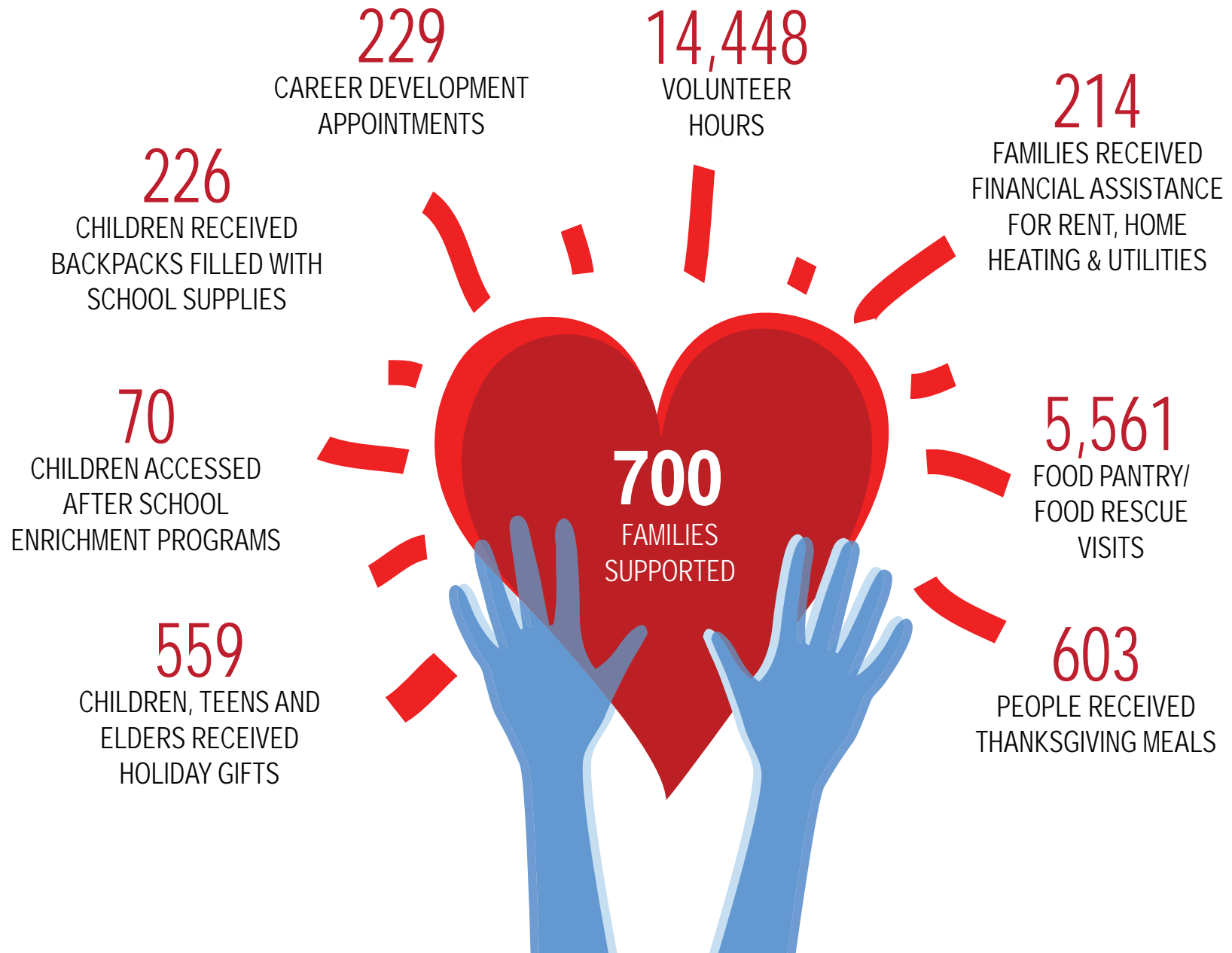
Timothy Dooling  
NSC Board President

Greg Tutuny  
Executive Director



The helping hands at NSC are making a difference for many Natick residents, including Fay and her family. Fay is a married woman with two young children who recently immigrated to the US to create a better life for their family. Despite being highly educated, she and her husband weren't able to find jobs in their industry and they ended up in lower skilled jobs making minimum wage. The family was struggling with food security, paying their bills, and needed information about how to access community resources. Within the walls of the NSC, the family began to use the food pantry and our daily food rescue program, was given gently used clothing for the whole family, and began meeting with career counselors at the NSC's Brack Center to advance their employment. Fay's case manager worked with the family to also access community resources such as WIC, fuel assistance, ESL classes and opportunities and programs that Natick offers families with young children. While Fay reports it has been a huge adjustment getting used to life in the U.S., they are extremely thankful that NSC has started them on a path to realizing their dreams.

# A year of impact made possible by helping hands!



# 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 or they advocate on their client's behalf throughout the MetroWest Community. Case Managers assess each individual's situation and recommend our services based on their needs.

## Emergency Financial Assistance

Financial assistance is available for those in temporary crisis who need a helping hand to get back on their feet. Last year, 214 families received emergency 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 gift baskets, Thanksgiving meals, and Easter baskets, we were able to give many children, teens and elders an extra reason to smile over the holidays.

## 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 it is a choice pantry, clients can shop for foods they prefer and are provided with up to two weeks of nutritious foods and personal care items, including fresh fruits, vegetables, low fat dairy products and lean meats. We are able to staff the food pantry because of our wonderful volunteers – over 150 of them – who facilitated 2,180 client visits to the pantry this past year. Over the past year, we doubled the amount of food given out to clients, mainly because of our partnership with Lovin' Spoonfuls, an organization that rescues food and brings it to local pantries. There were 3,381 visits to our food rescue area this past year.

## Joan H. Brack Career Center

The Brack Center has been a valuable resource to our clients by providing individual and group career counseling to those looking to gain employment, switch careers or sharpen their skills. Now in its fifth year, over 200 clients have taken advantage of resume development, career counseling, one-on-one computer training, mock interviews, LinkedIn workshops and online application assistance.

## Harriet's Closet

This program is named after one of our most dedicated volunteers, Harriet Kane, who volunteers at our front desk 2 days a week. Harriet's Closet provides gently used seasonal clothing, footwear and accessories to our clients and their families.

# Community Outreach and Volunteers

We are fortunate to have so many caring people and organizations that support us. Natick Service Council regularly partners with individuals, groups and businesses to help us help our neighbors.



**Volunteers:** Our volunteers are the heart of NSC and are essential to our success. Over 600 volunteers logged over 14,000 hours this year to help support their neighbors and help NSC fulfil its mission.



## Achieve Program:

NSC is proud of our continued partnership with Natick High's Achieve Program. Young adults with cognitive disabilities develop lifelong skills and strategies while volunteering and supporting their community.



## The Natick Comets:

The Natick Comets have been a wonderful partner this year. Many thanks to the players and parents who dedicated time to help sort through and process donated food in our pantry.



## Marathon: Going the distance for NSC!

Congratulations to Caroline Goldman, Melissa Stephens, Sophanny McArdle and Paul Joseph for completing the 2017 Boston Marathon as part of Team NSC. Thanks to their commitment and support, over \$17,000 was raised to support our vital programs and services.

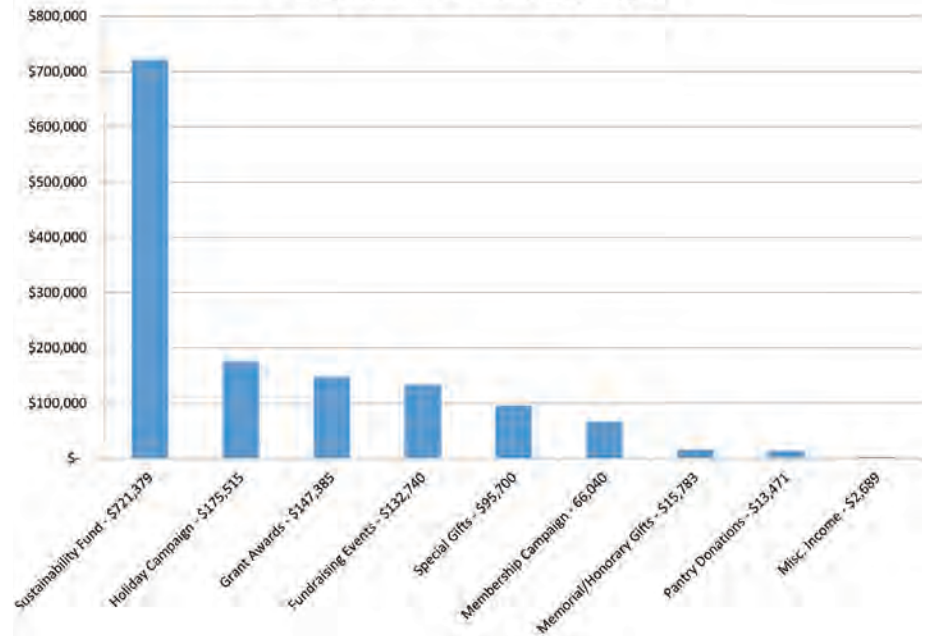
We would like to thank all of the helping hands that supported NSC this year. From local schools and organizations hosting fundraisers to those who volunteer every week, we are sincerely grateful to the people who contribute their time and expertise to help NSC succeed.

# Financial Report

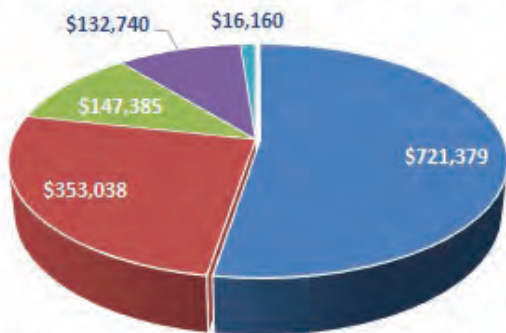
As a private, non-profit charitable organization, NSC does not receive any government aid. We rely solely on the generosity of the Natick community, including local residents, businesses, religious and civic organizations, and foundations.

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.

**FISCAL 2017 REVENUES: \$1,370,702**

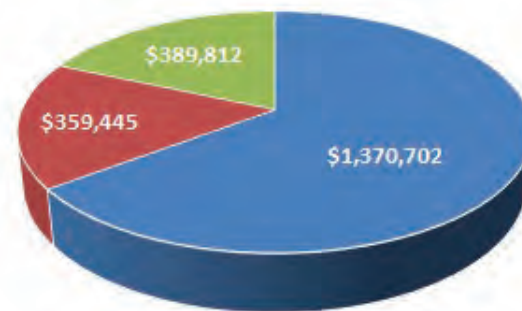


**Sources of Income - \$1,370,702**



- Sustainability Fund - \$721,379
- Individuals - \$353,038
- Grants Awards - \$147,385
- Fundraising Events - \$132,740
- Other - \$16,160

**Total Organizational Output: \$2,119,959**



- Revenues - \$1,370,702
- In-Kind Goods - \$359,445
- In-Kind Services - \$389,812

# Our Generous Donors

We are sincerely grateful to all of our supporters for giving our neighbors a helping hand.

## Maria Hayes Legacy Society (Lifetime donations \$50,000+)

Bob Brack	Edward and Lillian Fassino	Mabardy Family Trust
The Joan H. Brack Charitable Foundation	The Fassino Foundation	MetroWest Health Foundation
Boston Scientific Corporation	Fair & Yeager Insurance	Middlesex Savings Bank
Brigham-Gill Chrysler Jeep Dodge Ram	Foundation for MetroWest	Charitable Foundation
Christine Cameron	Highland Street Foundation	MutualOne Bank
	Joan "Penny" Holmes	Jack and Carol O'Neil
	The Leon Lowenstein Foundation, Inc.	

## President's Circle (\$20,000+ annually)

Cummings Foundation	John and Carol O'Neil	OneWorld Boston, Inc/ Cummings Foundation
John and Barbara Joseph		

## Leadership Society (\$10,000—\$19,999 annually)

Anonymous	Hopkinton CC Charitable Foundation	MutualOne Bank
Brigham-Gill Chrysler Jeep Dodge Ram	Joy in Childhood Foundation/ Dunkin Donuts	MutualOne Charitable Foundation
Fassino Foundation		
Foundation For MetroWest	MetroWest Health Foundation	

## Investor's Society (\$5,000—\$9,999 annually)

Robert Brack	Liberty Mutual	The 200 Foundation Inc.
Christine Cameron	Richard and Natalie Lozoski	The Mills At Natick Corporation
Joseph Everett	Robert and Kathleen Muleski	TJX Companies, Inc.
Highland Street Foundation	Susan Shea and Donald Lupfer	
Jesamondo Salon & Spa	Cecilia Stone	

## Benefactors (\$1,000—\$4,999 annually)

AFDA Bingo	Lawrence Dick and Lucia Frenkel	Natick Men's Softball Association Inc.
Kristine and John Van Amsterdam	Fresh City	Needham Bank
Lori Andrews	John and Kris Gaziano	New England Waterproofing, Inc.
John and Kathryn Armstrong	Carol Gloff	John and Janet O'Reilly
Victoria Baron	Sam and Caroline Goldman	Our Family Foundation
Wade Blackman	Marjorie Gove	Palmer
Bob's Discount Furniture	Grant Bennet-Alder and Ellen Harwood	David and Shirley Parish
Brunos Barbershop & Hair Styling	Herbert & Esther Atkinson Fund	Richard and Denise Pearson
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Jerry and Donna Casey	Robert Allen and Shirley Hui	Roche Brothers
Coach & Carriage Auto Body, Inc.	Richard and Nancy Jennett	Jeffrey and Kathleen Rodman
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Sue Copeland	Robert King	Saint Vincent De Paul Society
Linc and Lois Cornell	Robert and Pamela Koskovich	Frank and Barbara Sanchez
Sidney and Egil Croff	Reginald and Karen Leese	Catherine Schellenberg
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Ken and Senier, Laura DelPapa	Francis C Manganaro	South Middlesex Opportunity Council, Inc.
Direct Associates, LLC	Kevin and Heather Marden	David and Maura Spellman
Edwards Church	Mathworks - Natick Quality Engineering Team	St. Paul's Episcopal Church
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Engineered Solutions, Inc.	MetroWest Hunger Relief Fund	Mark and Heidi Sullivan
Barry Essig and Diane Opelt-Essig	Microsoft	The Bridge Metrowest
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Frank and Charlene Foss	Music For Food	David Zaltas
David Margil and Jodi Freedman	Music Go Round	



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Natick Police Department  
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Sarah Snyder  
Robert Stanton  
Bryan and Jennifer Takasaki  
Ann Tanona  
Robert Taylor

Technology Solutions Experts, Inc.  
Kevin and Marlene Thurston  
Tingley Electric Services, Inc.  
Sassamon Trace  
United Methodist Women Fisk  
Nicos Vekiarides  
Villari's Martial Arts School  
Jay and Carol Virshbo  
Amy and David Wood  
Arnold and Brenda Zaltas

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Per and Janis Abrahamsen  
David Achenbach  
Reuben Ackerman  
Paul and Jackie Adams  
Stephen and Margaret Ahlquist  
Kanda Alagappan  
Albanian Orthodox Church Of The Annunciation  
Align Credit Union  
AMVets Ladies Auxiliary 79  
Robert and Ann-marie Andrews  
Anononymous  
Anonymous  
Matthew Basiliere Amy Appleyard  
William and Anne Van Arsdell  
Edward and May Arthur  
Neil and Mary Auble  
Gerard and C. Elizabeth Aucoin  
Aurora Realty Trust  
William and Lydia Balcom  
Jay and Erica Ball  
William Levert and Cynthia Ballenger  
Joel and Mari Barrera  
Brent and Kathleen Barrett  
Jacob and Julie Barth  
Natick Travel Basketball  
Mark and Bethany Bayer

David and Kimberley Beattie  
Peter Beaudoin  
James and Joyce Bedford  
James M. Behnke  
Meagan Benoit  
Mark and Joanne Bergin  
Carole Berkowitz  
Mark and Linda Bernfeld  
Joanna Berube  
Michael and Sunni Beville  
Mehta Rikin & Hetal Bhimjiani  
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Bruce and Margaret Black  
Wade and Sarah Blackman  
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Scott Blanksteen  
Glenn and Amy Bloom  
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BNY Mellon  
Jose and Nancy Bocock  
Lawrence and Diana Bolick  
Mehdi and Parvin Boroujerdi  
Carolyn Boyce  
Carole Bradley  
Jean Miscia Bradley  
Katherine and Arthur Branagan  
Stephen and Carol Brayman  
Steeve Breton  
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Rosalind Brown  
Dennis and Andrea Brown  
Matthew and Catherine Brunell  
Sharon Burke  
Jeffrey and Denise Burns  
Richard and Roberta Burns  
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Marita Byrne  
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Thomas Campbell and Patricia Campbell-Malone  
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JMJPJR Capra Family  
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Annette Johansson-Los  
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## Mission Statement

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.

## NSC Staff



**Gregory Tutuny**, Executive Director

**Kathleen Fair Chandley**, Director, Case Management

**Amy Conwell**, Case Manager

**Diane Harwood**, Finance Manager

**Kellie Mercurio**, Program Manager

**Barbara Peoples**, Director, Brack Career Development Center

**Lauren Mann**, Director, Development & Outreach

**Kelsey Hampton**, Director, Food Pantry & Volunteer Services

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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 700 Natick families.

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- Highland Street Foundation
- Hopkinton CC Charitable Foundation
- Joseph Perini Memorial Foundation
- Joy in Childhood Foundation/Dunkin Brands
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- Wellesley Bank Charitable Foundation

*Thank you to Brigham Gill for being the event sponsor for our 2017 Telethon!*

**NATICK SERVICE COUNCIL**

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