The United Way of Tri-County (UWTC) is proud to report that we continue to transform and lead as an organization that provides a deeply-felt and widespread community impact. Shifting to an impact model 10 years ago, we no longer simply transfer money from donors to social service programs, but also invest in our strategic partners and provide United Way owned and operated programs in our communities where major service gaps previously existed. UWTC partners with local organizations as part of our overall outreach and convening functions while our direct service programs in the areas of Food Security, Product Philanthropy, Early Childhood Literacy, Information & Referral Services and Mental Health & Suicide Prevention continue to grow and flourish, bringing more volunteers and individual donors from our local communities thereby increasing our community impact.

In the last year, your contributions have made the following possible:

- 8,593 low-income people received groceries from our Framingham, Marlborough, and Greater Clinton food pantries through 38,267 visits
- 47,798 hot meals served to hungry individuals and families through our Pearl Street and WHEAT Community Cafés
- Over 3.8 million pounds of food distributed to needy families
- 14,612 sales of household goods, furniture and clothing with a savings of at least 85% made to people in need at our United Way Distribution Services Warehouse Store and WHEAT’S Hidden Treasures Thrift Store
- 729 families received free clothing from the Marlborough Community Cupboard
- 111,657 requests for information and referrals to local social service programs through Mass2-1-1
- 113,074 visits to Mass2-1-1’s website (mass211.org) for information about social service programs
- 51,812 calls received by Call2Talk through Mass2-1-1, its direct telephone line and through our partnership with the National Suicide Prevention Lifeline
- Call2Talk continued its partnership with Crisis Text Line to receive requests for emotional support via text message
- 99 children ages 0-5 received 900 new, age-appropriate books to begin building early literacy skills at home through our Ready to Read program
- 40 children ages 6+ received 540 age-appropriate books to continue building their literacy skills after starting school
- 600 literacy kits distributed including a book and related early literacy activity to children to increase access to early learning before entering kindergarten
- 2,135 children, teens and adults with special needs received over 9,000 gifts through our Hope for the Holidays program
- 837 children and teens received brand new backpacks full of grade-appropriate school supplies at the start of the school year as part of our Tools for Schools program
- 100 company-sponsored Corporate Days of Caring at local non-profits
- 12,107 volunteers were mobilized to provide 45,708 hours of volunteer time to non-profits within our community
- 142 local companies and community organizations participated in United Way volunteer opportunities
- Hundreds of children had a safe, supervised and nurturing place to go after school and during the summer through our strategic partnership with the Boys & Girls Clubs of MetroWest
- Thousands of individuals and families received access to basic needs programs including job training, rent assistance, early learning programs and domestic violence prevention through our strategic partnership with the South Middlesex Opportunity Council (SMOC)
- Thousands of people received support through funding for non-profit organizations designated by donors through our workplace giving campaigns

None of this would be possible without you, our generous supporters. So, on behalf of the thousands of people who are impacted by your generous support of the United Way of Tri-County we say,

Thank You!

Paul Murasko
Chairman of the Board

Paul Mina
President & CEO
The United Way of Tri-County is passionate about building strong communities where everyone thrives. We bring people and resources together to help area residents meet their immediate needs and become self-sufficient. Our work focuses on basic needs, education, health and financial stability – the building blocks for good quality of life.

When we Live United, we can tackle the toughest problems and make every neighborhood in our community a place where all people can realize their dreams.

WHAT DOES UWTC DO?

• Provides direct service programs for thousands of individuals and families
• Invests funding with strategic partner agencies
• Distributes donor designations to thousands of non-profit organizations
• Operates 3 food pantries and 2 hot meal programs in the MetroWest/495 Corridor
• Operates two free, confidential 24/7 help lines
• Operates the region’s only volunteer center
• Operates two retail warehouse stores
OUR TOP 50 MOST SUPPORTIVE 2018

- TJX Companies
- FM Global
- Illinois Tool Works Inc. (ITW)
- Bose Corporation
- UPS
- BNY Mellon
- Eversource
- General Electric Company
- AT&T
- National Grid

- Raytheon
- Target
- Avidia Bank
- Nitto Denko Avecia, Inc.
- Wegmans
- Stop & Shop
- MutualOne Bank
- Johnson & Johnson
- Federal Express
- Stratus Technologies, Inc.
- Bank of America
- Hannaford
- St. Mary’s Credit Union
- Wells Fargo
- Macy’s
- Shaws Supermarkets
- American Girl
- Fitts Insurance Agency, Inc.
- Santander
- Spectra Energy

- Rockland Trust Company
- C & S Wholesale Grocers
- Price Chopper (Golub Corp)
- Milford Federal Savings and Loan
- CONMED
- Rockwell Automation
- Harvard Pilgrim Health Care
- Thermo Fisher Scientific
- Ameriprise Financial
- IBM Corporation
- Bowditch & Dewey, LLP
- Intel
- Boys & Girls Clubs of Metrowest
- Town of Hudson
- Liberty Mutual
- Verizon
- United Health Group, Inc.
- City of Marlborough
- Legacy Publishing Group, Inc.
- Travelers
FEEDING THE HUNGRY

47,798 nutritious meals served in 2018

NUTRITIOUS FOODS
Hunger is not just an issue for the homeless or those struggling to find work. It is found among those who are underemployed, seasonal workers, veterans and the elderly. Every day, suburban families make tough choices between paying for food and paying for housing, utilities, medications or medical care, childcare, transportation and education.

The United Way of Tri-County launched its Food Security Initiative in 2011 not only to help people meet their nutritional needs, but also to ensure all individuals are better able to reach their full potential. When families achieve food security, children can concentrate during school, adults perform better at work and seniors maintain independent living. These factors all contribute to a community in which people thrive.

**FOOD PANTRIES**

The United Way of Tri-County’s three food pantries serve residents of Framingham, Marlborough and Greater Clinton. In 2018 UWTC met the demand to make more healthy food available to low-income families by providing over 3.84 million pounds of food to people in need. Clients can visit our food pantries each month to receive healthy food including non-perishable items, fresh produce, dairy, eggs, bread and frozen meat.

**HOT MEALS**

Five nights each week in Framingham and Clinton, the United Way of Tri-County serves hot meals to anyone in need. In 2018 UWTC served 47,798 nutritious meals to our neighbors in need. Guests sit together to enjoy a three-course meal and are waited on by volunteer servers. For some it is a way to stretch their budget and access a hot meal. For others, meals offer a social outing and time to connect with friends in a welcoming environment.

**METROWEST FOOD HUB**

Through our partnership with the Greater Boston Food Bank, the United Way of Tri-County helps other food pantries access more food locally for their clients. Every week the Greater Boston Food Bank delivers food to UWTC’s Framingham location for pickup. In 2018, 26 MetroWest agencies used this program and received 1,443,152 pounds of food. This helps keep shelves stocked in local food pantries that lack the staff or volunteer time, vehicles and financial resources to make more frequent trips to Boston to pick up food.

**FEED A FAMILY**

UWTC runs its Feed a Family campaign from October through December to provide holiday meals to families in need in addition to their regular monthly groceries. UWTC knows a holiday meal represents a time for family and friends to come together and we want all families to experience the joy of this tradition. In 2018 UWTC provided 2,460 families with a holiday meal and all the fixings through our food pantries.

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**provided over 132,690 bags of groceries**

**3.84 million lbs. of food distributed**
Since opening our doors in 2012, the Pearl Street Cupboard & Café at Park has become one of the largest food pantries in Massachusetts, serving thousands of local residents who struggle to make ends meet.

The Pearl Street Cupboard & Café provides monthly groceries to Framingham residents and a community meal five nights each week for residents of Framingham and surrounding towns. Three-course meals are served by volunteers in a homestyle setting. Produce, bread and additional meals are available for Café clients to bring home to increase regular access to nutritious food.

Bay Path Elder Services’ Meals on Wheels program uses the Pearl Street Café kitchen to prepare meals for homebound Framingham residents five days each week. They also serve a senior lunch at our Café during the week to anyone over 60 in need of a freshly-prepared lunch.

Located at:
46 Park Street, 1st Floor
Framingham, MA 01702

Pantry Hours:
Monday & Friday 9am-1pm
Wednesday 9am-1pm & 5pm-7pm

Café Hours:
Monday-Friday 5:30pm-7pm
Marlborough residents in need have been served by the Marlborough Community Cupboard since 1975. In 2011 it became a program owned and operated by the United Way of Tri-County.

The Marlborough Community Cupboard provides groceries and produce to Marlborough residents each month. Fresh fruits and vegetables are also available to clients on a weekly basis through the Produce Marketplace so people can access healthy items that may otherwise be too expensive in a retail grocery setting. In partnership with the Marlborough Senior Center and BayPath Elder Services, homebound seniors can have groceries delivered through the Senior Mobile Market to maintain independent living.

In addition to this, the Marlborough Community Cupboard offers gently used clothing to clients at no charge when they visit the food pantry. Through the Marlborough Community Cupboard, Marlborough residents in need can apply for utility assistance including heating oil, gas and electricity. Maintaining safe, bright and warm homes is critical for families, especially during cold winter months. With lights on, children can do their homework and adults can complete necessary housework. When health and human service resources are scarce, Marlborough Community Cupboard is there to fill the needs of our community.

Located at:
255 Main Street, Room 113
Marlborough, MA 01752

Pantry Hours:
Monday & Friday 9am-1pm
Wednesday 9am-1pm & 5pm-7pm

Produce Marketplace:
Wednesday 5pm-7pm
WHEAT Community Connections
has served residents of the Greater Clinton area since 1982 and in 2010 became a program of the United Way of Tri-County. It continues to provide a high degree of service to residents.

The WHEAT Community Cupboard & Café provides monthly groceries and hot meals five nights a week for Clinton, Berlin, Bolton, Lancaster and Sterling residents. Food is a basic need and many area residents struggle to provide food for themselves and their families.

Clients can participate in nutrition classes to learn more about healthy eating through a partnership with UMass Memorial Clinton Hospital. In 2018, 72 clients participated in nutrition education programs.

The WHEAT Community Cupboard provides grocery delivery to homebound seniors in Bolton through its Senior Mobile Market. The WHEAT Community Café offers door to door transportation to Clinton seniors so they can attend meals. These programs support healthy aging in place for older adults.

Beyond this, WHEAT maintains partnerships with organizations like the Worcester County Food Bank and other agencies who help clients access much-needed basic needs services in the Greater Clinton area.

Located at:
272 High Street, Clinton, MA 01702

Office Hours:
Monday-Friday 10am - 1pm

Pantry Hours:
Tuesday & Wednesday 10am - 1pm
Thursday 10am - 1pm & 5pm - 6pm

Café Hours:
Monday-Friday 5pm - 6pm
Doors open at 4:45pm
The United Way of Tri-County promotes opportunities to increase the number of active volunteers in our communities and empowers our community partner agencies to use volunteers effectively to meet their needs.

Through our Volunteer Center we match employees from local businesses, organizations, community groups and individuals with non-profit organizations. We help volunteers find opportunities to give back in the communities where they live and work based on their skills, interests and schedules.

Our Corporate Day of Caring Volunteer Program provides companies with project planning assistance to ensure that each volunteer opportunity becomes a meaningful experience for employees to get involved in the communities where they work.

At the United Way of Tri-County we believe everyone has the power to make a difference in the life of another person. Every day we connect people to available volunteer opportunities that have a positive impact on local community needs.

To learn more or sign up for volunteer opportunities or a Corporate Day of Caring, please visit us online at uwotc.org/volunteer or contact Barbara LaGrenade at 508-370-4902.
24 HOUR HELP LINES

ANSWERING THE CALL...

111,657
requests for
information and
referrals through
Mass2-1-1
The United Way of Tri-County knows that people don’t only need help during business hours. That’s why we operate two helplines to meet the needs of people in our communities – 24 hours a day, seven days a week, every day of the year.

Mass2-1-1

Every day in Massachusetts people face challenges but often are unsure where to turn for help. Since 2006, the United Way has funded and operated Mass2-1-1, a statewide information and referral line available 24/7 to connect callers to critical social service programs and organizations in their community. Mass2-1-1 can be reached by dialing 2-1-1 from any landline or mobile telephone in the state. Its continuously-updated resource database is also available online.

Mass2-1-1 is the official hotline for emergency information through its partnership with the Massachusetts Emergency Management Agency, the official hotline for child care through its partnership with the MA Department of Early Education and Care and the official hotline for Children Requiring Assistance and the Runaway Assistance Program through its partnership with the MA Executive Office of Health and Human Services.

The impact of Mass2-1-1 is far-reaching. Children can be enrolled in quality childcare programs to increase school readiness. Families can maintain housing and the stability that comes with having a roof over their head and a safe, comfortable home. People can find food pantries and community meals to support health and nutrition. Individuals can find local services from job training programs to support groups. When combined, these factors afford all people the opportunity to thrive.

In 2018, 111,657 requests for information and referrals to local social service programs through Mass2-1-1 phone lines and its website (mass211.org) was visited 113,074 times.

Mass2-1-1 is available statewide.
The Massachusetts Department of Public Health reports 638 completed suicides for 2016. In the same year there were 3,967 hospital discharges and 7,180 emergency department visits for non-fatal self-inflicted injuries.

Despite these statistics, many mental health professionals cannot accept additional clients, day programs are at capacity and in-patient units have a reduced number of beds. The need for mental health and emotional support has never been more critical.

Communities with helplines demonstrate a reduced burden to first responders for self-inflicted injuries. The United Way of Tri-County founded the Call2Talk program in 2014 to provide a confidential and lifesaving service which offers support to people experiencing emotional distress or potential suicidal ideation and have nowhere else to turn.

Call2Talk is the Mental health helpline of Mass2-1-1, the statewide human service information and referral platform powered by your local United Way. Call2Talk answers calls through Mass2-1-1, its direct telephone line and the National Suicide Prevention Lifeline. It also answers texts in partnership with Crisis Text Line.

Call2Talk is available 24/7. Call us at 508-532-2255 or through Mass2-1-1 by simply dialing 2-1-1 from any phone. Reach us by texting C2T to number 741741.

For information on becoming a call2Talk volunteer contact Maggie McNeill at 508-370-4840.

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**CALL2TALK**

**Received 51,812 calls for emotional support from local residents**

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**TELECHECK**

A phone check-in service for elder adults operated in partnership with BayPath Elder Services and Advocates, Inc. Trained call-takers contact seniors weekly to provide support and friendly conversation following sudden life changes.

**METROWEST LOSSTEAM**

The MetroWest LOSSteam works with area police departments to offer immediate on-site peer emotional support to suicide loss survivors.

**COMMUNITY TRAININGS**

Call2Talk offers best practice awareness trainings for community members and agencies including: Question, Persuade, Refer (QPR) Training, Mental Health First Aid, safeTalk and Applied Suicide Intervention Skills Training (ASIST).
Every year the holidays bring tremendous joy and excitement to children and their families. For families that are unable to make ends meet, the holiday season can bring unnecessary stress and worry as they struggle to provide the gifts their children hope to receive.

Through our Hope for the Holidays program, the United Way of Tri-County works with local community partner agencies to ensure that all gifts are given to children in need and adults with special needs who live within the MetroWest/495 Corridor region.

Our Hope for the Holidays program provides children in low-income families with at least three NEW gifts from their own personal wish list including toys, games and clothes.

Give hope to children and families who are struggling to find magical moments during the holiday season by adopting a child or family, purchasing a gift, making a donation or volunteering to sort gifts.

To donate to Hope for the Holidays, please visit us online at uwotc.org/hope or contact Barbara LaGrenade at 508-370-4902.
INVESTING IN THE FUTURE

EDUCATION

900 new books distributed to 99 children ages 0-5 in Framingham and Milford in 2018
Education is a cornerstone for success in building thriving communities. Through its programs, the United Way of Tri-County invests in children so they have the tangible tools and academic skills they need to enter school ready to learn and succeed in life.

READY TO READ

One of the root causes of poverty is the inability to read and write.

Research shows the important role literacy plays in addressing achievement and income gaps in communities and recommends early intervention through literacy programs, specifically during key brain-building years from birth to five.

The United Way of Tri-County launched its Ready to Read early literacy initiative in 2014 to respond to the need for more early learning opportunities for economically-disadvantaged children. Through Ready to Read UWTC provides children with 12 new, age-appropriate books each year from birth until entering kindergarten.

By putting books directly into the hands and homes of young children, Ready to Read helps them develop the skills they need to achieve academic success in all subjects, graduate from high school on time, attend college and begin a strong career path.

A small investment at an early age makes a world of difference. In 2018, UWTC distributed 900 books to 99 children at three program sites in Framingham and Milford.

To donate to Ready to Read, please visit us online at uwotc.org/readytoread or contact Jessica Friswell at 508-370-4858.

TOOLS FOR SCHOOL

The start of the school year brings a nervous excitement for children of all ages. Will there be a lot of homework? How will they like their teachers? Some children have other worries. Will they have the supplies they need for class projects and homework?

UWTC’s Tools for School program is a collaborative effort between local businesses and individuals to provide children in grades K-12 with new backpacks full of grade-specific school supplies from crayons to calculators and everything in between.

You can give children the tools they need by donating school supplies or backpacks, sponsoring a child or packing backpacks full of the supplies so all children begin the school year ready to learn.

To donate to Tools for School, please visit us online at uwotc.org/backpack or contact Barbara LaGrenade at 508-370-4902.

837 backpacks distributed to children and teens in 2018
WOMEN LEADERSHIP

Women United is a group of like-minded women who contribute their personal passions, inspired ideas and unique strengths to the mission of improving the quality of life for women and girls in the MetroWest/495 Corridor region through volunteerism and philanthropic giving.

As a member of United Way of Tri-County’s Women United group you will make a difference through volunteer opportunities within the community alongside others who share your passion for child literacy. You will have opportunities to network and collaborate with a diverse group of women at exclusive events where you will learn about the key issues impacting women and girls in our community. You will be able to ensure that your voice and time are efficiently invested back into local neighborhoods and be able to make a difference in the lives of families that are being supported.

ATHENA LEADERSHIP AWARD

Over 7,000 Recipients have been honored with the ATHENA Leadership Award since the program’s inception in 1982. The ATHENA Leadership Award is presented to leaders across professional sectors and is one of the most prestigious leadership awards one can receive.

Each spring a single outstanding leader from the MetroWest community is honored at the Athena Award Luncheon.

To join this group of inspiring women please visit us online at uwotc.org/women or contact Cristina Brennan at 508-370-4825.
2019-2020 UWTC SPONSORSHIP OPPORTUNITIES

YOU AND THE UNITED WAY

How sponsoring the United Way of Tri-County will benefit your company or organization

• Enhance and highlight your corporate social responsibility
• Increase your company’s brand awareness
• Offer introductions to many of the community’s most influential leaders
• Heighten your visibility through positive PR about your organization as a whole
• Allow you to explore potential partnerships and generate new business leads
• Feature your products in front of people through giveaways and samples
• Impact the lives of all individuals and families in our community

To sponsor a United Way event please contact Cristina Brennan at 508-370-4826 or cristina.brennan@uwotc.org
PRODUCT PHILANTHROPY

100% of profits go back into programs that support the LOCAL community.
Donating material goods is an easy way to make a meaningful contribution to your local community. Through the United Way of Tri-County’s product philanthropy programs, you can donate items with the knowledge that they will be used by families in need who may have been devastated by a house fire or are moving into permanent housing after living in a shelter. Others are working hard to make ends meet and benefit greatly from the ability to purchase items at a significantly reduced cost. The everyday items we take for granted can often change the lives of others.

UWDS WAREHOUSE STORE

The United Way Distribution Services (UWDS) Warehouse Store was established to help local non-profits, schools, municipalities, faith-based organizations and individuals respond to tough economic times.

Some of America’s most recognized retail companies regularly donate manufacturers’ overstock, returned but functional items and odd-color merchandise to our program. In addition, many companies donate gently used items to us and receive a generous tax deduction.

With one phone call, businesses can clear away excess merchandise quickly and easily to benefit the community. We partner with Good360 and local businesses to receive donations of new and overstock items for sale with prices at least 85% off of the original retail cost so customers can save on the everyday items they need most and stretch their limited budgets further. Merchandise includes small kitchen appliances, home décor, furniture, bed and bath linens, office supplies, office furniture, cleaning products, hardware and tools.

Located at:
92 Blandin Avenue, Dock J1
Framingham, MA 01702

Hours:
Tuesday & Wednesday 9am - 5pm
Monday: Member Agencies by appointment only

HIDDEN TREASURES

Hidden Treasures serves the Greater Clinton area by selling gently used merchandise at prices so low you’ll think you discovered a treasure! If you’re downsizing or cleaning out your closet, consider donating gently used clothing, small household items, furniture, kitchen items, toys and books to Hidden Treasures.

Located at:
272 High Street, Clinton, MA 01702

Store Hours:
Monday-Saturday 10am - 4pm

Donations are accepted during store hours and on Monday morning from 8 - 10am
EXECUTIVE COMMITTEE:

Chairman of the Board
Paul Murasko
Founder of Special and Determined

1st Vice Chair
Scott Richardson
Gorman, Richardson, Lewis Architects

Treasurer
Duane Schueller
UPS

Clerk
Paul Mina
United Way of Tri-County

Immediate Past Chair
Gerry Gaw
Retired Clinton Superintendent of Schools

Board Member Emeritus
Robert Lamprey
MutualOne Bank Foundation

Member at Large
Kevin Foley
The TJX Companies, Inc.

General Counsel
Aldo Cipriano
Marlborough, MA

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Ellen McGovern
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Avidia Bank

Neha Misra
Stratus Technologies

Maria Alma Navedo
Keller Williams Realty North Central

Julie O’Neill
Bowditch & Dewey

Larissa Thurston
St. Mary’s Credit Union

Chief Steven Trask
Framingham Police Department

Dr. Robert Tremblay
Framingham Public Schools
## STATEMENTS OF FINANCIAL POSITION

### ASSETS

#### CURRENT ASSETS:
- Cash $173,061
- Pledges receivable 665,987
- Designations receivable 553,739
- Accounts receivable 353,206
- Current portion of contribution receivable - charitable lead trust 25,000
- Inventory, net 25,760
- Prepaid expenses 4,905
- **Total current assets** $1,801,658

#### INVESTMENTS:
- CONTRIBUTION RECEIVABLE - CHARITABLE LEAD TRUST, net of current portion 404,768
- PROPERTY AND EQUIPMENT, net 194,642
- SECURITY DEPOSITS 9,700
- **Total assets** $4,738,531

### LIABILITIES AND NET ASSETS

#### CURRENT LIABILITIES:
- Current portion of long-term debt 79,434
- Current portion of capital lease obligation 13,893
- Current portion of deferred revenue 21,500
- Accounts payable 224,860
- Accrued expenses 553,739
- Designations payable 326,857
- **Total current liabilities** $1,220,283

#### LONG TERM DEBT, net of current portion 1,570,894

#### DEFERRED REVENUE, net of current portion 150,500

#### CAPITAL LEASE OBLIGATIONS, net of current portion 27,047
- **Total liabilities** $2,968,724

#### NET ASSETS:
- **Unrestricted**:  
  - Unappropriated 1,424,183
  - Board appropriated 79,817
  - **Total unrestricted** 1,424,183
- Temporarily restricted 230,286
- Permanently restricted 115,338
- **Total net assets** $1,769,807
- **Total liabilities and net assets** $4,738,531

### COMMUNITY INVESTMENT SNAPSHOT

#### Total Grants and Designation Agencies $339,906
- Total Designations to Non-Profits $390,518
- Direct Services 211/UWDS/Food Security 4,715,102
- Value of Goods Sold at UWDS 1,115,257
- Donations to Holiday Program 136,850
- Donated Advertising 150,000
- Donated Food Greater Boston Food Bank and Worcester County Food Bank 1,928,941
- **TOTAL ANNUAL INVESTMENT IN THE COMMUNITY** $8,776,574