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 strategy. 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:

- 9,464 low-income families received groceries from our Framingham, Marlborough, and Greater Clinton food pantries
- 46,654 hot meals served to hungry individuals and families through our Pearl Street and WHEAT Community Cafés
- Over 3.9 million pounds of food distributed to needy families
- 33,370 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 Hidden Treasures thrift store
- 151,389 requests for information and referrals to local social service programs through Mass2-1-1
- 92,761 page views on Mass2-1-1’s website (mass211.org) for information about social service programs
- 68,425 calls received by Call2Talk, its direct telephone line, through our partnership with the National Suicide Prevention Lifeline and through Mass2-1-1
- Call2Talk continued its partnership with Crisis Text Line to receive requests for emotional support via text message
- 90 children ages 0-5 received over 1,000 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
- 2,256 children, teens and adults with special needs received over 9,000 gifts though our Hope for the Holidays program
- 850 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
- 148 company-sponsored Corporate Days of Caring at local non-profits
- 9,304 volunteers were mobilized to provide 49,488 hours of volunteer time to non-profits within our community

- 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
- Tens of 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
- 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 all the people who are impacted by your generous support of the United Way of Tri-County we say,

**Thank You!**

Scott Richardson  
Board Chair

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 residents in our communities 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 ORGANIZATIONS

- TJX Companies, Inc.
- FM Global
- Illinois Tool Works Inc. (ITW)
- UPS Field Combined Campaign
- Eversource
- General Electric Company
- Bose Corporation
- National Grid
- Raytheon
- AT&T
- Bank of America
- Sunovion Pharmaceuticals Inc.
- Avidia Bank
- Stop & Shop
- Wegmans
- MutualOne Bank
- Target (Parent)
- St. Mary's Credit Union
- Federal Express
- Stratus Technologies, Inc.
- TD Bank
- BNY Mellon
- Hannaford - Corporate
- Santander
- Aetna
- American Girl
- Shaws Supermarkets
- Milford Federal Savings and Loan
- Lincoln Financial Group
- Bowditch & Dewey, LLP
- Rockwell Automation
- Spectra Energy
- Thermo Fisher Scientific
- Comcast Cable
- Rockland Trust Company
- CONMED Corporation
- Travelers
- Main Street Bank
- Fitts Insurance Agency, Inc.
- Price Chopper (Golub Corporation)
- Ameriprise Financial
- Microsoft Corporation
- Town of Hudson
- Harvard Pilgrim Health Care
- Boys & Girls Clubs of Metrowest
- Pitney Bowes
- City of Marlborough
- Legacy Publishing Group, Inc.
- Bright Insurance Agency
- Jewell Insurance Agency, Inc.
FEEDING THE HUNGRY

46,654 nutritious meals served in 2019
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 help people and communities thrive.

**FOOD PANTRIES**

UWTC’s three food pantries serve residents of Framingham, Marlborough and Greater Clinton. In 2019 UWTC met the demand to make more healthy food available to low-income families by providing over 3.9 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 at our Framingham and Clinton cafes, UWTC serves hot meals to anyone in need. In 2019 UWTC served 46,654 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 2019, 30 MetroWest agencies used this program and received 1,732,295 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 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 2019 UWTC provided 2,229 families with a holiday meal and all the fixings through our food pantries.
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. Individuals and families in need are provided with a monthly supply of nutritious foods like chicken and fish, produce, dairy, bread and grocery items to prepare meals at home.

A community meal is served five nights each week for residents of Framingham and surrounding towns. Volunteers serve up three-course meals in a homestyle setting. Fresh 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 1992. 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 store. 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 individuals and 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 2012 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 and their children can participate in nutrition classes to learn more about healthy eating through a partnership with Share Our Strength, Cooking Matters of MA and UMass Memorial Clinton Hospital. In 2019, 88 clients participated in nutrition education programs.

Through partnerships with our local senior centers, WHEAT Community Cupboard provides grocery delivery to homebound seniors in Bolton through its Senior Mobile Market and door to door transportation to Lancaster seniors so they can attend meals. These programs support healthy aging in place for older adults.

In addition to the above, WHEAT maintains strong partnerships with organizations like the Worcester County Food Bank, DTA, New England Farm Worker’s Council (Fuel Assistance), UMass Memorial Medical School, Edward M. Kennedy Health Center, Mass Health, Senior Whole Health and other social service agencies so that clients can 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:
Monday 4:30pm - 6pm
Tuesday & Wednesday 10am - 1pm
Thursday 10am - 1pm & 4:30pm - 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. Every year volunteer engagement saves non-profits critical financial resources.

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. 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

151,389 requests for information and referrals through Mass2-1-1
The United Way of Tri-County knows people need help during all hours of the day. 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; child care through its partnership with the MA Department of Early Education and Care; 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 give all people the opportunity to thrive.

*Mass2-1-1 is available 24/7 across Massachusetts*

*Simply dial 2-1-1 from your phone or visit us online at Mass211.org*
The American Foundation for Suicide Prevention reports 740 completed suicides for 2018. Suicide was the 12th leading cause of death that year. 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 Call2Talk 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 as well as through its direct telephone line and the National Suicide Prevention Lifeline. It also answers texts in partnership with Crisis Text Line.

Received 68,425 calls for emotional support from local residents

TELECHECK
A phone check-in service for older adults operated in partnership with BayPath Elder Services and Advocates, Inc. Trained call-takers contact senior peers each week 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).

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

For information on becoming a Call2Talk volunteer contact Maggie McNeill at 508-370-4840
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 children in need and adults with special needs in our communities receive these gifts.

Our Hope for the Holidays program provides at least three NEW gifts from each recipient’s 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.
Over 1000 new books distributed to 90 children ages 0-5 in Framingham and Milford in 2019.
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.

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.
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 Erin Stelmach at 508-370-4826 or erin.stelmach@uwotc.org
2020-2021 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 program or event please contact Erin Stelmach at 508-370-4826 or erin.stelmach@uwotc.org
EVERYDAY FAMILY NEEDS

PRODUCT PHILANTHROPY

100% of profits go back into programs that support our LOCAL communities
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 the original retail price 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**
2019-2020 BOARD OF DIRECTORS

EXECUTIVE COMMITTEE:

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Scott Richardson
Gorman, Richardson, Lewis Architects

1st Vice Chair
Julie O’Neill
Bowditch & Dewey

2nd Vice Chair
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St. Mary’s Credit Union

Steven Trask
Framingham Police Department

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

### ASSETS

**CURRENT ASSETS:**
- Cash: 129,176
- Pledges receivable: 624,251
- Designations receivable: 502,230
- Accounts receivable: 365,312
- Current portion of contribution receivable - charitable lead trust: 25,000
- Inventory, net: 24,484
- Prepaid expenses: 12,652

Total current assets: $1,683,105

**INVESTMENTS:**
- CONTRIBUTION RECEIVABLE - CHARITABLE LEAD TRUST, net of current portion: 426,764
- PROPERTY AND EQUIPMENT, net: 2,238,446
- SECURITY DEPOSITS: 12,115

Total assets: $4,528,457

### LIABILITIES AND NET ASSETS

**CURRENT LIABILITIES**
- Current portion of long-term debt: 76,941
- Current portion of capital lease obligation: 14,493
- Current portion of deferred revenue: 21,500
- Accounts payable: 295,075
- Accrued expenses: 502,230
- Designations payable: 327,079

Total current liabilities: $1,237,318

**LONG TERM DEBT, net of current portion:** 1,469,786

**DEFERRED REVENUE, net of current portion:** 129,000

**CAPITAL LEASE OBLIGATIONS, net of current portion:** 12,555

Total liabilities: $2,848,659

### NET ASSETS:

**Unrestricted:**
- Unappropriated: 1,282,122
- Board appropriated: 79,817

Total unrestricted: $1,361,939

**Temporarily restricted:**
- 202,521

**Permanently restricted:**
- 115,338

Total net assets: $1,679,798

Total liabilities and net assets: $4,528,457

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### COMMUNITY INVESTMENT SNAPSHOT

Total Grants and Designation Agencies: $387,433
- Total Designations to Non-Profits: $380,547
- Direct Services 211/UWDS/Food Security: $4,585,186
- Value of Goods Sold at UWDS: $896,433
- Donations to Holiday Program: $138,220
- Donated Advertising: $150,000
- Donated Food Greater Boston Food Bank and Worcester County Food Bank: $1,735,961

Total Annual Investment in the Community: $8,273,574