

## IN THEIR OWN WORDS

### A formerly homeless woman wrote:

"Each day I think of you whether preparing a meal, sitting on the sofa, or enjoying the art work on my walls. Your kindness and care you put into setting up my new home will always be remembered."

### A family wrote:

"I would like to thank you all for the enormous amount of generosity! The time you put into helping people that need it is amazing. My family can't thank you enough for helping to make our new house a home."

### A formerly homeless man wrote:

"Much appreciation for your time and patience when the moving van was delayed. Your care and generosity turned my apartment into a home. A simple thank you doesn't seem enough."

### A client wrote:

"I want to thank you very much for all the help you provided me and my family last month. I am truly grateful for your warm welcome and all the goodies you provided me. I want to remind you that your work is not in vain. My children and I are making good use of the furniture and linen you gave us. Thank you, thank you, thank you. God bless you and your donors."

### A fire victim wrote:

"I would like to take a moment and thank all of you for your help & kindness through this difficult time in our lives. I truly appreciate the mattress, furniture, linens and pans. It has been a lot with my husband passing and the fire shortly after. I remember you all in my prayers daily and will never forget the help. In deep appreciation."

### A veteran wrote:

"Just a note to thank you so very much for all that you did for me to set up my new apartment. It is all fixed up now and it looks magnificent! For a guy like me to have walked into an apartment with nothing, to now having a beautiful place of my own—well there are no appropriate words to express my appreciation and gratitude. You have restored my faith in humanity. You guys are in my eyes truly, God's Army on Earth. I am humbled by the entire experience."

## WHY WE GIVE by Ricky & Denez Tavilla

My husband, Ricky, and I first heard of Mission of Deeds through Malden Catholic, our son's high school. We were instantly drawn to the idea of donating items to be used by people in need in our surrounding towns and cities. After visiting MOD and speaking with Bruce, Paula and other employees, we instantly knew this was a team we wanted to be a part of.



As a person who grew up in a single parent household, I (Denez) know the struggles it takes to make ends meet. To now have the ability to lift a small burden for one or 100 clients is very fulfilling. We are both very passionate about children and many of the items we purchase are with the intent of putting a smile on their precious faces. It is such a joy to visit MOD each month with our donations of household items knowing that they will be lovingly chosen by the volunteers to provide a new start for clients. We are blessed to be in a position to be able to give back and are thankful to Tony Triglione for having the vision to help those in need right in his/our backyard.



## WHY I VOLUNTEER AT MISSION OF DEEDS by Marianne Tompkins

About five to six years ago, our family decided we wanted to concentrate our giving on a cause closer to home. We wanted to be able to show our kids how they could have an impact on their community as well as how many people are in need right around them. At the same time, Beth Ryan, former MOD Development Director, reached out to me about helping with their golf tournament. At the time, she had no idea how good her timing was. I confessed I had never organized that type of activity, but would be willing to help out. Honestly, when

she reached out, I had heard about Mission of Deeds and their Buy-a-Bed program but didn't realize the full scope of their services, providing families with the basic necessities to set up a home. Beth gave me a tour where I saw all the dedicated volunteers and staff and what they did on a daily basis. I was amazed at not only the generosity of donations from the community but also at what basic necessities we take for granted that can be life changing to some families.

Since that initial tour, I have been fortunate enough to witness clients coming in/out of MOD and the relief and joy on their faces when they see all that is available to them. In the past few years, I have been able to help with the golf tournament and the gala. My husband and son spent some time picking up furniture, getting to see firsthand the generosity of those who have chosen to support MOD. This past Spring, I joined the Board of Directors. As I expected, I have seen how efficiently the organization is run.

## NO BEDS, NO TRUCK...and a SOLUTION

The family arrived for their appointment, as do several families or individuals every day. They had been referred to us through a social service agency, as is each client Mission of Deeds helps. They were polite and a little anxious, which is often the case. We also noticed something else—we saw no vehicle to transport their furniture to their home.

Although Mission of Deeds has a good-sized box truck, it would be physically impossible for us to bring furniture to 1000 households per year and also pick up all your donations. We therefore ask the referring agency to work with the client to secure transportation of some kind to take the items from our warehouse to their home. In most cases, a cooperative effort between agency and client, with advice from our staff, makes this happen.

Perhaps due to miscommunication, this family of five came in just a car. Yet, as is so often true here, things fell into place to see that this family received our help. Thanks to a generous grant from a donor family, we were able to

pay for a Penske rental truck. The clients did their part by finding a friend willing and able to drive the truck. It took two days for all this to happen, but what looked like an obstacle on Monday turned into a solution by Wednesday when the family got everything they needed.

Thanks to your generosity, Mission of Deeds gave this family three twin mattresses, box springs and bed frames, a queen box spring, five dining chairs, a baker's rack, a coffee and two end tables, a desk chair, three lamps, a mirror, several bags of bed linens and a few boxes of dishes, pans and other kitchen items. Our warehouse crews are expert packers, but the laws of physics would have prevented all that from fitting into a car!

Funding for our truck rental program is limited and can only be used in especially difficult situations where there is no alternative. Yet, when really necessary, it becomes another way of making transportation available to turn a needy family's empty apartment into a real home.

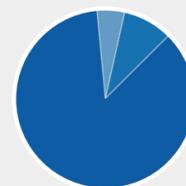


## The Giving Common

An Initiative of the Boston Foundation

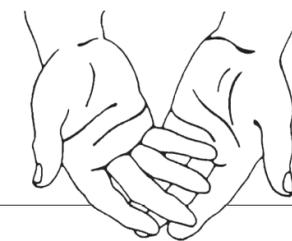
At Mission of Deeds we strive to always put our clients first. We are proud that 86% of our budget goes directly to client care. In pairing with the Giving Common, we are giving our donors a look at where their donation goes and how they have a direct effect on our clients' lives. We hope this information helps you feel great about your decision to donate to Mission of Deeds.

The Giving Common, a Boston Foundation initiative, is a free online resource to inform data-driven, strategic philanthropic activities.



### 2016 EXPENSE BREAKDOWN

- Programs — 86%
- Administration — 5%
- Fundraising — 9%



# MISSION of DEEDS, Inc.

## Transforming Generosity into Hope, Providing Beds and Furniture for People in Need

WINTER 2017

## A MESSAGE from our PRESIDENT Need Can Be Anywhere

Thanks to your generosity and the hard work of our volunteers, Mission of Deeds has given beds, furniture, linens and kitchenware, to thousands and thousands of families during our almost 25 year history. All these clients have unique stories. Here are a few of them.

There was the man in elderly housing, living in such poor conditions and whose mattress was so decrepit, that his apartment was under scrutiny by his housing authority. Our volunteers held their breath, removed the old mattress and box spring and put brand new ones in place of them, along with a new pillow and linens.

A high school student was sleeping on the sofa because he had no bed. Staff from his school learned of the need and brought him a complete bed from Mission of Deeds, along with a student desk, also from our warehouse.

Another high school student was sleeping on a box spring on a broken bed frame with no mattress at all. A counselor at his school told us about him, so we brought him a complete new bed.

A member of the Mission of Deeds staff visited a client to make sure he fully understood the young family's situation, since our volunteer crew was scheduled to bring them whatever they needed, free of charge as always, in a few days. Trying to make a thorough list, he looked around for a place to sit and a surface to write on. He ended up making the list sitting on the floor, because there were no tables and no chairs

anywhere. Mission of Deeds changed this family's living conditions 100% for the better a few days later.

Where do these families live? In big cities? In cities with low per capita incomes? In dangerous neighborhoods? No, no and no. They live in Winchester, Lexington, Woburn and Reading. Although most of the people we help come from the larger cities in northeastern Massachusetts, we have learned that need can be anywhere. Who knows, the person ahead of you in the grocery line, no matter what town you are in, may be really struggling.

Mission of Deeds is here to help anyone, as long as the need is genuine. Working together with our donors, we will have provided beds, furniture and household goods to nearly 1000 households this year alone, comprising over 2600 men, women and, especially, children. Guided by the vision of our founder Tony Triglione, we will help countless thousands more people in the years to come.

We can only do this because of our partnership with so many caring and generous people in our communities. We are grateful beyond words to each of you.

May the blessings of the season be with you and your loved ones, now and always.

Christopher J. Barrett



## NEW LINENS PROGRAM

Since our inception, Mission of Deeds has tried to continuously evolve to better serve our clients. Over time, we have improved the items we give to our clients while providing dignity and respect throughout the process. We are currently making major changes to improve our linens policy. Going forward, all linens will be commercially washed before being given to our clients. In addition, we are providing a new set of sheets to every client. This upgrade will enhance our commitment to quality and dignity. We will continue to accept new or gently used linens. As always, we appreciate your generosity and support.



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## A MESSAGE from our EXECUTIVE DIRECTOR

When the Patriots rallied incredibly to win their fifth Super Bowl, records were broken and fans were thrilled. Another football organization just set a record of its own and thrilled the volunteers and clients of Mission of Deeds.

Reading's Saturday Night Lights is a flag football program giving kids from kindergarten through eighth grade the chance to play the game safely and have lots of fun. The program has grown by leaps and bounds, now involving boys and girls from hundreds of families.

The organizers, Jim Murphy and Carl McFadden, decided to challenge the children to show sportsmanship in the highest sense by holding a linens drive to help Mission of Deeds client families. In Jim's words, "I thought it might be good to show our kids a way to give back and help those a little less fortunate."

The result was a record-setting win. The kids and their families, in one night, loaded our truck with 822 items—more new linens

and pillows than ever before in Mission of Deeds history. Seeing waves of children bringing pillows, sheets, blankets, comforters and towels to our truck, then heading off to play their game, was one of the most heartwarming and fun sights we have seen in a long time.

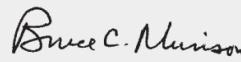
Jim, Carl and the kids thought outside the box—something that has inspired us to think of new ways to get the community involved in helping people in need. Perhaps you have an athletic organization that would like to hold a drive. Maybe your workplace would like to do so, or your service club, or your house of worship, or your school. The possibilities are endless. You may have ideas we haven't even considered. That would be best of all. Mission of Deeds will happily work with anyone who wants to respond in their own way to the inspiration of Saturday Night Lights.

Financial donations also play a role. When donated items run short, we buy new sheets, blankets and pillows. In

keeping with our constant focus on good stewardship, we can buy a nice pillow, set of sheets and blanket for a twin bed for about \$20. Adding a comforter brings the total to the \$40 vicinity. For full and queen beds, the costs are a little more. We are continually monitoring the internet for the best possible prices.

Our new linens policy is described on the first page of this newsletter. It is all in keeping with Tony Triglione's vision that we treat all our clients with respect and help each person in need of a well-furnished apartment and new, comfortable bed.

We are continually amazed at the creativity and generosity of our donors. As we always say, and always feel, we are honored and blessed beyond measure to have your support.



Bruce C. Murison



## THE CLOCK IS TICKING...

In the fairy tale *Beauty and the Beast*, when the Enchantress transforms the selfish prince into the Beast, she also turns his palace staff into household objects. Unless the Beast finds love before the last petal falls from a magic rose, not only will he remain a beast forever, but so will the staff remain as housewares for all time. In the movie, one of them voices the fear that they may even become "junk." They are up against the clock.

A similar situation exists at Mission of Deeds. The last thing we want is for your wonderful furniture, linens and kitchenware to go to waste. Yet we are also racing against time every day. We have just one truck and

only so many volunteers who can do heavy lifting. That is a recipe for backlog, causing it to be sometimes several weeks before we can come to your home.

One way around this is advance scheduling. As soon as you know you are moving, getting new furniture or otherwise have items that you want us to pick up, please call our office. The more notice we have, the greater the chance we can send our truck to you in accordance with your needs. We also have a busy volunteer, Roc O'Connell, who picks up small household items in his own pick-up truck, possibly sooner than our box truck can. Though we realize it is not always

possible, a final option is bringing the items to our facility, either yourself or through someone else with an appropriate vehicle. We receive donations at our warehouse Monday through Friday, from 9 am to 3:30 pm.

In the story, Belle and the Beast fall in love just in time, so the Beast and the household items are transformed back into happy people. Mission of Deeds doesn't have an Enchantress or a magic rose, but with enough time and planning, we will give your things a happy ending in the homes of people who really need them.

## DONATING VALUABLES to MOD

by Tom Hirschfeld

I've been volunteering in the MOD shop for three years, happily cleaning, fixing and refinishing the furniture that arrives at MOD coated with memories and leaves the shop for the showroom, fresh and clean for people making new starts in life.

It wasn't until Caroline and I decided to downsize that we confronted the specifics of moving and what brings furniture to MOD. We had to deal with so darn much stuff! MOD helped with some of the furniture, but there was still "stuff."

What puzzled us was how to deal with "valuables." There were pieces of furniture from my mom and Caroline's, minor art we'd collected over the years, (none of interest to dealers) and a small stack of silver trays, some family place settings and candlesticks.

We'd seen appeals to donate a used car to charity, so the idea of doing something meaningful by recycling valuables was very appealing. Bruce and Reed told me how MOD is finding buyers for collectibles. They maximize the donation and plow the money into the MOD Bed Program.

Caroline and I decided to put our "valuables" into MOD's hands. A couple of lithographs brought in a few hundred dollars each...it doesn't have to be a Picasso to be worth a bit. It turned out that some of the platters, unused for decades, were sterling, as were place settings from Grandmother, in storage for over 75 years...It ended up amounting to a surprising number of new mattresses for MOD clients!! And donors get receipts for tax purposes.



Caroline and I urge you to think about the "valuables" in your life that aren't used, perhaps in safe deposit boxes or back drawers. Often we feel obligated to hold on to things, or don't know what to do with them. So they pile up.

Donating valuables to MOD is a wonderful way to add real meaning to downsizing your family's home or simplifying your life...those candlesticks could buy a mattress!



## MEET PHIL FONSECA

I first came to the Mission of Deeds in the summer of 2012 after graduating from college. I was jobless, so my dad brought me along to his weekly volunteering gig to get me out of the house. Volunteering with scouting and my church had taught me how enjoyable and enriching it could be. Still, it was clear from the start that the Mission was special. It wasn't just an organization, people with a common goal, it was a family. They immediately welcomed me with camaraderie and compassion. When Bruce offered me a job helping out in the warehouse I took it without hesitation. Four years later and I know that it was one of the best decisions I've ever made.



When people ask what I do, I tell them that I lift heavy things. And it's true, as a part of the crew that manages the intake, storage, and output of donations, I do a lot of lifting. The reality, however, is that I do whatever anyone needs me to do. That includes daily upkeep, furniture fixing and restoration, client services, and, most recently, social media management. Ultimately the fact that I do a little bit of everything is the best part of my job because it means I get the chance to work with the entire Mission of Deeds family. And they are the best part of the Mission of Deeds.

I get to work with incredible people every week: retirees from every job under the sun, people who've moved from the corporate world to our little non-profit, kids getting their first taste of volunteering, people in-between jobs, and people who need a centering force in their lives. In a world where cynicism can seem unavoidable, the Mission of Deeds is the rare place where love isn't just an ideal, it's a way of life. I've spent my middle twenties in this environment, discovering myself and finding my way. I can't imagine a place better suited to that purpose. I've learned patience, humility, grace, and the power of the personal touch. I've had my eyes opened to so many different lives and perspectives. I am proud to know that I have the world's best role models helping me to become the man I'd like to be. With their optimism as my guide I start every day knowing that I have the power to make the world a better place and to make other people's lives brighter.

## SUSAN'S STORY by Barbara Flaherty

It was a busy Tuesday morning on a bright, crisp fall October day at Mission of Deeds. A client, Susan, called and was in desperate need of the most basic of furniture, namely a bed, dresser and lamp for her bedroom. (She had been sleeping on a toddler mattress.) This woman needed help immediately, for she was to start chemotherapy in two days. Was there any way we could help her as soon as possible? We were able to arrange for her come by our office that very day, pick out some furniture and we would bring it to her apartment the very next day while she was at the hospital for pretesting.

The following day, a contingent of young men from Malden Catholic HS was coming to perform some community service. We could take care of Susan and provide the young men with a valuable opportunity to truly help someone in need.

As they entered Susan's apartment, the first thing a volunteer noticed was a "pristinely clean," but empty apartment. But soon, a brand new single bed was set up, fitted with sheets, a pillow, a blanket and bedspread. A small night stand with a pretty lamp was situated at the bedside. We also set up a bureau and dresser. This room, with warm rays of sun streaming through the window, was welcoming and complete.

In the living room, the boys deposited the furniture Susan had chosen from our warehouse, a small sofa and 2 upholstered chairs, all of which complemented each other and along with a lamp and a coffee table, this room too looked most comfortable and inviting.

Susan surprised everyone by arriving home unexpectedly early. She stood in the middle of her living room, mouth agape, and eyes as wide as saucers and kept saying, "This is to die for." She could not believe the transformation which had taken place in just a few hours. She wandered through each of the rooms and examined everything as if to make sure it was really real. She finally had a home.

For these young men, hearing, "This is to die for," with a big smile on Susan's face, was the best reward.

## WHO is the MISSION OF DEEDS?

Tony Triglione founded Mission of Deeds in 1993 to provide beds, furniture and household goods, without charge, to people in need.

Tony had grown up very poor, then became highly successful in business, but never forgot what it had been like to be poor. His vision was that Mission of Deeds be a place where people would receive needed items while being treated with kindness and respect.

People like you donate furniture and housewares to us, and we buy mattresses, box springs, pillows and linens from your financial donations. We receive no government or United Way funding— it's all neighbors helping neighbors. Thanks to your generosity and the hard work of our volunteers, Mission of Deeds has furnished the apartments of many thousands of the previously homeless, survivors of domestic abuse, displaced veterans, the abandoned elderly and others in great need. With Tony's vision as our guide, we look forward to serving the community for years to come.