



# MVOC ANNUAL REPORT 2014



## ANNUAL REPORT CONTENTS

### I. WHO WE ARE

- A. HISTORY
- B. MISSION
- C. VISION
- D. DIRECTOR'S OVERVIEW

### II. LEADERSHIP

- A. ORGANIZATIONAL STATUS
- B. GOVERNANCE / BOARD OF DIRECTORS
- C. STAFF

### III. PROGRAMS

- A. SERVICE BENEFITS
- B. OUTREACH
- C. CASE MANAGEMENT
- D. COUNSELING / MENTAL WELLNESS
- E. HOUSING
- F. BENEFITS AND EMPLOYMENT COUNSELING
- G. TRANSPORTATION
- H. FOOD PANTRY

### IV. BY THE NUMBERS

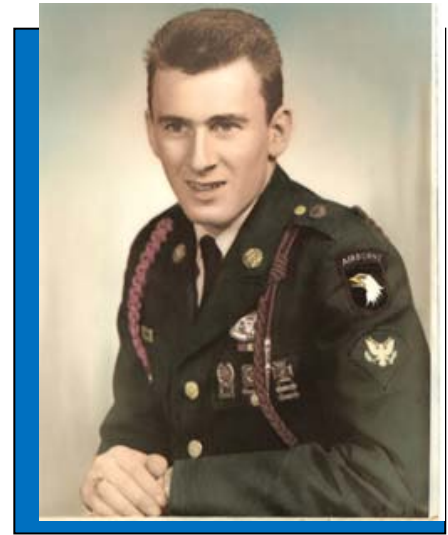
- A. FINANCE REPORT
- B. HOCKEY FOR HEROES
- C. DIRECT MAIL APPEAL
- D. HONOR BRICK PROGRAM
- E. DONOR LIST

### V. APPENDIX – STATISTICS & REPORTS

# I. *WHOWE ARE...*

## HISTORY

The Montachusett Veterans Outreach Center, Inc. (MVOC) began its operation in June 1981 as the Vietnam/Era Veterans Outreach Center, a private non-profit organization partially funded by the State of Massachusetts [under the Internal Revenue Code 501 (c) (3)]. The MVOC was ultimately incorporated in 1982.



Cathy Stallings McWilliams originated the idea for the Veterans Outreach Center after the untimely death of her husband Jesse, a Vietnam veteran. At that time, virtually no help existed for Vietnam veterans, such as Jesse, who were suffering from Post Traumatic Stress Disorder. Jesse, suffering emotionally from stress relating to the Vietnam War, took his own life at the age of 33, thirteen years after his tour of duty in Vietnam. With a deep conviction that Jesse's death was unnecessary, and equally committed to doing whatever was necessary to prevent further needless deaths, Cathy founded the Vietnam Era Veterans Outreach center in Fitchburg, Massachusetts. This "early" MVOC's primary purpose was to provide readjustment counseling for Vietnam veterans and their families.

It soon became apparent that the veterans utilizing the center were in need of additional services. Their seeming lack of acceptance by older veterans and other agencies left them in need of services that included, but was not limited to: benefits, housing, legal aid referral, alcohol/substance abuse, counseling, job/education training, and disability claims/issues – this included Agent Orange and Post Traumatic Stress Disorder claims. Through the Outreach Center, services slowly increased and the staff was able to provide assistance in those areas as well. Thus, the Center developed into the community based, multi-dimensional, multi-service organization that exists today.

Over the ensuing years, the Outreach Center expanded its services to include veterans of all eras, and in 1988 officially came to be called the Montachusett Veterans Outreach Center (MVOC), Inc. The Center, whose service delivery area includes 30 cities and towns in the Montachusett Region and Southern NH, is available to support this country's veterans – no time or place of service.



## MISSION

*The Montachusett Veterans Outreach Center provides support to military veterans and their families in need of services to develop a resilient, self-sufficient lifestyle essential to succeed in today's environment.*

## VISION

*The Montachusett Veterans Outreach Center (MVOC) is a community where each veteran is a resilient, self-sufficient citizen and is honored by the community for their role in defending America's founding freedoms.*

## DIRECTOR'S OVERVIEW – 2014

2014 was a year that saw enduring organizational transition for the MVOC.

Throughout the course of year, staffing changes within the positions of case management, counseling, finance, employment, and executive leadership presented challenges in maintaining the stable management of services for the organization. However, with this challenge the Board of Directors found the opportunity to hire an experienced executive director that recognized the opportunities to reset the organization, re-establish a more efficient staff, and create a healthier and sound work environment.

The new Director, a veteran himself, brought a positive leadership style and a fresh perspective to the MVOC as an organization. With a focus on strategic purpose and fiscal responsibility, it is fair to describe the organizational intent of the new director was to take one step back in order to take two steps forward. This philosophy allowed a comprehensive review of the organization, helped to reaffirm the mission, mend and build vital relationships, and therefore strengthen its established foundation in order to successfully develop a viable strategy to move forward.

The MVOC is an impressive organization and uniquely provides dedicated and valuable services to all veterans within its catchment area and beyond. As you will see within this report, the organization has offered a wide-range of services to 487 Veterans (451 men, 36 women, 9 families) in 2014.



## II. LEADERSHIP



### ORGANIZATIONAL STATUS

The Massachusetts Veterans Outreach Center, Inc. is a private non-profit 501(C)3 tax-exempt organization as verified in January, 1983 under the determination and ruling under the Internal Revenue Code and will remain in effect until the tax exempt status has been terminated, revoked, or modified.

### GOVERNANCE / BOARD OF DIRECTORS

In 2014, The MVOC was governed by a Board of Directors consisting of a president, vice president, secretary, treasurer, and five trustee directors. Meetings are routinely held monthly for ten months of the years. July and August are seen as summer sabbatical months, however, the Board of Directors is available for emergency and meetings pertaining to urgent matters as needed. It is important to note the Board of Directors is a voluntary entity of the organization and all members' time is greatly valued and appreciated as they share in the commitment of the MVOC mission. Board officer's are determined, elected, and confirmed annually.

The Board of Directors (at the close of FY 14) is:

President –	C. Dan Ninno
Vice President –	Cathy Stallings McWilliams
Secretary –	Debra Pond
Treasurer –	Andy Wells

Trustee Directors: Vicky Germano  
Neil Janssens  
Jeans Lewis  
Robert Rice  
Gerald St. Hilaire



## STAFF

The Montachusett Veterans Outreach Center requires a staff of dedicated employees to operate the organization and provide the many quality services to which the veterans have come to rely upon and expect.

The Staff members (at the close of FY14) are:

Executive Director - William Edson

Senior Clinician – Lorna O’Malley

Staff Counselor – Michael Young

Senior Case Manager – Al Rolle

Service Benefits Coordinator – Rachel Andler

Outreach Coordinator – Stephen Bassett

Senior Finance Specialist / Accts Payable – Maria Santiago

Plant Operations / Maintenance – Robert Sheehan

Transportation / Driver – Wayne Richard

Food Pantry / Maintenance – Peter Noel

Reception / Services coordinator – Karen Veilleux

House Manager – Darryll Richardson (3<sup>rd</sup> Floor, SRO)

House Manager – Roland Woods (Unity House)

Employment Specialist – Vacant

Finance Specialist / Accounts Receivable - Vacant



### III. PROGRAMS



#### OUTREACH

The Outreach program is a vital support element to the overall mission of the MVOC. It is through this program that the goods and services that the MVOC provides are fostered, procured, and distributed. The Outreach (outreach continued) coordinator also plays the important role as organizational representative and is often the “face in the field” that veterans and community members connect with the organization. Much of the community activities for veterans within the catchment area are developed and offered via the outreach program. The intention of some of the outreach programs are designed as therapeutic activities for veterans and their families, some are to help raise awareness, some are to foster collaborative partnerships, and some are simply to provide a caring hand to veterans in need.

Outreach is provided in four major areas that include Community Relations and Outreach, Programs, Housing, and Events.

Outreach Coordinator, Stephen Bassett recalls some 2014 highlights:

Community Relations and Outreach include presentations, site tours, and office hours with outside agencies as well as VA facilities these include:

The Bedford VA homeless Bed program, the Brockton VA long term care, the North County Correctional Institute in Gardner, the Mount Wachusett Community College, the Fitchburg Veterans Service Office, the Soldier On Women’s Program, and the Department of Veteran Affairs Safe haven Program just to name a few.

Also, at home intakes and needs assessments, peer to peer counseling, food box distribution, and referrals are provided as needed. Urgent Transportation to VA facilities for veterans in need of mental health services or those in crisis is provided.

Housing is located for those in need in which the MVOC cannot house internally and street outreach is provided to chronically homeless and at risk veterans and their families. Beyond the MVOC housing can be procured via the Bedford VA Domiciliary program, Brockton VA REACH program, and the New England Center for Homeless Veterans, to only name a few.

Events and Programs included the Haverhill, Bedford, and Boston Stand downs for Homeless Veterans. Also, Earth Day Clean Up, Hockey for Heroes. Vietnam Veterans of America Annual Bike Run, and the Fox 25 Zip Trip. In addition, Project Healing Waters, the MWCC Service Learning Program, Alcoholics Anonymous, Forward Strides Horsemanship Program, with new programs developing at Peak Expeditions Outdoor Adventures, and the Pineland Farms VAST adaptive sports Program.

## COUNSELING

The MVOC offers individual and group counseling and mental Health therapies that are clinical and holistic in nature. Trained and credentialed in psychology and social work, the MVOC mental wellness staff provides services to both walk-in and scheduled clients during times of crisis intervention or planned management treatment. The counseling staff is qualified to meet with clients affected by a variety of mental health issues that derive from Post Traumatic Stress, Sexual Trauma, Traumatic Brain Injury, and Substance Abuse. The counseling staff also actively collaborates with the case management and outreach programs to provide consultation and clinical support in order to maximize the effectiveness of those programs and to ensure that they are meeting the needs of all the veterans they serve.

## CASE MANAGEMENT

Case management is another vital role offered to Veterans in the MVOC transitional housing programs. Case managers help veterans navigate the



(Case Management Continued) challenges of everyday living and the recurring readjustment obstacles that they face. Throughout the year, both the Unity House and Central Street transitional programs successfully placed several veterans into their own apartments, individually and through the VA "HUD VASH" Housing Voucher Program. The MVOC maintained full housing capacity in the Central St. SRO program and an average of eleven veterans in the Unity House SRO program. Several veterans in Central St. and Unity House SRO have gained full time employment while some other veterans have utilized the Mount Wachussett Community College veteran education program to further their education or gain credentials for employment. As an organization, we are now receiving applications from the Bedford/Brocton VA Hospital Housing programs due to our continuous collaborative efforts through their monthly housing workshop meetings for homeless veterans. This effort helps to promote our SRO programs and veteran services. All veterans in the MVOC transitional programs are working on their individual life programs and working toward the betterment of their lives through active participation in our benefits counseling, therapeutic counseling, case management, and other services we provide each and every veteran here at the MVOC.

Outreach Services and many large group activities are held at the Stallings Campus outreach center located in Winchendon. Services, classes, and activities are offered at the renovated main floor of the old Streeter School. This allows for expanded outreach and a drop-in center to reach further north and offer comprehensive support to veterans from the Winchendon area and New Hampshire as well.

## HOUSING

The MVOC provides housing in several capacities. A critical housing element to the MVOC mission is the transitional housing program designed for veterans in need of a healthy and safe environment as they overcome personal and often chronic social adjustment challenges. This style of housing is temporary and includes programmatic life management and support services. At the MVOC, this is accomplished at the Single Resident Occupancy (SRO) facility located at the Central Street and the Unity House on South Main Street in Gardner. These housing units present a congregate style of living in a shared-responsibility environment that is managed by a case manager and resident house manager.

The MVOC also provides permanent housing options in small all-inclusive studio apartments. These units are meant for low-moderate income single veterans. Support services are available to these tenants at their discretion. Permanent housing is located at the Central Street and Nichols Street apartment facilities.

Together, the MVOC provides housing for up to 47 veteran occupants.

## BENEFITS AND EMPLOYMENT COUNSELING

Much of what veterans support consists are the identification and validation of what benefits, services, and support a veteran (or his/her family) is eligible to receive. This process can be quite complicated and confusing, and often times the complexities of the process discourage a veteran to seek his or her just rewards. The MVOC has a trained veteran benefits counselor on staff to provide such assistance and guidance to any veteran who needs help with determining eligibility and establishing benefits, services, or support from within the Veterans Administration or other government resources. This service is available to both resident and walk-in veteran clients and is offered at both the Gardner and Winchendon outreach centers.

The MVOC also understands the relevance that employment plays within the lifestyle of a veteran trying to regain one's livelihood. The MVOC therefore also provides an employment specialist to provide personal counseling and coaching in successfully finding employment. This counseling process includes job searches, interview coaching, and resume building.

Overall, it is the intent of Benefits and Employment counseling to establish the financial means that allow a veteran to become self-sustainable and an independent member of society.

## TRANSPORTATION

The MVOC maintains a fleet of three 7-passenger mini-vans dedicated for the transport of Veterans to or from medical appointments, or for the use and support of veteran-related activities and events.

There is one fulltime employee driver that maintains the scheduled driving routes during the work week, M-F. Other drivers consist of other employees and qualified volunteers.

The vehicles are in good mechanical condition but are aging with mileage ranging between 75,000 and 140,000 miles. Consideration is being made as to future transportation options moving forward. These options include the purchase of new or pre-owned vehicles, and/or perhaps entering into a corporate fleet lease agreement. There has been no definitive option determined at this time, but rest assured it will be one that makes both financial and practical sense for the organization, and one that will only enhance the transportation services for the veterans we serve.

## FOOD PANTRY

The Food Pantry service is an exceptional and unique service provided to the Veteran community by the MVOG. Approximately two hundred Veteran community clients receive food boxes or food subsidies from the MVOG Food Pantry per Month. The food Pantry is maintained and supplied primarily by a partnership with the Worcester County Food Bank and through generous donations by local grocery stores (Stop and Shop, Price Chopper, and Hannafords). The Food Pantry is managed by a fulltime employee and a group of dedicated volunteers.

## IV. BY THE NUMBERS

### FINANCE REPORT

Overall, the MVOG is in good financial order and finished the FY14 with a surplus of approximately \$18,000. Operational funding is provided to the organization via several avenues of resources that include Government Funding, Internal Revenues, Grant Contributions, Investment Dividends, and Organizational Fundraising.

An annual operations budget is created by the Executive Director and the Senior Finance Specialist. It is presented to the Board of directors for review and revised as necessary. The Annual Budget is approved by majority vote by the Board of Directors in order to coincide with the fiscal calendar of the organization, July 1st through June 30<sup>th</sup>.

The financial operations and budget is maintained and managed by the Executive Director and the Senior Finance Specialist with oversight by the Treasurer and Board of Directors as appropriate. Internal controls policies include an annual external audit performed at the end of the fiscal calendar (not completed at the time of this report), Executive Director review and approval of all finance monthly reconciliations, a purchase request and order approval policy, and dual signatures (Executive Director and authorized Board member) required for any check distributed over the amount of \$1,000.

## **MVOC**

### **Profit & Loss**

**July 2013 through June 2014**      **Accrual Basis**  
Jul '13 - Jun 14

#### **Ordinary Income/Expense** **Income**

4040 · Contributed support	41,895.92
4250 · Nonprofit organization grants	7,078.00
5010 · Federal Contracts	241,263.74
5030 · State Contracts	730,735.62
5110 · Tenant Rent	176,477.00
5300 · Dividends & Interest	8,129.70
<b>Total Income</b>	<b>1,205,579.98</b>
<b>Gross Profit</b>	<b>1,205,579.98</b>

#### **Expense**

7220 · Salaries & wages	644,864.19
7240 · Employee benefits	126,480.02
7250 · Payroll taxes	67,384.55
7500 · Contract services	30,154.09
8100 · Office expenses	30,595.30
8200 · Facility & equipment	169,351.70
8300 · Meetings, Travel & Trainings	13,817.63
8400 · Program Expenses	47,993.46
8500 · Other expenses	965.00
8501 · Board & Director Ins	1,670.00
8510-1 · Mortgage interest	39,413.91
8570 · Advertising & Recruiting	7,250.74
8591 · Fundraising Expenses	11,301.85
8600 · Business expenses	7,512.38

**Total Expense**      **1,198,754.82**

**Net Ordinary Income**      **6,825.16**

#### **Other Income/Expense**

<b>Other Income</b>	
Unrealized gain (loss)	12,160.81
<b>Total Other Income</b>	<b>12,160.81</b>

**Net Other Income**      **12,160.81**

**Net Income**      **18,985.97**

## ANNUAL DONATIONS / CONTRIBUTIONS

The MVOC is genuinely appreciative for all of the support it receives throughout the year, especially for those who have donated and contributed towards its fundraising efforts. Approximately \$26,100 has been raised or generously donated in FY14. Contributions from all of our donors are vital to the success of the organization and we regret any unintentional omissions:

Thank you Neighbors and Friends!

### Direct Mail Annual Appeal:

Mr. & Mrs. Flood	Mrs. Mary P. Philbin	Mrs. Roy J. Bushey Sr.
Ms. Louise Reid	Mrs. D. Jean Belliveau	Mrs. Gloria Bourgeois
Mr. & Mrs. Dube	Beth Porell	Mrs. Thomas Brady
Carmella Arnone	Mrs. Jane M. Magliacane	Mrs. Michael J. Zlotnik
Sons of the American Legion	Mr. Lawerance Liptrap	Mrs. Leo Bourrett
Charlene A. Heglin	Mrs. Irene P. Piontek	Richard R. Audet
Rudolph Schultz	Heidi Jeldres	Mrs. Paula D'entremont
Gloria Fournier	Mr. Joseph Muscarella	Mr. Harold S. Goldsmith
Mrs. Shelia Heglin	Don D. Locke	Mrs. Lois Tyler
Mr. Michael Foley	George P. Connor Jr.	Mrs. Patrica Woodward
Mrs. Linda Stone	Mrs. Peter D. Macdonald	Mr. Biggs
Joanne Collins	Mrs. Henry V. Jean	Mrs. Helen C. Busby
Mr. John F. Fairbanks	Mrs. Valma Wauhkonen	Raymond Boudreau
Gardner Deer Club	Mrs. Roland Favreau	Mrs. Darcy Linnus
Archibald M. Denny, III	Mr. & Mrs. Robert Nyman	Mr. Thomas Dabuliewicz
Donald F. Behringer	Mrs. Mary Girouard	Bruce Mierzejewski
Dennis E. Driscoll	Mrs. John T. Awdycki	Mrs. Robert G. Lahtinen
Mrs. Darlene Pouliot	Gerald L. Larocque	Aileen Holbrook
Maureen LaFortune	Rosa B. Massa	Mrs. Lois Collette
Mr. Raymond P. Waite	David B. Ahlman	Mrs. Maria L. Gilman
Mr. James M. Keresey	Mrs. David E. La Liberty	Kathleen Camden
Mrs. Raymond F. Lafond	Mr. David Fancy	Mr. Robert Saari
Mrs. Robert J. Swartz	Mrs. Rose H. Dennis	Mrs. Kathleen Airoldi
Joan D. Blast	Mr. Kenneth Taylor	John E. Edfors
Mrs. Eileen M. Hamel	Mr. John P. Lepoer	Mrs. Lisa Bentall
Mrs. Lionel Edes	Sandra Tomlin	Mrs. Martin Myllykangas
Dana Anderson	Mary Jane Dwelly	Mrs. Eleanor Brogan
James Baird	Mr.&Mrs. Ernest Turcotte	Mrs. Joan M. Storm
Mark Fiandaca	Mrs. Stephen J. Kmiotek	Mrs. Janette Fontaine
Mrs. Jeanne Pierce	Mr. Michael G. Popik	Mr. & Mrs. Galat

Mr. Robert T, Kalagher	Mrs. Debbie Hill	John Cutting
Mrs. Joanne Copeland	Margherita Altobelli	Mr. Ernest R. Adler
D.R. Derzius	Laila J. Michaud	Mrs. Robin Gullatt
Gardner Rotary Club	Mrs. John P. Feeley	Mrs. Joan A. LeBlanc
Lawrence Benoit	Dolly Euvrard	Mrs. Jeannette E. Hallock
Claude G. LaBatt, Jr.	Scott Hodgkins Jr.	Mr. Martin J. Foley
Paul P. Hale	Marie Levanti	Mrs. Alfreda Bergeron
Mrs. Deborah A. H. Christen	Marcia Stillings	Barbara Pobuk
Mr. Richard P. Ares	Patricia Gronroos	Mrs. Eva Hurd
Mary T. Sylvester	Edward Lepkowski	Mr. David Bortell
Mrs. Edward Marshall	Cheryl Bourque	Mrs. Jean M. Olsen
Ronald E. Newman	Mr. Arthur J. Peterson	Barbara Carpenter
Mr. Stanley R. Smith	Mrs. Cecilia Bastarache	anonymous
Mrs. James Hargraves	Mrs. Timothy G. Girouard	Mrs. William J. Fournier
Mrs. Ellen Chapman	Mrs. Donald L. Lagoy	Mrs. Patricia Lasky
Tom Torrans	Rene P. Doiron	Mrs& Mr Richard Lafreniere

Total Funding from Annual Direct Mail Appeal: **\$6,225**

Hockey For Heroes

Hilton Double Tree Leominter	Townsend Ridge	Winchendon YMCA
SMC Ltd.	Mylec	Solid Benefits Group
GAAMHA	AAA	Dunkin Donuts
Vision Payroll	MJ Entertainment	Heywood Wakefield Commons
Rollstone Bank & Trust	JBC DJ Services	D'Ambrosio
GFA Federal Credit Union	Gardner Sports	OMNOVA
Henry C. Kulik Accounting	FMC Sports	VVA Chapter 907
Workers Credit Union	Sports Photographer	Vicky Germano
Speedee	Woods Ambulance	The Winchendon School
Athol Savings Bank	Padget Business Services	The Gardner News
The Insurance Place	Gadner Rotary Tickets 100	Nubodi Massage
Anonymous- D.H.	Worcester Sharks	Anderson, Bagley & Mayo Insurance Agency, Inc.

\*Funding was generated by Merchandise Sales, Ticket Sales, and Raffle Proceeds:  
Total Funding from Hockey for Heroes Event: **\$7,310**

Misc. Donations:

Honor Brick Program  
MA Association of Realtors, Inc

Total Funding: **\$5,483**

Misc. Grant Contributions

The Robinson Broadhurst Foundation  
Project Bread  
United Way

Total Funding: **\$7,078**

In-Kind Donations

Donald Legault  
Home Depot  
Mr/Mrs. Connell  
James and Barbara Carpenter  
Hubert and Kate Innis  
Donald Gribbons  
Valerie Spar  
Tom Matukas  
Ladies Auxillary  
The Linus Program  
Leo Findly  
American Legion (Gardner)  
Papa Gino's  
Kathleen Harasimowicz  
Florence MacForloue  
Robert Cormier  
Hannaford Market  
Ocean State Job Lots

Donald Walker  
Bethany Baptist Church  
North Central Realtor Association  
Holy Rosary Church  
Sacred Heart Church  
Kamalot Catering  
Lauren Roy  
Christine Grossman  
Gardner Elks Club  
Students of Mt. Wachusett College  
Debbie Gariepy  
Sheila Mailloux  
Luciano Velarde  
Petersham Lions Club  
Gina Hentnik  
Elm Street School  
Price Chopper  
Dept. of Corrections (Shirley)

Leo Zutautas  
Erica Savarin  
Alice Kymalainen  
Lindsey Arnold  
Bruce and Karen Nay  
Rick and Vicky Germano  
Bed, Bath and Beyond  
Agway

APPENDIX – STATISTICS & REPORTS





## MVOC

### Profit & Loss

July 2013 through June 2014 Accrual Basis

Jul '13 - Jun 14

#### Ordinary Income/Expense

##### Income

4040 · Contributed support	41,895.92
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##### Expense

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8600 · Business expenses	7,512.38
<b>Total Expense</b>	<b>1,198,754.82</b>
<b>Net Ordinary Income</b>	<b>6,825.16</b>

#### Other Income/Expense

##### Other Income

6800 · Unrealized gain (loss)	12,160.81
<b>Total Other Income</b>	<b>12,160.81</b>
<b>Net Other Income</b>	<b>12,160.81</b>
<b>Net Income</b>	<b>18,985.97</b>

## MVOC

### Balance Sheet

As of June 30, 2014

Accrual Basis

Jun 30, 14

#### ASSETS

##### Current Assets

##### Checking/Savings

1010 · Cash in bank - operating	190,657.52
1040 · Petty cash	350.00
1070 · Savings & short-term investment	77,905.88

##### Total Checking/Savings

268,913.40

##### Accounts Receivable

1100 · Accounts receivables	103,935.10
<b>Total Accounts Receivable</b>	<b>103,935.10</b>

##### Other Current Assets

1310 · Employee & trustee receivables	300.00
1450 · Prepaid expenses	6,037.27
1499 · Undeposited Funds	2,265.00
1580 · Investments - other	234,232.06
<b>Total Other Current Assets</b>	<b>242,834.33</b>
<b>Total Current Assets</b>	<b>615,682.83</b>

##### Fixed Assets

1600 · Buildings	4,020,321.22
1630 · Leasehold improvements	301,215.92
1640 · Furniture, fixtures, & equip	15,708.80
1650 · Vehicles	111,443.00

1670 · Equipment

68,908.76

1699 · Accumulated Depreciation

-913,434.12

**TOTAL ASSETS**

**Total Fixed Assets**  
**4,219,846.41**

## Montachusett Veterans Outreach Center

### FY 14 Program Clients Occupancy Reports

YTD

Room #	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARC H	APRIL	MAY	JUNE	TOTAL S
1	31	31	30	31	30	31	20	9	31	30	31	30	335
2	31	31	30	31	30	31	31	28	31	30	31	30	365
3	31	31	30	31	30	31	31	28	31	30	31	30	365
4	21	25	30	31	30	31	31	28	31	30	31	30	349
5	31	31	30	31	30	31	31	28	31	30	31	30	365
6	31	31	17	31	30	31	31	28	31	30	31	30	352
7	31	31	30	31	30	19	11	28	31	30	31	30	333
8	24	31	15	31	30	31	11	28	31	26	31	30	319
9	31	31	30	31	30	31	31	28	31	30	31	30	365
10	0	19	30	31	30	17	31	28	31	30	31	30	308
11	31	27	19	28	30	31	31	28	31	30	31	30	347
12	31	31	30	31	30	30	22	28	19	30	24	30	336
Total	324	350	321	369	360	345	312	317	360	356	365	360	4,139
Max	372	372	360	372	360	372	372	336	372	360	372	360	4,380
Varian	48	22	39	3	0	27	60	19	12	4	7	0	241

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YTD

Room #	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARC H	APRIL	MAY	JUNE	Totals
1	31	31	0	0	0	0	26	28	31	30	0	6	183
2	31	31	30	31	30	31	31	28	31	30	31	30	365
3	31	31	30	31	30	31	31	28	31	30	31	30	365
4	31	31	30	31	30	31	31	28	31	30	31	30	365
5	31	31	30	31	30	31	31	28	31	30	31	30	365
6	31	0	14	31	30	31	31	28	31	30	31	30	318
7	31	31	30	31	30	31	31	28	31	30	31	30	365
8	31	31	30	31	30	31	31	28	31	30	31	30	365
9	31	13	30	0	0	28	31	28	31	30	31	30	283
10	31	31	30	31	30	31	31	28	31	30	31	30	365
11	31	31	30	31	30	31	31	28	31	30	31	30	365
12	0	16	30	31	10	31	31	28	31	30	31	30	299
13	0	18	30	31	30	31	31	11	23	7	0	0	212
14	31	31	0	31	30	31	31	28	12	0	0	0	225
15	31	31	30	0	0	16	31	28	30	30	12	0	239
16	31	31	30	31	30	31	31	28	31	30	31	30	365
Total	434	419	404	403	370	447	491	431	468	427	384	366	5,044
Max	496	496	480	496	480	496	496	448	496	480	496	480	5,840
Varian	62	77	76	93	110	49	5	17	28	53	112	114	796

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## MVOC TRANSPORTATION REPORT

268 CENTAL STREET  
GARDNER, MA 01440  
(978) 632-9601

<b>June, 2014</b>		<b>YTD June, 2014</b>	
<b>Total Rides Given</b>		<b>Total Served</b>	
<b>1. MVOC VAN RUNS</b>	<b>15</b>		<b>368</b>
<b>2. MVOC VETERANS TRANSPORTED</b>	<b>41</b>		<b>1,263</b>
<b>3. MART passes &amp; rides arranged</b>	<b>67</b>		<b>1,415</b>
<b>Total Veterans Served by MVOC &amp; Mart (total of 2+3)</b>	<b>108</b>		<b>2,678</b>
<b>Transportation Cost:</b>			
<b>Bus Driver Salaries &amp; Related expenses</b>	<b>4,326.26\$</b>		<b>47,456</b>
<b>Gasoline &amp; Vehicle Repairs</b>	<b>2,830.77\$</b>		<b>30,475</b>
<b>Other transportation costs</b>			
<b>Total Cost of Transportation</b>	<b>7,157.03\$</b>		<b>77,931</b>
<b>Total Cost per Veteran Transported by MVOC</b>	<b>66.27\$</b>		<b>29.10\$</b>
<b>Twelve Month Cost Average</b>		<b>29.10\$</b>	