



**Montachusett  
Veterans  
Outreach  
Center, Inc.**

# 2023 Annual Report

Prepared By :

**Stephanie Marchetti**  
**Executive Director**

268 Central Street, Ste A  
Gardner, MA 01440  
[veterans-outreach.org](http://veterans-outreach.org)  
978-632-9601

# TABLE OF CONTENTS

Mission and Values	2
Letter from Leadership	3
Financials & Board of Directors	4
Year in Review	5-6
Programs and Services	7-8
MVOC in Photos	9-10
Building MVOC's Future	11
Our Partners	12



To donate, get involved or learn more  
about how MVOC is changing lives, please  
visit our website, give us a call, or stop by!

[veterans-outreach.org](https://veterans-outreach.org)  
978.632.9601  
268 Central St, Gardner MA



# MVOC Mission & Values

Montachusett Veterans Outreach Center aims to assist all veterans and their families, regardless of discharge status or activation level, as they work to achieve healthy, balanced, and productive lives. We serve those who have served through an individualized approach designed to foster independence. We envision a country where veterans are never left behind or in need.



## To deliver our mission we rely on three core values:

1

Dedication of staff

2

Meaningful and impactful engagement with our Veterans and families

3

Stability within the community and organization

# Letter from Leadership

The Montachusett Veterans Outreach Center had an exceptional operating year in 2022-2023. We continued our regular operations, to include housing, benefits advisement, and medical transportation while also expanding to include new counselors, additional case managers, and engaging programs.

MVOC veterans continue to benefit from our many community and state partners. The MassHire Veteran's Employment Counselor hosts on site hours once monthly, MVOC president and founder Cathy McWilliams brought back her once monthly blood pressure clinic, a trauma-informed yoga instructor hosted classes 3 evenings a month, and we continued our wildly popular fly-tie fishing classes.

With continued support from the Executive Office of Veterans Services, MVOC was also able to award over \$30,000 in financial assistance grants to veterans and veteran families struggling to stay on top of bills through the rising rates of inflation and increased housing costs. We look forward to offering this opportunity again in the 2023-2024 fiscal year.

***As always, the MVOC is thankful not just for the support of our partners, but for the support of local businesses and individuals. Thank you for supporting our region's veterans!***



Stephanie Marchetti, EdD  
Executive Director

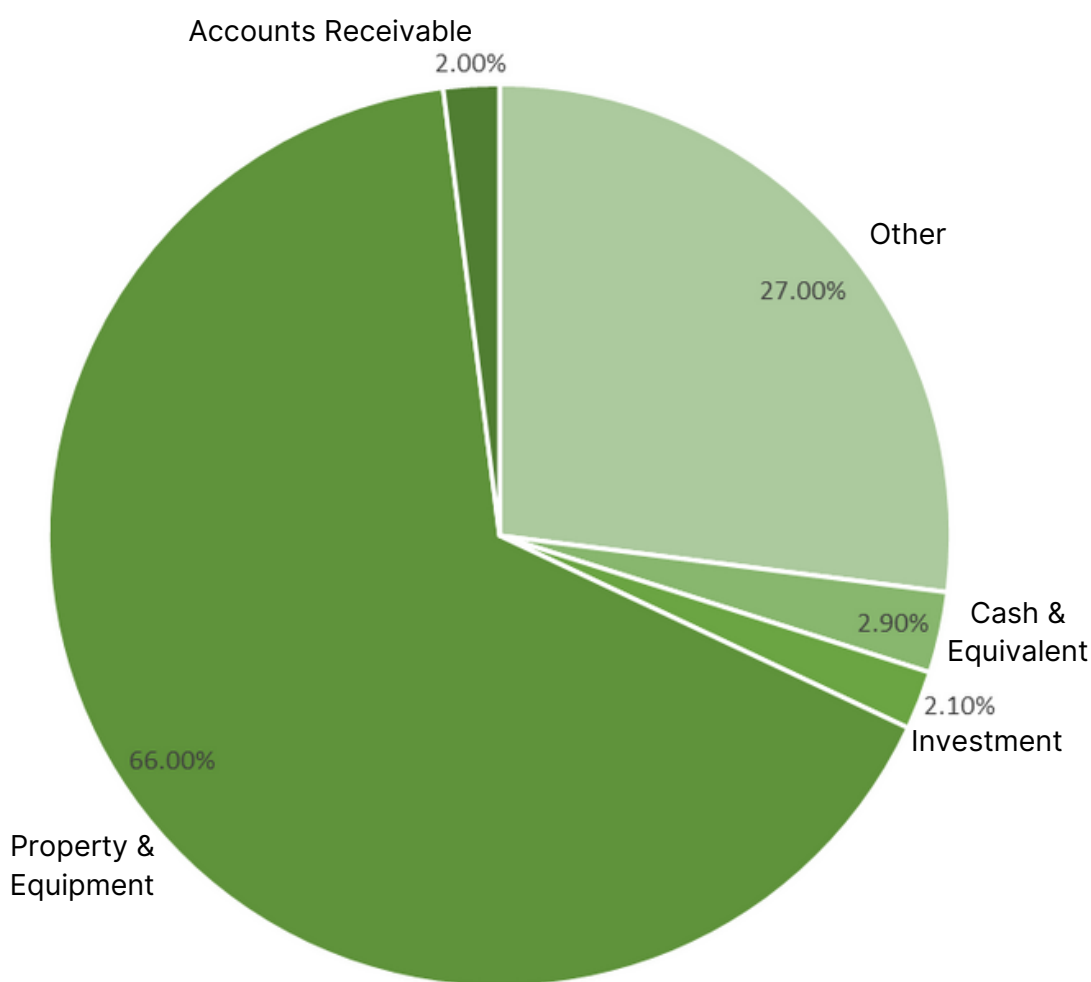


Cathy Stallings-McWilliams  
Founder & Board Chair



# Financials & Board

**Total Assets: \$4,851,558**



## Board of Directors

**Cathy Stallings-McWilliams**  
President and MVOC Founder

**Daniel Piper**  
Vice Chairman, US Coast Guard

**Robert Anderson**  
Treasurer, US Air Force

**Brad Heglin**  
Clerk

**Greg Smith**  
Trustee, Army National Guard

**Mark DesMarais**  
Trustee, Navy

**Julie Meehan**  
Trustee



# A Year in Review



MVOC's staff of just 19 (a mix of full and part-time employees) recorded over **18,600** contacts with veterans and their families in this fiscal year-- over **5,000** more contacts than the previous fiscal year! **We assisted 763 veterans in total.**

## CONTACTS INCLUDE, BUT ARE NOT LIMITED TO:



3,182 case management services provided



2,681 housing assistance and support services provided



1,063 counseling sessions



1,847 VA and Social Security claims processed



1,542 food and clothing pantry uses



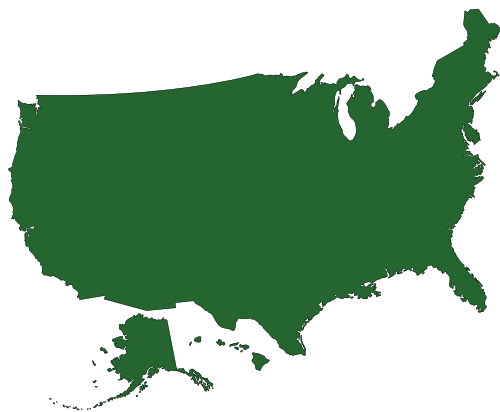
1,413 veteran transports



721 financial assistance awards granted

These numbers show over **600** more visits to our pantry, over **800** more transports, over **425** more financial assistance grants awarded, and approximately **500** more claims filed than in the previous year!





While MVOC primarily serves the 27 cities and towns of North Central Massachusetts, we understand that veterans may relocate or recommend our services to fellow vets. In dedication to serving *all* veterans, we do respond to every client who calls us despite their geographic location.

## Massachusetts Cities and Towns Served

- Andover
- Ashburnham
- Ashby
- Athol
- Auburn
- Ayer
- Baldwinville
- Barre
- Bedford
- Belchertown
- Berlin
- Boston
- Braintree
- Bridgewater
- Brighton
- Brockton
- Brookfield
- Cambridge
- Charlton
- Chelmsford
- Chicopee
- Clinton
- Colrain
- Devens
- Dudley
- East Brookfield
- East Templeton
- Fall River
- Fitchburg
- Franklin
- Gardner
- Gilbertville
- Hardwick
- Haverhill
- Holden
- Hubbardston
- Hudson
- Hull
- Huntington
- Jamaica Plain
- Lakeville
- Lancaster
- Lawrence
- Leeds
- Leicester
- Leominster
- Lititz
- Lowell
- Lunenburg
- Malden
- Marlboro
- Maynard
- Medford
- Methuen
- Middleboro
- Milbury
- Milford
- New Bedford
- New Salem
- North Brookfield
- North Grafton
- Oakham
- Orange
- Pepperell
- Peru
- Petersham
- Philipston
- Princeton
- Quincy
- Reading
- Rockland
- Rowe
- Roxbury
- Royalston
- Rutland
- Saugus
- Shirley
- Shrewsbury
- Somerset
- Somerville
- South Dennis
- South Royalston
- Southbridge
- Spencer
- Springfield
- Sterling
- Stoneham
- Sturbridge
- Templeton
- Tewksbury
- Townsend
- Wales
- Ware
- Webster
- Webster
- Wenham
- West Newton
- Westborough
- Westford
- Westminster
- Winchendon
- Worcester

## OTHER STATES SERVED IN 2022-2023

- Massachusetts
- Alabama
- Connecticut
- Florida
- Maine
- Nevada
- New Hampshire
- New York
- North Carolina
- Pennsylvania
- South Carolina
- Texas

# Programs & Services

## Housing

MVOC offers a variety of safe, supportive housing options to its residents, with 56 permanent and transitional units in total and construction on another 44 expected to begin spring 2024.

Residents in all of our housing facilities, located throughout Gardner and Winchendon, benefit from case management services, mental health counseling, wellness programming, food and clothing pantry access, benefits advisement, and more.

Housing is available for homeless and disabled male and female veterans seeking a sober and welcoming community.

## Counseling

MVOC veterans and their families receive timely and experienced assistance from our wellness team, which is comprised of both a doctorate level Air Force veteran and a licensed substance use disorder counselor.

Our mental health team uses a variety of approaches to assist veterans in reaching their personal goals, overcoming trauma, and adapting to civilian life. They are available in person, via phone, and via video to veterans and veteran families in need. We also provide peer-led recovery and processing groups and are on site at the Fitchburg, MA Veteran's Services office once weekly.

## Community Programming

Throughout this past year MVOC brought back its once monthly Blood Pressure Clinic with special guest Rocky the Therapy Dog available for those in need. We also continued our fly tie fishing lure classes, fishing trips, cooking classes, trauma-informed yoga series, and added trips to the New England Dragway and Fenway Park!





# Case Management

Case managers work with veterans in both our permanent-supportive and transitional-supportive housing programs as well as with recently housed veterans throughout North Central Massachusetts. They assist veterans in overcoming personal challenges and adapting to independent, civilian living.

Case managers assist veterans in goal setting, employment, accessing education, and more.

## Benefits Assistance

Navigating veterans benefits can be complicated and overwhelming, but MVOC can help! Our full-time benefits advisor assists veterans in accessing the benefits they earned during their time in service to our country.



## Transportation

MVOC is dedicated to providing wrap-around services to those in need, including transportation to medical appointments and critical resources with our own van driver. We also provide veterans with free passes to the local MART bus system.

## Food and Clothing Pantry

Our food and clothing pantry is largely supplied by the Worcester County Food Bank, with additional support this from the United Way of North Central Massachusetts, Walmart, and Hannaford. We also receive generous donations from local residents, other non-profits, and businesses. On holidays, full individual meals are provided to veterans and their families.

The pantry is not only open to MVOC residents and those living locally, we also deliver food boxes to homebound veterans and veteran families in need on a monthly basis.





MVOC's 4th Annual Jesse M. Stallings Memorial Speaker Series featured US Army veteran Kurt Power



MVOC working closely with Mt. Wachusett Community College, Quinsigamond Community College, and the Medic Now Foundation

MVOC participated in a local meeting with US Senator Elizabeth Warren to discuss COVID impacts and statewide human service needs



An MVOC resident enjoying a half day fishing trip



Local barbers offered on-site free haircuts for veterans for Memorial Day





MVOC veterans in a 3D printing class with our neighbors at the Wachusett Business Incubator



US Army Veteran Karson from Mix 104.1 donating girl scout cookies in advance of Memorial Day weekend



Benefits Coordinator Heidi teaching the monthly healthy cooking class



MVOC hosted Executive Office of Veterans Services Secretary Jon Santiago on site, along with Wachusett Veterans Services staff, for a tour and discussion on regional needs



# Building MVOC's Future



After 4 hard years of pre-development work, in 2022-2023 MVOC made huge steps towards its' expansion plan. We are now in receipt of a \$19.9m funding award from the Executive Office of Housing and Livable Communities as well as a \$2m earmark in the state's Economic Development Bill, and with these awards we anticipate breaking ground on 44 new veteran apartments in spring 2024!

This project will renovate 2 former elementary schools in Winchendon, MA into 44 low-income one-bedroom apartments for veterans and veteran families. The 3.8 acre site will also feature community and clinic space, outdoor recreational areas, and supportive case management programming.



# Our Partners

+ over 170 community member donations



Adopt-a-Soldier Platoon, Inc  
Advanced Cable Ties, Inc  
Advanced Glass & Mirror  
AmazonSmile Foundation  
American Biomedical Corporation  
American Legion Auxiliary Unit 41  
American Legion Riders #142  
Amvets Post 2012 Ladies Auxiliary  
Anderson, Bagley & Mayo  
Anthony's Liquor Mart  
Arbella Insurance Foundation, Inc  
Ashby Firefighters EMS Association, Inc  
Aubuchon Hardware.  
B & K Sales LLC  
Brooks Automotive Services, Inc  
Brookside Equipment Sales Inc.  
Central MA Bridge Assoc.  
Committee to Elect Michael Nicholson  
Committee to Elect Jon Zlotnik  
Commodore Builders  
Community Foundation of No. Central Mass  
CyberGrants Inc.  
Douglas E. Hicks VFW Post#7389  
ELM Electrical, Inc  
Fidelity Co-Operative Bank  
Fire & Iron Motorcycle Club Sta.857  
Fitchburg State University Foundation  
Fitchburg Veterans Council  
Gaamha, Inc  
Gardner Elks Lodge  
Gardner Thrift Store  
Gardner Trout Club  
GFA Federal Credit Union  
GivingMarketPlace

Hannaford Supermarkets  
Heart of a Hero Foundation, Inc  
Hillcrest Aux 747 Social Fund  
House of Wax  
Huhtala Oil Co  
InConcert Web Solutions, Inc.  
Leominster Eagles Auxiliary #477  
Life Insurance Community Investment  
Gardner Ale House  
Mount Wachusett Community College.  
Network for Good  
North Central Referral Group  
Northern Worcester County Landlord Assoc.  
O.G. Croteau Plumbing & Heating  
Padgett Business Services  
Parker Glass  
Patriot Riders Chapter 3 Gardner MA, Inc  
Piper Electric, LLC  
Pledgeling Foundation  
Rolling Thunder, Chapter VT1  
Rollstone Bank & Trust  
Sons of Amvets Squadron 2012  
The Benevity Community Impact Fund  
The L.S. Starrett Company  
The Madigan Family Foundation, Inc  
Thermalogic Corporation  
Turnpike Rod & Gun Club  
United Way of Central Massachusetts  
United Way of Mass Bay  
VFW Post 1807  
VFW Post 905  
Wachusett Mountain  
Worcester County Food Bk  
Workers' Credit Union

To all listed here, those we may have missed, and those who have donated time or physical contributions: **Thank you.**



268 Central St, Ste A  
Gardner MA 01440



978-632-9601



[veterans-outreach.org](http://veterans-outreach.org)

