

ANNUAL REPORT 2021

MONTACHUSETT VETERANS OUTREACH
CENTER, INC.



Serving All Veterans



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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
978.632.9601
268 Central St, Gardner MA

OUR MISSION AND VALUES

Montachusett Veterans Outreach Center aims to assist all veterans and their families, regardless of discharge status, 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.

To deliver our mission we rely on three core values:

- ★ Dedication of staff
- ★ Meaningful and impactful engagement with our Veterans and families
- ★ Stability within the community and organization



Pictured: MVOC Facilities Manager Bob Sheehan participating in Gardner's 2021 Memorial Day Services

LETTER FROM LEADERSHIP

Dear Friends,

The Montachusett Veterans Outreach Center continued to adapt to the changing landscape of operational needs throughout this past year, its' 40th in operation. Staff diligently served the North Central Massachusetts community both remotely and in person, providing over 11,000 individual services to veterans and their families. We look forward to expanding these services, and fortunately through the assistance of a Catalyst Fund grant provided by the Blue Cross Blue Shield of Massachusetts Foundation we were able to build a strategic plan that will guide this expansion for the next several years.

The MVOC continues to receive an abundance of support from the Massachusetts Department of Veteran Services and the Veteran Administration, as well as local officials, which poises us to remain a leader of veteran care within the region.

We are thankful for all support received, from state and federal partnerships to local businesses and individual MVOC champions, and look forward to our next successful year!



Stephanie Marchetti
Executive Director



Cathy Stallings-McWilliams
Founder & Board Chair



YEAR IN REVIEW

July 1, 2020- June 30, 2021



11,279
INDIVIDUAL
SERVICES
PROVIDED

Including, but not limited to:



3,647 case management services provided



1,864 housing assistance and support services provided



1,836 counseling sessions



1,322 VA and Social Security claims processed



782 food and clothing pantry visits



577 veteran transports



265 financial assistance awards granted



PROGRAMS & SERVICES



Pictured: (left) A donation bundle given by the Blue Star Mothers Chapter 1, Leominster to each Cathy's House resident, (right) MVOC's fourth of July resident BBQ

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 fall 2022.

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

One of the greatest strengths of MVOC remains our ability to be nimble to the immediate and pressing needs of veteran mental health. While therapist waitlists soared throughout the country in the past year, our veterans continued to receive timely and experienced assistance from our 3 mental health counselors, often within 24 hours of their request.

MVOC counselors use a variety of approaches to assist our 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.

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.



Pictured: Gardner Police Department and the MA Military Support foundation donating winter coats and face masks for MVOC veterans.

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 needs-based food and clothing pantry is largely supplied by the Worcester County Food Bank, with additional support this past year from the United Way and the Community Foundation of North Central Massachusetts. We also receive generous donations from local residents, other non-profits, and businesses.

The food pantry is not only open to MVOC residents and those living locally, our full-time outreach counselor also delivers food boxes to homebound veterans and veteran families in need.

Community Programming

The MVOC offers a variety of programs and events for the veterans of North Central Massachusetts to participate in, most notably this past year were socially distanced nature walks and our 2nd annual Jesse H. Stallings, Jr. Speaker Series.



SPOTLIGHT ON SUCCESS



Pictured: Staff members Heidi & Stephen accepting a donation of 500 socks from Bombas



Montachusett Veterans Outreach Center
presents
Second Annual
Jesse H. Stallings, Jr. Memorial Speaker Series

— Guest Speaker —
Medal of Honor Recipient
New York Times Best-Selling Author of *Into the Fire*
Sergeant Dakota Meyer
United States Marine Corps
“Accountability and Achievement”

October 22, 2020
6:00pm – 7:30pm EST

Join Webinar **Live Online Event!**




Pictured: MVOC's annual speaker series adapted to the remote environment, attracting over 250 attendees and over a dozen local sponsors.



Pictured: Founder Cathy McWilliams with staff members Heidi and Bob preparing 50+ gift bags for residents thanks to Unicare State Indemnity Plan's financial donation.



BUILDING MVOC'S FUTURE

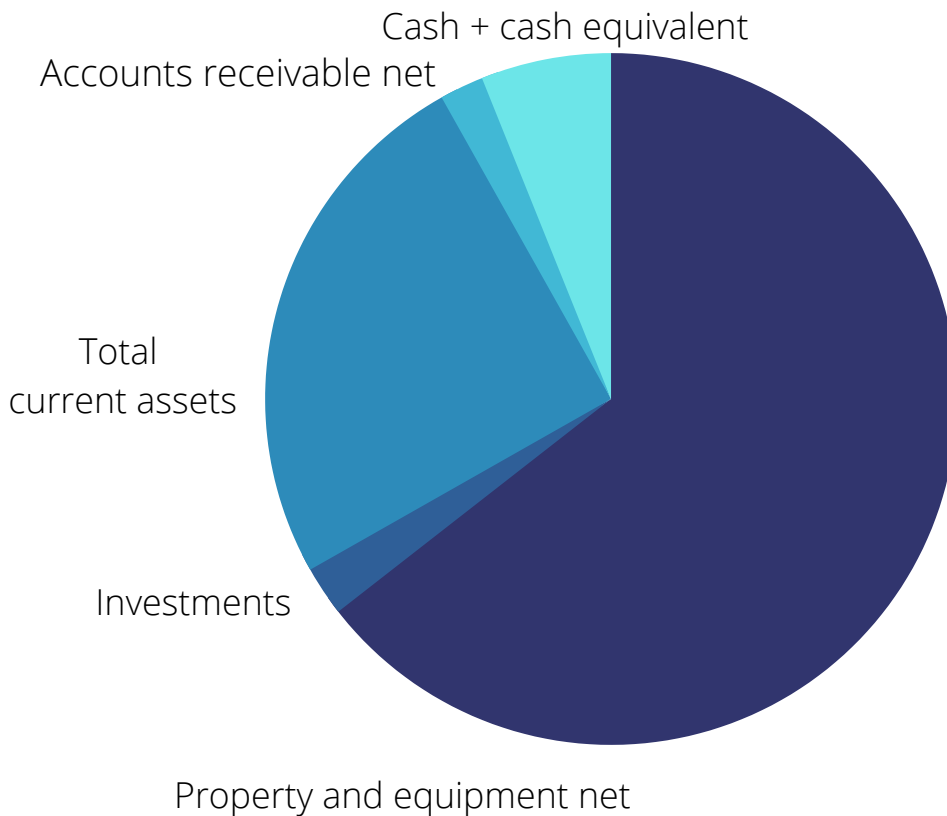
MVOC has its' sights set on expansion! Throughout the 2020-2021 year pre-development plans to repurpose two adjacent historic schools in Winchendon were largely completed. This project will create 44 single resident apartments of low-income housing for veterans, with support spaces included inside and out. The site will include interior common areas and clinic space, a courtyard, grill area, and raised beds for gardening. In recognition of the veterans living at the development, there will also be a columbarium memorial on the 3+ acre site to provide a final resting place for residents.

MVOC is fortunate to have the full support of the town of Winchendon and a strong partnership with Anser Advisory to guide the process. The project's achitectual team, Jones Whitsett, has already finished design and development plans and a Veteran-owned construction company, Commodore Builders, has been contracted to assist as well. We look forward to breaking ground in 2022!



FINANCIALS & BOARD OF DIRECTORS

**Total Assets:
\$4,414,499**



Board of Directors

Cathy Stallings-McWilliams
President and MVOC Founder



Daniel Piper
Vice Chairman, US Coast Guard

Robert Anderson
Treasurer, US Air Force

Robert Rice, Jr.
Board Clerk

Brad Heglin
Trustee

Greg Smith
Trustee, Army National Guard

Pictured: (left) Board President and Founder Cathy Stallings-McWilliams with an MVOC client, (right) Board Member Greg Smith-

OUR PARTNERS

+ OVER 200
COMMUNITY
MEMBER
DONATIONS

Thank you for your continued support!

AARP Great Gardner Chair City Chapter
Abbie- Your Cause
Adopt-a-Soldier Platoon, Inc.
AIS
American Legion Auxiliary Unit 41
American Legion Riders #373
Amvets Post 2012 Ladies Auxiliary
Anderson, Bagley, & Mayo
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DCU
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VVA North Central Chapter 907

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William Vining
Yvonne Page

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



268 Central St, Gardner MA 01440



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