

Montachusett Veterans
Outreach Center, Inc.

2025 Annual Report

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Executive Director



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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

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 & impactful engagement with our Veterans and their families

3

Stability within the community and organization



Letter from Leadership

The Montachusett Veterans Outreach Center had an eventful operating year in 2024-2025 focused on much needed site improvements and updates. We completed several renovations at our housing programs (roof repairs, window replacements, heating and cooling updates), redesigned and relaunched our website, and expanded our activities calendar to include free guitar lessons, 2 new wellness groups, and additional fly tying classes and deep sea fishing trips.

With the assistance of state EOVS funding and federal VA grants, we were also able to continue our suicide prevention efforts and financial assistance grants, as well as expand our housing support and community case management programs.

In addition to the services MVOC staff offer internally, we also continued to host the MassHire Veteran's Employment Counselor for once monthly drop-in hours, MVOC president and founder Cathy McWilliams hosts a monthly blood pressure clinic, and we re-signed with the National Alliance on Mental Illness so they could continue to host once weekly peer to peer groups at our headquarters.

We look forward to continuing, and expanding upon, these programs and services for our North Central Mass veterans.

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!

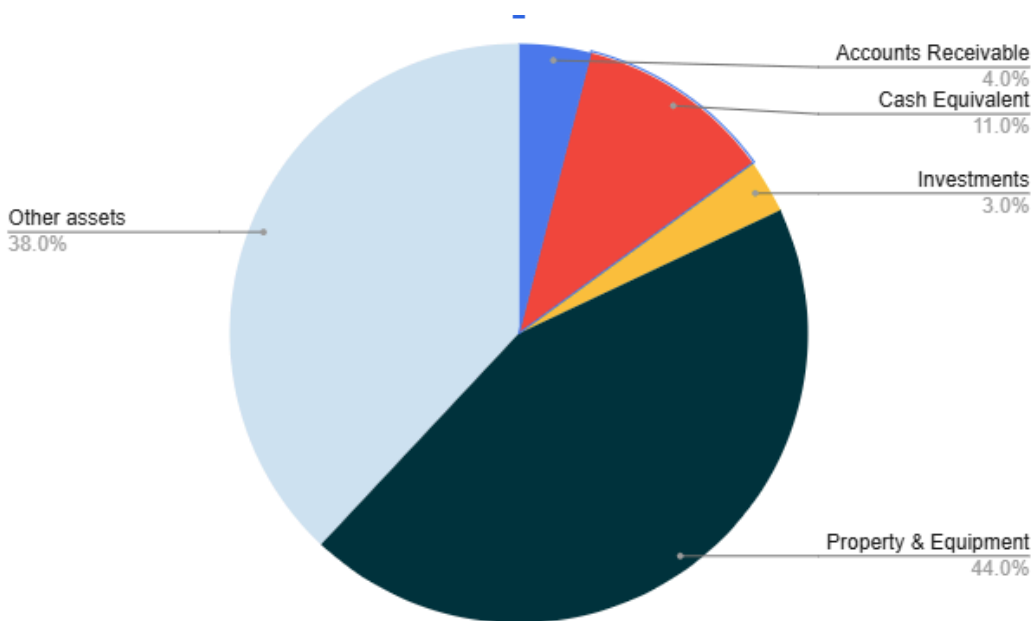


Stephanie Marchetti, EdD
Executive Director

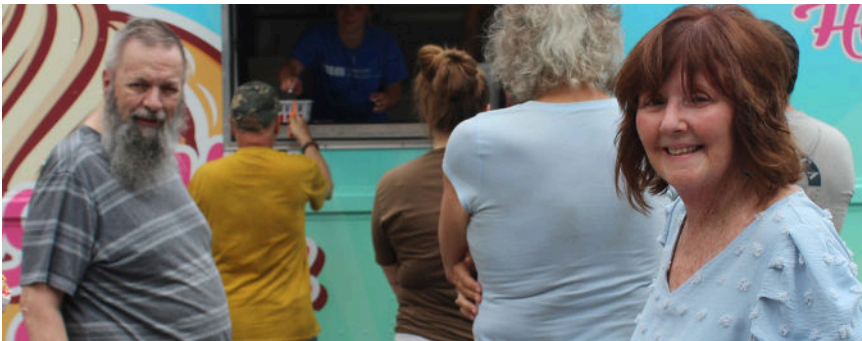


Cathy Stallings-McWilliams
Founder & Board Chair

Financials & Board



Total Assets: \$6,734,655.34



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

Don Cranson
Trustee

Veronica Guay
Trustee

A Year in Review



MVOC's staff of 23 employees (a mix of full and part-time team members) recorded 29,290 contacts with veterans and veteran families in this fiscal year, which is 4,000+ more contacts than the previous fiscal year! We assisted 642 veterans in total.

CONTACTS INCLUDED, BUT ARE NOT LIMITED TO:



8,008 case management services provided



3,296 housing assistance and support services provided



3,296 counseling sessions



1,983 VA and Social Security claims processed



3,409 food and clothing pantry uses

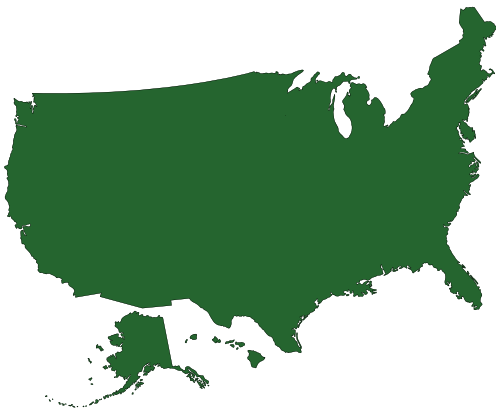


1,006 veteran transports



\$120,600 in financial assistance awards granted

Compared to the prior fiscal year, these numbers show over 388 more counseling appointments and 1,409 more pantry visits. We also awarded over \$69,000 more in financial assistance grants to veterans than we did in the prior fiscal year!



While MVOC primarily serves the 27 cities and towns of North Central Massachusetts, we understand that veterans may relocate and/or recommend our services to fellow vets.

In dedication to serving all veterans, we respond to every client who calls us despite their geographic location.

In fiscal year 2024-2025, we served veterans in 104 Massachusetts cities and towns.

Massachusetts Cities and Towns Served

- Ashburnham
- Ashby
- Athol
- Attleboro
- Auburn
- Ayer
- Baldwinville
- Barre
- Bedford
- Bellingham
- Bondsville
- Boston
- Boylston
- Brighton
- Brockton
- Brookfield
- Burlington
- Byfield
- Charlton
- Chelmsford
- Chelsea
- Cherry Valley
- Clinton
- Danvers
- Devens
- Dorchester
- Dracut
- Dudley
- East Long Meadow
- East Templeton
- Fair Haven
- Fall River
- Fiskdale
- Fitchburg
- Framingham
- Gardner
- Gilbertville
- Greenfield
- Groton
- Hanover
- Hardwick
- Haverhill
- Holden
- Holliston
- Hubbardston
- Hudson
- Hudson
- Hull
- Jefferson
- Lakeville
- Lancaster
- Leeds
- Leominster
- Littleton
- Lowell
- Ludlow
- Lunenburg
- Lynn
- Marlborough
- Malden
- Maynard
- Medford
- Milbury
- Milford
- New Salem
- North Grafton
- Northboro
- Northfield
- Norwood
- Orange
- Oxford
- Peabody
- Phillipston
- Plympton
- Princeton
- Raynham
- Rochdale
- Royalston
- Rutland
- Seekonk
- Shelburne
- Shirley
- Shrewsbury
- South Barre
- Southbridge
- South Royalston
- Southborough
- Spencer
- Springfield
- Sterling
- Stoneham
- Sturbridge
- Sutton
- Templeton
- Townsend
- Uxbridge
- Wakefield
- Webster
- West Boylston
- West Springfield
- Winchendon
- Woburn
- Worcester
- Wrentham

+15 OTHER STATES SERVED IN 2024-2025

- Alabama
- Connecticut
- Florida
- Maine
- Montana
- North Carolina
- New York
- New Hampshire
- Ohio
- Oklahoma
- Pennsylvania
- Rhode Island
- South Carolina
- Texas
- Virginia

Programs & Services

Housing

MVOC offers a variety of safe, supportive housing options to its residents, with 56 permanent and transitional units in operation and construction on another 44 expected to begin fall 2025.

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.

Fair market rate and vouchered housing is available for homeless, high risk, 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 a Clinical Director (holding an LMHC), pastoral counselor (Air Force veteran), licensed social worker (Marine Corps Veteran), and peer counselor (Army Veteran)

In addition to these wellness team members, we also continue our partnership with the National Alliance on Mental Illness, permitting them to host weekly meetings in our space. Further, we continued our partnerships with area equine therapy programs and gyms so that we could offer holistic healing modalities to our veteran clients.

Community Programming

This past year the MVOC continued our monthly career drop-in hours, blood pressure clinic, and healthy cooking classes. We also ran fly tying classes, museum trips, gaming events with partner non-profit Frost Call, potluck lunches, and kept our day room open in the evenings so the vets could watch Boston sports teams and movies together.



Case Management

Case managers work with veterans in both our permanent-supportive and transitional-supportive housing programs, as well as with recently housed veterans and veterans living with mental health struggles. 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 VVA certified benefits advisor assists veterans in accessing the benefits they earned during their time in service.



Transportation

The 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 local bus system passes and gift cards to local gas stations.

Food and Clothing Pantry

Our food and clothing pantry is largely supported by the Worcester County Food Bank, with additional support from the United Way of North Central Massachusetts, Walmart, and Hannaford. We also receive generous donations from community members and local organizations that ensure we can not only serve all the walk-in clients we have, but those participating in our food box delivery program as well.

The pantry has not just shelf stable items, but frozen premade meals, fresh fruits and vegetables, and other dietary inclusive options.



Our guitar class students performed at this summer's annual BBQ



Veterans with MVOC President and Founder Cathy McWilliams enjoying our annual holiday potluck.



MVOC's Speaker Series hosted by our first Navy veteran, Ricky Bland.

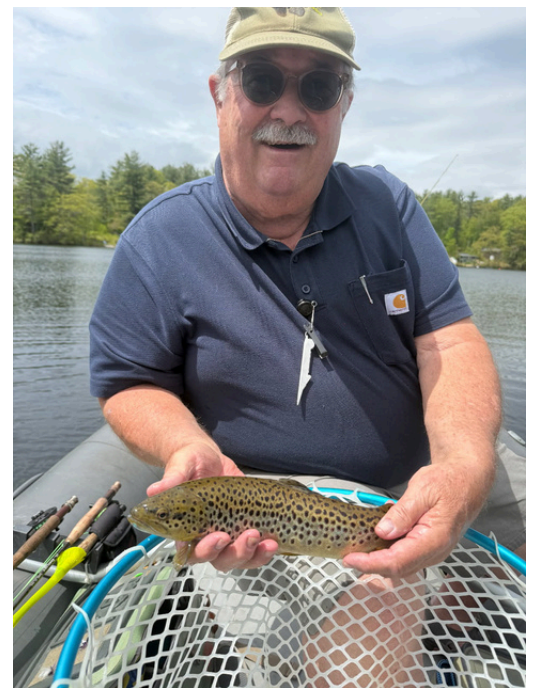


Several MVOC staff members accepted wreaths on behalf of their military branch from Wreaths Across America when the convoy rode through.



Our veterans never fail to show up for a hot lunch and opportunity to hang out!

Fly tying classes and fishing trips remain our most popular activity



Building MVOC's Future



MVOC president & founder Cathy McWilliams, Executive Director Dr. Stephanie Marchetti, Congresswoman Lori Trahan, and State Representative Zlotnik at the future build site.

In last year's annual report we shared that we were hosting a groundbreaking for September 2024- and we did! We were excited to share the project with our community and the turnout was great- and then progress came to a halt for about 6 months as we encountered a variety of behind-the-scenes financial barriers. We are pleased to share, however, that the project is ready to move forward again and we look forward to construction beginning this fall (for real this time!)

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 feature community and clinic spaces, outdoor recreational areas, and supportive case management programming.

We currently have opportunities for brick pavers and other dedications, please reach out to MVOC's Executive Director if you are interested in supporting this project.



THANK YOU to all the businesses, organizations and individuals that support our region's veterans!



We could not do this work without each and every single one of you, and for that we express our deepest thanks.



veterans-outreach.org



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