



2020: A YEAR IN REVIEW

Highlights

2019 → 2020

Volunteer Hours

11,574 → 22,065

Direct Support Clients

131 → 676

Fulfillment Rate

78% → 94%

NEW volunteers

298 → 599

3290 total
volunteers

28
chapters in 3 states

Needs Met March-December 2020



1281
food pantry
deliveries



249 misc. support/
PPE supplies

986 grocery
shopping
trips

242 gift cards for food

534
meal
deliveries



14 pharmacy
pick-ups

Needs Met January-February 2020

89 rides



28 food, clothing,
& gift drives

26 dog
walks

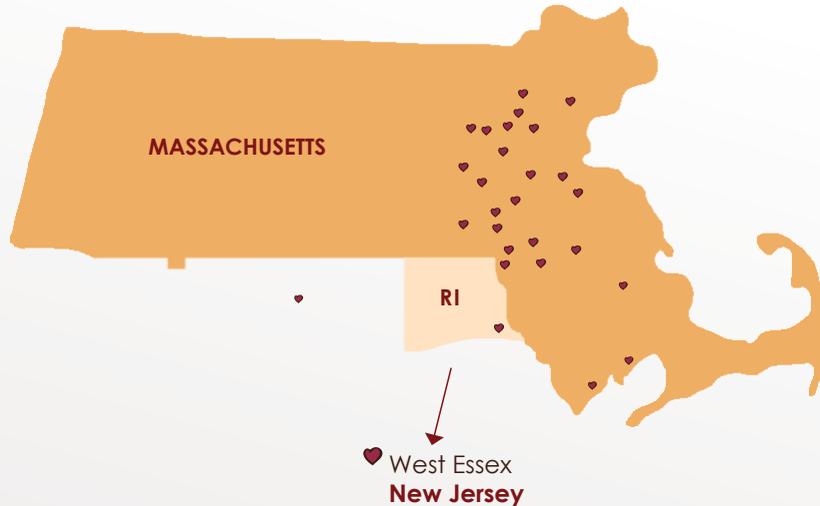


79 meal prep
& delivery

Neighbor Brigade 2020

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28 Current Chapters



Massachusetts

Acton/Boxborough
 Ashland
 Bedford
 Berkley
 Billerica
 Braintree
 Cohasset
 Concord/Carlisle
 Dedham
 Easton
 Franklin
 Lexington
 Mansfield
 Maynard
 Medway
 Mendon
 Natick
 Needham
 North Attleboro
 Northborough/
 Southborough
 Randolph*
 Stow
 Sudbury
 Wayland
 West Bridgewater
 West Springfield

New Jersey

West Essex

Rhode Island

Barrington

* New in 2020

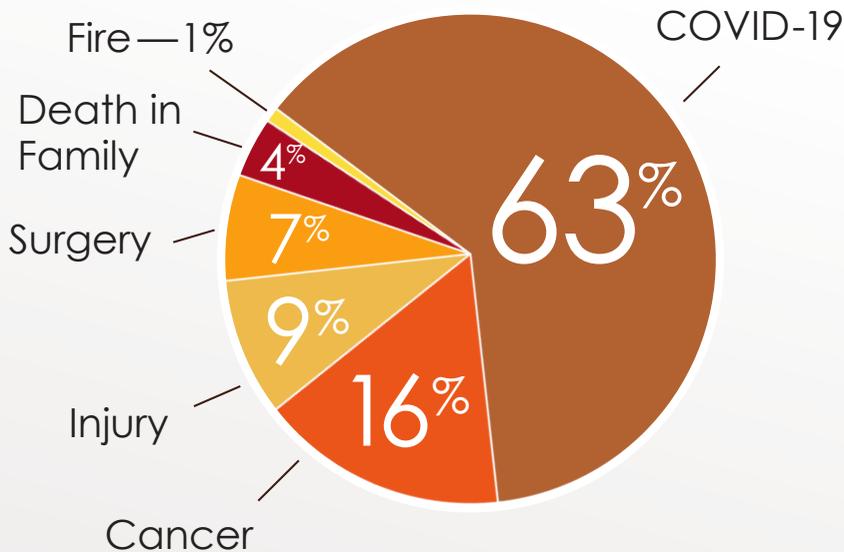
“ I do feel that it takes special people to do what they have done throughout the period of time that I needed assistance. They went above and beyond to help me and my family and for that I'll always be thankful and I know that if I ever need services again that they are just a call away. ”

— Neighbor Brigade Client

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Crisis of Client



“ I went through a really hard time back to back, first a car accident and then COVID. My kids needed them just as much as I needed them and the services they provide is a little bit more hands-on than just a referral. They are very wonderful people to work with, the volunteers were so kind it's as if they became family during the hardest time and that was so human. ”

— *Maynard Client*

28 Organizations We Collaborated with:

Acton Food Pantry
 Acton Boxborough High School
 Bedford Food Pantry
 Bedford Rotary
 Billerica Food Pantry
 Braintree Public Schools
 First Presbyterian Church, Caldwell, NJ
 Foster Care Braintree
 Franklin YMCA
 The Gilly House
 Good Shepherd Church, Wayland
 Household Goods
 Jack's Foodtown
 Marion Manor Apartments
 MA COVID Tracing Collaborative
 Maynard Public Schools
 Maynard Food Pantry
 Medway Family Shelter
 Medway Food Pantry
 Medway Senior Center
 Mendon Council on Aging
 Middlesex Community College Food Pantry
 Mt. Calvary Church
 Natick Service Council
 New England Pediatrics
 Open Table Food Pantry
 South Shore Food Pantry
 St Mary's Church, Billerica

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Stories from the Community

LOCAL BUSINESS Drew's Stews

To say that it has been difficult for local small businesses during the pandemic would be an understatement, and no one knows that better than Drew Maggiore, founder of **Drew's Stews**. Drew's business is based out of Lexington and opened in the spring of 2020 at the beginning of the COVID-19 lockdown.



Drew Maggiore of Drew's Stews
(Top right)

When asked why he wanted to join forces with Neighbor Brigade, Drew replied, "I've always been concerned with food insecurity and hunger, and a partnership with Neighbor Brigade was a great opportunity to share the all-natural, healthy products I was making for those in need." Soups were delivered to 3-7 households each week starting in April, and each soup was accompanied by a delicious baguette generously donated from **Bread Obsession**—another small business based in Lexington.

One of Neighbor Brigade's clients shared her thoughts on these weekly deliveries: "*I am one of the fortunate recipients of these incredible donations each week! I have cancer and I am vegan; committed to eating healthful and nourishing*

meals. What a delight to have these gifts each Friday to nurture my body and soul all week long! I am grateful. You provide such an important community service for us."



Drew's Stews' and Bread Obsession's willingness to support those in need — during a time when small businesses were hurting as well — is one of the many ways we have seen **COVID Kindness** all year long!

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Stories from the Community

NB CLIENT Maria



Maria is a single mother whom we connected with through the public schools in December 2019 when one of our chapters was assisting local families with

gifts for the holidays. When the pandemic hit, our local chapter leader reached out to Maria to see if she knew of the resources available should she need them. We learned that Maria had just lost her job because the preschool she worked at closed and so she was very concerned and food insecurity became a concern. Neighbor Brigade quickly connected her to two local food pantries, and Neighbor Brigade volunteers were able to deliver groceries from the food pantry each week. Additionally, when she needed essential

supplies such as cleaning products, toilet paper and dog food (none of which were available at the pantries at that time), Neighbor Brigade volunteers donated gift cards so that those essential items could be purchased.

Maria shared that *"the food has helped with my stress levels and the deliveries are something my youngest son looks forward to each week when he runs to the door to see what yummy treats have arrived!"*

NB CHAPTER LEADER Peggy



(Left to right) Peggy Montlouis, Paul Meoni the Randolph Co-Chapter, Leader, and a Randolph Food Pantry Manager.

What is your history as a Chapter Leader for Neighbor Brigade?

Randolph Neighbor Brigade is new to Randolph and when I heard about this opportunity to lead this chapter, I jumped on it without hesitation. I got involved back in September

of 2020. I was so happy to have this resource to our residents in addition to the Randolph Resiliency Committee and other local resources.

How has this year been challenging with the pandemic and getting people to volunteer?

From September to the present, we have served about six families in need. Most of the requests were Covid-19 related where the people are home isolating and unable to get food due to isolation or quarantine guidelines. Throughout our community events and with the help of our community partners, we passed out some brochures about Neighbor Brigade, getting the word out about this amazing organization. We gained about two to three volunteers from these events.

During this pandemic, it's been a little difficult to get volunteers as they are a little burned out of helping. Some of our food pantry volunteers also contracted the virus which is the most challenging thing. Making sure that our volunteers are also protected is something which is an important factor.

What keeps you motivated and doing what you're doing for your community each day?

Helping and serving people has always been my motivation. I have been serving my community for the past four years and enjoy what I am doing. Putting a smile on people I have helped brings me joy every day and I intend to continue my volunteerism for a long time.

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Stories from the Community

NB VOLUNTEERS Ross and Song

Father and child

Q: Why did you want to get involved with Neighbor Brigade especially in the times of a world pandemic?

Song: I felt like it was very important especially now that there have been many people in our community that have been laid off and are having financial struggles on top of health struggles. Because we have not been impacted as much as others, we felt like it was important for us to help with what we could.

Q: What types of services have you provided for people and do you volunteer together?

Song: We have mostly been handing out meal packages at the high school and delivering them to homes. I also once cooked and delivered a hot dinner for an elderly client coming off a surgery. Yes, we do volunteer together!



Q: Is there a particular service that you worked on that was particularly meaningful for you and why?

Ross: Serving the community regularly, it was only a matter of time until we encountered a client personally known to us. Discovering this situation, I was overcome with a mixture of emotions, ranging from surprise to sadness and ultimately to pride. Although we were careful to avoid recognition by the client, through this incident, we were made all the more aware of the importance of our work. Song and I were finally striking directly at the heart of our mission, as described in the first question: providing critical help to our friends and neighbors whose circumstances are no different than ours except for the benefit of good fortune.

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Neighbor Brigade Values Statement

At *Neighbor Brigade*, we value and respect our employees, volunteers, clients and supporters regardless of their gender, race, ethnicity, national origin, age, sexual orientation, sexual identity, socio-economic status, education or ability. We value diversity, equity and inclusion and strive to make it part of our daily work and not just as an initiative. We are committed to doing better every day by making sure that all voices are heard.

Small and local businesses we work with:

Black-Owned

Beyond Measure Productions
Blaq Star Soaps
Frugal Bookstore
thisHAITI

Owned by Females of Color

MAPA Translations
Main Street Pastries
Shadida Solutions

Female-Owned

Bites of Boston
Lynch Art
Morgatize
Top Cat Promotions
Yummy Mummy

Neighbor Brigade is committed to not only offering services that are inclusive to all of our diverse neighbors throughout our chapter communities but to also work towards closing the gap in equitable access to health and crisis resources which can be a key factor in one's health outcome.

To assure that our values are aligned with our policies and procedures, Neighbor Brigade strives to:

- See diversity, equity, and inclusion as connected to our mission and critical to ensuring the well-being of our staff and the communities we serve.
- Acknowledge and strive to dismantle any inequities within our policies, systems, programs, and services, and continually update and report organization progress.
- Explore potential underlying, unquestioned assumptions that interfere with inclusiveness.
- Advocate for and support board-level thinking about how systemic inequities, in particular health inequities, impact our organization's work, and how best to address that in a way that is consistent with our mission.
- Help to challenge assumptions about what it takes to be a strong leader at our organization, and who is well-positioned to provide leadership.
- Practice and encourage transparent communication in all interactions.
- Commit time and financial resources to expand more diverse leadership within our board, staff, committee, and advisory bodies.
- Lead with respect and tolerance. We expect all employees to embrace this notion and to express it in workplace interactions and through everyday practices.

Please visit our website under the **About Us** tab to learn more about our action plan. We welcome your thoughts and ideas on how we continue our work in the areas of diversity, equity and inclusion at Neighbor Brigade and encourage you to email us at info@neighborbrigade.org

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Spring Trivia Night

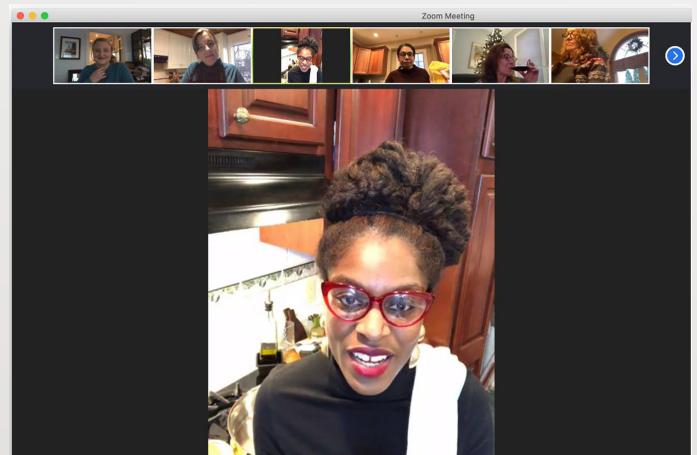
On Saturday June 6th, 15 Teams with 91 people joined us for an evening of virtual trivia to support our COVID-19 relief efforts! We laughed, we challenged our brains, and for one evening we were able to come together and be pleasantly distracted from the world around us.

The competition was tight, but in the end Natick Neighbor Brigade's Team Zombinis took the first place prize!



Holiday Cooking Class with thisHAITI

Neighbor Brigade staff, board members and chapter leaders came together for a virtual holiday cooking class led by chef Blonde Beauchomp of thisHAITI and organized by Bites of Boston. We learned to prepare a delicious Haitian dish legume with fried plantains and rice, and we reflected on our late founder Pam Washek and how she would have loved a cooking activity that brought everyone together in this way. Our leadership team jumped numerous hurdles and accomplished tremendous levels of coordination for the unprecedented amount of service this year and this cooking class was a great way to celebrate and appreciate our team.



Neighbor Brigade 2020 A Year in Review



8th Annual Pam's Run

"Community is not cancelled." For the first time ever, our race was virtual due to the COVID-19 pandemic. But that didn't stop supporters from around the country and even internationally, to lace up their shoes and support our annual event. The support we received in a year none of us could have expected not only created a strong sense of community at a time when we all needed it most, but it also made it possible for Neighbor Brigade to continue to serve others in crisis all year long. Participants walked, ran, rolled and donated and most importantly were part of our Pam's Run 2020 community.



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Platinum Sponsor



Gold Sponsor



Silver Sponsors

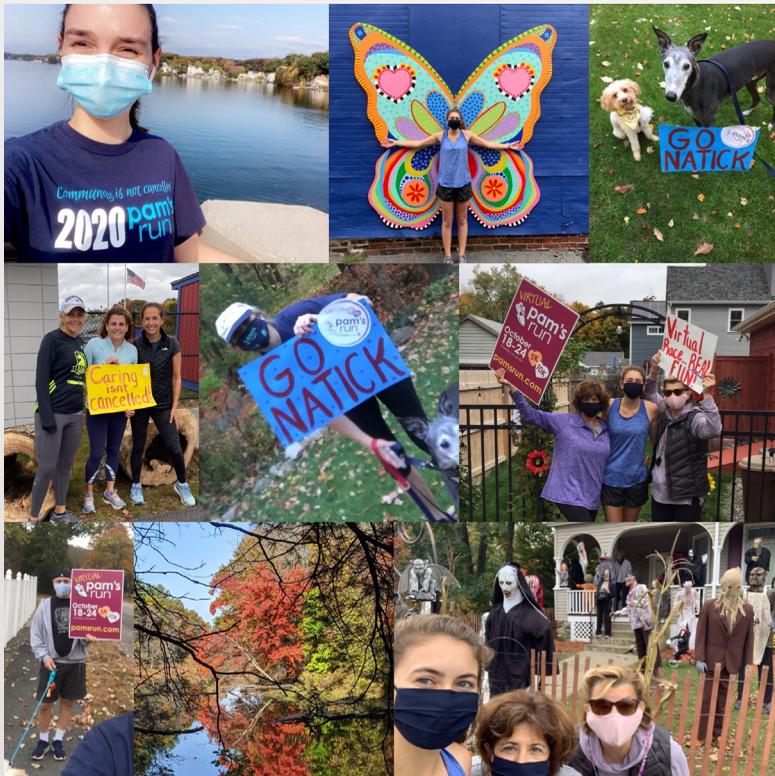
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- Circle Furniture
- Danielle Meade Realtor Gibson SIR
- Keystone Development Corporation

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- Baldwin Insurance Agency
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- Wayland Personal Physicians



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Community Angel Sponsors

We are grateful to the following groups who have chosen to sponsor a Neighbor Brigade chapter at the Community Angel sponsor level, which enables us to continue our chapter specific programming all year round.



Sponsor for Sudbury Neighbor Brigade

www.emersonhospital.org



Sponsor for West Essex, NJ Neighbor Brigade

www.firstprescaldwell.org

Grant Funding

Thank you to the following foundations who have supported our COVID-19 support efforts:

- Acton-Boxborough United Way
- CHNA 15
- Chinese American Association of Lexington (CAAL)
- Foundation for Metrowest
- Metrowest Health Foundation
- Middlesex Charitable Foundation
- Robert and Jennifer Waldron Fund managed by the Boston Foundation
- Sudbury Foundation

Be a Neighbor Brigade Sponsor!

Please reach out to our Director of Development, **Mark Murphy at mark@neighborbrigade.org** if your business or organization is interested in helping Neighbor Brigade pay it forward every day in towns and cities across Massachusetts and beyond!



We are also grateful to our grant funding for our general programming from the following groups and foundations:

- Beth Israel Deaconess Needham
- Floyd Family Foundation
- Maynard Community Chest
- Northrop Grumman
- Sudbury Foundation

Thank you to Partridge, Snow & Hahn, LLP and Tier One Partners for their generous in-kind legal and marketing services.