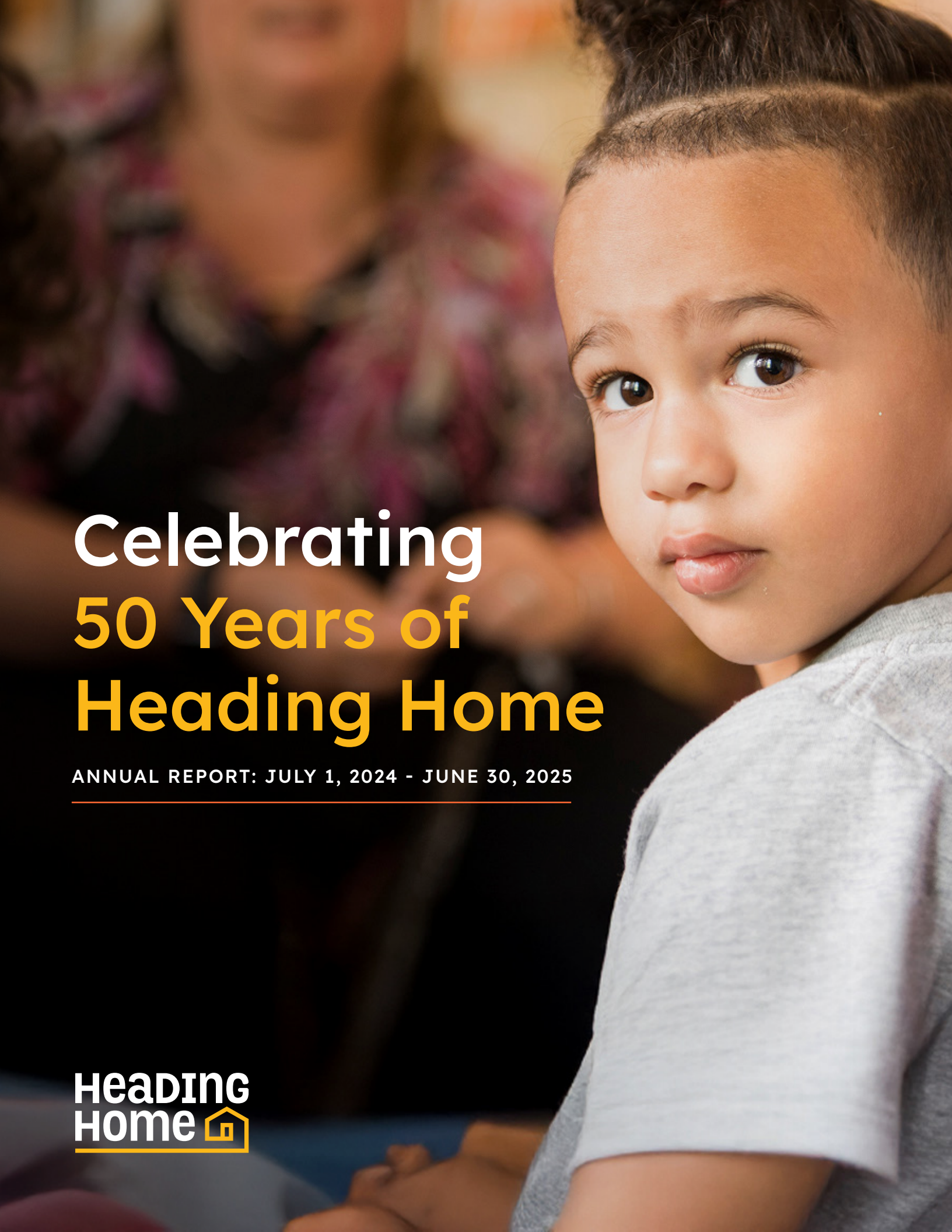




Celebrating 50 Years of Heading Home

ANNUAL REPORT: JULY 1, 2024 - JUNE 30, 2025

Heading
Home 



This year marks an extraordinary milestone for Heading Home — 50 years of leading the response to homelessness in Massachusetts and supporting families and individuals facing housing instability.

Over the past five decades, we have been at the forefront of innovation, advancing solutions grounded in the belief that everyone deserves a place to call home. Today, we are proud to be a leading provider of services for families experiencing or at risk of homelessness in the Commonwealth.

In the past year, Heading Home placed 220 households out of emergency family shelter and increased our diversion services, preventing more than 1,000 families from entering shelter. Nearly 500 families moved into stable housing, and our permanent supportive housing now serves 400 households. This year, we are on track to support more than 8,100 individuals, more than half of whom are children, with an average age of just 8.

Our long-term impact continues to be strong. For 20 consecutive years, we have maintained housing retention rates above 90%, and this year, 95% of families remained stably housed one year after exiting homelessness.

This progress is only possible because of a collective effort. Thank you to our donors, staff, partners, and supporters who walk alongside us believing in our mission to end homelessness.

As we look ahead, we are building on this legacy by launching a modular housing initiative to expand affordable housing options for working families across Massachusetts.

Thank you for being part of this journey and for helping us shape the next 50 years.

With gratitude,
Danielle Farrier
Heading Home Chief Executive Officer



Key Impact Highlights

8,100+
individuals served



95.3%
housing retention rate

1,000+
families diverted from the shelter system

Nearly
500
households placed into stable housing

20
new Permanent Supportive Housing units opened

966
clients supported through temporary housing

Nearly
2,500
clients served through Emergency Family Shelter services

Program Highlights

Looking Back on 2025



New Permanent Supportive Housing

Opened in Spring 2025 in Dorchester, this 20-unit development provides deeply affordable housing for families earning at or below 30% AMI. Designed as “housing that heals,” it combines long-term housing with on-site support services, case management, and connections to healthcare and economic mobility resources.

Temporary Respite Center

In partnership with the state, Heading Home operated a Temporary Respite Center serving approximately 392 individuals and 126 families. The site provided emergency shelter during peak demand and supported families in transitioning into stable housing.



Diversion

Heading Home’s Diversion Program helps families on the brink of homelessness secure safe alternatives to shelter and address barriers to housing, including but not limited to financial, legal, mental health, substance abuse, safety, health care, employment, and childcare. In Fiscal Year 2025, Heading Home successfully diverted 1,077 clients from 372 families from having to enter the shelter system.



Celebrating 50 Years of Heading Home

1974

Modest Beginnings

Heading Home was founded as Shelter Inc. in Cambridge as a shelter for homeless men. Long before homelessness was a national crisis, a group of volunteers provided shelter in the form of a single rented room, and hot meals for up to four men nightly. Shelter, Inc. at that time, was one of only two private facilities serving the homeless in Massachusetts.

Shelter, Inc. opened the Boston Family Shelter, a five-story brownstone on Massachusetts Avenue in the South End. The expansion was a response to an increase in homeless families and offered financial and personal resources to help clients toward independent living. The shelter housed eight families at a time and stays averaged four months.

1983

Expanding South

2004

Rethinking Homelessness

What started as a volunteer group sheltering four individuals grew to become a network of support services and housing programs serving over 2,600 people in Greater Boston annually. This year marked the shift from emergency response to permanent housing, and a corresponding name change from Shelter Inc. to Heading Home.

Heading Home began to develop more programs designed to help clients attain economic mobility; not just stabilize but grow and thrive in the long term. 2015 marked the founding of our Financial Stability Center in Dorchester, where local families could come for economic mobility services ranging from career development workshops to one-on-one sessions.

2015

A Focus on Economic Mobility

2020

Supporting Our Neighbors in Need

In the wake of the COVID-19 pandemic, Heading Home swiftly launched overflow shelters to support Boston-area organizations that couldn't accommodate the rising need during the cold winter. These sites supported over 375 of our neighbors with warm meals, showers, laundry services, and a safe place to sleep during the cold winter nights.

2026

The Future of Heading Home

Today, Heading Home is a leader in the effort to end homelessness, serving over 8,400 clients thanks to supporters like you who have helped pave the way. Thank you for your commitment to our mission. Because of you, we're making a difference in the lives of our neighbors across Eastern Massachusetts.



Community & Partnerships



2025 Housewarming Event: The Future of Heading Home is You

Our annual Housewarming event raised \$2.5 million in 2025, the highest in Heading Home history. Hosted at Citizens House of Blues, the event brought together over 500 leaders, donors, and partners in support of our mission.

2025 Changemakers Reception: 50 Years of Changemakers

Our annual Changemakers event honored local leaders including Heading Home Co-Founder Phil Giffie, and Massachusetts Lt. Governor, Kim Driscoll, celebrating their impact in addressing homelessness across Massachusetts.

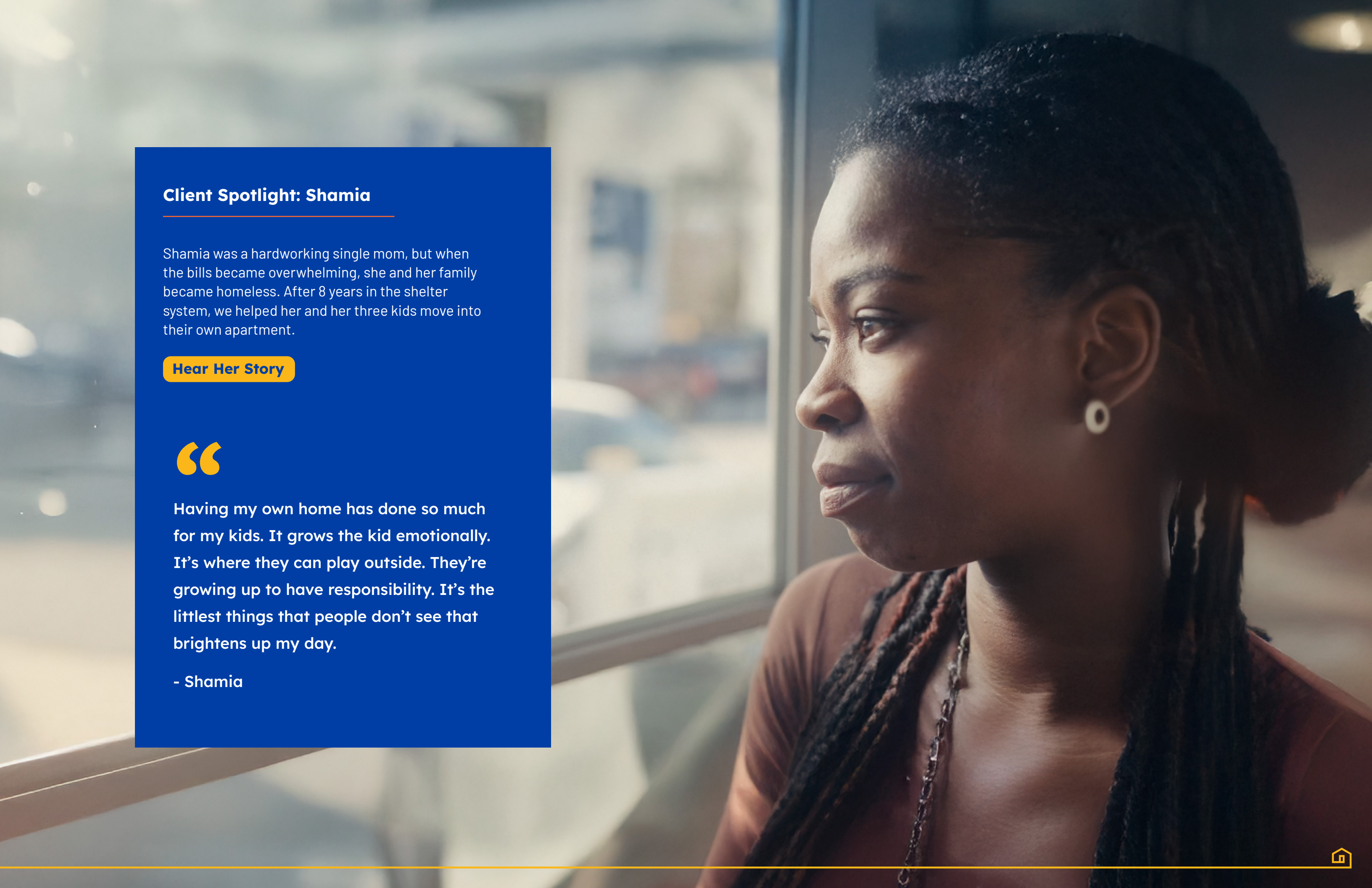


2025 Heading Home Community Spotlight:

Ja'Whaun Bentley and 98.5 the Sports Hub Partnership Collaboration

Heading Home partnered with New England football captain Ja'Whaun Bentley, 98.5 the Sports Hub, and Northern Bank to raise awareness and support for our work to prevent and end homelessness. Bentley participated in holiday events and joined the Emeritus Board, bringing visibility and personal connection to our mission.



A woman with dark skin and long braids is shown in profile, looking out a window. She is wearing a brown top and a necklace. The background is a blurred view of a city street with buildings and cars.

Client Spotlight: Shamia

Shamia was a hardworking single mom, but when the bills became overwhelming, she and her family became homeless. After 8 years in the shelter system, we helped her and her three kids move into their own apartment.

[Hear Her Story](#)

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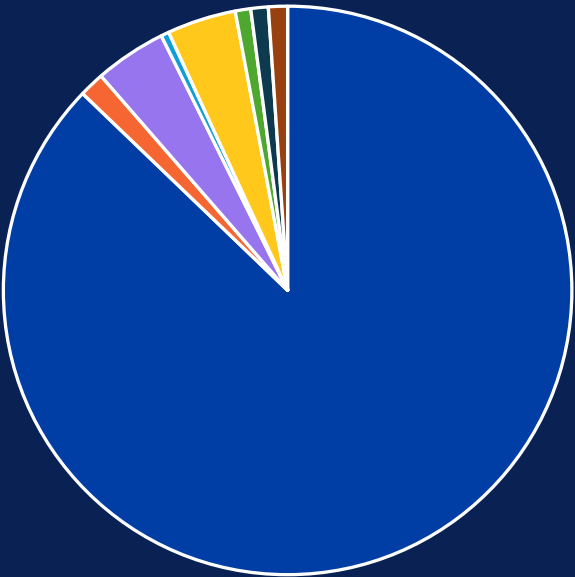
Having my own home has done so much for my kids. It grows the kid emotionally. It's where they can play outside. They're growing up to have responsibility. It's the littlest things that people don't see that brightens up my day.

- Shamia



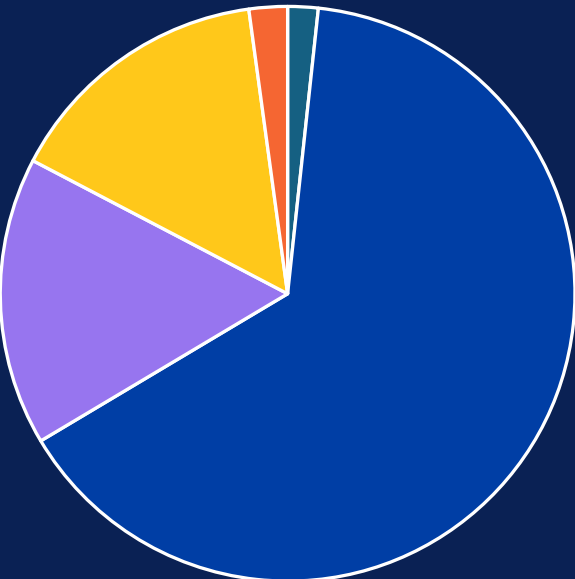
Financials

Revenue



- Government contract and grants (87%)
- Special events (4%)
- Gain on sale of assets held for sale (4%)
- Investment return, net (1%)
- Unrestricted grants and contributions (1%)
- Client rent (<1%)
- Contributed non-financial assets (1%)
- Other income (1%)

Expenses



- Transitional housing (2%)
- Management and general (15%)
- Shelter and emergency services (65%)
- Fundraising (2%)
- Permanent supportive housing (16%)

Statement of Financial Position

	2025	2024
Current Assets	\$ 31,872,143	\$ 26,293,803
Property and Equipment, net	24,946,770	23,647,641
Total Assets	\$ 56,818,913	\$ 49,941,444
Liabilities	\$ 31,037,301	\$ 29,383,948
Net Assets	25,781,612	20,557,496
Total Liabilities and Net Assets	\$ 56,818,913	\$ 49,941,444

Statement of Activities

Operating Support and Revenue	2025	2024
Government contract and grants	\$ 52,248,075	\$ 32,494,850
Unrestricted grants and contributions	855,384	4,079,464
Special events	2,436,400	2,491,599
Client rent	273,621	234,938
Gain on sale of assets held for sale	2,348,398	-
Contributed non-financial assets	528,303	3,252,136
Other income	649,988	443,144
Total operating support and revenue	59,340,169	42,996,131

Operating Expenses

Program services:		
Transitional housing	936,414	896,829
Shelter and emergency services	35,415,221	16,600,036
Permanent supportive housing	8,873,765	7,638,349
	45,225,400	25,135,214
Supporting activities:		
Management and general	8,302,592	7,052,815
Fundraising	1,180,609	1,347,283
	9,483,201	8,400,098
Total Operating Expenses	54,708,601	33,535,312

Change in Net Assets from Operations	4,631,568	9,460,819
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Non-Operating Revenue

Investment return, net	592,548	424,795
Total Change in Net Assets	\$ 5,224,116	\$ 9,885,614
Net Assets at Beginning of Year	\$ 20,557,496	\$ 10,671,882
Net Assets at End of Year	\$ 25,781,612	\$ 20,557,496



Looking Ahead

For 50 years, we've been working to prevent and end homelessness, and in 2025, we were able to double our number of families served to become the largest provider for families facing homelessness in Massachusetts.

These are massive milestones for Heading Home, but we're continuing to work toward a world where everyone has a place to call home.

In the years to come, we're focused on expanding our programs, including our affordable housing solutions, featuring a new modular housing initiative aimed at serving working families without reliance on public subsidy.

We couldn't do the vital work we do without your support. Thank you for believing in our mission and helping us provide pathways to permanent housing in communities across New England.





The Future of Heading Home is You.

Help us prevent and end homelessness.

Donate Today