



Mass211, Inc.

Financial Statements

June 30, 2025 and 2024

Mass211, Inc.
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June 30, 2025 and 2024

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Independent Auditor's Report

To the Board of Directors of
Mass211, Inc.:

Opinion

We have audited the financial statements of Mass211, Inc. (Mass211) (a Massachusetts corporation, not for profit), which comprise the statements of financial position as of June 30, 2025 and 2024, and the related statements of activities and changes in net assets and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Mass211, Inc. as of June 30, 2025 and 2024, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America (GAAS). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of Mass211 and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audits. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about Mass211's ability to continue as a going concern within one year after the date the financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with GAAS, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Mass211's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about Mass211's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

AAFCPAs, Inc.

Boston, Massachusetts
March 19, 2026

Mass211, Inc.
Statements of Financial Position
As of June 30, 2025 and 2024

	2025	2024
Assets		
Current Assets		
Cash	\$ 264,442	\$ 644,257
Accounts receivable	359,684	543,564
Due from related party	678,333	-
Prepaid expenses	4,198	3,217
Total current assets	1,306,657	1,191,038
Investments	3,049,262	2,909,982
Property and Equipment, net	151,674	115,015
Total assets	\$ 4,507,593	\$ 4,216,035
Liabilities and Net Assets		
Current Liabilities		
Current portion of long-term debt	\$ 6,318	\$ 4,109
Accounts payable	9,516	8,184
Accrued expenses	161,505	137,574
Conditional grant advance	-	28,096
Due to related party	-	32,457
Total current liabilities	177,339	210,420
Long-Term Debt, net of current portion	86,153	88,362
Total liabilities	263,492	298,782
Net Assets Without Donor Restrictions		
Operating	4,092,427	3,802,238
Property and equipment	151,674	115,015
Total net assets without donor restrictions	4,244,101	3,917,253
Total liabilities and net assets	\$ 4,507,593	\$ 4,216,035

The accompanying notes are an integral part of these financial statements.

Mass211, Inc.
Statements of Activities and Changes in Net Assets
For the years ended June 30, 2025 and 2024

	2025	2024
Operating Support and Revenues		
Government grants	\$ 4,243,197	\$ 4,260,350
Grants and contributions	658,874	694,863
Annual assessments	244,666	254,015
Interest	139,560	121,057
Total operating support and revenues	5,286,297	5,330,285
Operating Expenses		
Payroll and related	3,029,532	2,333,872
Operational service and management fees	808,000	1,370,000
Telephone and communications	418,036	419,900
Contracted services	366,455	478,006
Professional fees	96,151	102,711
Depreciation	74,244	58,099
Supplies	57,651	71,805
Miscellaneous	55,223	42,632
Travel and meetings	49,089	85,384
Insurance	5,068	4,160
Total operating expenses	4,959,449	4,966,569
Changes in net assets without donor restrictions	326,848	363,716
Net assets, at beginning of year	3,917,253	3,553,537
Net assets, at end of year	\$ 4,244,101	\$ 3,917,253

The accompanying notes are an integral part of these financial statements.

Mass211, Inc.
Statements of Cash Flows
For the years ended June 30, 2025 and 2024

	2025	2024
Cash flows from operating activities		
Changes in net assets without donor restrictions	\$ 326,848	\$ 363,716
Adjustments to reconcile changes in net assets without donor restrictions to net cash provided by (used in) operating activities		
Depreciation	74,244	58,099
Changes in operating assets and liabilities		
Accounts receivable	183,880	(70,934)
Due from related party	(678,333)	-
Prepaid expenses	(981)	146
Accounts payable	1,332	5,488
Accrued expenses	23,931	(5,499)
Conditional grant advance	(28,096)	(49,411)
Due to related party	(32,457)	16,328
	<u>(129,632)</u>	<u>317,933</u>
Net cash provided by (used in) operating activities		
Cash flows from investing activities		
Purchase of investments	(139,280)	(2,909,982)
Acquisition of property and equipment	(110,903)	(97,543)
	<u>(250,183)</u>	<u>(3,007,525)</u>
Net cash used in investing activities		
Net change in cash	(379,815)	(2,689,592)
Cash, at beginning of year	<u>644,257</u>	<u>3,333,849</u>
Cash, at end of year	<u>\$ 264,442</u>	<u>\$ 644,257</u>

The accompanying notes are an integral part of these financial statements.

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

1. Operations and Nonprofit Status

Operations

Mass211, Inc. (Mass211) is a nonprofit organization founded in April 2000 in conjunction with the Massachusetts Association of Information and Referral Services (MAIRS) and the Council of Massachusetts United Ways (COMUW). Mass211 was established to serve the residents of the Commonwealth of Massachusetts by developing and managing a statewide information and referral system that has an N11 dialing code and provides high quality and community-based services. Mass211 creates a critical connection between individuals and families seeking services or volunteer opportunities with the appropriate community-based organizations and government agencies.

Nonprofit Status

Mass211 is exempt from Federal income taxes as an organization (not a private foundation) formed for charitable purposes under Section 501(c)(3) of the Internal Revenue Code (IRC). Mass211 is also exempt from state income taxes. Donors may deduct contributions made to Mass211 within the IRC requirements.

2. Significant Accounting Policies

Basis of Accounting

Mass211 prepares its financial statements in accordance with generally accepted accounting principles (U.S. GAAP) established by the Financial Accounting Standards Board (FASB). References to U.S. GAAP in these notes are to the FASB Accounting Standards Codification (ASC).

Funding and Revenue Recognition

Contributed income may include gifts of cash or promises to give. Grants and contributions, including unconditional promises to give and government grants, are recognized as revenues in the period received and are recorded in the appropriate net asset category in accordance with donor-imposed restrictions. Annual assessments are funds contributed to Mass211 by various United Ways in an effort to support the call center and are recognized as revenues in the period received. When considered material, grants and contributions to be received after one (1) year are discounted at an appropriate discount rate commensurate with the risk involved. Multi-year commitments are recorded during the year of the initial pledge.

In accordance with ASC Subtopic 958-605, *Revenue Recognition*, Mass211 must determine whether a contribution (or a promise) is conditional or unconditional for transactions deemed to be a contribution. A contribution is considered to be a conditional contribution if an agreement includes a barrier that must be overcome and either a right of return of assets or a right of release of a promise to transfer assets exists. Indicators of a barrier include a measurable performance-related barrier or other measurable barriers, a stipulation that limits discretion by the recipient on the conduct of an activity, and stipulations that are related to the purpose of the agreement. Topic 958 prescribes that Mass211 should not consider probability of compliance with the barrier when determining if such awards are conditional and should be reported as conditional grant advance liabilities until such conditions are met (see Note 9).

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

2. Significant Accounting Policies (Continued)

Funding and Revenue Recognition (Continued)

Grants and contributions that are restricted by the donor are reported as an increase in net assets without donor restrictions if the restriction expires in the reporting period in which the grant and contribution is recognized. All other donor restricted grants and contributions are reported as an increase in net assets with donor restrictions, depending on the nature of restriction. When a restriction expires (that is, when a stipulated time restriction ends or purpose restriction is accomplished), net assets with donor restrictions are reclassified to net assets without donor restrictions and reported in the statements of activities and changes in net assets as net assets released from restrictions.

Expenses Allocation

Expenses related directly to a program are distributed to that program, while other expenses are allocated based upon management's estimate of the percentage attributable to each program.

Certain categories of expenses are attributable to more than one program or supporting function and are allocated on a reasonable basis that is consistently applied. The expenses that are allocated are operational service and management fees, which are allocated based on management's estimate of time incurred by the United Way organization's personnel (see Note 4).

Net Assets Without Donor Restrictions Classification

Mass211 has grouped its net assets without donor restrictions into the following categories:

- **Operating net assets** - are those net resources that bear no external restrictions and are generally available for use by Mass211.
- **Property and equipment net assets** - represents the net book value of Mass211's property and equipment.

Accounts Receivable and Allowance for Doubtful Accounts

Accounts receivable are recorded at the invoiced amount and do not bear interest. The allowance for doubtful accounts is recorded based on management's analysis of specific accounts and their estimates of accounts that may be uncollectible, if any. There was no allowance for doubtful accounts deemed necessary at June 30, 2025 and 2024.

Investments

Mass211 records its investments in fixed income mutual funds at fair value. Investment income is recorded when earned. Gains and losses are recognized as incurred or based on fair value changes during the period. Investments are classified as long-term in the accompanying statements of financial position as it is Mass211's intent to hold these investments for long-term purposes.

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

2. Significant Accounting Policies (Continued)

Property and Equipment and Depreciation

Mass211 capitalizes all expenditures for property and equipment in excess of \$2,000 that have a useful life of one year or greater. Property and equipment are recorded at cost when purchased or at fair value at the time of donation. Renewals and betterments are capitalized while repairs and maintenance are expensed as incurred. Depreciation is computed using the straight-line method over the following estimated useful lives:

	<u>Estimated Useful Lives</u>
Vehicle	5 years
Equipment	5 - 7 years

Mass211 accounts for the carrying value of its property and equipment in accordance with standards pertaining to ASC Topic, *Property, Plant and Equipment*, under U.S. GAAP. The carrying value is evaluated annually for impairment and no impairment loss was recognized during fiscal years 2025 and 2024.

Estimates

The preparation of financial statements in accordance with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Fair Value Measurements

Mass211 follows the accounting and disclosure standards pertaining to ASC Topic, *Fair Value Measurements*, for qualifying assets and liabilities. Fair value is defined as the price that Mass211 would receive upon selling an asset or pay to settle a liability in an orderly transaction between market participants.

Mass211 uses a framework for measuring fair value that includes a hierarchy that categorizes and prioritizes the sources used to measure and disclose fair value. This hierarchy is broken down into three levels based on inputs that market participants would use in valuing the financial instruments based on market data obtained from sources independent of Mass211. Inputs refer broadly to the assumptions that market participants would use in pricing the financial instrument, including assumptions about risk. Inputs may be observable or unobservable. Observable inputs are inputs that reflect the assumptions market participants would use in pricing the financial instrument developed based on market data obtained from sources independent of the reporting entity. Unobservable inputs are inputs that reflect the reporting entity's own assumptions about the assumptions market participants would use in pricing the asset developed based on the best information available.

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

2. Significant Accounting Policies (Continued)

Fair Value Measurements (Continued)

The three-tier hierarchy of inputs is summarized in the three broad levels as follows:

- Level 1: Inputs that reflect unadjusted quoted prices in active markets for identical assets at the measurement date.
- Level 2: Inputs other than quoted prices that are observable for the asset either directly or indirectly, including inputs in markets that are not considered to be active.
- Level 3: Inputs that are unobservable and which require significant judgment or estimation.

An asset or liability's level within the framework is based upon the lowest level of any input that is significant to the fair value measurement. All qualifying assets and liabilities are valued using Level 1 inputs.

Investments

Investments are recorded in the financial statements at fair value. If an investment is directly held by Mass211 and an active market with quoted prices exists, the market price of an identical security is used to report fair value. Reported fair values of shares in mutual funds are based on share prices reported by the funds as of the last business day of the fiscal year.

Income Taxes

Mass211 accounts for uncertainty in income taxes in accordance with ASC Topic, *Income Taxes*. This standard clarifies the accounting for uncertainty in tax positions and prescribes a recognition threshold and measurement attribute for the financial statements regarding a tax position taken or expected to be taken in a tax return. Mass211 has determined that there are no uncertain tax positions which qualify for either recognition or disclosure in the financial statements at June 30, 2025 and 2024. Mass211's information returns are subject to examination by the Federal and state jurisdictions.

Subsequent Events

Subsequent events have been evaluated through March 19, 2026, which is the date the financial statements were available to be issued. See Note 5 for an event that met the criteria for recognition or disclosure in the financial statements.

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

3. Property and Equipment

Property and equipment consist of the following at June 30:

	2025	2024
Equipment	\$ 313,238	\$ 202,335
Vehicle	34,978	34,978
Property and equipment, gross	348,216	237,313
Less - accumulated depreciation	196,542	122,298
Property and equipment, net	\$ 151,674	\$ 115,015

Depreciation expense was \$72,244 and \$58,099 for the years ended June 30, 2025 and 2024, respectively.

4. Expenses - Natural and Functional Classification

Mass211's operating expenses for the years ended June 30, 2025 and 2024, by their natural and functional classifications, are as follows:

	2025		
	Program	General and Administrative	Total
Payroll and related	\$ 3,029,532	\$ -	\$ 3,029,532
Operational service and management fees	304,742	503,258	808,000
Telephone and communications	418,036	-	418,036
Contract services	366,455	-	366,455
Professional fees	96,151	-	96,151
Depreciation	-	74,244	74,244
Supplies	57,651	-	57,651
Miscellaneous	55,223	-	55,223
Travel and meetings	49,089	-	49,089
Insurance	-	5,068	5,068
Total operating expenses	\$ 4,376,879	\$ 582,570	\$ 4,959,449

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

4. Expenses - Natural and Functional Classification (Continued)

	2024		
	Program	General and Administrative	Total
Payroll and related	\$ 2,333,872	\$ -	\$ 2,333,872
Operational service and management fees	720,268	649,732	1,370,000
Telephone and communications	419,900	-	419,900
Contract services	478,006	-	478,006
Professional fees	102,711	-	102,711
Depreciation	-	58,099	58,099
Supplies	71,805	-	71,805
Miscellaneous	42,632	-	42,632
Travel and meetings	85,384	-	85,384
Insurance	-	4,160	4,160
Total operating expenses	\$ 4,254,578	\$ 711,991	\$ 4,966,569

5. Related Party Transactions

Mass211 and a certain United Way Organization (the Organization) share certain management positions and other costs and, as a result, Mass211 pays an operational and management fee to the Organization. The formal agreement has expired and management was working to formalize a new agreement as of June 30, 2025. Fees incurred for the years ended June 30, 2025 and 2024, which were billed to Mass211 and are reflected as operational service and management fees in the accompanying statements of activities and changes in net assets totaled \$808,000 and \$1,370,000, respectively.

As of June 30, 2025, \$678,333 is owed from the Organization and is shown as due from related party in the accompanying 2025 statement of financial position. As of June 30, 2024, \$32,457 is owed to the Organization and is shown as due to related party in the accompanying 2024 statement of financial position.

During fiscal years 2025 and 2024, the Organization provided Mass211 with a \$610,000 grant which is included in grants and contributions in the accompanying statements of activities and changes in net assets.

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

5. Related Party Transactions (Continued)

In December 2025, Mass211's Board of Directors approved a new Service Agreement with the Organization that will go into effect on July 1, 2026. In connection with this agreement, Mass211 and the Organization will no longer share management positions and the relationship will align more with the Organization being a vendor of Mass211. Additionally, as part of this agreement, Mass211 will be purchasing the Call2Talk contract from the Organization for \$1,000,000, payable over 3 years.

6. Concentrations

Approximately 73% and 74% of total operating support was earned from three sources for the years ended June 30, 2025 and 2024, respectively. As of June 30, 2025 and 2024, approximately 77% and 89%, respectively, of Mass211's accounts receivable was due from two and three sources, respectively.

Mass211 maintains its cash balances in multiple banks in Massachusetts. The Federal Deposit Insurance Corporation (FDIC) insures balances at each bank up to certain amounts. In addition, the Depositors Insurance Fund (DIF) fully insures balances at member banks. At certain times during the year, cash balances exceeded the insured amounts at certain banks. Mass211 has not experienced any losses in such accounts. Mass211 believes it is not exposed to any significant credit risk on cash.

7. Line of Credit

Mass211 maintains a line of credit with a bank in the amount of \$95,000. Borrowings under the agreement are due on demand and interest is payable monthly at the prime rate (7.50% and 8.50% at June 30, 2025 and 2024, respectively), plus 1%. Borrowings are secured by all business assets and guaranteed by the Organization. There was no amount outstanding as of June 30, 2025 and 2024.

8. Long-Term Debt

Mass211 received an Economic Injury Disaster Loan of \$150,000 from the U.S. Small Business Administration. The loan bears interest at 2.75% per annum. Monthly payments of \$641 are due beginning on November 18, 2022, through May 18, 2050 (maturity), with payments being applied first to interest accrued to date, and the balance, if any, applied to principal. This loan is secured by all business assets of Mass211 and had an outstanding balance of \$92,471 as of June 30, 2025 and 2024. There was no accrued interest recorded as of June 30, 2025 and 2024.

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

8. Long-Term Debt (Continued)

Future minimum principal payments over the next five years are as follows:

	Amount
2026	\$ 6,318
2027	\$ 2,331
2028	\$ 2,456
2029	\$ 2,581
2030	\$ 2,707

9. Conditional Grants

Mass211 has been awarded conditional grants from certain government agencies. Payment of these grants is conditional upon certain factors as specified in the grant agreements and Mass211 incurring eligible costs and running its various programs. Accordingly, \$1,858,230 and \$2,161,295, representing the remaining balances of these contracts, have not been reflected in the accompanying financial statements as of June 30, 2025 and 2024, respectively. The remaining balances of these contracts are expected to be recognized as revenue through fiscal year 2026.

During fiscal year 2023, Mass211 received an \$80,000 grant conditional on certain factors. During fiscal years 2025 and 2024, \$28,096 and \$49,411, respectively, were recognized as revenue and included in grants and contributions in the accompanying statements of activities and changes in net assets. The remaining balance of this conditional grant for which conditions were not met totaled \$28,096 as of June 30, 2024. There was no outstanding balance as of June 30, 2025. These amounts are reflected as conditional grant advance in the accompanying statements of financial position.

10. Liquidity and Availability of Resources

Mass211's financial assets available within one year from the statements of financial position date for general operating expenses as of June 30, 2025 and 2024, are as follows:

	2025	2024
Cash	\$ 264,442	\$ 644,257
Accounts receivable	359,684	543,564
Due from related party	678,333	-
	\$ 1,302,459	\$ 1,187,821
Financial assets available to meet cash needs for general expenditures within one year	\$ 1,302,459	\$ 1,187,821

Mass211, Inc.
Notes to Financial Statements
June 30, 2025 and 2024

10. Liquidity and Availability of Resources (Continued)

In accordance with the operational service and management fees agreement (see Note 5), Mass211's expenses are paid by the Organization, which is then reimbursed for the costs incurred to carry out the services required by Mass211's grants and contracts. Mass211 reimburses the Organization when the grants and contracts funds become available. In the event of an unanticipated liquidity need, management could also utilize investments of \$3,049,262 or draw upon its \$95,000 bank line of credit (see Note 7).

11. Defined Contribution Plan

Effective January 1, 2025, Mass211 sponsors a defined contribution plan for its employees under Section 401(k) of the Internal Revenue Code (the Code). Eligible employees may contribute a portion of their compensation to the plan, subject to limitations under the Code. This plan allows for employer match contributions up to 6% of an eligible employee's compensation. Total matching expense for the year ended June 30, 2025 was \$27,115.