



2019 ANNUAL REPORT

January 1, 2019 to December 31, 2019



MISSION

Hart Felt utilizes a network of community volunteers who provide free non-medical services that help our frail seniors live independently and age in place.

VISION

Our vision is a community in which frail seniors no longer fear where and how they age.

FOUNDER

Jane Hart

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DEAR FRIENDS,

Though Hart Felt launched in 2003, we served our very first client in 2004, meaning that 2019 marked 15 years of providing services to help seniors age in place! We are so incredibly grateful to our founder, Jane Hart, for her inspiring act of faith in heeding God's call to "train 200 hands to help seniors in Jacksonville." Because of the seeds she planted so many years ago, we have not only trained more than 1,900 hands, but our strong foundation has also positioned us for growth and the expansion of programs including our most recent programs, The Hart Fund and the Transportation Program, which you'll read more about in this report.

You've probably heard me say, "There's a story every day in the Hart Felt office." This year we decided to showcase a collection of those stories in our annual report. Some will break your heart, some will bring a tear to your eye, and some might just bring a smile to your face. Many of our clients carry a heavy load and we are honored to come alongside them - with your help - to lift burdens one at a time.

On behalf of the board and staff of Hart Felt Ministries, I thank you for your support of our ministry. From the very start we have depended on the generosity of volunteers and donors to help us share Christ's love with the seniors He sends to us.

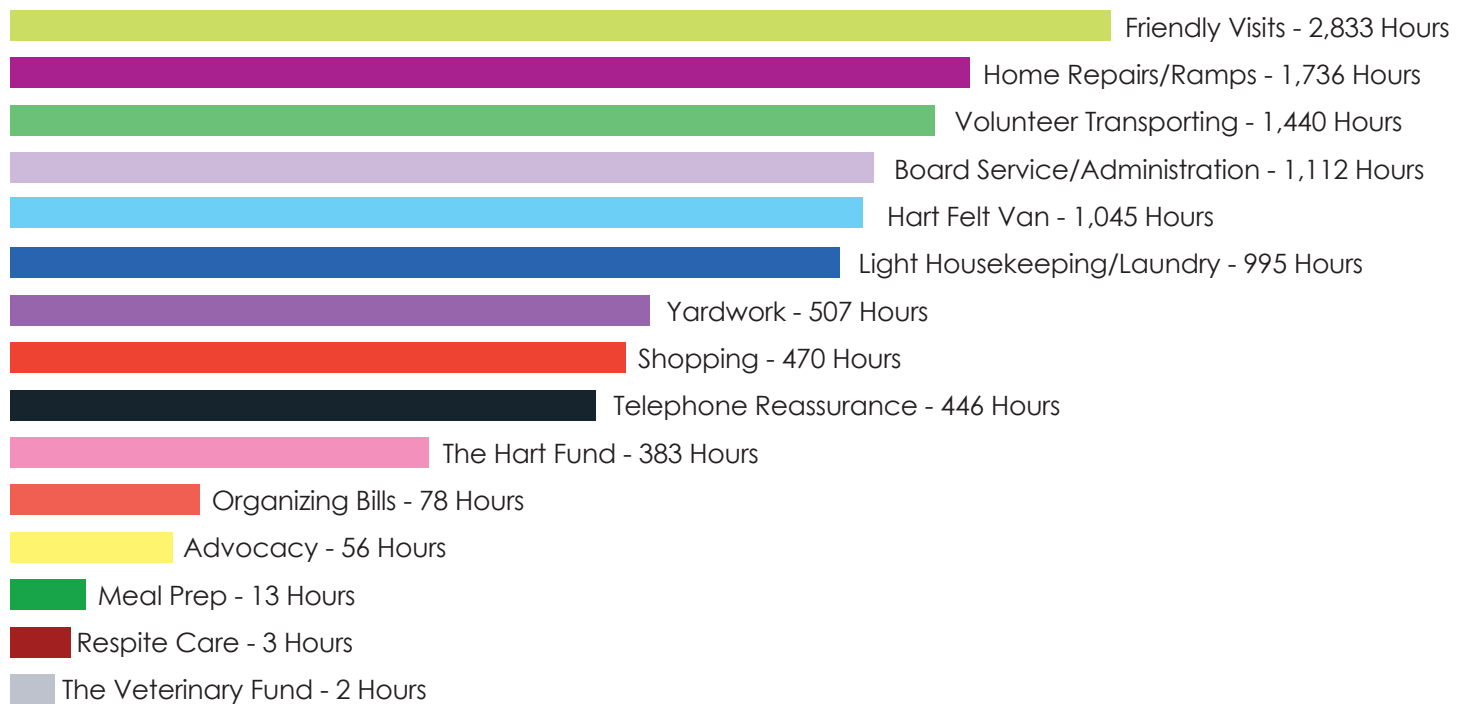
Blessings,

Kelly Moorman Coggins
President and Executive Director



THE YEAR IN A GLANCE

HART FELT VOLUNTEERS SERVED **11,119** HOURS IN 2019!



OUR CLIENTS

- Served **543** Clients
- Ended the Year with **446** Active Clients
- Average Age of Hart Felt Client is **79**
- Oldest Client is **99**
- Hart Felt Clients are **70** or older and have a chronic illness or disability

OUR VOLUNTEERS

- Ended the year with **198** Active Volunteers
- Trained **35** New Volunteers
- Average Age of a Hart Felt Volunteer is **57**
- Oldest Volunteer is **91**
- **40** active volunteers are 70 and older *(they could qualify to be a client!)*

THE HART FUND

- Home Repairs Cost = **\$32,620**
- Hours Donated = **2,119** (includes wheelchair ramps)
- Clients Helped = **383**
- Total Hart Fund Expenditures = **\$60,849**

COMPANIONSHIP

We all have a mom, dad, grandparent, family member or close friend who needs help as they age. Even with resources, it's difficult for families to juggle this responsibility. The reality is that many seniors right here in our own community don't have any family to help and have very little resources. Sometimes it's the little things – like someone helping prepare meals or someone to just talk to – that can help a senior live independently.

Other organizations and private companies offer similar services – many of which are covered by Medicaid – but what makes Hart Felt unique? Services are offered by volunteers who are serving to build a relationship with a senior in need.

All Hart Felt services are offered to clients at no cost to individuals who are 70 and older who have a chronic illness or disability. Clients must fill out an application to become eligible. There are no income requirements for companionship services or safety needs like grab bars or wheelchair ramps. If a client needs emergency financial assistance through The Hart Fund, however, then additional paperwork including income verification is required.



In February, Ms. Joan and her brand new volunteer Kathleen Ujvari met for the first time. And, boy, did they hit it off! We were able to capture this adorable photo of them swapping phone numbers to set up their next visit.



In addition to providing weekly companionship in partnership with his wife Alicia, Doug and several of the guys from the Hart Felt ramp team repaired Ms. Dolly's fence, which was in really bad shape. This was a safety issue, as she lives on a corner and has to let her dog out at night and the fence was literally falling apart.

TRANSPORTATION PROGRAM

Without being able to get from Point A to Point B, many seniors would have to transition to assisted living. But with a little help they can stay home. Some clients have used public transportation but report getting dropped off and having to wait hours to be picked back up. Our van driver, Tori, is a wonderful companion who sits and waits until clients are done with their appointments, providing companionship, the founding principle of our ministry.

82
CLIENTS

11,912
MILES

1,045
HOURS
DRIVE TIME

28
CLIENTS PER
MONTH
ON AVERAGE



A TRANSPORTATION STORY

Tori transported a husband and wife to an appointment. When they got home, the couple was so thankful for the level of service they received that they kept trying to pay her. Tori explained that the Transportation Program is free but they insisted they wanted to give her something so they finally settled on a hug!

“I like to say that The Transportation Program is the short name. The full name is Transportation/Relationship/Outing/Highlight-of-Their-Day Program.”

- TORI HEINZEL, HART FELT VAN DRIVER



In addition to building a ramp for Ms. Flora, the team at Marand Builders was also able to replace a broken window and fix her kitchen flooring which was rotting.

THE HART FUND

The Hart Fund provides emergency financial assistance, funds critical expenses, and performs minor home repairs for under-served and under-resourced seniors. In 2019, we were able to help more people than ever before and we were able to expand our reach into some of the city's most economically disadvantaged areas.

Emergency Financial Assistance

Utility Bills
Co-Pays
Insurance Deductibles

Critical Needs

Washing Machine
New Mattress
Eye Glasses

Minor Home Repairs

Plumbing Repairs
Repairing Rotting Floors
Air Conditioner Repairs

\$32,620
HOME REPAIRS
COST

383
CLIENTS
HELPED

2,119
HOURS
DONATED
(INCLUDES RAMPS & RAILS)

\$60,849
TOTAL HART FUND
EXPENDITURES

*Carry one another's burdens and in this way you will fulfill the law of Christ.
Galatians 6:2*

HART FUND STORIES

MS. DOROTHY had been without hot water for two years! Can you imagine? She couldn't afford the repair so she did without. Ultimately, a social worker reached out to us and we were able to dispatch our plumber who determined that she needed a new hot water heater. ElderSource partnered with us for the purchase and installation of a new water heater.

MS. LUCY was pushing a dresser in front of her door every night because her front door wouldn't close properly. Volunteer Gary Underwood was able to fix the door and Ms. Lucy said, "I feel safe again with my door all fixed. Thank you all so much!"

MS. THELMA'S home was flooded and eventually condemned by the city. She was able to find HUD housing but needed help with the initial deposit. We paid the deposit for her.

MS. ELEASE'S refrigerator quit working. She has a lot of medical expenses for both her and her disabled daughter who lives with her so her finances don't allow for a major expenditure. We were able to buy her a new refrigerator, relieving her of one worry.

MR. SOUTH has cancer and he and his wife were awarded custody of their 4- and 6-year-old grandchildren. His wife had to quit her job to take care of the children, resulting in a drastic reduction of income. We were able to pay their overdue rent for them to bridge the gap until they started receiving financial assistance from the state the following month.

MS. DONNA is in a wheelchair and was unable to answer the door to let paramedics in to help her roommate. Emergency personnel had to break the door to get in, leaving no way to shut or lock the door. Justin from Builders Care quickly sent someone to fix the door so that the ladies felt safe once again.

MS. NANCY'S HOUSE: A COLLABORATIVE STORY

We are thrilled to announce that THANKS to an amazing circle of supporters we were able to finish repairs to Ms. Nancy's house this year! The before and after pictures are astonishing and are a great testament to our amazing partners, without whom we never would have been able to have completed this project.

Ms. Nancy's home was well maintained until her husband died. Over the years, her home started deteriorating around her. When she reached out to us in September of 2017, her metal roof was leaking, her countertops were pulling away from the wall, and her cabinet was falling into the refrigerator, being held up by a piece of concrete. Her home's exterior paint was peeling and her eaves were also rotted.

Several years back, Ms. Nancy had petitioned the city for help but ran into obstacles. Then, in 2016, she hired a neighbor to fix her drywall and repair her roof. He did a little work, then took her money and never returned.

In addition to these challenges, Ms. Nancy has lost two children, one to a gunshot wound and one to a stabbing wound, and two other children have cancer. As a result, she is helping raise her grandchildren while battling health issues of her own. Her heart condition leaves her short of breath just from talking.

Ms. Nancy prayed for a miracle to keep her in her home as she had nowhere else to go. Her persistence certainly paid off! Builders Care orchestrated repairs to the eaves and the painting of the exterior, working with United Way to get a team of volunteers from GE. They completely transformed Ms. Nancy's home! And, ElderSource paid for the critical repairs to her roof.

One of our partners, James Keels, and his team at JKeels Construction Company completely renovated the kitchen, from the flooring to cabinets and countertops.

This is an inspiring story of being able to accomplish something when we all work together. Because of our amazing partners, volunteers, and donors, Ms. Nancy is now safe and comfortable in her home!



WHEELCHAIR RAMPS AND RAILINGS

In 2019, 23 clients received either a wheelchair ramp or railing to improve safety and mobility. We are so thankful for our Wheelchair Ramp Building Teams including Builders Care, Christian Family Chapel, Deermeadows Baptist Church, Mandarin Rotarians, Marand Builders, Shepherd of the Woods Lutheran Church, and the original Hart Felt Team.



A RAMP STORY

Justin, the Executive Director of Builders Care, is a great partner! He had a group of volunteers who wanted to build a ramp so he reached out to us to see if we had a client in need. Mr. Joe's wife called right after in desperate need of help for her husband who was in rehab and could not come home until a ramp was added to the house. Justin and his crew were truly the answer to a prayer.

LAWN MAINTENANCE

Lawn work can be a huge roadblock to a senior being able to age in place. Many times he or she is suddenly unable to physically do the work yet also lacks the financial resources to hire someone. We are so thankful to Lee Force and Phil Davis for leading the resurgence of this program.

Feed the hungry, and help those in trouble. Then your light will shine out from the darkness, and the darkness around you will be as bright as noon.
Isaiah 58:10

VOLUNTEERS

Volunteers truly are the “heart” of the ministry. Because of our network of volunteers, we are able to offer all services at NO COST to the clients. Volunteer positions range from weekly companionship visits to helping build a wheelchair ramp quarterly to doing a yard clean up project once a year. In 2019, volunteers collectively served more than 11,000 hours to our clients.

We ask for an hour a week commitment from our companionship volunteers but so many go above and beyond. Each year, we recognize volunteers who have served 100 hours or more with the presentation of a Presidential Service Award.



A VOLUNTEER STORY

“When I signed up to become a companion for a senior, luck would have it that she ended up being a New Yorker! Meet Ms. Dorothy, “Dottie,” daughter of Irish immigrants who came to the US in 1901. She is a gem of gems. She is house-bound due to numerous health issues and needs help organizing her living space. She also has a darling little senior rescue dog called Princess. I spent the morning removing clutter and getting her groceries, then we sat and talked about history, culture, her Iranian friend Roya and the Native American dolls and artwork in her apartment. We have a connection and agreed that we were happy we found each other through Hart Felt Ministries. We were laughing right before this picture but Ms. Dorothy said she finds it hard to smile in photos.”

- DALYA EASON, HART FELT VOLUNTEER



GALA

We are in awe of the outpouring of generosity bestowed upon Hart Felt at the 9th Annual Bridging the Gaps Gala held October 11. We heard from two Hart Felt volunteers, Debbie Stambaugh and Lewis Wade, and were moved by how much they feel blessed to serve our clients. Our VIP attendee was our beautiful client, Ms. Paula. Ms. Paula relies on the Hart Felt van to get to and from doctors' appointments and was featured in a video that made its debut at the gala. Auctioneer Ronnie Barton donated his time to us and blew us away with the energy he brought to the auction! We auctioned off not one but two Gardner Minshew jerseys, a VIP pack to Alhambra Theatre & Dining, a 7-Night Stay at a North Carolina Cabin, and much more.



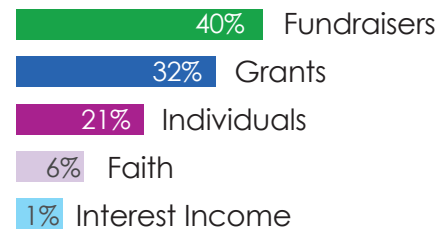
A special thank you goes out to all our sponsors, especially to Marand Builders who returned as Host Sponsor. **The evening grossed \$91,512 with a net profit of \$63,637 which is a 17% increase over last year.**

GRANT FUNDING

The Jim Moran Foundation	\$60,000
Florida Blue Foundation	\$10,000
Christ Episcopal Church	\$5,000
Thomas & Irene Kirbo Foundation	\$5,000
Dufford Family Foundation	\$2,500
PGA Tour	\$2,500
GCWG Jacksonville Beaches Woman's Club	\$2,000
The MaryEllen Willis Charitable Trust	\$1,500
Fidelity	\$500

FINANCIALS

Total Income **\$324,536**



Total Expenses **\$321,359**



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Lori Llewellyn
Ed Long
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MA Kelly Group
Jessica Maldonado
Mandarin United Methodist
Women

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Arthur Wybenga
Andrew Young

CHURCH COALITION MEMBERS

We have a vibrant community of church congregations who support us financially and through volunteers.

Current partners include:

BEACH Church

Chets Creek Church

Chets Creek - Nocatee

Christ Church

Christ Episcopal

Christian Family Chapel

Church of Eleven22

Deermeadows Baptist Church

Emmaus Church

Faithbridge Church

Highland Presbyterian Church

Mandarin United Methodist Church

Normandy Park Baptist Church

Ponte Vedra Presbyterian

Ponte Vedra United Methodist Church

Rise Church

Shiloh Baptist Church

St. Paul United Methodist Church

Shepherd of the Woods Lutheran

The Church at Argyle

Trinity Baptist Church

It takes a TEAM to carry out our mission! We are so grateful to every volunteer, donor, coalition member, and contractor for your steadfast support of Hart Felt. We are blessed to have so many hands working together to help seniors age in place.



VOLUNTEERS

Zach Andry
Lottie Armstrong
Patricia Armstrong
Skip Attinger
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Greg Barnett
Sheila Barton
Karen Bauroth
Tim Baysore
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Denise Havinga
Mark Hawley
Nathan Hayes
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Lori Heagley
John Heinzl
Sherry Henry
Mario Hernandez
Harley Herndon
Lona Hill
Tina Hill
Melanie Hinds
Melissa Hong
Tina Hoogstad
Bobby Horne
Rachel Howard
Kathy Hunt
Larry Huser
Diane Ireland
George Johnson
Larisa Johnson
Lee Kester
Carol Kimsey
Marc Kirby
Heidi Kirkman
Susan Kitchen
Jim Kleck
Patty Kleck
June Koch
Janie Kratzert

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Kim Kristoff
Debra LaJoice
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Amy Landry
John Landry
Steve Lazar
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Dale Lewis
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Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms. 1 Peter 4:10



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