

*"The light shines in the darkness, and the darkness has not overcome it." John 1:5*



# 2020 ANNUAL REPORT

January 1 to December 31, 2020



## 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 where frail seniors no longer fear where and how they age.

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**Kristi Taylor**  
*Volunteer Manager*

## DEAR FRIENDS,

How do I even begin to summarize the year? 2020 has brought challenges felt around the world and of course our little corner of the world was no exception. The biggest challenge for us was reconciling keeping our clients physically safe while meeting their needs. Loneliness was already a pandemic in the elderly population and COVID-19 certainly magnified isolation. We were forced to change the way we served while keeping a pulse on the mental and emotional health of our clients.

While this period of social distancing has been a challenge to say the least, I cannot tell you how proud I am of the people who make up this ministry. Each one of you has been a light during this dark time. While our services might look a little different, we have continued to do what we do best: provide companionship to seniors. While we have certainly been able to provide tangible needs during this time (like groceries and help with bills), companionship services remain at the heart of what we do.

God continued to shine on Hart Felt in 2020. He sent more clients to us than ever before and provided our largest fundraising achievement to date, in a year in which we had to cancel two fundraisers. This annual report is only a snapshot of our year. We hope you enjoy reading the stories of the people who make up our ministry!

Blessings,

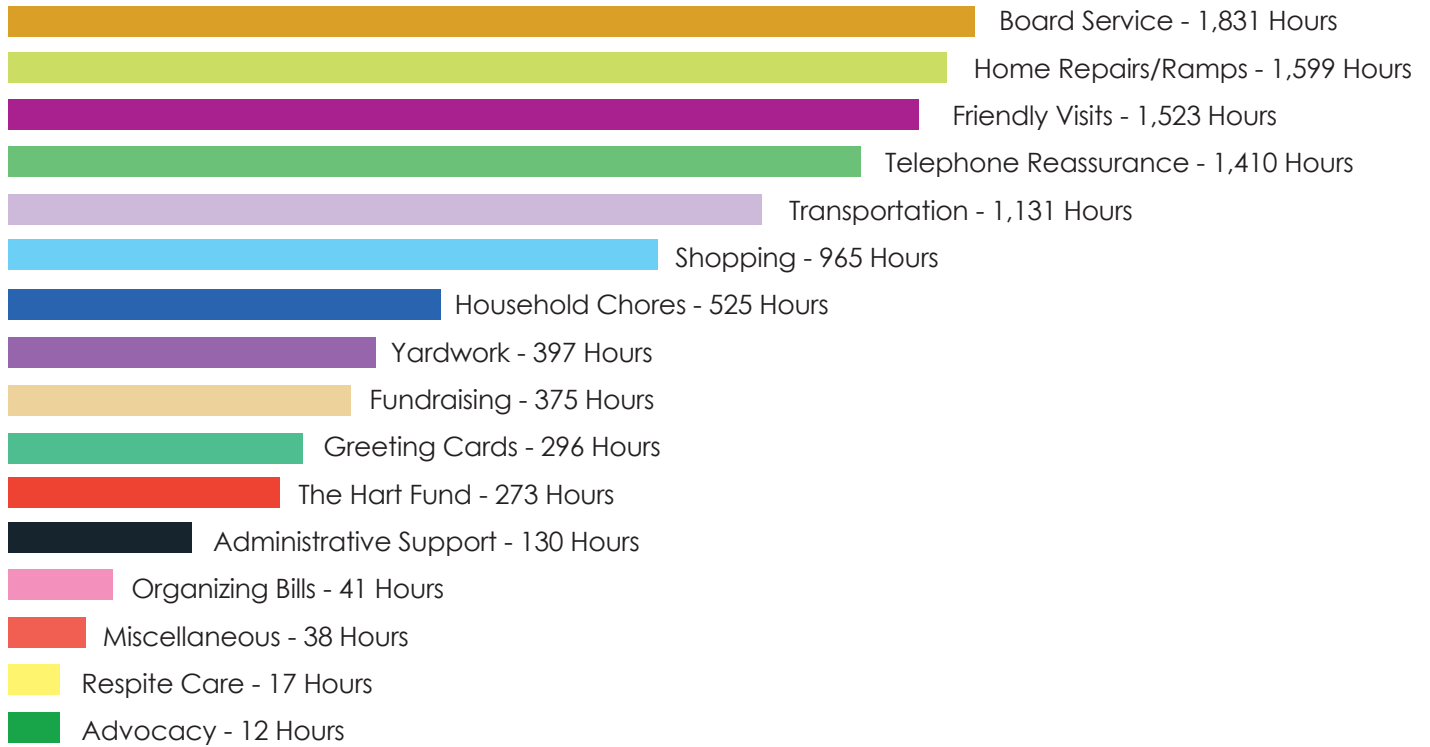
**Kelly Moorman Coggins**  
*President and Executive Director*





# 2020: A YEAR LIKE NO OTHER!

HART FELT VOLUNTEERS SERVED **10,563** HOURS IN 2020!



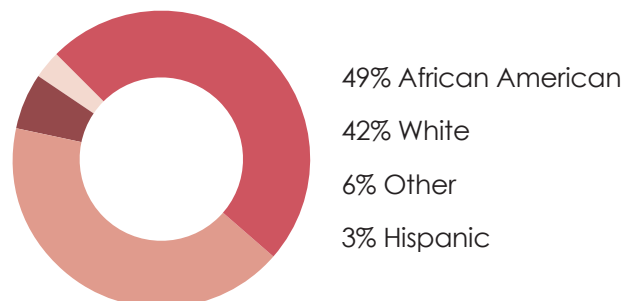
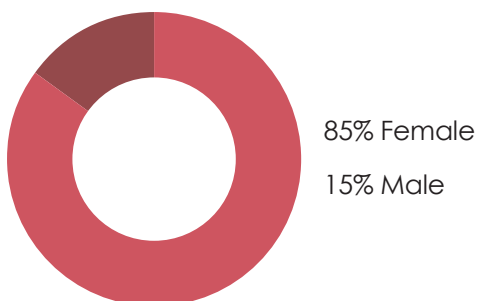
## OUR CLIENTS

- Served **578** Clients
- Ended the Year With **514** Active Clients
- Average Age of Hart Felt Client is **80**
- Oldest Client is **104!**
- Hart Felt Clients are **70** or Older and Have a Chronic Illness or Disability

## OUR VOLUNTEERS

- Ended the Year With **203** Active Volunteers
- Trained **30** New Volunteers
- Average Age of Hart Felt Volunteer is **57**
- Oldest Volunteer is **92!**
- **45** Active Volunteers are 70 or Older  
*(They could qualify to be clients!)*

## WHO WE SERVE



# A PULSE ON COMMUNITY NEED: OUR COVID-19 RESPONSE



Ms. Mary, 73

On March 16, 2020, serving seniors in their homes came to a halt. Like the rest of the world, we were navigating a nearly overnight change to the way we lived, and in our case, the way we served. As an organization dedicated to providing companionship services, primarily in the home, we were forced to change the way we served this vulnerable and already isolated population.

*“Researchers found mounting evidence linking loneliness to physical illness and to functional and cognitive decline. As a predictor of early death, loneliness eclipses obesity.”*

- The New York Time 2016 article, "Researchers Confront an Epidemic of Loneliness."

## 60% OF HART FELT CLIENTS LIVE ALONE

### COVID-19 BY THE NUMBERS

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### WELFARE CHECKS

When the Coronavirus pandemic started, we were in the midst of a Census Outreach project that entailed calling all of our active clients (which at that time was 454). After the first round of calls, we identified 270 clients who lived alone. With the help of an amazing group of volunteers, we offered telephone support to those clients who were most isolated. The volunteers would pass along client needs to us.

### TELEPHONE COMPANIONSHIP

Sometimes a familiar and friendly voice can be just what the doctor ordered! Though telephone companionship has been a part of Hart Felt for many years, it became the primary way for us to offer companionship during the early stages of the pandemic. Thankfully for us, we already had a model in place and were able to mobilize a team of volunteers to lift clients' spirits using telephone calls. Many relationships have blossomed through these calls.

## CARD MINISTRY

Several volunteers delivered a dose of sunshine to clients through the mail. They sent greeting cards to clients who live alone and don't have a volunteer. Ms. Pearl called to ask why someone would think she is special enough to receive a card! She was so touched by such a simple act.



Ms. Pearl, 94

## GROCERY DELIVERIES

Helping clients procure groceries during the pandemic was a great way for us to continue our mission to help seniors age in place. When clients received groceries, they not only got something to eat, but were also assured that someone cared enough to meet their needs. In addition to not feeling safe going to the stores, many were unable to find necessary household items like toilet paper. Groceries were delivered by staff, volunteers and grocery delivery services.



Mr. Ernesto, 76, Veteran

Since most doctors' appointments were cancelled at the height of the pandemic, the Hart Felt Transportation Program took a new direction. In lieu of driving clients, van driver, Tori, maintained a connection with her clients through phone check-ins. She also kept her wheels in motion by delivering groceries to clients' homes. We'd say by the look on Ms. Agnes' face that the program was a success!



Ms. Agnes, 85

## PARTNERSHIP

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Chets Creek Church partnered with us to deliver bags of non-perishable grocery bags. One of the clients, Mr. Michael, had recently moved into senior housing after being homeless. Needless to say, he really appreciated the groceries but was also served in another way. He started watching Chets online services and reached out to talk to a pastor.

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## RESUMING HOME VISITS

As the months marched on, the loneliness some of our clients were experiencing grew deeper. On August 31, in accordance with the Task Force on the Safe and Limited Re-Opening of Long Term Care Facilities' recommendation to Governor DeSantis to reopen visitation at nursing homes, we too, reopened home visits. Volunteers resumed home visits only if BOTH the volunteer and the client felt safe doing so. We also encouraged volunteers and clients to follow CDC-recommended safety protocols.

# TRANSPORTATION

Without being able to get from Point A to Point B, many seniors would have to transition to assisted living. 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.



Ms. Gracie, 76

**92**  
CLIENTS

**12,413**  
MILES

**1,064**  
HOURS  
DRIVE TIME

**30**  
CLIENTS  
PER MONTH  
ON AVERAGE

The Transportation Program is so much more than a ride! Our driver also helps clients with:

- **Appointment Check-Ins:** Some clients can't see well enough to complete the paperwork or don't have the manual dexterity or technology experience to use tablets.
- **Household Tasks:** When Tori pulled up to pick up one client, she came out the door holding a bottle of mouthwash. "Tori! Can you get this lid off?" she asked. "I've been trying for two days!"
- **Prayer Requests:** Clients are so thankful to know that they are covered in prayer.

*“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 Heinzl, Hart Felt Van Driver

## TRANSPORTATION STORY

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Ms. Barbara called in desperate need of a ride to the doctor. She has diabetes and got an infection in her foot that led to a partial amputation. She missed two appointments and home health told her they were going to cancel her services if she missed her next appointment. Ms. Barbara was so overwhelmed with emotion and said, "You made my day. No; you actually saved my life."

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## COMPANIONSHIP

Companionship is weaved throughout Hart Felt's scope of services whether through friendly visits, grocery shopping, light housekeeping, advocacy, respite care, telephone calls, a home repair, or transportation.

Since inception in 2003, Hart Felt has recognized that social isolation is detrimental to both a senior's physical, emotional and mental well-being. COVID-19 has increased loneliness in this already vulnerable population, making Hart Felt's companionship programs more relevant now than ever.

Though our services shifted for a time to ensure client safety, our team of dedicated volunteers worked tirelessly to lift burdens and spirits for seniors in need of a helping hand (like procuring toilet paper) or a listening ear.



*Ms. Maki was excited to meet her new volunteer, Janie Kratzert. Janie provided respite care to Ms. Maki's family.*



*Volunteer Ruth Hawkins helps Ms. Maggie, 95, with grocery shopping, transportation, and tasks around the house.*



*Did you know that one of our ministry services is delivering birthday quilts to clients? We are thankful to Patty Kleck for making home visits to Ms. Carol and Mr. Curtis!*



*Volunteers Gina and Todd Strong were honored to celebrate Mr. John's 90th Birthday with him in January.*

## MEET OUR CLIENT

When Ms. Blanche, who is 101, reached out to us, she told us that she WALKS to Publix! We sent her the transportation paperwork to help her get to the grocery store and to medical appointments and paired her with one of our new volunteers, Jenna Deastoff, initially as a phone buddy. When Jenna told Ms. Blanche that she only lives 7 miles from her and wanted to meet her, Ms. Blanche said, "I can't walk THAT far!" Of course Jenna assured her that she would drive her car to her home.



# THE HART FUND

The Hart Fund provides emergency financial assistance, funds critical expenses, and covers the expense of minor home repairs for under-served and under-resourced seniors. Unlike companionship services that are open to seniors 70 and older regardless of income, Hart Fund clients must provide income verification. Expenditures shifted this year due to the pandemic with the two highest categories of help being groceries and rent/mortgages.

**\$17,943**  
GROCERIES

**\$13,719**  
RENT/MORTGAGE

**\$76,826**  
TOTAL HART FUND  
EXPENDITURES

**354**  
CLIENTS  
HELPED

## THERE'S A STORY EVERY DAY: HART FUND STORIES

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After having knee replacements, Ms. Frances found it very difficult to get in and out of the bathtub. Justin Brown and his team at Builders Care were able to remove the old tub (which was rusted all the way through in one spot) and build a walk-in shower for her. We are thankful for their partnership.

Ms. Norma, 88, lives with her sister, who is 101! Ms. Norma called the office when her washing machine quit working. The machine was too old to be repaired, so we bought a new machine for them.

Ms. Essie had been using electric space heaters to keep her home warm. The heaters drove up her JEA bill. With her monthly income of \$852, any additional expense is detrimental. We paid the bill for her and thankfully temperatures started warming up shortly thereafter, alleviating the need for space heaters.

At our initial visit with Ms. Christine, we learned that she had been sleeping on her couch because she couldn't get in and out of her bed from her wheelchair. Volunteer Dave Landis was able to build a platform for her to get in and out of her bed safely.

Mr. Michael was homeless and had been on the wait list for a HUD apartment for over 3 months. He got the call that his apartment was ready but needed help with the deposit and first month's rent.

Mr. Thomas' caregiver called asking us for help with his JEA bill. It was twice the normal amount after an A/C issue. Mr. Thomas paid his usual amount and we paid the remainder. We also paid for the repair of his A/C which broke on a Friday. His caregiver was giving him hourly baths to keep him cool and comfortable. She was going to have to take him to the ER if it wasn't repaired quickly.



*The Christmas Program reaches active clients. Ms. Ocarene, 74, was thrilled to receive two fruitcakes along with her gifts.*



## SAFETY SERVICES

Hart Felt's Safety Services include building wheelchair ramps and installing handrails and grab bars. In 2020, volunteer teams built and installed 27 wheelchair ramps and rails, the most ever, and installed grab bars for 18 clients. We are thankful to our volunteer licensed contractors, carpenters, and handymen for sharing their talents with our ministry. Their work directly impacts clients' safety and quality of life.



Ms. Constance's Ramp, 74

*“The leading cause of both fatal and nonfatal injuries to older Americans is falls. Falls, with or without injury, also carry a heavy quality of life impact. A growing number of older adults fear falling and, as a result, limit their activities and social engagements. This can result in further physical decline, depression, social isolation, and feelings of helplessness.”*

- National Council on Aging



Ms. Beatrice's Ramp, 84



Justin Brown (left) of Builders Care is a great community partner. He helps with both ramps and home repairs.

### A RAMP STORY

Congregants of BEACH Church made up our very first wheelchair ramp team. We are happy to report that a new generation is coming on board to volunteer and we now have two Hart Felt Ramp Teams from the church. On September 19, the teams hammered out two new ramps, one for Ms. Barbara and one for Ms. Dollie. New volunteer John Moffitt took the time to write us, saying, “I just wanted to thank you. I had so much fun on Saturday and had so much joy. Such a blessing for me. Thanks for the opportunity.”



Ms. Barbara's Family wrote a note, saying, “Thank you so very much for providing my mother with an access ramp to her home. Your crew are amazing, spirit-filled believers that are all about God's work!! Fantastic job!! God bless all of you!”

## 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 2020, volunteers collectively served more than 10,563 hours to our clients.



A Volunteer Team from Medtronic, led by Hart Felt Volunteer, Angie Sovich, did a yard clean up project for Mr. John.



Sarah Hahnemann and Ms. Vernell, 84, only live a couple miles from one another! Sarah helps Ms. Vernell with grocery shopping and light housekeeping.

### A PERFECT MATCH!

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Paige Yauger and Ms. Annette were paired as phone buddies in November 2018. As is often the case, Paige and Ms. Annette's relationship has really blossomed through the phone buddy program. They even discovered they have the same birthday! Thankfully, their shared birthday is in February so they were able to go to lunch to celebrate before the pandemic hit. While they have had to keep their distance throughout much of the year, they continued to visit within the boundaries of safety. Paige sat her beach chair up in the parking lot of Ms. Annette's building while Ms. Annette sat on her walker at her front door.



Ms. Annette reached out to let us know just how much Paige means to her. She wrote,

“Your Agency has been there for me in every way that matters! You have provided a link to “Call a Friend.” When Mrs. Paige Yauger called, it was an immediate connection and we are besties now. She doesn't just call sometimes if she thinks of it...she has been and is still a wonderful new friend. We have a lot in common and she has stopped by to make my day and bring sunshine into my life. I love her so much and am forever grateful to you for her!”



# FINANCIALS

## GRANTS

The Jim Moran Foundation	\$70,000
United Way - COVID Relief	\$8,000
Christ Episcopal Church	\$5,000
Florida Blue Foundation	\$5,000
The Community Foundation - COVID Relief	\$5,000
The Thomas M. & Irene B. Kirbo Charitable Foundation	\$5,000
Dufford Family Foundation	\$2,500
Rotary Club of Mandarin Charities	\$2,000
Nonprofit Center of NE Florida	\$1,250



The Thomas M. & Irene B. Kirbo Charitable Foundation



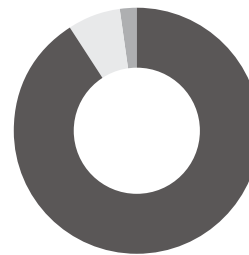
## FINANCIAL SUMMARY

Total Income **\$396,940**

Total Expenses **\$326,867**



29% Fundraisers  
27% Grants  
27% Individuals  
6% Faith  
11% Other (PPP and Non cash donations)



91% Program  
7% Administration  
2% Marketing

## FUNDRAISING

With so much uncertainty associated with the pandemic, we were forced to cancel two fundraisers, including our annual Gala. We look forward to the Gala each year, not only because it's an opportunity to showcase the life-changing work being done for our clients, but also because it generates vital funds that allow us to serve frail seniors in our community. Our board of trustees and fundraising committee worked side-by-side to raise \$77,148, an increase of 23% over last year.



## DONORS

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Kay Witherspoon

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Joanne and Ray Worthery

Arthur Wybenga

Paige Yauger

## VOLUNTEERS

Zach Andry  
Lottie Armstrong  
Patricia Armstrong  
Skip Attinger  
Andy Bagley  
Greg Barnett  
Karen Bauroth  
Tim Baysore  
Julie Bitner  
Dale Blackmon  
Sarah Boes  
Sarah Bonifay  
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Michele DeBacco  
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Dean DeWall  
Nate Dickinson  
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Kathy Hunt  
Diane Ireland  
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Brad James  
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Larisa Johnson  
"Casey" Jones  
Lee Kester  
Carol Kimsey  
Heidi Kirkman  
Susan Kitchen  
Jim Kleck  
Patty Kleck

June Koch  
Janie Kratzert  
Kelly Kristoff  
Kim Kristoff  
Amy Landry  
John Landry  
Steve Lazar  
Bobbie League  
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Brian Leonard  
Dale Lewis  
Beverly Lier  
Ed Long  
Paul Lotz  
Jessica Maldonado  
Kathy Mann  
Bob Mann  
Joy Martin  
Ken McCauley  
Charity McDaniel  
Roy McLaughlin  
Sally Messenger  
Lon Messenger  
Matt Meyers  
Rose Miller  
Nancy Misiak  
Nick Mohilowski  
JP Morgan  
Jack Morgan  
John Mounce  
Mark Mouro  
Michael Murray  
Rosemary Murray  
Deb Olson  
Terry Pack  
Tony Papa  
Beth Perkins  
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Nancy Permuy  
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Kristen Phillips  
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Andrew Young



## CLIENT QUOTES

“ Thank you so much for the very kind and thoughtful gifts for Christmas. God is so good to have put you in my life and it could not have come at a more opportune time. ”

- Ms. Padrica, 81

“ I would write so many comments...I don't see too good. I am 90 years old. Hart Felt Ministries saved my LIFE. ”

- Mr. John, 90

“ They treated me like I was somebody. They made me feel wanted. They are wonderful people. They are on time with the calls. I never had anyone treat me like Hart Felt. Those people were so kind to me; they lifted my spirit. May God to continue to bless you all. I have never had people treat me so kind. I will never ever forget you all. I would recommend you to anyone who needs help. (Other) people talk to you so bad when you are poor and old; they are not always nice to you. ”

- Ms. Thelma, 91

“ I didn't know what I was going to eat tonight until you got here. ”

- Mr. Ernesto, 76, Veteran

“ Jackie visits me and I feel it's not a chore but a pleasure to help me. It's a great feeling when you live alone. Hart Felt has given me a reason to live. I feel blessed to have Hart Felt Ministries and its truly dedicated staff. I could never say thank you enough. ”

- Ms. Celine, 76

“ I just wanted you to know how much it means to know others care in these dangerous times. I don't think people stop often enough to show appreciation for those who do the most unselfish and unheralded daily blessings. I see you; I appreciate you; I pray for you! ”

- Ms. Annette, 73



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