



HART FELT  
ministries

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2021

**ANNUAL REPORT**

January 1 to December 31, 2021



## MISSION

The mission of Hart Felt Ministries is to honor God by enriching the lives of seniors and enabling them to age in place with dignity and grace.

## VISION

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

## 2020 BOARD OF DIRECTORS

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*CPA*

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**Brigitte Wagner**  
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## DEAR FRIENDS,

As I write this letter, I am just in awe at how incredible 2021 was for Hart Felt Ministries. God provided way beyond my vision for the year (no surprise there)! Our amazing volunteers donated the most hours in the history of Hart Felt, a massive 11,797 hours and we ended the year with 210 active volunteers. We served more seniors than ever before, with 659 seniors benefiting from our services. Because of our faithful donors, we were able to help 406 seniors with emergency financial assistance and home repairs through The Hart Fund, not to mention build 24 wheelchair ramps and rails. And our Transportation Program grew with the addition of another van and driver. Incredible, right?

What I have learned in my seven years at Hart Felt is that it's really all about being faithful and listening to where God wants this ministry to go and grow and that is my daily prayer. I am beyond grateful for our volunteers, our team, our Board of Directors and our coalition members who have compassion for seniors who sometimes just need a little help. I want to personally thank all of you who support our ministry.

I hope you enjoy reading this Annual Report and the great stories that are so heartwarming. But honestly the best part of being with Hart Felt, is the gratitude that the seniors share with us when they tell us how grateful they are that we are here for them. I too am so thankful that we can serve them and I pray that 2022 is just as amazing as 2021!

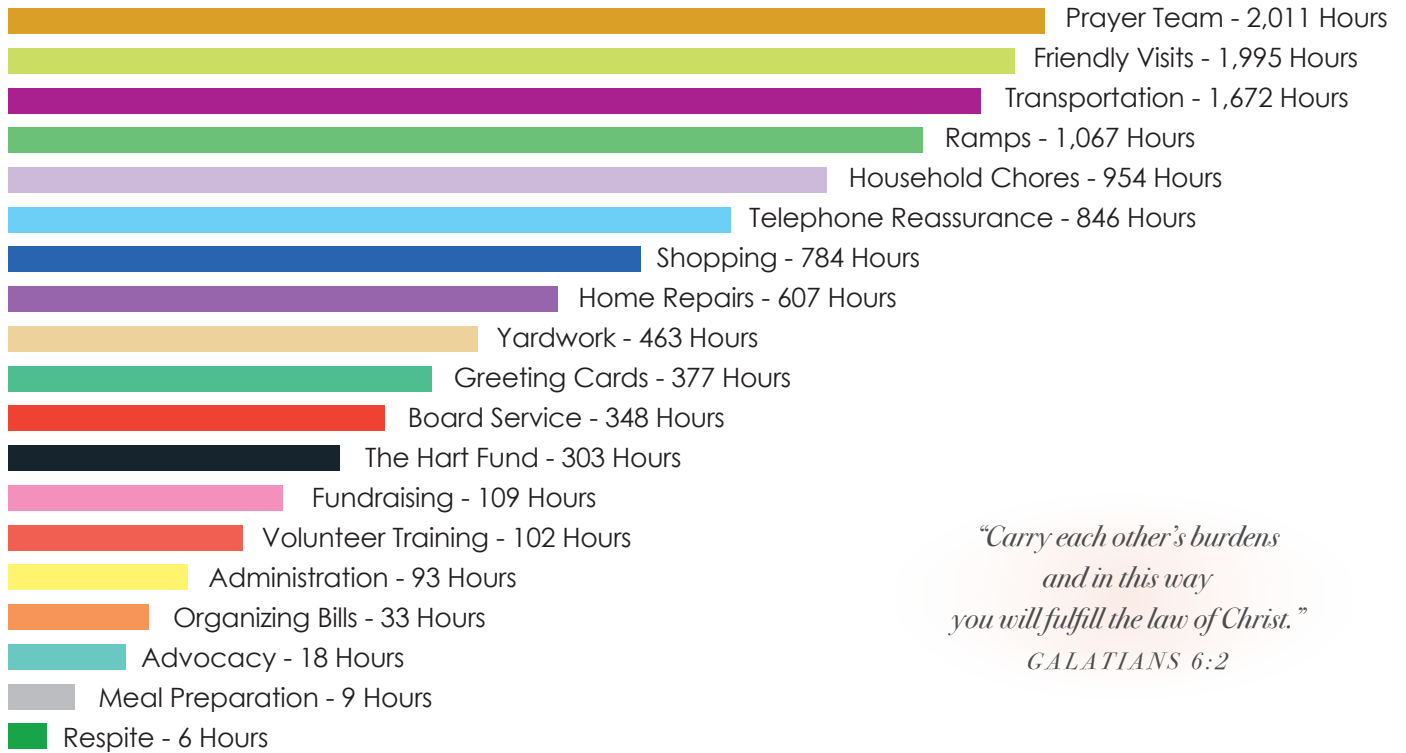
Blessings,

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



# 2021: STRONGER THAN EVER

HART FELT VOLUNTEERS SERVED **11,797** HOURS IN 2021!



*“Carry each other’s burdens  
and in this way  
you will fulfill the law of Christ.”  
GALATIANS 6:2*

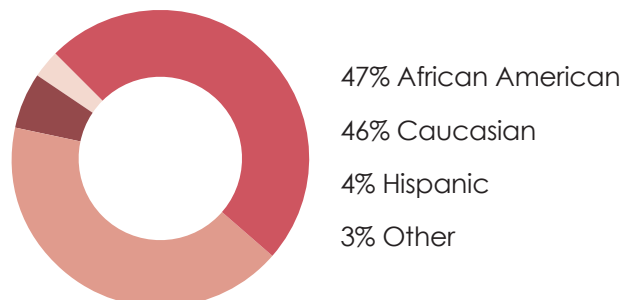
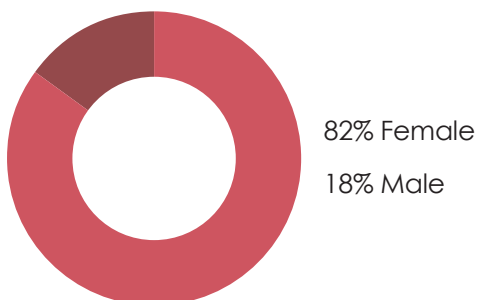
## OUR CLIENTS

- Served **659** Clients
- Ended the Year With **581** Active Clients
- Average Age of Hart Felt Client is **80**
- Oldest Client is **105!**
- Hart Felt Clients are **70** or Older and Have a Chronic Illness or Disability

## OUR VOLUNTEERS

- Ended the Year With **210** Active Volunteers
- Trained **57** New Volunteers
- Average Age of Hart Felt Volunteer is **58**
- Oldest Volunteer is **93!**
- **50** Active Volunteers are 70 or Older  
*(They could qualify to be a client!)*

## WHO WE SERVE



## ROOTS OF COMPANIONSHIP

Our founder, Jane Hart, answered God's call to train 200 hands to serve seniors in Jacksonville, launching Hart Felt in 2003. Though our services have expanded over the years, we are committed to weaving companionship into everything we do! All our services are offered at NO COST to clients but what really sets our programs apart is our network of volunteers.

At Hart Felt, volunteers come in all shapes and sizes. We have volunteers who serve daily (prayer team), weekly (companionship), monthly (special projects), quarterly (wheelchair ramp or home repair projects), or once a year (a yard clean up or the Christmas program). Our clients love our volunteers and are incredibly touched to learn that they serve for no other reason than to fill a need.

### A HELPING HAND

*Friendly Visits*

*Light Housekeeping*

*Grocery Shopping*

*Transportation*



*Respite Care*

*Yard Work*

*Advocacy*

*Telephone Reassurance*

**HART FELT CLIENTS ARE 70 OR OLDER AND  
HAVE A CHRONIC HEALTH ISSUE OR DISABILITY.**

### RELATIONSHIPS IN BLOOM



Seasoned Hart Felt volunteer Gina Strong met Mr. Tim and Ms. Carolyn. Gina and her husband, Todd, also a Hart Felt volunteer, are helping the couple with yard work, light housekeeping, and organizing. Mr. Tim and Ms. Carolyn used to be Hart Felt volunteers. Mr. Tim built wheelchair ramps and Ms. Carolyn provided transportation to clients. We love that we are able to give back to them!

New volunteers Peggy and Stewart Hamrick had a delightful first visit with Ms. Joyce. Over the years, Ms. Joyce's profession as a nurse resulted in her taking care of a lot of people. Now Peggy and Stewart are happy to lend her a hand. They assist her with organizing, light housekeeping and yard work. Ms. Joyce reached out to say, "I must say my appreciation goes beyond words for the gentle, kind, and willing service extended to me during my time of need. When I thought caring angels no longer served earthlings, right on my doorstep showed not one, not two, but three caring ones in the persons of Peggy and Stewart Hamrick and Tori from Hart Felt Ministries. When I thought I knew how to deliver service their loving and caring service blew me away completely..."



## PRAYER TEAM

Did you know? We have a Prayer Team! Team members have a list of clients they regularly pray for in addition to special prayer requests. It means so much to our clients to know that a volunteer is dedicated to covering them in prayer daily and that they are there to intercede in times of special need.

## TELEPHONE COMPANIONSHIP

When visits aren't possible due to distance or another obstacle, we pair clients with phone buddies. Ms. Joan called to tell us how much she appreciates her phone buddy, Melynda Fowler. She said, "She changed the whole trajectory of my Easter! I was very grateful for the phone call from Melynda. She is a wonderful person. I talked to her for an hour and 45 minutes!"

## CARD MINISTRY

Our clients receive cards at Christmas time and on their birthdays. We also have a volunteer who sends monthly cards to a group of clients. While it sounds like a simple act, our clients are so touched. We get so many phone calls thanking us for the cards, telling us how much the cards brighten their days.

*"Blessed be the God and Father of our Lord Jesus Christ, the Father of mercies and God of all comfort, who comforts us in all our affliction so that we may be able to comfort those who are in any affliction, with the comfort with which we ourselves are comforted by God."*

2 CORINTHIANS 1: 3-4

## DEEPLY ROOTED RELATIONSHIP

Beth Perkins has been paired with her client, Ms. Marilyn, for 13 years! As you can see from the photo, Ms. Marilyn, who is 89 years young, has a spunky spirit. Hart Felt Ministries has been able to help her in a variety of ways over the years. But we're sure Ms. Marilyn would agree that her volunteer Beth is the greatest blessing of all. Miss Marilyn says, "Two things I know. I am going to heaven and Beth is going to be here on Wednesdays."

What does Beth have to say? "Ms. Marilyn is full of vitality and life. She is a good woman of faith. Her faith in God ... is a great example for me."



*Every time we match a volunteer with a client, we hope that a relationship just like this one will take root.*

# FALL PREVENTION

According to the CDC, "Falls are a threat to the health of older adults and can reduce their ability to remain independent." It also states, "Each year, millions of older people—those 65 and older—fall. In fact, more than one out of four older people falls each year...Falling once doubles your chances of falling again."

Hart Felt's fall prevention strategies include building wheelchair ramps and installing rails and grab bars, helping to achieve our mission to help seniors age in place safely.



Mr. Cornell is 73 years old and suffers from severe neuropathy in his legs. He also has balance issues and really needed a ramp for safety reasons. Our CFC Team stepped up and was happy to help! We think the picture says it all, the smiles on their faces and everyone joining hands.



The Mandarin Rotarians built a ramp for Ms. Fran. She was so relieved to have this ramp built, that she started crying when we called to tell her the team would be at her home the next day. Once the build was complete, Ms. Fran said, "This ramp is like gold to me. I've been waiting so long for this!"

Ms. Pearl was the happy recipient of a new wheelchair ramp! It took a team of volunteers from BEACH Church 80 working hours to build the ramp. They report that Ms. Pearl was so happy and said that she would now be able to go for walks! They also let us know that Ms. Pearl is "a sweet lady with a sparkling personality!"



## THE HART FUND

The Hart Fund provides emergency financial assistance, funds critical expenses, and covers minor home repairs. It does not provide monthly support but rather is intended as a bridge to help with unexpected expenses or repairs.

**\$27,746**  
HOME REPAIRS

**\$9,542**  
UTILITIES

**\$8,870**  
RENT/MORTGAGE

**\$73,202**  
TOTAL HART FUND  
EXPENDITURES

**406**  
CLIENTS  
HELPED

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

Ms. Connie's husband lost his job due to COVID and then ended up in the hospital with pancreatitis. She was despondent when she called us. When we told her that we'd be able to help her, she started crying and said, "You have absolutely no idea how much stress this lifts off me. I can't thank you enough."

Ms. Mary Lee had an electrical outlet that was smoking. We sent an electrician who ended up replacing two outlets in her home. She said, "Thank you all so much. I really appreciate it!"

Ms. Lynda's debit card was hacked, leaving her unable to pay rent. She was so upset that she was shaking. We paid her rent and she said, "Thank you, Jesus! Thank you so much!"

Ms. Roberta had three pipes burst under her home, causing her water bill to increase. She was able to pay for the repairs, but then she couldn't pay her utility bill. We paid it for her and she said, "Oh my; thank you so much! There is a God and people who really care!"

Ms. Aldean was behind on her rent after she was laid off from her part-time job last fall. We were able to pay her rent and she said, "Bless you! You are a Godsend! I just can't thank you enough!"

Ms. Evelina was laid off from her job at the beauty salon last summer due to the pandemic. She got behind on her utility bills and we were able to help her get caught up.

Ms. Betty was diagnosed with cancer which significantly increased her medical expenses. We were able to help with her rent payment, relieving one burden.

Ms. Pearl had to pay \$300 out of pocket for a prescription and therefore needed assistance with her utility bill.

Ms. Katherine called us for help with her electric bill. She had COVID last winter and also had to have knee replacement surgery, leaving her with mounting medical bills. We paid her bill and she said, "I sure appreciate this. Thank you very much!"

Mr. Lee recently lost his wife. He also had to put a new roof on his home. Due to the expenses associated with these major events, he got behind on his bills. We were able to help him get back on his feet by paying his mortgage. He was so grateful!

*"Speak up for those who cannot speak for themselves; ensure justice for those being crushed. Yes, speak up for the poor and helpless, and see that they get justice."*

*PROVERBS 31:8-9 NLT*



## TRANSPORTATION STATS

**457**  
RIDES

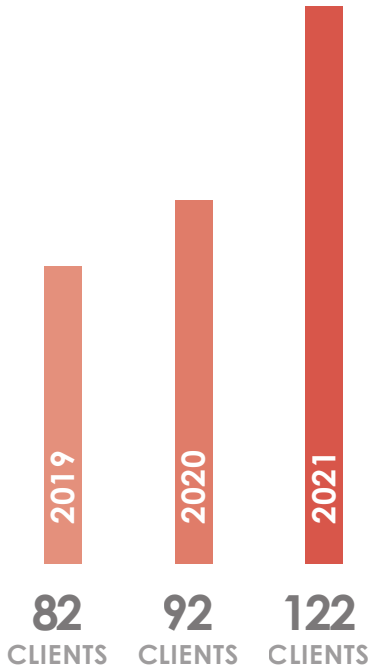
**14,960**  
MILES DRIVEN

**1,266**  
HOURS DRIVE TIME

**38**  
CLIENTS PER MONTH  
ON AVERAGE



## GROWTH





## *Spreading Joy* ONE RIDE AT A TIME

Our Transportation Program has proven time and time again that it provides so much more than a ride. Our clients love our driver, Tori, and look forward to trips with her. As we hoped, relationships have blossomed and our clients also receive a healthy dose of companionship to and from their appointments or grocery store trips.

### TRANSPORTATION STORIES

Ms. Janet, 85, is a heart patient at Mayo Clinic. She had an annual itinerary of appointments on a single day. In between appointments, she and Tori passed the time at Bundy's Cafe. As they were chatting, Tori asked Ms. Janet what she thought we should look for as we hire a second driver and without missing a beat, she quipped, "Well, first of all, she's GOT to have personality!"

Ms. Phyllis, who is 77 years old, was chatting with another patient (not a Hart Felt client) in the waiting room of her doctor's office. The woman was commenting on how her blood pressure is always up when she comes because she has to come via Uber. She said that the unknown driver makes her anxious. Ms. Phyllis commiserated with her, saying she used to have the exact same problem, but now that she comes with Hart Felt, her blood pressure is always normal! Ms. Phyllis' story illustrates why the ride plus companionship model is so powerful. So many of our patients have been victimized or scammed and are therefore fearful to accept a ride from a stranger.

Ms. Gloria was sitting right next to the speaker when Alan Jackson's "The Old Rugged Cross" came on the radio. Ms. Gloria, who suffers from dementia and sometimes loses her words, started singing along, not missing a single lyric. Tori told us that Ms. Gloria has a beautiful alto voice and said "It was such a joy to hear her! So uninhibited, from the heart!"



### *In Loving Memory: Joy Martin*

In December 2021, we lost a treasured volunteer, Joy Martin. Joy was Hart Felt's second volunteer. She worked alongside Jane during the ministry's pivotal first years and helped so many clients along the way. While Joy's earthly presence will be missed, we are thrilled to announce the expansion of our Transportation Program thanks to a gift from The Joy Martin Memorial Fund.

We were able to purchase a new van and hire a new driver. This investment will help us serve more clients more often and will help us expand our geographic reach. While the point of the program is to transport, companionship is just as important to us. The growth of The Transportation Program will improve access to healthcare, lift burdens and spread JOY to seniors in our community.

## PARTNERSHIPS

We are incredibly blessed to have a robust network of partners. It would be nearly impossible to list everyone, but we want to provide a snapshot of a few of the groups that helped us make a difference in the lives of seniors in 2021!

*“A cord of three strands  
is not easily broken.”*  
ECCLESIASTES 4:12



Yard maintenance is one of the biggest challenges to a senior aging in place. Bob Home and his team from NuVenture Financial Group did a yard clean-up for Ms. Alice. They also hosted a fundraiser with proceeds going to Hart Felt!



Builders Care, along with volunteers from Landmark Title, built a ramp for Ms. Dorothy. She had not been able to get out of her home for four months. Can you even imagine that?



We are always thankful to be included in church serve days. Both Chets Creek Church and The Church of Eleven22 assembled toiletry kits that were distributed to our transportation clients.



Suddath has partnered with us for our Christmas Program for the last 12 years! In 2021, they adopted seven clients who could use a little extra dose of cheer, shopping from their wish lists and wrapping each and every gift!



All Star Quilters Guild donated beautiful lap quilts for us to distribute to our clients. This special touch is a great way to share Christ's love with our clients.

## VOLUNTEERS

Zach Andry  
Patricia Armstrong  
Andy Bagley  
Greg Barnett  
Karen Bauroth  
Kathy Bear  
Sarah Boes  
Elizabeth Borbely  
Betty Brenner  
Katrina Brickell  
Ralph Brown  
Eleanor Burns  
Cyndi Butler  
Kim Carpenter  
Sislyn Caruth-Williams  
Linda Chapman  
Devin Clark  
Bill Coggins  
Peggy Collins  
Vera Combs  
Ann Cook  
Michele Corley  
Kimberly Cornett  
Zachary Cotton  
Samantha Coury  
Lori Crafton  
Lelia Crispen  
Jennifer Croft  
Jane Crout  
Angel Cutshall  
Andrew Davis  
Phil Davis  
David Davis  
Alicia Davis  
Tammy Davis  
Doug Davis  
Michele DeBacco  
Leslie D'Elia  
Dean DeWall  
Nate Dickinson  
Jeremy Drake  
Matthew Dudgeon  
Allison Dudgeon  
Louis Dunbar  
Mark Durham  
Dalya Eason  
Nick Edwards  
Bill Ellarson  
Steve Evans  
Janie Faircloth  
Sharon Fairman  
Lori Force

Lee Force  
Melynda Fowler  
Meghan Fox  
Nancy Freeman  
Laura Gabel  
Karen Gardner  
Gail Gargiulo  
Natalie Gassman  
Jill Geehr  
Lisa Giles  
Eric Goodwin  
Debbie Goodwin  
Leslie Graves  
Matthew Griffin  
Jackie Grzebin  
Morgan Guerra  
Sandy Hahnemann  
Gary Hale  
Peggy Hamrick  
Stewart Hamrick  
Paul Hardaker  
Major Harding  
Susan Harms  
Christine Harper  
Milton Harris  
B.J. Harris  
Karole Hart  
Jane Hart  
Robin Hatcher  
Denise Havinga  
Ruth Hawkins  
Mark Hawley  
Nathan Hayes  
John Heinzl  
Sherry Henry  
Harley Herndon  
Tina Hill  
Melanie Hinds  
Tina Hoogstad  
Bobby Horne  
Andrea Howell  
Kathy Hunt  
Carrie Inman  
Diane Ireland  
John Jaecques  
Brian James  
Brad James  
George Johnson  
"Casey" Jones  
Bob Kastner  
Adel Kayati  
Lee Kester

Carol Kimsey  
Heidi Kirkman  
Susan Kitchen  
Jim Kleck  
Patty Kleck  
June Koch  
Mike Kozlowski  
Janie Kratzert  
Kelly Kristoff  
Kim Kristoff  
Ray Lamb  
Amy Landry  
John Landry  
Steve Lazar  
Brian Leonard  
Dale Lewis  
Ed Long  
Jessica Maldonado  
Kathy Mann  
Bob Mann  
Jim McAllister  
Ken McCauley  
Charity McDaniel  
Roy McLaughlin  
Matt Meyers  
Rose Miller  
Kristina Ming-Capps  
Nancy Misiak  
John Moffitt  
Nick Mohilowski  
JP Morgan  
Barbara Morgan  
Jack Morgan  
Kerri Murphy  
Michael Murray  
Rosemary Murray  
Candice Noll  
Carol Novak  
Samuel O'Donnell  
Deb Olson  
Terry Pack  
Tony Papa  
Julianne Parish  
Beth Perkins  
Joe Permuy  
Nancy Permuy  
Wayne Perpall  
Debbie Persick  
Erin Peterson  
Kristen Phillips  
Terrie Pinder  
Gary Pope

Holly Pudwill  
Pedro Quinones  
Gina Ramos  
Beverly Rapaport  
Carol Reimer  
Shelly Reiten  
Tom Rice  
Audi Rivera  
Teresa Rummel  
Amy Ryals  
Pattie Schepens  
Donald Schneider  
Emily Schroder  
Maureen Schultz  
Gary Shane  
Kim Shane  
Jon Shaughnessy  
Stacy Shewey  
Tony Smid  
Arlene Smith  
Angie Sovich  
Kandi Stake  
Gary Stake  
Debbie Stambaugh  
Don Stambaugh  
Robey Stewart  
Gail Stewart  
Todd Strong  
Gina Strong  
Sheila Stroud  
Ashley Szczukowski  
Barbara Talton  
Jim Talton  
Sarah Taylor  
Jeff Taylor  
Wilma Tucker  
Brian Van Dorsten  
Emily Vurnakes  
Barbara Walker  
Greg Wells  
Stephanie Wells  
Marty Williams  
Tiffany Wood  
Ben Wood  
Nanette Woods  
Faye Woods  
Jessica Woodward  
Paige Yauger  
Andrew Young  
Patric Young  
Kristal Young  
Michael Young

# FINANCIALS

## GRANTS

The Jim Moran Foundation	\$60,000
The Community Foundation	\$10,000
Baptist Health	\$5,000
Christ Episcopal Church	\$5,000
Mayo Foundation	\$5,000
The Thomas M. & Irene B. Kirbo Charitable Foundation	\$5,000
Dufford Family Foundation	\$3,000
Rotary Charities of Mandarin	\$3,000
CSX	\$2,500
PGA Tour Charities	\$1,500
Rotary Club of South Jacksonville	\$1,250



The Thomas M. & Irene B. Kirbo Charitable Foundation



DUFFORD FAMILY FOUNDATION



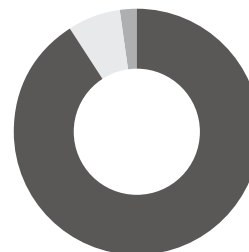
## FINANCIAL SUMMARY

Total Income \$886,463

Total Expenses \$457,387



47.2% Other (Non cash donations)  
 29.1% Individuals  
 11.3% Grants  
 11% Fundraisers  
 1.4% Faith



89% Program  
 7% Administration  
 4% Fundraising

## ALHAMBRA AND SOIREE AT SAWGRASS

After canceling all fundraisers in 2020, we were happy to host two events in 2021. The first was at Alhambra Theatre & Dining on September 23rd. The evening included a production of *The Sound of Music*, a delectable three-course dinner, and a small silent auction.

On November 3rd, we hosted *Soiree at Sawgrass*. The outdoor event featured passed hors d'oeuvres, a light buffet, and a silent and live auction. Auctioneer extraordinaire Nathan Hayes brought energy to the live auction, selling golf packages for The Stadium Course and Dye's Valley. We were blessed with an amazing group of attendees and with perfect weather!

A special thank you goes to first-time host sponsor, Andrew Young of EXIT Real Estate Gallery.

# Soirée at Sawgrass



### HOST SPONSOR



*“In everything I did, I showed you that by this kind of hard work we must help the weak, remembering the words the Lord Jesus himself said: ‘It is more blessed to give than to receive.’”*

ACTS 20:35

## DONORS

Kimberly Abney  
Maida Agic  
John Ambrose  
Lori Delgado Anderson  
Zach and Stephanie Andry  
Yvonne and Mike Appell  
Raymond and Melinda Ashby  
Al Bagocius  
Baptist Health  
Travis and Tenley Barnes  
Carol Baugh  
William Baxley  
BEACH Church  
Bianca Bernal  
Terry Blady  
Carol J. Blankenbaker  
Meri Bloom  
Gay Scott Boecker  
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Breakthrough Healthcare  
Breeze Homes  
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Caldwell  
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Chets Creek Church  
Christ Episcopal Church  
Church of Eleven22  
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Bill and Kelly Coggins  
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Vilma Consuegra  
Ann Cook  
Richard and Anne Conway  
Corner Lot Development  
Group

Robert Cowhey  
Lori Crafton  
Beth Cravey  
Sheila Cribb  
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Tammy and David Davis  
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Jeffrey Girard  
Mayra Gonzales-Robles  
Michael Goodman  
Jackie Grzebin  
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Jane Hart  
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Nathan and Jessica Hayes  
Heartstrings Foundation, Inc.  
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Tina Hill  
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Robert and April Horne  
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Louise Hughes  
Katherine Hunt  
Melody Huron  
The Jim Moran Foundation  
Diane and Al Johnson  
Geoffrey Jollay  
Debbie Jones  
R.L. Jones  
Robert Kastner  
Adel Kayati  
Lee Kester  
Arthur and Barbara Kleck  
Patty and Jim Kleck  
Susan Kluge  
June Koch  
Reginald and Cathy Koonce  
Ann and Tom Korczyk  
Joyce Kramzer  
Kim Kristoff  
Lawrence Kuhn  
Randy and Kim Kurland  
Jodi LaChapelle-Glass  
Carol Laguens  
Beth and Lawton Langford  
Susan Lawrence  
Kaye Lawson  
Ed and Linda Long  
MA Kelly Group  
Arthur and Mary Lou  
MacLeod  
Irene Mader

## DONORS CONTINUED

Jessica Maldonado  
Rami Manochakian  
Faith Martin  
Greg Maschman  
Hugh and Regina Mathews  
Mayo Foundation  
McCurdy-Walden, Inc.  
Carole McManus  
Daniel and Lydia Mechenbier  
Rose Miller  
Miller Electric Company  
Milton J Wood Company  
Nancy Misiak  
Nicholas Mohilowski  
Janet Montgomery  
Judge and Mrs. William Moorman  
Jack and Barbara Morgan  
Greg Morrow  
Chris Mullis  
Kerri Murphy  
Mark Murray  
Patricia Scobie Myers  
Margaret C. Nason  
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NuVenture Financial Services  
Adam Oerther  
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Rotary Club of South Jacksonville  
Sheryl Roussin  
Frank Santamaria  
Savage Brothers  
Mary Scheidt  
Pattie Schepens  
Leah Schlegal  
Penny Schmidt  
Fritz Scholze  
Colleen Schroter  
Rebecca Schumann  
Reshma Shah  
Kim and Gary Shane  
Jon and Rachel Shaughnessy  
Shirley Shaw  
Ekaterina Shcherbenkova  
Shepherd of the Woods Lutheran Church  
Richard Sherman II  
Francene and Lee Singleton  
Mike and Debbie Solano  
Angie Sovich  
Robert Spooner  
Robert Stack  
Debbie and Don Stambaugh  
Gayle Stein  
Gail and Robey Stewart  
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Gina and Todd Strong  
Subaru of Jacksonville  
Gerald and Denise Sweat  
Barbara and Jim Talton  
Kristi and Jeff Taylor  
Tracie Tedrick  
Thomas and Irene Kirbo Foundation  
Barbara Thompson  
Roseanne Tyler  
United Way of Northeast Florida  
Don and Debbie Voss  
Brigitte Wagner  
Debra Waters  
Minnetta Watts  
Milana Sue Weaver  
Patricia Weaver  
Stephanie and Greg Wells  
Charles and Nancy Wertheimer  
Karen Westbrook  
Ute Westwood  
Ruth Ann Wheeler  
Timothy and Joyce Whitley  
Harry Williams  
Kay Witherspoon  
Leigh and David Wohlfarth  
Chip and Nancy Wood  
Joanne and Ray Worthery  
The Wyatt Hyrne Private Wealth Group  
Arthur Wybenga  
Andrew Young



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