DEAR FRIENDS,

Wow! That is the first word that comes to mind when I reflect on 2018. We had many “wow moments”: from standing in front of City Hall to receive a wheelchair accessible van to having a record-breaking Giving Tuesday. These tangible gifts may have a monetary value, but what is more amazing to me is watching God continue to shine on this ministry that allows us to serve the frail seniors in our community.

I can also tell you that since the Transportation Program launched in August, we have driven 34 clients and have logged more than 220 hours. What those numbers don’t tell you is the stories of the people who are served or the burdens that are lifted from us providing this service. Truth be told, our statistics could be more impressive. We could serve many more clients and while we strive to be good stewards of our resources, we are driven by our roots of companionship.

I hope as you read this annual report, that you will feel that we’ve painted a vivid picture of the day-to-day work of Hart Felt Ministries. And, while you’ll read plenty of statistics and financials, I would like the stories and pictures to resonate with you most. I know I speak for my board and staff when I say that we feel incredibly blessed to serve the elderly in Jacksonville, and we are so thankful for each one of our supporters.

Blessings,

Kelly Moorman Coggins
President and Executive Director

MISSION
Hart Felt’s mission is to utilize a network of community volunteers to demonstrate love and provide, at no charge, non-medical services that build relationships, enhance environments, and preserve the independence of frail seniors.

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

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Jane Hart

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Andy Culpepper
CPA

STAFF
Julie Hart Peoples
Assistant Executive Director
Kristi Taylor
Volunteer Manager

THE YEAR IN A GLANCE
HART FELT VOLUNTEERS SERVED 11,306 HOURS IN 2018!

- Volunteer Transporting - 1410 Hours
- Hart Felt Van - 220 Hours
- Telephone Reassurance - 293 Hours
- Meal Prep - 27 Hours
- Light Housekeeping/Laundry - 716 Hours
- Organizing Bills - 57 Hours
- Home Repairs/Ramps - 2035 Hours
- Friendly Visits - 2804 Hours
- Advocacy - 109 Hours
- Yardwork - 668 Hours
- Miscellaneous - 2132 Hours
- Shopping - 534 Hours
- The Veterinary Fund - 4 Hours
- The Hart Fund - 317 Hours

OUR CLIENTS
- Served 461 Clients
- Ended the Year with 430 Active Clients
- Average Age of Hart Felt Client is 79
- Oldest Client is 100
- Hart Felt Clients are 70 or older and have a chronic illness or disability

OUR VOLUNTEERS
- Ended the year with 203 active volunteers
- Trained 64 new volunteers
- Average age of a Hart Felt Volunteer is 57
- Oldest volunteer is 91
- 45 active volunteers are 70 and older (they could qualify to be a client!)

HART FUND
- Home Repairs Cost = $29,612
- Hours Donated = 2297 (includes wheelchair ramps)
- Clients Helped = 377
- Total Hart Fund Expenditures = $82,737

THE VETERINARY FUND
helped 5 seniors, spending $896 to alleviate the expenses associated with pet ownership.
Companionship Services

Companionship is a core service of Hart Felt. Sometimes all a lonely senior needs is an ear to listen, a hand to hold, or a friend to work a puzzle with. Other times they might need assistance with light housekeeping, organizing bills, moving a piece of furniture, or going to the grocery store. These tasks seem so simple but having help from a loving volunteer is life-changing. Anyone 70 or older with a chronic illness or disability qualifies for Hart Felt companionship services which are offered at NO COST to the client thanks to a network of community volunteers.

Transportation Program

In July 2018, our dream to launch a Transportation Program came to fruition. At a ceremony marking THE PLAYERS $100 Million in Giving milestone, Hart Felt Ministries was awarded a wheelchair accessible van to transport clients to medical appointments. A dedicated driver was also hired so that, true to Hart Felt’s roots of companionship, relationships would blossom during those drives. Since the program launched in August, we have logged over 220 hours. Thank you to THE PLAYERS for your support of seniors!

Our Services

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

MS. JEWEL

Meet Hart Felt Client, Miss Jewel, 89. Though she was diagnosed with polio at age 3, she rose above her challenges to live a full life. She got married and was blessed with a son, two grandchildren and a great granddaughter. After 27 years of marriage, her husband unexpectedly passed away, leaving her a widow for the last 36 years. She has great faith and is a prayer warrior. Because she is so appreciative and lovely, her Hart Felt volunteer, Michele DeBacco, has dubbed her “The Jewel of Jacksonville.” Michele calls Ms. Jewel each morning just to know she’s okay. The pair have built a beautiful relationship over the past six years.

MS. DOROTHY & MR. JOSEPH

It’s always a wonderful dynamic when we can pair husband and wife volunteers with husband and wife clients. Lou and Cindy Kleiman were paired with Ms. Dorothy and Mr. Joseph in January 2018. The couples hit it off at their first meeting. As they continued to visit, the Kleiman’s discovered that Ms. Dorothy and Mr. Joseph had spent more than $10,000 for two new A/C units. The more Lou dug into the issue, the more determined he became to be an advocate for the couple, ultimately working alongside Hart Felt’s attorney to send letters to the A/C companies and the manufacturer as the initial air conditioner should have been under warranty. Lou felt called to bring awareness to seniors who are being taken advantage of, and though the case is still in litigation, Lou hopes to get some financial recourse for Ms. Dorothy and Mr. Joseph, who are 88 and 90 years old.

Did you know?

The 2016 Community Health Needs Assessment released by the five major hospitals in the Jacksonville metropolitan area states “Health Zone 1, the urban core of Duval County, has the greatest unmet needs including the lowest household incomes, most residents living in poverty, and shorter life expectancy.” The Hart Fund has enabled us to help individuals living in these under-resourced areas. In fact, 34 percent of Hart Felt clients live in Health Zone 1.
The Hart Fund, a program that provides emergency financial assistance, funds critical expenses, and performs minor home repairs for under-served and under-resourced seniors, continues to grow each year since its launch in 2016. In 2018, 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.

**THE HART FUND**

The Hart Fund, a program that provides emergency financial assistance, funds critical expenses, and performs minor home repairs for under-served and under-resourced seniors, continues to grow each year since its launch in 2016. In 2018, 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.

<table>
<thead>
<tr>
<th>Emergency Financial Assistance</th>
<th>Critical Needs</th>
<th>Minor Home Repairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utility Bills</td>
<td>Groceries</td>
<td>Plumbing Repairs</td>
</tr>
<tr>
<td>Co-Pays</td>
<td>Washing Machine</td>
<td>Repairing Rotting Floors</td>
</tr>
<tr>
<td>Insurance Deductibles</td>
<td>New Mattress</td>
<td>Air Conditioner Repairs</td>
</tr>
</tbody>
</table>

**$29,612**  
Home Repairs Cost  
**377**  
Clients Helped  
**2,297**  
Hours Donated (Includes Wheelchair Ramps)  
**$82,737**  
Total Hart Fund Expenditures

Did you know?  
In 2015, Jacksonville Community Council, Inc. (JCCI) released a study that found the percentage of residents over 55 years old in Northeast Florida is expected to grow from about 26 percent to at least 40 percent over the next 25 years. During the same period, the 65-plus population in Duval County is projected to grow about 79 percent.

**MS. FANNIE**

Ms. Fannie, 80, had gone without air conditioning or heat for a year. Her system was 26 years old and therefore not repairable. Her deceased husband had been a City official but all their money was spent on his healthcare leaving her exclusively reliant on a modest Social Security income. We partnered with ElderSource to purchase a new system, restoring her comfort and safety (she was using space heaters) and improving her breathing-related health issues. This partnership is an example of a collaborative project that neither of us could have completed on our own. Ms. Fannie did not want an in-home volunteer but she loves having a “phone buddy” who calls her multiple times a month. And, after meeting her phone buddy, Deb Olson, at the annual Gala, Deb has been visiting her home.

**“Thank you, thank you! Ya'll don’t even know how happy I am! I was having to shove a towel in the hole of the mattress so that the spring wouldn’t poke me in the back. God bless you!”**

Ms. Beatrice, 80

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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 4:1*
Volunteers truly are the “heart” of the ministry. Because of our volunteers, we are able to offer all services at NO COST to the clients. This includes everything from transportation to light housekeeping to constructing a wheelchair ramp. In 2018, volunteers served more than 11,000 hours to our clients.

Hart Felt enjoyed hosting a Volunteer Appreciation Breakfast in February. Approximately 80 people enjoyed breakfast provided by Chick-fil-A. Presidential Service Awards were presented to volunteers who logged 100 or more hours. We are incredibly thankful for every volunteer.

HART FELT VOLUNTEERS SERVED 11,306 HOURS IN 2018!

THE VETERINARY FUND

Pets are a great source of companionship to lonely seniors. They play an important role in many of our clients’ lives, and offer health benefits as well – from serving as a stress relief to promoting physical activity and establishing routines. By helping purchase food or pay vet expenses, The Veterinary Fund helped 5 seniors, spending $896 to alleviate the expenses associated with pet ownership.

WHEELCHAIR RAMPS & GRAB BARS

Hart Felt built its first ramp in 2005. In 2018, 24 clients were given a piece of their independence back with a new ramp. Our Wheelchair Ramp Building Teams include Builders Care, Christian Family Chapel, Deermeadows Baptist Church, Mandarin Rotarians, Marand Builders, Shepherd of the Woods Lutheran Church, and the original Hart Felt Team. Our volunteers also installed grab bars in the bathtub and near the toilet to help our clients maintain a safe living environment.

Did you know?
60 percent of all falls happen in the home?
This is a vital safety concern for our clients and we are so thankful to be able to improve the safety of seniors’ homes.

Did you know?
Hart Felt ramps are built to city specs and each one is overseen by a licensed contractor.

Did you know?
The estimated value of volunteer time is $24.69 per hour. Hart Felt volunteers donated the equivalent of $279,145.

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The estimated value of volunteer time is $24.69 per hour. Hart Felt volunteers donated the equivalent of $279,145.
We are so thankful for the more than 200 attendees who joined us at TPC Sawgrass for our 8th Annual Bridging the Gaps Charity Gala. The evening included dinner, an auction and a conversation with ethereal angel artist Anne Neilson but the true star of the show was our client Ms. Fannie who attended with her daughter.

A special thank you goes out to all our sponsors, especially to Marand Builders who returned as Host Sponsor.

The evening grossed $84,325 with a net profit of $54,436 which is a 33% increase over last year.

**Did you know?**

According to the AARP, nearly 90 percent of adults over 65 want to remain in their current homes as they grow older.

![Photo courtesy of Jacksonville Magazine](image)
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Milton J Wood Company
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Arthur Wybenga
Annette Wynn
Vickie Yancy
Andrew Young
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
Faith United Methodist Church
Highland Presbyterian Church

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Patricia Armstrong
Lottie Armstrong
Tracy Astel
Skip Attinger
Andy Bagley
Greg Barnett
Sheila Barton
Karen Baucoth
Tim Baysore
Andy Biesterveld
Julie Bitner
Dale Blackmon
Sarah Boes
Sarah Bonifay
Jack Booth
Kathy Brown
Paul Brown
Eleanor Burns
Patty Chicoine
Devin Clark
Kris Coggins
Bill Coggins
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Peggy Collins
Vera Combs
Ann Cook
Zachary Cotton
Ellen Cressay
Jane Croux
Paulette Daniel
Robert Davidson
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Allicia Davis
Doug Davis
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Michele DeBacco
Dean DeWall
Nate Dickinson
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Lori Force
Lee Force
Jason Frost
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Laura Gabel
Betty Gambill
Gail Gargiulo
Muriel Grenier
Jackie Grezin
Phyllis Gwaltney
Sandy Hahnemann
Gary Hale
Paul Hardaker
Major Harding
Susan Harms
Milton Harris
B.J. Harris
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Denise Havinga
Mark Hawley
Nathan Hayes
Rick Heagley
Lori Heagley
John Heinzel
Kathy Henderson
Daryl Henderson
Sherry Henry
Mario Hernandez
Harley Herndon
Melanie Hinds
Tina Hoogstad
Bobby Home
Rachel Howard
Kathy Hunt
Lori Huser
Diane Ireland
Jesse James
George Johnson
Larisa Johnson
Carey Johnson
Randy Jordan
Carol Kimsey
Jim Kleck
Patty Kleck
Cindy Kleiman
Lou Kleiman
June Koch
Tom Korczyk
James Kresge
Kelly Kristoff
Kim Kristoff
Amy Landry
John Landry
Kaye Lawson
Steve Lazar
Bobbie League

Cindy Lentsch
Dale Lewis
Beverly Lier
Ed Long
Paul Lotz
K.C. Mabry
Jessica Maldonado
Kathy Mann
Bob Mann
Kristen Markham
Joy Martin
Ken McCauley
Ray McLaughlin
Sally Messenger
Jedediah Miller
Rose Miller
Nancy Misik
Nick Mohilowski
Jack Morgan
John Mounce
Mark Moura
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Logan Newman
Eddie O’Keefe
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Tony Papa
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Terri Riggan
Suei Roy
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Dee Smid
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Paige Yaeger
Andrew Young
Joi Zanbo

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.