



**ANNUAL REPORT
FISCAL YEAR ENDING
DECEMBER 31, 2010**

MISSION STATEMENT

To provide at no charge, through a network of community volunteers, non-medical support services and companionship for the frail elderly who require assistance in living independently.

SERVICES

Transportation, Housekeeping, Shopping, Yard Work, Respite, Companionship, Minor Home Repairs, Wheelchair Ramp Construction, and Advocacy

BOARD OF DIRECTORS

Paul Larson, M.D., Chairman
Rev. Gerald Stokes, Vice-Chair
Bill Womble, Treasurer
Cecil White, Jr., Secretary
Bette McEvoy, Fundraising Committee Chair

Ray Worthery
Loree Reed
Phyllis Luther
Daphne Colbert
Tony Smid

Jane Hart, President (Ex-Officio)
Jackie Perry, Intern (Blueprint for Leadership)
Chester Spellman, Intern (Blueprint for Leadership)
Donny MacKenzie, Attorney (Advisor)
Nancy Allen, R.N.(Advisor)

PLEASE VISIT OUR WEBSITE AT www.HARTFELT.ORG

MESSAGE FROM DR. PAUL LARSON
CHAIRMAN OF THE BOARD, HART FELT MINISTRIES

Greetings:

What a year we have had. God's schedule and plans for Hart Felt are always better than anything we devise. He amazes us with His ability to fulfill our needs so differently than we expect and often beyond our imagination.

Last Sunday (I am writing this on January 18, 2011) my Pastor at Beach United Methodist Church, Rev. Jerry Sweat, used Jeremiah 29 as his text, including Verse 11 that we continually quote at our Hart Felt Board meetings, where God says, "I know what I am doing, I have it all planned out for you, plans to take care of you". He has THE PLAN for Hart Felt. Our duty, as Board members and along with Jane Hart and Joy Martin, is to divine His plan and follow it.

We need to remember the "planner" and ask for His guidance as we, that is you and the Board, participate in this wonderful adventure God is allowing us to live through and to witness His amazing plan.

It is you, the volunteers, who deserve a standing ovation from the Board and our community, as you devote your talents and time to serve and meet the needs of so many frail seniors. It is your compassionate love that helps allay their fear of today's needs and tomorrow's unknown, allowing those you serve to feel at peace about both. Thank you, and I say again THANK YOU, to our volunteers – you make Hart Felt the dynamically effective program it is.

We all need to thank God for His blessing of Hart Felt and of us as individuals and for our future. After all, He has our future all planned out. We just need to follow Him to find it.

2010 STATISTICS AND ACCOMPLISHMENTS

CLIENTS:

- We ended 2010 with 377 active clients, adding 145 new clients in 2010
- Average age = 74.
- Oldest client is 110 years old.
- Most are widows, age 80+, with at least 1 disability, living alone in deteriorating environments, vulnerable to predators, and at risk of premature nursing home placement.

INDIVIDUAL ACTS OF KINDNESS:

<u>#</u>	<u>PURPOSE</u>
1,915	Visits to provide companionship or respite
1,354	Visits via telephone to provide reassurance
419	Visits to perform housekeeping chores
402	Trips to shop or run errands
440	Transportation to medical appointments
324	Visits to perform repairs or construct a wheelchair ramp
78	Visits to perform yard work
95	Visits to prepare meals
62	Visits to assist with mail, bill writing, and other paperwork
75	Deliveries of Hart Felt Christmas Stockings, holiday meals, and other seasonal gifts provided by our volunteers
61	Situations in which Hart Felt advocated on behalf of client with other agencies and organizations for services beyond our scope

THE HOPE FUND:

In 2010 we were again selected to be a Hope Fund distribution agency, allowing us to pay for over \$3,267 worth of basic necessities for 31 of our clients (rent, medicine, clothing, food, utilities, repairs, etc.).

THE PLAYERS CHARITIES/THE SENIOR TO SENIOR FUND:

In 2010, Hart Felt received a TPC Charities-Red Coat Grant, which paid for materials to do repair and ramp projects for 34 of our clients. The Senior to Senior Fund, created by Dolores Barr Weaver, paid for the materials for 5 other wheelchair ramps. We are very grateful to these partners.

VOLUNTEERS:

- We ended 2010 with a pool of 193 active volunteers, adding 54 new volunteers.
- They donated a total of 11,970 hours of service. At a wage equivalent of \$19.75/hr. (per Bureau of Labor Stats), their service to the community carries a dollar value of \$236,400, more than twice what it costs to operate this ministry.
- Average age = 54. Youngest volunteer = Age 20. Oldest volunteer = Age 91.

BARBARA TALTON received the **2010 HandsOn Jacksonville CELEBRATE** Award on behalf of the work she and her husband **JIM** have accomplished for Hart Felt's clients. Together they have donated 1,800 hours of service to dozens of frail seniors as they coordinated our Hope Fund projects, shopped as our Food Bank representatives, and transported clients to medical appointments.

For the **3rd consecutive year**, Hart Felt Ministries was selected "**Best of Jacksonville – Senior Citizen Services**" by U.S. Local Business Association

TRANSPORTATION TEAM: This team of volunteers, coordinated by volunteer **BETTE McEVOY** and her backup scheduling team **PAT DURKIN, TERRY PACK, and BARBARA CLEMENTS**, has proven to be vital as our waiting list grows. Our drivers stay with our clients throughout their appointments and unselfishly travel long distances, donating both their time and gas to help their "neighbor".

RAMP/REPAIR TEAM: This wonderful group of volunteers, supervised by **DEAN DEWALL** and **JOHN McEVOY** and coordinated by **DOUG DAVIS (ramps) and TOM DUGA (repairs)**, collectively donated 1400 hours of service this year, sometimes making multiple trips to distant sites to address our clients' safety needs.

FUNDING:

We began 2010 with 2 grants -- The Community Foundation Grant and City of Jacksonville/ Public Service Grant. Both ended in September and were not renewed. While we will continue to apply for grants, Hart Felt faces 2011 fully dependent upon the generosity of our individual and congregational donors who see the value of our community impact and who are stirred by God to support our mission. In October, with little hope of meeting our budget, the Board prayerfully reached agreement that we would continue to serve the community despite reduced donations and the economic downturn, and would continue to "live within our means" to do so. The very next day, an anonymous donor stepped forward with a tremendously generous gift of \$30,000.00. We awaited a sign of God's plan, knowing that gift was truly from Him – If at year-end we reached our \$95,000 budget number without including the \$30,000, we would believe that God was urging us to step forward in faith, expand the ministry, and operate with the mindset of "abundance" rather than "scarcity". See the year-end breakdown below:

BUDGET	\$ 95,000
REVENUE	\$125,625
<i>Without including the \$30,000 Gift</i>	<i>95,625</i>
<i>(Exceeded budget by \$625)</i>	
EXPENSES	\$111,160
<i>(Includes 2009 reserve of \$12,500 for 2010 repair/ramp materials)</i>	

OUR REVENUES INCREASED BY 25% FROM 2009 TO 2010!!
ALL PRAISE AND GLORY GOES TO OUR AWESOME AND FAITHFUL LORD!!!

2010 FUNDRAISING ACTIVITIES

Heart to Hart Pledge Campaign
\$1,000 Matching Gift Challenge
TPC - Birdies for Charities
Pecan Sales Drive
W-D/Pepsico Nationwide Charity Golf Tournament

COMBINED FUNDRAISING RESULTS = \$60,450

FINANCIAL SUMMARY

<u>Revenue</u>	<u>2009 Actual \$</u>	<u>2010 Actual \$</u>	<u>2011 Budget \$</u>
Individuals	23,700	28,500	30,000
Faith Community	13,950	17,820	12,100
Fundraisers	45,900	60,450	24,600
Grants			10,300
The Community Foundation	4,666	9,333	
City of Jacksonville	5,383	8,167	
The PLAYERS	8,000	5,000** <i>(2010 reserve for use in 2011)</i>	
Wal-Mart	1,000	1,500	
Total Revenue	\$102,606	\$125,626	\$77,000
<i>NOTE:</i>	<i>*(2009 reserve = \$12,500 for 2010 ramp/repair materials)</i>		
<u>Expenses</u>			
Corporate	6,738	8,318	5,800
Program & Client Services	88,522	102,842	71,200
Total Expenses	\$95,260	\$111,160	\$82,000
		<i>*(Includes 2009 reserve)</i>	<i>***(Includes 2010 reserve)</i>
<u>Reserve</u>	\$ 7,340	\$14,465	

THANK YOU TO OUR VOLUNTEERS - Active in 2010

Alan	Foster	V001	Carrie	Appell	V227
Joy	Martin	V002	Harley	Herndon	V228
John	McEvoy	V006	Kimberly	Brinkley	V229
Lois	Simon	V004	Madison	Nadeau	V230
Bill	Simon	V005	Rusty	Pritchett	V235
Loree	Reed	V008	Amy	Surber	V236
Janet	Gardiner	V012	Gail	Stewart	V237
Colleen	Grosos	V015	Robey	Stewart	V238
Sandi	Fuste`	V018	Linda	Hickey	V242
Rose	Miller	V020	Ron	Hill	V246
Ray	Shaw	V014	Daphne	Colbert	V249
Barbara	Walker	V023	Yolie	Macon	V255
Jean	Stayman	V028	Tim	Baysore	V256
Barbara	Gettemy	V031	Marie	Thomas	V258
Bud	Gettemy	V032	Susan	McKindles	V259
Barbara	Talton	V034	Susan	Thieman	V260
Dean	DeWall	V035	Carolyn	Bothwell	V263
Judee	DeWall	V036	Julie	Martin	V264
Joyce	Agent	V040	Marilyn	Murray	V265
Paul	Larson	V044	Mel	Flynn	V266
Jim	Talton	V047	Ben	Black	V267
Ann	Cook	V048	Amy	Houser	V270
Gwen	Collins	V050	Barbara	Clements	V271
Carol	Hart	V054	Nancy	Baker	V272
Bette	McEvoy	V055	Barbara	Owen	V273
Dee	Smid	V057	Ron	Owen	V274
Tony	Smid	V058	Peggy	Arrington	V275
Matt	Osborn	V060	Pat	Durkin	V276
Helen	Vazquez	V067	Hugh	Nicol	V277
David	Rigdon	V078	Elveta	Drayton	V278
Babs	Haselden	V079	Alice	Johnson	V279
Ed	Haselden	V080	Tom	Rodgers	V281
Phyllis	Luther	V084	Peggy	Geiss	V283
Jan	Wilson	V097	Debra	Carruthers	V284
Charlie	Wilson	V098	Brian	Carruthers	V285
Eileen	MacKey	V099	Alan	Newton	V286
Brad	Baker	V100	Shirley	Barton	V287
Jim	Perkins	V102	Terry	Pack	V289
Eloise	Parvin	V108	Norman	Pack	V290
Michael	Fuste	V109	Lisa	Marringer	V296
Pat	Sarver	V111	Chris	Grasinger	V298
Andy	Owens	V112	Linda	Lowman	V300
Bill	Frazer	V114	Ashley	Hemann-Landers	V301
Lew Ellen	Rigdon	V124	Greta	Schreuders	V302
Joan	Weikert	V125	Gilda	Ham	V303
Norma	Horne	V131	Carolyn	Herring	V304
Phil	Martin	V132	Rachialle	Washington	V305
Carolyn	Temple	V133	Sharon	Miller	V306
Timothy	Temple	V134	Pamela	Krombholz	V307

THANK YOU TO OUR VOLUNTEERS - Active in 2010

Cecil, Jr.	White	V135	Scott	LaCross	V308
Laura	Steele	V136	Michelle	Cox	V311
Anne	Vayhinger	V141	Jon	Williams	V312
Phillip	Vayhinger	V142	Jayne	McIntyre	V313
Beth	Perkins	V145	Patty	Kleck	V314
Kaye	Lawson	V148	Jim	Kleck	V315
Lynett	Thompson	V149	Pete	King	V316
Angelica	Williams	V150	Todd	Geiss	V317
Yvonne	Appell	V154	Jacki	Martin	V318
Michael	Appell	V155	Frank	Dodds	V319
Gloria	Whitfield	V157	Tina	Hev	V320
Clint	Littleton	V159	Morgan	Chancey	V322
Janet	McLemore	V161	Alison	Lee	V323
Randell	Slocum	V165	Matthew	Terrill	V324
Gail	Long	V166	Bob	Moore	V325
Jodi	Moore	V168	Vera	Combs	V327
Julie	Mariano	V174	Mark	Hawley	V328
Louise	Horn	V175	Gay	Brown	V329
Julie	Green	V177	Wendy	Rodriguez	V330
Sandy	Pisarek	V179	Shawn	Osmond	V331
Joan	Scarborough	V181	Deb	Geisler	V332
Tracy	Bray	V182	Mike	Geisler	V333
Judy	Welch	V184	Tom	Duga	V334
Phil	Underwood	V187	Gloria	Clarke	V335
Stephanie	Haynes	V189	Katie	Layman	V336
Walter	Haynes	V190	Nadine	Roberts	V339
June	Koch	V191	Emily	Wallace	V341
Cheryl	Hodge	V192	Amelia	Vogel	V342
Diana	Hartley	V193	Molly	Kuhn	V343
Stephanie	Wells	V199	Beverly	Taylor	V346
Doug	Davis	V202	Johnnie	Phillips	V347
Cindi	Mattox	V203	Toula	Wootan	V348
Mark	Lee	V204	Debra	Williams	V349
John	Nuzzo	V205	Corrine	Garrison	V350
Kimberly	Pierce	V206	Mary Ellen	Gerds	V351
Pat	Scobie	V207	Janet	Rainer	V352
April	Hawkins	V208	Linda	Tew	V353
Tabitha	Trubelhorn	V209	Leah	Craig	V355
Helen	Plummer	V211	Devin	Clark	V356
Lynn	Cason	V212	Jill	Whalen	V362
Michele	Buckley	V218	Jane	Settembrini	V364
Joanna	Pfeufer	V219	Donna	Oddis	V365
Amy	Fuhrmann	V221	Lenny	Oddis	V366
Carlton	Whitfield	V222	Debbie	Stambaugh	V367
Mary	Dorsey	V223	Don	Stambaugh	V368
Susan	Vayo	V224	Rachel	Koehler	V369
Charlotte	Hendricks	V225			
Warren	Hendricks	V226			

THANK YOU TO OUR DONORS - 2010

Barbara	Acker	Maria	Medina
Gladys	Alderman	Debbie and Fred	Meiners
Carrie	Appell	Michelle	Miller
Yvonne and Mike	Appell	Norma	Millican
Mary Anne	Arnel	Nancy	Moon
Peggy and Steve	Arrington	Bob	Moore
Evertt	Atkinson	Carmen	Moore
Bonnie	Bailey	Delinda	Moore
Michelle	Barahona	Lareatha and Vernon	Moore
Shirley	Barton	Susan and Jay	Morris
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Cheryl and Larry	Bradford	Judy	Nagel
Susan	Brandenburg	Hugh	Nicol
Rachel	Brooks	Andy	Owens
Donna	Carlton	Terry and Norm	Pack
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Doug	Davis	Loree and George	Reed
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Joan	Dooley	Patricia	Rhodes
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Marcus	Drewa	Mary Alice	Sanders
Lois	Duperault	Mike and Dana	Sanders
Pat and Tom	Durkin	Bronia	Sarnowska
Robert	Elf	Pat	Sarver
Donald	Faulk	Gert and Becky	Schumann
Joyce	Ferenaz	Joan	Schurkey
George	Foster	Pat	Scobie

THANK YOU TO OUR DONORS - 2010

Betty and Don	Fuhrman	Patricia	Scobie-Myers
Jeffery	Gaines	Dottie	Senn
Janet	Gardiner	Ray	Shaw
Peggy and Todd	Geiss	Ceil	Shirah
Peggy	Getsy	Dolores and Grant	Siegfried
Daryl and Jane	Glass	Martha and James	Simmons
Pam	Greenman	Lo and Bill	Simon
Madelyn	Guilbeau	Tony and Dee Dee	Smid
Hazel	Halliun	Brenda	Snyder
Virginia and Tom	Hanson	Lucille	Sofge
Elva	Harrison	Martha	Spooner
Jane and Phil	Hart-Mathis	Betty and James	Stackhouse
Ruth	Heinaman	Sue	Stanley
Charlotte & Warren	Hendricks	Jean	Stayman
Don	Hendrickson	Gail and Robey	Stewart
Barry	Henson	Viola	Stewart
Harley and Dot	Herndon	Gerald and Pat	Stokes
Catherine	Hess	Jim and Nancy	Swindell
Tina	Hev	Barbara and Jim	Talton
Linda and Mike	Hickey	Susan	Thieman
Cheryl	Holloman	Tammie	Trivett
Amy and Jack	Ingram	Ann	Tyler
Rayna	James	Roseanne	Tyler
Marty	Kelly	Ada	Ugles
Irene	Kennedy	Mary Alice	Valentine
Janice and Gregg	Kinder	Anne and Phil	Vayhinger
Carolyn and Pete	King	Susan	Vayo
Jim and Patty	Kleck	Helen	Vazquez
Jean	Knight	Anne and John	Vogt
Ken and Carol	Laguens	Russ	Vollmer
Beth and Lawton	Langford	Katie	Wallace-Bethea
Paul and Sally	Larson	Roberta	Walters
Pat	Laurence	Joan and Ronald	Weikert
Kaye and Alan	Lawson-Foster	Stephanie	Wells
Phyllis	Lilly	Mattie	Whitaker
Becky	Luke	Cecil	White
Phyllis	Luther	Carlton and Gloria	Whitfield
Brad and Eileen	Mackey-Baker	Jeanetta	Wilcox
Jeanette	Marlow	Scott and Jill	Wild

THANK YOU TO OUR DONORS - 2010

Jacki
Jo and Phil
Joy
Tracy
John and Bette
Dale

Martin
Martin
Martin
Mauti
McEvoy
McGehee

Angelica and Jon
Jan and Charlie
Diana
Bill and Carol Ann
Charlie
Ray and Joanne

Williams
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Witherspoon
Womble
Woods
Wortherly