



2020

# ANNUAL REPORT



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# A New World

In the Spring of 2020, many parts of our communities closed temporarily or scaled back their hours and services. Our residents needed Heart Havens just as much as ever; we are their home so do we not shut down in a state of emergency. We are so proud of our Direct Service Professionals (DSPs) for giving our residents a sense of normalcy and stability in uncertain times when they could not go to work, day programs or visit family. Our DSPs, staff, resident families, volunteers and donors all were vital for Heart Havens to succeed in this New World.

During 2020, the mission of Heart Havens remained the same: to empower adults with a developmental disability to live and thrive in their community. When the community as a whole moved to more virtual connections, Heart Havens residents did too.

At Heart Havens, our residents rode virtual roller coasters, took painting classes online, and visited with friends and family on iPads purchased for each home. Heart Havens is proud that through sacrifices of our DSPs, hard decisions and the generosity of our supporters that Heart Havens was able to navigate this New World in a way that kept our dedicated staff and vulnerable residents safe from illness.



Darlene and DSP Kathy working on a craft at the Lynchburg house



Keith at the Elmwood house ready for the holidays

# From the CEO

From unprecedented to new normal, there are many words and phrases that have been used to describe the year of 2020. But did you know that the number 20 has biblical meaning? In the bible, it is often connected to a perfect period of waiting, labor or suffering that is compared to a trial and is rewarded. We all suffered and had different trials in 2020.

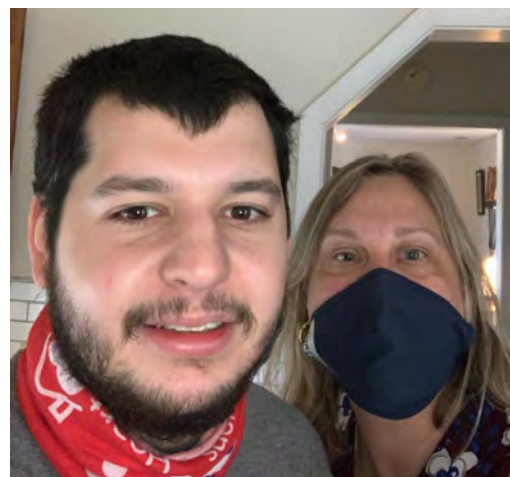
As a world, we were forced to pause, readjust and reflect. Through pain and suffering, the pause gave us time to re-evaluate our lives. What, under normal circumstances would be breaking news, was mentioned in passing as individuals and as a society we felt the world shift, forcing us to look at situations anew. And, our normal state of competing priorities of things and activities were pulled out from under us, leaving us with time to focus on the basics like health and relationships.

Emerging from this period, we are all fundamentally changed in indelible ways. We have formed stronger bonds with some people, made time for self-care, slowed the pace of life, and taken time to appreciate the journey.

While we will resume some of our old and incorporate some of our new routines, we will shed others.

**AS A WORLD, WE WERE FORCED TO PAUSE, READJUST AND REFLECT.**

One last thing about the number 20, when it comes to love, the meaning of 2020 signifies faith and trust in relationships. My 2021 wish for you is that you discover the love, faith, and trust you need to find joyfulness, harmony, and contentment.



(Top) Hunter and Jennifer at the Bonnie home taking a selfie (Above) Lilli and Jennifer visiting at the Garber Morris home in February

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# Going Virtual

## Online classes, video calls and everything virtual...

Heart Havens staff empowered residents to connect to the community in new ways during 2020. Staying connected and creating opportunities for our residents to engage was a priority during the pandemic. With residents spending more time at home, staff were creative in finding virtual tours, supplying residents with craft supplies, puzzles and activities that could be enjoyed at home.

### SPIRIT WEEK

**IN APRIL, RESIDENTS AND STAFF CELEBRATED SPIRIT WEEK WITH DRESS UP DAYS LIKE BEACH DAY AND CRAZY HAIR DAY.**

### SCAVENGER HUNT

**THE LYNCHBURG HOME CREATED A SCAVENGER HUNT TO GET OUT OF THE HOME SAFELY WITH A FUN ACTIVITY THEY COULD DO FROM THEIR VAN OR OUTDOORS.**

### TECHNOLOGY

**HEART HAVENS PURCHASED AN IPAD FOR EACH HOME. THERE WERE SO MANY SMILES FROM THE VIRTUAL FACE TO FACE INTERACTIONS.**

*"All the guys at Mary Beth Graff were going out every day. When COVID hit, everything stopped. Heart Havens did a fabulous job of pivoting staffing and changing the business model when the guys all lost their jobs. The staff dedicated to providing a new "day support program" on site writing letters, playing games. I always felt like Thomas was safe. It was such a relief to know that my loved one was at Heart Havens where the pandemic was taken seriously. In a thoughtful and kind way, Heart Havens kept them safe. That was such a gift." -Terry Gardner Laine, Resident Family Member*



*"Heart Havens took swift action to secure the residents safety and it eased my concerns and fear. The staff at Macleigh hunkered down and kept my sister safe and secure. They educated her on the extra measures needed to keep everyone safe and healthy."*  
 - Patti Graeff, Resident Family Member



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# Financial Report

Though Heart Havens is primarily funded by Medicaid, we depend on donations to help cover what Medicaid doesn't pay for to ensure that the people we support are engaged as full and active members of their communities. This includes groceries for healthy, homemade meals, internet and phone plans, household supplies, vehicle expenses so our residents can participate in their community, recreation activities, home maintenance and repair, and incidental medical costs not covered by other insurance.

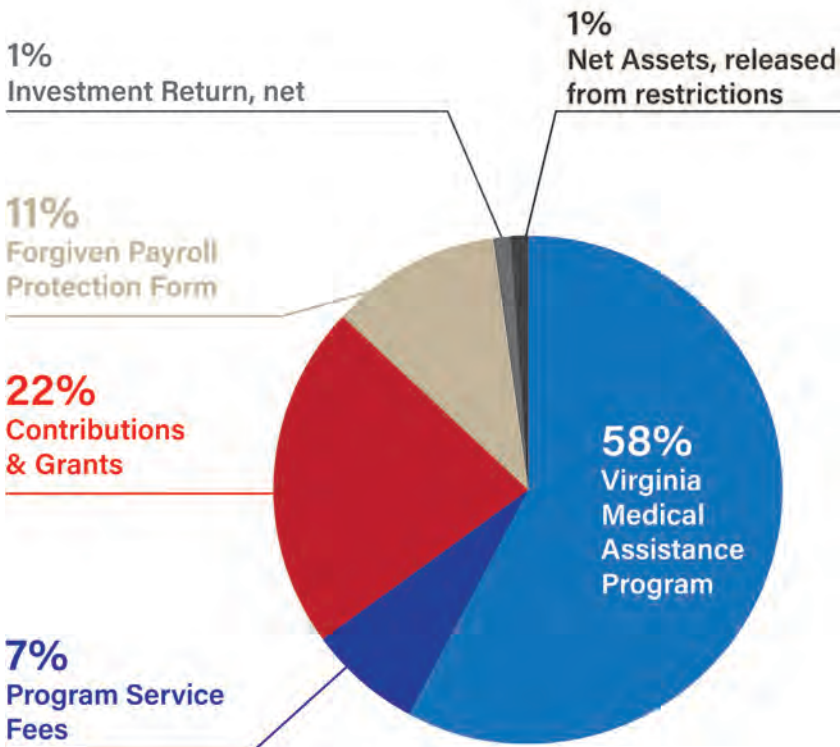
As good stewards of your generous gifts, each year Heart Havens provides for an independent audit with Pilc & Moseley, LLC, Certified Public Accountants. Copies of our 2020 Audit and Form 990 are available on our website ([www.hearthavens.org](http://www.hearthavens.org)).

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2020 REVENUE	TOTAL	%
Virginia Medical Assistance Program	\$2,164,209	58%
Contributions and Grant	\$842,805	22%
Forgiven Payroll Protection Loan	\$399,720	11%
Program Service Fees	\$263,561	7%
Net Assets Released from Restrictions	\$24,374	1%
Investment Return, net	\$7,169	1%
	<b>\$3,701,838</b>	

2020 EXPENSES	TOTAL	%
Program Services	\$2,533,801	83%
Support Services: Management & General	\$434,029	14%
Fundraising	\$97,052	3%
	<b>\$3,064,882</b>	

## 2020 REVENUE



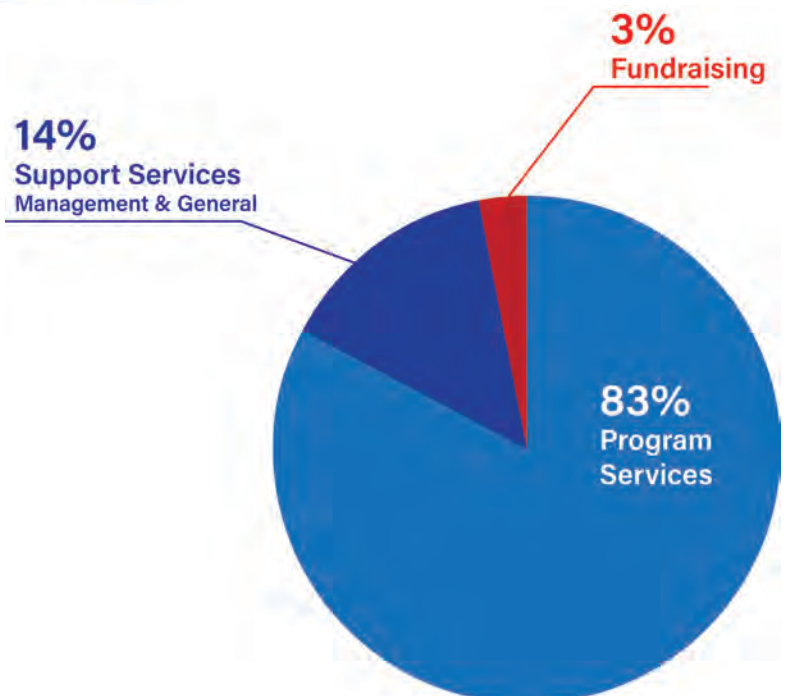
Thomas at the Mary Beth Graff house making lunch for himself

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Jean at the Bonnie home relaxing with a neighborhood cat

## 2020 EXPENSES

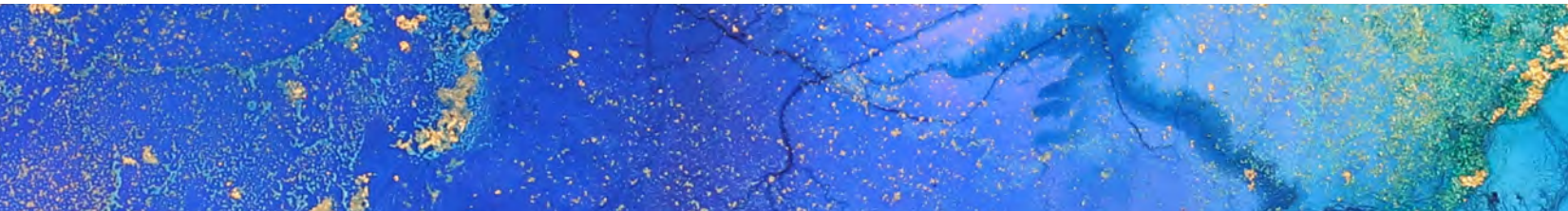




# Success

Heart Havens is different because we are guided by the values of choice, respect, inclusion, empowerment and safety. We could tell you about the things we accomplished this year, but we think the joy on our residents' faces tell the story of this year the best.

Heart Havens could not achieve our mission without you. The support of our community: donors, volunteers, resident families, board members and local businesses empower our residents, enable connections, and create an environment for our residents to thrive.







# Donors

Names in blue denote members of our Giving Hearts Recurring Gift Program.

## GRANT & FAMILY FOUNDATION GIFTS

Amazon Smile Foundation  
Anonymous Charitable Trust  
Dominion Energy Charitable Foundation  
Good Coin Foundation (Target)  
James & Virginia Taylor Fund  
Janice N. Tate Rev. Trust  
Knights of Virginia (KOVAR)  
The Community Foundation  
The Randy and Sarah Shangraw Family Fund  
Tommy L. & Dorothy R. Clark Trust  
United Way of South Hampton Roads

## CORNERSTONE SOCIETY (\$10,000+)

Anonymous Charitable Trust  
Janice N. Tate Rev. Trust  
Knights of Virginia (KOVAR)  
The Community Foundation

## GUARDIAN SOCIETY (\$5,000+)

Bradley & Mary Chewning  
Daniel Green

## BENEFACTOR SOCIETY (\$2,500+)

Dr. Young Hoon & Lynn Bae  
Kathleen Bailey & Melvin Bailey  
Good Coin Foundation (Target)  
*Bert Ramsay*  
Robert Tate  
Trinity UMC, Smithfield

## HEART HAVENS SOCIETY (\$1,000+)

Bon Air UMC, Chesterfield  
*Jennifer Boyden*  
Jonathan Bradshaw  
Burke UMC, Burke  
Patricia Chandler  
Charlottesville District UMC  
Christ United Methodist Women, Chincoteague  
Johnnie & Marilyn Draughon  
Enon United Methodist Men, Mechanicsville  
First United Methodist Church Men, Hampton  
First United Methodist Men, Newport News  
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*Michael Hamway*

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## FRIEND (\$500+)

Beulah UMC, N. Chesterfield  
Debbie Blanton  
Covenant United Methodist Men, Chesapeake  
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Concord United Methodist Men, Jarratt  
Bethany UMC, Rustburg  
Bethlehem UMC, Moneta  
Bon Air United Methodist Men, N. Chesterfield  
Community UMC, Arlington  
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David Collins  
Joanna Etheredge  
Fairfax United Methodist Men, Fairfax  
Forest Grove United Methodist Men, Ashland



### ***Timothy Goodfellow***

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Kenneth Herman  
Tom Hite  
Ivor UMC, Ivor  
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Frank Macrina  
Noel & Danette Metcalf  
Patricia Mills  
Mt. Pisgah UMC, Midlothian  
Palmyra Methodist Church,  
Palmyra  
Hunter & Cheryl Rhodes  
Richardsville UMC, Richardsville  
River Road UMC, Richmond  
Thomas Saunders  
Shady Grove UMC,  
Mechanicsville  
Glenn & Rebecca Spain  
St. Andrews United  
Methodist Men, Virginia  
Beach  
Towne Bank  
T. Stowe  
James & Virginia Taylor  
Fund  
Trinity United Methodist  
Church, King George  
Virginia Conference  
United Methodist  
Women

### **NEIGHBORS (\$250+)**

Tony Almond  
Patricia Barclay  
David & Denise Bates  
Bethel UMC, Woodbridge  
Rose Broaddus  
Martin Browder  
Calvary UMC, Arlington  
Robert & Cheryl Chapman  
David & Bev Coffie  
Colonial Beach United  
Methodist Women, Colonial  
Beach

Pam Culler  
Dominion Energy  
Charitable Foundation  
Ebenezer United  
Methodist Men, Stafford  
Emmanuel UMC, Amherst  
Epworth UMC, Aylett  
Fairlington United  
Methodist Men, Alexandria  
First UMC, Newport News  
Shirley Fisher  
Fredericksburg UMC,  
Fredericksburg  
Good Shepherd UMC,  
Woodbridge  
Gene & Patti Graeff  
Barry Gregory  
David & Deborah  
Hoagland  
Rex & Debbie  
Hockemeyer

### ***Eric and Rebecca Huff***

Allura Kemick  
Brenda Kemp  
Main Street UMC,  
South Boston  
Kevin Mooers  
Mt. Hermon UMC,  
Mt. Jackson  
Mt. Pleasant UMC, Meherrin  
Anne McNeal  
Frank & Mary Macrina  
John & Joanne  
Nesselrodt  
Peggy Packard  
Jennifer Perrow  
Lee Price  
Sangerville UMC, Grottoes  
Michael Sharpe  
Lorraine Shelton  
Katherine Shield  
Richard Speirs  
James & Caroline  
Sponaugle  
St. Luke's UMC, Yorktown  
St. Marks UMC, Waynesboro

Tabernacle UMC,  
Amelia Court House  
Trinity UMC, Lexington  
Trinity United Methodist  
Men's Club, King George  
Eric Vaudt  
Wesley Grace UMC,  
Norfolk  
Wesley United  
Methodist Men's  
Fellowship, Hopewell  
Martha Weston  
West Augusta UMC,  
Deerfield  
Carlisle M. Williams  
Art & Vicki Wolz  
Michelle Woodard  
Jill Zabel  
Karen Zimmerman

### **PATRON (\$100+)**

Amazon Smile  
Foundation  
Asbury Memorial  
United Methodist  
Women Association,  
Midlothian  
Kenneth & Reba Atkins  
Steve & Patricia Barham  
Bethlehem United  
Methodist Women,  
Roseland  
Beulah UMC Rebekah  
Fellowship,  
N. Chesterfield  
Steven Bird  
***Elizabeth Brady***  
Amie Brittain  
Brenda Bryant  
Bill & Anne Burch  
Kay Burgess  
Capron UMC, Capron

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**PATRON**  
(continued)

Centenary UMC, Lynchburg  
Center Point UMC, Bedford  
Chestnut Memorial United  
Methodist Women,  
Newport News  
Margaret Cole  
Community UMC, Virginia Beach  
Concord United  
Methodist Women,  
Stony Creek  
Corinth UMC, Sandston  
Courtland United  
Methodist Women,  
Courtland  
Maxine Crenshaw  
Brenda & Ernest Croxton  
Warren & Catherine Curd  
Robert & Julianne Dixon  
Downings UMC,  
Oak Hall  
Judy Dudley  
Edgerton UMC, Lawrencece  
Evington UMC, Evington  
Dennis Fairbanks  
Michael Field  
First UMC of Hampton  
United Methodist Women,  
Hampton  
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Royce & Mary Garrett  
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Kenneth Grant  
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John Hall  
Garland & Peggy Harper  
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W.C. Herbert  
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Highland UMC, Colonial Heights  
Kimberly Hines

Hopewell UMC, Chesterfield  
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William & Deborah Iwig  
Richard & Betty Jacobson  
Edward Judkins  
Danny & Barbara Kesner  
Keysville UMC, Keysville  
Thomas King  
Mario & Joy Carruth Kuhar  
Lambs UMC, Altavista  
Lane Memorial UMC, Altavista  
Michael & Diana Larson  
Laurel Park UMC, Richmond  
Laurel Park United Methodist  
Women, Richmond  
Lebanon United Methodist  
Men, Dinwiddie  
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Mark Leep  
John & Sue Ann Lewis  
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Rhett & Mary Anne Lloyd  
Lowery  
William Lucas  
Lynchburg United  
Methodist Men, Lynchburg  
Main Street UMC, Emporia  
Market Street United  
Methodist Men, Onancock  
Marsh Memorial UMC,  
Lynchburg  
Charles & Peggy Martin  
June McNeil  
Memorial United Methodist  
Women, Virginia Beach  
Gary Monroe  
Harriet Moore  
Linda M Moore  
James & Patricia Moran  
Mt. Comfort United  
Methodist Women,  
Appomattox  
Mt. Harmony UMC, Keysville

Mt. Pisgah United Methodist  
Church Men's Group,  
Mount Sidney  
John Nelson  
Norview UMC Women's  
Circle, Norfolk  
*Andrew O'Connor*  
Otterbein United Methodist  
Men, Harrisonburg  
Lois Parker  
Peace United Methodist Men,  
Fredericksburg  
Robert Pendergast  
Cecilia & Ray Pike  
Jesse Pittman  
James & Carole Poland  
Linda Porter  
Stephen Pretanik  
Barbara Rackley  
Peggy Reid  
Relief UMC, Winchester  
Sally & Charles Revere  
Joyce Rice  
David & Susan Riggs  
*Robert Rinehart*  
Daniel & Rachel Sanders  
William SanSoucie  
Sardis UMC, La Crosse  
Carol Setteducato  
Shady Grove United  
Methodist Women,  
Mechanicsville  
Hilda Shumaker  
Diane Sibert  
Todd Smith  
St. James UMC, Churchville  
St. Mark's United Methodist  
Men, Midlothian  
Michael & Kathleen Steele  
Gladys Stephens  
Martha Stokes  
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**Tabernacle UMC, Barhamsville**  
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**Margaret Taylor**  
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**Jeanne Tillery**  
**Timberlake United Methodist**  
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**Trinity United Methodist Men,**  
Chester  
**William & Joanne Tucker**  
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**Watson Memorial UMC,**  
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**West Point UMC, West Point**  
**Catherine White**  
**Kenneth & Rebecca**  
Williamson  
**Bonnie Woltman**  
**Woodland United**  
Methodist Women, Windsor



## IN HONOR GIFTS

**All the employees of Heart**  
**Havens**  
Jennifer Boyden

**Allison E. Vaughan**  
Roland Vaughan

**Bernard & Nettie Schurtz, my**  
**parents**  
Sara Lewis

**Bob Tate**  
Anonymous

**Bruen Chapel**  
Jill Zabel

**Central UMC United**  
**Methodist Men**  
Steve & Patricia Barnham

**Charles**  
John & Sue Ann Lewis

**Chris Shumaker**  
Hilda Shumaker  
Ms. Acrecia Sulcer

**Connie Nichols**  
Gordon & Gwen Johnson

**D. Paige Gregory**  
Barry Gregory

**Daniel Smith**  
Dennis & Lea Ann Hough  
Richard Callis

**Dell & Shirley Greggs, Mom**  
**& Dad**  
Mark Greggs

**Dorothy Hackley**  
Janmak Properties LLC

**Doug & Janet Hill, mentors &**  
**friends**  
Laura Douglass

**Edye R. Shackelford**  
David & Victoria Shackelford

**Fox Hill Central UMC**  
Ralph Snowden

**Frank Macrina, parent**  
Frank and Mary Macrina

**Jean Bae**  
Dr. Young Hoon & Lynn Bae

**Jill & Rachel Marbaugh, niece**  
**& cousin**  
Pam Culler

**Jim Gardner, Don & Emmy**  
**Isbell, Allura & Matt Kemick,**  
**Terry & Freddy Laine, Mike**  
**Gardner, Gina and John Parks**  
Jim Gardner

**Kaitlyn Boyden, daughter**  
Jennifer Boyden

**Karen, family member**  
Angela Roisten

**Lee Price**  
Larry Tingle

**Lisa & all the DSPs**  
Patti Graeff

**Liz Brownie & Pam Culler**  
Gladys Stephens

**Mary Beth Graff House Staff**  
Theresa Laine

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**Mary Lock**  
John Lock

**Mr. & Mrs. Michael Steele**  
James & Linda LaCoursiere

**Mrs. Frances King**  
Olive Branch United  
Methodist Women

**Rev. Eric Vaudt**  
Penelope Radd

**Rev. Libby Wright**  
Richard & Betty Jacobson

**VA Conference Bishop &  
Cabinet**  
David & Denise Bates

**VAUMC Extended Cabinet**  
Martha Stokes

**Westover Hill UMC**  
Dianne Brink

## IN MEMORY GIFTS

**Janice Tate**  
Anonymous

**All those families who have  
experienced loss**  
Edward Judkins

**Ann Barnes**  
Peggy Reid

**Anne Saunders, sister**  
Thomas Saunders

**Bernice Peatrise**  
St. Paul's United Methodist  
Women

**Brenda Stewart**  
Linda Porter

**Butch, brother**  
Steven Eckard

**C. Crockett Morris, Jr.**  
Reverend Connie Gibbs Morris

**Cliff Tiller**  
Patricia Robey-Weeden

**COVID victims**  
Michael & Kathy Steele

**David Hale, loving member of  
our congregation**  
Bethel United Methodist  
Church

**Edna McAfee**  
Darwin McAfee

**Frank L. Mixner CDR USN  
(Ret.), brother**  
Rebecca and Kenneth  
Williamson

**Graham Hackley**  
Dorothy Hackley

**Jim Milks & in celebration of  
his granddaughter,  
Katie McCheyne**  
Michael & Kathy Steele

**Jack Hopkins, church friend**  
George H. West

**Janice Tate**  
Robert Tate

**Jim McClung**  
Deborah Miller

**John Galaska, brother**  
Douglas & Peggy  
Singlemann

**Johnnie Morris**  
Warren & Sandra Harper

**Joseph Gallup, nephew**  
Patricia Bell

**K. Dane Mills**  
Patricia Mills



**Lilli Hamway**  
Mary & Peter Schild  
William Lucas

**Marvin Meadows**  
Lynnhaven UMC

**Mary Lynn Smith**  
George & Nancy Thompson

**Mary Richardson**  
Thomas & Barbara Walker

**Mary Beth Graff**  
Todd Smith

**Rev. & C. Douglas Pillow**  
Richard & Dolly Porter  
Anne Pillow Hamlin

**Ronnie Fisher**  
Shirley Fisher  
The Randy & Sarah Shagraw  
Family Fund

**Susan M. Moore**  
Margaret Taylor

**Tom Hite Sr & Charles  
Winston**  
Tom Hite

***Heart Havens gratefully  
acknowledges the  
generosity of all our  
donors.***

*While we made every effort  
to list our donors accurately  
in this report, errors are still  
possible. We would  
appreciate having any  
errors brought to our  
attention. Please call Sara  
Becker at (804) 463-1741  
with any updates. Thank you  
for your continued support.*



Luke at the Tate house in Ashland plants some spring flowers



Melissa and Lisa blowing  
bubbles at the  
Macleigh-Holland home in  
Virginia Beach

# Stay connected with us!

Stay connected with us on social media to see pictures, videos and lots of updates.



[facebook.com/heart.havens](https://facebook.com/heart.havens)



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[instagram.com/hearthavens](https://instagram.com/hearthavens)



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## You can make a difference

**When you give to Heart Havens**, you are helping people with a developmental disability live a full and meaningful life at home and in the community. Monthly donations as part of the Heart Havens *Giving Hearts* is more convenient and budget friendly for you and provides Heart Havens with consistent funding. You can give through credit or debit card, ACH authorization or online bill pay. Contact us today to get started by calling 804-237-6097 or visit us online at [www.hearthavens.org/donate](http://www.hearthavens.org/donate).

