# Mending Hearts, Inc.



# **General Information**

Nonprofit Address Phone Web Site Facebook

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P.O. Box 280236
615-385-1696
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# Mission & Impact

### **Statements**

#### **Mission**

Mending Hearts helps women restore their lives from addiction through a long term treatment program that offers hope and healing in a supportive community environment - regardless of their ability to pay.

#### **Background**

History and Background: Established in 2004, Nurturing homeless and addicted women and families to enable them to achieve better lives is what drives our mission. The Mending Hearts model helps to ensure that when a woman completes the program and leaves Mending Hearts she remains substance-free, mentally stable, a healthy provider for her children and becomes a contributing member of our community. Services are provided to A&D and dual diagnosis (cooccurring) women who have experienced homelessness, have been victims of sexual assault and domestic violence and are coming out of our prisons and jails. Many of the women Mending Hearts serves are uninsured. Our clients have immense barriers to recovery, housing and employment. Founded: Mending Hearts was co-founded in 2004 by Katrina Frierson, a woman who was in recovery from addiction and knew firsthand about life on the streets, periods of homelessness, incarceration, and lose custody of her children. She lived that life. Trina decided to be the change she wanted to see in her community. By faith, in 2004, she took the money she earned from her cleaning business and gave a home to 7 women in recovery. With that compassionate act, Mending Hearts was created. Today Mending Hearts is a 501(c)(3) nonprofit organization in Davidson County providing a residential, recovery-oriented, evidence-based and integrated therapeutic community for women who are homeless or are at risk of becoming homeless as a result of their addiction and/or mental illness. There are 16 buildings incorporating 110 beds on campus to house the women who dare to believe that they can achieve the change they need to see in their lives. Mending Hearts primarily serves a 95 county area and is based in Nashville. The need for recovery services for indigent women is so great that women from all over middle Tennessee and surrounding counties and states come to Mending Hearts as their first steps of making a decision for treatment. Mending Hearts has lived out its mission by providing shelter, hope and healing to over 7,000 women.

#### **Impact**

With Addiction from Opioids, Fentanyl, Heroin and other drugs reaching unprecedented rates in our country and especially in Tennessee, Mending Hearts strives to provide a safe, warm and nurturing environment where true healing can take place. Mending Hearts values every volunteer, donor, advocate, group leader, in-kind donations of food, clothing and furniture and the list goes on. You pour into the lives of our women every day! You are the hearts in Mending Hearts. Because of your support we are able to advance our mission and vision of bringing HOPE and HEALING to women faced with the awful disease of addiction. Because of your engagement as a stakeholder and your partnership, together in FY2022 our impact is the following: General Demographics: Mending Hearts served 423 homeless or at risk of homelessness addicted women in FY2022 and the target population included three ethnic groups with 15% African-American, 83% Caucasian, and 2% Asian/Hispanic/Latino American or other. Mending Hearts served an age range from 18-65. More than half of the age ranges fall between 25-44. Interesting to note in 2016, 59% of clients had dependent children. Social & Economic Demographics: For the 423 women served in FY2022, 60% were referred through the criminal justice system, 94% are victims of sexual assault, 83% have children and 99% have a co-occurring mental health disorder. Of the 423 women served at intake at Mending Hearts in FY2022, 99% were living below poverty level with food insecurity, 99% are food stamp eligible and 71% were uninsured. When compared to the National average of 11.6%, poverty rate, Davidson County, TN is higher at 16.7%. 98% of 423 women successfully found employment within 6 months, 68% completed one or more clinical programs. Mending Hearts serves a wide diversity of residents that enter the program with fear, uncertainty, pain and shame. The thread that unites them all is the longing for hope and the desire to abstain from using drugs and alcohol. At Mending Hearts, we believe that life does get better and that a full recovery from addiction is possible.

#### Needs

"Addiction has emerged as one of the biggest public health crises facing our nation. According to the Centers for Disease Control, Drug overdose deaths have risen fivefold over the past 2 decades. In 2021, 106,699 deaths occurred, resulting in an age-adjusted rate of 32.4 per 100,000 standard population. In Nashville, the need for integrated treatment recovery programs with evidence-based practices in an abstinence-based living community has never been so dire. "Only one out of every 10 Tennesseans that need substance abuse treatment receives it." {Substance Abuse and Mental Health Services Administration (SAMHSA 2014)}. Recovery is more than maintaining sobriety. "The components for sustained recovery include: improving health and wellness, safe and secure housing, employment, transportation, clinical treatment and self-care practices and reaching one's full potential and belonging in community. The adoption of recovery by behavioral health systems in recent years has signaled a dramatic shift in the expectation for positive outcomes for individuals who experience mental and/or substance use conditions." (SAMHSA).

#### Statement from CEO/Executive Director

From former Board Chair Yvonne Sullivan and Founding CEO Trina Frierson: After enduring a second year of the COVID-19 pandemic, we have all had to face numerous difficulties. Our women are used to facing enormous challenges every day. Before coming to Mending Hearts, the typical client has faced homelessness, incarceration, unemployment, and the loss of their family due to their addiction. Once they enter our program, they leave those challenges behind but face a whole new set of different challenges; working through the traumas or events that led them to addiction. Through intensive therapy, they learn how to deal with their traumas, recognize their triggers, and learn new tools to deal with those triggers to avoid relapse. They learn how to overcome their pasts, regain their self-worth, and move forward to a new life. With over 70% of our incredible staff at Mending Hearts in recovery themselves, they walk beside these women and support them every step of the way. At Mending Hearts, we overcome. Facing the difficulties of a COVID-19 world, we pushed forward and accomplished our primary goals for the year: • We found funding to fill the financial gap caused by increased building costs and broke ground on our newest residential home on campus, which will house eight women. • We started a Partial Hospitalization Program (PHP). This intensive daily therapeutic program allows us to treat more women as we can provide it on both an inpatient and outpatient basis. • We increased the number of classes we provide for Intensive Outpatient Therapy (IOP), a step-down program from PHP, to serve more women. • We started a national day of recognition, "Women Touched by Addiction."

This day seeks to remove the stigma of addiction by bringing together all women touched by addiction (mothers, wives, daughters, friends) to start the conversation that addiction is a disease, not a moral failure. Our goals for the upcoming year are ambitious, but since its founding, Mending Hearts has always dreamed big. In 2022 we plan to: • Double the size of our detox program from 4 beds to 8 beds to serve women when they are at that crucial point of deciding to take the first step towards sobriety. • Due to the significant increase in rental rates in Nashville, we are exploring building a multi-family affordable housing project with wrap-around services. This project would provide our alumni and other women in recovery with affordable independent living apartments surrounded by a community of other women in recovery.

#### Statement from Board Chair

Service Categories

**Primary Category** Mental Health & Crisis Intervention - Substance Abuse

Dependency, Prevention & Treatment
Housing, Shelter - Homeless Shelters
Human Services - Human Services

### **Areas Served**

Mending Hearts serves women from all 95 counties in Tennessee, with 60% of the women we serve are from Davidson County. Mending Hearts also admits women from other states.

TN - Davidson,TN - DeKalb,TN - Dickson,TN - Fentress,TN - Franklin,TN - Giles,TN - Hickman,TN - Houston,TN - Humphreys,TN - Jackson,TN - Lawrence,TN - Lewis,TN - Lincoln,TN - Macon,TN - Marshall,TN - Maury,TN - Montgomery,TN - Overton,TN - Perry,TN - Pickett,TN - Putnam,TN - Robertson,TN - Rutherford,TN - Smith,TN - Stewart,TN - Sumner,TN - Trousdale,TN - Warren,TN - Wayne,TN - White,TN - Williamson,TN - Wilson,TN - Cumberland

# **Programs**

# Residential Treatment Program for Co-Occurring Disorders **Description**

Admissions are for women over the age of 18 who meet admission criteria for a co-occurring disorder and/or ASAM Level III.7, III.5, and III.3. Preference is given to treating pregnant IV drug users, pregnant women using alcohol or other drugs, IV drug users, and then all other substance users. Admission into the program is without regard to race, color, religion, disability, gender, sexual orientation, age, or national origin. All services and treatments of the Residential Treatment Program are directed toward maximizing the client's functioning and reducing symptoms. This phase is designed to teach the addict the facts surrounding her disease and how to explore alternative lifestyles and behavior in depth and in a safe environment. This provides integrated co-occurring disorder treatment with the focus on stabilization. It integrates cognitive and behavioral changes that address health issues. Upon admission, every client is given an assessment by our Psych/ Medical Nurse Practitioner and meets with the Residential Program Coordinator and Residential Case Manager who are responsible for initial counseling, developing an individual treatment plan, individual and group therapy sessions, group educational sessions, client assignments, case management, referral process and Continuing Care Plans. All clients are expected to attend 12 Step meetings along with educational sessions on 12 Step programs. All Treatment Team members meet weekly for case

consultation for all clients.

**Budget** \$242,875.00

Intensive Outpatient Program

### **Description**

This program focuses on the individual needs of clients by involvement in the following therapeutic processes: individual and group therapy, family seminar, addiction/co-occurring education lectures, experiential and skill building groups, Seeking Safety and Self-Help Programs involvement.

Addresses barriers as clients reintegrate into the community and workplace.

Budget \$400,000.00

**Population Served** Women and girls<br/>
People with substance use disorder<br/>
Unhoused individuals

#### Medical Detox

#### **Description**

This is the first stage of recovery for clients with co-occurring disorders or health conditions that could be impacted by the detox process and require medical management. Medications are often used short-term to reduce the withdrawal period and decrease the physical symptoms of withdrawal. This detox facility expands our treatment capacity for clients that need 24-hour withdrawal monitoring care. Each client stays an average of 5 days and graduates can then enter our Residential Rehabilitation program. Mending Hearts' capacity is to serve 6 indigent clients at a time. Our health professionals, LPN's, Nurse Practitioner and our Medical Director utilize medications and other techniques to safely monitor and manage the withdrawal process.

**Budget** \$200,000.00

**Population Served** Women and girls<br/>
People with substance use disorder<br/>
Junhoused individuals

# Peer Support Community (PSC)

### **Description**

Peer Support Community (PSC) with Transitional Recovery Housing: Provides a safe and secure living environment where every resident is a role model for the residents behind them. Phase 1: Residents entering this program are introduced to a culture of accountability for themselves and their peers. Groups and classes consist of: self-care, trauma/seeking safety, self-esteem, GED/computer/resume classes, campus NA/AA meetings, financial planning, criminal thinking group and re-entry program. Phase 2: Residents at this level begin implementing the life skills taught in Phase 1. Continued education and recovery support is provided through group support and relapse prevention strategies, all while residents are working, saving money and repairing/building relationships with their children and family.

**Budget** \$541,000.00

**Population Served** Women and girls<br/>
People with substance use disorder<br/>
Johnoused individuals

# Independent Living

### **Description**

All services of the Partial Independent Living program are directed toward providing housing for those persons who have completed a treatment program, working a program of recovery, but still require more support than

they can obtain in a complete independent living atmosphere. They now apply their newly acquired skills within 'real world' environments. Residents live in a large house with other women but have their own private bedroom with bathrooms, a large community room and kitchen. In Partial Independent Living, there is a curfew and after the first 30 days residents are eligible for 2 overnight passes a month after approval by staff. Upon admission, every resident meets with the Case Manager which is responsible for their case management needs, reviewing obstacles and planning for permanent housing. Referral process and Continuing Care Plans are made at this time along with sponsor and home group confirmation. All residents are expected to have and maintain full time jobs.

**Budget** \$100,000.00

**Population Served** Women and girls<br/>
People with substance use disorder<br/>
Junhoused individuals

# Mending Rainbows (Mom's with Kids) Program **Description**

Mending Rainbows is our Moms with Kids program. it is a clinically structured partnership with Meharry Medical College for pregnant and postpartum women built on the continuum of care offered by both agencies. **Budget** \$500,000.00

**Population Served** Families<br/>
br />Women and girls<br/>
br />Unhoused individuals

### **Medication Assisted Treatment**

#### **Description**

FDA approved medications to manage dependence and addiction to opioids. Medication is combined with behavioral health therapy to treat the whole person.

**Budget** \$500,000.00

**Population Served** Women and girls<br/>
People with substance use disorder<br/>
Unhoused individuals

### Partial Hospitalization Program (PHP)

#### Description

The Partial Hospitalization Program (PHP) is a clinically structured program meeting 5 times per week. The program addresses clinical, mental, and medical barriers that have historically prevented women from obtaining and sustaining overall mental wellness and recovery.

**Budget** \$200,000.00

**Population Served** Women and girls<br/>
People with substance use disorder<br/>
br/>
Unhoused individuals

# CEO/Executive Director/Board Comments

We would like to thank all of our congregation supporters: Crosspoint, West End United Methodist Church, Otter Creek Church of Christ, Harpeth Hills Church of Christ, Second Presbyterian, Brentwood United Methodist Church, Mending Hearts is blessed to have volunteers and in-kind services to off-set the budgeted program items.In-kind services include: all printing needs, therapists providing recovery services and support, employment mentoring and transportation. Mending Hearts is pleased to have the following new

supporters: HCA, Project Redesign, Lowes, Turner Foundation, Pinnacle Bank, Blue Cross Blue Shield of TN, CoreCivic, Tennessee Housing Development Agency, Barnes Fund, Federal Home Loan Bank, Emmy Lou Tompkins Foundation, and others.

# Governance

**Board Chair** Kim James

**Company Affiliation Term**Young Leaders Council
July 2023 to June 2025

**Email** kim@youngleaderscouncil.org

**Board of Directors** 

Name Kathy Floyd-Buggs Rachel Gerring Bryan Heckman Kim James Chris Jenkins Kristina Kalb	Affiliation Mayor's Office Ernst &Young Meharry Medical College Young Leaders Council	Status NonVoting Voting Voting Voting Voting Voting Voting
Satish Kedia	University of Memphis - Professor	NonVoting
Jaime Leddin		Voting
Dr. Stephen Loyd	Medical Director of MAT clinics	NonVoting
Alex Moon	Thrivent	NonVoting
Jardyn Morgan	Community Advocate	NonVoting
Kristy Seaton	Hospital Corporation of America (HCA)	NonVoting
Abby Sparks	TN Department of Human services	Voting
Yvonne Sullivan		Voting
Jim Thiltgen	Metropolitan Development and Housing Agency (MDHA)	NonVoting
Dew Tinnen		Voting
Ginger Wells	TN Department of Mental Health and Substance Abuse Services (TDMHSAS)	Voting
Michael White Haley Zapolsky	Community Advocate Jumpstart Foundry	NonVoting Voting

# **Board Demographics - Ethnicity**

African American/Black	2
Asian American/Pacific Islander	0
Caucasian	10
Hispanic/Latino	0
Native American/American Indian	0
Other	0

# Board Demographics - Gender

Male	2
Female	10
Unspecified	0

### Governance

Board Term Lengths	3.00
<b>Board Term Limits</b>	2
<b>Board Meeting Attendance</b>	84%
Does the Organization have written	Yes

Board Selection Criteria?

Does the Organization have a

**Percentage Making Monetary** 

**Does the Organization have a Written** Yes Conflict of Interest Policy?

Contributions

**Percentage Of Board Members** 100%

**Making In Kind Contributions** 

**Does the Board include Client** Yes

Representation?

**Number of Full Board Meetings** 6

**Annually** 

# Standing Committees

Advisory Board / Advisory Council Development / Fund Development / Fund Raising / Grant Writing / Major Gifts Ethics Executive Finance

100%

#### Risk Provisions

Automobile Insurance Directors and Officers Policy General Property Coverage and Professional Liability

### CEO/Executive Director/Board Comments

the way. At Mending Hearts, we overcome.

Letter from the Board Chair and Founding CEO

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every day. Before coming to Mending Hearts, the typical client has faced homelessness, incarceration, unemployment, and the loss of their family due to their addiction. Once they enter our program, they leave those challenges behind but face a whole new set of different challenges; working through the traumas or events that led them to addiction. Through intensive therapy, they learn how to deal with their traumas, recognize their triggers, and learn new tools to deal with those triggers to avoid relapse. They learn how to overcome their past, regain their self-worth, and move forward to a new life. With over 70% of our incredible staff at Mending Hearts in recovery themselves, they walk beside these women and support them every step of

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point of deciding to take the first step towards sobriety.

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interests and natural abilities and then assist them in getting the education or job skills necessary for their

chosen career path.

\*Due to the significant increase in rental rates in Nashville, we are exploring building a multi-family

affordable housing project with wrap-around services. This project would provide our alumni and other

women in recovery with affordable independent living apartments surrounded by a community of other

women in recovery.

None of what we do could happen without the support of donors, sponsors, and volunteers. We hope you will

join us on our journey to help more women escape the bonds of addiction and get their lives back.

At Mending Hearts, we overcome!

Sincerely, Yvonne Sullivan , Board Chair Trina Frierson, Founding CEO/President

# **Management**

**Executive Director** Ms. Katrinia Frierson

Email trinaf@mendingheartsinc.org

Term Start March 2004

**Katrinia's Experience:** Katrinia was born and raised in Nashville and attended Metro Public Schools. Katrina attends Argosy University in pursuit of a Bachelor's Degree in Psychology. Katrina has 16 years of recovery and brings her experience, strength and hope to Mending Hearts residents. Katrina has management experience with 7 years at Express Menu Printing Company. She ran her own business, C&T cleaning for 10 years.

#### Staff

Number of Full Time Staff	23
Number of Part Time Staff	7
Volunteers	475
Contractors	2
Staff Retention Rate	85%

### Plans & Policies

Fundraising Plan? Yes
Strategic Plan? Yes
Years Strategic Plan Considers 4

When Strategic Plan Adopted? September 2021

**Management Succession Plan?** Yes

**Policy and Procedures Plan?** Yes **Nondiscrimination Policy?** Yes **Whistle Blower Policy?** Yes **Document Destruction Policy?** No

Senior Staff

Name Title Trina Frierson CFO

Heather McBee **Executive Director** Tracie Hinson Chief Operating Officer Vincent Morelli **Medical Director** 

Yolanda Maness Associate Clinical Director

MSN, APRN, FNP-BC Nurse Practitioner Tamara Carroll

### Formal Evaluations

Is there a formal evaluation for... **Frequency** CEO/Executive Director Annually Senior Management Yes Annually **Non-Management** Yes Annually

### **Affiliations**

**Affiliation** Year CARF - Commission on Accreditation of 2015 Rehabilitation Facilities Tennessee Association of Alcohol, Drug and 2014

other Addiction Services (TAADAS)

#### Awards

Award/Recognition	Organization	Year
CEO of the Year	TAĀDAS	2018
Hometown Hero Award	Darrell Waltrip Group	2015
Humanitarian Award in recognition of outstanding services in the field of Social Action.	The Minerva Foundation	2016
Top 10 Best Rehabs in Tennessee	Drug Rehab.org	2015
Trina Frierson Professional of the Year 2016	TN Association of Alcohol and Drug Abuse Counselors	2016

# CEO/Executive Director/Board Comments

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Sincerely, Yvonne Sullivan Trina Frierson Board Chair Founding CEO/President

# **Financials**

### **Financials**

Fiscal Year Start 07/01/2023 Fiscal Year End 06/30/2024 Projected Revenue \$6,610,669.00 Projected Expenses \$5,465,609.00

#### **Detailed Financials**

#### **Revenue and Expenses**

Fiscal Year	2023	2022	2021
Total	\$4,758,971.0	\$3,809,664.0	\$3,141,061.0
Revenue	0	0	0
Total	\$3,803,864.0	\$3,220,585.0	\$2,654,277.0

Expenses	0	0	0
Revenue Less	\$955,107.00	\$589,079.00	\$486,784.00
Expense			

### **Revenue Sources**

Fiscal Year	2023	2022	2021
Foundation and Corporation Contribution s	\$0.00	\$0.00	\$0.00
Government - Federal	\$0.00	\$0.00	\$0.00
Government - State	\$0.00	\$0.00	\$0.00
Government - Local	\$0.00	\$0.00	\$0.00
Government - Unspecified	\$3,655,964.0 0	\$0.00	\$2,087,732.0 0
Individual Contribution s	\$376,923.00	\$503,864.00	\$178,468.00
Indirect Public Support	\$0.00	\$0.00	\$4,364.00
Earned Revenue	\$690,273.00	\$625,719.00	\$526,910.00
Investment Income, Net of Losses	\$6,076.00	\$350.00	\$304.00
Membership Dues	\$0.00	\$0.00	\$0.00
Special Events	\$0.00	\$68,064.00	\$121,828.00
Revenue In- Kind	\$29,735.00	\$0.00	\$19,258.00
Other	\$0.00	\$0.00	\$202,197.00

## **Expense Allocation**

Fiscal Year	2023	2022	2021
Program Expense	\$2,989,582.0 0	\$2,538,592.0 0	\$2,121,018.0 0
Administrativ e Expense	\$610,166.00	\$525,568.00	\$418,180.00
Fundraising Expense	\$204,116.00	\$156,425.00	\$115,079.00
Total Revenue/Tot al Expenses	125%	118%	118%
Program Expense/Tot	79%	79%	80%

al Expenses			
Fundraising Expense/Con tributed	5%	5%	4%
Revenue			

## **Top Funding Sources**

Fiscal Year	2023	2022	2021
Top Funding Source & Dollar Amount	Government Grants - \$3,655,964.0 0	Program Revenue - \$625,719.00	Government Grants - \$2,087,732.0 0
Second Highest Funding Source & Dollar Amount	Program Revenue - \$690,273.00	Contributions, Gifts, and Grants - \$503,864.00	Program Revenue - \$526,910.00
Third Highest Funding Source & Dollar Amount	Contributions, Gifts, and Grants - \$376,923.00	Fundraising Events - \$68,064.00	Other Revenue - \$202,197.00

### **Assets and Liabilities**

Fiscal Year	2023	2022	2021
Total Assets	\$7,002,696.0 0	\$5,569,699.0 0	\$5,233,366.0 0
Current Assets	\$1,568,065.0 0	\$1,083,003.0 0	\$676,693.00
Long-Term Liabilities	\$364,842.00	\$421,525.00	\$651,003.00
Current Liabilities	\$665,094.00	\$552,046.00	\$153,790.00
Total Net Assets	\$5,972,760.0 0	\$5,017,653.0 0	\$4,428,573.0 0

# **Endowment Info**

**Do you have an endowment?** No

# Capital Campaign Info

**Currently in a Capital Campaign?** No

# Solicitation Permit Info

**State Charitable Solicitations Permit** 

Yes