

heart 
to heart

a first community mission

ANNUAL REPORT



2022

In Henri Nouwen's "The Mosaic That Shows us the Face of God," he writes we are all exquisite tiles in the mosaic that shows the face of God to the world, and without each one of us, the mosaic is not complete. Heart to Heart shows God's face by following Jesus' commandment to love our neighbors as ourselves and each volunteer, business, neighbor, school, church program, staff member, and friend is an irreplaceable tile in that mosaic. In 2021, an unprecedented year of pandemic, change, and chaos, one thing remained the same: the face of God was still visible at Heart to Heart, because the tiles continued to be present.

May God keep you and surround each one we are privileged to serve with peace,

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The vast majority of our budget in 2021 was spent on employee pay and benefits. In 2021, Heart to Heart had three employees paid part-time.

Administrative costs include things like subscription fees, facilities costs, trash pickup, etc. Although many of these things are unseen, they take up a large portion of our spending.

Equipment costs in 2021 were unusually high due to the changes we needed to make because of the pandemic. We had to rent a tent during the warmer months, then find ways to work in a new building. That included the purchase of heavy duty shelving, rolling carts, etc.

Grocery expenses includes everything we buy from Mid-Ohio Foodbank and anything we distribute to our clients. This includes

food, diapers, hygiene supplies, etc.

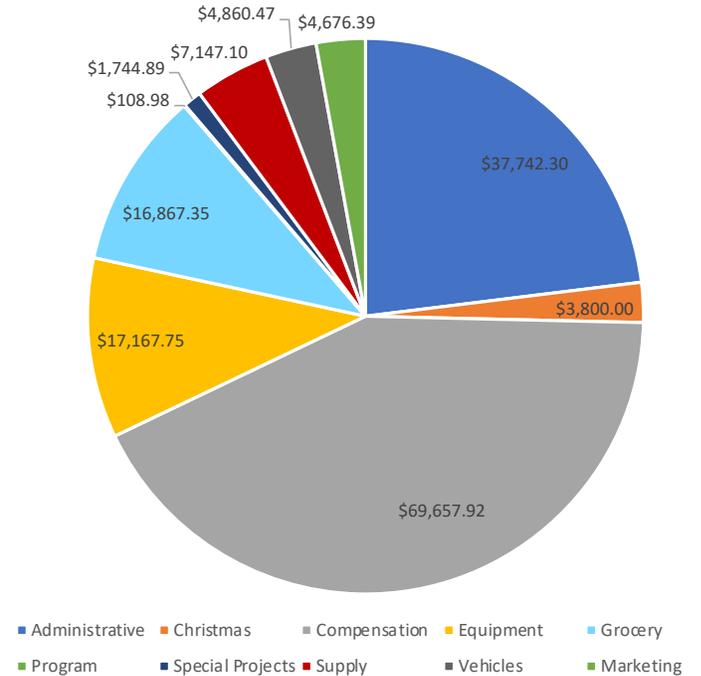
Supply costs include things like paper and plastic bags, office supplies, etc.

Vehicle expenses include gas, maintenance and repair for the large van we use for smaller pickups and errands. We started the year renting a truck to do our big order pickups from MOFB. In the middle of the year we decided to switch over to a delivery service, and those costs are included here.

Marketing expenses include purchases of our posters, brochures, business cards, and all branded gear.

Christmas costs were offset by private donations. These were gift card purchases for the families we supported that were not otherwise sponsored by specific

2021 TOTAL EXPENSES



families or groups. In total, we provided assistance for Christmas to 118 families which included 350 children.

The Special Project this year was Christmas in July.

It was a fun event that included rental of "live nativity" animals. Last, our Program fees include materials purchased for trainings and team meetings.

2022 ANNUAL BUDGET

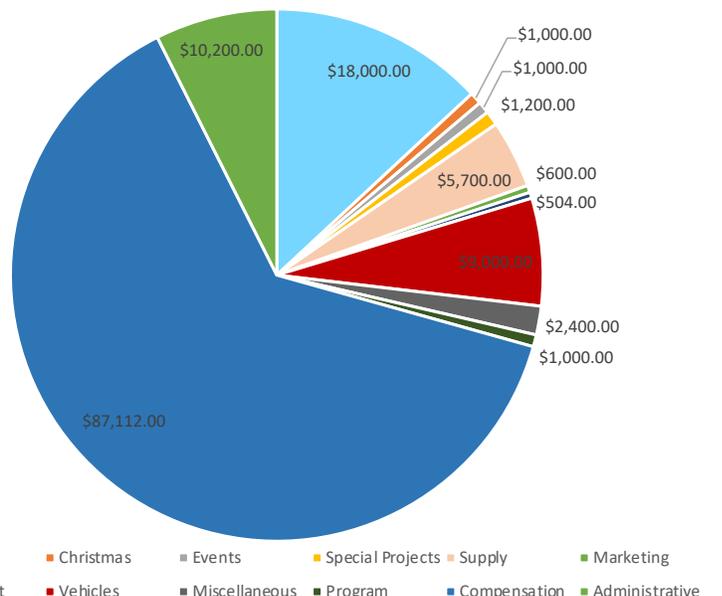
The largest part of our budget goes to employee pay and benefits. In 2022, one of our part-time employees has become a full-time employee. We have also included pay raises in this 2022 budget.

We expect our equipment costs to be much lower in 2022, as well as our administrative costs.

The remainder of the budget was forecasted using average costs for the past few years.

Donations received in 2021: \$128,121.47

Balance at the end of 2021: \$247,872.17



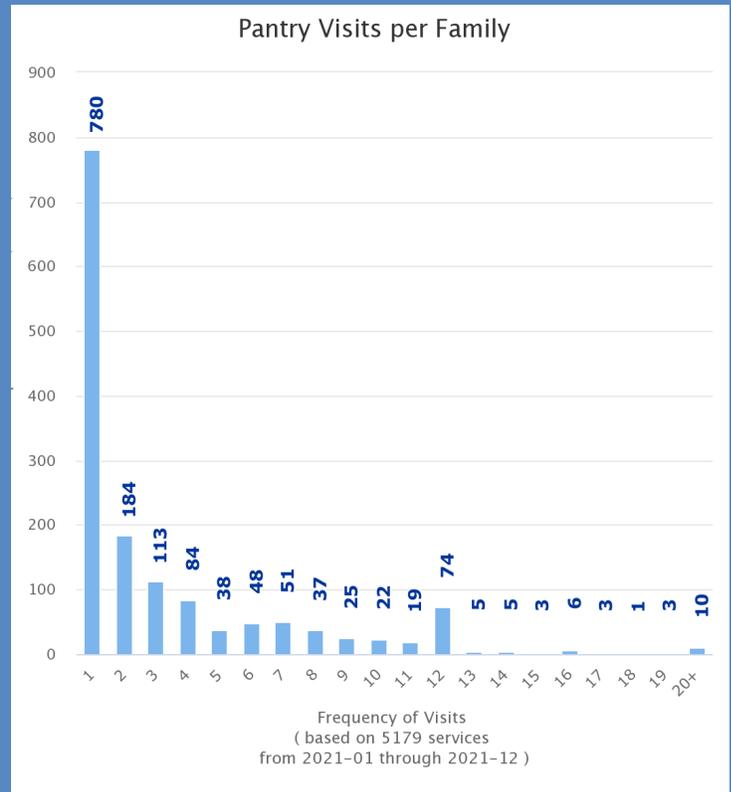
SERVICE STATISTICS

We experienced some unexpected changes in client visits a few times throughout 2021. Many times when we expected to be very busy, visits were fewer than normal, and vice versa. We maintained contact with our contacts and Mid-Ohio Food Collective, and other pantries throughout Columbus. The experiences were similar throughout the area. The consensus was that lots of things changed due to the pandemic.

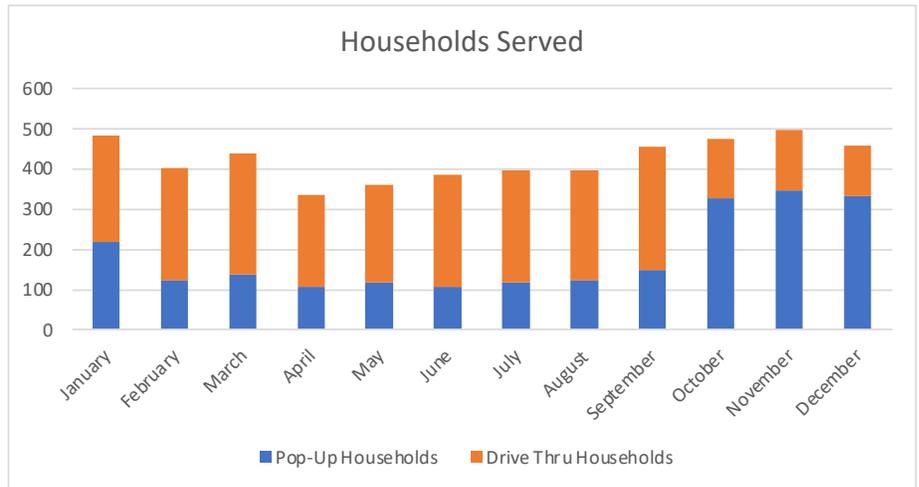
In September, Heart to Heart ceased drive-through services on Wednesday evenings due to lack of attendance.

There were rarely more than 10 visits during that timeslot and the work didn't warrant the effort put into it. So beginning September 20, we were operating the drive-through 2 days per week. We did see a slight decline in visits in the drive-through near the end of the year.

However, our fantastic Pop-Up Pantry team helped serve our neighbors by meeting them where they live. As the year went on, the Pop-Up Pantry added sites to their rotation and increased their monthly service numbers.



Month	Households	Seniors (60+)	Adults (18-59)	Children (0-18)	Individuals	Meals	Pop-Up Households	Pop-Up Days	Pantry Households	Drive Thru Days	Total Service Days
January	483	228	774	540	1542	13878	219	8	264	13	21
February	403	166	671	472	1309	11781	125	5	278	12	17
March	440	201	724	520	1445	12996	137	6	303	15	21
April	337	163	559	306	1088	9792	108	5	229	13	18
May	360	181	619	422	1222	10998	118	5	242	12	17
June	386	225	638	424	1287	11583	107	4	279	14	18
July	397	209	640	422	1271	11439	119	4	278	13	17
August	452	240	775	533	1548	13932	125	4	273	13	17
September	456	241	755	576	1572	14148	150	5	306	11	16
October	476	254	775	708	1737	15633	328	5	148	12	17
November	498	268	843	727	1838	16542	346	5	152	9	14
December	458	248	816	670	1734	15606	332	4	126	8	12
Total	5146	2624	8589	6320	17593	158328	2214	60	2878	145	205



YEARLY NUMBERS

	2021	2020	2019	2018	2017
Households Served	5179	5225	4951	5135	5621
Seniors Served (age 60+)	2635	2509	2732	2580	2776
Adults Served (18 - 59)	8641	9043	8546	8387	8598
Children Served (birth - 17)	6411	6434	5692	5340	5690
Individuals Served	17687	17986	16970	16307	17064

INCOMING GROCERIES

The vast majority of our groceries come from our twice monthly order from MOFB. We budget \$1,500 per month which allows us to purchase discounted groceries that would cost about \$14,250 at normal retail pricing.

We also have the daily opportunity to pick up fresh produce, dairy items, and sometimes baked goods from Mid-Ohio Foodbank. This is called a Shop-Thru and is done two or three times a week by volunteers in communication with pantry staff.

Through our partnership with MOFB, we also participate in the program for Direct Retail Pickups. This program afford us the opportunity to pickup groceries at no cost to us directly from the retailers. This is our primary source of frozen meat for distribution at the pantry. We continue to pickup regularly from Giant Eagle, Marc's and Penzey's Spices.

Location	Pounds	Percent
FCC	30,914	12.70%
GFS	35	0.01%
Giant Eagle	24,248	9.96%
Kroger	568	0.23%
Marc's	5,082	2.09%
Penzey's Spices	1,184	0.49%
Starbucks	2,529	1.04%
Target	3,025	1.24%
MOFB Shop Thru (free fresh items)	38,237	15.71%
MOFB Orders (\$13,760.87)	137,565	56.52%
Total	243,387	



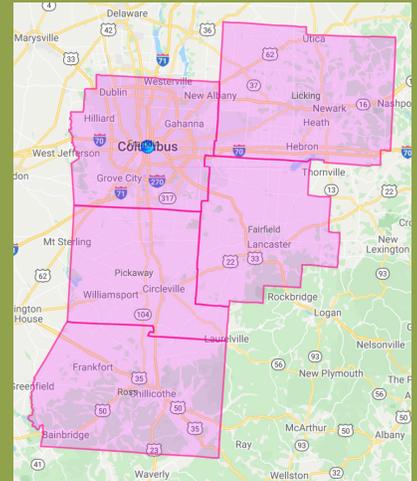
In the first quarter of the year it became apparent that all of the Direct Retail Pickups did not exactly meet the needs of our clients. Rather than picking up the donations, bringing them to the food pantry, then donating them elsewhere, we decided to discontinue a few altogether. This allows other, more appropriate agencies, direct access to the donations and takes the burden of the labor off our volunteers. These were the retailers we said farewell to in 2021:

- GFS on January 1
- Target on February 8
- Starbucks on March 31

We receive approximately 12.7% of our donations straight from individual donors like our members and neighbors. These are dropped off at our North and South church locations, and directly to the food pantry.

WHO WE SERVE

Heart to Heart served households in **17** different counties. The top 5 were: Franklin, Fairfield, Pickaway, Licking and Ross counties.



Heart to Heart served households in **60** different Zip Codes in 2021:

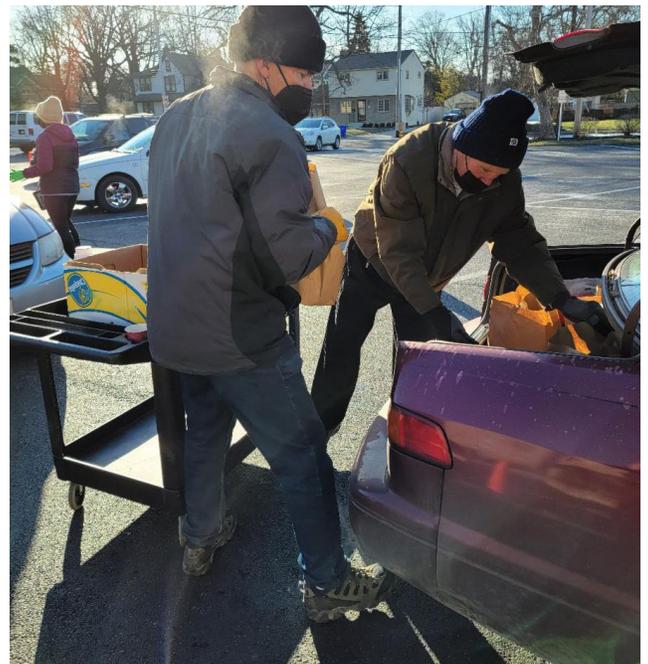
43204	43213	45601
43223	43222	27707
43212	43123	33065
43215	43221	43004
43207	43119	43054
43228	43017	43055
43227	43068	43082
43202	43209	43113
43211	43231	43140
43224	43214	43147
43219	43081	43160
43232	43016	43210
43229	43110	43240
43205	43230	43758
43026	43062	44050
43206	43085	45066
43203	43162	45732
43220	43125	45865
43201	43130	45891
43235	43146	46835

OUR WONDERFUL VOLUNTEERS



“Over 200 volunteers, many of whom were new to us, served at the pantry during 2021. It was a year full of challenges, which we overcame thanks to their efforts. Thank you for feeding the bodies and souls of our neighbors in the loving community that we cultivate each and every day.”

– Yohan Kim, Volunteer Coordinator



THE POP-UP PANTRY

In the early days of the pandemic, a small team of Heart to Heart volunteers got together in fellowship and began discussions about the need to help families with food insecurity during uncertain times. While Heart to Heart quickly transitioned from a walk-in service to a new drive-through service, fewer families were coming to the pantry. Knowing that our pantry was blessed with an abundance of food and that food insecurity was growing, we felt determined to find a way to help more families. Recognizing transportation might be a barrier to coming to the drive-through service, we envisioned a mobile pantry that would take our food directly to families in their local communities.



With this vision in mind, our six founding volunteers developed a proposal for a new outreach ministry of Heart to Heart. Our plan was to deliver food items from our pantry to various sites in Columbus by partnering with local human service agencies. Through the support of Heart to Heart's Director and with the blessing of Dr. Miles, the Pop-Up Pantry was created in July of 2020.

The Pop-Up Pantry began by delivering food to an agency site one day a week. Our small team of volunteers worked through new processes for bagging food, while maintaining pandemic safety precautions of masking and social distancing. To further ensure a safe environment, food was bagged outside through the heat of the summer and the cold of the winter months. Additional volunteers were recruited to help with driving the church van and unloading bags of food at the sites. By the end

of 2020, the Pop-Up Pantry outreach ministry had delivered food to 745 families at our agency sites.

In addition to delivering food weekly in our first year, the Pop-Up Pantry coordinated a Christmas toy and gift drive for children of the families at Southpoint Village Apartments (Southpoint), one of our agency sites. Southpoint is a supported housing complex servicing those with disabling mental illness, chemical dependence, and chronic homelessness. We were fortunate for the opportunity to partner with Wickliffe Progressive Elementary School, whose students, families, and staff generously donated many of the toys and gifts. We were also blessed by donations from Guild Groups D and RSZ, Share and Learn Garden, church families and friends. These donations truly made Christmas wishes come true for the children at Southpoint!

During 2021, the Pop-Up Pantry was able to expand to two days a week, adding new agency sites and volunteers. Balancing safety with pandemic surges during the year continued to be an important priority. Our small team of volunteers worked diligently throughout the year, managing a large workload each week. Through the ongoing commitment of our founding volunteers and dedication of our volunteer team, the Pop-Up Pantry served 1,714 families last year.

In 2021, the Pop-Up Pantry held its second annual Christmas toy and gift drive for families of children at Southpoint. At the start of the drive, families identified "wish lists" of gifts for their children. For the second year in a row, 100% of these "wish lists" were fulfilled enabling us to provide 172 gifts for 86 children. We are thankful for the generosity and goodwill of students, families and staff at Wickliffe, church groups and friends again this past year.

Our calling has gone beyond the provision of food from the pantry at our agency sites. In addition to our gift drive for Southpoint, volunteers have

collected and delivered clothing items for Hope Resource Center (Hope). Hope provides compassionate care to those living with addiction and resources needed to enrich and transform their lives. Many of those served by Hope are also experiencing chronic homelessness. Additionally, our six founding members made monetary donations last year in honor of our van drivers to Hope and Riverview International Center (RIC). RIC helps New Americans with meeting their basic needs, strengthening families, and nurturing community.

Since its inception, over 2,400 families have been served through the Pop-Up Pantry. We're so very grateful for our partner agencies who've enabled us to reach out to these families. These agencies include National Church Residences, Hope Resource Center, Franklinton Farms and Riverview International Center.

We're blessed by our church family and the groups who work with us to support the Pop-Up Pantry and the communities we serve. The Share and Learn Garden team has provided nutritious produce during the growing season. The Monday Night Meals team has provided leftover bread items and desserts each week. In addition, the Trading Post has donated clothing to Hope, and the Mat Maker group has made many mats for Hope. We could not serve our families without the ongoing efforts of our wonderful team of volunteers and support from Heart to Heart's leadership.

This journey has brought us many blessings in serving others with grace and compassion as God calls us to do. Our hearts are filled with gratitude for the opportunities the Pop-Up Pantry has provided to us. We look forward to continuing to serve and expand this outreach ministry in the New Year.

Blessings,

Carla Edlefson, Kathleen Hatcher, Rose Kandel, Kitty Rohrer, Janice Rook, and Melody Smiley

OUR COMMUNITY PARTNERS

Every gift we receive is a blessing to our ministry and those we serve- families we see in our community every day. We wish to thank these generous organizations for their contributions to our success in service to our community in 2021. We, in turn, encourage you to patronize and support these community businesses and organizations as they have supported us.

889 Global Solutions
4H Change the World Club
AAA Grandview
Al Becker Insurance
Alpha Phi Omega
Arts Impact Middle School
Anthem, Inc.
Barrington Elementary School
Boulevard Presbyterian Church
Brownie Troop #6505
Buckeye Vodka
Cadette Troop Number #1272
Columbus Foundation
Commons at Grant
Commons at Livingston
Community Refugee and
Immigration Services
Eakin Elementary School
Edison Intermediate / Larry Larson
Middle School
Faith Mission
Farm Barn Market
First City Bank
First Community Village
Food Soldier
Friends of Katie Matney
Friends of the Homeless
GetCR8V
Giant Eagle at Kingsdale Center
Girl Scout Troop #5980
Daisy Troop #6756

Grandview 4H Spin Club
Grandview Police and Fire Departments
Grandview Fire Department #1792
Grandview Schools
hangry
Honey Hill Farms
Hope Recovery Services
Hyre Personal Wealth Advisors
Jones Middle School
Kroger Co.
LSS 211 Central Ohio
Marc's
Mid-Ohio Food Collective
Orangetheory Fitness
Our Lady of Victory
Penzey's Spices
Pepperidge Farm
planning NEXT
Prairie Lincoln Elementary School
Prayers and Squares
Primrose School of Grandview
Riverview International Center
Seeds of Hope Garden
Star House
EILMS School
Santa's Silent Helpers
Shepherd Baking Co.
Southpoint Village Apartments
S.T.E.P. Together LLC
Spencer Research
Time Savers Courier

Tri-Village Lions Club
Tri-Village Rotary Club
Upper Arlington Farmer's Market
Upper Arlington Public Libraries
Upper Arlington Rotary Club
Upper Arlington PTO
Village of Marblecliff
Wallace Community Gardens
Wedgewood Middle School
West High school
Wickliffe Elementary School
YWCA Columbus

We are also grateful for our partnerships within First Community Church:

Camp Akita
First Community Church Foundation
First Community Church Preschool
First Community Church Mission Council
First Community Church Women's Guilds
First Community Church Youth Ministry
Monday Night Meals
Mary Evans Child Development Center
Mats for the Homeless
Prayers and Squares
Refugee Task Force
Share and Learn Gardens
Tri-Village Trading Post
Warm Welcome Knitters
Friendship Circle and Couples Circles



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 [@heart_to_heart_food_pantry](https://www.instagram.com/heart_to_heart_food_pantry)

The **MISSION** of Heart to Heart is to respond to God's commandment to love one another.

The **VISION** of Heart to Heart is to model God's love by:

- cultivating a loving community
- feeding bodies and souls
- honoring individual gifts
- seeing everyone as a child of God

Heart to Heart is an open-choice food pantry serving clients in need of food assistance in the Central Ohio area. This First Community mission is open to serve clients on Tuesday and Thursday, from 9 am until 12 pm. We distribute shelf-stable food, frozen meat, fresh produce, and person items to our clients through our partnership with Mid-Ohio Foodbank, donations from our community, and partnerships with local businesses. This mission also provides a variety of volunteer opportunities throughout the week, for those looking to serve their neighbors. In addition to our on-site pantry, a team of volunteers operate a Pop-Up pantry that travels to provide groceries to several area organizations directly. We also have a team of volunteers that respond to additional requests for assistance that are not provided by Heart to Heart. *Since the beginning of the pandemic, we have operated a drive-thru model to serve our clients safely and effectively.*