

Woodford County
Heartline



& Heart House

Woodford County Heartline & Heart House serves residents of Woodford County Illinois who find themselves homeless, victims of domestic violence, or in any other crisis situation.



Our mission continues to be *where crisis ends and HOPE begins!*

In 2017 we continued to be over 99% community supported through donations and fundraising activities supported by county residents, churches and businesses.

YOU are our SUPERHEROES!

Thank you for supporting us and allowing us to provide emergency shelter for area women and their children; financial aid and education; community and resource referrals; and basic essentials to our neighbors who find themselves in crisis.



Annual Report **2017**

Heart House



Heart House is a six room shelter for women and children who need to flee a domestic abuse and/or homeless crisis situation.

In 2017 we had 22 women and 21 children enter our shelter doors.

The average age of the women was 35 year old.

77% of our shelter guests were from a homeless situations.

**TODAY
I WILL BE A
SUPERHERO FOR
SOMEONE IN
NEED.**



A resident of the shelter works together with the Heart House case manager to set attainable goals to live an independent and healthy life.

Three critical components — mental, emotional, and spiritual - are examined and an individualized program is established for immediate and long-term needs.

The individualized program directives change throughout the progression through the program.

These directives are steps and goals to achieve self-reliance, self-confidence, self-worth, and the ability to successfully leave the shelter with the tools to live independently.





**ATTENTION
OVERLOAD**

Heartline

Heartline is an agency that can assist with rent, utilities, food, diapers/formula, clothing, household or hygiene products, prescription drug, and gas or transportation. Heartline is not an agency that simply distributes funds on whim. Rather, the Program Manager works one on one with each client to get to the root of the situation that brought clients to this crisis point to determine if funds will be distributed. Typically, an action plan is requested as to how to prevent future crises.

**** Heartline is not a handout but a hand up ****

Heartline served 1248 clients and gave 161 referrals to other outside agencies or organizations best suited to help in that given crisis.

Heartline also offers several monthly education classes in our Community Room, free and open to the public. On average, 15-16 people attend classes each month. Attendees are able to receive household supplies not supplied by the local food pantry. In 2017, 264 bags of paper products and 119 packages of diapers were distributed.



Programs specifically supported by Heartline include Operation Backpack (237 children received grade appropriate school supplies) and Tree of Hearts (326 children received Christmas gifts and over 200 families received Christmas food boxes).

Our Volunteers are Super Heroes!

We have over 200 faithful volunteers who regularly answer phones, bake, shop, sort, organize, wrap, distribute, do dishes, deliver, cheer, take pictures, teach, cook, serve, ring bells, drive, write, babysit, paint, repair, and dedicate time, resources and energy to our organization!



SUPER HERO VOLUNTEER (noun): *A benevolent person who is always willing to lend a hand on a continued basis throughout the season. A person who takes on extra duties above and beyond their role description or an event volunteer who is generous with their time and energy.*

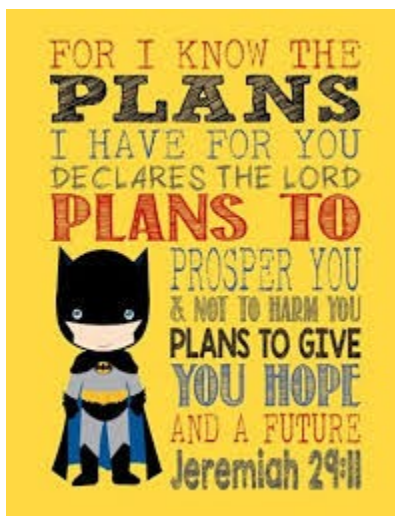
Benevolence Partners

**8 Area churches gave \$26,245 00
to the Benevolence Fund**

52 families received assistance with utilities bills
(electric, water)

19 clients were assisted with security deposits,
35 families received rental assistance and one
was helped with a mortgage payment.

In 2017, LIHEAP program was funded only through June, and Illinois brought back the PIPP program, but despite these state programs Heartline clients saw an increase need in electric bills. While Woodford County housing program is strong, there are still clients who find it hard to pay the reduced costs of housing assistance. HUD does not assist with security deposits. The continued partnership of area churches in supporting the Benevolence Program is crucial, especially with



2017 Fundraisers

Spaghetti Dinner & Bake Sale

Race with your Heart

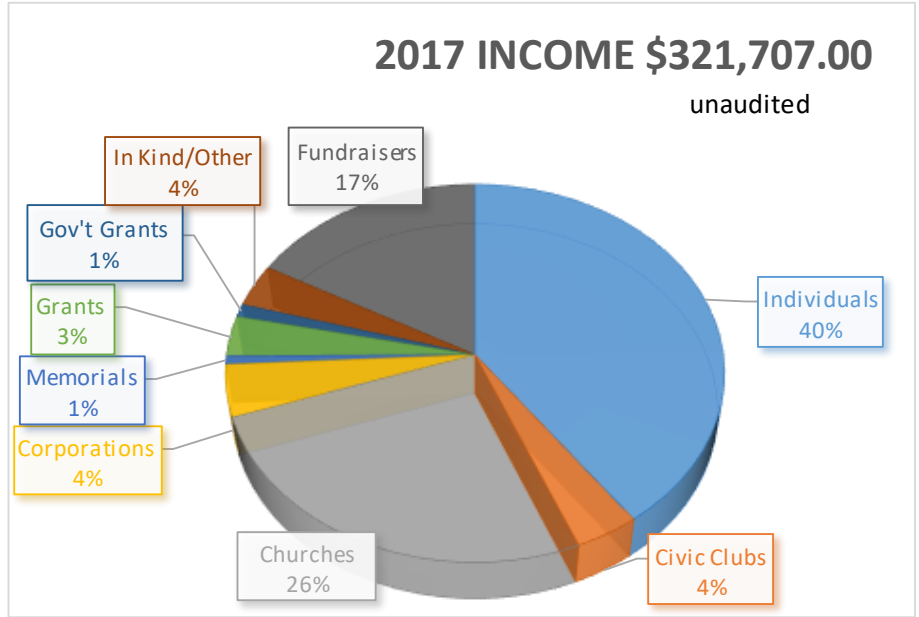
Night in the Car

Pork Chop cookouts

& others

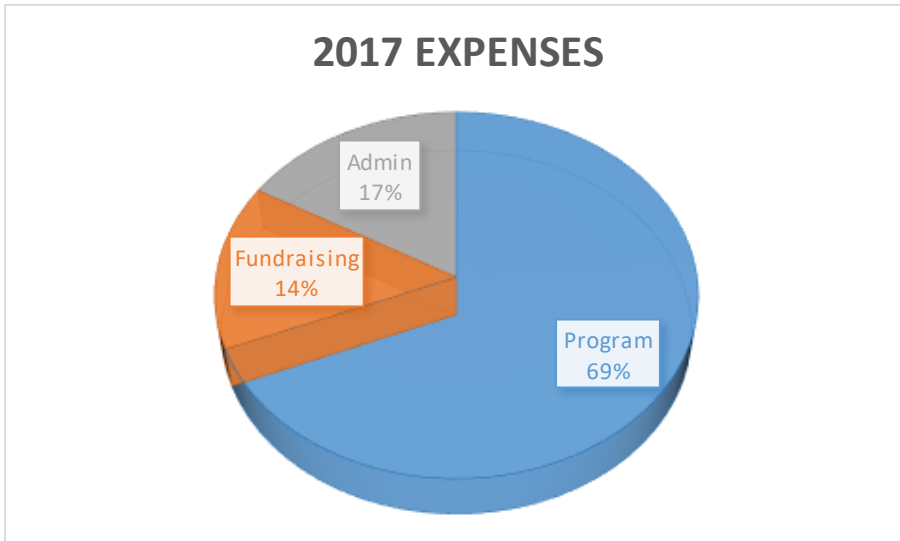
Raised \$54,411 for our services

Finances



\$375.00 was the average donation in 2017

Imagine what we could do if every household in Woodford County gave this amount.



The Board and Staff work hard to keep costs down so that every available dollar can go to individuals and families in crisis.

Leadership

It is important that those leading the organization represent those that they serve. Our leadership team all live or work in Woodford County. They live and breathe compassion, dedication, and volunteerism. They are all appreciative to be placed in a role of steward of an organization that truly embodies neighbors helping neighbors.



Board of Directors

President, Matt Sauder, VP Goodfield State Bank, resides in Roanoke
Vice President, Dr. Debra Van Hoorn, retired Educator, resides in Congerville
Secretary, Brandi Gerber- Executive Director of Heartline & Heart House
Treasurer, Linda Keys- retired Banking industry, resides in Metamora

Directors:

Diane Gravlin-retired, resides in Metamora
Dale Wyss- Farmer, resides in Goodfield
Tonya Franz- Medical Education Grant Writer, resides in Metamora
Dr. Junius Rodriguez - Professor at Eureka College and resides in Eureka
Dr. Steven Jones- Physician in Eureka and resides in Eureka
Pastor Paul Wier, United Methodist Church, Eureka
Barb Cotton, CEFCU, Eureka
Joe Pioletti, Attorney at Pioletti & Pioletti, Eureka

Internal Team

Brandi Gerber, Executive Director, resides in Eureka
Blaine Troyer, Heartline Program Manager, resides in Benson
Laurie Alread, Heart House Program Manager, resides in Metamora
Peg Robson & Chris Stutzman, Resident Assistants both from Eureka
Robin Honeg, Bookkeeper, resides in Eureka

**Help us on our continued Mission to serve those
in need in Woodford County**

Be a Superhero — volunteer, donate, support

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(309)467-6101
www.heartlineandhearhouse.org

