



HEART2HEART

OUTREACH OF SOUTH FLORIDA



2024

ANNUAL REPORT

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A Message From The Executive Director

Dear Friends,

Have you ever heard of a BHAG—a Big, Hairy, Audacious Goal? These goals are so bold, that you don't always know how you'll achieve them. But when, by God's grace, you do, all you can say is: Thank you, Lord.

As I reflect on 2024, the word that fills my heart is gratitude. In 2025, Heart2Heart will celebrate **15 years**, and I can only describe us as an organization that has grown into a healthy young adult in its prime—full of strength, purpose, and the ability to serve like never before. And for that, I am grateful.

Most of all, I am grateful for four groups of people who make Heart2Heart's mission AND vision possible:

1) Our Volunteers

When I took over Heart2Heart five years ago, I inherited a faithful and dedicated group of volunteers.

In 2024, we mobilized **2,248** volunteers, who collectively gave **9,987** hours of their time. That's an economic impact of **\$315,689.07** poured back into our community. To each of you who showed up, thank you.

2) Our Donors

Whether it's the person who gives **\$5 a month** or the family that walks in with a **\$100,000 check**, every donation is an act of faith and generosity. Nonprofit leadership is a daily surrender to faith, not always knowing when and where the next charitable gift will come from. And yet, over and over, God provides—through you.

In 2024, more than **300 donors** collectively gave over **\$800,000**, and in-kind donors contributed over **\$300,000** in goods and services. Thank you for every sacrifice, every gift, and every moment of generosity. With HUMBLE gratitude, GRACIAS!

3) Our Vendors & Partners

At Heart2Heart, we don't just call them vendors—we call them friends. These friends include: 50+ churches, 90+ care centers, and 150+ small and large businesses that serve seniors with dignity and compassion.

These partners are our relay team, running this race with us every single day. You advocate, care, and fight for our seniors, and it is an honor to serve alongside you. Thank you!

4) Our Seniors

We live in South Florida, where over **10,000 people turn 65 every day in America**, many of whom call this region home. Our seniors are: Holocaust survivors, WWII and Korean War veterans, the construction workers who built our communities, the teachers, doctors, and Olympians who shaped our world

When I first stepped into leadership, I had a BHAG: to serve 10,000 seniors a year by our 19th anniversary. In 2024, we served 39,564 duplicated and over 14,000 unduplicated seniors. This leaves me in AWE! Jesus said, "The harvest is plentiful, but the workers are few." That couldn't be more true at Heart2Heart. But I am so grateful for the few.

What's Next? 2025!

A Year of Celebration – WE are turning **"15"**. In 2025 we see an opportunity for growth in monthly giving. That's why we are launching "Champions for Seniors", our new monthly giving program, and building a **\$150,000** emergency fund to sustain us through unpredictable times.

As the honored leader of this ministry, my prayer for 2025 is simple: that Heart2Heart will continue to be the bridge for seniors—the "2" between the hearts.

In Christ alone!

Juan Gallo M.A.



Executive Director and CEO

About Heart2Heart Outreach of South Florida

Since 2010, Heart2Heart has matched hundreds of volunteers with over 100 care centers in South Florida. These committed passionate volunteers have made an incredible difference in the lives of thousands of senior citizens who would otherwise have received little or no visits from family and friends.

In 2018, Heart2Heart launched its innovative C.A.R.E. strategy (Connect, Advocate, Respond, and Engage) to respond to a growing need within the aging community.

Our Mission

We mobilize volunteers to connect, advocate, respond and engage with the aging community.

Our Vision

We exist to provide hope, share love and restore purpose to the aging population.



Connect



Advocate



Respond



Engage

Our Strategy

Heart2Heart Outreach of South Florida is bringing impact to change through a Social-Emotional Model (SEM) by utilizing our C.A.R.E. strategy.

SEM allows our volunteers to understand deeper levels of loneliness and isolation in an empirical manner but draws crucial attention to the issue by catalyzing action to end social isolation among older adults. The aim is to professionally develop civic engagement by mobilizing and training a volunteer network which impacts the quality care and quality of life for the aging population in our community.



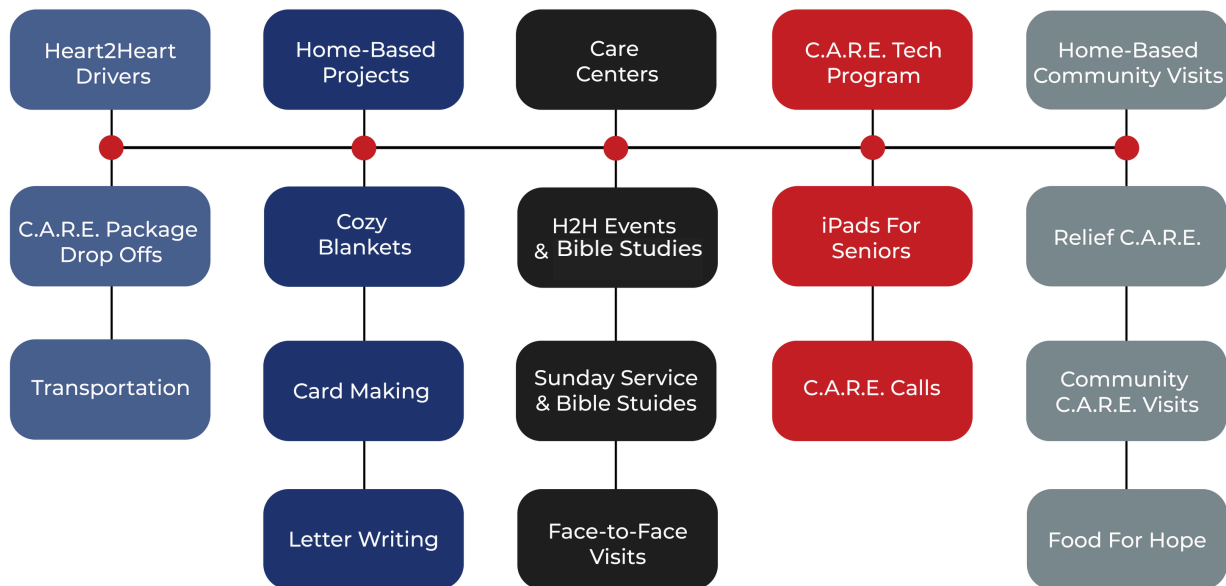
Our Programs

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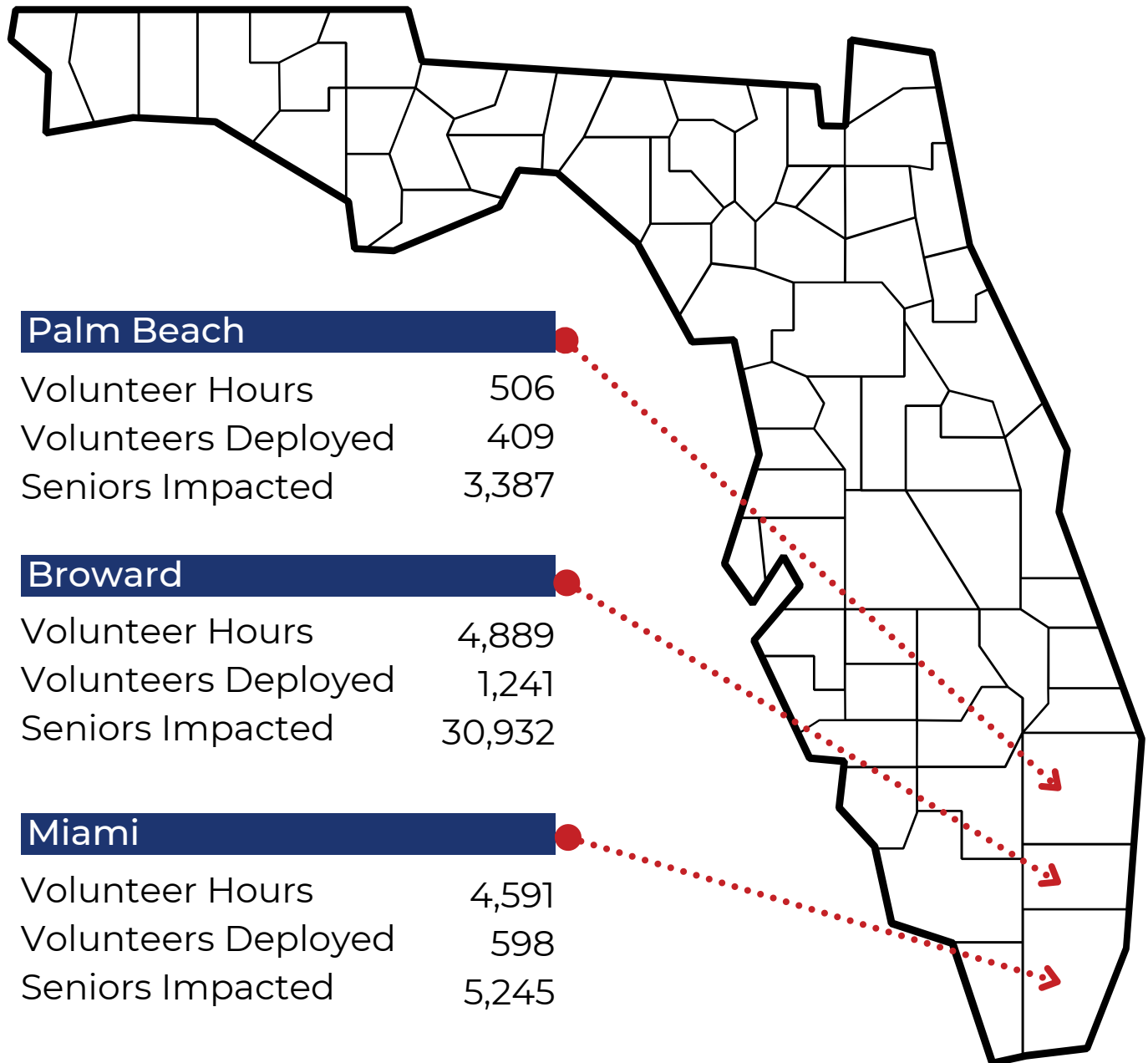
Outreach Opportunities

C.A.R.E. PROGRAMS



To learn more about our C.A.R.E. programs and outreach opportunities in detail, please visit us at www.heart2heartoutreach.org/outreach

Our Impact



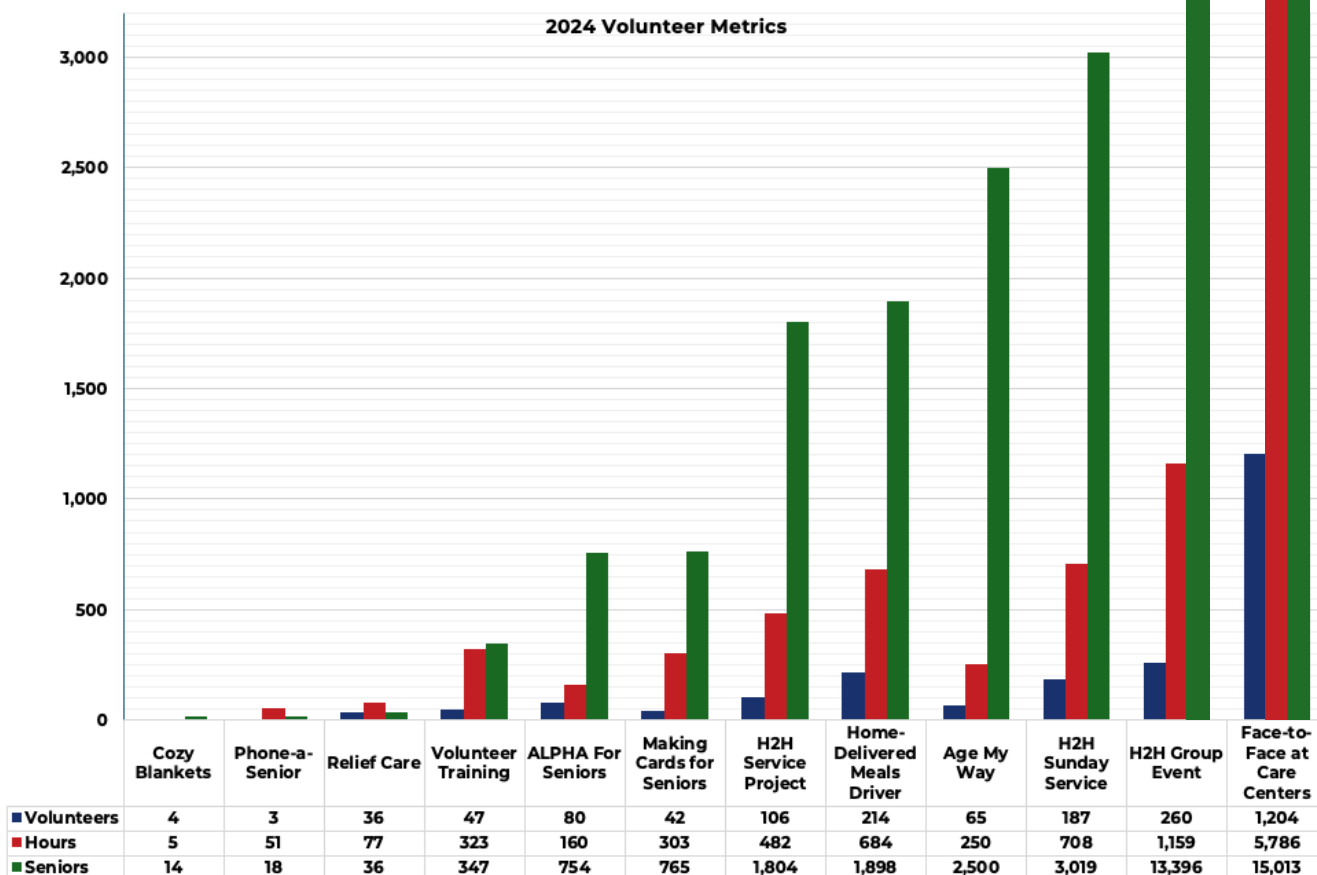
Total Hours

Volunteer Hours	9,987
Volunteers Deployed	2,248
Seniors Impacted	39,564

Our Impact

Volunteer Impact

Outreach	Volunteers	Hours	Seniors
Cozy Blankets	4	5	14
Phone-a-Senior	3	51	18
Relief Care	36	77	36
Volunteer Training	47	323	347
ALPHA For Seniors	80	160	754
Making Cards for Seniors	42	303	765
H2H Service Project	106	482	1,804
Home-Delivered Meals Driver	214	684	1,898
Age My Way	65	250	2,500
H2H Sunday Service	187	708	3,019
H2H Group Event	260	1,159	13,396
Face-to-Face at Care Centers	1,204	5,786	15,013
TOTALS	2,248	9,987	39,564



Our Impact

Food For Hope

Supported by the Older Americans Act (OAA), the Food for Hope Program enhances seniors' quality of life, promotes independence, and reduces the need for institutional care by serving adults 60+ facing food insecurity, mobility challenges, or medical conditions requiring nutritional support with Home Delivered Nutrition Services. Heart2Heart Outreach of South Florida plays a pivotal role in administering the 701 assessment which validates participants in the program.

In 2024, we conducted 359 screening/assessments, also known as units, among the OAA Title IIIC2 Home Delivered Meals Program (O3C2) and the temporary OAA Title IIIC2 American Rescue Plan Program (RP3C2). Units are classified as “Outreach” (a participant enrolled in the program through a public event.) or “Assessment” (a referred participant from the Area Agency on Aging Broward).

O3C2 Program

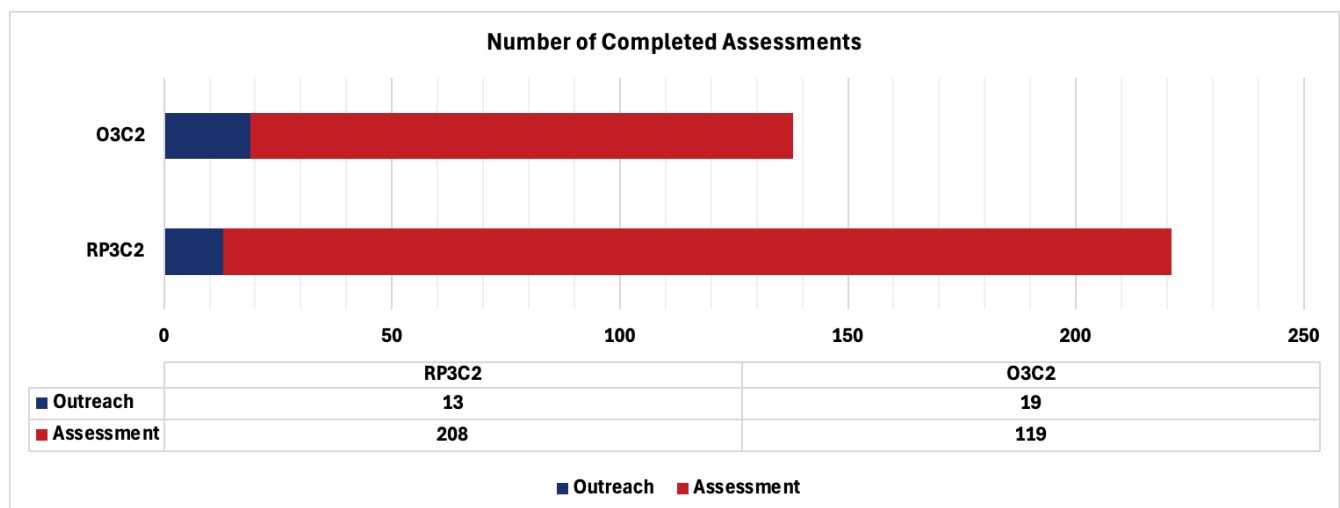
Outreach Units	19
Assessment Units	119
Total	138

RP3C2 Program

Outreach Units	13
Assessment Units	208
Total	221

Program Totals

Total Outreach Units	32
Total Assessment Units	327
Total	359



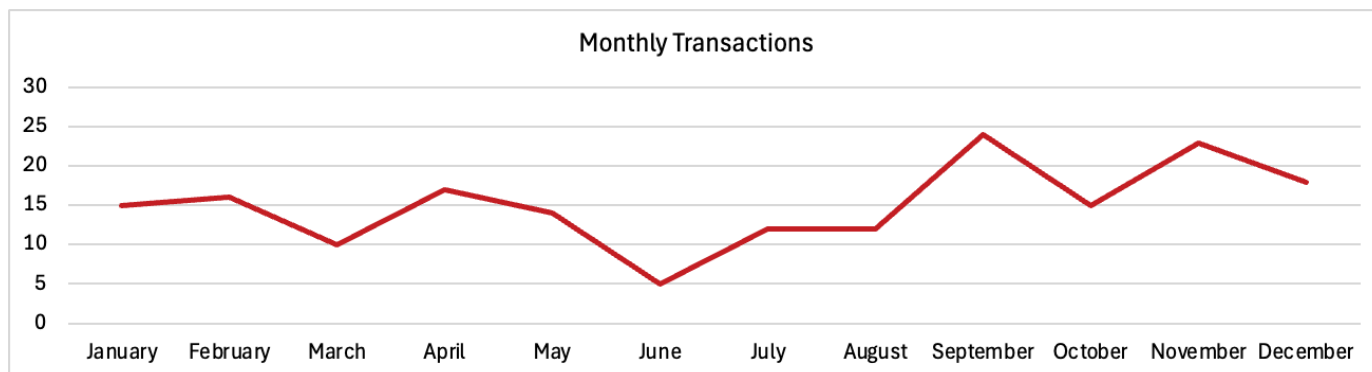
Our Services

Livescan Level 2 Background Checks

Heart2Heart Senior Outreach of South Florida is a Livescan provider for Florida Agency for Health Care Administration (AHCA) Level 2 fingerprints in Florida.



In 2024, we administered 181 background checks comprised of H2H volunteers and community needs.



Financials

Revenue

Fundraising Total	\$811,359
In-Kind	\$330,559
Total Revenue	\$1,141,918

Expenses

Program Expense	\$689,655
Administrative Expense	\$73,003
Fundraising Expense	\$48,682
Total Expenses (does not include in-kind)	\$811,340

Our Partners

\$100,000

- Bill Kent Family Foundation

\$25,000-\$99,999

- Dunn Family Foundation
- Festus & Helen Stacy Foundation
- JM Foundations
- PM Foundation
- Offerdahl's Hand Off Foundation
- Sushi Maki

\$1,000-\$24,999

- Albanese Group
- American National Bank
- Amaturo Family Foundation
- Banyan Giving Fund
- Bessemer Giving Fund
- Broward Sheriff's Office
- Calvary Chapel - Ft. Lauderdale
- Cirrus Medical Technologies
- City of North Lauderdale
- Cooper City Church of God
- El Aposento De La Gracia
- ElliQ Intuition Robotics
- Hollywood Community Church
- Humana
- Kovack Securities, Inc.
- Mansour Family Foundation
- OES Global/Traffic Cones for Less
- PDQ - Plantation
- Publix
- Quality Tech Services
- Quantum Foundation
- St. Mary Magdalene Church
- SunCap Real Estate Investments
- Sunshine Health (Centene)
- The William Watts Foundation
- Triple R Associates
- Upchurch Management Company
- West Coast University



Our Board of Directors

- Kim Kent, Board President
- Tim Smith, Board Director
- Christine Auker, Board Director
- Dolores King-St. George, Board Director
- Andrea Fletcher, Board Director



Our Staff



Juan Gallo
Executive Director
& CEO



Melissa Lopez
Operations
Manager



Dani Olea
Director of
Community Relations



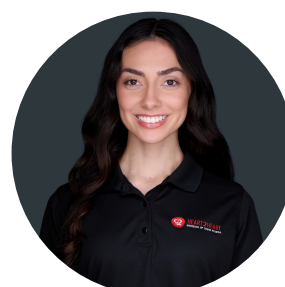
Eddie Alicea
Director of
Programs



Jasiela Whitehead
Outreach
Coordinator



Shirley Ramos
Patient
Advocate



Kayla Lindo
Front Desk
Admin



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