



# Mending Hearts

RESTORING WOMEN. RECLAIMING LIVES.



## ANNUAL REPORT

# 2021



**YVONNE SULLIVAN**  
Board Chair



**TRINA FRIERSON**  
Founding CEO/  
President

## LETTER FROM THE CHAIRPERSON AND CEO

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 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 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.
- 🎯 Start a Career Pathways program for our women to help them map out a career plan based on their 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



# KELLY'S STORY

Kelly entered into a life of addiction at just thirteen years old. She was raised by a single mom who worked very hard to support the family. Unfortunately, this meant that Kelly and her siblings had to spend a lot of time alone at a very young age. As she got older, Kelly found herself trying drugs to fill the constant void caused by her loneliness.

The consequences of Kelly's substance use caught up with her and she spent the majority of her youth immersed in the juvenile system and state custody. Kelly became pregnant with her first child at fifteen and was married at seventeen. By her early thirties, Kelly had been divorced twice, had five children and was stuck in a cycle of addiction that led to repeated incarceration. Kelly was in a tail-spin that led to losing custody of her children.

Without her children, Kelly found that she no longer had to keep up the façade of being clean. Her body was covered in track marks, she was selling drugs, stealing, and doing whatever it took to support her habit.

In 2019, Kelly was arrested for the last time. She was not offered any deals by the court system, but went directly to prison and spent three years there. After her release, Kelly came directly to Mending Hearts. She saw several women very sick from detoxing and was reminded of her own struggles. She made the decision then to truly work the program and get her life back.

Kelly not only maintained her sobriety but also became a mentor to her peers. Just six months into her stay she was offered the opportunity to provide support to other clients as a Peer Supervisor. Kelly accepted this role because she wanted to inspire women like herself. "No matter the time, no matter the problem, Mending Hearts staff was always there for me."

Kelly is now on the case management team and enjoys a fulfilling career of giving back.



“  
*The ties that I have with my family have been restored. My relationships matter now because I matter now. Every day, I get to be a living testament that the program at Mending Hearts works. Every day, I get the opportunity to show women that they CAN recover. Every day, I witness miracles. None of this would be possible without Mending Hearts.*  
”



# WE EMERGED STRONGER THAN EVER

Our community of supporters invested in our future knowing that Mending Hearts does not bow out in adversity but rises to overcome, therefore in 2021, we were also able to:

**Receive final funding to build a new eight-bedroom home at 4101 Albion Avenue**, allowing us to house women in a home-like environment. We plan to break ground in the new year.

## **Start Planning a Career Pathways Program**

This program aims to provide career development resources to the women of Mending Hearts, allowing them to discover employment opportunities that celebrate their strengths as they secure their way to sustained independence.

- assessing skills
- assistance with job search
- resume writing
- interview practice
- corporate connections

“

*Mending Hearts has been a safe place that for me to recover and deal with all of my trauma without feeling rushed.* - Carmen

*I was able to join the PHP and IOP programs and they made all the difference in my recovery.* - Makayla

*The pandemic was a hard time to decide to get sober but Mending Hearts was there for me regardless.* - Ashley

PHP Photos from David Bailey

We entered 2021 hopeful that the pandemic would subside and that the worst was behind us. Of course, together, we are still immersed in unprecedented times and navigating a new normal. COVID-19 hit the addiction community particularly hard; overdoses increased in Tennessee 50% in 2020 and an additional 32% increase in 2021. Mending Heart's waitlist rose to 263 women desperately waiting for treatment. Many Alcoholics Anonymous and Narcotics Anonymous meetings were suspended, leaving people isolated and without support. There was an increase in the use of fentanyl, resulting in deadly outcomes.

Through it all, Mending Hearts has continually focused on how best to keep our clients and staff safe and healthy while navigating new oppositions. We faced the struggles of adapting safety protocols, experienced financial strain as the stresses of the virus affected all industries, saw an increase in the need for our services, and coped with the fears that were present globally.

Despite the strain of a pandemic, we were able to achieve growth due to the perseverance of our staff and donors. We united and rose to meet the extensive needs caused by COVID-19. In 2021, Mending Hearts introduced a new **Partial Hospitalization Program (PHP)** – offering full-time mental health counseling six days a week while allowing clients to reside in their own homes and commute to our campus. This addition ensured that we could welcome women from our waitlist to our program and offer the services they needed despite being at capacity in our residential treatment.

We also established additional **Intensive Outpatient Programs (IOP)** that address addiction, depression, and other dependencies through evidence-based therapeutic processes. IOP includes group therapy, family therapy, and skill-building groups. Clients can come to campus and receive in-depth rehabilitation four half-day days a week to access life-saving services.

## **Looking forward**

We are exploring building a multi-family facility to provide affordable housing for alumni. Our vision is to give women the ability to live in an environment conducive to their newly acquired sobriety. By eliminating the hardship of the rising housing crisis in Nashville and providing wrap-around services to support their recovery, our former clients would be able to focus on building their finances and independence while being surrounded by a supportive community of other women in recovery. We believe that with the support of our donors, we will be able to make this dream a reality.

# CELEBRATING 25 YEARS OF RECOVERY



**OUR FOUNDING CEO,  
TRINA FRIERSON,  
CELEBRATED A  
MAJOR MILESTONE  
THIS SUMMER BY  
ACHIEVING 25 YEARS  
OF SOBRIETY.**

Not only has Trina spent a quarter of a century successfully maintaining her recovery, but she has also paved a way of healing for over 5,000 women in need. Trina believes in looking forward no matter how dark your past may be, and she promotes this resilience by sharing her story with anyone struggling with redemption in their recovery.

Our staff and board members gathered to surprise Trina and commemorate her achievement and tireless service to the community. To acknowledge Trina's remarkable feat, she was honored with a special plaque that is now displayed on the Mending Hearts campus to serve as a motivation to all women that they too can overcome the restraints of addiction.





## SCREENWRITING CLASS

This year the women of Mending Hearts were given an incredible opportunity to participate in a screenwriting class taught by award-winning industry professionals Bobby Moresco, Academy Award Winner for the films “Crash” and “Million Dollar Baby,” and Dr. Vincent Morelli, writer and director of the critically acclaimed documentary, “Left Behind: The Story of the New Orleans Public Schools.” Each of the thirteen clients participating in the program was paired with an experienced local writer as their mentor to help them one on one with structuring their story. For eight weeks, Bobby, Vince, and the mentors met weekly with clients to teach them the fundamental principles of storytelling. The women applied these concepts and began the therapeutic process of writing their own stories. Each week the women would read a new portion of their story and receive feedback from the professionals. Through the women’s difficult process of writing about their traumas combined with the expert guidance they received, the outcomes of their stories were very powerful. Creating a record of their journey in an artistic form has been a gift to them and all those with whom they choose to share it.

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*This was a wonderful experience and writing my story made me realize how far I've come - Heather*

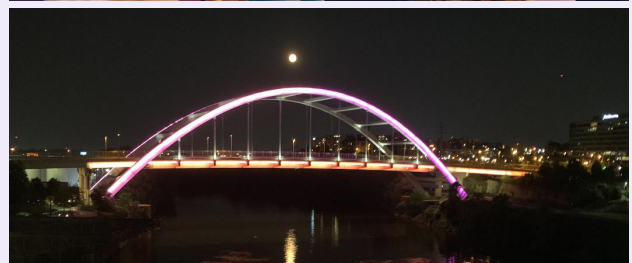
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## IMPACT 100

Impact100 is a women’s giving circle that was founded in 2014 and has awarded \$572,000 to worthy causes in communities across the country. Impact100 Nashville is comprised of over one hundred women who seek to empower local nonprofit organizations. Through a rigorous application process, sixty nonprofits participated in a competitive grants review process that included written proposals assessed by Impact100 members. A smaller group of eight semi-finalists participated in virtual site visits and then four finalists presented to members during the organization’s annual virtual Voting Event and Celebration to select the winners on November 4th. Mending Hearts was one of two nonprofits selected to receive these generous funds. On November 30th we were presented with a check. These funds have already begun to directly serve our clients. We are beyond thankful to the incredible group of women at Impact100 who continue to reach inspiring feats of philanthropic change.



# WOMEN TOUCHED BY ADDICTION



**STIGMA STAYS WITH WOMEN LONG AFTER THEIR SOBRIETY TAKES PLACE AND IS A REOCCURRING THEME IN THE RECOVERY COMMUNITY. MANY OF OUR CLIENTS HAVE MADE INCREDIBLE STRIDES AND HAVE OVERCOME UNTHINKABLE OBSTACLES BUT STILL LIVE WITH THE SHAME OF THEIR PAST.**

Stigma does not just affect the person in addiction but also those that care for them. Many families experience shame in thinking that they did something wrong or were not able to effectively pull their loved one out of the substance abuse cycle.

Substance use disorder is a disease and we at Mending Hearts strive to not just cure the disease but heal the whole woman, including her shame. We knew that this issue was bigger than us and the discussion needed to be broader so in 2021 we created National Women Touched by Addiction Day. This valuable movement will take place every July 23rd with a mission to open conversations and advocate for the elimination of stigma.

This year to commemorate this important day, we met on the Seigenthaler Bridge to witness the Korean Veteran's Bridge lit pink and purple. The event was hosted by Demetria Kalodimos. We had incredible speakers and testimonies from - former Mayor Megan Barry, Judge Rachel Bell, Susan O. Binns, Andrea Hancock, and Dr. Stephen Loyd. We also a performance from Cojo Ko and danced to music provided by CJ the DJ. It was a memorable day and was just the beginning of an empowering evolution of grace and compassion toward those affected by this devastating disease.

*Mending Hearts has changed my life for the better. IOP has taught me how to deal with my traumas and emotions. I'm now on a steady path instead of a roller coaster.*

– Abby

*I'm so thankful for all Mending Hearts does for each and every person here. I couldn't imagine being anywhere else.*

– Kalista

*Mending Hearts has stood by me through all of my struggles. The staff support me through every difficulty. My emotional, physical, and mental health have all improved since coming here.*

– Dorothy

*I thank God for my time at Mending Hearts. The staff are peers and work from their hearts. We are all so blessed to have a program that takes recovery seriously.*

– Mechael

# CLIENTS TURNED STAFF



## VALERIE

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My name is Valerie, and I came to Mending Hearts in December 2020. Prior to entering the program, I spent three and a half years incarcerated. My life was hopeless. I was forty-one years old and basically had spent seven out of the last ten years locked up. I know that it was only God doing for me what I could not do for myself by being accepted into Mending Hearts. I started learning things about myself and making better choices. For the first time in my life, I was surrounded by people who loved ME, who believed in ME, and that showed me there is life after addiction. I graduated from IOP, got a good job, and started managing my own responsibilities in life. I got my license back and bought a car. I paid my parole fees and my rent on time and started mending relationships with my family. I was asked to come to work here after I completed the program, and I now know exactly where I belong. My heart and my passion are here at Mending Hearts. What more in life could I ever ask for – every day I get to come to work and share in watching the beautiful light come on in a woman's life that has been darkened by addiction. I know God has given me a second chance at life through Mending Hearts.



## AUDREY

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I will have six years sober as of December 2021.

I entered Mending Hearts from prison with two and a half years clean. I wanted to transition slowly due to being locked up for twenty-eight months. I came to Mending Hearts with absolutely nothing. Mending Hearts helped me build my self-esteem by helping me with clothing and other hygiene items. I finished IOP and started working in Mending Heart's Residential Program. I have paid off my child support completely, as well as all my court fines. I have gotten my driver's license back, and now I have my own apartment. I have come a long way since 2018, and Mending Hearts has helped me every step of the way to becoming who I am today.





# Mending Hearts

RESTORING WOMEN. RECLAIMING LIVES.

## 2021 IMPACT

### DEMOGRAPHICS



**425**

Total Number of women served across all programs



**60%**

referred through the criminal justice system



**65%**

of women are parents



**90%**

with co-occurring disorders



**73%**

are victims of sexual assault



**110**

Total number of beds

unemployed at intake



**100%**

homeless at intake



**81%**

living below poverty level



**81%**

uninsured



**83%**

### SUCCESSFUL IMPACT



**79%**

remained drug and alcohol free



**65%**

of women with gainful employment



**50%**

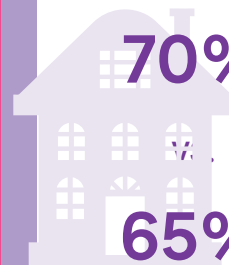
Number of women employed after 6 months



**88%**

Stayed out of criminal justice system

### PROGRAM OUTCOMES



**70%**

Number of women completing residential treatment

**65%**

SAMSHA's national average



**120 days**

Average length of stay



# WITH A GRATEFUL HEART



## FINN PARTNERS

### Mending Hearts Branding and Marketing

Finn Partners, a global advertising and public relations firm, have been unfailing contributors of their time and talents to bring our vision to fruition. In addition to our rebranding last year, continual PR and marketing support, this year Finn Partners played a key role in our National Women Touched by Addiction Day by creating of our logo and marketing materials. They understood our idea and helped us build a strong platform to reach national recognition. We are beyond grateful for their partnership and appreciate that their dedication to our mission runs deep.



## BROADMOOR BAPTIST CHURCH

The Broadmoor Baptist choir of students traveled all the way from Shreveport Louisiana to deliver messages of inspiration. They joined us for two days of donating their time to beautify our campus by gardening, and serving lunch to our clients. The last gift they offered was uplifting the women of Mending Hearts through song. Their beautiful voices were a reminder that brighter days are ahead. We hope they received as much from us as we did from them.



## Vanderbilt Center for Addiction Research

Discovering new roads to recovery

## VANDERBILT UNIVERSITY CENTER FOR ADDICTION RESEARCH

Erin Calipari, Ph.D. Danny Winder, Ph.D. and Aaron Conley from Vanderbilt's Center for Addiction Research partnered with us for our first National Women Touched by Addiction Day. They provided education to address the causes of stigma related to addiction. They also orchestrated an educational video conversation with Piper Kerman - Creator of Orange is the New Black, Tarra Simmons - Washington State Member of The House of Representatives, and our own Founder and CEO, Trina Frierson to address all facets of how stigma affects women and the necessary actions to combat it. We are grateful for their participation in helping the community understand the importance of addressing the disease of addiction and look forward to working with them again for 2022's event.



## TSU NURSES

Under the supervision of Carol Campbell, RN, nursing students from Tennessee State University enrolled in a mental health course have been utilizing their growing knowledge to assist all program phases at Mending Hearts. They are able to gain hands-on experience by engaging in our Detox through Partial Hospitalization programs while also providing our staff with extra support. We appreciate their care and service and are appreciative of their partnership.



## SHAUN AND GENEVA BAIRD – PURSE FULL OF LOVE

In 2021 we had the blessing of meeting Shaun and Geneva Baird. Their organization, Purse Full of Love, was started after the tragic loss of their daughter. Through their pain they were wanted to bring joy to women experiencing struggles with addiction. On Valentine's Day and Mother's Day, Geneva and Shaun gifted our clients with purses filled with self-care items, a luncheon, and the free services of a hairstylist, esthetician, and dental hygienist. Thanks to the Baird family, our clients were able to experience this day of beauty that showed them how valued and beautiful they truly are. We are so grateful to Purse of Love and Shaun and Geneva for their generous spirit.



## AMY & SCOTT COLE AND JANNA & RYAN HUNT

Every year The Cole and Hunt families have provided Mending Hearts' clients with the gift of an unforgettable Christmas. Most of our clients are estranged from their families due to past hurts and relationship strain. While they are working on their recovery to be able to rekindle those relationships, they are blessed through volunteers like Amy, Scott, Janna, and Ryan, to know that they are loved and valued. These families come together to provide our clients with a Christmas feast and presents. The women of Mending Hearts are able to experience the joy of the holiday season and receive the blessings from this incredible group of generous volunteers. We are so incredibly thankful for the Hunt and Cole families and all they do for our community of women.



## HCA

HCA employees have been continual supporters of Mending Hearts. In addition to the lifesaving work they do on a day-to-day basis they also took it upon themselves to write two hundred letters of encouragement for our women who are working on their recovery. Their acts of kindness were felt through our campus through visible smiles and happy tears from the clients as they read such caring words of inspiration. The generous hearts at HCA are a blessing to Mending Hearts and those we serve.

# APPRECIATION TO OUR SUPPORTERS

Meharry Medical School  
Brentwood United  
Methodist Church  
Whole Foods  
Hattie B's  
Project Return  
United Neighborhood  
Health  
Lentz Public Health  
Center  
Matthew Walker  
Comprehensive Health  
Center  
Trevecca Nazarene  
University

Vanderbilt Center for  
Addiction Research  
Hustle Recovery  
The Next Door  
Costco  
Lifeliners (all counties)  
Cherished Hearts  
Buffalo Valley, Inc.  
Crosspoint Church  
Brentwood United  
Methodist Church  
Thistle Farms  
Amazon

Mental Health Co-op  
Turnip Truck  
Journeys of Hope  
Recovery Court  
Nashville Drug Courts  
Nashville Cares  
Park Center  
Blue Cross Blue Shield  
CoreCivic  
Southpoint Risk  
UPS  
Pinnacle  
Acadia

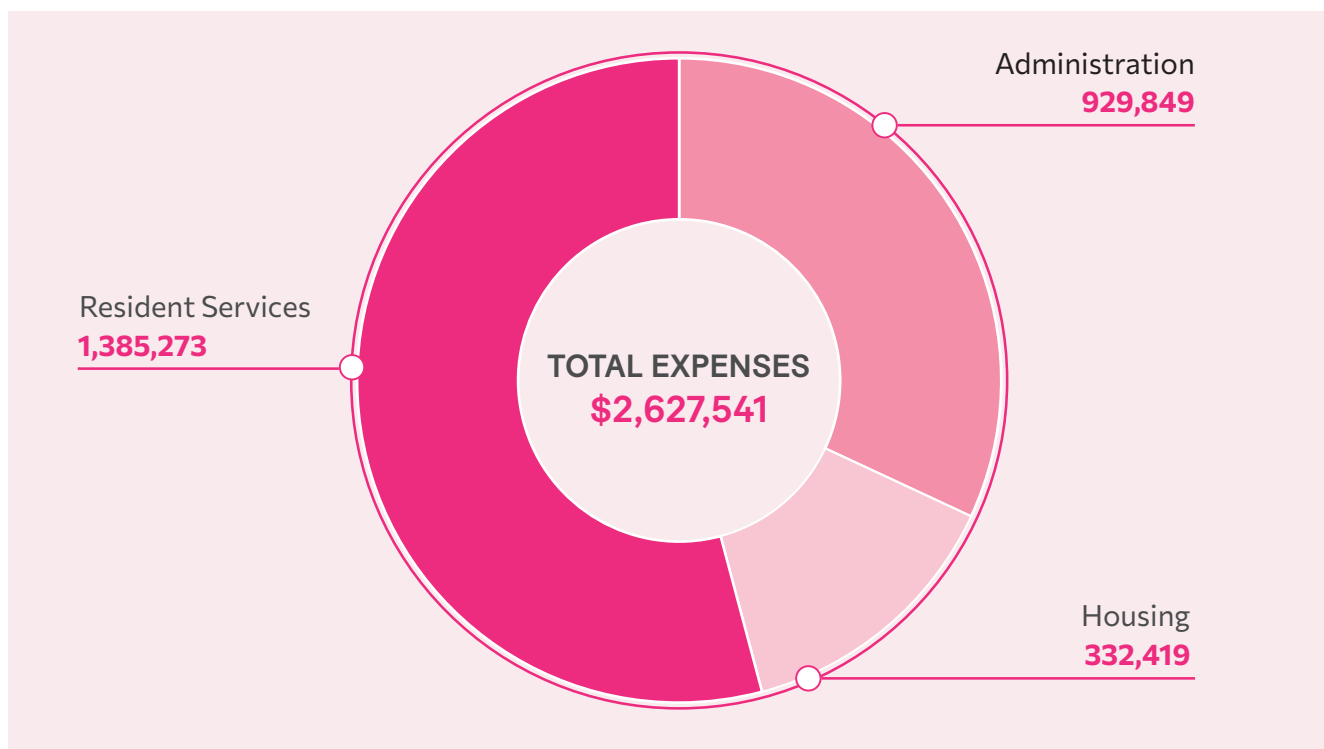
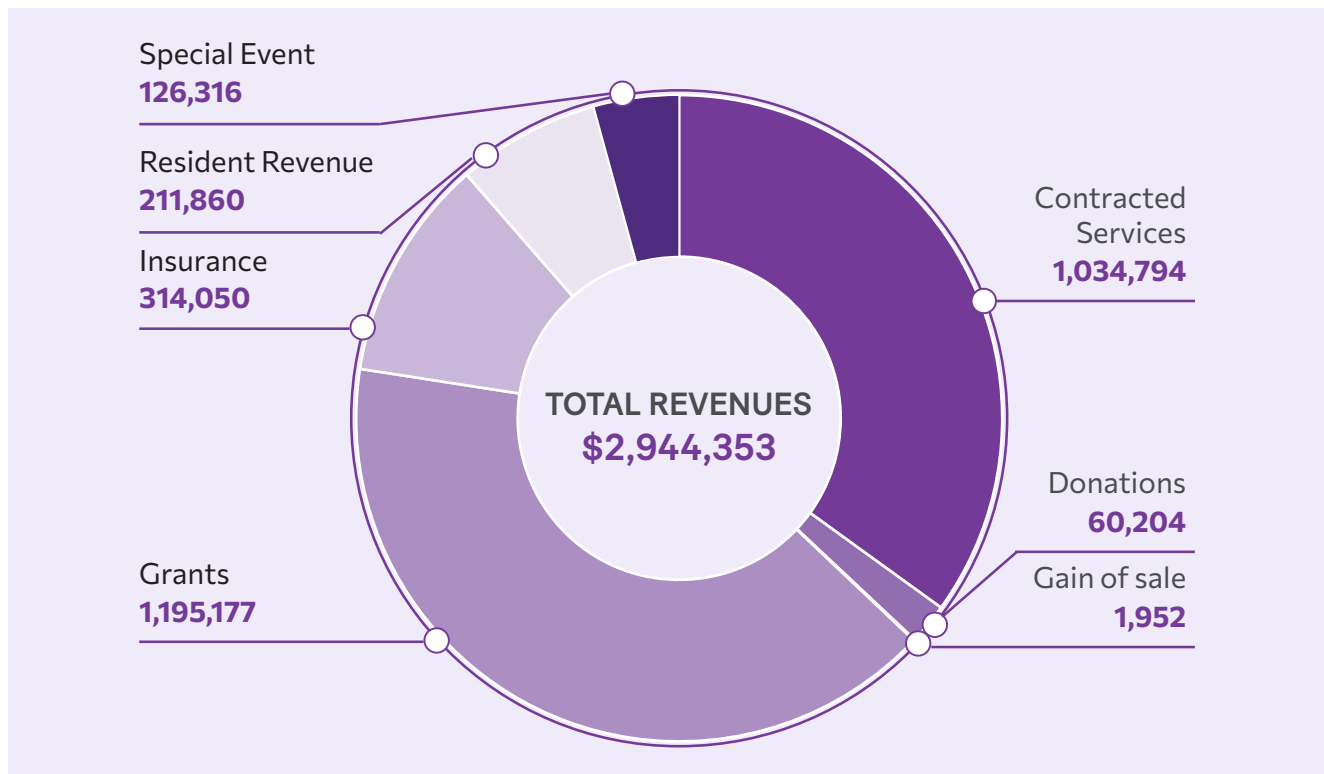
The Macfarlan Group  
Southeast  
Impressions  
Faith Family Medical  
Center  
Health Center  
Rutherford County  
Recovery  
Nashville State  
Community College  
YWCA  
West End United  
Methodist Church  
Hillwood  
Presbyterian Church

Second Presbyterian  
Church  
Dream Center  
Jason's Deli  
Jimmy John's  
Montgomery Bell  
Academy  
Otter Creek Church  
of Christ  
Heather Hawkins  
National Anti-Human  
Trafficking Coalition



# PROFIT AND LOSS

July 2020 - June 2021



Unaudited Financial