

Mending Hearts

1002

2022

ANNUAL REPORT

GREETINGS FROM OUR CHAIRPERSON AND CEO



YVONNE SULLIVAN
Board Chair



TRINA FRIERSON
Founding CEO/
President

This year has been a significant growth and building year for Mending Hearts. Through the incredible work of the staff and the generosity of our donors, we have significantly increased both our outreach and services to women in addiction:

- Treated a record-breaking number of women this year (423).
- Provided treatment on an outpatient basis for the first time in our history, allowing us to treat more women on our waitlist.
- Partnered with numerous local addiction-related agencies to create new partnerships and programs that bring synergies to the recovery process.
- Hired an Executive Director, Heather McBee, who has taken on more responsibilities for the daily running of the program allowing Trina to build partnerships with other agencies and speak to outside organizations to raise awareness of the addiction and overdose crisis we are facing in Tennessee.
- Began construction on 4101 Albion, our fifth new construction project - a residential home for eight women.
- Hired an Alumni & Outreach Coordinator, Cassandra Miller, to follow up with the women after leaving our program to ensure they find the outside support they need in their ongoing recovery and to track their outcomes.
- In one of the greatest success stories of Mending Hearts, Yolanda Maness, a Mending Hearts alum from 12 years ago, was promoted to Clinical Director overseeing all treatment programs.

As great as these successes were this year, our work is never done. With the scourge of fentanyl mixed into drugs, overdose deaths in Tennessee increased by an incredible 25.6% in 2021 (Source: CDC). Historically a relapse while in recovery was seen as a setback – now it's a potential death sentence. These factors are why our focus has continued to be on long-term treatment in our residential setting and supporting women to maintain their recovery once they leave our program. Some of our goals for the upcoming year to remove some of the obstacles to a stable recovery are ...

- Working with other agencies to find affordable housing for women after completing our program;
- Continue to work on a long-term solution of building workforce housing with wraparound services for Mending Hearts Alumni and other women in recovery;
- Create a data-driven Career Pathways Program to broaden the career options for our current clients and alums.

None of what we do could happen without the support of our 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



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.



VISION

Mending Hearts' vision is for every woman we serve to be treated with love and respect, regardless of their past or present challenges. We strive to treat the whole woman through therapeutic recovery that addresses not just her addiction, but also her mental, physical, and emotional health. Our priority is to reintegrate each woman into society with the tools she needs to live a healthy, independent, and sober life.

ABOUT US

Established in 2004, Mending Hearts is a nonprofit 501(c)(3) state-licensed and CARF-accredited residential treatment facility built on the compassion and community experienced by its founding CEO, Trina Frierson. Facing the consequences and complexities of life as a recovering addict and seventeen-time felon, she understands the journey to restoring and reclaiming lives. As an activist, Founder and CEO, Trina shares her experience, strength, and hope with the community, clients, and over 5,000 alumni.

The resilient women in our care share experiences with addiction and co-occurring mental and emotional trauma-related disorders. We are here to provide a safe place for second chances, mental health rehabilitation, and breaking the cycle of addiction.

We offer a full continuum of care, from medical detox through independent living, lasting up to two years. We provide the needed resources to address the whole person and their unique circumstances for lasting recovery. Our programs include safe housing, individualized treatment plans that utilize an evidence-based curriculum, expressive therapy, case management, 12-step groups, and skills-building education.



YOLANDA'S STORY:

RECLAIMING LIFE AND RESTORING WOMEN

The story started with Trina when she welcomed a recovering addict to live in her home, on her couch in 2004. That was just the beginning of her work that has led to helping over 5,000 women seeking recovery and mental health support. Trina poured her recovery into others, knowing that to keep her own recovery, she needed to help others. Yolanda was just one of those she helped, and today, Yolanda carries on that message of hope at Mending Hearts.

"I was raised in a small town in West Tennessee. After being consumed by addiction, I was court-ordered to a treatment facility for a minimum of 12-18 months. The outreach minister at my cousin's church suggested Mending Hearts so I could attend a program away from my hometown.

When I arrived at Mending Hearts, I was resentful and resistant to recovery. As I progressed through each level of care, I became defiant with behavioral issues. The staff didn't believe I was receptive to treatment and had trouble managing my recovery. Trina took notice of what was happening and identified that I was self-sabotaging. I was so used to living in crisis mode that independence frightened me; I didn't know who I was without using drugs.

Trina called my family and informed them that I would contact them soon and try to manipulate my way out of treatment (which I did). She asked my family to stay strong, and let me get the help and tools I needed to get through this. After eighteen months, I successfully completed the program with Trina's support.

I began working two part-time jobs, returned to school, and lived in independent recovery housing. I was working hard to get my life on track. Trina offered me a Case Manager Assistant position at Mending Hearts which gave me professional experience while I attended classes.

I received a scholarship to Lipscomb for my undergrad degree, where a professor encouraged me to intern at a different recovery facility to diversify my experience. With a heavy heart, I left Mending Hearts. Trina hugged me and said she was excited to watch me continue to grow. She continued to mentor me and offered support in my recovery, education, and personal growth.

Trina and I stayed in touch for many years. During one of our visits, she mentioned the Clinical Director position was available at Mending Hearts. I asked that she consider me for the position. Trina told me that she did not want to take me away from my current role. This was indicative of the integrity that Trina has. After further conversation and formalities, I was offered the Clinical Director position. I was overjoyed that I would be coming back home to Mending Hearts. After accepting the position, I started to doubt my ability to help all of these women in a place where I had been at my lowest. I called Trina, and she said, 'pray on it, but you have been blessed with some strong women in this field guiding you. What you have received, you are ready to pour into others.' I now lead a clinical staff of 19, and recovery for more than 400 women a year.

Trina has always been a lighthouse for me, guiding me through times of darkness. She has helped me to improve my relational, spiritual, and professional skills. Now, I live by Trina's advice, 'give back what was freely given to you, and don't forget where you came from.'"

CASSANDRA'S STORY:

KEEPING WHAT YOU HAVE BY GIVING IT AWAY

Once a client, now a staff member, Cassandra has a new outlook on life; she knows first-hand how Mending Hearts can restore women's lives from addiction. Thanks to the lived experiences of founder Trina Frierson and former client, now clinical director Yolanda Maness, Cassandra experienced what it truly means to 'keep what you have by giving it away.' Trina poured hope into Yolanda and she passed that hope on to Cassandra and many more.



CASSANDRA IS JUST ONE OF THE **38%** OF MENDING HEARTS STAFF MEMBERS WHO HAVE SUCCESSFULLY COMPLETED OUR PROGRAM. LIKE MANY OF OUR CLIENTS, SHE USES HER STORY FOR GOOD AND TO GIVE BACK.

"I met Trina and Yolanda when I was incarcerated in the Davidson County jail while attending Trina's Exit Plan program. She assigned me a mentor, Yolanda, who told me about Mending Hearts. They offered me a spot at Mending Hearts to work on my recovery, but I wasn't ready yet – I hadn't found my bottom.

It wasn't long before I was right back to the drug, prostitution, stealing, and using lifestyle. Finally, I was ready. I called Trina and she lovingly accepted me to Mending Hearts. I stayed, completed treatment, started rebuilding my family, and met new healthy people in recovery.

I left early, though, and went back to using. When I finally got arrested, Trina allowed me to return to the program. Trina and Yolanda never gave up on me. They believed in me when I couldn't believe in myself. I completed the program and went to sober living. While she was a Mending Hearts volunteer, Yolanda even paid my way to get there. She made a deal with me that if I did the work, she'd help me be successful.

After 13 months clean from drugs and alcohol, I started my career working in treatment. I worked at another facility before Trina and Yolanda hired me as Mending Hearts IOP Counselor and then advanced to become the Alumni and Outreach Coordinator.

Their work not only broke the cycle of addiction in my life but also the resulting cycles of incarceration and broken family life. Trina and Yolanda poured their experience, strength, and hope into me. They helped me reclaim my life and have given me the opportunity to inspire others."



MENDING HEARTS ALUMNI

As Cassandra took the next leap in her journey to become Mending Hearts' Alumni and Outreach Coordinator, we launched the Alumni group to re-engage former program participants. Through planned community events, social media, and the TN Recovery app, the program provides a structured, safe community for former clients that empowers alumni to connect, continue to support each other on their recovery journey, and encourage existing clients.

“Mending Hearts has given me my life back. I have a beautiful relationship with my kids. I have a great job and responsibility now. It's very empowering!” – Yvonne N.

mending
rainbows

MENDING RAINBOWS: FAMILY MATTERS



Mending Hearts works to break the cycle of addiction. By helping women heal and develop life-long tools, we are able to help mend broken families. Last year, thanks to a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA), we were able to relaunch our moms with kids program as Mending Rainbows in partnership with Meharry Medical School, Lipscomb University, and My Father's House. Mending Rainbows is a clinically structured program for pregnant and postpartum women built on the continuum of care offered by all of the participating agencies.

Participants, their children, and support teams receive trauma-informed services focused on establishing a path to recovery for the whole family system. The project's overarching goal is to identify, engage, and support minority pregnant and postpartum women and their minor children in treatment and support services needed to successfully transition to health and wellness.



Mending Hearts

RESTORING WOMEN. RECLAIMING LIVES.

2022 IMPACT

423

Total Women Served Across All Programs

68%

Completed one or more Clinical Program

DEMOGRAPHICS



83%

Have Children



60%

Referred Through Criminal Justice System



94%

Victims of Sexual Assault



99%

Have a Co-occurring Mental Health Disorder

STATUS AT INTAKE

98%

Unemployed

76%

Homeless

99%

Below Poverty Level

71%

Uninsured

IMPACT (While at Mending Hearts)



75%

Remained Drug & Alcohol-Free



98%

Stayed out of the Criminal Justice System



98%

Employed within six months

87%

Employed by the end of the program



HOME IS WHERE THE HEART IS

INCREASED ON-CAMPUS HOUSING

Construction began on our new three-story, 8-bedroom, 5-bath home on Albion Street with a target completion of June 2023. This new home will house eight clients replacing a 1963 duplex with significant structural problems. Providing clients with safe housing in a community living environment during their treatment is a foundational part of our program.

ON THE MOVE

There are many beautiful success stories that come from Mending Hearts' program, but one of the most powerful is breaking the cycle of homelessness. We had several clients move into their own homes through the generosity of grants from partners Impact 100 Nashville and SAMHSA grants for the benefit of homeless individuals (GBHI). Their generosity paid for rent and utility deposits to help women gain self-confidence in knowing that they can live independently and thrive. Securing safe housing incites feelings of value, strength, and worthiness that are key for women to evolve in their recovery. We are proud of these clients as they take milestone steps toward a new life.

“ I appreciate the fact that this place is here to help people like me! This is the only time I've been sober besides being in jail. The promises of freedom from addiction and to live my life have been brought to life. I'm grateful for Mending Hearts and the opportunity they gave me for the future.” – Mekisha.





In 2022, we launched our Lend Your Heart volunteer program to engage with the local community on a deeper level. In working to create a meaningful experience for large groups, we were able to welcome and accommodate corporations, organizations, and schools. Volunteers can assist with gardening, classes for clients, and general campus beautification. Our volunteers are the heartbeat of the organization and we welcome them to the Mending Hearts family with open arms.

If you want to volunteer, one-on-one or with an organization, please email us at info@mendingheartsinc.org or visit www.mendingheartsinc.org/company-volunteer-opportunities/

Thank YOU to our volunteers, partners, and sponsors!



HOSPITAL CORPORATION OF AMERICA (HCA)

Nashville-based HCA is the largest Healthcare provider in the country, with 175 hospitals in 20 states. They have been an incredible supporter of Mending Hearts through the years. HCA has provided us with numerous grants for the basic needs of our women, has sent kind notes of encouragement to our clients, baked brownies for our staff, and brought large groups of volunteers to care for our campus. Their support is very valuable to us and we are grateful that they choose to support our mission.



CRE615

CRE615 is a networking group whose mission is to help the next generation of Commercial Real Estate professionals develop both personally and professionally to become changemakers who positively impact their industry and Nashville. A group of their members took time out of their busy days to lend their hands (and hearts), to help beautify our campus. Not only did they weed, mulch, and plant, but they also engaged with our clients and showed compassion and kindness. We are very grateful for their inaugural volunteer event at Mending Hearts and look forward to further building a relationship between our organizations.



MONTGOMERY BELL ACADEMY

Montgomery Bell Academy (MBA) has supported our mission for four years. This incredible school encourages its students to give back to the community through consistent service to make a true impact. This year, the young men spent a Saturday on campus cleaning out multiple storage rooms to make some much-needed room. MBA is already planning a learning lab day on their campus for our clients to participate in classes for interviewing skills, writing a resume, and creating a budget. Stay tuned for more on this synergistic partnership that gives so much to the women we serve.

COMMUNITY PARTNERS:

Acadia Health
Amazon
Blue Cross Blue Shield
Brentwood United Methodist Church
Buffalo Valley, Inc.
Cherished Hearts
CoreCivic
Costco
CRE615
Crosspoint Church
Davidson County Recovery Court
Faith Family Medical Center
Finn Partners
Hattie B's
HCA
Hillwood Presbyterian Church
Hustle Recovery
Jason's Deli
Journeys of Hope

Lentz Public Health Center
Lipscomb University
Lifeliners (all counties)
Matthew Walker Comprehensive Health Center
The Macfarlan Group
Meharry Medical College
Mental Health Co-op
Montgomery Bell Academy
My Father's House
Nashville Cares
Nashville State Community College
National Anti-Human Trafficking Coalition
The Next Door
Otter Creek Church of Christ
Park Southpoint Risk Center
Piggly Wiggly
Pinnacle Financial Partners
Project Redesign

Project Return
Rutherford County Recovery Court
Second Presbyterian Church
Southeast Impressions
Tennessee Housing Development Agenda (TDHA)
Tennessee State University
Thistle Farms
Trevecca Nazarene University
Turnip Truck
United Neighborhood Health
University of Memphis
Vanderbilt Center for Addiction Research
West End United Methodist Church
Whole Foods
Young Leaders Council
YWCA

SPONSORS:

Amazon
Bank of America
Blue Cross Blue Shield
Blue Fire Firestop
CoreCivic
Deangelis Diamond
Finn Partners
HCA/Tristar
Ingram Charities

Jack's Bar-B-Q
The Martin Foundation
Pinnacle Financial Partners
Reed Landscaping
Southeast Impressions
Southpoint Risk
Strong Waterproofing
Tennessee Development Fund
UPS



SOUTHEAST IMPRESSIONS

Southeast Impressions is a family-owned business in Lebanon serving Middle Tennessee with screenprint, embroidery, and promotional products. During the winter, they generously donated 110 new coats to Mending Hearts; one for each client. Many of our clients enter our program with very little clothing or possessions. It was a wonderful gift that gave the women a warm reminder of how much their community cares for them.

Southeast Impressions also sponsored our two annual fundraisers this year - our Annual Rise Breakfast and the Women Touched by Addiction Walk. We are so grateful for their partnership which helped us to further our mission and offer resources to our clients.

FINN PARTNERS

Finn Partners is one of the fastest-growing global, independent marketing and communications agencies in the world. Our support team at Finn Partners in Nashville, led by Betty Mason, has been an integral part of our growth over the years. Their insight and talent afforded us the ability to refine our branding, marketing, and overall outreach. We treasure their partnership and are grateful for their knowledge and leadership as they work with us to fight addiction.



Women Touched by Addiction Day **WALK**

Celebrated every July 23rd, **Women Touched by Addiction Day (WTBA)** is a national movement established by Mending Hearts. The purpose of the day is to shine a light on the disease to help remove the stigma, empower women, provide education, open conversations, and help women to build the resilience needed to move forward.

This year we were excited to recognize our second annual national Women Touched by Addiction Day with the first-ever WTBA Walk. To celebrate this empowering movement, the community gathered at Nashville Public Square. The impactful speakers included Megan Barry (former Nashville Mayor whose only child, Max died of an overdose), Judge Rachel Bell (Founder of the C.A.R.E. court for non-violent offenders ages 18-30), Dr. Erin Calipari (Assistant Professor of Pharmacology and faculty member at the Vanderbilt Center for Addiction Research), and Richard Scott (father of a son, Cooper, who died of an overdose), and our very own CEO/Founder, Trina Frierson. The Courthouse and Korean Veterans Bridge were lit with purple and pink lights in a unifying expression of the Mending Heart colors signifying the purpose of the day to eliminate the stigma of addiction. We look forward to spreading this message nationwide until the disease of addiction is approached with empathy, understanding, and a goal of healing.

“Mending Hearts has literally changed my life in just a short time. This is home to me, and everyone is truly family. The staff here is always involved and willing to help however needed.”

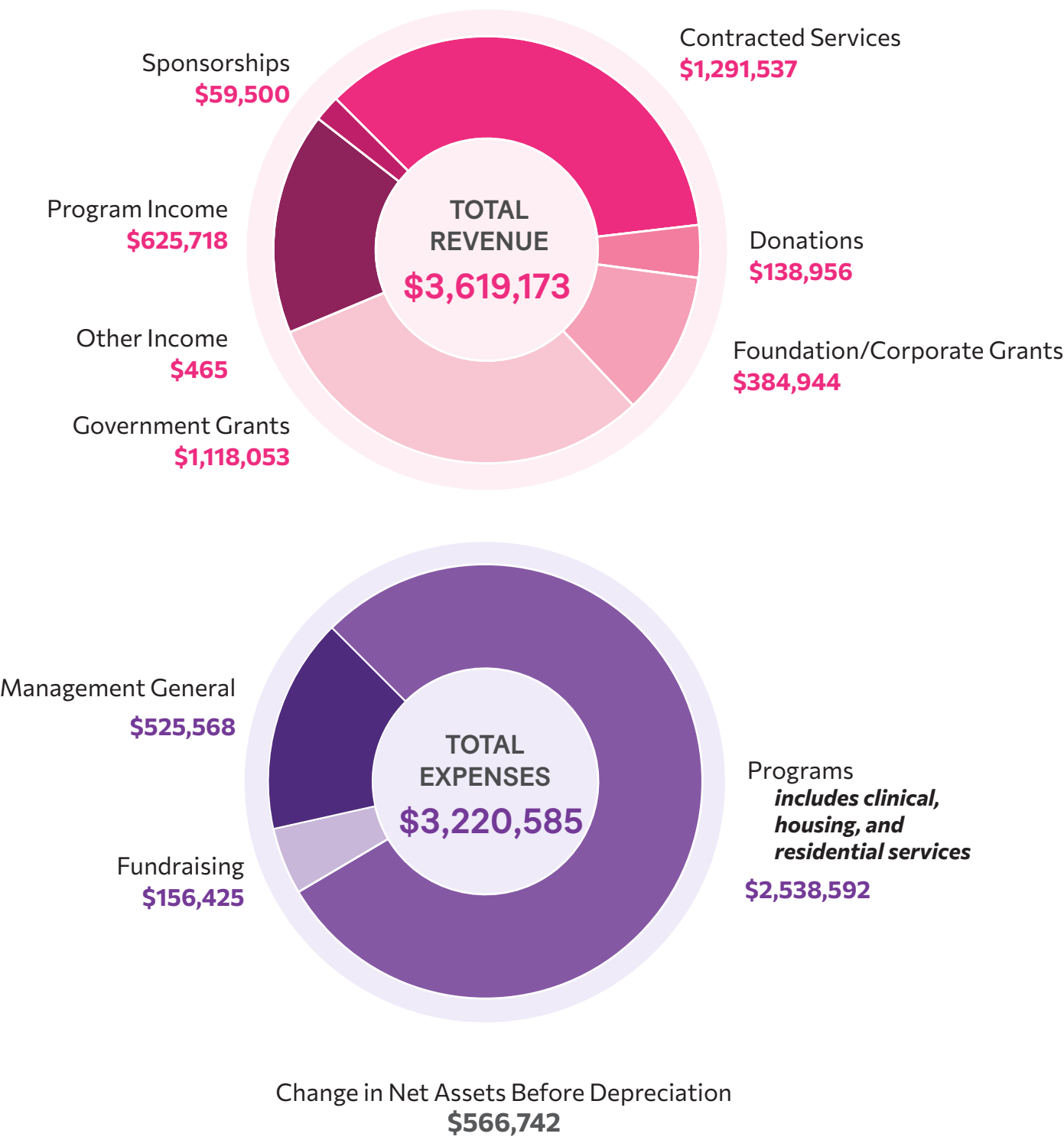
- Emma.



FINANCIALS

MENDING HEARTS, INC PROFIT AND LOSS

July 1, 2021 - June 30, 2022



MEET OUR TEAM

BOARD OF DIRECTORS

Yvonne Sullivan, *Board Chair* – Retired, ABN AMRO Bank
Heather Barbour, *Vice Chair* – Bank of America
Deb Macfarlan Enright, *Secretary* – The Macfarlan Group
Rachel Gerring, *Treasurer* – EY
Elizabeth Baumgarten – Hospital Corporation of America
Abby Sparks – Nashville Bar Association
Kim James – Young Leaders Council, Nashville
Haley “Zap” Zapolski – Jumpstart Foundry
Ginger Wells – Lawrence County Substance Abuse Prevention Coalition
Bryan Heckman – Meharry Medical College
Alex Moon, *YLC Board Intern* – Thrivent

LEADERSHIP TEAM



TRINA FRIERSON
Founding CEO/President



HEATHER MCBEE
Executive Director



DR. VINCENT MORELLI, M.D.
Medical Director



TRACIE HINSON
Chief Operating Officer



MAX MAYO
Sr. Director of
Development



TAMARA J. CARROLL,
MSN, APRN, FNP-BC
Nurse Practitioner



YOLANDA MANESS
LPC, LADAC II, QCS
Clinical Director



Mending Hearts

RESTORING WOMEN. RECLAIMING LIVES.



Mending Hearts

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Mending Hearts is partially funded through the
Tennessee Department of Mental Health and
Substance Abuse Services.

Preference for treatment is provided for pregnant
women.

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