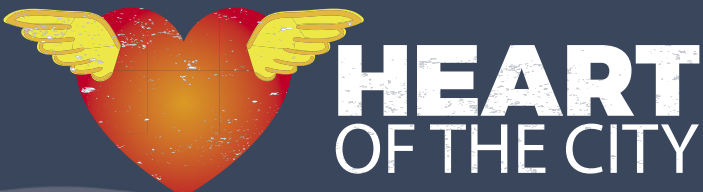


2021 ANNUAL IMPACT REPORT



HEART OF THE CITY
 COMPASSION LIVED OUT

OUR PURPOSE

For the Greater Lewisville/South Denton County region, we see the current purpose of Heart of the City Lewisville is to provide assistance with **FOOD, CLOTHING, and COUNSELING**. However as needs change, so will the programs of Heart of the City. We realize in a rapidly changing world, we have to be able to change as well. Honestly, we are simply trying to be the hands and feet of Jesus, doing what He would do if He were on earth today.

OUR MISSION

To **LOVE OTHERS**, to **SERVE OTHERS**, and to **HELP OTHERS**. When doing all of this, we do it in the name of Jesus.

OUR VISION

We see the potential of Heart of the City to be a model for loving, helping and serving local communities, led by local people, using local resources to make those communities better places to live, work and play. This model will be one that can be duplicated in every town all across the nation. And when this happens, we will find that each unique Heart of the City entity has the potential to truly be the **HEART** of each city and it will be an example of what it looks like to **LOVE GOD** and **LOVE OTHERS**.

OUR VALUES

- Integrity
- Stewardship
- Compassion
- Community
- Excellence



"The best part about volunteering is when the families we serve become friends, and come to understand that we really do care."
 Any/HOTC Volunteer

"There is a place for everyone and it's a great way to involve your entire family in serving."
 Eric & Debbie HOTC Volunteers

"Our favorite part about serving is helping others and sharing God's word with them."
 Roger & Shirley HOTC Volunteers

"As volunteers we have the privilege of participating in God's work."
 JAIME HOTC VOLUNTEER

"All I know, is that I'd rather be serving at Heart of the City, than be anywhere else on a Saturday morning."
 Lance/HOTC Volunteer

"Give to the one who begs from you, and do not refuse the one who would borrow from you."
 MATTHEW 6:2

"My favorite part about volunteering is sharing the gospel and knowing families will be able to put a meal on the table."
 Frank/HOTC Volunteer

"You can feel the Spirit of God changing lives when you serve at Heart of the City."
 Esmereida/HOTC Volunteer

"Volunteering at Heart of the City gives us the opportunity to show the love of Christ to those we serve."
 PASTOR GONZALEZ AND LEANDRA HOTC VOLUNTEERS

Serving at Heart of the City helps us share the love of Jesus in a practical, hands-on way.
 Bob & Judy HOTC Volunteers

BACK TO SCHOOL SHOE GIVEAWAY!



"You guys do such a great job. It's obvious you guys really have a heart for what you're doing. You have really been a blessing to my family and obviously to all those who visit the pantry. People seem to connect very well with Heart of The City."
 - Neighbor Michael



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 www.HeartOfTheCityLewisville.com



OUR VOLUNTEERS ARE THE BEST

"Man, you guys are doing great work. Thanks for all you do to help the community." - Neighbor Cedric

3,189 FAMILIES (OR 14,350 INDIVIDUALS) IMPACTED SINCE HEART OF THE CITY INCEPTION IN 2019.

154 NEW VOLUNTEERS

2,055 NEW FAMILIES SERVED

"I feel happier working at the pantry than I did working in my career field." - Jerry, Volunteer

165 VOLUNTEER HOURS MONTHLY AT GRAHAMS

9,807 INDIVIDUALS IMPACTED

Frequently we hear: "You prayed for and it happened."

Fill in the blank with job, relationship reconciliation, etc. God has done amazing things through our 5 - 10 minute coaching conversations and our one hour impromptu discussions.

11,884 VOLUNTEER HOURS AT FARMERS MARKET FOOD PANTRY

PRESIDENT/CEO REPORT

In 2021, Heart of the City celebrated 2 years of loving, serving, and helping. Honestly, as I look back I still wonder how it all happened...how the needs were met...how resources were provided...how lives were changed for eternity. But then I am reminded, I don't have to know how it all happened. An amazing TEAM has been assembled of DONORS, VOLUNTEERS, STAFF and NEIGHBORS, and not one of those can do without the other. YOU and the role you play is crucial. I hope you can see that. NO ONE can take your place.

So, THANK YOU for what you have done in the past year, but more importantly, thank you for staying the course with Heart of the City into the future.



The need is greater, the reach is broader, and the impact is deeper. Press on. Run the race. Dig in. And know that you are part of something MUCH larger than any of us ever thought or imagined. Let's do this!

With humble gratitude,
Pastor Rob Veal
President/CEO

2021 HIGHLIGHTS

39 PEOPLE CAME TO KNOW JESUS CHRIST



810 BABY DIAPERS GIVEN

17,105 ITEMS OF CLOTHING GIVEN

350 CHRISTMAS GIFTS HANDED OUT

1,303 PAIR OF SHOES GIVEN

411 WINTER COATS GIVEN



465,681 POUNDS OF FOOD
370,114 MEALS PROVIDED



OVER 250 FAMILIES SERVED EACH WEEK

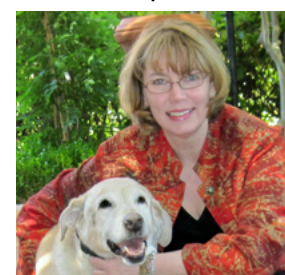
FROM THE EXECUTIVE DIRECTOR

When Heart of The City was formed in 2019, area demographics showed us that there were needs in our neighborhood and surrounding area, but we did not grasp the full extent of those needs. We wanted to provide help, meaningful help. not just do what we thought was needed. Our business plan was flexible so that we could respond to needs as they were identified. Our first project was a free clothing event which was met with great response, thus confirming the need for clothing.

Through North Texas Food Bank, we learned that 1 in 6 people in Denton County were food insecure and were being served by only a handful of pantries. Partnering with NTFB, the Heart of The City Farmers Market launched on October 28, 2019, just in time to prepare for the surge to come as a result of COVID. And surge it did. The number of neighbors grew from just a handful on the first day of operations to over 250 in a day. In addition, we have been able to stock the patio shelves with food for people who are reluctant or unable to come during operating hours.

Based on the response to our initial free clothing event, Heart of The City opened a free clothing boutique in 2021. Through generous donations of new and gently used clothing, neighbors are able to shop for clothing for men, women and children. HOTC realizes that appropriate clothing is so important in building confidence at work and school, and this ministry continues to bless people every week.

Finally, Heart of The City offers life skills coaching on an appointment basis. We focus on loving, respecting and praying for every person who comes on our campus. As relationships are formed, Heart of The City becomes a trusted advisor and resource.



Heart of The City has a small permanent staff and large volunteer base. We are structured to be able to meet needs that are identified in our service area which has resulted in opening 2 satellite locations with more on the drawing board.

Vicki Graham
Executive Director

2021 STAFF & TEAM

LEWISVILLE HEADQUARTERS



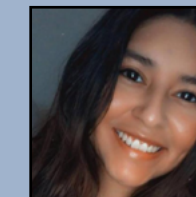
Danny Myall
Director of Operations



Frances Peters
Assoc Dir of Operations



Marcela Rivera
Program Specialist Spanish



Domarise Gonzalez
Spanish Specialist



Kim Patterson
Administrator

WEST LEWISVILLE

1569 W. Main Street, Lewisville TX • 214-529-3999



Frank Green
Site Operations

CARROLLTON

1407 Walnut Street • Carrollton, TX • 214-490-8370



Jose Velasquez
Site Operations

Loving Others, Serving Others, & Helping Others from Lewisville, West Lewisville, Carrollton, and coming soon to Frisco in 2022.