

Form **990**

Return of Organization Exempt From Income Tax
Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

OMB No. 1545-0047

2020

Department of the Treasury
Internal Revenue Service

▶ Do not enter social security numbers on this form as it may be made public.
▶ Go to www.irs.gov/Form990 for instructions and the latest information.

Open to Public Inspection

A For the 2020 calendar year, or tax year beginning and ending

B Check if applicable: <input type="checkbox"/> Address change <input type="checkbox"/> Name change <input type="checkbox"/> Initial return <input type="checkbox"/> Final return/terminated <input type="checkbox"/> Amended return <input type="checkbox"/> Application pending	C Name of organization Heart Havens, Inc.		D Employer identification number 54-1823934
	Doing business as		E Telephone number 804-237-6097
	Number and street (or P.O. box if mail is not delivered to street address)	Room/suite	
	7501 Boulder View Drive		G Gross receipts \$ 3,650,132.
	City or town, state or province, country, and ZIP or foreign postal code Richmond, VA 23225		H(a) Is this a group return for subordinates? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
F Name and address of principal officer: Jennifer Boyden same as C above		H(b) Are all subordinates included? <input type="checkbox"/> Yes <input type="checkbox"/> No	
I Tax-exempt status: <input checked="" type="checkbox"/> 501(c)(3) <input type="checkbox"/> 501(c) () (insert no.) <input type="checkbox"/> 4947(a)(1) or <input type="checkbox"/> 527		If "No," attach a list. See instructions	
J Website: ▶ WWW.HEARTHAVENS.ORG		H(c) Group exemption number ▶	
K Form of organization: <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Other ▶		L Year of formation: 1996	M State of legal domicile: VA

Part I Summary

Activities & Governance	1 Briefly describe the organization's mission or most significant activities: Heart Havens empowers adults with developmental disabilities to live and thrive in their		
	2 Check this box <input type="checkbox"/> if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	3 Number of voting members of the governing body (Part VI, line 1a)	3	13
	4 Number of independent voting members of the governing body (Part VI, line 1b)	4	13
	5 Total number of individuals employed in calendar year 2020 (Part V, line 2a)	5	88
	6 Total number of volunteers (estimate if necessary)	6	30
	7a Total unrelated business revenue from Part VIII, column (C), line 12	7a	0.
b Net unrelated business taxable income from Form 990-T, Part I, line 11	7b	0.	
Revenue	8 Contributions and grants (Part VIII, line 1h)	Prior Year 216,183.	Current Year 791,549.
	9 Program service revenue (Part VIII, line 2g)	2,643,695.	2,427,770.
	10 Investment income (Part VIII, column (A), lines 3, 4, and 7d)	309,213.	24,374.
	11 Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	6,795.	406,439.
	12 Total revenue - add lines 8 through 11 (must equal Part VIII, column (A), line 12)	3,175,886.	3,650,132.
Expenses	13 Grants and similar amounts paid (Part IX, column (A), lines 1-3)	0.	0.
	14 Benefits paid to or for members (Part IX, column (A), line 4)	0.	0.
	15 Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10)	2,099,259.	2,254,677.
	16a Professional fundraising fees (Part IX, column (A), line 11e)	0.	0.
	b Total fundraising expenses (Part IX, column (D), line 25) ▶ 97,052.		
	17 Other expenses (Part IX, column (A), lines 11a-11d, 11f-24e)	712,294.	758,949.
18 Total expenses. Add lines 13-17 (must equal Part IX, column (A), line 25)	2,811,553.	3,013,626.	
19 Revenue less expenses. Subtract line 18 from line 12	364,333.	636,506.	
Net Assets or Fund Balances	20 Total assets (Part X, line 16)	Beginning of Current Year 2,542,578.	End of Year 3,195,077.
	21 Total liabilities (Part X, line 26)	300,282.	316,275.
	22 Net assets or fund balances. Subtract line 21 from line 20	2,242,296.	2,878,802.

Part II Signature Block

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here	Signature of officer		Date
	Jennifer Boyden, Chief Executive Officer Type or print name and title		
Paid Preparer Use Only	Print/Type preparer's name Ellen A. Moseley	Preparer's signature	Date
	Firm's name ▶ Pilc & Moseley, LLC	Firm's EIN ▶ 20-1826687	Check if self-employed <input checked="" type="checkbox"/> PTIN P00441447
	Firm's address ▶ 4312 Grove Avenue Richmond, VA 23221	Phone no. 804-918-8490	

May the IRS discuss this return with the preparer shown above? See instructions Yes No

Part III Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III

1 Briefly describe the organization's mission: Heart Havens empowers adults with developmental disabilities to live and thrive in their communities.

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? No

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? No

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses.

4a (Code:) (Expenses \$ 2,533,801. including grants of \$) (Revenue \$ 2,434,939.) As of December 31, 2020, Heart Havens operates 7 homes in Lynchburg, Richmond, Varina, Virginia Beach, Stuarts Draft, Chester and Ashland. All of the homes have the capacity to house four residents, who are fully supervised at all times with dedicated and experienced staff. A person-centered approach is utilized in service delivery. We serve individuals of any faith, race, age or gender.

4b (Code:) (Expenses \$ including grants of \$) (Revenue \$)

4c (Code:) (Expenses \$ including grants of \$) (Revenue \$)

4d Other program services (Describe on Schedule O.) (Expenses \$ including grants of \$) (Revenue \$)

4e Total program service expenses 2,533,801.

Part IV Checklist of Required Schedules

Table with 3 columns: Question ID, Question Text, Yes, No. Rows include questions 1 through 21 regarding organizational requirements and reporting.

Part IV Checklist of Required Schedules (continued)

Table with 3 columns: Question, Yes, No. Rows 22-38. Includes questions about grants, compensation, tax-exempt bonds, excess benefit transactions, and Schedule O completion.

Part V Statements Regarding Other IRS Filings and Tax Compliance

Check if Schedule O contains a response or note to any line in this Part V []

Table with 3 columns: Question, Yes, No. Rows 1a, 1b, 1c. Includes questions about Form 1096, Forms W-2G, and backup withholding rules.

Part V Statements Regarding Other IRS Filings and Tax Compliance (continued)

Table with columns for question number, question text, and Yes/No response boxes. Includes questions 2a through 16 regarding employee counts, tax filings, and organizational compliance.

Part VI Governance, Management, and Disclosure For each "Yes" response to lines 2 through 7b below, and for a "No" response to line 8a, 8b, or 10b below, describe the circumstances, processes, or changes on Schedule O. See instructions.

Check if Schedule O contains a response or note to any line in this Part VI [X]

Section A. Governing Body and Management

Table with 3 columns: Question, Yes, No. Rows include: 1a (13), 1b (13), 2 (X), 3 (X), 4 (X), 5 (X), 6 (X), 7a (X), 7b (X), 8a (X), 8b (X), 9 (X).

Section B. Policies (This Section B requests information about policies not required by the Internal Revenue Code.)

Table with 3 columns: Question, Yes, No. Rows include: 10a (X), 10b, 11a (X), 11b, 12a (X), 12b (X), 12c (X), 13 (X), 14 (X), 15a (X), 15b (X), 16a (X), 16b.

Section C. Disclosure

- 17 List the states with which a copy of this Form 990 is required to be filed None
18 Section 6104 requires an organization to make its Forms 1023 (1024 or 1024-A, if applicable), 990, and 990-T (Section 501(c)(3)s only) available for public inspection. Indicate how you made these available. Check all that apply. [X] Own website [X] Another's website [X] Upon request [] Other (explain on Schedule O)
19 Describe on Schedule O whether (and if so, how) the organization made its governing documents, conflict of interest policy, and financial statements available to the public during the tax year.
20 State the name, address, and telephone number of the person who possesses the organization's books and records The Organization - 804-237-6097 7501 Boulder View Drive, Suite 205, Richmond, VA 23225

Part VII Compensation of Officers, Directors, Trustees, Key Employees, Highest Compensated Employees, and Independent Contractors

Check if Schedule O contains a response or note to any line in this Part VII

Section A. Officers, Directors, Trustees, Key Employees, and Highest Compensated Employees

1a Complete this table for all persons required to be listed. Report compensation for the calendar year ending with or within the organization's tax year.

- List all of the organization's **current** officers, directors, trustees (whether individuals or organizations), regardless of amount of compensation. Enter -0- in columns (D), (E), and (F) if no compensation was paid.
- List all of the organization's **current** key employees, if any. See instructions for definition of "key employee."
- List the organization's five **current** highest compensated employees (other than an officer, director, trustee, or key employee) who received reportable compensation (Box 5 of Form W-2 and/or Box 7 of Form 1099-MISC) of more than \$100,000 from the organization and any related organizations.
- List all of the organization's **former** officers, key employees, and highest compensated employees who received more than \$100,000 of reportable compensation from the organization and any related organizations.
- List all of the organization's **former directors or trustees** that received, in the capacity as a former director or trustee of the organization, more than \$10,000 of reportable compensation from the organization and any related organizations. See instructions for the order in which to list the persons above.

Check this box if neither the organization nor any related organization compensated any current officer, director, or trustee.

(A) Name and title	(B) Average hours per week (list any hours for related organizations below line)	(C) Position (do not check more than one box, unless person is both an officer and a director/trustee)						(D) Reportable compensation from the organization (W-2/1099-MISC)	(E) Reportable compensation from related organizations (W-2/1099-MISC)	(F) Estimated amount of other compensation from the organization and related organizations
		Individual trustee or director	Institutional trustee	Officer	Key employee	Highest compensated employee	Former			
(1) Jennifer Boyden Chief Executive Officer	40.00			X			128,474.	0.	6,342.	
(2) Shaun Smith Chair	1.00	X		X			0.	0.	0.	
(3) Tom Saunders Treasurer	1.00	X		X			0.	0.	0.	
(4) Frank Macrina Vice Chair	1.00	X		X			0.	0.	0.	
(5) Bert Ramsay EXCOM At-Large	1.00	X					0.	0.	0.	
(6) Lee Price Secretary	1.00	X		X			0.	0.	0.	
(7) Pam Culler Director	1.00	X					0.	0.	0.	
(8) Johnnie Draughon Director	1.00	X					0.	0.	0.	
(9) Edward T. Judkins Director	1.00	X					0.	0.	0.	
(10) Dorothy McNeer O'Quinn Director	1.00	X					0.	0.	0.	
(11) Danny Kesner Director	1.00	X					0.	0.	0.	
(12) Anne McNeal Director	1.00	X					0.	0.	0.	
(13) Jay Cowan Director	1.00	X					0.	0.	0.	
(14) Jennifer Perrow Director	1.00	X					0.	0.	0.	
(15) Allen Langford At-Large	1.00	X					0.	0.	0.	
(16) Michael Steele At-Large	1.00	X					0.	0.	0.	

Part VIII Statement of Revenue

Check if Schedule O contains a response or note to any line in this Part VIII

			(A)	(B)	(C)	(D)	
			Total revenue	Related or exempt function revenue	Unrelated business revenue	Revenue excluded from tax under sections 512 - 514	
Contributions, Gifts, Grants and Other Similar Amounts	1 a Federated campaigns	1a					
	b Membership dues	1b					
	c Fundraising events	1c					
	d Related organizations	1d					
	e Government grants (contributions)	1e					
	f All other contributions, gifts, grants, and similar amounts not included above	1f	791,549.				
	g Noncash contributions included in lines 1a-1f	1g	\$				
	h Total. Add lines 1a-1f			791,549.			
Program Service Revenue	2 a Virginia Medical Assis	Business Code					
		623990	2,164,209.	2,164,209.			
	b Program Fees	623990	263,561.	263,561.			
	c						
	d						
	e						
	f All other program service revenue						
g Total. Add lines 2a-2f			2,427,770.				
Other Revenue	3 Investment income (including dividends, interest, and other similar amounts)		24,374.			24,374.	
	4 Income from investment of tax-exempt bond proceeds						
	5 Royalties						
	6 a Gross rents	(i) Real					
		(ii) Personal					
	b Less: rental expenses						
	c Rental income or (loss)						
	d Net rental income or (loss)						
	7 a Gross amount from sales of assets other than inventory	(i) Securities					
		(ii) Other					
	b Less: cost or other basis and sales expenses						
	c Gain or (loss)						
	d Net gain or (loss)						
8 a Gross income from fundraising events (not including \$ _____ of contributions reported on line 1c). See Part IV, line 18							
b Less: direct expenses							
c Net income or (loss) from fundraising events							
9 a Gross income from gaming activities. See Part IV, line 19							
b Less: direct expenses							
c Net income or (loss) from gaming activities							
10 a Gross sales of inventory, less returns and allowances							
b Less: cost of goods sold							
c Net income or (loss) from sales of inventory							
Miscellaneous Revenue	11 a Forgiven PPP Loan	Business Code					
		900099	399,270.			399,270.	
	b Misc revenue	900099	7,169.	7,169.			
	c						
	d All other revenue						
e Total. Add lines 11a-11d			406,439.				
12 Total revenue. See instructions			3,650,132.	2,434,939.	0.	423,644.	

Part IX Statement of Functional Expenses

Section 501(c)(3) and 501(c)(4) organizations must complete all columns. All other organizations must complete column (A).

Check if Schedule O contains a response or note to any line in this Part IX

Do not include amounts reported on lines 6b, 7b, 8b, 9b, and 10b of Part VIII.	(A) Total expenses	(B) Program service expenses	(C) Management and general expenses	(D) Fundraising expenses
1 Grants and other assistance to domestic organizations and domestic governments. See Part IV, line 21				
2 Grants and other assistance to domestic individuals. See Part IV, line 22				
3 Grants and other assistance to foreign organizations, foreign governments, and foreign individuals. See Part IV, lines 15 and 16				
4 Benefits paid to or for members				
5 Compensation of current officers, directors, trustees, and key employees	134,816.	115,942.	14,830.	4,044.
6 Compensation not included above to disqualified persons (as defined under section 4958(f)(1)) and persons described in section 4958(c)(3)(B)				
7 Other salaries and wages	1,812,990.	1,559,520.	199,145.	54,325.
8 Pension plan accruals and contributions (include section 401(k) and 403(b) employer contributions)				
9 Other employee benefits	164,168.	136,737.	24,532.	2,899.
10 Payroll taxes	142,703.	129,860.	9,989.	2,854.
11 Fees for services (nonemployees):				
a Management				
b Legal				
c Accounting	10,300.		10,300.	
d Lobbying				
e Professional fundraising services. See Part IV, line 17				
f Investment management fees				
g Other. (If line 11g amount exceeds 10% of line 25, column (A) amount, list line 11g expenses on Sch O.)	106,247.	90,669.	12,344.	3,234.
12 Advertising and promotion	16,400.			16,400.
13 Office expenses	29,970.	11,517.	17,292.	1,161.
14 Information technology	38,999.	26,598.	12,401.	
15 Royalties				
16 Occupancy	42,675.	229.	34,152.	8,294.
17 Travel	14,169.	8,505.	5,664.	
18 Payments of travel or entertainment expenses for any federal, state, or local public officials				
19 Conferences, conventions, and meetings				
20 Interest	4,716.	4,716.		
21 Payments to affiliates				
22 Depreciation, depletion, and amortization	125,594.	123,086.	2,508.	
23 Insurance	70,554.	56,791.	10,594.	3,169.
24 Other expenses. Itemize expenses not covered above (List miscellaneous expenses on line 24e. If line 24e amount exceeds 10% of line 25, column (A) amount, list line 24e expenses on Schedule O.)				
a Groceries & Supplies	97,279.	90,969.	6,310.	
b Maintenance & Repairs	91,375.	82,643.	8,732.	
c Utilities & Telecommuni	61,498.	55,130.	6,368.	
d Training, Education & R	16,827.	14,828.	1,999.	
e All other expenses	32,346.	26,061.	5,613.	672.
25 Total functional expenses. Add lines 1 through 24e	3,013,626.	2,533,801.	382,773.	97,052.
26 Joint costs. Complete this line only if the organization reported in column (B) joint costs from a combined educational campaign and fundraising solicitation.				

Check here if following SOP 98-2 (ASC 958-720)

Part X Balance Sheet

Check if Schedule O contains a response or note to any line in this Part X

		(A) Beginning of year		(B) End of year
Assets	1 Cash - non-interest-bearing	142,050.	1	673,934.
	2 Savings and temporary cash investments		2	
	3 Pledges and grants receivable, net		3	
	4 Accounts receivable, net	63,154.	4	121,452.
	5 Loans and other receivables from any current or former officer, director, trustee, key employee, creator or founder, substantial contributor, or 35% controlled entity or family member of any of these persons		5	
	6 Loans and other receivables from other disqualified persons (as defined under section 4958(f)(1)), and persons described in section 4958(c)(3)(B)		6	
	7 Notes and loans receivable, net		7	
	8 Inventories for sale or use		8	
	9 Prepaid expenses and deferred charges	12,145.	9	14,304.
	10a Land, buildings, and equipment: cost or other basis. Complete Part VI of Schedule D	10a 2,690,321.		
	b Less: accumulated depreciation	10b 1,268,297.	1,458,693.	10c 1,422,024.
	11 Investments - publicly traded securities		11	
	12 Investments - other securities. See Part IV, line 11		12	
	13 Investments - program-related. See Part IV, line 11	855,769.	13	955,826.
	14 Intangible assets		14	
	15 Other assets. See Part IV, line 11	10,767.	15	7,537.
16 Total assets. Add lines 1 through 15 (must equal line 33)	2,542,578.	16	3,195,077.	
Liabilities	17 Accounts payable and accrued expenses	121,501.	17	141,649.
	18 Grants payable		18	
	19 Deferred revenue		19	1,626.
	20 Tax-exempt bond liabilities		20	
	21 Escrow or custodial account liability. Complete Part IV of Schedule D		21	
	22 Loans and other payables to any current or former officer, director, trustee, key employee, creator or founder, substantial contributor, or 35% controlled entity or family member of any of these persons		22	
	23 Secured mortgages and notes payable to unrelated third parties	178,781.	23	173,000.
	24 Unsecured notes and loans payable to unrelated third parties		24	
	25 Other liabilities (including federal income tax, payables to related third parties, and other liabilities not included on lines 17-24). Complete Part X of Schedule D		25	
	26 Total liabilities. Add lines 17 through 25	300,282.	26	316,275.
Net Assets or Fund Balances	Organizations that follow FASB ASC 958, check here <input checked="" type="checkbox"/> and complete lines 27, 28, 32, and 33.			
	27 Net assets without donor restrictions	2,178,097.	27	2,820,603.
	28 Net assets with donor restrictions	64,199.	28	58,199.
	Organizations that do not follow FASB ASC 958, check here <input type="checkbox"/> and complete lines 29 through 33.			
	29 Capital stock or trust principal, or current funds		29	
	30 Paid-in or capital surplus, or land, building, or equipment fund		30	
	31 Retained earnings, endowment, accumulated income, or other funds		31	
	32 Total net assets or fund balances	2,242,296.	32	2,878,802.
33 Total liabilities and net assets/fund balances	2,542,578.	33	3,195,077.	

Part XI Reconciliation of Net Assets

Check if Schedule O contains a response or note to any line in this Part XI

1	Total revenue (must equal Part VIII, column (A), line 12)	1	3,650,132.
2	Total expenses (must equal Part IX, column (A), line 25)	2	3,013,626.
3	Revenue less expenses. Subtract line 2 from line 1	3	636,506.
4	Net assets or fund balances at beginning of year (must equal Part X, line 32, column (A))	4	2,242,296.
5	Net unrealized gains (losses) on investments	5	
6	Donated services and use of facilities	6	
7	Investment expenses	7	
8	Prior period adjustments	8	
9	Other changes in net assets or fund balances (explain on Schedule O)	9	0.
10	Net assets or fund balances at end of year. Combine lines 3 through 9 (must equal Part X, line 32, column (B))	10	2,878,802.

Part XII Financial Statements and Reporting

Check if Schedule O contains a response or note to any line in this Part XII

	Yes	No
1 Accounting method used to prepare the Form 990: <input type="checkbox"/> Cash <input checked="" type="checkbox"/> Accrual <input type="checkbox"/> Other		
If the organization changed its method of accounting from a prior year or checked "Other," explain in Schedule O.		
2a Were the organization's financial statements compiled or reviewed by an independent accountant?		X
If "Yes," check a box below to indicate whether the financial statements for the year were compiled or reviewed on a separate basis, consolidated basis, or both:		
<input type="checkbox"/> Separate basis <input type="checkbox"/> Consolidated basis <input type="checkbox"/> Both consolidated and separate basis		
b Were the organization's financial statements audited by an independent accountant?	X	
If "Yes," check a box below to indicate whether the financial statements for the year were audited on a separate basis, consolidated basis, or both:		
<input checked="" type="checkbox"/> Separate basis <input type="checkbox"/> Consolidated basis <input type="checkbox"/> Both consolidated and separate basis		
c If "Yes" to line 2a or 2b, does the organization have a committee that assumes responsibility for oversight of the audit, review, or compilation of its financial statements and selection of an independent accountant?	X	
If the organization changed either its oversight process or selection process during the tax year, explain on Schedule O.		
3a As a result of a federal award, was the organization required to undergo an audit or audits as set forth in the Single Audit Act and OMB Circular A-133?		X
b If "Yes," did the organization undergo the required audit or audits? If the organization did not undergo the required audit or audits, explain why on Schedule O and describe any steps taken to undergo such audits		

Form 990 (2020)