

Grace Finds Peace at Work and in Life

Grace slammed the phone down with such force, her whole cubicle shook. Oh, no. Here comes her boss, Maureen. She's going to have to try to explain herself and, even worse, her stress-inducing mother. How embarrassing. This is not how she wants to act or feel at work.

"Grace, was that a client on the phone?" Maureen asks.

A week later, Grace is sitting in the Heartland Family Service waiting room. Maureen had insisted that she take advantage of the company's **Employee Assistance Program** and figure out her issues with her mother before it affected her work even more.

Grace was skeptical, but she had to give it a shot. She used to be so close with her mother. She's all Grace had growing up, and she's all Grace needed. The shopping trips, the movie nights, the manicures. It was all so much fun. But ever since Grace's wedding planning began, the two had built up so much anger and frustration. And it was spilling into every facet of her life. Grace and Eric were even fighting over it at home.

As Grace explained all this to the therapist, she couldn't hold back the tears.

She does not enjoy fighting with her mother. And on top of the emotional drain, Grace was losing sleep and weight. She could barely pull herself together in the mornings to get to work let alone concentrate on her projects.

The therapist suggests for the next session, that Grace invite her mother to come alone. Grace is unsure that her mother will attend, she says, but she agrees to at least ask.

Sure enough, the next week Grace looks up just as her name is called by the receptionist and her mother in her signature pants suit strolls through the door just in time for the session.



With her therapist's help, mother and daughter are finally able to talk without exploding for the first time in two years.

The two go in for one more session to learn some communication exercises, which they continue to try to use today.

They're talking again, feeling much happier with each other, and have even restarted their traditional monthly shopping trips.

Learn more about the Heartland Family Service Employee Assistance Program at <http://bit.ly/HeartlandEAP>



Child & Family



Counseling & Prevention



Housing & Financial Stability

“Carnival of Love”

More than 600 guests came to revel in Rio on February 11 at “**Carnival of Love**” Gala, helping raise a record \$315,023 at Embassy Suites-La Vista. Guests were transported to the famous Rio Carnivale with masks, feathers, festive signs pointing the way to libations and several casino games — craps, roulette, and blackjack. During dinner, Latin ballroom dances were performed by students in grades sixth through high school who are involved with the local arts education nonprofit organization Arts in Motion.

Following dinner, Master of Ceremonies Bob Kropp introduced a video about a former **Ways to Work** program client, and Friends Guild President Melissa Steffes gave a welcome address. Guests then heard from Heartland Family Service President and CEO John Jeanetta before playing a rowdy Heads or Tails game to set the mood for the live auction. The evening ended with Hope for Families, during which guests simply raised their bid cards to donate, and the story of Flora Shukis, an 89-year-old senior who has attend our **Generations Center** for 10 years following the death of her husband of nearly 63 years.

- **Honorary Chairs:** Kacey & Joe Lempka
- **Estimated amount raised:** \$315,023
- **Proceeds benefit:** All HFS programs and services

 View additional “Carnival of Love” photos at [Facebook.com/HeartlandFamilyService](https://www.facebook.com/HeartlandFamilyService)



Left to right: Event chairs Julie Gibson-Beier and JoAnn Gould; honorary chairs Kacey and Joe Lempka; and Friends Guild President Melissa Steffes.



Generations Center client Flora Shukis shares her story just before the last live auction item, Hope for Families.



Matt Milam raises his peacock feather bid card during the live auction.



Dancers from Arts in Motion mingle with guests during the live auction prior to their dinner performance.



Phyllis & Norm Choat reveling in Rio at this years “Carnival of Love” Gala.

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HFS Leadership Welcomes New Members

Heartland Family Service President and CEO John Jeanetta announced changes to the organization structure in December 2016, including the addition of three new members to the Leadership Team:

- **Amy Carolus** joined the agency in January as **Chief Financial Officer**. In her role, Amy is responsible for the financial matters and human resource functions of Heartland Family Service. She brings with her nearly 20 years of experience leadership, planning, and program management, 12 of which have been in healthcare and human service settings. She received her Bachelor of Science in Business Administration and an Executive MBA from the University of Nebraska at Omaha. She and her husband have four children and live near Treynor, Iowa.
- **Keellia Guevara** came to Heartland Family Service in 2013 as a Problem Gambling Prevention Specialist. This role facilitated building relationships with many of the other HFS programs, as well as local and state entities, and developing a passion for the mission and the employees. She was excited to take on the **Diversity Officer** position in December, as it allows her to bring her personal passion for inclusion and human rights into her daily work. In addition to overseeing the agency's Culture of Inclusion initiative, she also helps coordinate the five employee resource groups. Keellia graduated from the University of Iowa with a degree in Liberal Arts and has worked in social services since 2001, building community programs, engaging partnerships, and increasing positive experiences for youth and families. She and her husband, Pedro, live in Omaha with their two children.
- **Shamala Nadason** began at Heartland Family Service as a Human Resources Specialist in 2005 before becoming Director of Human Resources in 2009. In December, Sham was promoted to **Vice President of Human Resources**, for which she will continue to oversee services from recruitment, talent management, risk management, learning and development, compliance, and employee engagement. She graduated from the University of Nebraska at Omaha with degrees in Human Resources and Finance, and earned her PHR and SHRM-CP certification in HR. Sham and her husband, Mani, live in Papillion with their two children.



Carolus



Guevara



Nadason

For a complete look at the entire Leadership Team, please visit HeartlandFamilyService.org/leadership/

Agency Updates

- During the month of December, eCreamery's ice cream parlor in Dundee offered a Heartland Family Service signature flavor called "A Scoop of Good Works." The flavor, which was a delicious combination of vanilla ice cream, cherry cobbler bits, and dark chocolate chunks, was chosen through a vote by HFS employees. eCreamery generously donated \$1 for every pint of "Good Works" sold during the month, as well as 10 percent of parlor sales on our Scoops of Support Day of Dec. 12. In total, eCreamery donated \$175. A box of winter clothing donated by customers also was collected for our **Homeless Street Outreach** program.
- Heartland Family Service was invited to participate in the first annual **Outlook Nebraska Toilet Paper Bowl** from January 25-February 5. The toilet paper is made by Outlook Nebraska employees, 70 percent of whom are blind or visually impaired. Thanks to our awesome fans, HFS beat Open Door Mission in the big charity game to win \$1,000 along with 1,270 rolls of toilet paper for our programs.
- Our newest program, **Heartland Bridges**, located at 600 Ninth Ave. in Council Bluffs, provides short-term housing for 15 adults in transition to and from mental health or substance abuse treatment, support services, and/or the justice system.



HFS Development Coordinator Nicole Tromler (center) and eCreamery employees show off some of the many winter item donations that were collected during the month of December.

For comments or suggestions, contact Media@HeartlandFamilyService.org

HeartlandFamilyService.org





Dear Friends:

In 1875, a group of eight churches and 16 volunteers started Heartland Family Service. For the first 50 years, our work was volunteer-led. We provided a wood yard where men could come, chop wood, and then sell whatever they produced. Similarly, we operated a sewing workshop where women and girls could sew clothing to sell. We also provided cash assistance to individuals and families who were unable to work, coordinating the giving of 52 churches, synagogues, and other organizations to ensure our limited funds were being spent wisely.

Today, volunteers continue to play a major role in the success of our efforts to strengthen individuals and families. Now, more than ever, especially with the budget shortfalls the states of Iowa and Nebraska are facing, we need your support. If you haven't had the opportunity to support our annual campaign yet, please consider doing so now. If you are looking for a way to make a meaningful difference, consider volunteering. Fill out the online application at <http://bit.ly/HFSvolunteers>. We have many different ways for you to get involved!

Sincerely,



John H. Jeanetta, MBA, MSW
President and CEO



Volunteer Spotlight: *Holiday Drives Make Big Difference in Metro Area*

Several volunteer groups helped fuel the success of multiple holiday drives:

- The **Adopt A Family** program for agency clients living in Douglas County provided gifts, food, and clothing for a 145 families and 563 individuals with help from the **Friends Guild** and 123 community donors.
- The **Iowa Homeless Services Adopt A Family** program matched 23 donors with 30 client families in Pottawattamie County and in need of holiday presents and/or basic clothing and household items.
- The **Sarpy County Hardship Holiday Assistance** program provided gifts for 244 families and 641 children with help from many donors, including, Christ the King Lutheran Church, First Lutheran Church, Shopko, Avery Rents, First Presbyterian, Pinnacle Bank, and St. Paul Church. The program is a partnership between HFS, Bellevue Human Services, Sarpy County Human Services, Sarpy County Sheriff Department, ENCAP, Bellevue Christian Center, and St. Columbkillie.



Elementary kids from Primrose School of Legacy carry in gifts they gathered and donated for the Adopt A Family program.

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Give Today!
Simply text
"HFS" to 72727



UPCOMING EVENTS

Senior Prom

April 23, 2017 @ 4 p.m.
Field Club
Omaha, NE

Omaha Gives!

May 24, 2017
All Day Event
Online portal

"Strike A Chord" 13

June 16, 2017 @ 6 p.m.
Mid-America Center
Council Bluffs, IA

Comedy Night

August 5, 2017 @ 6 p.m.
Fremont Golf Club
Fremont, NE

Good Works 101

Monthly Dates
Call for info
(402) 552-7475



For more information about our upcoming events, check out our [Calendar page at HeartlandFamilyService.org](http://Calendar.page@HeartlandFamilyService.org) or contact us at Events@HeartlandFamilyService.org

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