

# Good Works

Heartland Family Service Newsletter - *Issue 1, 2018*

HEARTLAND  
family  
SERVICE  
*Good works.*

## *Mallorie Finds Security and Stability at Safe Haven*

Mallorie met her first boyfriend when she was just a teenager. When they started spending all of their time together, she discovered he was not whom he claimed to be.

*Read Mallorie's full story inside!*



# Mallorie Finds Safety and Stability at Safe Haven

*(Continued from cover)*

Her first red flag came when she realized her boyfriend had lied about his age. When Mallorie confronted him about it, he hid the truth from her with another lie so she wouldn't leave him.

"I was young and didn't know any better," Mallorie remembers. "That should have been my first clue to leave."

But Mallorie stayed, and soon after, she was pregnant with their first child – a daughter, whom she later named Avery.\* That was also when his abuse toward her first began. The first time he hit her, Mallorie left. She didn't speak to him for a few days, but he coaxed her into coming back and the abuse worsened. Like so many cases of domestic violence, the abuse started out as verbal, but quickly turned physical.

On one occasion, he held Mallorie down and pulled her arm out of her its socket and refused to take her to the hospital. When he abused her on several other instances, Mallorie called the police, who found her severely beaten upon their arrival.

Mallorie's fear of her boyfriend gave her extreme anxiety and severe panic attacks.

"The way he treated me would trigger the panic attacks, and then he would videotape me having them," Mallorie says. "He would tell me I was crazy and that he was going to use the evidence to let Child Protective Services take the kids away."

Her turning point came six months after their second

child, a sweet little boy named Noah\*, was born. One night, Mallorie's boyfriend called her a cruel name and Avery, now seven years old, pinched him on the cheek and said, "Don't call Mommy a name."

"He just swatted Avery to the ground like she was a fly," Mallorie recalls. "Then, he flung Noah onto the bed. That's when I'd had enough."

Mallorie's family made some phone calls to help her and her children get to safety, which led her to the Heartland Family Service (HFS) **Safe Haven emergency shelter**. The caring and supportive staff at **Safe Haven** gave Mallorie an exit strategy to help her begin the steps to leave behind a decade of abuse.

She spent three months at **Safe Haven** with Avery and Noah while she recovered from the effects of her now ex-boyfriend's long-term abuse.

"His abuse was all I knew," Mallorie remembers. "Part of why I stayed for so long is because he made me believe no one else would want me. But now I have hope."



"I liked the staff at **Safe Haven** because they were very relatable," Mallorie says. "I never felt judged walking in there. They never treated me like I was failure. They just helped me move forward."

Today, Mallorie, Avery, and Noah have their own home. Mallorie is working full-time and finishing up her Bachelor's degree in Business Administration.

*\*Indicates name has been changed to protect client privacy.*



Learn more about the Safe Haven emergency shelter and the Domestic Violence/Sexual Assault Programs at: <http://heartlandfamilyservice.org/housing-financial-stability/domestic-violencesexual-assault/>

**Dear Friends:**



As many of you know, volunteers founded **Heartland Family Service** in 1875 and staffed it for the first few decades of its existence. Today, while there are nearly 500 part-time and full-time employees, volunteers are absolutely essential to Heartland's continued success.

Last month, the **Heartland Family Service Friends Guild** organized another inspiring **"Carnival of Love" Gala**. A record-breaking crowd of 636 people attended and raised more than \$300,000. Volunteers worked tirelessly for months to plan and implement every detail of the event. In June, the **Southwest Iowa Advisory Committee** will do the same thing as the annual **Strike A Chord** event is brought to life. And, given the energy and passion for this work, it won't be surprising to anyone when the attendance and fundraising goals are broken.

Thank you, incredible volunteers, and the many others who dedicate so much time to Heartland Family Service and to the community. You are positive proof that **"Good Works!"**

Sincerely,

John Jeanetta, MSW, MBA  
President and CEO



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## *HFS Welcomes New Chief Development Officer*



Four members of the **Heartland Family Service Leadership Team** traveled to Kiev and Kherson, Ukraine last fall, and they had an amazing journey! HFS President and CEO John Jeanetta, Chief Development Officer Donna Dostal, Chief Program Officer Mary O'Neill, and Clinical Director Kerry Wiles spent two weeks working with orphanages, government officials, and community programs to help better the lives of parents and children.

The organization "Ukraine Without Orphans" invited **Heartland Family Service** to join them in this effort. During their visit, our **Leadership Team** worked with a number of groups to improve conditions in Ukrainian orphanages. They also worked to develop in-home services and parenting support for parents wanting to bring their children back to live with them.

"Our entire **Leadership Team** and **Heartland Family Service** were so honored to be part of this fantastic project," said Donna Dostal.

The **Leadership Team** met with several heads of state, while also teaching fundraising, community engagement, volunteerism, ethics in business, in-home services, and parent-child interactive techniques.



# 14th Annual "Strike a Chord"



More than 630 guests came to celebrate with Heartland Family Service at the "Carnival of Love" Gala at the Embassy Suites - La Vista on Saturday, February 10. This year's event had a Lunar New Year theme and featured a silent auction, a live auction, a performance by the DMNV Lion Dance team, a raffle, casino games, and a wine toss.

Master of Ceremonies Sue Seline kicked off the program by introducing current Friends Guild President JoAnn Gould, who greeted guests and thanked everyone for their phenomenal efforts. Guests later heard from Heartland Family Service President and CEO John Jeanetta before introducing the 2018 Agency Video, which showcased three families whose lives were changed for the better with the help of the agency's programs.

This year's live auction featured some amazing travel packages from our nonprofit partner AmFund. The top-selling item was a "Castles of Ireland" trip, which sold for \$10,000.

• **Honorary Chairs:** Jeff & Brooke Hubbard (pictured above)

• **Estimated amount raised:** \$301,634

• **Proceeds benefit:** All HFS programs and services in southwest Iowa



View more photos at [Facebook.com/HeartlandFamilyService](https://www.facebook.com/HeartlandFamilyService)



Scott & Karla Cassels smile while browsing the silent auction tables.



Master of Ceremonies Sue Seline speaks during the evening's program.



(left to right) Brenda Langenberg, Kim Sobczyk, Laurie Caldwell, and Donna Dostal pose before dinner.



John Jeanetta, JoAnn Gould, Terri Burke, Tim Burke, Julie Gibson-Beier, and Debbie Bouc pose onstage before the event.



Guests of OPPD & Juli Comstock take a group photo during dinner.



Members of the DMNV Lion Dance Team perform during dinner.



Brian Villwok & Sons of Fremont Auction Company pose before the live auction.



Gala Co-Chairs Debbie Bouc & Julie Gibson-Beier smile during the ceremony.

# 2018 Omaha Gives!



Heartland Family Service is powered by hundreds of volunteers. This quarter, our volunteer spotlight is shining on Andrew Pryor.

Andrew's mother was heavily involved in the **Friends Guild** and encouraged him to get involved when he was in high school. He began volunteering at the **Generations Center** when he was 16 years old. Nearly 11 years later, Andrew still enjoys spending time with seniors the most.

"They have some of the best stories and the best outlooks," he says. "It became something that I looked forward to every week."

Andrew volunteers several times a week at the **Generations Center** by calling bingo numbers, playing cards with the seniors, and getting to know them better through one-on-one conversations.

"I've always really taken to senior citizens," he states. "I think the needs they have are pretty pressing. Their needs are often not facilitated and not addressed by others. But even coming here and calling bingo for an hour and a half can make their day just a little bit better."

Andrew is interested in pursuing a career as a doctor and has a desire to work with oncology patients or the elderly.



## 2017 Adopt-a-Family

Heartland Family Service is pleased to announce that the **2017 Adopt-a-Family** event was a success! 470 people were served through the program this year, which is the equivalent of 125 families.

Each year, the generosity of individuals, families, and business allows Heartland Family Service to give back to those most in need through the **Adopt-a-Family** program. Sponsors have the option to support as many families as they would like, as well as pick a family of a particular size.

While dozens of sponsors made Christmas possible for these families, the generosity did not end there. HFS noticed a "**Circle of Giving**" that made the event even more special. One family brought a van with them to collect their gifts. They met another family who had no transportation to take their presents with them, and selflessly offered to drive that family home so they would not have to worry about finding a way back.

Heartland Family Service would like to thank all of the sponsors who helped fill their adopted families' hearts with joy in the 2017 holiday season.



Christmas gifts await for the 2017 adopted families in the lower level of the Central Office building on pickup day.

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# Staff Spotlight: Sonia Keffer



Heartland Family Service has nearly 500 employees, and we value each of them as individuals. This quarter, our **Staff Spotlight** is on **Learning and Development Training Coordinator Sonia Keffer**.

Sonia recently gained prestigious recognition from the **Association for Talent Development (ATD)** and received their **Community Impact Award** and their **Leading Organization in Workplace Learning Award**. The **Community Impact Award** recognizes an ATD Nebraska member for an outstanding contribution in the areas of training and development or learning and performance. The **Leading Organization in Workplace Learning Award** recognizes an Omaha company or organization that is dedicated to providing top-notch and effective learning strategies for its employees.

Sonia has only been with **Heartland Family Service** for a little over a year, but in that time, she has created a customized, year-long, entry-level Supervisor training series. She is also working on the development of the second phase of training for more experienced supervisors. Sonia leads a number of other trainings, including **Alert, Lockdown, Inform, Counter, Evacuate (ALICE)** and **New Employee Orientation**. She also partnered with Project Harmony to offer their trainings at HFS locations.

“Working at **Heartland Family Service** means I get to live out my personal mission while helping the agency fulfill its mission,” Sonia says. “My mission is to help people find their purpose and live artfully, which I help them achieve by teaching them new skills and expanding their current skills. I really love my work at HFS because I am supported in the work I do every day, and I enjoy everyone I get the opportunity to work with.”

Sonia serves on several agency committees, including the **Trauma Informed Steering Committee** and the **Resources and Education for Client Support Staff (RECSS) Employee Resource Group (ERG)**. She is also an active member of the Omaha theater community and has been in plays at the Omaha Community Playhouse and at Creighton University.

## Heartland Family Service Updates

- Our **North Office** location closed Thursday, November 23, 2017, but our services and programs are still available in North Omaha. The programs originally headquartered at the **North Office** moved to the **Center Mall Office** at **1941 S. 42nd Street, Suite 385**. Clients can also go to the **Central Administration Office** and the **North Omaha Intergenerational Human Services Campus** for assistance.
- The new **Heartland Family Service Agency Video** is available to view online! The featured clients come from the following programs: the **Safe Haven emergency shelter**, the **Generations Center**, and **Mental Health Counseling**. Watch how **Heartland Family Service** helped these clients and their families create their paths to a better tomorrow at: <https://youtu.be/UBYwI2g-AMw>.
- The **Career Clothing Closet** has been relocated to the lower level of our **Central Administration Office**. It is operated by the **Friends Guild** on an appointment-only basis. To set up an appointment, contact (402) 552-7400 (*for clients only*.)



The new Center Mall location for the North Office programs.

### HOW YOU CAN GET INVOLVED



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TogetherAGreaterGood.com



smile.amazon.com



**Wish Lists**  
[HeartlandFamilyService.org/wish-lists](http://HeartlandFamilyService.org/wish-lists)

### UPCOMING EVENTS

**Senior Prom**  
April 22, 2018  
Field Club  
Omaha, NE

**Omaha Gives!**  
May 23, 2018  
Various locations  
Omaha, NE

**Strike A Chord 14**  
June 15, 2018  
Mid-America Center  
Council Bluffs, IA

**Comedy Night**  
August 17, 2018  
Fremont Golf Club  
Fremont, NE

**Good Works 101**  
Learn about HFS,  
enjoy lunch on us!  
(402) 552-7418



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