Strong communities.
From the Corner Office

2023 was an energetic, successful year full of energy for Heartland Family Service

An inspiring quote tells us to “be the change you wish to see in the world.” Heartland Family Service (HFS) is committed to building a community where everyone can reach their potential.

As an agency, we work tirelessly to reach out to those in need, many of whom struggle without support in their daily lives. Because the need is so great, we have witnessed the number of touchpoints we have with community members nearly double over the last five years.

In 2023, about 70 percent of participants in Heartland Bridges Transitional Living (designed to help people with mental health challenges) exited to long-term temporary or permanent housing. More than 85 percent of clients working with our Mental Health Crisis Response Teams (CRT) were able to remain in the community.

More than 70 percent of our clients in Heartland Housing Sanctuary (for human trafficking and exploitation survivors) were able to establish a safe, permanent residence for themselves and their families. These are a few examples of how HFS has worked for change in the community.

The Christian Workers Association (now Heartland Family Service) was founded. Later this year the name was changed to the Omaha City Mission.

The agency changed its name to Associated Charities and new articles of incorporation were signed in the parlours of First National Bank. Mayor George Bemis of Omaha was elected chair of the board and the first fundraiser was held.
Also in 2023, Heartland Family Service was re-accredited by the Council on Accreditation. HFS had the distinction of not only being re-accredited, but also becoming the very first accredited Certified Community Behavioral Health Clinic (CCBHC) in the country. This speaks to the high-performance standards we have set as an agency and the ability of our staff to meet or exceed those standards on behalf of those we serve.

Thanks to the generosity of our funders and donors, we exceeded the financial goals we set for ourselves as an agency in 2023. Donations and grants provide approximately 60 percent of our annual budget. At the end of this past year, we raised more than $25 million and finished with a net operating surplus of more than $51,000.

However, as we move into 2024, the current economic climate brings many challenges. Funder priorities change and the cost of providing services continues to rise, just like everything else. Yet, the need for services in our community has never been greater.

As an agency committed to providing the best services possible for the greatest number in need, the challenging funding landscape has made us focus on how we can best care for our clients and deliver the critical services they need while being able to sustain our efforts for the long term.

Like so many of our peer agencies, we have to be adaptable in this new environment and seek new ways to serve the community and access funding opportunities.

It will take all of us working together to bring about the change we envision for our community. We deeply appreciate the commitment, dedication, and partnership of everyone who makes it possible for Heartland Family Service to be the change we wish to see in the world.

Thank you!

John Jeanetta, President and CEO
Marcos Hernandez, Board President

Douglas County contracts with our agency to determine eligibility for all people receiving county aid.

Became a member of the National Association of Societies for Organizing Charities (now the Alliance for Families and Children).
Leadership

The Heartland Family Service Leadership team is made up of 13 professional members who lead our agency in strategy, development, housing, well-being, diversity, counseling, and much more. With their guidance, Heartland Family Service strives to fulfill our mission. We work to strengthen individuals, families, and communities through advocacy, education, counseling, and support services.

1912
Agency Endowment started from benefactor Anna Wilson who donated $1M to charity.

1924
Became a member of the Community Chest and Council of Social Agencies (now the United Way of the Midlands).
Mental Health Counseling and Substance Use Treatment services open in Omaha, NE.

The agency changed its name to Family Welfare Association & Children's Bureau.
The agency changed its name to Family Service of Omaha.

1943
The Family Welfare Association & Children’s Bureau became a tax exempt nonprofit.
About Heartland Family Service
• Our focus is Social Work-professional, compassionate, systems-oriented helping services
• A private agency, not a government agency
• Non-profit, 501(c)(3) organization
• Non-sectarian, not affiliated with a religious organization
• Founded in Omaha in 1875, incorporated in 1952
• Accredited by the Council on Accreditation since 1984
• Connected with nearly 120,000 individuals and families through direct services, education, and outreach in 2023
• Operates from 20 safe, comfortable locations in east central Nebraska and southwest Iowa
• Achieves our mission through the efforts of 464 staff, 115 volunteers, and 634 generous individual donors, family foundations, and key funders
• A reputation for quality services, conscientious management, and excellent customer service

Values of Trauma Informed Care
Safety | Empowerment | Collaboration
Choice | Trustworthiness | Equity

Our Mission
The mission of Heartland Family Service is to strengthen individuals, families, and communities through advocacy, education, counseling, and support services.

Our Vision
Strong Communities, So Everyone Can.

Recent Awards
• 2019, 2021, 2022, & 2023: Best Counseling Clinic, “Readers’ Choice” Best of the Big O!
• 2020: HRAM IDEAL award for Diversity and Inclusion, Human Resource Association of the Midlands (HRAM)
• 2020: Best Counseling Service, Sarpy County People’s Choice Awards
• 2020: John Jeanetta, Extraordinary Leader Award, BIG Event Awards, metroMAGAZINE
• 2020: “Carnival of Love” Gala, Best Event Over 500 Attendees, BIG Event Awards, metroMAGAZINE
• 2019: Integrity Award, Large Charity Category, Better Business Bureau

1947
Received awards from the National Association of Organizing Charities (now the Family Service America/Alliance for Families & Children) for two consecutive years for excellence in casework service.

1952
The agency changed its name to Family & Child Service of Omaha.
Project ENABLE was initiated to assist families in breaking the cycle of poverty through establishing a dental clinic and the first playground in east Omaha, constructing more than 2 miles of sidewalks in impoverished areas, and forming of Mothers for Adequate Welfare (MAW).

The Community Development Program was founded. As a request from the Omaha Housing Authority, the multi-service center concept was developed.

2023 Agency Budget

Total $40,678,002

Housing, Safety, & Community Well-Being - 35%
Counseling & Prevention - 61%
Administration - 4%

1965

1968
2023 Actual Operating Revenue

- **Program & Service Fees**: $7,594,251 (21%)
- **Grants & Contracts**: $17,940,223 (49%)
- **Miscellaneous**: $595,441 (2%)
- **United Way**: $574,000 (1%)
- **Total Revenue**: $36,487,612

**Expense**

- **Salaries**: $20,767,376
- **Employee Benefits & Taxes**: $4,961,432
- **Professional Fees**: $1,850,500
- **Supplies**: $478,950
- **Telephone & Internet**: $549,305
- **Occupancy**: $1,961,296
- **Equipment Rental & Maintenance**: $60,593
- **Printing & Publications**: $288,320
- **Travel & Conference**: $646,468
- **Client Financial Assistance**: $2,439,092
- **Equipment Purchase**: $462,567
- **Uncollectible Fees**: $249,679
- **All Other Operating**: $818,540
- **Total Operating Expense**: $35,534,122

**Capital Expense**

- **Depreciation**: $735,000
- **Interest**: $166,645
- **Total Capital Expense**: $901,645

**Net Income/(Loss)**

- **Net Income**: $51,844
- **Net Income Percent**: 0.1%

(Figures are Unaudited)


Mental Health Counseling and Substance Use Treatment services open in Council Bluffs, Iowa.
Agency Highlights

Employee Experience

Heartland Family Service successfully completed Social Current’s national learning collaborative focused on equity, diversion, and inclusion. The 15-month program began in September 2022 and concluded in December. As a result of completion, the agency created a new Diversity, Equity, Inclusion, and Belonging (DEIB) strategic plan which will be implemented in 2024.

Heartland Family Service also received American Rescue Plan Act (ARPA) grant funds in both Iowa and Nebraska to support workforce development efforts targeting our behavioral health workforce.

The Iowa Department of Health and Human Services awarded more than $643,000 to assist with the recruitment and retention of direct staff.

In Nebraska, the Behavioral Health Education Center for Nebraska (BHECN) awarded more than $491,000 to hire a lead therapist/intern coordinator to facilitate training for interns and clinicians working in Nebraska Behavioral Health services, and $50,000 for staff recruitment and retention.

Financial Goals

Heartland Family Service ended 2023 with a net operating surplus of $51,844.

Additionally, Heartland Family Service concluded the 2022-2023 fundraising year with a total of more than $25.5 million, eclipsing our goal by more than $5 million or 27.2 percent. This was the result of budget management, efforts to improve provider rates, and successful grant writing and fundraising efforts.

1974

The first Positive Parenting Group was held in Omaha, NE.

1974

The Council Bluffs Advisory Committee was established.
Mission Focused Services

Heartland Family Service wrapped up three years of hard work as an Iowa Disaster Recovery center. Staff, working virtually across the state of Iowa, provided information, referral, education, and case management to people impacted by the COVID-19 pandemic. After the Derecho storm struck large portions of Iowa in August 2021, the services expanded to provide more help to people impacted by this natural disaster as well.

Additionally, HFS completed efforts to rehouse tenants of Legacy Crossing when the City of Omaha condemned the apartment complex and displaced 160 households just days before the holidays. By June 2023, all the households were back in permanent housing.

Region 6 also selected HFS to receive more than $308,000 in grant funding to develop and implement recovery support services to consumers participating in Region 6 housing programs.
Heartland Housing Sanctuary
Heartland Housing Sanctuary provides services to survivors of human trafficking. The location of the service is confidential to protect the safety of both residents and employees. Case management services are a key component and are available every day to provide safety and support when it’s most needed.

The 2023 expansion of Heartland Housing Sanctuary into southwest Iowa has been a difference-maker for HFS clients. In Council Bluffs, Heartland Housing Sanctuary regularly works with staff at the Pottawattamie County Jail to facilitate weekly groups and assist with discharge planning to incarcerated survivors. Concurrently, Heartland Housing Sanctuary does outreach with the support of homeless outreach teams in the community to ensure that safety is prioritized and survivors get connected with resources and supplies addressing sexual health and other basic needs. Heartland Housing Sanctuary housing case managers provide housing assistance to survivors for up to 24 months with optional supportive services.

Additionally, the program director and advocacy and outreach coordinator have been assisting with the development of the Southwest Iowa Coalition on Human Trafficking. The group has plans to continue efforts in leveraging community partnerships and hosting meetings to ensure community groups, government and non-governmental organizations can come together to close service gaps for survivors.

Heartland Housing Sanctuary is also part of a three-year service evaluation study. To date, key findings include that staff have done a great job building trust with clients, clients believe Heartland Housing Sanctuary empowered them to make quality decisions, and clients experience their well-being has increased.
Heartland Bridges

Heartland Bridges offers two services - Transitional Living and Crisis Care. Transitional Living provides short-term housing for people in transition to and from mental health or substance use treatment, support services, and/or permanent housing. Crisis Care is a three to five day crisis stabilization residential service for individuals experiencing a mental health crisis to receive therapeutic services for mental and emotional stabilization.

In 2023, 96 percent of those in Heartland Bridges Transitional Living connected with our community-based Mental Health Counseling or Substance Use Treatment services. Additionally, more than 90 percent obtained non-cash benefits and more than half received permanent or temporary housing. Transitional Living clients also gained new employment, too. About 28 percent of Transitional Living clients also gained new employment.

Heartland Bridges Crisis Care is a newer service as of April 2023. Of the clients served, 79 percent were able to complete their treatment.

Peer Center

Peer Center is for anyone with a mental health diagnosis and is run by peer support staff. The service is designed to be a safe place and friendship-builder for those living in a similar situation and experiencing a similar barrier. Employees oversee the day-to-day functions at the Peer Center and offer individual and group sessions/opportunities.

In 2023, the Peer Center grew the resources available for people in need with the support of the Iowa Certified Community Behavioral Health Clinic, Intensive Psychiatric Rehab, and InSHAPE®. Additionally, it partnered with others to implement a new, evidence-based supported employment service, which lends a hand to people facing serious mental health challenges.

The Peer Center also hosted an inaugural art show in collaboration with Harvester Artist Lofts. The event featured peer-created artwork and drew more than 300 community members to its space.

Therapeutic Education Centers

Heartland Family Service Therapeutic Education Centers are located in both Council Bluffs and north Omaha. The Omaha Campus is for students who are experiencing behavioral, emotional, and/or mental health challenges. It features individual and group crisis sessions, and family therapeutic services facilitated by experienced and licensed clinicians. The Council Bluffs Campus additionally offers innovative academic and therapeutic services for special education K-12 students with major mental health diagnoses. Students are able to receive weekly consultation from a psychiatrist.

Within the past year, the Omaha Campus reported more than 80 percent of students made progress toward their behavioral goals with more than 95 percent successfully discharged.

The Council Bluffs Campus reported more than 90 percent of students completed seven credits toward graduation per semester. Partnerships were also formed that increased social and extracurricular opportunities.

1980 Family Service established an annual fundraising event called Strength to Families Benefit.

1982 The first Great American Family Awards event (now Salute to Families) was held both in the Omaha Metro area and in the nation to reflect strong families as public role models.
Family Service received its first accreditation by the Council on Accreditation of Services for Children and Families (COA).

1985

The North Omaha Advisory Committee was established.
The Housing, Safety, & Community Well-Being program focus area works to co-create with the community through community engagement and outreach, as well as offers a collection of services to provide immediate, and long-term assistance to members of our community experiencing crises such as domestic violence, sexual assault, trafficking, homelessness, and financial instability. Community support, education and in-home services are provided for children and families to prevent entry into the child welfare system.

Services include:

- Advocacy, Legal, & Support for Domestic Violence, Sexual Assault, Sexual Exploitation & Trafficking
- Community Engagement
- Concealed Emergency Shelters for Domestic Violence, Sexual Assault, Sexual Exploitation & Trafficking
- Family & Youth Success, and Prevention
- Homeless Diversion & Prevention
- Permanent Supportive Housing
- Rapid Rehousing
- Housing Support Services
Even though Russ had a job, he didn’t make enough to pay his monthly expenses and he couldn’t get out of his lease. As a result, Russ became homeless.
While adrift and desperately in need of safe shelter, Russ lived and slept in his car until it was taken from him. For a while, he had to stay at a local motel in Underwood, Iowa.

Russ still owned a kayak and used it to float a creek 20 miles all the way to Lake Manawa State Park. He slept there during the day and at night he would go to a 24-hour restaurant at a truck stop to eat and hang out because he found it to be safer than the park.

It was during this time that Russ met a Heartland Family Service Housing Support Services caseworker who helped him get his life back on track.

Watch how Russ achieved his financial stability and got a safe home. Scan the QR code or visit: bit.ly/russcan
Family Service received a special Family Service America award through the local CBS/KMTV station for the “Raising Good Kids in Bad Times” public service campaign.

Our Professional Counseling services started YouthNet, which provided family and individual counseling and activities for at-risk teens to help them stay in school and out of gangs.
The Counseling & Prevention program focus area offers services that share a central focus on therapeutic treatments to help manage chronic mental health illnesses, provide early intervention services, and work to prevent problems with substance use and problem gambling before they occur. These services also include therapeutic education for children, K–12, providing support today for a brighter future.

Services include:

- Community-Based Behavioral Health
- Mental Health Crisis Response & Stabilization
- Outpatient Behavioral Health Treatment
- Outreach & Prevention
- Residential Co-Occurring Mental Health & Substance Use Treatment
- Therapeutic Education for Children Living with Mental Illness
In her early teenage years, Melissa started hanging out with the wrong crowd, which resulted in her smoking marijuana and drinking. That turned into doing meth.

She ended up in a group home, but that didn’t last long.
Melissa ran away and eventually ended up in a girls youth rehabilitation center. After getting out, she attended college and got a full-time job. Life changed at the age of 20 when Melissa reverted back to her old ways and stole a car. She was sentenced to a felony, ended up in jail and, upon her release, the cycle of drug use continued.

At age 34, Melissa had five children ages 19 months to 11 years. She was living with the father of her two youngest children and over the next four years her situation turned out to be a vicious cycle of using drugs, sobriety, being evicted, and then homelessness.

Melissa's family had been helping her over the years but decided they would no longer provide that help. They did agree to care for her children while she waited to get into Heartland Family Service Family Works in Nebraska.

Family Works is a long-term residential substance abuse and mental health service in Iowa and Nebraska for women with children. It preserves and strengthens the mother-child attachment while providing housing, treatment, therapy, and support for both the mother and children.

Melissa was placed within a month and was given an apartment large enough for herself and her children.

Melissa says Family Works saved her life as she would not have gone to treatment without her children.

She says the best part was the support and hope given by staff as they wanted her sobriety as much as she did. Each service helped her in a specific way and all contributed to her success.

Her older children worked with a child and family therapist to overcome the trauma they experienced. That helped make their family whole again.

Melissa graduated from Family Works six months later. The father of her two youngest children found treatment and they were re-united.

She sought assistance through Family Works and Permanent Supportive Housing services to find a home for her family. Now, she is doing well and living independently with her children and boyfriend.

Melissa wants to stay connected with Family Works and eventually get a job to help advocate for others in similar situations.

Now, Melissa Can.
For more than a decade, Brenda Langenberg has been a part of Heartland Family Service and has been instrumental in sharing the mission and vision of the agency.

From the moment her daughter, Olivia, joined the Student League, she’s seen firsthand the important mark Heartland Family Service has left on others. That includes, but is certainly not limited to, the strengthening of families and communities in our region.

Langenberg has been president of the HFS Friends Guild since 2022. HFS partners with the Friends Guild annually and stages two major events. The Carnival of Love Gala and Salute to Families are held each year in February and November respectively; however, the behind-the-scenes efforts to get everything organized is a year-long process. Langenberg has been steadfast in her work and support of those events. The money raised each year at the Carnival of Love Gala helps support clients throughout the year.

“Heartland Family Service is an example-setter,” said Langenberg. “The agency is passionate and that’s what we should all strive for. By volunteering, it allows you to make a direct impact.”

Langenberg also continues to be impressed by Heartland Family Service’s longevity.

“The resounding success stories here speak to perseverance. Those have left an emotional impact on myself and my family.”

Looking ahead, Langenberg envisions big things on the horizon for the agency.

For more information about volunteer opportunities with Heartland Family Service, please visit: HeartlandFamilyService.org/volunteer

Heartland Family Service sincerely thanks each and every volunteer for their dedication and support.
Volunteers

Board of Directors 2023
Marcos Hernandez – Chair
Philana Blakely – Vice Chair
Becky Jackson – Secretary
Travis Richard Fry – Treasurer
Angela Avis
Frank Bailey
Scott Binder
Bobby Brumfield
Kerri Culver
Donna Dostal
Andrea Hargus
Jonathan Jameson
Patty Keairnes
Barry Thomas
David Warren
Lauren Weivoda
Amanda Williams
Nancy Williams
Leanne Ziettlow
Cathy Pettid
Greg Rothermel
Heather Siebken
Julie Strohfus
Matt Smith
Alan Thelen

North Omaha Community Council
Janis Berry
CynFranecia Brooks
Sabrina Crawford
Karen Davis
Rachel Fox
Lisa Taylor Jones
Palistene Gray-Moore
Cynthia Pierce
Deb Shaw
Marcia Walker

Family Service Friends Volunteer Guild (now Friends Guild) was organized to provide coordinated volunteer assistance for our events, programs, services, and fund development.

1993 The Safe Haven concealed emergency shelter opens in Sarpy County, NE.

1994
Friends Guild

Executive Committee 2023
Brenda Langenberg – President
Cheryl Foral & Connie Kinnear – Co-Vice Presidents of Education
Deb Munro – Vice President of Fundraising
Carla Patton-Ochsner – Vice President of Membership
Amy Jacobsen – Vice President of Social
Chris Olson – Recording Secretary/Advisor
Karen Burkley – Corresponding Secretary
Kristie Stienike – Treasurer
Kathy Gross & Connie Kinnear – Gala Co-Chairs

Friends Guild members attend the 2023 Salute to Families.

Our current Central Administration Office located at 2101 So. 42nd Street, Omaha, NE, was purchased and renovated to house our new central headquarters and counseling center.

The Family Service Friends Volunteer Guild created the Family Service Student League fundraiser, a nine-month education curriculum for ninth graders to learn about volunteerism and nonprofit work.

1995
1997
Panda Inc. is one of the many donors that supports the vision and mission of Heartland Family Service every year.

Panda Inc. is a franchise holder for Arby’s restaurants serving eastern Nebraska and western Iowa and is a familiar one to HFS and its supporters for its sponsorship of the annual Safe Haven Golf Tournament in Papillion.

Panda Inc. describes lending its support to Heartland Family Service as a “deeply rewarding and fulfilling experience.”

“The range of services provided reflects a comprehensive approach to addressing complex issues.” says Andy D’Agosto, vice president of operations.

In addition to being that helping hand every summer, Panda Inc. knows volunteering time can elicit positive feelings like purpose, empowerment, and connection.

“By supporting Heartland Family Service, individuals contribute to creating a community that prioritizes the safety and well-being of its members, particularly those who have experienced domestic violence and sexual assault. It aligns with the broader goal of fostering a society where such acts are not tolerated, and support is readily available for those in need.” said D’Agosto.

Family Service was honored by the Nebraska Association of Family-Based Services as the Family-Based Agency of the Year.

Homeless Prevention services open in Council Bluffs, IA, and Omaha, NE.
The Homeless Link services providing case management and housing to homeless or near homeless open in Pottawattamie County, Iowa.
## 2000
The agency celebrates its 125th anniversary with an annual operating budget of $7,970,636.

## 2003
Therapeutic Education Center - Council Bluffs Campus (formerly the Therapeutic School) opens in Council Bluffs, IA.

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### INVESTORS ($25,000 or more)

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### STAKEHOLDERS ($10,000 — $24,999)

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2023 Donors

PARTNERS ($1,000 — $9,999)

Tracy Abdouch
Abrahams, Kaslow & Cassman
Access Bank
All Makes Office Equipment
American Charitable Foundation
American Online Giving Foundation
Anonymous Donors
Arby's Panda, Inc.
Artworx
Availa Bank
Baird Holm Attorneys At Law
Dave and Kathy Bandars
Russell Beernink
Sally Bekins
Scott Binder
Black Hills Energy
Philana Blakely
BNSF Railway Foundation
Borsheim's Fine Jewelry and Gifts
Inez Boyd
Mark and Renee Boyer
Broadridge Financial Solutions, Inc.
Ray and Dana Bruegman
Builders Supply Company, Inc.
Edward and Beverly Ann Burchfield
Timothy and Terri Burke
C.W. Suter & Son

Anne Carroll
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Centris
Kevin and Kimara Clark
Cobalt Credit Union
Cox Charities
D.A. Davidson & Co.
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JoAnn and Jim Gould
Kathy and Mike Gross
Kara and Monty Habrock
Ryan Knispel and Michelle Hamilton-Knispel
Ellen Hargus
Andrea Hargus
Haver's Auto Sales and Service
Linda Head
Heartland Properties, Inc.
Helen A. Pearson Charitable Trust
Marcos and Glenda Hernandez
Highline Warren
Curt and Linda Hofer
Jane Howard
Elizabeth Hruska
Stacy Hughes
Kirk Hulett
Thomas and Karen Jacobi
Jeremy’s Lawn Care
Bryan and Joy Jones
Steven and Tina Kane
Michelle and Keith Keller
Kiewit Corporation
John Bertoni and Carol Kontor
John and Wende Kotouc
La Vista Community Foundation

Lakin Family Foundation
Brenda and David Langenberg
LBT, Inc.
Joseph and Kacey Lempka
Vern and Kathy Lienemann
Lord of Love Lutheran Church
Lund Ross Constructors, Inc.
M&M Farms
Ashley Marcuccio
MCL Construction
Stacey Meade
Midstates Bank NA
Michael and Lori Miller
Miller Electric Company
Frank and Penny Mitchell
Morning Star Baptist Church
Sean and Candice Mullendore
Mutual of America
Mutual of Omaha
National Indemnity Company
Nebraska Arts Council
Nebraska Tech Collaborative
Neurology Consultants of Nebraska
Murray and Sharee Newman
Nodle Companies
Carla Patton-Ochsner and Tod Ochsner

The agency name is changed to Heartland Family Service (HFS) by the board of directors.

Prevention services open in Omaha, NE.
2023 Donors

PARTNERS ($1,000 — $9,999)

Joe and Kathy O'Connor
Omaha Public Power District
Patterson Family Foundation
PayPal, Inc.
Pearce Financial Services
PenFed Credit Union
Eric and Natalie Petersen
Catherine and Michael Pettid
Pillar Property Management
Pinnacle Bank
PowerTech
QuikTrip
Neal Ratzlaff

John and Margaret Rebensdorf
Sam's Club Foundation
Scheels All Sports
Bryan and Heather Schneider
Donna Schultz
Nancy and Robert Schulze
Dianne and John Scott
Security Equipment, Inc.
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2007
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<td>Randy Porter</td>
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**Heartland Housing Passages services open in Council Bluffs, IA and Omaha, NE.**

**Mental Health Crisis Response Teams open in Council Bluffs, IA and the Mental Health for Youth in Detention services open in Omaha, NE.**
## 2023 Donors

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**Heartland Housing Opportunities**

services open in Council Bluffs, IA and Omaha, NE.

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**Integrated Health Home**

services open in Council Bluffs, IA.

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How you can help.

CONTINUE YOUR CHARITABLE SUPPORT
Heartland Family Service (HFS) relies on charitable investments from individuals, corporations, and foundations to ensure the sustainability of our programs. Continuing and/or increasing your annual contribution will ensure the availability of high-quality, life-changing services for the individuals, families, and communities we serve.

MAKE A PLANNED GIFT
A donation to our endowment fund or a bequest to Heartland Family Service helps ensure children and families will continue to receive the assistance they need far into the future. Become a member of our Lasting Legacy Society and make a planned gift today.

OTHER WAYS YOU CAN GIVE
You can also support Heartland Family Service by TAGG-ing us in your next purchase. It’s quick and easy!

• Download the TAGG app from the Apple App or Google Play store.
• Choose Heartland Family Service within the TAGG app.
• Visit and make a purchase at a local participating TAGG business
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• Participating TAGG business will donate 5% to HFS at no extra cost to you.

To learn more about Planned Giving and how you can help, contact:

Marzia Puccioni Shields
Chief Development Officer
(402) 552-7443 | MShields@HeartlandFamilyService.org
VOLUNTEER

Your time is a gift. Please consider:

• **Volunteering** for one of our services or events
• Joining our **Friends Guild, Junior Friends**, or enrolling your child in **Student League**.

GIVE IN–KIND ITEMS

Help provide our clients who participate in our services and shelters, a more comfortable or enriching life experience, by selecting items from our **Wish Lists**.

To learn about our **Volunteer** or in-kind **Wish Lists** needs, contact:

**Adriana Van Pelt**
Community Resource Coordinator
(402) 552-7405 | Development@HeartlandFamilyService.org
Join us Online

When you subscribe, follow us online or visit the Heartland Family Service website, you will learn more about our programs, services, upcoming events, and also see how you can get involved!

It’s easy to stay connected with us!

• Follow us on social media!
  Visit our website at HeartlandFamilyService.org then click on the social media icon link in the upper right corner.

• Get the word out!
  Become an Heartland Family Service Social Media Ambassador, like, comment, and share our posts.

• Learn more about us!
  Learn about our programs and services and read our life-changing client Success Stories.

• Support our Good Works!
  - Purchase event tickets to the Carnival of Love Gala in Nebraska and the Strike a Chord Gala in Iowa
  - Volunteer your time and talent to help our clients or become a Friends Guild member
  - Purchase a needed item for our clients from our Wish Lists
  - Donate to help our clients, visit HeartlandFamilyService.org

To learn about our events and activities, scan this QR code to receive our eNews or visit: hearlandfamilyservice.org/subscribe
Signature Events

Carnival of Love Gala
Saturday, February 24, 2024
Embassy Suites, La Vista, NE

Strike a Chord Gala
Friday, June 7, 2024
Mid-America Center, Council Bluffs, IA

Safe Haven Golf Tournament
Friday, August 16, 2024
Eagle Hills Golf Course, Papillion, NE

Salute to Families
Thursday, November 21, 2024
Location TBD

Heartland Family Service acquires the former campus of the Archdiocese of Omaha.

Therapeutic Education Center - Omaha Campus (formerly One Oak) opens in Omaha, NE.
2021
The Certified Community Behavioral Health Clinic opens in Council Bluffs, IA.
The Psychiatric Services & Medication Management services are opened in Council Bluffs, IA and Omaha NE.

2022
Crisis Stabilization Community-Based Services and Crisis Stabilization Residential Services open in Council Bluffs, IA.
Heartland Family Service will celebrate its 150th anniversary and more than 400 percent organization growth in the last 25 years, furthering to help the most vulnerable in need throughout the Omaha metro community.

1875 – 2025

Heartland Family Service appreciates all of our affiliates!

Heartland Family Service will celebrate its 150th anniversary and more than 400 percent organization growth in the last 25 years, furthering to help the most vulnerable in need throughout the Omaha metro community.