

2017



Heartland Hope
MISSION

Annual Report

Integrity

Heartland Hope Mission is "More Than a Pantry". We are building a community of hope. Hope is the fuel that inspires people to work toward a better future, to pursue an education, to expand job skills, and to live healthier and fuller lives. Hope transforms a community from a place of lack, to a place of possibility. Every service we provide is directed by hope. It is important to us that every person who walks through our doors knows that we love them and that we are people of integrity.

INTEGRITY IS ONE OF OUR CORE VALUES.

Integrity is one of our core values. We strive for integrity in how we serve our clients, work with our volunteers, and deal with our business affairs. When you couple a sense of hope with the assurance that everything is being done with integrity, you begin transforming a community because hope says, "we can do it" and integrity says, "this is how we do it." Hope with integrity lifts everyone in the community.

We are constantly looking at what is best for our clients and our community. It is not always what the current trend is or what is currently popular. As an organization of integrity, we prioritize the needs of our clients and our community. That is why our clients trust us, why over 7,000 people volunteer with us, and why local agencies bring their clients to us.

Heartland Hope Mission is a community of people helping people.

Thank you for being a part of our community.

Sincerely,
Chelsea Salifou
CEO



In 2017, Heartland Hope Mission received the Better Business Bureau (BBB) Integrity Award. This award focuses on demonstrated ethical business practices, with key stakeholders including: customers, employees and the community at large, rather than a company's growth, profitability or popularity. The Integrity Award winners were chosen by an independent panel of judges consisting of metro Omaha business leaders and members of the academic community.

Impact

We know that when a client enters the food pantry, there is usually an underlying challenge that needs to be addressed, so we work to surround clients with all the services they need to become self-sufficient.

1 in 4 people live in poverty in our South Omaha neighborhood.



14,247
clothing
pantries served

45,000
food
pantries served

1,180
children
received toys

23,706
hygiene items
distributed

Hunger & Homelessness Prevention

2017 was an exciting year with Heartland Hope Mission opening a full service Millard location, and successfully serving a 25% increase in food pantries. Families like Shannon's come to Heartland Hope during a crisis, like a job loss or illness.

Helping Middle-Class Families in Crisis

Shannon, her husband, and two their sons came to Heartland Hope Mission's Millard pantry in need of food, rent and utility assistance; due to a tumor that developed on Shannon's adrenal gland that left her unemployed.

Not long after, her husband was injured, leaving him unable to work. Shannon's family did not qualify for assistance due to their annual household income. Heartland Hope was the only agency that looked beyond Shannon's previous income and considered her family's crisis situation. Shannon had surgery to remove her tumor and tested negative for cancer.



"Heartland Hope Mission helped feed my family. I love the wonderful food we received, especially the fresh produce and meat. Heartland Hope Mission was there for me when no one else was able to help. They not only helped me with food and clothing for my family, but they prayed for me and encouraged me. I love Heartland Hope Mission!" - Shannon

Shannon's Update

Shannon has fully recovered from her illness. She started a new job as a medical assistant and is working towards becoming a physician's assistant. Her husband is also back to work. They are still catching up on medicals bills, but their financial situation has turned around. They have not come to Heartland Hope Mission for almost a year.

Goals

It is more cost effective to help a family stay in their home, than to re-house them once they have lost everything. Our Client Service Specialists work to surround them with the resources they need to:

1 Prevent homelessness.

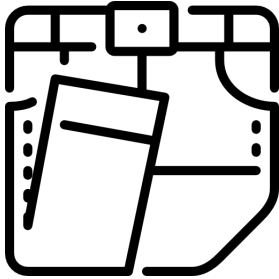
2 Help families rebuild self-sufficiency.

Services

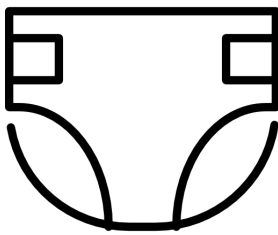
Providing food, clothing and promoting self-sufficiency for people in need.



Working poor families choose a week's supply of nutritious groceries including: milk, frozen meat and fresh produce; to prepare well-balanced meals at home.



Families that are struggling to provide food often do not have funds to buy clothing for their growing children or clothing for a new job. Clients are able to receive the clothing they need at NO cost.



An average monthly supply of diapers costs approximately \$80, making it difficult for families struggling to make ends meet. It can also hinder employment as many daycare centers require a certain number of diapers onsite. Heartland Hope provides diapers up to size six and other essential hygiene items.

Client Services



In order to address food insecurity, clients are assisted in filling out a SNAP (food stamp) applications. This, in addition to pantry assistance, ensures families have access to nutritious food. Appropriate nutrition is especially critical for children to develop properly and have the opportunity to be successful in school. This helps avoid families having to make the difficult decision of paying the eclectic bill or buying food.

Many families have never had to ask for help before and are not aware of the resources available to them. Referrals connect families to agencies providing services such as: medical care, housing assistance, and utility assistance. This helps connect families to all the resources available to them to prevent them from becoming homeless and help them rebuild self-sufficiency.

Referral

Job Paths

Jobs Paths works to help clients overcome barriers to employment and find job, training or education opportunities.

"I've been a widow for four years and have come to Heartland Hope Mission to receive food pantries off and on for the last 14 years. I live off of my small income of \$1,000 a month from Social Security. I only have enough to pay my bills, but other necessities like food are hard for me to afford.

Amanda came up to me and offered me a position to help out with disabled kids. I didn't know if I could do it, but Amanda told me to try. I filled out the application here at Heartland Hope Mission and Amanda helped me to make sure I did it right. I had to wait for my background check and that checked out okay.

"I feel important getting this opportunity to work with disabled young people in our community. "-Carolyn

I started working for the Nebraska VR in September 2017. The VR had me start training Tiffany, who is a high school student with a disability, once a week. I also started training Isaac, who was a young adult with a disability. It's challenging for me, but I'm grateful for the opportunity. The extra income is handy for me for expenses that my Social Security doesn't cover. I feel important getting this opportunity to work with disabled young people in our community. "



Giving Hope

99%

of clients felt they
were treated kindly.

97%

of clients felt more
hope after visiting
Heartland Hope
Mission.

Board of Directors

Phil	Fenton	Sentrixx Security	Sr. Account Manager
Jason	Tiedtke	American National Bank	First Vice President
Ernestine	Dorsey		Community Member
Scott	Kinkaid	Legacy Homes	Co-Owner
James	Waldron	Gross & Welch P.C. LLO	Shareholder
Mike	Haiar	Hy-Vee	Store Director
Chelsea	Salifou	Heartland Hope Mission	Executive Director
Marshall	McGee	Omaha Police Department	Chaplin
Christy	Hair	One Voice Ministries	Producer
Pam	Korth	Meryl Lynch	Advisor

Volunteer Impact



“Volunteers devote their time and talents to our community by offering: helping hands, welcoming smiles, love and encouragement to families in need.”

*~Amanda DeVries -
Volunteer Coordinator*

Corporate Volunteer Groups: 100.7 The Fish, 3 KMTV News Now, American National Bank, Avantas, C&A Industries, Chastain-Otis, CoBank, ConAgra, Farm Credit Services, First National Bank, Greater Omaha Barbecue Society, H.O.P.E. Garden, Hy-Vee, Legacy Homes, Linked In, Nelnet, Omaha Steaks, Omaha Storm Chasers, Paypal, Physicians Mutual, Sentrixx Security, Signature Performance, Turner Construction, TransCanada, Tyson, Union Pacific, United Way, UPS, Wells Fargo, Werner

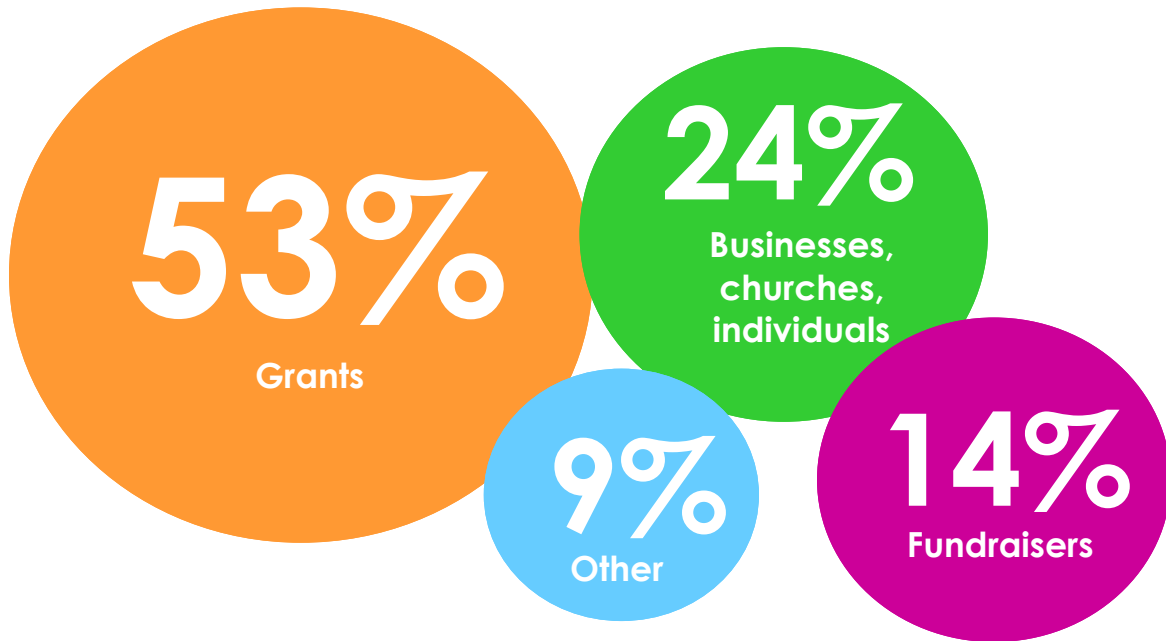
**OVER 7,000 VOLUNTEERS SERVED
OVER 23,500 HOURS.**

Church Volunteer Groups: Calvary Omaha home groups, Celebration Covenant Youth Group, Community Covenant Church, Common Ground Ministries, Corning Presbyterian Church, Elkhorn Hills UMC, Faith Family Church, Faithful Shepherd, First Covenant Church, Fremont Nazarene, Grace Fellowship Church, Grace Hill Youth Group, Gretna UMC, Journey Church, Kingdom Encounters, LDS Elder and Sister Missionaries, Lifegate Christian School, Lord of Hosts Church, Omaha YSA Stake, Presbyterian Church of the Cross, St. Andrews UMC, St. Columbkille, St. Luke UMC, Trinity Lutheran, St. James UMC, Redeemer Church, St. John's Creighton, St. Patrick's Elkhorn, St. Pius X, St. Vincent de Paul, Stony Brook Church, Stone Bridge Millard West Hills Church

Other Groups: All Hands on Deck, Alpha Phi Omega, Angel Works, Baby Boomers, Beta Alpha Psi, Bellevue University, Bellevue West Latino Leaders, Big Garden, Boy Scouts of Nebraska, CIFE Exchanged Students, Creighton PTLG, Creighton pharmacy students, Douglas County Corrections, Freeway Ministries, Girls Inc., Girl Scouts of Nebraska, Global Leadership Group, I-80 Cosmopolitan Club, Helping Hands of Plattsmouth High School, Integrated Life Choices, Iowa Club, Iowa School for the Deaf, IOWAY, Kiwanis Club of Bellevue, Metro Community College, My Life LLC, Nebraska Christian College, North Dakota Youth Oak Girls, OMNI, High School, Platteview Spanish Club, Omaha Correctional Center, Ralston High School, Restored Hope, Sigma Lambda Beta, Skutt High School, South High School, Teens Giving Back, Teen Serve, Theta Phi Alpha, United Way, Urban Plunge, US Navy, USAF Security Forces, USAF Stratcom, US Air Force

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Impact of Your Gift



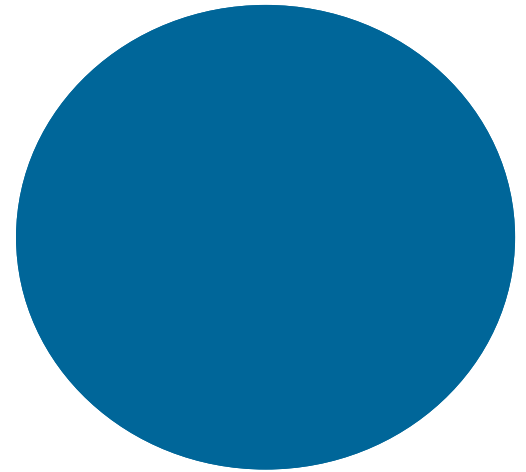
Where our financial support comes from.

*Thank you to all
of our faithful
supporters
and*

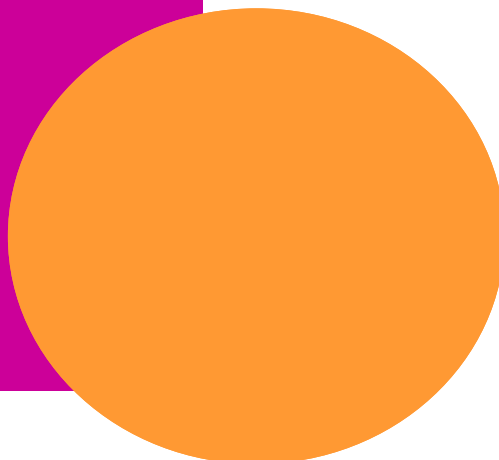


You Make a Difference

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BNSF Railway Foundation
Brad and Linda King Family Foundation
ConAgra Foods Foundation
Farm Credit Services of America
Gilbert M. and Martha H. Hitchcock Foundation
Greater Omaha Barbecue Society
Immanuel Vision Foundation
Joseph A. Horwath Foundation
Leland J and Dorothy H Olson Charitable Foundation
Lozier Foundation



Oliver and Ferrol Barklage Foundation
One Source Assets Foundation
Peter Kiewit Foundation
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Robert B. Daugherty Charitable Foundation
Sandra Schell
Suzanne and Walter Scott Foundation
The Hawks Foundation
TransCanada Oil Pipelines Inc
Wells Fargo Foundation
West Hills Church
Wild Willy's Fireworks





More Than a Pantry
Food. Clothing. Resources.

Ways to Fight Hunger



Volunteer



Host a Drive



Donate



Like Us