

## Internship Site Introduction

### Lutheran Family Services, International heartland Center

I chose to do my internship at Lutheran Family Services, International Heartland Center for the refugees. The mission of LFS overall is "the agency that expresses God's love for all people by providing quality human care services that build and strengthen individual, family, and community life." I am amazed there are agencies available to help people in our community. They always look out to help those who need emergency assistance and cannot support themselves.

I applied for internship practicum at Lutheran Family Services, International Heartland Center in September 2010. I interviewed with Maggie Kalkowski, Director of the International Heartland Center. I received an internship job offer in the midst of September and started work on September 27<sup>th</sup>, 2010. I did my New Employee General Orientation on October 13<sup>th</sup>, 2010. It is great to be part of this agency. All the employees at the International Heartland Center welcome me with interactive and smiley faces.

In my two-week term I realized that the International heartland Center is helping our community in many ways. The Lutheran Family Services, International Heartland Center model of care encompasses the following items:

1. Through case management, connect clients with services.
2. To identify and address gaps in the service continuum.
3. To collaborate with existing agencies to address gaps by modifying existing services before creating new programs.
4. To network within the community for resources for our clients.

5. To assist clients with the issues they present and teach them how to solve them along with us.
6. To help clients take steps toward self-sufficiency.

The LFS keys assumptions within this model are:

1. Information is power. By providing clients with the rules to navigating the U.S. system of services, they will learn what questions to ask and have the knowledge to begin taking control of their lives.
2. Clients are capable. Since they are new to our culture, there is a learning curve involved in adjusting to life in Omaha. We believe that the clients want to succeed and just need to learn the rules.
3. Clients are motivated and want to succeed. Just as generations before them, our immigrant and refugee clients are pursuing their dreams of opportunity, education and hard work here in America. Although they will struggle, they are motivated to improve their lot in life.

I am one of the Sudanese refugees who came to the United States seeking safety and acquiring basic human needs. I believe that the Lutheran Family Services, International Heartland Center is one of the agencies that most makes sure new comers receive appropriate care. I think it is helpful for those who come to the United States are desperately looking for assistance and they should find it a most convenient place to live a life.

I think that is really a beautiful opinion about establishing charity agencies that aid our community. It is important that helping people in the community has always been appreciated and encouraged by those who receive the services. I am happy that LFS is an agency serving people to achieve their developmental, social and educational goals. Ultimately, community

services and agency support are important because they provide assistance to people who need them. I hope to be one of a community supporter to be able to help others attain their future expectations.