

June 20, 2006

Dear Heart of Adoptions, Inc.:

As I write this letter, I hear my children downstairs playing with their grandparents. Three years ago Robert and I would have never believed this could be possible. We are so blessed to have two healthy and happy children, and feel privileged to have been able to be with them from the day they were born.

We know you receive many thank you letters, but we just want to know how much we appreciate the Heart of Adoptions staff members who facilitated the formation of our family and the lawyers who have represented us in both adoptions.

First and foremost, we thank Malinda Mosher for helping us with Connor's adoption, caring for his birth mother, and providing continued emotional support for all of us through the adoptive process and beyond. She is the reason we referred our friends, Kelly and Bernie, who subsequently adopted a son through your agency. She is also the reason we "hung in there" with Heart of Adoptions while waiting for our second child.

Jacqueline Garman was our social worker for Olivia's adoption. The process happened so fast the second time around, but Jacqueline remained calm, kept us calm, and made sure all the deadlines were met and the appropriate paperwork was filed. She also ensured that Olivia's birth mother met us before her birth (we found out about Olivia ten days before she was born), which was extremely reassuring to us. Sheena Rhodes assisted Jacqueline with our adoption and was a great source of comfort to Olivia's birth mother and us.

Our follow up home visits for Connor and the Home Study for Olivia were performed by Susan Major. She completed all of the paperwork very efficiently, called us to let us know each "next step" so that we could prepare the materials to expedite the process, and provided the emotional support we needed along the way. She did not waste our time or money, which we truly appreciate.

Danelle Barksdale is the attorney we have worked with on both of our adoptions. She has a wealth of knowledge, shared it with us, and looks out for our best interest. There has never been a problem with any of our paperwork, not a single "glitch."

Malinda, Susan, Jacqueline, Sheena, and Danelle care deeply for families and birth mothers while maintaining an appropriate level of professionalism and confidentiality. They are loyal to you and the agency, which is something I value myself as a business owner with over 40 employees. Although the agency has an excellent reputation, your staff members are what attract and retain your clients and build that reputation. You have done an outstanding job staffing Heart of Adoptions.

With deepest appreciation,  
Martha Ree and Robert