

Heartland Alliance For Human Needs & Human Rights
2003 Annual Report



in life

Investing takes foresight and trust. It involves giving something small, with the belief that — used wisely — it will lead to something larger. Investing relies on potential.

in heartland alliance

Each of us everyday invests in something. We invest time, we invest hope, we invest money. Your investment in Heartland Alliance supports *our* collective investment in housing, health care, human services and human rights for the most poor and vulnerable people.

Heartland Alliance and its affiliated partners believe in the potential of each person we serve. Thank you for believing — for investing — in our work.

Thank you for *investing* in life.

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LAST YEAR, MORE THAN 15,600 MEN, WOMEN AND CHILDREN RECEIVED QUALITY CARE THROUGH HEARTLAND HEALTH OUTREACH — AN INCREASE OF MORE THAN 3,000 PATIENTS OVER THE PREVIOUS YEAR.

IN THE LAST YEAR, HEARTLAND HEALTH OUTREACH PROVIDED DENTAL SERVICES TO MORE THAN 1,600 PATIENTS WHO ARE HOMELESS, POOR OR HAVE HIV OR AIDS.

in health care

investing in respectful care

Something you probably don't have to think about when taking medication that acts as a diuretic:

Whether or not you can take it, depending on whether you will be able to find a bathroom you can use

Place you've probably never had a complete physical:

In a laundry room

Or a gynecological exam:

In a closet



This laundry room at a local shelter doubles as an exam room, where Heartland Health Outreach nurses typically see up to 20 patients during each four-hour visit.

Sign-up sheets for appointments with nurses fill up quickly. Even with the full schedule, nurses take the time to provide quality, respectful health care for people who are homeless, including children.



Dance therapy instructor,
Erica Quensen-Diez



investing in creative healing

In the last year, three Heartland Health Outreach programs merged into one that serves refugee families who experienced trauma in their home countries. The merger strengthens the treatment of whole families, allowing parents and children to be treated together. In addition, it facilitated an expansion of services, allowing the program to offer additional therapies, such as art and dance.

Hans Buwalda, a program manager, explains the therapeutic value of expressive therapies:

“For example, an Ethiopian women’s group is working with doll making. That can be therapeutic because the doll making triggers memories — both traumatic and positive.

“The activity and memories encourage the women to talk about dolls they had as children, or a skirt their mother had, or how they would never use a certain color because it reminds them of their attacker who was wearing that color.

“It can also be therapeutic because they had the art forms before they came to the U.S. The art helps them reconnect to part of what they used to be, to connect to the person they are now.

“Dance therapy is therapeutic for children who have experienced trauma because in most cultures, children are punished for acting aggressive or angry. But through dance and movement — through action, a familiar expression for children — they can be a lion or a monster and feel aggression or anger without feeling ashamed or being punished.” ●

a healthy start



A new pre-natal health program at Heartland Health Outreach's health center holds classes for pregnant women who are placed in group sessions that are organized according to their due dates. In addition to receiving health care for themselves and their unborn children, the women gain peer support from the group sessions — an invaluable component to learning healthy pregnancy tips and parenting skills. ●

lasting change

FamilyCare and KidCare Expansion

Increases eligibility for health insurance coverage for low-income families in Illinois, extending coverage to approximately 65,000 more working poor parents and 20,000 more children.

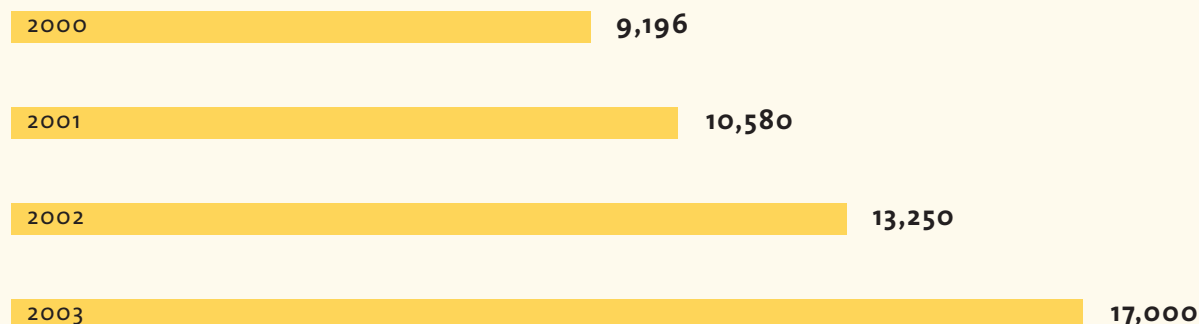
Heartland Alliance involvement

Staff successfully advocated for FamilyCare's inclusion on the legislative priority list for the Illinois Poverty Summit Steering Committee, who officially endorsed it as one of their priority pieces of anti-poverty legislation. Staff also called the Legislature and sent letters of support.

better communication

TOTAL INTERPRETING HOURS

(by fiscal year)



Heartland Alliance staff and volunteers help people access health care and other services by providing interpreting services in more than 40 languages, including Arabic, Assyrian, Burmese, Farsi, Ga, Khmer and Twi.

in human services

investing in homelessness prevention

On average, it takes \$3,400 to shelter a family of three for two months. Most episodes of homelessness last 8 months — for an average cost of \$13,600 *per family*. In contrast, it takes on average \$850 to prevent a family from becoming homeless in the first place.

Heartland Alliance is collaborating with a number of organizations and government agencies throughout Chicago to fight homelessness. Heartland Alliance manages \$1.5 million in prevention funds, which are accessed by 40 agencies citywide.

Investing in homelessness prevention makes sense. Each year, millions of dollars are spent by area nonprofits and local, state and federal programs to serve the homeless population in Chicago. That amount does *not* include the cost to local public services like the police and fire departments or emergency rooms serving those with limited access to health care. ●

HEARTLAND HUMAN CARE SERVICES RECEIVES MORE THAN 50 CALLS A DAY FROM PEOPLE HOPING TO RECEIVE HOMELESSNESS PREVENTION FUNDS.

LAST YEAR, 1,800 HOUSEHOLDS RECEIVED, ON AVERAGE, \$850 DOLLARS EACH TO KEEP THEM FROM HOMELESSNESS.



For refugee students who speak little English, remembering that you should remove cookies from the sheet with a spatula is as challenging as remembering which tool is a “spatula.”



A higher paying job is crucial to exiting poverty. For people with little to no schooling, a higher paying job is not just a resume and an interview away. It takes skills building and training. In the last year, Heartland Alliance launched two innovative programs designed to get people into jobs that pay enough to lift them out of poverty.

cooking up success

Many refugee women from Africa come to the U.S. with little to no experience working outside the home. Heartland Alliance’s refugee culinary training allows them to turn one of the skills they already possess — cooking — into an opportunity to raise their standard of living. In addition to training in the kitchen, the refugees increase their English skills in the classroom. “Translating the skills that they already possess into a paycheck has been very empowering for the women,” says Kari Szydel Mueller, a supervisor working with the refugees.

skills for independence

Microsoft-certification training gives people with little to no experience with computers a shot at getting a job in an office, with opportunity for advancement. Learning to click and point, format a list or make a headline bold can be the building blocks to a better life.

Mastering these skills enables a job seeker to earn significantly more money, according to certification trainer Nichole Oh. “One woman lost her job, took the training, became certified, and landed another job doing basically the same work but for \$4.50 more per hour.” ●



investing in strategies for change

For the past four years, the Illinois Poverty Summit, coordinated by Heartland Alliance, has produced the annual *Report on Illinois Poverty*.

Through the report, Heartland Alliance generates media attention that helps bring poverty issues to the forefront of public discussion. The report also puts research into the hands of other anti-poverty advocates — including legislators and community leaders — who then have the information they need to work toward eliminating poverty in Illinois.

This year, a downstate anti-poverty advocate truly brought the report's key findings to life:

“At the time the report arrived, we were planning an event in the Diocese to educate people, particularly children, about poverty. I liked all the information in the report but didn’t want to just overwhelm people with numbers.

I went back to my science fair days and came up with the idea of making a triptych using the most striking, most pertinent and most visually enticing findings from the report. Then I blew up a few key findings and turned them into sandwich boards. The kids who wore them really enjoyed themselves.” ●

Rob Otrembiak, Executive Director of Catholic Charities of Southern Illinois



helping hands

Every year around the holidays, Heartland Alliance solicits and receives donations of thousands of toiletries to create “hygiene kits” for people who are homeless and low income. For the last three years, Heartland Alliance has been able to make an average of 1,000 of these kits, which often include such winter essentials as socks and gloves.

Last year, thanks to the generous support of businesses and community groups, Heartland Alliance programs distributed more than **1,200 kits** to people who are homeless, vulnerable women and children, and people living with HIV and AIDS. ●



Photo: Lee Anne Adams

LAST YEAR, HEARTLAND HUMAN CARE SERVICES PROVIDED GUIDANCE TO MORE THAN 3,300 YOUTH THROUGH PROGRAMS GEARED SPECIFICALLY FOR TEENS AND CHILDREN, AS WELL AS THROUGH FAMILY SOCIAL SERVICE PROGRAMS.

IN THE LAST YEAR, HEARTLAND HUMAN CARE SERVICES KEPT MORE THAN 570 TEEN BOYS OUT OF JUVENILE JAILS AND GAVE THEM A SECOND CHANCE THROUGH PLACING THEM IN AN ALTERNATIVE HOME-LIKE ENVIRONMENT.

lasting change

Latina Teen Pregnancy Prevention Initiative

Creates a new teen pregnancy initiative for Latina teens that will provide education and prevention activities as well as further research on this emerging poverty issue.

Heartland Alliance involvement

Staff provided testimony at legislative hearings in the House and Senate on Latina teen issues.

Pilot Jobs Program for Ex-Offenders

Gives ex-offenders paid work experience, on-the-job mentoring and intensive social services to help them find and keep work.

Heartland Alliance involvement

Staff drafted the bill language, solicited sponsors, gathered advocate support and successfully pushed the bill through the General Assembly.

Minimum Wage Act

Raises the state minimum wage to \$6.50 (for teenagers under 18, \$6.00).

Heartland Alliance involvement

Staff provided much of the initial research that went into the creation of this bill. Staff also participated in strategy and planning sessions.



investing in
good neighbors

in housing

The housing photos above were taken at the former Lion Hotel, a property on Chicago's west side that was purchased by Heartland Housing in late 2000 for redevelopment.

The property reopened this year as Los Vecinos or "The Neighbors." The dramatic renovation of this 62-unit property offers an exciting example of what affordable housing can be when an organization invests in developing quality facilities and building safe communities. ●

2003





Architectural rendering of the future Heartland Housing development

investing in housing for Chicago

Heartland Housing has two projects in development, which will create more than 1,300 units of affordable and supportive housing. These include the rehabilitation of the former Chicago Housing Authority ABLA homes and the development of family housing, Jazz on the Boulevard, both on the south side. ●



THROUGH ITS EIGHT APARTMENT BUILDINGS, HEARTLAND HOUSING PROVIDES MORE THAN 500 INDIVIDUALS AND FAMILIES WITH A SAFE, AFFORDABLE HOME EVERY DAY.

On-site property managers, like Deon Roebuck below, at each of Heartland Housing's eight apartment buildings help residents develop a sense of pride in their new homes.



lasting change

Housing Opportunity Tax Incentive

Amends the state tax code to provide a tax rebate to owners in low-poverty areas who rent to individuals and families with housing subsidies.

Heartland Alliance involvement

Staff worked with the bill's lead advocates to meet with legislators and advocate for the bill's passage. The bill was included on the Heartland Alliance Housing Platform distributed to legislators.

Illinois Housing Initiative Act

Establishes a process for creating a comprehensive housing plan for the state; encourages developers to build affordable housing by streamlining the allocation of housing dollars; and requires all municipalities to produce a local housing development plan to meet the housing needs of all income levels.

Heartland Alliance involvement

Staff worked with the lead advocates to meet with legislators and advocate for the bill. Staff provided testimony in support of the bill at legislative hearings. The bill was included on the Heartland Alliance Housing Platform distributed to legislators.

in human rights

investing in paths to safety

“Human trafficking is almost where domestic violence was 10 years ago,” says Miriam Torrado, director of a new program that works with victims of human trafficking.

“It’s hidden — people who have been trafficked don’t know what to do or where to go. Traffickers use control, silence and intimidation, plus there is often the language barrier — which keeps people isolated and alienated by the individual who trafficked them.

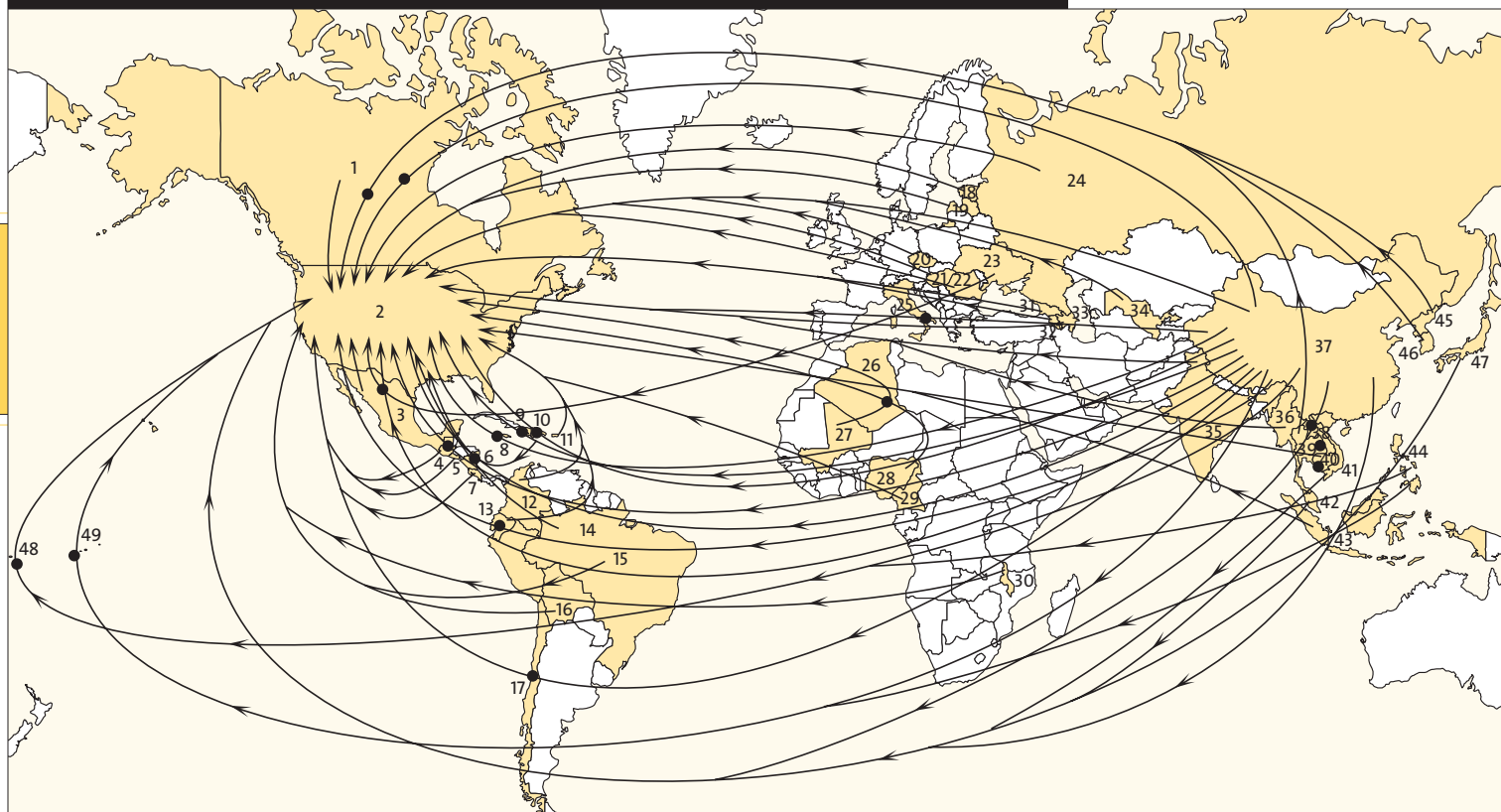
“It mirrors the domestic violence scenario. If you don’t know the language, where would you run? Who would you turn to?

“The trafficked people are told, ‘There’s no one going to help you here. They’ll deport you. We know where your family is.’”

To combat trafficking’s hidden nature, staff educate organizations and individuals who may come in contact with a trafficked individual — police, hospitals and religious organizations. ●

**“HUMAN TRAFFICKING IS
ALMOST WHERE DOMESTIC
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TRAFFICKING OF PERSONS, ESPECIALLY WOMEN AND CHILDREN: USA ROUTES



- | | | | |
|------------------------|--------------------|----------------|-----------------|
| 1. Canada | 14. Peru | 27. Mali | 40. Thailand |
| 2. USA | 15. Brazil | 28. Nigeria | 41. Vietnam |
| 3. Mexico | 16. Bolivia | 29. Cameroon | 42. Malaysia |
| 4. Guatemala | 17. Chile | 30. Malawi | 43. Indonesia |
| 5. El Salvador | 18. Estonia | 31. Georgia | 44. Philippines |
| 6. Nicaragua | 19. Latvia | 32. Armenia | 45. North Korea |
| 7. Costa Rica | 20. Czech Republic | 33. Azerbaijan | 46. South Korea |
| 8. Jamaica | 21. Hungary | 34. Uzbekistan | 47. Japan |
| 9. Haiti | 22. Romania | 35. India | 48. Nauru |
| 10. Dominican Republic | 23. Ukraine | 36. Burma | 49. Kiribati |
| 11. Puerto Rico | 24. Russia | 37. Laos | |
| 12. Colombia | 25. Italy | 38. Thailand | |
| 13. Ecuador | 26. Algeria | 39. Cambodia | |

Countries with trafficking activity

Transit Stop

Routes represent at least one documented case of trafficking of persons.

© The Protection Project Johns Hopkins University School of Advanced International Studies

No country is immune from trafficking. A recent U.S. Government estimate indicates that approximately 800,000–900,000 people annually are trafficked across international borders worldwide and between 18,000 and 20,000 of those victims are trafficked into the United States.

U.S. Department of State "Trafficking in Persons Report" June 2003

new protections

Undocumented immigrant survivors of domestic violence are in a particularly vulnerable position because their abusers often use their lack of legal immigration status as a means to keep them and their children in the abusive relationship.

A new project of Heartland's Midwest Immigrant & Human Rights Center provides legal remedies to immigrant survivors of domestic violence and helps connect them to social workers.

Since its inception in the fall of last year, the new project has served more than 300 individuals and their children. ●

LAST YEAR, STAFF AND PRO BONO ATTORNEYS PROVIDED LEGAL COUNSEL TO MORE THAN 600 PEOPLE SEEKING ASYLUM OR OTHER FORMS OF PROTECTION FROM PERSECUTION IN THEIR HOME COUNTRIES.

HEARTLAND ALLIANCE'S OVERALL SUCCESS RATE OF 86% FOR WINNING ASYLUM CASES IS ESPECIALLY NOTEWORTHY, AS THE NATIONAL APPROVAL RATE IS LESS THAN 30%.

investing in powerful allies

"Winning my first asylum case was the most gratifying victory of my legal career. Basically, we were saving this man's life. That's more than what is usually at stake in my practice."

Jannis Goodnow, of Lord Bissell & Brook, was the lead pro bono attorney for a Midwest Immigrant & Human Rights Center asylum case. She has been practicing law for 16 years.





healing and hope

In the last year, Heartland's Marjorie Kovler Center for the Treatment of Survivors of Torture provided training in Alaska, Colorado, Florida, Indiana, Iowa, Missouri, Nebraska, New York, North Carolina, Utah and Wisconsin. Internationally, the Kovler Center trained service providers in El Salvador, Great Britain, Guatemala, Indonesia, Ireland, Mexico and Sri Lanka.

Unfortunately, this increase in training reflects an ongoing need for torture treatment centers worldwide. In 2002, more than 280 people obtained mental health, medical and social services from the Kovler Center, an increase of 30% in a year. ●

lasting change

Protection of Abused, Neglected and Abandoned Immigrant Minors

Ensures the protection of abused, neglected and abandoned immigrant children by providing access to a special immigrant juvenile visa.

Heartland Alliance involvement

Through the Illinois Task Force for Unaccompanied Immigrant Children, facilitated by Heartland's Midwest Immigrant & Human Rights Center, this issue was brought to the attention of key governmental and non-governmental organizations, and legislation drafted. Staff submitted the bill, solicited sponsors and successfully pushed the bill through the General Assembly.

securing lives and liberties

Changes in immigration enforcement and laws in the wake of September 11 continue to have a significant impact on the people Heartland Alliance serves:

- **The flow of refugees into the U.S. has slowed dramatically post-9/11.** Of the 70,000 refugees authorized to enter the U.S. last year, only 28,000 were allowed entry, despite passing multiple background checks.

Conditions in the refugee camps where refugees are waiting are often deplorable and dangerous. Typically located close to the country from which the refugees fled, enemies frequently come into the camps and continue to kill, abduct or rape their victims. Heartland Alliance staff have been active advocates at the national level for continued refugee admissions.

- **At any given time in Chicago, some 600 immigrants are in detention, most for administrative violations that have no connection to terrorism.** They are usually kept with the general criminal population. Immigration lawyers, including those at Heartland Alliance, have little success getting information on who is detained, where and for how long they will be held. Detainees, meanwhile, have limited access to their lawyers.

Heartland's Midwest Immigrant & Human Rights Center conducts outreach and "Know Your Rights" trainings in numerous languages, including Arabic, and is collaborating with other human rights organizations to gain better access to detainees and information about them.

- **The situation for immigrants, in general, became considerably more difficult post-9/11.** Many of the human rights issues relevant to immigration from Mexico and Central America with which Heartland Alliance's international program was working were taken off the table. In response, the program intensified its training of immigrant community groups throughout the Americas to be their own best advocates at the national and international level. ●

Thank you for *investing* in life.

INVESTOR PROFILE



Sid Mohn
Heartland Alliance
President
Investor since 1981

Ways in which you invest in Heartland Alliance:

I invest financially. I reach out to family, friends and neighbors to solicit contributions as well as donations of goods and services. I also see Heartland Alliance as a vocational focus — a cause to which I'm committing my life.

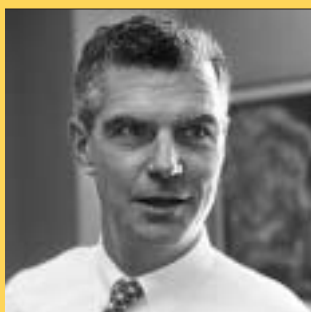
What investing means to you:

Investing to me means believing and hoping in something and contributing to make that hope a reality.

Why you invest in Heartland Alliance:

I invest because I see it as a leadership effort to make the world a better place for the most poor and vulnerable people. I consider Heartland Alliance to be a premier organization that is accountable, is always striving for quality and cares about those who are most uncared for — and that's a rare combination. Heartland Alliance is a light in a dark world.

INVESTOR PROFILE



Frank Quinn
Heartland Alliance
Board Chair
Investor since 1985

Ways in which you invest in Heartland Alliance:

I invest time, money, leadership. Heartland Alliance is a part of me after this many years. I do whatever needs to be done — a lot is telling the story of Heartland Alliance. That's just as important as asking for money. I was involved in the formation of the Junior Board, and I invest time in recruiting new Board members to contribute to the growth of the organization.

What investing means to you:

I invest for a living. That's my job. Investing is making the effort of time, money, resources to achieve a future outcome. It's not instant gratification. It's about achieving a long-term result.

Why you invest in Heartland Alliance:

I've been very lucky in my life and I think it's important to give back. The reason that I give to Heartland Alliance is I see how professionally run it is. It's a great organization with a great reputation, one that makes change in our community and in the world.

I've also made a lot of great friends here. It isn't work for me — it's very fun and very rewarding.

Heartland Alliance's services would not be possible without the thousands of supporters who invest their time and resources. Thank you for all that you contribute.

Donors listed in this report made contributions between July 1, 2002 and June 30, 2003. Due to space limitations we cannot list donations of \$1–99, but we sincerely appreciate all contributions. If you have any questions, please call Mary Barton, Director of Development, at 312-660-1319.

\$100,000+

Anonymous*

Supports physical improvements at a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

The Atlantic Philanthropies (USA) Inc.

Supports the Midwest Immigrant & Human Rights Center.

The Chicago Community Trust

Supports the Illinois Poverty Summit and an emergency homelessness prevention fund for families facing evictions.

Chicago Tribune Charities, a fund of the Robert R. McCormick Tribune Foundation

Supports Neon Street Programs for Homeless Youth, a training program for staff at service providers, a policy study of poverty in the metropolitan region, the development of a homelessness prevention database and an emergency homelessness prevention fund for families facing evictions.

The Ford Foundation

Supports regional networking and dialogue on migration and sustainable development issues in North and Central America.

Grant Healthcare Foundation

Supports a health center in a Chicago public high school with low-income students and a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

William Randolph Hearst Foundation

Supports affordable housing programs.

The John D. and Catherine T. MacArthur Foundation

Supports the Midwest Immigrant & Human Rights Center, affordable housing programs, the Illinois Poverty Summit, and regional networking and dialogue on migration and sustainable development issues in North and Central America.

The Rockefeller Foundation

Supports policy analysis and networking on the intersection of trade, environment and migration issues in Mexico and Central America.

Jeanne and Joseph Sullivan

Supports the Jeanne and Joseph Sullivan Midwest Program for Refugee, Asylee and Human Rights and, via the Board Gifts Campaign, the Midwest Immigrant & Human Rights Center.

Women's Board of Heartland Alliance

Supports lasting, meaningful change for the most poor and vulnerable women and children.

\$50,000–99,999

Bank One, NA*

Supports an employment training program, the Women's Board Celebration Ball and the Midwest Light of Human Rights Awards Reception and Luncheon.

The Baxter International Foundation

Supports the Midwest Immigrant & Human Rights Center.

Mr. and Mrs. Michael L. Keiser*

Supports lasting, meaningful change for the most poor and vulnerable people, and a job training program.

Lawyers Trust Fund of Illinois

Supports the Midwest Immigrant & Human Rights Center.

Ravenswood Health Care Foundation

Supports art therapy for immigrant and refugee children who have survived civil unrest in their homelands.

Sara Lee Foundation

The Sara Lee Foundation is the lead corporate sponsor of Heartland Alliance's affordable housing programs.

VNA Foundation

Supports a neo-natal care program.

Woods Fund of Chicago

Supports the Illinois Poverty Summit.

\$25,000–49,999

Helen Brach Foundation

Supports lasting, meaningful change for the most poor and vulnerable people.

Chicago Bar Foundation

Supports the Midwest Immigrant & Human Rights Center.

Diane and Rod Dammeyer*

Supports the Board Gifts Campaign and the Social Investment Fund.

Equal Justice Works

Supports the Midwest Immigrant & Human Rights Center through matching donations by Mayer, Brown, Rowe & Maw and the Chicago Bar Foundation.

Lloyd A. Fry Foundation

Supports a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

Junior Board of Heartland Alliance

Supports lasting, meaningful change for the most poor and vulnerable people.

Kraft Employee Fund

Supports domestic violence counseling for children.

Jeanne and Desmond R. LaPlace

Supports emergency and educational assistance for immigrants and refugees.

LaSalle Bank

Supports lasting, meaningful change for the most poor and vulnerable people, the Women's Board Celebration Ball, the West Suburban Board, the Waltz concert benefiting Neon Street Programs for Homeless Youth and the Midwest Light of Human Rights Awards Reception and Luncheon.

Levi Strauss & Co.

Supports HIV prevention programs at Neon Street Programs for Homeless Youth and supports lasting, meaningful change for the most poor and vulnerable people.

Mayer, Brown, Rowe & Maw LLP

Supports the Midwest Immigrant & Human Rights Center.

Robert & Patricia Moore Foundation

Supports lasting, meaningful change for the most poor and vulnerable people.

Polk Bros. Foundation

Supports a health center in a Chicago public high school with low-income students and the Midwest Immigrant & Human Rights Center.

Prince Charitable Trusts

Supports technology upgrades at the community health center.

Frank F. Quinn and Mary B. Quinn*

Supports the Board Gifts Campaign and the Social Investment Fund.

The Retirement Research Foundation

Supports dental care for senior citizens.

West Suburban Board of Heartland Alliance

Supports lasting, meaningful change for the most poor and vulnerable women and children.

*Social Investment Fund

Through this fund, Heartland Alliance will be able to provide improvements to our facilities and create a revolving pool of venture capital and pre-development funds enabling us to meet new needs and take advantage of emerging opportunities.

Herein noted with an asterisk (*), sincerest thanks to the many who have contributed to the fund.

\$10,000–24,999

Allstate Foundation

Supports financial education programs for homeless mothers and new immigrants and refugees.

David and Suzanne Arch*

Supports the Board Gifts Campaign and the Social Investment Fund's renovation of the Sutherland Ballroom.

Bally Total Fitness Corporation

Supports the Women's Board Celebration Ball and the Junior Board Golf Classic.

Bank of America Foundation

Supports affordable housing programs and the Women's Board Celebration Ball.

Chicago Foundation for Women and its Jo and Art Moore Family Fund

Supports the Midwest Immigrant & Human Rights Center's protections for victims of trafficking and an outreach program for lesbian, bisexual and transgender women who are survivors of domestic abuse.

Chicago Sun-Times Charitable Trust

Supports the "Tools for Schools" drive that provides books and school supplies for low-income children.

The Comer Foundation

Supports Neon Street Programs for Homeless Youth.

The Nathan Cummings Foundation

Supports the Midwest Immigrant & Human Rights Center's protections for victims of trafficking.

Field Foundation of Illinois, Inc.

Supports a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

Gill Foundation

Supports the Midwest Immigrant & Human Rights Center's work with gay, lesbian, transgender and HIV-diagnosed immigrants.

Lynne and Lee Hillman*

Supports the Board Gifts Campaign and the Social Investment Fund.

Marjorie Kovler Fund

Supports the Marjorie Kovler Center for the Treatment of Survivors of Torture.

LR Development Company LLC*

Supports renovation of the Sutherland Ballroom.

M-A-C Global Foundation

Supports alternative therapies for people living with HIV/AIDS.

Joseph Niciforo

Supports lasting, meaningful change for the most poor and vulnerable people.

Mary and Robert Reusché

Supports lasting, meaningful change for the most poor and vulnerable people through the President's Council.

Otto L. and Hazel T. Rhoades Fund

Supports lasting, meaningful change for the most poor and vulnerable people.

Sidley Austin Brown & Wood

Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

WGN Radio 720 Neediest Kids Fund, a fund of the Robert R. McCormick

Tribune Foundation

Provides winter clothing, non-violent toys, educational materials and holiday gifts for homeless youth and refugee children.

The Whitney Foundation

Supports the Midwest Immigrant & Human Rights Center's work with gay, lesbian, transgender and HIV-diagnosed immigrants.

\$5,000–9,999

Anonymous

Supports lasting, meaningful change for the most poor and vulnerable people.

Anonymous

Supports the Women's Board Celebration Ball.

Abbott Laboratories

Supports the Women's Board Celebration Ball and the Midwest Light of Human Rights Awards Reception and Luncheon.

Baker & McKenzie

Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

The Barker Welfare Foundation

Supports lasting, meaningful change for the most poor and vulnerable people.

Jacob Best Foundation

Supports Neon Street Programs for Homeless Youth.

The Boeing Company

Supports the Women's Board Celebration Ball and the Midwest Light of Human Rights Awards Reception and Luncheon.

Alan and Deborah Braxton*

Supports the Board Gifts Campaign and the Social Investment Fund.

Bridgeview Bank Uptown

Supports the Midwest Light of Human Rights Awards Reception and Luncheon and lasting, meaningful change for the most poor and vulnerable people in Uptown.

Cashel Foundation

Supports Neon Street Programs for Homeless Youth and *pro bono* legal representation for unaccompanied immigrant and refugee children and teens.

Chicago Area Foundation for Legal Services

Supports the Midwest Immigrant & Human Rights Center.

Carrie and T. Tolbert Chisum

Supports lasting, meaningful change for the most poor and vulnerable people through the President's Council and the Carrie Chisum Fund.

John F. Chlebowski and Mary Layne Ahern*

Supports the Board Gifts Campaign and the Social Investment Fund.

The CNA Foundation*

Supports an employment training program.

Consulate General of Mexico

Supports the Midwest Immigrant & Human Rights Center.

The Crown Family

Supports lasting, meaningful change for the most poor and vulnerable people.

D & R Fund

Supports lasting, meaningful change for the most poor and vulnerable people.

Design Industries Foundation Fighting AIDS

Supports transitional housing services for people living with HIV/AIDS.

The Estate of Mrs. Theodore Diller

Supports Neon Street Programs for Homeless Youth.

Gaylord & Dorothy Donnelley Foundation

Supports Neon Street Programs for Homeless Youth.

Nancy Lynn Hiestand

Supports the Board Gifts Campaign.

Insignia/ESG, Inc.

Supports lasting, meaningful change for the most poor and vulnerable people.

Jenner & Block, LLC

Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

Jones, Day, Reavis & Pogue

Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

Katten, Muchin & Zavis

Supports the Midwest Light of Human Rights Awards Reception and Luncheon and a recognition program for volunteers.

Meg and Peter Mason

Supports lasting, meaningful change for the most poor and vulnerable people.

Arthur R. Metz Foundation

Supports lasting, meaningful change for the most poor and vulnerable people.

Jo and Art Moore*

Supports the Board Gifts Campaign and the Social Investment Fund.

Daniel Navilio

Supports the Marjorie Kovler Center for the Treatment of Survivors of Torture.

The Northern Trust Company

Supports affordable housing programs.

Pediatric AIDS Chicago

Supports HIV prevention programs at Neon Street Programs for Homeless Youth.

PricewaterhouseCoopers LLP

Supports the Junior Board and provides a summer intern for Heartland Alliance's Finance Department.

Alice and Mark Priebe

Supports lasting, meaningful change for the most poor and vulnerable people through the Junior Board Golf Classic.

Relations Foundation

Supports lasting, meaningful change for the most poor and vulnerable people.

Daniel F. and Ada L. Rice Foundation

Supports lasting, meaningful change for the most poor and vulnerable people.

Seyfarth Shaw

Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

Sonnenschein Nath & Rosenthal

Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

TCF National Bank Illinois

Supports *pro bono* legal representation for unaccompanied immigrant and refugee children and youth.

Thomas Thorne-Thomsen

Supports lasting, meaningful change for the most poor and vulnerable people through the President's Council.

The TJX Foundation, Inc.

Supports transitional housing for single-mother families.

Constance Tresch*

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 Illinois Bureau of Homeless Services and Supportive Housing, Division of
 Community Health and Prevention
 Illinois Community College Board
 Illinois Criminal Justice Information Authority
 Illinois Department of Children and Family Services
 Illinois Department of Human Services
 Illinois Department of Human Services, Office of Alcoholism and Substance Abuse
 Illinois Department of Human Services, Office of Mental Health
 Illinois Department of Public Aid
 Illinois Department of Public Health, Center for Minority Health Services
 Illinois Housing Development Authority
 Illinois Office of Alcoholism and Substance Abuse
 Illinois Office of Rehabilitation Services through the AIDS Foundation of Chicago
 Illinois Office of the Attorney General
 Illinois Office of the Secretary of State
 Illinois State Board of Education
 Jewish Federation of Metropolitan Chicago
 U.S. Department of Health and Human Services, Health Resources and
 Services Administration
 U.S. Department of Health and Human Services, Office of Refugee Resettlement
 through the Illinois Department of Human Services and administered through
 the Jewish Federation of Metropolitan Chicago
 U.S. Department of Health and Human Services, Office of Refugee Resettlement
 through the Immigration and Refugee Services of America
 U.S. Department of Health and Human Services, Office of Refugee Resettlement,
 Unaccompanied Immigrant Children's Program
 U.S. Department of Health and Human Services, Office of Refugee Resettlement
 with a collaborative grant to the Illinois State Board of Education and the Illinois
 Department of Human Services Bureau of Refugee and Immigrant Services
 U.S. Department of Health and Human Services, Substance Abuse and Mental
 Health Services Administration, Center for Substance Abuse Treatment
 U.S. Department of Health and Human Services through the Chicago
 Department of Public Health
 U.S. Department of Health and Human Services through the Cook County
 Bureau of Health Services
 U.S. Department of Housing and Urban Development
 U.S. Department of Housing and Urban Development through Illinois Housing
 Development Authority
 U.S. Department of Housing and Urban Development through the Chicago
 Department of Human Services
 U.S. Department of Housing and Urban Development through the CHAC
 (Chicago Housing Authority Corporation)
 U.S. Department of Justice
 U.S. Department of Justice, Office of Victims of Crime
 U.S. Department of State
 U.S. Department of State through Immigration and Refugee Services of America

Philanthropic Investors

The following help create lasting, meaningful change for the most poor and vulnerable individuals in society through below-market-rate loans.

Chicago Community Loan Fund

Supports development of mixed-income housing for former Chicago Housing Authority residents.

Citigroup Center for Community Development

Supports development of mixed-income housing for former Chicago Housing Authority residents.

Corporation for Supportive Housing

Supports development of low-income housing for formerly homeless individuals under Mayor Daley's Supportive Housing Initiative.

Jewish Council on Urban Affairs

Supports development of low-income housing for formerly homeless individuals under Mayor Daley's Supportive Housing Initiative.

LaSalle Bank

Supports capital costs of a culinary workforce development program for people who are recently homeless.

Local Initiative Support Corporation

Supports development of mixed-income housing for former Chicago Housing Authority residents.

The PrivateBank and Trust Company

Supports affordable and supportive housing projects by providing working capital.

United Way

Thank you to the United Way and its donors for their generous support.



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The time I invest in Heartland Alliance nets a return I could never put a monetary figure to. That is the return of what I teach my children, and the social aspect of working with women in my community. When I learn about situations that I have no idea what it is like to be in, it is a very grounding experience. My parents taught me about helping people with great need by example. I hope that I can do the same for my children, my friends and neighbors.

*Camille Miller
President of Heartland Alliance's
West Suburban Board*

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Guests at the 62nd Annual Women's Board Celebration Ball danced the night away, helping to raise more than \$100,000 for women and families in Chicago.



West Suburban Board members learned more about the plight of unaccompanied immigrant children during a site visit.



Photo: Heidi Brill



Photo: Erin Thorne

Junior Board members enjoyed serving drinks while raising money at the 2003 Guest Bartending event.

volunteers and interns

In the last year, more than 950 people invested over 75,150 hours of their time volunteering and interning at Heartland Alliance programs. Their dedication and expertise are invaluable, enabling Heartland Alliance to provide comprehensive services that create lasting, meaningful change.

Access to Community Care and Effective Services and Supports (ACCESS)

Lisa Bloom
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Telephone Pioneers of America Central — Skyline Lifemember Clubs

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Women's Board Celebration Ball

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I have headed a rather successful company for two decades. From where I started, my chances of attaining this position are less than one in a half million. I then ask myself, how did this happen and why? The only plausible answer is, "to help make my village better" — and I use "village" in a very euphemistic sense. I have been given gifts, and I believe I must turn around and share those gifts with humankind.

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Women's Program

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 Karina Tamez

Amate House and Americorps*VISTA

Special thanks to Amate House and Americorps*VISTA volunteers who dedicated a year to providing full-time service at Heartland Alliance to people who are poor and vulnerable.

Amate House

Erin Murphy

Americorps*VISTA (Volunteers in Service to America)

Melinda Croes
 Margaret House
 Jannelle Hutchison
 Molly Keefe
 Jennifer Mrnak
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25–29 Years

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Maggie Cheers
Nelía Gonzalez
Hector Hernandez
Carol Jean Kier
Sid L. Mohn
Vicki Roebuck
Joan Schwingen
Reyna Zuniga

15–19 Years

Ngoclien Du
Carolyn Jones
Bichlan Ly
Abebe Nigeda
Esperanza Walczak

10–14 Years

Edith Barnes
Bettye Beacham
Kimberlee Clay
Rose Doyle
Daphne Glanton
Mario Gonzalez
Ann Grueneberg
Kanzella Hatley
Mary Howard
Deborah Johnson
Trudi Langendorf
Sarah Lau
Betsy Leonard
Kathleen Loftus
Heidi Nelson
Jeannette Nolan
Samio Ramier
Robert Roberison
Sabrina Robinson
Hugo Ruiz
Teresa Savino
Delia Seeberg
John Spear
Edward Stellon
John Stokes
Mary Tornabene
Susan Trudeau
Long Truong
Ida Walker

5–9 Years

Julio Acosta
Miguel Aguilar
Francis Amadi
James Anderson
Sonny Babic
Lynda Barnes
Mary Barton
Karen Batia
John Binns
Mary Black
Daphne Blackwell
Stephanie Boho-Rodriguez
Carolina Bono
Diane Boyer
Anita Broadie
George Campbell
Troy Cargo
John Carter
Tsering Chozom
Dorothy Chvatal
Stephen Clarke
Cassandra Crenshaw
Maria Cruz
Michael Dempsey
John Dinauer
Lawrence Dixon
Helen Doss
Stephen Dowds
Hector Estrada
Denise Everhart
Mary Lynn Everson
Mary Fabri
Betty Gaskin
Richard Gavin
Andrew Geer
Eunice Geron
Charles Gibbs
Rene Granados
Roosevelt Harper
Ethel Henderson
Phyllis Hood
James Horton
Peggy Howard
Torrence Hudson
Patrice Hunt
Barbara Ivery
Daniel Johnson
Mitchell Johnson
Ricardo Jonas
Marcia Katz
Jeffrey Klesner
Deborah Kroopkin
Steven Laxton
Frank Lumpkins

Ida Mahone
Catherine Marble
Putrus Marcus
Mary Meg McCarthy
Alice Moy
Hilda Muniz
Jack Neiditch
Sean O’Gara
Enisa Ogorinac
Sergio Patron
Diane Pena
Sylvester Pitts
Scott Portman
Franklin Price
Lisa Rademacher
Cynthia Randall
Leticia Reyes
Jacquelyn Richmond
Esperanza Rodriguez
Amy Rynell
Valery Shuman
Sandra Silvern
Khamphoui Singvongsa
Barry Slavis
William Streepy
Brian Truncale
Denise Twardosz
Eduardo Valentin-Perez
Milona Van Kanegan
Arturo Vazquez
Raul Velez
Anthony Washington
Rachel Wham
Joe Whitlock
Willie Wilkerson
Clara Williams
Ronald Williams
Lisa Young
Timothy Zenner

0–4 Years

Julian Abdur-Rahim
Kineshia Abram-Roark
Robert Adams
Tomaya Adams
Vicki Adams
Alejandro Aguilar
Federico Aguilera
Joanna Al-Hindi
Aubrey Allen
Zakee Abdu Alshakur
Jose Alzati
Jose Alzati-Arcos
L.C. Anderson
Joseph Antolin

Emily Ardell
Cathy Arista
Cindy Arista
Vicki Arista
Yolanda Armstead
Susan Armstrong
Ramy Asha
Laura Ashby-Herrick
Jorge Aspurez
Kimberly Austin
Malual Awak
Stephen Baby
Dorothy Bailey
Dyzene Bakalli
Eric Baker
Bonnifer Ballard
Lisa Bangs
Juwan Barnett
Felecia Bartow
Freda Bassey
Deema Bayrakdar
Tadele Belew
Betty Bell
Claudia Bell
Clifton Bell
Joseph Bell
Liduvina Benavides
Khalid Bilal
Larissa Bilous
Amy Binder
Adam Bingui
Terese Black
Gail Blaha
Jennifer Blais
Lisa Bloom
Sara Boatwright
Celine Boers
Christopher Bohlander
Deliverance Bougie
Joshua Bougie
Howard Boyd
Joseph Bradley
Godfrey Bradshaw
Claudia Brown
Stephanie Brown
Ulysses Brown
Kristen Broyles
Sarah Bruce
Elizabeth Brumfield
Nikita Buckhoy
Anne Buckingham
Jeffrey Bulanda
Sarah Burke
Lena Burns
Johanna Buwalda
Maritza Cabrera

Lambert Caldwell	Barbara Frank	Cherrell Jackson	Gary Mack
Eugene Camble	Kevin Franklin	Tanya Jackson	Jenny Mack
Antonio Carella	Marshell French	Kirsten Jacobson	Larhonda Magras
Shawanda Carothers	Cynthia Fronczak	Wazir Jaliawala	Javier Mancheno
Oscar Chacón	Naoko Fukushima	Madelity Jamison	Ana Marin
Oswald Champagne	William Garrett	Lorie Jendryka	Chapearl Marshall
Sharon Chavers	Diane Garth	Joshua Jimenez	Mark Marshall
Shutien Chen	Latonia Gatlin	Melissa Johns	Celia Martinez
Innocent Chia	Melissa Georgi	Dionne Johnson	Francisco Martinez
John Chomiak	Darrell Gibson	George Johnson	Gloria Martinez
Janette Christophe	Regina Gillon	Shaunte Johnson	Paul Martinez
Susan Clark	Thomas Glennon	Shelia Johnson	Ralph Mbang
Rafaela Claudio	Asrat Gmeskel	Steven Joiner	Christopher McCaffrey-Boss
Erlyn Clemente	Lewis Gogins	Antonio Jones	Norine McCarten
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Joseph Conner	Aida Grbic	Richard Kamasinski	Noreen McGowan
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Dora Davis	Ronald Handley	Wendy Kittinger	Sherizaan Minwalla
Nicholas Debok	Abdul Haqq	Zekija Kostic	Brotus Mitchell
Dustin DeFelice	Sabrina Harkrader	Marci Kresin	Charles Mitchell
Maria de Guzman	Garrett Harper	Harold Kritz	Clarence Mitchell
Laurice Dennis	Eddie Harris	Alexandra Kubinski	Dory Mitros
Christopher Devaney	Kenneth Harris	Koku Kuwonu	Azad Mohammad
Leslie Dominguez-Santos	Sakinniss Harris	Felicia Kuykendall	Estella Mohammad
Patricia Dorsey	Veronica Harris	Jean Lam	Michaela Monaghan
James Duffy	Renee Harris-Williams	Andrea Lampley	Kristin Monahan
Heather Duncan	Tom Hartman	Shannon Lane	April Monroe
Francisco Echeverria	Myrtis Haywood	Tanya Larson-Topp	Josefina Monter
M. Paul Echeverria	Betty Headlam	Kathleen Latek	Bryan Moore
Marcus Edge	Lauren Heidbrink	Ormeiza Lawani	Tyrone Moore
David Ellington	Deanna Heimsoth	Laura Leblanc	Cecilia Morales
Baltazar Enriquez	Almadelia Hernandez	Mandy Lee	Tony Morgan
Charna Epstein	Angela Hernandez	Michael Lee	Lavonne Morris
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Paul Fairchild	Raquel Hernandez	Rebecca Lepoff	Henoc Moukoulou
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 Iris Scurlock
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 Linda Semenzin
 Ikpobari Senewo
 Amy Shannon
 Vedia Shaw
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 Pamela Shumaker
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 Lisa Simpson
 Margo Sloan
 Elizabeth Smaha
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 Tamara Smith
 Martine SongaSonga
 Angel Sostre
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 Lisa Steele
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 Reynard Stephens
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 Wing Tam
 Jeffrey Tandoc
 Emmanuel Tandong
 Yousong Tang
 Michelle Taylor
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 Aaron Temple
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Michelle Thomas
 Erin Thorne
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 Adriana Ysern
 Javier Zavala
 Verteena Zvibulis



Everyone has time. We make choices about how we spend our time. Students invest their time in coming to class. Teachers invest time in preparing for class. I see the commitment to teach and to continue learning as an investment in yourself. I want to contribute something to society — I don't always want to take — so I give my time.

*Arturo Sanchez
 Long-term volunteer teacher
 of ESL, who recently accepted
 a staff position with
 Heartland Alliance*

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Heartland Alliance is proud of our partnership with the Uptown International Center Board in providing health care to our impoverished neighbors.

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Who we are

Heartland Alliance for Human Needs & Human Rights provides housing, health care, human services and human rights protections to the most poor and vulnerable people in our society and uses its **115 years of experience** to advocate for social justice.

Mission

Heartland Alliance advances the human rights and responds to the human needs of endangered populations — particularly the poor, the isolated and the displaced — by providing comprehensive and respectful services and promoting solutions leading to a more just global society.

History

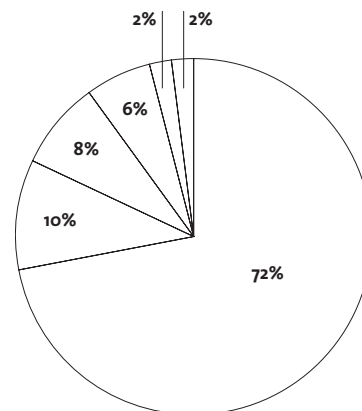
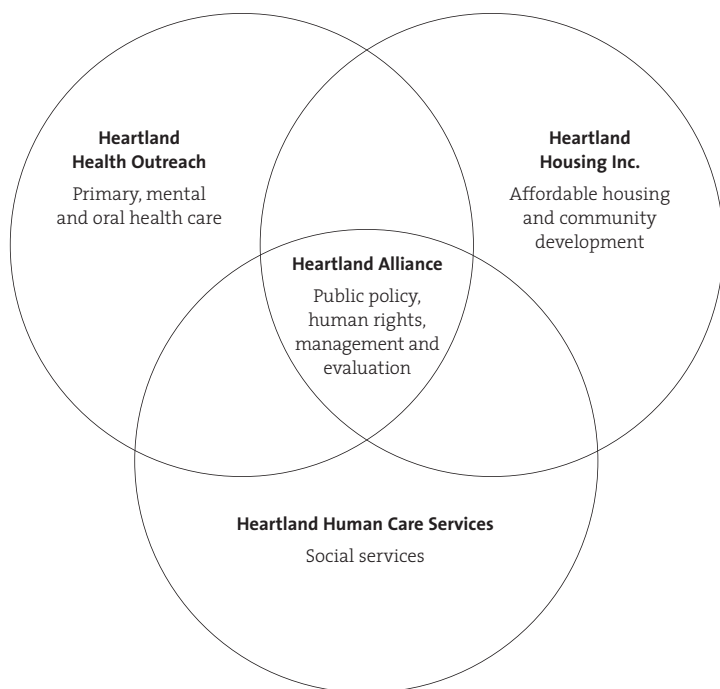
Founded as Travelers Aid and tracing its roots to the Immigrants' Protective League, Heartland Alliance has been helping poor and vulnerable people **since 1888**.

Staff

More than **560 staff** provide services **365 days a year**.

Volunteers

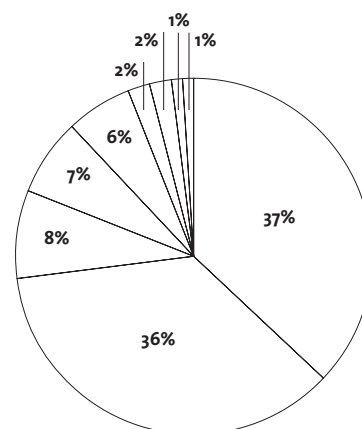
More than **950 volunteers** contribute **75,150 hours**, the equivalent of more than \$4.1 million.



Income (unaudited)

72%	Grants and contracts
10%	Contributions
8%	Program service fees and third party revenue
6%	Rental and related revenue
2%	United Way
2%	Interest and other income

Total income \$39,823,212



Expenses (unaudited)

37%	Health care for homeless and low-income individuals and families
36%	Social services for impoverished individuals and families
8%	Housing services
7%	Services to immigrants and refugees
6%	Human resources and financial services
2%	Public policy programs
2%	Future program investments
1%	Fundraising
1%	Planning and communications

Total expenses \$39,812,160

For a copy of the audited financial statement, please write to Cynthia Fronczak, Chief Financial Officer, Heartland Alliance, 208 South LaSalle Street, Suite 1818, Chicago, IL 60604.

get *involved*

Influence a child through tutoring.

Investigate human rights abuses for people seeking asylum.

Invite your friends to support Heartland Alliance by joining an auxiliary board or attending a fundraiser.

Insist that your legislators fight for anti-poverty and human rights policies.

Inspire others and yourself.

invest in life.



CREATIVE TEAM

Arc Group Ltd, Chicago
Design

Tony Armour Photography, Inc.
Photography

Bonnifer Ballard
Director of Communications

Paul Fairchild
Vice President, Communications & Development

Erin Thorne
Project Management and Primary Author

THANK YOU

Many thanks to Kurt Wisthuff and Amy Elfenbaum of Arc Group Ltd for their invaluable creativity, flexibility and generosity.

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