

convergence



2010: a year in review



who we are

HEARTLAND ALLIANCE FOR HUMAN NEEDS & HUMAN RIGHTS IS EXPERIENCED, EFFECTIVE, AND ESTABLISHED. Our programs in housing, health care, legal protections and economic opportunity are designed to find the right mix of solutions to help individuals move from harm to safety, to security, and on to success. We provide a continuum of services—all of which are needed to solve the multiple challenges faced by people who live on the margins of our society.

- More than 600,000 people annually are assisted by Heartland Alliance programs.
- In 2010, Heartland Alliance staff surpassed the 1,000 mark for the first time; at the end of our last fiscal year, we were 1,122 human rights workers strong.
- Total revenues for our last complete fiscal year were more than \$100 million for the first time; about 84 percent was derived from government grants and contracts.
- More than 90 cents of every dollar donated is applied directly to programs for the most vulnerable members of our communities.
- More than 900 volunteers provide hours of service valued at more than \$16 million.
- Heartland Alliance collaborates with scores of partner agencies in addressing long-term solutions to entrenched social and economic issues; such collaboration is one of our core values.
- We are active in 15 countries around the world, exporting our experience and building local capacity to sustain a more just global society. From our work in other cities and other countries, we are constantly learning new lessons—and those lessons inform our work and programs wherever we work.

Our solutions are practical and effective, strategic and compassionate. At the core of everything we do is a philosophy of care that respects the dignity of every person we work with, no matter what their circumstances. This value system is one of the key reasons our funders look to us to implement the most challenging, creative programs.

GLOBAL

Our 122 years of expertise working with survivors of trauma and fear have growing application in countries around the world.

NATIONAL

Issues affecting our constituents—immigration reform, health care access, workforce development, and the social safety net—are frequently determined through national policy debate.

MIDWEST

A targeted focus on communities that share social and economic challenges similar to our home city.

CHICAGO

Our base of operations and the proving ground where we develop new program models.

convergence

You learn a lot over the course of more than 120 years. At Heartland Alliance for Human Needs & Human Rights, the most important thing we've learned is that to have a lasting, critical impact, you always have to be moving forward.

More than 600,000 people annually are supported by Heartland Alliance in their journey from crisis to stability and on to success. Our more than 1,000 employees and 900 volunteers work in a broad pantheon of programs, from helping a family moving out of public housing for the first time to helping survivors of torture to heal.

We're a large organization, grounded in a comprehensive and respectful philosophy of care to help the most vulnerable among us lead better lives. But we are also a dynamic organization. Heartland Alliance envisions—and then operates—innovative programs and is prepared to quickly respond to both need and opportunity.

For example, when Haiti was devastated by a massive earthquake this year, we had experienced staff and volunteers on the ground within days, helping with medical care and treating survivors of trauma. You can read more about the impact one of our nurses had in Haiti on page 17—and how the experience has helped Heartland Alliance improve its services back in Uptown.

Throughout these pages, we highlight some of our biggest achievements over the last year, examples of the vision for change at Heartland Alliance: A new supportive housing development that reduces homelessness. A statewide expansion of our pioneering jobs program for the hardest to employ. A mental health care program at the leading edge of how community health care can operate.

2010 is a good time to be prepared for complicated, interrelated issues. The economy is still wreaking havoc on low-income families. Foreclosures stand at record levels. The rules are changing for everything from health care to unemployment. The impact of war, poverty, and natural disasters continues to be felt around the world. We're all being asked to do more with less, to be more efficient and more effective.


FOR HEARTLAND ALLIANCE, THIS IS A TIME OF CONVERGENCE. Our strength lies at the intersection of our steadfast commitment to human needs and human rights and our responsiveness to a world that is constantly changing. We combine 122 years of experience with up-to-the-minute innovation. We connect the knowledge gleaned from working one-on-one with our clients to help shape national policy. Our local programs here in Chicago give us the expertise to work in 15 countries around the world.

Above all, there is a convergence of the needs of today's world with the capacity, imagination, experience, and philosophy of Heartland Alliance. We're proud to share with you the results of the planning, the hard work, the support, the ideas, and the expertise that went into our 2010.



Sid L. Mohn, President
Heartland Alliance
for Human Needs &
Human Rights



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how can a
family rise out of
extreme poverty
during the
worst economy
in decades?



finding work in hard times

This spring and summer, more than 25,000 unemployed, low-income workers across Illinois were hired through the Put Illinois to Work program. In just four months, Heartland Alliance built what became the largest subsidized work program in the history of the state.

Tiffany Williams hadn't been able to find a job since 2004. A single mother, she and her children were living "doubled up" with her sister's family in an apartment in Chicago's Englewood neighborhood when 2010 began. Today she is working as an assistant cook at The Slab, a barbecue restaurant on 79th Street in Chatham.

"I love it here. It's like a family, and I like that between the catering and the cooking, there's something new to do every day," Williams says. "It feels great knowing I make my own money and can pay our bills."

Like all Put Illinois to Work employees—all of whom were unemployed or underemployed and living below twice the federal poverty level before entering the program—Williams' pay comes through the American Reinvestment and Recovery Act. The program was first conceived in early March, when

the Illinois Department of Human Services contacted Heartland Alliance with a request for us to quickly create and operate a jobs program.

"We're the leading provider of Transitional Jobs in Illinois, and have a reputation in the field for being able to get things done," says Matt Weis, the director of workforce development for Heartland Human Care Services. "This really tied in to what we're good at and what we believe in—that work experience helps people get jobs."

Williams was also given an extra boost because, like many of those we work with, she was involved with other Heartland Alliance programs to help families stabilize and succeed, including one program for Chicago Public School students and their families who don't have enough money for their own apartment. Her family now lives in an apartment through the program, and she has taken courses on how to use a budget and how to approach parenting. With the new job, she says, everything is better than before.

"It's given me a chance to be responsible and to be a great mom," she says. "Heartland Alliance has changed my life." ■



> Learn more about Tiffany and Put Illinois to Work at www.heartlandalliance.org/pitw

EACH WEEK, ON AVERAGE, PUT ILLINOIS TO WORK HELPED PUT **\$9,000,000** BACK INTO LOCAL COMMUNITIES AND THE POCKETS OF INDIVIDUALS WHO NEED IT MOST.

\$22,627:

The cost to imprison a person for one year. Half of those released will return to prison unless they get a job within three months. Heartland Alliance spends \$6,500 per person on a groundbreaking transitional jobs program for ex-offenders, saving Illinois taxpayers up to \$3.2 million per year.¹

More than 680,000 Illinoisans live in extreme poverty—making less than \$11,000 a year for a family of four.² **THE COMMISSION ON THE ELIMINATION OF POVERTY, CREATED THROUGH HEARTLAND ALLIANCE'S ADVOCACY, BEGAN ITS WORK THIS YEAR.** Bringing together leaders from throughout Illinois and key members of state government, the commission began developing its plan to cut extreme poverty in half by 2015. ■

HEARTLAND ALLIANCE AND OTHER PARTNERS LOBBIED FOR IMPORTANT CHANGES TO THE TEMPORARY ASSISTANCE TO NEEDY FAMILIES CASH ASSISTANCE PROGRAM, which went into effect July 1, 2010. Thanks to our efforts, families living in poverty have shorter wait times for their benefits, receive fewer disincentives for working, and have more protections for escaping domestic violence. ■



Since the passage of the Refugee Resettlement Act in 1980 there have been few increases to the resettlement stipend—just \$900 per person for all resettlement services, including rent, food, clothing, transportation, and administrative costs. Heartland Alliance's Refugee and Immigrant Community Services division co-led an initiative to change the Act and double the funding to \$1,800 so that refugees could be provided with the basic resources they need to integrate and become productive in their local communities. ■

"Payday loans" are short-term loans with interest rates as high as 1,000 percent APR, which often trap individuals trying to make ends meet in a cycle of debt. **HEARTLAND ALLIANCE AND A COALITION OF CONSUMER RIGHTS GROUPS AND STATE AGENCIES FOUGHT FOR STRONGER REGULATIONS ON THE PAYDAY LOAN INDUSTRY.** Our combined efforts helped close loopholes in the Payday Loan Reform Act and the Consumer Installment Loan Act, creating an interest rate cap, developing a system of consumer protections and providing a mechanism for the state to monitor compliance on all loans. ■

¹ Illinois Department of Corrections, 2003

² Heartland Alliance Social IMPACT Research Center's analysis of the U.S. Census Bureau's 2000 Decennial Census and the 2008 American Community Survey.

Nearly one million non-senior households fall below the Self-Sufficiency Standard in Illinois, and it takes an annual income of \$49,030 for a single parent with a preschooler and a school-age child to make ends meet without assistance. The Heartland Alliance Social IMPACT Research Center has developed a free online calculator that gives users the tools to build their own personal budget and check their eligibility for public benefits. ■

CHECK OUT THE ILLINOIS SELF-SUFFICIENCY CALCULATOR AT WWW.ILCALCULATOR.ORG.



how can
homelessness be
prevented, keeping the
most vulnerable members
of our community
successfully
housed?



a home without fear

Four months after Mark Pringle moved into Hollywood House, he still can't believe how his bad luck turned to good fortune.

For 14 years, Pringle lived in the same apartment in the Rogers Park neighborhood.

After being hospitalized for two months, however, he returned home to find his things boxed up in the basement—he had been evicted. Living on a small Social Security check, with no money for a security deposit, he moved to a transient hotel near Wrigley Field. A month later, a friend who was storing Pringle's possessions stopped by with more bad news: a fire had destroyed it all.

"I said to myself, 'I don't have anything. I'm going to run out of money. I'll just be sleeping in the streets,'" the 62-year-old Pringle says. "I was asking God if He could just let me die. I said, 'I can't live like this.'"

Then Pringle heard about Hollywood House, an apartment building in the Edgewater neighborhood that provides affordable housing for seniors. Pringle moved into Hollywood House at the end of a massive, nearly two-year renovation that put all new appliances, paint, and carpet in every one of the 197 units and installed heating and cooling upgrades, energy-efficient lighting, and more.

Hollywood House is part of Heartland Alliance's plan to provide more services to seniors. "We understand the needs that come with an elderly population, especially at-risk seniors," says Michael Goldberg, executive director of Heartland Housing.

At Hollywood House, Heartland Alliance takes the lead on planning events for residents and helping coordinate services for those who need them, from help with shopping to connecting residents to in-home medical care.

Pringle moved in last April, and he says everything has been improving ever since. He's gotten furniture, clothing, and pots and pans from the staff at the front desk and from a local church where he's become a regular. While he was fearful of leaving his room at the transient hotel, he now goes out daily and spends time on the terrace, talking with other tenants. "I leave my door open here. I never could do that before," he says.

"It's like I'm not afraid here," Pringle says with tears in his eyes. "I never would have thought I could have a place like this. I worked three jobs at times in my life, but I never had enough money where I could afford a place where I could see the lake. It's been so wonderful." ■



> Read more about Heartland Alliance's services for seniors at www.heartlandalliance.org/seniors

43 PERCENT OF CHILDREN LIVING WITH HOMELESS PARENTS ARE UNDER THE AGE OF 6.³

A chronically homeless person costs cities like Chicago nearly

\$50,000

per year in public funds, when the cost to house that person can be as low as \$12,500. Heartland Alliance saved Midwest cities more than \$60 million last year by helping more than 17,000 people find and keep housing.⁴

Using federal stimulus funding, **HEARTLAND ALLIANCE CREATED THE HOMELESS PREVENTION & RAPID REHOUSING PROGRAM** to improve upon Chicago's current housing-first model. Expanding Heartland Alliance's signature services in supportive housing, homeless prevention, and refugee resettlement, the program provides outreach, housing location and inspection, homeless prevention assistance, short-term housing subsidies, and stabilization services, combined with financial education and ongoing case management. In five months, the program helped nearly 500 individuals and families stay housed. ■

53 PERCENT OF SENIORS IN ILLINOIS WHO RENT THEIR HOMES ARE RENT-BURDENED, MEANING THEY PAY MORE THAN 30 PERCENT OF THEIR INCOME TOWARD HOUSING COSTS.⁵



Half of all homeless children attend three different schools in one year. And three-quarters of homeless children perform below grade level in reading.⁶

HEARTLAND ALLIANCE LAUNCHED TWO COLLABORATIVE PROGRAMS THIS YEAR TO MITIGATE THE IMPACT OF HOMELESSNESS ON CHILD DEVELOPMENT.

The Family Assertive Community Treatment program and the Student and Family Support Initiative improve the housing, health, and well being of at-risk young mothers and children who are homeless. The programs link families to housing and connect mothers to health care, jobs, financial support, and education while their children gain access to health care, education, and developmental and therapy services. ■

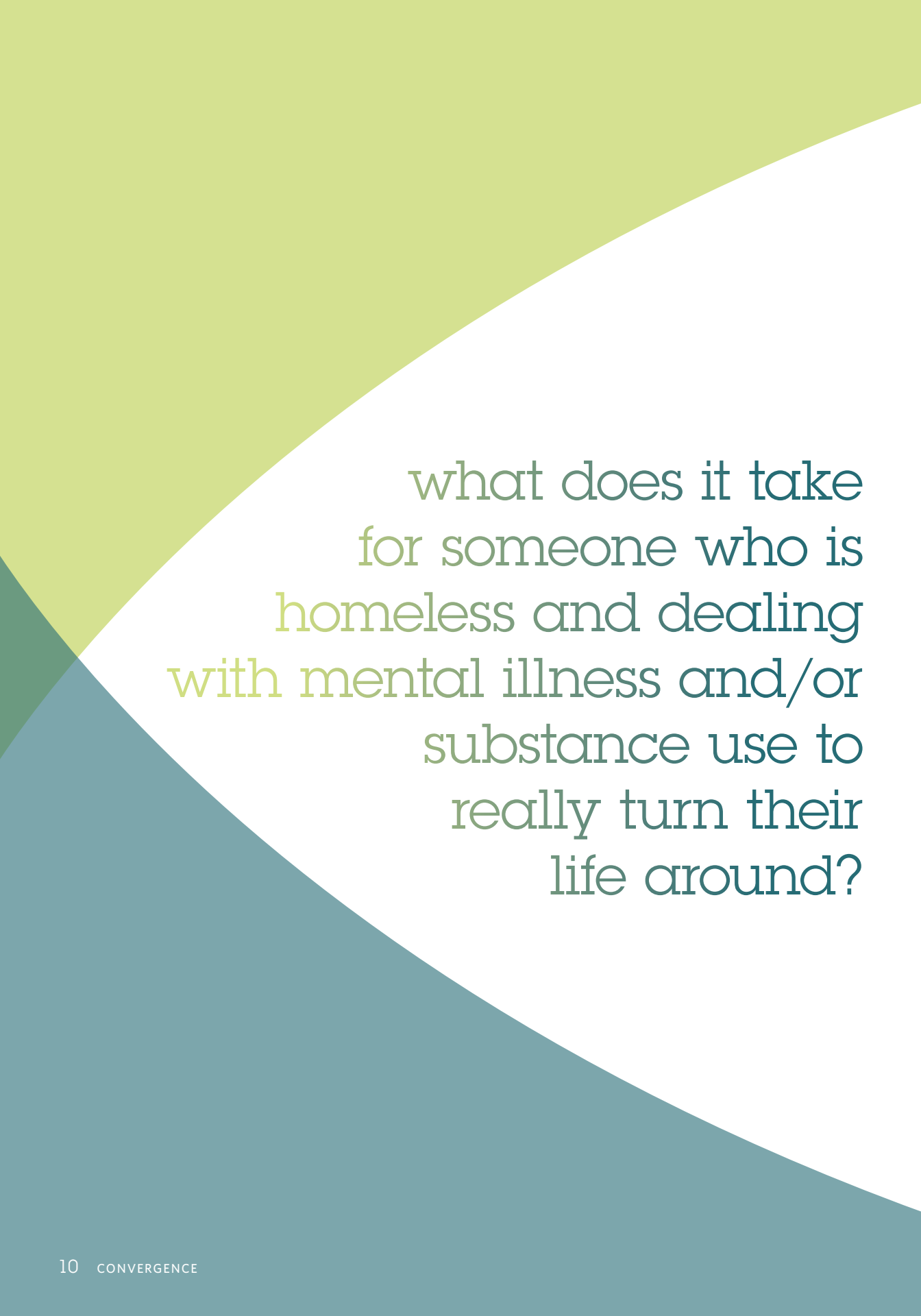
³ *Homelessness in the United States of America*. Prepared by the National Alliance to End Homelessness.

⁴ Larimer, M.E., et al: "Health Care and Public Service Use and Costs Before and After Provision of Housing for Chronically Homeless Persons with Severe Alcohol Problems," *Journal of the American Medical Association*, 2009

⁵ Heartland Alliance Social IMPACT Research Center's analysis of the U.S. Census Bureau's 2008 American Community Survey.

⁶ "Quick Facts." *icpn.org*. 2007. *The Institute for Children and Poverty*. 31 January 2008.

For the more than 48,000 homeless individuals in Illinois, a state identification card is needed to access both emergency and basic services such as federal and state aid, job training and education programs, substance use treatment, and other medical services. But the \$20 fee for an ID card—which can often be lost or stolen while navigating life on the street or in a shelter—can be a powerful obstacle. **HEARTLAND ALLIANCE SPEARHEADED EFFORTS FOR A NEW LAW THAT TOOK EFFECT JULY 1, 2010, WAIVING THE FEE FOR INDIVIDUALS EXPERIENCING HOMELESSNESS.** ■

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what does it take
for someone who is
homeless and dealing
with mental illness and/or
substance use to
really turn their
life around?



independence day

At 40 years old, Scott Olsezweski was living in a nursing home. Suffering from schizophrenia, he has also battled substance use and he says he's been homeless many times. For three years in the nursing home, he spent his days trying to help others by attending to the needs of half a dozen elderly residents.

That changed a year ago, when Scott moved into his own apartment in Rogers Park. Through Heartland Alliance's Money Follows the Person program, he's one of nearly 100 formerly institutionalized nursing home patients who have a severe mental illness and now live on their own. Scott exercises every day, watches what he eats, and spends part of his days at a local coffee shop, talking politics and life with friends.

"I've had tough times in my life—bad days, bad weeks, and even bad years. Now I'm doing very, very well. I try not to take anything for granted, even just being able to walk to the store or do the dishes," he says.

Participants in the program are given a subsidy to help pay rent and household expenses, and Heartland Alliance connects each person with a community mental health center that provides services like counseling and medicine management.

Even with all this, because of the high cost of nursing home care, the program saves the government more than \$40,000 a year per participant.

Money Follows the Person is a federal program running in 29 states to help nursing home residents live on their own; the Illinois Department of Human Services' Division of Mental Health hired Heartland Alliance to create and operate a pilot program to specifically focus on residents with mental illness. Three Heartland Alliance teams work throughout Chicago, spending time with potential participants to see if the program is appropriate. "It's such a good fit with our mission of human rights," says Stephen Edfors, manager of clinical operations at Heartland Alliance.

"A lot of these folks don't belong in a nursing home, but they just don't have the financial support to get out," Edfors says. "On the day of transition, they're so excited and thrilled. When we check in with them after they've moved, there are a lot of hugs."

"I don't look at it as a place I've arrived at. I see it as a starting point," Scott says carefully of his new life. "I have disabilities in certain areas, and I've learned to compensate in those areas. I feel like I've found a sanctuary where I can really think about what I want to do." ■



> Watch participants from Heartland Alliance's mental health and addiction services programs discuss what the services have meant to their lives at www.youtube.com/heartlandalliance

**APPROXIMATELY 32 PERCENT
OF HOMELESS INDIVIDUALS SUFFER FROM
SOME FORM OF MENTAL ILLNESS.⁷**

207,552:

the number of Illinois children without health insurance.⁸ Heartland Pediatric Center – Lakeview opened this year, and combined with our three school-based health centers, Heartland International Health Center provided care to more than 4,000 low-income and uninsured kids.

As a founding member of the Responsible Budget Coalition, **HEARTLAND ALLIANCE STAFF AND PARTICIPANTS TRAVELED TO SPRINGFIELD TO OPPOSE SEVERE BUDGET CUTS** to mental health, addictions, and other human services programs in the state and to support the need for new revenue. The rally was the largest of its kind in Springfield's history and was a resounding success, garnering media attention and community support. ■

15,926:

Patients seen this year by Heartland Health Outreach, Heartland Alliance's health care division that serves low-income, homeless, immigrant, and refugee populations, about 4,000 more people than the previous year.



51 million:

The number of school hours lost nationally to dental-related illness, including cavities—the most common chronic disease among children. All of Heartland International Health Center's school-based clinics offer comprehensive care, including oral health services.⁹ ■

HEARTLAND ALLIANCE ADVOCATED FOR FEDERAL HEALTH CARE REFORM, adding our voice to address the unique needs of the many vulnerable populations we serve. We also helped defeat several pieces of state legislation that aimed to limit federal reform by restricting health coverage and access in Illinois. ■

⁷ http://www.thechicagoalliance.org/documents/2007_Homeless_Count_Summary_Report.pdf

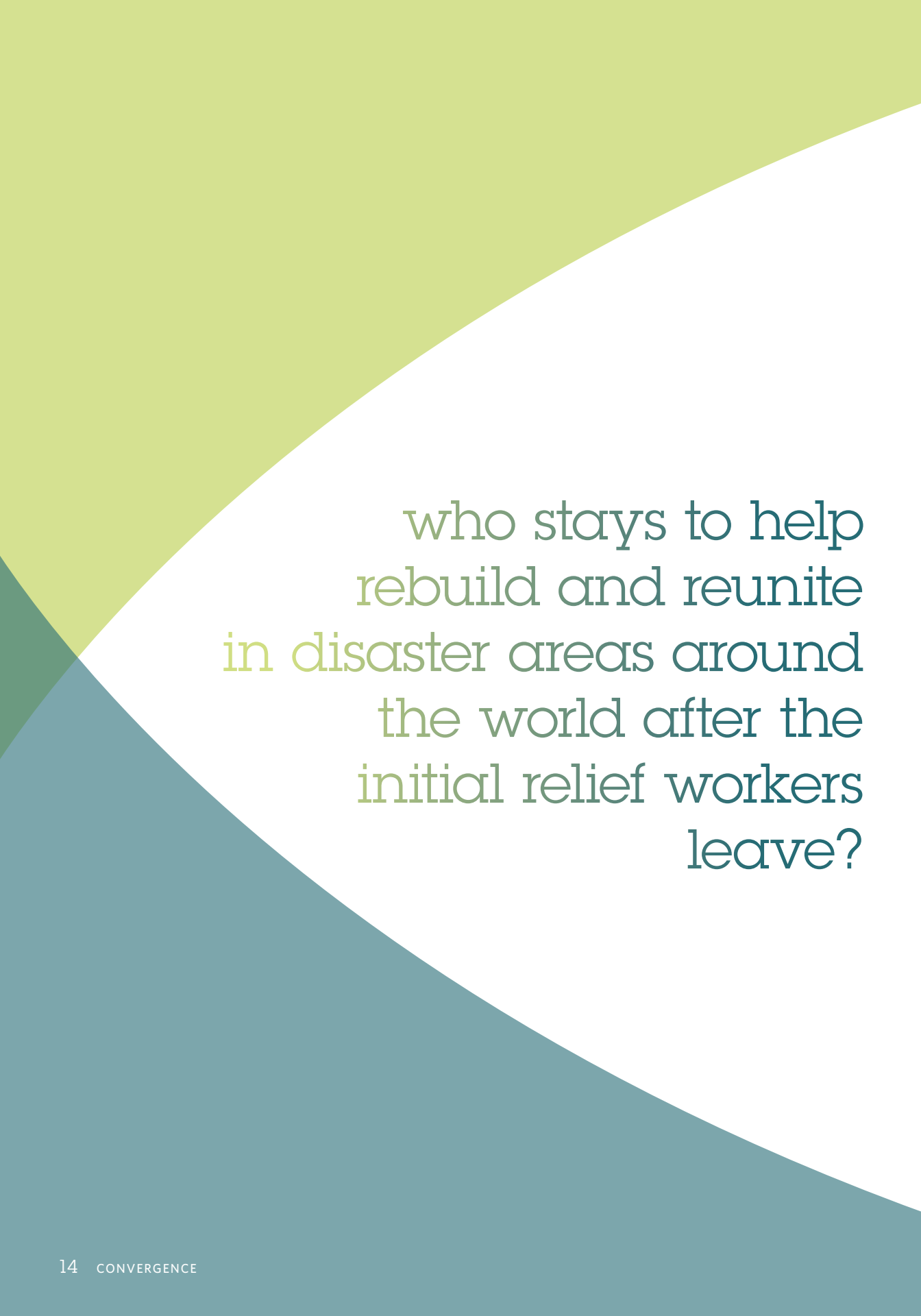
⁸ U.S. Census Bureau's Current Population Survey, Annual Social and Economic Supplement, 2008.

⁹ United States Surgeon General, *Oral Health in America*, 2000.

¹⁰ Social IMPACT Research Center's analysis of U.S. Census Bureau 2007-2008 Current Population Survey Annual Social and Economic Supplement Microdata; U.S. Census Bureau 2007 American Community Survey.

An estimated 2 million people under age 65 in the Chicago region are in need of health care safety net services, yet the system only has the capacity to see 1.3 million people each year.¹⁰

HEARTLAND INTERNATIONAL HEALTH CENTERS' COMMUNITY AND SCHOOL-BASED HEALTH CENTERS HELP TO CLOSE THIS GAP IN UNDERSERVED CHICAGO COMMUNITIES such as Rogers Park and Albany Park. ■

The background features a large, abstract design with a light green shape in the upper left and a teal-blue shape in the lower left, both separated from the white background by diagonal lines.

who stays to help
rebuild and reunite
in disaster areas around
the world after the
initial relief workers
leave?



rebuilding family

The Haitian town of Belladère rests more than 80 miles from Port-au-Prince, along the border with the Dominican Republic. In the center of town is the restaurant Chez Emie, where Nadia Fleurimé works as both a cook and a server. If you ask her about her daughter Narlie, she will smile, and ask you if you'd like to meet her—she's playing in the yard at the side of the restaurant. They are together, and in the aftermath of the January 12 earthquake, this scene would have been hard to imagine.

Nadia was living in Port-au-Prince and running a quick errand when the earthquake struck. She rushed home to find Narlie seriously injured. Part of the house had fallen on her as she lay in bed. Family members were able to pull Narlie from the rubble, and she was taken to a hotel being used as an overflow hospital. After a few days she was taken to Haiti's General Hospital. Nadia was with her daughter day and night.

Doctors soon realized they were ill-equipped to deal with the severity of Narlie's wounds, which included a badly injured leg and a severe head injury that caused so much swelling only one of her eyes

opened. Doctors told Nadia that Narlie would be transferred to the USSNS Comfort, an American ship docked off the coast of Haiti and operating as a hospital for the most severely injured, but that she wouldn't be able to accompany her daughter.

Narlie was discharged from the Comfort three weeks later and placed in another hospital, where she continued to receive treatment—but her family believed she was still on the ship. The hospital had no information on Narlie's family, so the center director called Heartland Alliance.

Heartland Alliance led the UNICEF-funded Family Tracing and Reunification Project, which worked to identify thousands of children separated from their families after the earthquake.

Our child protection officers were able to get several key pieces of information from Narlie about her life: the name of her school and her teacher, the church her family attended. With this information, Heartland Alliance child protection officers were able to track down Nadia, who had left the capital to live with her cousin in Belladère, a town undamaged by the earthquake. Nadia was overjoyed to finally learn news of her daughter.

Narlie and Nadia were finally reunited on April 9, nearly three months after the earthquake. They received a reunification kit from Heartland Alliance with clothing and household items, and they returned to Belladère.

Narlie lost part of her right ear. She will need plastic surgery in the future, and she continues to walk with a pronounced limp. But she is alive today and has been reunited with her mother. For Narlie, as for many in Haiti, there is a long road to recovery ahead. Thanks to Heartland Alliance and our local partners, many children will face this road with their parents at their side. ■

In addition to the Hospital Registration Project, Heartland Alliance's Haiti programs include a Child Protection and Trafficking Prevention Project operating at sites along the border with the Dominican Republic, a post-earthquake counseling program in the town of Petit Goave, and a recreational program that distributes materials and conducts activities for children living in tent settlements throughout Port-au-Prince and the surrounding areas.



> See photos, videos, and blog updates about our Haiti relief efforts at www.heartlandalliance.org/haiti



Heartland Alliance staff and volunteer doctors first arrived in Port-au-Prince eight days after the January 12 earthquake to provide emergency medical care. Medical teams spread across the city to establish mobile health care clinics, which served more than 6,000 children. ■

In Iraq, being accused of adultery places women and girls at serious risk of honor killing. As a result, women need not only legal representation in criminal court but also mediation assistance in order to convince their families that they should not be killed. **HEARTLAND ALLIANCE, THROUGH ITS LOCAL PARTNERS, HAS PROVIDED CRIMINAL DEFENSE LEGAL REPRESENTATION AND MEDIATION SUPPORT TO MORE THAN 350 WOMEN AND GIRLS** in Sulaimaniya, Erbil, Kirkuk, Duhok, Baghdad, and Basra. ■

As attention to human rights and human needs expands around the globe, opportunities to efficiently export Heartland Alliance's expertise are considerable, working in tandem with local partners. **INTERNATIONAL OPERATIONS HAVE INCREASED 239 PERCENT OVER THE PAST TWO YEARS** and now represent 5.5 percent of Heartland Alliance's total budget. ■

from uptown to haiti and back

Shortly after the January 12 earthquake, Craig Wilking got an email asking for medical volunteers to go to Haiti with Heartland Alliance. About 10 days later, Craig, a registered nurse who has worked in Heartland Health Center – Uptown since 2001, arrived in Port-au-Prince. He stayed for five weeks, organizing wave after wave of medical volunteers who came to the country for a week or two at a time to provide emergency care.

The numbers were overwhelming, with lines of sick and injured people stretched out for blocks every day. But in addition to the injured, many people came to the stadium to receive basic medical care, some for the first time in their lives. Craig says he saw similarities to his work with low-income and homeless patients in Chicago.

"There was an enormity of need combined with a limitation of resources," he says.

Just as in Chicago, emergency care began to give way to long-term care. In Uptown, it means helping people who come in for a medical crisis manage their chronic conditions like asthma or diabetes. In Haiti, it meant treating malnutrition in babies whose mothers could no longer nurse as food in the camps became scarce.

Craig used his Heartland-honed skills regularly in Port-au-Prince: flexibility, priority setting, quick decision-making under ever-changing circumstances, and a little bit of crowd control. What he brought back from Haiti was even more valuable.

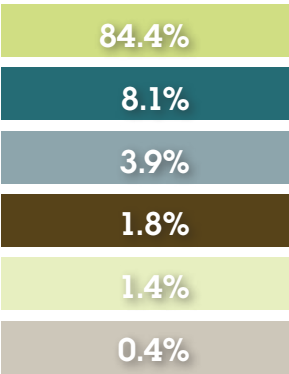
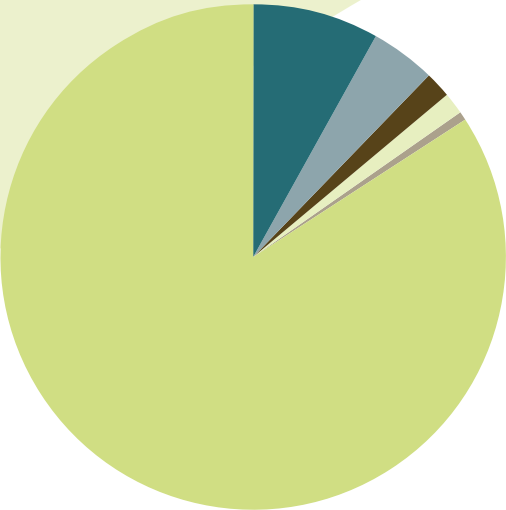
"Any time people are in crisis, it helps you remain sensitive. This experience broke me open a little more," he says. "The goodness of our fellow humans really comes out. It's amazing what we will do for each other." ■

Heartland Alliance helps immigrants and asylum seekers gain access to citizenship. With a staff of 40 attorneys, paralegals, and program, policy, and communications experts, and a network of more than 1,000 *pro bono* attorneys, **OUR NATIONAL IMMIGRANT JUSTICE CENTER PROVIDES LEGAL SERVICES TO MORE THAN 10,000 IMMIGRANTS, REFUGEES, AND ASYLUM SEEKERS PER YEAR**, including 35 cases in the U.S. federal courts in the past year alone. A quarter century of legal service experience informs our reform-driven policy advocacy, impact litigation, and public education efforts to defend human rights and due process for all. ■

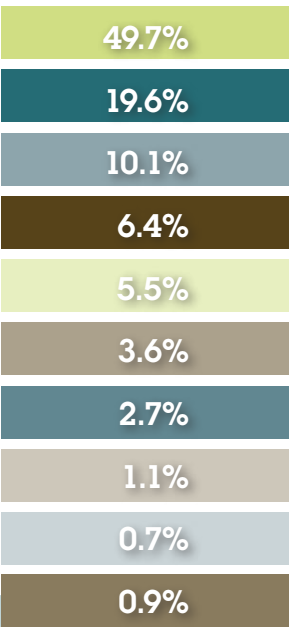
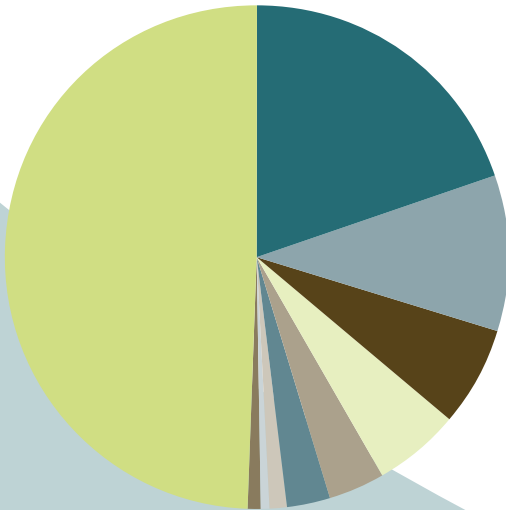
2010 financial report

unaudited

Total Income **\$109,962,738**



Total Expenses **\$109,962,738**



**MORE THAN 90 CENTS
OF EVERY DOLLAR** donated to Heartland Alliance goes directly to programs for the most vulnerable members of our community.



- Grants & contracts *
- Contributions
- Rental & related revenue
- Miscellaneous income
- Program services & third-party revenue
- United Way
- * Includes revenues of \$40.5 million of non-recurring federal stimulus funds. These programs extend into fiscal year 2011.*
- Social services for impoverished individuals & families
- Health care
- Housing services
- Administration
- International projects
- Future program commitments
- Services to immigrants & refugees
- Public policy programs
- Planning & communications
- Fundraising

For a copy of our most recent audited financial statement, please send your written request to: Heartland Alliance for Human Needs & Human Rights, Attention: Chief Financial Officer, 208 South LaSalle Street, Suite 1818, Chicago, IL 60604. Audited figures will be available January 1, 2011.

what does it take to be a leader in human rights?

Heartland Alliance is efficient: More than 90 cents of every dollar donated is applied directly to our programs. To fulfill our purpose—to impact the lives of the most vulnerable among us—we pay special attention to not just what we do, but how we do it.

The programs operated by Heartland Alliance all benefit from the strength of our core systems and from the economies of scale that come from our wide reach. Our annual strategic plan, for example, has specific goals for every program and integrates our work top-to-bottom. And at the end of every year, our board of directors reviews a comprehensive “report card” on our collective performance toward these goals.

Due to our diverse funding sources, our work is routinely independently audited, requiring quality management and reporting systems that allow us to measure how we perform against program goals and the impact of our work. When the outcomes aren’t up to our standards, we’re nimble enough to make improvements.

We know that what makes Heartland Alliance special is our people. The more than 1,000 Heartland Alliance staff members are professionals and experts, from lawyers to housing developers, addiction specialists to policy analysts. All new hires are provided an in-depth orientation to Heartland Alliance’s core values, human rights framework, and programmatic breadth, and through our “Heartland University” we provide courses on dozens of topics for the continuing education of our staff.

What does it take to be a leader in human rights? For Heartland Alliance, the answer is proven programs run by well trained, professional staff in a system that sets ambitious goals and carefully measures results. Our smart “back office” on the ground allows our programs to soar. ■

INVESTORS

\$500,000 +

Anonymous

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers; and a global network of supportive services for the lesbian, gay, bisexual, and transgender community.

The Atlantic Philanthropies (USA) Inc. *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Blum-Kovler Foundation - Marjorie Kovler Fund

Creating opportunity and hope through support of the Heartland Alliance Marjorie Kovler Center's comprehensive medical and mental health care services for survivors of torture.

Diane and Rod Dammeyer

Creating opportunity and hope, and expanding services for people living in poverty and danger.

The Ford Foundation *

Creating opportunity and hope through support of the Illinois Asset Building Group, a statewide coalition invested in building the stability and strength of Illinois families and communities; and the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

\$100,000–499,999

Arcus Foundation *

Creating opportunity and hope through support of a global network of supportive services for the lesbian, gay, bisexual, and transgender community.

The Boeing Company

Creating opportunity and hope for people living in poverty and danger, and support of low-income communities in Mexico.

The Chicago Community Trust *

Creating opportunity and hope through support of homeless prevention services; the Midwest Harm Reduction Institute, a coalition to increase understanding of the harm reduction philosophy throughout the Midwest; the Heartland Alliance Social IMPACT Research Center's research and analysis on today's most pressing social issues; and through the Unity Challenge Grant program.

Eleanor Foundation *

Creating opportunity and hope through support of an initiative to improve the economic stability of working women.

Illinois Children's Healthcare Foundation

Creating opportunity and hope through support of oral health care services for children of low-income families in Chicago.

The Joyce Foundation *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers; the Heartland Alliance Social IMPACT Research Center's research and analysis on today's most pressing social issues; the National Transitional Jobs Network, a national coalition of Transitional Jobs programs, policy organizations, and other employment field leaders; and the Midwest Works project, helping the hardest-to-employ learn, earn, and save for a brighter future.

Kovler Fund of the Community Foundation for the National Capital Region

Creating opportunity and hope through support of the Heartland Alliance Marjorie Kovler Center's comprehensive medical and mental health care services for survivors of torture.

Lawyers Fund of Illinois

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Lloyd A. Fry Foundation *

Creating opportunity and hope through support of vocational training for refugees, and oral health care services for children of low-income families in Chicago.

Charles Stewart Mott Foundation *

Creating opportunity and hope through support of the Illinois Asset Building Group, a statewide coalition invested in building the stability and strength of Illinois families and communities; and the National Transitional Jobs Network, a national coalition of Transitional Jobs programs, policy organizations, and other employment field leaders.

Open Society Institute

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers; and leadership and training development for international organizations working to promote safety and emergency response for lesbian, gay, bisexual, and transgender communities.

Otho S.A. Sprague Memorial Institute *

Creating opportunity and hope through support of the Chicago Community Oral Health Forum, a citywide network of oral health care providers, policy makers, and community leaders; and relief and recovery efforts in Haiti.

The Partnership for New Communities *

Creating opportunity and hope through support for energy efficiency training and transitional jobs programs.

Polk Bros. Foundation *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers; and comprehensive school-based health care.

The Sidley Austin Foundation *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Gretchen L. Starks

Creating opportunity and hope through support of relief and recovery efforts in Haiti.

Jeanne M. Sullivan

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

United Way of Metropolitan Chicago

Creating opportunity and hope through support of refugee youth leadership, sexual assault counseling for children, and financial stability training programs for adults.

\$50,000–99,999

Alphawood Foundation

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Bank of America Foundation

Creating opportunity and hope for people living in poverty and danger.

Baxter International Foundation *

Creating opportunity and hope through support of specialized services for families who are homeless.

The Boeing Company Charitable Trust

Creating opportunity and hope through support of the Midwest Works project, helping the hardest-to-employ learn, earn, and save for a brighter future.

The Annie E. Casey Foundation, Inc.

Creating opportunity and hope through support of the National Transitional Jobs Network, a national coalition of Transitional Jobs programs, policy organizations, and other employment field leaders.

Chicago Bar Foundation *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Frechette Family Foundation

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Grand Victoria Foundation

Creating opportunity and hope through support of policy and advocacy work, and the Heartland Alliance Social IMPACT Research Center's research and analysis on today's most pressing social issues.

Hugh F. Halverstadt and R. Craig Endicott and The Hugh F. Halverstadt Donor Advised Fund of The Community Foundation of Middle Tennessee

Creating opportunity and hope for people living in poverty and danger, and through support of comprehensive services for refugees resettling in Chicago.

JPMorgan Chase Bank, N.A.

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers; and workforce development services for low-income individuals.

The Libra Foundation

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers; and the From Poverty to Opportunity Campaign, a comprehensive plan to end extreme poverty in Illinois.

The John D. & Catherine T. MacArthur Foundation *

Creating opportunity and hope through support of a demonstration project to assist hard-to-house residents of public housing.

Public Interest Projects *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

United Nations Voluntary Fund for Victims of Torture

Creating opportunity and hope through support of the Heartland Alliance Marjorie Kovler Center's comprehensive medical and mental health care services for survivors of torture.

United Way of Southwest Michigan *

Creating opportunity and hope through support of adult education services in southwest Michigan.

VNA Foundation

Creating opportunity and hope through support of comprehensive health care services for low-income community residents.

\$25,000–49,999

Baker & McKenzie LLP

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Bank of America, N.A.

Creating opportunity and hope for people living in poverty and danger.

The Chicago Community Foundation *

Creating opportunity and hope through support of transitional jobs skills for low-income individuals.

Crown Family Philanthropies

Creating opportunity and hope through support of emergency health care services in Haiti.

Elizabeth Morse Genius Charitable Trust

Creating opportunity and hope for people living in poverty and danger.

Gill Foundation

Creating opportunity and hope through support of a global network of supportive services for the lesbian, gay, bisexual, and transgender community.

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Greater Milwaukee Foundation, Inc.*

Creating opportunity and hope through support of supportive housing advocacy initiatives in Milwaukee, Wisconsin.

Henkel Family Foundation

Creating opportunity and hope through work in low-income communities in Mexico.

Illinois Equal Justice Foundation *

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Lindy and Mike Keiser

Creating opportunity and hope for people living in poverty and danger.

Jeanne and Desmond LaPlace

Creating opportunity and hope for people living in poverty and danger.

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Creating opportunity and hope through support of a women's shelter for victims of sexual exploitation in the Democratic Republic of Congo; and relief and recovery efforts in Haiti.

Michael Reese Health Trust

Creating opportunity and hope through support of the Heartland Alliance Marjorie Kovler Center's comprehensive medical and mental health care services for survivors of torture.

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Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Frank F. Quinn

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The Rhoades Foundation

Creating opportunity and hope for people living in poverty and danger.

Sara Lee Foundation

Sara Lee Foundation was the Lead Corporate Sponsor of Heartland Alliance's asset development programs.

Woods Fund of Chicago

Creating opportunity and hope through support of the Illinois Asset Building Group, a statewide coalition invested in building the stability and strength of Illinois families and communities.

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\$10,000–24,999

Anonymous (2)

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Mary L. Ahern and John F. Chlebowski, Jr.

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AIDS Foundation of Chicago

Creating opportunity and hope through support of community-based HIV/AIDS services, and the From Poverty to Opportunity Campaign, a comprehensive plan to end extreme poverty in Illinois.

Ellen S. Alberding and Kelly R. Welsh

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

American Jewish World Service *

Creating opportunity and hope through support of international programs.

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Robin and Tony Armour

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David P. Berten

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Deborah and Alan Braxton

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Butler Rubin Saltarelli & Boyd LLP

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Carylon Foundation

Creating opportunity and hope through support of national mental health policy development in the Democratic Republic of Congo.

Cashel Foundation

Creating opportunity and hope for people living in poverty and danger, and through support of WomanCraft's green workforce development initiatives for those facing barriers to employment.

—\$10,000–24,999 Investors
continued on next page

Caveney Family Foundation

Creating opportunity and hope for people living in poverty and danger.

Chicago Area Foundation for Legal Services

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Citizens for Giannoulis

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Country Financial

Creating opportunity and hope through support of financial literacy programming.

A.G. Cox Charity Trust

Creating opportunity and hope for people living in poverty and danger.

D & R Fund

Creating opportunity and hope for people living in poverty and danger.

Democracy In Action

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Evangelical Lutheran Church in America

Creating opportunity and hope through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Exelon Corporation

Creating opportunity and hope for people living in poverty and danger; and through support of the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Mary R. Fabri and David N. Goldberg

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Field Foundation of Illinois, Inc.

Creating opportunity and hope through support of comprehensive health care services for low-income community residents.

Mimi and Bud Frankel

Creating opportunity and hope through support of international programs; and the Heartland Alliance National Immigrant Justice Center's legal services for immigrants, refugees, and asylum-seekers.

Morris M. Goldberg Charitable Trust

Creating opportunity and hope through support of the Heartland Alliance Marjorie Kovler Center's comprehensive medical and mental health care services for survivors of torture.

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Christopher L. & M. Susan Gust Foundation

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Irvin Stern Foundation

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Jenner & Block, LLP

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Jones Day

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Katten Muchin Rosenman LLP

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Kirkland & Ellis Foundation

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The Lake County Community Foundation

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Madison Construction

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Marineau Family Foundation

Creating opportunity and hope through support of comprehensive services for families experiencing domestic violence and sexual assault.

Robert & Julie Montgomery Foundation

Creating opportunity and hope through support of adult literacy and workforce development programs in southwest Michigan.

The Northern Trust Company

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Oral Health America

Creating opportunity and hope through support of oral health care promotion.

The PrivateBank

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Ravenswood Health Care Foundation *

Creating opportunity and hope through support of school-based health care.

Patricia A. and David J. Rebey

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The Retirement Research Foundation

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Schiff Hardin Foundation

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Seyfarth Shaw LLP

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Kristen Underhill Welch and Barclay C. Welch

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Whirlpool Corporation

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The Willow Springs Foundation

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Winston & Strawn LLP

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Chicago Department of Aviation

Chicago Department of Community Development

Chicago Department of Environment

Chicago Department of Family and Support Services

Chicago Department of Public Health

Chicago Housing Authority

Chicago Low-Income Housing Trust Fund

Circuit Court of Cook County

Illinois Community College Board

Illinois Criminal Justice Information Authority

Illinois Department of Healthcare and Family Services

Illinois Department of Human Services

Illinois Department of Human Services, Division of Alcoholism and Substance Abuse

Illinois Department of Human Services, Division of Human Capital Development

Illinois Department of Human Services, Division of Mental Health

Illinois Department of Human Services, Office of Rehabilitation Services

Illinois Department of Human Services through the Jewish Federation of Metropolitan Chicago

Illinois Department of Public Health

Illinois Housing Development Authority

Illinois Office of the Attorney General

Illinois Office of the Secretary of State

Illinois State Board of Education

Illinois Violence Prevention Authority

Michigan Works

National Institutes of Health

National Network of Libraries of Medicine, Greater Midwest Region

The Office of the United Nations High Commissioner for Refugees (UNHCR)

Oral Health America

United Nations Children's Fund (UNICEF)

U.S. Agency for International Development (USAID)

U.S. Department of Agriculture through the Illinois State Board of Education

U.S. Department of Education through the Illinois Community College Board

U.S. Department of Health and Human Services

U.S. Department of Health and Human Services through the AIDS Foundation of Chicago

U.S. Department of Health and Human Services through the Chicago Department of Family Support Services

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 County of Cook

U.S. Department of Health and Human Services through the Illinois Department of Healthcare and Family Services

U.S. Department of Health and Human Services through the Illinois Department of Human Services

U.S. Department of Health and Human Services through the Jewish Federation of Metropolitan Chicago

U.S. Department of Health and Human Services through the Midwest AIDS Training and Education Center at the University of Illinois at Chicago

U.S. Department of Health and Human Services, Office of Refugee Resettlement

U.S. Department of Health and Human Services, Office of Refugee Resettlement through the Illinois Department of Human Services

U.S. Department of Health and Human Services, Office of Refugee Resettlement through the Illinois Department of Public Health

U.S. Department of Health and Human Services, Office of Women's Health

U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration

U.S. Department of Health and Human Services in conjunction with the U.S. Department of Health Resources and Services Administration

U.S. Department of Homeland Security, Federal Emergency Management Authority through United Way of America

U.S. Department of Housing and Urban Development

U.S. Department of Housing and Urban Development through the AIDS Foundation of Chicago

U.S. Department of Housing and Urban Development through the Chicago Department of Community Development

U.S. Department of Housing and Urban Development through the Chicago Department of Family and Support Services

U.S. Department of Housing and Urban Development through the Chicago Housing Authority

U.S. Department of Housing and Urban Development through the Chicago Department of Public Health

U.S. Department of Housing and Urban Development through the Housing Authority of the City of Milwaukee

U.S. Department of Justice

U.S. Department of Labor through the Chicago Department of Family and Support Services

U.S. Department of Labor through Michigan Works

U.S. Department of State

U.S. Department of State through the U.S. Committee for Refugees and Immigrants

Wisconsin Housing and Economic Development Authority

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