



Impact Report

2024

HEARTLAND **HUMAN
CARE
SERVICES**

A New Chapter of Impact

2024 marked a significant milestone for Heartland Human Care Services (HHCS). In May, we transitioned into an independent organization, equipped with a new board of directors, ready to build upon our 136-year legacy of serving marginalized communities.

Rooted in our mission to provide essential services and support, we remain steadfast in our commitment to helping individuals facing poverty, displacement, and injustice. Our vision is a society where everyone can thrive, and we focus on interventions that empower people to break the cycle of poverty.

As we turn the page on this new chapter, we are excited about the opportunities to innovate, expand our reach, and deepen our impact. With the support of dedicated staff, board members, donors, and community partners, we aim to serve over 24,000 individuals in 2025, with a budget exceeding \$70 million.

Your investment in HHCS is an investment in a more inclusive future. Thank you for your continued support and compassion. Together, we can create lasting change.



Our Story

OUR TRANSITION TO INDEPENDENCE

During our transition to independence, we have assumed full control of operations, governance, and finances, laying a strong foundation for program sustainability, innovation, and future growth. To continue our uninterrupted delivery of programs and services to our participants, we address immediate needs like housing and advocacy, while equipping people with job and financial training for long-term success.

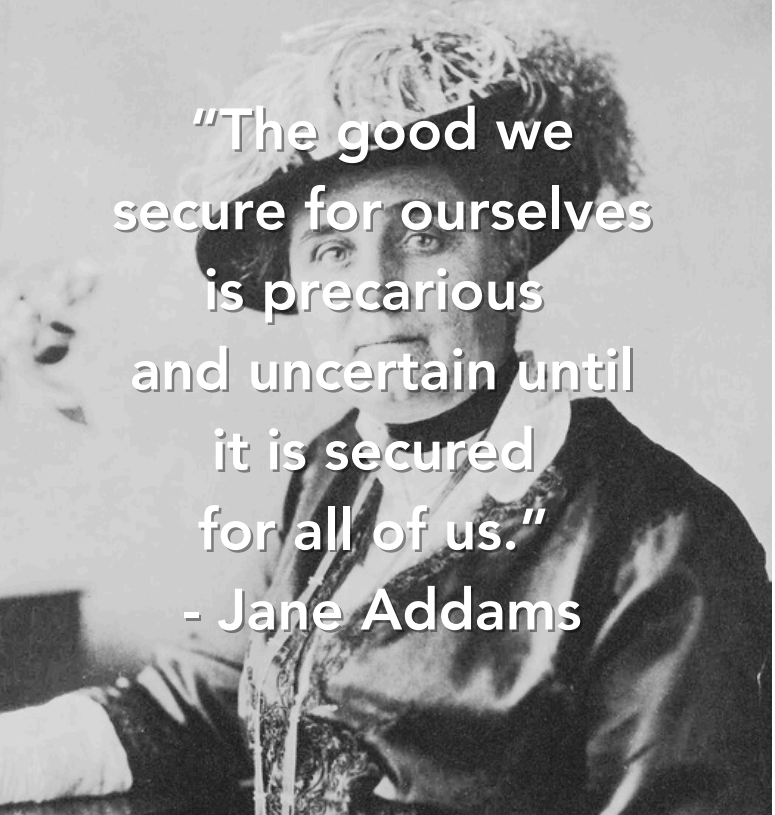
We are courageous champions of human rights. We believe society is better for everyone when all of us can participate. We provide dozens of services through program areas including:

- Asset Building
- Child Welfare
- Refugee & Immigrant Community Services
- Supportive Housing
- Travelers Aid Chicago
- Workforce Development

Our work is centered on providing comprehensive support to help individuals and families break the cycle of poverty and achieve long-term stability.

OUR HISTORY

Tracing our roots to 1888, and Jane Addams, a pioneer in social justice, HHCS has a rich history of empowering individuals and families. We've served generations of refugees, immigrants, and those experiencing homelessness. Today, we extend our reach across Chicago and 15 states, supporting nearly 20,000 people annually. Our mission is to help individuals achieve safety, stability, and ongoing success, fulfilling their potential, just as we have for 137 years.

A black and white portrait of Jane Addams, an elderly woman with a large, ornate hat and a dark jacket. She is looking slightly to the right of the camera with a serious expression.

"The good we secure for ourselves is precarious and uncertain until it is secured for all of us."
- Jane Addams

Our Programs

We support people as they build on their strengths, addressing immediate needs for today, while providing jobs and financial training for tomorrow. Following are programs we deliver in five areas of focus, comprising dozens of individual initiatives and services.



HOUSING, ASSET BUILDING, TRAVELERS AID

Utilizing best-practice tools to help Program Participants achieve housing and financial stability, while also providing support to vulnerable travelers.

INNOVATION

Advancing our mission to strengthen capacity for collaboration, innovation, and planning, as we define opportunities, design interventions, and advance evidence-based solutions.

REFUGEE AND IMMIGRANT COMMUNITY SERVICES

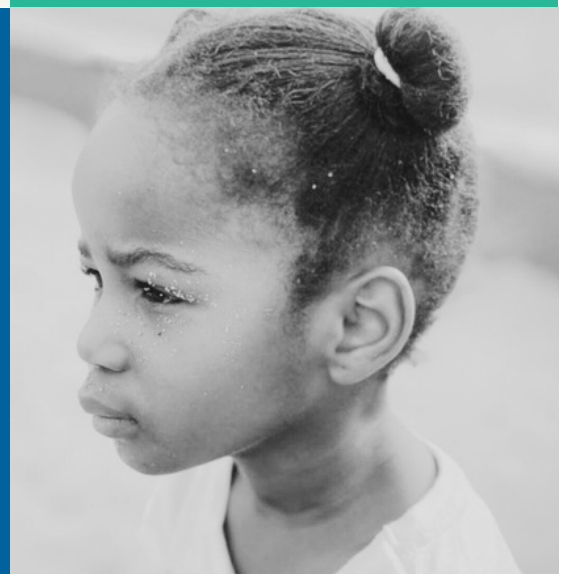
Providing essential support to newly arrived individuals and families in the U.S. and welcoming them to Chicago. Assisting 3,000 individuals annually, resettling over 600 refugees and asylees, offering case management and trauma support services to newly arrived refugees, asylees, and foreign national survivors of trafficking.

WORKFORCE DEVELOPMENT

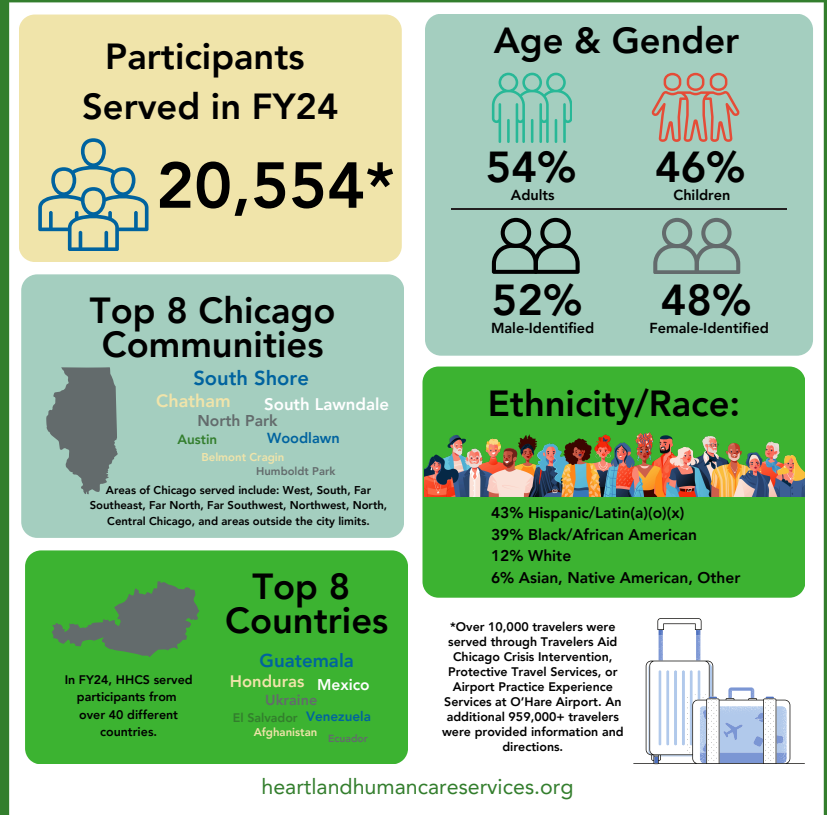
Offering transitional job training through strength-based, trauma-informed, and cognitive-behavioral interventions to support participants in reaching their economic goals while contributing to their communities.

SECURING ADVANCEMENT, FREEDOM, AND EMPOWERMENT

Offering child welfare initiatives to support vulnerable youth populations, including residential programs for unaccompanied children, and home study and post-release services for youth placed with family sponsors. Additionally our opportunity youth program supports justice-involved populations.



Our Participants



PARTICIPANT SATISFACTION DATA

A Program Participant Survey completed in October 2024 revealed:

- Overall, satisfaction has increased, including areas such as:
 - **91%** of Participants are comfortable asking HHCS staff for help when needed
 - **87%** of Participants are satisfied with how concerns were addressed
 - **92%** of Participants see a better future for themselves through our programs
- **85%** of Participants reported they are achieving their program goals

PROGRAM OUTCOMES

The Organization Performance Management Council reported year-end outcomes that revealed:

- Programs provided services to ensure Participants achieved:
 - Increased English language proficiency
 - Progress toward financial security
 - Stable employment
 - Stable housing
 - Obtaining legal representation for immigration cases

Our Impact

The following stories offer a brief glimpse into our progress in helping to end poverty and empowering Program Participants to reach their full potential across seven key issue areas: **Economic Security | Education | Health | Housing | Justice | Quality of Life | Safety**

From the Streets to Stability

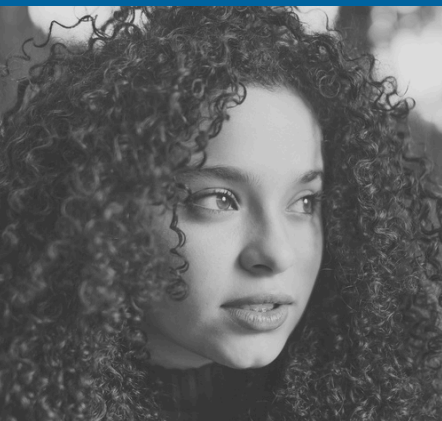
A 66-year old man, homeless since 2021, enrolled in HHCS' Building Stable Communities (BSC) program in September 2023. With determination and the support of his case managers, he secured a position at the Chicago Transit Authority through their Second Chance Program. Earnings from his job have empowered him to exit the BSC program early, afford market-rate rent, purchase a car, and pursue his passion for mechanics. His journey exemplifies the power of supportive programs and the transformative impact they can have on individuals' lives.

A Refugee Youth's Path to Safety

A young man arrived in the U.S. seeking refuge from religious persecution. Facing multiple failed sponsorship attempts and significant delays, he experienced heightened anxiety and uncertainty. HHCS provided essential support, advocating for his best interests throughout the process. By collaborating with federal agencies, legal experts, and community partners, the program successfully navigated complex challenges and secured a safe and stable placement for the minor, reuniting him with a caring sponsor. This impactful work demonstrates the critical role of HHCS in protecting vulnerable children and ensuring their human rights are upheld.

A Life Transformed for a Survivor of Violence

One of our Participants, a survivor of gender-based violence, faced significant challenges due to family instability. Through our programs, she secured independent housing, essential resources like housing vouchers and a cell phone to help with safety and gained employment. By enrolling her child in a structured program, she has created a more stable environment for her family. This success story highlights the transformative power of our work in empowering survivors and building brighter futures.



Our Mission

Heartland Human Care Services is dedicated to partnering with individuals facing poverty, displacement, and injustice, to support them in achieving ongoing safety, stability, and long-term success.



Our Vision

We envision a society in which we all participate, prosper, and reach our full potential.

HEARTLAND
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Empowering Vulnerable Populations Since 1888

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