



HEARTLAND  
**HUMAN  
CARE  
SERVICES**

# ANNUAL REPORT

*July 2023 - June 2024*

# 2024

[heartlandhumancareservices.org](https://heartlandhumancareservices.org)

# LETTER FROM LEADERSHIP

Dear Friend,

We believe in the remarkable power of compassion to bridge divides and foster understanding in a way that logic alone cannot. This innate human response to suffering compels us to act. At Heartland Human Care Services (HHCS), we are privileged to not only alleviate immediate hardship but also to empower survivors with the tools and training necessary for self-sufficiency and prosperity. Our mission is to equip individuals with the resources, skills, knowledge, and opportunities to make independent choices and achieve their goals.

Rooted in a history dating back to 1888, we've experienced unique challenges along the way. Fiscal year 2024 posed a new challenge, separating from Heartland Alliance to become an independent organization. While this presented a unique difficulty, it also offered opportunities to sharpen our strategic focus, deepen partnerships, and build a sustainable infrastructure.

We are grateful that our vital mission continued uninterrupted throughout this transition, thanks to the dedication of our experienced team. Today, we remain steadfast in our commitment to the work ahead and deeply appreciate your continued support as we strengthen and grow our enduring organization.



David Sinski  
Chief Executive and Vision Officer



Becky Frederick  
Chair, Board of Directors

**Board of Directors:**

James Baldwin | Alicia Gonzalez | Andrea Ingram  
Dr. Nataka Moore | Carrie Hamilton Sussman



# MISSION

HHCS partners with individuals facing poverty, displacement, and injustice, to achieve ongoing safety, stability, and long-term success.

# VISION

HHCS envisions a society in which we all participate, prosper, and reach our full potential.

# VALUES



**Learning & Development:** We think big and thrive, learning from mistakes to drive transformation.

**Commitment & Change:** We act courageously in pursuit of better solutions.

**Dignity & Belonging:** We deeply respect individuals and communities, encouraging collaboration.

**Excellence & Impact:** We deliver excellence in all we do, measuring success by our results.

# ACCOMPLISHMENTS



*A year of disruption leading to stability...*

**EVOLVED:** Built a case for independence, wrote financial projections, integrated programs and staff, maintained uninterrupted services.

**ESTABLISHED:** Implemented new systems from financial and grants management to compliance, risk, benefits, and leadership.

**ENHANCED:** Set up insurance programs to safeguard data, liability, employment practices, fiduciary responsibilities, and cyber risks.

**EMPOWERED:** Continued delivering programs and services without interruption while empowering participants.

# FUTURE GOALS

We anticipate serving more than 24,000 participants from 33 nationalities, with a budget exceeding \$70 million, guiding our path forward with a new 18-month operational plan created by our Board of Directors, leadership team, and staff.

# PROGRAMS



## **HOUSING, ASSET BUILDING, TRAVELERS AID CHICAGO:**

Utilizes best practices to help program participants achieve housing and financial stability, and provides support to vulnerable travelers.



## **REFUGEE AND IMMIGRANT COMMUNITY SERVICES (RICS):**

Welcomes 3,000 newly arrived individuals from 33 nationalities, and resettles over 600 refugees and asylees, providing case management and trauma support for participants through our Freedom From Trafficking Trauma Support Services and Violence Recovery Services.



## **SECURING ADVANCEMENT, FREEDOM, AND EMPOWERMENT:**

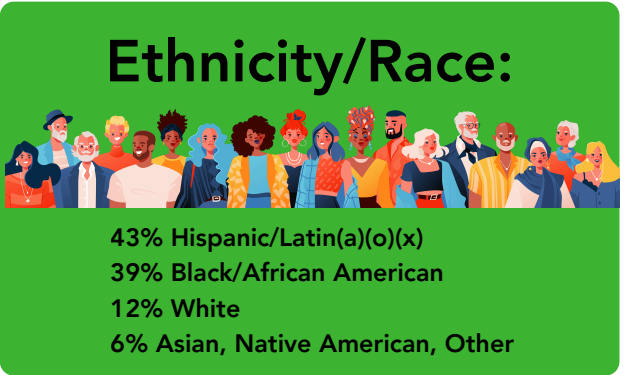
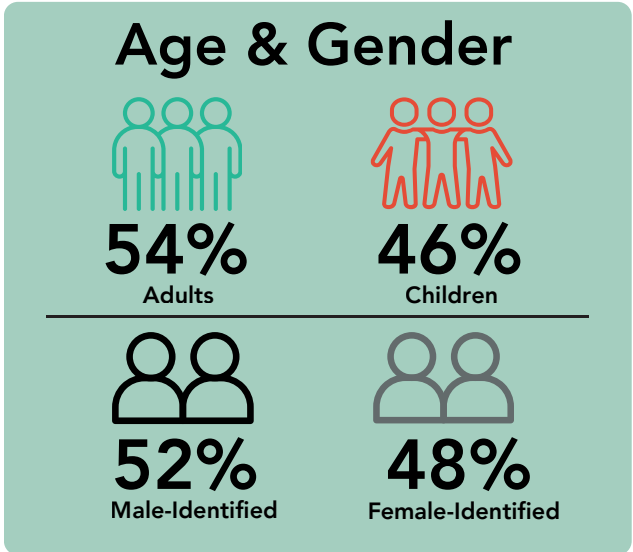
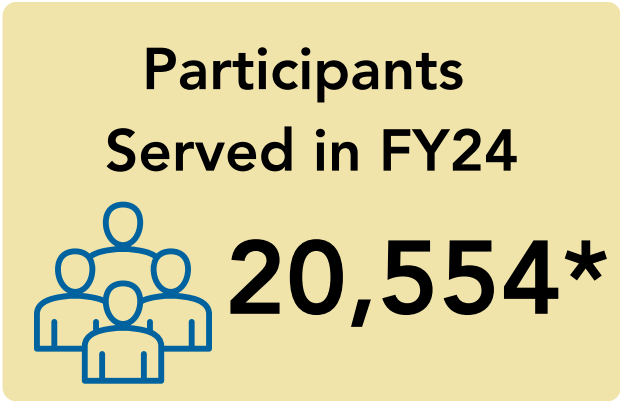
Provides child welfare support for youth through residential programs, helping unaccompanied immigrant children who arrive at the border without an adult, by offering post-release services with family sponsors, and helping out-of-school youth with educational and employment support to foster independence.



**WORKFORCE DEVELOPMENT:** Provides transitional job training through strength-based, trauma-informed, cognitive-behavioral methods, to help participants achieve success and contribute to their communities.



# PARTICIPANTS



\*Includes over 10,000 travelers served through Travelers Aid Chicago Crisis Intervention, Protective Travel Services, or Airport Practice Experience Services at O'Hare Airport.



Participants in our programs achieved extraordinary outcomes:

**EDUCATION:** Participants obtaining English proficiency increased 85% and participation in career training increased 30% over the previous year.

**CAREERS:** Since FY22, an average of 329 participants secured stable employment with program support each year.

**SAFETY:** Over 1,000 unaccompanied children received tools to stay safe when discharged. The number of children receiving these tools has increased 36% since FY22.



# ASSET BUILDING

375 Participants

Economic security isn't a single path, especially for vulnerable populations. HHCS Asset Building programs adapt to individual financial challenges, empowering families to create their own realistic paths to lasting economic security.

## UNIVERSAL KEY PERFORMANCE INDICATOR SAMPLING

FISCAL YEAR 2024	TARGET	ACTUAL
Increasing Financial System and Skill Knowledge	60%	82%
Improving Financial Health	75%	75%

## REBECCA'S STORY



Rebecca (name and image changed to protect privacy) was referred to us for financial coaching. When she started, she was unemployed, had no savings, and faced credit history challenges, making it difficult to qualify for credit. Her initial goals were to build emergency savings, improve her credit, and begin saving for retirement.

With financial coaching, Rebecca transformed her financial situation. She secured a well-paying business development job with benefits and enrolled in her workplace retirement plan, contributing enough to receive her employer's 6% match. She gained financial knowledge, resolved her credit issues, and increased her credit score to 730. She saved \$200 in her high-yield savings account. Her retirement account grew by over \$4,000, and her HSA by more than \$3,000. Her family purchased a home, and they effectively managed their new mortgage.

Rebecca aims to complete her MBA, buy an investment property, and bring her mother to the U.S. Through this process, she has gained the confidence and skills to continue building wealth.

# HOUSING

1,683 Participants

Our Housing programs help those experiencing homelessness to transition to permanent housing and self-sufficiency, fostering stability and independence, and providing case management, clinical and children’s services, and referrals.

UNIVERSAL KEY PERFORMANCE INDICATOR SAMPLING

FISCAL YEAR 2024	TARGET	ACTUAL
Obtaining Stable Housing: Rapid Rehousing	85%	77%
Obtaining Stable Housing: Housing for Justice Involved	85%	100%
Obtaining Stable Housing: Supportive Housing Services	85%	93%

GEORGE’S STORY



After experiencing homelessness, George (name and image changed to protect privacy) enrolled in HHCS' Restorative Justice Program.

Despite initial communication challenges, he actively engaged with his case manager during the housing search and was successfully housed. Within 30 days, George secured employment with his case manager's support and has since maintained it, built savings, and demonstrated significant personal growth. He is now prepared to independently maintain his housing after exiting the program, no longer requiring financial assistance.



# TRAVELERS AID CHICAGO

10,716 Participants

Travelers Aid Chicago (TAC), a program rooted in a global legacy of helping passengers in crisis since 1851, provides vital resources, referrals, crisis intervention, and protective travel services at Chicago's O'Hare International Airport, supporting vulnerable travelers by offering guidance and support to help them create a safe, viable plan to reach their destination. In addition to more than 10,000 participants, an additional 959,000+ travelers were provided information and directions.

## MAKE-A-WISH FAMILY ASSISTANCE STORY



A distressed Make-A-Wish Foundation passenger, whose flight was canceled, urgently needed medical supplies from her checked luggage for a family member in a wheelchair.

A TAC agent escorted the family to the baggage office. After several hours, the bags were located, and crucial supplies were retrieved.

The family's initial rebooking for the next morning included an inaccessible hotel shuttle. TAC worked with the airline to secure a new flight and then escorted the family through check-in, security, and directly to their gate, allowing the family to continue their wish trip without losing another day.

## REPATRIATED MINOR STORY

TAC assisted a 17-year-old U.S. citizen orphaned in China, who was returning to Chicago.

Partnering with International Social Service (ISS), TAC navigated complexities with Chinese and U.S. authorities regarding the minor's arrival date.

Despite pre-arrival planning limitations with child welfare authorities, TAC ensured a state social worker was present upon the repatriate's 4:30 AM arrival at O'Hare, successfully transferring him into their care.



# REFUGEE & IMMIGRANT COMMUNITY SERVICES

2,372 Participants

Refugee & Immigrant Community Services (RICS) helps refugees, asylum seekers, immigrants, and survivors of trafficking thrive in their new country, connecting them to community, providing support, education, and employment services.

## UNIVERSAL KEY PERFORMANCE INDICATOR SAMPLING

APRIL-JUNE 2024	TARGET	ACTUAL
Increasing English Language Proficiency	37%	70%

### KENDI'S STORY



Kendi (name and image changed for privacy), a refugee from the Democratic Republic of the Congo, arrived in the U.S. in his mid-60s, and enrolled in the English Language Training program at HHCS. His first English tutor praised his dedication, noting his persistent effort despite physical limitations.

Now in his 70s, Kendi recently began computer literacy classes at HHCS to enhance his job prospects. He also attended ESL Civics/Citizenship classes, practicing mock U.S. naturalization interviews, and proudly achieved his goal of becoming a United States citizen. As he recently commented, "Finally knowing how to speak English gives you access to all the doors to different areas of life."

# SECURING ADVANCEMENT, FREEDOM, AND EMPOWERMENT

5,113 Participants

We provide child welfare initiatives that support vulnerable youth populations, including residential services for unaccompanied immigrant children and opportunity youth, and home study and post-release services for youth placed with family sponsors.

## UNIVERSAL KEY PERFORMANCE INDICATOR SAMPLING

FISCAL YEAR 2022-FISCAL YEAR 2024	FY22	FY24
Participants served by programs providing safety services	3,365	5,113
Participants receiving supportive tools to stay safe when discharged	809	1,107

## NOAH'S STORY



A Post Release Services (PRS) case manager assisted Noah (name and image changed for privacy), a two-year-old Unaccompanied Child released from Office of Refugee Resettlement (ORR) care.

Noah's biological father was his sponsor, and his 18-year-old mother, also recently released from ORR, was present. During a home visit, the family's significant need for resources became apparent. The PRS case manager leveraged her knowledge of local resources to provide benefits information on special supplemental nutrition programs for Women, Infants, and Children (WIC), and local food pantries.

Over six months, the PRS case manager connected the family to WIC, affordable medical services, and discounted prescription medications. By the end of the service period, the family was self-sufficient in navigating community resources.



# WORKFORCE DEVELOPMENT

357 Participants

We provide transitional job training that empowers individuals to achieve their career and economic goals and contribute to communities. Our programs utilize strength-based, trauma-informed, and cognitive-behavioral interventions.

## UNIVERSAL KEY PERFORMANCE INDICATOR SAMPLING

FISCAL YEAR 2022-FISCAL YEAR 2024	FY22	FY24
Increase in Workforce Development Program Participants in Chicago FarmWorks and Supporting Education and Employment Development (SEED)	229	357

## EDWARD'S STORY



Edward (name and image changed for privacy) joined the Supporting Education and Employment Development (SEED) program in fall 2023, graduating in early fall 2024.

Despite facing housing insecurity and unstable work, he remained diligent. Initially, a tow truck job didn't offer proper employment verification or flexible hours to allow him to attend programming regularly. After sessions with his job coach, Edward secured stable employment with an accommodating company that provided what he needed to meet program requirements. At the end of 2024, his expungement was successful.

Edward's dedication to rebuilding his life led to remarkable progress, and he is now scheduled to take a test to become a Correctional Officer. Edward expressed immense gratitude for the SEED program and its staff, crediting them for the opportunity, for never giving up on him, and for delivering on their promises.

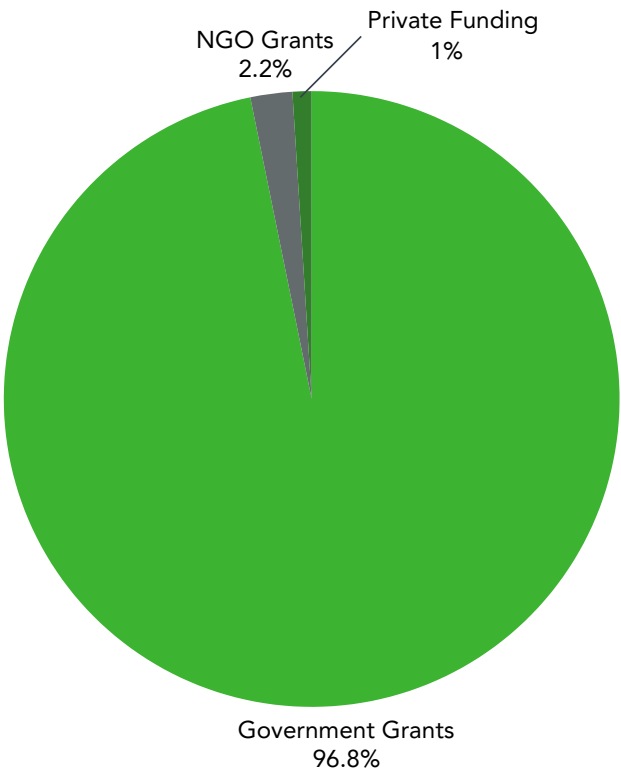
# FINANCIAL REVIEW

## FUNDING SOURCES

- Government Grants: **\$70,876,976**
- NGO Grants: **\$1,401,420**
- Private Funding: **\$886,579**

## TOTAL REVENUE

- **\$73,164,975**



# GOVERNMENT GRANTS

Chicago Department of Family and Support Services

City of Chicago – READI Chicago

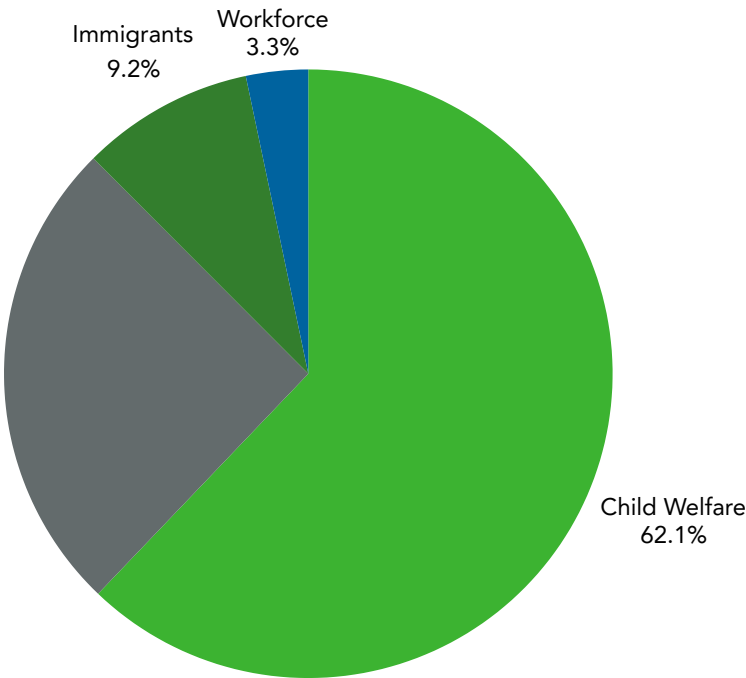
Illinois Community College Board (IBT, Digital Instruction, ESL, IELCE)

Illinois Criminal Justice Information Authority – Human Trafficking Services

Illinois Department of Human Services – Illinois Welcoming Center

U.S. Department of Health and Human Services – Office of Refugee Resettlement – Home Study Post Release Services

U.S. Department of Health and Human Services – Office of Refugee Resettlement – Unaccompanied Children



# NGO GRANTS & PRIVATE FUNDING

## \$1,000,000 +

Jewish United Fund -  
Refugee Services

## \$250,000-999,999

Bezos Day 1 Families Fund

Crown Family  
Philanthropies

Institute for Nonviolence  
Chicago

Robert Wood Johnson  
Foundation

## \$80,000-\$249,000

Rush University Medical  
Center

## \$50,000-\$79,999

Blue Cross Blue Shield of  
Illinois

Frechette Family  
Foundation

Lloyd A. Fry Foundation

## \$10,000-\$49,999

Anonymous Foundation

Chicago Foundation for  
Women

Cerner Charitable  
Foundation

Conagra Brands  
Foundation

Ellie Fund at the Ellen and  
Ronald Block Family  
Foundation

Fairlife

Goldman Sachs Gives  
Annual Giving Fund

Lumpkin Family  
Foundation

McMaster-Carr Supply  
Company

Northern Trust  
Foundation

Robert R. McCormick  
Foundation

## \$5,000-\$9,999

Nicor Gas Corporate  
Contributions

## \$2,500-\$4,999

American Institute of Steel  
Construction

Aon Corporation

Epiq Solutions

Dina Grossman

Miriam Klevan

John Orlando

## \$1,000-\$2,499

Robert J. Bator

Sarah Bond

Ryan Gibson

Rob M. Milburn

Northfield Community  
Church

Fred Rosen

Rotary Club of Chicago  
O'Hare

Stephen Schwartz-Fenwick

Due to the 2024 separation from our former parent organization, Heartland Alliance, this list may be incomplete. Please contact [rcarroll@heartlandhumancareservices.org](mailto:rcarroll@heartlandhumancareservices.org) if your name does not appear.



## \$500-\$999

Joseph Betancourt  
 Carroll Bogert  
 Chemcraft Industries  
 John Diersen  
 FORVIS Foundation  
 Anne D. Fox  
 Sabrina Horrocks  
 John P. Ishu  
 Andrew B. Larson  
 The Northern Trust  
 Company  
 Sterling Project  
 Development Group  
 Wheatberry  
 Construction  
 Donna Zahara

## \$250-\$499

Benford Brown &  
 Associates  
 Brenna Argall  
 Tyler Brown  
 Chicago Chapter NSDAR  
 Fund A  
 Jenny Drzewiecki  
 Cynthia L. Firing  
 Colleen A. Flanigan  
 Gerald Fohrman  
 Derrick L. James  
 Rudolph Kaplan LLP  
 H. Mitchell & Margaret L  
 Harper Foundation  
 Makoto Ogura  
 Daniel Raichel  
 Jill M. Ruzevick  
 Thomas C. Scott  
 David K. Sinski  
 Matthew Spencer  
 James Speta  
 Travelers Aid (Unknown)

## \$150-\$249

Noreen Abbasi  
 Lisa Capitanini  
 Brian F. Dunne  
 Good Shepherd  
 Presbyterian Church  
 Ivan Petryshyn  
 Showpad  
 Martha Sutton

## \$100-\$149

David Abbott  
 Jenny Clines  
 Sylvia E. Furner  
 Karen Granda  
 Alex Lee  
 Cindy R. Ogrin  
 Shari A. Salvador  
 Adriana Weisleder, PhD  
 Ira S. Wolke, MD

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## \$50-\$99

Abbie  
Macrina Asmar  
Melanie Carbery  
John Dinauer  
Steven G. Epstein  
Margaret J. Graboys  
Rebecca J. Hankin  
Louis Horner  
Laura A. Kahn  
Jeffrey D. Klesner  
Barbara L. Martinez  
Irena Mintcheva  
Christine Perri  
Sally Ralph  
Mariateresa Snyder  
Katharine M. Tyler  
Patricia M. Vasquez-Ruesta  
Eerin Vobornik

## \$50 and Under

Aritzmendi M. Angeles  
Lynda S. Barnes  
Earlisha N. Blackmon  
Christopher W. Bohlander  
Michael Brieschke  
Cecilia R. Contreras  
Katie B. Durrah  
Keira Embler  
Katherine A. Fohrman  
Willis A. Francis  
Timothy Gaster  
Yamizaret Guzman  
Jack Hafferkamp  
Danny C. Hampton  
Karlos M. Lloyd  
Rada E. Lopez  
Robin R. McPherson  
Anthony Medina

LaVonne D. Morris  
Luis Oropeza  
Marianella Osorio  
Stephanie Pentz  
Janet V. Perniconi  
Aspara Rai  
Clara Rampolla  
Sabrina Robinson  
Suzanne M. Robinson  
Laquila Sawyer  
Song Y. Tang  
Chantal Uhl  
Jessica Vang  
Juan A. Villa  
Sarah Wong  
Meng Yan

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# HEARTLAND HUMAN CARE SERVICES



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