



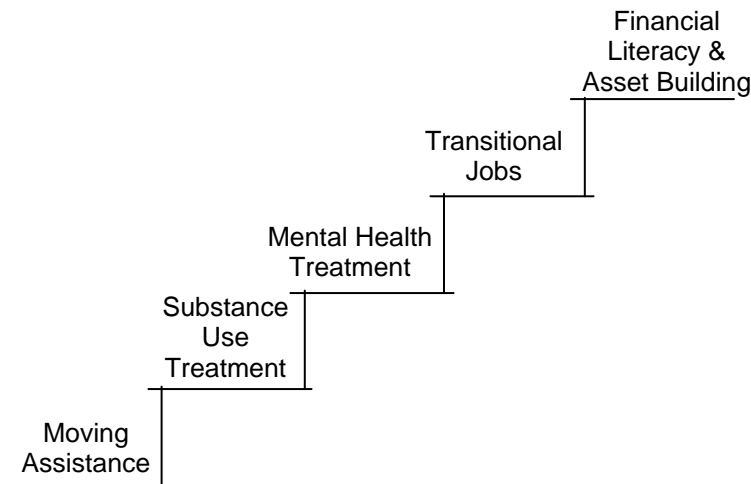
Heartland Human Care Services, Inc.®

# Chicago Family Case Management Demonstration Project

The **Chicago Family Case Management Demonstration Project** highlights what Heartland Human Care Services does best—provide comprehensive, innovative resources to the most vulnerable in our society in a way that garners meaningful results. Working with families in the Dearborn Homes and Madden/Wells Developments in Chicago public housing, the demonstration project shows that the right mix of services and the ability to develop lasting relationships gives families often thought too difficult to help a real path to self-sufficiency.

The Hard to House Demonstration Project has increased engagement rates for participants by over 40% since it started in 2007.

## A Comprehensive Set of Supports for Complex Barriers



### Building a Real Relationship

Case managers work with fewer participants and work with them consistently. Rather than one case manager for every 55 participants, it is one for 25. Moreover, regardless of when and where a participant moves, they have the same case manager, allowing for continuity and stability.

### Working with the Whole Family

Heartland understands that barriers for one family member are barriers for the entire family. All members of the household receive assistance in their areas of need, ensuring that the whole family is put on path to real success.

### Different Needs, Different Approaches

Your life history, your age, your family composition—all of these factors help determine what type of supports you need to be successful. Heartland recognizes these differences and groups services and types of support to match the particular needs of the household.

### One-Stop, Comprehensive Assistance

Access to work, treatment, financial education, and moving assistance are all part of the comprehensive set of supports available to the families Heartland works with. Providing this full compliment of services in-house ensures continuity in service delivery, integration of services, and, most importantly, that the family and its members are treated holistically and with dignity.

For more information contact:

HHCSInfo@heartlandalliance.org; (312) 660-1342

208 S. LaSalle St., Suite 1818, Chicago, IL 60604

www.heartlandalliance.org