



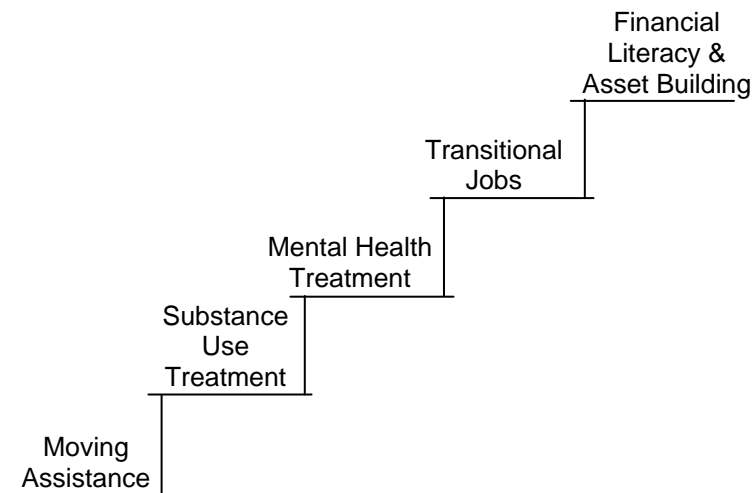
Heartland Human Care Services, Inc.®

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.

Unique Model: Providing comprehensive, accessible services to entire families

A Comprehensive Set of Supports for Complex Barriers



For more information about the Demonstration's design and outcomes, visit <http://www.heartlandalliance.org/whatwedo/advocacy/current-advocacy/cha-demonstration-project.html>

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:

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www.heartlandalliance.org



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The **Chicago Family Case Management Demonstration Project** was evaluated by the Urban Institute, which presented its findings in a series of policy briefs, *Supporting Vulnerable Public Housing Families*. These briefs describe service implementation and costs, along with participant outcomes across the several domains. Overall, they find that the Demonstration Project led to dramatic increases in engagement with case management services, stabilized and improved health, increased employment, and increased housing and neighborhood quality for program participants.

Remarkable Results: Unprecedented success helping vulnerable families overcome barriers to security and stability.

Increased engagement:

Engagement with case management services expanded quickly, rising from 50 percent in 2007 to 90 percent in 2008 and remaining at that level until the Demonstration ended in 2010. This continued engagement was especially impressive because by 2010 residents had all relocated to a wide variety of traditional public housing, mixed-income developments, and private market housing. Heartland case managers successfully maintained relationships with families through these transitions.

Stabilized and improved health:

Health concerns were one of the biggest challenges facing the Demonstration Project. The majority of public housing residents face declining health over time, but Demonstration participants defied expectations by maintaining stable physical and mental health. While levels of chronic illness and mortality remain high, anxiety levels were significantly reduced, and 24 percent of participants reported health improvements associated with reduced substance use and seeing a mental health counselor. These effects also influence other outcomes such as participants' ability to find and maintain stable employment.

Increased employment:

Employment levels among participants rose from 49 to 59 percent between 2007 and 2009, despite an incredibly challenging economic climate. This was in contrast to zero change in employment levels for Chicago's general public housing population between 2001 and 2009. The Urban Institute found that Heartland's intensive Transitional Jobs program was essential to ensuring this outcome.

Increased housing and neighborhood quality:

By 2009, most Demonstration participants had relocated at least once. The majority remained in public housing, and a small proportion made so-called "opportunity moves" to low-poverty areas. However, most reported moving into higher quality housing in better neighborhoods. Most also reported feeling safer in their new neighborhoods.

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