Heartland Alliance For Human Needs & Human Rights
2003 Annual Report

Invest
in life
Investing takes foresight and trust. It involves giving something small, with the belief that — used wisely — it will lead to something larger. Investing relies on potential.

Each of us everyday invests in something. We invest time, we invest hope, we invest money. Your investment in Heartland Alliance supports our collective investment in housing, health care, human services and human rights for the most poor and vulnerable people.

Heartland Alliance and its affiliated partners believe in the potential of each person we serve. Thank you for believing — for investing — in our work.

Thank you for investing in life.
Last year, more than 15,600 men, women and children received quality care through Heartland Health Outreach — an increase of more than 3,000 patients over the previous year.

In the last year, Heartland Health Outreach provided dental services to more than 1,600 patients who are homeless, poor or have HIV or AIDS.

in health care

investing in respectful care

Something you probably don’t have to think about when taking medication that acts as a diuretic:

Whether or not you can take it, depending on whether you will be able to find a bathroom you can use

Place you’ve probably never had a complete physical:
In a laundry room

Or a gynecological exam:
In a closet

This laundry room at a local shelter doubles as an exam room, where Heartland Health Outreach nurses typically see up to 20 patients during each four-hour visit.
Sign-up sheets for appointments with nurses fill up quickly. Even with the full schedule, nurses take the time to provide quality, respectful health care for people who are homeless, including children.
In the last year, three Heartland Health Outreach programs merged into one that serves refugee families who experienced trauma in their home countries. The merger strengthens the treatment of whole families, allowing parents and children to be treated together. In addition, it facilitated an expansion of services, allowing the program to offer additional therapies, such as art and dance.

Hans Buwalda, a program manager, explains the therapeutic value of expressive therapies:

“For example, an Ethiopian women’s group is working with doll making. That can be therapeutic because the doll making triggers memories — both traumatic and positive.

“The activity and memories encourage the women to talk about dolls they had as children, or a skirt their mother had, or how they would never use a certain color because it reminds them of their attacker who was wearing that color.

“It can also be therapeutic because they had the art forms before they came to the U.S. The art helps them reconnect to part of what they used to be, to connect to the person they are now.

“Dance therapy is therapeutic for children who have experienced trauma because in most cultures, children are punished for acting aggressive or angry. But through dance and movement — through action, a familiar expression for children — they can be a lion or a monster and feel aggression or anger without feeling ashamed or being punished.”
a healthy start

A new pre-natal health program at Heartland Health Outreach’s health center holds classes for pregnant women who are placed in group sessions that are organized according to their due dates. In addition to receiving health care for themselves and their unborn children, the women gain peer support from the group sessions — an invaluable component to learning healthy pregnancy tips and parenting skills.

better communication

**Total Interpreting Hours**
*(by fiscal year)*

<table>
<thead>
<tr>
<th>Year</th>
<th>Hours</th>
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<tbody>
<tr>
<td>2000</td>
<td>9,196</td>
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<tr>
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<td>2002</td>
<td>13,250</td>
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<td>2003</td>
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Heartland Alliance staff and volunteers help people access health care and other services by providing interpreting services in more than 40 languages, including Arabic, Assyrian, Burmese, Farsi, Ga, Khmer and Twi.

lasting change

**FamilyCare and KidCare Expansion**

Increases eligibility for health insurance coverage for low-income families in Illinois, extending coverage to approximately 65,000 more working poor parents and 20,000 more children.

**Heartland Alliance involvement**

Staff successfully advocated for FamilyCare’s inclusion on the legislative priority list for the Illinois Poverty Summit Steering Committee, who officially endorsed it as one of their priority pieces of anti-poverty legislation. Staff also called the Legislature and sent letters of support.
In investing in homelessness prevention

On average, it takes $3,400 to shelter a family of three for two months. Most episodes of homelessness last 8 months — for an average cost of $13,600 per family. In contrast, it takes on average $850 to prevent a family from becoming homeless in the first place.

Heartland Alliance is collaborating with a number of organizations and government agencies throughout Chicago to fight homelessness. Heartland Alliance manages $1.5 million in prevention funds, which are accessed by 40 agencies citywide.

Investing in homelessness prevention makes sense. Each year, millions of dollars are spent by area nonprofits and local, state and federal programs to serve the homeless population in Chicago. That amount does not include the cost to local public services like the police and fire departments or emergency rooms serving those with limited access to health care.

Heartland Human Care Services receives more than 50 calls a day from people hoping to receive homelessness prevention funds.

Last year, 1,800 households received, on average, $850 dollars each to keep them from homelessness.
For refugee students who speak little English, remembering that you should remove cookies from the sheet with a spatula is as challenging as remembering which tool is a “spatula.”

A higher paying job is crucial to exiting poverty. For people with little to no schooling, a higher paying job is not just a resume and an interview away. It takes skills building and training. In the last year, Heartland Alliance launched two innovative programs designed to get people into jobs that pay enough to lift them out of poverty.

**cooking up success**

Many refugee women from Africa come to the U.S. with little to no experience working outside the home. Heartland Alliance’s refugee culinary training allows them to turn one of the skills they already possess — cooking — into an opportunity to raise their standard of living. In addition to training in the kitchen, the refugees increase their English skills in the classroom. “Translating the skills that they already possess into a paycheck has been very empowering for the women,” says Kari Szydel Mueller, a supervisor working with the refugees.

**skills for independence**

Microsoft-certification training gives people with little to no experience with computers a shot at getting a job in an office, with opportunity for advancement. Learning to click and point, format a list or make a headline bold can be the building blocks to a better life.

Mastering these skills enables a job seeker to earn significantly more money, according to certification trainer Nichole Oh. “One woman lost her job, took the training, became certified, and landed another job doing basically the same work but for $4.50 more per hour.”
For the past four years, the Illinois Poverty Summit, coordinated by Heartland Alliance, has produced the annual Report on Illinois Poverty.

Through the report, Heartland Alliance generates media attention that helps bring poverty issues to the forefront of public discussion. The report also puts research into the hands of other anti-poverty advocates — including legislators and community leaders — who then have the information they need to work toward eliminating poverty in Illinois.

This year, a downstate anti-poverty advocate truly brought the report’s key findings to life:

“At the time the report arrived, we were planning an event in the Diocese to educate people, particularly children, about poverty. I liked all the information in the report but didn’t want to just overwhelm people with numbers.

I went back to my science fair days and came up with the idea of making a triptych using the most striking, most pertinent and most visually enticing findings from the report. Then I blew up a few key findings and turned them into sandwich boards. The kids who wore them really enjoyed themselves.”

Rob Otrembiak, Executive Director of Catholic Charities of Southern Illinois

Every year around the holidays, Heartland Alliance solicits and receives donations of thousands of toiletries to create “hygiene kits” for people who are homeless and low income. For the last three years, Heartland Alliance has been able to make an average of 1,000 of these kits, which often include such winter essentials as socks and gloves.

Last year, thanks to the generous support of businesses and community groups, Heartland Alliance programs distributed more than 1,200 kits to people who are homeless, vulnerable women and children, and people living with HIV and AIDS.
La st year, Heartland Human Care Services provided guidance to more than 3,300 youth through programs geared specifically for teens and children, as well as through family social service programs.

In the last year, Heartland Human Care Services kept more than 570 teen boys out of juvenile jails and gave them a second chance through placing them in an alternative home-like environment.

**Latina Teen Pregnancy Prevention Initiative**

Creates a new teen pregnancy initiative for Latina teens that will provide education and prevention activities as well as further research on this emerging poverty issue.

**Heartland Alliance involvement**

Staff provided testimony at legislative hearings in the House and Senate on Latina teen issues.

**Pilot Jobs Program for Ex-Offenders**

Gives ex-offenders paid work experience, on-the-job mentoring and intensive social services to help them find and keep work.

**Heartland Alliance involvement**

Staff drafted the bill language, solicited sponsors, gathered advocate support and successfully pushed the bill through the General Assembly.

**Minimum Wage Act**

Raises the state minimum wage to $6.50 (for teenagers under 18, $6.00).

**Heartland Alliance involvement**

Staff provided much of the initial research that went into the creation of this bill. Staff also participated in strategy and planning sessions.
The housing photos above were taken at the former Lion Hotel, a property on Chicago’s west side that was purchased by Heartland Housing in late 2000 for redevelopment.

The property reopened this year as Los Vecinos or “The Neighbors.” The dramatic renovation of this 62-unit property offers an exciting example of what affordable housing can be when an organization invests in developing quality facilities and building safe communities.
Heartland Housing has two projects in development, which will create more than 1,300 units of affordable and supportive housing. These include the rehabilitation of the former Chicago Housing Authority ABLA homes and the development of family housing, Jazz on the Boulevard, both on the south side.
Housing Opportunity Tax Incentive
Amends the state tax code to provide a tax rebate to owners in low-poverty areas who rent to individuals and families with housing subsidies.

Heartland Alliance involvement
Staff worked with the bill’s lead advocates to meet with legislators and advocate for the bill’s passage. The bill was included on the Heartland Alliance Housing Platform distributed to legislators.

Illinois Housing Initiative Act
Establishes a process for creating a comprehensive housing plan for the state; encourages developers to build affordable housing by streamlining the allocation of housing dollars; and requires all municipalities to produce a local housing development plan to meet the housing needs of all income levels.

Heartland Alliance involvement
Staff worked with the lead advocates to meet with legislators and advocate for the bill. Staff provided testimony in support of the bill at legislative hearings. The bill was included on the Heartland Alliance Housing Platform distributed to legislators.

Through its eight apartment buildings, Heartland Housing provides more than 500 individuals and families with a safe, affordable home every day.

On-site property managers, like Deon Roebuck below, at each of Heartland Housing’s eight apartment buildings help residents develop a sense of pride in their new homes.

lasting change

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Human trafficking is almost where domestic violence was 10 years ago,” says Miriam Torrado, director of a new program that works with victims of human trafficking. “It’s hidden — people who have been trafficked don’t know what to do or where to go. Traffickers use control, silence and intimidation, plus there is often the language barrier — which keeps people isolated and alienated by the individual who trafficked them.

“It mirrors the domestic violence scenario. If you don’t know the language, where would you run? Who would you turn to?”

“The trafficked people are told, ‘There’s no one going to help you here. They’ll deport you. We know where your family is.’”

To combat trafficking’s hidden nature, staff educate organizations and individuals who may come in contact with a trafficked individual — police, hospitals and religious organizations.
No country is immune from trafficking. A recent U.S. Government estimate indicates that approximately 800,000–900,000 people annually are trafficked across international borders worldwide and between 18,000 and 20,000 of those victims are trafficked into the United States.

U.S. Department of State "Trafficking in Persons Report" June 2003
new protections

Undocumented immigrant survivors of domestic violence are in a particularly vulnerable position because their abusers often use their lack of legal immigration status as a means to keep them and their children in the abusive relationship.

A new project of Heartland’s Midwest Immigrant & Human Rights Center provides legal remedies to immigrant survivors of domestic violence and helps connect them to social workers.

Since its inception in the fall of last year, the new project has served more than 300 individuals and their children.

last year, staff and pro bono attorneys provided legal counsel to more than 600 people seeking asylum or other forms of protection from persecution in their home countries.

Heartland Alliance’s overall success rate of 86% for winning asylum cases is especially noteworthy, as the national approval rate is less than 30%.

investing in

powerful allies

“Winning my first asylum case was the most gratifying victory of my legal career. Basically, we were saving this man’s life. That’s more than what is usually at stake in my practice.”

Jannis Goodnow, of Lord Bissell & Brook, was the lead pro bono attorney for a Midwest Immigrant & Human Rights Center asylum case. She has been practicing law for 16 years.
healing and hope

In the last year, Heartland’s Marjorie Kovler Center for the Treatment of Survivors of Torture provided training in Alaska, Colorado, Florida, Indiana, Iowa, Missouri, Nebraska, New York, North Carolina, Utah and Wisconsin. Internationally, the Kovler Center trained service providers in El Salvador, Great Britain, Guatemala, Indonesia, Ireland, Mexico and Sri Lanka.

Unfortunately, this increase in training reflects an ongoing need for torture treatment centers worldwide. In 2002, more than 280 people obtained mental health, medical and social services from the Kovler Center, an increase of 30% in a year.

securing lives and liberties

Changes in immigration enforcement and laws in the wake of September 11 continue to have a significant impact on the people Heartland Alliance serves:

- **The flow of refugees into the U.S. has slowed dramatically post-9/11.** Of the 70,000 refugees authorized to enter the U.S. last year, only 28,000 were allowed entry, despite passing multiple background checks.

  Conditions in the refugee camps where refugees are waiting are often deplorable and dangerous. Typically located close to the country from which the refugees fled, enemies frequently come into the camps and continue to kill, abduct or rape their victims. Heartland Alliance staff have been active advocates at the national level for continued refugee admissions.

- **At any given time in Chicago, some 600 immigrants are in detention, most for administrative violations that have no connection to terrorism.** They are usually kept with the general criminal population. Immigration lawyers, including those at Heartland Alliance, have little success getting information on who is detained, where and for how long they will be held. Detainees, meanwhile, have limited access to their lawyers.

  Heartland’s Midwest Immigrant & Human Rights Center conducts outreach and “Know Your Rights” trainings in numerous languages, including Arabic, and is collaborating with other human rights organizations to gain better access to detainees and information about them.

- **The situation for immigrants, in general, became considerably more difficult post-9/11.** Many of the human rights issues relevant to immigration from Mexico and Central America with which Heartland Alliance’s international program was working were taken off the table. In response, the program intensified its training of immigrant community groups throughout the Americas to be their own best advocates at the national and international level.
Thank you for investing in life.

INVESTOR PROFILE

Ways in which you invest in Heartland Alliance:
I invest financially. I reach out to family, friends and neighbors to solicit contributions as well as donations of goods and services. I also see Heartland Alliance as a vocational focus — a cause to which I’m committing my life.

What investing means to you:
Investing to me means believing and hoping in something and contributing to make that hope a reality.

Why you invest in Heartland Alliance:
I invest because I see it as a leadership effort to make the world a better place for the most poor and vulnerable people. I consider Heartland Alliance to be a premier organization that is accountable, is always striving for quality and cares about those who are most uncared for — and that’s a rare combination. Heartland Alliance is a light in a dark world.

Sid Mohn
Heartland Alliance President Investor since 1981

INVESTOR PROFILE

Ways in which you invest in Heartland Alliance:
I invest time, money, leadership. Heartland Alliance is a part of me after this many years. I do whatever needs to be done — a lot is telling the story of Heartland Alliance. That’s just as important as asking for money. I was involved in the formation of the Junior Board, and I invest time in recruiting new Board members to contribute to the growth of the organization.

What investing means to you:
I invest for a living. That’s my job. Investing is making the effort of time, money, resources to achieve a future outcome. It’s not instant gratification. It’s about achieving a long-term result.

Why you invest in Heartland Alliance:
I’ve been very lucky in my life and I think it’s important to give back. The reason that I give to Heartland Alliance is I see how professionally run it is. It’s a great organization with a great reputation, one that makes change in our community and in the world.

I’ve also made a lot of great friends here. It isn’t work for me — it’s very fun and very rewarding.

Frank Quinn
Heartland Alliance Board Chair Investor since 1985
Heartland Alliance’s services would not be possible without the thousands of supporters who invest their time and resources. Thank you for all that you contribute.

Donors listed in this report made contributions between July 1, 2002 and June 30, 2003. Due to space limitations we cannot list donations of $1–99, but we sincerely appreciate all contributions. If you have any questions, please call Mary Barton, Director of Development, at 312-660-1319.

$100,000+

Anonymous*
Supports physical improvements at a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

The Atlantic Philanthropies (USA) Inc.
Supports the Midwest Immigrant & Human Rights Center.

The Chicago Community Trust
Supports the Illinois Poverty Summit and an emergency homelessness prevention fund for families facing evictions.

Chicago Tribune Charities, a fund of the Robert R. McCormick Tribune Foundation
Supports Neon Street Programs for Homeless Youth, a training program for staff at service providers, a policy study of poverty in the metropolitan region, the development of a homelessness prevention database and an emergency homelessness prevention fund for families facing evictions.

The Ford Foundation
Supports regional networking and dialogue on migration and sustainable development issues in North and Central America.

Grant Healthcare Foundation
Supports a health center in a Chicago public high school with low-income students and a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

William Randolph Hearst Foundation
Supports affordable housing programs.

The John D. and Catherine T. MacArthur Foundation
Supports the Midwest Immigrant & Human Rights Center, affordable housing programs, the Illinois Poverty Summit, and regional networking and dialogue on migration and sustainable development issues in North and Central America.

The Rockefeller Foundation
Supports policy analysis and networking on the intersection of trade, environment and migration issues in Mexico and Central America.

Jeanne and Joseph Sullivan
Supports the Jeanne and Joseph Sullivan Midwest Program for Refugee, Asylee and Human Rights and, via the Board Gifts Campaign, the Midwest Immigrant & Human Rights Center.

Women’s Board of Heartland Alliance
Supports lasting, meaningful change for the most poor and vulnerable women and children.

$50,000–99,999

Bank One, NA*
Supports an employment training program, the Women’s Board Celebration Ball and the Midwest Light of Human Rights Awards Reception and Luncheon.

The Baxter International Foundation
Supports the Midwest Immigrant & Human Rights Center.

Mr. and Mrs. Michael L. Keiser*
Supports lasting, meaningful change for the most poor and vulnerable people, and a job training program.

Lawyers Trust Fund of Illinois
Supports the Midwest Immigrant & Human Rights Center.

Ravenswood Health Care Foundation
Supports art therapy for immigrant and refugee children who have survived civil unrest in their homelands.

Sara Lee Foundation
The Sara Lee Foundation is the lead corporate sponsor of Heartland Alliance’s affordable housing programs.

VNA Foundation
Supports a neo-natal care program.

Woods Fund of Chicago
Supports the Illinois Poverty Summit.

$25,000–49,999

Helen Brach Foundation
Supports lasting, meaningful change for the most poor and vulnerable people.

Chicago Bar Foundation
Supports the Midwest Immigrant & Human Rights Center.

Diane and Rod Dammeyer*
Supports the Board Gifts Campaign and the Social Investment Fund.

Equal Justice Works
Supports the Midwest Immigrant & Human Rights Center through matching donations by Mayer, Brown, Rowe & Maw and the Chicago Bar Foundation.

Lloyd A. Fry Foundation
Supports a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

Junior Board of Heartland Alliance
Supports lasting, meaningful change for the most poor and vulnerable people.

Kraft Employee Fund
Supports domestic violence counseling for children.

Jeanne and Desmond R. LaPlace
Supports the Midwest Immigrant & Human Rights Center through matching donations by Mayer, Brown, Rowe & Maw and the Chicago Bar Foundation.

LaSalle Bank
Supports lasting, meaningful change for the most poor and vulnerable people, the Women’s Board Celebration Ball, the West Suburban Board, the Waltz concert benefiting Neon Street Programs for Homeless Youth and the Midwest Light of Human Rights Awards Reception and Luncheon.

Levi Strauss & Co.
Supports HIV prevention programs at Neon Street Programs for Homeless Youth and supports lasting, meaningful change for the most poor and vulnerable people.

Mayer, Brown, Rowe & Maw LLP
Supports the Midwest Immigrant & Human Rights Center.

Robert & Patricia Moore Foundation
Supports lasting, meaningful change for the most poor and vulnerable people.

Polk Bros. Foundation
Supports a health center in a Chicago public high school with low-income students and the Midwest Immigrant & Human Rights Center.

Prince Charitable Trusts
Supports technology upgrades at the community health center.

Frank F. Quinn and Mary B. Quinn*
Supports the Board Gifts Campaign and the Social Investment Fund.

The Retirement Research Foundation
Supports dental care for senior citizens.

West Suburban Board of Heartland Alliance
Supports lasting, meaningful change for the most poor and vulnerable women and children.

*Social Investment Fund

Through this fund, Heartland Alliance will be able to provide improvements to our facilities and create a revolving pool of venture capital and pre-development funds enabling us to meet new needs and take advantage of emerging opportunities.

Herein noted with an asterisk (*), sincerest thanks to the many who have contributed to the fund.
$10,000–24,999

Allstate Foundation
Supports financial education programs for homeless mothers and new immigrants and refugees.

David and Suzanne Arch*
Supports the Board Gifts Campaign and the Social Investment Fund’s renovation of the Sutherland Ballroom.

Bally Total Fitness Corporation
Supports the Women’s Board Celebration Ball and the Junior Board Golf Classic.

Bank of America Foundation
Supports affordable housing programs and the Women’s Board Celebration Ball.

Chicago Foundation for Women and its Jo and Art Moore Family Fund
Supports the Midwest Immigrant & Human Rights Center’s protections for victims of trafficking and an outreach program for lesbian, bisexual and transgender women who are survivors of domestic abuse.

Chicago Sun-Times Charitable Trust
Supports the “Tools for Schools” drive that provides books and school supplies for low-income children.

The Comer Foundation
Supports Neon Street Programs for Homeless Youth.

The Nathan Cummings Foundation
Supports the Midwest Immigrant & Human Rights Center’s protections for victims of trafficking.

Field Foundation of Illinois, Inc.
Supports a first-of-its-kind residential program for people who are homeless and have untreated addictions and mental health disorders.

Gill Foundation
Supports the Midwest Immigrant & Human Rights Center’s work with gay, lesbian, transgender and HIV-diagnosed immigrants.

Lyne and Lee Hillman*
Supports the Board Gifts Campaign and the Social Investment Fund.

Marjorie Kovler Fund
Supports the Marjorie Kovler Center for the Treatment of Survivors of Torture.

LR Development Company LLC*
Supports renovation of the Sutherland Ballroom.

M-A-C Global Foundation
Supports alternative therapies for people living with HIV/AIDS.

Joseph Niciforo
Supports lasting, meaningful change for the most poor and vulnerable people.

Mary and Robert Reusché
Supports lasting, meaningful change for the most poor and vulnerable people through the President’s Council.

Otto L. and Hazel T. Rhoades Fund
Supports lasting, meaningful change for the most poor and vulnerable people.

Sidley Austin Brown & Wood
Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

WGN Radio 720 Neediest Kids Fund, a fund of the Robert R. McCormick Tribune Foundation
Provides winter clothing, non-violent toys, educational materials and holiday gifts for homeless youth and refugee children.

The Whitney Foundation
Supports the Midwest Immigrant & Human Rights Center’s work with gay, lesbian, transgender and HIV-diagnosed immigrants.

The Barker Welfare Foundation
Supports lasting, meaningful change for the most poor and vulnerable people.

Jacob Best Foundation
Supports Neon Street Programs for Homeless Youth.

The Boeing Company
Supports the Women’s Board Celebration Ball and the Midwest Light of Human Rights Awards Reception and Luncheon.

Alan and Deborah Braxton*
Supports the Board Gifts Campaign and the Social Investment Fund.

Bridgeview Bank Uptown
Supports the Midwest Light of Human Rights Awards Reception and Luncheon and lasting, meaningful change for the most poor and vulnerable people in Uptown.

Cashel Foundation
Supports Neon Street Programs for Homeless Youth and pro bono legal representation for unaccompanied immigrant and refugee children and teens.

Chicago Area Foundation for Legal Services
Supports the Midwest Immigrant & Human Rights Center.

Carrie and T. Tolbert Chisum
Supports lasting, meaningful change for the most poor and vulnerable people through the President’s Council and the Carrie Chisum Fund.

John F. Chlebowski and Mary Layne Ahern*
Supports the Board Gifts Campaign and the Social Investment Fund.

The CNA Foundation*
Supports an employment training program.

Consulate General of Mexico
Supports the Midwest Immigrant & Human Rights Center.

The Crown Family
Supports lasting, meaningful change for the most poor and vulnerable people.

D & R Fund
Supports lasting, meaningful change for the most poor and vulnerable people.

Design Industries Foundation Fighting AIDS
Supports transitional housing services for people living with HIV/AIDS.

The Estate of Mrs. Theodore Diller
Supports Neon Street Programs for Homeless Youth.

Gaylord & Dorothy Donnelley Foundation
Supports Neon Street Programs for Homeless Youth.

Nancy Lynn Hiestand
Supports the Board Gifts Campaign.

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Jenner & Block, LLC
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$5,000–9,999

Anonymous
Supports lasting, meaningful change for the most poor and vulnerable people.

Anonymous
Supports the Women’s Board Celebration Ball.

Abbott Laboratories
Supports the Women’s Board Celebration Ball and the Midwest Light of Human Rights Awards Reception and Luncheon.

Baker & McKenzie
Supports the Midwest Light of Human Rights Awards Reception and Luncheon.

The Barker Welfare Foundation
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The Crown Family
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D & R Fund
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Design Industries Foundation Fighting AIDS
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The Estate of Mrs. Theodore Diller
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The following help create lasting, meaningful change for the most poor and vulnerable individuals in society through below-market-rate loans.

Chicago Community Loan Fund
Supports development of mixed-income housing for former Chicago Housing Authority residents.

Citigroup Center for Community Development
Supports development of mixed-income housing for former Chicago Housing Authority residents.

Corporation for Supportive Housing
Supports development of low-income housing for formerly homeless individuals under Mayor Daley’s Supportive Housing Initiative.

Jewish Council on Urban Affairs
Supports development of low-income housing for formerly homeless individuals under Mayor Daley’s Supportive Housing Initiative.

LaSalle Bank
Supports capital costs of a culinary workforce development program for people who are recently homeless.

Local Initiative Support Corporation
Supports development of mixed-income housing for former Chicago Housing Authority residents.

The PrivateBank and Trust Company
Supports affordable and supportive housing projects by providing working capital.

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The time I invest in Heartland Alliance nets a return I could never put a monetary figure to. That is the return of what I teach my children, and the social aspect of working with women in my community. When I learn about situations that I have no idea what it is like to be in, it is a very grounding experience. My parents taught me about helping people with great need by example. I hope that I can do the same for my children, my friends and neighbors.

Camille Miller
President of Heartland Alliance’s West Suburban Board

United Way

Thank you to the United Way and its donors for their generous support.
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Guests at the 62nd Annual Women’s Board Celebration Ball danced the night away, helping to raise more than $100,000 for women and families in Chicago.

West Suburban Board members learned more about the plight of unaccompanied immigrant children during a site visit.

Junior Board members enjoyed serving drinks while raising money at the 2003 Guest Bartending event.
In the last year, more than 950 people invested over 75,150 hours of their time volunteering and interning at Heartland Alliance programs. Their dedication and expertise are invaluable, enabling Heartland Alliance to provide comprehensive services that create lasting, meaningful change.

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I have headed a rather successful company for two decades. From where I started, my chances of attaining this position are less than one in a half million. I then ask myself, how did this happen and why? The only plausible answer is, “to help make my village better”—and I use “village” in a very euphemistic sense. I have been given gifts, and I believe I must turn around and share those gifts with humankind.

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Primary Care Services
Cindy Arista
Mohamad Egge
Julia Justusson
Edward Master
Jennifer O’Hara
Cindy Paidipati
Mary Pellaner
Anna Ringwelski
Fredy Santiago
Mary Shapiro
Hui Ping Tseng
Joseph Wen

Psychosocial Rehabilitation
Mary Bunn
Emily Fritsche
Melissa Korsin
Ester Lam
Wilmarie Lopez-Pineiro
Augustine Ogumere
Lynn Ostrowski
Melissa Provinces

Rafael Center
A & E Television Networks
Anthony Edwards
Shyla Ford
Gary Mack
Jennifer Pineda
Fred Oborski
Scott Outlar
Alex Rhodes

San Miguel Apartments
Jeremy Anton
Onne Blanaon
Tom Buchanan
Alexandra Friedel
Joy Getzenberg
Rebecca Landman
Richard Landman
Berry Morse
Geoffrey Morse
Ellen Sadur
Melanie Sadur
Janet Siegel
Rebecca Steven

Short-Term Assessment, Intervention and Referral Services (STAIRS)
Sarah Eisenhauer
Philip Kier
Jessica Zieg

Spang Center for Oral Health
Donna Barber
Beth Bammeyer

Traveler’s Aid — O’Hare Welcome Center
Gloria Angusetti
Ursula Blitzner
Stephanie Burzawa
Roberta Culhane
Ruth Dearborn
Marian Eidad
Barbette Evans
Marilyn Franklin
Robert Frederick
Karen Friedman
Joan Harmon
Joyce Johnson
Ralph Johnson
Gerry Klemm
June Kriplin
Marianne Lowry
Dorrie Madonna
Geraldine Miller
Helen Moore
Ingrid Nielsen
Frances Platt

Women’s Program
Laura McCain-Foreman
Karina Tamez

Amate House and Americorps*VISTA
Special thanks to Amate House and Americorps*VISTA volunteers who dedicated a year to providing full-time service at Heartland Alliance to people who are poor and vulnerable.

Amate House
Erin Murphy

Americorps*VISTA
(Volunteers in Service to America)
Melinda Croes
Margaret House
Janelle Hutchison
Molly Keefe
Jennifer Mnak
Susan Thomas

Louise Rees
Shelley Sandow
Marjorie Schaller
Alice Schleiter
Frank Seymour
Roselle Tomsovic
Mary York
Julie Zuraski
**staff**

**25–29 Years**
Carol King  
Virginia Koch

**20–24 Years**
Hussein Affey  
Maggie Chears  
Nelia Gonzalez  
Hector Hernandez  
Carol Jean Kier  
Sid L. Mohn  
Vicki Roebuck

**15–19 Years**
Ngoclien Du  
Carolyn Jones  
Bichlan Ly  
Abebe Nigeda

**10–14 Years**
Edith Barnes  
Bettye Beacham  
Kimberlee Clay  
Rose Doyle

**5–9 Years**
Isla Mahone  
Catherine Marble  
Putrus Marcus  
Mary Meg McCarthy  
Alice Moy  
Hilda Muniz  
Jack Neiditch  
Sean O’Gara

**0–4 Years**
Julian Abdur-Rahim  
Kineshia Abram-Roark  
Robert Adams  
Tomaya Adams  
Vicki Adams  
Alejandro Aguilar  
Federico Agulera  
Joanna Al-Hindi  
Aubrey Allen  
Zakee Abdu Alishakur  
Jose Alzati  
Jose Alzati-Arcos  
L.C. Anderson  
Joseph Antolin

**5–9 Years**
Julio Acosta  
Miguel Aguilar  
Francis Amadi  
James Anderson  
Sonny Babic  
Lynda Barnes  
Mary Barton  
Karen Batia  
John Binns  
Mary Black  
Daphne Blackwell  
Stephanie Boho-Rodriguez  
Carolina Bono  
Diane Boyer  
Anita Broadie  
George Campbell  
Troy Cargo  
John Carter  
Tsering Chozom  
Dorothy Chvatal  
Stephen Clarke  
Cassandra Crenshaw  
Maria Cruz  
Michael Dempsey  
John Dinauer  
Lawrence Dixon  
Helen Doss  
Stephen Dowds  
Hector Estrada  
Denise Everhart  
Mary Lynn Everson  
Mary Fabri  
Betty Gaskin  
Richard Gavin  
Andrew Geer  
Eunice Geron  
Charles Gibbs  
Rene Granados  
Roosevelt Harper  
Ethel Henderson  
Phyllis Hood  
James Horton  
Peggy Howard  
Torrence Hudson  
Patrice Hunt  
Barbara Ivery  
Daniel Johnson  
Mitchell Johnson  
Ricardo Jonas  
Maicia Katz  
Jeffrey Klesner  
Deborah Kroopkin  
Steven Laxton  
Frank Lumpkins

**0–4 Years**
Julian Abdur-Rahim  
Kineshia Abram-Roark  
Robert Adams  
Tomaya Adams  
Vicki Adams  
Alejandro Aguilar  
Federico Agulera  
Joanna Al-Hindi  
Aubrey Allen  
Zakee Abdu Alishakur  
Jose Alzati  
Jose Alzati-Arcos  
L.C. Anderson  
Joseph Antolin

Emily Ardell  
Cathy Arista  
Cindy Arista  
Vicki Arista  
Yolanda Armstead  
Susan Armstrong  
Ramy Asha  
Laura Ashby-Herrick  
Jorge Aspured  
Kimberly Austin  
Malual Awak  
Stephen Baby  
Dorothy Bailey  
Dyzene Bakali  
Eric Baker  
Bonnifer Ballard  
Lisa Bangs  
Juwan Barnett  
Felecia Bartow  
Freda Bassey  
Deema Bayrakdar  
Tadele Belew  
Betty Bell  
Claudia Bell  
Clifton Bell  
Joseph Bell  
Liduvina Benavides  
Khalid Bilal  
Larissa Bilous  
Amy Binder  
Adam Bingui  
Teresa Black  
Gail Blaha  
Jennifer Blais  
Lisa Bloom  
Sara Boatwright  
Celine Boers  
Christopher Bohlander  
Delerance Bougie  
Joshua Bougie  
Howard Boyd  
Joseph Bradley  
Godfrey Bradshaw  
Claudia Brown  
Stephanie Brown  
Ulysse Brown  
Kristen Broyles  
Sarah Bruce  
Elizabeth Brumfield  
Nikita Buckhoy  
Anne Buckingham  
Jeffrey Bulanda  
Sarah Burke  
Lena Burns  
Johanna Buwalda  
Maritza Cabrera
Our staff has time. We make choices about how we spend our time. Students invest their time in coming to class. Teachers invest time in preparing for class. I see the commitment to teach and to continue learning as an investment in yourself. I want to contribute something to society — I don’t always want to take — so I give my time.

Arturo Sanchez
Long-term volunteer teacher of ESL, who recently accepted a staff position with Heartland Alliance

Phong Nguyen
Marcia Nickow
Elizabeth Nieves
Tomoko Nishida
Roberto Nuevas
Israel Nwidor
Ernest Ogbeide
Nichole Oh
Ann Marie Onesti
Pamela Outlar
Alma Ovcina
Gordan Owali
Elizabeth Pacheco
Paul Pagones
William Parker
Raymond Parrish
Jennifer Paschen
Karlen Paset
Zbigniew Pasternak
Maria Pellecer
Horacio Peralta-Marinkovic
Susan Pereyra
Wenchu Perkins
Sherri Petties
Edgelle Pettigrew
Lula Phillips
Victor Ponce
Doreen Poole
Ralph Pothel
Lorri Powe
Linda Powell
Thelma Price
Erica Quensen-Diez
Alison Quiring
Michael Raggs
Bijai Rai
Zoran Raic
Dina Ramsey
Rosetta Randle
Donald Reed
Susan Reeder
Anne Relias
Lennette Reynolds
Renecia Reynolds
Tanisha Richmond
Christopher Ripple
Janice Roberts
Jacqueline Robinson
Kara Robinson
Diana Rodriguez
Mario Rodriguez
Wilfred Rodriguez
Deon Roebuck
Genoveva Rosas
Jamal Ross
Charles Roth
Ann Rowlie
Steven Rudolph
Zenia Ruiz
Jimmie Rushing
Thad Rydberg
Armend Sahatqija
Flutra Sahatqija
Alexandra Sancen
Arturo Sanchez
Elizabeth Sanders
Shelley Sandow
Andrew Sauers
Beth Schneider
Iris Scurllock
Namko Seferovic
Linda Semenzin
Ikpobari Senewo
Amy Shannon
Vedia Shaw
Alvin Sherron
Pamela Shumaker
Anna Siler
Lisa Simpson
Margo Sloan
Elizabeth Smaha
Kathleen Smiar
Felicia Smith
Rebecca Smith
Tamara Smith
Martine SongaSonga
Angel Sostre
Grace Sourels
Dzemila Spahovic
Anthony Spahr
Maryellen Spicer
Lisa Steele
Elissa Steglich
David Steiger
William Stennis
Reynard Stephens
Eva Strobeck
Svitlana Sukach
Ken Surdin
Lirim Sylejmani
Mimoza Sylejmani
Cassandra Taft
Wing Tam
Jeffrey Tandoc
Emmanuel Tandong
Yousong Tang
Michelle Taylor
Carol Teitelbaum
Aaron Temple
Evelyn Thomas
Michelle Thomas
Erin Thorne
Detmer Timberlake
Donna Tiner
Charlie Toney
Muriam Torrado
Grace Tran
Van Trinh
Alfredo Valdes
Jimmy Valentin
Claudia Valenzuela
Alan Van Landschoot
Jennifer Vannell
Casey Lewis Varela
Murela Vesa
Mijo Vedopic
Patrick Walker
Marie Warner
Yolanda Warner
Diane Washington
Lisa Washington
Tanya Washington
Brenda Watkins
Cheridan Westmoreland
William White
Sheree White-Steward
Nancy Wicklund
Felicia Wilborn
Emily Wilcox
Craig Wilking
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Martina Williams
George Wilson
Peter Wilson
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Charles Wiwa
David Wilking
Horace Woodard
Celine Woznica
Christian Wright
Rudy Youngblood
Paulette Yousefzadeh
Adriana Ysem
Javier Zavala
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Heartland Alliance is proud of our partnership with the Uptown International Center Board in providing health care to our impoverished neighbors.

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Bally Total Fitness Corporation
Gregory D. Skirving
Dividend Capital Trust
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John E. Van Norden
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Who we are
Heartland Alliance for Human Needs & Human Rights provides housing, health care, human services and human rights protections to the most poor and vulnerable people in our society and uses its 115 years of experience to advocate for social justice.

Mission
Heartland Alliance advances the human rights and responds to the human needs of endangered populations — particularly the poor, the isolated and the displaced — by providing comprehensive and respectful services and promoting solutions leading to a more just global society.

History
Founded as Travelers Aid and tracing its roots to the Immigrants’ Protective League, Heartland Alliance has been helping poor and vulnerable people since 1888.

Staff
More than 560 staff provide services 365 days a year.

Volunteers
More than 950 volunteers contribute 75,150 hours, the equivalent of more than $4.1 million.

Income (unaudited)
- 72% Grants and contracts
- 10% Contributions
- 8% Program service fees and third party revenue
- 6% Rental and related revenue
- 2% United Way
- 2% Interest and other income
Total income $39,823,212

Expenses (unaudited)
- 37% Health care for homeless and low-income individuals and families
- 36% Social services for impoverished individuals and families
- 8% Housing services
- 7% Services to immigrants and refugees
- 6% Human resources and financial services
- 2% Public policy programs
- 2% Future program investments
- 1% Fundraising
- 1% Planning and communications
Total expenses $39,812,160

For a copy of the audited financial statement, please write to Cynthia Fronczak, Chief Financial Officer, Heartland Alliance, 208 South LaSalle Street, Suite 1818, Chicago, IL 60604.
get involved

Influence a child through tutoring.

Investigate human rights abuses for people seeking asylum.

Invite your friends to support Heartland Alliance by joining an auxiliary board or attending a fundraiser.

Insist that your legislators fight for anti-poverty and human rights policies.

Inspire others and yourself.

invest in life.
Thank You

Many thanks to Kurt Wisthuff and Amy Elfenbaum of Arc Group Ltd for their invaluable creativity, flexibility and generosity.

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invest in life