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The past year has been unlike any other in our lifetime. We simultaneously faced a global pandemic, lockdowns, a reckoning on racial injustice in the U.S., and a devastating economic downturn. Undeniably, the challenges of 2020 tested our resilience and underscored our commitment to serving those who have been oppressed and marginalized.

Led by hundreds of frontline, essential workers, Heartland Alliance worked tirelessly to locate and ensure that our participants had access to critical supports that promote health and healing, safety and justice, and economic opportunity. We drew our strength and inspiration from these very participants who, in the face of hardship, loss and trauma, exhibited courage and found ways to triumph over adversity.

Charlotte found the courage to seek critical care from our staff as she stepped into our Englewood Health Center for the first time. Ateeq travelled thousands of miles to achieve safety in the U.S., while also achieving economic stability in a new country. Jamel was unstoppable, developing his skills, taking control of his future, and leaning into his potential.

This year’s annual report highlights these stories, and the impact of our efforts to achieve equity and opportunity for all. With hope for a more promising year ahead, we thank our donors, community partners, staff, and volunteers for your continued support in partnership.

EQUITY. OPPORTUNITY. FOR ALL.

EVELYN DIAZ
PRESIDENT, HEARTLAND ALLIANCE
IMPACT 2020

5,600,000+ IMPACTED BY POLICY & ADVOCACY

216,000 PARTICIPANTS SERVED
Heartland Alliance Health (HAH) has three health care centers, spanning Chicago’s North, West, and South sides. We believe that healthcare is a human right, and that good healthcare is more than just a doctor’s visit. Providing care to underserved communities means building access to primary care, mental health and substance use services, pharmacies, and a full suite of case management support.

Charlotte loves her community in the heart of Englewood. But as her career in education came to an end, finding a nearby health care provider that accepted her new insurance was difficult. When she came face to face with a sudden health scare, she felt fortunate to find our Englewood Health Center ready to support. Today, she gets her check-ups, medication, and connections to other supports all within our one-stop-shop.

Charlotte is most grateful, however, for the community she has found at the Center. When she walks through our doors, she feels welcomed like family. Her doctor gives her a call directly to see how she’s doing, and our free COVID-19 testing has provided her an easily accessible way to keep her family safe.

“I’m so blessed that Heartland Alliance was here in the my area, in walking distance, and they saved me.”
For refugees who make it to the United States, the pressure to become self-sufficient comes on fast – as government benefits for refugees end after only three months. Heartland Alliance’s Refugee and Immigrant Community Services (RICS) program helps our newest community members find access to safety and opportunity with free ESL courses, specialized workforce training, and in-depth case management.

Originally from Afghanistan and raised in Pakistan, Ateeq and his family came to the U.S. in November of 2016. It hasn’t been an easy four years, but someone as industrious as Ateeq only needs to be given a chance to find success.

Within months after moving to Chicago, Ateeq was connected with the RICS hospitality training program. Run by leaders in the field, the program gives refugees the hands-on experience necessary to find living-wage work. Ateeq was quickly hired by EMC2, a boutique hotel in Chicago’s Loop. He began as a public area attendant and has since earned three promotions, and was recognized as team member of the year in 2019. These successes have allowed Ateeq and his family to buy a new home on Chicago’s North Side, and find the security they’ve always strived for.

“Without the people at Heartland Alliance, finding my new path in life would have been much more difficult. I’m so grateful for them.”
Chicago has seen historic numbers of shootings and homicides in 2020, and traditionally, so much of our country’s response to violence has relied on policing and incarceration. READI Chicago is looking at this cycle through a new lens, recognizing that shooters are often victims themselves, and prioritizing mental health and healing from trauma to reduce violence in our communities.

Jamel is familiar with both sides of this—he was shot as a teenager and has spent his young adulthood in and out of prison. Now, he says READI Chicago is helping him find his voice as a leader and break the cycle of incarceration, violence, and trauma.

Jamel first joined READI Chicago after returning to society at 24 after serving four and a half years in prison—having been rejected over and over again because of his criminal record, he was eager to begin working at any job that would have him. During his time in READI, he has received cognitive behavioral therapy, paid employment and job training, and, most importantly, an array of staff members supporting him, checking in with him, and pushing him to succeed. Therapy has helped Jamel cope with nightmares from prison, as well as slowing down his thinking to better avoid conflict and dangerous situations.

Earlier this year, Jamel signed his first lease, a huge accomplishment after being told ‘no’ so many times, and he was elected by his peers to serve on the READI Chicago Participant Advisory Council. He said it feels good not having to put himself in danger or at risk of arrest, and he is now optimistic and talks about his future with a smile.

SAFETY & JUSTICE

“I’m a leader now. I’m earning a paycheck every week, going to classes to get my GED, and I’m finally excited about life after READI.”
FINANCIAL REVIEW

Eighty-five cents of every dollar donated to Heartland Alliance goes directly to programs for the most vulnerable.

**TOTAL REVENUE** $163,238,975

- 65.4% Grants and Contracts
- 23.3% Contributions
- 6.5% Rental Income and Housing Development
- 3.1% Patient Services
- 1.0% Miscellaneous Income
- 0.8% Future Planning Income

**TOTAL EXPENSES** $172,272,677

- 33.4% Housing Initiatives
- 20.8% Healthcare Initiatives
- 14.3% Administrative
- 15.7% Justice Initiatives
- 10.5% International Initiatives
- 4.5% Jobs Initiatives
- 0.8% Fundraising

**Source: Pages 8 - 9 of the Consolidated Financial Report, Consolidated Statement of Functional Expenses of Heartland Alliance for Human Needs & Human Rights
Without our many generous champions and partners, this work would not be possible.

Thank you.
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- The Crown Family
- Oak Foundation
- Gretchen L. Starks
- UBI Charitable, Inc.

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