



Heartland Health Outreach's team conducts intensive street outreach to assist homeless persons.

*On the cover:
A Heartland Health Outreach nurse provides medical care for a homeless participant.*



Training Services

Heartland Health Outreach has been providing high-caliber professional training for social service providers since 1993. Our training center delivers training, curriculum development, onsite consultation, and technical assistance in a variety of disciplines, including: mental health, substance use issues, co-occurring disorders (combined mental health and substance use), trauma recovery, and cultural competency. Training is customized for each organization and available for staff members at a variety of levels.

Cross-Cultural Services

Since 1996, Heartland Health Outreach has provided a range of cross-cultural services to improve access to services for clients with limited English proficiency. Our cross-cultural services team provides interpretation, translation, and interpreter training services to hospitals, schools, and other community health and service providers statewide. Our interpretation services meet the highest standards, including proficiency assessment.

Heartland Health Outreach has more than 100 interpreters working in 36 languages and translating documents into 70 languages.

For more information, please contact:

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*Heartland Health Outreach, Inc.
is a company of Heartland Alliance
for Human Needs & Human Rights*

Heartland Alliance for Human Needs & Human Rights helps people who are threatened the most by poverty or danger improve their lives and realize their human rights. For more than 100 years we have been providing solutions—both through services and advocacy—creating paths from crisis to stability and on to success.

Our work in housing, health care, legal protections, and economic security serves more than 200,000 people annually, helping them build a better future.



Heartland Health Outreach

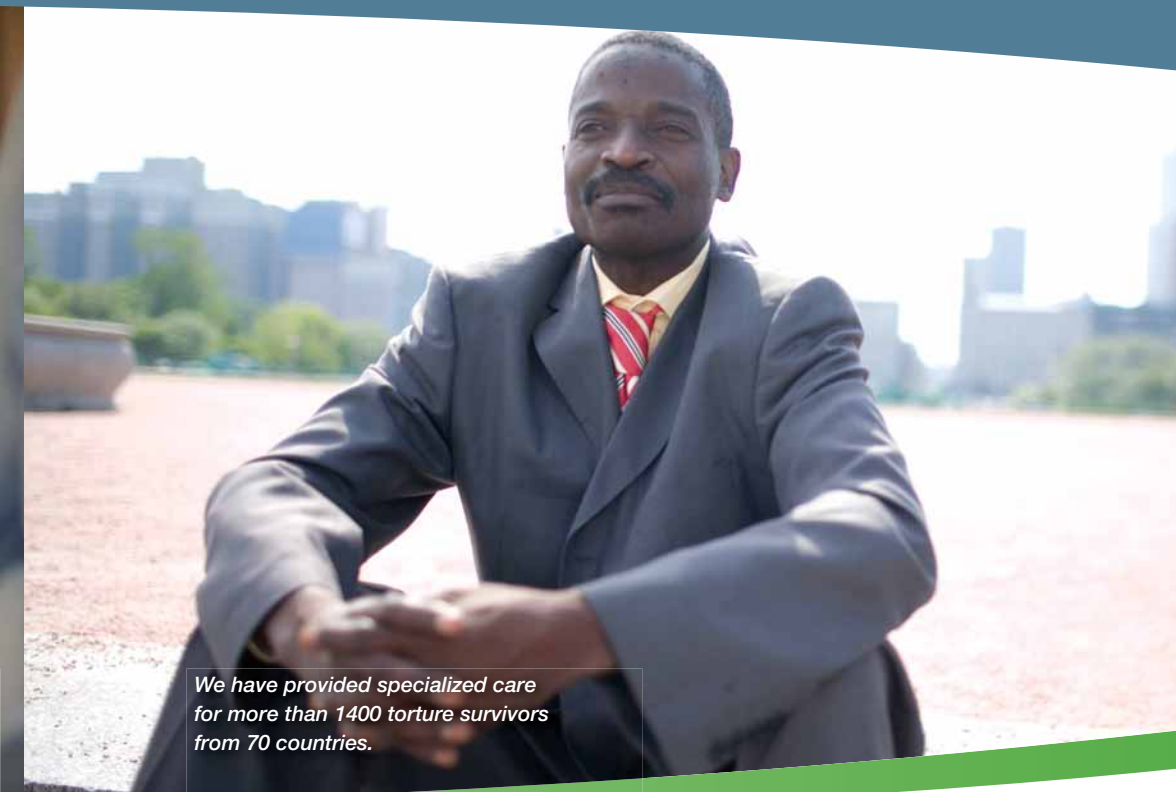
Promoting the Human Right
to Health Care



Heartland Health Outreach is the only federally funded Health Care for the Homeless program in the metropolitan Chicago area.



Heartland Health Outreach provides much-needed and often long-overdue dental care for underserved populations.



We have provided specialized care for more than 1400 torture survivors from 70 countries.

About Heartland Health Outreach

Heartland Health Outreach, the health care arm of Heartland Alliance, is an established leader in providing affordable, high-quality health care to men, women, and children who would otherwise struggle to address basic health needs. Founded as a national Health Care for the Homeless demonstration project in 1985, Heartland Health Outreach's services have since grown significantly. Our services include primary care, mental health, oral health, and substance use treatment and services for low-income, homeless, immigrant, and refugee populations throughout the Chicago region.

Through services delivered at our health center, outpatient and residential locations, and outreach programs at more than 120 area homeless shelters, Heartland Health Outreach annually serves the health needs of thousands of medically underserved people, filling major gaps in the region's health care system. Our diverse programs and services set the standard for inclusive, multidisciplinary treatment.

Our Approach: Health Care is a Human Right

Basic health care is a human right—this belief is the cornerstone of Heartland Health Outreach's programs. Our approach is grounded in the following tenets:

A foundation of dignity: Heartland Health Outreach professionals endeavor to affirm, enhance, or restore the dignity of each participant, empowering participants to set and meet goals best suited for them.

Community-connected services: Our services are based in underserved communities and offer participants a trusted "home" to provide continuity of care. Our staff excels in conducting intensive outreach to isolated populations.

Linguistically & culturally sensitive care: Our experienced interpreting and translation services team and decades of experience working with a variety of populations are our foundation in providing linguistically and culturally appropriate care.

Well-being impacts health: Heartland Health Outreach knows a person's health is affected by factors beyond health care, such as stable housing, economic security, and legal protection. We strive to address these issues and integrate services as appropriate.

Reducing harmful behavior: Heartland Health Outreach builds relationships with participants whom in the past may have been ignored or reproached by others for their behaviors, and through our range of services support their efforts to reduce harmful behaviors.

Areas of expertise

Heartland Health Outreach provides a full range of primary, mental health, oral, and substance use treatment and care, increasingly leveraging leading-edge electronic health record systems to deliver the highest level of medical treatment.

Primary Care

Heartland Health Outreach provides quality comprehensive primary care at its health center in Chicago's Uptown neighborhood and at satellite sites throughout Chicago in homeless shelters, soup kitchens, drop-in centers, and school-based clinics.

Through our affiliate, Heartland International Health Center, we serve the Chicago neighborhoods of Uptown, Edgewater, Rogers Park, and Albany Park and address student health needs through several school health centers in Chicago.

Our multicultural, multilingual staff includes medical professionals as well as benefits specialists to help participants access health insurance and other benefits.

Oral Health Care

With rising dental costs and a significant increase in people lacking dental insurance, Heartland Health Outreach's oral health services provide much-needed and often long-overdue care for low-income, homeless, and HIV/AIDS patients. Our oral health program serves more than 2,500 patients per year at five locations.

Mental Health and Addiction Services

Interdisciplinary teams provide outreach, case management, therapy, psychiatric services and a variety of residential options to adults who are homeless and have serious mental illness and substance use

disorders. Staff are trained in trauma-informed practices and operate from a philosophy of harm reduction. Our treatment team also offers culturally and linguistically appropriate mental health care to refugee adults and children. Services are aimed at engaging the most difficult-to-reach participants who often fall through the cracks of traditional mental health and substance use services.

Torture Treatment

Since 1987, we have provided comprehensive services to survivors of politically sponsored torture in their home countries. Medical, mental health, emergency, and other support services help survivors of torture overcome the trauma they have experienced so that they can begin a life in the United States without fear.