



“[When planning a project], sometimes there are so many options it creates an environment for indecision. To have someone whose responsibility was to walk us through that, was very, very helpful.”

**Heidi Nelson**  
Heartland Health Outreach Executive Director

# Heartland International Health Center and Heartland Health Outreach

1015 W. Lawrence Avenue  
2645 W. Lawrence Avenue  
2200 W. Touhy Avenue  
Chicago, Illinois

**Project deliverable**  
Strategic facilities plan

**Date completed**  
April 2008

## Description of Project

Heartland International Health Center (HIHC) and Heartland Health Outreach (HHO), located on Chicago’s far North Side, are two entities within the Heartland Alliance for Human Needs & Human Rights family. HIHC is a Federally Qualified Health Center (FQHC) providing comprehensive, culturally competent health care and supportive services. HHO, also an FQHC, is a community health organization serving Chicago’s homeless and other disenfranchised populations.

The two organizations shared a single facility and each was awarded a federal grant through programs of the Health Resources and Services Administration (HRSA). HIHC’s grant would fund a new community health clinic. HHO’s grant would expand its homeless services program and add dental care at its main site.

The centers sought IFF’s assistance to develop a Strategic Facilities Plan to help identify the best solution for additional space needs. Should the facilities split up, or relocate together to a bigger space? And in either case, where should they go?

IFF analyzed the centers’ program finances, assessed their growth goals, and evaluated the main clinic site to determine if it could accommodate expanded programming. It also evaluated potential sites for relocation or expansion, and prepared a demographic analysis. Demographic maps visually layered key data such as the location and concentration of patients, transportation routes, other health care providers, and Medically Underserved Areas (a geographic requirement for FQHCs).

Recommendations and next steps included a phased plan for facilities development with estimated development costs and financing scenario for each phase. As with all IFF space plan recommendations, the emphasis was on providing realistic options presented in a straightforward manner to inform the centers’ decision-making process.

What did the centers decide? Following IFF’s recommendation, they separated. HIHC opened two new facilities in Chicago, one in Lincoln Square and one in Rogers Park. HHO was able to expand in the existing clinic after HIHC vacated, within the budget projections provided by IFF. The centers later returned separately to IFF to secure financing on their respective projects. IFF provided two loans totaling \$910,000.



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