

CITY OF CHICAGO  
 DEPARTMENT OF PURCHASES,  
 CONTRACTS AND SUPPLIES  
 ROOM 403, CITY HALL, 121 N. LaSALLE ST.

**S. S. R. B.**

JNCP Form Rev 9/97

DATE 1/5/07

APPROVED DWY

CONDITIONALLY APPROVED \_\_\_\_\_

RETURN TO DEPT. \_\_\_\_\_

DISAPPROVED \_\_\_\_\_

JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT

COMPLETE THIS SECTION IF NEW CONTRACT(S)

For contract(s) in this request, answer applicable questions in each of the 4 major subject areas in accordance with the Instructions for Preparation of Non-Competitive Procurement Form on the reverse side.

Request that negotiations be conducted only with Heartland Human Care Services for the product and/or services described herein.  
 (Name of Person or Firm)

This is a request for: \_\_\_\_\_ (One-Time Contract Per Requisition # \_\_\_\_\_, copy attached) or  Term Agreement or \_\_\_\_\_ Delegate Agency (Check one). If Delegate Agency, this request is for "blanket approval" of all contracts within the \_\_\_\_\_ (Attach List) Pre-Assigned Specification No. \_\_\_\_\_ (Program Name) Pre-Assigned Contract No. \_\_\_\_\_

COMPLETE THIS SECTION IF AMENDMENT OR MODIFICATION TO CONTRACT

Describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change, as applicable. Attach copy of all supporting documents. Request approval for a contract amendment or modification to the following:

Contract #: \_\_\_\_\_ Company, or Agency Name: \_\_\_\_\_

Specification #: \_\_\_\_\_ Contract or Program Description: \_\_\_\_\_  
 Mod #: \_\_\_\_\_ (Attach List, if multiple)

Kristen Cabanban 773-686-4898 Kristen Cabanban Aviation  
 Originator Name Telephone Signature Department Date

Indicate SEE ATTACHED in each box below if additional space needed:

<input type="checkbox"/> <b>PROCUREMENT HISTORY</b> Heartland Human Care Services, Inc. has provided Travelers Aid services at O'Hare International Airport for over 30 years. Please SEE ATTACHED.
<input type="checkbox"/> <b>ESTIMATED COST</b> The estimated cost is approximately \$360,000 - \$375,000 per year. — <u>6 years, Not to exceed \$2.0 million</u> <u>DWY</u> Please SEE ATTACHED.
<input type="checkbox"/> <b>SCHEDULE REQUIREMENTS</b> Heartland Human Care Services has recently expanded the services provided to passengers at Chicago O'Hare International Airport. They serve passengers at the following locations during these days and times: Please SEE ATTACHED.
<input type="checkbox"/> <b>EXCLUSIVE OR UNIQUE CAPABILITY</b> Heartland Human Care Services, Inc. is the ONLY local affiliate of Travelers Aid International. This includes the entire Illinois and Indiana areas. The administrator has 20+ years of experience at O'Hare. The City of Chicago has various other contracts with Heartland to provide services and the network is essential and imperative to the operations at O'Hare. Please SEE ATTACHED.
<input type="checkbox"/> <b>OTHER</b> Other considerations are the extensive interaction with the Travelers Aid offices operating out of over 25 other major airports in North America, as well as the large, experienced volunteer staff committed to working at O'Hare every day. Please SEE ATTACHED.

APPROVED BY: Kristen Cabanban 12/28/06 [Signature] 1/5/07  
 DEPARTMENT HEAD OR DESIGNEE DATE BOARD CHAIRPERSON DATE

## INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT FORM (Rev 9/97)

If a City Department has determined that the purchase of supplies, equipment, work and/or services can not be done on a competitive basis, a sole source justification must, be prepared on this Justification for Non-Competitive Procurement Form in which procurement is requested on a non-bid or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. All applicable questions in each Subject Area below must be answered. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. The Board will not consider justifications with incomplete information or documentation. Also, attach Form F-7 (if One Time Contract); F-8 (if Delegate Agency Contract) or F-26 (if Term Agreement) to obtain a pre-assigned Specification and Contract Number for each contract in this request.

### PROCUREMENT HISTORY (INCLUDING FUTURE PROCUREMENT OBJECTIVES)

1. Describe the requirement and how it evolved from initial planning to its present, status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement. (Attach copy of notices and list of sources contacted).
4. Describe any research done to find other sources (List other cities contacted, companies in the industry contacted, professional organizations, periodicals and other publications used).
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, why not?

### ESTIMATED COST

1. What is the estimated cost for this requirement (or for each contract, if multiple awards contemplated)? What is the funding source?
2. What is the estimated cost by fiscal year, if the job, project or program covers multiple years?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (ie. budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc).
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be, duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

### SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

### EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications or other factors make this person or firm exclusively or uniquely qualified for the project. Attach copy of cost proposal and scope of services.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experience of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models, etc possess. Is compatibility with existing equipment critical from an operational standpoint? Explain why.
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data? Attach documentation verifying such.
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer.

### OTHER

1. Explain other related considerations and attach all applicable supporting documents (Information Technology Strategy Committee (ITSC) Approval form, etc.)
2. Explain what opportunities of direct/indirect involvement of Minority or Women Business Enterprises have been discussed and/or are available for this contract.

### REVIEW AND APPROVAL

This form must be signed by both the Originator of the request and approved by the Department Head or, authorized designee.

## Procurement History

1. The first Travelers and Immigrants Aid was founded in 1851 in St. Louis, making Travelers Aid the oldest, non-sectarian social welfare movement in America. Most Americans know of Travelers Aid through its information and referral booths in airports and/or bus stations. For over thirty years, Heartland Human Care Services, Inc. has provided Travelers Aid Services at Chicago O'Hare International Airport.

Recently, the role played by Travelers Aid at O'Hare has expanded to reach more passengers every day. New booths and additional volunteers have been added to significantly increase the services provided to travelers.

2. This is a previous procurement from the same source. Heartland Human Care Services, Inc. is the ONLY affiliate of Travelers Aid International in the entire Illinois and Indiana area. No other agencies in the state belong to Travelers Aid International or have the experience working at airports dealing with Social Service and Customer Service needs.
3. There were never any attempts to competitively bid this requirement. This has been a non-competitive procurement from non-profit organizations which are the local affiliate of Travelers Aid International. To date, there is still only one member of Travelers Aid, which is Heartland Human Hare Services (formerly Heartland Alliance). No other agencies in Illinois or Indiana meet the criteria to perform Travelers Aid services at O'Hare.
4. Travelers Aid International was contacted to inquire about any other affiliates of their organization in Chicago and the surrounding area. Heartland Human Care Services, Inc. is the only member of this international organization in Illinois.

By researching other major airports in North America, we have found that Travelers Aid International is the current contractor in at least twenty-five (25) major airports. No other organizations were named when we contacted these airports. A list of major airports researched is attached.

5. The future procurement objective is to continue to provide social services to the users of Chicago O'Hare International Airport. This includes assisting passengers who need return to legal residence assistance as well as orphans, runaways, refugees, repatriates, etc. Please see a sample monthly report attached. Over 40,000 passengers were assisted in the month of October alone this year.
6. The Department of Aviation has determined that this program does not lend itself to competitive bidding. Travelers Aid International, through its network of 45 member agencies and more than 500 cooperating representatives, serves individuals and families in crisis due to mobility or other disruptive services. There are no other organizations in Illinois or Indiana which belong to Travelers Aid and have the network of social service agencies to assist with the types of crises at O'Hare Airport every day.

### Estimated Cost

1. The cost of this program is approximately \$375,000 per year. We have typically awarded a two-year contract which would bring the total to \$750,000 for two years. The funding source will be airport revenue.
2. Each new budget will be negotiated and approved by the City on an annual basis.
3. The method for estimating the cost of the contract was based on the budget submitted by Heartland Human Care Services, Inc.
4. The proposed Contractor, having performed the requirements of the contract for approximately twenty (25) years, has a substantial investment in meeting the requirements of the contract. The Travelers Aid office and volunteer network has already been established at O'Hare Airport. This would disassociate any cost with recruitment, administrative and labor issues. Their staff and volunteers have many years of experience and are dedicated to serving the passengers at O'Hare. No additional training or recruitment is required.
5. Heartland Human Care Services, Inc. has proposed a budget of approximately \$750,000 for the two-year contract. The only increase in this budget when compared to the current contract is for cost of living increases.

### Schedule Requirements

1. Heartland Human Care Services, Inc. provides services at O'Hare International Airport 9-12 hours per day, seven (7) days per week with the exception of major holidays. These hours may be adjusted at any time at the discretion of the Department of Aviation.

Currently, the Travelers Aid office located in Terminal 2 is open from 8:30 am – 9:00 pm Monday-Friday; 10:00 am – 9:00 pm Saturday and Sunday.

The booths located in Terminals 1, 2 and 3 are staffed from 10:00 am – 7:00 pm Monday-Friday and 3:00 pm – 7:00 pm on Sunday.

2. N/A
3. N/A
4. Heartland Human Care Services, Inc. provides social services on a day-to-day basis in all terminals, including the International terminal and the Federal Inspection areas. They provide travel assistance to passengers before and during arrival in Chicago; they assist elderly, disabled and non-English speaking passengers as well as orphans, runaways, and others in need of social service assistance. The delay of

the competitive bidding process would leave O'Hare Airport without resources to assist stranded and/or distressed passengers on a daily basis.

By reviewing the attached monthly report, it is obvious of the impact made by Travelers Aid on a daily basis. Many, many passengers would be impacted if there were any delay in the contract process. Additionally, the airlines and many state agencies would be without a source of assistance. They are dependant on Travelers Aid to assist with passengers every day.

### Exclusive or Unique Capability

1. First and foremost, Heartland Human Care Services, Inc. is the only local affiliate of Travelers Aid International. Secondly, the staff at O'Hare has extensive Social Service backgrounds and over twenty-five (25) years of experience in serving travelers. The Administrator also has a masters degree in the human service field, experience in recruiting and training volunteers and staff, an in-depth knowledge of resources and familiarity with airport policies and procedures. All of these traits give the administrator the unique skill set necessary to manage this program.

Other staff members are academically trained in the human service field and culturally competent in order to work with a diverse population of travelers in need. In addition, all volunteers are oriented to both agency policies and the expectations of the Department of Aviation. The administrator and program staff provides training and supervision to the cadre of volunteers.

Additionally, the City of Chicago contracts other divisions of Heartland Human Care Services, Inc. to provide many other services to the City. When crisis situations occur, Heartland is able to work internally to assist with emergencies. For example, when evacuees from New Orleans were arriving in Chicago after Hurricane Katrina, Heartland was already assisting the City of Chicago through the Housing Department. They were able to work internally to ensure the passengers arriving in Chicago from New Orleans were met and cared for properly and the transition from O'Hare to temporary housing was smooth.

2. See answer #1
3. Heartland Human Care Services, Inc. has been working with the stranded and distressed passengers at O'Hare Airport for the last thirty (30) years, and therefore has developed an extensive network to handle each case appropriately. Also, as mentioned in #1 they have an internal network with assisting the City of Chicago in other departments such as Housing, Health and Human Services. This internal network is crucial to the operation.
4. N/A
5. Additional capabilities include working with adoption agencies and assistance with refugee placement. Travelers Aid also has the capabilities to provide professional

casework services for geographically separated families in conjunction with Travelers Aid International through its network of forty-five (45) member agencies and more than five-hundred (500) cooperating individuals. In collaboration with International Social Services and U.S. based embassies and consulates, Heartland Human Care Services, Inc. is able to assist in repatriation cases and other crises affecting both foreign and U.S. travelers.

6. N/A
7. N/A
8. N/A

**Other**

1. Other related considerations are the extensive interaction between Travelers Aid in Chicago and 25 other major airports in North America. Our experience with Heartland Human Care Services, Inc. as the Travelers Aid affiliate has proven them to be extremely professional and capable of providing social services to the users of Chicago O'Hare International Airport. They also work closely with other agencies operating at O'Hare such as the USO, the UIC Medical Center, the Airport Chapel, the TSA and the airlines.
2. Heartland Human Care Services, Inc. does not use subcontractors to provide Travelers Aid services. However, the agency does use minority and women-owned businesses as vendors for goods and services whenever possible in all program areas.

HEARTLAND HUMAN CARE SERVICES INC.  
 CC340  
 Dept. of Aviation Budget  
 Proposed

ACCOUNT	DESCRIPTION	YEAR 2007	YEAR 2008	YEAR 2009	YEAR 2010	YEAR 2011	YEAR 2012	Total
<b>BUDGET SUMMARY</b>								
<b>REVENUE</b>								
46XXX	TOTAL GRANTS & CONTRACTS REVENUE	352,696.00						
	<b>TOTAL REVENUE</b>	352,696.00						
<b>EXPENSES</b>								
51XXX	TOTAL SALARIES & WAGES	230,728	237,650	244,779	252,123	259,686	267,477	1,261,715
51XXX	TOTAL EMPLOYEE BENEFITS	34,162	37,237	40,588	44,241	48,222	52,562	222,850
51XXX	TOTAL PAYROLL TAXES	21,926	21,388	22,030	22,691	23,372	24,073	113,554
	<b>AL PAYROLL COSTS</b>	286,816	296,275	307,397	319,055	331,281	344,112	1,598,120
52XXX	TOTAL STAFF/VOLUNTEER/BOARD -RELATED	8530	8,957	9,404	9,875	10,368	10,887	49,490
61XXX	TOTAL PROFESSIONAL SERVICES	1100	1,155	1,213	1,273	1,337	1,404	6,382
65XXX	TOTAL OFFICE SERVICES	7100	7,455	7,828	8,219	8,630	9,062	41,194
71XXX	TOTAL OCCUPANCY	1480	1,554	1,632	1,713	1,799	1,889	8,587
75XXX	TOTAL EQUIPMENT	900	945	992	1,042	1,094	1,149	5,222
81XXX	TOTAL CLIENT SUPPORT	4000	4,200	4,410	4,631	4,862	5,105	23,208
83XXX	TOTAL MEDICAL							
84XXX	TOTAL DELEGATE AGENCY							
89XXX	TOTAL REAL ESTATE DEV. & PROP. MGMT							
91XXX	TOTAL MGMT, GENERAL & ADMINISTRATIVE	42770	44,235	45,937	47,721	49,593	51,558	239,044
92XXX	TOTAL NON-CASH EXPENSES							
	<b>TOTAL OTHER EXPENSES</b>	65,880	68,500	71,416	74,474	77,684	81,053	373,126
	<b>GRAND TOTAL EXPENSES</b>	352,696	364,775	378,813	393,529	408,964	425,165	1,971,246
	<b>NET OPERATING SURPLUS/DEFICIT</b>	-	(364,775)	(378,813)	(393,529)	(408,964)	(425,165)	(1,971,246)

**Trends/Requests observed from our expansion booths:**

- More requests for nursing stations and/or quiet seating for babies and their parents
- Continued passenger frustration with payphones. One business traveler points out that the phones in Midway are more user-friendly. They appear to be all yellow phones, thus only requiring 50¢ to call anywhere domestically or \$1 anywhere internationally.
- T1 booth continues to be less busy than T3 booth. Closer analysis will be made in the coming months.
- Booths act as key guides for passengers making connecting flights on different airlines. More passengers are using internet sites to purchase these type of tickets. For example, a passenger will fly in on United and have a connecting flight on American. Unless they know where American gates are located after they arrive in T1, they do not know where to go next. There are very few places to find out this type of information. Travelers Aid booths are there to help!!

**Snapshot #1** – Travelers Aid staff **Carol T** came to the “aid” of a pastor from South Korea whose flight to NYC was cancelled due to weather. Enlisting the help of UA Asian language service, Carol was able to have the passenger rebooked for the next day, find a hotel for the night, and arrange transportation there while reassuring the passenger and explaining the situation step-by-step in his own language.

**Snapshot #2** – TA Staff **Amanda**, responding to a plea for help from the son of a lost passenger, located the 80-yr-old Canadian woman at the outbound gate for her flight to Reno. She explained to Amanda that she just missed her original flight by a few minutes because she was unfamiliar with the layout of ORD . She was enroute to a high school reunion and was in good spirits despite having been on standby status for 4-5 hours. Because there was now no possibility of another flight the same day, Amanda assisted the passenger with rebooking an early flight for the next day. Since the passenger needed a hotel nearby due to the early flight, Amanda accompanied the passenger to the O’Hare Hilton where a room was available. During the walk to the hotel, Amanda “rehearsed” her tired, but otherwise quite capable, passenger for her return in the early morning.

**Snapshot #3** – Staff **Carol T.** was approached in the Travelers Aid office by a frantic young Navy wife who needed to cash a Western Union money order. The passenger was enroute to her seriously ill mother in Wisconsin. The money order had been issued to her by Navy-Marine Corps relief. She had not been able cash it at ORD. Carol contacted the nearest Western Union office outside the airport, but the Park Ridge branch was not able to assist with this either. Searching the Western Union network, Carol located a branch in Wausau near the Central Wisconsin Airport where the passenger will land. This facility was contacted by the TA office, which confirmed that they will be able to help this passenger when she arrives at her destination.

**Snapshot #4** – Travelers Aid Office was contacted by O’Hare CPD to calm and assist a young woman just arrived from Dublin and stranded at O’Hare. The woman had gone to Ireland to visit someone she met on the Internet. She told TA staff **Carol T.** that she had been beaten and robbed by this individual. She returned to the States with little money and no plan.



Carol assisted the distraught passenger to change her remaining euros and find a hotel room for the night. The passenger, who was traumatized by her experience with the new acquaintance, asked to contact a therapist for an appointment the next day. This was arranged and the therapist will assist the client to make an appropriate plan to return to her home in Ohio.

**Snapshot #5** – Our office was contacted by International Refugee Center (IRC), a program of Heartland Alliance, our parent agency. Travelers Aid was asked to assist with the arrival of an Iraqi woman and her children returning to Chicago on an international flight from Syria via Amman, Jordan. The woman was acquitted in absentia last month of criminal endangerment for the 2002 death of her disabled daughter. She missed her trial because she left to care for a 15-year old son who had been gravely injured in an explosion in Iraq. She was now returning to undergo an inpatient psychiatric evaluation.

During the trial, defense experts testified about her imprisonment and torture under Saddam Hussein's regime. According to court testimony, she was tortured and witnessed torture and subsequently suffered from Post Traumatic Stress Syndrome.

While the woman's attorney and caseworker from IRC waited in the arrivals area, Travelers Aid staff **John** and **Colin** worked with Customs and Border Protection to act as greeters and to witness the process including her separation from the children and arrest by the Chicago Police Department. After the woman was taken into custody, John and Colin remained to assist the husband and children to file a report with Royal Jordanian Airlines for their lost luggage.

**Snapshot #6** – On a dark and stormy October night a delayed passenger entered the TA office and asked for assistance with finding ground transport to Green Bay, WI for himself and six others. The man explained that he was one of seven representatives of the Sacramento, CA fire department. They had made arrangements to buy a new fire truck from a dealer in Green Bay. They had agreed to finalize the deal for the truck on seeing it first hand. Due to bad weather the last flight from O'Hare had been cancelled for the night. The man noted that the dealer, wishing to close the sale had offered to pay all arrangements for their transportation. He related that he and a partner of his has attempted to find a rental van or SUV to drive so that most in their party could get some sleep with no luck. TA staff **Colin** also informed them that there appeared to be no easily accessible trains or busses that would make this trip. Finally, the use of a suburban taxi service was suggested. On phoning this taxi service the request was placed for preferably a single vehicle transport from Chicago, O'Hare to Green Bay, WI. The vehicle would have to be big and comfortable enough for seven large men to sleep during the trip. The operator initially sounded befuddled then placed Colin on hold to check with her supervisor. She returned with a quote of nearly \$600. The firefighter appeared pleased with this and phoned his partner to confirm. Arrangements were made for a group pick up in the arrivals area of T-2. On leaving the office the man thanked Colin and speculated that he would not have come up with this option.

**Snapshot #7** – A recent thank-you email (received 10/17/2006)

"I am writing to commend one of your employees – **Carol** Titlebaum. My elderly parents were traveling today through O'Hare and had a ticket change made for them while they were in flight. Upon arriving in Chicago, they did not know of the travel changes. Carol was able to track them down after numerous calls to United gates and was able to reassure me that they had made their connections as scheduled.

I was frantic with worry and very frustrated with continual responses of "there's nothing we can do" from the United personnel that I spoke with. Carol, on the other hand, was extremely helpful and took personal responsibility for finding my parents and staying in contact with me during the process. She was truly a Godsend and I so appreciate her willingness to go the extra step in helping me.

Please recognize Carol's dedication and epitomizing customer service and Traveler's Aid. Thank you for a job well done and the peace of mind knowing my parents are safe."

CK/jpi 11/08/2006



## DEPARTMENT OF AVIATION

# MEMORANDUM

To: Valerie Walker  
Assistant Commissioner, Procurement

From: Kristen Cabanban *kl*  
Deputy Commissioner of Communications

Date: October 31, 2006

Re: Travelers Aid Sole Source Contract

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Currently, Heartland Human Care Services holds the contract to provide Travelers Aid services at Chicago O'Hare International Airport. In the past, this contract has been awarded through the Sole Source Review Board in the Department of Procurement Services. The contract will expire in 2007 and we are again requesting that it be renewed through Sole Source.

Heartland Human Care Services is an affiliate agency of Travelers Aid International. In fact, Heartland is the **ONLY** affiliate agency serving Chicago, Illinois and Indiana. There are guidelines on becoming an affiliate of Travelers Aid. Agencies must be social service oriented with knowledge and experience in the travel industry. They also must be non-profit organizations.

No other social service or non-profit organizations in Chicago have agency status with Travelers Aid International.

Travelers Aid International is an association representing a network of member agencies and programs in the United States, Canada and Puerto Rico. The Chicago affiliate, Heartland Human Care Services, was incorporated in 1888 as Travelers Aid Chicago and has provided a safe haven to travelers for well over 100 years.

Travelers Aid International has affiliate agencies at most major US airports including Atlanta, Los Angeles, New York, Dallas/Ft. Worth, San Diego and Washington, D.C. A complete list of US airports is attached.

The Executive Director for Heartland Human Care Services is also a member of the Board of Directors for Travelers Aid International and plays a major role in the network.

Chicago O'Hare is a world-class airport and must maintain a standard of service to all travelers, both domestic and foreign. Travelers Aid is a widely respected



and recognized agency which helps millions of travelers each year. Our current Travelers Aid staff at O'Hare includes four (4) full-time and three (3) part-time employees who are social workers and related professionals. There are an additional 35-40 dedicated volunteers with airline and/or travel backgrounds. These employees are extremely experienced and qualified to handle crisis situations at O'Hare.

In addition to Travelers Aid, Heartland has several other divisions, including Homeless Prevention, Women's Violence Recovery, Victims of Trafficking, International Refugee Center, International Children's Center, and many more. All of these divisions work together to serve the citizens of Chicago and the passengers traveling through O'Hare. Heartland has many other city contracts with several departments. Their knowledge and expertise is crucial to the way they are able to operate at O'Hare.

Here is a recent example of why it is essential to have Heartland Human Care Services run Travelers Aid at O'Hare:

Last month, the Travelers Aid office was contacted by International Refugee Center (IRC), a program of Heartland Human Care Services. Travelers Aid was asked to assist with the arrival of an Iraqi woman and her children returning to Chicago on an international flight from Syria via Amman, Jordan. The woman was acquitted in absentia last month of criminal endangerment for the 2002 death of her disabled daughter. She missed her trial because she left to care for a 15-year old son who had been gravely injured in an explosion in Iraq. She was now returning to undergo an inpatient psychiatric evaluation.

During the trial, defense experts testified about her imprisonment and torture under Saddam Hussein's regime. According to court testimony, she was tortured and witnessed torture and subsequently suffered from Post Traumatic Stress Syndrome.

While the woman's attorney and caseworker from IRC waited in the arrivals area, Travelers Aid staff worked with Customs and Border Protection to assist and to witness the process including her separation from the children and arrest by the Chicago Police Department. After the woman was taken into custody, Travelers Aid remained to assist the husband and children to file a report with Royal Jordanian Airlines for their lost luggage.

Because of the many programs run by Heartland, they are able to work together on cases like this to make resolutions and care for the passengers using our airports. Cases like this could not be handled without Heartland and its many other programs working together in the City of Chicago.

If you would like more examples of cases like this, I will be happy to provide additional cases and testimonies.

It is unreasonable to attempt to run this program in-house as a direct member of Travelers Aid or without the network of Heartland Human Care Services. They are called upon every day to handle crisis situations and our passenger volume is increasing every day. As previously stated, the core of volunteers and highly qualified staff provide the type of social services that the airport and the airlines cannot provide.

Travelers Aid has been a part of O'Hare since it became a commercial airport. Heartland Human Care services has established relationships with the foreign Consulates in Chicago, International Social Service, the Illinois Department of Juvenile Justice, international adoption agencies and international humanitarian organizations. All of these organizations know to call upon Travelers Aid when there is any type of crisis situation involving a passenger at O'Hare. The City of Chicago does not have the networks, contacts or personnel to handle the crisis intervention which Travelers Aid handles every day.

Recently, Travelers Aid has been an instrumental partner is assisting with evacuees from New Orleans and with repatriates from Lebanon. They are an integral part to daily operations at the world's busiest airport.

The current approximate annual cost to provide these crucial services at O'Hare Airport is about \$360,000. This will increase slightly each year due to salary increases for the staff.

Please let me know our next steps.

Attachment

## US and Canadian Airports with Travelers Aid Services

- Phoenix International Airport
- Los Angeles International Airport
- Long Beach Airport
- Ontario International Airport
- San Diego International Airport
- San Francisco International Airport
- Denver International Airport
- Washington Dulles International Airport
- Washington Regan Airport
- Tampa International Airport
- Atlanta Hartsfield International Airport
- Chicago O'Hare International Airport
- New Orleans International Airport
- Boston Logan International Airport
- Detroit Metro International Airport
- Las Vegas International Airport
- Newark International Airport
- JFK International Airport (New York)
- Oklahoma City Airport
- Pittsburgh International Airport
- Dallas/Ft. Worth International Airport
- Mitchell International Airport (Milwaukee)
- San Juan International Airport



December 14, 2006

Gretchen Meyer  
Director of Customer Service  
Chicago Department of Aviation  
O'Hare International Airport  
Post Office Box 66142  
Chicago, Illinois 60666

RE: MBE/WBE Fulfillment

Dear Ms. Meyer:

The Travelers Aid Chicago program respectfully requests a waiver regarding the Minority and Women Owned Business Enterprises fulfillment due to the not-for-profit status of Heartland Human Care Services, Inc. Attached please find the current 501c3 letter and Secretary of State Letter of Good Standing to document this status.

Please feel free to contact me for further information at 312.660.1471.

Sincerely,

A handwritten signature in black ink that reads "Abayomi Ibrahim / JFB".

Abayomi Ibrahim  
Assistant Chief Financial Officer  
Heartland Human Care Services, Inc.

cc: Jessica M. Rooney, Associate Director

Enclosures

File Number 5844-547-9



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that

HEARTLAND HUMAN CARE SERVICES, INC., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE ON JULY 26, 1995, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE GENERAL NOT FOR PROFIT CORPORATION ACT OF THIS STATE, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS.

In Testimony Whereof, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois, this 12TH day of DECEMBER A.D. 2006



Jesse White



**Internal Revenue Service**

**Date:** September 16, 2003

Heartland Human Care Services, Inc.  
% Sid L. Mohn  
208 S. LaSalle St., Ste. 1818  
Chicago, IL 60604-1194

**Department of the Treasury**  
**P. O. Box 2508**  
**Cincinnati, OH 45201**

**Person to Contact:**  
Cassandra Jackson 31-07417  
Customer Service Representative  
**Toll Free Telephone Number:**  
8:00 a.m. to 6:30 p.m. EST  
877-829-5500  
**Fax Number:**  
513-263-3756  
**Federal Identification Number:**  
36-4053244

**Dear Sir or Madam:**

This is in response to the amendment to your organization's Articles of Incorporation filed with the state on July 29, 2003. We have updated our records to reflect the name change as indicated above.

In February 1996 we issued a determination letter that recognized your organization as exempt from federal income tax. Our records indicate that your organization is currently exempt under section 501(c)(3) of the Internal Revenue Code.

Based on information subsequently submitted, we classified your organization as one that is not a private foundation within the meaning of section 509(a) of the Code because it is an organization described in sections 509(a)(1) and 170(b)(1)(A)(vi).

This classification was based on the assumption that your organization's operations would continue as stated in the application. If your organization's sources of support, or its character, method of operations, or purposes have changed, please let us know so we can consider the effect of the change on the exempt status and foundation status of your organization.

Your organization is required to file Form 990, Return of Organization Exempt from Income Tax, only if its gross receipts each year are normally more than \$25,000. If a return is required, it must be filed by the 15th day of the fifth month after the end of the organization's annual accounting period. The law imposes a penalty of \$20 a day, up to a maximum of \$10,000, when a return is filed late, unless there is reasonable cause for the delay.

All exempt organizations (unless specifically excluded) are liable for taxes under the Federal Insurance Contributions Act (social security taxes) on remuneration of \$100 or more paid to each employee during a calendar year. Your organization is not liable for the tax imposed under the Federal Unemployment Tax Act (FUTA).

Organizations that are not private foundations are not subject to the excise taxes under Chapter 42 of the Code. However, these organizations are not automatically exempt from other federal excise taxes.

Donors may deduct contributions to your organization as provided in section 170 of the Code. Bequests, legacies, devises, transfers, or gifts to your organization or for its use are deductible for federal estate and gift tax purposes if they meet the applicable provisions of sections 2055, 2106, and 2522 of the Code.

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Portland Human Care Services, Inc.  
4053244

Your organization is not required to file federal income tax returns unless it is subject to the tax on unrelated business income under section 511 of the Code. If your organization is subject to this tax, it must file an income tax return on the Form 990-T, Exempt Organization Business Income Tax Return. In this letter, we are not determining whether any of your organization's present or proposed activities are unrelated trade or business as defined in section 513 of the Code.

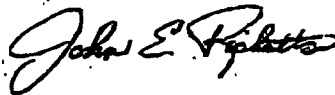
Section 6104 of the Internal Revenue Code requires you to make your organization's annual return available for public inspection without charge for three years after the due date of the return. The law also requires organizations that received recognition of exemption on July 15, 1987, or later, to make available for public inspection a copy of the exemption application, any supporting documents and the exemption letter to any individual who requests such documents in person or in writing. Organizations that received recognition of exemption before July 15, 1987, and had a copy of their exemption application on July 15, 1987, are also required to make available for public inspection a copy of the exemption application, any supporting documents and the exemption letter to any individual who requests such documents in person or in writing. For additional information on disclosure requirements, please refer to Internal Revenue Bulletin 1999 - 17.

Because this letter could help resolve any questions about your organization's exempt status and foundation status, you should keep it with the organization's permanent records.

If you have any questions, please call us at the telephone number shown in the heading of this letter.

This letter affirms your organization's exempt status.

Sincerely,



John E. Ricketts, Director, TE/GE  
Customer Account Services