

Misericordia

HEART OF MERCY



AN INTENTIONAL COMMUNITY | QUALITY THROUGH CHOICE

ANNUAL REPORT | 2014



Dear Friends,

Again this year, God has continued to bless Misericordia through the generous help of our many faithful friends. Our growth and development are a direct result of the dear friends and families who believe in our mission and in the community that is Misericordia. God's love is manifest in the good and generous people who choose Misericordia and support our mission to help the most vulnerable among us to live lives that are fulfilled, meaningful and valued.

With God's grace and your generosity, we are fulfilling our commitment to provide the full continuum of care for our residents. This year, construction began on four new homes for our aging population, thanks to the successful response to our \$30 million Quinlan capital campaign. We are grateful and humbled by the outpouring of support for this campaign, which not only allows us to build and equip more homes suitable for the needs of our aging population, but also enables us to provide the additional programs and support our residents need as they age and require an even higher level of service.

For our residents and their families, Misericordia is their chosen home. God has given us the great privilege to manifest His love in action through the work we do to help create a loving, engaging, fulfilling life for each of our residents and to give their families the comfort of knowing that their child, sibling, relative or friend is safe, happy and living life to the fullest potential.

Our residential, day training, community employment, recreational, therapy, artistic and leisure programs provide the highest quality of life possible for more than 600 residents who live on the Misericordia campus or in our nine neighborhood homes (CILAs). Misericordia also serves 150 families in our Outreach Program for persons living in their own homes. We feel privileged that these parents, guardians and siblings have chosen to walk this journey with us and have entrusted us with the care of their loved ones.

In this report, we give you a brief glimpse into the lives of five unique individuals for whom Misericordia is their chosen home. Each has different abilities and needs. Each enjoys a life of dignity, caring and fulfillment at Misericordia, living in community with more than 600 other extraordinary individuals.

To all who have shown their belief in the mission of Misericordia, we ask God to bless you and yours during the new year of 2015. You and all you hold dear will be in our prayers.

May you have a blessed Christmas and a New Year filled with good health and great joy.

Sincerely,

Sister Rosemary

Sister Rosemary Connelly, RSM
Executive Director



STRATEGIC PLAN 2015

As Misericordia is home to more than 600 children and adults with developmental disabilities both on campus and within the surrounding community, our planning process is essential for the future of Misericordia and for those we serve. In Summer 2014, critical issues that the Misericordia community is facing were identified and prioritized. Through the identification of these critical issues, we were able to create a framework for the work ahead of us to ensure quality and to guide our emphasis on continued improvement.

A CHANGING POPULATION

- ▶ Evaluate the services and staffing needed to address the changing population
- ▶ Determine environmental and equipment needs of our changing population
- ▶ Evaluate the financial impact of our changing population

TECHNOLOGY ADVANCEMENTS

- ▶ Evaluate current technology needs for residential and business practices

RECRUITMENT, RETENTION AND LEADERSHIP DEVELOPMENT

- ▶ Attract and retain highly skilled employees to share our mission
- ▶ Revise the employee performance evaluation to enhance individual development
- ▶ Support employees in professional and leadership development
- ▶ Evaluate compensation package for employees
- ▶ Further develop the employee recognition program

UTILIZE ALTERNATIVE REVENUE STREAMS

- ▶ Create an endowment program to ensure quality of services
- ▶ Pursue work at the federal and state level on an alternative campus license to support proper funding for the full continuum of care
- ▶ Evaluate alternative services to address the needs of non-residents with developmental disabilities in the larger community

BEST PRACTICES

- ▶ Utilize person-centered planning for those we serve to ensure choice and opportunity
- ▶ Develop a greater understanding of Employment First for individuals with developmental disabilities
- ▶ Enhance staff training to address aging and end-of-life care
- ▶ Evaluate staffing ratios and supervision for changing needs
- ▶ Streamline human resource practices to improve efficiencies

LEADERSHIP

Executive Team

Sister Rosemary Connelly, RSM	Executive Director
Lois Catinella-Gates	Assistant Executive Director and Chief Development Officer
Kevin Connelly	Assistant Executive Director and Chief Financial Officer
Father Jack Clair	Assistant Executive Director and Administrator of Auxiliary Services
Mary Pat O'Brien	Assistant Executive Director of Residences and Programs

Administrators

Joe Ferrara	Village Homes and CILAs
Chris Hegg Krackenberger	Marian Center, Mercy Glen, Holbrook Residence, Pool & Fitness Services
Denise Tigges	McAuley Residence, Nursing and Therapy Services, Non-Ambulatory Services
Geana Connelly	Clinical Services, Quality Assurance and Strategic Development
Kay Golden	Human Resources and Staff Development
Michael Diaz	Developmental Training Program

Board of Directors

President	Monsignor Michael Boland , Catholic Charities-Appointed 1996
Treasurer and General Manager	Sr. Rosemary Connelly, RSM , Misericordia-Appointed 1970



Pictured above: back row, l to r: Joe Ferrara, Chris Hegg Krackenberger, Denise Tigges, Geana Connelly, Kay Golden, and Michael Diaz. front row, l to r: Father Jack Clair, Lois Catinella-Gates, Sister Rosemary Connelly, RSM, Mary Pat O'Brien, and Kevin Connelly.

Board of Directors, cont'd.

Secretary

Margaret Murphy,
Misericordia-Appointed 1984

Directors: **Father Jack Clair**-Appointed 2014

John L. Dyer, Peter Shannon & Co.-Appointed 2005

Rob Figliulo, SPR, Inc.-Appointed 2005

Margaret Houlihan, United Airlines-Appointed 2014

Patrick E. Mahoney, Mahoney, Crowe & Goldrick P.C.-Appointed 2003

Robert Soudan, Lock Up Development-Appointed 2007

Certifications and Licensure

Illinois Department of Healthcare & Family Services
Illinois Department of Public Health

Department of Children and Family Services
Illinois State Board of Education

MEGAN'S STORY

Three days before she was born, Megan's parents, Jack and Cindy, were told that if their child survived, she would be severely disabled due to hydroencephaly. Megan lived, but immediately required the first of what would become 14 surgeries to install or to repair shunts that relieved pressure on her brain. At age 2, Megan developed a seizure disorder, which required lengthy hospital-

izations, followed at age 3 by frequent bouts of aspiration pneumonia, which also required long hospital stays. To reduce the danger of death by aspiration, Jack and Cindy made the difficult decision to feed Megan via a surgical feeding tube rather than through the loving and personal act of feeding her by hand.



Megan is nonverbal and fragile. She requires round-the-clock attention to meet her many medical needs. Jack and Cindy always assumed that they would care for Megan and their three other children at home until a friend introduced them to Misericordia and Sister Rosemary. When Sister asked whether the extraordinary demands of caring for Megan and raising her siblings was hard, they responded, "No, it's just what we do." As Megan grew and her medical needs multiplied dramatically, Jack and Cindy made the emotional decision to choose Misericordia as their daughter's home.

As painful as that decision was 17 years ago, Jack and Cindy also call it a blessing. Today, they beam when they describe how 24-year-old Megan's smile tells the family that she is truly happy. They say that she would not be alive today were



it not for the care and love she receives at Misericordia. Megan's parents and siblings have forged a common bond with more than 700 other family members who have made the same decision to choose Misericordia for their loved ones. For Megan's siblings, it meant that they grew up better able to understand and appreciate their sister's extraordinary needs and gifts, to see their parents' fears calmed, and to embrace Misericordia as an essential part of the fabric of their family's life.

"Megan is happy, social, and because of Misericordia, connected to a world that has become her own. She has a purpose to her life through Misericordia. We could never have offered her the care and socialization that Megan experiences each and every day of her life."

— Megan's parents, Jack and Cindy



FAMILY CONNECTION

- ▶ **MFA** (Misericordia Family Association): 759 members raise funds and provide thousands of volunteer hours to enhance programs and services.
- ▶ **SIBS** (Sharing Involvement with Brothers and Sisters): More than 1,200 brothers and sisters of Misericordia residents are actively engaged through fundraising and volunteering.



ANNIE'S STORY

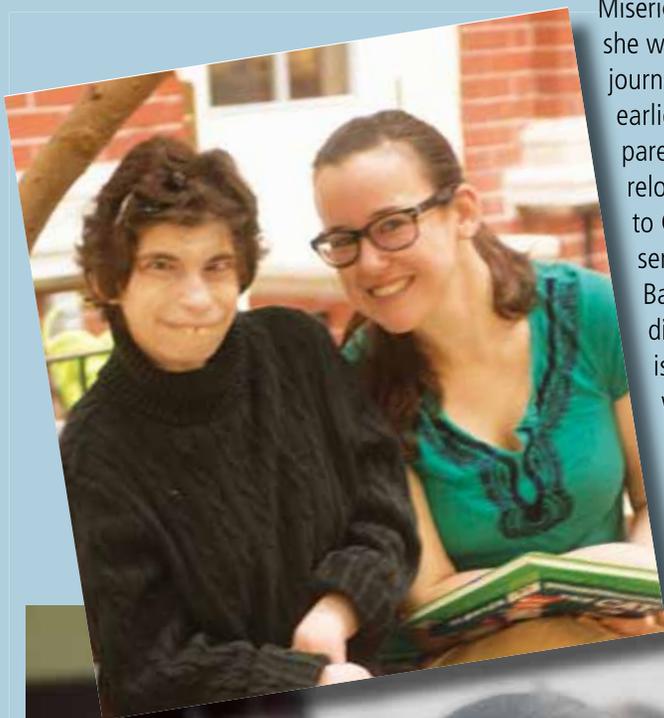
Annie and her family joined the Misericordia family in 2011 when she was 24 years old. Her journey began many years earlier in 1989, when her parents, Barbara and Louis, relocated from Connecticut to Chicago hoping to find services to meet Annie's needs. Barbara and Louis did not want Annie to be isolated in their home with no opportunities for growth, development or socialization. They were concerned about not being able to meet the

higher levels of care she would need as she aged. They knew they had to find a way to be connected to a community of families with the same challenges and opportunities for mutual support.

When they visited Misericordia, Barbara and Louis knew immediately it was the right place for Annie. The warmth of the staff and residents, the welcoming environment and support for families were readily apparent and palpable. They chose Misericordia.

Today, Annie lives in the Marian Center, whose residents are ambulatory but have severe and profound needs.

Although Annie is totally dependent on staff support for basic functions and daily care, her life is filled with the socialization and human interactions that Barbara and Louis dreamed of for her — community excursions to the movies, dinners, baseball games, swimming, fitness and recreation on campus — all in the company of her friends and caring staff members. Annie and her friends are the beneficiaries of Misericordia's large staff who help her work toward a higher level of independence,





interact with other residents and fully participate in life.

Barbara and Louis talk about how Annie has her own life at Misericordia and how comfortable she is in her life thanks to the care and compassion of the staff. They credit Misericordia with challenging Annie to grow and become more independent than they ever thought possible.

"We knew the minute we came to Misericordia that it was a special place that offered challenging opportunities for a diverse population. Keeping Annie at home would not have allowed her to develop into the person she is today. Her life is following the same path as our other children. They have grown up, found jobs and moved on... and so has Annie! She is in the right place, with the right supports, right opportunities and right choices. Annie's life is full of choices, so many more than we could have ever imagined."

– Annie's parents, Barbara and Louis

PROFESSIONAL DEVELOPMENT

- ▶ **1,000 staff members**, 1/3 of whom have more than 10 years of service to Misericordia, are committed to living our core values of "quality of life, connection, responsibility and spirituality."



- ▶ **Leadership Development:** All management staff are enrolled in a two-tiered program designed to enhance leadership and management skills.
- ▶ **Professionalism Program:** Funded by the Coleman Foundation and offered to direct care employees, this 10-week program is designed to advance resident care skills, teamwork and communication. Eighty-five employees have completed the program to date. Misericordia's curriculum is being shared with other organizations that serve individuals with developmental disabilities.
- ▶ **GRACE** (Generating Resources for Aging Through Collaborative Energies): Specialized training focused on aging residents and their changing needs.
- ▶ **Mentoring and Coaching Program:** Intensive coaching and mentoring program for new direct care employees that exceeds state-mandated training requirements.

PATRICK AND PAUL'S STORY



Paul and Patrick call themselves “the pioneers of Misericordia” because they were among the very first to call Misericordia South home at the age of 2. They moved to Misericordia North in 1976, where the identical twin brothers have shared life for more than 40 years. While the twins share an unbreakable and loving bond as brothers, they have also developed into unique individuals, thanks to the choices

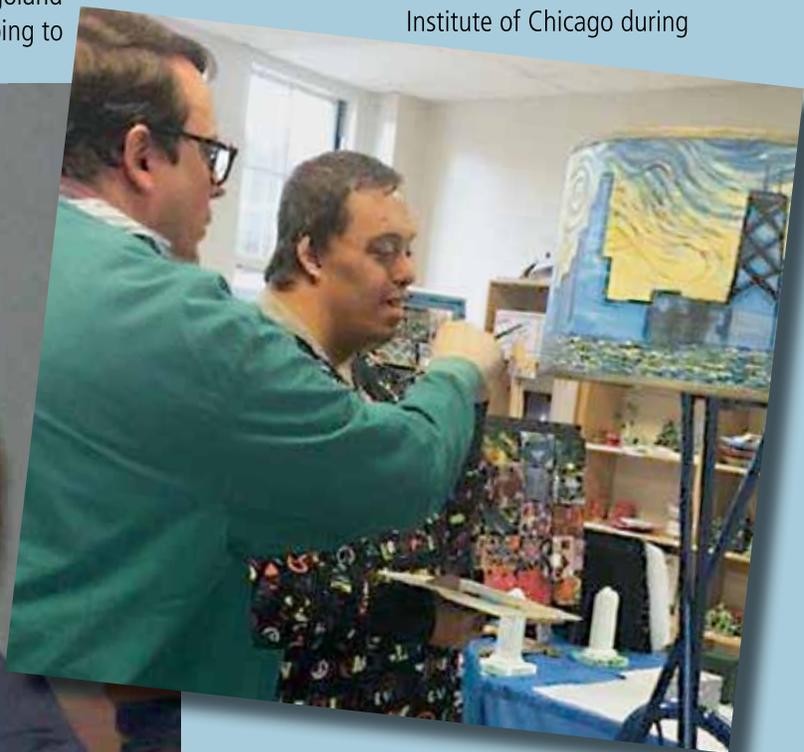
and opportunities that they have embraced at Misericordia.

Patrick is socially gregarious, lives in the Village in a home with staff and 11 other men, and talks proudly about his job in the Laundry Program. He is an altar boy at Mass and shines as one of Misericordia’s Heartbreakers in performances throughout the Chicagoland area. Patrick enjoys going to

movies and out to eat with his friends and staff whom he refers to as his family.

When asked about his life at Misericordia, Patrick responded, “I have a lot of people that love me and that take care of me, I feel pretty lucky about that.”

Paul eventually moved to the Shannon Apartments on campus, where he was able to be more independent based on his interests and abilities. Paul always knew he wanted to be an artist, and he was mentored by a very talented Misericordia art therapist who tapped into Paul’s God-given talents and nurtured his passion for art. Paul has realized his dream to become an artist. His work is exhibited at the Art Institute of Chicago during



“I have witnessed Paul find his creative voice through our art programs. He enjoys teaching beginner artists how to blend with pastels, a difficult skill that he has mastered after working with me for 20 years. Paul is a genuine artist and rightfully takes great pride in what he creates here at Misericordia.”

*– Kurt Fondriest,
certified art therapist*



WHO WE ARE

- ▶ More than 600 children and adults with developmental and physical disabilities, ranging from severe to mild, ambulatory and non-ambulatory, call Misericordia home.
- ▶ 91 residents are 50 years or older.
- ▶ 59 men and women live in nine homes in the surrounding community in Community Integrated Living Arrangements (CILA). A 10th home is scheduled to open in 2015 serving eight men.
- ▶ 118 medically fragile children and adults ranging from nine months to 63 years old are served in our McAuley Skilled Nursing Facility.
- ▶ In 2014, 14 residents with changing health needs transitioned to a higher level of care on campus, double the number from last year.



the Artist in All program, at community art shows and in buildings on the Misericordia campus. Paul often speaks about his art at events.

In his free time, Paul visits art supply stores to purchase items to further develop his talents. He enjoys shopping in the community and visiting restaurants with his friends. Like his twin Patrick, Paul is part of the Heartbreakers dance troupe and loves to shine on stage. Paul looks forward to the holiday season when he gets to share his talents and is proud to be a part of Misericordia.

Several years ago, Paul was given an opportunity to try living off campus. While Paul enjoyed this experience, he missed the freedom and flexibility of his life on campus. For Paul, the Misericordia campus provided more choices and opportunities to participate in a variety of activities that he enjoyed. Paul chose to remain on campus and now lives in the Shannon Apartments.

"Misericordia gives me life. I love it here. Sister Rosemary is like a mother to me, and I am lucky to have my brother here, too, since he is part of my family. Sister Rosemary has taught me that we are all a gift from God."

– Paul



CARLY'S STORY

"Like her 27-year-old brother, Carly wants a life that does not entail living with Mom and Dad. Carly has become part of something that is bigger than her. She has a life that we could not provide."

— Sue and Rick

Sue and Rick had a plan for their daughter Carly, and it wasn't Misericordia. When Carly finished high school, her parents assumed either she would remain in their home or they would purchase a home in Arizona where Carly could join them and live independently in the area. As the transition program ended, Sue and Rick realized how drastically Carly's world had narrowed and how isolated she was becoming in their

world. "Parents," they said, "don't think about life after transition."

They researched placements in Arizona and Chicago, but nothing compared to what Sue saw when she volunteered at Misericordia. From the start, she knew Misericordia was the right place — very different from what the family had originally planned — but the right place for Carly. At age 28, Carly



moved into the Eisenberg Community Integrated Living Arrangement (CILA) with six other young women, one of Misericordia's 10 CILAs off campus. For Sue and Rick, the support and social opportunities available on campus have allowed Carly to make choices and immerse herself in a full life. Carly takes the PACE bus to work at Trader Joe's two days a week. The remainder of the week she is employed on campus in the Greenhouse Inn Restaurant and the Hearts and Flowers Bakery.

Carly enjoys art and performance classes, and she is able to live her dream of becoming a dancer by joining the Heartbreakers dance troupe and performing at a variety of events in the Chicagoland area. At Misericordia, Carly joined the soccer and basketball teams, much to her parents' surprise and delight. She chose to become involved in sports as an adult, not because





anyone told her to, but because she enjoys engaging in the full array of campus activities at Misericordia.

For her parents, Misericordia has helped Carly make her own choices and has given them peace of mind knowing that their adult daughter lives in a community of connectedness.

"During Carly's early years, my wife, Sue, committed tens of thousands of hours managing Carly's development and enrichment, from early intervention to grade school integration; from Girl Scouts to Special Olympics. All of these opportunities are enabled by private, public or volunteer programs, and are basically geared toward children and young adults. As Carly advanced in years, Sue began looking for the way forward. When we became familiar with Misericordia, we knew that we'd discovered the uniquely sustainable program that was capable of supporting Carly in an exceptional manner, which we hope will be for the rest of her life. Since Carly was accepted in the Misericordia family, our time and resources have become committed to supporting our joint mission, benefiting her and the entire group of residents." - Carly's Dad, Rick

SUPPORTIVE SERVICES

- ▶ More than 200 residents receive direct therapy involving physical, occupational and speech services.
- ▶ Additional therapeutic services offered to many residents combine strengthening, stretching and exercise to support balance and mobility and to reduce falls.
- ▶ Individual/group counseling and behavioral services are available for residents with changing emotional needs due to aging or loss. When residents are not able to participate in traditional talk therapy, art and music therapy are available.
- ▶ The Graceful Living Program serves 63 individuals in five separate, specialized classrooms. It utilizes a successful aging model, with programming centered on health promotion, wellness, spirituality, orientation, memory and skill rehearsal, culture, and leisure. In 2014, we added an additional program to address the changing population.



BRIAN'S STORY

"What is important to us is Brian, a member of our family, our brother. The recognition of him, his whole person, and what he adds to every experience is essential to our belief that Misericordia is the place for him to be a complete person. At Misericordia, Brian is recognized as a full and contributing member of the community. His talents, the gift of Brian and what he contributes are wholly recognized and wholly acknowledged and appreciated. There is no community other than Misericordia where Brian would enjoy the fullness of faith, family and belonging."

— Brian's sisters, Noelle and Denise

Brian Horner has lived at Misericordia for 30 of his 52 years. His journey encompasses the broad spectrum of care and independence that Misericordia provides. Brian arrived at Misericordia at the age of 22. His family intended it to be a temporary stay in respite care in the Heart of Mercy Village so that his mother could travel out of town to help Brian's sister care for her newborn. When she returned and saw him interacting with 11 other men in the Village, she realized how much Brian was missing by just living at home.

"Brian was among friends who talked his language and had common interests, and this was where he needed to be," said Brian's mom, Geraldine.

Brian lived in the Village for almost 20 years, where he pursued his dream to become an altar boy at Masses both on and off the Misericordia campus. Through

the art program, he discovered his artistic talents, and art has now become his passion. He has completed several paintings that are a focal point on campus and are often sold at auction at the annual Artist in All event.

"We all fully recognize that Brian has grown to his full potential because he calls Misericordia his home. He has been challenged and encouraged in ways that our home environment could never have provided," said Brian's sisters Noelle and Denise.

By 2004, Brian had developed independence skills sufficient to move to the Shannon Apartments. Brian lived with minimal staff support in an apartment with three other men for almost 10 years.

Earlier this year Brian began to show signs of aging. In September, he moved to his new home in Mercy Glen, where he has more access to nursing and a higher level of medical care and staff support to maintain his independence. In Mercy Glen, Brian shares a home with 11 other men, some of whom were his original roommates in the Village almost 30 years earlier. In Mercy Glen, Brian's social life is vibrant and continues to showcase his passion for music and art.



COMMUNITY EMPLOYMENT SERVICES

- ▶ **148 positions in businesses throughout Chicagoland:** Misericordia persistently challenges businesses to see the potential of individuals with developmental disabilities.
- ▶ **EWorks:** Technology recycler provides on-site work opportunities for 26 individuals.
- ▶ **ComEd Energy Force Program:** Employs a resident ambassador to share energy-saving tips in the extended community for a second year.
- ▶ **Chicago White Sox Ambassador Program:** Employs 19 residents to greet and assist ballpark patrons for a second year, and opened up the opportunity to six additional individuals.



"Brian would never have developed his aptitude for art and for music if he had not come to Misericordia. Misericordia's mission to foster people with limitations to their greatest potential and to recognize, encourage and acknowledge their contributions to the community and to society has been essential to Brian's fully lived life and has been a true gift to our family.

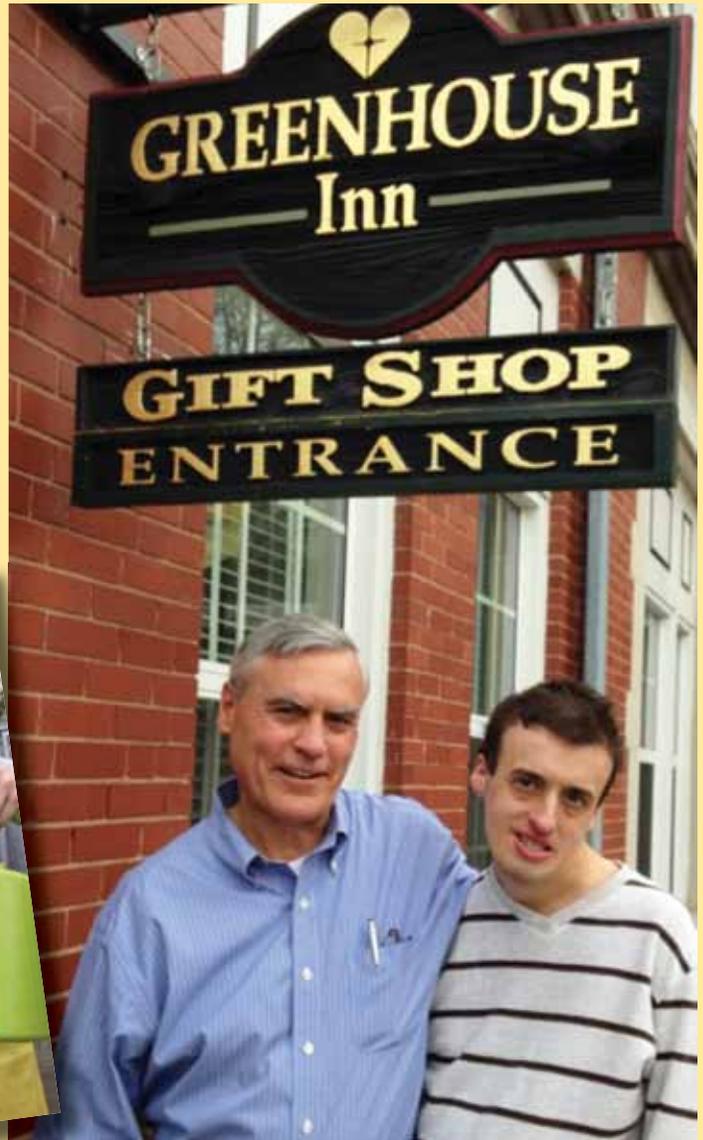
"Misericordia's talented, professional, capable and compassionate people of faith support, teach, encourage and love our challenged brother. These caring professionals have become part of our family because they, too, love Brian and have become Brian's voice. They speak for him when he's not able. They defend him, if he's not able. They celebrate with him and support him in his every effort. Through their guidance and love, Brian has become one of the celebrated Artists in All, and he has often taken center stage as 'Brian, The Misericordia Drummer.'"

— Noelle and Denise



CAMPUS OPPORTUNITIES

- ▶ **The Developmental Training Program:** Serves more than 540 residents and 17 individuals from the community and is designed to offer choice, to challenge, and to encourage growth and development.
- ▶ **On-Campus Employment Programs:** Residents have a variety of options on campus that include working in the Greenhouse Inn Restaurant, Hearts and Flour Bakery, Greco Gardens, Coffee from the Heart, Recycling, House-keeping, Commercial Laundry, and Office Skills.
- ▶ **On-Campus School:** Eight medically fragile children participate in our school on site, with five in the birth to three-year-old program.



ENHANCED SERVICES

- ▶ **The Personal Effectiveness Program (PEP):** Serves 23 residents with behavioral health needs through individualized programs designed to improve social and emotional behaviors.
- ▶ **Technology:** Offers SMART boards, iPads and computers to enhance learning and communication for residents and staff.
- ▶ **Fitness and Wellness:** Our fully equipped fitness room and pool offer Zumba, Yoga or adapted chair Yoga, 1:1 Strength Training, Circuit Training, Personal coaching, swim and swim team to improve or maintain fitness levels. Fifty-three Misericordia residents qualified for Illinois Special Olympics in track and field, soccer, basketball, and swimming. While at the state competition, two of our residents tried out for the World Special Olympics Soccer Team!
- ▶ **Recreation and Resource Department:** Provides challenging recreational activities that keep the residents engaged and active. Programs are modified to serve all residents, including those who are physically involved and the aging population. Misericordia's most well-known community performers are the Heartbreakers and Heartzingers.

COMMUNITY OUTREACH

- ▶ **Outreach Program:** Completed its eighth year of providing creative and engaging programs for children from birth to 21 in neighboring communities. Thirty-eight families of children between 0-7 years accessed the monthly play groups and weekly swim lessons. For the 8-18 year olds, 81 families



COMMUNITY CONNECTIONS

- ▶ In 2014, six undergraduate and graduate students from colleges and universities participated in internship experiences at Misericordia.
- ▶ **Heart of Mercy in Action: The Driskill Long-Term Volunteer Program** is in year seven, providing a live-in opportunity for five college graduates who share our ministry.
- ▶ **Junior Board:** 150 students between the ages of 13 and 18 volunteer for on-campus events and organize fundraisers in their own communities.

participated in weekly basketball, monthly social activities and summer camp. Thirteen young adults 18-28 years old were enrolled in the work experience program, which included a variety of classes to enhance learning. In addition, quarterly support groups are available to parents on various topics related to developmental disabilities.

- ▶ **Respite:** Caring for a vulnerable family member can take an emotional toll on caregivers. Misericordia offers relief to non-resident families through its Respite Program, which served 25 families in the fiscal year.



SHARING OUR MISSION

Misericordia is blessed to have the support of many groups and volunteers who share our mission. Many are family members of Misericordia residents; however, countless others have no family member here but believe in our mission and generously walk this journey with us. In 2014, more than 10,000 people volunteered more than 500,000 hours and raised more than \$6 million to help Misericordia create our intentional community of quality.

MISERICORDIA MAJOR EVENTS AND SUPPORTING GROUPS

- ▶ Candy Days – Last Friday & Saturday in April
- ▶ Family Festival – Sunday after Labor Day
- ▶ Misericordia Family Association – June Benefit
- ▶ Sibling Organization – SIBS Artist in All
- ▶ Women’s Board – Heart of Mercy Ball
- ▶ Women’s Auxiliary – First Look & Fashion Show
- ▶ Women’s League – March Benefit
- ▶ Bums Group – Golf Outing
- ▶ Heartlinks Group – Golf Outing
- ▶ Women’s Group – Golf Outing
- ▶ Friends of Misericordia – Paddle Raise Event

MISERICORDIA SHARES ITS MISSION:

- ▶ Farmers Markets
- ▶ Twice Blest Thrift Shop
- ▶ Heartracers (Chicago Marathon)
- ▶ Ragnar Relay (Misericordia staff)
- ▶ Heartstrings Gift Shop at Misericordia
- ▶ Heartstrings Evanston at Saint Francis Hospital
- ▶ Greenhouse Inn Restaurant
- ▶ Hearts & Flour Bakery, Coffee From the Heart



Misericordia Family Association



Friends of Misericordia



Heartlinks Committee



Women’s Board



Bums Committee



SIBS



Women’s Auxiliary - First Look



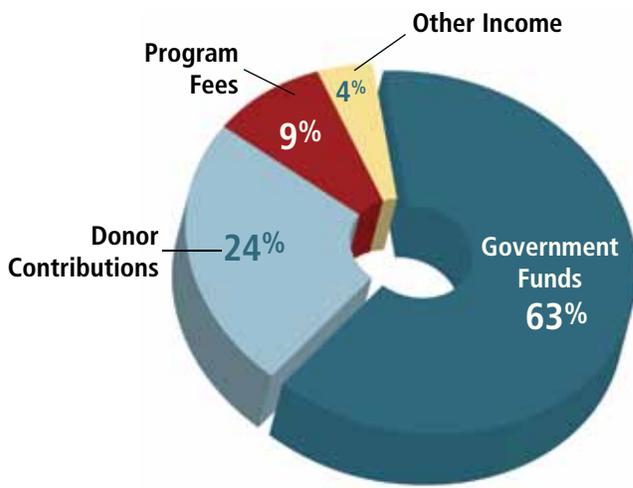
Women’s League



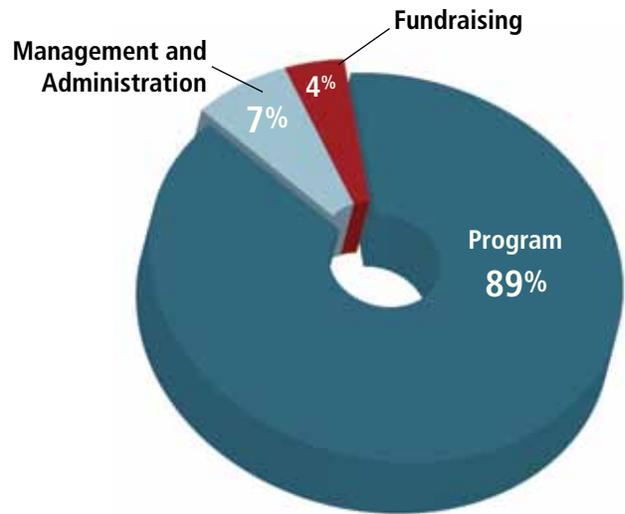
Misericordia derives its funding from government support, individuals, corporations and foundations. We pride ourselves on providing a level of care that gives our residents the highest quality of life, while also keeping our administrative costs at less than 7% of overall expenses. In FY 2014, in order to provide the

quality services that are the hallmark of Misericordia, we were able to raise the \$11.1 million needed to supplement government funding, while keeping fundraising expenses at under 4% of overall expenses.

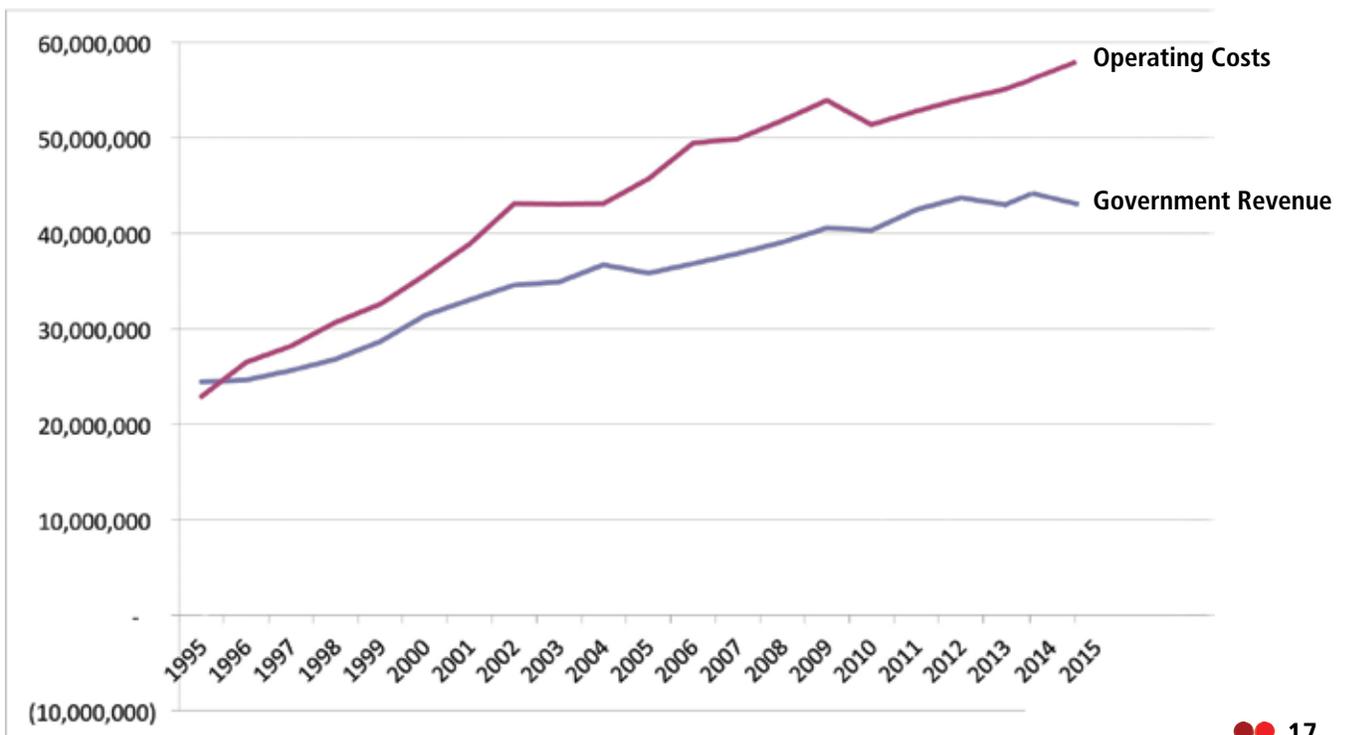
OPERATING REVENUE FY2014



OPERATING EXPENSES FY2014



GOVERNMENT REVENUE VS. OPERATING COSTS





Misericordia Home | 6300 N. Ridge Avenue | Chicago, IL 60660 | 773-973-6300 | www.misericordia.org



Mis app



Misericordia Heart of Mercy
Misericordia's Hearts&Flour Bakery



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