



Misericordia

HEART OF MERCY



ANNUAL REPORT 2013

♥ Peace of Mind ♥ Continuum of Care ♥ Shared Ministry ♥ Quality of Life ♥



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 Behavioral Services, Quality Assurance and Strategic Development
Kay Golden Human Resources and Staff Development
Michael Diaz Developmental Training Programs

Board of Directors

PRESIDENT Monsignor Michael Boland, Catholic Charities - Appointed 1996
TREASURER & GENERAL MANAGER Sr. Rosemary Connelly, RSM, Misericordia - Appointed 1970
SECRETARY Margaret Murphy, Misericordia - Appointed 1984
DIRECTORS John L. Dyer, Peter Shannon & Co. - Appointed 2005
Rob Figliulo, SPR, Inc. - Appointed 2005
Daniel Houlihan, Daniel Houlihan & Assoc., Ltd. - Appointed 1998
Patrick E. Mahoney, Mahoney, Crowe & Goldrick P.C. - Appointed 2003
Robert Soudan, Lock Up Development - Appointed 2007
Dan Walsh, Walsh Construction Co. - Appointed 2011

Certifications & Licensure

Illinois Department of Healthcare & Family Services
 Department of Children and Family Services

Illinois Department of Public Health
 Illinois State Board of Education





Dear Friends,

As another year comes to a close, we want to pause and give thanks for all that has been, is, and will be. God, through our many generous and faithful friends, continues to bless us generously. When we look back and reflect on our growth and development, we stand in awe! This could only happen because of your loving friendship and continuous support. God is surely using Misericordia to witness to our Society that His compassion and love are alive through His good and generous believers.

What makes us truly unique is that we are one, if not the only agency, that has the full continuum of care. We want to continue to reinforce this uniqueness by providing, into the future, for our aging population. Presently we have 16 residents older than 60 years and by 2020 we expect to have 200 residents older than 50 years of age.

In order to achieve this full range of care, we have introduced to our families and friends a 30 million dollar capital campaign. This will enable us to build four new homes for our aging population, along with supporting the increased cost of operating these new residences. This campaign is named the "Quinlan Terrace Campaign" in honor of Marie and George Quinlan, two of our most generous benefactors. Their gift of 8.7 million dollars gave us the courage to begin this project, and for this, we'll be forever grateful!

The Misericordia story is truly an incarnation of "God's love in action." If you, our dear friends and benefactors, didn't believe you were responding to God's call to do His work, Misericordia would never be the beautiful, loving, challenging home for God's most vulnerable people. We never want to become a geriatric home because we have too much to offer our younger, more active residents. Thus, we are limiting our admission age to 35 years. Our aging population will be those who have resided at Misericordia for many years. We hope to be able to offer many of our residents a lifetime of care if we can appropriately meet their needs.

Our residential, day training and recreational/leisure programs provide the highest quality of life possible. We also reach 150 families in our Outreach Program for persons living in their own homes. In 2013, Misericordia welcomed fifteen new residents through openings in our CILAs (homes in the off-campus community). These parents, guardians and siblings, some who have been waiting years for appropriate placement, have now been gifted with membership into our family.

To each of you who has shown us in so many diverse ways your belief in our mission, we ask God to shower you and yours with many blessings during the new year of 2014. Words are inadequate to express our gratitude.

May your Christmas be a blessed one and the New Year filled with much joy, happiness and good health.

Sincerely,

A handwritten signature in cursive script that reads "Sister Rosemary".

Sister Rosemary Connelly, RSM
Executive Director



Peace of Mind

Sister Rosemary often says if God knocked on your door tomorrow and asked if you would welcome a child with a disability, most would say, "No thank you, I think my neighbor could do a better job." Having a child with a disability takes each and every family down a different path and sometimes that path can be unexpected. When that path leads to Misericordia families find peace of mind witnessing the commitment to expertise and quality.

The message to families is that the care of their child is a shared responsibility. The expectation is clear that "We are not taking your child from you, but sharing the journey of his/her life with you". Peace of mind comes from knowing that their child is being cared for by compassionate, empathetic, loving and professionally trained staff.

Misericordia is proud that so many of its families are engaged in the life of their family member through their ongoing involvement in the Family Association and Sibling Organization. Connections between families naturally occur because of the shared experiences of caring for and loving the most vulnerable member of their family.

Misericordia is Peace of Mind.



Misericordia is our lifesaver. We know that when we are no longer here to care for Sarah, she will remain here within her special circle of caring, where she feels safe and happy, with friends and guides to bring her through life.

~ Liz Trager Mendel & Scott Mendel



My daughter Molly has been a resident of Misericordia for over six years and she has loved every minute of her time here. She could not be happier with the wonderful life she has at Misericordia which means I could not be happier. As a parent knowing your family member receives unbelievable care and lives a life with so many activities administered by such a caring team of professionals is the best you could ever hope for. There is no other place in the world I would rather have Molly live than Misericordia.

~ Bob Bourke

Family Connection

- Misericordia Family Association: 686 members raise funds and provide thousands of volunteer hours to enhance programs and services.
- SIBS (Sharing Involvement with Brother and Sisters): over 1200 brothers and sisters of Misericordia residents are actively engaged through fund-raising and volunteering.

The ultimate objective of education should be to kindle the fires of learning in every student and to inspire to render service in the world and make it a safe haven for all. Misericordia's Professionalism Program exceeds this goal because its content is imbued with loving intent: to create environments conducive to helping the developmentally disabled maximize their abilities and achieve a quality of life worth living. I am grateful for this opportunity and for this training because through my work at Misericordia I rediscovered the true purpose of life.

*~ Daniel Driscoll
Direct Service Professional*

Professional Development

- 1000 staff members, 1/3 of whom have over 10 years of service to Misericordia, are committed to living our core values of "connection, responsibility, quality of life 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. 82 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.



The teachers and staff in the PEP program are highly skilled and committed. They understand the complexity and unpredictable nature of my daughter's limitations and disabilities. Through a program designed specifically for her, she has found success, happiness, comfort and freedom to be herself, just the way she is. Because SHE has found peace in her daily life, I have been gifted with that same peace of mind. I used to wake up each morning with anxiety that is hard to put into words. That has been lifted from me because I know that Misericordia is her other FAMILY. They love her too and want exactly the same things we want for her...Love, Acceptance and Happiness.

~ Holly Beaty



We are so blessed to have our only child Joseph living at Misericordia. He is happy, busy, fulfilled and well cared for by our outstanding staff. How comforting it is to know that because of Misericordia's continuum of care, he will always be in good hands. ~ Bernadette and Edmund Boyle

Who We Are

- 602 children and adults with developmental and physical disabilities ranging from severe to mild, ambulatory and non-ambulatory call Misericordia home.
- 96 residents are 50 years or older.
- 51 men and women live in 8 homes in the surrounding community in Community Integrated Living Arrangements (CILA). A ninth home is scheduled to open in 2014 serving 8 women.
- 119 medically fragile children and adults are served in our McAuley Skilled Nursing Facility.
- In 2013 alone, 7 residents with changing health needs transitioned to a higher level of care on campus.

Supportive Services

- Over 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 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 & Music Therapy is available.
- The Graceful Living Program serves 46 individuals in four separate specialized classrooms utilizing a successful aging model, with programming centered on health promotion, wellness, spirituality, orientation, memory and skill rehearsal, culture, and leisure.

My sister, Joan Brennan, came to Misericordia in her twenties. Thanks to the love and encouragement of the Misericordia staff, we watched Joan blossom as her self-confidence grew. She learned new skills, took a job off-campus, lived independently in a CILA, even kept her own checkbook. Sadly, Joan developed Alzheimer's in her 50s. For the next ten years, as her condition continued to deteriorate, the staff at Misericordia tended to her every need, continuing to love and encourage her, until her very last breath, literally. Joan died surrounded by love, on July 23, 2013. We count our blessings every day for the gift of Joan and of Misericordia. ~ Susan Morrison



The McCormick Foundation is proud to support the dynamic work of Misericordia. Misericordia's distinct continuum of care for aging residents allows these remarkable individuals to participate as active, important and vibrant citizens in our community.

*~ David D. Hiller
President and CEO, The McCormick Foundation*



Quality of Life



Quality is at the forefront of Misericordia's mission and remains central to our philosophy of care and the services we provide. Programs and services remain creative, innovative and challenging for all individuals who call Misericordia home. From nursing care to therapy services and recreation to community integration, access to these services allows God's most vulnerable population to live a life worth living.



Community Employment

- Community Employment Services: 132 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 25 individuals.
- ComEd Energy Force Program: employs a resident ambassador to share energy saving tips in the extended community.
- Chicago White Sox Ambassador Program: employs 13 residents to greet and assist ballpark patrons.

Campus Opportunities

- The Developmental Training program, designed to offer choice, to challenge, and to encourage growth and development, served over 540 residents and 18 non-residents.
- On-Campus Employment Programs: Residents work in the Greenhouse Inn Restaurant, Hearts and Flour Bakery, Greco Gardens, Coffee from the Heart, Recycling, Housekeeping, Commercial Laundry, Production and contract work.



Enhanced Services

- The Personal Effectiveness Program (PEP): Serves 21 residents with behavioral health needs through individualized programs designed to improve social and emotional behaviors.
- Technology: SMART boards, iPads and computers 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. Forty-two Misericordia residents qualified for Illinois Special Olympics in Track and Field, Power Lifting and Swim; and one resident won gold and bronze medals in speed skating at the International Special Olympics in South Korea in February.
- Recreation and Resource Department: Provides challenging recreational activities that keep the residents engaged and active. Programs are modified to serve all residents including physically involved and aging populations. Misericordia's most well known community performers are the Heartbreakers and Heartzingers.



Shared Ministry

A group of people, including a woman in a yellow shirt and glasses, are on a stage holding up long, colorful, fringed ribbons. The background is a red curtain. The ribbons are made of many small, colorful pieces of fabric, creating a vibrant, multi-colored effect. The people are smiling and appear to be participating in a celebratory or fundraising event.

Misericordia could not provide quality care and exceptional programs with government funding alone. Each year the deficit grows and fundraising efforts are necessary to bridge the gap between the cost of our operations and the amount that is reimbursed to Misericordia by the State of Illinois. Misericordia is blessed to have the support of so many groups and individuals who believe in our mission and are willing to give their time and resources to assist with raising the private dollar. Without our many believers, Misericordia could not continue to provide excellent programs or reach out to those waiting to call Misericordia home. Through our shared ministry, it is our residents who become the gift givers.



Brookfield Zoo is proud to be a part of the Misericordia family and we are grateful to Sister Rosemary for inspiring us to build an inclusive conservation movement that speaks to and engages society's most vulnerable citizens. We hope that Brookfield Zoo has given the men and women of Misericordia as much as they have given us.

*~ Matthew Mayer
Chicago Zoological Society/Brookfield Zoo*



Community Connections

- In 2013, undergraduate and graduate students from 12 colleges and universities participated in internship experiences at Misericordia.
- Heart of Mercy in Action: A Long Term Volunteer Program in year 6 provided a live in opportunity for 5 college graduates to share our ministry.
- Junior Board: 150 students between the ages of 13 and 18 who volunteer for on campus events and organize fundraisers in their own communities.

Community Outreach

- Outreach Program: Completed its sixth year of providing creative and engaging programs for children from the ages of 0 – 21 from neighboring communities. 38 families of children between 0-7 years accessed the monthly play groups and weekly swim lessons. For 8-18 year olds, 81 families participated in weekly basketball, monthly social activities and summer camp. 13 young adults 18 and over were enrolled in the work experience program which included a variety of classes to enhance learning. In addition, quarterly support groups were 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 31 families in 2013.

The White Sox and White Sox Charities are so proud of our affiliation with Misericordia. We are thrilled that our partnership was extended to create a Gate Greeters program where Misericordia residents work at the ballpark welcoming White Sox game attendees. We love having the residents as part of our White Sox staff family, and our fans love the bright and welcoming greeting they receive from our Misericordia gate staff.

*~Christine O'Reilly
Chicago White Sox Charities*



Anticipating working with the developmentally disabled and actually doing the work have very different outcomes. I can truly say I find God in every single resident I work with each day in ways I never could have anticipated before coming here. My life has been changed in ways I never could have imagined and I know it will continue to change in so many ways; I wouldn't trade that for the world.

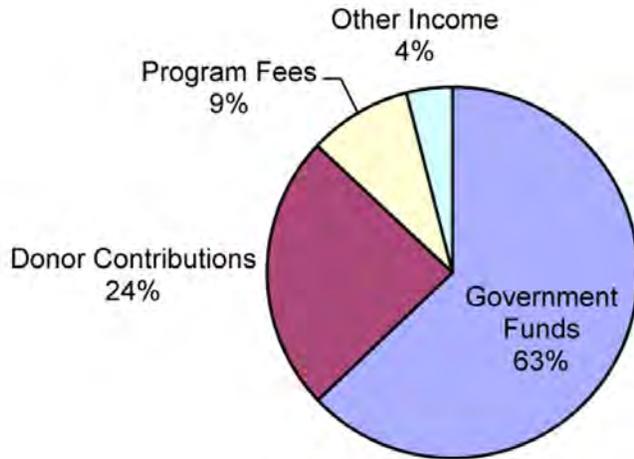
*~ Katie Kopale
Misericordia/Americorp Volunteer*



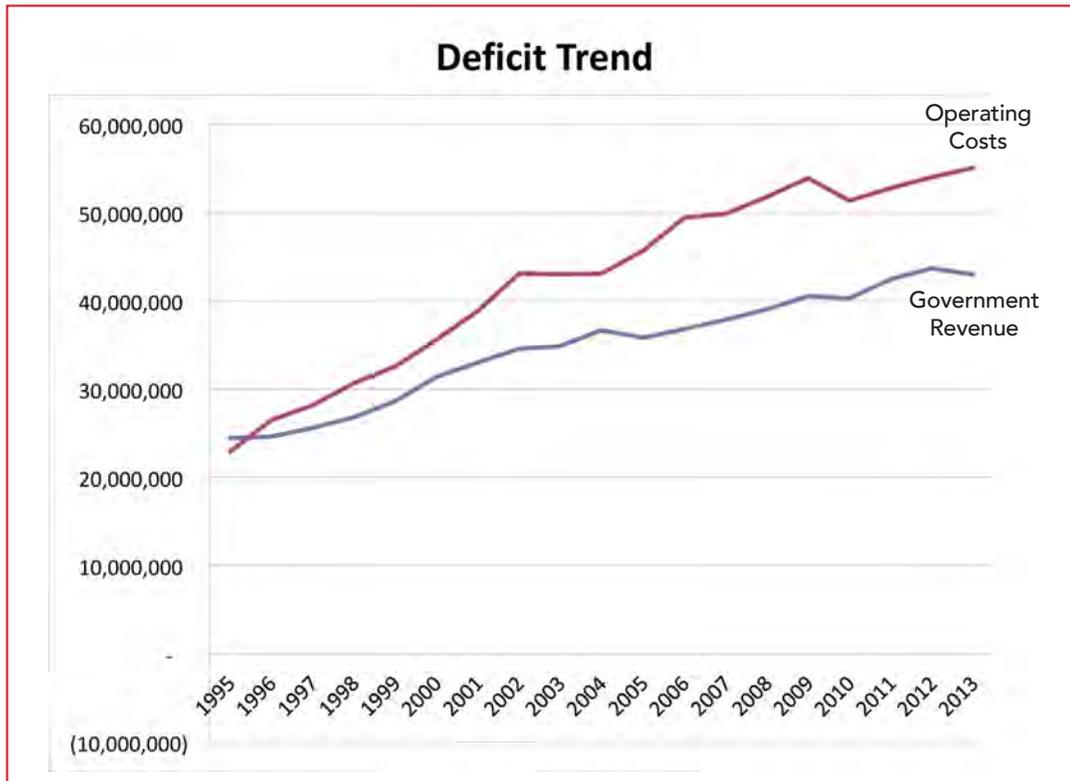
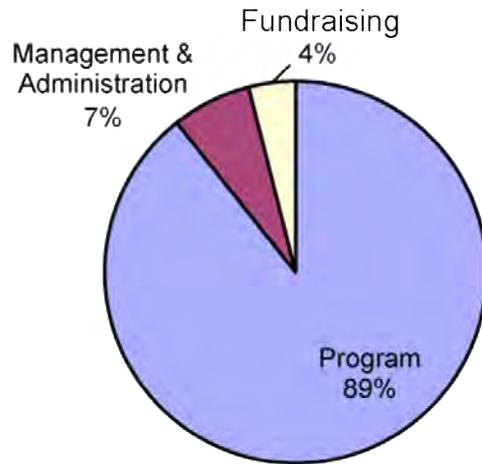
Financials

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 2013, in order to provide the quality services that are the hallmark of Misericordia, we were able to raise the \$11.5 million needed to supplement government funding, while keeping fundraising expenses at under 4% of overall expenses.

Operating Revenue FY2013



Operating Expenses FY2013



Stewards of Our Mission

Misericordia is grateful for the supporting groups and volunteers who assist in carrying out our mission. While many of these groups are comprised of family members directly connected to Misericordia we are blessed with the help of numerous individuals who have no family member here yet believe enough to walk this journey with us. More than 10,000 people volunteer more than 500,000 hours annually to help Misericordia fulfill its mission.

Misericordia Major Events and Supporting Groups

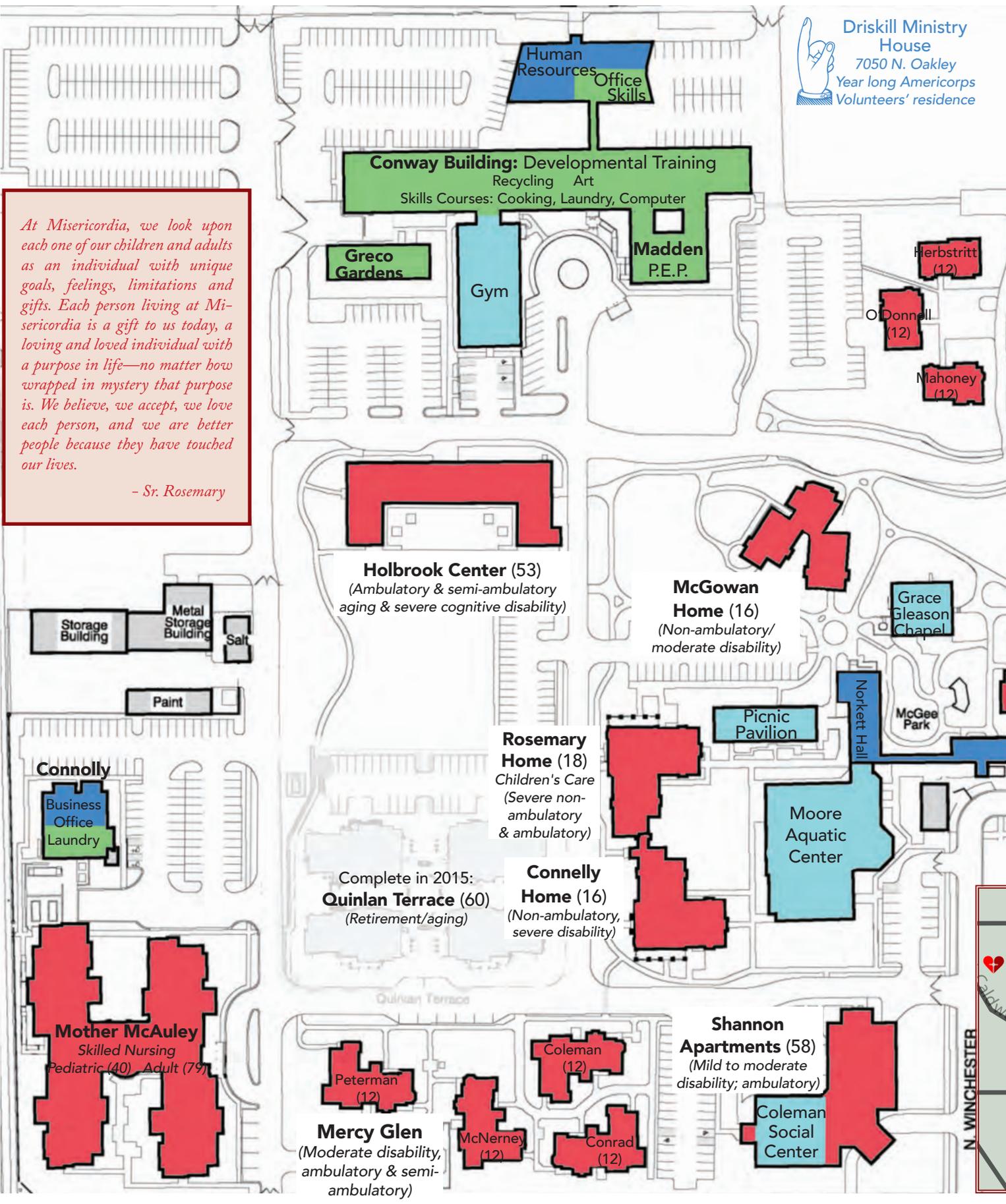
- Candy Days, April 26 & 27, 2013
- Family Festival, September 8, 2013
- Misericordia Family Association – June Benefit
- Sibling Organization – SIBS Artist in All
- Women’s Board – Heart of Mercy Ball
- Women’s Auxiliary – First Look & Fashion Show
- Women’s League – March Benefit
- Bum’s Group – Golf 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



At Misericordia, we look upon each one of our children and adults as an individual with unique goals, feelings, limitations and gifts. Each person living at Misericordia is a gift to us today, a loving and loved individual with a purpose in life—no matter how wrapped in mystery that purpose is. We believe, we accept, we love each person, and we are better people because they have touched our lives.
 - Sr. Rosemary



Misericordia

HEART OF MERCY

31 ACRE CAMPUS



MAP KEY:

Residence
(capacity)
(population served)

Work Opportunity

Recreation & Leisure

Administration

CILAs (59) (Community Integrated Living Arrangement) Nine neighborhood homes
(Ambulatory; mild to moderate disability)



THE MISSION OF MISERICORDIA/HEART OF MERCY
is to support individuals with developmental disabilities
in maximizing their level of independence and self-
determination within an environment that fosters spirituality,
dignity, respect and enhancement of quality of life. We promote
development of natural family and community support,
community awareness, education and advocacy.



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



@heartofmercy
@misbakery