



*Misericordia Home*

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HEART OF MERCY

ANNUAL REPORT 2011



## *Dear Friends,*

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The year 2011 is drawing to a close and once again, we are overwhelmed with God's goodness to us. In spite of the delays in payment by the State for services rendered, we have been able to manage – although at one time they have owed us as much as fifteen million dollars. What this is teaching us is that we must work even harder to become more independent of Government funding. This is a major goal for the coming years.

One of the highlights of 2011 is that we are now privileged to share life with 610 children and adults. When we accept the responsibility of providing residential services for such a large group of God's most vulnerable people, we become members of their families as they become members of ours. I do believe we have the best Family and Sibling organizations for persons with special needs not only in Illinois but in our country.

The addition of the Peterman Home, Coleman Home, McNerney Home, and Conrad Home, located in an area on our campus called Mercy Glen, along with the building of the Eisenberg Home in the neighborhood, made it possible for us to accept the additional residents and their families to our Family.

We are also privileged to provide varied programs for children and adults living in their own homes. We hope to expand this Outreach Program, for it offers more resources for persons with special needs and assists families in providing a fuller life for their child or sibling.

This year we dedicated our "Garden of Angels" to remember the deceased residents of Misericordia along with other children/adults with special needs who have been connected to us in various ways. This Garden is located within the Joan Marie Corboy Gardens.

The Driskill Foundation made it possible for us to purchase a residence for our volunteer interns who will live as a community and share life with our residents in various work opportunities. They are asked to dedicate at least one year of service. We are now actively recruiting candidates for September 2012.

For all of us at Misericordia, our friends' generous response to our need for financial assistance is a sign from God to continue to reach out to more people desperate for our services. I wish all of you, our Misericordia family, could witness the gratitude of these Families who have found a "home" here at Misericordia for the most vulnerable member of their Family. You play a major role in giving us the courage and confidence to continue our mission of sharing life with God's most special people. Words are inadequate to express our gratitude.

May your New Year be a blessed one filled with God's choicest gifts, especially good health and peace of mind and heart.

Lovingly,

*Sister Rosemary*

Sister Rosemary Connolly, RSM  
Executive Director



# Misericordia in the News



## FIRST LOOK FOR CHARITY

David Sloan, President, and Erik Higgins, Director of Dealer Affairs at the Chicago Automobile Trade Association, joined members of Misericordia's First Look for Charity committee and our own Heartbreakers to show off vehicles – donated by Chicagoland and Northwest Indiana Cadillac Dealers – to be raffled February 9, 2012 at the First Look for Charity auto show. Misericordia is one of 18 charities to benefit from the event, considered Chicago's most successful one-day fundraiser.

## CHICAGO MARATHON

Forty-nine Misericordia Heartracers raised over \$80,000 and awareness about Misericordia, by running 26.2 miles in the Chicago Marathon. The 2011 Heartracer team doubled last year's fundraising total. Heartracers' finishing times varied from 3:10:00 to 7:01:36. Next year, registration opens in February and Misericordia is hoping to have an even larger presence at the event.



## MISERICORDIA FAMILY FEST

More than 18,000 friends and family came together on Misericordia's campus to celebrate the 31st Annual Family Festival on Sunday, September 11. The Family Fest raised over \$1,250,000. Special thanks to Jerry Gleason and Andy Francis, our good friends at Evergreen Kia, for donating a 2011 Kia Sorrento for the car raffle. Sadly, in August we said goodbye to Jerry Gleason, our dear, longtime friend. We have been so blessed with his generosity for more than 30 years and he will be greatly missed by his Misericordia family. The Fest was covered by the Chicago Tribune and the Chicago Sun Times. After meeting the Executive Team, Candace Cameron from the Chicago Sun Times stated, "all keep this loving place running like a top. I've never seen such organization! From the ticket-takers to the trolley drivers, everyone knew exactly what needed to be done and when."



## **“OPERATION RHINO” EMMY AWARD**

An exclusive video that captured a special rhino transport from Brookfield Zoo to Misericordia won an Emmy. The Chicago Zoological Society’s “Operation Rhino” short film received the award on Sunday November 6 from the National Academy of Television Arts and Sciences at their 53rd Annual Midwest/Chicago Emmy Awards. “Operation Rhino” tells the story of a Brookfield Zoo rhino that finds a new home at Misericordia, Heart of Mercy. For more than 20 years, the ceramic rhino called Brookfield Zoo home. Today, it resides at the Creative Communications Studio at Misericordia. As part of the project, Misericordia artists researched rhinos and asked Brookfield Zoo’s rhino keepers questions before designing a mural of the Serengeti and painting it on the statue. On a special zoo visit, the artists then enjoyed an encounter with one of the zoo’s real rhinos, getting to touch and feed it.



## **BREAKFAST WITH THE MAYOR**

Mayor Rahm Emanuel was featured in Misericordia’s Speakers Series which raises money for programs and services. On December 1, before a crowd of hundreds in the Jean Marie Ryan Center, the Chicago Mayor spoke about the recent transition and the future of Chicago under his leadership. The event was highlighted by Chicago’s media outlets, including Fox News, Chicago Sun-Times, ABC News, NBC News and Crain’s Chicago Business.



## **MISERICORDIA’S “THE ARTIST IN ALL”**

Our 14<sup>th</sup> Annual Empowerment Through Art event celebrated its first year in the modern wing of the Art Institute of Chicago in May. Organized by the Misericordia Siblings Association and co-chaired by Lovie and MaryAnne Smith, the exhibit and silent auction was attended by 1,300 people and was covered by Sun-Times Media, Skyline, and Today’s Chicago Woman. The Art Therapy, Resource and Developmental Training programs have empowered residents of Misericordia to participate in or create various forms of art with the assistance of dedicated staff and volunteers.



# Residential Highlights

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## RESIDENTIAL ADMISSIONS

This was a busy year for Misericordia, as we welcomed 33 new residents from our waiting list for a total of 61 new admissions since the fall of 2010. In addition, 30 current residents moved to homes that can better serve their changing needs.

## RENOVATIONS

All ten Marian Center apartments serving a total of 100 residents with severe mental disabilities have been renovated. Renovations included new flooring, kitchen cabinets, appliances and in some apartments a redesign of the layout to allow for more space in the common areas.



Eight of the nine homes within the Village area have completed environmental renovations and updates. Furniture, light fixtures, lamps, floors have been replaced where needed. All wall paper has been removed and homes have been painted. In order to improve efficiency, a second dishwasher has been added in each kitchen. Improvements to accessibility included replacing carpet with hardwood floors and replacing at least one bathtub in every home with a walk in shower.

## DEDICATIONS

**THE COLEMAN HOME IN MERCY GLEN AREA** was dedicated on September 11. Michael Hennessy, President and CEO of The Coleman Foundation, spoke of the history of collaboration between the Foundation and Misericordia. Sister Rosemary also reflected with gratitude on the Foundation's long-term support, including the

2006 grant which made possible the construction of this new residence.



## GARDEN OF ANGELS

More than 400 family members gathered on October 2 to dedicate Misericordia's Garden of Angels, a new area within the Joan Marie Corboy Gardens on campus. This beautiful garden of remembrance is dedicated to the children and adults who once called Misericordia home and to other people with special needs who are now resting in God's love. With a general memorial plaque at the entrance, more than 50 names on flower medallions, 30 names on oval plaques or benches, and a lovely statue of a girl in a wheelchair holding balloons, this new garden is a place of peace where the lives of some very special people can be remembered and celebrated. The small angel sculpture nearby reminds us that these individuals are truly angels who have taught us the meaning of unconditional love.



# Initiatives

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## INTERSECT FOR ABILITY NETWORK

Misericordia remains an active member of the Intersect for Ability Network, a collaborative made up of eleven Chicago and suburban based organizations serving individuals with developmental disabilities. In June 2008, under the direction of the Coleman Foundation, these organizations were challenged to identify current issues within the field of developmental disabilities. In July 2009, the Coleman Foundation provided a range of grants to several of the agencies to develop and implement programs addressing the impact areas of aging, transitions, and education/training over a 12 month period. Initial programs that emerged from the collaborative work of these ten agencies have resulted in significant outcomes for those we serve. Several of these innovative programs continued to be funded through the Coleman Foundation in 2011 to further develop the concept or program. As the Network continues to expand its efforts, we have become a model for collaboration to advance services for those most in need, while assisting foundations in maximizing the impact of their funding dollars. Through this effort, partnerships have been established that allow the agencies as a whole to work *on* the business rather than simply *in* the business.



## NETWORK AGENCIES:

- Misericordia Heart of Mercy
- Barbara Olsen Center of Hope
- Clearbrook
- Countryside
- Easter Seals of Metro Chicago
- Elim Christian Services
- Helping Hands
- Little Friends
- PACTT
- Park Lawn Association
- Seguin Services

## CORPORATE DISABILITY EMPLOYMENT COMMITTEE

Together with the Intersect for Ability agency partners, Misericordia is participating in an ambitious project to increase community employment opportunities for our residents through a Corporate Disability Employment Committee. The aim is to increase job opportunities for workers with developmental disabilities within corporations in the Greater Chicagoland area by increasing awareness of this capable and work ready labor pool. A second goal is to expand awareness of the strength of the consumer base of these workers and their support network. While Misericordia has placed its first resident in a community employment opportunity generated through this committee, there is still much work to do, although this has been hampered by the historic economic conditions. It is anticipated that in 2012 a significant number of community employment opportunities will be generated from the work of this committee.

## APPLIED BEHAVIOR ANALYSIS PRACTICUM PLACEMENT PROGRAM

As a result of a grant from the Coleman Foundation, Misericordia and eight other agencies were able to expand the behavior support services within their organizations. The purpose of the grant was to provide an opportunity for practicum placement to first and second year graduate students enrolled in Applied Behavior Analysis (ABA) programs while enhancing behavioral services for those in need. In addition, the program allows students to gain knowledge through collaborative learning of ABA skills and organizational best practices. This year Misericordia accepted four students, one of which was hired as a full time employee within the Behavior Department after completing her required training.

## DIRECT SUPPORT PROFESSIONALISM PROGRAM

For the third year, Misericordia was pleased to have been able to offer a Professionalism Program to twelve Direct Support Professionals and Certified Nursing Assistants and six supervisors. In 2009, Misericordia was awarded a significant grant from the Coleman Foundation to develop this curriculum-based program for direct care employees, offering coursework on empathy, leadership, aging, medical and behavior topics. The ultimate goal of this program is to reduce turnover among direct care employees by professionalizing the role and offering a career path for a position that typically has few advancement opportunities. A fourth program is scheduled to begin in summer of 2012.

We have had a total of 57 participants that have successfully completed the program with approximately 10% moving into new leadership roles. This cohesive cohort is applying their new skills by developing a “welcoming program” for new employees at Misericordia. In addition, the Barbara Olsen Center in Rockford is currently replicating the program with their employees.

## INFORMATION TECHNOLOGY

Misericordia’s IT Department continues to be involved with a collaborative project managed by Clearbrook and funded by the Coleman Foundation. The project’s goal is to design a database system for non-profit human service organizations. We are currently in the pilot phase of implementing this new system at Misericordia and in the second phase of the grant involving software enhancements to better meet the needs of the Intersect for Ability Network collaborative. This project is a unique opportunity to improve the efficiency and effectiveness of gathering information to better meet the needs of those we serve.



## GRACE

Misericordia participated again this year in the GRACE (Generating Resources for Aging through Collaborative Resources) project with three other Coleman Foundation Network agencies. As our residents age, their needs change. In an effort to ensure we are continuing to provide the highest quality of care, the GRACE project produced a training manual for staff that includes classroom and hands on training on the topics of: Aging Well, Alzheimer’s Disease and Dementia, the Physical Aging Process, Social, Emotional and Spiritual Aging, Death and Dying, and Caring for the Caregiver. Misericordia staff has participated in collaborative training with the Network agencies, allowing Qualified Service Providers and Developmental Training Instructors to go through the initial pilot training. In December, Misericordia graduated its first class of 24 staff that have successfully completed the training here on campus. The goal in the new year is to bring the training to up to 100



of our direct care staff that are currently working with our aging population.

Additionally, the GRACE manual provides curriculum and programming ideas for the Developmental Training Program. There are currently four GRACEful Living classrooms with a total of 40-45 participants. This focused curriculum as well as the new location of GRACEful Living classrooms in the Madden wing have proven to be very successful.

### FIIVE: FOSTERING INTER-GENERATIONAL INCLUSIVE VOLUNTEER ENGAGEMENT

The FIIVE grant is for an intergenerational volunteer program in which young people with disabilities and older adult mentors engage together in services and projects for their communities. The work of this committee is just beginning to develop, but it is projected to produce several meaningful outcomes in 2012. Beyond great service projects, it is hoped the process will generate several new, sustained volunteer opportunities as well as enriching relationships, forged through service.

### LONG TERM VOLUNTEER PROGRAM

Begun in 2007, Misericordia's long term volunteer program recruits young college graduates from all over the country to assist us in ministry as interns who participate in training and sharing life with our residents. These young people commit to one year of service with the option to renew for a second year.

In 2010, a generous grant from The Walter S. and Lucienne Driskill Foundation enabled us to purchase a building which will provide living quarters for up to twelve interns. Driskill Home renovations were completed in 2011 and Misericordia volunteers moved into our new facility beginning in August. Each volunteer participated in the month long direct service provider training and began work in their respective areas at Misericordia. The volunteers live in community and take their meals together at Driskill. An opening weekend retreat at the Sisters of Mercy home in Michigan focused on getting to know one another and reflecting theologically on the ministry to which we have been called. Each week a Community Evening is held where the theological reflections continue. The Volunteer Program runs from September to June and will include a concluding retreat during the final month.



On November 17, the 2011-2012 volunteer interns and Misericordia administration and staff welcomed Ronald L. Barnard, Executive Director of the Driskill Foundation, and his lovely wife, June, for a formal dedication of the Driskill Ministry Building at 7050 N. Oakley in Chicago.



## IMPROVING BEHAVIORAL HEALTH

Misericordia offers an outstanding variety of art, music, horticultural, prevocational and vocational programs that work to meet the needs of those we serve within the developmental training program. While these settings provide challenging opportunities that promote skill development and increased independence for the individuals served with a high level of success, a percentage of individuals remain unable to effectively adapt to the demands or experience in this type of environment. The Personal Effectiveness Program (PEP) was created for those individuals struggling with significant behavioral challenges. The pro-

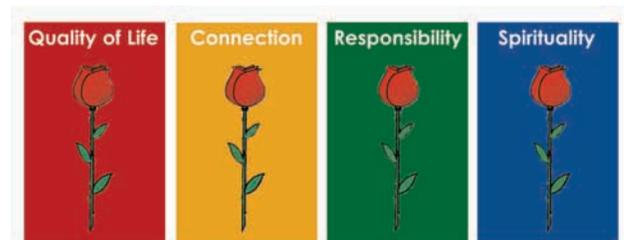


gram provides behavior enrichment opportunities through a multi-element and individualized approach. In addition, the program will begin using today's touch technology such as iPads and Smart Boards to increase structure, predictability, learning, social interactions, focus, motivation and engagement. Individuals will develop skills in the areas of attention, waiting, asking for help appropriately, choice making and accepting correction or redirection. It is also expected that there will be improvement in the area of self regulation and self monitoring behaviors as well as social skill development.

# Continuous Quality Improvement

## COMMUNITY OF BELIEVERS

The Community of Believers initiative was chartered by Sister Rosemary in 2009 and has been raising awareness about our Core Values. The marvelous life for our residents at Misericordia is sustained by these values. We want to ensure that they continue to be lived by us all. Having identified behaviors that express our Core Values, the Team is sharing these "behaviors" throughout our organization, asking each constituent to focus on living them. This past year we have launched a Staff Appreciation Program which identifies key staff members who embody our Core Values in their work. We have also invited both the Misericordia Family Association and the SIBS (siblings' organization) to consider how they can partici-



pate in this important undertaking. That has begun. The Community of Believers Team monitors two initiatives: Celebrating and Sustaining. The Celebrating initiative concentrates on raising awareness of our Core Values and inviting our community to live them fully. The Sustaining initiative concentrates on vigilance in maintaining excellence in all that we do. Our work continues.

## GREEN PRACTICES

We have made some great improvements in making our seven CILAs (group homes in the neighboring community) 'greener' along with the efforts being implemented on our main campus. Over the past two years we have assessed each CILA home and implemented changes. All homes now have established recycling, use greener cleaning products when possible, and monitor energy use.



## RECYCLING EFFORTS

Misericordia now recycles all steel, aluminum, plastic, paper and cardboard. When we first started in 2007 we paid approximately \$1300 per month for a company to pick up our recycling and process it. Over the last four years, we have taken more responsibility for our own processing (with the purchase of a densifier and a baler) and now we work with a different company that pays us for our cardboard, aluminum and steel. We net approximately \$700 per month in profit now, about \$8400 a year. Misericordia recently received a grant to purchase a compactor that will allow us to increase the processing and receive about \$1000/month.

Approximately 40 residents are involved in recycling and five of them are employed to assist with this process.

Currently we produce the following on a monthly basis:

- 3 bins of steel = 1.5 tons
- 1 bin of aluminum = 0.5 tons
- 8 bales cardboard (.5 ton ea.) = 4 tons

## TRAINING AND EDUCATION

Beginning last fall and continuing throughout 2012, Misericordia's management staff is participating in the first series in Leadership Development training. The training is designed to review and assess individual skills to continue to provide visionary and practical leadership to support the staff in fulfilling our mission of quality, compassionate care. The training focuses on our core values—quality of life, connection, responsibility, and spirituality—and how these leaders live out these values in their interactions with the Misericordia staff and community.

In 2011, staff development provided initial training and support to all new staff, including 165 staff who completed the Department of Human Services-approved Direct Support Provider classes—the 4-week classroom and on-the-job training for which Misericordia received its two-year reapproval in November. Four hundred ninety-eight staff completed the CPR re-training, in addition to specialized training offered across campus.

## RESIDENT INDEPENDENCE

Within the CILAs (neighborhood group homes), the staff created a list of barriers and modified the individualized plans for supervision of the residents to support continuity in progress toward more independence in the home and community (over the course of many years and despite turnover). We developed a tool to use as a guide for Qualified Service Providers in creating goals, but still need to implement its use. Four residents started accessing the community with a peer and two more residents started staying home with a peer without staff supervision.

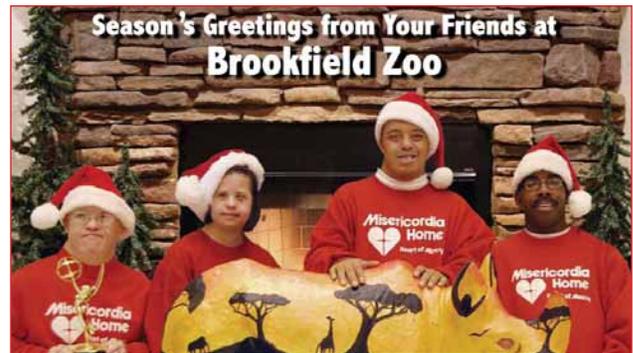
# Developmental Training Highlights

The opening of the Madden Center for programming enabled the two remaining classrooms for aging participants located on the second floor to move down to the first floor. These classrooms, part of the GRACEful Living program, best support aging participants from a ground floor room due to visual processing difficulties that can be experienced by people with dementia at higher floors. Madden also created dedicated space for oral motor and speech therapy services, and brought a nursing clinic office to the DT program, permitting expedited clinic visits and nursing exams.

**THE HEART STUDIOS** program got a boost by adding an art room. The additional room permits more residents to add art formally to their weekly schedule, with an emphasis on expanding art opportunities for the Beyond Boundaries rooms (programs for adults with severe and profound mental disabilities). Misericordia art programs currently have an on-going exhibition of art at Northern Trust downtown.

**THE EXPRESSIVE ARTS PROGRAM** teamed with our friends at Brookfield Zoo to paint a terracotta rhinoceros land marker that the zoo had donated for the project. The rhino piece was auctioned at The Artist in All exhibit and auction, and the winning bidder, Chicago Zoological Society Vice President Matt Mayer, donated it back to Misericordia for its permanent collection. The project was filmed, through funding provided by Brookfield Zoo, and featured resident and staff interviews, filming locations both on our campus and at Brookfield Zoo, and was shared on YouTube. The film was recognized in November with a Chicago Regional Emmy. This special relationship with Brookfield Zoo this year resulted in an art in the park day, an animal visit to Misericordia with small animals and craft activities, a second year of a tree decorated by Misericordia featured in the

annual Brookfield Zoo Christmas tree show, and the second year that residents of Misericordia will be featured on the Zoo's Christmas Card.



**NEW COMMUNITY EMPLOYMENT OPPORTUNITIES** were created at Lake Shore Athletic physical therapy clinic, Target, and the gift shop at Saint Francis Hospital. Residents also participated in the community at the Driskill House, Peace Day, Farmer's Market, performing a puppet show at the library, pen pal writing, choir performances, and spending time with seniors.



**MISERICORDIA CELEBRATED** the grand opening of its Heartstrings Evanston Gift Shop in St. Francis Hospital in August. This shop offers job opportunities and community awareness.

**DT WILL OPEN A PRODUCTION CENTER** in the Peterman Home before the end of the year. This new area will help meet the production demands of several new businesses we began working with during the year, including Fleet Feet, Pergamino, Reddy Services, Unforgettable Edibles, and Cotton Candy Inc.

**THE COFFEE PROGRAM** featuring Misericordia's own Coffee from the Heart brand, added new outside production work. The program now does coffee packaging for the business Crop to Cup, as well as potato pancake mix packaging for Manny's Famous Deli. This additional work helps to solidify the space dedicated for the coffee program, keeping residents engaged in compensable work five days a week. Misericordia's coffee label is now sold in Sunset Foods stores, and will soon be available in Grand Foods.



**EDUCATIONAL DEVELOPMENT** remains a priority for the DT program. Additional Apple "Touch" technology and adaptive technology for individuals with physical disabilities were added to the program. Two Institute Days were held during the year to support the teaching skills of the DT staff. Educators from the Chicago Public Library taught instructional skills at one of these Institute Days, and continued curriculum instruction on the second day introduced monthly unit development. The Catherine O'Connor Trage Literacy Grant was dedicated this year to supporting ongoing efforts to maintain the DT programs' literacy and learn-

ing skills efforts through updated curriculum material and supporting technology. A classroom was added dedicated to health promotions and community employment curriculums, and a new Learning in Motion classroom is currently under development that will bring more learning opportunities to non-ambulatory participants.



# Community Involvement

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## HARVEST OF HOPE

Over 300 staff, residents, parents and friends came to Misericordia for the 7th annual Harvest of Hope Walk held on Sunday, October 16. We who live and work at Misericordia are blessed to have such tremendous support from our community and beyond. The Harvest of Hope Charity Walk was developed as a way for the residents and their loved ones to recognize this gift and give back to others in need in their own way.

Proceeds from this year's walk will go to "A New Day Cambodia," a charity that helps feed, clothe and educate impoverished children of Cambodia who are pictured with their own special message of thanks.



## VOLUNTEERING IN THE COMMUNITY

Misericordia residents continue to be active volunteers in their community. Some of the organizations that we have volunteered for were closed due to budget cuts and we were sad to end those relationships. However, we still volunteer regularly at the Ronald McDonald House, Inspiration Corporation and Queen of All Saints. At the Ronald McDonald House, our residents cook and share a meal with the families that are staying there. At Inspiration Corporation our residents prepare lunches for homeless individuals. We are also fortunate to have a great relationship with the Queen of All Saints parish where residents of two of our homes help out as greeters. Our

residents also enjoy assisting with several Chicago area runs. In addition to passing out drinks and snacks for runners, they are some of the best cheerleaders around.

## OUTREACH PROGRAM

This program was established in 2007 to provide support to families of children with developmental disabilities living in the surrounding Chicagoland community and it continues to grow. This year alone, the Outreach Program was able to assist 130 families by offering a variety of programs. Tina's Play Group offers monthly play groups for children 0-6 and their families. The Tween Group for children 7-16 and Young Adult Group ages 17-27 meet regularly and enjoy a variety of programming which may include swimming lessons, cooking, and technology. Summer camp was filled to capacity again this year as it offered recreation and educational programs for the campers and respite for the families. In addition, this program provides an opportunity for parents to network and build relationships.



## RESPIRE

In addition to the Outreach Program, we provided a total of 440 days of services to 37 different individuals with developmental and skilled nursing needs from the community. Twenty individuals from the community accessed our Developmental Training Program in 2011.

# Recreational Highlights

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Misericordia's Recreation and Leisure Department offers residents many activities in their free time that can be fun and relaxing as well as educational. Highlights during 2011 included:

The Culture of the Quarter program introduced residents across campus to the cultures of other nations with programs such as Taste of Switzerland; a Croatian dance concert by members of Misericordia's neighbor church at Devon and Ridge, plus a Croatian bread doll-making event; and interactive projects related to Peru with a volunteer group from Loyola University.



Our residents always enjoy sporting events, whether they are participating or watching. Last year many were active with Special Olympics basketball, track and field and Bocchia Ball, and some were able to attend Chicago Bears training camp, golf lessons, and a Wildcats vs. Hot Shots game, among other baseball, basketball and football games. A few lucky residents had an opportunity in November to practice with Northwestern's men's basketball team.



Besides appearing at Misericordia events, our singing and signing Heartbreakers "Showtime" performers and our Heartzingers choir brought their unique talents to Northwestern's Got Talent (fundraiser for Special Olympics), the Sisters of Mercy Convention, Irish American Heritage Fest, the Americans with Disabilities Act Celebration in July at the Thompson Center downtown, and a National Disabilities Awareness Month event at Lincoln Mall in Matteson.



Among the outside groups who volunteered to bring their talents to our residents last year were: Burt Brown variety show and interactive concert, Trinity Irish Dancers, Cedar Springs Presbyterian Choir, Funny Bones Improv, and Ridgeville Band.

# Volunteering at Misericordia

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## COMMUNITY COMING TO MISERICORDIA

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### SUPPORTING GROUPS:

- Misericordia Women's Board, founded 1921
- Misericordia Women's Auxiliary, founded 1945
- Misericordia Women's League, founded 1996
- Twice Blest Thrift Shop, founded 1980
- Misericordia Family Association
- Misericordia Siblings Association (SIBS)
- Friends of Misericordia, founded 2003
- BUMS Golf Outing Committee
- Women's Golf Outing Committee
- Heartlinks Open Golf Outing Committee
- Misericordia Family Festival Committee
- Misericordia Candy Days Volunteers



## MISERICORDIA VOLUNTEERS

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Misericordia relies on the gift of personal commitment from thousands of volunteers.

- 70 are present throughout Misericordia on any given day
- 175 regular volunteers have made a weekly commitment
- 2,500 serve at our annual Family Festival in September
- 10,000 participate in the annual Misericordia Jelly Belly Candy Days in April

## VOLUNTEER OPPORTUNITIES

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For a regular commitment (2-3 hours per week for ideally a minimum 6-month commitment) a person must complete an application and attend orientation session. Dozens of opportunities are available, from assisting residents with program activities to computer data entry in the development office. For special event and holiday help (commitments vary between 2 hours to a full day), no application is necessary.

Help is needed for Candy Days in April and Family Festival in September; in the Hearts & Flour Bakery between Thanksgiving and Christmas and at Holiday Brunches in December, as well as other special event times throughout the year.

## JUNIOR BOARD

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Since its founding in 2010, the Misericordia Junior Board continues to actively recruit high school and college students to volunteer their time and talents on behalf of the residents of Misericordia. Under the leadership of Lois Gates and advisors Kathleen McGinty and Jenny Frain, the Junior Board currently has over 50 active members. During Misericordia Candy Days in 2011, student leaders from the Junior Board organized in-school fundraisers, bake sales, and helped to staff new Candy Day corners in areas throughout Chicago. This vibrant group of young people is helping to attract new life-long volunteers and share the mission of Misericordia with students at a number of schools throughout Chicago and suburbs.



# Leadership

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## MISSION STATEMENT

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Misericordia's mission 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 supports, community awareness, education, and advocacy.

## EXECUTIVE TEAM

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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

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Denise Tigges, McAuley Residence, Nursing and Therapy Services, Non-Ambulatory Services  
Chris Hegg Krackenberger, Marian Center, Mercy Glen, Holbrook Residence, Pool and Fitness Services  
Michael Diaz, Developmental Training Programs  
Joe Ferrara, Village Homes and CILAs

## BOARD OF DIRECTORS

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### PRESIDENT

Monsignor Michael Boland, Catholic Charities - Appointed in 1996

### TREASURER & GENERAL MANAGER

Sister Rosemary Connelly, RSM, Misericordia - Appointed in 1970

### SECRETARY

Margaret Murphy, Misericordia - Appointed in 1984

### DIRECTORS

John L. Dyer, Peter Shannon & Co. - Appointed in 2005  
Rob Figliulo, SPR, Inc. - Appointed in 2005  
Daniel Houlihan, Daniel Houlihan & Assoc., Ltd. - Appointed in 1998  
Patrick E. Mahoney, Mahoney, Crowe & Goldrick P.C. - Appointed in 2003  
Robert Soudan, Lock Up Development - Appointed in 2007



# Qualifications

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## CERTIFICATIONS/LICENSURE

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Illinois Department of Human Services  
Illinois Department of Public Health

Department of Children and Family Services  
Illinois State Board of Education

## PROFESSIONAL AFFILIATIONS

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American Speech-Language Hearing Associations  
American Association on Intellectual and  
Developmental Disabilities  
American Music Therapy Association  
Certification Board for Music Therapists  
American Association of Therapeutic Recreation  
National Council for Therapeutic Recreation  
American Association of Health, Physical Education, Recreation & Dance  
Adapted Physical Activity and Leisure  
Recreation Council  
American Occupational Therapy Association  
Illinois Occupational Therapy Association  
American Physical Therapy Association  
Rehab Engineering and Assistive Technology  
Society of North America  
American Academy of Cerebral Palsy and  
Developmental Medicine  
American Board of Disability Analysts  
Developmental Disability Nurses Association  
National Developmental Disability Nurses Association  
Sigma Theta Tau International (Honor Society of Nursing)  
Emergency Nurses Association  
Hospice and Palliative Nurses Association  
American Nurses Association  
National Gerontological Nursing Association  
American Heart Association  
Illinois Health Care Association  
Illinois Nursing Home Administrators Association  
Catholic Volunteer Network  
National Association for Developmental Disabilities  
National Association of Social Workers  
Society for Human Resource Management  
Illinois Notary Public  
American Academy of Family Physicians  
Illinois Academy of Family Physicians

