

OUR COMMUNITY, THE LIFE WE LIVE
Being, Becoming and Belonging



MISERICORDIA
 HEART OF MERCY

2017 ANNUAL REPORT



Maika B. and Glenn

Misericordia Heart of Mercy Mission Statement

The mission of Misericordia Heart of Mercy is to support children and adults with intellectual and developmental disabilities who choose our community by providing the highest quality residential, training, and employment services. We provide the full continuum of care designed to meet each person's changing needs and maximize his or her independence, self-determination, interpersonal relationships, and engagement in the community. Through our dedicated families, employees, volunteers, supporters and community networks, we offer an environment that fosters each person's spirituality, dignity, respect, and quality of life.





Dear Friends,

Today I stand in awe as I think about the goodness of God and the goodness of our friends, families, volunteers and staff who work tirelessly to support the mission of Misericordia. It is because of the generosity and support from thousands that we can continue to provide a life of quality to over 600 individuals with intellectual and developmental disabilities(I/DD).

For years, Misericordia has been working to ensure that we are a community that provides a life of quality with challenging programming and options for those who call Misericordia home. We have created a campus that is welcoming to the larger community and by doing so, social experiences on and off our campus have emerged for our residents each and every day. We

have also been an organization that expands only when there is a need, and we know that need will never go away with over 18,000 persons on the waiting list for services in the State of Illinois. However, today the 400 individuals on our waiting list as well as those on the state waiting list are more at risk than ever to not have a choice in where they would like to live, work and socialize.

In the past few years, there have been several federal rules that have begun putting limitations around what type of settings can receive Centers for Medicare and Medicaid Services (CMS) funding. Campus settings that provide employment and day program services have been identified as being at risk for future funding due to the potential of these settings being isolating and segregating. In addition, work opportunities that provide training for future employment have been reduced as an option for individuals with I/DD due to the expectation that everyone should work in the larger community. While the intent of the rule is to increase living and working opportunities in the larger community for individuals with intellectual and developmental disabilities, there is an unintentional consequence that restrictions are being placed on meaningful options.

What these rules fail to recognize is that there is a full spectrum of need for individuals with developmental disabilities. For some individuals, the idea of having a job and living in the community is reachable and should be an option and their reality. But for others, their specific needs being physical, medical or behavioral, the idea of living and working independently in the community is not the most important goal for these individuals or what their families want for their vulnerable son or daughter. For these individuals, having a community that is responsive to their needs, that provides a safe environment, that accepts and challenges them, and that provides social experiences and opportunities is a choice that must be preserved.

The Misericordia community is one that provides an abundance of opportunity both on and off campus. There is a level of service for each individual that meets the person where they are at and what they hope and dream for. For some, that is a home in the surrounding Chicagoland community and for others it is a home on our campus that allows each individual to express a level of independence that their parents never thought was possible. However, what each individual who chooses Misericordia has in common, is our campus community. It is this community that provides a sense of being, belonging and becoming whether you are a resident, family member, employee, volunteer or a curious neighbor.

Our mission continues to not only provide a life of dignity and respect for those living within our Misericordia community, but today it extends beyond just those we serve. Our goal is to redefine community and to expand options and choice for individuals with developmental disabilities and their families. The Misericordia community is one of the greatest gifts God has given me, and I welcome you to join us and feel God's presence among each and every member who chooses to be a part of our mission.

God's blessing on you and yours,

Sister Rosemary
Sister Rosemary Connelly, RSM
Executive Director





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 and Resident Employment Services
Tina Stendaro	Assistant Administrator of Developmental Training

BOARD OF DIRECTORS

- ❖ President: **Monsignor Michael Boland**, Catholic Charities, *Appointed 1996*
- ❖ Treasurer and General Manager: **Sister Rosemary Connelly, RSM**, Misericordia, *Appointed 1970*
- ❖ Secretary: **Kevin Connelly**, Misericordia, *Appointed 2016*

DIRECTORS

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| ❖ Father Jack Clair , Misericordia, <i>Appointed 2014</i> | ❖ John L. Dyer , Peter Shannon & Co., <i>Appointed 2005</i> |
| ❖ Rob Figliulo , SPR, Inc., <i>Appointed 2005</i> | ❖ Margaret Houlihan Smith , United Airlines, <i>Appointed 2014</i> |
| ❖ Philip O'Connor , PROactive Strategies, Inc., <i>Appointed 2015</i> | ❖ Robert Soudan , Lock Up Development, <i>Appointed 2007</i> |
| ❖ Dan Walsh , Walsh Group, Ltd., <i>Appointed 2015</i> | |



Misericordia Annual Planning

The annual planning process is an integral part of Misericordia's quality and its future. Each year the executive team reviews outcomes and sets the road map for the following year to ensure that Misericordia remains at the forefront of services for individuals with intellectual and developmental disabilities. Central to our work is looking at the changing needs of those we serve, identifying ways to support the workforce that delivers the quality care, decreasing the financial gap between government funding and Misericordia's actual cost, and taking an active role in federal legislation that could impact the choices of those we serve.

STRATEGIC IMPERATIVES

- ❖ Exploring the Current and Future Needs of a Changing Population
- ❖ Reducing the Growing Financial Gap
- ❖ Addressing the National Threats Related to Housing and Employment Services
- ❖ Growing and Sustaining the Employee Workforce Through Retention and Leadership Development
- ❖ Enhancing Technology to Improve Efficiencies and Effectiveness of Services

2017 OUTCOMES

- ❖ Employee Retention: Paid time off and salary adjustments made as a result of employee survey. Direct Service Professional (DSP) coaching program implemented to support new employees. Professionalism program offered bi-annually for employee development.
- ❖ Continuum of Care License: Regulations drafted and waiting on state and federal approval.
- ❖ Engagement with Federal Legislators: Request for Illinois delegation to support CMS language change. Engaged 15 Illinois Congresspersons or their representative and two Senators in Washington D.C. for an Illinois Day on the Hill. Met with key members of the Energy and Commerce Committee to support language change through a formal amendment to the Home & Community Based Services rule.
- ❖ National Grassroots Activated: Together for Choice, a national grassroots advocacy effort, became incorporated in the summer of 2017 and began its drive for sponsorship to expand quality living and working options for individuals with intellectual and developmental disabilities.
- ❖ State Impact: Representation on several state-run committees to advocate for specialized minimum wage, flexible day services, and employment pathways for individuals with intellectual and developmental disabilities. Removed from heightened scrutiny under the HCBS settings guidelines as a result of meeting with state officials to better inform them of the inclusiveness of our community.
- ❖ Intersect of Ability Network Leadership: Collaborative work among 13 Illinois organizations striving for quality programs for individuals with intellectual and developmental disabilities.
- ❖ Expansion of Services: Behavioral services restructured to better meet the changing behavioral needs of individuals served. Adult Enrichment Program implemented for adults with intellectual and developmental disabilities living at home who need meaningful day programs that provide opportunity for continued personal growth.

CERTIFICATIONS, LICENSURE, AFFILIATIONS

- ❖ Illinois Department of Healthcare and Family Services
- ❖ Illinois Department of Public Health
- ❖ Illinois State Board of Education
- ❖ Illinois Healthcare Association
- ❖ IARF (Illinois Association for Rehabilitation Services)
- ❖ Intersect For Ability Network
- ❖ ACCSES (American Congress of Community Supports and Employment Services)
- ❖ Together For Choice



The State of Being: The Drive to Do More With Life Than Just Live

Misericordia is a community where individuals and their families are not judged but rather accepted as a community of equals and where the uniqueness of each member is celebrated as a gift from God. Within our community, each individual is encouraged to “be” who they are and empowered to use their strengths to grow and develop as contributing members of their community. Whether you are a resident, employee, family member or volunteer, when you choose to “be” a part of the Misericordia community, you feel the presence of the Misericordia spirit.

“One of my biggest fears was that all the effort that I put into pulling Max out of his shell would be lost if I wasn’t there to advocate and help him. Since Max’s admission, that fear has been put to rest. Max has discovered a new confidence that allows him to self-initiate purposeful conversations and fully participate in life. It is a gift to see our son at the age of 23 grow and develop skills that we didn’t think would be possible without our assistance. It is nice for Max to have more than just my husband and myself as his advocate, he has a whole community.”

BARB CABIN
mother of Max and volunteer



Max C. with instructor Alison Slack in Creative Expressions.





PJ R. assists Fr. Jack Clair in distributing communion at Misericordia's community Mass.



"Life is good."

LUCIENNE Q.

Misericordia resident



"When my son, an avid sports fan, chose to pass up an opportunity to toss the coin at a Bears game to be with his friends at a Misericordia event, I knew his Misericordia community is an important element of his "being." The community has helped him find meaning and purpose to who he is today."

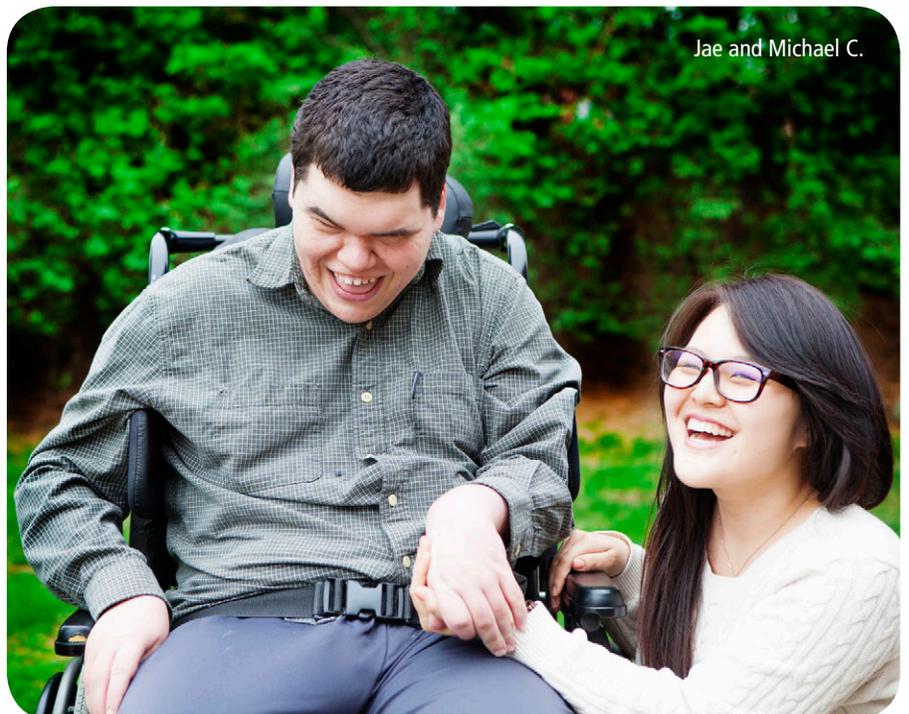
BERNADETTE BOYLE

mother of Joe and volunteer

"Belonging to Misericordia means being a part of something bigger than myself. Every day, I work as a team with people from different backgrounds and values. We are united by the people who challenge us to look at life in ways that defy society's definitions of success and happiness. Each day, I am blessed to feel a sense of duty not just to myself but to all those around me, which, to me, is the embodiment of the Heart of Mercy."

JAE SHEN

Registered Behavior Technician



Jae and Michael C.



The State of Becoming: The Realization of Potential



“Our community provides a ‘come and see’ life for our residents and for one another. We ‘come’ to residents by engaging them, connecting to them and caring for them. We ‘see’ the residents when we discover the unique, beautiful human beings they are. The same holds for how we ‘come and see’ our co-workers, volunteers and friends of our Misericordia community. Our community sees the beauty in others and ourselves.”

BOB MYERS

father of Andrew and volunteer
member of our ministry team

Andrew, Bob and Mark Myers





"After John graduated from school, he lived a life of isolation because he had few opportunities for social experiences with individuals that he fit in with. In our community, John was completely dependent on us for everything. He didn't have friends that he could visit, a job that he could walk to, or services that allowed him to explore his interests. John found his purpose at Misericordia, where he is among friends and staff that believe in his potential, where he walks independently to work and to the activities that he chooses. John has more friends than I had ever imagined possible. He loves the Misericordia community, and we feel blessed that we, too, can call it our community."

KAREN CORNELL
mother of John and volunteer



"I am an artist because of Misericordia."

BRENDAN M.
Misericordia resident



"Our son Ryan, an adult with autism, has never shown the kind of empathy that is expected of adults. We also came to believe that this was not a skill that Ryan could learn. Recently, Ryan and I were with his grandfather, and Ryan independently assessed the situation and recognized his grandfather's need for assistance. Without prompting, Ryan opened the door, unpacked his grandfather's walker from the trunk, and held out his hand to help him out of the car. That would have never happened before Misericordia. It gave us chills to see that Ryan has learned empathy as a result of belonging to the Misericordia community."

DICK MALONE
father of Ryan



Belonging: The Human Emotional Need to Be Accepted and to Fit In

Community means different things to different people, but when someone chooses a community, it is because they feel like they belong. Misericordia provides a sense of belonging to each member of our community. It provides opportunities for friendships where individuals share life. Those involved with Misericordia embrace the most simple definition of community which is “among friends.”



Jessica F., Mark D. and Michael M. at Mass.

“I get to be a part of many different groups on campus with my friends and staff give me a lot of encouragement to “be” my best.”

MICHAEL M.
resident

“Before I lived at Misericordia, I lived in an apartment in the city by myself. My life was lonely, I didn’t have any friends. When I moved to Misericordia, I found friends from all over the campus and things to do that I could do independently. Even though I am officially retired, I am busier now than I ever was with my job in the community. I get a choice in what I want to do to fill my days and nights and I love it.”

MARK D.
resident



Francesca M. and Tyler S. enjoy dancing at the MFA Dinner Dance.



Special Olympics fun.





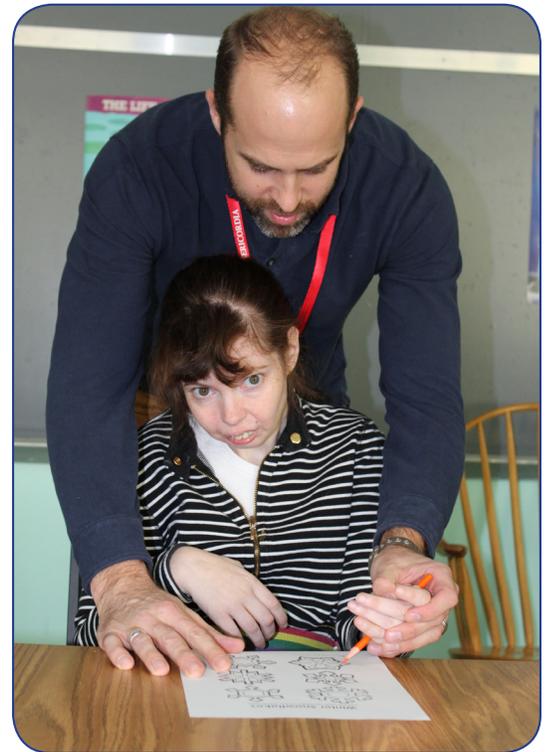
Walter, Laura and Sharon Waltz attend Mass at Misericordia

“When Laura moved into Misericordia after starting in the Adult Enrichment Program, she couldn’t wait to get involved in the things her peers were doing. The Misericordia community gives her an opportunity to belong in so many different ways, it is a place where she fits in!”

SHARON WALTZ
mother of Laura and volunteer

“Not only is Julie a member of the Misericordia community, but so is our entire family. I am amazed at the number of people who call Julie by her first name, everyone knows her.”

LARRY EISEN
father of Julie and volunteer



Julie E. and instructor Brendan Moore in Developmental Training.



“I am proud to belong to the Misericordia community. We are a community and we are family. Together we share life, we grieve together and we celebrate together. To me, I am rewarded daily in the work I do. Everything I give, I get back more by simply being a part of the lives of each and every member of our community.”

ANGELICA GREEN
Developmental Training Supervisor

Katie F. and Angelica in Greco Gardens.



Quality of Care: A Community of Comprehensive Care and Opportunities

With the overwhelming societal push for all individuals with intellectual and developmental disabilities to become fully integrated in the larger community, Misericordia supports our residents to access and explore these services. Misericordia supports almost 65 residents living in surrounding neighborhoods and almost 100 residents in employment or volunteer experiences citywide. Misericordia regularly organizes recreational opportunities in the city and encourages our residents to partake in the city events and offerings. However, there is a quality to each of the resident's lives that is enhanced because of the connection to the Misericordia community. There is an important feature of an intentional community that provides coordinated and monitored physical, medical, emotional and social services and programs that meet and treat the individual needs of the person as a whole. It is through this holistic approach that each member of the Misericordia community thrives and experiences a quality of life of their choice.

MEDICAL CARE

Misericordia is fortunate to have a full medical team that includes a medical director and 2 nurse practitioners along with a full team of nursing staff. This team of professionals is fully present to care for the ever-changing medical needs of those we serve. The medical treatment provided is preventative care as well as care that may be emergent. Hospitalizations are often prevented due to the availability of our practitioners who again look at the person holistically, and often alongside a team of professionals including physical, occupational and speech therapists and licensed dietitians. Individuals may choose to keep their family physicians; however, 76% of our families choose Misericordia as the primary provider due to the coordinated care, the availability and access to providers, and the quality of care. In addition to our medical team, Misericordia provides several unique care clinics such as vision, podiatry, and neurology.

BEHAVIORAL HEALTH SERVICES

The emotional and behavioral well-being of our residents is essential to their quality of life and those that make up their social network, including their peers, families and staff. When individuals with developmental disabilities need emotional support, a team of clinical professionals allows for a full comprehensive treatment plan. The plan works to treat the whole person through a variety of options such as counseling, art therapy, music therapy, behavior support and psychiatric services. Supports offered are individualized and designed to meet the person where they are. Misericordia offers psychiatric clinics four times a month. All residents requiring psychiatric care are seen at least once every three months. Treating physicians are available for consultation during emergent or crisis needs. Individuals needing psychiatric care receive additional counseling and/or behavioral services to promote adaptive behavior development. Misericordia also has a board certified behavior analyst on staff to guide the development of behavior support plans for addressing maladaptive behaviors and for proactively developing adaptive skills. As a result of this coordinated care, residents living at Misericordia have fewer psychiatric hospitalizations and experience long-term behavioral change and improved mental wellness.



Dr Chicoine and Jeff D.

"I have treated individuals with I/DD for over 30 years in the larger community, and in the Misericordia community, and the comprehensive team approach that Misericordia uses allows me as a physician to better treat the whole person. Getting input from the resident and a variety of staff people provides for better-informed decision-making and improved care."

DR. BRIAN CHICOINE
Medical Director



PHYSICAL, OCCUPATIONAL AND SPEECH SERVICES

A team of physical, occupational and speech therapists, as well as therapy aides, are on staff and available to meet the changing needs of the residents we serve. Services provided by each of these professional disciplines often begin with preventative and maintenance services by offering home exercise programs, assistance with eating and fabricated orthotics to help individuals improve their activities of daily living and mobility or maintain their current self-care skills. As our population ages, changes occur in cognition, mobility, self-care and mealtime skills that put these individuals at risk for significant medical concerns. When this occurs, continual monitoring of functional changes takes place and a therapeutic treatment plan is put in place to support each resident as they experience this stage of change. In addition, this team of professionals often provides education and training to both staff and families to help support those they are caring for.



ORAL MOTOR AND COMMUNICATION SERVICES

Every resident who participates in life at Misericordia has a mealtime plan completed by a team of speech and oral motor specialists. These mealtime plans are essential in promoting independence in mealtime skills, but more importantly, these plans provide direction to the resident, family and staff in how to reduce the risk of mealtime choking. The plans are reviewed annually and updated anytime there is a functional change or hospitalization with a resident. In addition, oral motor aides provide on-going support to the staff and residents during mealtimes for individuals experiencing cognitive decline in order to help maintain skills and assist with mealtime safety.

Our speech therapists provide direct services to over 100 residents on campus. Services provided through this department offer individual as well as group sessions that focus on fluency and social language. These services provide the benefit of increasing fluency techniques, but they have also assisted increasing social language in preparation for job interviews and appropriately engaging others in the community. Individuals receiving these services often get to practice their skills in the neighborhood, which builds their self-esteem and confidence with language skills.

Misericordia speech therapists also offer a cooking and cognition group for individuals experiencing cognitive decline. This group focuses on using functional skills, such as cutting vegetables or scooping, to maintain their fine motor skill while working on receptive and expressive skills. In addition, residents using augmentative communication devices have an opportunity to join a weekly group that supports these individuals in fully utilizing their communication devices among a group of peers that encourage one another. These services welcome graduate students from surrounding universities in communication disorder programs as it offers an opportunity for the residents to meet and engage with new people while providing a learning opportunity for the students.

THERAPEUTIC CLINICS

PHYSIATRY CLINIC - This clinic, staffed by a physiatrist, physical therapist, orthotist and nurse, coordinates services to maintain/improve functional ability, manage pain and decrease the risk of falls and injury of residents living in the Misericordia community. With a medically complex and aging population, access to these services is essential to maintaining each person's physical well-being. While these services are available for emergent issues, such as when individuals require rehabilitation after major surgeries, these services more importantly help prevent falls or injuries as individuals begin to age.

ORTHOTICS CLINIC - Individual residents are seen on campus for evaluation of fit and function of orthotics. Modifications are made as needed, as well as evaluation and casting for new orthotics and/or modified shoes, recommendations of off-the-shelf orthotic trials, shoe modifications, and various orthotic and shoe repairs. Services provided offer close monitoring to prevent skin breakdown, enhance comfort, and facilitate independence and safety during functional activities. The clinic occurs twice a month and offers quicker and more convenient access for orthotics repairs and evaluation.



WHEELCHAIR SERVICES

There are many residents at Misericordia that require wheelchairs with specialized molds and tilting, due to their medical complexities. Wheelchairs are incredibly expensive, sometimes costing in excess of \$20,000, and require on-going care and modifications to meet the individual's specific needs. Misericordia offers a wheelchair clinic directed by an occupational therapist that is able to be responsive to needs that arise. What many people don't recognize is the importance of responsiveness when a wheelchair requires modification due to concerns of discomfort or potential skin breakdown. If an individual's chair requires repair, the resident loses his or her ability to fully participate in life and must stay in bed until the chair can be repaired. Misericordia is proud to say that within the last three years, every resident that has required a wheelchair repair has either been able to have their chair repaired within the same day, or the wheelchair repair team is able to provide a loaner until the repair is completed.

DENTAL SERVICES

Misericordia is proud of the physical care that our residents receive, especially when it comes to dental health. Prior to our clinic opening in March 2015, families often reported a lack of access to dental services as well as providers not having the expertise to work with individuals with developmental disabilities. Individuals would often have to wait a year or more to get dental work completed due to this very reason. Seventy percent of our residents and their families have chosen to utilize the comprehensive and consistent dental services provided at our on-campus Dental Clinic. Residents who are followed by our dental team are seen no less than every 6 months, many being seen every 3-4 months for dental recalls with the goal to improve their overall dental health. Today, 90% of staff have completed dental wellness training. Almost 200 dental health education sessions were conducted for residents and staff, resulting in a decline of emergent dental issues. 100% of residents needing emergency dental care were seen within 2 business days, and an average of 50 residents are seen monthly for dental cleanings. Through this clinic, de-sensitization programs are offered to reduce fears and anxieties associated with dental work. In the last year, 13 individuals no longer required IV sedation and 3 individuals no longer required oral pre-sedation prior to dental services.

"Dental services here are one-of-a-kind. I have the pleasure of turning a once dreaded appointment into a fun, safe space that the residents enjoy coming to. As a result of our campus clinic, I am seeing oral hygiene improve on a daily basis. One success story includes a woman who started coming to the clinic in March 2016. Her plaque score at that time was 100% indicating severe plaque buildup and inflammation. Today, with frequent dental hygiene visits, training the staff and working with this woman, her scores have come down to 25% and her overall dental hygiene has improved significantly."

JENA CAHILL
Dental Hygienist



Quality of Life: Programs and Opportunities

RECREATION, LEISURE AND FITNESS PROGRAMS



Matt D. and Steven V. at Cyclebar

Misericordia offers an extensive recreation program that provides social experiences both on and off campus for our residents. In addition, the Fitness Program is available to all members of the Misericordia community. Recreation and Fitness staff are present 7 days a week and develop creative programming options that meet the residents' interests and abilities. Residents and their families are involved at every level in choosing from a full array of options including choir, swimming, bingo, powerlifting, team sports, sewing, photography and cooking. On average, residents typically are involved in one recreational or fitness program every day, if not more. When our residents are not participating in campus recreation and fitness opportunities, you will find them at a variety of city venues such as concerts, Chicago-based sporting events, eating at their favorite restaurants, or shopping with friends. The vibrant variety of options for Misericordia residents is enviable.

EMPLOYMENT AND JOB TRAINING PROGRAMS

Misericordia is fortunate to have a variety of Employment Training Programs that have assisted many of our residents in learning skills needed for neighborhood employment. These programs are often the foundation to exploring employment interests and discovering new talents. Opportunities on campus include working in the bakery, coffee, restaurant, and art and horticultural programs. In addition, Misericordia offers a variety of day program services that focus on continued learning. Every resident has a variety of programming options that allow them and their families to build a robust schedule of daily opportunities.

Currently nearly 70 Misericordia residents have 100 different employment positions and over 20 individual opportunities in our surrounding neighborhoods. Misericordia's partnerships have grown to over 33 employers and 3 volunteer sites in the past year. We are incredibly grateful to these businesses that have invested in our residents and have given them the opportunity to share their talents and abilities.



Molly B. is a cashier at Grand Foods.



New this year to Misericordia is the Engage Chicago Program with over 50 participants. The program was designed to build natural supports and greater awareness of neighborhood access and engagement. It is a multi-layered program that focuses on community access, employment readiness, community and cultural exploration, health and wellness promotion, spirituality, education and learning as well as social networking. Through this program, many individuals are learning how to take public transportation, which is an important step toward competitive integrated employment. In addition, the residents have become invested in their neighborhood relationships, and through this program have shown their appreciation by delivering thank you cards and brownies to our local police and fire departments as a way to give back.

Residents thanking the Chicago Fire Department.



Thank You to Our Community Employment Champions

Air Ducts
Ann Sathers
Army/Navy Surplus Store
Broadway Animal Hospital
Edgebrook Ace Hardware
Gemini Associates
Go Bananas
Grand Foods
Hu-Friedy
Lincolnwood Library
Lou Malnati's
Lowe's
Loyola University
Mariano's: Lincolnwood, Northfield

McDonald's: Peterson, Ridge, Addison
Olive Garden
Panera: Lincolnwood, Evanston
Red Rooster
Sacred Heart
Sandbox
S&C Electric
Target
Trader Joe's
Uncommon Ground
Walmart
White Sox
YMCA



Paul C. and Jennifer R. work in the Walmart Bakery



Matt D. serves in the Greenhouse Inn Restaurant

"I came to Misericordia because I have friends who live here. I like being here because I have the freedom to do things people my age should be doing. I am figuring life out as an adult. I have a job and I am also giving back through volunteering."

MATT D.

Campus Employment Opportunities

Nursing & Development Office
Housekeeping
Mail Delivery
Reception
Greenhouse Inn Restaurant
Recycling
Coffee Packaging
Bakery
Laundry
Purchasing
Greco Gardens
Art Production
Office Skills



"I have worked at Misericordia for 15 years, and every day is a good day because I get to work alongside the residents."

EDGAR MUNIZ
Housekeeping

PJ R. works with Edgar and Willie in Housekeeping Services on campus.



Extending Our Community



Matt C. chats with a little member of Outreach during Trick-or-Treating at Shannon Apartments.

OUTREACH

For many parents, having a child with a disability is a long journey of building networks of social, medical and educational supports to assist addressing both the current and future needs of their child. This can be a lonely road for parents who may not know where to turn. Misericordia has built a network called the Misericordia Outreach program that provides a foundation for families to connect and learn from one another while their child is able to access services that enhance their life.

Tina's Playgroup is available for families with children ages 0-7 and offers weekly swim lessons and monthly playgroups. This program served 24 families in 2017.

The Tweens Program is for children between the ages of 8 and 22. Currently, 120 active tweens participate in monthly social events such as dances, basketball, healthy living classes and

work experiences. Summer camp and work experiences are offered with 33 individuals participating. Parent and Family Support offers outreach Mass, informational speakers, parent volunteer nights and socializing, as well as Friday night family swim.

ADULT ENRICHMENT

The Adult Enrichment Program was created for individuals living at home that wanted to explore their talents and interests in a structured environment focusing on life-long learning. Through this program, participants experience programming that offers educational skills, technology, communication, advocacy, horticulture, health and wellness, social skills, cultural activities, arts and recreation. In 2017, this program served over 60 participants and many of these participants previously participated in the Tweens Program and Work Experiences Programs.

"David is thriving because of the caring and creative staff that provide an empowering environment focused on his personal growth."

CHRISTINE FRISONI
parent of participant in Adult Enrichment Program



David B. participates in nutrition education.



Our Community Champions

Misericordia's community is made up of many pillars that embrace our mission and values each and every day. It is because of our community members that Misericordia is able to provide the quality of programs and opportunities that our residents enjoy and rely on. We are ever grateful to every member that believes in our mission and makes the reality of friendships, independence and happiness come true for those who call Misericordia their home and community.



LaTisha assisting Riley C. in walking.

EMPLOYEES

Today Misericordia has over 1000 employees, 500 of whom are direct service professionals. These employees are the foundation to the quality of care and compassion our residents receive within our community. It is these individuals who sit by the resident's bedside with the families when a resident is taking their last breath. It is these individuals who encourage our residents to learn new skills and try new experiences. It is these employees who recognize when residents are grieving the loss of a friend and or may be showing signs of illness. It is these employees who give families peace of mind.

"I joined Misericordia in February of 2017 and wasn't sure that I would be able to do the work since I knew my commute was almost 2 hours every day back and forth. I didn't realize that it would become such a significant part of my life. When I leave Misericordia after a full day of work, I get the same feeling as when I leave my children. I want to be present and advocate for each and everyone of the residents I care for and I miss them when I am not at work."

LATISHA DRAKE

Direct Service Professional, Connelly Home

Misericordia is continually assessing the workforce and looking for ways that employees can be supported in their work at Misericordia. This year, the DSP starting wage was adjusted with the goal to get all DSPs to \$15 per hour within 2 years of employment. In addition, paid time off was adjusted to recognize the importance of a work life balance. All employees have access to tuition reimbursement which was increased this year, an Employee Assistance through Catholic Charities, a matching 401K program, comprehensive health insurance plans, and ongoing development and training opportunities. In addition, every department and position at Misericordia was celebrated throughout the year at an appreciation day celebration.



Mary Barner, Jessica Stopak, and Terriana Newell



Volunteers are at the Heart of Mercy

Misericordia's many volunteers are truly special and generous people who possess unique gifts of sensitivity, patience and concern. Volunteers are of all ages, backgrounds and experiences. The Misericordia Volunteer Office works daily to train and place volunteers who assist on campus, supporting Misericordia residents directly in residential areas and developmental training, recreational programs and more. Dedicated volunteers also assist with Misericordia fundraisers throughout the year.



Volunteer Advisor Theresa Rooney with Volunteer Coordinators Kathleen Hardy, Mary Doherty and Theresa Marie McDermott

- ❖ 460 regular volunteers work on the Misericordia campus each week.
- ❖ 500 volunteers annually work at Sunday brunches in the restaurant.
- ❖ 4,000 volunteers assist in the Hearts & Flour Bakery and around the campus during Holiday season
- ❖ Volunteer Orientation is held bi-monthly.
- ❖ Interns complete experience for study in: social work, social justice, art therapy, counseling, speech/communications, recreation, ministry and student teaching.

Misericordia Continues to Share its Mission both on and off campus:

- ❖ Hearts & Flour Bakery
- ❖ Twice Blest Thrift Shoppe
- ❖ Heartstrings Gift Shop
- ❖ Farmer's Markets
- ❖ Coffee From the Heart
- ❖ Greenhouse Inn Restaurant
- ❖ Heartracers (Chicago Marathon)
- ❖ Heart Squad (Ragnar Relay)

Candy Days ❖ 10,000 Volunteers
 ❖ April 28 & 29, 2017
 ❖ \$1,949,201

Family Fest ❖ 3,000 Volunteers
 ❖ September 10, 2017
 ❖ \$1,401,452



Trish M. painting with the guidance of Gregg Hartemayer.



Farmer's Market

- ❖ 18 volunteers ❖ 2017 Fiscal Year: \$111,000
- ❖ Season: May through October



Twice Blest Thrift Shoppe

- ❖ 78 volunteers ❖ \$125,000 ❖ Year Round



Stewards of Our Community

Throughout their history, Misericordia's supporting groups have remained committed to the values and ideals that define this extraordinary place. These diverse and talented groups support Misericordia by fundraising, volunteering and spreading the mission through their good work on behalf of the residents.



MFA Benefit Leadership with Sr. Rosemary

The parents and guardians of the children and adults of Misericordia comprise the Misericordia Family Association (MFA). These dedicated family members work diligently to support their resident, forming an invaluable community that educates and informs others about Misericordia.

Misericordia Family Association

- ❖ 600 Members
- ❖ 2017 Fiscal Year: \$1,173,345
- ❖ Signature Event: MFA Dinner Dance

The Siblings Association seeks to actively contribute to their siblings' lives at Misericordia, as well as support one another. Many siblings have grown into the role of guardian, caring for their loved one when responsibility within the family shifts. Through fundraising and spreading the mission, siblings help ensure the future of their brothers and sisters.



The Artist in All Sibling Leadership Team

Misericordia Siblings Association

- ❖ 1100 Members
- ❖ 2017 Fiscal Year: \$1,125,000
- ❖ Signature Event: The Artist in All Art Exhibit and Silent Auction





Misericordia Women's Board

- ❖ 160 Members
- ❖ 2017 Fiscal Year: \$1,100,000
- ❖ Signature Event: Heart of Mercy Ball



Misericordia Women's League

- ❖ 120 Members
- ❖ 2017 Fiscal Year: \$345,000
- ❖ Signature Event: March Madness



Misericordia Young Professionals Council

- ❖ 75 Members
- ❖ 2017 Calendar Year: \$54,557
- ❖ Signature Event: Red Heart Bash



Misericordia Women's Auxiliary

- ❖ 130 Members
- ❖ 2017 Fiscal Year: \$556,000
- ❖ Signature Events: First Look for Charity, Spring Luncheon and Fashion Show



Junior Board

- ❖ 125 Members
- ❖ 2017 Fiscal Year: \$17,000
- ❖ Signature Event: Springtime Shuffle





Misericordia BUMS

❖ 525 attendees ❖ \$1,051,250 ❖ Signature Event: Bums Golf Outing



The Para Foursome at the Bums Golf Outing.



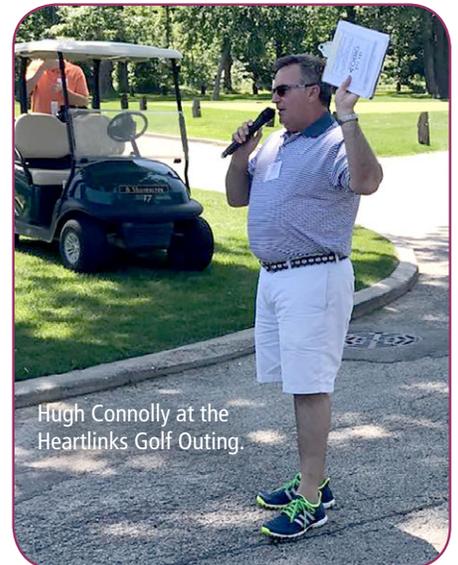
Women's Golf Outing

❖ 100 attendees ❖ \$51,000 ❖ Event: September



Heartlinks Golf Outing

❖ 125 attendees ❖ \$234,000 ❖ Signature Event: July



Hugh Connolly at the Heartlinks Golf Outing.



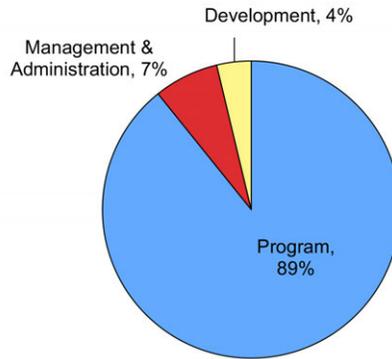
Financials

Misericordia receives grants from government agencies, as well as support from individuals, independent foundations, companies, and corporate foundations. This funding supports our comprehensive network of services and programs and full continuum of residential options tailored to each resident's unique needs. In doing so, every resident is able to live as independent and meaningful a life as possible. We keep our administrative costs at less than nine percent and fundraising costs at less than four percent of overall operating expenses.

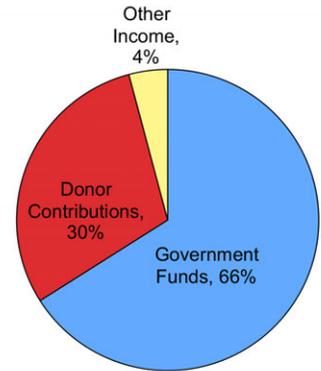
Misericordia has a four-star rating from Charity Navigator, exceeding industry standards. Charity Navigator helps charities by focusing on truly effective organizations – and helps donors support a charity with confidence. The program evaluates and rates charitable organizations based on a variety of criteria, including overall financial health, accountability and transparency.



Operating Expenses FY 2017

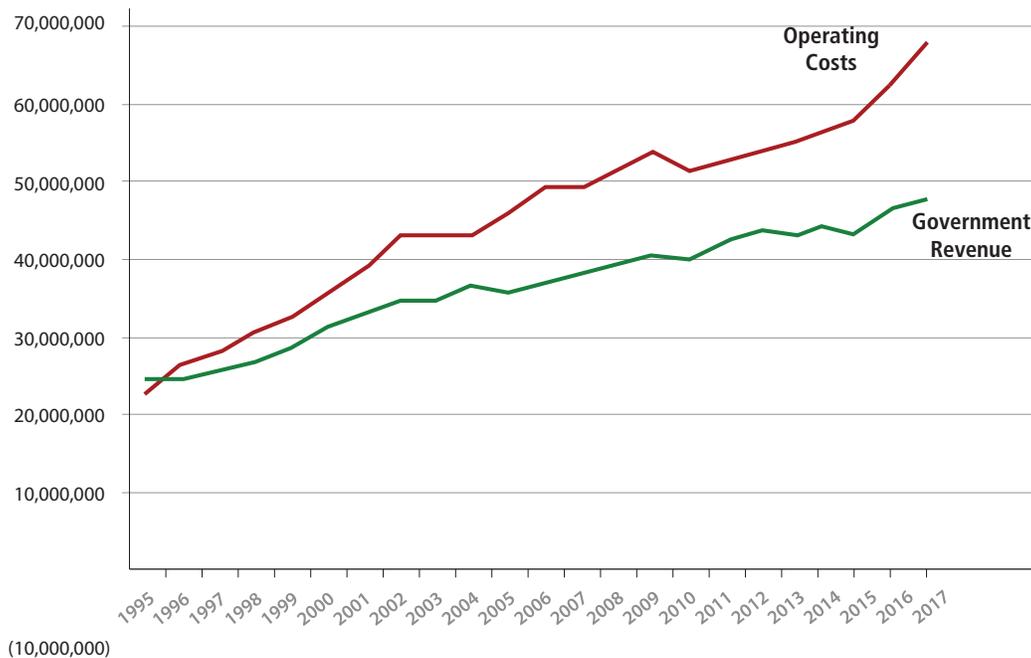


Operating Revenue FY 2017



GOVERNMENT REVENUE VS. OPERATING COSTS

For FY 2018, Misericordia will need to raise more than \$20 million to close the gap between our costs and government funding. The only reason Misericordia can provide the exceptional services they do is because they are successful raising the private dollar through fundraising. How blessed we are.



Advocating for Choice



Back row: Senator Dick Durbin, Sister Rosemary Connelly
Front row: Molly B., Ciara C. (*Little City*), Jeff F.

ILLINOIS DAY ON THE HILL IN WASHINGTON D.C.

In November, under the leadership of Misericordia, 32 individuals, including self-advocates, parents and executives from 6 organizations, headed to Washington D.C. to educate and engage policymakers on the importance of choice in the lives of individuals with intellectual and developmental disabilities and their families. Over 15 congressmen and congresswomen or their representatives and our 2 senators listened to the self-advocates and parents tell their stories that painted the challenges that are often faced when the right choices are not available or are taken away. Sister Rosemary's message was clear: "Our purpose here is to redefine the definition of what community really means. Within that definition, individuals and their families should have choice of where to live, where to work and who their friends are." One self-advocate who lived in the larger community and who made the choice to return to a campus setting because she felt isolated, confidently asked many of the legislators, "How can I help you understand that we are not an institution, we are a community?" This trip was the first of many to begin educating policymakers at the federal level that one size does not fit all, and that families and individuals deserve the right to choose among a wide array

of quality options that best meet their needs. We are confident that the stories shared on this trip were heard, and that today our politicians have a better understanding about the importance of choice.

TOGETHER FOR CHOICE

Over the past year, Misericordia has been leading a national grassroots advocacy effort called Together for Choice. The mission of this organization is to elevate the message of choice and to ensure that the rules and regulations developed by bureaucrats focus on expanding quality options available to individuals with intellectual and developmental disabilities and their families. This summer we formally became incorporated and are recognized as a 501(c)(3) organization. Today we have 20 states represented who have joined in our efforts. The Together for Choice executive committee members have met with several key decision makers to help them understand the unintentional consequences imposed by the Home and Community Based Rules that determine eligibility for funding.



Geana Connelly and Representative Raja Krishnamoorthi



Uniting to protect and advance the rights of individuals with intellectual and developmental disabilities (I/DD) to live, work and thrive in a community or setting of their choice.

www.togetherforchoice.org