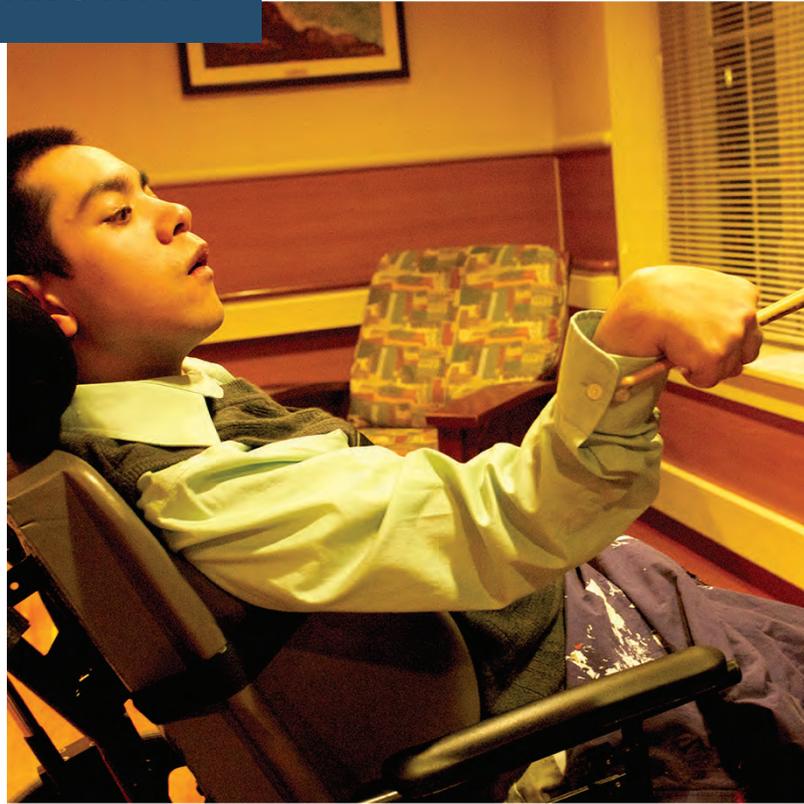




OUR COMMUNITY



Living a Life of Potential and Purpose

Annual Report 2019



MISERICORDIA
HEART OF MERCY



*A Message
from the
Executive
Director*

Dear Friends,

As this year comes to a close, I feel blessed to reflect on my journey of 50 years of being a part of the Misericordia community. It is one of the greatest gifts God has given me. While the Misericordia of today looks much different than it did in 1969, what I knew then and what I know now is that every child and adult who becomes a part of our community is evidence of God's love. The first day I walked through the doors of Misericordia South and looked into the eyes of the young children, many with Down syndrome, I immediately felt the presence of God and the mystery of His work.

How blessed am I to have had so many wonderful people by my side for the past 50 years who have joined me on this amazing journey of discovering the purpose and potential in each of our children and adults who are a part of the Misericordia family. It is because of our dedicated and committed parents, siblings, volunteers, donors and loyal supporters that this beautiful mission has been possible. But no one is more important than our most compassionate staff who share life with the residents on a daily basis.

Today, Misericordia proudly serves 600 children and adults with intellectual and developmental disabilities in our on- and off-campus residential services, 60 individuals in our community day services and more than 160 children or young adults in our com-

munity outreach program. Unfortunately, we continue to have a waitlist of almost 400 individuals, and the specialized supports that many of our current residents require continues to grow.

In 2020-2023, Misericordia is expecting additional growth to meet the on-going needs of our current residents as well as the needs of future residents. We will be building a new drive-thru bakery to expand job opportunities and our mission within the larger community. We will also be expanding our residences to meet the needs of approximately 90 individuals from our waitlist. As a result of this growth, we will need to hire 100 more staff members. In addition, the difference between our government funding and the cost to provide quality services continues to grow, and we will need to raise almost \$20 million to continue to offer the quality services that we believe in.

As you read this report, I hope you enjoy the personal and unique stories of purpose and potential that have been uncovered as a result of being a part of the Misericordia community. Please know that it is because of your generosity and belief in our mission that our residents have the wonderful opportunities, services and supports that allow them to live a life of ability and quality. We value your commitment to helping each and every child and adult reach their full potential and uncover their purpose no matter how wrapped up it may be in God's mystery. Let their happiness and gratitude be witness to all that Misericordia is a life-giving way to share God's blessings.

God's blessings on you and yours! May your New Year be filled with God's good gifts.

Lovingly,

Sister Rosemary

Sister Rosemary Connelly, RSM
Executive Director



Back row, left to right: Tina Stendaro, Denise Tigges, Father Jack Clair, Joe Ferrara, Lois Catinella Gates, Kevin Connelly, Geana Connelly, Michael Diaz, Chris Hegg Krackenberger
Seated, left to right: Kay Golden, Mary Pat O'Brien, and Sister Rosemary Connelly, RSM

BOARD OF DIRECTORS



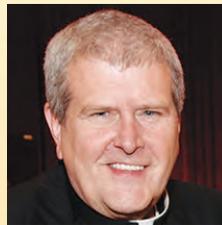
President:
Kathy Donahue
 Acting Administrator and
 Chief Executive Officer,
 Catholic Charities



**Treasurer and General
 Manager:**
Sister Rosemary Connelly, RSM
 Misericordia, Appointed 1970



Secretary:
Kevin Connelly
 Misericordia,
 Appointed 2016



Father Jack Clair
 Misericordia,
 Appointed 2014



Mary Dempsey
 President, DePaul
 College Prep
 Appointed 2019



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



Rob Figliulo
 SPR, Inc.,
 Appointed 2005



Margaret Houlihan Smith
 Capitol Hall Partners,
 Appointed 2014



Robert Soudan
 Lock Up Development,
 Appointed 2007



Dan Walsh
 The Walsh Group, Ltd.,
 Appointed 2015



Sharon O'Keefe
 President, University of
 Chicago Medical Center
 Appointed 2019

Leadership

EXECUTIVE TEAM

Sister Rosemary Connelly, RSM
 Executive Director

Father Jack Clair
 Associate Executive Director and
 Administrator of Auxiliary Services

Lois Catinella Gates
 Assistant Executive Director
 and Chief Development Officer

Kevin Connelly
 Assistant Executive Director
 and Chief Financial Officer

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,
 Quinlan Terrace,
 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
 Developmental Training and Adult
 Enrichment Program

CERTIFICATIONS, LICENSURES, AFFILIATIONS

- Illinois Department of Healthcare and Family Services
- Illinois Department of Public Health
- Illinois State Board of Education
- Illinois Healthcare Association
- Intersect For Ability Network
- ACCSES (American Congress of Community Supports and Employment Services)
- Together For Choice
- Greater Illinois Pediatric Palliative Care Coalition
- CP3 Portal (Chicago Public Private Partnership)
- Chicago HAN (Health Alert Network)
- ASPR TRACIE (Technical Resources, Assistance Center and Information Exchange)

Opal's story

Opal C. was only 31 years old when she passed away peacefully this fall at Misericordia, but she left a significant impact on the world she touched during her short time on Earth. Opal's story is not one of significant milestones where she learned to walk and talk or feed herself, but it is a story that shows how one little girl gave purpose to so many.

In 1995, Opal was found in the jungles of Jamaica by two missionaries, Sr. Naomi Rosenberger, OSB, and Sr. Connie Ostrander, OSB, weighing only 14 pounds at the age of 7. The missionaries brought her to the United States hoping to provide her with a home where she could be cared for and loved. Her medical care was extensive, and her needs exceeded the foster home she lived in for a short time. Sr. Naomi and Sr. Connie reached out to the Sisters of Mercy, looking for the skilled nursing care that Opal needed and were referred to Misericordia. While Sr. Naomi and Sr. Connie remained her advocates, Misericordia assumed all responsibility for her care and partnered with several doctors who volunteered their services to address her complicated medical needs. Opal thrived at Misericordia and was known for her infectious smile and incredible presence. After she was placed at Misericordia in 1996, Sr. Connie and Sr. Naomi came across a pastor in a neighboring parish where they requested his prayers for Opal. The pastor felt compelled to do more than pray, so he and his family became active members in her life. This pastor and his family religiously visit-



ed Opal at Misericordia South on Sundays after their church services, until they eventually left Chicago to move to Tampa. Because of the distance and because Opal was unable to talk, the family lost contact with her.

When Opal passed away, the announcement of her services was posted for staff. A young man recently hired as a Direct Service Professional (DSP) by the name of Frederick "Will" Lott saw the announcement along with her picture. Will recognized her smile and immediately knew that this was the Opal who he last saw with his family when he visited her at the age of 14. It was his father who was the pastor that connected his family to Opal. Before coming to Misericordia, Will enlisted in the armed services and then pursued his education in fashion marketing and management. This past summer, he found himself looking for something more that would give his life meaning... that something more was Misericordia. Today, Will works in the Mercy Glen Homes with 12 men who have intellectual and developmental disabilities. While Opal was not aware of the purpose she brought to so many, Will knows his purpose today is a result of Opal. Now, he has the opportunity to create purpose in the lives of those he serves.

Left: Will Lott with Michael S. and Neiman E., two of the men he works with in Misericordia's Mercy Glen residence.



100

participants are in the Engage Chicago and Work Readiness Programs which prepare our residents for community employment and volunteer experiences

154

participate in compensable work in 248 positions throughout Misericordia campus micro-enterprises

38

community employers with 9 new partners for 2019

100 residents

participate in 123 employable community positions



Sarah M. working at Temple Jeremiah where she welcomes visitors and sells bakery items.

Sarah M. In 1992, just before her tenth birthday, Sarah M. moved to Misericordia. For the next 12 years she continued to attend her home school district in the northern suburbs. When Sarah graduated, her parents were told that her skills would likely plateau. Sarah quickly proved them wrong. She learned a variety of skills at Misericordia's Developmental Training Program that eventually led her to her current role as a volunteer at the Temple Jeremiah in Northfield where she and her family have been active members throughout Sarah's life. Through the assistance of her job coach, Sarah proudly goes to her job 2 times a week, opens the doors for visitors and sells Misericordia bakery items to the Temple's guests. While Sarah continues to work on additional skill development within Misericordia's Community Day Program, she looks forward to her Temple Jeremiah community which gives her purpose while building her potential. In addition, the Temple Jeremiah has opened this opportunity up to 2 additional Misericordia residents.



William G. escorting a St. Benedict's nursing home resident to Mass.

William G. has been a resident since 2016 and lives in an off-campus home in the community. As part of the Engage Chicago Program at Misericordia, William has learned appropriate work interactions and has had the opportunity to connect with area organizations by volunteering his time. William currently volunteers at St. Benedict's Nursing Home two days a week where he escorts nursing home residents to and from therapy. He joins the residents at Mass on a weekly basis and is especially proud to offer "peace" to every St. Benedict's resident. William also enjoys the reconnection with his priest who baptized him and is currently a resident of St. Benedict's today.



Melisa C. working at Clesen's Wholesale using the gardening skills she learned at Misericordia.

Melisa C. came to Misericordia in 2002 at the age of 11 years old. After she graduated from high school, she joined the Developmental Training kitchen services crew where she learned how to wash and sanitize dishes. Melisa's job coaching team saw her potential and worked diligently to help find opportunities where she could use her skills. She was offered a volunteer position at Wagner Farms in Glenview to expand her world of options. Eventually, Melisa landed a job where she could use her dishwashing skills in Misericordia's Greenhouse Inn Restaurant as a dishwasher. There, she is a key member of the dishroom crew and earns minimum wage. In addition, Melisa works at Clesen's Wholesale where she is able to use her gardening skills she learned as part of the horticulture program at Misericordia.

122
residents
in volunteer
positions

27 new volunteer
positions in 2019

52
participants

attend our Adult Enrichment
Program who have graduated from
high school and continue
to live at home

160
participants

in our Outreach Program ages
0-25 years old offering year round
programs and 2 one week camps in
the summer for 24 participants

*Staff — our
invaluable
resource*

Our employees are our most important resource and are essential to the quality of care for which Misericordia is known. Misericordia is blessed to have many long-term staff with more than 350 individuals employed for 10 years or more. However, the turnover of direct care employees is a significant challenge that impacts time, quality of care and overall morale among teams. Today, the national turnover trend is approximately 45 percent, with more than 60 percent leaving within the first year of their role as a Direct Service Professional (DSP)/Certified Nursing Assistant (CNA).

Misericordia has been intentional in increasing recruitment efforts to build a solid workforce and more importantly, we have invested in opportunities to retain employees who are mission and purpose driven.

We are invested in helping our employees reach their fullest potential. In 2020, we will have a redefined career path for DSPs to ensure opportunities for growth and development, as well as talent management for existing leaders. Misericordia believes in our employees and knows they are essential to helping our residents reach their goals and ensure the highest quality of life for each of them.

*"This is a dream job,
it isn't work when you help
others find purpose and take
pride in what they do."*

Jeron Marquez



Jeron assisting resident Sarah M. for the commute to her job.

**Jeron Marquez DT DSP,
Engage Chicago and Work Readiness**

Jeron came to Misericordia in September 2016 as a kitchen aide, where his logistics skills for shipping were quickly utilized in the bakery during Misericordia's busiest time of the year, the holidays! Jeron often found himself sitting back and watching his coworkers engage with the residents. Once his seasonal work was over, he inquired about how to move into a position where he could work

directly with the residents and help them reach their potential. Jeron was promoted to a Developmental Training DSP within the Engage Chicago and Employment Readiness Program where he found a passion in helping residents learn key elements necessary for various jobs in the community. Jeron has taught the residents basic Spanish so they can appropriately interact with nursing home residents who speak Spanish. Jeron looks for the residents' talents and helps each use them in a way that allows them to feel important and productive.

**154
STAFF**

have completed the
10 week Professional
Program since 2010

56

promoted to new
leadership roles

428

employees have completed our engage-
ment and coaching training program
and participate in quarterly booster
session



Nekisha taking time to brighten Brayden H.'s day.

"The best part of my job is knowing that I am responsible for the smile they share with me."

Nekisha Tolbert

Nekisha Tolbert

Supervisor, McAuley Skilled Nursing Residence

Nekisha started at Misericordia South in 1995 after becoming a certified nursing assistant (CNA). At that time, she found Misericordia because it was close to her family's home. Shortly after starting at Misericordia, she moved out of the area to start her own family. While the commute was challenging, she remained at Misericordia South until 2005 when Misericordia South closed. Nekisha made the decision to follow her residents to the North campus since she couldn't imagine leaving that part of her behind. She worked as a CNA for 22 years where her goal was to find the potential in each of the residents she was responsible for, no matter how small. Two years ago, Nekisha was promoted into a supervisory role. While her goals have now shifted to helping her team of CNAs reach their potential, she recognizes that the residents are what give her purpose each and every day.

Tasha Hall

Social Service Coordinator

Tasha started her career in 2001 as a DSP in the Marian Center. She was that employee that everyone leaned on, and she embraced that by offering her flexibility by working in various Marian Center apartments. After four years, she decided to pursue her undergraduate degree and resigned from Misericordia. She returned again as a DSP just nine months after being separated from Misericordia and her residents while she worked to finish her degree. In 2013, Tasha earned her bachelor's degree and became a Qualified Intellectual Disability Professional (QIDP) for the apartment where she had previously worked as a DSP. She also provided relief supervision once again to assist the area when needed. Today, Tasha has expanded her impact further by recently moving into the role as a Social Service Coordinator where she assists with admission and oversight of resident needs for the Marian Center. Tasha is another example of our employees who have been given opportunity to grow and develop personally and professionally because of their commitment and dedication to the Misericordia mission.



Tasha sharing a moment with Patrick M., one of the first residents she cared for as a DSP.

"I feel like this is where I belong."

Tasha Hall

\$2000/
year

is offered in tuition
reimbursement
for employees

351

employees
have been
employed for 10
years or more

Celebrating Sister Rosemary Connelly

*50 years
of leadership*
Executive Director
of Misericordia

*70 years of faith
and service*
as a Sister of Mercy



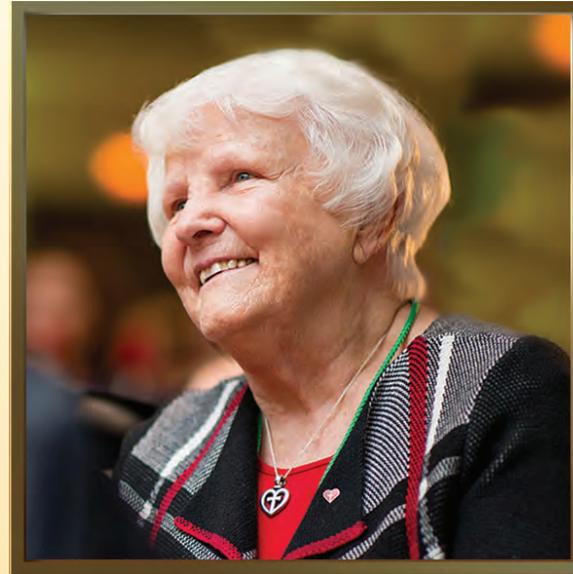
Since 1949, Sister Rosemary Connelly has walked a path of faith with the Sisters of Mercy and the residents of Misericordia. Her compassion and dreams for the future are an amazing example of God's love in action.

She has never lost sight of her goal to present those in her care with a "life worth living."

In 1949 Rosemary was called to a life of faith and service, and became a Sister of Mercy.

Her faith journey has led to her life's work – one of leadership, achievement and strength, as well as humble kindness and compassion.

Misericordia began providing services for persons in need in 1921. Operated by the Sisters of Mercy, it first served as a maternity hospital on the South Side of Chicago for unwed mothers.



Sister Rosemary Connelly

In 1954, it turned its attention to another group in need of special care – children with intellectual and developmental disabilities.

Sister Rosemary was appointed Misericordia's Executive Director



The beautiful entrance to Misericordia's main building



site of Angel Guardian Orphanage on the North Side of Chicago at 6300 North Ridge.

Since then a "Legacy of Love" has expanded to include a beautiful urban campus with skilled nursing facilities, social and work opportunities, a vibrant outreach program and a community of faith for more than 600 families whose loved ones all enjoy a life of dignity and purpose.

in 1969. At that time, there were no services for children with disabilities - so she started a variety of programs designed to help the children achieve the highest level of independence possible.

In 1976, Sister Rosemary, 39 children and 35 dedicated staff members moved to the former



Rosemary's nephew Brian lives at Misericordia and his father Bob Connolly has been instrumental in the development of Misericordia's campus.

Left: Bob Connolly



"My own family has been a reflection of God's unconditional love for me throughout this journey."



*A visionary
with a heart
of gold*

Over the years, Misericordia has reached numerous and ambitious goals in residential construction, both on the campus and in the community-at-large, to help each person live as independently as possible.

The strong, caring and determined leadership of Sister Rosemary over many years has been an inspiration to all.

When looking at what she has built for the most vulnerable among us, it is obvious that Sister Rosemary is one in a million, and remains a force to be respected, admired and loved!



"She challenges everyone to become part of the Misericordia family."

Mike and Diana Ditka



Sister Rosemary has been the recipient of awards and honors over the years that are too numerous to mention.

She is quick to thank those who have helped along the way, but make no mistake – the lives of so many have been blessed because of her vision and guidance.

*Leadership
and
Advocacy*

Sister Rosemary's advocacy for the residents of Misericordia has brought opportunities for work, fitness and community engagement.

Misericordia recently took the lead to form a national organization called Together for Choice to protect and advance the rights of individuals with intellectual and developmental disabilities to live, work and thrive in a community or setting of their choice.



Groundbreaking with residents Paul P. and Christopher M.



10th Anniversary Celebration



Misericordia South "The Pioneers"

Sister Rosemary Connelly has made thousands of friends throughout her lifetime. She has marched with dignitaries and met with presidents, politicians, sport figures and celebrities.

She challenges them all to become a part of the Misericordia family, and help its residents live their best lives.

As Sister Rosemary continues her leadership of Misericordia, she remains steadfast in her commitment to provide opportunities for all those with intellectual and developmental disabilities to live lives that are as fulfilled, meaningful and independent as possible.



Sister Rosemary with longtime resident Patrick P.

A lasting legacy

Volunteers at the heart of our mission

PHIL DELL

Phil may not agree, but he has become an essential part of the Art Department. He comes three to four days a week for the whole day and is a quiet force who likes to stay in the background. "His talents do not go unnoticed in our room," said Art Instructor Cyndi Baldwin. "His artistic abilities are unmatched and he can fix anything. He's our own personal handyman. He takes on every project and task with a smile." Starting in June, Phil moves over to the garage and becomes one of the most integral parts of the behind-the-scenes for Family Fest. He spends his whole sum-

The Misericordia residents and staff are blessed to have so many amazing volunteers working with us every day to continue our mission. Phil Dell is one such volunteer. A longtime Misericordia parent, Phil has been volunteering for almost 30 years. Starting in the woodshop in 1992, he brought his expertise of the craft while working alongside the residents. After the woodshop closed, he made the easy transition to the Art Department and hasn't looked back.



Phil Dell is one of the long time volunteers who are so essential to helping the residents of Misericordia achieve their goals. Pictured with resident artist Eric R.



mer making sure that every single sign from "Adam's Ribs" to "Gates 1,2,& 3" is ready to go for the Sunday after Labor Day! It is no small task and he does it all in stride. Misericordia, the Art Department and the Family Fest team are lucky to have Phil as a volunteer. Without the support of all volunteers, we would not be able

to provide the highest quality of life and environment that our residents deserve. Phil makes a positive difference for the residents who call Misericordia home.



10,000 Candy Days volunteers are placed throughout the city and suburbs every April to collect donations and raise awareness of Misericordia's mission.



Our many volunteers are an essential part to making our holiday season a success.



Volunteers and residents stay busy at Misericordia's Sweet♥Shophe in Glenview.

530

WEEKLY VOLUNTEERS
work on the Misericordia campus year-round.

500

VOLUNTEERS ANNUALLY
work at Sunday brunches in the restaurant.

4,100

VOLUNTEERS
assist in the Hearts & Flour Bakery and around the campus during Holiday season.

10,000

CANDY DAYS VOLUNTEERS
*April 26 & 27, 2019
\$2,047,472*

75

CHICAGO MARATHON
*runners
October 13, 2019
\$166,986*

1,500

FAMILY FEST VOLUNTEERS
*September 8, 2019
\$1,469,021*

18

FARMER'S MARKET VOLUNTEERS
*May~October 2019
\$144,000*

78

TWICE BLEST THRIFT SHOP VOLUNTEERS
*Year Round 2019
\$135,000*

61

SWEET♥SHOPPE
61 VOLUNTEERS

Supporting Groups

Throughout the years, Misericordia's supporters, friends and family have been dedicated to ensuring the quality of life for the residents and support of our mission through fundraising and community outreach. These very vibrant groups of volunteers, parents and siblings have generously given their time, energy and expertise to host many very successful fundraisers annually. Their efforts year after year have helped Misericordia close the gap between what the government provides and what we need to raise in order to serve our residents.

This year these supporting groups have raised almost \$10 million from yearly events, golf outings, Candy Days, Family Fest and more.



MISERICORDIA WOMEN'S AUXILIARY: 152 MEMBERS Fiscal Year: \$569,423
Signature Event: First Look for Charity and Spring Benefit



**MISERICORDIA SIBLING ASSOCIATION:
1,100 MEMBERS**
Fiscal Year: \$935,964
Signature Event: The Artist in All Exhibit



**CHICAGO MARATHON HEARTRACERS TEAM:
75 RUNNERS**
Raised \$166,986

The Misericordia Family Association (MFA) and Misericordia Siblings Association (SIBS) have made a significant impact through their volunteer and fundraising efforts in support of their family members that call Misericordia home. Additionally, so many supporting group members do not have family at Misericordia, but deeply believe in our mission and want to make a difference. Their generous support and dedication to our residents give us the confidence to face the future with great hope.



MISERICORDIA FAMILY ASSOCIATION:

722 MEMBERS

Fiscal Year: \$1,447,690

Signature Event:
MFA Dinner Dance



MISERICORDIA WOMEN'S BOARD: 160 MEMBERS Fiscal Year: \$1.2 million
Signature Event: The Heart of Mercy Ball



MISERICORDIA WOMEN'S LEAGUE:

120 MEMBERS

Fiscal Year:
\$477,004

Signature Event:
Spring Benefit



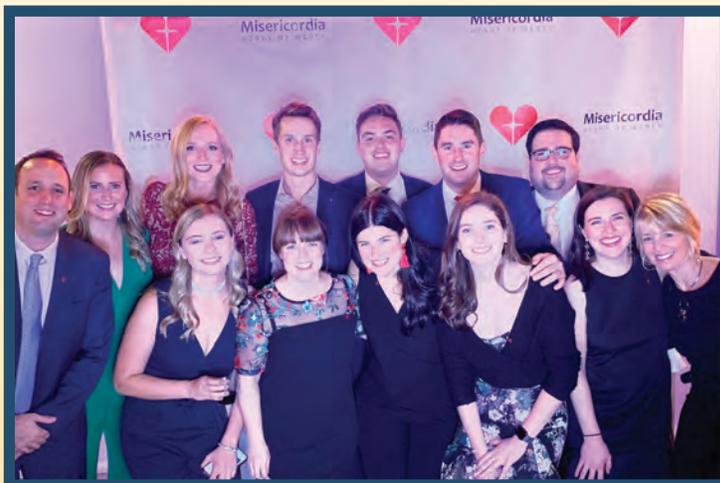
MISERICORDIA BUMS: 600 ATTENDEES
 Fiscal Year: \$702,000
 Signature Event: BUMS Golf Outing



WOMEN'S GOLF OUTING: 100 ATTENDEES
 Fiscal Year: \$67,949
 Signature Event: September 23, 2019



HEART LINKS: 125 ATTENDEES
 Fiscal Year: \$344,143
 Signature Event: Heart Links Golf Outing



MISERICORDIA YOUNG PROFESSIONALS COUNCIL: 80 MEMBERS
 Fiscal Year: \$65,000
 Signature Event: Red Heart Bash



MISERICORDIA JUNIOR BOARD: 350 MEMBERS
 Fiscal Year: \$28,592
 Signature Event: Springtime Shuffle



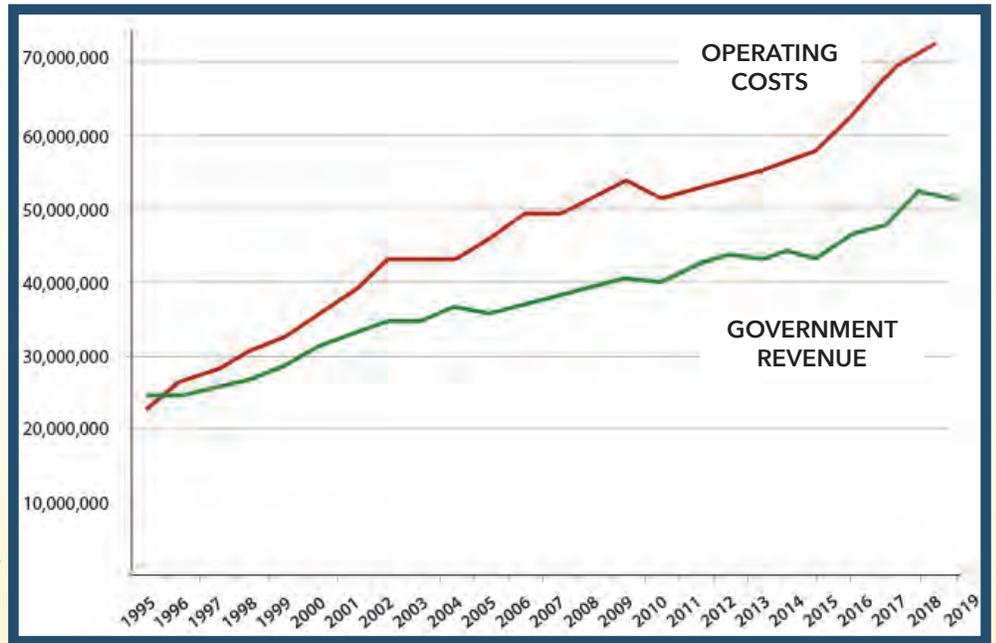
TWICE BLEST THRIFT SHOP: 78 VOLUNTEERS
 Fiscal Year: \$135,000

Financials

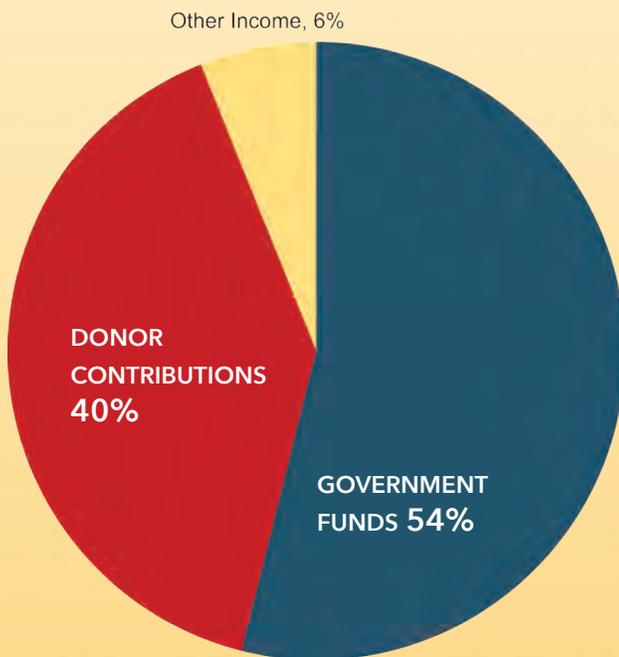
2019

Misericordia receives grants from government agencies, as well as support from individual donors, independent foundations and corporate foundations. This funding supports our comprehensive services and programs as well as the full continuum of residential options tailored to each resident's unique needs. In doing so, each resident is able to reach for their potential and live as independent and meaningful a life as possible. For 2020, Misericordia must raise \$20 million to

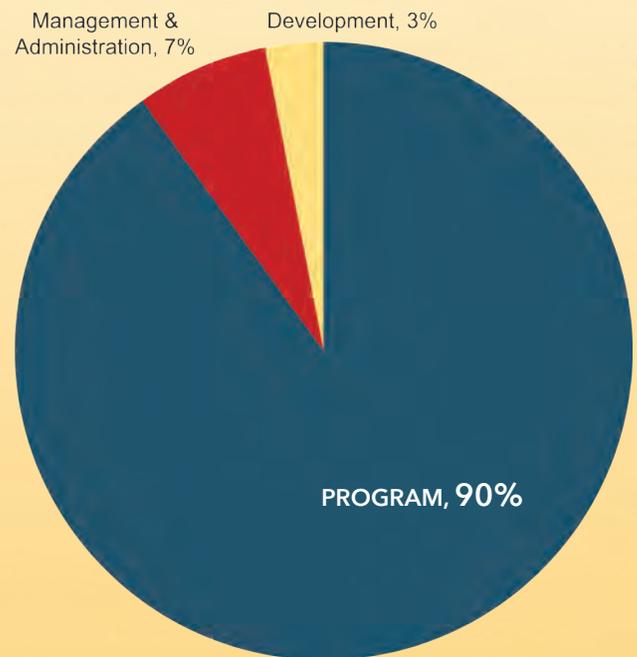
support the gap between government funding and program expenses. We are truly blessed to have so many who believe in our mission and help us reach our financial goals.



Operating Fund Revenue FY 2019



Operating Fund Expenses FY 2019



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.

Annual Plan and Outcomes

Misericordia is known nationally for its exceptional services and environment and acts as a model for planned communities around the world. However, our field of work is changing. Today, we too experience the challenges that service providers face as a result of a diminishing pool of direct care staff, a changing political landscape that impacts the rules and regulations, and the overall changing needs of our population. It is critical that as an organization we plan for the needs of today and the needs of tomorrow to ensure the future of Misericordia and the quality of life that it offers. The annual planning process allows us to achieve consensus around our strategic imperatives as a result of the challenges and opportunities, explore solutions, and create a road map to achieve success for the future of Misericordia.

STRATEGIC IMPERATIVES 2020

- Modernize and Optimize the Information Technology Needs and Operations of the Organization
- Continued Focus on Employee Retention and Recruitment
- Prepare for the Growth and Expansion of Our Organization
- Continue to Offer a Continuum of Care to Those We Serve
- Elevate/Enhance/Invest in Talent Management and Leadership Development Across the Organization
- Reduce the Growing Financial Gap

2019 OUTCOMES

INFORMATION TECHNOLOGY

- IT Discovery conducted
- Restructuring of the IT Department to meet the growing needs of the organization
- Implementation of campus Wi-Fi
- Upgrade and integrate databases to improve efficiencies and effectiveness of systems and data
- Implement Office 365 to improve organization communication

RETENTION AND RECRUITMENT

- On-going study of voluntary and involuntary separations by Retention Review Board
- Intentional focus on employee engagement as well as employee appreciation
- Small group meetings with leadership to gather employee input
- A 13-organization initiative funded by the Coleman Foundation to address employee retention through a formal campus-wide training program around engagement and coaching has been implemented. This program offers a common language around expected behavior, communication and teamwork.
- Increased recruitment efforts through on-campus and off-campus job fairs
- Exploration for an electronic scheduling system to streamline and improve communication around scheduling of almost 500 DSPs and CNAs

SPECIALIZED SUPPORTS

- The admission process for behaviorally complicated individuals has been streamlined to identify supports needed prior to admission.
- An on-campus transition program has been developed to assist those requiring high level of supports with the goal for each individual to graduate out to environments where they can reach their potential.
- Social skills groups before and after work for residents needing support during unstructured times
- Approximately 80 residents received individual or group counseling services to address social and emotional needs.

COMMUNITY EMPLOYMENT AND ENGAGEMENT

- 100 residents have been involved in community employment
- 61% of individuals assessed as having a moderate to high need and preference have at least one employment opportunity weekly, which exceeds the national average of 24% (per Special Olympics).
- We have built employment opportunities with 38 community employers.
- In addition, through our community services program called Engage Chicago, 100 residents participate in volunteering or educational community services.

COMMUNITY OUTREACH

- Our Adult Enrichment Program continues to grow with over 60 participants with intellectual and developmental disabilities, many who have recently graduated from high school, but continue to live at home.
- Outreach Program has expanded to 160 individuals from the ages of 0-21 where parents can access support and education while their child has the opportunity for interactions and age-appropriate activities.

STATE IMPACT

- Misericordia continues to offer staff and parent representation on several state-run committees around topics of employment and training, staffing, transportation, nursing/medical, and technology which has been instrumental in ensuring our voice is heard.

Together for Choice



Together for Choice (TFC), a national grassroots advocacy organization, continues to expand its mission of promoting the right of all individuals with intellectual and developmental disabilities and their families to choose where to live, work and thrive with over 1,000 members and representation in all 50 states.

TFC met with the Centers for Medicare and Medicaid (CMS) throughout 2017 and 2018 to advocate for changes to the HCBS rule and its guidance. With our advocacy, new guidance on the HCBS rule was offered in spring of 2018. However, we continue to advocate for a more durable and reliable change by amending the language to ensure choice. Together for Choice has also worked to educate numerous legislators on preserving choice around employment. There has been a significant effort to eliminate work options by attacking Section 14c of the Fair Labor Standards Act. For the past 80 years, this provision of our labor laws has promoted employment options for individuals with disabilities. In May, TFC spearheaded a letter to the Secretary of Labor explaining the importance of preserving Section 14c for individuals with I/DD. In addition, Together for Choice met with CMS this past fall to discuss and offer input on quality outcomes for individuals with intellectual and developmental disabilities. While our work is far from done, our voices around choice are growing and our message is being heard by the bureaucrats and policymakers.



TFC Board members and service providers met with the Center for Medicare and Medicaid Services to provide input on quality measures.



Pennsylvania advocates, VOR Representative and pro-bono counsel, James Damon



Our Mission

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.

6300 N. RIDGE AVENUE | CHICAGO, IL 60660 | MISERICORDIA.ORG | 773-973-6300

MISERICORDIA IS A NOT-FOR-PROFIT 501(C)3 ORGANIZATION

