



1921-2021: 100 Years — Honoring the Past  
and Preparing for the Future

# ANNUAL REPORT

## 2021



**MISERICORDIA**  
HEART OF MERCY



Preparing for the future and  
a time of transition

## A MESSAGE FROM

# SISTER ROSEMARY CONNELLY

Dear Friends,

With the close of 2021, there is much to be grateful for, especially as we celebrate the 100th Year Anniversary of Misericordia. For me personally, it has been a pleasure walking this journey with our countless volunteers, benefactors and employees for the past 52 years as the Executive Director. When I entered the doors of Misericordia South in 1969 and saw the beautiful children dressed in their lovely clothes and smiling at the presence of those around them, I knew immediately the love they had to offer — and that they deserved a life worth living, filled with opportunity. These 39 children were the reason Misericordia grew to become a community that would eventually open its doors to more than 600 individuals with intellectual and developmental disabilities. They represented hope for others and were the impetus for the first ideas of much-needed programs and services that would eventually evolve into the Misericordia of today — one that offers a range of services geared towards creating independence and purpose. What a joy it has been to see our residents accomplish so much and grow into contributing and gift-giving adults. And what a privilege it has been to be part of a vision that started in 1921 by the Sisters of Mercy.

While I could not imagine the Misericordia of today in 1969, I am certain that I would have never predicted that our community and world would face the challenges of a pandemic. This pandemic has turned our community and our world upside down, causing uncertainty and pain. However, through this uncertainty I know that God has a plan and we must trust that plan. The past two years have required faith, strength, persistence and never losing sight of what we are fighting for... a life worth living for God's most vulnerable. The staff has gone above and beyond to ensure that our residents, even in the toughest times, continue to have a quality of life. They are creative, caring and passionate people. They are the reason we are Misericordia Strong.

It has been an honor to serve as Executive Director for the past 52 years, and I thank the Lord for giving me the good health and strength to serve in this important capacity. Today, Misericordia looks forward to the next 100 years of making a difference for our deserving population whom we are privileged to serve. As we prepare for the future, Misericordia will be stepping into the next chapter. For me, this chapter will include moving into a new position as the Chairman of the newly created Misericordia Foundation, with Lois Gates as the Executive Director. Lois recently celebrated 50 years of service to Misericordia. Father Jack Clair will be the new President and Executive Director of Misericordia Home. I have worked closely with Father Jack for several years to prepare for this change in leadership. Together we will continue our efforts with all of you to make a difference for the children and adults of Misericordia.

I know today that this was all part of God's plan and how blessed I am to have met such caring and compassionate people that believe in our work! I thank you for your generosity and your commitment to our mission. It is an exciting time, and I look forward to our continued efforts and to your support as we welcome the next 100 years!

Sincerely,

*Sister Rosemary*

Sister Rosemary Connelly, RSM  
Chairman, Misericordia Foundation

# TABLE OF CONTENTS

A Message from Sister Rosemary	2
Misericordia Home Leadership	4
The Misericordia Foundation	6
Celebrating 100 Years	8
The Growth of Our Mission	10
The Growth of Our Community	12
The Growth of Our Employees	14
Different But Still Misericordia Strong	16
Supporting Groups of Misericordia	18
Financials	21
Outcomes and Preparing for the Next 100 years	22



Thriving in a year of  
challenge

# MISERICORDIA HOME

## LEADERSHIP

### A Message from Father Jack Clair President and Executive Director Misericordia Home



Father Jack Clair

Dear Friends of Misericordia,

How does one reflect on a year – the second year of Covid? I could make a list of all the challenges we have faced, but everyone has done that as well. It has been another year of changes, of adapting, of great caution and patience. The thing that hasn't changed is the spirit of Misericordia. The spirit remains alive and well.

It was a year that saw vaccines and boosters, programs put on hold and postponed events, and quarantines and lock-downs. It was also a year that saw an amazing and dedicated staff, wanting to do whatever was needed! It was a year that saw volunteers anxious to come back to campus, but unable to do so. This year saw dedicated donors who continued to contribute in extraordinary ways, even raising money for canceled events. It was a year that saw our administrators work endless hours to make it all work. It was the Spirit of Misericordia.

All of us were asked to rise to the challenge. Everyone responded so well. Our staff, though worried about their own families and friends, performed beautifully for our residents. Our volunteers found ways to still assist from afar. Our donors never let us down. God's spirit called us all forth to do our very best.

Not everything stopped. Residents were engaged in as many ways as the staff could create. Once again, it was the spirit of our residents that continues to lead and guide us. Construction continued and is now complete on our Hearts & Flour Bakery and Café on Ravenswood Avenue, just south of the campus. Renovations in our Greenhouse Inn Restaurant are finished up, and we are welcoming customers once again. Final plans are coming together for the property on Thome for building our new homes. We hope to have the shovels in the ground late spring.

As I write my first letter to you as President and Executive Director, I pay homage to Sister Rosemary who has called forth that spirit in all of us. Pray for me that I will be a worthy servant here at Misericordia and pray that our spirit will fill Sister and Lois as our new Foundation begins to grow. Remember we pray for you every day.

Blessings,

A handwritten signature in black ink, appearing to read 'Fr. Jack Clair'. The signature is fluid and cursive.

Fr. Jack Clair  
President and Executive Director  
Misericordia Home



The Misericordia Administrative and Executive Team - 2021, pictured left to right, back row: Joe Ferrara, Tina Stendardo, Sharon Keane, Denise Tigges, Geana Connelly, Chris Hegg Krackenberg, Scott Thompson and Michael Diaz. Front row: Father Jack Clair, Lois Catinella Gates, Sister Rosemary Connelly, Mary Pat O'Brien and Kevin Connelly.

### BOARD OF DIRECTORS 2021



**Sally Blount**  
President  
Appointed 2020

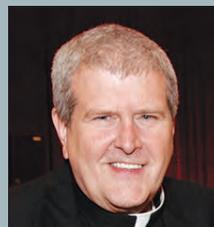
CEO Catholic Charities



**Sister Rosemary Connelly, RSM**  
Treasurer and  
General Manager  
Misericordia, Appt. 1970



**Kevin Connelly**  
Secretary  
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



**Sharon O'Keefe**  
Immediate Past  
President  
UChicago Medical  
Center  
Appointed 2019



**Robert Soudan**  
Lock Up Development  
Appointed 2007



**Dan Walsh**  
The Walsh Group, Ltd.  
Appointed 2015

### 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 Krackenberg**  
Marian Center, Mercy Glen,  
Quinlan Terrace,  
Pool & Fitness Services

**Denise Tigges**  
McAuley Residence,  
Nursing and Therapy Services,  
Non-Ambulatory Services

**Geana Connelly**  
Clinical Services and  
Strategic Development

**Sharon Keane**  
Human Resources  
and Staff Development

**Michael Diaz**  
Community Day Services and  
Resident Employment Services

**Tina Stendardo**  
Developmental Training and  
Adult Enrichment Program

**Scott Thompson**  
Chief Information Officer

### CERTIFICATIONS, LICENSURES and AFFILIATIONS

- IARF (Illinois Association of Rehabilitation Facilities)
- 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)
- GETS (Government Emergency Telecommunications Service)
- DCFS (Department of Children and Family Services)

# THE MISERICORDIA FOUNDATION

## Supporting the mission

**The Misericordia Foundation looks forward to continuing efforts with all of our community to make a difference for the children and adults of Misericordia**

As part of ongoing efforts to ensure the future for Misericordia and our residents, it has been determined that Misericordia could be best served from a governance standpoint by creating a Misericordia Foundation for our numerous fundraising efforts. This two-entity model (Misericordia Home and Misericordia Foundation) is utilized by many charities, especially nonprofit healthcare organizations.

While there will be some challenges and some growing pains initially, we are delighted to know that all funds held within the Misericordia Foundation will be fully protected from any potential liability that could arise at any point in the future. There are no issues today pertaining to any potential liability. However, we wanted to be proactive and take these steps necessary to better serve our residents and

Misericordia and are doing so with this initiative. All of our future fundraising efforts to support Misericordia will be directed to the Misericordia Foundation. Any and all donations will continue to support Misericordia Home through the Misericordia Foundation, because the Misericordia Foundation has been organized to support Misericordia Home exclusively.

**Group fundraising donations will support Misericordia Home through the Misericordia Foundation**

**Right: The Misericordia Heartbreakers performing at a fundraising event held in 2019**



**THE MISERICORDIA FOUNDATION  
BOARD OF DIRECTORS 2022**



**Sister Rosemary Connelly**  
Chairman,  
Misericordia  
Foundation



**Lois Gates**  
Executive Director,  
Misericordia  
Foundation



**Brian Battle**  
Performance Trust  
Capital Partners



**Jennifer Fortner**  
Goldman Sachs



**Elida Hernandez**  
Catholic Charities (CFO)



**Bill McCarthy**  
Past MFA co-chair  
IT Industry (retired)



**Dan Walsh**  
The Walsh Group, Ltd.



**Sister Rosemary Connelly and Lois Gates**

**QUESTIONS AND ANSWERS ABOUT THE NEW MISERICORDIA FOUNDATION**

**Q: Why did Misericordia create a Foundation?**

Following the lead of other charitable organizations, particularly in healthcare, creating the Misericordia Foundation will keep Misericordia Home's operations separate from its fundraising efforts. The Misericordia Foundation will provide additional safeguards for the assets of Misericordia Home.

**Q: Is the Misericordia Foundation a 501(c)(3) corporation?**

Yes. The Misericordia Foundation is a 501(c)(3) corporation and the Employer Identification Number (EIN) is 23-7285834.

**Q: Does the Misericordia Foundation support Misericordia Home and its mission?**

Yes. Gifts to the Misericordia Foundation will exclusively support Misericordia Home. The mission of the Misericordia Foundation is to support the mission of Misericordia Home.

**Q: When was the Misericordia Foundation announced?**

On December 8, 2021, the Misericordia Foundation was announced to the Misericordia community.

**Q: Can the Misericordia Foundation receive gifts today?**

Yes. The Foundation has been incorporated since March 31, 2021, and can accept gifts today. Checks can be made payable to the Misericordia Foundation.

**Q: Should I write a check to Misericordia Home or the Misericordia Foundation?**

Misericordia Foundation.

**Q: In the future, if I mistakenly send in a gift to Misericordia Home, is that OK?**

That is absolutely not a problem.

**Q: Who will oversee the Misericordia Foundation?**

Sister Rosemary will be the Chairman and Lois Gates will be the Executive Director. The Misericordia Foundation also has its own Board of Directors.

**Q: Who will oversee Misericordia Home?**

Father Jack Clair will be the President and Executive Director. Mary Pat O'Brien will continue in her role as Assistant Executive Director of Residences and Programs, and Kevin Connelly will continue in his role as Assistant Executive Director and Chief Financial Officer. Misericordia Home also has its own Board of Directors.

**How will funds be distributed to Misericordia Home from the Misericordia Foundation?**

A: Each year the Misericordia Foundation will make distributions to Misericordia Home to support its operations.

**Q: Does the Misericordia Foundation provide services?**

No. The mission of the Misericordia Foundation is to provide much-needed funding to Misericordia Home. Day-to-day services will continue to be provided by Misericordia Home.

**Q: Will fundraising events support the Misericordia Foundation?**

Yes. Misericordia will continue to host its numerous fundraising events throughout the

year, with gifts and donations going to the Misericordia Foundation. Support from outside fundraisers will also go to the Misericordia Foundation. All fundraising events will support Misericordia Home via the Misericordia Foundation.

**Q: If I remembered Misericordia Home in my estate planning, do I need to update my estate plan to indicate Misericordia Foundation?**

If you plan on updating your will, you can change the designee name from Misericordia Home to the Misericordia Foundation (EIN# 23-7285834). However, it isn't necessary to make this change if you are not updating your estate plan.

**Q: Why do I continue to see solicitations (marketing materials, website, newsletters, appeals, etc.) asking me to support Misericordia Home?**

By mid-2022, we anticipate that all communication regarding fundraising will direct our friends/donors toward the Misericordia Foundation. It will take some time to change every form of communication.

**Q: Can I still restrict my gift for a certain program, project or event?**

Of course!

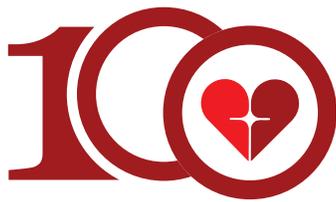
**Q: Anything else I should know?**

Please know that your support will continue to make a difference in the lives of the children and adults of Misericordia. Thank you!

# 1921 - 2021

# CELEBRATING

# 100 YEARS



One hundred years of  
compassionate care



Misericordia offers a community of care that maximizes potential for persons with mild to profound intellectual and developmental disabilities, many of whom also have physical challenges. Through a spectrum of residential options on its



## 1920s

## 1930s

## 1940s

1921  
Misericordia  
Maternity  
Hospital and Home for  
Infants opens



## 1950s

1954  
Cardinal Stritch asks  
Misericordia to care  
for the needs of infants and children with  
physical and developmental disabilities at  
Misericordia South



## 1960s

1960  
First Misericordia Family Association  
(MFA) Dinner Dance  
1969  
Sister Rosemary Connelly appointed  
Administrator of Misericordia



## CELEBRATING OUR GROWTH



**Misericordia's residential, educational and employment services have grown to include:**

Medical Care | Dental Care  
 Physical, Occupational and Speech Therapy  
 Behavioral Health Services  
 Recreation | Fitness | Aging Services  
 Dietary Services



On-Campus Apartments and Group Homes  
 Skilled Nursing Residence  
 15 CILA (Community Integrated Living Arrangements)



Development Training and Community Day Services | Employment and Life-Long Learning

34-acre Chicago campus and in the neighborhood community as well as a wide variety of programs, Misericordia currently serves more than 600 children and adults residentially.

Residents who call Misericordia home come from diverse racial, religious and socio-economic backgrounds.



### 1970s

1976  
 Misericordia North opens  
 Education, training, rehabilitation, and activity programs initiated

### 1980s

1981 Construction for Heart of Mercy Village Homes begins  
 1983 Heart of Mercy Village officially opens 9 homes on campus

### 1990s

1993 - Hearts & Flour Bakery opens  
 1996 - Hulseman-Murphy Families Home (CILA) opens, the first of 15 community homes

### 2000s

2005  
 Mother Catherine McAuley Skilled Nursing Residence opens



### 1990s

1990 - Edwin and Nellie Conway/ Donald and Byrd Kelly Work Activity Center opens

Misericordia continues to grow throughout the 2000s, with the addition of housing, programs and employment options both on campus and in the surrounding community.

2021 Misericordia celebrates 100th Anniversary



# THE GROWTH OF OUR MISSION

**A life worth living**

**A place of acceptance,  
promise and hope**

While Misericordia's mission has evolved over the past 100 years, the foundation of caring for those in need has remained constant. That foundation has been one that has embraced the opportunity to be a place of mercy, a place of compassion, and a place of acceptance, promise and hope.

At its inception, Misericordia believed in preserving the dignity of all who are given life, starting in 1921 as a maternity hospital that offered a nurturing and supportive environment to women of meager means. Eventually the services shifted to caring for children with developmental disabilities in 1954.

In 1969 when Sister Rosemary became the Executive Director, the mission expanded by providing services beyond caring for the children's physical and medical needs. Shortly after this in the early 1970s, Sister Rosemary began her journey to challenge the system and offer services that would afford these



**Sister Rosemary Connelly has been a visionary in building a range of services filled with hope, dignity and opportunity for the residents of Misericordia.**





**Today Misericordia remains focused on helping our residents achieve their fullest potential.**



**Jeff loves training for his job in the community! He will be a welcoming presence at Misericordia's Hearts & Flour Bakery and Café.**

children opportunities to grow and develop into contributing adults. After years of meeting with experts in the field and learning how limited the resources were at the time, Sister Rosemary and her team began focusing their energy on creating those services that did not exist. The mission quickly shifted to focus on helping the children in her care

reach their potential. Misericordia's goals expanded in the 1980s when Sister Rosemary realized that there was a gap in services for adults with developmental disabilities. During this time, helping young adults achieve further independence and skills became central to the work that took place at Misericordia.

Programs and services emerged to tap into talents and interests that lead to work opportunities and creating a meaningful day. Today our mission remains committed to helping our residents achieve their fullest potential while being contributing community members.



**Misericordia's services have grown over the years to keep up with the technology required to enhance and accommodate learning opportunities for all residents.**

# THE GROWTH OF OUR COMMUNITY

**The Misericordia community is blessed with the support of many groups, friends and families**



Misericordia has grown from a hospital in 1921 for mothers in need to a home and eventually to a community filled with generous and caring people. At the inception of caring for children with developmental disabilities, Misericordia started with infants and toddlers who were born with Down syndrome. Filling a need in the Chicagoland area, Misericordia now cares for more than 600 children and adults with a wide range of intellectual and developmental disabilities.

In 1921, the first supporting groups emerged to help raise the funds necessary to cover the costs associated with offering many opportunities to our residents. Today, Misericordia has 11 supporting groups. These are friends of Misericordia that believe in our mission and choose to walk the journey with us, and often ask their friends to become involved.

The Misericordia community is truly blessed with the support of many groups, friends and families that



**The Misericordia Women's Board was founded in 1921 to support Misericordia through volunteering and fundraising. Their annual Heart of Mercy Ball has raised millions in funds over the years.**





make a difference for our children and adults.

In 1960, a small group of dedicated families organized to begin fundraising to offset the costs of programs and services that were not reimbursable through government funding. Today, that Parent Association is called the Misericordia Family Association (MFA) and has more than 700 members. Not only is the Misericordia Family Association invested in ongoing fundraising, it provides a network of support and connection for our community.



Parent Association Meeting, 1962



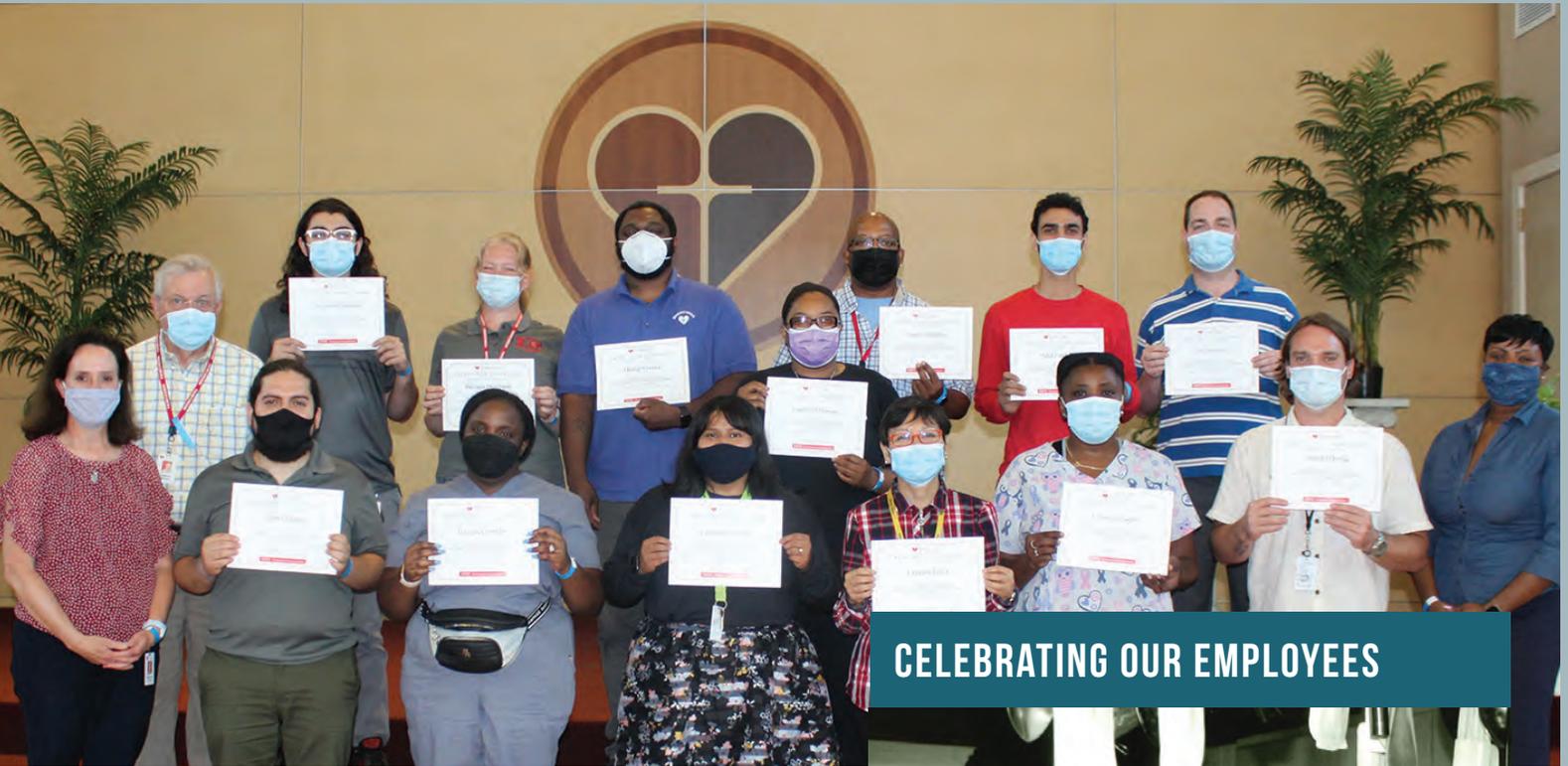
WLS News Anchor Joel Daley and the “Sundowners” with Sister Rosemary and friends at Misericordia’s Annual Family Festival. Families, friends and the larger community have gathered to celebrate the residents of Misericordia Home at Family Fest for the last 40 years!



Misericordia’s performing groups – the Heartbreakers and Hartzingers – have entertained at Family Fest, local festivals and civic events over many years. (Pictured above) the Heartbreakers entertain the Family Fest crowd in 2015.

# THE GROWTH OF OUR EMPLOYEES

Commitment and contribution are hallmarks of a Misericordia employee



## CELEBRATING OUR EMPLOYEES

Today, Misericordia is a place of employment for nearly 1,200 employees, with 83 percent of employees providing direct care or direct services to our residents.

One of the key elements that makes Misericordia unique is the longevity of its employees. Misericordia's senior leadership has over 201 combined years of service with the average tenure being 40 years. Today 338 staff have remained employed by Misericordia for 10 years or longer.

Misericordia has also invested in our staff and their interest to grow. For the past 12 years, Misericordia has offered a professional program to employees

**338** of Misericordia's staff have remained employed for 10 years or longer



“I love that I have been able to share my journey here at Misericordia with the residents. They are so fun to work with every day and I love teaching them new recipes. They are such hard workers and have a love for learning. They keep me young!”

– Freddie Alfredo, employed at Misericordia for 35 years



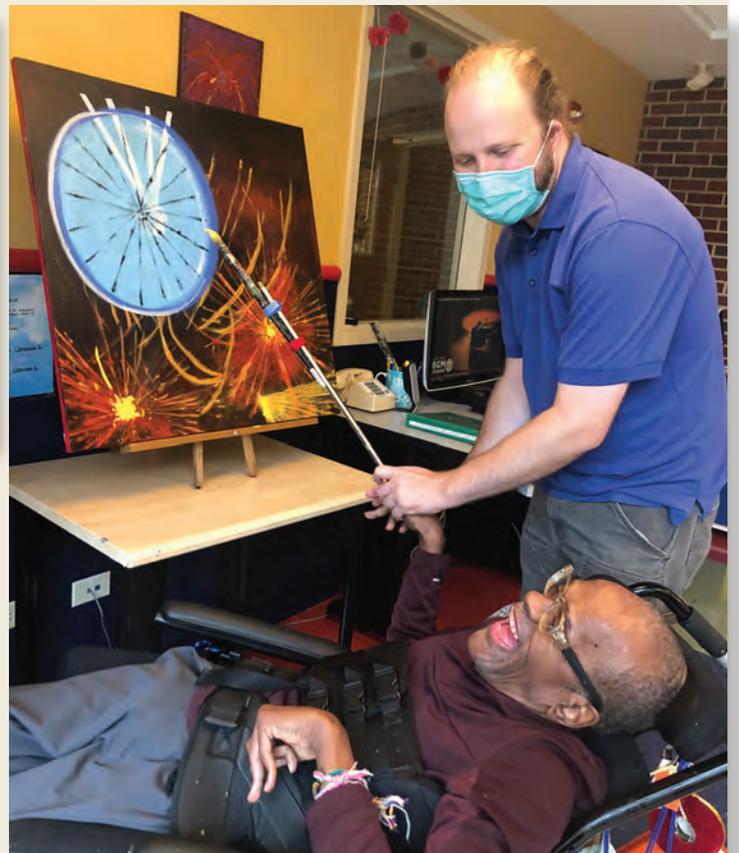
**Laura Schulz has worked with residents at Misericordia for more than 40 years. She began her career as a child care worker, watching residents grow up before her eyes. “So many of them come up to me saying, ‘Remember when...?’” Through the years, Laura has worked with the Misericordia Heartbreakers, coached Special Olympics and hosted Friday night Bingo. Today she continues her work in the Community Day Services program. (Pictured left) Laura early in her career at Misericordia and (above) today, with Julie.**



**Amy Johnston, Recreational Therapist and a 2021 recipient of the Employee Service Award. The awards is given to five of Misericordia’s employees each year who embody the spirit of Misericordia.**

dedicated to developing their leadership skills. To date, well over 100 employees have completed this program and used the experience to advance their careers either by taking on new positions or applying what they have learned in their day-to-day work to enhance their

teams. This program continues to grow and expand. In 2022, we will be further developing and defining a career path for direct care employees who are committed to making a career out of the valuable work that they do.



**Developmental Training instructor Guy Tourangeau assists a Misericordia artist. Guy has been employed at Misericordia for 6 years.**

# 2021 - DIFFERENT BUT STILL MISERICORDIA STRONG

## Rising to the challenge

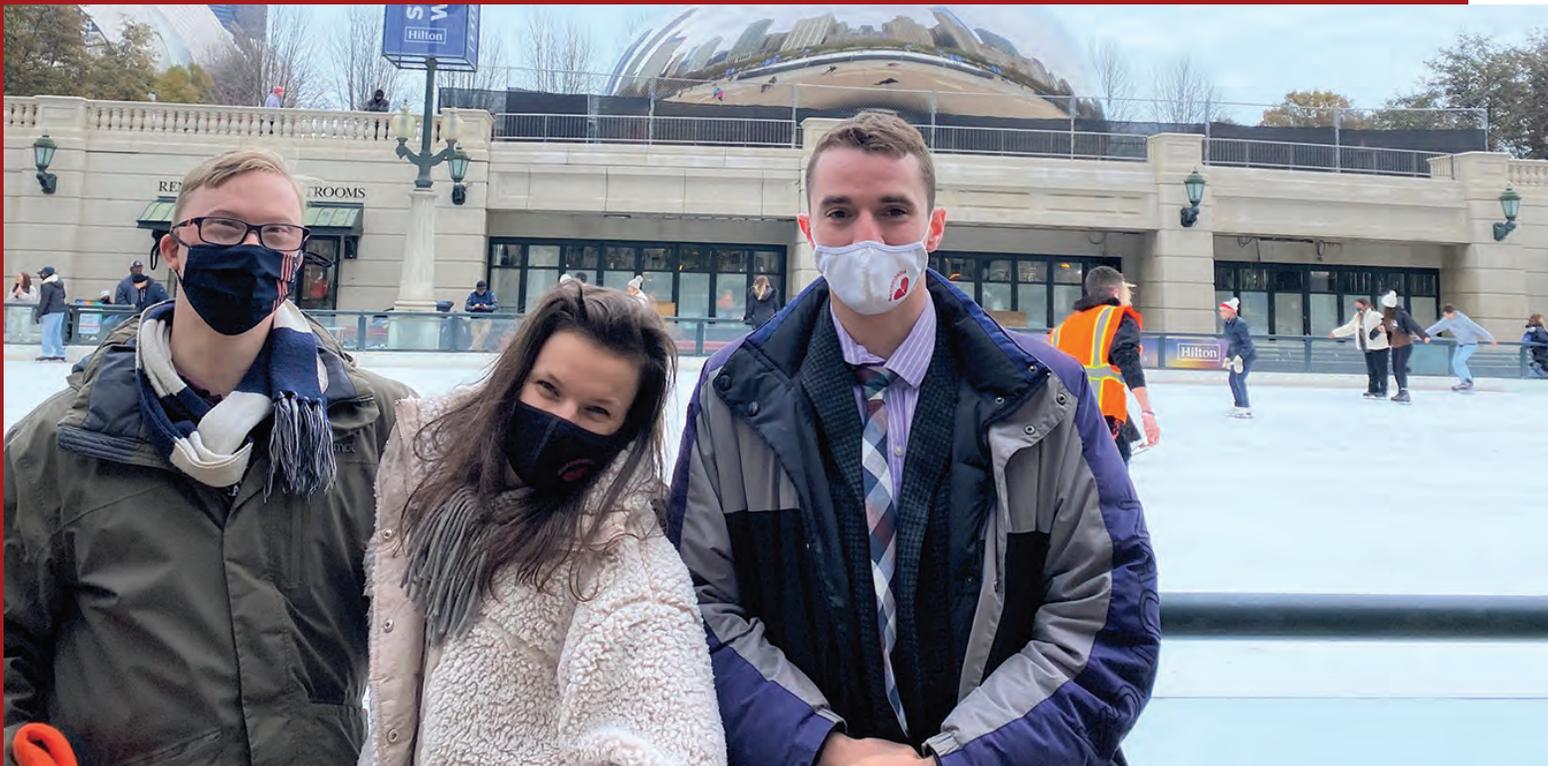
2021 represented much hope for the Misericordia community as the vaccine became available. Clinics were quickly orchestrated to get our residents and employees vaccinated at the beginning of the year.



Covid-19 did not dampen the optimism and hope that was displayed by the Misericordia community in 2021.



**It was smiles all-around for Misericordia staff and residents in early 2021 as the Covid-19 vaccine became available.**



Employees worked tirelessly in 2021 to offer virtual programming on-site that allowed residents across campus to join in on creative options with their friends. In early summer, residents slowly filtered back to our day program and work opportunities within their residential cohorts to help maintain the reduction in cases that occurred shortly after the vaccine. Residents eventually began to attend community events and started to slip back into what

existed before March 2020 when the pandemic began. However, the focus of our community has been to keep our residents and employees safe. Ongoing precautionary practices remained in place throughout 2021. Some practices have been adjusted to ensure the safety of all, such as training new employees and frequent testing for COVID -19. Human Resources and Staff Development have altered programs, processes and manpower to meet the ever-changing needs of our

new employees, current employees and their families. Support through the pandemic has taken on many forms, many of which are facilitated through our dedicated trainers, coordinators and HR professionals. While it feels like the pandemic may continue to impact our world and our community, we have witnessed the goodness of people and the resilience that is found within our community. Together we are Misericordia Strong!

# SUPPORTING GROUPS OF MISERICORDIA



## MISERICORDIA FAMILY ASSOCIATION

Fiscal Year: \$1,445,625

Signature Event: MFA Dinner Dance (Virtual)



## MISERICORDIA WOMEN'S BOARD

Fiscal Year: \$ 1,300,000

Signature Event:  
The Heart of Mercy Ball (Virtual)



**MISERICORDIA WOMEN'S AUXILIARY**

**MISERICORDIA WOMEN'S AUXILIARY**

Signature Events:  
First Look for Charity and Spring Benefit



Fiscal year:

All You Need is Love  
(in place of First Look for Charity) \$247,744  
Misericordia Loves Chicago  
\$177,562



**MISERICORDIA WOMEN'S LEAGUE**

Signature Event:  
Heart of Gold (Virtual) \$789,000



**MISERICORDIA BUMS**

Fiscal Year: \$819,430  
Signature Event: BUMS Golf Outing



**HEART LINKS OPEN**

Fiscal Year: \$460,709  
Signature Event: Heart Links Golf Outing



**MISERICORDIA  
SIBLINGS  
ASSOCIATION**

Fiscal Year: \$920,686  
Signature Event: The Artist in All (Virtual)



**MISERICORDIA  
WOMEN'S GOLF  
OUTING AND  
LUNCHEON**

Fiscal Year:  
\$74,761



**MISERICORDIA YOUNG  
PROFESSIONALS COUNCIL**

Fiscal Year: \$8,585 Signature Event: Red Heart Bash



**MISERICORDIA JUNIOR BOARD**

Signature Event: The Springtime Shuffle  
(no event in 2021 due to Covid-19)

# 2021

# FINANCIALS



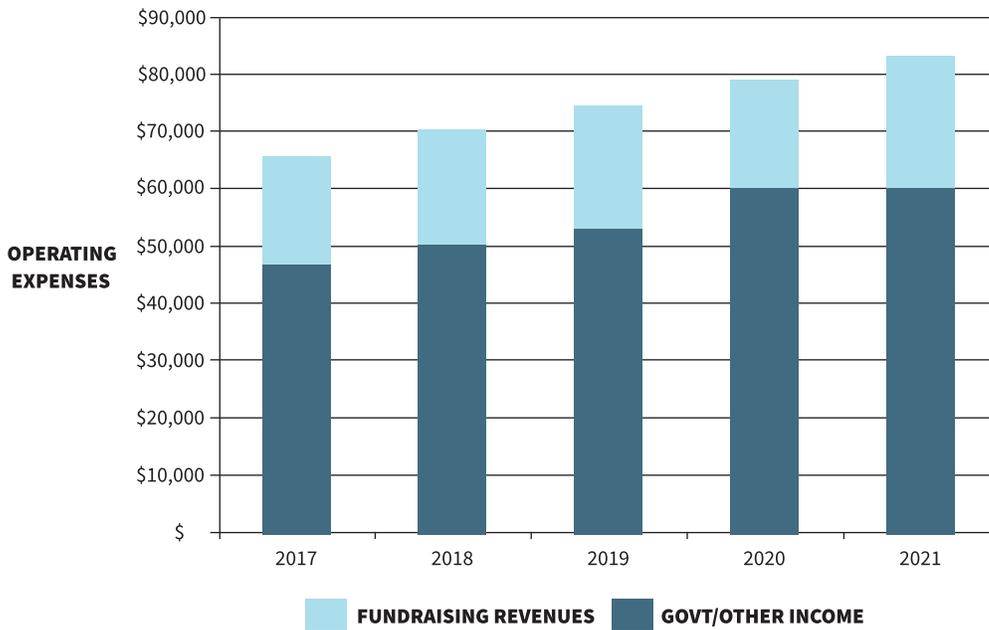
Misericordia receives grants from government agencies, as well as support from individual donors, independent foundations and corporate foundations.

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 2022, Misericordia must raise \$25 million to support the gap between

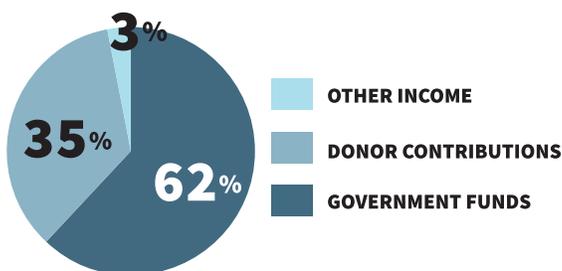
government funding and program expenses. We are truly blessed to have so many who believe in our mission and help us reach our financial goals.

**FUNDING SOURCES**

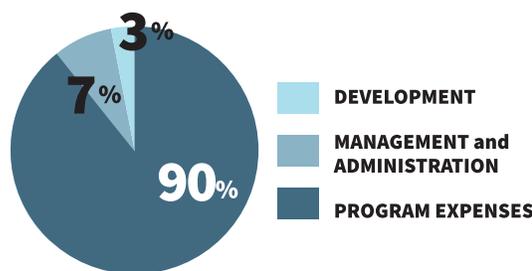


Misericordia has a four-star rating from Charity Navigator, exceeding industry standards. Charity Navigator helps charities by focusing on truly effective organizations – and helps donors support a charity with confidence. The program evaluates and rates charitable organizations based on a variety of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

**OPERATING FUND REVENUE FY 2021**



**OPERATING FUND EXPENSES FY 2021**



# 2021 OUTCOMES - AND PREPARING

## FOR THE NEXT 100 YEARS



COVID-19 was relentless in 2021 causing us to pivot over and over again. Whether it was shifting how we offered programs to keep our residents safe or how we moved our formal fundraising events to the comfort of our couch, one thing for certain is that life continues at Misericordia. COVID-19 did not stop Misericordia from its continued focus on the future.

### **Information Technology:**

- Implementation of an electronic healthcare record
- Campus WiFi installed
- Newly installed phone system to address the current needs of the organization

### **Retention and Recruitment**

- Intentional work to create career path opportunities for employees
- Ongoing opportunities to gather input from staff through surveys, focus groups and strategic imperative teams around retention
- Utilization of a Recruitment Process Outsourcing organization to assist with marketing and with recruiting new employees



The Misericordia Foundation announcement



Resident programming continued throughout all Covid-19 protocols in 2021.



A new residential community project will begin construction in 2022.



**Developmental Training and Community Day Services have been restructured to better meet the needs of our residents**



**Diversity and Inclusion**

- Addition of Diversity and Inclusion to our values. Intentional work to bring more people to the table to develop solutions at all levels within the organization.
- Creation of a Diversity and Inclusion team to bring further awareness to the organization
- Participation in nationwide United Front initiative by all senior leaders to grow awareness and understanding around diversity and inclusion. Program expanded to directors and others within the organization to celebrate the diversity of our community.

- Ground breaking will take place on the newly acquired three acres directly south of campus, allowing us to begin planning to expand residential services for individuals on our waiting list.
- Purchased 15th Community Integrated Living Arrangement home
- Creation of the Misericordia Foundation

**The long-awaited Hearts & Flour Bakery and Café is opening in the spring of 2022. As a fully functioning drive-thru bakery, it will be supported by our residents as they bring their skills learned from our on-campus bakery opportunities.**



**Day Services and Community Employment**

- Residents who had been out of work for over a year regained community employment.
- Developmental Training and Community Day Services have been restructured to better meet the needs of our residents.

**Community Growth**

- Completed the construction of the Hearts & Flour Bakery and Café on Ravenswood Avenue, with a planned opening in April 2022





# MISERICORDIA

HEART OF MERCY

The mission of Misericordia is to provide a continuum of care and support for children and adults of all faiths and cultures who have intellectual and developmental disabilities. We provide the highest quality of care designed to meet each person's changing needs and maximize independence, self-determination, interpersonal relationships, and engagement in the community. The mission extends beyond the residents as we offer peace of mind to families. Through Catholic values and traditions we strive to be a diverse and inclusive community of acceptance, respect, dignity, spirituality, and quality of life for us all.



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

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

