

ANNUAL REPORT 2020



MISERICORDIA
HEART OF MERCY



An
Unprecedented
Year

Sharing life with individuals with intellectual and developmental disabilities through a full continuum of care.

A Message from the Executive Director



Dear Friends,

When 2020 arrived, not one of us could have predicted what was ahead of us. The beginning of the year brought about much hope as we prepared for the expansion of Misericordia. This expansion would enable us to reach out to more families on the wait list. This includes the building of our new Bakery on Ravenswood Avenue that will offer job opportunities for our residents. However, this excitement for 2020 quickly shifted as we positioned ourselves to face a national health crisis and pandemic in the beginning of March. In my 51 years of being the Executive Director of Misericordia, never has our community faced such an unprecedented time and a time of uncertainty.

On March 17, 2020, I sat in disbelief as I watched our community transform to the very opposite of what our mission emulates. Every facet of Misericordia began to look different out of the necessity to protect God's most vulnerable people. This includes those who care for them — our loving and dedicated staff. The hustle and bustle that anyone who has been a part of our community has experienced suddenly came to a halt. We were required to close our campus to all visitors, including families and volunteers. While these were hard decisions, we took every precaution believing that this would last until the end of March and we would re-open our campus.

The end of March came and went, and more challenges were in front of us. We have all experienced feelings of frustration as we missed out on life's happy milestones. We experienced great sadness as we faced the loss of friends and family members. I lost my dear sister, my brother-in-law and two nephews during this time! Like many of you, I could not grieve with my loved ones during these losses. In addition, June brought more discourse as our country experienced the horrific death of George Floyd. This created great civil unrest that left our city and country in a state of more uncertainty.

Ten months later, Misericordia, along with the entire country, is still working through this pandemic and community healing. While we have been faced with many challenges, I sit in awe of the strength of our community. Our Misericordia community has been the force that has helped us navigate this terrible time. Our families rallied quickly to support the staff by sending meals and thank you cards, generous donors assisted us in accessing the much-needed supplies and equipment to keep our community safe, and staff worked tirelessly to offer the emotional support to our residents.

If asked what I would do differently in my career, I would say cancel 2020! However, what I wouldn't do differently is change our community that I am so blessed to be a member of. It has been one of the most caring and compassionate communities that anyone could request. While 2020 has been difficult for many reasons, my prayer is that 2021 will be a happier one for all of us.

May God keep you and yours safe,

Sister Rosemary

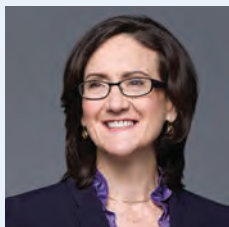
Sister Rosemary Connelly, RSM
Executive Director

Leadership

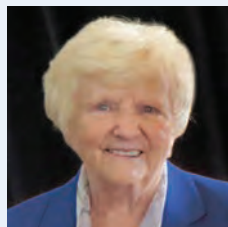


The Misericordia Administrative and Executive Team. Inset: Sister Rosemary Connelly. Front row, left to right: Michael Diaz, Mary Pat O'Brien, Kevin Connelly, and Joe Ferrara. Middle row: Father Jack Clair and Abby Murray. Back row: Chris Hegg Krackenberger, Denise Tigges, Lois Catinella Gates, Tina Stendardo, and Geana Connelly. Not pictured: Scott Thompson.

BOARD OF DIRECTORS



President:
Sally Blount
Chief Executive Officer,
Catholic Charities



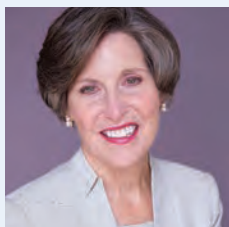
**Treasurer and General
Manager: Sister Rosemary
Connelly, RSM**
Misericordia, Appointed 1970



Secretary:
Kevin Connelly
Misericordia,
Appointed 2016



Father Jack Clair
Misericordia,
Appointed 2014



Mary Dempsey
President, DePaul
College Prep
Appointed 2019



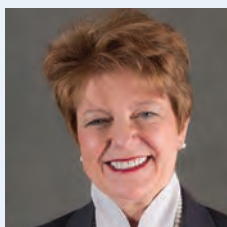
John L. Dyer
Peter Shannon & Co.,
Appointed 2005



Rob Figliulo
SPR, Inc.,
Appointed 2005



Margaret Houlihan Smith
Capitol Hall Partners,
Appointed 2014



Sharon O'Keefe
Immediate Past President,
University of Chicago
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 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

Abby Murray
Human Resources
and Staff Development

Michael Diaz
Community Day Services and
Resident Employment Services

Tina Stendardo
Community Day Services and
Adult Enrichment Program

Scott Thompson
Chief Information Officer

CERTIFICATIONS LICENSURES, 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)

RESPONSE



Responding to COVID-19

March 17, 2020, was the start of a turbulent time as our community was turned upside down by COVID-19. Following shortly after, a shelter-in-place order was issued by our Governor and our Mayor, impacting our state, our city and our Misericordia community. COVID-19 challenged us

as an organization and a community in ways that we had never been challenged before. Every decision made was in an attempt to provide a safe setting for our residents and a safe workplace for our dedicated employees while continuing to offer the vital services and programs that make Misericordia so unique. However, EVERYTHING that we knew as an organization began to look different.



“Screening stations were set-up across campus, sanitizing regimens were implemented immediately, and masks were distributed among staff and residents.”



“2020 was a year many will remember for the struggles we had to endure. But I’ll also remember that Misericordia shined as never before. The efforts of the remarkable staff in the amazing care of the residents continues to be an inspiration.” – Brian Shannon, Misericordia Advisory Board President

“EVERYTHING that we knew as an organization began to look different.”



- Misericordia quickly closed our campus to visitors, to volunteers and to our families and guardians.
- Employees that were not providing direct care services were ordered to stay home as part of the shelter-in-place guidelines.

- Our restaurant and our businesses were required to close.
- Community Day Services, where our residents spend the majority of their weekdays learning job skills and participating in classes, were abruptly stopped per the Department of Human Services.
- Due to the closing of Community Day Services, over 100 young adults with intellectual and developmental disabilities living at home were unable to attend our Adult Enrichment Program.
- Residents working in the broader Chicagoland community in 103 community jobs were required to stay home.
- 80 volunteer opportunities that our residents participate in and look forward to every week were quickly suspended.
- Residential homes moved into a cohort model requiring residents living together to remain with their peers within their homes. Staff were also assigned cohorts to reduce exposure.
- Home visits with families and friends were canceled to prevent exposure to our community.
- Misericordia Mass, typically sprinkled with community members, was put on hold to minimize community exposure.
- Supplies that have always been available suddenly became scarce as the rest of the world was looking for the same masks, personal protective equipment and cleaning supplies.
- Large gatherings of any kind, including fundraising events, were suspended to once again prevent the spread of the virus.

“Misericordia remains a special oasis of safety and productivity for the most vulnerable in our society.” – Tina Stiefel

RESET

With Every Challenge is an Opportunity

March 2020 came and went. So much of the predictability that had intentionally been created to help our residents navigate their days and their life had suddenly been removed.

Along with the rest of the country, Misericordia recognized that the changes that had occurred as a result of COVID-19 were not going away any time soon. Our community that was required to transform as a result of COVID-19 quickly began to adapt.

- COVID-19 allowed us to find the beauty in things that just a few months prior were being overlooked.
- Staff quickly tapped into their unique talents involving singing, art and cooking to ensure that while our Community Day Services had not reopened the residents had access to a meaningful day.
- A virtual platform called Staying Connected was developed by the Behavior Department staff to offer a variety of skill development and entertainment events online. These daily virtual opportunities opened the door for continued connections for our residents across campus, residents that had gone home due to COVID-19, and for our Adult Enrichment participants living at home.
- Misericordia Mass was transformed into a weekly shared virtual Mass providing a bit of predictability for our community.
- On-boarding of new staff remained a priority for Misericordia as did our commitment to ongoing learning and training. Traditional trainings associated with large classroom settings and bringing in new employees into already



established cohorts were modified in order to reduce the risk associated with potential COVID-19 exposure.



“Misericordia Mass was transformed into a weekly virtual Mass providing a bit of predictability for our community.”



“We are so impressed that you enable our residents to be happy and engaged, and appreciate your creativity in these difficult conditions.” – Laurie and Bill McCarthy



- Annual learning and training needs of 1,200 employees were met through virtual learning opportunities created through our Staff Development department.
- Our families and the community rallied to support our staff and residents. An abundance of meals began to show up for our residents and our staff. Thousands of cloth masks arrived in ever pattern, shape and design for staff and residents.
- Blue pieces of tape 6 feet apart could be seen on the sidewalks as a way to prepare our residents for what "social distancing" meant and what they would have to be able to follow if they were eventually able to return to the Community Day Program.
- COVID-19 testing clinics were implemented to identify employees and residents that were asymptomatic. This has been an effective measure to reduce exposure to cohorts and prevent further spread of the disease.
- Our annual Candy Days fundraiser involving thousands of volunteers that line the Chicagoland streets asking for donations was the first of many fundraisers that was required to go virtual.

"The re-imagined delivery of care. It is amazing to see and hear about how the wonderful and exciting programs continue as we shelter in place." – Lois Gates

RENEW



Bringing our Community Together to Heal

With the unfortunate disappointments that many of us have shared, our Misericordia community continues to work toward a time of healing and renewing. While the Misericordia of today continues to look and function differently, the residents and staff have worked hard to create opportunities out of each challenge.

Life at Misericordia has been far from dull. If you look carefully, you will find painted rocks with hopeful messages, artwork on the windows from newly found talents, exercise paths and sometimes flamingos on each other's front yards that were part of a tagging game within our community.



“Who else but you would have Ed participating in a Casino Night, Carnival and a Venetian Night Parade? Not only is he safe, he is having fun!” – Kay & Joe Lunkes

“Life at Misericordia has been far from dull.”



“During the pandemic the staff at Misericordia has become her mother, father, aunt and uncle. They also became our guardian angel. We don’t worry about Wendie because all of them are there doing it for us.”

– Glenn and Elyse Cabin



“You re-invented schedules and yourselves! You made it fun and interesting and most importantly safe and healthy!” – Bob & Madge Erlenbaugh

COMMUNITY CHAMPIONS

Misericordia has been blessed to have so many supporters during this pandemic. The outpouring of kindness and concern gave our community the hope and confidence that we will get through this and be stronger on the other side. The outreach of “what can I do” was a daily mantra of our community believers and donors. From 10,000 N95 masks donations to 5,000 cloth masks made for our residents and staff, to the restaurants in the area sending food for the entire campus, each of these gestures made a challenging time a bit easier.

Sam and Uma Patel, local Subway Restaurant owners just blocks away immediately reached out. While their business was in jeopardy due to the shelter-in-place order, Sam and Uma turned their concern to us.

Pre-COVID-19, this Subway was the local hang-out for many of our residents as it is within walking distance and is a location that has been welcoming and inclusive of every resident and staff that is a part of Misericordia.

They have become a part of the Misericordia extended family. Sam and Uma know many of the residents by first name and know exactly how to prepare their sandwich with the exact ingredients specific to each resident.

Even for the residents who have limited communication, Sam and Uma know exactly how to make them smile. Many times that means slipping in a chocolate chip cookie!

Sam and Uma wanted to make sure that the residents hadn't forgotten about them so they graciously provided sandwiches and salads for the entire Misericordia community not once, but twice!



Thank you Sam and Uma, for being a part of the Misericordia family!

“Sam and Uma know many of the residents by first name. Even for the residents who have limited communication, Sam and Uma know exactly how to make them smile.”

From PPE to home-sewn masks, hand sanitizer, lunches and dinners, arts and crafts supplies, and so much more, the gifts to our residents and staff will never be forgotten.



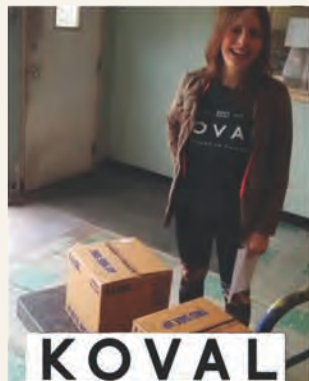
S&C ELECTRIC COMPANY



TRUONG ENTERPRISES, INC.



Matthew 25 Ministries



KOVAL



**Constellation Brands
BUB CITY**

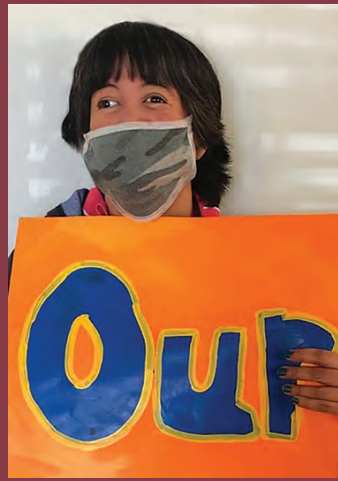


Thank you for keeping #Misericordia Strong!

Before COVID-19, most of us had never heard of “PPE” or ever thought we would need Personal Protective Equipment. Most of us had never been in a “lock-down” or in “quarantine” for weeks going on months. Yet throughout this pandemic, a Community of Champions emerged to help Misericordia and its residents stay safe, healthy and hopeful. These Champions have come in all shapes and sizes from people near and far, friends and strangers alike.

We will always be grateful to every company, foundation, restaurant and friend old and new from within our neighborhood to across the country who stepped up to Keep Misericordia Strong. Your generous donations of PPE, home-sewn masks, hand sanitizer, lunches and dinners for staff and residents, arts and crafts supplies, and so much more made all the difference. Thank you for your wonderful support.

“The outpouring of kindness and concern gave our community the hope and confidence that we will get through this and be stronger on the other side.”



Our Real Heroes

“This is a wonderful place to be and we will all stay strong together.”

– Regina Moore-Wright, CNA McAuley

Misericordia is so grateful for our wonderful, dedicated staff who have given of themselves unselfishly and lovingly. They have been the rock that our residents have turned to when needing a hug or a reminder that Mom and Dad are okay. They have supported the residents in staying connected to their families through virtual opportunities to ensure that the residents know their family is still there for them. They have been available to answer the hard questions about COVID-19 and explain it in ways that provide the residents comfort instead of fear.

They have used their creativity and talents to develop activities within the resident cohorts to keep each day interesting and exciting. They have turned a life that looks so different into one that gives the residents a reason to get out of bed and join their peers in embracing each day. This year's annual report is dedicated to the 1,200 employees that live Misericordia's mission and in doing so, they have made #Misericordia-Strong. They are the real heroes!





“Understand, it does not take a pandemic for our family – and all Misericordia families – to appreciate what you do every day. Most of what you do, you do quietly, when nobody is looking. You do it for our loved ones – the residents – because you have a

deep, unwavering sense of purpose. Frankly, we see each of you, more than a thousand strong, that make Misericordia not just work, but work well and love fully. Whether in the kitchen, therapies, in the apartments and houses, bakery, swim staff, art, music, security,

maintenance, nurses, auxiliary, front lines, or behind the scenes, each of you is integral. Each of you, no matter your job, can and does have a direct impact on our residents. And for that, we thank you, we admire you, and we respect you.”

– Bill Choslovsky





Rising to the Challenge

The usual flurry of fundraising activity at Misericordia changed in this different and difficult year! As with so many gatherings, for the health and safety of all involved, many events were postponed, canceled or held online. Misericordia has remained strong because of the individuals and groups that have continued to support our mission during this global health crisis.



MISERICORDIA SIBLINGS ASSOCIATION:
1,100 MEMBERS Fiscal Year: \$860,558
 Signature Event: The Artist in All Exhibit

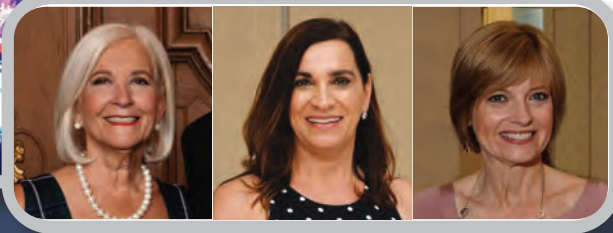


MISERICORDIA FAMILY ASSOCIATION:
722 MEMBERS \$1,498,788
 Signature Event: MFA Dinner Dance



MISERICORDIA WOMEN'S BOARD: 160 MEMBERS

Fiscal Year: \$ 1,100,000
Signature Event:
The Heart of Mercy Ball



MISERICORDIA WOMEN'S AUXILIARY: 155 MEMBERS

Fiscal Year: \$490,000
Signature Events: First Look for
Charity and Spring Benefit



MISERICORDIA WOMEN'S LEAGUE:

122 MEMBERS
Fiscal Year: \$655,750

Signature Event:
Heart of Gold with
a Touch of Country



Above (from left): Hugh Connolly with the Price family

HEART LINKS GOLF OUTING

125 attendees
Fiscal Year: \$275,000



(left): Kate Boyle and John Scully

MISERICORDIA BUMS

Fiscal Year: \$610,000
Signature Event: BUMS Golf Outing



MISERICORDIA JUNIOR BOARD:

350 Members Fiscal Year: \$10,200
Signature Event: The Springtime Shuffle
(Postponed 2020)



MISERICORDIA YOUNG PROFESSIONALS COUNCIL:

75 Members Fiscal Year: \$21,500
Signature Event: Red Heart Bash (Postponed 2020), Miles for Mis Event held in October 2020



**WOMEN'S GOLF OUTING
*VIRTUAL EVENT**

140 Attendees Fiscal Year: \$32,100
Signature Event: Held virtually this year on
September 21, 2020



(from left): Twice Blest Founders Kay Murtha, Pat Martin, Kathy Ritter and Janet Driscoll

TWICE BLEST THRIFT SHOP

THANK YOU to the many volunteers who have worked at Twice Blest for over 40 years of dedication to Misericordia

Financials

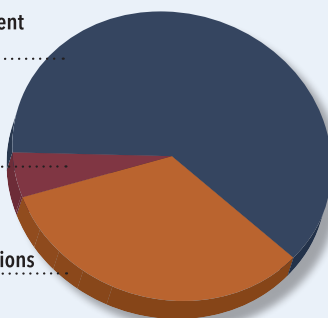


OPERATING FUND REVENUE FY 2020

Government Funds
62%

Other Income
5%

Donor Contributions
33%

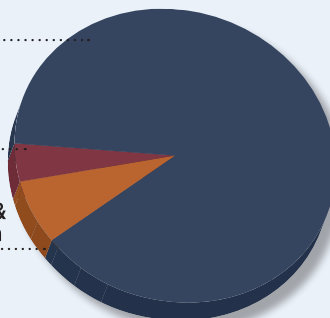


OPERATING FUND EXPENSES FY 2020

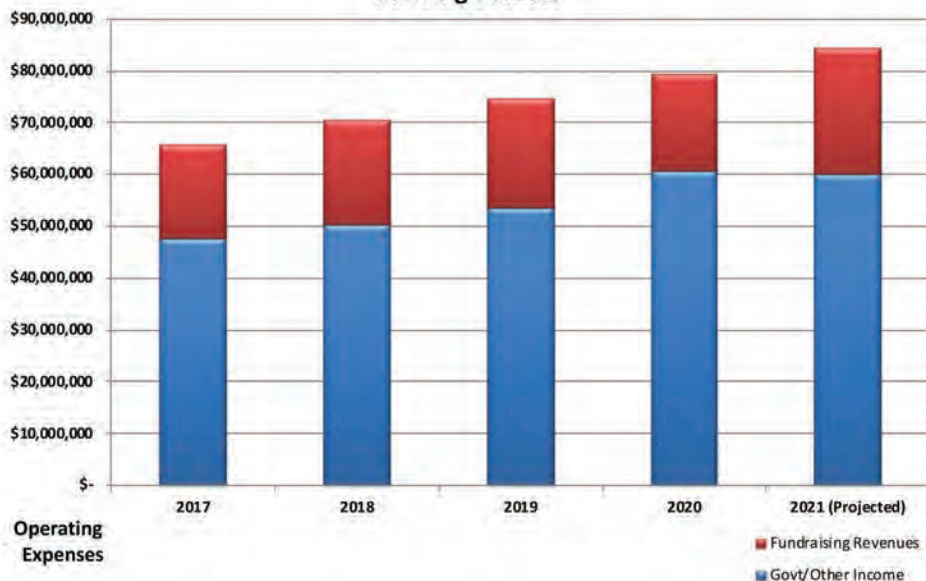
Program
89%

Development
4%

Management & Administration
7%



Funding Sources



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 2021, Misericordia must raise \$22 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.



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.



Outcomes and Future Goals

2020: Thank you for the lessons! While a year of challenge, much was accomplished.

Information Technology

One of the biggest areas of accomplishments for 2020 was a result of the Information Technology Department as they have taken the necessary steps to begin modernizing our technology landscape to meet the growing technology needs of our organization, our staff and our residents. By the end of the year, the campus WiFi project was completed. The resident database platform is in the process of being replaced with a new system called AWARDS, which will also allow us to introduce an Electronic Health Care Record along with an Electronic Medication Administration Record.

The IT department is working to ensure the Misericordia leadership down to end users know how to get the IT support necessary to do their jobs. In addition, infrastructural changes have been evaluated and plans are in place to reduce risks to operations, reduce costs, and improve IT processes.

Diversity and Inclusion

Misericordia has been researching a variety of diversity and inclusion programs to help build a foundation for a D&I platform for our organization. Practices and policies around diversity are under review. In addition to our Community of Believers values of

Quality of Life, Responsibility, Connection and Spirituality, we are adding Diversity & Inclusion. Misericordia is not only committed to growing a diverse workforce, but to improving practices to promote inclusion.

Staff Development

Misericordia is committed to growing and developing our employees and creating a work environment that is meaningful.

In the past two years, Misericordia participated in a grant through the Coleman Foundation that focused on increasing engagement. We have successfully trained 537 employees and offered booster sessions to 200 of these employees to create sustainability of the program and plan. As a result of COVID-19, this all-day training will be conducted virtually to ensure that the common language and practices around engagement continue to grow. Our goal is to have every employee participate in this training along with the boosters to keep this in our forefront.

Finally, in an effort to help retain new employees, a Lead Job Coach Program has been created. This position requires a commitment to quality care and an investment in creating a successful co-worker and

team, which has helped with supporting new employees in their direct care role.

Growing Our Organization

Our new Bakery and Coffee Shop on Ravenswood Avenue less than 1/4 mile from our campus is well under way. This new location will be a full functioning drive-thru bakery that will be supported by our residents as they will bring their skills that they learned from our on-campus bakery opportunities!

A new home designed with four separate apartments was completed in the late fall of 2020. This new setting on our campus will serve 15 residents.

An additional CILA (Community Integrated Living Arrangement) located in Evanston called the Madden Home was purchased and renovated for 6 women.

Spring 2021 we will begin to break ground for a new set of homes located behind the Misericordia campus, on Thome Avenue, adding 3 acres to our 31 existing acres and allowing residents to still access the many services and programs we offer.



Drive-thru bakery on Ravenswood Avenue under construction



Rendering of bakery when completed



A new on-campus home for 15 residents will open in mid-2021



Rendering of Thome Avenue Homes

2021: We are ready! 2021 is a new year with more hope than ever.

- Invest in growing and developing our employees across all levels within the organization.
- Continue IT upgrades in infrastructure and systems to improve efficiencies of our organization.
- Update phone system to improve and offer modern capabilities through a cloud-based system.
- Implement a scheduling solution to allow efficient planning and scheduling of staff
- Roll out and implementation of an electronic health care record (eHR) and an electronic medication administration record (eMAR) resulting in better input and output of resident-based data.
- Further develop and advance the Lead Job Coach Program to support new employees
- Roll out of a Diversity and Inclusion Program at Misericordia
- Open new apartment style setting designed to serve 15 residents in spring of 2021.
- Open the Madden Home CILA that will serve 6 women with intellectual and developmental disabilities in spring of 2021 making this our 14th CILA in the community.
- Begin construction in spring 2021 of additional homes on the 3 acres adjacent to the Misericordia campus purchased in 2020.
- Bakery and Coffee Shop open summer of 2021.



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

