

2022

# Annual Report

RESTORING OUR COMMUNITY



MISERICORDIA  
HEART OF MERCY

SHARING LIFE WITH INDIVIDUALS WITH INTELLECTUAL  
AND DEVELOPMENTAL DISABILITIES THROUGH A FULL  
CONTINUUM OF CARE.



## MISERICORDIA FOUNDATION

**Sister Rosemary Connelly, RSM**  
Chairman

**Lois Catinella Gates**  
Executive Director and  
Co-Director of Development

## MISERICORDIA HOME

**Father Jack Clair**  
President and Executive Director

**Kevin Connelly**  
Executive Vice President and CFO/  
Co-Director of Development

**Mary Pat O'Brien**  
Executive Vice President  
Residences and Programs

**Geana Connelly**  
Vice President of People, Culture  
and Strategy

**Chris Hegg Krackenberg**  
Vice President, Residential Services

**Tina Stendaro**  
Vice President, Program Delivery

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

**Michael Diaz**  
Assistant Vice President, Community  
Day Services

**Joe Ferrara**  
Assistant Vice President, CILAS

**Valerie Freil**  
Assistant Vice President, Marian Center

**Carol Hawley**  
Assistant Vice President, Shannon  
Apartments

**Ashley Hespen**  
Assistant Vice President,  
McAuley Residence

**Sharon Keane**  
Assistant Vice President, Human  
Resources and Staff Development

**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
- Together For Choice
- 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)
- DHS (Department of Human Services)

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# A Message

## From the Misericordia Foundation



“Together we are doing God’s work and our gratitude knows no bounds.”

Dear Friends,

As we come to the close of 2022, we are happy to report that it has been a most productive and successful year. Misericordia Home and Misericordia Foundation now complement each other as two separate entities working toward a shared goal – to provide the best life possible for our children and adults. We especially thank Misericordia Foundation Board members Brian Battle, Jenny Fortner, Elida Hernandez, Bill McCarthy and Dan Walsh, and Misericordia Home Board members Father Jack Clair, Kevin Connelly, Mary Dempsey, John Dyer, Rob Figliulo, Margaret Houlihan Smith, Father Clete Kiley, Sharon O’Keefe and Bob Soudan for so skillfully guiding us through this year of transition.

We feel very fortunate to have Misericordia returning to what we love to do – connecting with our community of so many families and friends. These include our Family and Siblings Associations; the Women’s Board, Auxiliary and League; the Misericordia Young Professionals; and our Junior Board. After a three-year hiatus, hosting in-person events and Holiday celebrations is something we will never again take for granted! We are blessed to witness so many supporters coming back to Misericordia’s campus to attend an event, volunteer or enjoy a meal in our Greenhouse Inn. Thankfully, our residents are also returning to their everyday activities both on and off campus that so enrich their lives.

During this past year, we have worked hard to enhance the work/life experience for our current staff and entice new employees to join our Misericordia Family. We are committed to growing the potential within Misericordia – by enhancing leadership skills, promoting from within, and offering recognition and appreciation events throughout the year. We know that every day our staff touch so many lives here at Misericordia, and the world is more loving and compassionate because of them. Our

need for dedicated employees to share life with our residents is always there, and we encourage anyone interested in joining our mission to find out more about the job opportunities available to work with us.

Since we broke ground on our new Sister Rosemary Park residential community in June 2022, construction has progressed at a steady pace for 16 new homes. They will provide much-needed space for some of the more than 500 families on our waiting list. We are also pleased to report that the new Hearts & Flour Bakery and Café, located two blocks south of campus, is busy welcoming customers – and creating much-needed job opportunities for our residents. We invite you to visit us there!

So much has changed in our years at Misericordia! But our mission has never changed. We continue to work to meet unmet needs, to create good lives worth living for our most vulnerable residents and to provide peace of mind for their families. We put our faith and trust in God to give us the tools – and the people – to help us achieve our goals. Thank you for walking this journey at our side and for your loving and generous support of our mission. Please know you remain in our prayers. Together we are doing God’s work and our gratitude knows no bounds.

God’s blessings on you and yours,

*Sister Rosemary Connelly*

Sr. Rosemary Connelly, RSM  
Chairman  
Misericordia Foundation

Blessings and gratitude,

*Lois Gates*

Lois Gates  
Executive Director  
Misericordia Foundation

# Misericordia Home

## A letter from Father Jack Clair

“ We are blessed to have a community that believes in our mission and believes in providing a good life for those who call Misericordia home.”

Dear Friends of Misericordia,

One year after accepting the role of President and Executive Director, I remain grateful for the many dedicated friends and donors who are so incredibly generous with their resources and time. It is through this dedication that we are able to carry out our mission to serve children and adults with intellectual and developmental disabilities. Today, we serve over 600 residents, both on our campus and in 14 homes in our surrounding Chicagoland community. And with over 500 individuals on our waitlist, we know we have more work to do.

2022 was a challenging year we continued to navigate each twist and turn of the ongoing pandemic. However, it was our staff that stood strong for our residents and should be acknowledged for their commitment and compassion that they shared during a time like no other in the history of Misericordia. They proved their dedication to the mission by ensuring that our residents faced each day with love and compassion. They adapted to each challenge beautifully, which allowed our residents to feel safe, secure and productive.

With each challenge Misericordia faced, 2022 also offered opportunity. We opened our Hearts & Flour Bakery in the Ravenswood community. This not only provides additional job opportunities for our residents, it has quickly become a favorite stop for friends and families of Misericordia to spend time with each other while enjoying our delicious treats. Along with the bakery, we also broke ground for 16 homes on an additional three acres adjacent to the campus, which will allow us to meet the needs of our existing residents while providing placement for many individuals on our waitlist.



Misericordia could not continue to grow or offer its many programs and services without the many friends, donors, families and volunteers who give so generously of themselves. We are blessed to have a community that believes in our mission and believes in providing a good life for those who call Misericordia home. My first year has been a rollercoaster, but it has had more ups than downs. I am confident that God’s work is present in each of you as we feel His spirit each and every day at Misericordia. Thank you for your gift of giving and believing in our work. Please continue to pray for Misericordia, for our residents and for our staff as we begin a new year that is filled with much hope for our future!

Blessings,

Fr. Jack Clair  
President and Executive Director  
Misericordia Home

Misericordia

# Leadership Team



Misericordia's Leadership Team (Back row) Geana Connelly, Sharon Keane, Tina Stendardo, Scott Thompson, Michael Diaz, Joseph Ferrara, Ashley Hesper, Chris Hegg Krackenberger, Valerie Freil and Carol Hawley. (Front row) Mary Pat O'Brien, Lois Gates, Sister Rosemary Connelly, Fr. Jack Clair and Kevin Connelly. (Inset, Denise Tigges)

## Misericordia Home Board of Directors



**Father Jack Clair**  
President and  
Executive Director  
Misericordia Home  
Appointed 2014



**Kevin Connelly**  
Secretary  
Appointed 2016



**Mary Dempsey**  
President  
President, DePaul  
College Prep  
Appointed 2019



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



**Rob Figliulo**  
SPR, Inc.  
Appointed 2005



**Father Clete Kiley**  
Archdiocesan Priest  
Appointed 2022



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



**Margaret  
Houlihan Smith**  
Capitol Hall Partners  
Appointed 2014



**Robert Soudan**  
Lock Up Development  
Appointed 2007

# Misericordia Foundation

## Ensuring Our Future

### MISERICORDIA

# FOUNDATION

In support of Misericordia Home



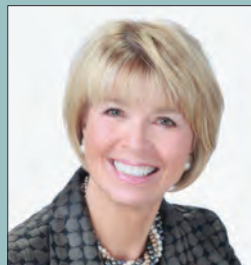
The Misericordia Foundation is the fundraising arm of Misericordia Home. All donations through the Foundation support Misericordia Home exclusively. This two-entity

model (Misericordia Home and Misericordia Foundation) helps us to continue offering the highest quality of care.

### Misericordia Foundation Board of Directors



**Sister Rosemary Connelly**  
Chairman  
Misericordia  
Foundation



**Lois Catinella 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.

# Reopening Our Campus Back to **What We Love**



Community Involvement

After two years of strict social distancing due to COVID, the year 2022 marked the re-integration of our campus. Residents have since returned to their Day Services programs, where they spend their weekdays taking part in lifelong learning and vocational education. They have also been able to enjoy other services and events offered to them through Misericordia, from outdoor concerts to trips to watch their favorite sports teams. Best of all, residents are now able to share these experiences with each other.

“COVID caused the Fitness Center to close, which prevented residents from having a place to work out and socialize. Since we’ve re-opened the Pool & Fitness Center, residents are excited to return to their workout routines and see friends. It’s been so much fun for me to watch them motivate each other and exercise together.”

— **MaryAnn Zielke-Allen**  
Director of Pool/Fitness



Recreation & Leisure







## Day Services



“ Socialization is said to have a positive impact on our brain health, especially as we age. Since we have re-opened our Day Services programs, you can immediately see the joy in our residents who get to socialize and do different kinds of activities throughout the day, outside of their homes, with their peers. ”

—**Marcia Reinhard**  
Day Services Supervisor



## Friendships

“ Even though Michelle and Kathleen would talk on the phone, they hadn’t seen each other in a long time because of COVID. When they met again in person, it was like nothing had ever changed! ”

—**Consuelo Teresi-Reschke**  
Registered Behavior Technician

Before COVID, Charlie C. worked at our Greenhouse Inn (GHI) Restaurant and played the piano at Mass. Now that he is back to greeting GHI customers and performing songs of worship with residents in choir, he says,

“ It’s been a wonderful opportunity to reconnect with friends and welcome new faces around. ”

—**Charlie**  
Misericordia resident and musician



# Supporting A Successful Workforce Back to **How We Thrive**

The commitment and compassion of Misericordia's staff members help keep the community strong. In response to the national worker shortages caused by the pandemic, Misericordia took the following measures to foster a robust and exemplary workforce in 2022 and for years to come:



## Campus Connections



## Diversity and Inclusion



- Launched the Campus Connections Employee Newsletter to keep staff informed with organizational updates and highlights that connect them to Misericordia.

- Held monthly staff appreciation initiatives and events to thank employees for their work, dedication and professional achievements.

- Expanded its Diversity and Inclusion Committee as a continued effort to enrich Misericordia through cultural education and supportive dialogue.

“I joined the Diversity and Inclusion Committee because I see Misericordia as a melting pot, and I love being able to learn from all kinds of people and advocate for their inclusion in the larger world.”

—**Lance Sharp**  
Direct Service Professional





## Setting Staff up to Succeed

- Set staff up to succeed by offering employees at all levels of experience opportunities to participate in discussions and learning sessions devoted to communication, team building, skill sharing and on-the-job training needed to support the residents in their care.



## Staff Appreciation Initiatives



“The work we do at Misericordia isn’t always easy. When we are treated to things like food trucks and entertainment tickets, it puts a smile on my face because it shows that Misericordia recognizes staff’s hard work and consideration and wants to do something kind for us in return.”

—**Saudia Caudle**  
Qualified Intellectual Disabilities Professional



## Key Moments

# Reconnecting Our Community

For over a century Misericordia has been known as a place of acceptance. Beyond the residents and staff, many helping hands and believers of its values contribute to the vibrancy of Misericordia's community. During quarantine, the physical absence of these friends was sorely missed across campus. Once local COVID restrictions were lifted in 2022, Misericordia rebuilt its relationships far and wide. It also reintroduced its yearly traditions, festivities and services to the general public. Having the support of the community at large is what helps Misericordia feel whole.



### The Artist in All

After two years of hosting its virtual exhibition online, the annual Artist In All safely returned to the Art Institute of Chicago with an in-person event in 2022.

“Our residents are wonderfully talented artists, and the Artist In All is a way for them to share their gifts with the world.”

—Amy Wojtas  
Art Instructor

“Being able to volunteer again has been great! Seeing, meeting and reuniting with families and parents literally brought some of us to tears, which confirms the love bond that exists at Misericordia.”

—Redith Ester  
Resident Guardian and  
Misericordia Volunteer



Traditions





## Festivals



### Family Fest

Friends and families from all over came for a celebratory day of food, games and live entertainment at one of Misericordia's longest-running fundraisers.

“I've always brought my kids to Family Fest. They were determined to go when it came back, and we stayed as long as we could, even in the rain! They liked being able to see the residents and staff they know through me. Because I work at Misericordia, they feel a part of this community, too.”

—**Nora Turgeon**  
Day Services Supervisor



## Services



The Hearts & Flour Bakery and Café, located on Ravenswood Avenue, opened its doors in April 2022.

“We have regulars who had not previously known about Misericordia until they came to our shop. They tell us they admire our mission, and it makes them happy to be sharing a neighborhood with us.”

—**Roxie Able**  
General Manager of  
Hearts & Flour Bakery  
and Café



“What I like about Misericordia is the strong sense of community. Everyone is kindhearted and proactively looking for ways to support one another.”

—**Elizabeth Beaudoin**  
Loyola University Chicago  
Social Work Intern

# Supporting Groups of the Misericordia Foundation

In 2022, The Misericordia Foundation was blessed with the efforts of many fundraising groups. These groups — many of which were formed decades ago — raise awareness and contribute essential funding for the benefit of the children and adults who have found a home at Misericordia. Through their leadership and advocacy, our mission continues to thrive.



## Misericordia Candy Days April 29 - 30, 2022 (Virtual Event)

**Fiscal Year:**  
**\$2,664,191**



## Misericordia Heart of Mercy Women's Board Signature Event: The Heart of Mercy Ball October 15, 2022

**Fiscal Year:**  
**\$1,500,000**



## Misericordia Family Fest September 11, 2022

**Fiscal Year:**  
**\$1,300,265**



## Misericordia Family Association (MFA) Signature Event: MFA Benefit June 23, 2022 (Virtual)

**Fiscal Year:**  
**\$1,147,544**



2022 MISERICORDIA  
FOUNDATION  
FUNDRAISING  
EVENTS



Misericordia Siblings Association (SIBS)

**Signature Event:  
The Artist in All Exhibit  
November 16, 2022**

**Fiscal Year:  
\$1,043,612**



Misericordia BUMS Golf Outing  
**June 13, 2022**

**Fiscal Year:  
\$951,494**



Misericordia Women's League  
**Signature Event:  
Heart of Gold Benefit  
February 25, 2022**

**Fiscal Year:  
\$930,686**



Misericordia Women's Auxiliary  
**Signature Event:  
First Look for Charity  
February 11, 2022**

**Fiscal Year:  
\$540,000**



2022

MISERICORDIA  
FOUNDATION  
FUNDRAISING  
EVENTS



Heart Links  
Open  
August 16, 2022

Fiscal Year:  
\$399,362



Bank of America  
Chicago  
Marathon

October 9, 2022  
Fiscal Year:  
\$157,767



Misericordia Young  
Professionals Council  
(MYPC)

Signature Event:  
The Red Heart Bash  
April 8, 2022  
Fiscal Year:  
\$97,805



Misericordia  
Women's Golf  
Outing and  
Luncheon  
September 19, 2022

Fiscal Year:  
\$95,861



Misericordia  
Junior Board  
Signature Event:  
Springtime Shuffle  
(Cancelled due to  
Covid-19)





2022

# Financials

Misericordia is only able to offer the highest quality of life to its 600 residents because of the generosity of our supporters – from individual donors to corporate foundations and independent foundations. Keeping our administrative costs and fundraising expenses low enable us to devote a significant portion of the private funds we receive to the comprehensive programs and residential options our residents need.

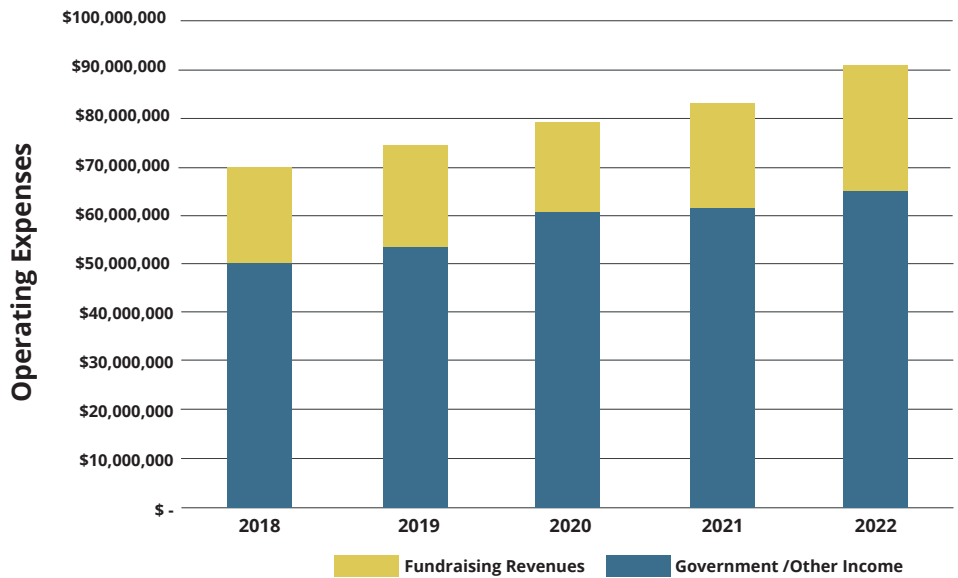
In FY 2023, Misericordia must raise \$31 million to meet the funding gap between the government support we receive and our actual program costs. We are truly blessed to have so many who believe in our mission and help us reach our financial goals year after year.



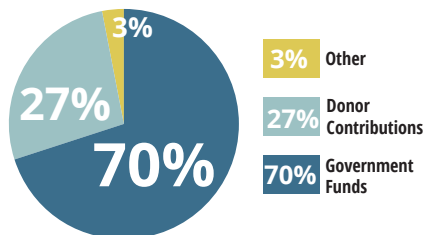
Misericordia has a four-star rating from Charity Navigator, exceeding industry standards. Charity Navigator helps charities by focusing on truly effective organizations – and helps donors support a charity with confidence. The program evaluates and rates charitable organizations based on a variety of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



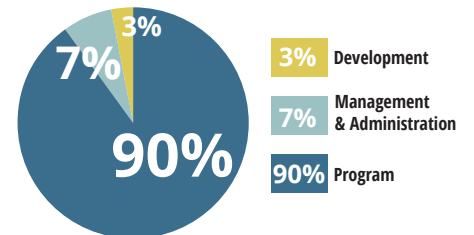
## Funding Sources



## Operating Fund Revenue FY2022



## Operating Fund Expenses FY2022



# Goals reached

## 2022 Outcomes



### **Create a comprehensive people strategy to recruit, retain and develop a diverse workforce**

- An entire new performance review process was rolled out to create a partnership with the employees to promote ongoing feedback around growth and development.
- Expanded the employee appreciation program to celebrate and recognize every role and department at Misericordia. In addition, staff celebrations took place at 1, 2, 5 & 10-year anniversaries to acknowledge their hard work and dedication.
- Established an employee Referral Program to encourage current employees to become ambassadors for employment at Misericordia.
- Expansion of recruitment and staff development teams to

support the ongoing needs of new and current employees.

- Continued work on the career path program at Misericordia designed to offer all interested employees the opportunity to grow their careers at Misericordia.

### **Strengthen our Leadership Landscape**

- Ongoing growth opportunities designed for direct care staff to further grow and develop personally and professionally called Fit for Success. To date we have 72 employees who have completed our Fit for Success Program preparing them for future leadership roles within Misericordia.
- Selection of the Franklin Covey leadership platform to be introduced 2023 to all employees in management roles to learn foundational leadership skills.

- Monthly learning modules offered for all leaders through the PHI Program who are interested in enhancing their leadership skills.

### **Prepare for the growth and expansion of our organization to meet the needs of our current and future residents**

- Groundbreaking took place for 16 new homes on three acres adjacent to the Misericordia campus.
- Purchased St. Henry Catholic School and rectory for future needs, expanding our footprint to 37 acres.
- 14th CILA (Community Integrated Living Arrangement) prepared for 6 young women in Skokie, IL. This will open in 2023 pending hiring of staff.
- The Hearts & Flour Bakery and Café was opened April 2022 and is supported by our residents who have gained skills from our on-campus bakery opportunities.
- Community Day Services was restructured to meet the current vocational, educational and recreational interests of the residents. 90% of all residents returned to in-person programming after two





## Sister Rosemary Park

years of virtual programming. 70 residents returned to or started competitive community employment. 31 residents returned to volunteer opportunities.

- Our IT department continued its efforts to support our employees and the organization through upgrades to technology and phone systems.
- Defined structure of Misericordia as a result of the re-organization that now includes the Misericordia Foundation.
- Due to expansion of the organization, the organizational structure shifted to address the current Misericordia needs involving residents and staff in order to strengthen our dedication to quality services.
- Search conducted for Vice Presidents of Clinical Services; Residential Life; Employment and Programs; and Strategy, People and Culture.
- Utilization of a Recruitment Process Outsourcing organization to assist with marketing and with recruiting new employees.



## Bakery and Cafe



## Community Employment



## Community Day Services

2022



## THE MISSION OF MISERICORDIA

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.



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Misericordia is a not-for-profit 501(c)3 organization

