

A RICH HERITAGE



A STRONG FUTURE

2009 ANNUAL REPORT

96TH ANNIVERSARY

Our Mission

In an environment of Christian love and service, the Milwaukee Catholic Home is a continuing care community that provides older adults with an array of residential, health care, and spiritual services, respecting dignity, independence and individuality.

Our Vision

In order to deliver the highest level of service in the Midwest across all the phases of a continuing care retirement community, Milwaukee Catholic Home will become the standard against which others are measured. Raising superb performance even higher, the MCH staff will provide an exceptional level of attention to the individual needs of all residents who make one of the MCH locations their home. These efforts will become a key factor in creating the new signature of our warm and caring environments. Our board, management, staff, financial contributors, volunteers and friends will unite around the shared belief of "a call to do more." This broad-based support and generosity will enable MCH to become a leading provider with premiere facilities and continuously evolving services and programs. It will fuel the substantial growth of our benevolent effort.

By establishing an unparalleled culture of excellence, we will guarantee MCH's stability and strength far into the future.

Our Values

- Compassion:** Awareness and empathy concerning the needs of others.
- Excellence:** A commitment to the highest standards delivered with competence and continuous improvement.
- Integrity:** Honesty, openness and sincerity.
- Benevolence:** The desire to do good through acts of kindness and generosity.
- Stewardship:** Responsible management of the resources entrusted to us.

A Rich Heritage A Strong Future

We look back at our rich heritage and give thanks for the many dedicated people who have accomplished so much over the 96-year history of Milwaukee Catholic Home.

Over the years we have broadened our offerings and added new services to meet changing needs. One aspect that has not changed is the idea of caring in a Christian context. As we reflect on nearly a century of service, we recommit to what our founders set out to achieve when they started the Milwaukee Catholic Home in 1913.

As always, our challenge is to continually exceed the expectations of our customers and their families. We respect our heritage, rich in the values of compassion, excellence, integrity, benevolence, and stewardship. These enduring principles have proven to successfully guide our organization through one century and will be our foundation for the next.

Thanks to you donors, volunteers, family members, and friends of the Milwaukee Catholic Home for your generosity in 2009. As we approach our centennial, we look forward to your continuing help to make MCH even better in 2010 and beyond.

Sincerely,
Sarah Oberhofer
President
Board of Directors
Milwaukee Catholic Home



Year in Review

The Residence

- MCH's reputation for outstanding programs continued in 2009. The varied offerings included Shakespeare for Fun, "MCH Reads" book club, Little Black Dress Fashion Show, Gallery Night for the Interfaith Art Exhibit, and the Patio Pops concerts. Residents traveled to museums, concerts and the theater in Milwaukee and Chicago. A grant from Milwaukee IrishFest Foundation brought Irish music and dance performances for St. Patrick's Day.
- Activities covered diverse interests including guitar and voice lessons, book buddies, gardening, quilting, plus wellness and exercise classes such as yoga, mind aerobics and tai chi.
- Residents welcomed clergy from St. Monica, St. Eugene, Three Holy Women, Old St. Mary's, St. Robert, and Holy Family Catholic Churches to special luncheons reuniting parishioners.
- Thanks to generous donors, a player piano brought beautiful music to the foyer outside of the dining room.
- Guest rooms were made available to prospective residents considering a move to The Residence. Experiencing life at MCH first hand helped guests decide if the move was right for them.
- The Corridor Renovation Project was completed, including updating the theater, computer room, library, game room, and reading room.



Ann Panthofer visited with a member of the Milwaukee Drum and Bugle Corps after their performance, a highlight of MCH's St. Patrick's Day festivities.

Health Center

- The Health Center served residents in skilled care, ortho-rehab, respite, and special care for people with memory loss. Activities and programming covered a broad range of interests from baking residents' personal recipes to touring the city of Milwaukee and enjoying community events brought to our campus. Year-round the Health Center was alive with concerts, seasonal entertainment, exercise and wellness, ballroom dancing, and worship opportunities.
- Nursing and direct care staff continued to uphold the highest performance and quality standards. Milwaukee Catholic Home is one of only five facilities in Wisconsin to be accredited by the Continuing Care Accreditation Commission.
- Staff from nursing, recreational therapy, social services and food service used the new CareTracker® system to document, track and access data for all activity and assistance provided for each resident.



She never thought art was her forte, but Audrey Komerack (right) joined an MCH art class led by Dorothy Bisek (left) and received an award at the Interfaith Art Gallery Night.



Adeline Owens admired a baby goat held by assisted living Recreation Coordinator Katie Rutz during Livestock Day, an event that takes place during our State Fair week celebration



Joe and Pat Frinzi enjoyed a lunch outdoors on the Health Center courtyard, which offers shade and sun for special events as well as for casual visits.



Theresa Owens (center) offered Lou Wisland (left) and Laverne Rossi (right) chocolate covered strawberries at the annual Springtime Tea. Each year, the Generations Day Center is transformed into a beautiful tearoom where residents enjoy lunch and a traditional English tea.

The CareTracker kiosks are strategically placed on all units to provide increased efficiency. We also designed our own systems as my department did and personalized them for appropriate data output. It also assists us in identifying trends to increase quality of care and track data more efficiently.

- Effective October 1, 2009, all 122 beds in the Health and Rehabilitation Center became Medicare certified. At the same time, the Subacute Unit was expanded to 15 rooms by December 2009 and to 18 rooms by January 2010.
- MCH's Restorative Care Program was initiated, focusing on restoring the physical functioning of residents.
- A grant from the Helen Bader Foundation provided funding for a study focused on the use of "Exercise, Strength and Balance Training to Decrease Falls Among Individuals with Dementia and Alzheimer's Disease."
- To help staff remain at the leading edge in best practices, MCH provided tuition reimbursement and professional training. This investment in training enhanced quality of care and increased staff retention.

Assisted Living Activities

- From the Family Christmas Party to Chinese New Year, residents experienced a variety of cultural and ethnic events year-round. After a resident of Sicilian ancestry suggested the idea, the St. Joseph Table was added, introducing interesting new foods and customs celebrating the fulfillment of a promise made to St. Joseph for his assistance in a time of family or personal crises. Two Korean graduate students volunteered throughout the summer and hosted a Korean Cultural Party featuring homemade delicacies and a slide show of their homeland.
- A new monthly music series presented entertainment ranging from a Celtic performance to favorite songs of the '40s and '50s.
- Ongoing programs included the monthly Women's Breakfast and the Men's Lunch, outings to area restaurants, and service projects. As always, the annual Spring Tea was a highly anticipated event.
- To support caregivers who need temporary care for a family member, our Assisted Living Respite Care Program was expanded.

Generations Adult Day Center

- Generations Day Center (GDC) increased its licensure from 35 to 40 clients. In a supportive, closely-knit environment, clients enjoyed recreational activities that also improved skills needed for independent living. Each week the center helped nearly 60 clients to continue to reside at home or with family caregivers.
- GDC served an increasing number of younger clients, responding to the needs of more people with non age-related challenges.
- GDC worked closely with the adjacent day care center operated by Columbia-St. Mary's. The intergenerational aspect has shown significant benefits to both groups.



As an almost daily volunteer, Gene Traudt (right) was able to introduce volunteers like Amanda Hensler (middle) and Eric Locher (left) to program participants like Darlene Johnson (center).

The Pastoral Care Department

- The Pastoral Care staff provided for the spiritual care of residents, families and day center clients. This was accomplished in a number of ways including Mass and the Sacraments, other denomination services, meditation opportunities like Taize and Lectio Divina, education opportunities, counseling, and referrals to support groups.
- Pastoral Care was visible and active in all areas of the Milwaukee Catholic Home and provided support and counsel to residents and their families during transitions from one area of MCH to another. Their presence and ministry in the everyday experiences enabled them to bring comfort to family and friends at the moment when their loved one returns to the loving presence of God.



Peter and Lorraine Salamun took a moment to admire St. Anne's Chapel from the second floor balcony.



Anne Spoerl (left) provided spiritual counseling for Mary Lou Kelly.

Reaching for Excellence

- Nominated by peers for outstanding character and service, the following were voted Employees of the Month for 2009:

Adell Anderson
Chris Cotter
Cherie Ferguson
Barbara Finley

Jacqueline Greer
Rose Marie Hansen
Eric Hermann
Mark Kasper

Neal Kolosovsky
Monica Oliver
Katherine Robinson
Pam Strothers



Gloria Jean Armstrong (left) was congratulated by Dining Services Director Chris Reinheimer (right) for 30 years of service.

- The U.S. Postal Service honored Adult Day Program Manager Bonnie Anderson with a “Women Putting Their Stamp on Metro Milwaukee” Award in the “Volunteerism” category. Bonnie is an active volunteer in the cancer education and support community.
- MCH Director of Recreation Therapy Bridget McNair was published in *The Annual in Therapeutic Recreation* for her research on “the effects of intergenerational programs on individuals with Alzheimer’s disease or dementia.” The study examined the effects of intergenerational programs on adults who have dementia and explored the younger generation’s perceptions of the elderly. This study’s findings revealed that affect, attitude, ability to form relationships, group conversation, and memory significantly increased for elders involved in programs with adolescents and an overall increase in active participation when young children were present.
- Karen Rasmussen, Rose Marie Hansen and Nancy Adams were nominated for Nurse of the Year in 2009. The award honors nurses who exceed patient expectations, are compassionate and caring, are dedicated to upholding standards of professionalism, and make a difference on a personal level for patients and their families.
- For her achievements in activity programming, Katie Rutz, MCH’s Recreation Coordinator for Assisted Living was named Wisconsin Activity Professional of the Year. She also competed for National Activity Professional of the Year.
- MCH hosted an intern from the University of Wisconsin-Eau Claire School of Health Care Administration and provided on-site training for nursing students from Marquette University, MSOE and MATC, as well as nursing assistant students from Quality Care Healthcare Options, C- Ross, and MATC. .
- Thirty-one employees were honored for reaching milestones of service. Their longevity represents a combined 285 years of experience. Top longevity awards for 2009 were presented to Linda J. Milanowski for 20 years and Gloria Jean Armstrong for 30 years. In all, our 267 employees represented more than 1,750 years of experience at MCH.



MCH Angels successfully completed their second year of Co-ed Adult Softball. Three independent living residents and a volunteer from the community coached the 20 staff members from numerous departments throughout MCH.

MCH—A Community That Believes in Giving Back

- MCH provided funding for a parish nurse for two eastside parishes.
- Through “Nurses Affecting Change,” MCH Nurses reached out to women and older adults in the community, through health fairs at inner city parishes. The nurses conducted early testing for breast cancer, diabetes and macular degeneration, and distributed important health information. The program was funded by a \$16,500 grant from Susan G. Komen for the Cure®. MCH also distributed certificates for women to receive free mammograms at Columbia St. Mary’s Hospital through the hospital’s grant from the National Institutes of Health.
- Residents and staff joined in various MCH raffles, with one-half of the proceeds going to local charities.
- Last year MCH residents, volunteers and staff contributed more than \$1,000 in donations to Habitat for Humanity and Goodwill and over 1,200 personal care items to area meal sites, shelters and ministries.



Bonnie Anderson (center) led “Nurses Affecting Change,” a yearlong community outreach. Joined by residents Kathleen Cassafer (left) and Helen Burkard (right).

Volunteers Gave Very Special Gifts

In 2009 more than 85 non-resident volunteers donated 5,102 hours. They were joined by 65 resident volunteers who contributed 3,044 hours for a combined 8,146 hours. Volunteers helped with recreational activities, ran the Emporium, escorted residents, visited one-on-one, managed the library and book cart, assisted at special events, and served in the chapels.



Resident Phyllis Baab (center) volunteered for Book Buddies, a program where Maryland Avenue School students visit and read to MCH residents in order to improve their reading skills.

At an April 22nd luncheon, 150 volunteers were honored for their service, including Volunteer of the Year Genevieve Sanfelippo. She is widely known for “Gen’s Boutique” at the MCH Bazaar, as “Roving Reporter” of *The Residence* newsletter and as Cheerleader (in uniform) for the MCH Angels softball team. Mary Cherniack (center) and Ruthellen Sanders (left) congratulated Gen on her award.



Milwaukee Catholic Home Audited Financials

AUDITED BALANCE SHEET

December 31, 2009 & 2008

Assets

	2009	2008
Current assets:		
Cash and cash equivalents	\$415,126	\$476,040
Assets limited as to use	565,000	540,000
Resident accounts receivable – Net	548,577	538,638
Inventories	50,770	50,543
Prepaid expenses and other	72,324	73,798
Total current assets	1,651,797	1,679,019
Assets limited as to use, less amount required for current liabilities	20,664,400	17,545,035
Property and equipment – Net	19,271,747	19,612,935
Other assets:		
Deferred financing fees – Net	207,723	220,313
Bed license – Net	1,220	1,220
Total other assets	208,943	221,533
TOTAL ASSETS	41,796,887	39,058,552

Liabilities and Net Assets

Current liabilities:		
Line of credit	420,000	
Current maturities of long-term debt	565,000	540,000
Accounts payable		
Trade	307,805	360,221
Construction	239,750	55,043
Accrued interest payable	321,625	332,155
Accrued and other liabilities	1,170,000	1,039,878
Total current liabilities	3,024,180	2,327,297
Long-term liabilities:		
Long-term debt less current maturities	13,462,934	14,044,475
Refundable membership fees	8,916,414	9,163,977
Deferred revenue	1,840,000	1,880,000
Total long-term liabilities	24,219,348	25,088,452
Total liabilities	27,243,528	27,415,749
Net assets:		
Unrestricted	13,762,057	10,903,631
Temporarily restricted	561,399	509,239
Permanently restricted	229,903	229,903
Total net assets	14,553,359	11,642,773
TOTAL LIABILITIES & NET ASSETS	\$41,796,887	\$39,058,552

AUDITED STATEMENT OF OPERATIONS

	2009	2008
Unrestricted revenue, gains and support	\$15,418,557	\$16,321,750
Operating expenses	16,538,832	16,459,969
Expenses in excess of revenue	(1,120,275)	(138,219)
Change in unrestricted net assets	2,858,426	(5,240,616)
Increase in restricted net assets	52,160	35,267
Change in net assets	2,910,586	(5,205,349)
Net assets at beginning	11,642,773	16,848,122
Net assets at end	14,553,359	11,642,773

REVENUES

	2009	2008
Health & Rehab Center	67%	67%
Residence	22%	22%
Assisted Living & Generations Day Center	11%	11%

EXPENSES

Salaries & Benefits	63%	62%
Depreciation	10%	10%
Supplies & Miscellaneous	17%	19%
Purchased Services	6%	5%
Interest	4%	4%

Donor Circle

The Donor Circle honors and recognizes those who make an annual gift of \$100 or more to enrich the lives of our residents. Members receive recognition in our annual report and invitations to special events. Gifts are tax deductible to the full extent allowed by law. Gift club levels are based on total gifts by the donor during 2009.

Philanthropist

(\$10,000.00+)

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(\$5,000.00+)

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continued →



Rose Mary Pluckhahn welcomed Luigi, an important addition to the activities staff at The Residence.



A highlight at the Bazaar was the handmade quilt shown proudly by (from left) Volunteer Coordinator Mary Cherniack, Geraldine Conway, Julia McKale, Elizabeth Borchert, and Denise Elfe.

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 Mr. and Mrs. Carl G. Zimmermann

Corporate Members

Since 1915, community minded individuals, residents, resident families, volunteers and employees have helped us fulfill our mission of serving older adults through their Milwaukee Catholic Home corporate membership. Annual dues are \$75 for community members and \$50 for residents. Members are invited to our Annual Meeting and special events.

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Anna Marie Hackett Legacy Society

Named in honor of one of Milwaukee Catholic Home's founders, the Legacy Society honors friends who have included MCH in their estate plans. Members have the satisfaction of knowing they have helped continue our mission for years to come. If you would like to be included in the Society, please let us know. We extend our heartfelt appreciation to these individuals whose gifts will be appreciated for generations to come.

Ralph E. Brownlee
 Geraldine H. Conway
 Mary Alice Klim
 Audrey J. Komarek
 Julia A. McKale
 Marilyn E. Miller
 Karen Owens
 Kathleen T. Purtell
 John D. Roethle
 Laverne Rossi
 William Ryan
 Genevieve Sanfelippo
 Lorraine Straszewski
 Catherine B. Wick

Milwaukee Catholic Home deeply appreciates these generous donors. Every effort was made to correctly acknowledge all contributors. If any name was omitted or incorrectly listed, please accept our apology and call the Development Office at (414) 220-3214 so we can correct our records. This list reflects all gifts received between January 1 and December 31, 2009.



Carl Muenzner's smile was a testimony to the great food and dining indoors or out.



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2462 N. Prospect Avenue • Milwaukee, WI 53211
(414) 224-9700 • (414) 224-1666 FAX
www.milwaukeecatholichome.org