

Friday, March 4, 2022

Board of Directors,

- Here are a few highlights over the past month: Since my last report, Marklund has received **\$2.1M** (which continues to be extremely consistent!) from the State of Illinois. Our aging for Residential and Community Day Services, through February is nearly same as it has been for the last five months at \$4.5M. The entire \$7M line of credit continues to be available.
- We have the initial analysis of our annual **Voice of the Employee** survey that was completed last week. We had an amazing participation rate of 99%; anything above 80% is considered excellent.

Our overall **Net Promoter Score**, not surprisingly, decreased from 32.5 last year to 22.0 this year. With all of the challenges that we continue to face, I am pleased that we are continuing to do a good job of engaging our staff. The NPS score is based on the question that asks whether you would recommend Marklund to a family member or friend. On a 10-point scale the score is calculated by taking the Promoters (9 or 10), subtracting the Detractors (0 – 6) and ignoring the Passive (7 or 8). A positive score is considered “good” and means that the majority of responders are engaged. An average score is -10 to +10.

I am particularly pleased that the **Marklund Wasmond Center** went from an NPS score of -3.6 last year to +15.4 this year. All of our facilities scored well but MWC was the only one that had an increase.

- We are on track for beginning construction in April on all three projects. I cannot say enough about the great work that our architect (Arcon) and general contractor (FCL Builders) is doing to value engineer our facilities and make our dollars stretch. It is no surprise to any of you that the supply chain is a challenge and FCL Builders is doing a great job in navigating it. I am so excited by the board’s action in January to name the new facility in Elgin the **Nathan Education Center** after Jim’s son who was served by Marklund for many years. Groundbreaking for the NEC (1216 Hunter Dr., Elgin) will be on Monday, April 25, at 1 pm.
- I have attached a letter that is going out to staff next week regarding **Marklund 2030** and why we are doing it. It is not surprising that, with all of the staffing challenges, I have had some questions from staff on why we are doing this.
- We received word (2/4) that DHS had taken the very unusual action and decided to withdraw **Rule 115** from consideration by JCAR. We learned later from State Representative Anna Moeller that JCAR had recommended DHS to withdraw the rule “due to the significant amount of feedback (about 400 pages)” that they received. DHS is going to have JCAR review their revisions, based upon the many comments, before reissuing the rule for further feedback. We are discussing this with State Rep Keith Wheeler who is the co-chair of JCAR.
- I have attached a flyer that is going in our next *CareLetter* (that is currently at the printers) about all that has gone on since merging with Little Angels Center for Exceptional Care in 2016; now the **Marklund Wasmond Center**. Over the past five years, along with a lot of other enhancements, \$1.6 million has been invested in facility improvements and more than \$2.1 million has been raised to support the staff and the care of the residents.
- Due largely to the generous support of our Board, we were able to raise **\$928,000** in net proceeds this year – our largest EVER! It was a fantastic night; the theme was amazing and guests seemed SO happy just to be together; honoring Sandy and Mike as our **Friends of the Year** made it that much more special. I want to thank the following who were able to attend the event: **Carie Carney, Frank Murnane, Jr., Jerry Finis, Jim Armbruster, Mike Herlihy, and Yaneth Medina**. I know that there were a number of you who were unable to come but participated virtually. We’re already looking forward to THB # 27, on Saturday, Feb. 4, 2023! You can visit the attached link to watch the video, FOY presentation, or view photos from the evening: <https://www.marklund.org/top-hat-ball-2022/>

- I want to thank **Carol Donahue** for referring a potential employee to us. The person went through our usual selection process and we did hire her. She will start next Monday as a PSP at the Marklund Wasmond Center. Thanks, Carol!
- Registration and sponsorship opportunities are open for the **5th Annual Run, Walk & Roll-Bloomingtondale 5K/1M** event. <https://www.marklund.org/series/5kbloomingtondale/> Please encourage your family and friends to participate in-person or virtually on Sunday, April 24.
- Save-the-date to tee off at the **40th Annual Golf Classic** on Thursday, June 2, at Cog Hill Golf and Country Club. More details coming soon.
- Just as a reminder, the Board meeting dates for **2022** are: **April 7**, May 19 (Finance), **June 23**, August 25 (Board Retreat), and **October 27**. All of these dates should be in your Outlook.

Thank you for the selfless giving of your time, talent and treasure for those we serve. The guidance and support that you provide is instrumental to making our mission and vision a reality.

God bless you!

Gil

GILBERT FONGER

President & CEO



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