

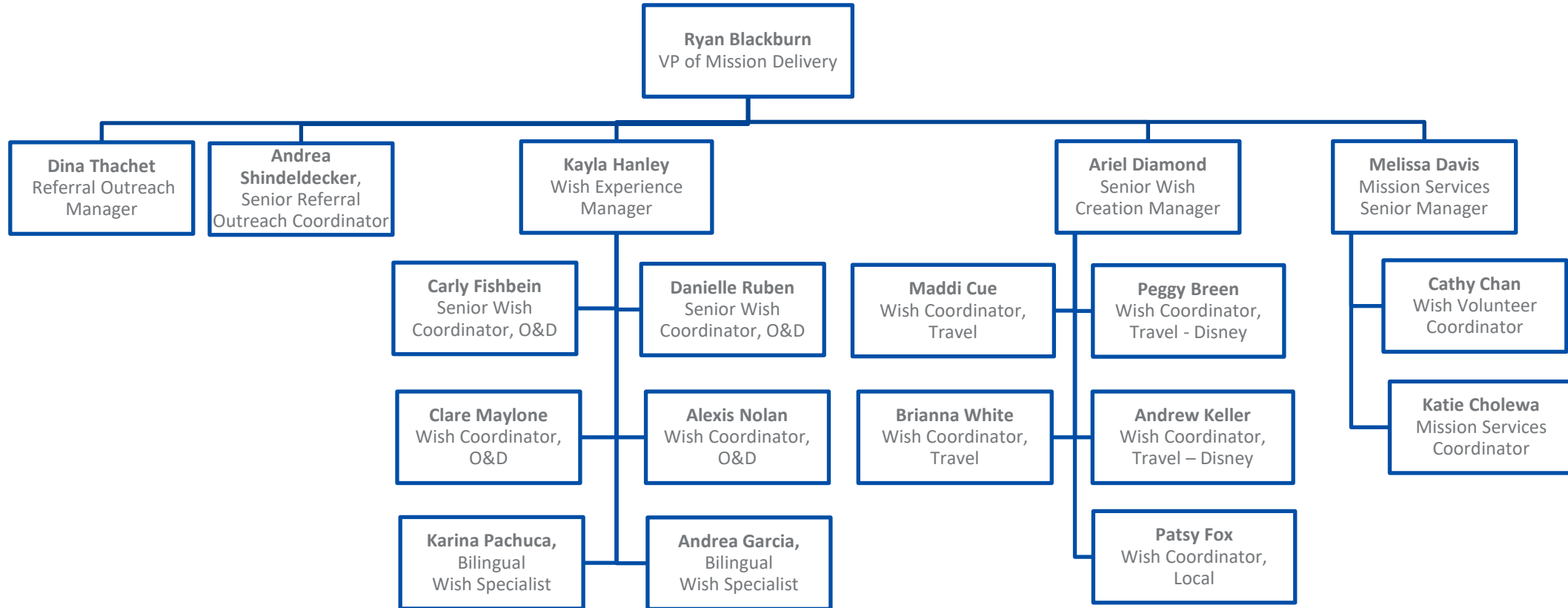


# Mission Delivery Team Structure

Updated: November 2024



# Mission Delivery Staff Members



# Referral Outreach

- Manage relationships with medical partners to qualify children with eligible medical conditions
- Screen referrals in accordance with national eligibility standards
- Manage the Chapter Medical Advisory Council
- Sponsor projects to identify the incidence of prospective children within Illinois
- Educate healthcare professionals on our eligibility criteria and referral process
- Support Mission Delivery in connecting with medical teams (wish paperwork, rush wish information, etc.)



**Dina Thachet**  
**Referral Outreach Manager**  
[dthachet@illinois.wish.org](mailto:dthachet@illinois.wish.org)  
312.602.4442



**Andrea Shindeldecker**  
**Senior Referral Outreach  
Coordinator**  
[ashindeldecker@illinois.wish.org](mailto:ashindeldecker@illinois.wish.org)  
312.602.9446

# Onboarding & Discovery Team

- Conduct Welcome Calls to Families
- Collaborate with Wish Granting Volunteers to help Wish Child discover their wish
- Collect and organize wish paperwork



Kayla Hanley, Manager



Alexis Nolan | [anolan@illinois.wish.org](mailto:anolan@illinois.wish.org) | 312.602.9458

3.1 - Peoria; 3.2 - Champaign; 3.3 - Bloomington;  
4.1 - Springfield; 4.2 - Metro East; 4.3 - Adams;  
5.1 - Effingham; 5.2 - Carbondale



Clare Maylone | [cmaylone@illinois.wish.org](mailto:cmaylone@illinois.wish.org) | (312) 602-9463

1.5 - Lake & McHenry;  
1.8 - Will and Kankakee;  
2.1 - Rockford; 2.2 - Rock Island;  
2.3 - LaSalle



Carly Fishbein | [cfishbein@illinois.wish.org](mailto:cfishbein@illinois.wish.org) | 312.602.9432

1.1.4 - Chicago West Side;  
1.1.5 - Chicago Southwest Side;  
1.1.6 - Chicago South Side;  
1.2 - West Cook; 1.4 - South Cook

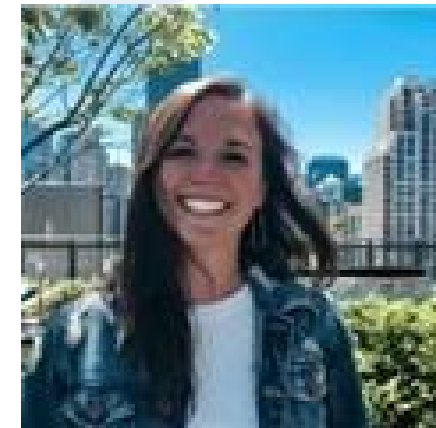


Danielle Ruben | [druben@illinois.wish.org](mailto:druben@illinois.wish.org) | 312.602.9411

1.1.1 - Chicago North Side;  
1.1.2 - Chicago Downtown;  
1.1.3 - Chicago Northwest Side  
1.3 - North Cook; 1.6 - Kane, Kendall & Dekalb;  
1.7 - DuPage

# Multi-lingual Wish Specialists

- Guide Spanish language and other language-speaking children and families through their full Wish Journey
- Conduct Welcome Calls to Families
- Collect and organize wish paperwork
- Collaborate with Wish Granting Volunteers to help Wish Child discover, create, celebrate and grant their children's wishes

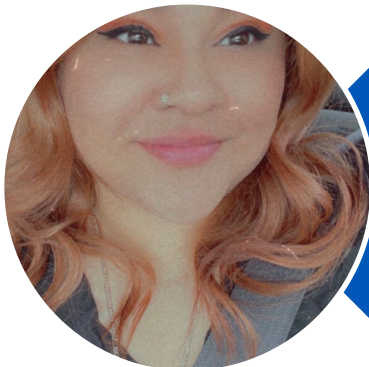


Kayla Hanley, Manager



**Andrea Garcia | [agarcia@illinois.wish.org](mailto:agarcia@illinois.wish.org) | 312.602.9427**

1.3 – North Cook; 1.5 – Lake & McHenry  
1.6 – Kane, Kendall & Dekalb ; 1.7 – DuPage; 1.8 - Will and Kankakee  
2.1 - Rockford; 2.2 - Rock Island; 2.3 - LaSalle  
3.1 - Peoria; 3.2 - Champaign; 3.3 – Bloomington  
4.1 - Springfield; 4.2 - Metro East; 4.3 – Adams  
5.1 - Effingham; 5.2 - Carbondale



**Karina Pachuca | [kpachuca@illinois.wish.org](mailto:kpachuca@illinois.wish.org) | 312.602.9427**

1.1.1-6 – Chicago  
1.2 – West Cook  
1.4 – South Cook

# Wish Creation Team

- Make all arrangements for travel and local wishes
- Collaborate with Wish Granting Volunteers to create, celebrate and grant children's wishes



Ariel Diamond, Manager



Maddi Cue | [mcue@illinois.wish.org](mailto:mcue@illinois.wish.org)  
312.602-9407  
Domestic, Celebrity, Disneyland, and International



Brianna White | [bwhite@illinois.wish.org](mailto:bwhite@illinois.wish.org)  
312.602.9437  
Hawaii, Aulani, Alaska, and Cruises



Andrew Keller | [akeller@illinois.wish.org](mailto:akeller@illinois.wish.org) |  
312.602.9492  
Disney World for Sub-Regions:  
1.5, 1.7, 1.8, 2, 3, 4, 5



Patsy Fox | [pfox@illinois.wish.org](mailto:pfox@illinois.wish.org) |  
312.602.9464  
Local Wishes (Shopping Sprees,  
Construction, Motorized Vehicles,  
Animals, Swimming Pools, etc.)



Peggy Breen | [pbreen@illinois.wish.org](mailto:pbreen@illinois.wish.org) |  
312.602.9428  
Disney World: Regions - 1.1.1-1.1.6, 1.2,  
1.3, 1.4, 1.6

# Mission Services Team

- Reporting and analytics for Mission Delivery
- Wish impact and wish quality assessment
- Wish Volunteer assignment, engagement, performance management, continuous improvement
- Wish Boost and Celebration support
- Medical Touchpoints – wish clearances and validations
- Mission Delivery project management



Melissa Davis, Manager



**Cathy Chan**  
Wish Volunteer Coordinator  
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312.602.9474



**Katie Cholewa**  
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312.602.9462