2021 ANNUAL REPORT RONALD MCDONALD HOUSE HOUSTON

A home away from home.

CRISTINA VETRANO
Chief Executive Officer

"You can call the Ronald McDonald House [Houston] a miracle—it's a miracle of hope, support, care and love."

–Barbara Bush

COMMITTED TO COMMUNITY

Dear Friends,

Your continued support of Ronald McDonald House Houston sustains our important Mission. Even though 2021 proved to be another challenging year from unexpected external forces, we continued to support our families through their difficult journey—because of YOU!

Throughout our four locations, we provided more than 21,000 overnight stays to more than 1,600 families. Even with COVID-19 safety protocols in place, we maintained an average occupancy of sixty-five percent (65%). During 2021 we had a dramatic increase in the number of meals and activities provided.

We sponsored 312 Family Activities—nearly one for each day—and over 100,000 individual meals plus individually packaged snacks. We are all proud to know that not only did we faithfully provide a *home away from home* for our families, we launched our JoyFULL Eats program, grew our Family Activities program and enhanced our living and play spaces for our families and the kids. We met these goals because we forged new, important partnerships with H-E-B, The Faris Foundation and The John M. O'Quinn Foundation, among many others. Our partnerships are critically important and inspiring to us all.

In June 2021 we safely brought volunteers back in-person to Holcombe House and began to reestablish our hospital locations' volunteer positions as soon as the hospitals were ready. Throughout the pandemic, we continued serving our families every single day, we celebrated when children healed and went home, and we stood by parents when they did not have a happy outcome. It is a great honor to walk alongside our families.

We can only do this because of your continued and committed love and support. I am so proud of the accomplishments of our staff over the past year and we look forward to a brighter future as we enter 2022.

Thank you,

Cristina Vetrano, CEO

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NOTE FROM THE PRESIDENT OF THE BOARD

Dear Ronald McDonald House Houston Friends:

In 1981, Ronald McDonald House Houston (RMHH) first opened its doors to seriously ill children and their families. In 2003, the World Health Organization Europe first suggested the impact the social determinants of health (SDoH) have on the quality of an individual's life and the health outcomes of medical intervention.

Soon after, the United States Centers for Disease Control and Prevention defined the social determinants of health as "life-enhancing resources, such as food supply, secure housing, economic and social relationships, transportation, education, and health care, whose distribution across populations effectively determines length and quality of life."

Importantly, a recent clinical study done by researchers at the University of California San Francisco, indicated that connecting patients with the resources to utilize and contact social services during clinical visits, significantly decreased families' social needs and significantly improved children's overall health.

Quite simply, since 1981 the mission of Ronald McDonald House Houston has been focused on addressing all of the key social determinants of health for our families and their children; you might say, we were ahead of our time!

We would not be able to deliver these comprehensive, life-enhancing resources, every day, if it were not for the relentless dedication of our volunteers, philanthropic supporters, board members and our tireless and loving RMHH staff. It is this powerful collaboration that has sustained our mission for over 40 years and will enhance our services to our families and their children for the next 40 years.

And so I say here, to our entire Ronald McDonald House Houston Community, thank you for all you do, every day.

With deepest appreciation,

Lawrence M. Hanrahan, M.D., RMHH Board President

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OUR IMPACT

Ronald McDonald House® Houston

HOLCOMBE HOUSE

13,044	289	60%
Nights	Families	Occupancy

TEXAS CHILDREN'S HOSPITAL

4,450	557	67%
Nights	Families	Occupancy

CHILDREN'S MEMORIAL HERMAN HOSPITAL

3,273	760	64%
Nights	Families	Occupancy

MD ANDERSON CHILDREN'S CANCER HOSPITAL

262	28	72%
Nights	Families	Occupancy

21,000+ Overnight Family Stays

RONALD McDONALD HOUSE HOUSTON

JoyFULL Eats

28,872
Catered Meals

18,310
Convenient Meals on the Go

49,873
Breakfasts Served

100,131
Individually Packed Snacks

4,200
H-E-B Meal Simple Meals

OUR FINANCIAL SNAPSHOT

2021 FINANCIAL HIGHLIGHTS

REVENUE

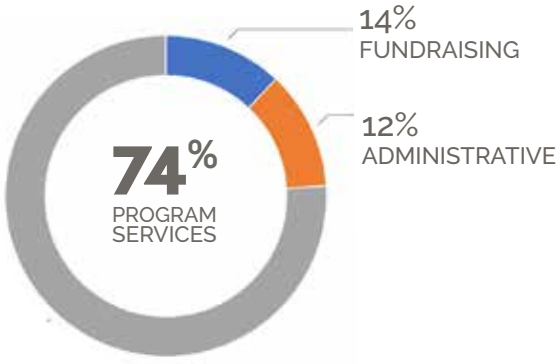
Contributions	$2,329,875
Special Events Revenue (Gross)	1,755,707
In-Kind Contributions	125,893
Overnight Guest Donations	136,485
Investment Return (Net)	187
Other Income	467,358
Total Operating Revenue	$4,815,505

EXPENSES

Program Services	$3,019,402
Fundraising	781,284
Cost of Direct Benefit to Donors	239,120
Administrative	585,460
Total Operating Expenses	$4,625,266
Depreciation	$1,301,568

(Depreciation not included in above Total Operating Expenses)

ANNUAL OPERATING EXPENSE RATIOS



OUR PROGRAMS

RMH HOUSTON: A *home away from home,* is more than a place to stay with all the physical amenities provided. The House creates a community where kids and families embrace life and healing with a sense of hope, courage and joy. RMH Houston provides a holistic support system that promotes well-being by reducing stress, addressing the families' emotional needs, and nourishing their souls.

FAMILY SUPPORT SERVICES: Our Social Worker and intern team connects with each family to explore their unique concerns and obstacles during their child's serious health journey. This is especially complicated if one parent is home, in another city, working and taking care of siblings. Financial worries are often a core concern; no matter what the family's income, the secondary cost of healthcare can cause an unexpected financial burden and spark insecurity. Being able to sort through hurdles, prioritize them and create a plan is an overwhelming task during a time of crisis. RMH Houston's Family Support Services team listens to families' concerns, poses options, discusses resources, and helps families take one step at a time.

JOYFULL EATS PROGRAM: When parents are focused on their child's serious illness, meals are a low priority. Parents would rather stay at their child's bedside rather than go to the cafeteria for nutritious hot meals. Providing food and snacks to our families has always been a priority. The JoyFULL Eats program makes access to healthy meals easier. RMH Houston stocks our refrigerators with H-E-B Meal Simple Meals, complimentary healthy, single servings that can be easily heated in the hospital Family Room or Holcombe House microwave. Hot lunches and dinners, catered by generous corporate groups, provide nourishment and an opportunity for families to check in with others on similar journeys. Eating well is paramount for parents who need to stay strong and energized while their children are sick.

FAMILY ACTIVITIES: Engaging children, their siblings and their parents in Family Activities is a highlight at Holcombe House. Starting at 4:30 PM, there is always a craft, game or creative activity for all to enjoy. Everyone gathers around the Great Room—depending on how they are feeling, some people work independently, others sit together. If they are "up for it," we encourage socialization and interaction. Staff and volunteers facilitate more than the activity itself. It's important for everyone to have normal family experiences—being together, playing together and being part of the community. At its core, programs are about memory-making and legacy building—things that often outlast a child's time with us. It's an opportunity to create a feeling of hope.

OUR EVENTS

RMH HOUSTON CUP

On March 1 over 260 golfers gathered in support of the RMH Houston Cup presented by Enven. With David Carmony as event chair, everyone was excited to gather together for a fun day out on the course. Cook teams provided delicious food, while golfers competed on the course to raise funds for the House. With a wonderful auction and the generosity of the players, we raised $238,171.

ALL IN FOR THE HOUSE

Over 300 guests joined chairs Debbie & Ozzie Bauer and Karen & Dave Smith for a casino night by city lights at the Bayou City Event Center Pavilion on October 21. This al-fresco evening raised $660,392 for the House as guests enjoyed an evening complete with a casino, bourbon pull and an exclusive special bourbon tasting.

Have A Heart

2021 SPIRIT OF HOPE HYBRID LUNCHEON

SPIRIT OF HOPE LUNCHEON

Led by chairs, Amber & David Hicks and Elizabeth & James Walsh, over 150 friends of the House gathered either in-person or online for our first-ever hybrid event on May, 8, at Evelyn's Park. Receiving awards were Apache Corporation, BDO USA LLP and the Junior League of Houston. Our generous supporters helped us raise $232,869 throughout the afternoon.

TRAFIGURA RUN FOR THE HOUSE

Over 600 runners signed up to participate in the 12th Annual Trafigura Run for the House on December 4. Runners participated in a family friendly 5K/10K race through downtown Houston. In celebration of crossing the finish line, hundreds stayed for the Mogie After Party with food, games and awards for top placement. With a match of $250,000 from the Trafigura Foundation, we raised $614,272 to support our mission.

OUR HOME

MEET MARIANA

When she was 4 years old, Mariana and her family came to RMH Houston from Nuevo Laredo, Mexico. Mariana was diagnosed with Acute Lymphocytic Leukemia and needed treatment at MD Anderson Children's Cancer Hospital. In the three years that Mariana was treated, her mom, grandmother and brother, Alex, became part of our community.

Even after long days shuttling to and from the hospital in our van, Mariana and her family came back to Holcombe House and were gentle leaders. Friendly and charismatic, Mariana and Alex led the other kids in games and informal play. They participated in our Family Activities, hung out in the kitchen with their mom and grandma and interacted with everyone—families, volunteers and staff alike.

Adorable and outgoing, Mariana and her family led by example, encouraging others to have fun and interact. After Alex's school day and Mariana's treatment, the siblings and their gang laughed their way through hide-and-seek sessions around the House and goofy games of playroom dodgeball. Mariana's mom and grandma were also well-known cooks and bakers. They often shared their delicious baked goods and other traditional Mexican dishes with other families, staff, and volunteers lucky enough to be in the kitchen at the right time.

Everyone celebrated when Marina's cancer went into remission, and her family was able to move from Holcombe House into an apartment in early 2022. The parting words from her mom said it all: "We are infinitely thankful for everything and everyone's support, kindness, empathy, and how we were treated like a family. I will never thank you enough for the help that was given to us for the past three years during one of the hardest parts of our lives."

RONALD MCDONALD HOUSE HOUSTON'S FOUR LOCATIONS

In addition to Holcombe House (70 bedrooms) and MD Anderson Children's Cancer Hospital (2 bedroom RMHH Family Room) where Mariana was treated and stayed with her family, RMH Houston has two other locations. We have an additional 33 private bedrooms and 13 Family Rooms or lounges inside Texas Children's Hospital and Children's Memorial Hermann Hospital.

The mission of Ronald McDonald House Houston is to offer a *home away from home* providing care, compassion, and hope to families with seriously ill children being treated inside the Texas Medical Center.

Ronald McDonald House® Houston

Texas Children's Hospital®

THE UNIVERSITY OF TEXAS MD Anderson Cancer Center
Making Cancer History®

Children's Memorial Hermann Hospital

Pictured top left: Mariana at RMH Houston Homecoming
Pictured left: Mariana's grandmother and mother baking Three King's Cakes to share with other families and volunteers.

OUR VOLUNTEERS

STEPPING UP AND STEPPING IN

RMH Houston volunteers support our families with such spirit, compassion and heart—it would be impossible for us to serve our families without them. In 2021 alone, volunteers gave over 5,000 hours of service to our *home away from home*. According to the Independent Sector, the hours they gave is equivalent to $114,500, but their true worth, their intrinsic value cannot be quantified.

In 2021 we were excited to welcome back volunteers to Holcombe House in a limited capacity, though unfortunately, there were no volunteer opportunities at our three hospital partners. However, so many great people stepped up and supported us remotely. Kids sold their unneeded toys and donated the money they raised, sewing circles made blankets and masks, folks with flexible schedules delivered groceries for families who could not leave our House. Even at a safe distance, we always felt an abundance of love.

Since our doors opened in 1981, thousands of amazing men and women have given their time selflessly to our children and families. 2021 showed us that their creativity had no boundaries. They rallied around the mission and their dedication never wavered.

Thank you, wonderful volunteers, for the special, unique role you play at RMH Houston. You are our lifeblood.

2021 VOLUNTEER SNAPSHOT

372

Active Current Volunteers

312

Family Activities

6,900+

Hours

$197,000+

Total Value

OUR SUPPORTERS

THANK YOU TO OUR GENEROUS SPONSORS

$100,000+

Anonymous
The Ellwood Foundation
The William Stamps Farish Fund
The Hamill Foundation
The Florence and William McGee, Jr. Family Foundation
MD Anderson Cancer Center
The John M. O'Quinn Foundation
Vivian L. Smith Foundation
Texas Children's Hospital
Trafigura Foundation

$50,000 - $99,000

Jerry C. Dearing Family Foundation
Ronald McDonald House Charities of Greater Houston/Galveston

$25,000 - $49,000

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Every effort was made to ensure accuracy in this donor list.

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