



**THANK
YOU**
for keeping
families close!

2018 Impact Report



Our Mission

The mission of the Ronald McDonald House Charities Ann Arbor is to provide a “home away from home” for families of children experiencing serious illness or injury requiring hospitalization.

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Letter from Our Leaders

Dear Friends,

Keeping Families Close... simple words, but the very foundation of *why Ronald McDonald House Charities Ann Arbor* exists. Thanks to generous supporters like you, we were able to keep over 1,000 families close to their sick child and together in 2018.

Exciting opportunities in the past year allowed us to reach out to even more families. As a result of a generous gift from AbbVie, a rarely used living room in the Main House was converted into two more family bedrooms, providing guest rooms for more families.

We also began our *Hospitality a la Carte* program within *Michigan Medicine's C.S. Mott Children's Hospital*, providing families who are waiting with their children for treatment or staying within their child's room, access to "comfort items" like blankets, activities, toiletries. Both programs have allowed more families access to respite and comfort during their most stressful and difficult time; it allows them to be close and care for their child.

To look toward the future, in 2018 our Board of Directors and leadership staff began a thoughtful evaluation of our organization's strategic initiatives. As a part of this effort, data is being reviewed on the needs our organization will want to support going into the future for both C.S. Mott and other possible partner health systems. Our goal is to thoroughly evaluate these needs and prepare a strong strategic plan. We look forward to sharing our plans as they develop.

Thank you for being a part of our mission to provide a "home away from home" for families of children experiencing illness or injury requiring hospitalization. Because of you, families have easy access to the hospital, hot meals, a safe and comfortable place to sleep, and peers who understand what they are going through. Because of you, families are able to focus on what matters most, taking care of their child.

Thank you for helping us to *keep families close* and for making a difference in the work we do.

Sincerely,



A handwritten signature in black ink that reads "Kim Kelly".

Kim Kelly
Executive Director



A handwritten signature in black ink that reads "Loree Collett".

Loree Collett
RMHCAA Board President



Family Story

The Socks Family

When Jack Socks was born in Traverse City, his parents Sarah and Charlie had no reason to think that things were anything other than normal. After a few days however, Jack started showing unusual symptoms and was taken to the hospital. Baby Jack was diagnosed with a brain hemorrhage, causing hydrocephalus. Doctors recommended that he be flown to *Michigan Medicine's C.S. Mott Children's Hospital*, and Sarah and Charlie followed him downstate by car.

"Ronald McDonald House Charities Ann Arbor was such a blessing to us, providing us with a place to stay, and the care we received was simply amazing," says Sarah. "We were so hyper-focused on Jack, we couldn't even begin to think about where we were going to sleep or eat... nothing else mattered. RMHCAA took care of all our needs and removed a huge worry so we could just think about our baby."

Sarah and Charlie stayed in the *Ronald McDonald House Within C.S. Mott Children's Hospital* (aka Mott House) for a few days so they could be steps away from Jack; they then moved to the Main House for another three weeks. When Charlie had to go back to work for a few days during that time, Sarah's mom was able to come and stay with her at the House.

Jack is now a happy and lively five-year-old who started kindergarten in the fall. He and his little sister, Lucy, recently visited the House with their parents and loved the play area and the Ronald McDonald bench. Jack doesn't remember his time in Ann Arbor, but Sarah and Charlie do. They have met other families who have stayed at a Ronald McDonald House and shared their experiences. Sarah speaks fondly of the House, "RMHCAA will always have a special place in our hearts. Thank you for taking care of us at our worst time!"

— AbbVie Gives Back —

RMHCAA Benefits From Largest Gift to RMHC Global



In August, at the Ronald McDonald House Charities International Conference, the largest single gift in the organization's history was announced. AbbVie donated \$100 million to Ronald McDonald House Charities global organization to build family-centered spaces and over 600 guest sleeping rooms in 32 Ronald McDonald Houses across 26 states. RMHCAA is pleased to be a beneficiary of that gift.

Waiting for a room can be excruciating for families in need. Although we are the largest House in Michigan we often have a waiting list for families. We serve more than 1,200 families annually but the need always exceeds capacity.

RMHCAA received \$143,000 of the generous AbbVie gift to expand our occupancy by adding two more rooms to the Main House. Utilizing a rarely used sitting room space, we were able to create two more family bedrooms. These rooms increased our capacity to a total of 43 rooms (31 in the Main House and 12 in the House Within the Hospital), providing many more nights of comfort and rest for families close to their hospitalized child and the medical care they need.

"We are grateful for AbbVie's support of the organization's mission and recognition of the need to serve more families with sick children," said RMHCAA's Executive Director Kim Kelly. "We are happy to provide a "home away from home" to help relieve families' emotional and financial stress during a difficult time. The impact of the new rooms was felt immediately when we are able to take two families off the waiting list and provide them with a comfortable place to stay."

AbbVie is a research-based global biopharmaceutical company. The donation from AbbVie is part of a larger pledge to nonprofits that help children with serious illnesses and the people who care for them, a reflection of AbbVie's commitment to helping families across America thrive.

Families do not pay to stay at RMHCAA, regardless of length of stay.

\$100: The cost to RMHCAA per family, per night

\$225: The cost to RMHCAA to purchase dinner for the Main House, or boxed dinners for the House Within the Hospital

\$500: The cost to stock the Family Pantry for one week

Families come to stay at Ronald McDonald House Charities Ann Arbor from across the country and around the world seeking care for their critically ill child. Because of your support, in 2018, we were able to support:

• **1,096 families**

- From **15 states**
- And **two countries**

• **Average stay: 14 days**

• Families waited an average of **5 days** for a room at the House



Our Year In Numbers

1,096
Families Served



Main House: **376**
Mott House: **720**

115
VOLUNTEERS

4,841

Individual Volunteer Hours

Longest Stay

Main House: **230 nights**
Mott House: **44 nights**



Dinners Served: 314

Served by **2,552 volunteers**

314 x 4 (hour increments) **x8** (average
volunteers per dinner)

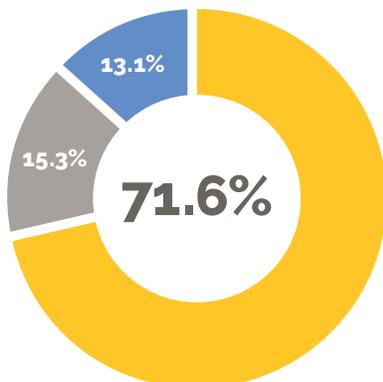


Dinner Volunteer Hours:

10,048

TOP 3 HOSPITAL UNITS SERVED

Cardiology
Newborn Intensive Care Unit
Pediatric Intensive Care



PUTTING YOUR DONATIONS TO GOOD USE

We spent \$829,587 of our total budget directly for programs that help families in need. We thank you for your commitment through volunteering, donating, and sponsorship.

- Programs
- Management
- Fundraising

**Numbers based on 2017 audit.*

How You Can Help



DONATE – Families do not pay to stay at RMHCAA. The overwhelming medical costs become the family's priority. You can help support our program by making a secure online donation to our website or mailing your donation directly to our House.

<https://rmhcannarbor.org/donate/>



VOLUNTEER - We are currently seeking motivated, passionate individuals who are interested in helping our organization provide a "home away from home" for our families. Volunteer opportunities include ongoing shifts at the House, volunteering with our Hospitality a la Carte, or providing services. <https://rmhcannarbor.org/get-involved-2/>



DINNER GROUPS - Volunteer your time and cook dinner for our families! Meal preparation includes: planning the menu, purchasing the food, preparing and serving the meal at the House and clean up. Guidelines can be found on

<https://rmhcannarbor.org/get-involved-2/dinner-group/>



HOST AN EVENT - We are honored to be the beneficiary of events organized by the surrounding community. Funds raised at these events help provide the necessary services for families at our Houses. <https://rmhcannarbor.org/get-involved-2/host-an-event/>



WISH LIST - We always have a list of non-perishable toiletry items and supplies that are most needed located on our website. These items go a long way toward making our families comfortable. <https://rmhcannarbor.org/get-involved-2/wishlist/>



AMAZON SMILE - Do you love online shopping? Support our Houses at the same time! Amazon Smile is an awesome way to make your shopping benefit our Houses. For every qualifying purchase, the Amazon Foundation will donate 5% back to us – at no extra cost to you! Give it a try by visiting <http://smile.amazon.com/ch/38-2473817>



POP TABS - Bring your collection of pop tabs to our House and we will recycle them for money which we use to purchase wish list items for the family kitchen pantry.



CAR DONATION - Donating a vehicle is easy! *One Car One Difference* will pick up your vehicle for free and the proceeds from the sale will help our families! You will receive a receipt to use for your itemized tax-deduction. To make your donation, please call One Car One Difference at **855 227-7435** (toll-free) or visit www.OneCarHelpsRMHC.com

Contact: Julaine LeDuc, Director of Development
734-998-6532 or jleduc@rmhcannarbor.org

Keeping families close®

"We spent 42 nights at the Ronald McDonald House Charities Ann Arbor. This place allowed us to rest and recuperate after every stressful day. We are forever indebted to RMHCAA. Thank you!"

– RMHCAA FAMILY

"Please know we are forever grateful for the time we spent with you, from a smile in the morning to just letting us cry when we needed to. The food and not worrying about spending every dime on vending machines was wonderful. We are so very thankful for you!"

– RMHCAA FAMILY

"As a physician taking care of children in intensive care, I am enormously appreciative of the support that Ronald McDonald House provides to their families. It is an invaluable resource and often becomes like family to long-stay parents. Thank you."

– PHYSICIAN



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Ann Arbor

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