



Stories of Hope. Created by You.

2019 Gratitude Report

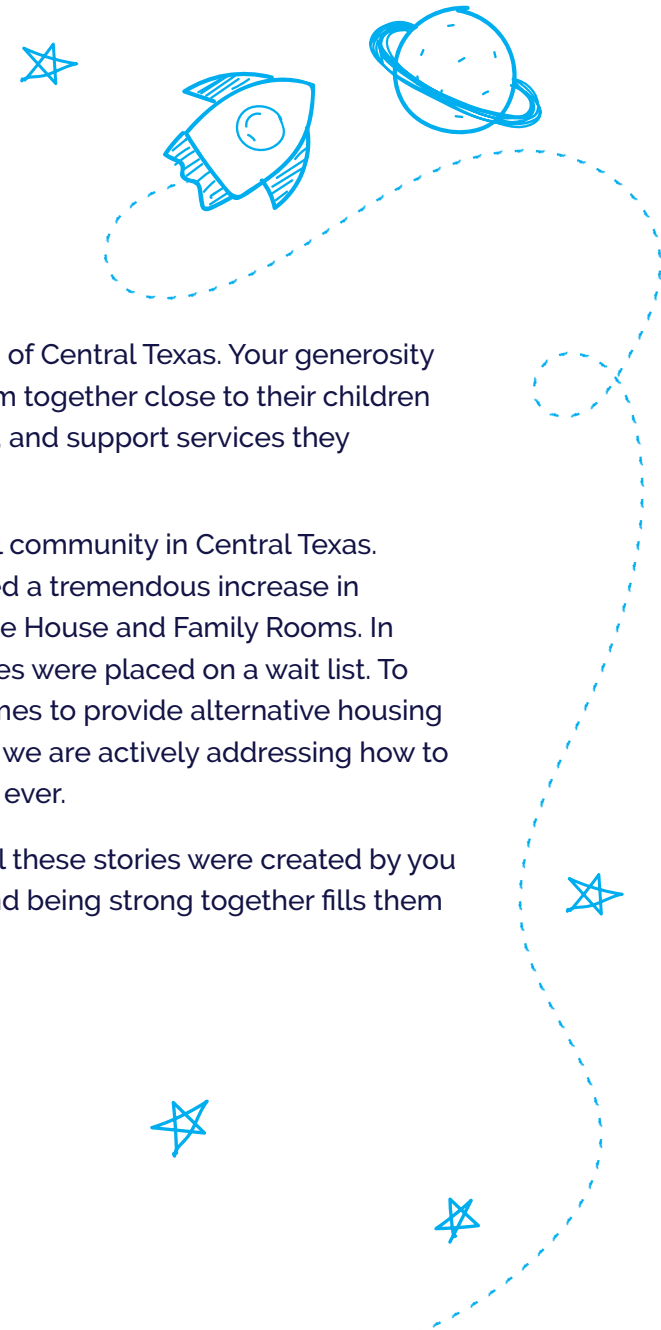


Ronald McDonald
House Charities®
of Central Texas

Every family that relied on Ronald McDonald House Charities of Central Texas in 2019 had their own story. And although the details of each family story are unique, there is always one common element—hope. That came from you. Your kindness gave our families hope—for a positive recovery, for seeing their child smile, for taking their child home.



Thank you for giving our families hope.



Without question, 2019 was an impactful year for Ronald McDonald House Charities of Central Texas. Your generosity and support helped nearly 3,000 families with sick children. Your kindness kept them together close to their children and their medical care. You gave them a comforting place to stay, nourishing meals, and support services they needed so they could focus on their children. But most of all, you gave them hope.

This past year RMHC CTX began to feel the impact of the growing pediatric medical community in Central Texas. Many families traveled to Austin for their children's medical care and we experienced a tremendous increase in demand for help. We provided a record 13,420 overnight stays and 1,437 meals at the House and Family Rooms. In 2019, our occupancy at the Ronald McDonald House was 90% and nearly 500 families were placed on a wait list. To accommodate families that were waitlisted, RMHC partnered with Airbnb Open Homes to provide alternative housing while their children were hospitalized or in treatment. As the demand is not waning, we are actively addressing how to continue to help more families. Your continued support is more important now than ever.

Throughout this report, you will read stories and quotes that center around hope. All these stories were created by you and your kindness. YOU keep our families together where they are the strongest. And being strong together fills them with hope.

We are deeply grateful for your support. Thank you.

With sincere appreciation,


Patrick Ley

Board President


Carolyn Schwarz

Chief Executive Officer

How you made a difference

2,959

families served by
Ronald McDonald House
Charities of Central
Texas

2,770

families served by Ronald
McDonald House and
Ronald McDonald Family
Rooms

1,750

families served by Ronald
McDonald House and
Ronald McDonald Family
Room sleep rooms

13,420

overnight stays
provided

1,437

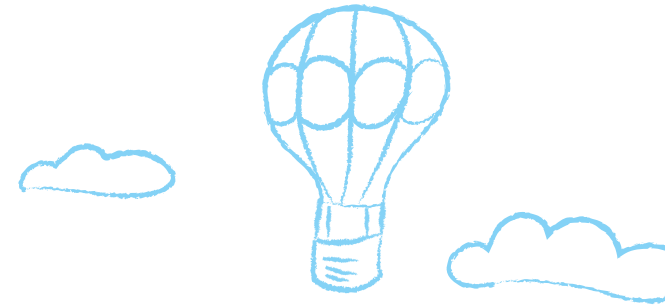
meals provided

8.5

average overnight
stays (House & Family
Rooms combined)

79%

79% occupancy rate of
rooms (House & Family
Rooms combined)



Saved families

\$2.6 million

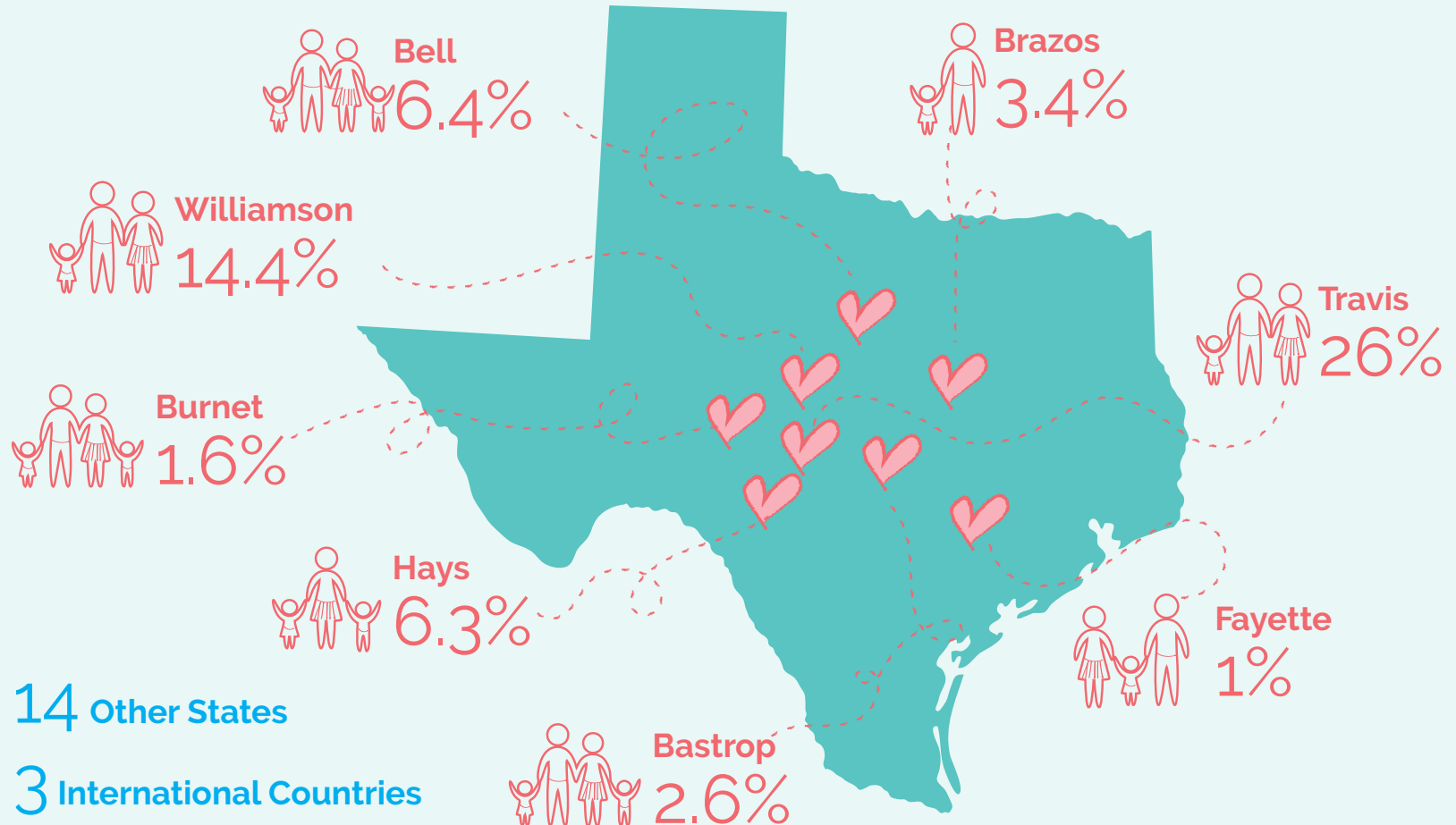
in lodging and meal expenses

Ronald McDonald House - Top Diagnoses:

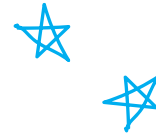
- Neurological
- Cardiac
- Premature Birth
- Cancer
- Respiratory



Serving 95 Central Texas counties and beyond



Ronald McDonald House



A Journey of Blessings

After discovering a problem with their baby boy's heart at a routine ultrasound, Krystal and Colton Stabeno were blindsided and unprepared when they were told Krystal needed an emergency c-section. Emmett Stabeno was born 16 weeks early, weighing only 1 pound 14 ounces.

Krystal delivered Emmett at St. David's Women's Center of Texas and he was then transported to Dell Children's Medical Center where their renowned cardiac team could monitor him. Emmett would eventually need open heart surgery, but first, the most important thing was for him to get stronger.

Traveling to see Emmett at the hospital from their home outside of Bastrop, Texas was more than an hour for Krystal and Colton. When the hospital staff told them about the Ronald McDonald House, they were relieved. They didn't have to spend time traveling and could be right there, across the street and a moment's notice from their baby. With the long road ahead of them, staying at the House was a blessing.

Knowing that Emmett was going to be in the hospital for months, Colton's employer, Sabre Commercial, transferred him to work on a construction project at Dell Children's Medical Center. Being able to work and be close to his baby made this personal experience even more meaningful.

Emmett got stronger and was discharged from the hospital and less than a year later, it was determined he would need heart surgery. Krystal and Colton immediately thought of RMHC CTX and wanted to stay at the House again. Unfortunately, the Ronald McDonald House was full but because of a partnership with Airbnb Open Homes, RMHC CTX was able to secure a home for them less than a mile from the hospital. Being close to their son again was another blessing for Krystal and Colton.

The RMHC CTX staff, volunteers, generous donors and Colton's employer, Sabre, who recently built guest room kitchenettes at the Ronald McDonald House, surrounded Krystal and Colton with amazing support and care. At every turn of their journey, they found blessings.



*Krystal and Emmett
Stabeno*

Ronald McDonald House

The Ronald McDonald House is much more than a house with guest rooms. It's a welcoming home that keeps families together and close to their sick children. It's a place that surrounds families with care so they can focus on what's important – their children. **It's a House filled with hope.**

30 private guest rooms ■ **8** rooms with private kitchenettes

Open **365** days a year, **24** hours a day

701 families served including **39** Brazos Valley families

9,694 overnight stays provided ■ **13.2** nights average length of stays

90% average occupancy ■ **37** families stayed **30+** nights

161 families stayed 2+ weeks ■ **11** families stayed **100+** nights

Longest stay was **199** days

168 families served with children in outpatient treatment

259 returning families ■ **1,052** meals provided

Families saved **\$1.9 million** in
lodging and meal expenses



The Growing Demand for Support:

489
families placed
on wait list

354
families on wait
list for 1+ nights

5.2
average days
families stayed
on wait list

20
families served
through Airbnb Open
Homes partnership*

194
families unable
to stay due to
wait list

**August-December 2019*

Ronald McDonald Family Rooms



The Ronald McDonald Family Rooms are a warm, cozy place for families to rest and regroup at the hospital. Once families walk into a Family Room, they're immersed in a comfortable environment where they can simply exhale while always being close to their hospitalized child.

Surrounded with Care

When Danielle Dickey gave birth to her second son, Declan, at CHI St. Joseph Health Regional Hospital in Bryan, Texas, she didn't know he would have a month long stay in the neonatal intensive care. Declan was kept in the NICU for issues related to his breathing.

Danielle was aware of Ronald McDonald House Charities through her college sorority, Alpha Delta Pi, but she never realized that one day she would use the Ronald McDonald Family Room at CHI St. Joseph.

It was a difficult time for Danielle as she was balancing her own healing, taking care of her 4-year-old son, Tatum, and dealing with the stress and anxiety of having a baby in the NICU. Having the Family Room was a welcome reprieve that gave her a private space to rest and relax while always being close to her baby. And although Danielle only used the sleep rooms a few nights, she relied on this comforting haven everyday that her baby was in the hospital. In addition to being close to Declan, it was all the little things at the Family Room, from the snacks, meals vouchers and even the toys and books for Tatum, that made the Family Room an extended home where Danielle felt surrounded with care and support.



*Danielle, Tatum,
and Declan Dickey*

Ronald McDonald Family Rooms



6 Ronald McDonald Family Rooms

- CHI St. Joseph Health Regional Hospital, Bryan, TX
- CHI St. Joseph Health College Station Hospital, College Station, TX
- Dell Children's Medical Center, Austin, TX
- St. David's Medical Center, Austin, TX
- St. David's Women's Center of Texas, Austin, TX
- Seton Medical Center Austin, Austin TX

2,069
families served



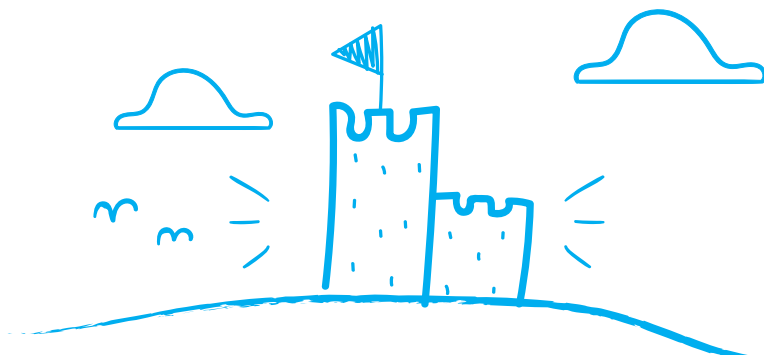
3,827
overnight stays
provided

1,049 families utilized
sleep rooms

3.9
nights
average
length of
stay

35,961
day visits

385
meals provided



Healing Hearts



Healing Hearts supports families who have tragically lost children by providing financial assistance for burial services and bereavement support.

Healing After Loss

Monica and Erik Velez, were ecstatic to be expecting twin boys, Elias and Andrés. At 33 weeks, Monica had an emergency c-section and after delivering the boys, Andrés was sadly stillborn.

Monica and Erik were celebrating both the birth of their baby boy, Elias, and mourning the passing of Andrés at the same. It was a period of conflicting emotions for them. As they began to navigate this difficult time, they learned about the Healing Hearts program at RMHC CTX. Healing Hearts supports families who experience the loss of a child. The program supported Monica and Erik with burial assistance for Andrés and they also participated in the HOPE Support Group, a complimentary bereavement support program led by a licensed counselor.

While participating in the HOPE Support Group, Monica and Erik connected with other couples experiencing similar situations. They also found something they weren't expecting — a new community of support. Everyone in the group experienced a similar loss and this comforting, safe environment allowed them to begin the journey of healing and hope.



The Velez Family

189 families
served

25 families in
the Brazos Valley
received burial
assistance

150 families in
Austin received burial
assistance

14 families attended
the Hope Support
Group, bereavement
support services



14,565 individuals received
snacks, beverages, toiletries,
small toys and books

5,491 individuals in the
Brazos Valley

9,074 individuals in Austin

1,311 times the Happy
Wheels Carts were pushed

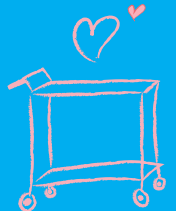
Happy Wheels Carts

Every week, the Happy Wheels Carts travel the hallways of four Central Texas hospitals delivering small items of comfort to families and children. The Carts, designed to bring smiles from a small toy or a chance to savor a warm cup of coffee, bring RMHC CTX directly to families so they never have to leave their child's bedside. In 2019, families received thousands of items from the Happy Wheels Carts which were all donated by you, our generous community.

Simple Comforts, Making an Impact

Shortly after moving to Austin, Andrew Vera got involved with RMHC CTX and Friends of the House, the young professional group that supports families and their sick children. He began cooking meals for families at the Ronald McDonald House and in 2019, he volunteered to push the Happy Wheels Cart at Dell Children's Medical Center. Navigating the cart through the hospital hallways immerses Andrew in the mission and drives home the impact of how RMHC helps families.

"While volunteering, a father at the hospital walked up to the Happy Wheels Cart. He looked tired and distraught. I could tell he was simply overwhelmed. He asked what he could have and I told him to take whatever he needed. He took a toothbrush and toothpaste -- simple things that we have every day but don't think about when facing a medical emergency. His eyes filled with tears and he thanked me. He told me that I had no idea what it meant to have these things. That was a huge moment for me and one example of many stories of hope that I've experienced. Even if it's one parent, one child, my time and the Happy Wheels Carts truly make a difference." - Andrew Vera, Happy Wheels Cart Volunteer



Our Volunteers

The volunteers who help our families, whether it's at the Ronald McDonald House, at a Ronald McDonald Family Room, pushing a Happy Wheels Cart, making Lunches with Love, assisting at a special event or providing meals for our families are simply invaluable. Nearly 6,000 generous, kind-hearted volunteers gave their time and talents to care for our families and most importantly, to give them hope.

5,942
volunteers
donated their time

4,960
volunteers
prepared meals
at the Ronald
McDonald House

77 weekly
volunteers helped
families at the
Ronald McDonald
House

34,820
total volunteer
hours given to
RMHC CTX

238 weekly
volunteers helped
at the Family Rooms

151 volunteers
pushed a Happy
Wheels Cart

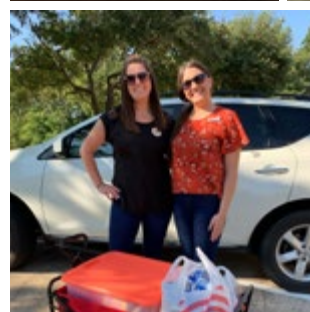
128 volunteers
prepared **1,383**
Lunches with Love*

**started in July 2019*



"As someone who stayed at a Ronald McDonald House years ago when my daughter was hospitalized, I know personally how important it is to be close to your sick child. When I volunteer in a Ronald McDonald Family Room, I know that I'm surrounding families with the love and support they need during a very difficult time."

- Elizabeth Williams, RMHC CTX Volunteer





Our Community

Hosting a Facebook fundraiser, gathering friends for a wish list drive, organizing a golf tournament and donating a vehicle are just a few examples of how our amazing community helps our families. Their thoughtfulness and time, and of course the funds they raise, make a difference, but their efforts to inspire others to get involved, to help and to give back, expands the hope that's provided to our families focusing on their sick children.

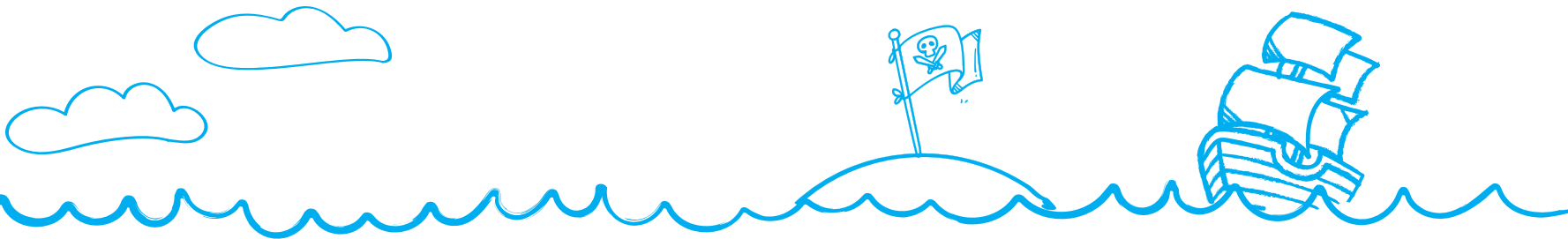
McDonald's, Our Mission Partner

One of our largest supporters is the Central Texas McDonald's owner/ operators who have generously helped thousands of families since we opened our doors 35 years ago. Their support happens in many ways including hosting restaurant campaigns, serving on our board of directors and committees, donating and preparing meals for our families and sponsoring special events.

In 2019, McDonald's unveiled Round-Up for RMHC where patrons can support families with sick children by choosing to round up their total at the counter or drive-thru. Through their time, talent and treasure, McDonald's and their patrons have comforted thousands of Central Texas families with sick children.

77 McDonald's
restaurants

23 McDonald's owner/
operators, together with
their managers, crew and
patrons



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Tala Matchett, *Immediate Past President*
Ryan Meyer, *Treasurer*
Thomas Aylor, *Secretary*
David Aronica
Ryan Bednarz, *Ex-Officio*
Bobby Boenigk
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Nicky Brenning
Amber Carden, *Ex-Officio*
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Thomas Fowler
Tam Hawkins
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Katie Owen
BG Joe E. Ramirez, Jr.
Becki Benton Russell
Molly Sherman
Meredith Silliman
Anne Smalling
Jeanie Smith
Chris Szeliga
Garry Wiseman
Earl Wurzbach

Special thank you to our 2019 Board Members whose terms ended:

Kaeley Benson
Brad Knippa
Jordan Mullins
Kim Rose

RMHC CTX Staff

Carolyn Schwarz, *Chief Executive Officer*
Megan Brown, *Development Manager*
Gina Brazzle, *Guest Services Manager*
Kristin Campbell, *Chief Development & Communications Officer*
René Carlin, *Volunteer Manager*
Shannon Cashion, *Hospital Programs Manager*
Sylvia Castro, *Administrative Assistant*
Kelsey Daubner, *Communications Coordinator*
Paige Deegan, *Director of Development & Communications*
Paula Duke, *Hospital Programs Director*
Hannah Hartung, *Hospital Programs Coordinator*
Margaret Kelbaugh, *Guest Services Manager*
Derrick Lesnau, *Chief Operating Officer*
Jessica Lewis, *Donor Database Manager*
Amanda Maicach, *Guest Services Manager*
Andres Reyna, *Guest Services Manager*
Nick Reyna, *Guest Services Manager*
Molly Sandlin, *Hospital Programs Coordinator*
Jane Santos, *Guest Services Manager*
Elizabeth Sizemore, *Guest Services Manager*
Nellie Smith, *Guest Services Manager*
Hilary Stingley, *Communications Manager*
Sarah Tacker, *Chief Financial Officer*
Jason Thomas, *House Operations Manager*
Tanner Williams, *Development Manager*



"The on-site room at Dell Children's while our grandson was in the NICU, including the waiting area, the warmth of the staff and volunteers, allowed us to gather and support our Elliott and his parents in his fight for survival. We are forever thankful."

"Our twins were in the NICU at St. David's Women's Center of Texas and having the Family Room was a blessing during this difficult time."

"While my granddaughter was in the hospital, my daughter and I were fortunate to stay at the Ronald McDonald House. It was a blessing to both of us and the rest of our family."

Community Advisory Council

Austin

Blake Absher
Danny Baker
Bea Benson
Kaeley Benson
Mike Benton
Ben Blackburn
Emilee Blackburn
Jessica Blood
Jenny Boone Sappington
Becky Bray
Kent Burress
Amber Carden
Craig Carlton
Brandy Conway
Tomas Corzo
Carla Cox
Carol Crowley
Ian Cude
John Dunham, *Co-Chair*
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Scott Flack
Kim Flores
Tim Franke
Mark Frazier
Lauren Galea
Stacy Garcia
Carlos Gaztambide
Jody Goehring
Jenny Haefner
Amanda Harris
Mary Love (Bitsy) Henderson
P.J. Henderson
Renee Higginson
Liz Hocker
Dan Hunter

Lisa Ivie Miller
Bobby Jenkins
Ed Katkic
Steve Knebel
Mary Kozlowski
Sandeep Kumar
Patrick Ley
Cindy Lynn
Alyssa Martin
Linda McCaul
Carl Mehlman
Haley Meyer
Rodney Molitor
Elizabeth Nash, *Co-Chair*
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Catherine Parks
Michele Pellman
Robert Reetz
Mavet Riddle
Miguel Romano
Adam Stadler
Lindsay Stern
Nikki Swies
Delmy Ustariz
Susan Whitworth
Jim Wimberly
Tomi Winstead
Marian Wu
Sandy Youman

Brazos Valley

Hector Acevedo
Donna Adam
Lisa Aldrich
Connie Appelt
Stephanie Baisey

Dawn Marie Baletka
Rebecca Barrera
Jules Barnett-Harrison
Lori Benham
Diane Besosa
Nancy Berry
Bobby Boenigk
Rebecca Boenigk
Rebecca Brossart
Lindsey Moore Boline
Heather Bush
Gary Daniels
Kate Dempsey
Bonnie Denny
Tammy Depenning
Ben Downs
Dr. Mark Florian
Angela Florian
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Mindy Foster
Lauren Fox
Julie Freeman
Tim Franke
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Donna Garrett
Mary Gutierrez
Katerina Hall
Brooke Harrington
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James Hoffman
Debbie Holladay
Kyle Incardona
Kaitlyn Jones
Paula Kearney
Faye Lane
Sue M. Lee

Kristina Lee
Daniel Lumpee
Shannon Madlock
Meghan Mahoney
Meredith McAuliffe
Connie Miles
Rob Montgomery
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Melissa Purl
B.G. Joe Ramirez
Kristin Rayborn
Sally Reigle
Kristi Fox Satsky
Dr. Scott Scham
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Craig Shaefer
Atousa Slafko
Jeanie Smith
Matt Sharpe, *Co-Chair*
Jared Steffen
Dr. Lauren Steffen
Jackie Stratdman
Charlene Sumlin
Peggy Teig
Ashley Tonnesen
Alyson Tonnesen
Martha Tyroch
Rebecca Vaughn
Christi Voelkel
Sherry Welch
Sloane Williams
Codie Wright
Earl Wurzbach, *Co-Chair*
Rose Zamora
Jennifer Zimmerman
Madeline Zwick

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Justin Brodnax, *Vice President*
Madison Buckner, *HOPS for the House Chair*
Megan Fitzpatrick, *Member-at-Large*
Emily Franke, *Service Chair*
Brittany Graham, *Social Chair*
Mackenzie Herron, *Communications Co-Chair*
Katie Kubes, *Member-at-Large*
Jackie Olson, *Treasurer*
Andrew Vera, *Communications Co-Chair*
Cassidy Waggoner, *Membership Chair*



**Ronald McDonald
House Charities®
of Central Texas**

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House Charities®**
of Central Texas

1315 Barbara Jordan Blvd., Austin, TX 78723



Keeping families close®