

When the world closed its doors, you kept ours open.

2020 Gratitude Report

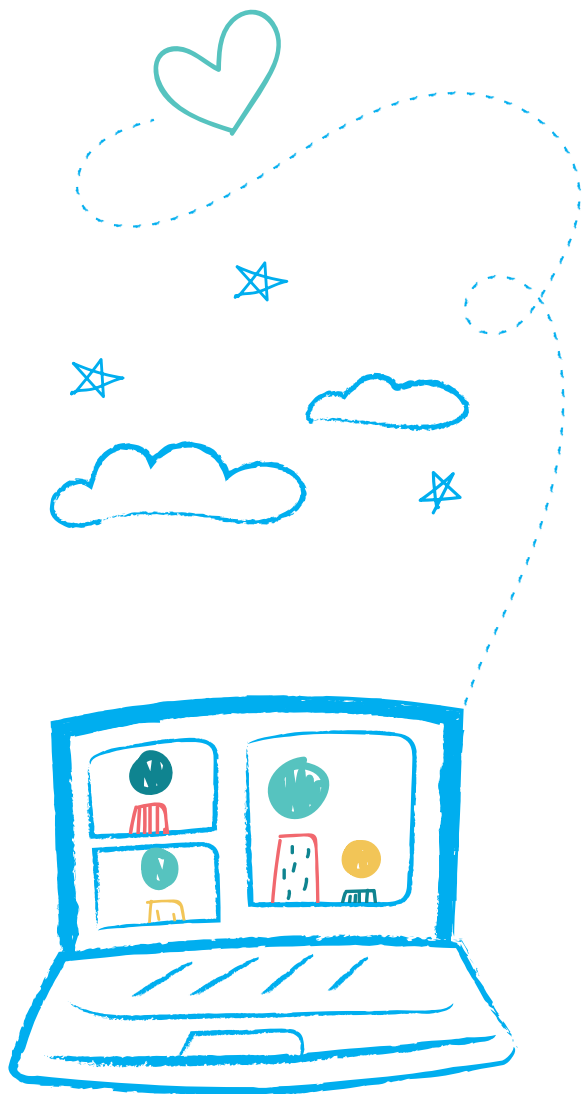


Ronald McDonald
House Charities®
of Central Texas



Ronald McDonald House Charities of Central Texas is built on community; without it, we are simply not the same. And while we've faced our fair share of challenges over the last year, we are proud to say that we have been able to continuously provide impact for our families. We were only able to do this because of **you**. You, our community, showed us that nothing can get in the way of providing families what they need: safety, comfort, and support - all while staying close to their hospitalized children. Throughout the pandemic pediatric medical crises have not stopped - in fact, the need for our services only continues to grow. For families with children in the hospital this has been a terrifying time. **And yet, when the world closed its doors, you kept ours open for them.**





A Community Like No Other

2020 was a challenging year for Ronald McDonald House Charities of Central Texas. When we pivoted our operations on March 13th in an initial response to the COVID-19 pandemic, we never could have imagined that we'd still be navigating the impacts of the health crisis over a year later. Despite the obstacles, your steadfast generosity and support helped over 1,200 families with sick children. Thanks to you, nothing got in the way of providing families with a clean place to sleep, food to eat, access to daily necessities like laundry services, and — most importantly — proximity to the hospital. Whether through ordering daily meals for our guest families, sending heartfelt notes of reassurance, attending virtual events, or making donations to help us meet the rising cost of operating our programs in a COVID-19 world, you showed our guest families that no matter what, this community is there for them.

In the pages of this report, you will see photos of families and read quotes that embody just how much our families needed us in 2020. Your generosity provided them the comfort, compassion, and strength they needed to remain resilient in the face of uncertainty. YOU kept our families together in a year that proved just how important the closeness of our loved ones truly is.

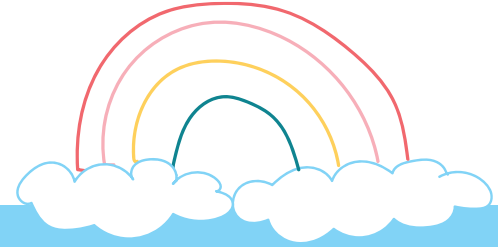
We are deeply grateful for your support. Thank you.

With sincere appreciation,

Patrick Ley
Board President

Carolyn Schwarz
Chief Executive Officer

How you made a difference



1,280

families served by
Ronald McDonald House
Charities of Central
Texas

827

families stayed overnight
in the Ronald McDonald
House® or a Ronald
McDonald Family Room®
sleep room

58%

occupancy rate of
rooms (House & Family
Rooms combined)*

695

meals provided

7,545

overnight stays
provided

15.37

average room
nights (House & Family
Rooms combined)

Ronald McDonald House Top Diagnoses:

Premature Birth
Cardiac
Neurological
Gastrointestinal

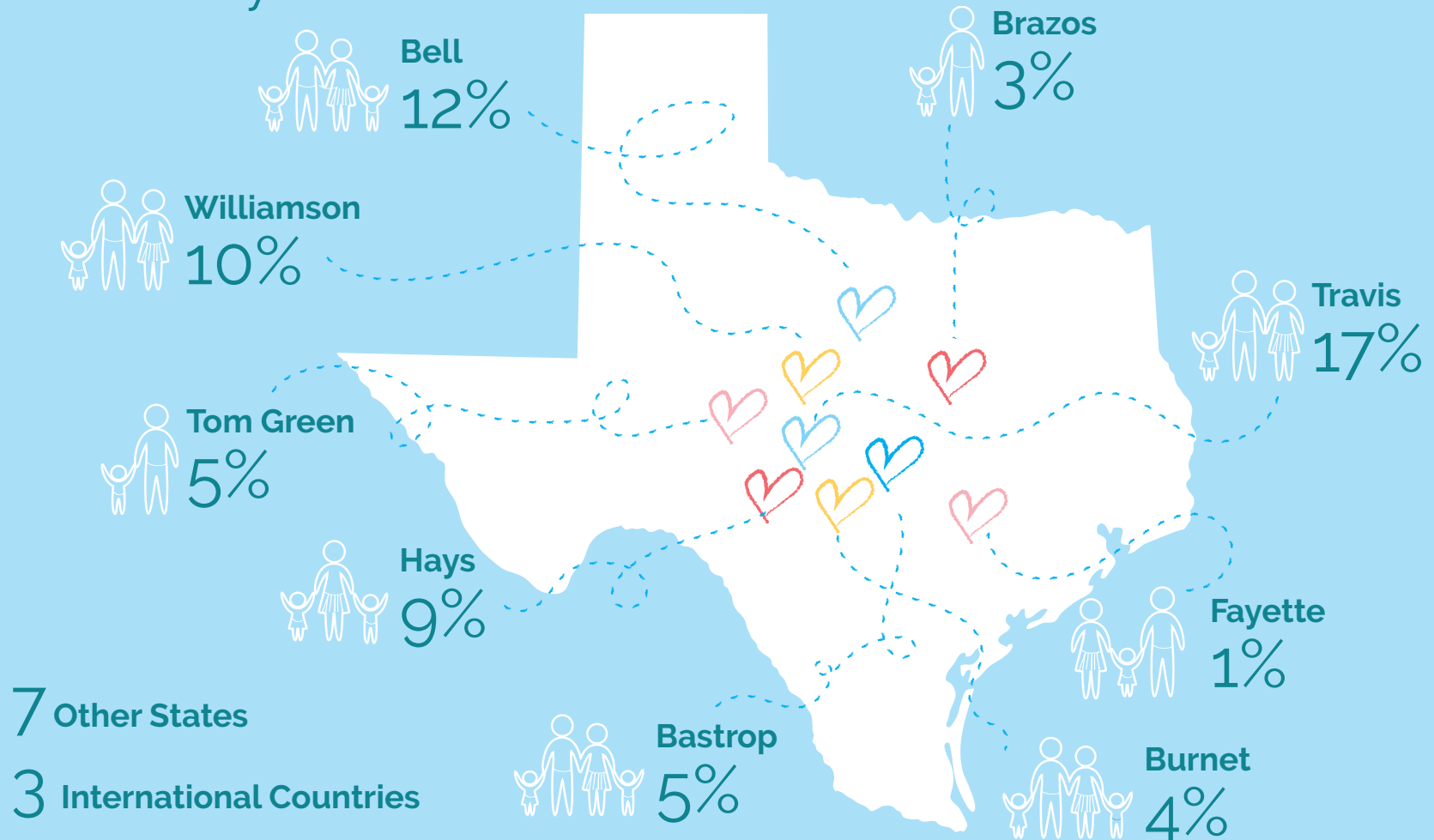
Saved families

\$1.46 million

in lodging and meal expenses

* Please note that RMHC CTX temporarily modified services to keep families safe during the COVID-19 pandemic; however, the demand continues to exceed supply. In 2020 over 350 families were placed on a waitlist and, of those, 150 never accessed services because RMHC CTX didn't have a room when they needed it. The need for RMHC CTX services continues to grow as the Central Texas region grows, despite the effect of the pandemic on our ability to safely serve every family in need.

Serving 76 Central Texas counties and beyond



Ronald McDonald House

The Ronald McDonald House is much more than a house with guest rooms. It's a comfortable sanctuary where families can sleep, share nourishing meals, and recharge in close proximity to their hospitalized child. 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

282 families served including **8** Brazos Valley families

6,080 overnight stays provided ■ **27.6** nights average length of stays

59% average occupancy ■ **79** families stayed **30+** nights

118 families stayed 2+ weeks ■ **18** families stayed **100+** nights

Longest stay was **212** nights

100 families served with children in outpatient treatment

26 returning families ■ **576** meals provided

Families saved **\$1.5 million** in
lodging and meal expenses

Please note that our 2020 waitlist was shorter than our 2019 waitlist due to the temporary decrease in services to keep families safe during the COVID-19 pandemic.

The Growing Demand for Support:

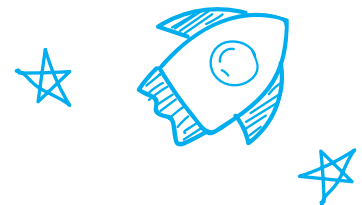
359
families placed
on wait list

269
families on wait
list for 1+ nights

4
average days
families stayed on
wait list

32
families served
through Airbnb Open
Homes partnership

151
families unable
to stay due to
wait list



The Gift of Togetherness

"While we focused on taking care of our precious daughter Penny, RMHC CTX took care of us in the most vulnerable time of our lives. You became our home away from home. Thank you for making it possible for us to really be present for Penny. Every little detail made a difference for our emotional and mental well being. From a simple shower, toothpaste, a toothbrush, snacks, food, socks, and most importantly, a place close to your child when they need around the clock intensive care. Penny was finally able to graduate from the NICU and arrived home on Jan 21, 2020 and passed away June 28, 2020. Thank you for gifting us togetherness and time with our daughter when tomorrow was not promised. We now have forever memories with her because of the time we had. The love and support we received from the Ronald McDonald House of Charities was priceless."

- Rose and David Winsman



Ronald McDonald Family Rooms

The Ronald McDonald Family Rooms are a warm, cozy place for families to rest and regroup at the hospital. As soon as 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.

Steps Away from Kason Lee and Ally Marie

"I came to the hospital for an emergency c-section when I was about 7 months pregnant with my twins...who were born 3 pounds and 3.5 pounds... During five weeks time...their dad and I spent several nights right down the hall from them... Ronald McDonald House [Charities of Central Texas] knows how to help and improve the health and mind of worried parents and their children. They know exactly where the help is needed."

- Jennifer Stacks, Ronald McDonald Family Room Guest



Kason Lee and Ally Marie



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

Due to the COVID-19 pandemic, Ronald McDonald Family Rooms were open for day use for a total of 72 days in 2020 prior to the initial closure that took place in mid-March 2020. While these circumstances limited our ability to serve families, after a brief break, we were able to modify our program to continue allowing families to utilize our sleep rooms.

870 families served

1,465 room nights provided

545 families utilized sleep rooms

3.1 nights average length of stay

5,360 day visits

119 meals provided



128 families served

20 families in the Brazos Valley received burial assistance

101 families in Austin received burial assistance

15 families attended the HOPE Support Group, bereavement support services*

Healing Hearts



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

The Gonzales Family

The Gonzales family not only utilized a Brazos Valley Ronald McDonald Family Room, they were supported with Healing Hearts burial assistance during a difficult time.

“On June 1st of 2020 my boys were in a car wreck, one of my sons didn't make it and the other one was taken to St. Joseph's...since COVID-19 was getting worse, the hospital was limiting the visitations and they were not allowing stays. I wanted to be with my son. I had reached out...[to ask] if there was any way that [RMHC CTX] would help me out in any way to use the Family Room. And they did. I was able to use it when my son was in late surgeries. I would shower there. I just wanted to be close to my son. I will do whatever it takes to continue helping RMHC.”

*In light of the pandemic, RMHC CTX pivoted to an online format via Zoom in order to continue to provide support to grieving families. The HOPE support group will continue to be offered digitally until it is safe to resume meeting in person.

4,212 individuals received
snacks, beverages, toiletries,
small toys and books

1,774 individuals in the
Brazos Valley

2,438 individuals in Austin

5 Ronald McDonald Happy Wheels Carts

- CHI St. Joseph Health Regional Hospital, Bryan, TX
- CHI St. Joseph Health College Station Hospital, College Station, TX
- Baylor Scott & White Medical Center - College Station, College Station, TX
- Dell Children's Medical Center, Austin, TX
- St. David's Children's Hospital, Austin, TX

Happy Wheels Carts



Every week, the Happy Wheels Carts stroll the hallways of five 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 2020, families received thousands of items from the Happy Wheels Carts which were all donated by you, our generous community.



Notably, in light of the pandemic, our staff continued to provide our much needed Happy Wheels Cart service, even in the face of COVID-19 hospital visitation restrictions. As of mid-March 2020, instead of pushing the Happy Wheels Carts in person, families filled out online request forms for items that were then delivered to the doors of the hospital by the RMHC CTX team.



A Little Bit of Joy When He Needed It Most

Thanks to our "remote Happy Wheels Cart" system that was put in place as a result of the pandemic, the RMHC CTX team was able to deliver a care package and a smile to Jerome's face after he received a difficult diagnosis.

Our Family of Volunteers

The network of 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 are simply invaluable. In a typical year, RMHC CTX serves thousands of families across four core programs with the help of these dedicated volunteers.

Unstoppable RMHC CTX Volunteers

In order to keep our families safe during the COVID-19 pandemic, RMHC CTX has been unable to utilize in-person volunteers since mid-March 2020. We are so grateful to all of our supporters who engaged in remote volunteer opportunities such as ordering meals or completing at-home projects like making homemade masks, so that the families of RMHC CTX could still feel the love of the community.



Our Community

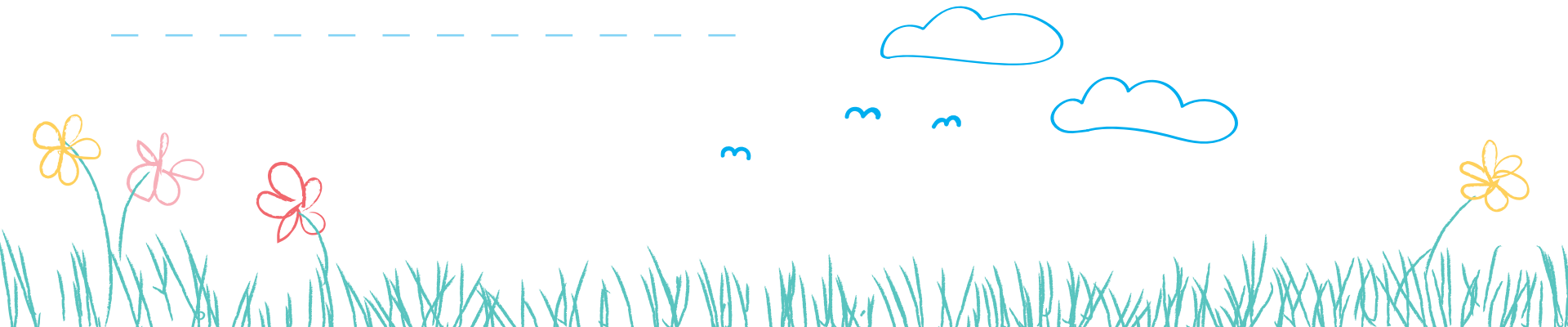
Hosting a Facebook fundraiser, gathering friends for a wish list drive, organizing a rodeo and donating a vehicle are just a few examples of how our amazing community helps our families. Your thoughtfulness and time, and of course the funds you raise make a difference, and your efforts to inspire others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

77 McDonald's restaurants

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

McDonald's, Our Mission Partner

One of our largest supporters is the Central Texas McDonald's owner/ operators who have passionately supported families since we opened our doors 36 years ago. Our McDonald's champions host restaurant campaigns, serve on our board of directors and committees, donate and prepare meals for our families and sponsor special events. Additionally, looking forward to 2021, McDonald's continues to lead with generosity, pledging 2 cents of Happy Meal purchases for RMHC CTX families. Through their time, talent and treasure, McDonald's and their patrons have comforted thousands of Central Texas families with sick children.





Board of Directors

Patrick Ley, *President*
Ryan Meyer, *Treasurer*
Thomas Aylor, *Secretary*
David Ritter, *President-Elect*
David Aronica
Bobby Boenigk
Christopher Born
Nicky Brenning
Justin Brodnax, *Ex-Officio*
JoAnn Dalrymple
Karen Dolan
Thomas Fowler
Bob Frazier
Tam Hawkins
Sandeep Kumar, *Ex-Officio*
Garrett Martin
Katie Owen
BG Joe E. Ramirez, Jr.
Molly Sherman
Meredith Silliman
Sterling Smith
Chris Szeliga
Wendolyn Washington
Garry Wiseman
Earl Wurzbach -

Special thank you to our 2020 Board Members whose terms ended:

Amber Carden
Tala Matchett
Becki Benton Russell
Anne Smalling
Jeanie Smith

RMHC CTX Staff

Carolyn Schwarz, *Chief Executive Officer*
Michelle Barran, *Development Manager*
Megan Brown, *Lead Guest Services Representative*
Kristin Campbell, *Chief Advancement Officer*
Shannon Cashion, *Hospital Programs Manager*
Sylvia Castro, *Administrative Assistant*
Molly Costigan, *Donor Database Manager*
Kelsey Daubner, *Communications Coordinator*
Paige Deegan, *Director of Development & Communications*
Paula Duke, *Volunteer Services Director*
Fiona Graham, *Guest Services Representative*
Jessie Hatch, *Guest Services Representative*
Kristen Homan, *Accounting Manager*
Derrick Lesnau, *Chief Operating Officer*
Jessica Lewis, *Capital Campaign Director*
Andrew Mack, *Volunteer Relations Coordinator*
Nick Reyna, *Guest Services Representative*
Molly Sandlin, *Hospital Programs Coordinator*
Annie Schupp, *Guest Services Representative*
Hilary Stingley, *Communications Manager*
Sarah Tacker, *Chief Financial Officer*
Jason Thomas, *House Operations Manager*
Tanner Williams, *Development Manager*

Community Advisory Council

Austin

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

Lisa Ivie Miller
Bobby Jenkins
Ed Katkic
Steve Knebel
Mary Kozlowski
Sandeep Kumar
Patrick Ley
Cindy Lynn
Alyssa Martin
Tala Matchett
Linda McCaul
Kyle McFather
Carl Mehlman
Haley Meyer
Elizabeth Nash, Co-Chair
Vivienne Ngo
Catherine Parks
Michele Pellman
Robert Reetz
Mavet Riddle-Jones
Miguel Romano
Win Smith
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
Danielle Dickey
Ben Downs
Dr. Mark Florian
Lauren Fox
Angela Florian
Christine Folkers
Julie Freeman
Mindy Foster
Tim Franke
Donna Garrett
Katerina Hall
Brooke Harrington
Dr. Sam Harrison
James Hoffman

Debbie Holladay
Kaitlyn Jones
Paula Kearney
Faye Lane
Sue M. Lee
Kristina Lee
Shannon Madlock
Meghan Mahoney
Meredith McAuliffe
Seth McKinney
Connie Miles
Rob Montgomery
Allison Polka
Melissa Purl
BG Joe E. Ramirez, Jr.
Kristin Rayborn
Sally Reigle
Kristi Fox Satsky
Dr. Scott Schams
Justin Schroeder
Kathy Schroeder
Craig Shaefer
Atousa Slafko
Jeanie Smith
Matt Sharpe, Co-Chair
Jared Steffen
Dr. Lauren Steffen
Stacey Stuenkel
Jackie Stratdman
Peggy Telg
Ashley Tonnesen
Alyson Tonnesen
Martha Tyroch
Rebecca Vaughn
Christi Voelkel

Sherry Welch
Sloane Williams
Codie Wright
Kayla Wurtz
Earl Wurzbach, Co-Chair
Rose Zamora
Jennifer Zimmerman

Friends of the House Leadership Council

Justin Brodnax, *President*
Madison Buckner, *Hops for the House Chair*
Emily Franke, *Member-at-Large*
Marissa Garza, *Service Chair*
Brittany Graham, *Member-at-Large*
Mackenzie Herron, *Communications Co-Chair*
Katie Kubes, *Member-at-Large*
Jackie Olson, *Treasurer*
Tessa Sliwa, *Communications Co-Chair*
Cassidy Waggonner, *Membership Chair*



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

1315 Barbara Jordan Blvd.
Austin, TX 78723

3000 Briarcrest Drive, Suite 209
Bryan, TX 77802

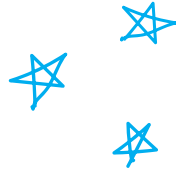
(512) 472-9844 rmhc-ctx.org

info@rmhc-ctx.org



Ronald McDonald
House Charities®
of Central Texas

1315 Barbara Jordan Blvd., Austin, TX 78723



Keeping families close®