

# 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.

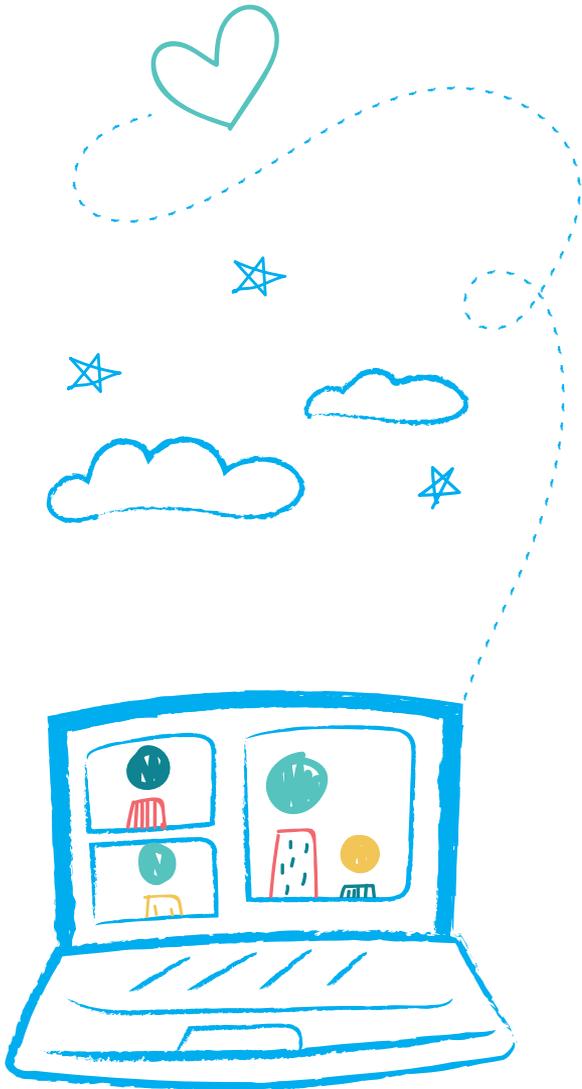
In the pages of this report, you will see photos of families and read quotes that embody just how much our families needed us in 2020. Your generosity provided them the comfort, compassion, and strength they needed to remain resilient in the face of uncertainty. YOU kept our families together in a year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

We are deeply grateful for your support. Thank you.

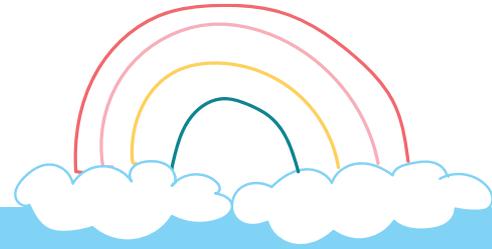
With sincere appreciation,

  
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

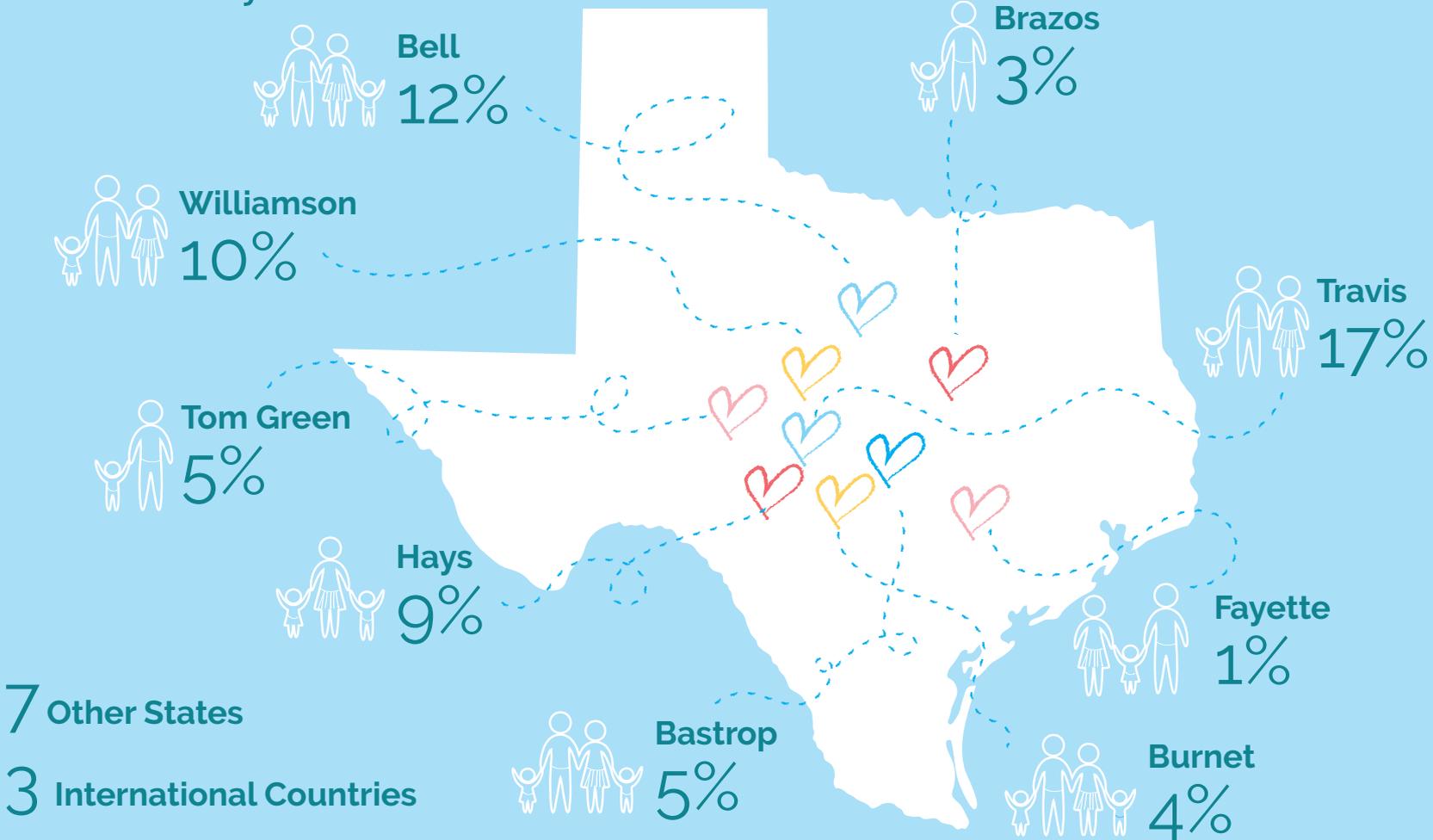
Saved families

\$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:

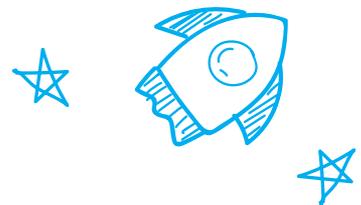
**359**  
families placed  
on wait list

**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.

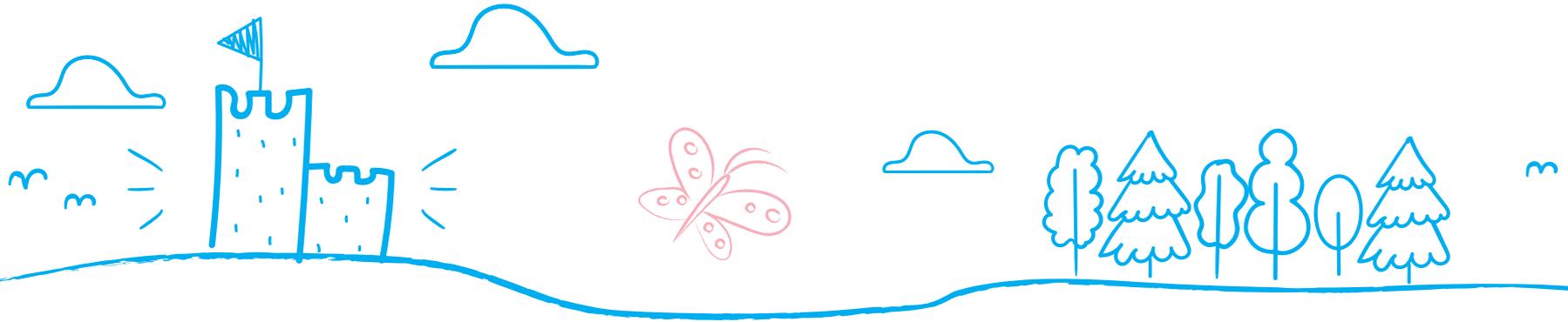
## Steps Away from Kason Lee and Ally Marie

"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



# 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.



**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\*

“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.

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**77** McDonald's restaurants

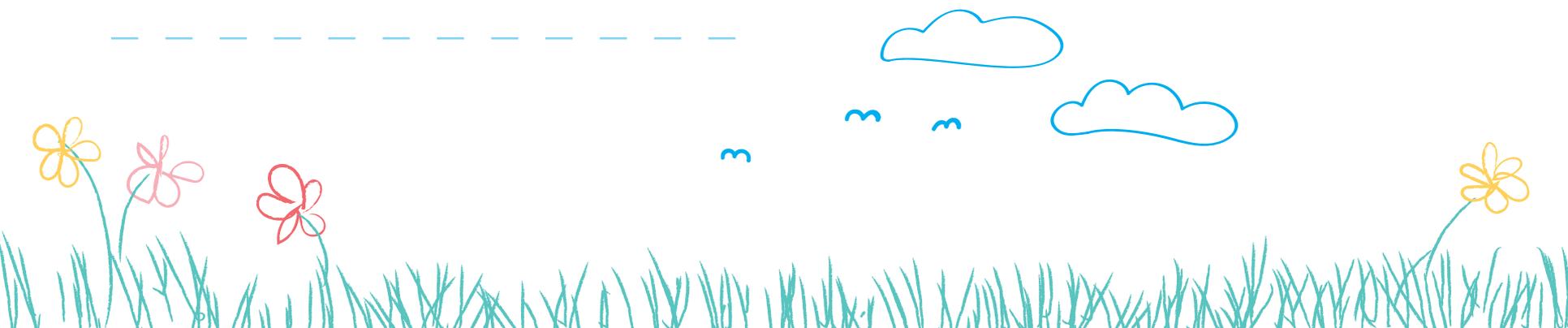
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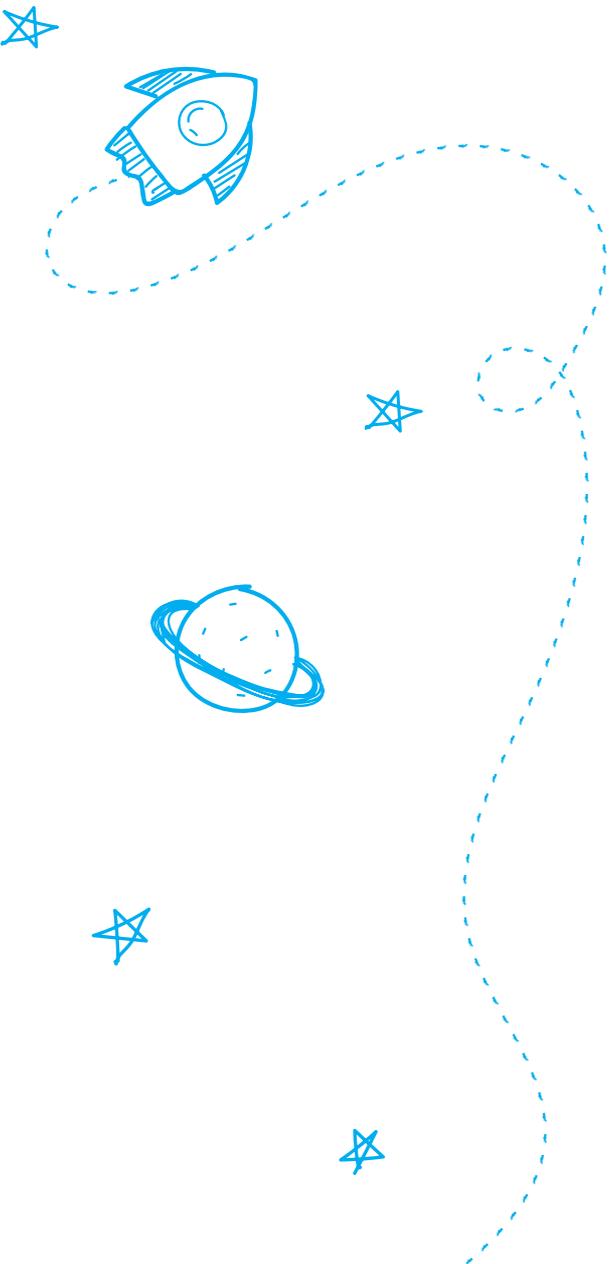
**22** McDonald's owner/operators, together with their managers, crew and patrons

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# 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.





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Thomas Aylor, *Secretary*  
David Ritter, *President-Elect*  
David Aronica  
Bobby Boenigk  
Christopher Born  
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JoAnn Dalrymple  
Karen Dolan  
Thomas Fowler  
Bob Frazier  
Tam Hawkins  
Sandeep Kumar, *Ex-Officio*  
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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**

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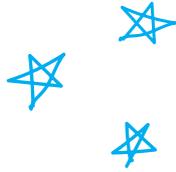
(512) 472-9844 [rmhc-ctx.org](http://rmhc-ctx.org)

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Keeping families close®