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

2020 Gratitude Report
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

695 meals provided

7,545 overnight stays provided

15.37 average room nights (House & Family Rooms combined)

58% occupancy rate of rooms (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

- Bell: 12%
- Williamson: 10%
- Tom Green: 5%
- Hays: 9%
- Bastrop: 5%
- Brazos: 3%
- Travis: 17%
- Fayette: 1%
- Burnet: 4%
- Other States: 7
- International Countries: 3
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
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.

<table>
<thead>
<tr>
<th>Ronald McDonald Family Rooms</th>
<th>870 families served</th>
<th>1,465 room nights provided</th>
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<tbody>
<tr>
<td>• CHI St. Joseph Health Regional Hospital, Bryan, TX</td>
<td></td>
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<tr>
<td>• CHI St. Joseph Health College Station Hospital, College Station, TX</td>
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<tr>
<td>• Dell Children’s Medical Center, Austin, TX</td>
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<td>• St. David’s Medical Center, Austin, TX</td>
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<tr>
<td>• St. David’s Women’s Center of Texas, Austin, TX</td>
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<tr>
<td>• Seton Medical Center Austin, Austin TX</td>
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<table>
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<tr>
<th>545 families utilized sleep rooms</th>
<th>3.1 nights average length of stay</th>
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<tbody>
<tr>
<td>5,360 day visits</td>
<td>119 meals provided</td>
</tr>
</tbody>
</table>
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.
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.
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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