

# GRATITUDE REPORT 2024

RONALD MCDONALD HOUSE CHARITIES OF CENTRAL TEXAS

The Journey to a Home  
Away from Home!



HOPE, HEALING,  
**HOME**



RMHC®  
of Central Texas

**40**  
**years**

1985 – 2025

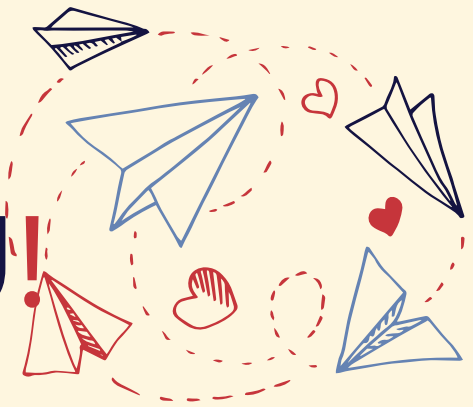
**of keeping  
families  
close!**



**RMHC**®  
**of Central Texas**

 [www.rmhc-ctx.org](http://www.rmhc-ctx.org)

# THANK YOU!



Reflecting on the past year, we express our deepest gratitude for your incredible support of Ronald McDonald House Charities of Central Texas.

Your generosity has been a lifeline for families navigating the unimaginable challenge of caring for an ill or injured child in the hospital. Your support has not only provided financial assistance but also brought hope and comfort to these families.

Your unwavering commitment to our mission inspires us every day. Together, we have profoundly impacted the lives of so many families. Because of your kindness, we've provided comforting accommodations free of charge near their child's hospital bedside, emotional support, transportation, care items, and other vital services to ease their burdens. This past year, we served 1,466 families, ensuring that none of them had to face these challenges alone.

As we celebrate our 40th anniversary in 2025, we are filled with hope and excitement for the future. With the continued advancements in pediatric healthcare across Central Texas, we are committed to exploring new ways to meet the evolving needs of the families we serve. We are confident that with your continued support, we can make a significant difference in the lives of these families.

Your continued partnership is invaluable to us. It ensures that we can expand our reach and support even more families when they need it most. Your compassion reminds these families that they are never alone, even during their darkest moments. Together, we can ensure that no family has to face this journey without a strong, caring network by their side.

From all of us at RMHC CTX, thank you for believing in our mission and being a vital part of our community!

With heartfelt gratitude,



A blue ink signature of Wendolyn Washington, written in a cursive style.

Wendolyn Washington  
*2025 Board President*



A blue ink signature of Thomas Kim, written in a cursive style.

Thomas Kim  
*Chief Executive Officer*

Your

IMPACT

A Snapshot of the Impact You've Made Across  
All Our Programs at Ronald McDonald House  
Charities of Central Texas.



1,466

families served

11,756

children served



13,714

number of nights provided

16

average number of nights  
families stayed with us  
(House & Family Rooms combined)



23,471

total meals provided

TOP PEDIATRIC  
DIAGNOSES:

Cardiac  
32%

Premature Birth  
26%

Neurology  
8%

Fetal Care  
4%

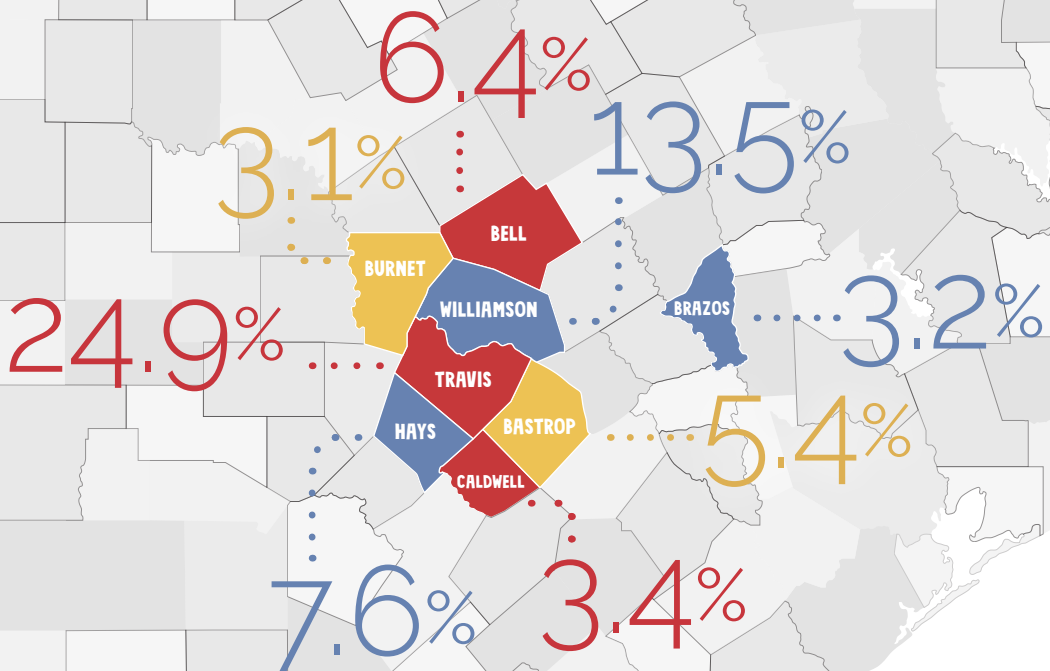
Oncology  
4%

\$2,595,646

saved by families in food and lodging expenses

Serving Our Neighbors in  
93 Central Texas Counties

# AND BEYOND



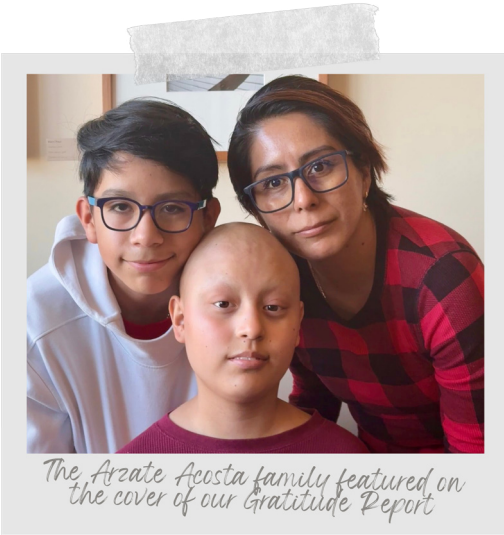
## Outside of Texas:

Served families from **30** other states

Served families from **10** other countries

# Our Ronald McDonald House 2024 IMPACT

Our Ronald McDonald House provides a comforting home-away-from-home, **serving 345 families** in 2024. Surrounded by warmth and care, we are a vital resource for families with an ill or injured child.



“ We will forever carry the love and support we found here in our hearts,” the Arzate Acosta family shared. “Thank you, Ronald McDonald House Charities of Central Texas, for being our home, our family. This experience has given us more than we could ever express.”

- Beatriz Arzate Acosta

**30** private guest rooms

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

**9,960** number of nights provided

**27** average number of nights families stayed with us

**99** families stayed **30+** nights

**182** families stayed **2+** weeks

**26** families stayed **100+** nights

**23,471** total meals provided

**\$1.98M** saved by families in food and lodging expenses

**278** Families Placed on the Waitlist in 2024

**12** Average Number of Days Families Stayed on the Waitlist

**119** Number of Referred Families unable to stay due to the Waitlist

As we look to the future, we’re excited about the much-needed expansion of our Ronald McDonald House, allowing us to serve even more families.

Learn more about **A Place Like Home**, our comprehensive capital campaign.



# The ARZATE ACOSTA Family Story

**At 13 years old, Sugey Arzate Acosta was diagnosed with Ewing's sarcoma, a rare and aggressive bone cancer.** Her world, once filled with school, friends, and dreams of the future, was suddenly overshadowed by fear and uncertainty. Sugey's family, from their hometown of San Mateo Atenco, Mexico, was determined to get her the best care. Faced with the difficult decision of where to seek treatment, they knew the United States offered the best chance for Sugey's recovery.

Her mother, Beatriz, made the heart-wrenching decision to leave home and travel to the U.S. in search of hope. With no family or friends by their side, they arrived in Austin, uncertain of what lay ahead. That's when they found us—Ronald McDonald House Charities of Central Texas.

Sugey, Beatriz, and her brother, Sergio, walked through our doors and were immediately greeted with more than just a roof over their heads. "It felt peaceful," Sugey said. "I didn't feel scared here. I felt like I could rest and focus on getting better."

Though they were far from their home and loved ones, the Arzate Acosta family found something special at our House: community. They met other families who understood their pain and fears and, in turn, formed deep bonds. "It wasn't just about making friends," Beatriz shared. "It was like finding a new family, one that understood what we were going through. We shared our worries and our hopes, and when our children started to heal, we celebrated together."

As the days turned into months, the family found comfort not just in each other but in the spirit of the House. They joined in holiday events, like trick-or-treating and a visit from Santa Claus, creating memories that helped fill the void of being away from home. One of Beatriz's most treasured memories is the New Year's Eve they spent with other families at the House. "We cooked together, shared a meal, and celebrated the new year. It wasn't the family we had back home, but it was a family of a different kind—one united by love and support."

Sugey, who had grown close to the staff and other families, often helped around the House—organizing the kitchen and staying busy. It was her way of giving back, a testament to her strength and gratitude for everything the House had provided.

Looking back, Beatriz shares that without Ronald McDonald House Charities of Central Texas, their journey would have been much harder. "There's no way we could have made it through without the support of this House. It gave us hope, comfort, and a sense of belonging when we needed it most."



# Ronald McDonald FAMILY ROOMS



**In 2024:**

**982** families served

**3,754** number of nights provided

**4** average number of nights families stayed with us

**6,411** total meals provided

**\$613k+** saved by families in food and lodging expenses



## 7 Ronald McDonald Family Rooms in Central Texas

- ① Dell Children's Medical Center
- ② Dell Children's Medical Center North Campus
- ③ Seton Medical Center Austin
- ④ St. David's Medical Center
- ⑤ St. David's North Austin Medical Center
- ⑥ St. Joseph Health College Station Hospital
- ⑦ St. Joseph Health Regional Hospital



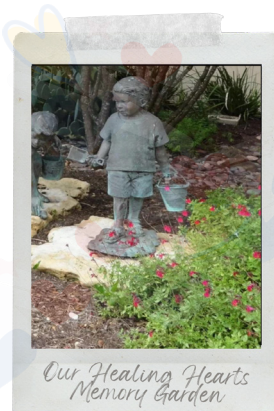
# Healing HEARTS

**139** families served

**108** families in Austin  
received burial  
assistance

**31** families in the Brazos  
Valley received burial  
assistance

In 1993, we created the **Healing Hearts** program to support families who have lost a child, providing a compassionate space for healing. **In 2024, we assisted 139 families** through services such as the HOPE Support Group for parents experiencing perinatal and infant loss, our memory gardens in Austin and College Station, and financial assistance for burial services.



# HAPPY WHEELS

## Cart

With the heart and dedication of our volunteers, the Happy Wheels Carts gently roll through the hallways of seven Central Texas hospitals, bringing comfort and small moments of relief to families and children during their most challenging times. These carts, filled with care, offer a variety of items—whether it's a nourishing sack lunch, a comforting toy, a toothbrush, a soft blanket, or anything a family might need.



In 2024, we added a new Happy Wheels Cart program at Texas Children's Hospital North Austin Campus.



### 7 Ronald McDonald Happy Wheels Carts in Central Texas

- 1 Dell Children's Medical Center
- 2 Dell Children's Medical Center North Campus
- 3 Texas Children's Hospital North Austin Campus
- 4 St. David's North Austin Medical Center
- 5 Baylor Scott & White Medical Center-College Station
- 6 St. Joseph Health College Station Hospital
- 7 St. Joseph Health Regional Hospital

22,678

individuals received **snacks, beverages, toiletries, small toys, books, and more**

(10,282 kids and 12,396 adults)

33,000+

**comfort items** distributed to families and children in the hospital



# our COMMUNITY

Our amazing volunteers bring comfort, support, and hope to families in need.

From assisting at our Ronald McDonald House and Family Rooms to spreading joy through our Happy Wheels Carts, preparing nourishing meals with Lunches with Love, and supporting our special events, our volunteers are the driving force behind our mission. Every role makes a powerful impact, and we are deeply grateful for the dedication and compassion our volunteers bring to RMHC CTX.



*Our meal group volunteers, making a meal at our Ronald McDonald House*

2,884

Number of volunteers

16,004

Number of volunteer hours

1,848

Volunteers who prepared a meal in our Ronald McDonald House

161

Family Room volunteers

110

Happy Wheels Cart volunteers

26

Event volunteers



## Partners in MISSION

For 40 years, McDonald's stores in Central Texas have been **essential to RMHC CTX**. Through campaigns like Round-Up for RMHC and Share the Love, serving on our Board, cooking meals, collecting holiday toys, and sponsoring events, McDonald's Owners/Operators, General Managers, and employees have consistently supported families with an ill or injured child.

In 2024, many of our Central Texas McDonald's Owner/Operators made a \$1M commitment to *A Place Like Home* expansion campaign.

81

McDonald's restaurants

20

McDonald's Owner/Operators

# Thank you for your **SUPPORT**

**We have been honored to serve the Central Texas community since 1985, and we could not fulfill our mission without your unwavering support.**

Because of you, we've made a profound difference in the lives of the families we serve. Thank you for giving your time, resources, and heart to provide comfort, care, and hope to those facing life's toughest challenges. In 2024, together, we created a life-changing impact—offering a home away from home and critical programs for parents with an ill or injured child when they needed it most.

## **Our Leadership** **2025 Board of Directors**

Wendolyn Washington, *President*

Russ Williams, *Treasurer*

Denise Davis, *Secretary*

Kelly Anderson

Delores M. Crum

Karen Dolan

Chip Emanuel

Ethan Glenn

Dr. Z Leah Harris

Jeff Hopkins

Nahid Khataw

Thomas Kim, *Ex-Officio*

Tommy Lawton

Garrett Martin

Jonathan Pearson

Kacie Pietropola, *Ex Officio*

*Friends of the House President*

David Ritter

Jeff Rose

Kim Rose, *Ex-Officio*

Matt Sharpe

Dr. Lauren Steffen

Laura Templeton

Kade Thomas

Michael Wiggins

Special Thank you to our **Board of Directors, Community Advisory Council, Friends of the House Leadership Council and RMHC CTX Staff**

## **RMHC CTX Leadership**

Thomas Kim

*Chief Executive Officer*

Stacy Albrecht

*Chief Advancement Officer*

Kristin Coulter

*Chief Operating Officer*





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



1315 Barbara Jordan Blvd.  
Austin, TX 78723

keeping families **close®**