

the power

of family.



GRATITUDE report 2022



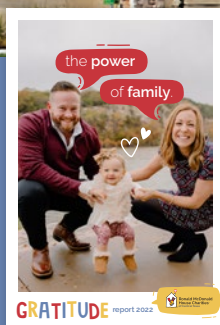
Ronald McDonald
House Charities
of Central Texas

“I sustain myself
with the love of
FAMILY.”

– Maya Angelou

At Ronald McDonald House Charities of Central Texas, we know that the love and support of family is often the strongest medicine of all. It is our true mission and joy to provide programs and resources that keep families together and uplifted during times of medical crisis.

Whether it's through a comfortable bed, a warm meal, or a support group, RMHC CTX believes that supporting the daily needs of families is crucial to helping these families through some of their most difficult times. Our programs provide comfort and care, but, most importantly—they provide the power of family.



On the front cover: Connor and Taylor Buchanan stayed in a Ronald McDonald Family Room in January 2022, when their daughter, Phoebe, was in the NICU at St. David's Women's Center of Texas.

Read their full story on page 8.

Thank You to Our COMMUNITY



Looking back, 2022 was an amazing year of **encouragement**. As we returned to the full capacity of our programs after the COVID-19 pandemic, we were reminded again and again of the purpose behind our mission and the authentic passion of our community.

In 2022, we provided more room nights than any other year in our 38-year history. We danced the night away (in person!) with our Brazos Valley community during the Starlight Affair spring event. We saw our most successful Bandana Ball of all time, raising over \$870,000 to keep families close during a pediatric medical crisis. Throughout the year, we hosted over 1,000 volunteers in the Ronald McDonald House to cook meals for our guest families. Our volunteers handed out more than 30,000 comfort items from the Happy Wheels Carts. **And, most importantly, we served a total of 1,020 families across all of the RMHC CTX programs.**

But as we move into 2023, there's no question that the demand for our services outweighs our current capacity. We continue to turn away 6 out of every 10 families who need us because we do not have any open rooms, and this demand will only grow. The average length of stay at the Ronald McDonald House jumped to 40 nights in 2022, up from 30 nights in 2021. This underscores the importance of our expansion plans; we can only grow with you by our side.

So, with hearts full of gratitude, we say THANK YOU for your support in 2022, and we look forward to serving families, together, in the years to come. We are honored to continue to partner with you, our amazing community, to bring the **power of family** to those who need it most.

With sincere appreciation,



Carolyn Schwarz
Carolyn Schwarz
Chief Executive Officer



David Ritter
David Ritter
Board President

Your **IMPACT**

A by-the-numbers look at how you made a difference across all of our programs at Ronald McDonald House Charities of Central Texas.

TOP PEDIATRIC DIAGNOSES:

Cardiac
Premature Birth
Respiratory
Neurological
Fetal Care

1,020

families served

7,456

children served

803

families **stayed overnight**

17,400

individual meals provided

11,895

overnight stays provided

21.91

average **length of stay**
(House & Family Rooms combined)

*64% average occupancy rate of rooms (House & Family Rooms combined)

*Over 90% occupancy rate of rooms at the Ronald McDonald House

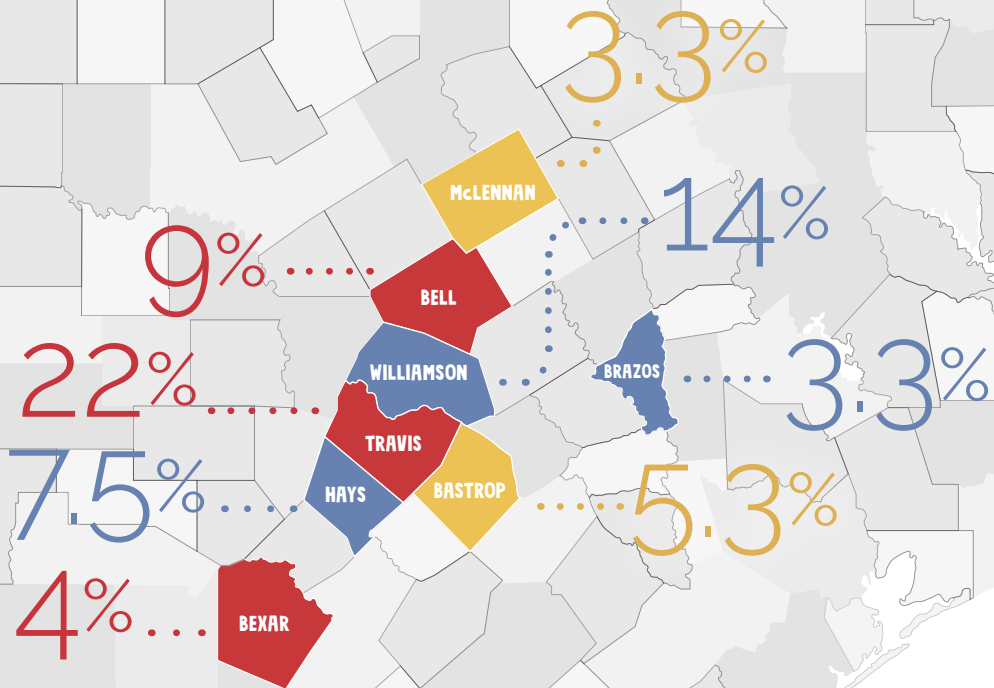
\$2.29 MILLION

amount of **lodging & food expenses** that families saved

*Please note that in 2022, RMHC CTX continued to modify services in order to keep families safe during the COVID-19 pandemic. This included limiting our occupancy rate to be in line with the COVID-19 protocols from RMHC Global.

Serving Our Neighbors in 72 Central Texas Counties

AND BEYOND



Outside of Texas:

Served families from **17** other states

Served families from **3** other countries

Our Ronald McDonald House

2022 IMPACT



- ▷ **30** private guest rooms
- ▷ **8** rooms with private kitchenettes
- ▷ Open **365** days a year, **24** hours a day
- ▷ **295** families served including **6** Brazos Valley families
- ▷ **9,904** overnight stays provided
- ▷ **40** nights average length of stay
- ▷ **109** families stayed **30+** nights
- ▷ **180** families stayed **2+** weeks
- ▷ **19** families stayed **100+** nights
- ▷ **3** families stayed **200+** nights
- ▷ **26** returning families
- ▷ **730** meals provided
- ▷ Families saved **\$1.97** million in lodging and meal expenses

Julie and Kasey Hyde, and their three boys, stayed at the Ronald McDonald House in Spring 2022, throughout Julie's high-risk pregnancy and the birth of their fourth son, Blake.

As any previous guest family will tell you, the Ronald McDonald House is a special place. It's a safe haven and respite for families who are going through an incredibly difficult time. In March 2022, we celebrated as the Ronald McDonald House returned to full capacity after previously limiting our occupancy rate in order to be in line with COVID-19 protocols from RMHC Global. Even with a fully open Ronald McDonald House, we are reminded that our current capacity simply isn't enough for the growing demand for our services in the Central Texas community.

In 2022, over 551 families were placed on the waitlist for the Ronald McDonald House and, of those, 303 never accessed services because there wasn't a room available when they needed it. In the years to come, we look forward to a much-needed expansion of the Ronald McDonald House in order to serve as many families as possible!



More than a **HOUSE**

Notes of **Gratitude** from Families that Stayed at the Ronald McDonald House in 2022

“

Thank you so much for allowing me & my family to stay at the RMH and making us feel **so welcomed** and **loved**.
You really made it feel like home. ”

Overwhelmed by people's generosity...
meals, welcome gifts, staff!

This is such a
wonderful gift to
families in crisis.

Very **home-like environment**. Appreciated every meal provided by volunteers, truly **took the stress away** in figuring out dinner or lunch when my priority was to focus on my daughter.

The RMH in Austin was an **absolute miracle** for our family. From the moment we got there Nick and the rest of the staff went above and beyond to make sure we had nothing to worry about and could **focus on healing** from an emergency C-section and the **recovery** of our daughter in the NICU.

Forever
grateful!
Thank you!

The RMH is the **most beautiful** place to stay without leaving your kid unattended. The facilities are **amazing**, and the staff is **super helpful**.

We loved our stay, and we definitely consider this **our home away from home**. Staff was amazing.

Amazing experience. We could not have done this without you guys.

Everything was
wonderful and
truly felt like home!

“

Thank you very much for this support!
Made a huge difference in being able to best be there for my little one!
Truly grateful for this community. ”



Ronald McDonald FAMILY ROOMS



In January 2022, Connor and Taylor Buchanan stayed in the Ronald McDonald Family Room at St. David's Women's Center of Texas, while their brand new baby girl, Phoebe, was in the NICU.

"Our daughter was born with unexpected complications that impacted her breathing. After a very scary first few minutes of her life, the medical staff transferred her to the NICU for treatment and observation. Following a healthy pregnancy, we were completely shocked and unprepared for a NICU stay. We had recently moved, and the hospital was an hour and a half from our home.



"We were able to stay in one of the Ronald McDonald Family Rooms, and it allowed us to be right down the hallway from our baby girl. We were able to feed, hold, read and sit with her throughout the earliest days and nights of her life. Without this incredible blessing, we would have had to return home, or pay for a costly hotel room in order to be close enough to see her every day.

"Medical expenses can be staggering — especially when unexpected complications arise. RMHC was a refuge for our family while we navigated what felt like an endless road of decisions and difficulties. We are so thankful for the support at a critical time in our lives!"



In January 2023, in honor of Phoebe's first birthday, the Buchanans dropped off a thoughtful gift for a future family who stays in the Ronald McDonald Family Room at St. David's Women's Center of Texas.

“ RMHC has truly been a **gift in our lives**. I don't know how we could ever thank you for all that you provided to us. We are on day 9 of our baby girl being in the NICU, and without RMHC, **we would have missed so much**. We live an hour and a half away, with 4 kids at home. It was so great to be able to have them visit! Without RMHC, we would have had to get a hotel room and that **financial burden** would have made this whole situation worse. We have met several volunteers and they have all been so wonderful. The kindness from all has been so comforting! Thank you, thank you, thank you! ”

-Kyle and Tara Monk



6 Ronald McDonald Family Rooms

St. Joseph Health Regional Hospital, Bryan, TX

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

.....

All of the Ronald McDonald Family Rooms were able to return to full capacity in April 2022, after previously being opened at limited capacity throughout much of 2020 and 2021 due to the Covid-19 pandemic.

617 families served

1,991 room nights provided

4.42 nights average length of stay

258 meals provided

\$317k in lodging savings



In July 2022, the Monk family stayed in the Ronald McDonald Family Room in St. Joseph Health College Station Hospital, while baby Leslie was in the NICU.

Healing HEARTS

108 families served

87 families in Austin
received burial assistance

9 families in the Brazos
Valley received burial
assistance

12 families attended the
HOPE Support Group

Our Healing Hearts program was created in 1993 to support families who have tragically lost a child. The program includes offerings like the HOPE Support Group, memory gardens in Austin and College Station, and financial assistance for burial services and bereavement support. In partnership with other community organizations, RMHC CTX also hosts an annual memorial celebration, offering families a special time to honor and reflect on the life of their child. The 2022 event was held in November at the Umlauf Sculpture Garden & Museum with over 50 in attendance.

The HOPE Support Group is a free support group for parents who have experienced perinatal and infant loss. In 2022, we offered a virtual support group and a one-day retreat.

The memory gardens at the Ronald McDonald House in Austin and St. Joseph Health in College Station honor the life of the child by displaying a river rock engraved with the child's name. Families are welcome to visit their child's stone at both locations.



The Healing Hearts memory garden at St. Joseph Health College Station Hospital provides a quiet, private space for families to gather.



 The Blackburn family participated in our HOPE Support Group following the loss of their daughter, Tatum.



Carol Riley started volunteering as a Ronald McDonald Family Room and Happy Wheels Cart volunteer in February 2022 at the St. Joseph Health College Station Hospital. Carol first heard about RMHC CTX through the Bryan Broadcasting Radiothon.

New mom, **Riley Walker**, received a few much-appreciated snacks and a beautiful, warm blanket from the rounding Happy Wheels Cart at St. Joseph Health College Station Hospital.

HAPPY WHEELS Cart

Every week, volunteers navigate our Happy Wheels Carts through the hallways of five Central Texas hospitals delivering small items of comfort to families and children: a warm cup of coffee, a small toy, a toothbrush, or a warm blanket. In 2022, families received thousands of items from the Happy Wheels Carts, all of which were donated by our generous community.

5 Ronald McDonald Happy Wheels Carts

St. Joseph Health
College Station Hospital,
College Station, TX

St. Joseph Health Regional
Hospital, Bryan, TX

Baylor Scott & White Medical
Center, Rock Prairie, TX

Dell Children's Medical Center,
Austin, TX

St. David's Women's Center of
Texas, Austin, TX

15,515

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

30,000+

comfort items distributed to families and children in the hospital

Our VOLUNTEERS



Volunteers are the heart of our organization.

With opportunities to volunteer at the Ronald McDonald House, Ronald McDonald Family Rooms, pushing a Happy Wheels Cart, making Lunches with Love, or even assisting at a special event, we have a place for anyone who has a heart for families going through a difficult time. We are endlessly grateful for all of our volunteers who give of their time and talents!

In June 2022, the COVID-19 restrictions were lifted at St. David's Women's Center of Texas for our Happy Wheels Carts. Volunteer Margaret Conklin was our first volunteer to push the cart after our return to the hospital.



We love our corporate volunteer groups, like the team from Abrigo. On their visit to the Ronald McDonald House on Earth Day, they made dinner for our families at the House, prepared Lunches with Love, and cleaned up some weeds in our garden!

Serving Where it COUNTS

1,238

total volunteers

6,691

total volunteer hours

17,400

individual meals provided

76

weekly Family
Room volunteers

48

weekly Happy Wheels
Cart volunteers

75

event volunteers

1,165

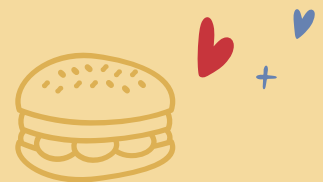
volunteers prepared
a meal in the Ronald
McDonald House

Partners in MISSION

The Central Texas McDonald's owner/operators have supported RMHC CTX since day one. Our local McDonald's champions host fundraising campaigns in their restaurants, serve on our Board of Directors and committees, donate and prepare meals for our families, and sponsor special events.

In 2022, McDonald's continued its legacy of generosity, pledging 1 cent of each Happy Meal purchase 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.

Our Central Texas McDonald's restaurants come together in the month of February for the Share the Love campaign. In 2022, Share the Love raised over \$120,000 for RMHC CTX programs!



77

McDonald's restaurants

18

McDonald's owner/operators



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Jeff Rose
Carolyn Schwarz
Ex-Officio
Matt Sharpe
Molly H. Sherman
Dr. Lauren Steffen
Christopher Szeliga
Sheena Wilde
Garry Wiseman

Special thank you to our 2022 Board Members whose terms ended:

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Chris Born
Justin Brodnax
Bob Frazier
Tam Hawkins
Patrick Ley
Tala Matchett
Sterling Smith

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Stacy Albrecht
Chief Advancement Officer
Emily Bailey
Communications Director

Tyra Banks
Guest Services Representative
Sylvia Castro
Administrative Assistant
Molly Costigan
Donor Database Manager
Maria Cruz
Guest Services Representative
Paula Duke
Volunteer and Programs Director
Ismael Garcia
Guest Services Representative
Valerie Gosch-Russell
Hospital Programs Manager-Brazos Valley
Fiona Graham
Guest Services Representative
Jamie Hayes
Senior Development Manager
Hannah Harless
Development Manager
Derrick Lesnau
Chief Operating Officer
Jessica Lewis
Capital Campaign Director
Eldon Pearson
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Development Director
Carolyn Schwarz
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Annie Shupp
Guest Services Representative
Sarah Tacker
Chief Financial Officer
Caroline Targonski
Volunteer Relations Coordinator
Elizabeth Wallace
Hospital Programs Coordinator
Tanner Williams
Senior Development Manager-Brazos Valley
Ben Yeager
Hospital Programs Coordinator

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Austin

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Danny Baker
Bea Benson
Mike Benton
Ben Blackburn
Emilee Blackburn
Jessica Blood
Becky Bray
Kent Burress
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Scott Flack
Kim Flores
Stacy Flores
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Tim Franke
Mark Frazier
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Stacy Garcia
Carlos Gaztambide
Jody Goehring
Jenny Haefner
Amanda Harris
Mary Love (Bitsy) Henderson
P.J. Henderson
Janet Hall Hewlett
Liz Hocker
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

Lisa Ivie Miller
Elizabeth Nash
Lauren Neil-Jeffrey
Vivienne Ngo
Catherine Parks
Michele Pellman
Robert Reetz
Mavet Riddle-Jones
Miguel Romano
Becki Russell
Jenny Boone Sappington
Win Smith
Adam Stadler
Lindsay Stern
Nikki Swies
Benjamin Teske
Susan Whitworth
Jim Wimberly
Tomi Winstead
Marian Wu, *Co-Chair*

Brazos Valley

Hector Acevedo
Donna Adam
Stephanie Baisey
Dawn Marie Baletka
Rebecca Barerra
Joe Battaglia
Diane Besosa
Nancy Berry
Bobby Boenigk
Rebecca Boenigk
Rebecca Broussart
Lindsey Moore Bolline
Heather Bush
Delores Crum
Gary Daniels
Melissa Davis
Katy Dempsey
Bonnie Denny
Tami Depenning
Danielle Dickey
Ben Downs
Angela Florian
Mark Florian
Kim Fox
Lauren Fox
Christine Folkers
Mindy D. Foster

Julie Freeman
Tim Franke
Kimberly Gaines
Donna Garrett
Katerina Hall
Brooke Harrington
Jules Barnett-Harrison
Dr. Sam Harrison
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Debbie Holladay
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Faye Lane
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Jared Steffen
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Alyson Tonnesen
Ashley Tonnesen
Martha Tyroch
Rebecca Vaughn
Christi Voelkel
Sherri Welch
Sloane Williams
Codie Wright
Kayla Wurtz
Earl Wurzbach, *Co-Chair*
Rose Zamora

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Houston Bolt
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Anna Merryman
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Membership Co-Chair
Marissa Garza
Service Chair
Lily Andersson
Social Co-Chair
Jessica Rein
Social Co-Chair
Justin Brodnax
Member at Large
Jackie Olson
Member at Large

Special thank you to our 2022 Leadership Committee member whose term ended:

Mackenzie Eliff
Vice President



**Ronald McDonald
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of Central Texas

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keeping families **close®**