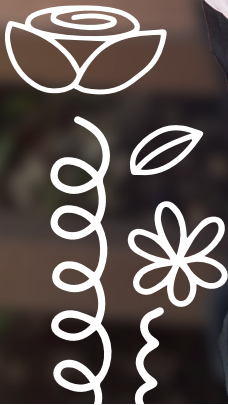


stories of  strength.



GRATITUDE report 2023



Ronald McDonald
House Charities[®]
of Central Texas

We are stronger **TOGETHER.**



At Ronald McDonald House Charities of Central Texas, our mission is centered around the profound impact of familial love and support, especially during challenging times. Because of the generosity of our Central Texas community, we are committed to offering essential programs and resources that unite families and offer solace during a pediatric medical journey.

From cozy accommodations to nourishing meals and compassionate support networks, we recognize the significance of addressing families' everyday needs during their toughest trials. Our programs not only offer comfort and assistance but also harness the strength of families, empowering them to navigate their journeys with resilience.



On the front cover: Elvia Garcia De Chavez holds her granddaughter, baby Emily. The Chavez Family stayed at our Ronald McDonald House for 271 nights, starting in June 2023, while Emily received cardiac care. *Read their full story on page 7.*

We Can't THANK YOU Enough



Looking back, 2023 was an amazing year of growth and change for RMHC of Central Texas.

As we celebrated our 38th year, we served over 1,200 families across all of our programs. That's over 1,200 different families whose lives were positively impacted because of the generosity of friends like you.

We also saw enormous growth in our Ronald McDonald Family Room program, with the update of our Family Room at St. David's Women's Center and in opening a brand new Family Room at Dell Children's Medical Center North Campus. We consider it a huge privilege to come alongside families right there within the hospital, as they care for themselves AND their hospitalized child.

At our Ronald McDonald House, we continue to see an increase in our long-term stays, with over 30 families staying longer than 100 days with us in 2023. Our waitlist data also speaks to this growing trend, with 6 out of every 10 families on our waitlist at the Ronald McDonald House being turned away. Last year, we had a total of 499 families on our waitlist.

These statistics are directly correlated to the growing expertise in pediatric acute care in our Central Texas medical community. Families are increasingly traveling to Central Texas for complex pediatric medical care, and we must expand our program capacity to be able to effectively serve these families. We can only grow with you by our side!

So, with full hearts, we say a huge THANK YOU for your support in 2023. Throughout our Gratitude Report, you'll read about the tangible impact you helped to provide to our families as they stay strong for their ill or injured child. As we continue to partner together in the coming year, we look forward to sharing many more **stories of strength** as we care for families who need us.

With heartfelt gratitude,



Wendolyn Washington
2024 Board President



Thomas Kim
Chief Executive Officer

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.

++
+ 1,247

families served

10,333

children served

★
13,599

overnight stays provided

22,795

individual meals provided

☾
1,100

families stayed overnight

35.70

average length of stay
(House & Family Rooms combined)

★
TOP PEDIATRIC
DIAGNOSES:

Cardiac
32%

Premature Birth
20.3%

Fetal Care
9.3%

Surgery
4.1%

Epilepsy
3.1%

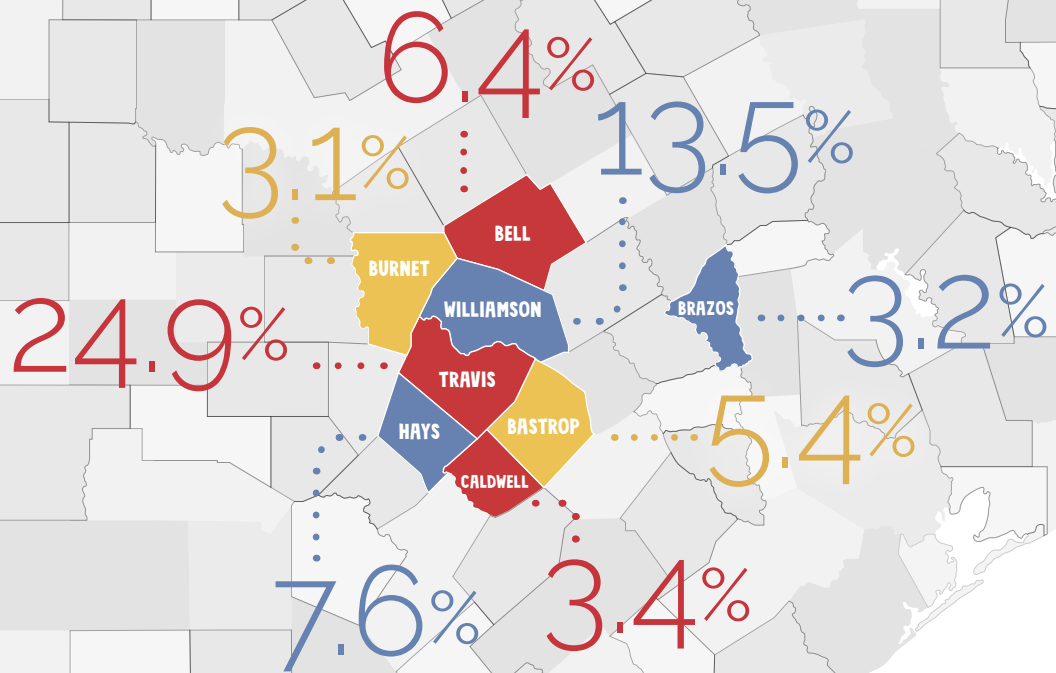


\$2,584,835

amount of lodging & food expenses that families saved

Serving Our Neighbors in
72 Central Texas Counties

AND BEYOND



Outside of Texas:

Served families from **13** other states

Served families from **3** other countries

The Ronald McDonald House

2023 IMPACT



Our Ronald McDonald House is a 30-bedroom home-away-from-home, located in Austin, TX. For over 260 families in 2023 alone, it was a safe haven and crucial resource for families caring for an ill or injured child. Despite serving hundreds of families in need, this past year it became even more apparent that our current capacity simply isn't sufficient for the growing demand for our services in our Central Texas community.

499 Families Placed on the Waitlist in 2023

15 Average Number of Days Families Stayed on the Waitlist

263 Number of Referred Families Unable to Stay Due to the Waitlist

30 private guest rooms

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

10,473 overnight stays provided

45.3 nights average length of stay

102 families stayed **30+** nights

162 families stayed **2+** weeks

30 families stayed **100+** nights

594 meals provided

Families saved **\$2.08** million in lodging and meal expenses

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



The CHAVEZ Family Story

The Chavez family, originating from El Paso, relocated to Austin to receive expert medical care for baby Emily's heart condition. Recalling their eight-month stay, the family expressed appreciation for the Ronald McDonald House's proximity to the hospital and the nurturing environment, which felt like a genuine home away from home. "It's been a huge help," they explained, highlighting the alleviation it provided by eliminating the need to plan lodging and meals amidst medical appointments and consultations.

"It's more than just a room and a meal," said Elvia Garcia De Chavez, Emily's grandmother. She recalls the close friendships they forged with fellow guest families, including their next-door neighbors at the Ronald McDonald House, the Villarreal Family, whose twins were experiencing similar medical challenges. These connections, Elvia expressed, provided invaluable emotional support during their extended stay away from home, and will continue to build even after their stay.

"I believe the people who come here have huge hearts," said Elvia, reflecting on the selfless dedication of volunteers who tirelessly cook meals and offer support. The Chavez family found deep solace in the nurturing community that thrived within the Ronald McDonald House walls, ensuring they could stay close to their child while also caring for themselves.



The Villarreal Family sits with Elvia and Emily outside of the Ronald McDonald House.

“

It's more than just a room and a meal.

- Elvia Garcia De Chavez

”

During their 8-month stay at the Ronald McDonald House, **baby Emily** and her family were able to participate in a variety of holiday festivities, including trick-or-treating as Little Red Riding Hood for Halloween and enjoying a visit with Santa Claus in December.

Ronald McDonald FAMILY ROOMS



2023 was an exciting year for our Ronald McDonald Family Room program as we opened our seventh Family Room, located at Dell Children's Medical Center North Campus, in addition to renovating our Family Room at St. David's Women's Center.



Volunteer **Namita Maralla** welcomes families to the renovated Family Room at St. David's Women's Center.



RMHC CTX Staff at the Ribbon Cutting Ceremony for our renovated Family Room at **St. David's Women's Center**.

7 Ronald McDonald Family Rooms

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



Our new Family Room at Dell Children's North. ↓



Having a baby in the NICU for 10 weeks is a nightmare. RMHC helped us and was a light in the dark.

Thank you so much! Being close to our son means the world to us. Thank you for making that possible!

“ We adopted our baby girl on Halloween, and I never wanted to leave her side.

We live far away and the 1.5 hour commute was awful in Austin traffic.

I cried every day until we heard about the Family Room. Staying here has done wonders for our bonding and emotional coping! It almost feels like we are at home. The NICU nurses immediately noticed a difference in baby's health with mom and dad close by. Thank you for recognizing this need and providing a space to be a family. ”

We lived **over 3 hours away** and our daughter was going through a lot in the NICU. It was so helpful and amazing to have the Ronald McDonald House available to us. It will always mean more than anyone will know.

Thank you for providing a quiet place to unwind in such an overwhelming time.

.....

In 2023...

842 families served

3,126 room nights provided

4.97 nights average length of stay

5,514 meals provided

\$500k in lodging savings

.....

“ I didn't even realize how traumatized I was until the day I was told to be discharged from the hospital and leave my babies behind in the NICU. RMHC gave me **4 extra days close to my babies** which immensely helped in the transition to what was our new reality. It made a very difficult experience that **much easier to cope with**. We are forever grateful. ”

Healing HEARTS

142 families served

100 families in Austin received burial assistance

19 families in the Brazos Valley received burial assistance

23 families attended the HOPE Support Group

Our Healing Hearts program was created in 1993 to support families who have tragically lost a child. **In 2023, we served over 140 families.** The program, which is unique to our Central Texas chapter, includes offerings like the HOPE Support Group, memory gardens in Austin and College Station, and financial assistance for burial services and bereavement support. The HOPE Support Group is a free support group for parents who have experienced perinatal and infant loss. In partnership with other community organizations, RMHC of Central Texas also hosts an annual memorial celebration, offering families a special time to honor and reflect on the life of their child.



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.



HAPPY WHEELS Cart

Our volunteers navigate our Happy Wheels Carts through the hallways of Central Texas hospitals each week, delivering small items of comfort to families and children: a sack lunch, a small toy, a toothbrush, or a warm blanket. Sometimes the snacks and lunches we provide are the first time a family member has eaten that day, not wanting to leave their child's bedside. Thank you for donating items to our Happy Wheels Cart!

5 Ronald McDonald Happy Wheels Carts

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

Baylor Scott & White Medical
Center, Rock Prairie, TX

Dell Children's Medical
Center, Austin, TX

Dell Children's Medical
Center North, Austin, TX

St. David's North Austin
Medical Center, Austin, TX

20,824 35,000+

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

(9,193 kids and 11,631 adults)

comfort items distributed to families and children in the hospital

"In March 2023, Charlie was diagnosed with a very rare form of epilepsy that affects his speech and development. He was hospitalized 6 times for a total of 45 days last year. The Happy Wheels Cart visited us many times, bringing Charlie toys and crayons and things to distract him. I am grateful for all the shampoo and toiletries they gave me as well. There were many times we ended up at the hospital by ambulance or with no warning and I had nothing with me."

- **Karen Cruickshanks, Charlie's Mom**





Our VOLUNTEERS



Our organization thrives on the dedication of volunteers. Whether it's lending a hand at the Ronald McDonald House, Ronald McDonald Family Rooms, distributing joy through our Happy Wheels Carts, preparing Lunches with Love, or supporting special events, there's a role for anyone who is looking to help care for families in need. We are so thankful to each and every one of our volunteers for their invaluable contributions to RMHC CTX!

We love our corporate volunteer groups, like this team from **Dignity Memorial**, above, who cooked dinner at our Ronald McDonald House, and this group from **Lennar**, bottom left, who helped to spread holiday cheer with donated gifts for Santa's Workshop!

Volunteer Emily Ander pushes the Happy Wheels Cart at St. Joseph Health College Station Hospital.



Serving Where it **COUNTS**

3,520

total volunteers

13,866

total volunteer hours

22,795

individual meals provided

138

weekly Family Room volunteers

120

weekly Happy Wheels Cart volunteers

47

event volunteers

1,934

volunteers prepared a meal in the Ronald McDonald House



Partners in **MISSION**

Our Central Texas McDonald's owner/operators have been an incredibly important part of RMHC CTX since the very beginning! Our local McDonald's champions host fundraising campaigns in their restaurants like Round Up for RMHC and Share the Love, serve on our Board of Directors and committees, donate and prepare meals for our families, and sponsor special events.

In 2023, 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.

83

McDonald's restaurants

19

McDonald's owner/operators

Our Leadership

2024 Board of Directors

Wendolyn Washington,
President

Thomas Aylor, *Treasurer*

Karen Dolan, *Secretary*

Kelly Anderson

Jenny Cook, *Friends of the House President*

Delores M. Crum

Denise Davis

Chip Emanuel

Ethan Glenn

Z Leah Harris

Nahid Khataw

Thomas Kim, *Ex-Officio CEO*

Tommy Lawton

Patrick Ley

Garrett Martin

Jeff Hopkins

Jonathan Pearson

David Ritter

Jeff Rose

Matt Sharpe

Laura Templeton

Kade Thomas

Michael Wiggins

Special thank you to our 2023 Board Members whose terms ended:

Nicole Brenning

Susan Lubin

Katie Owen

Molly Sherman

Chris Szeliga

Sheena Wilde

RMHC CTX Staff

Giovanna Alanis-Vega
House Operations Manager

Stacy Albrecht
Chief Advancement Officer

Emily Bailey
Communications Director

Tyra Banks
Guest Services Representative

Rebekah Beveridge
Guest Services Representative

Sylvia Castro
Administrative Assistant

Molly Costigan
Database Manager

Maria Cruz
Guest Services Representative

Ismael Garcia
Guest Services Representative

Hannah Grabbe
Hospital Programs Assistant

Fiona Graham
Guest Services Representative

Patrick Hanrahan
Accounting Representative

Hannah Harless
Development Manager – Corporate & Community Engagement

Jamie Hayes
Senior Development Manager – Major Gifts

Derrick Lesnau
Chief Operating Officer

Jessica Lewis
Development Operations Director

Lindsey Sanders
Development Director

Taylor Sanders
Communications Coordinator

Sarah Tacker
Chief Financial Officer

Paula Tanner
Volunteer and Programs Director

Caroline Targonski
Volunteer Relations Coordinator

Elizabeth Wallace
Hospital Programs Coordinator

Tanner Williams
Senior Development Manager – Brazos Valley

Community Advisory Council

Austin

Blake Absher

Danny Baker

Bea Benson

Mike Benton

Ben Blackburn

Emilee Blackburn

Jessica Blood

Jenny Boone Sappington

Becky Bray

Kent Burress

Amber Carden

Craig Carlton

Tomas Corzo

Carol Crowley

Delores Crum

Ian Cude

Regina Dargahi

John Dunham, *Co-Chair*

Kate Flack

Scott Flack

Kim Flores

Stacy Flores

Thomas Fowler

Tim Franke

Lauren Galea

Stacy Garcia

Carlos Gaztambide

Jody Goehring

Jenny Haefner

Amanda Harris

Bitsy Henderson

P.J. Henderson

Janet Hall Hewlett

Liz Hocker

Bobby Jenkins

Mavet Riddle-Jones

Ed Katkic

Tamra Kerns

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
Viviene Ngo
Catherine Parks
Michele Pellman
Robert Reetz
Miguel Romano
Becki Russell
Win Smith
Adam Stadler
Lindsay Stern
Nikki Swies
Benjamin Teske
Delmy Ustariz
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
Bobby Boenigk
Rebecca Boenigk
Rebecca Broussart
Lindsey Moore Bolline
Heather Bush
Victoria Coons
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
Julie Freeman
Kimberly Gaines
Donna Garrett
Katerina Hall
Brooke Harrington
Julie Barnett-Harrison
Dr. Sam Harrison
James Hoffman
Debbie Holladay
Kaitlyn Jones
Faye Lane
Kristina Lee
Shannon Madlock
Maegan Mahoney
Meredith McAuliffe
Seth McKinney
Connie Miles
Allison Polka
BG Joe E. Ramirez, Jr.
Kirstin Rayborn
Kristy Fox Satsky
Craig Shaefer
Dr. Scott Schams
Justin Schroeder
Kathy Schroeder
Matt Sharpe, *Co-Chair*
Atousa Slafko
Jeanie Smith
Justine Spath
Jared Steffen
Dr. Lauren Steffen
Jackie Stradtman
Stacey Stuenkel
George Tays
Sharon Tinker
Alyson Tonnesen
Ashley Tonnesen
Martha Tyroch
Rebecca Vaughn
Christi Voelkel
Sherri Welch
Sloane Williams
Codie Wright
Kayla Wurtz
Earl Wurzbach, *Co-Chair*
Rose Zamora

**Friends of the House
Leadership Council**

Jenny Cook
President
Michael Mischloney
Vice President
Macki Wammack
Treasurer
Kacie Ragusa
Secretary
Monika Hernandez
Service Chair
Erin Lachaal
The House Party Chair
Caitlin Kuglen & Jordyn Gauntt
Social Chairs
Sarah Johnson
& Anna Merryman
Communications Chairs
Jess Rein & Lily Andersson
Membership Chairs
Houston Bolt & Allison Price
Directors at Large





**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

info@rmhc-ctx.org

rmhc-ctx.org    



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



1315 Barbara Jordan Blvd.
Austin, TX 78723

keeping families **close**®