



RMH NEAR UCHICAGO MEDICINE COMER CHILDREN'S HOSPITAL



“ We could not be more grateful to the staff, volunteers, and everyone else involved with Ronald McDonald House Charities for everything they gave during this unimaginable time in our life.” - Kayla Ybanez

YOUR SUPPORT

Builds a Stronger Future for Families

Any parent who has experienced a stay at the Ronald McDonald House knows it's not just about the critical need to stay near their hospitalized child, it's about the holistic care the entire family receives in a House that feels like home.

During a year of building – and rebuilding – to expand services for families, your support was the foundation that allowed us to remain focused on the core of our mission – we exist so families can get better together.

At the beginning of the year, our community celebrated a landmark gift from AbbVie that allowed us to expand our Ronald McDonald House near Advocate Children's Hospital with five brand new rooms, for a total of 1,700 more nights annually to families.

But in the midst of this expansion, our Ronald McDonald House near UChicago Medicine Comer Children's Hospital experienced massive damage due to a burst pipe during the record-breaking cold of the polar vortex. While devastating in the moment, our community supported families in every way possible as we rebuilt. The outpouring of love and support in the form of donations, hundreds of volunteer hours, and amazing partners who gave their all to revitalize our House was truly overwhelming. In October, we re-opened the doors and once again welcomed up to 22 families each night.

If one expansion and one unexpected rebuild weren't enough, remodeling two floors at our Ronald McDonald House near Lurie Children's during summer and fall also resulted in more



available guest rooms for families at our largest House in the region. The two floors were redesigned to better meet the needs of families with features such as hardwood floors and in-room refrigerators.

In addition to new physical spaces, 2019 also marked the addition of new services for families thanks to a diverse network of supporters. Mama Connection, in partnership with The Family Institute at Northwestern University, began providing mothers with children at Lurie Children's a community of support from fellow parents as well as experienced therapists and staff. Families supported by the Ronald McDonald House near Lurie Children's also began enjoying a new, wide variety of chef-crafted meals with the introduction of Culinary Hearts, part of our Meals from the Heart program.

“As we consider any change to our Houses or services – whether that's adding a new room, making a change like flooring to an existing space, or offering a new program like Mama Connection or Culinary Hearts – our primary consideration is how it will help families heal together or make our services accessible to more families,” said Holly Buckendahl, Chief Executive Officer, Ronald McDonald House Charities of Chicagoland & Northwest Indiana. “None of this growth would be possible without a solid foundation of support from our community, and for that, we are so grateful.”

RMH NEAR ADVOCATE CHILDREN'S HOSPITAL



“We really felt a sense of comfort and home while we were staying at the House. Not only do we thank you, but Mia thanks you, our thriving, beautiful baby girl with a fully repaired heart. She's doing wonderfully and big reason for that is the Ronald McDonald House.”
- Jeanna & Robert Polacek

RMH NEAR LURIE CHILDREN'S



“Every family who has gone through a transplant knows the anxiety around keeping your child as well as possible, but this place brought us peace of mind and there's a community here who understands those challenges.”
- Hemma Clark

LETTER FROM THE CEO



Holly Buckendahl

HOLLY BUCKENDAHL
Chief Executive Officer

On behalf of the Board of Directors and team at Ronald McDonald House Charities of Chicagoland & Northwest Indiana, it is my pleasure to share with you our 2019 Annual Report.

We are grateful for your partnership and support that continued to make our mission possible to help families get better together. Our three-year Strategic Framework Pillars: Serve Families, Build Community, and Ensure Organizational Vitality served as the guiding compass for business plan initiatives.

The year brought some unexpected challenges, such as a devastating flood at our Ronald McDonald House near UChicago Medicine Comer Children's Hospital, which resulted in an interior rebuild over an eight-month period. At the same time, our focus on putting family care first was visible through the expansion of bedrooms in two other Ronald McDonald Houses, increasing the total number of families we can serve each night to 162. We ended the year with a generous gift to expand our Ronald McDonald House near Lurie Children's by 10 bedrooms in 2021.

Additionally, we made some necessary investments within our technology infrastructure to strengthen our ability to serve families, fund the mission, and build organizational efficiencies across our nine locations. Please take a moment to review our 2019 impact statistics and financials on pages 3 and 4 of this report

In his second year as Board Chair, Kevin Ozan provided vision, focus, and Board Member discipline to steer the Charity toward a sustainable future. We are grateful for Kevin's leadership and the deep impact provided during his tenure on the Board. In December, the Board elected Pete Bensen to succeed Kevin as Chair in 2020 & 2021. We look forward to continuing mission momentum under Pete's leadership.

The strength of our accomplishments were possible because of the incredible, unwavering support and generosity of donors like you.

Many thanks for joining in our shared mission to help families get better together.

EXECUTIVE COMMITTEE

KEVIN OZAN
CHAIR

MARION GROSS
SECRETARY

ROBERT MCGONIGLE
VICE CHAIR

PETE BENSEN
TREASURER

HONORARY MEMBER

CHARLIE MARINO, FOUNDER

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Laura Herrera	Eric Schroeder
Tara Kamradt	Bob Sheehan
Greg Koerner	John Shultz
	Melanie Steinbach



Meet
MARIA LA ROSA
ADVANCED PRACTICE NURSE
Advocate Children's Hospital

Maria La Rosa sees children almost every day of the year as our two Ronald McDonald Care Mobiles visit schools and community centers in Chicago and throughout the suburbs. In 2019, we provided check-ups and vaccines for over 3,800 children.

"It is about being a welcoming face for children and a bridge for these families to the healthcare that their children need to start and stay in school."

RONALD MCDONALD HOUSE CHARITIES® OF CHICAGOLAND & NORTHWEST INDIANA

 18,209 Children served	 15,283 Families served	 \$9.7 million Saved by families	 140,337 Volunteer hours
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RONALD MCDONALD HOUSE® PROGRAM

 6,053 Children served	 39,523 Nights Provided to families in need	 8 Nights Average length of a family stay	 \$7.7 million Saved in food and lodging costs
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RONALD MCDONALD FAMILY ROOM® & HOSPITALITY CART PROGRAMS

 8,312 Children served	 5,390 Nights Provided to families in need	 7 Nights Average length of a family stay	 14,772 Family Room visitors	 \$1.03 million Saved in food and lodging costs
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RONALD MCDONALD CARE MOBILE® PROGRAM

 3,821 Children who received health care treatment	 6,534 Vaccinations provided	 \$877,486 Saved in medical costs
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RONALD MCDONALD HOUSE CHARITIES® U.S. SCHOLARSHIP PROGRAM

 23 College students received financial assistance	 \$86,000 Invested in the continued education of high-achieving, financially-challenged students
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Ronald McDonald Houses®
Each night, we keep families with hospitalized children close to the care and resources they need at five area Ronald McDonald Houses. Our Houses, which provide families with comfortable, private rooms, home-cooked meals, activities, and all the comforts of home, are located a short distance from Advocate Children's Hospital, Loyola University Medical Center, Lurie Children's, Northwestern Medicine Central DuPage Hospital, and UChicago Medicine Comer Children's Hospital. Ronald McDonald House allows families to focus on the health of their child by providing access to the best medical care possible.

Ronald McDonald Family Rooms®
Our three Ronald McDonald Family Rooms, located just steps away from pediatric intensive care units in Edward Hospital, Lurie Children's, and UChicago Medicine Comer Children's Hospital, provide a haven of respite and hospitality for families of the most medically fragile children. Family Rooms offer many of the comforts of home including private bedrooms, living spaces, meals, and hospitality for families whose children are receiving treatment.

Ronald McDonald Care Mobiles®
In partnership with Advocate Children's Hospital, we operate two mobile medical units that bring health care directly to underserved children in Chicagoland. This program provides health care and education services to children in neighborhoods where access to primary and preventative care such as immunizations, school physicals, and vision screenings are limited or unavailable. The Ronald McDonald Care Mobile provides an entry point into a regular pattern of health care for vulnerable children, with the goal of connecting the child to a medical home.



2019 FINANCIALS

OPERATING REVENUES*

(excluding investment gains and losses)

Individual	\$4,754,339	41.1%
Corporate	\$1,779,072	15.4%
Foundations/Grants	\$966,175	8.4%
Donated Products & Services	\$1,188,435	10.3%
Room Donations & House Operations	\$273,896	2.4%
Special Events (net)	\$1,857,689	16.1%
Rental Income	\$733,192	6.3%
Total	\$11,552,798	

TOTAL INCOME **\$12,346,677**

(including investment gains and losses)

*Revenue and Expenses EXCLUDE Non-Operating items related to the Polar Vortex, including Insurance Proceeds, remediation and temporary housing costs.

NET ASSETS END OF YEAR

Without Donor Restriction	\$64,336,689
With Donor Restriction	\$3,016,437
	\$67,353,126

YOUR DONATIONS AT WORK*

Program Services	\$7,560,255	71%
Development	\$1,121,117	11%
Administrative	\$2,021,019	18%

GET INVOLVED!

ronaldhousechicago.org

CHICAGOLAND LOCATIONS

RONALD MCDONALD HOUSES

Ronald McDonald House® near Advocate Children's Hospital
4410 W. 93rd Street
Oak Lawn, IL 60453
708.423.5285

Ronald McDonald House® near Northwestern Medicine Central DuPage Hospital
0N150 Winfield Road
Winfield, IL 60190
630.517.8678

Ronald McDonald House® near Loyola University Medical Center
Tripp Ave. at Air Mail Road
Hines, IL 60141
708.327.2273

Ronald McDonald House® near Lurie Children's
211 E. Grand Avenue
Chicago, IL 60611
312.888.2500

Ronald McDonald House® near UChicago Medicine Comer Children's Hospital
5444 S. Drexel Avenue
Chicago, IL 60615
773.324.5437

RONALD MCDONALD FAMILY ROOMS

Ronald McDonald Family Room® in Lurie Children's
225 E. Chicago Avenue
Chicago, IL 60611
312.227.3929

Ronald McDonald Family Room® in UChicago Medicine Comer Children's Hospital
5721 S. Maryland Avenue
Chicago, IL 60637
773.834.4859

Ronald McDonald Family Room® in Edward Hospital
801 S. Washington Street
Naperville, IL 60540
630.527.3800

BUSINESS OFFICE

RMHC-CNI Business Office
1301 W. 22nd Street, Ste. 905
Oak Brook, IL 60523
630.354.7750

WAYS TO SUPPORT

Ronald McDonald House Charities of Chicagoland & Northwest Indiana

DONATE

Every dollar makes a difference in the lives of children and families

ronaldhousechicago.org/donate

VOLUNTEER

Donate your time and talents to help families get better together

ronaldhousechicago.org/volunteer

EVENTS

Attend an event and give back to those in need while having fun

ronaldhousechicago.org/events