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.”
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.

HOLLY BUCKENDAHL
Chief Executive Officer

EXECUTIVE COMMITTEE

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CHAIR

ROBERT MCGONIGLE
VICE CHAIR

MARION GROSS
SECRETARY

PETE BENSEN
TREASURER

HONORARY MEMBER

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Salerno
Sandy Prohammer
Christine Quigley
Michael Schamberger
Eric Schroeder
Bob Sheehan
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 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)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual</td>
<td>$4,754,339</td>
<td>41.1%</td>
</tr>
<tr>
<td>Corporate</td>
<td>$1,779,072</td>
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</tr>
<tr>
<td>Foundations/Grants</td>
<td>$966,175</td>
<td>8.4%</td>
</tr>
<tr>
<td>Donated Products &amp; Services</td>
<td>$1,188,435</td>
<td>10.3%</td>
</tr>
<tr>
<td>Room Donations &amp; House Ops</td>
<td>$273,896</td>
<td>2.4%</td>
</tr>
<tr>
<td>Special Events (net)</td>
<td>$1,857,689</td>
<td>16.1%</td>
</tr>
<tr>
<td>Rental Income</td>
<td>$733,192</td>
<td>6.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$11,552,798</strong></td>
<td></td>
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</tbody>
</table>

### TOTAL INCOME  
(including investment gains and losses)

**$12,346,677**

*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

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Without Donor Restriction</td>
<td>$64,336,689</td>
</tr>
<tr>
<td>With Donor Restriction</td>
<td>$3,016,437</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$67,353,126</strong></td>
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</table>

### YOUR DONATIONS AT WORK*

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$7,560,255</td>
<td>71%</td>
</tr>
<tr>
<td>Development</td>
<td>$1,121,117</td>
<td>11%</td>
</tr>
<tr>
<td>Administrative</td>
<td>$2,021,019</td>
<td>18%</td>
</tr>
</tbody>
</table>

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**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](ronaldhousechicago.org/donate)

**VOLUNTEER**  
Donate your time and talents to help families get better together  
[ronaldhousechicago.org/volunteer](ronaldhousechicago.org/volunteer)

**EVENTS**  
Attend an event and give back to those in need while having fun  
[ronaldhousechicago.org/events](ronaldhousechicago.org/events)

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**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  
  630.527.8678
- Ronald McDonald House® near Loyola University Medical Center  
  Tripp Ave. at Air Mail Road  
  Hines, IL 60141  
  708.327.2273
- Ronald McDonald House® near 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  
  773.334.4859
- Ronald McDonald Family Room® in Edward Hospital  
  851 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

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**GET INVOLVED!**
[ronaldhousechicago.org](ronaldhousechicago.org)