



FAMILY HOUSE

Impact

2017 ANNUAL REPORT

Keeping Families Together



CEO's Message

Dear Family House Friends,



We hope you enjoy our new short-format FY17 Annual Report. As we reflect on the successes of the past year, we want you to know how much your generous support means to us.

Thanks to you, The Nancy and Stephen Grand Family House has become a haven for families with seriously ill children who would not otherwise receive compassionate, free housing during the most challenging times of their lives.

As we expand the scope and impact of our work, your continued support means more than ever. I welcome you to connect with me to share your feedback, visit us at Family House, share a meal or come for a tour, even if you've already been here. We look forward to welcoming you!

Wishing you a healthy 2018,

Alexandra E. Morgan, CEO
amorgan@familyhouseinc.org

Because of You

In 2017, you were one of the 5,902 wonderful donors, volunteers, and partners who offered time, talents, and funding to provide families in medical crisis with care, comfort, and dignity. *Thank you!*

Who We Serve

Family House is open 365 days per year, 24 hours per day. We have 80 family-sized guest rooms and are close to full capacity each night.

- **4,519** kids and families served
- **60%** are **low-income** (as determined by UCSF pediatric social workers)
- **60%** are being treated as outpatients
- **10.2%** are from the Bay Area
- **9.5%** are from other states
- **80%** are from the rest of California
- **0.3%** are international



Length of Stay & Occupancy

Families may stay at Family House for as long as they need while their child is receiving treatment.

- **22.7 room nights** per family over the course of a year
- **7 consecutive nights** average length of a single stay
- **90% occupancy** averaging 240 guests per night
- **\$100** cost to house a family per night

Leveraging the Power of Volunteers & Strategic Partnerships

Volunteers are critical to our mission. They allow us to extend each dollar donated by performing core services and allowing us to operate with a small staff. **The ratio of volunteers to staff is 100 to 1.**

Volunteer Hours by Task



Strategic Partnerships:



Hospitality & Family Services

In addition to housing, Family House provides a caring community of staff, volunteers, and donor partners who enable families to live in comfort and dignity during the most difficult time of their lives. All of our services are provided 100% free of cost, **thanks to generous donor support**.*



- **18,200+ BREAKFASTS SERVED**, allowing families to start their day with a nutritious meal

- **160 DINNERS PROVIDED WEEKLY**, so families can relax together



- **8 KITCHEN PANTRIES STOCKED** so parents can cook their sick child's favorite meals



- **312 MUSIC THERAPY & social worker SUPPORT GROUPS**

- **234 THERAPY DOG VISITS**



- **104 COOKIE TIME and STORY TIME activities**

- **324 ARTS & CRAFTS, GAME NIGHTS, HOLIDAY PARTIES**



- **New! POPCORN & A MOVIE on Friday evenings**

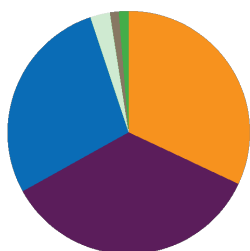


*To see a complete list of donors, visit familyhouseinc.org/annualreport

2017 Financial Summary

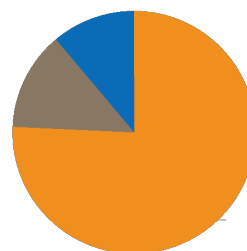
Having diverse sources of income and sound fiscal oversight enabled Family House to continue deliver on our mission while meeting our annual operating costs of \$3.8 million.

Sources of Income



- Special Event Proceeds 32%
- Individuals 35%
- Corporations/Foundation 28%
- Room Reimbursements 2.6%
- Interest 1.3%
- In-Kind Donations 1.1%

How Funds Were Used



- Family Services 76%
- Administration 13%
- Fundraising & Outreach 11%

Thank You for Making A Difference

“ I am thankful for Family House for being our home away from home during our baby’s long stay at the hospital. Located close to UCSF, Family House made it possible for our family to stay together and to focus our energy on taking care of our sick baby. But more than just being a place to sleep, Family House has also become our sanctuary to de-stress and feel normal. Our journey would have been rougher and more stressful without Family House. ”

-Joan Balayan Hipolito,
a Family House mom



BOARD OF DIRECTORS

Steve Goldfarb, Esq.,
Board Chair

Tory Cable

Anne Finigan

Linda Goldfarb

Nancy Grand

Susie Heller

Michelle Hermiston, M.D.

Jim Kauffman

Lorcan Kearney

Kevin Keenley

Todd Kovacevich

John Kugler

Hanmin Lee, M.D.

Ann Adamson Leonardo

Susan Mall

Gracie Mercado

Scott Miller

Diana Montgomery, M.D.

Bob Nibbi

Mark Orsi

Carl Reichardt, Jr.

Randi Saffian

Gerry Sangiacomo

Kim Scurr, R.N.

Alexandra Singer

Jeff Smith

Drew Stroud

Roger Swanson

Jill Thompson, M.D.

Dan Toney

Douglas Wall

Mariana Wall

Russ Yoshinaka

ADVISORY BOARD

Tony Gemignani

Jane Hawgood

Eli Kha

Adriel Lares

Todd McKinnon

Amy McKnight

Drew McKnight

Pat Monahan

Taylor Moore

David Pillsbury

Frank Pizzo

William Shea

Steve Soja

Rob Stuart

Bobby Thomas

Kathleen Toney

Linda Turner

Spencer Wang

Debbie Zachareas

OUR MISSION

Family House serves as a home away from home for families of children with cancer and other life-threatening illnesses by providing physical comfort and emotional support, free from financial concerns.



FAMILY HOUSE

Nancy & Stephen Grand Family House

540 Mission Bay Blvd., North, San Francisco, CA 94158

(415) 476-8321 | Tax ID 94-2722663

www.familyhouseinc.org | info@familyhouseinc.org

Facebook: FamilyHouseSanFrancisco Instagram: familyhousesf

Twitter: familyhouseinc Blog: familyhouseinc.blogspot.com