



FAMILY HOUSE

Impact

2018 ANNUAL REPORT

Keeping Families Together



CEO's Message

Dear Friends of Family House,



I hope you enjoy this annual report that describes the impact that the Nancy and Stephen Grand Family House has made in the past year. Families tell us daily that they do not know what they would do without Family House and in a recent guest survey, 68% of families responding report that their child would not have received treatment at the UCSF Benioff Children's Hospital without us. This is a reminder of the essential role we play in providing family-centered care.

We live daily with the unthinkable: families dealing with a child's serious illness, most often cancer. Therefore, it is important to balance fun activities at Family House with attention to the immediate needs of sick children and their families. With a difficult diagnosis, life is turned upside down and all energy is focused on one thing: treatment. Normalcy typically goes out the window. So at Family House, delivering normalcy is what we're all about: a clean and safe place to stay, a regular schedule, regular meals, school help for patients and siblings, therapy dogs, birthday parties, and many other activities. Simple but profound.

We cannot change a diagnosis, but we are here to brighten lives, hold hands, and most especially to listen. With the help of 4,200 volunteers in 2018, we've been able to do a great deal to support our families in physical and emotional ways. It is our community that enables the board, staff, and volunteers to continue to provide essential services at the most important time in a family's life. On behalf of the over 4,000 guests who called the Nancy and Stephen Grand Family House "home" in 2018, thank you. You make us possible.

Alexandra E. Morgan

Alexandra E. Morgan
Chief Executive Officer

Why Your Support Matters

3-year old Reese's leukemia was so rare and complicated that it required treatment at the UCSF Benioff Children's Hospital in San Francisco. The entire family (sisters Quinn and Claire, parents, and grandparents) relocated from the Chicago area for more than a year to support her during treatment.

Family House gave them strength while keeping the whole family together.



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.

2018 Impact: Housing

Each night, Family House provides **80 families** with temporary housing and a supportive community, 100% free of charge. Family House keeps families together and helps them live with dignity during the most difficult time of their lives.



4,056 guests
stayed **24,060** nights



\$166 cost per night
for Family House
to house a family

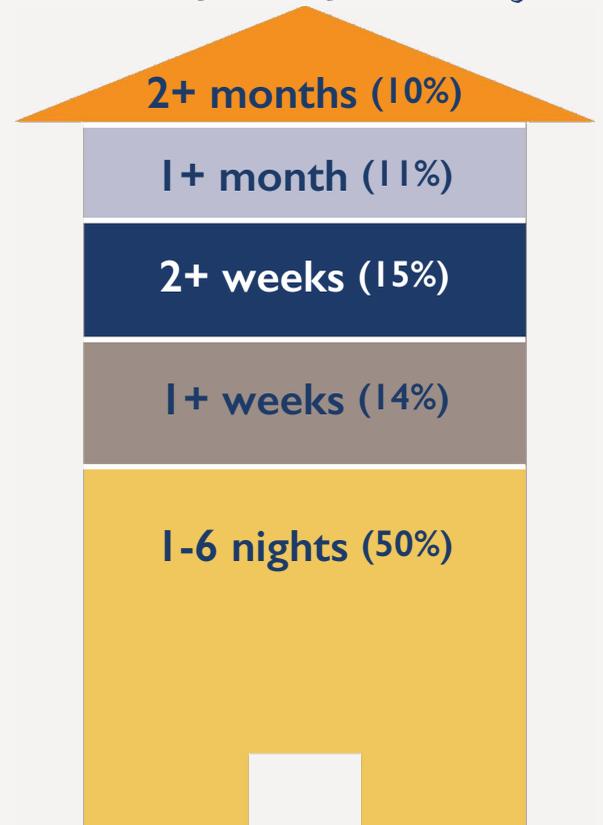


\$338 average cost of a
San Francisco hotel room
for one night



With an average
7-night stay, families
save **over \$2,300**
per Family House visit,
for a total **savings of**
\$8,132,280
in 2018

Average Length of Stay



“Having a sick child is stressful on its own, but still being able to be a family unit makes Family House more like home. It’s such a blessing.”
-Lorinda, mom to 1-year old patient Ezra

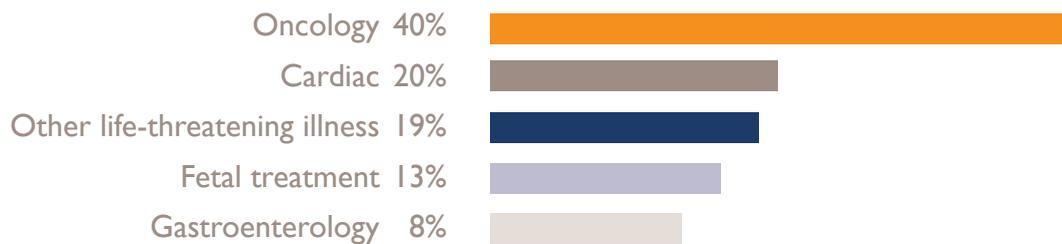
2018 Impact: Families

Family House families travel at least **50 miles** to receive specialized medical treatment for their child's life-threatening diagnosis. By lifting some of the financial and emotional burden, Family House enables parents to focus solely on caring for their children.



68% of families report that without Family House, they would not be able to bring their child to UCSF for life-saving treatment

Patients by Diagnosis



Where They Live

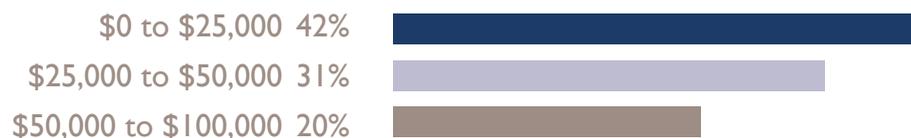
Families must live at least **50 miles** away from San Francisco in order to stay at Family House.

- **9.8%** are from the Bay Area
- **7.2%** are from other states
- **76%** are from the rest of California
- **0.4%** are international



Household Income

According to 2018 Family House guest surveys, 72% of responding families reported annual household incomes of \$50,000 or less.



2018 Impact: Volunteers

Thanks to more than **4,000 volunteers** giving their valuable time, Family House is able to operate with a small and efficient staff. The ratio of volunteers to staff is 140:1

4,267
volunteers

12,679
donated
service hours

\$368,832
value of services



• **126** hosted family dinners
serving **6,300** people

• **27** hosted parties,
holidays, and celebrations 



• **4,894** volunteer
hours helping to maintain
a germ-free environment
for immune-compromised
children

• **522** volunteers made
financial gifts in addition
to their service hours 

Top Corporate Volunteer Groups

345 corporate volunteer groups donated their time in 2018 to provide vital support for Family House families. These companies provided the most volunteer hours:



2018 Impact: Programs

95% of families report that staying at Family House has had a positive impact on their emotional wellbeing, thanks to in-house support services & programs that nourish, nurture, and enrich the soul.



Nourish

The **daily breakfast program** provides nutritious options 7 days a week, while a fully-stocked **food pantry** ensures there is always something to eat, 24 hours a day, even for families of limited financial means.

Nurture

Support groups for parents and siblings provide structure for the supportive community at Family House: everyone here understands the challenges of having a child with a life-threatening illness. **Therapy dog visits, art and music therapy** programs, and **grief counseling** are also available.

Enrich

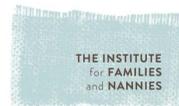
Every child picks a toy from **Fozzy's Toy Room** when they check in, relieving stress and making Family House more like home. Even children in isolation can have a moviegoing experience at Friday night's **Popcorn & A Movie**. Weekly **mindful meditation** and **yoga** classes help families learn coping strategies they can use now and in the future.

Community Partners

We proudly partner with many Bay Area organizations that provide our families with additional services to help relieve daily burdens of caring for a seriously ill child. Among them are:



CHAMBER MUSIC BY THE BAY



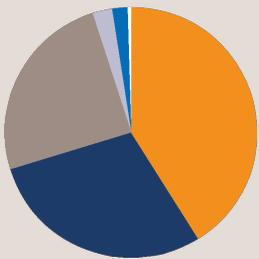
Putting Your Donations to Good Use

**Family House
Received
Top Ratings
for Fiscal
Responsibility**

In 2018, \$3,082,630 was spent directly on programs that serve families in need. Diverse sources of income and sound fiscal oversight enabled Family House to continue to deliver on our mission while meeting our annual operating costs of \$4.0 million.



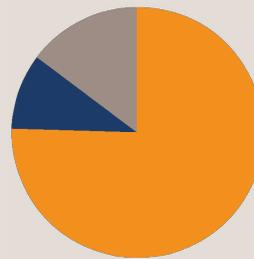
2018 Financial Summary*



Sources of Income

- Special Event Proceeds 41.1%
- Individuals 29.1%
- Corporations/Foundation 24.8%
- Room Reimbursements 2.6%
- Other 1.9%
- Interest 0.5%

Total Revenue: \$4,347,871

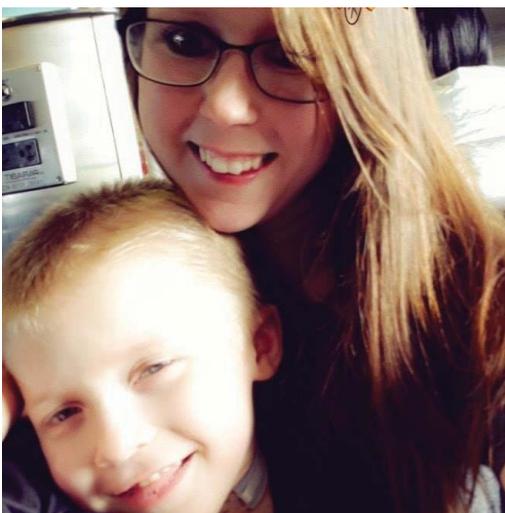


How Funds Were Used

- Program Services 76%
- Administration 10%
- Fundraising & Outreach 14%

Total Expenses: \$4,059,417

*Unaudited financials



Logan's Journey

Logan and his family are at Family House to save his life. One of only 100 children diagnosed with AADC deficiency worldwide, this rare neurological condition prevents Logan from developing like a normal child. A clinical trial at the UCSF Benioff Children's Hospital hopes to give Logan control of his muscles and an improved quality of life.

“Now that he's had the surgery, he could live a long, much healthier life. And that could not have happened without Family House.”

-Laura Lacy

What makes us "Family House?"

- ♥ A place of wellbeing in the midst of chaos
- ♥ A steady place to find your balance
- ♥ A safe place to cry
- ♥ A fun place to play
- ♥ A community of new friends who've walked your path
- ♥ A feeling of home even when you're far from home
- ♥ A place to be together when what you need most is

Family



FAMILY HOUSE



Ayush and his family have been staying at Family House since September 2018 while he waited for a kidney transplant. They got the call a few days before his 9th birthday. The surgery was a success, and they will soon be able to go back home to Sacramento.

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