



Impact

2020 ANNUAL REPORT



Ojas is an 8-year old from Sacramento. He and his parents first stayed with Family House when he was a baby in 2012, along with his two sisters. This time around, they've been with us for 6 months while Ojas is being treated for leukemia at UCSF.

Greetings Friends,



The COVID-19 pandemic redefined what home means to most of us who have been homebound for the past year. The families who stay with us, however, have experienced the double challenge of staying clear of COVID while facing other very real health issues. Our mission, to provide a homelike environment amidst a global pandemic, served as a rallying cry for our talented, dedicated staff. In fact, the staff adapted quickly and creatively to move far beyond basic compliance with new healthcare protocols as if they were waiting to do their very best work to date.

In the midst of the pandemic, one 22-year old arrived at Family House, quite unexpectedly: last summer Johnny Archibald was at Rochester Institute of Technology studying engineering. He was delighted to receive an internship from a high-profile tech company, based in California. He'd felt a little off in the weeks leading up to his departure from his home in New Hampshire, but dismissed it as reactions to steroids for poison oak.

During the flight he had trouble breathing. After landing at SFO he knew there was something wrong. He got himself to an ER, waiting four hours before he was seen since his symptoms did not appear life-threatening. After another four hours, they drew his blood and Johnny vividly remembers, "the nurse came back in and flat out told me I had leukemia."

He thought to himself, "I am 22 years old. From New Hampshire, in California, and all by myself. I thought I was going to die." However, Johnny wasn't alone. The staff at Family House rallied around him and arranged to get his parents to San Francisco in the midst of the pandemic—no small feat. The Archibald family was embraced with a suite, meals, rides to the airport and anything else we could think of to help allay the shock of their beloved son's illness. Today, Johnny has recovered, and his parents are grateful that the nightmare is over. He graduated from RIT in May 2021, his internship is still waiting for him, and he again looks forward to fulfilling his dreams. Johnny's story demonstrates so well that, in the face of cancer and other serious illnesses, Family House will always be ready to help those in need, no matter the circumstances.

On behalf of Johnny's family and every family who was able to stay at Family House during the worst days of COVID-19, thank you. We simply could not serve the Archibald families of the world without our community. It is on their behalf that I thank you for your generous compassion. Read more of Johnny's story at familyhouseinc.org/johnny.

Alexandra E. Morgan

Alexandra E. Morgan
Chief Executive Officer



Remembering Stephen Grand

OCTOBER 29, 1943 - MARCH 21, 2021

The Nancy and Stephen Grand Family House honors a compassionate man and extraordinary philanthropist. Stephen will be remembered with love and respect by thousands of families whose path through cancer will be made a little easier thanks to his and Nancy's generosity. Stephen's kindness will be cherished, especially by those of us who were fortunate enough to know him.

Read more at familyhouseinc.org/stephengrand.



2020 Impact

HOUSING & FAMILIES

Each night, Family House provides **80 families** with temporary housing and a supportive community, **100% free of charge**. These families travel at least **50 miles** to receive specialized treatment for their child's life-threatening diagnosis.



Number of guests:
3,147

Number of nights:
20,334

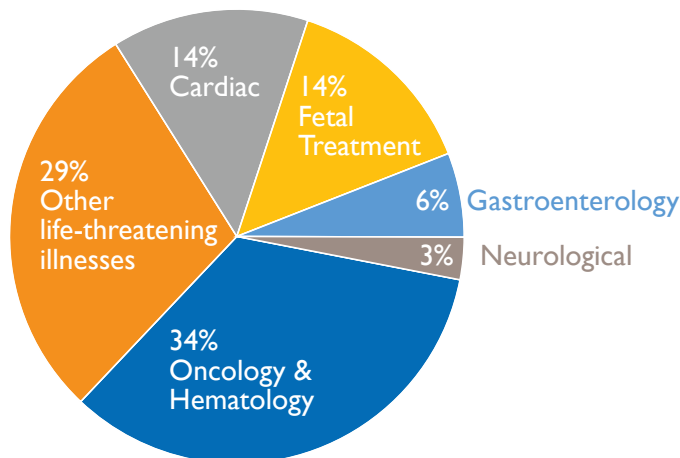
Cost per night to house a family:
\$165

Average length of stay:
9 nights

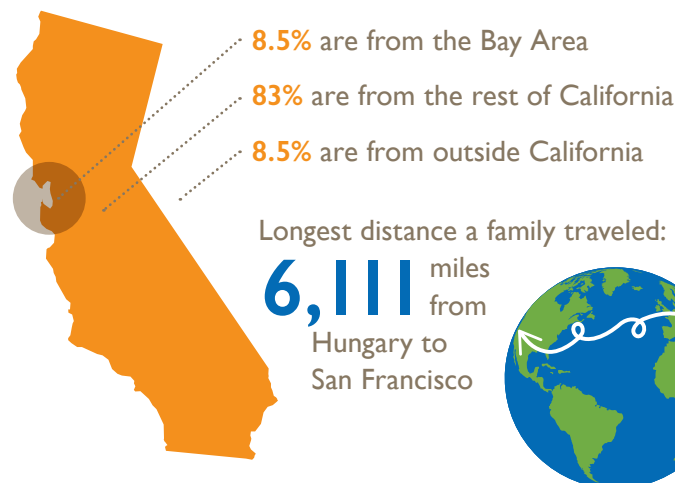
62% of families served have a household income of \$50,000 or less



PATIENTS BY DIAGNOSIS



PATIENTS BY LOCATION





2020 Impact

A YEAR UNLIKE ANY OTHER

On March 16, 2020, San Francisco entered shelter-in-place mandates and services at Family House significantly changed. Through it all, we knew that Family House had to remain open and operational for all the families that relied on our services. They need a clean and safe place to return to more than ever.



Masks given out



Hand sanitizing stations



Hours spent sanitizing the building



Additional unbudgeted cost of COVID-19 protocols

Family House has always proudly offered ancillary services to make sure that we are truly a home away from home. Normally, we have more than 5,000 annual volunteers to help us do it all, but with all volunteer activity suspended, Family House staff quickly adapted to make sure families staying were still provided with the care and comfort they need.



Meals served



Virtual volunteers

Virtual volunteer activities: trivia night, assembling treat and holiday bags, creating decorations, making greeting cards, virtual story time or arts and crafts



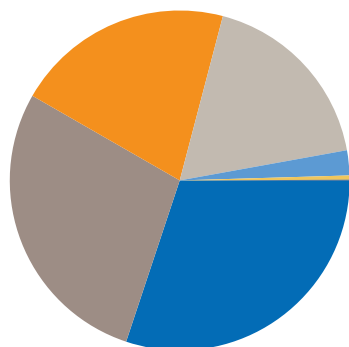
Rock-star volunteers hand delivered meals along with staff members to each family room



We continue to provide a daily breakfast program and fully stocked pantries; hand-delivered and individually packaged dinners; opportunities to have Zoom visits with our social worker; special visits to Fozzy's Toy Room where every child picks a toy each time they arrive; virtual support sessions like music lessons and Kids Kicking Cancer sessions; special parades from Santa outside the building, among many others.

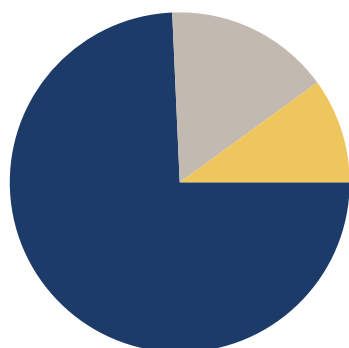


2020 FINANCIAL SUMMARY (UNAUDITED)



SOURCES OF INCOME

● Planned Giving	30.11%
● Individuals	28.19%
● Special Event Proceeds	20.79%
● Corporation/Foundation	18.06%
● Other Income	2.38%
● Room Reimbursements	0.41%
● Interest	0.06%
Total Income	\$6,642,506



HOW FUNDS WERE USED

● Program Services	74.29%
● Fundraising & Outreach	15.72%
● Management & General	9.99%
Total Expenses	\$4,792,096

In 2020, \$3,560,220 was spent directly on serving families in need. Our diverse sources of income and sound fiscal oversight ensure that we can continue to deliver on our mission and meet our annual operating costs of more than \$4.7 million.

INDIVIDUAL DONORS*

The generous support of these dedicated individuals made a profound impact in 2020 on the lives of thousands of kids and caregivers by providing physical comfort and emotional support.

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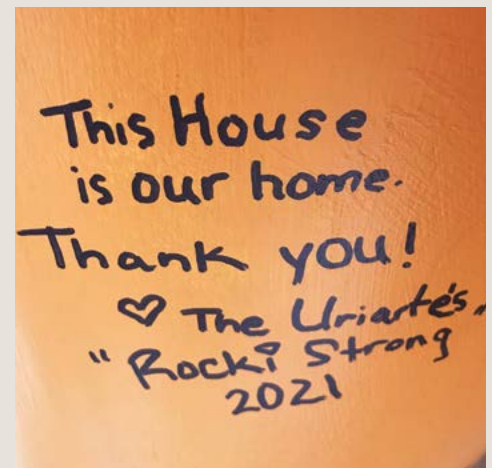
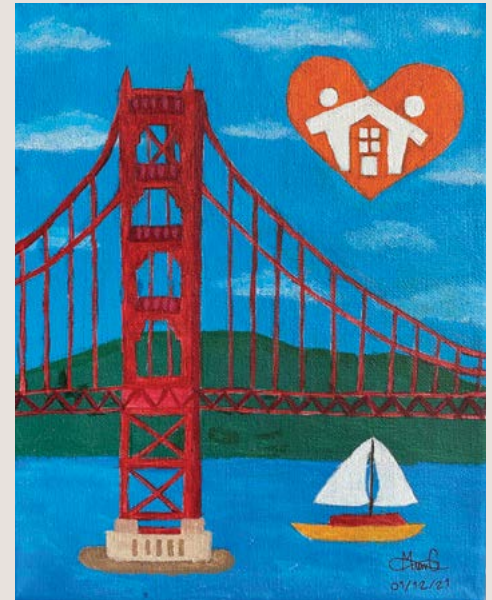
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We gratefully acknowledge the many foundations and corporations whose generous support in 2020 allowed us to offer worry free care to families in need, 100% free of cost.

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You're Helping Kids like Vera!

Vera is a 3-year old from Reno, NV. She and her family have stayed at Family House for more than 250 nights while she undergoes a bone marrow transplant to treat neuroblastoma. Thanks to friends like you, Vera's stay at Family House with her mom, dad and sister is always 100% free of charge. Thanks to friends like you, Family House and UCSF Benioff Children's Hospital can partner together to support our mutual goal of providing family-centered care.

OUR MISSION & CORE VALUES

Founded in 1981, 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.

Compassion: Support for families who endure the most trying experience of their lives is central to our mission.

Sanctuary: Providing a safe, comfortable, worry-free living environment enables families to focus on their healing.

Family: Providing an environment where families naturally connect and find hope, comfort, and healing within each other.

Care: Affordability is not a factor for parents looking for world class care for their child's life-threatening illness.

Community: Providing opportunities for 5,000 volunteers annually to make an impact on the lives of our families.

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