



Impact

2024 Annual Report





Children deserve to
heal with their family



In 2024, Family House experienced growth in many ways; from more community members coming together to support our families through their hardest moments, to new staff members, expanded family services, new volunteer programs, and 27 musical performances (the most we've ever had)!

CEO Message



Wow – what a year it has been at Family House!

This past year was full of growth, milestones, and incredible community support. We welcomed new families and welcomed back returning ones, grew our team, expanded our volunteer programs, and felt the continued love and generosity of supporters like you.

Many of you have been part of our journey since the beginning in 1981, when Dr. Art Ablin, then UCSF's Head of Clinical Pediatric Oncology, inspired the community to establish the first Family House in the Sunset District. Today, the Nancy & Stephen Grand Family House provides 80 rooms for families who travel over 50 miles to San Francisco so their children can receive treatment for cancer and other critical illnesses – *all completely free of charge*. While much has evolved, our mission is still rooted in the belief that no family should ever feel isolated or invisible during a child's medical crisis.

Last year, we made several important improvements – including installing brand-new sleeper chairs in every room – allowing us to accommodate up to 330 guests each night. We also revisited and updated our mission and values to better reflect how we've supported families in the past, how we serve them today, and our vision for the future. This was an important step in our process of developing our new Strategic Plan that will guide our growth over the next three years.

Most of last year, we operated at near-full capacity every night, often using our flexible "burst rooms" to meet the need. We housed more than 3,000 individuals – from first-time guests to long-term residents who've been with us since we opened our Mission Bay home. While the average stay is about 15 nights, families like the Cameron family (p. 5-6) may need to stay for six months or more, depending on the course of treatment.

With an annual budget of \$5.8 million, our impact starts here at home and extends across the globe. This past year, we saw over 90% of our families coming from California and across the country, and we were honored to also offer a compassionate refuge to families from American Samoa, Brazil, Canada, Czech Republic, India, Mexico, Peru, Singapore, and Tanzania – 100% sponsored by the generosity of donors like you!

Already this year, we've accomplished so much. We expanded our daily breakfast and volunteer programs to include weekends, ensuring that families receive nourishment and extra support seven days a week – thanks to our incredible staff and volunteers. And in May, we were proud to welcome our first ever Chief of Family Care and Engagement, Kristen Swangler, LCSW – a vital leadership role dedicated to enhancing the experience of every family who walks through our doors.

Though your ongoing caring partnership, we've provided support, comfort and community to more than 66,000 guests for more than four decades – helping them stay together through some of the most difficult moments of their lives, without the added burden of housing costs.

In all the busyness of the past year, one thing remains unchanged: our unwavering commitment to the families we serve, our care for the community that supports them. We are deeply grateful for your belief in our mission. Only with your engagement and generosity can we ensure that our mission thrives today and for generations to come. Whether by volunteering, donating toys to Fozzy's Room, sharing our story, or giving generously, every act of support makes a lasting impact!

Thank you for being part of this warm, loving, and compassionate family.

Katherine Thompson, Chief Executive Officer

Melody's Story



When Michelle Cameron went into labor unexpectedly at just five and a half months pregnant, her world turned upside down. It was the early morning of July 14, 2024, and she had no idea what was wrong. As a first-time mother, she was overwhelmed with fear. Her daughter, Melody, was born via emergency C-section, breech and weighing just 1 lb 3 ounces. She wasn't breathing. Moments later, Melody was airlifted to UCSF Benioff Children's Hospital, where she began her uphill battle in the Neonatal Intensive Care Unit (NICU).

"The first month, anytime my phone rang, I would just hysterically start crying," Michelle recalls. During Melody's first week, doctors attempted to intubate her, but she was simply too small. She couldn't breathe on her own and wasn't able to eat for the first month of her life. A punctured lung nearly took her life. "When her lung was punctured, they called—and I knew immediately something was wrong," Michelle says.

"I was so scared of all the things that could go wrong—and seeing all the babies that didn't make it."

Michelle lived in an RV for the first couple months of Melody's life in order to be close to her daughter - but in October, Michelle was able to move into Family House and has been here ever since. "Family House has been an absolute dream for me," Michelle says. "Just to know that I have a clean, safe place to go—with breakfast, dinner, the parties, get-togethers, performances... My family has come to visit, and it's been the best."

Melody was released from the NICU in February and Michelle was able to take her home to Family House, where they're able to be close by for Melody's appointments. Though she still has a feeding tube, she is beginning to eat—and she absolutely loves food. Her resilience inspires everyone she meets.

"The support went beyond shelter and meals. Family House provided gas cards to help me make the two-and-a-half-hour drive from El Dorado Hills to San Francisco twice a week." Melody is now 10 months old, and Michelle looks ahead with gratitude.

"It's all still so new, but having support from Family House has made **all the difference.**"



2024 Impact

Housing & Families

Each night, Family House provides up to **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:

3,172



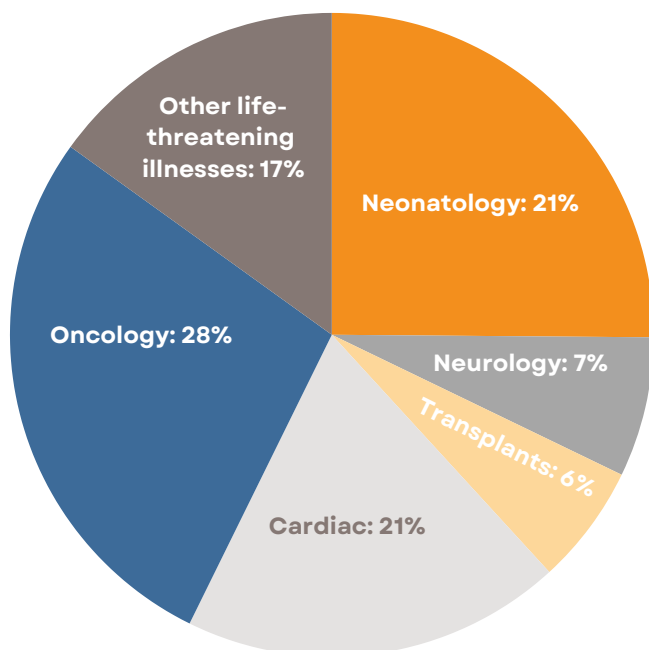
25,721
nights stayed

15.2 nights
Average length of stay

\$170

Cost per night to house a family

PATIENTS BY DIAGNOSIS



PATIENTS BY LOCATION

5% are from the Bay Area
85% are from the rest of California
9% are from other states
1% are international



COUNTRIES REPRESENTED:

United States, Brazil, Canada, Czech Republic, India, Mexico, Peru, Singapore, Tanzania

If my family and I couldn't stay at Family House...

I don't know what I would have done; I would have had to sleep in a car or shelter

38%

I would have paid for temporary housing and experienced financial hardship

32%

I would have had to commute over 50 miles each way, to and from home, daily

30%

2024 Financials

(Unaudited)

INCOME

Transfers from Fund for the Future & Reserves	\$995,390
Individuals	\$1,349,675
Special Event Proceeds	\$1,296,872
Corporations/Foundations	\$943,232
Other Income & Interest	\$256,179
Planned Giving	\$1,064,861

TOTAL INCOME \$5,906,209

OPERATING EXPENSES

Program Services	\$4,509,564
Fundraising & Outreach	\$877,112
Management & General	\$519,533

TOTAL EXPENSES \$5,906,209



Highlights

In 2024, \$4,509,564 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 cost of more than \$5.9 million.

Simultaneously, \$9,041,000 was received in 2024 for the Fund For the Future Campaign to ensure long term financial security.

We love our **volunteers**



Family House had over 4,000 volunteers in 2024, contributing 8,849 volunteer hours to help serve our families. We can't thank our volunteer community enough for the incredible support over the past year - from game nights, to First Fridays, helping with things like Family Dinners, fundraising events, stocking food pantries, and organizing special events at Family House.

"The most meaningful part about volunteering here is seeing the families be able to just come in and grab a meal. Giving them one less thing to worry about meant a great deal to me, and I am sure to them as well."

- Family House volunteer



Volunteers by the numbers

330

days of
complimentary
breakfast



8,849

hours from
hardworking
volunteers

over

4,000

volunteers in
2024



Community Partners



2024 was a year of community partnership from local Bay Area organizations like Visa, San Francisco Warriors, San Francisco Giants, Salesforce, Luma Hotel San Francisco, and more!



“We love sharing Family House with other families, to have hope. There are many things that are good: it is clean, there is food, there are toys, my whole family can be together here. We are so blessed to be here; we are comfortable.”

Yaritza and her daughter Nicole stay at Family House while Nicole receives treatment for cancer

Mission & Core Values

As 2024 drew to a close, we updated our mission and values as part of a strategic planning initiative, to ensure Family House communicates its purpose in a clear, concise and effective way – one that continually inspires us to take action and energizes others to engage in our compassionate mission.

Mission

Founded in 1981, Family House serves as a free home away from home for families with children undergoing treatment for cancer and other life-threatening illnesses by providing support, comfort and community.

Values

Compassion “Compassion is our core”

We believe that our compassion for families as they endure the most trying experience of their lives must drive everything we do.

Refuge “A place of comfort”

We believe that providing a safe, comfortable, dignified living environment enables our families to focus on their child’s medical care.

Family “Family of families”

We believe in providing an environment where our families naturally connect with each other to find hope, comfort and support.

Access “Addressing health equity”

We believe that the cost of having a place to stay should not be a factor in where parents find world class care for their child’s life-threatening illness.

Community “In this together”

We believe in providing opportunities for our staff, volunteers and supporters to profoundly impact the lives of our families.



Neema Kivuyo, a 14-year-old from an orphanage in Tanzania, has been living at Family House for the past eight months while waiting for a kidney transplant. She undergoes weekly dialysis treatments, and in between she can be found at Storytime, participating in house parties and activities, and playing games with our Young Professionals Advisory Council members.

Thanks for your support



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SCAN TO DONATE



Platinum
Transparency
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