

# 2025 Year in Review



FAMILY HOUSE



**With your support, 2025 has been an extraordinary year at the Nancy & Stephen Grand Family House. Thank you!**



As the year draws to a close, I am overwhelmed with gratitude for all that we have accomplished together in creating the most comfortable, compassionate and sustainable pediatric guesthouse.

Every day, with your partnership, we carry forward the vision of our founder, Dr. Art Ablin, supporting families facing the unimaginable. From the moment a family walks through our doors, they are embraced by our profoundly dedicated staff, board, volunteers, and partners. This sense of warmth and refuge shows up in countless ways: a child's delight in listening to live music, a teenager's relief in the quiet retreat of the Train Room, and the joy of Movie Night with a brand-new AV system while families cuddle together.

This year, the magic of Family House has been felt more than ever. As we sustain high occupancy across our 80-room home, we are stretching the limits of what's possible. Families not only receive a 100% cost-free home during their child's treatment at UCSF Benioff Children's Hospital, but the guidance, comfort, and connection they need during overwhelming medical challenges. To strengthen this support, we are thrilled to welcome Kristen Swangler, LCSW, as our new Chief of Family Care and Engagement – a role that underscores what you've always helped us stand for: keeping families at the heart of everything we do.

Your generosity has fueled our community's celebratory events - raising an incredible \$2.19 million, driving the momentum of our strategic plan (p. 12), and supporting upgrades to our building, investments in our staff, and new branding this year. We loved launching our new golf tournament and welcoming many new friends – all to ensure that Family House remains 100% free for every family.

Looking ahead to 2026 and the ten-year milestone of the Nancy and Stephen Grand Family House in Mission Bay, we invite you to volunteer your time, stock Fozzy's Toy Room with joy, join us in a celebratory event and make a year-end gift. Your impact will ensure that every family who walks through our doors feels compassion, comfort, and community.

At Family House, every room, every event, and every embrace holds a little bit of magic – your magic. Thank you for standing with our families this holiday season.

 Katherine Thompson, Chief Executive Officer

It has been an honor to begin my term as Chair of the Board of Directors during such a remarkable year at Family House. I have been deeply moved not only by the courage and resilience of the families we serve, but also by the unwavering kindness and generosity of the community that makes our mission possible. As Family House is 100% privately funded, every act of support—every gift, every gesture of care—from you is what keeps our doors open.

Family House was founded in 1981 with a simple mission: to provide a home away from home for families of children receiving treatment at UCSF Benioff Children's Hospital. For more than four decades, you and so many others have carried this mission forward with compassion, and together, we are building towards an even brighter future.



This year, we launched a new strategic plan – The Transformative Power of Compassion – which reaffirms and redefines our core values of compassion, refuge, family, access, and community. While some of the words remained the same, their definitions have been thoughtfully updated to reflect the evolving needs of the families we serve. These values continue to guide every interaction, every embrace and every promise we make to every family who walks through our doors.

Already, we are seeing this vision come to life. One milestone has been the unveiling of our refreshed brand identity – warm, uplifting, and rooted in belonging. Thanks to the dedication of staff, the sense of care and belonging that families feel when they walk through our doors now shines through on every screen and page, extending that same magic to everyone who connects with us online or in print.

On behalf of the Board of Directors, our staff, and most importantly, the families in our care, thank you for being part of the Family House community. As we look toward the year ahead, I invite you to continue walking alongside of us – whether through your time, your voice, or your giving. Together, we make Family House a place where love, compassion and healing live.

 Roxanne Stachon, Board Chair

*Salesforce Monthly Birthday Dinner - September 2025*



# 2025 at a glance

over

**3,000**

guests stayed at  
Family House

over

**950**

families had a home  
away from home

over

**25,000**

nights of  
family rest

**Provided 100% free of charge by a caring community**

# LIFE

at the house



## A Home Beyond Walls

When our son Hammal (pictured) was fighting high-risk cancer, we came to San Francisco with fear and faith — and found Family House. From the moment we arrived, their compassion wrapped around us like light in darkness.

Family House is not just a roof — it is love in motion, a home built with kindness, dignity, and care. It gave our son laughter again, our family strength again, and our hearts peace again.

Every act of kindness and thoughtful detail reflects both Dr. Ablin's inspiring vision and the outstanding leadership of the current Family House management and team. Their dedication turns vision into daily care, and compassion into real, tangible healing for families like ours.

This place proves that healing begins not only with medicine, but with humanity.

Here, hope lives in every smile.

— With love and gratitude, Bab and Family



Family House has been buzzing with compassion all year, with full rooms and fuller hearts. Each week offers families a chance to take a break from the hospital, breathe, and make memories together. We've stretched our capacity in exciting ways—revamping our A/V system for magical movie nights, celebrating with the Easter Bunny and our Summer Carnival, and cheering with the Giants at their annual wiffle ball visit. Beyond these moments, families find comfort in Storytime, Cookies & Conversation, Bingo, and First Fridays. Every day, our staff and volunteers fill the House with warmth, creating a true home of community and care.



# SPECIAL EVENTS

## 43rd Annual Gala



Our Family House Magic Gala raised \$1M to support our families, honoring Marcia and George Argyris for their long-time generosity and support. Thank you to our co-chairs, event committee, sponsors, volunteers and generous community for creating a magical night.



## Inaugural Golf With Heart



Our Inaugural Golf With Heart tournament was full of fun, games, and support for families. Thank you to our community, staff, volunteers, sponsors, golfers, Tilden Park and Touchstone staff, and event committee for their incredible support, helping us surpass our fundraising goal.





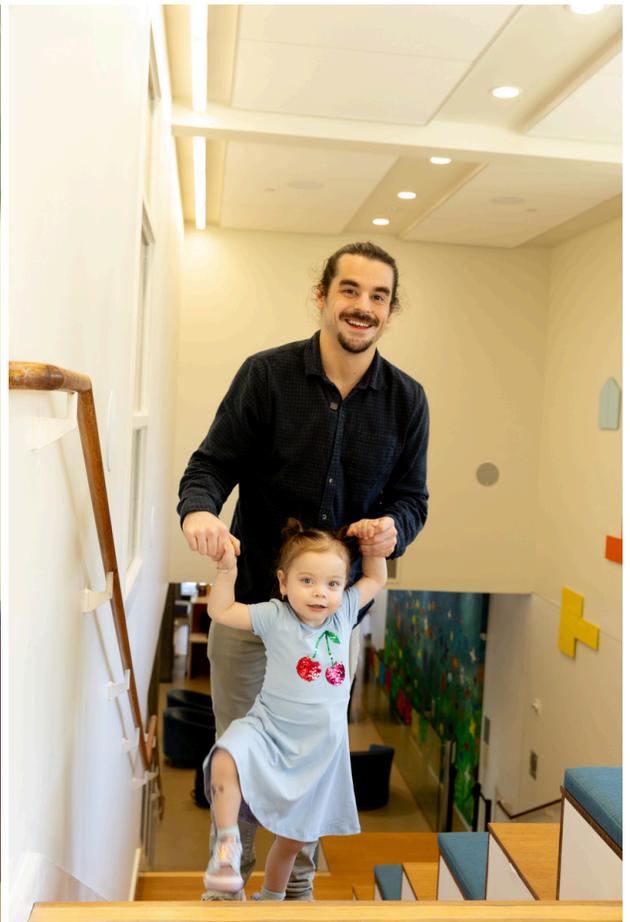
# 29th Annual Cabernet for Connoisseurs



The 29<sup>th</sup> Annual Cabernet for Connoisseurs was a special night of wine, celebration, and support. We raised over **\$1M** to provide refuge and comfort for our families, thanks to our amazing co-chairs, beloved honoree Kevin Keenley, Cabs committee, incredible vintners, staff, and many more.



# Anareli's Story



Before she even took her first breath, doctors knew that little Anareli Lopez from Manteca, CA, would face big challenges. During pregnancy, her parents, Danielle and Rodolfo, learned that their baby girl had been diagnosed with End-Stage Renal Disease (ESRD) – a condition where the kidneys permanently lose function, requiring long-term dialysis or a transplant.

When Anareli was born, she entered the world ready to fight. Although the Lopez family didn't know what her future would look like, they knew that a kidney transplant would give her the best chance at living a healthy life. After three years of waiting, Anareli was strong enough to receive a life-changing kidney transplant in July 2025. The donor was none other than her mom, Danielle.

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*"Giving my daughter a kidney was the easiest hard thing I've ever done," Danielle shared. "I would do it again in a heartbeat."*

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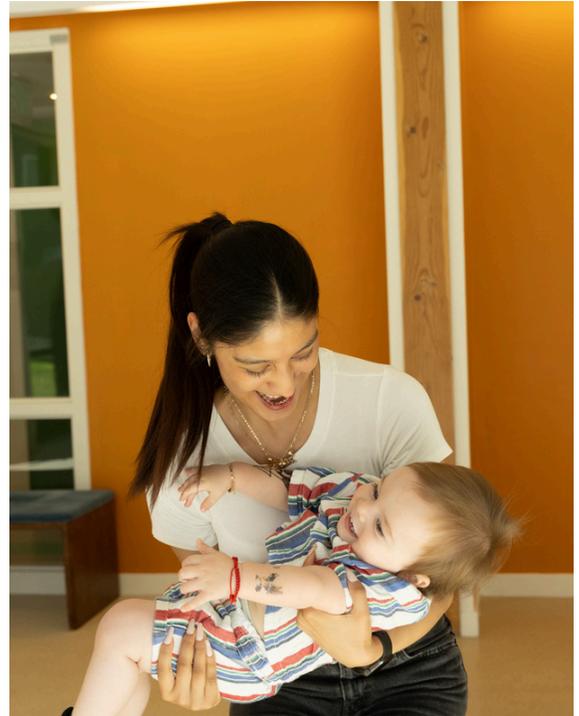
During the long months of recovery, Family House became a constant source of comfort and care. The Lopez family first arrived in August 2023, unsure of what lay ahead – but soon, Family House felt like home. *"It feels like just yesterday we were settling in,"* Danielle wrote in a note of thanks to staff. *"So many appointments and all the chaos of her journey – now we're already looking back on so many wonderful memories, all the laughs and milestones we got to share with you guys."*



*“The care and support here have been invaluable,” Danielle continued. “From the smallest gestures to the grandest acts of kindness, the staff has consistently gone above and beyond to make us feel comfortable and at home. You’ve made my babies feel all the love and care as if they were your very own.”*

This October, the Lopez family got to go home. Anareli will continue to come back to Family House for routine appointments at the hospital, but her little three-year-old self is bright, outgoing, and finding her place at home again. Her parents and baby brother, Sammie, have stood by her side through countless treatments, long hospital stays, and moments of both fear and hope — and are now looking forward to living life together, at home.

Danielle’s words capture what Family House means to so many families — a place of belonging during the hardest times.



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*“We feel incredibly lucky to have you in our lives and are so grateful for the bond we’ve created,” Danielle expressed. “This is not a goodbye, it’s a see you soon.”*

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# VOLUNTEERS at the house



365

Breakfasts



over

4,000

Toys Donated



208

Family Dinners

This year, nearly **4,500** volunteers have shared their time, energy, and care with our families. It's been truly amazing to see our volunteer program thriving at full capacity all year long!



Thank you to our  
**INCREDIBLE**  
Volunteers &  
Community Partners



# THE TRANSFORMATIVE POWER of COMPASSION



## FAMILY HOUSE STRATEGIC PLAN 2025-2028

### 6 FOCUS AREAS

Serving Our Families  
Enrich Family Programming

Supporting the Team  
Build an Empowered Workforce

Funding Our Mission  
Expand Philanthropic Impact

Expanding Awareness & Engagement  
Amplify our Story

Enhancing Our Operations  
Enable Strategic Expansion

Future Needs & Growth  
Envision Pathways to Serve More Families



## OUR VISION

### FAMILY CARE



The world's most comfortable, compassionate & sustainable pediatric guesthouse for families

### PHILANTHROPY



In a home for giving back with wide open doors to the community



### WORKPLACE CULTURE

Supported by the excellent staff of San Francisco's best nonprofit workplace



### PARTNERSHIP

With the extraordinary investment of our hospital partner



### GROWTH

Committed to exploring how we can serve even more families

# THANK YOU YPAC

Our Young Professionals Advisory Council nearly tripled this year! They hosted monthly game nights at Family House, attended and volunteered at Family House signature fundraising events, and hosted their own fundraising events, raising over **\$19,560** for Family House.



# Welcome, Kristen



**Chief of Family Care & Engagement**

Family House is thrilled to welcome Kristen Swangler, LCSW, as our first Chief of Family Care & Engagement—a transformative new role created to further enhance the Family House experience for every child, parent, and caregiver. This position unites Hospitality Services, Family Services, and Onsite Social Work under one umbrella, ensuring that every part of a family’s stay—from arrival and daily routines to emotional support—reflects the warmth, dignity, and compassion that define Family House.

Kristen brings more than a decade of experience in community mental health and trauma-informed care. For the past 12 years, she worked with Seneca Family Agencies, most recently as Clinical Director for Alameda and San Francisco Counties, where she focused on expanding access to care, building resilient teams, and developing programs that strengthen families and communities.

Originally from California’s Central Coast, Kristen has called San Francisco home since 2008, where she lives in Russian Hill with her husband and young son. She loves spending time with family and friends, traveling, being outdoors, practicing Pilates, and playing guitar.

Kristen’s expertise, empathy, and vision will help ensure that every family who stays with us continues to feel the extraordinary care that defines Family House.

## Welcome New Board Members



**Randi Saffian**  
Community  
Volunteer



**Pamela Vig, PhD**  
Co-Founder & Head  
of R&D, Biotech



**Corey Hyde**  
Senior Partner,  
Parallel Advisors



**Michael Darby**  
Northern CA President,  
Northern Trust



**Tracy Cless**  
Business Professional,  
Community Volunteer



**Tamara Camp**  
Founder and Principal,  
Transformative Marketing Concepts



**Said Shawwa**  
Advisory Managing Director,  
Deloitte Consulting LLP

# How **YOU** Can Help

## 2026 To-Dos

- Volunteer at the house
- Make a gift

## Save the Date!

**44th Annual Gala: March 7, 2026**

**2nd Annual Golf With Heart: June 12, 2026**

**30th Annual Cabernet for Connoisseurs:  
September 26, 2026**



### DONOR-ADVISED FUNDS:

Contact your fund to recommend a distribution to Family House using our tax ID 94-2722663



### CHECK OR CREDIT CARD:

Make checks payable to: Family House, Inc. and mail to: 540 Mission Bay Blvd. North San Francisco, CA 94158 Scan QR code below to donate online



### STOCKS & SECURITIES:

By donating stock directly to Family House, you may avoid paying capital gains taxes when the stock is sold. Email [jcreager@familyhouseinc.org](mailto:jcreager@familyhouseinc.org) to donate stock and securities



### WILL OR TRUST:

Making a gift to Family House through your will or trust is a generous way to provide lasting support that will allow families to live in dignity for years to come. To learn more, visit [familyhouseinc.org/planned-giving](http://familyhouseinc.org/planned-giving)



# FAMILY HOUSE

## OUR MISSION & CORE VALUES

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.

### 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 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.

## Board of Directors

### Roxanne Stachon, Board Chair

Brynn Bailey  
Josh Bazinet  
Haley Bender  
Tamara Camp  
Tracy Cless  
Sloane Conway  
Michael Darby  
Sara Agah Franti, RN  
Linda Goldfarb  
Steve Goldfarb, Esq.  
Nancy Grand  
Norm Hayes  
Corey Hyde  
Mark Jones  
Todd Kovacevich  
Deborah Kurtin

Diana Montgomery, M.D.  
Mark Petri  
Angela Polk  
Clare Rubey  
Randi Saffian  
Natalie Sangiacomo  
Kelly Scandalios  
Said Shawwa  
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Roger Swanson, AIA  
Jill Thompson, M.D.  
Selina Tobaccowala  
Kathleen Toney, R.N., M.S.  
Jennifer Ulyot  
Pam Vig, PhD  
Tara Voorhis  
Joan Zoltanski, M.D.

## Staff

### Katherine Thompson, CEO

Karen Banks  
John Barrett  
Araceli Bermudez  
Fidel Campos  
Jessica Creager  
Zoila Duarte  
Monica Falcon Chavez  
Barbara Garcilaso de la Vega  
Paul Goold  
Megan Halpin  
Jon Hodo  
Sevastian Hoge  
Jeanine Homich

Vanessa Le  
Ung Ly  
Michele Martinez Reese  
Anna Nugent  
PJ Nuñez-Jirgl  
Iliana Perez  
Lautaro Ramos  
Wilson Romero-Romero  
Lidia Sarmiento  
Tyler Scurr  
Kristen Swangler  
Grace Villanueva  
Phoebe Wixsom



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