

Comfort. Compassion. Community.

2025 IMPACT REPORT



A Message from our CEO



What an incredible year 2025 was at Family House!

Last year, we surrounded families facing a medical crisis with comfort, compassion, and community. Most came from across California, while others traveled from around the country and the world for care at UCSF Benioff Children's Hospital. We welcomed each one with warmth and dignity. **This was only possible because of you, our compassionate community of supporters who keep Family House open 365 days a year and always 100% free of charge.**

Your generosity is especially meaningful as our families' needs grow. **Last year, we served more than 3,000 people** while maintaining high occupancy year-round so families always have a true home away from home close to their child who's undergoing treatment, and close to the hospital.



In 2025, we expanded our ability to offer meaningful moments of respite and supportive services from five days a week to seven.

Much of 2025 was devoted to strengthening our already excellent care, building on the vision of our founder, Dr. Art Ablin, who inspires us to walk hand in hand with the families we serve. With the appointment of Kristen Swangler, LCSW as Chief of Family Care and Engagement—and in partnership with our extraordinary staff, board, and volunteer community—we expanded our ability to offer meaningful moments of respite and supportive services from five days a week to seven. This ensures that families feel supported, uplifted, and cared for every day by our deeply committed team, which brings compassion to life, offering steady guidance and heartfelt care to families like the family of Pati and Jess (p. 4-5).

Throughout the year, families also found warmth and community at beautiful live concerts in our newly amplified performance space, through the dedicated service of our Young Professionals Advisory Committee, and at our other family events that always bring home the magic—all made possible by your support, which created a strong financial foundation while also bringing care and essential volunteerism that far exceeded what we thought possible.



In 2026, we are excited to honor the 10-year anniversary of the Nancy and Stephen Grand Family House in Mission Bay. Thank you for joining this community milestone—by celebrating with us at our special events, volunteering with your family or colleagues, sharing our story, or supporting a home-improvement project for the families we serve. However you choose to participate, you embody the community that makes Family House feel like home.

We could not do this important work without you, our caring community. Your impact keeps every stay free of charge, **allowing families to find peace, support, and even joy during an incredibly difficult time.**

Gratefully,

Katherine Thompson, Chief Executive Officer



Our dedicated Family Services team

Jess' Journey Home



When 16-year-old Jess was first diagnosed with leukemia in 2019 at 10 years old, her family began a long and exhausting journey through treatments, hospital stays, and uncertainty. For years, Jess received care at UC Davis close to their home in Lodi, undergoing chemotherapy and every treatment her doctors could offer. But in late 2025, after being told there were no more options available locally, Jess was referred to UCSF Benioff Children's Hospital for a bone marrow transplant—**her best chance at recovery.**

The transplant took place on December 12, 2025, with Jess' mother, Pati, serving as her donor. **The procedure was lifesaving, but it came at a cost. Both Jess and Pati's recoveries were hard, and the emotional toll on the entire family was immense.** With two younger sons at home, ages 10 and 15, the family was suddenly balancing long drives, hospital visits, and the fear that comes with having a child who is severely immunocompromised.

Because Jess needed to remain close to the hospital for months after her transplant, the family's social worker, Julian, connected them with Family House. Pati and Jess arrived on January 2, relieved to have a place to stay just minutes from the care Jess needed—without the two-hour drive back to Lodi each day.

At Family House, the simple comforts of daily life made an extraordinary difference. Having a kitchen to cook in, laundry facilities, and meals provided by volunteers helped ease the burden during a time when every ounce of energy was needed for healing. Jess' brothers were able to visit and stay, even though there were times when they had to keep their distance to protect Jess' fragile immune system. **Still, being under one roof meant everything.**

*It feels like home. I tell
the friends I've met here,
you know what—you're
part of my family now.
Everyone says
hello, everyone cares.
It means so much to us.*

—Pati

Beyond the practical support, Pati says it was the sense of community that carried them through the hardest days.

During the holidays, the family was able to celebrate together at Family House and experience moments of joy in the middle of a difficult season. Those memories, Pati says, are ones they will never forget.

Jess will need to remain near UCSF Benioff Children's Hospital through the spring as she continues her recovery, but the experience has already left a lasting mark on their family.

"It changed my life. Family House has made a huge impact on us," Pati says. "I told my daughter, when we get home, I want to do something for Family House to show them how much we appreciate them."



2025 Impact

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.



24,177
nights stayed

3,095
guests

\$170
cost per night to house a family

14.4
average nights per stay

SURVEY

If my family and I weren't able to stay at Family House. . .

38% I don't know what I would have done; I would have had to sleep in a car or shelter.

34% I would have had to commute over 50 miles each way, to and from home, daily.

28% I would have paid for temporary housing and experienced financial hardship.



PATIENTS BY DIAGNOSIS

- 29% Oncology
- 25% Other life-threatening illnesses
- 17% Cardiac
- 16% Neonatology
- 7% Transplants
- 6% Neurology



COUNTRIES REPRESENTED

- Canada
- Brazil
- Australia
- Peru
- India
- Great Britain
- Turkey

THE FUN STUFF

26 Musical Performances in The Jared Kurtin Music Program Reception and Performance Area

26 Bingo Saturdays

83 Music Sessions with patients, siblings, and caregivers

Family Services received and distributed a total of 1,233 event tickets to families in 2025

Tickets included: Warriors, Giants, Valkyries, 49ers, SJ Sharks, Bay FC Soccer, Broadway SF, SF Ballet, concerts, comedy shows, Cirque du Soleil and Holiday Heroes

Cookies and Conversation weekly support group provided **52 batches of fresh baked cookies**



Financials

Our impact is made possible by the generosity of individuals, corporations, and foundations—we are 100% community funded. Scan the QR code to view our full financial statements.

Volunteers

4,525

volunteers in 2025

80

family dinners served

74

therapy dog visits

10

birthday parties

“When I first applied to volunteer with the Family House, it was for two reasons: I admired the mission, and I happened to live in the neighborhood. But I quickly learned that **what Family House does goes far beyond any mission statement. It is a collective effort that comes alive through every single person who works and volunteers there**, visible in the smallest details: ordering a gluten-free option on every pizza night (just in case!) or maintaining a toy room so thoughtfully stocked that any kid could walk in and find something that feels like it was meant just for them.”

Trixie Coplon

Summer High School Program Volunteer





Old Navy Fashion Show

Thanks to the generous support of Old Navy volunteers, an ordinary day became a joyful celebration. Families shopped a full room of brand new clothing and accessories, enjoyed professional hair and makeup, and stepped into the spotlight for a summer fashion show. As they chose their favorite outfits and walked the runway with confidence, families experienced moments of joy, self-expression, and a sense of normalcy, something especially meaningful during a challenging time.



"I've loved volunteering at Family House for the Old Navy x Family House Summer Fashion Show! The passion that Karen and her team bring to creating a moment of celebration for the families is truly inspiring. The event itself is a culmination of efforts from so many people, starting many months in advance. It's hard to pick just one favorite moment among so many magical ones, but **every hour of planning and preparation is worth it when we get to see the kids walk down the runway—expressing their joy and personalities through fashion!**"

Brittany Damon
Gap Inc.



Powered by Partnership

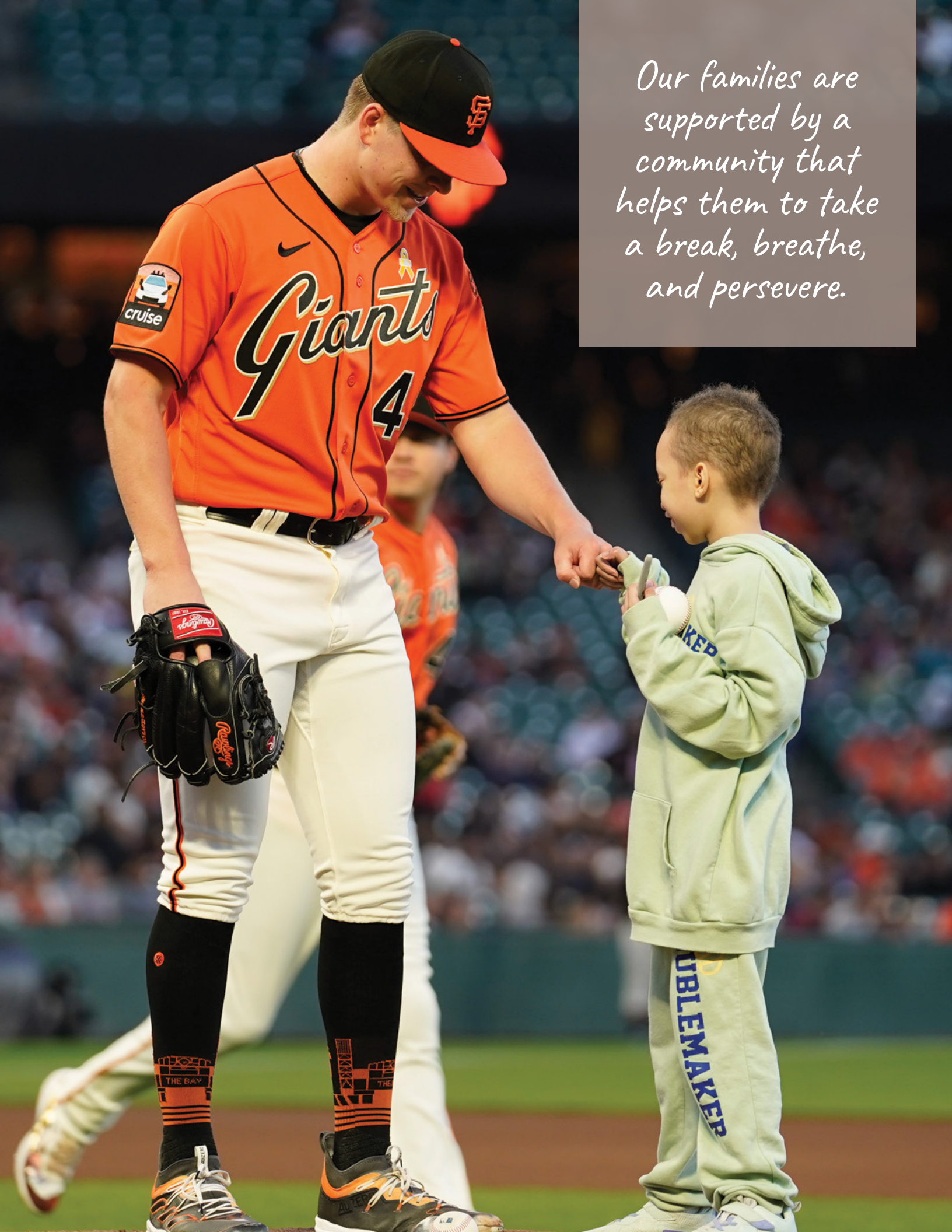
Throughout the year, we are deeply grateful for the community partners who stand beside Family House, creating respite for families facing medical crises. Their generosity gives families the chance to take a breath, share a smile, and find a sense of normalcy during an incredibly difficult time. The partnerships make it possible to surround families with care, connection, and meaningful experiences that lift spirits and create lasting memories.

In 2025, some of these moments began on the basketball court, where both the **Golden State Valkyries and the Golden State Warriors stepped beyond the game to spend time with children and families.** During the Valkyries' inaugural season, players prepared a warm meal and brought a mini basketball hoop for toddlers to try basketball "dunking." The Warriors, longtime supporters, made it possible for families to attend games, giving them the chance to cheer from the stands, step onto the court, and enjoy a few hours of joyful escape. These experiences offered families a chance to pause and simply be together.

That same spirit carried into the summer when the **San Francisco Giants visited Family House, bringing the energy of the ballpark to our courtyard.** Children took turns at bat, families gathered for autographs, and laughter filled the space, creating a welcome break from hospital routines. Later in the year, **five families toured the 49er's stadium with Brock Purdy, where a behind-the-scenes visit became an extraordinary surprise when each family received a three-year lease on a new Toyota—a life-changing gift that eased daily driving burdens.**

Celebrations continued throughout the year, highlighted by the **return of our monthly birthday gatherings thanks to Salesforce.** Community events and special evenings brought families together, creating meaningful moments of rest, joy, and connection. Each one, made possible by caring partners, provided reminders that our families are supported by a community that helps them take a break, breathe, and persevere.





Our families are supported by a community that helps them to take a break, breathe, and persevere.

Thanks for your support.

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