

# SECU Family House

AT UNC HOSPITALS

## IMPACT REPORT

JULY 1, 2020 - JUNE 30, 2021



MORE THAN 25,000 GUESTS FROM  
ALL 100 NC COUNTIES, 44 STATES, AND  
7 COUNTRIES SERVED SINCE 2008.

"Looking back, fiscal year 2020-2021 began with SECU Family House still in the grip of COVID protocols, our staff split between working from home and in House. Construction was our constant background vibration yet we could see progress every day. Guests began returning just as we opened our new facility, the Pine Wing, in May and occupancy began climbing back to normal levels. The understanding of our volunteers, guests and donors supported our staff as we navigated a tough 365 days, and we are so thankful!"

Janice McAdams, Executive Director



*The Pine Wing, opened May 2021, nearly  
doubles the size of Family House to 75 rooms.*





Sharon Dixon  
Former Guest

## our guests\*

*"I'm able to come here and not worry about anything.  
It's a place that helps you out; a place you can depend on."  
— Sharon Dixon*

1,793  
Patients and family  
members served

17  
States served

84  
North Carolina  
counties served

244  
Active or veteran military  
patients and guests

## our donors\*

*"As a physician, caregiver, and former patient at UNC, I have a  
close relationship with the needs of patients and their families.  
From the welcoming smiles, impeccably furnished rooms and  
immaculate dining room, everything is perfect at Family House."  
— Dr. Ivan David, Donor*

1429  
Donors

\$1,179,148  
Support  
raised

295  
Gifts made by  
former guests

32  
Foundation  
supporters

83  
Business  
supporters

209  
Luminary Society  
members



Pine Wing Living Room



Debbie Miller &  
Angie Hinchcliff  
Volunteers

## our volunteers\*

*"It is an honor and privilege to volunteer at Family House."  
— Debbie Miller*

393  
Active  
volunteers

4,997  
Volunteer hours  
logged

1,805  
Front desk  
volunteer shifts

103  
Meals provided to  
Family House guests

1,502  
Volunteer hours of  
laundry folding

15  
Musical  
performances

\* July 1, 2020 – June 30, 2021



# fiscal year at a glance\*\*

13%+  
Guests who are active or  
veteran military

92%  
Family House  
guests coming from  
North Carolina

\$30.05  
Average guest  
payment per night

\$95  
Cost to operate a  
room at Family House  
for a night

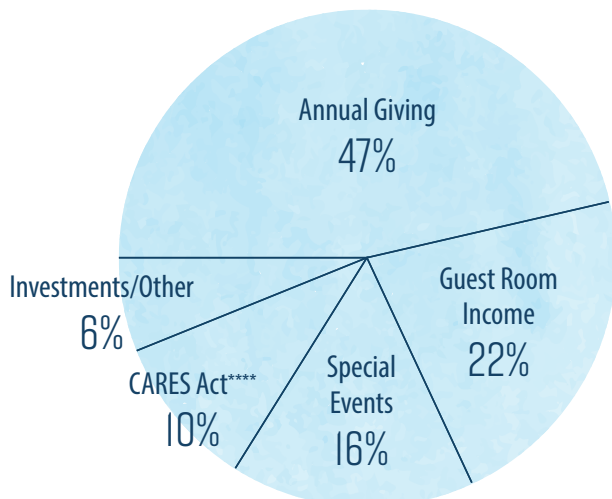
82%  
Average  
occupancy rate

95%  
Guests say Family House  
has a positive impact on their  
sense of safety and well-being

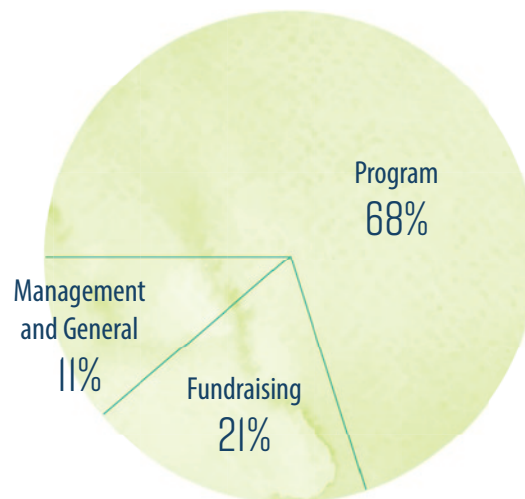


**Sautam &  
Robert Ryals**  
Former Guests

OPERATING INCOME \$1.9M\*\*\*



OPERATING EXPENSES \$1.9M\*\*\*\*\*



\*\* Form 990 will be posted at [secufamilyhouse.org/about/our-impact](http://secufamilyhouse.org/about/our-impact).

\*\*\* Percentages reflect limited events and decline in room availability (due to COVID-19 contagion) which were largely offset by the CARES Act.





\*\*\*\* Money received under the Payroll Protection Program of the Coronavirus Aid, Relief, and Economic Security Act.

\*\*\*\*\* Operating expenses do not include costs related to the Capital Campaign.



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[www.secufamilyhouse.org](http://www.secufamilyhouse.org)  
919.932.8000

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 [linkedin.com/company/secu-family-house-at-unc-hospitals](https://linkedin.com/company/secu-family-house-at-unc-hospitals)

SECU Family House is a safe, nurturing, affordable home for patients and their loved ones who travel great distances to UNC Hospitals for life-saving procedures and serious illnesses.

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thank you for your support!

Cassandra &  
Laurance Mellen  
Recurring Guests  
& Donors

