



A DECADE OF FAMILY HOUSE FACES - CELEBRATING OUR

past, present & future



IMPACT REPORT

July 1, 2017 – June 30, 2018



Guests thank us every day for providing the warmth of home during the most trying times of their lives. But it's the guests themselves – along with the many volunteers and others who cross our threshold – who fill Family House with joy and laughter. Together we celebrate our past, present, and future of serving more guests with the building expansion.

Janice
Janice McAdams
Executive Director



OUR MISSION

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.

We provide guests lodging, meals, supportive programs, transportation and a caring support network. We serve families from all 100 North Carolina counties and beyond, helping them rest, heal, and gather strength when they need it most.

TOP TEN *counties served*

July 1, 2017 – June 30, 2018
Listed by number of guests served

Cumberland	201	Craven	77
Onslow	107	Carteret	71
New Hanover	103	Johnston	55
Brunswick	89	Moore	54
Robeson	81	Dare	53

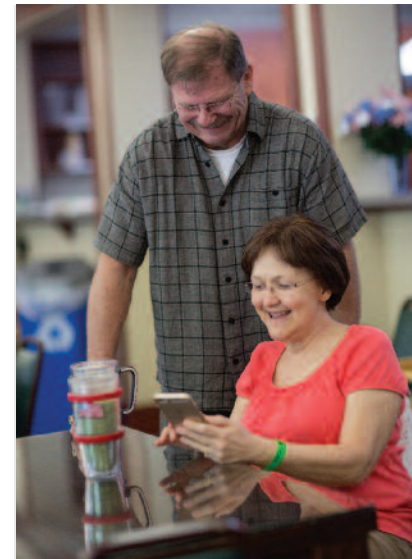


Our guests

Family House provides a nurturing environment where guests build supportive relationships. Here, families find respite after a long day at the hospital, wholesome meals and therapeutic activities, and relief from the financial and emotional burdens of traveling away from home for medical care. Visit our Family House Diaries to see what Family House means to guests, including the Livesays, at secufamilyhouse.org/diary.

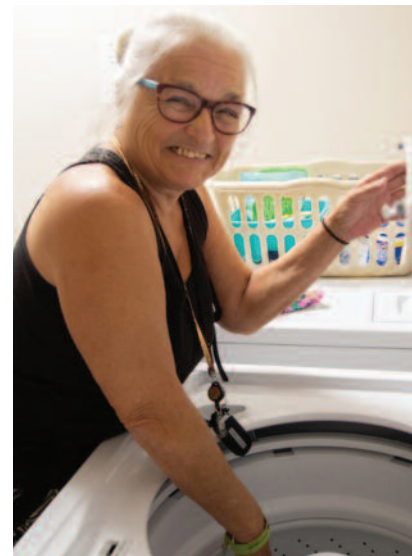
Guests give back to Family House in so many ways. We asked our family of supporters – including former guests – to help us raise \$10,000 between June 1 and June 10. They exceeded our summer "10 in 10" challenge by double.

As our guests arrive at Family House, the first face they see is an engaging volunteer offering information or help in our new lobby. This past year we were able to improve the lobby setting both for our guests and our volunteers. Guests arrive to a remodeled spacious front desk with light and airy information tables and easy access to Claudette, our House manager, to check in.



"WHEN YOU COME HOME TO THIS PLACE, YOU FEEL SO SAFE AND SO COMFORTABLE."

Ron "Bubba" Livesay (below, middle) and wife Donetta
Family House Guests from
Dare County, NC



This front lobby renovation completed in April 2018 allows front desk volunteers to enjoy a more spacious and efficient work space as we prepare to serve more guests with the building expansion.

In other changes for our guests, several renovated suites, like Room 219, provide a good night's sleep after a long day at the hospital. Family House staff completed the renovation work in-house, dramatically reducing renovation costs and disruption to guests.

guest STATS

July 1, 2017 – June 30, 2018

95
North Carolina
counties served

26
states
served

1
foreign country
served



Our donors



Our donors are essential to Family House fundraising, keeping room rates affordable for guests. Your donations to the Family House Annual Fund help bridge the gap between what a guest pays and the actual cost of operating a room. Individual, service league, sports team, tennis club, church group, company, foundation, and other organizational donations have an invaluable impact on the lives of others. Our community's favorite events bring both new donors and sponsors into our fundraising plan.

The **2017 Carolina Ball** at The Carolina Club raised more than \$245,000 in net proceeds – a significant part of our annual operating budget. Event guests made lifelong memories while benefitting a worthwhile cause.

The **10th Anniversary Golf Tournament and Birthday Party** at the Chapel Hill Country Club united our community in celebration of our past, present, and future. The day-long event, hosted by the Golf Channel's Gary Williams, raised \$120,000 for the Annual Fund.

Please visit secufamilyhouse.org/donate to learn the simple ways you can give to Family House.



"WE'RE PLEASED TO SUPPORT FAMILY HOUSE – PROVIDING SUPPORTIVE CARE AND WARM HOSPITALITY."

Cynthia Jolly, SECU Foundation Board Chair (right) with Jama Campbell, Executive Director

<div>donor</div> <div>STATS</div> <div>July 1, 2017 – June 30, 2018</div>	\$950,868 in support raised	1,141 donors	89 corporate supporters	29 foundation supporters
	11 church supporters	156 in-kind donors	213 gifts-in-kind	\$94,014 estimated value of in-kind gifts



Volunteer Betty Hutton

Our volunteers

Volunteers give their time and talent, working alongside staff to realize the Family House mission. Volunteer meal providers provide a nourishing dinner five nights every week. Other volunteers work at the Front Desk, fold freshly laundered linens, provide entertainment, keep the kitchen clean and organized, teach sewing and quilting, gather to provide evening music, and assist with events. Volunteers play a critical role in Family House operations and opportunities for individuals and groups to volunteer are always available.

Our annual **Volunteer Appreciation Breakfast**, held in May 2018 at the NC Botanical Garden, honored the generous

contributions of our nearly 150 regular volunteers. Volunteers have a unique vantage point for how we can better serve guests. Family House prioritizes opportunities to collect and integrate volunteer feedback and ideas – including an annual satisfaction survey, regular Town Hall meetings, potluck lunch and learns, and other activities geared toward engagement and appreciation. We also keep volunteers in the loop with a quarterly Volunteer Newsletter.

A dedicated Family House volunteer issued the first “\$10,000 in 10 days challenge” in 2018, offering to match every dollar we raised between March 1 and March 10.

Learn about volunteering at secufamilyhouse.org/get-involved.

volunteer STATS

July 1, 2017 – June 30, 2018

13,707
volunteer hours
logged

365
meals provided
to Family House
guests

146
regular
volunteers

85
music
performances
provided to guests

29
volunteer groups
from UNC

13
SECU branches
volunteered at
Family House



“IT’S A JOY TO OBSERVE WILLIE, MY THERAPY DOG, PROVIDING AFFECTION, COMFORT, AND LOVE TO OUR GUESTS.”

Jean Fetterman, (above, middle) with Willie, SECU Family House at UNC Hospitals Volunteers of the Year 2017

OUR FISCAL Year in Review

July 1, 2017 – June 30, 2018

2,294 patients and family members served	250 active military or veteran patients and guests	89% Family House guests coming from North Carolina	\$37 average guest payment per night	\$95 cost to operate a room at Family House for a night
\$3,800 cost to operate all 40 rooms for a night	\$35,000 cost to operate one room for a year	\$25/MO annual donation that helps a guest stay for 6 nights	92% average occupancy rate	95% guests say Family House has a positive impact on their sense of safety and well-being

FY2017-2018 TOTAL OPERATING INCOME \$1.6 million*

Guest Room Income	\$489,906
Annual Giving	\$499,100
Special Events	\$404,213
Investments	\$158,208

TOTAL OPERATING EXPENSES \$1.6 million*

Programs and Services	\$1,119,482
Management and General	\$190,639
Fundraising	\$251,062

* Income differential is allocated to reserves. Capital campaign data is not included in operating data. Unaudited financial data; Form 990 is available upon request.



OFFICERS

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UNC Hospitals

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CEO, Participate

Linda Butler, Secretary*

Retired; Community Volunteer

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IS Manager/IT Support, SECU

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Community Volunteer

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Alex Toledo, MD

Prof., Dept. of Surgery, Abdom. Transplant, UNC Hospitals

* Rotated off the Board at end of FY 2017-18

+ New Board Members in FY 2018-19

~ New Board Members in 2019

THANK YOU FOR YOUR ANNUAL FUND SUPPORT

DONATIONS \$500+ FROM JULY 1, 2017 - JUNE 30, 2018

\$30,000+

Lisa Carey and Matt Ewend
Peg Perlman
State Employees Combined
Campaign
The John William Pope
Foundation
[UNC Health Care](#)

\$10,000+

Deb and Amrita Bhowmick
Carlson Family Foundation
CarolinaEast Foundation
Nicci and Martin Gafinowitz
Janet McCarthy
Drew and Liz Miracle
Mia Hamm Foundation
Maureen and Tim O'Connor
Rich and Marilyn Jacobs Preyer
Uday and Laura Reebye
[SECU Information Services
Golf Tournament](#)
Mr. and Mrs. E. C. Sherrill

\$5,000+

Mike and Mary Bryan Adair
Blue Cross and Blue Shield of
North Carolina
Linda and Cliff Butler
Henry and Beverly Chase
David and Kathy Clemmons
Uldarico P. Datiles
Jean and Richard Fetterman
Hendrick Southpoint Automall
Hope Through L.I.F.E. Foundation
Dianne Bertsch, Bertsch Family
Charitable Foundation, Inc.
Charlotte Johnson
Steve Lerner and
Sharon Van Horn

Johnny Morris
Participate
Rossi Family Foundation
Art and Diane Schools
Lee and Myrah Scott
Tom and Kathy Shea
SKANSKA
[UNC Men's Basketball](#)

\$2,500+

Mary and James Beck
BlueAlly Technology
Solutions LLC
David and Carol Callahan
Munroe and Becky Cobey
Chad and Allison Ellis
Investors Title Company
Tamra and Charlie Finn
Lynn and Steve Fromme
Karin Gess
Shontel and Whitney Grumhaus
Kylie and Clint Harris
Angie and Richard Hinchcliff
Robert and Christina Jackson
Lisa and Steve Jones
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Seth Brody
John and Sherene Min
Phil Phillips
Edwin and Harriet Poston
Steve and Susan Skolsky
Claude and Sarah Snow
[State Employees' Credit Union -
Durham](#)

Swearingen Foundation /
Linda and Matthew Arnold
T.A. Loving Company
Matt and Barbara Hapgood,
The Prentice Foundation
Forrest and Laura Waldon
Wells Fargo Foundation
Anonymous
Anonymous

\$1,000+

Yomi and Chris Adigun
John Fernandez and
Michelle April
Ashley and Chris Barry
Starr and Daniel Basmajian
Christopher J Bell
Jerry and Tina Bell
Cort and Lindsey Bennett
Anne and Alex Bernhardt
Bill and Lee Blackman
Bladder Cancer Advocacy
Network
Jim and Jean Blaine
Carole Blossom
Bristol-Myers Squibb
Foundation*
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Capital Associates
Thomas and Brienne Caranasos
Mary Cefalo
Jeff and Paige Chandler
Chapel Hill Tire
Chapel Hill/Orange County
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Hampton and Katie Corley
Norris Cotton and Tracy Mancini

Fred Dalldorf, M.D. and Jane
Bultman-Dalldorf
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Ian and Lucy Falk
Robert Faulk
Cathy and Mike Fields
Rob and Melrose Fisher
Katy and Amos Fodchuk
Carl Fox and Julia Kemp Fox
Franklin Street Partners
Sue and Terri Giles
Jill Godwin
Grand Chapter Order of the
Eastern Star
Janet and Eldad Hadar
Robert and Julijana Henry
Hewlett Packard Enterprise
Sissy and William Holloman
Laura Shenkman,
Jacob Burns Foundation, Inc.
Yvonne and J. Charles Jennette
Dave Johnson
Kalos Golf
Nabil Kanawati
Betty Kenan
Kristi Kerins
Melina Kibbe and Marco Patti
Brian and Moyra Kileff
Emily Kohl
Judith and Thomas Kraska
John and Carol Lewis
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Federal Credit Union
John Lotspih and Mary Neuman
Lynn and Dennis Marcin
McAdams
Karen and Robert McCall
McDonald York Building
Company
Terry and Laurie McIntire

Kevin and Tina McLeod
Kathryn and Hugh Merkel
Ben and Marla Miller
Musette Morgan
Waynell Morris
Mark and Elizabeth Moshier
Mary Moss
moss+ross
Dennis and Michelle Murphy
Hyman and Loretta Muss
Bob and Nancy Myer
New Hope Fire Department
James and Susan Newton
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Mark and Olga Otter
Jay and Nimisha Patel
Moisha and Virginia Platto
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Raintite Seamless Gutters
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Marsha and Chet Roslanowick
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Schell Bray PLLC
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Brian Stabler
[State Employees' Credit Union -
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Henderson](#)
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Summit Design and Engineering
SunTrust
T. Rowe Price*
The Resolute Building Co.
Pat Thomson
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[UNC Faculty-Staff Recreation
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United Way of the Greater
Triangle
Garry and Ruth Vogelpohl

Roy and Wanda Williams
Wittenbach Business Systems
Rick and Jennifer Woods
Paige and Omar Zinn
Anonymous
Anonymous
\$500+
Anthony and Paula Adams
BD Associates*
Jim and Bonnie Blair
James William Blue, Jr.
Bill and Jan Bolen
Phil Graham and
Anita Brown-Graham
Bernard and Deborah Brunson
Andrew Bullard
Diana Burchhardt
Robyn and Scot Carpenter
Jack and Sara Carroll
Susan and Rusty Carter
Allison and Mark Chandler
Brent & Cindy Clark
George William Clark, III
William and Tiffany Clark
Barclay Close
Brian and Tica Coan
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Lynn Dail
Matthew and Molly Davis
Heather Denny
Debbie and Doug Dibbert
Chad Duke
Durham-Orange Quilters Guild
Stanley L Fleming
Mr. and Mrs. W. L. Flowers
Michele and Terrence Flynn
Joan and Jerry Fralick
Deborah Frazier
Kent Fisher and Ali Fromme
Rochelle and Bill Gibney
Lallie and David Godschalk
Karen Graves
Clay and Margaret Hamner
Linda Harrelson

Gary and Patty Hill
Margaret and Edward Holmes,
Holmes Oil, Inc.
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Tom Vasiliauskas
Shirley and Mortison Hudson
Ben Huffman
Mark Hunt and Gooche Vann
Betty Hutton
Gene and Jeannie Jester
Mark and Karen Johnson
Everette and Connie Jones
Susan and Vance Jones
Bishop and Nanci Jordan
Janice and Paul Kalin
Kendra Scott
Doug Kenyon
Thaddeus and Amy King
Mack and Hope Koonce
Jay Kopel
Sanjeev Kumar
Jim and Mary Leininger
Jason Long
Vicki Lotz
Warner Lucas
Macedonia Missionary
Baptist Church
Arun Majmudar
Mike and Wendy Maxwell
Dennis and Janice McCampbell
Pat McCarthy
Dana and Esteban McMahan
Anthony and Marian Meyer
Lewis and Maggie Morris
Brian and Jeanne Murray
Pepsi Bottling Ventures, LLC
Pam and Bill Perreault
Mitchell W Perry
Peter Millar
Ivy and Joey Pointer
Marc and Lou Pons
Eric Porter
Stephen and Sandra Rich
Nancy and Peter Bach, Richard G.
Jacobus Family Foundation

Peggy Richmond and
Moses Carey
Marlene Rifkin
Jim and Joan Rose
Patty Saponaro
Joshua and Erica Schutt
Rick and Smruti Shah
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Patricia and Robert Stoner
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Lauren and Jim Willis
Kelly and Bill Wood
Bob and Becky Woodruff
Allison and Ford Worthy
David and Kelly Young
Anonymous

[Blue donors](#) proud partnership with UNC [Green donors](#) proud partnership with State Employees' Credit Union * indicates matching gift donors

SHARE THE HOUSE

give hope a home

CAMPAIGN FOR EXPANSION

The capital campaign to expand Family House gained great momentum throughout the 2017-2018 fiscal year, and we celebrated a milestone in Family House history on September 12, 2018 as the community gathered for the groundbreaking.

Expansion nearly doubles the size of Family House to 75 rooms. We are adding more space and a larger support network so we can welcome more guests and impact the health of more patients and families in North Carolina and beyond.

The response to the capital campaign has been enthusiastic from individuals, corporations and foundations, and we are closing in on the \$9.6 million fundraising goal. More than 225 donors have pledged their support, and campaign co-chairs Matt Ewend, Maureen O'Connor, and Bob and Becky Woodruff invite you to help give hope a home for more families.

Learn more about the campaign for expansion at secufamilyhouse.org/share or by contacting Martha Aldridge, Director of Development, at martha@secufamilyhouse.org or 919.932.8003.

Chapel Hill Mayor Pam Hemminger joined Family House's Board of Directors and community partners for the ceremonial groundbreaking.



SHARE THE HOUSE CAMPAIGN DONORS DONATIONS \$500+ THROUGH DECEMBER 31, 2018

\$250,000+

Blue Cross and Blue Shield of North Carolina Foundation
Blue Cross and Blue Shield of North Carolina
Lisa Carey and Matt Ewend
Maureen and Tim O'Connor
State Employees' Credit Union Foundation
UNC Health Care

\$100,000+

Nicci and Martin Gafinowitz
Rich Preyer and Marilyn Jacobs
Janice and John McAdams
The John William Pope Foundation
Uday and Laura Reebye
Frank and Shelayne Sutton
Bob and Becky Woodruff
Anonymous

\$50,000+

Neil and Holly Alderman
Aldersgate Methodist Church of Chapel Hill
The Cannon Foundation
Carlson Family Foundation
Earl and Margaret Chesson
Charitable Endowment Fund of Triangle Community Foundation
Munroe and Becky Cobey
East Chapel Hill Rotary Club
Lineberger Cancer Center
Johnny Morris
Oak Foundation
Myrah and Lee Scott
The Eddie and Jo Allison Smith Family Foundation, Inc
UNC Health Care Volunteer Association

\$25,000+

Mike and Mary Bryan Adair
Linda and Cliff Butler
Barbara Ewend
Jean and Richard Fetterman
The Galante Family
Garrett Hamm Fund

Margaret and Edward Holmes
Peg Perlman
Roger and Linda Perry
PPD, Inc.
Tom and Kathy Shea
Gray Clark and Thomas Stoughton
SunTrust Foundation
Ken and Cheryl Williams
Roy and Wanda Williams
Anonymous

\$10,000+

John Fernandez and Michelle April
Ballentine Associates
Bruce and Pam Ballentine
Mary and James Beck
Broyhill Family Foundation
Ian and Marianne Buchanan
Henry and Beverly Chase
William and Tiffany Clark
David and Kathy Clemmons
Ivan David
Investors Title Company
Peter and Kim Fox
Charles and Patsy Harrison
Angie and Richard Hinchcliff
Bob and Janice James
Shipley and Joe Jenkins
Sam Longiotti
Lynn and Dennis Marcin
Bill and Sara McCoy
Hyman and Loretta Muss
Mark and Olga Otter
Brian Stabler
Jim Starling
The Bob Boyd Family Fund
Donna Trohanis
Wells Fargo Foundation
David and Kelly Young
Anonymous

\$5,000+

BB&T Charitable Foundation
Pat and Bill Blau
Friends and Family of Teresa Dianne Braswell
Trey and Lucy Doak
Nancy Farmer

Cathy and Mike Fields
Kevin and Cindy Fitzgerald
Lynn and Steve Fromme
General Electric
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Thomas and Margie Haber
James and Pam Heavner
Wayne and Pamela Herndon
Lynda Howell
Roger and Dorothy Jennings
David and Cynthia King
Jay and Nimisha Patel
Peggy Richmond and Moses Carey
Marlene Rifkin
Leslie Stewart
The Prentice Foundation
Alexander and Courtney Toledo
Joan Watts
Mark and Rhonda Zack
Anonymous

\$1,000+

John and Lucy Aldridge
Jacqueline C Beecher
Bill and Lee Blackman
Dan and Solange Bruxvoort
Carolyn Riddle Armstrong Family Foundation
Gilles and Elizabeth Cloutier
Bill and Nancy Cobey
Jill A. Conrad
Fairley Bell Cook
James and Roberta Copeland
James and Faye Crupi
Bubba and Tina Cunningham
Debbie and Doug Dibbert
David and Sara Dobson
Peter Ewend
Christi and Larry Fedora
Carl Fox and Julia Kemp Fox
John and Donna Frick
Jessica and Ron Funk
Hazel Gibbs
Lynn Goodpasture
Shontel and Whitney Grumhaus
Don and Rose Heineman
Tom and Eva Higgins
Sissy and William Holloman

William and Beth Hoos
Kay and Marvin Johnson
Brian and Moyra Kileff
Mark Knelson and Mary Beth Boening
Betsy and Barney Koszalka
Vicki Lotz
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Renaissance Charitable Foundaton and Adam and Lisa Broome
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Buzz and Ingrid Sztukowski
Carol A. Turner
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Kathy Yasui-Der and Channing Der
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\$500+

William and Martha Aldridge
Bell Family Foundation
Bill and Jan Bolen
Keith and Christy Bowman
Heather and Steven Bunn
Lynn Dail
Melda Dyer
Katie Early
Peter Eckman
Thomas and Mary Alice Eckman
Ron and Kathy Falk
Susan M Hammer
Laura Kline
Anonymous



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