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 M. Adams
Executive Director
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 Iris Curry

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

Guest Stats

July 1, 2017 – June 30, 2018

95
North Carolina counties served
26
states served
1
foreign country served
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.
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 leams, 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 Betty Hutton

<table>
<thead>
<tr>
<th>volunteer STATS</th>
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<tbody>
<tr>
<td>July 1, 2017 – June 30, 2018</td>
</tr>
<tr>
<td>13,707 volunteer hours logged</td>
</tr>
<tr>
<td>365 meals provided to Family House guests</td>
</tr>
<tr>
<td>146 regular volunteers</td>
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<tr>
<td>85 music performances provided to guests</td>
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<tr>
<td>29 volunteer groups from UNC</td>
</tr>
<tr>
<td>13 SECU branches volunteered at Family House</td>
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“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/MD 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

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<tr>
<th>TOTAL OPERATING INCOME</th>
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<td>Guest Room Income</td>
<td>$489,906</td>
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<td>Annual Giving</td>
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<td>Special Events</td>
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* Income differential is allocated to reserves. Capital campaign data is not included in operating data. Unaudited financial data; Form 990 is available upon request.

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THANK YOU FOR YOUR ANNUAL FUND SUPPORT

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

$30,000+
Lisa Carey and Matt Ewend
Peg Perlmans
State Employees Combined Campaign
The John William Pope Foundation
UNC Health Care

$10,000+
Deb and Amrita Bhownik
Carlson Family Foundation
CarolinaEast Foundation
Nici and Martin Gafanowitz
Janet McCarthy
Drew and Liz Miracle
Mia Hamm Foundation
Maureen and Tim O’Connor
Rich and Marilyn Jacobs Preyer
Scott and Emily Ragsdale
Maureen and Tim O’Connor

$2,500+
Joy and Richard Fetterman

$1,000+
Andrew and Own Moyer

$500+
Mary and James Beck
BlueAlly Technology Solutions LLC
David and Carol Callahan
Munroe and Becky Cobey
Broom and cafe Koons
Munroe and Becky Cobey
Chad and Allison Ellis
Tamra and Charlie Finn
Karin Gess
David and Emily Kornstein
Ashley and Chris Barry
Starr and Daniel Basmajian
Christopher J Bell
Jeffrey and Tricia 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*
Bruce and Pam Ballentine
Ian and Marianne Buchanan
Capital Associates
Thomas and Brienne Caranasos
Mary Cerfalo
Jeff and Paige Chandler
Chapel Hill Tire
Chapel Hill/Orange County Visitors Bureau
Heather and Patrick Conway
Hampton and Katie Corley
Norris Cotton and Tracy Mancini

Sweatingen Foundation / Linda and Matthew Arnold
T.A. Loving Company
Matt and Barbara Happold
The Prentice Foundation
Forest and Laura Waldon
Wells Fargo Foundation
Anonymous

$1,000+
Yomi and Chris Adigun
John Fernandez and Michelle April
Ashley and Chris Barry
Starr and Daniel Basmajian
Christopher J Bell
Jeffrey and Tricia Bell
Cort and Lindsey Bennett
Anne and Alex Bernhardt
Bill and Lee Blackman
Bladder Cancer Advocacy Network
Jim and Jean Blaine
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Heather and Patrick Conway
Hampton and Katie Corley
Norris Cotton and Tracy Mancini
Fred Dalliford, M.D. and Jane Bulmam-Dalliford
Brice and Pippa Engert
Ivan and Lucy Falk
Robert Faulk
Cathy and Mike Fields
Rob and Melissa Fisher
Katy and Amos Fochuk
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 Julianna Henry
Hewlett Packard Enterprise
Sissy and William Holloman
Laura Shenkmann,
Jacob Burns Foundation, Inc.
Yvonne and J. Charles Jennette
Dave Johnson
Kalos Golf
Nabil Kanawati
Betsy Kenan
Kristin Ketens
Melina Klibbe and Marco Patti
Brian and Moyra Kileff
Emily Kohl
Judith and Thomas Kraska
John and Carol Lewis
Local Government
Federal Credit Union
John Lottstrup and Mary Neuman
Lynn and Dennis Marcin
McAdams
Karen and Robert McCull
McDonald York Building Company
Terry and Laurie McIntire
Kevin and Tina McLeod
Kathryn and Hugh Merkel
Ben and Marla Miller
Muissete Morgan
Waynell Morris
Mary Moss
moss-foss
Dennis and Michelle Murphy
Hyman and Loreta Mess
Bob and Nancy Myer
New Hope Fire Department
James and Susan Newton
North Carolina Community Foundation
Mark and Olga Otter
Jay and Nimasha Patel
Moisha and Virginia Plate
Daniel Pomp and Andrea Eisen
Rainforest Seamless Gutters
Ric and Joanna Rojas
Marsha and Chet Rosanovick
Haynes and Janice Ross
Schell Bray PLLC
Barbara McInnis
Bruce and cafe Koons
Broom and cafe Koons

State Employees’ Credit Union - Carrboro
State Employees’ Credit Union - Henderson
State Employees’ Credit Union - Hillsborough (Old Hwy 86)
Jeff and Jan Stoddard
Summit Design and Engineering
Suntrust
T. Rowe Price*
The Resolute Building Co.
Pat Thomson
UNIC Department of Surgery
UNIC Faculty Staff Recreation Association
United Way of the Greater Triangle
Garry and Kathy Vogelpohl

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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 Scott Carpenter
Jack and Sara Carroll
Susan and Rusty Carter
Allison and Mark Chandler
Brent and Cindy Clark
George William Clark, III
William and Tiffany Clark
Barclay Close
Brian and Tica Coan
Mary Coulter
Lynn Dail
Matthew and Molly Davis
Heather Denny
Debbie and Doug Dibbért
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 Hamer
Linda Harrelson
Gary and Patty Hill
Margaret and Edward Holmes
Holmes Oil, Inc.
Elizabeth Hopkins and Tom Vasilakis
Shirley and Mortison Hudson
Ben Huffman
Mark Hunt and Gooche Vann
Betty Hutton
Gene and Jeanie 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 Koone
Jay Kopel
Sanjeev Kumar
Jim and Mary Leininger
Jason Long
Vicki Lotz
Werner Lucas
Macedonia Missionary Baptist Church
Arun Majmundar
Mike and Wendy Maxwell
Dennis and Janice McCamperl
Pat McCarthy
Dana and Esteban McPherson
Anthony and Marian Meyer
Lewis and Maggie Morris
Brian and Jeanne Murray
Pepsi Bottling Ventures, LLC
Ram and Bill Peresault
Mitchell W Perry
Peter Millar
Ivey and Joey Pointer
Marc and Lou Pons
Eric Porter
Stephen and Sandra Rich
Nancy and Peter Bach, Richard G.
Jacobs Family Foundation

Peggy Richmond and
Moses Carey
Marlene Rikfin
Jim and Joan Rose
Patty Saponaro
Joshua and Erica Schutt
Rick and Smrutti Shah
Myra and Michael Smith
State Employees’ Credit Union - Chapel Hill (Elliott Road)
State Employees’ Credit Union - Chapel Hill (North Chatham)
State Employees’ Credit Union - Goldsboro
State Employees’ Credit Union - Information Services
State Farm Companies Foundation
Julie Stone
Patricia and Robert Stoner
Cathy and John Stow
Buzz and Ingrid Szukowski
Beverly Taylor
Diana Thackery
The Good Family
Jeff and Janis Tillman
Alexander and Courtney Toledo
Triangle Community Foundation
Donna R Tolleferring
Rick Tugwell
Eileen Tyler
Grace Ueng
Verizon
Kim Vrana and Anahid
Kavokjian
Walmart Rewards Program
David and Marion Waters
Lauren and Jim Willis
Kelly and Bill Wood
Bob and Becky Woodruff
Allison and Ford Worthy
David and Kelly Young
Anonymous

* indicates matching gift donors
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.

**Campaign for Expansion**

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