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Building Hope **TOGETHER**

This past fiscal year has been filled with meaningful moments and powerful impact — and it wouldn't have been possible without you. Your support helped provide comfort, rest, and a sense of peace to families navigating some of life's toughest challenges. As we look ahead, we're inspired by all that we've accomplished together and energized to keep walking alongside every guest who needs a place of hope and healing.

Kelly A. Thompson
Kelly Thompson
MA, CAE, CFRE, CVA
Executive Director



IMPACT REPORT
JULY 2024 – JUNE 2025

“

This place is a life saver for so many people, especially during a time that so many are struggling financially.

— Chiyanna
Smithfield, NC

TOGETHER for our Guests

Together, we provided nearly **23,000** days and nights of relief for people facing a healthcare crisis far from home — a 10% increase in services compared to last year.

What they found at Family House was more than much-needed shelter. They found compassion in a volunteer's quiet gesture, strength in a fellow guest's understanding and friendship, and comfort in knowing they weren't alone.

In their hardest moments, Family House became a beacon of hope — held together by kindness, and made possible by you.

6,596
Guests Served

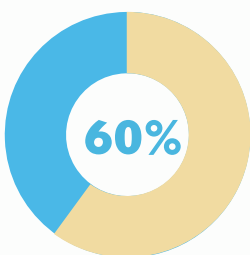
96%
of surveyed **Family House Guests** shared that we had a **positive impact** on their emotional well-being & safety



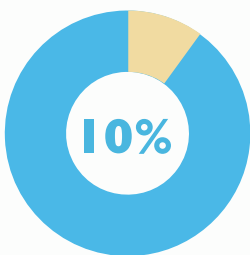
**SAVING
\$2.4M**

in estimated lodging costs for patients and caregivers

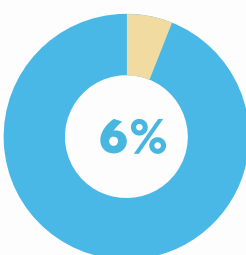
TOP REASONS FOR STAY



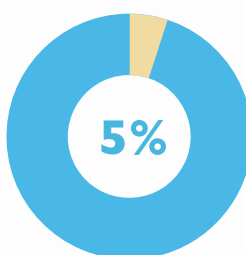
Cancer-related
Surgery & Treatment



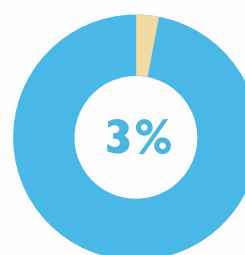
Organ Transplant



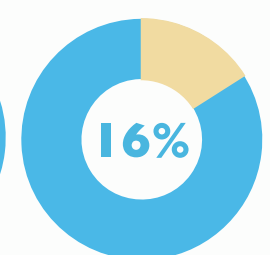
Surgery



Cardiology-related
Treatment



Neurology-related
Treatment



Other



TOGETHER with our Volunteers

The generosity of our caring volunteers helps ease guests' stress and brighten even their toughest days. With their welcoming smiles, thoughtful treats, home-cooked meals, uplifting music and art programs, and **so much more**, they bring heart and light to the House.

TOGETHER in Giving

This year, **1,569** generous donors made it possible to give our 6,596 guests rest, care, and comfort during the most challenging times of their lives.

A Lasting Difference

While a guest's time at Family House may be relatively short, the compassion they receive stays with them.

This year, Legacy Family donors gave **\$208,590** through planned gifts—ensuring future families will find the support they deeply need.



We felt loved & cared for the moment we arrived.

— Charles & Rhonda
Lumberton, NC



The homemade meals & music from the volunteers were phenomenal & restorative. I can't think of a better experience, or more attention to detail, hospitality, or warmth.

— Donna
Dadeville, AL



264
Meals
Provided



1,976
Active
Volunteers



208
Art & Music
Programs

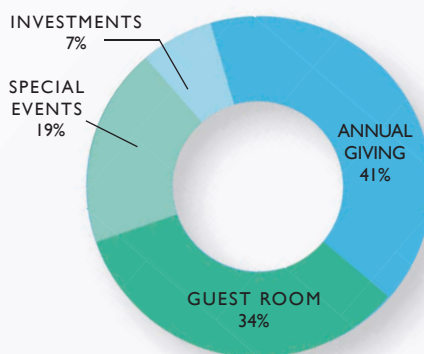
Volunteer Hours Donated: **13,803**

Volunteers' Est. Financial Impact: **\$462,258**



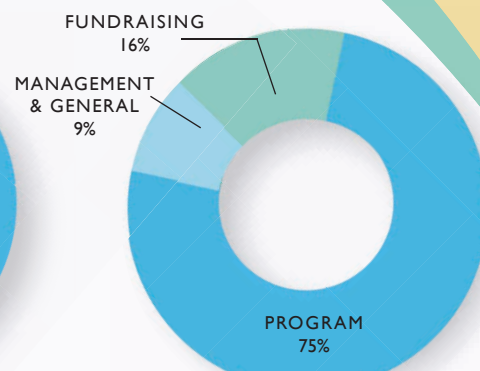
Financials at a Glance*

REVENUE



\$3,232,313

EXPENSES



\$3,220,894

Occupancy

With occupancy rising from 80% to **84%**, even more families experienced the calm, care, and community that helped carry them through.

In Kindness

In-kind gifts valued at nearly **\$200,000** provided much-needed essential goods and services for our guests.

\$1,921,865

Raised to bridge the gap between what our guests can afford, and our operating costs.

\$51
Guest
Room
Revenue

\$133
Operating
Cost

**Average Per Room
Per Night**

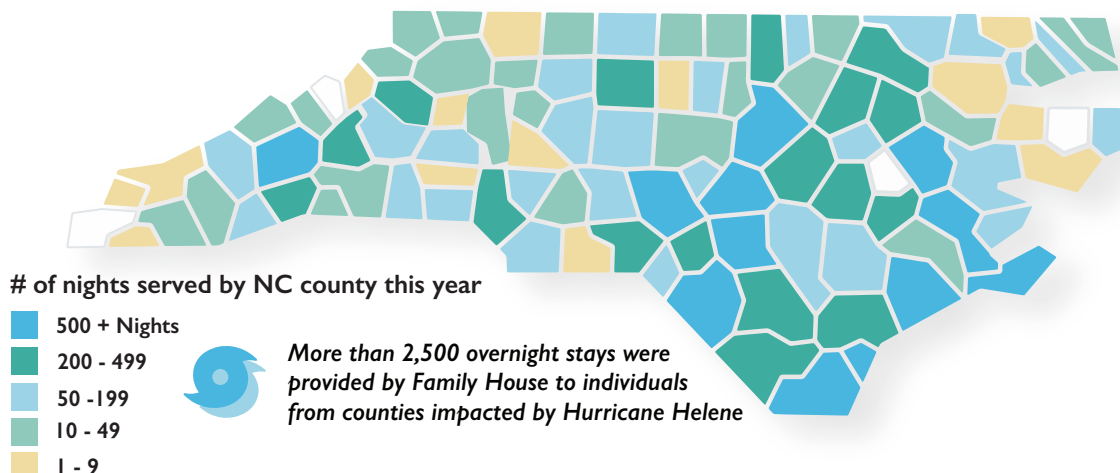
*Unaudited data is shown, audited financials will be on our website when available.



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.

**BOARD OF
DIRECTORS**
FY 2024-2025

Serving Nearly **23,000** Nights for Guests
From North Carolina & Beyond



Thank you for being a part of our Family

Udobi Campbell, PharmD, MBA, President
Ali Fromme, CPA, Past President
Melanie Moreschi, AIA, Vice-President
Laura Fisher, Treasurer
Ben Breitholtz, Secretary
Matt Arnold

Joe Breschi
Spring Council
Rowell Daniels, PharmD, MS
Shirley Diefenbach, JD
Tony Gilmore
Reagan Greene, MBA

Katie Kelm, PhD
Allyson Lawless, JD
Cathy Madigan, DNP, RN, NEA-BC
Allan Phillips, CFP
Doug Shackelford, PhD
Alan Swendiman, JD

“During one of the most difficult times of my life, The House provided my family with a peaceful place to rest and helped with our stress. Thank you for providing a warming environment at such a needed place to those in a medical crisis.”

– Toni
Shannon, NC

**GIVING.
Caring.
SHARING.**
*That is the Heart
of our House.*

Scan to
make your
impact today!

