



Inspiring Healing **TOGETHER**

What an amazing year!

We welcomed more guests than ever before this fiscal year. Because of YOU, our dedicated volunteers and donors, we served over **4,500** guests – an all-time high! Together we provided much-needed respite and comfort for over **20,000** nights to those in need. **Thank you** for your continued support and for warmly welcoming me to the Family House community.



Kelly A. Thompson

Kelly Thompson
MA, CAE, CFRE
Executive Director



**SECURE
FAMILY
HOUSE**
at UNC Hospitals

IMPACT REPORT
JULY 2023-JUNE 2024



Family House has been like a lighthouse in the midst of our storm.

— Virginia and Randy Beaver, WV

TOGETHER for our Guests

We made an incredible impact this year— greater than ever before. Together, we provided nearly **20,000** nights for those navigating difficult healthcare journeys. Because of your support, patients or their loved ones did not have to worry about where they would sleep, shower, eat, or where they could take a minute to relax from the stressors that come along with hospitalization. But it's more than that. With your help, Family House fosters a unique sense of community providing guests with the space to support one another. Together we give those facing an unthinkable challenge a source of rejuvenation.



GUESTS TELL US...

99% of Family House guests shared that we had a **positive impact** on their **emotional well-being**, ability to have **caregivers present**, and **safety**.

Guests noted a positive impact on their **access to treatment**. **98%**

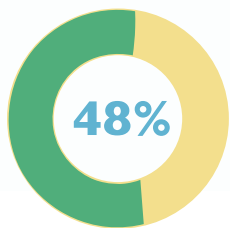
96% Guests expressed that we have a **positive impact** on their **health**.

**SAVING
\$2.2M**

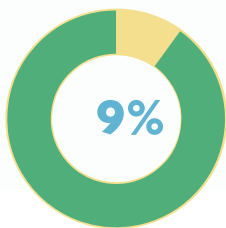
in estimated lodging costs for patients and caregivers.



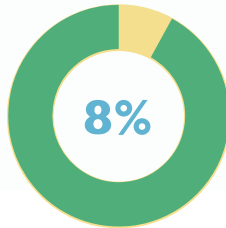
TOP REASONS FOR STAY



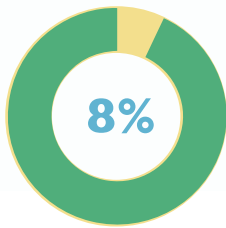
Cancer-related Surgery & Treatment



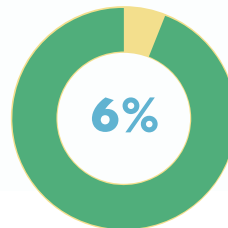
Abdominal, Lung, or Heart Transplant



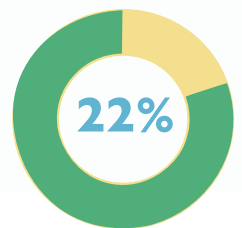
Bone Marrow Transplant



Surgery



Cardiology-related Treatment



Other



House volunteers are such caring people and do so much to make our lives easier while we are going through such difficult times.

-Linda Hudson, NC

TOGETHER with our Volunteers

Volunteers are the heart and soul of Family House, making a difference in countless ways. They welcome guests, provide meals, entertainment programs, and more.

This year, one of our volunteers, Pam Tudryn, received the **NC Governor's Medallion Award!**



1,730
Volunteers



241
Meals Provided



166
Programs

Total Volunteer Hours: 13,132
Volunteers' est. Financial Impact: \$417,598
Volunteers' Guest Impact: PRICELESS



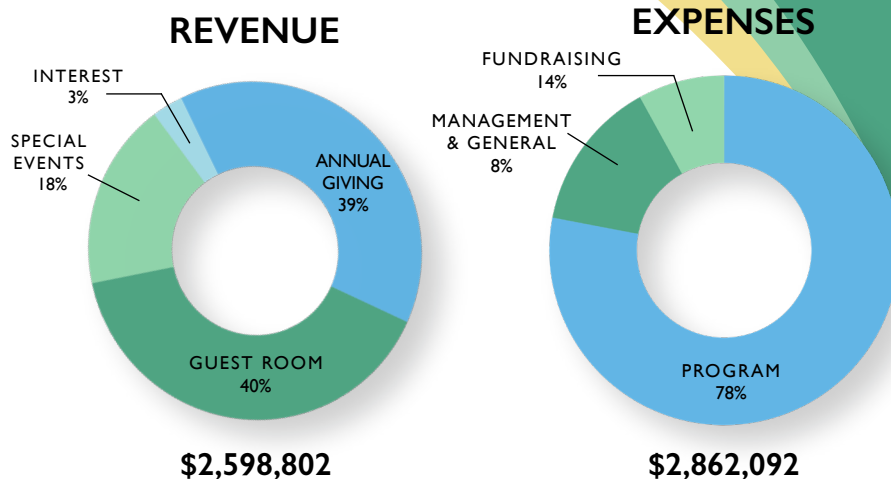
Contributing TOGETHER

Heartfelt contributions from **946** generous donors and our passionate volunteers have made all the difference in the healthcare journeys of **4,539** guests this year.

A lasting difference

Though our guests' time at Family House is but a short part of their journey, we hear how we've made a world of difference in their lives. Some donors have made planned gifts to Family House through our Legacy Family program – making a **\$193,667** impact this year.

Financials at a glance*



Occupancy

Occupancy has increased 13% to **80.4%** hitting a new milestone of providing nearly 20,000 nights of stay for those in need.

In Kindness

In-kind donations of over **\$125,000** provided much-needed goods and services for our guests.

\$1,490,223

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

\$49
Guest Room Revenue

\$128
Operating Cost

Average per room per night

*Any operating deficits are funded through our endowment and other reserve funds. Unaudited data is shown, audited financials will be on our website when available.

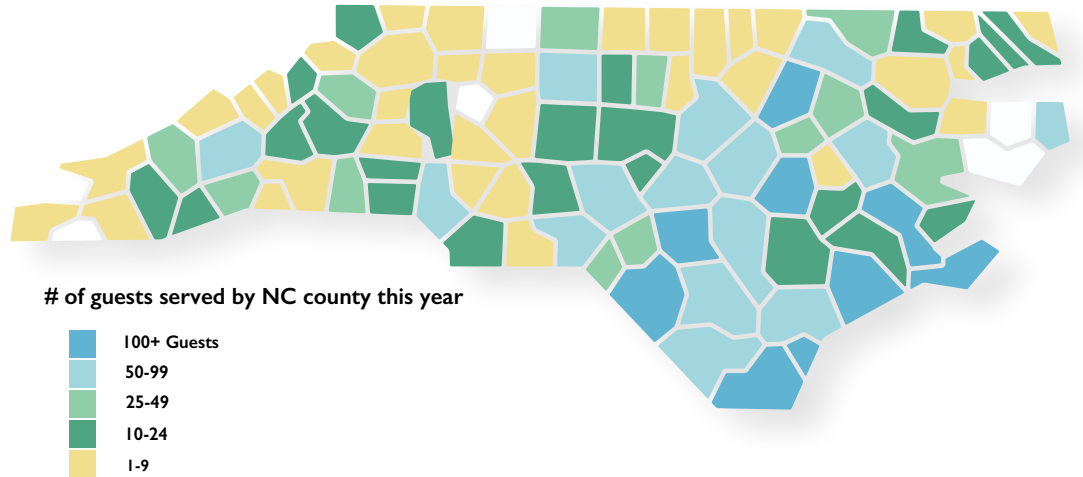


This place has been a godsend in a trying time.

-Kimberly West Jefferson, NC



Serving Over 4,500 Guests From North Carolina & Beyond



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.

Thank you for being a part of our Family

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FY 2023-2024

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"Thank you for supplying us with such a lovely experience during a long journey for my mother's chemo at UNC. You all have been a bright light along our path."

– Bertie and Jenny
Dunn, NC

"The weight lifted off my shoulders in having a safe & affordable place to stay was a lifesaver."

– Ashley
Kill Devil Hills, NC

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

Scan to make
your impact today!

