

YOUR IMPACT *Inspires*

YOU are the heart of the House
and the heartbeat of our work.



SECU
FAMILY
HOUSE
at UNC Hospitals

IMPACT REPORT
JULY 1, 2022 - JUNE 30, 2023

“

The health challenges of our guests mark some of the most difficult times of their lives. Thanks to YOU, our supporters, we have provided a peaceful environment at Family House for more than 3,000 guests this year, giving them the opportunity to interact with others in similar situations while experiencing the comforts of home. Over these past 10 years, Family House has become a peaceful environment for me too. The strength of our guests is contagious, I have tried to absorb their thankfulness, and I value taking that peace and thanksgiving with me. Thank you for giving me this opportunity.

”

Janice

Janice McAdams, Executive Director

At Family House, our hearts beat for the families we serve. We believe yours do too. This past year, you have empowered us to serve more, grow strategically, and create a home away from home for the 3,000+ guests we welcomed through our doors. **Thank you for being the heart of the house and the heartbeat of our work!** Here's a glimpse into the impact we've made together in our 15th year.

TOP REASONS FOR STAY

49.2%

Cancer Related Surgery & Treatment

9.8%

Abdominal, Lung, Heart Transplant

7.9%

Bone Marrow Transplant

7.6%

Surgery (non-cancer related)

5.9%

Cardiology Related Treatment

4.6%

Neurology Related Treatment

2.6%

Burn Treatment

1.1%

Trauma

11.2%

Other

YOUR IMPACT *Comforts Patients & Caregivers*

About our guests.

Navigating health challenges can be difficult, painful, and exhausting – both personally and financially. We seek to make the journey a little bit easier for patient families and provide reassurance to patients that their loved ones are well cared for. Since 2008, you've helped us do just that for more than 31,000 guests!

3,182 guests in FY22-23 | **36%** increase from last year
Average length of stay | **7** days
Hosted guests from **90** NC counties & **24** states

96% of our guests shared we had a positive impact on their emotional well-being and safety!



YOUR IMPACT *Provides Encouragement & Joy*

About our volunteers.

From serving meals to doing laundry, providing entertainment to offering encouragement, our volunteers are a part of our family, too. Whether it's the elementary-aged children putting together care packages or our 89-year-old volunteer, Mary, who just celebrated her birthday with us, we are grateful for each and every one of you.



YOUR IMPACT *Bridges the Gap*

About our donors.

This past year, **1,104 donors helped us raise \$1,435,000!** Thank you for ensuring that the care, hospitality, and services at Family House remain both excellent and affordable for our guests. With your help, we're working to ensure that all those in need of our Family House are able to stay with us.



Occupancy Rate: **71%**

\$118

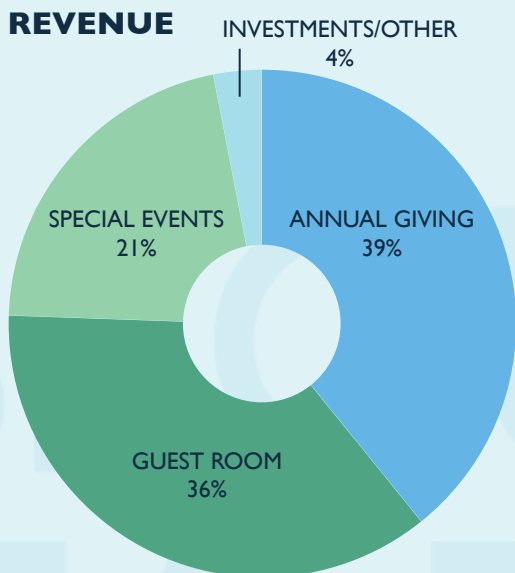
Actual operating cost
per room.

\$46

On average, **what our
guests pay** per room.

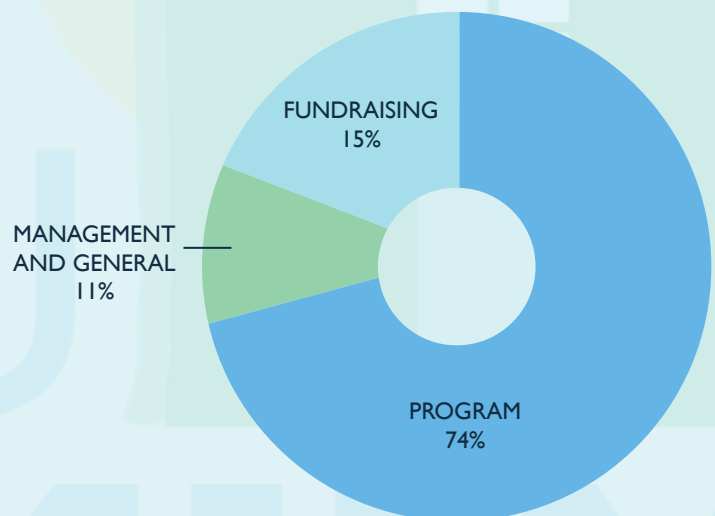
Financials at a glance.*

REVENUE



TOTAL INCOME
\$2,383,726

EXPENSES



TOTAL EXPENSES
\$2,295,361

**Income differential is designated to reserves. Unaudited data shown, audited financials will be on our website when available.*

12,349

Volunteer Hours
Logged

1,568

Volunteers

239

House
Meals Provided

102

Music & Arts
Programs Provided

“ We provide an oasis for patients and their loved ones as they navigate treatment of illness... an escape from the often stressful hospital setting to the warm, caring support of Family House. ”

- Weekly volunteer of 4+ years





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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.

YOUR IMPACT *Makes All the Difference*

Scan to make your impact today!



Thank you for being a part of our Family.

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WHAT OUR GUESTS *Are Saying*

For me it has become a home away from home. During these trying times for myself and my family it is so comforting to know that we have Family House to come to. **THANK YOU!**

- Patient from Black Mountain, NC

Thank you for this invaluable solution to families in crisis. Your staff and volunteers restore my faith in humanity. There is so much good happening all the time... right here! Keep the light burning, I appreciate every one of you!

- Caregiver & Family House Guest



I would not have been able to spend time with my brother if it wasn't for the program that you all provided. The hospitality and kindness shown was exceptional. I was able to rest and relax... almost like home.

- Caregiver from Kinston, NC

At one of the worst, extremely stressful times in a family's life, having a place to just rest between hospital visits is wonderful. It allows us to recharge without the worries of where we will stay.

- Caregiver from Sebastian, FL