REPORT TO THE COMMUNITY

2011

“I’m treated like family here, with love and respect. I know without this place my recovery would have been slower. I have to figure out a way to give back for all they’ve given me.”

Luella Love
lun transplant patient
CONCORD, NC, CABARRUS COUNTY
OUR MISSION

SECU Family House at UNC Hospitals provides an affordable, safe, nurturing home away from home for seriously ill patients, their family members, and caregivers from throughout North Carolina and beyond.

“...The SECU house provided a service that was second to none! The facility made it easier for me to concentrate on my father’s recovery instead of worrying about my surroundings. This is a world-class organization!”

Michelle Williams
daughter of patient
FLORISSANT, MO

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Visit us online — www.secufamilyhouse.org
Find us on Facebook — facebook.com/FamilyHouseChapelHill
Follow us on Twitter — twitter.com/SECUFamilyHouse
From the Director

SECU Family House at UNC Hospitals celebrated its fourth anniversary on March 31, 2012. After four years, I don’t know which to prefer: the conversations I share with our guests over a volunteer-prepared meal at night, or the daily interactions I have with our volunteers. Both experiences keep the staff and me firmly fixed on the mission of Family House.

In the face of cancer treatments, severe burns or other trauma, or recovery from organ or stem cell transplant—or the many other illnesses and ailments that they endure—our guests manifest dignity, grace and fortitude. They manage to find humor in the midst of difficult, lonely and challenging trials of body, mind and spirit.

On the evenings that volunteers are not available to prepare meals, a family or two will combine to put on a meal for the 35 to 45 guests that assemble in the dining room at 6 p.m. nightly. They take care of one another, seeking each other out, checking in on the condition of one another’s mother, or son, father, or niece. They establish a unique bond here, united in their challenges, triumphs and, sometimes, their losses.

After a year made difficult by the loss of two of our employees to insidious and terminal forms of cancer, we are more mindful than ever of two things: our deep, human connection with our guests and the crucial contributions—and friendships—of a committed, caring corps of volunteers. As you’ll see in this document, the collective contributions of our team of 90 regular volunteers, and the many groups that regularly cook meals for our guests, are inestimable. Beyond their tangible contributions, they make this House a home.

In 2011 we surprised ourselves with some of our accomplishments, which are laid out in these pages. We have expanded this year’s Report to the Community to demonstrate the breadth of what happens within these walls.

You’ll find some impressive facts and figures here about who we serve and how. But, we hope to convey something, too, about the role we play in caring for patients—indeed, of the direct medical interventions of staff at UNC Hospitals—which makes this House a home; the spirit of compassion that animates our daily interactions with families and patients.

Family House embodies an indispensable piece of the health care equation: human, healing touch. In creating a beautiful, light and open living space for families in medical crisis, SECU, this community and people across North Carolina have facilitated the intentional expression of human love and compassion. What our guests see and experience are the contours of the human heart at its best. And that, my friends, is why so many families and patients who find themselves here have become, upon their return home, sustaining contributors—right along with you.

Our doors are always open to you. Stop by and see your work in action soon.

Greg Kirkpatrick
EXECUTIVE DIRECTOR

In Remembrance

The SECU Family House suffered the loss of two of our staff in 2011. This 2011 Report to the Community is dedicated to Janet Hudgens and Luis Morales, in memory of the intelligence, passion and generosity they shared in meeting guests’ needs and fulfilling the SECU Family House mission.
Our Signature Events

SECU Family House relies on two annual, signature events to raise critical operating funds that subsidize guest stays: our spring BBQ and golf tournament and our fall house party. Funds raised at both events help underwrite guest stays and allow us to keep our rates affordable.

The third annual Butch and Tammy Davis Tailgate Golf Tournament and BBQ on April 28-29, 2011, grossed more than $145,000 for the House. The two-day combined event—a BBQ and auction Thursday evening, followed by a Friday golf tournament at UNC’s Finley Golf Course—involved close to 400 participants, including sponsors, donors, golfers, volunteers, House guests and patients, and helped to spread the word about the work being done at Family House.

Tammy and Butch Davis hosted the event and served as presenting sponsors. UNC Health Care, RBC Bank and Skanska also contributed significantly. This year’s event, the 2012 Tar Heels for SECU Family House BBQ and Golf Tournament, is scheduled for April 26–27. We are excited to have Roy Williams, UNC men’s basketball coach, and Bubba Cunningham, UNC’s new athletic director, serving as co-hosts. We are grateful for UNC Athletics’ continued commitment to aiding families in crisis through their support of our work.

On Friday, September 23, 2011, the Home and Away House Party raised a record-breaking $176,000. UNC Health Care served as the primary sponsor of the event which was held at The Carolina Inn. More than 320 participants attended the event, which featured a live and silent auction. Pre-event sponsorships, gifts and ticket sales accounted for $107,000. The silent and live auctions featured trips and luxury vacations to St. Maarten, the British Isles, Montana and Florida.

Save the Date

Our 2012 house party will take place Friday, September 21, at the Carolina Inn. This can’t-miss event, The Art of Giving, will include a seated dinner, casino, a silent and live auction of the artwork of area artists, vacations, and musical entertainment. We’ll share news on our website and through social media, so be sure to follow us on Twitter, twitter.com/SECUFamilyHouse, or like us on Facebook, facebook.com/FamilyHouseChapelHill.

Carolina Athletes and Rameses (above) greeted guests at the 2011 BBQ. Randall and Sheila Welborn relax at the 2011 BBQ (below right). 2011 House Party attendees included Janice Ross of SECU Family House, Shelayne and Frank Sutton, and Dana and Keith Pearsall (below).
From the President

Countless patients and their families from across North Carolina and beyond found sanctuary at Family House in 2011 while dealing with stressful, sometimes confusing and life-threatening circumstances.

Family House’s response is undergirded by a superior staff, a strong Board of Directors, and an unsurpassed volunteer program. All contributed to a successful 2011 in which we:

- Continued to operate debt-free;
- Functioned within budget;
- Established reserves for capital replacements and depreciation;
- And received generous financial support from the community.

We do have challenges, but we have plans to meet them:

- We will reach out to areas of North Carolina that we serve for added support;
- We are considering if, how and when we can expand this facility to serve more families;
- We are dedicated to maintaining our current operating efficiencies;
- And we are committed to growing our volunteer and fundraising base.

Each of you reading this report is a vital part of the SECU Family House story and success. You volunteer, make financial gifts, attend events, and—in conversations with others—share our mission.

We are blessed by you and thankful for all you do. Our future is brighter because of you!

Jim Copeland
PRESIDENT, BOARD OF DIRECTORS

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Culture at the House

A house isn’t a home without some music, literature and art. Thanks in large part to the dedicated efforts of volunteer George Spencer, in 2011 we brought in guest performers two to three nights a week for informal evening entertainment for house residents.

In addition, this past fall we offered a Culture Series hosted by Chancellor Holden Thorp and his wife Patti. The series featured local artists, historians, writers and professors who shared their expertise, knowledge and passion. The presentations or performances, which were open to house guests and presenters’ guests, were bookended by tours of the house and small receptions. Grants from the Mary Duke Biddle Foundation and Strowd Roses helped to underwrite our music series.

To receive invitations to or suggest ideas for our Culture Series, contact Yvonne Knutson at yvonne@secufamilyhouse.org or 919.932.8001.

Elaine O’Neil, a local textile artist whose work adorns our walls, shared some of her art with House and special guests September 21. Other Culture Series participants included Everette James, an expert on American art of the early 20th Century, who shared his knowledge of North Carolina pottery; Civil War historian Freddie Kiger; and Holden Thorp, in the role of pianist, with UNC’s Terri Houston performing vocals on jazz standards.

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SECU Family House relies on our dedicated, caring corps of more than 90 regular volunteers to serve as receptionists and resources to our guests, and to perform household chores such as folding laundry, stocking our pantry, cleaning the kitchen, planting shrubs and weeding flower beds, and helping with small maintenance projects around the house. Our volunteers arrange referrals to local hotels for the families we cannot accommodate at the House on any given night, answer an array of questions, provide house tours, and help locate other essential resources for our guests.

We appreciate the efforts of all of our volunteers, and would like to specially recognize the 10 volunteers who committed the greatest amount of time to the House in 2011, listed here alphabetically. Each of these good souls committed more than 145 hours last year.

Carol Callahan    Kathleen Paul    Our volunteers, meal providers, and musicians make this House a home. We cannot thank them enough for their dedication and kindness.
Barbara Gordon    Barbara Pellizzari
Carol Kille       Joanne Scott
Suzanne Lagina    John Singletary
Wendy Maxwell    Dianne Woodward

Thanks to our guest meal providers, we are able to offer guests hot-cooked meals four or five nights a week. The following groups or individuals pull together a delectable assortment of meals anywhere from four to 24 times a year:

Chapel Hill Country Club Racquettes, coordinated by Wivi Sternbach
The Harrison, Herndon, Carroll and Marshall families
Heels Meals (James, Scott, Maxwell, Norwood, Wagoner, Frick, and Gregory families)
In His Service Ministry (Eric and Carmen Hurst)
Keller Williams Commercial Realty (Mike Clayton)
Love Thy Neighbor (Delores Bynum)
Rock Springs Baptist Church (Larry Robinson)
The Oaks Men’s Club (Frank Sutton)
Pat and Eddie Williams
Woodruff’s Warriors (Bob Woodruff and friends)
A Friendship Forged in Service

The morning may be a time to ease into the day for some, but the 9 a.m. to noon shift at Family House is never dull: There are daily reports to print; hospital referrals to enter into the waitlist system; guests who need to be checked out; referred patients who need hotel reservations elsewhere; guests with questions; non-stop phone calls; and a wild array of other tasks that crop up.

If you come to Family House on a Wednesday morning, you will be greeted at the front desk by two lively, charming and dedicated women. Watching them interact, you may very well think they are lifelong friends. Sometimes they do, too.

Carol Callahan and Marsha Roslanowick have volunteered together at the front desk every Wednesday since our doors opened in 2008. So close is their bond that Carol recently had to think twice about why Marsha hadn’t attended her daughter’s wedding—which took place before they’d ever met.

Hadley Kifner, the first volunteer coordinator at Family House, paired the two, sensing that they would work well together.

“Looking back now on all the volunteers I know,” Carol said, “Hadley couldn’t have paired me with anyone better.” Without hesitation, Marsha responded: “Agreed.”

But their friendship isn’t the only thing remarkable about this dynamic duo: “In four years, I can count on one hand—say stretch it to two hands—days that we’ve missed,” Carol said. “People know not to schedule anything with me on Wednesday mornings.”

In addition to filling an absolutely essential role in our daily operations, both regularly help out with special projects. When water damage closed the House for several months in 2008, the two helped clear the refrigerators of food and cleaned them out. For the last three years, they have tag-teamed on creating the table decorations for our annual House Party fundraiser at The Carolina Inn, creating beautiful centerpieces with no budget.

“Carol and Marsha are kindred spirits,” says Greg Kirkpatrick, executive director. “With their shared sense of humor, they would have been great friends under any circumstances, but the service aspect of what they’re doing has really fused them together. They bring a levity to their time here even while they dedicate themselves wholly to patient and guest needs. Every week our hearts sink a little to see them walk out the door.”

By choice, these two chose to volunteer at SECU Family House. And by chance, they have formed a lifelong friendship.

You Can be a Volunteer

Opportunities for volunteering abound. We rely on volunteers to provide evening entertainment for guests. Hair stylists, masseuses and manicurists ply their trades here, offering a unique in-kind service to our guests. You can lead an art class or a knitting group. Whatever your skill is, we can likely find a way to incorporate it to the benefit of our guests. Contact Allison Worthy at allison@secufamilyhouse.org or 919.932.8009 to inquire about opportunities.
Circle of Hope

The 2011 Circle of Hope includes those who made tax-deductible gifts of $100 or more to SECU Family House between January 1, 2011, and December 31, 2011. We are extraordinarily grateful for all the gifts we receive during the year, and grateful for the support we receive by way of special events, including the purchase of auction items and ticket and raffle purchases, all of which directly benefit guests at the House. The gifts below, however, reflect only tax-deductible gift amounts.

Since we opened in March 2008:

➤ We have served more than 7,500 patients or families of patients.

➤ We have provided more than 95,000 overnight stays to patients and/or patient families from 99 of NC’s 100 counties, 35 other states and 7 foreign countries.
In 2011:

- We operated at 94% occupancy and served 2,327 patients or families of patients.
- We provided 26,501 stays to patients and/or patient family members from 93 of NC's 100 counties, 29 other states and 2 foreign countries.
- Eighty-nine percent of our guests came from North Carolina.
- The average stay for guests was 6 nights.

Phil and Ellen Pearsall  
Wes and Annie Pope  
Katie and Chapman Porterfield  
Keith Richard  
Carol and Steve Richards  
Haynes and Janice Ross  
Louis and Janet Shaheen  
State Employees’ Credit Union—Chapel Hill (Pittsboro Street)  
State Employees’ Credit Union—Greensboro (Mains Chapel Road)  
State Farm Insurance  
John and Mary Steindl  
Gray Clark and Thomas Stoughton  
Summit Hospitality Group, Ltd.  
Jeff and Janis Tillman  
Karina A. True  
Richard and Pamela Turnill  
UNC Department of Surgery  
UNC Faculty—Staff Recreation Association  
Julia and Joseph Vozella, III  
William and Kay Wagner  
Hunter W. Wargstaff  
Mary and William Webb  
Michael and Patricia Weston  
Mark and Julie Williams  
Kara and Everett Withers  
Tracey M. Woody  
Wayne E. York  
Paige and Omar Zinn

FRIEND $100+
Anonymous (9)
AARP
Nana Ahreu
Ernest Aguyao
Virginia Aledge
James and Catherine Allen
Linda Anderson
Armenia Church, Christian Women’s Fellowship  
Mary Arney  
Janet and Gene Autry  
Carey and David Backdour  
Tomas and Carol Bau  
Jeanne Band and Gary Winzelberg  
David Bannan  
Barbees Chapel Harvest Ward Church
Jesse and Janis Basnight
Cheryl D. Batchelor
Karen Beck  
John Beckworth  
Jeanette and Neal Benden  
T. William Benedict  
Dave and Esther Bennett  
Thomas Bennett  
Virginia Benson  
Jeff and Cooper Biersach  
James and Barbara Biggerstaff  
Carole Barger Blossom  
James William Blue, Jr.  
Boar’s Head Provisions  
Lizzy C. Bollinger  
Donald Boulton  
Keith and Christy Bowman  
Jo Bradley  
Don and Sue Brewer  
Barbara Briggum  
Robert and Frankie Brock  
Jeraldine Brooks  
James and Karen Brown  
Brushy Fork Baptist Church, Senior Adult Class  
Waymond Bullard  
G. Thomas and Ely Bulthuis  
Ann and Jim Calandro  
Andrew Calder  
Carolinus Electrical Contractors Association  
Sara and Jack Carroll  
William and Matie Carter  
Covendaeln and Kylie Casey  
Helen and James Casti  
Mary Cefalo  
Kathleen Chance  
Susan and Jay Chandler  
Chapel Hill-Carrboro Meals On Wheels  
Earl and Margaret Cheson  
Michael Clarke  
David and Kathy Clemmons  
Barday Closed  
Gilles and Elizabeth Cloutier  
Phyllis and Jessie Collins  
Rosemary and Vincent Conley  
Sharon and Dicks Coop  
Dennis and Susan Costello  
Mary Coulter  
Adrienne and Mo Cox  
Gary and Daphne Crawford  
Antonio and Helga Cristo  
Abdul and Lea Daras  
Ivalce Dancey  
Carla Daniel  
Martin and Sharon Davis  
William and Leigh Deans  

Eric and Amy Gadel  
George and Linda Galante  
Getaway Travel  
Tom and Elizabeth Giduz  
GlaxoSmithKline Foundation  
Robert and Lisa Glasson  
Lallie and David Goeckhe  
Corrine Goldberg, MD  
Carolyn Goldfinch  
Billie and Patricia Gooding  
Francis and Brenda Goodman  
Virginia and Henry Grabowski  
Pam and Jonn Grabowski  
Audrey Green and Jeff Moe  
Paul and Liz Green  
Claire and Tim Greene  
Terry and Betty Greene  
Harriett and Man Griffin  
Aaron J. Griggs  
Jonathan and Stephanie Grubbs  
Travis Guess  
William and Elise Guthridge  
Thomas and Margie Haber  
Janet and Eldad Harad  
Karen B. Haggwood  
Auburn and Connie Hall  
George and Gertude Hall  
Robert and Kate Hall  
Della and Miles Hammond  
Jennifer and Richard Hamrick  
Isolene Hargrett  
Frank and Suk Hargrove  
Crt and Pat Harmon  
John and Teresa Harriott  
Chris and Lee Harris  
Charles and Patsy Harrison  
Don and Sharon Harrison  
Myra and Linwood Hartsell  
Alice Haynes  
Janie Hedrick  
Melinda G. Helig  
Jane Herbst  
Wayne and Pamela Herndon  
Frederick and Latrina Hill  
Gerald Hladik  
Gregory and Jean Holder

Volunteer Hours:

- More than 90 volunteers working regular shifts provided 7,500 volunteer hours working the front desk, cleaning the kitchen, picking up donated food, folding laundry and arranging for guest entertainment.
- Volunteers contributed another 2,835 hours preparing and serving meals to our guests.
- Volunteers spent 415 hours helping to plan Family House fundraising events.
- Musicians and other performers and artists joined together and gave 250 hours—singing, strumming, telling stories and reading poetry.
Top 10 Counties for 2011 by families served overall and families served per capita.

Overall:
1. Cumberland
2. New Hanover
3. Onslow
4. Mecklenburg
5. Brunswick
6. Robeson
7. Craven
8. Wake
9. Carteret
10. Pitt

Per Capita:
1. Dare
2. Carteret
3. Brunswick
4. Craven
5. Hoke
6. Warren
7. Halifax
8. New Hanover
9. Bertie
10. Cumberland

We have taken great care to prepare this list accurately, but we know that we are only human. If you have any questions or comments about the list, please contact Greg Kirkpatrick at 919.932.8007 or greg@secufamilyhouse.org.

If you would like a copy of the audited financial statements for 2011, please contact Kathy Yasui-Der by phone at 919.932.8004 or by email at kathy@secufamilyhouse.org.
Facing treatment for critical illness can become a defining moment in the lives of many. For Tammy and Butch Davis, 2007 proved a year in which the couple faced several such moments. First, Butch was diagnosed and treated for non-Hodgkin’s lymphoma at UNC Hospitals. In that same year, Tammy learned that two of her family members had been diagnosed with cancer; one survived.

Those experiences clearly instilled in the Davis family a recognition of the importance of and need for affordable housing for seriously ill patients and their family members facing treatment away from home. Not just affordable housing, but a sanctuary and a resource to help support families coping with the trauma of illness, and the financial burdens that accompany lengthy and complicated treatments.

Since learning about SECU Family House, Tammy and Butch have embraced our mission and been formidable supporters and advocates for the House. In addition to naming one of the 40 bedrooms in the House, they hosted the House’s annual barbecue and golf tournament and served as lead sponsors for three years. They shared their passion for our mission with the community. Their son Drew baked cookies for our guests; they donated a trove of household goods and provided electronic equipment for the guests’ amusement (a stereo, a TV, and a fascinating assortment of children’s toys and games, among others). They went out of their way to find ways to support the work of sustaining families in need.

In recognition of their steadfast and heartfelt support, SECU Family House has established the Butch and Tammy Davis Volunteer of the Year Award, which will be presented annually at our spring volunteer appreciation event. The award will honor exceptional service and compassion, above and beyond the call of the duty—qualities that the Davis family has exemplified in their own service to this community and to this place.

“We are honored to be associated with this award that recognizes exceptional service and compassion—the kind of service and compassion represented by the entire volunteer group for the SECU Family House,” says Tammy Davis. “Butch and I have experienced the physical and emotional trauma of major illness in our families, and it has been our privilege to rally behind SECU Family House—which offers an affordable, nurturing and safe haven to seriously ill patients throughout North Carolina and beyond.”

**You Can Serve Families**

We rely on donations of groceries and household items for our guests to use while they stay with us. Items we are most in need of are:

- Gift cards from local grocers and retailers help us meet urgent needs.
- Ready-to-eat foods, including canned goods, provide guests quick meals.
- Hotel-sized toiletries are given to all guests.
- Napkins and paper towels go quickly in our kitchen.
- Perishable food items, like milk and eggs, are in high demand.

View our full Wish List at www.secufamilyhouse.org/get-involved/wish-list.

**Fund a Family**

In 2011, our costs to operate a room for one night were $65. Our nightly fee for a standard room is $35 and $50 for a suite. Thanks to individual, corporate and foundation giving, we are able to offer our rooms for as little as $5 nightly to families who demonstrate financial need. The average contribution from families per night is $25. Hence, every gift of $40 underwrites one room per night.

Fund a Family with your $40 gift today. You may make that gift online or read about other ways to make a gift at www.secufamilyhouse.org/donate/donate-now.
Fighting Cancer with Love

It’s hard to fathom a cure as a toxin, but sometimes treating cancer can itself prove toxic to the human system. So it was with Denise Tillman from Charlotte, NC. Denise underwent treatment for breast cancer and survived—only to develop leukemia as a result of her cancer treatments.

Now, Denise is recovering from a bone marrow transplant performed at UNC Hospitals under the watchful eye of Dr. Paul Armistead. During her treatment, Denise and her husband of 35 years, Alfred, have been staying at SECU Family House. The lively couple is an inspiring testament to the power of love, gratitude, and persistence—even in the face of grave illness.

SECU Family House has been a sanctuary for the Tillmans since January 2012, a place where Denise and Alfred feel at home, in a state of harmony with other guests, joined together with one purpose—to heal. “Everyone here is like one big, happy family,” Denise says. “We all look out for each other.”

The two are seemingly inseparable and can often be seen walking on surrounding nature trails or sitting outdoors in the gazebo chatting with other guests and enjoying an early spring. They have made many friends during their stay. When they head home, they will take with them a list of phone numbers and addresses of fellow patients and caregivers to keep in touch with. And both will carry with them a deep gratitude for this experience.

“We will have memories of SECU Family House that I will take to my grave,” Alfred says. “It’s a great place to recover. I don’t know where else we would have gone. I keep telling the staff that if I win the lottery, the first million comes here.”

And as Denise’s stay at Family House comes to a close, she remains positive in hopes that she will finally regain her good health.

“I’m not one to let something get me down,” she says. “I fight.”

Editor’s Note: The Tillmans were able to head home to Charlotte in early April. Denise is recovering and maintains her fighting spirit. Alfred promises to come visit us soon—just for fun. We wish them both good health and many happy years to come.