



21 – 22 **IMPACT REPORT**

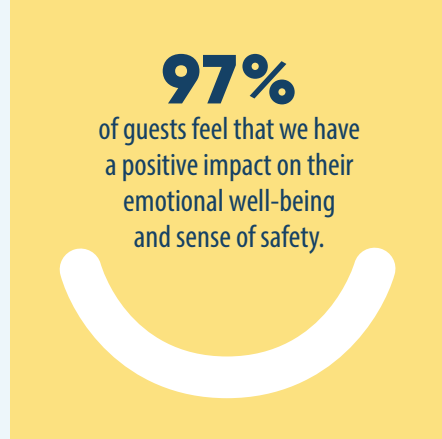
SECU
**FAMILY
HOUSE**
at UNC Hospitals

What a remarkable year! To meet the needs of our community, we doubled our capacity by increasing to 75 guest rooms and suites – keeping our guests as safe as possible during the pandemic. We couldn't have done it without our generous donors, wonderful volunteers, and resilient staff. We are so thankful!

Janice
Janice McAdams
Executive Director



FISCAL YEAR
JULY 1, 2021 –
JUNE 30, 2022



TOP REASONS FOR STAY

1002

Cancer Related Surgery & Treatment

310

Heart, Lung, or Abdominal Transplant

214

Bone Marrow Transplant

167

Surgery (non-cancer related)

133

Cardiology-Related Treatment

113

Neurology-Related Treatment

54

Burn Treatment

42

Trauma



IT'S ALL ABOUT OUR GUESTS.

Over 28,000 families have stayed with us since opening our doors in 2008. This fiscal year we served 2,332 guests, providing lodging meals, supportive programs, transportation, and a caring support network – helping them rest, heal, and gather strength when they need it the most.

A significant gap exists between what our guests can afford and our actual operating cost. The contributions of our supporters enable Family House to bridge that gap.

\$106

Operating cost per room

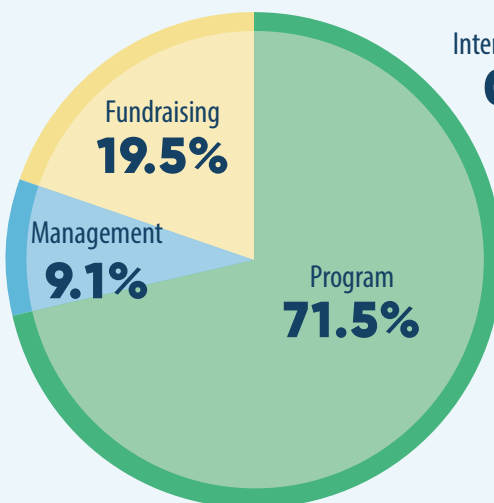


\$42

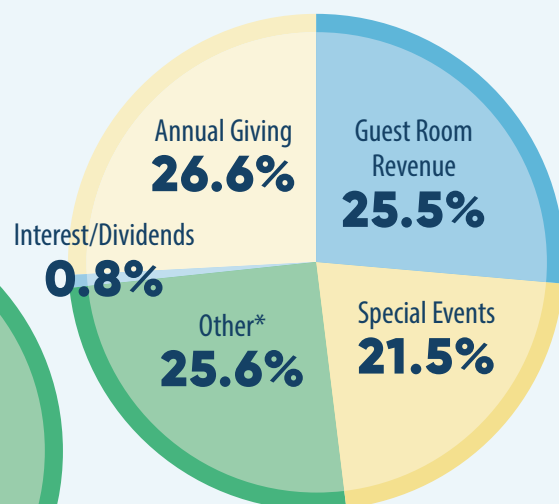
Average payment per room

OCCUPANCY RATE 68%

FINANCIALS AT A GLANCE



TOTAL OPERATING EXPENSES
\$2.7 million



TOTAL OPERATING REVENUE
\$2.7 million

* Other revenue includes funds received under the Payroll Protection Program and Employee Retention Credit of the CARES Act.



AND OUR INCREDIBLE SUPPORTERS.

Our Supporters make Family House a special place for those traveling to UNC Hospitals. From individual donors providing funding, to our wonderful volunteers donating their time, to companies donating goods – our supporters take on many forms.

Many individuals donate not only their time, expertise, or service, but contribute funds, meals, goods, or help with other fundraising efforts.

VOLUNTEERS & DONORS

763

Total Volunteers

271

Meals Provided

70

Volunteer Music and Arts Programs

904

Donors

82

Companies

24

Foundations

147

Former Guest Donors

12,499

Total Volunteer Hours



"When people are faced with health issues, there are so many things to worry about. Family House not only provides that home away from home but also provides meals, smiles and comfort. I know they help as many guests as possible regardless of the financial means of the guest. Family House addresses a need that so many families are faced with during a difficult time."

Andrea Eason, CPA
Family House Board Treasurer
Volunteer, Luminary Donor



\$1,301,454
TOTAL FUNDS RAISED



123 Old Mason Farm Road
Chapel Hill, NC 27517
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919.932.8000

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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.

Scan to Support
Family House Guests



THANK YOU FOR YOUR SUPPORT!

BOARD OF DIRECTORS FY 2021-22

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Jay Patel, MMH
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It has been a very positive situation for me personally to be able to stay here. Thank you for what you offer folks like me financially and psychologically being 4 hours away.

*Guest from
Hendersonville, NC*

Thank you so much for a clean, beautiful place at a very reasonable price during our time of need.

Guest from Biscoe, NC

*Everything here is clean, well-organized and stocked and very nicely done. I am impressed.
This is so much nicer than a hotel.*

Guest from Duck, NC

IN FY 21-22, FAMILY
HOUSE SERVED
2,332 GUESTS FROM
NORTH CAROLINA AND
17 OTHER STATES.

I've only ever stayed in hotels. The cleanliness and service was the best I have ever seen or had. My sickness causes me to have a lot of stress. The experience in this SECU house put a smile on my face and warmed my heart.

Guest from Linden, NC

WHAT OUR GUESTS ARE SAYING