



# 2016 Annual Report

Ronald McDonald House Charities of Phoenix



RMHC<sup>®</sup>  
Phoenix



If you're in Phoenix now, you know that we're in the midst of the "Dog Days of Summer" which means the days are so hot, even the dogs lay around panting. You hope your air conditioning is working and you have access to a swimming pool or you will be laying around panting, too. For us, it means that Fall is approaching. Although the heat will still be around for a while, the calendar will say it's Fall. Kids will go back to school, football games will begin and leaves will fall from the trees. (Oh wait, the palm trees keep their leaves all year long, so no falling leaves here.)

I sometimes listen to our families talk as they're approaching the end of their child's treatment and often think they're on the way to their Dog Days. They have fought the good fight, won the battle and are moving on with their lives. We often say to families as they leave us, "We will be here for you if you need us, but if we don't see you again, we're OK with that."

When they leave, they are always so appreciative for what Ronald McDonald House has done for them. This House was their "home-away-from-home" and even though they were going through one of the worst times of their lives, they seem stronger from their journey. They sometimes comment on the other families they've met and refer to them as life-long friends. Differences between people don't matter when your child is ill, and the strength people draw from each other is often what carries them through these dark times.

2017 has been a very busy year for us. We have housed so many families and unfortunately had to turn a few away because there wasn't room for them. We're constantly working to ensure we can be a part of every child's journey to wellness and will be here to give their families anything they need. Please remember that it is due to your generosity of time, talent and treasures that we can be here for these families. Whether you donate, volunteer or introduce the House to someone else who can help, you are doing your part. As for the "Dog Days of Summer," our Fall is on the horizon and for the families we serve, hopefully their Fall is coming too.

Sincerely,

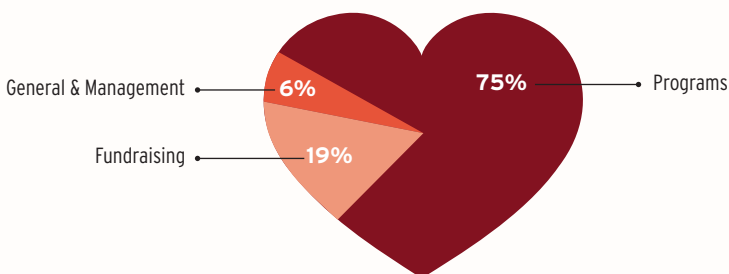
**Nancy Roach, CPA**

Executive Director

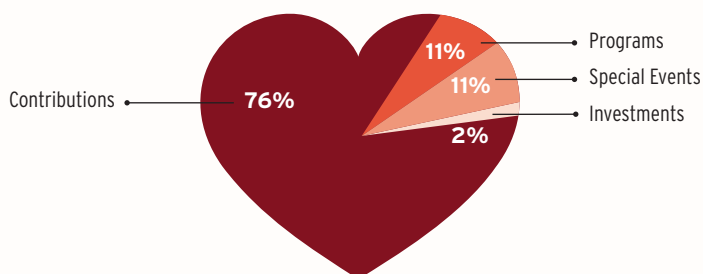
Ronald McDonald House Charities of Phoenix

# 2016 Breakdown of Expenses and Revenues

## 2016 EXPENSES



## 2016 REVENUES



## Volunteer Highlights

**16,059** total number of volunteer hours donated

**172** number of individual volunteers

**522** number of volunteer groups

**7.7** full-time employees it would take to work total number of volunteer hours

### TOTAL VALUE OF VOLUNTEER TIME DONATED

**\$378,350**

*On behalf of the entire RMHC staff, Board, and our guest families ~ thank you for all that you do all year long!*

## ANNOUNCING POINTS OF LIGHT SERVICE ENTERPRISE CERTIFICATION!

The achievements of 2016 represented our commitment to our families via program excellence and amazing volunteers. RMHC, in partnership with the Governor's Office of Youth, Faith and Family, engaged in a rigorous series of workshops and one-on-one professional program development sessions over the course of six months. The culminating result: we are officially the first Ronald McDonald House to receive the Points of Light Service Enterprise Certification! Why is this important to our mission or to our families? Our families win when we have volunteers participating in every facet of our organization. Owning the mission and propelling it forward through collective knowledge and creativity are hallmarks of how we empower our volunteer program to help us achieve our organization's goals.

Welcoming family after family with the extension of a steady, sure, and inviting hand, RMHC volunteers helped to transform a time of uncertainty and duress into a comforting "home-away-from-home." Volunteers from all over the Valley rose above and beyond to support our families in their critical time of need through ensuring a hot homemade dinner prepared nightly, adopting family rooms, and maintaining community spaces.

# Demographics & Location of Families Served

Total family visits in 2016

**2,385**

House occupancy rate

**62%**

Number of families turned away

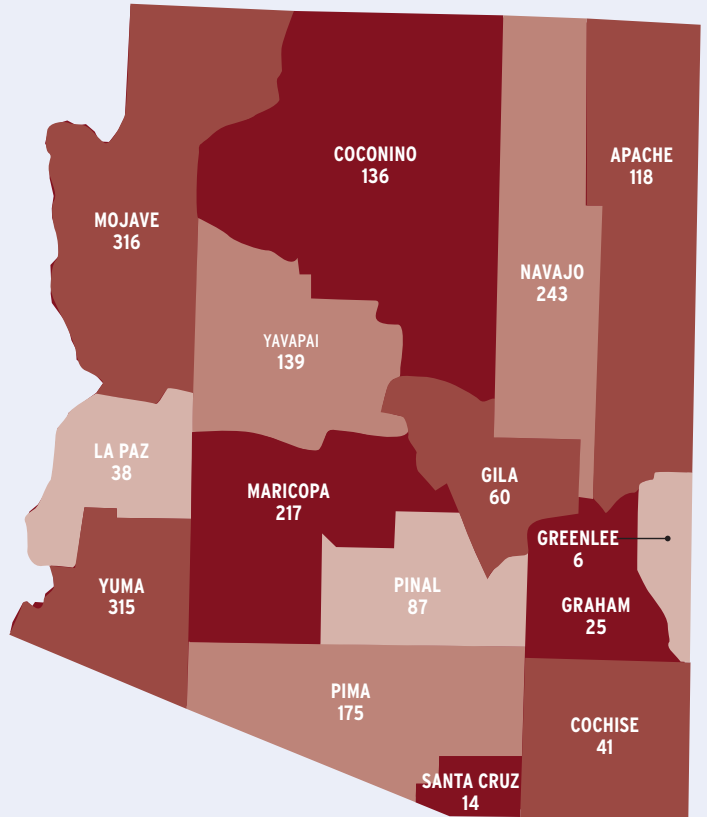
**0**

WHERE INTERNATIONAL FAMILIES CAME FROM

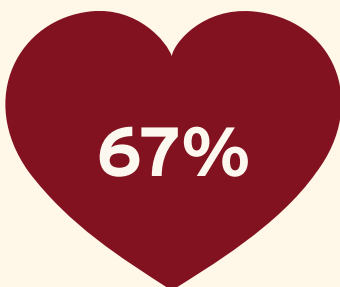
Mexico



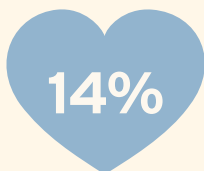
**81% OF FAMILIES SERVED ARE FROM ARIZONA**



## Length of Stay



0-3 days



4-7 days



8-14 days



15-30 days



31+ days



## 2016 Executive Committee

**Javier Cárdenas, MD, President**  
St. Joseph's Hospital & Medical Center

**Aidan McSheffrey, Vice President**  
SRP

**Carrie Pixler Ryerson, Treasurer**  
Fennemore Craig

**Scott Harris, Secretary**  
Principal Financial Group

**Christine Sopa, Member at Large**  
Nationwide



## 2016 Members-at-Large

**Michelle Adair**  
Mitch Corp dba McDonald's

**Chris Bates**  
La-Z-Boy Furniture Galleries  
Arizona

**Latasha Causey**  
USAA

**Connie Colla**  
Launch Real Estate

**Katy Forseth**  
Blue Cross Blue Shield of Arizona

**Ed Gaylord**  
Community Philanthropist

**Jacki Grainger**  
Bank of Arizona

**Sara Grisham**  
VEREIT

**Sameer Keole, MD**  
Mayo Clinic

**Kimberly LaMar**  
Chamberlain College of Nursing

**Joe Maslick**  
Griffith Foods

**Lynn Pellistri**  
Fry's Food Stores

**Darin Proszek**  
Octane Raceway

**Sebastien Reyes**  
AMERCO/U-Haul International

**Marian Rhodes**  
Arizona Diamondbacks

**Terry Ricketts**  
Arizona Public Service

**Kevin Robinson**  
Phoenix Police Department

**Michael Ross**  
Gallagher & Kennedy

**Kerry Schulman**  
Norte Restaurants, LLC

**Julie Sherman**  
Banner Health

**Travis Shumake**  
CityScape Residences

**Wayne Stingley**  
Stingley Management dba  
McDonald's

**Chiko Swiney**  
CopperPoint Insurance Companies

**Rich Tomey**  
Arizona Cardinals

**Valerie Trottier**  
The Northern Trust Company

## House Staff

**Nancy Roach, CPA, Executive Director**

**Jerry Diaz, CFRE, Director of Development and Marketing**

**Karl Wein, Director of Operations**

**Mariann Barsolo, Grant Writer**

**Leland Bolton, Maintenance Tech**

**Helain Day, Volunteer Manager**

**Coral Griswold, Administrative Assistant**

**Laura Hallstrom, Development Coordinator**

**Nate Harat, House Manager - Cambridge**

**David McMillan, House Manager - Roanoke**

**Diane Miller, MBA, Accountant**

**Lisandro Porres, House Manager - Dobson**

**Leslie Tan Religioso, Development Manager**

**Jackie Sierra, Billing Coordinator**

**Marquice Starks, Assistant House Manager - Roanoke**



**Roanoke House** | Established: 1985



**Cambridge House** | Established: 2008



**Dobson House** | Established: 2014

## MISSION STATEMENT

Ronald McDonald House Charities of Phoenix, Inc. is a welcoming “home-away-from-home” for families with children facing medical challenges, providing an atmosphere of comfort, hope and courage.

The heart in our logo reflects the love at the core of our mission and the passion of the communities that build and sustain our Houses.



**Ronald McDonald House Charities of Phoenix, Inc.**

501 East Roanoke Avenue, Phoenix, AZ 85004  
602-264-2654 | [rmhcphoenix.com](http://rmhcphoenix.com)

Connect with us on social media!



[facebook.com/rmhcpheonix](https://facebook.com/rmhcpheonix) | [twitter.com/rmhcpheonix](https://twitter.com/rmhcpheonix) | [instagram.com/rmhcpheonix](https://instagram.com/rmhcpheonix) | [youtube.com/rmhcpheonix](https://youtube.com/rmhcpheonix)