



The Lucero Family from Yuma, AZ



Ronald McDonald
House Charities®
Central & Northern Arizona

HEART OF THE HOUSE REPORT 2021 IN REVIEW



The Nattress Family from Prescott Valley, AZ

OUR MISSION

Ronald McDonald House Charities® of Central and Northern Arizona (RMHCCNAZ) is a welcoming “home-away-from-home” for families with children facing medical challenges, providing an atmosphere of comfort, hope and courage.

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GREAT WORK IS DONE TOGETHER

I love the little moments I often witness as our guest families make their way through the House. It's like little glimpses of our mission in action! Like the relief I hear from tired parents when they are checking in for the first time. Or the little giggles from the kids who found an extra special treat in our kitchen. And, my personal favorite, is the elation when a family says, "We're going home!"

Amid the commotion, all I can think is **how great is it that we get to help them.**

And when I say we, I don't just mean Ronald McDonald House®. No, I mean "we" as in all of us coming together to stand with families who are encountering some of their hardest moments, hoping to lighten their loads, even if just a little.

"We" is our incredible staff members. They go above and beyond every day to meet the individual needs of every unique family. They are pillars for our families.

"We" is the dedicated individuals that make up our board of directors. They climb every mountain to spread the word and cultivate support for Ronald McDonald House.

"We" is our steadfast volunteer army. With so much heart, they selflessly serve our families to help ensure our three Valley Houses continue to be a comforting place for families.

And "we" is you, our generous donors. Your compassion for our mission truly makes a difference for families that lingers long after they leave our doors. You provide a place of hope and the comfort of togetherness that would otherwise not be possible. You provide a home.

So, again, **how great is it that we get to help them?**

Thank you for standing with us.

With immense gratitude,



Kerry Schulman
Chief Executive Officer



DO YOU BELIEVE IN MAGIC?

Honoring the Impact of House Champion Karen Spangler-Phillips

“Be kind whenever possible. It’s always possible.” These words spoken by the Dalai Lama are what Karen Spangler-Phillips considers the best way to sum up why she has been involved at Ronald McDonald House for over 30 years. And spreading kindness is Karen’s specialty.

Karen was first introduced to the House back in 1987 by McDonald’s Owner/Operator Denny Tuefel, who invited her to join their crew serving dinner for families at the Roanoke House. Since then, she has been a pillar of the organization and made a lasting impact on our mission.

There is no project too small or too large for Karen, but her forte is leading our annual Santa’s Workshop program. Along with many other volunteers from the McDonald’s family who Karen festively refers to as elves, Santa’s Workshop has provided magic to families at the House during the holidays for over 20 years.

“It’s a legacy she is leaving that will last a lifetime,” RMHCCNAZ CEO Kerry Schulman says of her dedication. “If it wasn’t for Karen and all of her efforts, and her heart, many, many families would have gone without over the holidays.”

Outside of the unforgettable holiday magic, Karen also takes every opportunity to further the RMHC mission. From serving on fundraising committees, to speaking to elementary students about collecting pop tabs, to rocking her red and white during our Show Your Stripes campaign, Karen’s enthusiasm for the House never wavers.



Left: Karen with family in 2010 Middle: Karen with John Garafolo Right: 2021 Show Your Stripes Campaign



Karen with Santa, Debi Eastep, and Ronald McDonald at Santa's Workshop

In the end, it all comes back to serving families. "I've survived cancer twice, so I know the fear that goes along with that," Karen shares. "I know from talking to families when I'm on campus the relief that they feel having this 'home-away-from-home.' You know that the gift of your time can mean so much to families. You see it in their eyes, you see it on their faces, and you just feel it from their heart."

"I like to think kindness creates ripple effects in the world. I love being a part of that if only a small part."

Karen is being celebrated as our 2022 Individual Heart of the House Honoree, a recognition that symbolizes the immense impact she has made on the organization. "She has a heart of gold," Kerry shares. "She gives 100% to whatever she is doing. She is a very special, unique person and a dear friend of the House. We need more people like Karen."

"I feel so very humbled by this," Karen said of this honor. "When you set out to spread kindness, you don't expect recognition." But in true Karen style, she refuses to accept the honor on her own. "I share this recognition with so many people who work with me to make Santa's Workshop, Show Your Stripes, and Dinnertime Heroes – all of us working together. That's what it's all about. I like to think kindness creates ripple effects in the world. I love being a part of that if only a small part."

Karen, thank you for choosing Ronald McDonald House as the recipient of your kindness for over three decades. We are so proud to call you a friend of the House.

2021 FAMILY IMPACT

While doctors and nurses took care of their children, Ronald McDonald House took care of families. We provided the care, comfort, and hope they needed to face their biggest battles. All of THIS was possible because of generous donors like YOU.

Total families served

575

Total family visits

882

Total nights of rest

9,917

Average length of stay

12 nights

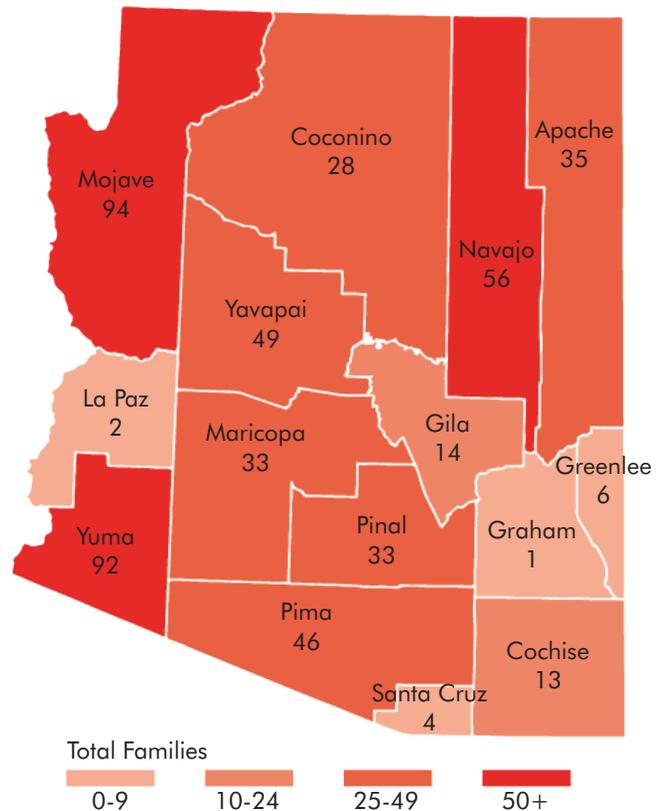
Visits from Arizona families

87%

Number of family visits since 1985

57,055

County Breakdown of Arizona Families Served



Families traveled from





The Sesate Family from Queen Creek, AZ

The farthest family traveled

6,374 miles

Cost savings for average family stay

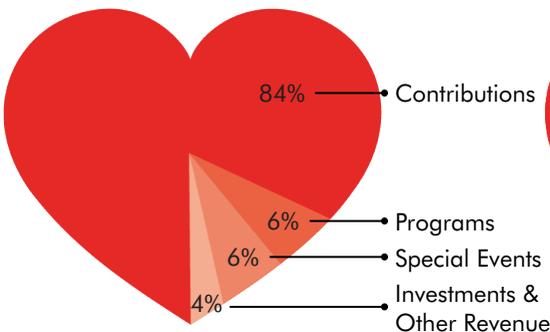
\$1,632

Top 5 Diagnoses

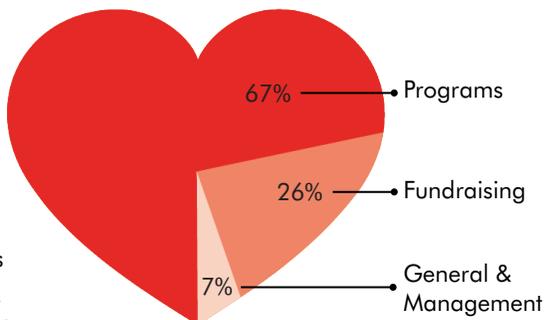
- 1 Premature Birth
- 2 Heart Conditions
- 3 Neurological Disorder
- 4 Cancer
- 5 Pulmonology Diseases

FINANCIAL BREAKDOWN

2021 Revenue



2021 Expenses



A HOME FOR THE HEART

A Letter of Gratitude from the Bahr Family

Dear Ronald McDonald House Donors and Supporters,

I am writing this letter to express my appreciation and gratitude for the Ronald McDonald House facility, staff, and volunteers.

My son, Preston, was diagnosed with Ewing Sarcoma in July of 2018. To say that this time was stressful is an understatement. His diagnosis came on the heels of a move from our home of 14 years in Iowa to the White Mountains of Arizona for my new position with the Forest Service.

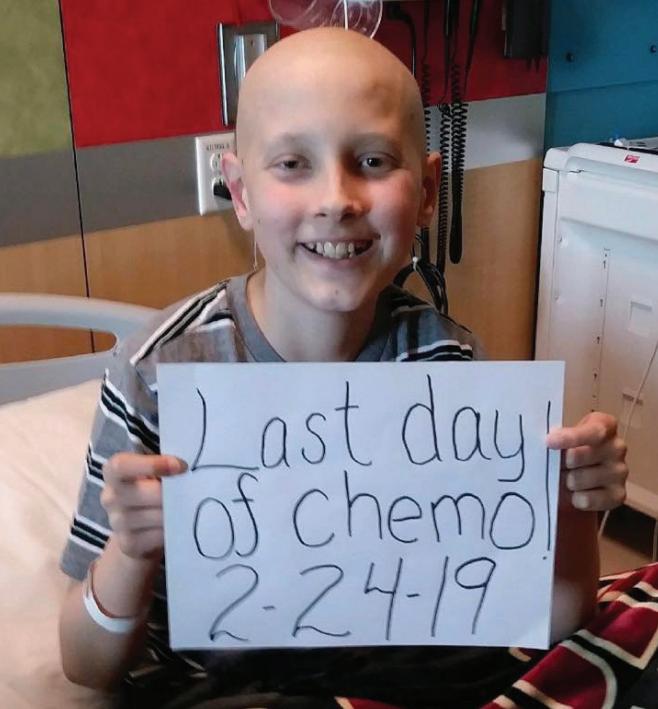
Preston's treatments began in August 2018 and continued through February 2019. The treatments resulted in a multitude of stays at the Roanoke House including:

- *14 stays for chemotherapy treatments, lasting 3 to 5 days each*
- *6-week stay for Proton Beam Radiation treatments*
- *4 stays for follow-up scans and doctor appointments, lasting 3 days each*

Knowing no one in Phoenix, we felt alone and empty, and our efforts to keep Preston healthy had us feeling isolated. Our support systems were hundreds of miles away and were struggling to provide the aid and comfort we desperately needed. But that quickly changed when we were welcomed to Ronald McDonald House. Our support system became the RMHC staff and volunteers as well as the



Left: Preston after treatment Right: Preston with his family at Mayo Clinic



Left: Preston at Phoenix Children's Hospital Right: Preston at the Roanoke House with Big Red

staff at Phoenix Children's Hospital and the Mayo Clinic Radiology Department.

The staff and volunteers' devotion, compassion, and friendliness made us feel welcome and cared for. Each hug, smile, kind word, or inquire of concern gave a feeling of hope. The facility and nightly meals brought us together with other families going through similar trials. This community provided us with new friendships, support, and inclusion.

RMHC was our "home-away-from-home." It provided a quiet space away from the hospital stress, enabling us to regenerate body, mind, and soul. We used our space to bond as a family, work remotely, rest, recover and accomplish homeschooling assignments. We were there during the holidays, and the celebration of lights surrounded everyone with love and community. We have fond memories of our time spent here.

While my new position provided a better income for my family, I was in no position to pay for hotel rooms and meals for the multiple stays in Phoenix we faced. The financial load was overwhelming and at times debilitating. Ronald McDonald House Charities made it possible for me to focus on my son's recovery.

We miss the thoughtful, caring staff and volunteers and the safety and security that was provided. Words cannot express how incredibly grateful we are for our home away from home.

With sincere gratitude,

Michelle Bahr

Michelle Bahr

2021 VOLUNTEER HIGHLIGHTS

Volunteers work from the heart even in the toughest of times

Total individual volunteers

158

Total volunteer groups

161

Total volunteer hours

2,757

Total individual meals provided for families

22,520



Aquila Priscila Mission Circle

WAYS TO GET INVOLVED

There's room for everyone at "the House that Love Built"



Make a
Donation



Donate
Wish List Items



Volunteer
Your Time



Become a
Corporate Partner

To learn about more opportunities to support the House, please visit rmhccnaz.org/get-involved.



Southwest Airlines staff serves dinner at the Roanoke House

DINNERTIME TAKES FLIGHT

Southwest Airlines works from the heart, even in the toughest of times

In the air or on the ground, Southwest Airlines is all about making life's journey a little easier and more enjoyable. Here at Ronald McDonald House, that entails being avid volunteers for our Dinnertime Heroes program.

Like clockwork, the Southwest Airlines team has been perfecting the landing on delicious dinners for families once a month for years. When the volunteer program was paused during the pandemic, meals courtesy of Southwest continued to arrive. They even carried on their annual tradition of providing a Thanksgiving-style meal in November.

Southwest's commitment to Ronald McDonald House dates back to the very beginning of our history in 1985. From family cookouts to fundraisers at the airport gates, they have flown sky high to serve families for decades.

"The Southwest family has always held RMHC close to our hearts," Southwest team member and RMHC board member Mike Weaver shares. "Whether it is a meal donation or having the RMHC logo on one of our aircraft, we LUV supporting the House."

Thank you for your first-class service to families!



A DIFFERENT KIND OF HOME

Honoring the impact of House Champion JFQ Lending

For JFQ Lending founders John Kresevic and Justin Meek, giving back was always part of the equation. “My parents always told me, to whom much is given, much is expected,” John shares. “When my partner Justin and I started the company, we decided we wanted to make an impact both locally and nationally. As we’ve continued to grow as an organization we’ve continued to give back.”

“I will never forget feeling what it would be like to be in the scenario of one of our families visiting the House. We’re just there on a mission to put them in a better scenario.”

And give back they have. Since becoming involved with Ronald McDonald House in 2019, the organization has made its support known. Their lifetime giving surpasses \$370,000 and includes sponsorships of our annual golf tournament and Heart of the House Island Party. JFQ leadership also lends their time on our board of directors. Most recently during our Roanoke House renovation, JFQ adopted a whole wing of rooms to ensure families felt the comforts of home during their stay.

Championing the House is a company-wide endeavor that goes beyond serving



Left: JFQ employees volunteering Right: Justin, Kerry, and John at the 2021 Golf Tournament



The JFQ Lending team at the Roanoke House for the ribbon cutting of their wing

on the board of directors and providing financial support. Many JFQ employees have donated their time to volunteer at the House, including a large-scale project to replace over 100 mattresses at our Roanoke House. Whether it's their participation in our Show Your Stripes campaign, attending events, or volunteering for our Dinnertime Heroes program, JFQ employees are committed to our mission.

“We want to make sure that JFQ and the House are ingrained. ”

“It’s part of the culture at JFQ,” RMHCCNAZ CEO Kerry Schulman shares. “For a corporate champion to be that embedded, and for their culture to be that committed to giving back to the community, we just couldn’t ask for a better corporate partnership.”

In the end, JFQ’s support of Ronald McDonald House is truly from the heart. “I was a new parent when I joined the board,” John shares. “I will never forget feeling what it would be like to be in the scenario of one of our families visiting the House. We’re just there on a mission to put them in a better scenario.”

For their dedication and heart for our mission, we are proud to recognize the entire JFQ Lending team as the 2022 Corporate Heart of the House Honoree. We are so grateful to be the recipients of your generosity.

COMMUNITY CHAMPIONS

Thank you to our generous partners for their support in 2021

\$100,000+

Bashas' Family of Stores
JFQ Lending

La-Z-Boy Arizona
Local McDonald's Restaurant Support

\$50,000 - \$99,999

The Norton Foundation

\$25,000 - \$49,999

Alpha Delta Pi Foundation
Arizona Complete Health
Banner Health
BHHS Legacy Foundation
Del E. Webb Foundation

Fort McDowell Yavapai Nation
Salt River Project (SRP)
Southwest PGA Foundation
The Kemper and Ethel Marley Foundation

\$10,000 - \$24,999

A.G.K. Restaurants
Amrock
Arizona Community Foundation of Yuma
Arizona Coyotes
Arizona Public Service (APS)
Caitlin Robb Foundation
Cardinals Charities
Coca Cola - North America
CopperPoint Insurance Companies
Crescent Crown Distributing
Desert Sky Operators Association
Eco Terreno Wines and Vineyards

Hotel Valley Ho
LevRose Commercial Real Estate
Mark Kia
MolinaCares
Service1st Commercial Cleaning
Shamrock Foods Company
Sonora Quest Laboratories
The Arizona Republic - Season for Sharing
Tito's Handmade Vodka
U-Haul International
Wernau Organization
West Pharmaceutical Services, Inc.

\$5,000 - \$9,999

Ancora
Arizona Community Foundation of Sedona
Arizona Community Foundation of
Yavapai County
Arizona Diamondbacks
Arizona Farm Bureau
Arizona State Florists Association
B&D Restaurants, Inc.
Baird Financial
Blue Cross Blue Shield of Arizona
BMO Harris Bank
Circle Road Ventures
Collins Commercial Services
Community Auctions
Discount Tire
Fennemore
Floor Source
IPM Advancement
Jennings, Strouss & Salmon, PLC
KPG Healthcare, LLC

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LOCALiQ
Mayo Clinic
Northern Trust Corporation
OneMain Financial
Orangewood Shadows RV Resort
Phoenix Children's Hospital
S&D Restaurants, LLC
SITE Centers Corporation
Stingley Management, dba McDonald's
The Charro Foundation
The Ellie and Les Hayt Family Foundation
The Garzella Group
The Jason Mitchell Group
The Ottosen Family Foundation
Toyota Financial Services
United Wholesale Mortgage
WBF Management, LLC
William L. and Ruth T. Pendleton Memorial Fund



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Hotel Valley Ho

Sameer Keole, MD, Vice Chair
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Jill Hanks, Secretary
Arizona Public Service (APS)

Julia Acken, Member at Large
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Salt River Project (SRP)

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**Ronald McDonald
House Charities®**
Central & Northern Arizona

501 East Roanoke Avenue
Phoenix, AZ 85004



@RMHCPhoenix | rmhcnaz.org



Roanoke House, Cambridge House at Phoenix Children's Hospital, Dobson House at Banner Children's at Desert.