



# Keeping families close<sup>®</sup>

## 2019 Impact Report



# OUR MISSION

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To create, identify and support programs that directly improve the health, education, and wellbeing of children and families in Connecticut and Western Massachusetts, including operating its cornerstone programs, the Ronald McDonald House® of Connecticut and the Ronald McDonald House of Springfield.





Without question, 2019 was an outstanding year for Ronald McDonald House Charities of Connecticut and Western Massachusetts. We finished the year with full hearts, immense gratitude and hope. Your generosity helped provide families with over 9,900 nights together at our Houses, keeping them near their ill children and the medical care they needed. You gave families a comforting place to stay, with nourishing meals, and the support services they needed so they could focus on their children.

In 2019, we worked diligently on several ongoing and new projects, allowing us to better serve the needs of families. In April, the Springfield House unveiled a new Respite Room, thanks to funding received from the Avangrid Foundation. The Respite Program, now implemented Chapter wide, is open to families not staying overnight at RMH, who are in need of a short break and a private guestroom in which to rest, refresh, and rejuvenate. Later that same month, we received notice that our Connecticut House was 1 of 29 Chapters receiving a Remarkable Impact Grant from AbbVie. This grant funded a new Family Resource Center, unveiled in October, providing families with a designated space to work, do research, print or scan documents and much more. 2019 was a year of record breaking fundraising activity and attendance at our signature events. The Annual Trees of Hope event celebrated 30 years, sold over 100,000 tickets and raised over \$135,000 to support children and families!

Most importantly, we continued to support families with ill children from within our two states, across the U.S. and beyond. We met hundreds of families who changed our lives as we believe we have changed theirs. With your support, we saved families an estimated \$2.5 million in out-of-pocket lodging and meal expenses! We welcomed more than 250 volunteers into our Houses, committees, and events, who helped spread awareness, compassion, and hope.

It's the simple things that can drastically change someone's day here at RMHC CTMA. A hot cup of coffee and a friendly listener when mom or dad want to tell their story. Warm smiles and home-cooked meals waiting when they come through the door after a long day at their child's hospital bedside. This is our world, this is our mission.

We send a heartfelt thank you to our families, supporters, donors, volunteers and advocates for making 2019 one of the most rewarding of years.

*Ellen Good*

Ellen Good  
President



*Michelle D'Amore*

Michelle D'Amore  
Executive Director



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# OUR PROGRAMS

## **Ronald McDonald House Charities of Connecticut & Western Massachusetts**

operates on the simple idea that nothing else should matter when a family is focused on the health of their child - especially not where they will lay their head at night.

### **Ronald McDonald Houses**

The Ronald McDonald House of Connecticut and the Ronald McDonald House of Springfield serve as a **“home-away-from-home”** for families with seriously ill or injured children, making it possible for children from around the state, the country and the globe to access specialized and life-saving treatment not available in their local communities.

### **House Benefits:**

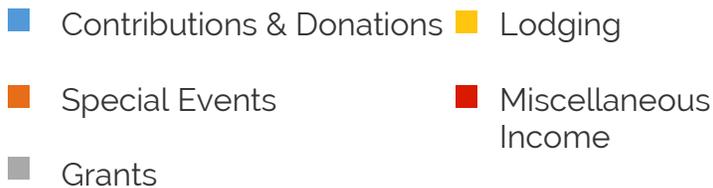
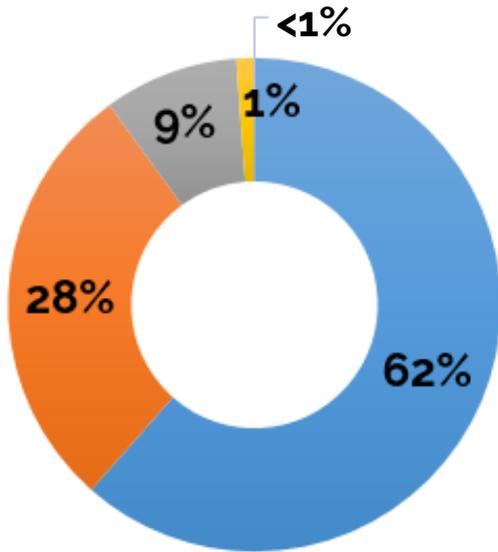
- ♥ The comfort of home for more than 350 families per year, with access to private guestrooms with private baths, comfortable living space, a communal kitchen and dining room, playrooms both indoor and outdoor, and laundry facilities.
- ♥ The opportunity to build a strong support system, establishing friendships with other families facing similar uncertainties.
- ♥ Regular home-cooked meals provided by generous meal donors, as well as a stocked shared pantry.
- ♥ Open 24 hours a day, 365 days a year.



# 2019 FINANCIAL REPORT

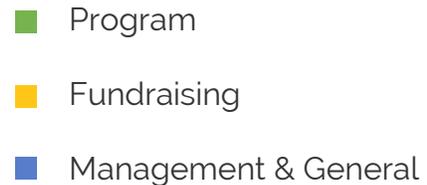
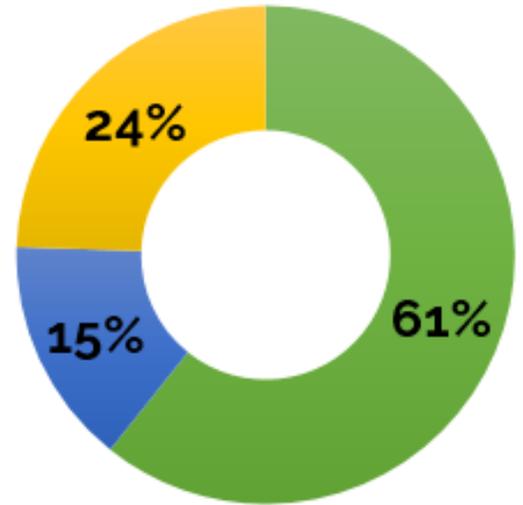
## Support and Revenue

Contributions & Donations	\$1,756,412
Special Events	\$812,973
Grants	\$252,085
Lodging	\$32,620
Miscellaneous Income	\$1,178
<b>TOTAL</b>	<b>\$2,855,268</b>



## Expenses

Program	\$1,671,714
Fundraising	\$674,130
Management & General	\$407,091
<b>TOTAL</b>	<b>\$2,752,935</b>



# 2019 IMPACT

## Over 9,900 nights

provided to families allowing them to remain by their sick child's side.



**371**  
Families  
served

**70% of families**  
stayed more than 1  
week.

**\$2.5 MILLION**  
**SAVED**

Families staying at RMHC CTMA Houses saved an estimated \$2.5 million in out of pocket lodging and meal expenses.

Families traveled from

**28 STATES**

**13 COUNTRIES**



**73%**  
**OF NIGHTS**

were served free of charge to guest families.



# MEET BRAYDEN

Brayden was born at 28 weeks gestation and had lung failure hours after birth. Originally, his mom Amber thought she would commute daily to the hospital from her home, about 40 minutes away, to see him. However, she soon realized the traveling left her worn out, and feeling despair and helplessness, among other emotions.

"When my hospital social worker helped me get a room at Ronald McDonald House it was a total life changer. Not only was I across the street from my son, but I also felt safe and taken care of," recalls Amber. "I was able to cook my own food and enjoy wonderful free meals which helped me tremendously financially. Everyone was so kind and the house and rooms were so clean. The sun room on the 2nd floor was a place I could go sit alone to meditate and pray while my son underwent many operations."



Brayden was hospitalized for 117 days. Amber found a home at the Ronald McDonald House for 100 of those days. She shared, "For any family that hasn't heard of RMH, I'd say it's a loving and clean space for families in need of comfort and healing."

## STAYING CLOSE TO WHAT MATTERS MOST

# 2019 VOLUNTEER HIGHLIGHTS

**250+**  
**ACTIVE**  
**VOLUNTEERS**



**“Knowing that volunteering helps keep families together is a mission I’m honored to be a part of.”**

**-RMH Volunteer**

## **Ways Volunteers Serve RMH:**

- ◆ **Office support**
- ◆ **Fundraising event support**
- ◆ **Preparing meals for families**
- ◆ **Hosting activities for children and families**
- ◆ **Maintenance, gardening & yardwork**
- ◆ **Raise awareness**
- ◆ **Provide comfort & support to families**



## Connecticut ADVISORY COUNCIL

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## RMHC CTMA STAFF

**Michelle D'Amore** - Executive Director

**Skochii Bennett-Polchlopek\***  
Community Engagement Coordinator

**Melissa Funaro**  
Development Manager

**Nathalie Garcia Mora**  
Gift Processing Administrative Coordinator

**Wendy Kirby**  
House Operations Manager

**Megen Moynihan**  
Development Coordinator

**Kelsey Nawaf**  
Development Supervisor

**Sally Parmelee**  
Communications & Online Fundraising Coordinator

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**Antonique Robinson**  
Community Engagement Coordinator

**Enix Zavala**  
House Operations Manager

**Rosemarie Zello**  
Development Manager

**Cathy Zorgo-Bignolas**  
Director, Global Partnerships & Communications

*\*Retired in October 2019*



**Ronald McDonald  
House Charities®**  
of Connecticut &  
Western Massachusetts

**Ronald McDonald House of Connecticut**

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New Haven, CT 06519  
203-777-5683

**Ronald McDonald House of Springfield**

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[www.RMHC-CTMA.org](http://www.RMHC-CTMA.org)