

FUNDING APPLICATION

GENERAL INFORMATION

Organization Information

Legal Name: Ronald McDonald House Charities San Antonio		Federal Tax ID#: 74-2140528		Are you a 501(3)(c) charity? Yes	
Address: 4803 Sid Katz		City: San Antonio		State: TX	
				Zip Code: 78229	
Website: www.rmhcsanantonio.org			Fax: (210) 614-2554		

Head Of Organization

Name: Travis Pearson		Title: CEO	
E-Mail Address: travis.pearson@rmhcsanantonio.org		Phone: (210) 614-2554	

Application Contact

Name: Kristy Walston		Title: Chief Development Officer		E-Mail Address: Kristy.walston@rmhcsan antonio.org	
				Phone: (210) 614-2554	

Previous funding received from The Gordon Hartman Family Foundation		
Year	Funding \$	
2006	\$500	
2017	\$2,500	
2018	\$2,500	
2019	\$15,000	
Total	\$20,500	

Has the organization applied to the Gordon Hartman Family Foundation in the past and been declined?

No

Grant Amount Requested \$:	Total Project Budget \$:	Organization's Annual budget \$:
\$25,000	\$193,482,100	\$193,482,100

Mission Statement:

Our mission is to operate charitable facilities, which provide safe temporary living accommodations for critically ill children and their families while receiving medical treatment in the San Antonio, Texas area.

PROJECT INFORMATION

Program / Project Title:

Keeping Families Together Through a Pandemic

PROJECT TIMELINE

Start Date	End Date
01/01/2021	12/31/2021

Program / Project Description:

The first Ronald McDonald House in San Antonio opened downtown in 1985. Our second house opened in the Medical Center in 1998 with 20 family guest rooms and our third house opened in 2002, with 16 family guest rooms inside CHRISTUS Children's Hospital of San Antonio. Our newest house offers 21 rooms for families, including 5 transplant suites for children awaiting or recovering from organ transplants. Additionally, we operate Ronald McDonald House Family Rooms in two hospitals in Laredo, Texas.

For 35 years, we have proven that our services are an emotional and financial asset to the families we serve as well as to the local medical community. Last year, we served 2,220 children, many of which would not have been able to receive lifesaving medical treatment if not for our support. Families find comfort with us for a few days and others for many months as their child continues to receive medical care. In 2019, nearly 5000 volunteers provided meals, activities, and support for our families.

Is there anything more devastating than a family facing the struggle of a child battling a terminal illness or life-threatening injury? Imagine choosing between being separated or incurring hotel/meal expenses you can't afford, or living in a parked car while your child undergoes critical treatments. Our Houses are here to keep families from having to make this choice. In addition to safe accommodations and a private room to stay in, our guests are able to wash their clothes, cook their favorite meals, and make arrangements for their children's education to continue during their stay. The cost for operating a guest room is \$80/daily per family. Some of our families arrive with just the clothes on their backs and need additional support like safe transportation to and from the hospital, basic necessities, meals, and sadly occasional support for burial arrangements for their child. Without our services, disadvantaged families delay or reduce care for their child.

At RMHC, we are committed to working collaboratively for and with families and with local children's health care partners so that children have access to the best possible medical outcomes. Over the years, a growing body of research has provided strong evidence that demonstrates the value of our mission... highlighting the physical, emotional and social needs of families with a hospitalized child and confirms the importance of proximity, involvement, and partnership with families whose child is hospitalized or undergoing critical medical treatment. The accommodation and support services RMHC provides are not only beneficial; they are essential to high-quality and effective health care.

We serve all children and families in medical crisis. All of our guests are referred to us by local physicians, medical practices, social workers and hospitals. We serve all with no regard to race/national origin/religious beliefs/economic status/gender or any demographic marker. We serve families whose child is an IN or OUT patient at a local hospital and pregnant mothers at high-risk are eligible for services. 85% of our families' incomes fall below the poverty level. More than 50% are Hispanic. Most of the children we serve are preemies to age 10 years. The top diagnoses of the children we serve are: peri-natal complications, cerebral palsy, childhood cancers, cardiovascular diseases and deformities, and respiratory complications and failures. Everyone staying with us must pass a background check to assure that all of our guests and their children are living in a safe environment. The families that stay in our Houses include parents, grandparents, siblings and other relatives. Most of the families staying with us are from South Texas and surrounding counties. Last year, we served families from 35 US States + Puerto Rico, and 6 Countries.

The need is great, and we are unique. The San Antonio pediatric community is growing and services are at an all-time high; expected to grow another 30% by 2035. Normally we are fortunate that we can offer our services and assist families and hospital personnel in a way that benefits the child, their family, the doctors and other medical staff as well as the community. This pandemic is threatening the ability for medical facilities, frontline medical professionals, non-profits and others to provide services. Strick limitations have been put in place limiting the support family members can provide their loved ones receiving medical treatment. As our state is reopening these challenges and many others are growing exponentially.

COVID-19 required that we temporarily suspend our services for 8 months. We have spent this time finding new and innovative ways to continue mission delivery during this crisis following the temporary pause on the acceptance of new families and volunteers into our Houses. We continued to place families in local hotels, assist them with resources, and provided local medical personnel access to our family guest rooms for respite.

Families who must travel to get critical medical services for their children need our doors to be open. Reopening our Houses with the prevention and control protocols to ensure families and staff remain safe is the only way we can fulfill our mission. We have recently initiated a Four Phase Reinstatement Plan welcoming families back with the new protocols and practices recommended by the government, CDC, Ronald McDonald House Charities Global Office, and our Board of Directors. This plan requires expensive supplies, facility modifications & staff training with a significant unexpected impact on our budget. Additionally, due to a decrease in individual giving, room donations, local McDonald's Restaurant collections, and a cancelled fundraiser we have a \$625,000 reduction of income to date.

Our ultimate goal is to get through this pandemic, filling our Houses again with families in need, and regaining the financial stability that we have had for 35 years. Families facing the struggle of a child battling a terminal illness or life-threatening injury have had to choose between being separated and incurring hotel/meal expenses they can't afford. We exist to keep families from having to make those choices and need additional support to do so this year as a result of the Pandemic.

Evaluation Plan:

At RMHC, we are constantly evaluating our performance, transparency with funders, fiscal responsibility to donors and guests, and the quality of services offered. We adapt our strategies to meet the local need while remaining committed to our mission. Our Board of Directors meets annually to reflect on the strategic direction of the organization and establish new goals for the future.

An exit survey for our guests provides feedback about the value of each families stay; how the overall family environment contributed to their well-being during their child's crisis or treatment; the impact of being close to their child, and whether the length of the hospital stay was shortened due to their ability to remain close by. This input, combined with a wide variety of collected data are used to assure that our services are on target, that new needs are being identified and addressed, and, most importantly, that families have a sense of well-being and improved medical outcomes, whenever possible, for their ill or injured child. Many RMHC Families remain connected to one another and to us for a lifetime. They relay their stories; celebrating their child's life or sharing memories of the child they lost with staff/families who remember with them.

Our track record of good donor and fiscal stewardship and excellent audits assures that ALL children have access to medical care that would potentially be unavailable to them if not for RMHC San Antonio. We track occupancy rates, individuals assisted, the number of meals served, activities offered, transportation vouchers distributed, and the amount of patient aid provided.

Families ultimately determine our success. Many families return monthly or yearly for continued treatment or care. Some have lived in one of our Houses for years at a time; undergoing treatment, awaiting a lifesaving transplant or attending rehab that is unavailable in the rural area where they live. Success is children leaving... in good health. Success is families leaving... knowing they were by their child every step of the way.

Success is also:

- o Families staying close to local hospitals, able to be with their child and are readily available during an emergency;
- o Families supporting each other and other families;
- o Family members being able to engage in counseling services and support groups;
- o Siblings being able to continue their education as well as being supported and engaged in meaningful activities;
- o Family members experiencing a reduced financial burden and associated stress;
- o Parents being able to be better advocates for their child's health
- o Increased awareness of family-centered care throughout the community

Success is saving 1961 families \$2,178,600 in lodging and meal expenses as we did in 2019. Success is getting through this pandemic, filling our Houses again with families in need and regaining the financial stability that we have had for 35 years.

Plans to sustain project beyond the term of this request:

RMHC has a multi-faceted sustainability plan. We have our own 501c3, local Board of Directors and are responsible for our own funding. Our operational revenue is generated through a diverse funding plan that includes private and individual donations, fundraising events, room donations, McDonald's support (~18% of annual budget), grants, corporate support and sponsorships, a small endowment, and ongoing volunteer and in-kind support.

As we plan for the future, the majority of these additional ongoing expenses we are incurring as a result of COVID-19 will be incorporated into our Annual Operating Budget and our fundraising strategies. In the meantime, we will continue to request financial and in-kind support to offset the costs this Pandemic is costing Ronald McDonald House Charities.

To date we have applied to 43 organizations and foundations to include: The Capitol Group, CapTrust, Energy Transfer Partners, Marcia and Otto Koehler Foundation, One Star Foundation, San Antonio Area Foundation, The Texas Cavalier's, Foundation, Valero, 3M Gives Back, Superior Health, Baptist Health Foundation, The Greehey Foundation, The Mays Family Foundation, The Charity Ball Foundation, The Lattner Family Foundation, Inc., Nancy Smith Hurd Foundation, Nationwide Foundation, San Antonio Junior Forum, The City of San Antonio Lift Fund, Perry & Ruby Stevens Charitable Foundation and others.

Line item Budget:

Line Item Description	Total Project Funds Allocation	Gordon Hartman Funds Allocation
General Operating Expenses	\$193,482,100	\$25,000
TOTAL:	\$193,482,100	\$25,000

BOARD OF DIRECTORS

LIST OF BOARD DIRECTORS

Name & Office Held	Corporate Affiliation
Maria Victoria Acosta PRESIDENT	McDonald's Public Relations CFO
Gena Marshall VICE PRESIDENT OF OPERATIONS	CFO - Prytime Medical Devices
Gordan Brown VICE PRESIDENT OF DEVELOPMENT	Retired
Clarissa Rodriguez SECRETARY	Marketing Dept. Security Service Federal Credit Union
Boriana Damm TREASURER/V.P FINANCE	Ernst & Young, LLP
Carlos Rodriguez FORMER PRESIDENT	McDonald's Owner Operator
Luis Acosta	McDonald's Franchise Owner
Darrin Baron	Valero
Maureen Concklin	Ivon
Mark Gilger, MD	Chief of Pediatrics at Children's Hospital of San Antonio University Hospital
Antonio Hernandez, MD	University Hospital
Bradley Lacy	Pulte Group
Linda Mance	Methodist Hospital
James Maxey	Retired
Stephan Motz	Valero
Roxanne Olivarri	PR for the City of San Antonio
Joseph Pena	Attorney

Cindy Snyder	Frost Bank
Johnise Stamper	Capital Group Investment Advisor,
Simon Thompson	Texas Legacy Wealth Management San Antonio
Tom Unruh	USAA