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HOSPITALITY HOUSE
of CHARLOTTE

**ANNUAL
REPORT**

2018-2019

LETTER FROM OUR LEADERSHIP

Our House is built on the simple idea that nothing else should be a matter of concern when a family is focused on the health of their loved one - not where they can afford to stay, where they will get their next meal, or where they will lay their head to rest. Last year, we served over 4,000 guests and I am still moved by their strength and grace as they endure some of the most trying times in their lives. Working with and for these courageous individuals is an honor.

As Charlotte's medical community provides more access to critical medical treatments and medical trials, the need for affordable lodging for the patients and families we serve is paramount. As we look to the future, we are committed to serving even greater numbers. We recognize that the need is great and that we could not do it without you. Thank you to all who have given their time, resources, and energy. Each of you is an extension of the House and keeps our mission moving forward.

I remain humbled to be part of such an incredible organization that recognizes the need to embrace those facing medical crisis, to empower healthy outcomes, and to extend the access to affordable lodging for those undergoing care.

My sincerest thanks,



ANGIE BUSH, *Executive Director*



Hospitality House of Charlotte
provides the
comforts of home
for patients and families experiencing
medical crisis in the Charlotte area.



WHO WE SERVE

Last year **HHOC** was a home away from home for **4,080** patients or family members who were experiencing medical crisis.

- ♥ **833** were fighting cancer
- ♥ **369** were recovering from or awaiting an organ transplant
- ♥ **529** were receiving cardiac care
- ♥ **126** were battling a traumatic illness or injury
- ♥ **96** were in neonatal care
- ♥ **258** were receiving neurological care
- ♥ **87** were in the ICU

Our other guests faced a variety of serious illnesses or injuries.



Drew Pescara was one of the victims of the tragic shooting that took place on UNC Charlotte's campus on April 30, 2019. During his treatment and recovery, we had the privilege of housing his mother, father, and girlfriend.

“Traumatic experiences and illnesses don't always happen when you're home, and I never in a million years really thought about it. I always thought, 'If I'm home I can go back and forth to a hospital.' But I never thought I'd be in a situation where we'd be this far from home and for a month. Having a place for families to go that's safe, walking distance to the hospital, that is a warm, loving place, just is so, so important.”

- Denise Pescara



THE PESCARO FAMILY



18%

of guests were patients



1,055

Number of families we were unable to serve due to limited room availability

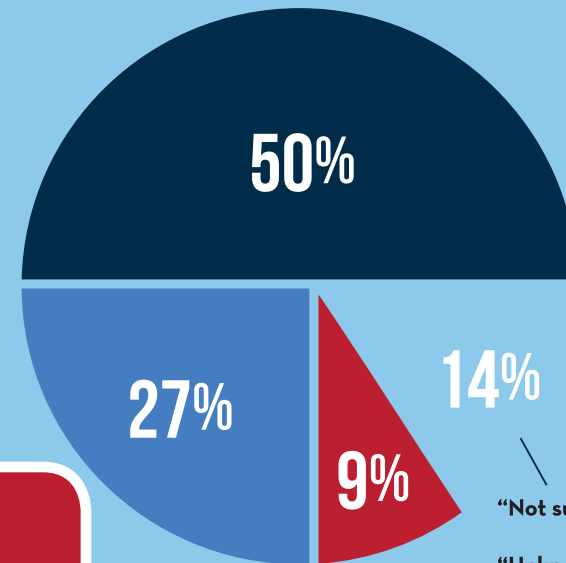


The number of states we have served

“IF HOSPITALITY HOUSE HAD NOT BEEN AVAILABLE TO YOU, WHERE WOULD YOU HAVE STAYED?”



- IN A HOTEL
- AT THE PATIENT'S BEDSIDE
- IN THE HOSPITAL WAITING ROOM
- OTHER



284

The number of veterans served last year at HHOC



340

Average number of guests served each month



\$1,500

Cost to run the house for one night

4,080

Patients and family members served through our lodging programs



\$200

average cost per night of a hotel room in the Charlotte area

\$75

nightly cost to operate a guest room at HHOC



\$45

guest room nightly rate at HHOC

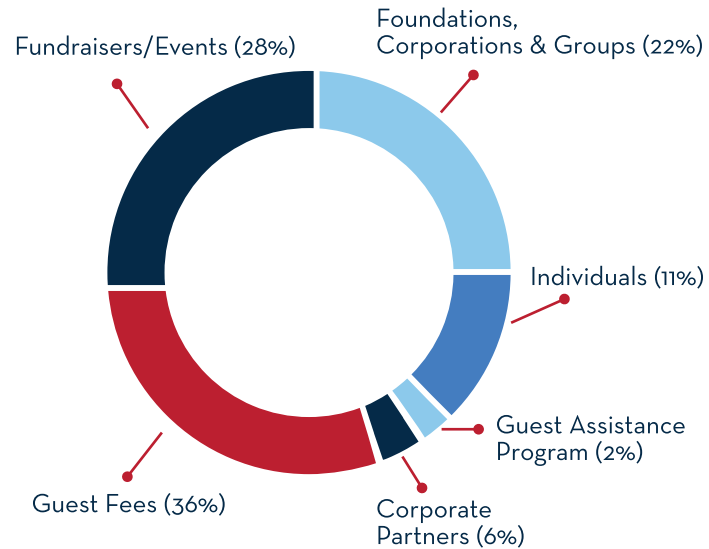
“Not sure”

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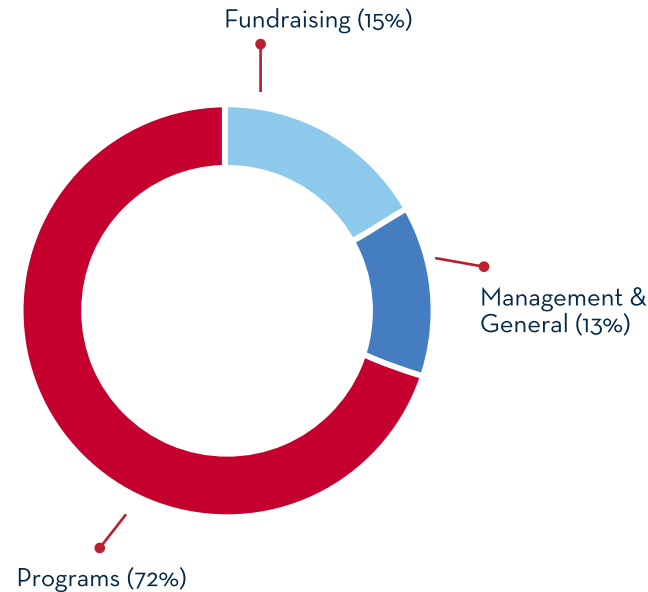
“Stayed home and left at 3am”

2018-2019 FINANCIAL HIGHLIGHTS

Revenue Sources



Expenses



Statement of Financial Activity

2018-2019

2017-2018

Revenue

Contributions & Other Income	661,511	627,121
Guest Fees (Net of sales tax)	280,864	269,937
Dividends, Interest, Realized & Unrealized Gain (Loss)	(20,244)	163,446

Total Revenue **922,131** **1,060,504**

Expenses

Program Expenses	736,212	692,695
Management & General Expenses	128,770	109,983
Fundraising Expenses	154,009	141,742

Total Expenses **1,018,991** **944,420**

Change in Net Assets (96,860) 116,084

Statement of Financial Position

2018-2019

2017-2018

Assets

Cash & Equivalents	450,823	424,805
Other Assets	2,911	3,450
Building & Improvements (Net)	1,769,030	1,871,387
Investments (Including Endowment)	2,041,655	2,061,899

Total Assets **4,264,419** **4,361,541**

Current Liabilities 1,715 1,977

Net Assets 4,262,704 4,359,564

Total Liabilities & Net Assets **4,264,419** **4,361,541**

Nearly 25% of our guests are cancer patients.

The Boggs

It didn't take long for Doug and Brenda Boggs to become part of the HHOC family. Whether it was the smell of bacon cooking in the kitchen every morning, or the friendly hellos as you passed them in the hallway, the Boggs always brought a light to the house. On October 11th, after 111 days spent at HHOC, the Boggs received news that Brenda had gone into remission and they were able to return home.



***WITHIN TWO YEARS OF BEING DIAGNOSED WITH CANCER, ABOUT 42% OF FAMILIES DEPLETED THEIR ENTIRE LIFE'S ASSETS.**



****62%**

OF CANCER PATIENTS REPORT BEING IN DEBT DUE TO THEIR TREATMENT.

With the cost of our rooms being **\$155 less** than the average cost of a hotel in Charlotte, we saved our families over **\$1 million** in lodging costs alone last year.

*Death or Debt? National Estimates of Financial Toxicity in Persons with Newly-Diagnosed Cancer
GILLIGAN, ADRIENNE M. et al. *The American Journal of Medicine*, Volume 131, Issue 10, 1187 - 1199.e5

**BERES, DEREK. "42% Of New Cancer Patients Lose Their Life Savings." *Big Think*, Big Think, 12 Sept. 2019, <https://bigthink.com/politics-current-affairs/how-much-does-cancer-cost>.

The Cascios

Carol and Patrick Cascio were regular guests at HHOC while Patrick received cancer treatment. On October 9th, they checked in for what they thought was going to be a normal length of stay. After Patrick's appointment at Atrium Health that morning, they came back into the house with huge smiles and the good news. We will miss them, but were touched to share in their joyful moment.



2019 ANNUAL FALL LUNCHEON

Thursday, October 17th, marked our 10th Annual Fall Luncheon at the Sheraton Le Méridien Hotel in Uptown Charlotte. In a program led by Fox 46 Charlotte Sports Director, Will Kunkel, we shared updates, milestones, and an inspiring story from the Pescara Family with our nearly 300 attendees. We were honored to feature the Pescara family, whose son, Drew Pescara, was one of the shooting victims at UNC Charlotte. During his treatment and recovery, we had the privilege of housing his mother, father, and girlfriend for over 20 days. Their testament to HHOC stabilizing them during their crisis, helped to shed a light on the impact we can make with the help of our supporters.

We also awarded our Joe Mann Memorial Award to Le Méridien and Sheraton Charlotte Hotel, for showing tremendous support to HHOC as a Platinum Corporate Partner! Over \$92,000 was raised through the luncheon, which surpassed our goal of \$89,000. A portion of our success was due to matching gifts from our generous partners Checkers Charitable Foundation and Pinnacle Financial Partners. Thank you to everyone in attendance and for the unwavering support!

1400 FOR 1400 SCOTT

In March 2019, 74 participants challenged themselves in our month-long peer-to-peer fundraising campaign. In efforts to market the campaign with a direct tie back to our mission, we rebranded the campaign as 1400 for 1400 Scott. \$1,400 is the approximate amount that it costs to operate our house for one night, allowing supporters to visualize their direct impact.

We are looking forward to an exciting new format for this crucial fundraising campaign in 2020.



DEMI MABRY
Photography
2019 Annual Luncheon Photos



HEARD AROUND THE HOUSE

“

“The Hospitality House was a perfect fit for our situation. We needed to stay close to the hospital after my husband’s stem cell transplant in case he spiked a fever or anything else because of his low immune system. He was being checked 3 times a week and traveling made him sick to his stomach.”

“I really appreciated the transportation to and from the hospital to the house. It gave me peace of mind for my safety and also allowed me to stay later with my patient.”

“When I walked into the house, the gentleman at the desk said “Welcome home! You have had a long day, I hope you rest well.” I was the one who burst into tears with that simple kindness. You will never know how much that meant.”

“In a world of hurt, all of you remind us of the home we will journey to one day at the end of all suffering.”

“Charlotte is a difficult city to find your way around if you don’t live in or around it. The hospital campus is large and confusing to newcomers. Hospitality House was a haven of calm and quiet after a day of emotionally charged medical business.”

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LAURA KASUBOWSKI
FRONT DESK VOLUNTEER

Q: How did you decide to volunteer for Hospitality House?

A: I knew I wanted to volunteer and give back in some way, so I actually googled non-profits in Charlotte and HHOC came up in my search. I’m originally from Marquette, Michigan and there is an organization similar to Hospitality House’s mission that I was familiar with so I knew HHOC would be a good fit for me.

Q: What’s your favorite part about volunteering with us?

A: Seeing the guests’ appreciation for HHOC. I can see how relieved the guests look when a meal has been prepared for them, a bed to sleep and rest, and even day guest have an appreciation of being able to just do their laundry and take a shower. It’s just great to see how HHOC can bring a sense of calm and peace to people that are experiencing chaos.

Q: With so many amazing causes and worthy non-profits, why do you think people should support Hospitality House of Charlotte?

A: Working in the healthcare field, I come in contact with a lot of people. Every chance I get, I’m telling people about HHOC. I share what I’ve encountered and how grateful people are to have access to a place like HHOC. When I see the sense of peace that people feel when they walk through our doors, I think it’s important for people to know that a place like HHOC exists and how many people we are helping.



2,295
individual volunteer hours



346
community volunteer groups



289
meals cooked

PARTNERING TO MAKE A DIFFERENCE

Our Corporate Partners are dynamic in making a lasting impact on the mission of Hospitality House of Charlotte. The support we have received from our Corporate Partners is crucial as we aim to reach patients and families in medical crisis. In addition to fiscal support, included in our Corporate Partnership packages are varied opportunities for volunteerism for employees.

Whether it's cooking a meal, putting up holiday décor, or making a goodie bag filled with the comforts of home - we strive to make mission inspired opportunities so our partners can see firsthand the good they provide to many in need. Thank you to our Corporate Partners for helping shape our mission in big and small ways!

Help families heal today! Find out how your company can get involved by contacting Candice Johnson at cjohnson@hhocharlotte.org.

Le MERIDIEN
CHARLOTTE

TOWNE BANK

Atrium Health

NOVANT
HEALTH

by FIORENZA
COMMUNITIES

SHERATON
Charlotte Hotel

nuveen
A TIAA Company

Katten
KattenMuchinRosenman LLP

Pinnacle
FINANCIAL PARTNERS



YOUR GIFT CAN MAKE A DIFFERENCE:

- ♥ Make a donation or become a monthly donor on our website to support families that stay at HHOC.
- ♥ Check out our wishlist on our website to see what supplies HHOC needs the most.
- ♥ Become a Corporate Partner, and allow your company to make a difference and be seen in the community.
- ♥ Consider a contribution in honor or memory of a loved one.
- ♥ Have a "Dress Down Day," host a bake sale or get your child's school involved!

GIVE
THE
Gift of
TIME

- ♥ Bring a group of co-workers or friends (8-10) to cook for our families.
- ♥ Volunteer your time at our front desk.
- ♥ Bring a pre-prepared meal to set out for our families around meal-time.



GRANTS AWARDED IN 2018-2019

24 Foundation	Sardis Presbyterian Church
Berkshire Charitable Foundation	SOCIUS Foundation
Blumenthal Foundation	St. Gabriel Catholic Church
Elevation Church	St. John's Baptist Church
Foundation for the Healthy Carolinas	The Dickson Foundation
Healthy Charlotte Alliance	The Leon Levine Foundation
Howard Levine Foundation	Sandra and Leon Levine
Provident Benevolent Foundation	The M. G. O'Neil Foundation
	The Spring Close Foundation
	Zurich American Insurance Company

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JANET LEFKOWITZ Community Advocate	MARNIE WOODWARD Sunlight Financial LLC
SPENCER LILLY Abeo	CARLY WOOTEN Atrium Health
CAROLINE MANDEVILLE Nuveen	<i>*Board Chair</i>



HHYP (Hospitality House Young Professionals) is a group of Charlotte-area young professionals dedicated to supporting HHOC's mission by volunteering their time through service and fundraising. HHYP members also have the opportunity to gain personal fulfillment and form meaningful connections through internal and external service activities, social gatherings, and fundraising events.



**Membership rates: \$10/month \$100/year
(both are 100% tax deductible)**

**For more information visit hhocharlotte.org/HHYP
or contact Kim Baker at kbaker@hhocharlotte.org**

