

2019 Annual Report



RMHC[®]
of Central Pennsylvania

Dear Friends,

In 2019, Ronald McDonald House Charities of Central PA (RMHC-CP) celebrated 35 years of service to families at the Ronald McDonald House in Hershey. Thanks to our staff, donors, volunteers, board of directors and our community and hospital partners, we have been able to provide a place of respite for families who needed to stay close to their child(ren), when they needed them most, for over 13,140 nights since our doors have been opened.

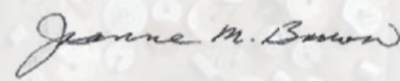
As we focused on our multi-year strategic efforts to strengthen and grow the organization, several accomplishments truly stand out:

- The start of a 21-bedroom renovation that helped to brighten and modernize our guest family accommodations in the East Wing of the House. This included a bedroom face-lift: new flooring and wall paint with accent tones, updated cabinetry and lighting, new showers, bathroom storage and HVAC systems. We also updated our East Wing kitchen and dining areas with new kitchen countertops and a fresh coat of paint. These updates help our environmental sustainability efforts and keep our families and the House safe and inviting for everyone.
- Expansion of our services offered to families by partnering with Penn Medicine Lancaster General Hospital to create our first ever Hospitality Kiosk which opened in the Seraph-McSparren Pediatric Inpatient Center in September of 2019. Open twice daily, the Kiosk supports families of pediatric patients with snacks, drinks, microwavable meals and small activities such as puzzle books and card games so parents and caregivers can be just steps away from their child's bedside.
- 1,429 Individual families were served at our Ronald McDonald House in 2019 which resulted in 9,440 overnight accommodations, 2,714 families were served in our Ronald McDonald Family Room and we averaged 50 people per day served through our Hospitality Cart Services at Penn State Children's Hospital.
- Successfully completed the framework to relocate our Ronald McDonald Family Room, offering a brand new, home-like space for families to regroup and step away for a few moments. This inviting new space is slated to officially open in the Fall of 2020 in conjunction with the expansion of Penn State Children's Hospital.

Everyone is to be commended for doing the hard work of laying the foundation for the coming years at RMHC-CP. These accomplishments that we shared from 2019 have set the stage for a sustainable and bright future. We thank each of you and invite you to continue with us on this incredible journey as we write the next chapter to make our home away from home the best yet.

In gratitude,


Karla Mitchell
Executive Director


Joanne Brown
2019 Board President

2019 Board of Directors

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Joanne Brown
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Matthew Wildasin, CPA
Principal
Boyer & Ritter, LLC

Keeping families together

*inspiring strength, and giving comfort and support to families
whose children are receiving essential medical care.*



Special thanks to
our Founding
Mission Partner,
McDonald's

Everything offered
through RMHC of
Central PA is offered at
no charge thanks to the
generosity of our donors
and volunteers.



Ronald McDonald House®

The Ronald McDonald House in Hershey keeps families together by providing temporary housing to out-of-town families of seriously ill children who are being treated at Penn State Children's Hospital.

Many families travel quite a distance to seek treatment for their seriously ill or injured child at Penn State Children's Hospital. For children facing a serious medical crisis, nothing seems scarier than not having your family close by for love and support.

Ronald McDonald Family Room®

The Ronald McDonald Family Room is located within Penn State Health Milton S. Hershey Medical Center and offers a place of respite for families of pediatric patients. This home-like space helps keep families together and near the care and resources they need.

When families walk into the Ronald McDonald Family Room, we want them to forget they're in a hospital. Our Family Room is located on the 7th floor, just off the south elevator, in the main hospital. It is just steps away from the Neonatal Intensive Care Unit (NICU), and Pediatric Progressive Care Unit (PPCU) and also available to families in Penn State Children's Hospital.

Hospitality Cart

Our cheerful Hospitality Cart offers refreshments, snacks, arts & crafts, fruit, personal care items and much more to families of pediatric patients at Penn State Children's Hospital.

Hospitality Kiosk

The Ronald McDonald Hospitality Kiosk, located at Penn Medicine Lancaster General Hospital, provides a welcoming environment; offering nourishing snacks, drinks, health and beauty aids, and small activities for families while their child is receiving essential pediatric care.

The Kramer Family Story

After having two healthy children, Laura and Jim Kramer were excited for their third and final child.

In December of 2002, Nicholas (Nick) Kramer was born with transposition of the great arteries, which is a serious but rare heart defect present at birth, in which the two main arteries leaving the heart are reversed. Nick was life-flighted to Penn State Children's Hospital in Hershey, PA.

"After he arrived, his doctor's decided he would need immediate surgery," Laura (mom) said.

At 3 days old, Nick underwent an arterial switch operation, an open heart surgery done to correct dextro-transposition of the great arteries.

As Nick recovered from surgery, his family checked in at the Ronald McDonald House in Hershey.

"It was a very scary time for our family as we had two little ones at home in Minersville, PA (Sam, 7 years old, and Kate, 3 years old) and it was during the holidays," Laura said. "Being able to stay close by at the Ronald McDonald House in Hershey was our saving grace."

Unfortunately, shortly after Nick's surgery, he went into cardiac arrest. Nick's mom Laura remembers, "Our whole world turned upside down as they tried to resuscitate him."

Thankfully, doctors were able to resuscitate Nick and he was placed on an extracorporeal membrane oxygenation (ECMO) to give his heart a rest. The ECMO machine pumps and oxygenates a patient's blood outside the body, allowing time for the heart and lungs to rest and heal.

Following two long months of ups and downs with Nick's recovery, he was ready to go home with his family. After 39 nights of staying at the Ronald McDonald House in Hershey to be close by Nick, the Kramer family headed home. "The kind volunteers and staff at the Ronald McDonald House provided us with comfort, a place to rest and fuel for our bodies," Laura said. "It was a time that we will never forget."

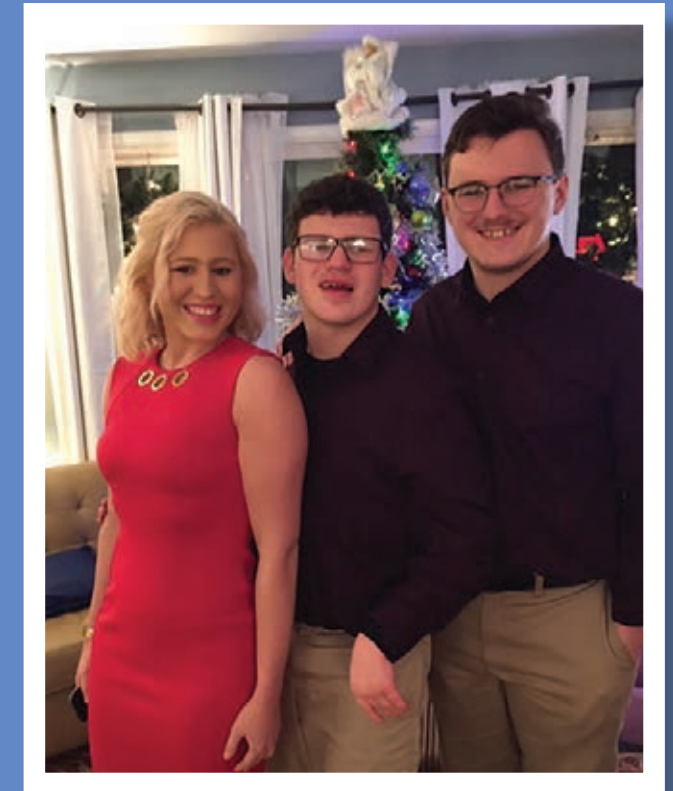
Nick has had to fight through some of the residual effects from his surgery including strokes, speech delays, seizures and hydrocephalus, but through it all, he has persevered.

The Kramers are very proud of the young man, Nick has become. He is now 17 years old and enjoys spending time with family and friends.

Nick and his family have given back to RMHC of Central PA by volunteering through various programs and hosting third-party fundraisers to support the organization.

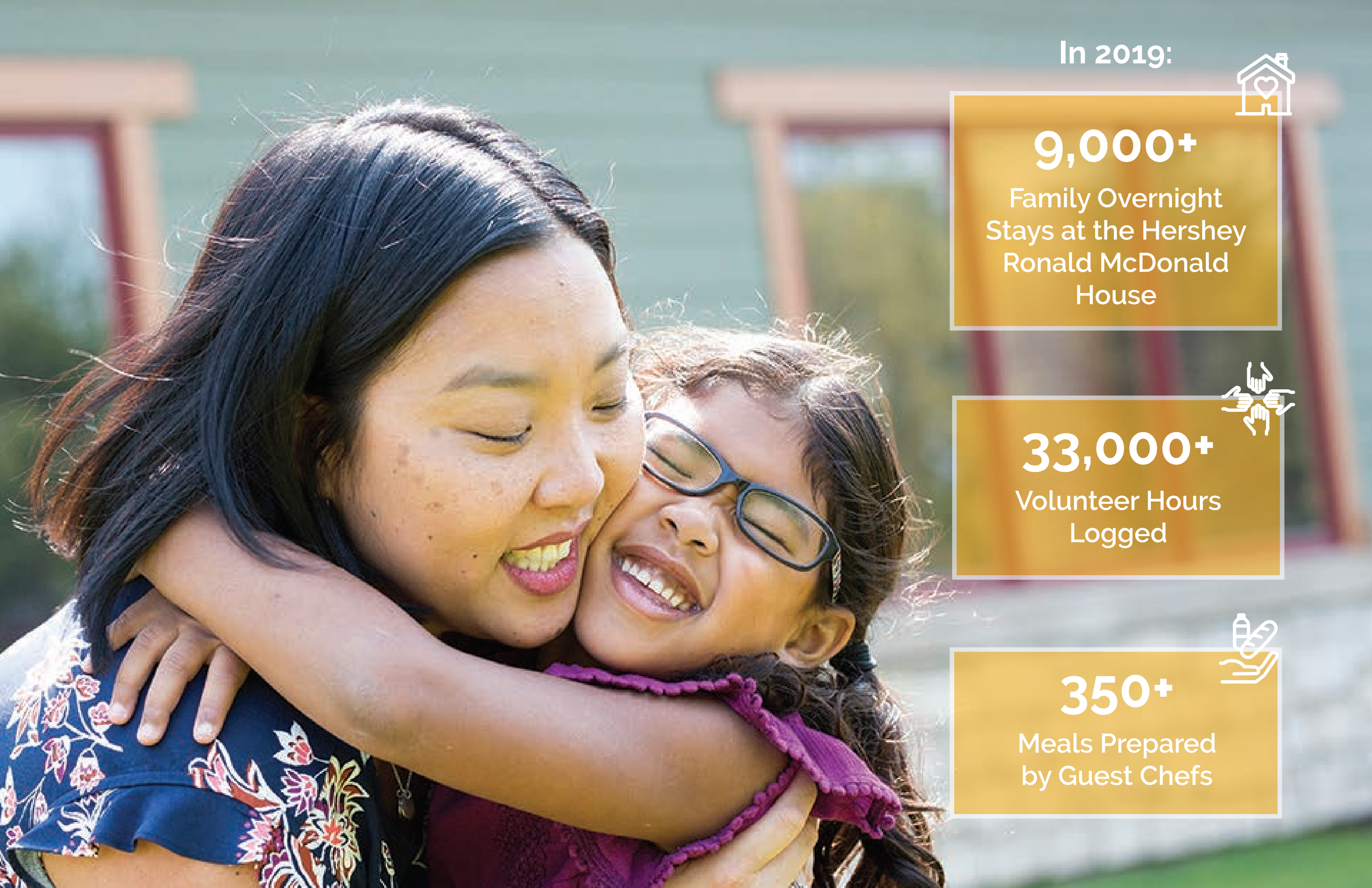
"We are so thankful for all of the resources provided by RMHC of Central PA," Laura said. "Because of all of the staff and volunteers, we were able to survive a very hard situation and keep our family together when we needed it most."

All services offered by RMHC of Central PA are provided free of charge because of our generous community.



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In 2019:



9,000+

Family Overnight
Stays at the Hershey
Ronald McDonald
House



33,000+

Volunteer Hours
Logged



350+

Meals Prepared
by Guest Chefs

Our Financials

	2019	2018
Assets, Liabilities and Net Assets		
Assets	\$ 13,009,448	11,671,626
Liabilities.....	59,247	59,129
Net Assets.....	\$ 12,950,201	11,612,497

Summary of Revenue and Expenses

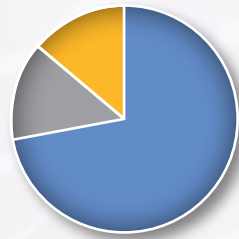
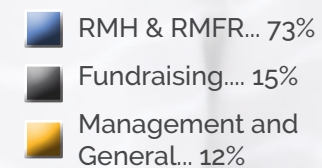
Revenue

Contributions	\$ 1,063,181	1,416,419
Special Events Revenue, Net.....	341,746	334,898
Donated Goods & Services.....	327,618	305,416
Investment Revenue.....	337,011	272,821
Loss on Disposal of Fixed Assets.....	(3,627)	(22,075)
Realized Gain (Loss) on Investments.....	446,284	377,535
Unrealized Gain (Loss) on Investments.....	483,426	(885,291)
Total Revenue.....	\$ 2,995,639	1,799,723

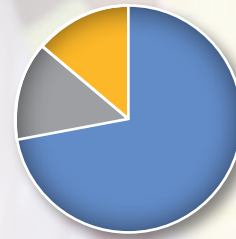
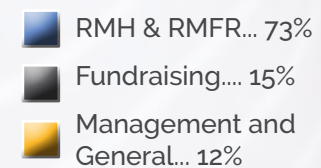
Expenses

Program Services -RMH, RMFR & Kiosk.....	\$ 1,216,526	1,089,496
Fundraising.....	246,795	220,987
Management & General.....	194,614	178,087
Total Expenses.....	\$ 1,657,935	1,488,570

2019 Annual
Operating Expenses



2018 Annual
Operating Expenses





**Ronald McDonald
House Charities®**
of Central Pennsylvania

Keeping families close®

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