



2019 Impact Report



RMHC[®]

of Northeast Indiana

Keeping families close™



One of our guests recently referred to the Ronald McDonald House as a physical and mental band-aid. As we pondered his comment we realized that a band-aid has significant purpose. A band-aid is meant to be a temporary covering which allows a wound to heal. The band-aid protects, provides and ultimately helps to reduce scarring. This beautiful analogy reached deep into our hearts and energized our team to make a move. A move to not only cover our family's needs but to aid in their healing.

In 2019, the Kindness Kitchen program increased services by 155%, the Comfort Cart program increased by 54%, house occupancy increased by 17% and we served 10% more families with an overall 99.5% satisfaction rate.

Our statistics indicate a wonderful year. However, our true success is because of you. Your generosity allows us to provide the significant band-aid. A living room where giggles are encouraged, a kitchen where meals are shared, an environment where hugs are valued. At the Ronald McDonald House we measure success by the well-being of our families and with your continued support, we are committed to protect, provide and reduce the scars of those we serve.

Blessings to each of you,


Jen Veatch
CEO


Grant Daily
Board of Trustees - President

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Christine Miller, *Communications
Coordinator*



"I didn't know what I was going to do"

"Thankful." "So helpful." "God send." As the driver of the Ronald McDonald Care Mobile, these are just a few of the comments I hear from families every day. But it was one particular family that touched my heart, it was a grandmother and a granddaughter that arrived for a physical and immunizations. The grandmother expressed that the little girl had been through a great deal in the last year. Her parents had passed away and she was scared to come inside because it reminded her of an ambulance. On that day, our Ronald McDonald Care Mobile team provided more than medical care, we provided a piece of healing to a family who needed it most. The grandmother was very thankful and didn't know what she was going to do based on her limited income and insurance. This was one of those times where I was just thankful the Ronald McDonald Care Mobile was there to help.


-Terry

"We were able to focus on our adoption ..."

Brady and I had been waiting for the adoption of our second child for almost a year. We got 'the call' two days before Thanksgiving saying our baby boy was born that day in Fort Wayne, which is four hours away from home. We immediately started getting ready to come and meet our baby boy. Things flew through our mind, one being: where are we going to stay? The Friday after Thanksgiving, a room became available for us at the Ronald McDonald House and we checked in. The Ronald McDonald House was a lifesaver for us. At a time when our main focus was the adoption and our two children, who were four hours apart, the Ronald McDonald House made things easy for us. When we rounded the corner and turned to go into the Ronald McDonald House, we were always greeted with a smile. From the volunteers, staff, and the generous groups who brought in meals, we always knew we would be taken care of.

Since our adoption was around the holidays, we were able to see the Christmas spirit and kindness from so many. We came into our room to a bag full of snacks one weekend and when we checked out, we were asked if we wanted to go to the 'Santa Shop.' We were then led into a conference room with tables full of toys, books, art supplies, and many other items. They encouraged us to take gifts for our children. It's the little (and big) gestures that meant so much to us during our stay.

We were constantly telling people to round up their bills or drop their change in the boxes at McDonald's restaurants. Thank you to everyone at the Ronald McDonald House for your kindness and generosity during our adoption journey! It will never be forgotten.



- Brady, Lacey, Henry, & Jackson



Kindness Kitchen

I didn't have the funds to eat every day. If it wasn't for the Ronald McDonald House Kindness Kitchen, I wouldn't have made it. I was out of work during my stay at the Ronald McDonald House. Any money that I did have went to paying my bills and caring for my other children at home. The community volunteers in the Ronald McDonald House Kindness Kitchen provided meals for breakfast and dinner every single day so that I didn't go hungry and could stay at my child's bedside.

- Christina

Our Volunteers



"We all work together to make this a welcoming and comforting home away from home."



"I give back to help other families in life changing situations."



"Volunteering at Ronald McDonald House has helped me become a better person."



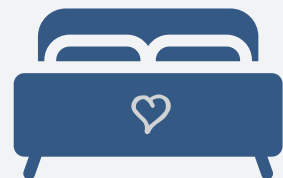


"... a port in the storm"

My son was in a critical car accident. He nearly died multiple times. It was such a scary and overwhelming time, but the Ronald McDonald House made all the difference. Everyone there encouraged me and in turn, encouraged my son. Every day I was in my son's room telling him he could do this, he would get better, he would get stronger. Some of those days were so hard because we didn't see it. On those days, I would go to the Ronald McDonald House and see everyone's smile. They would ask how I was doing and how they could help. On those days I would go to the Ronald McDonald House and feel the love. The Ronald McDonald House gives you a place to step back; it's a buffer to what's going on and a mental and physical Band-Aid for families. They are the true definition of a port in the storm.

- Jeff

Our 2019 Impact: Keeping 523 Families Close



Ronald McDonald
House at Parkview

523

Families Served

4,580

Total Nights
of Stay

13.5 DAYS

Average Stay

159

Total Volunteers

9,472

Volunteer Hours

Comfort Cart

7,764

Individuals Served

Kindness Kitchen

10,853

Individuals Served

891

Meals Served

Ronald McDonald
Care Mobile

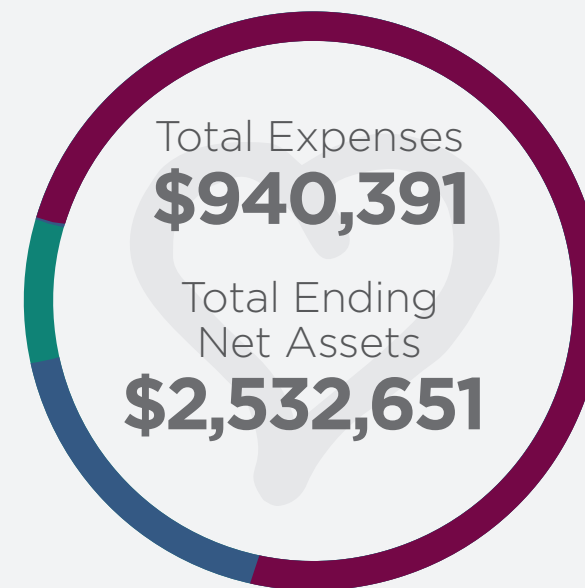
693

Patients Treated

10

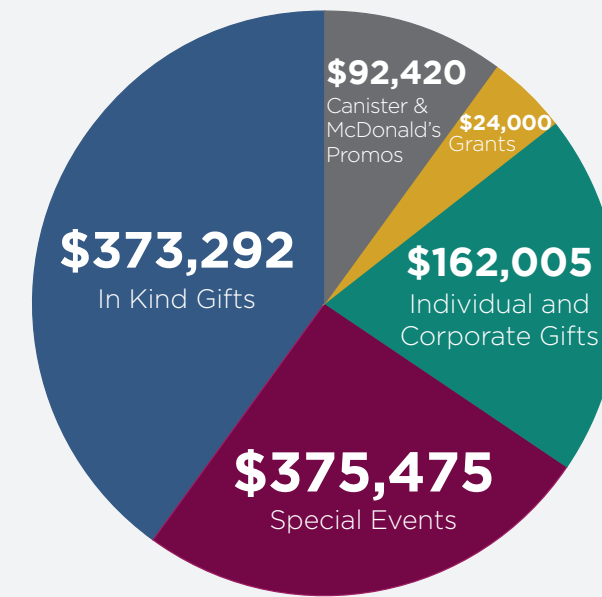
Counties Visited

Expenses



- Administration - \$90,801
- Fundraising - \$228,447
- Programming - \$621,143

Revenue



\$1,027,192

Total Revenue

2019 By the numbers

(All financials have been audited)

Mission Statement

Ronald McDonald House Charities of Northeast Indiana creates, finds and supports programs that directly impact the health and well-being of children and their families.



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of Northeast Indiana

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