



12685 Olive Boulevard • St. Louis, MO 63141 • (314) 434-5858 • [www.havenhousetl.org](http://www.havenhousetl.org)

## Annual Report Fiscal Year 2017



**Mission:** To provide the comfort of home and a community of support to patients and families who travel to St. Louis for medical care.

**Program Highlights:** During FY 2017, 2,630 patients traveled to stay at HavenHouse while receiving life-saving medical treatment or surgery. With family members, 6,836 people called HavenHouse their “home” during their stays. Since opening in 2005, we have seen families from all 50 states and 60 countries that benefit from HavenHouse services.

With a dedicated staff of seven full-time and a handful of part-time, we are available 24/7 to patients and their families. Our friendly faces meet and greet all of the families, transport patients to and from the hospitals several times daily, prepare rooms and assist our cook with meals. Nothing is more important to us than providing comfort in tangible and intangible ways to all of our families. While some stay only a few days, others are here for months. Many families return repeatedly throughout the year and over the years for their ongoing medical care. Creating an atmosphere of hope and healing is so important! Being a touchstone often goes far beyond a stay at HavenHouse, as we keep in touch through social media with more and more of our families.

**Fund and Friend-Raising:** Each year we give thanks to our longest friend and supporter, YouthBridge Community Foundation, for not only start-up funding but the bargain lease of their building. The generosity and support of individual, corporate and foundation donors, volunteers, and YouthBridge are critical to our success in providing hope and healing to up to 100 people nightly. Fees paid by the patient or another source cover only a small portion of the cost to care for each patient and their family. Many of our families receive financial assistance from the hospitals to pay their fee, and with the additional help of the Jordan Giertz Memorial Fund, short-term families may pay \$0 to \$10 per night.

We are also indebted to the Giertz family, the 60 riders and many, many supporter of the Journey for Jordan ride from Gays, Illinois to the doorsteps of HavenHouse (183 miles). In its sixth year, this ride raised over \$46,000 to help HavenHouse families who cannot afford to pay for their stay. Their passion, enthusiasm, and dedication cannot be over told.

We also owe deepest appreciation and thanks to the Scott Harris Oliphant Foundation, which has supported us consistently for the past nine years. The SHO Foundation was started in honor of Scott Oliphant, who passed away in 2003 from a rare form of cancer. For more than a decade, SHO has helped cancer families. Their largest fundraiser is a golf tournament in early May, which we look forward to each year, either through playing golf or volunteering. Much like the Giertzes, we feel we have come to know the SHO group as if they were family.

Hospitals throughout the St. Louis area partner with us every day to help families stay at HavenHouse. Special thanks to The Foundation for Barnes-Jewish Hospital for its unwavering grant support of the HavenHouse mission and providing support to patients and families seeking care from out-of-town at Barnes-Jewish, Barnes-Jewish West and Siteman Cancer Center.

HopeFest 2017, our largest fundraiser, was held this year at Four Seasons Hotel St. Louis. With 350+ in attendance, we raised over \$170,000 to help patients and families staying at HavenHouse. Liberty Restaurant Group (Burger King) and Edward Jones were our highlighted sponsors once again, accompanied by more than 29 companies and individuals sponsoring or filling tables.

This year we honored Dr. Matthew Dobbs from St. Louis Children’s Hospital and Dr. Dionysios Veronikis from Mercy for their cutting edge surgeries and outstanding service to their patients. We are fortunate to receive many referrals each year from these incredible doctors. Our Master of Ceremony was once again Dan Gray, anchor at KPLR/Fox 2 News. Dan’s passion and enthusiasm resulted in the best year ever for HopeFest.

The Young Professionals Board (YPB) is a major component of our success at HavenHouse. Eight years since it was formed, YPB has matured into a diverse young professional’s group with hearts and talents to make a difference in the lives of patients and families staying at HavenHouse. Their favorite events are Trivia Night held each November and Derby Day at Bar Napoli. We had record numbers at Trivia Night this year. Trivia is special because it is held in our gymnasium and many young supporters see our mission in action while enjoying a great night of fun.

**Financial:** HavenHouse relies on a substantial portion of each family’s nightly cost of care to be supported through private donations and grants. In FY 2017, we had income of \$1,839,702 including temporarily restricted gifts, of which \$335,063 came from the hospitals/other supporting organizations or families. Total expenses were \$1,314,637 (includes \$46,596 in-kind for marketing materials and \$16,070 depreciation. We are so grateful to our solid and strong base of volunteers and in-kind donors. They are major factors in controlling expenses.

**Accomplishments:** 7,000 people come from all over the globe to stay at HavenHouse each year. We are open 24/7, with awake staff on duty at all hours, and only seven full-time staff. A total of 29,600 patients, or 78,000 people with family members, have stayed with us since we opened our doors in January 2005. Patients and families know they can rely on our shuttle service to get them to their hospitals and home-cooked, delicious breakfasts and dinners from Georgia, our long-time cook. Virtually all of the bedrooms and baths have been transformed by volunteers, making each one unique and inviting. And most of all, our families know we are always here to listen and support them through their recovery journeys.

We track statistics related to the demographics of the hospitals and families we serve. The list of primary referral sources are:

St. Louis Children's, 37%	Missouri Baptist, 4%
Shriners, 31%	Siteman, 3%
Barnes-Jewish/Barnes-Jewish West, 16.5%	Cardinal Glennon, 2%
Mercy, 4.5%	All Others including Ranken Jordan 2%

The number of nights from each of the hospitals is as follows:

St. Louis Children's, 39%	Siteman, 3.5%
Barnes-Jewish/Barnes-Jewish West, 20.5%	McCallum, 3.5%
Shriners, 17.5%	Missouri Baptist, 3%
Mercy, 6%	All Others including Cardinal Glennon and Ranken, 7%

44% of all families come from outstate Missouri, 18% from Illinois, 13% from Kansas; and the other 25% comprise all 50 states and 60 countries. HavenHouse is one of 240 local St. Louis charities that meet all 20 of the BBB Wise Giving “strong and comprehensive” standards for fiscal management, board governance, truthfulness, transparency, and effective focus on its mission. HavenHouse is also an ongoing, active member of the national Healthcare Hospitality Network (HHN), a national association that develops best practices, training, and education for more than 200 members throughout the country. Our executive director is a national board member of HHN. In St. Louis, we also helped to initiate a roundtable of area hospitality houses that meets quarterly to foster greater cooperation and share best practices that benefit our patients and families.

Our program team has daily contact with social workers and physician practices that refer to us. Their input is greatly valued and we work closely with them to offer their patients and families the services and support systems they need. Our focus continues to be what patients need to best heal and recover from surgery or treatment.

Volunteers are indispensable at HavenHouse. Volunteer experiences for the year totaled 1,410 with 570 new volunteers. Volunteers assist in every manner possible: answering phones, providing shuttle, maintaining our building and landscape, providing IT and website support, preparing and serving weekend meals, and helping with fundraising events. We see many repeated friends from churches, companies and school groups each year but we also are excited to host numerous new companies, civic organizations, scouts/scout troops, schools, churches, synagogues and community families participating in our mission in so many ways. We could not function at the high level we maintain without our amazing volunteers. Their in-kind contributions this year totaled \$183,400!

### **Goals for FY 2018:**

**Program:** Year after year, nearly 2,700 patients and 7,000 people with loved ones, stay at HavenHouse. Many of our patients and families stay with us frequently throughout the year; some have extended stays. Others continue to come year after year for surgery or reconstruction at St. Louis Children's or Shriners. We have made so many lasting friendships. We will continue to:

- Enlist volunteer support for program needs, outreach to the hospitals, and interpreters for international families
- Increase community fundraisers, including home town communities of our families
- Maintain our hospitality house collaboration serving St. Louis hospitals
- Respond to guest feedback while in the house and through guest survey responses
- Expand opportunities to meet with hospital social workers, nurses, and doctors
- Continue to highlight our specialty programs—home-cooked meals, transportation and 24/7 family-focused care to the community in order to continually grow underwriting of patient and family stays

**Volunteers:** Each year hundreds of volunteers provide critical support to our mission. Volunteers can be seen helping with almost every function. In order to maintain a strong and committed volunteer core, we will:

- Continue to offer meaningful volunteer jobs and keep long-term volunteers engaged and passionate through moving them into new levels of involvement
- Seek Board members or Board Committee members that can help us grow and meet our financial goals
- Continue to grow our Young Professionals Board (YPB) and integrate them into Board committees or other high level HavenHouse activities. Our YPB members are instrumental to our growth and vitality.
- Maintain an ever-growing list of in-kind meal donors for weekends, special occasions and holidays
- Continue to incorporate skilled committee members, especially for our major gala, HopeFest, so that we add expertise and innovation to our fundraising efforts

**Fundraising and PR:** The cost of staying at HavenHouse is minimal; some families cannot afford to pay anything. Developing a consistent, broad base of community support is critical to help us cover more than half of each family's stay. We will continue to:

- Broaden recognition of our unique position in the marketplace as the only hospitality house in the region that provides 24/7 services to patients of all ages with all medical conditions and their family members seeking treatment at any St. Louis hospital
- Find new grant or funding sources to underwrite patient and family stays; maintain strong relationships with current funders
- Develop new and unique events in the community
- Continue to grow volunteer, donor, and funder relationships through increased contact, progress updates and recognition opportunities.

- Continue to expand our Board of Directors and Young Professionals Board strategically to capacity.

## *Circle of Giving*

### **Circle of Hope**

**\$10,000+**

Blues for Kids  
 Brian Gibson  
 Dennis and Jen Barnes  
 Donald and Virginia Kamp  
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 Liberty Restaurant Group, L.P.  
 The Foundation for Barnes-Jewish Hospital  
 William S. Anheuser Charitable Fund

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**\$2,500-\$4,999**

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### **Circle of Comfort con't.**

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 CJ Drilling, Inc.  
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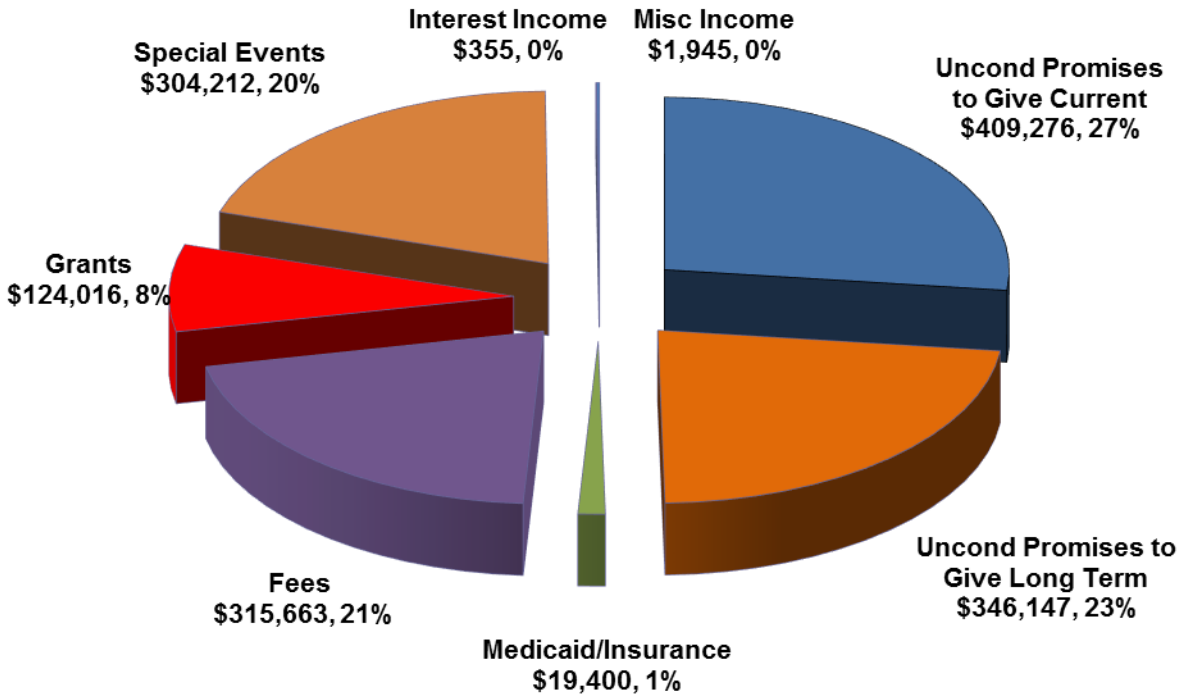
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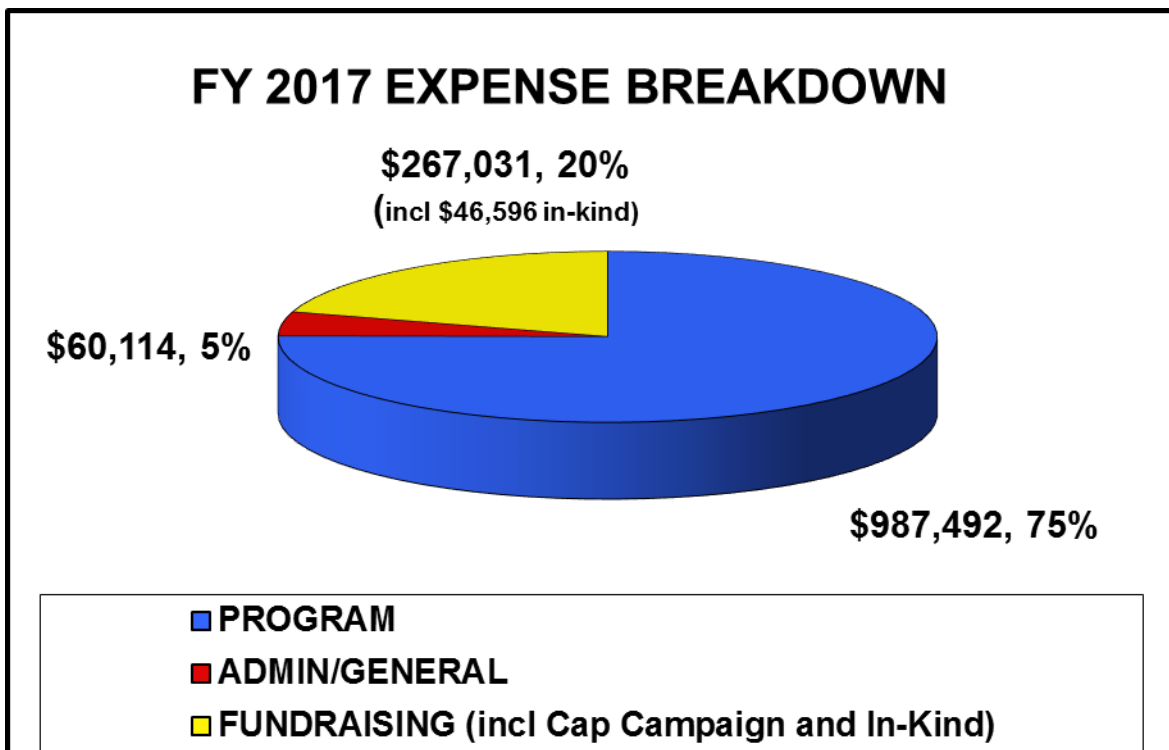
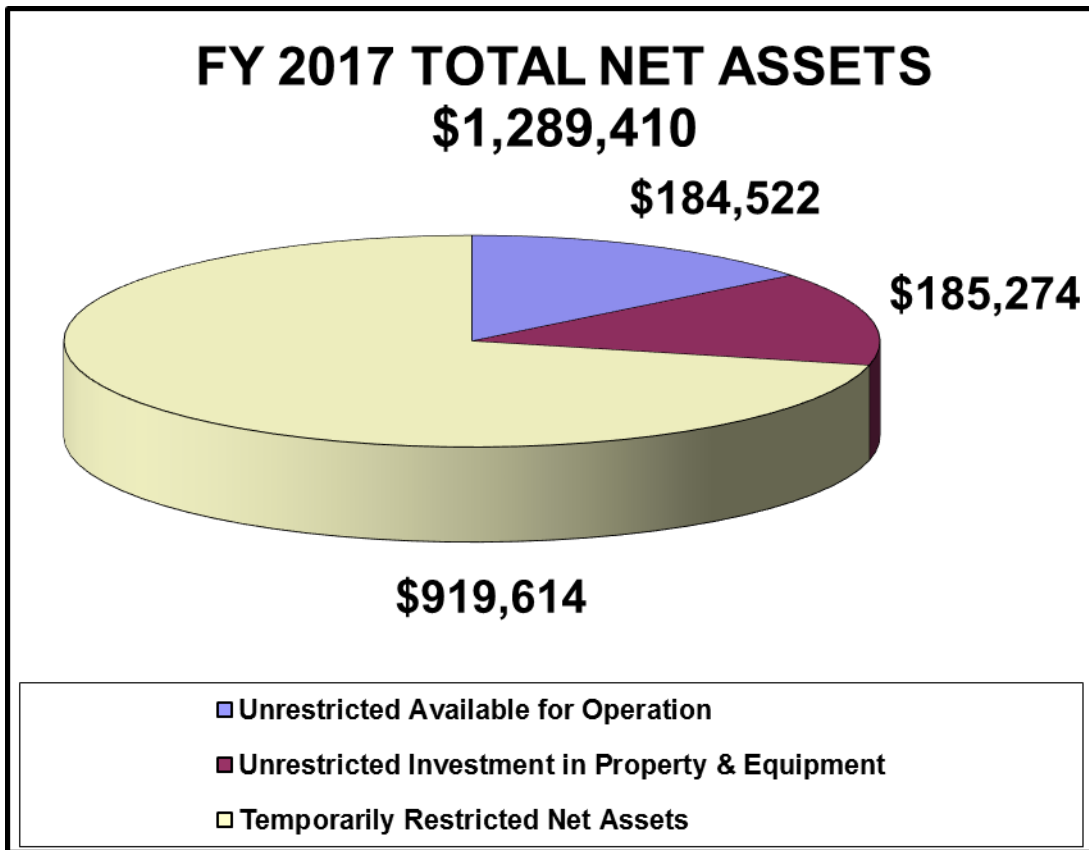
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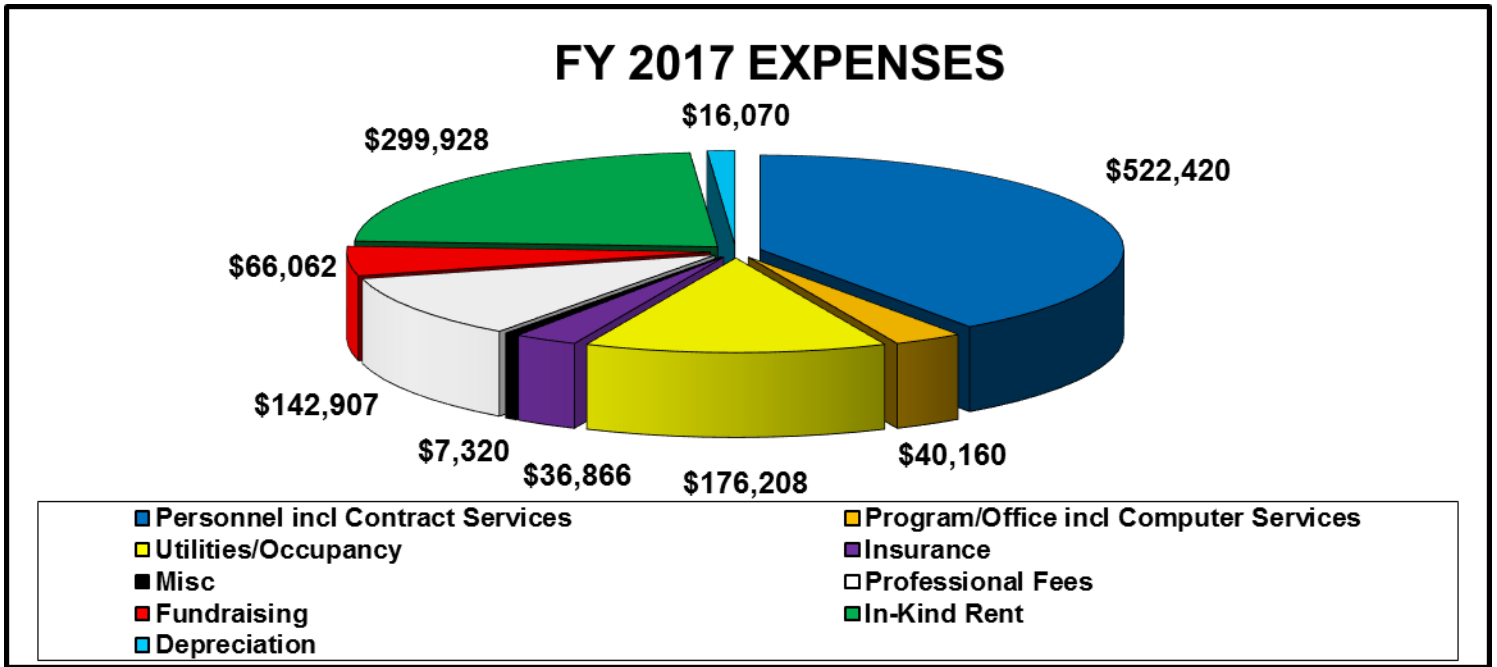
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