

# Comfort of HOME



FY 2020 Annual Report

July 1, 2019 to June 30, 2020

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## Mission

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





# Thank You, HavenHouse

Until I recently retired, I worked at Shriners Hospitals for Children - St. Louis for over 14 years as the Resource Navigator and was a volunteer for several years before that time. I began working at Shriners just as HavenHouse was opening under the name of Youthbridge. HavenHouse immediately became Shriners go-to resource for families coming to the St. Louis area from literally all over the world. Prior to HavenHouse opening, we were dependent on limited room availability at other nonprofits and hotels.

Over the years both our hospital and HavenHouse have made significant changes in location and cost factors, but one thing has remained the same and that is the caring staff. When I have a family in need, a simple phone call gets the ball rolling to provide whatever assistance the family requires. It might be transportation, food, help with a wheelchair or even a handicapped-accessible room. We have families that don't speak English and require additional services to make sure they leave their room to get food or meet their ride to their appointment on time. We have patients that started staying at HavenHouse as infants coming for weekly serial casting appointments and now as teenagers they return for annual check-ups. HavenHouse is still their home away from home.

When COVID hit the St. Louis area, all of our surgeries were halted temporarily. Eventually surgeries resumed as some patients were in the middle of treatment that was time sensitive. When HavenHouse reopened after the required 10-week lockdown, it was once again our go-to resource for families. We were confident that HavenHouse would provide the safety protocols necessary to keep our patients safe before returning to the hospital.

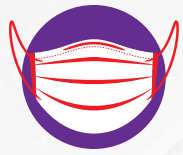
During the times when HavenHouse was temporarily closed, we realized how important they are to Shriners' mission of helping children regardless of their ability to pay. Thank you, HavenHouse, for 15 years of serving this community and the worldwide community of children and families in need.



Peggy Andreas

Peggy Andreas  
Resource Navigator,  
Shriners Hospitals for  
Children - St. Louis





# Impact of COVID



Like most nonprofit organizations, HavenHouse St. Louis was tremendously impacted by the COVID-19 pandemic. Yet even during this year of upheaval and change, HavenHouse remained committed to its mission to provide the comfort of home and a community of support to patients and families who travel to St. Louis for medical care.

Like other businesses, in the initial stage of the pandemic, HavenHouse was forced to close for 12 weeks. During that time, staff continued to work remotely to assist families in need, even though most elective medical procedures had been cancelled and a majority of medical appointments were taking place via telehealth services. Even those undergoing critical procedures could not have visitors at the hospital, so the need for HavenHouse lodging services decreased. At that time, we also stopped transporting clients to appointments due to their often compromised immune systems. We had to also stop utilizing the services of in-person volunteers. In June, 2020, the organization once again began offering in-person services with increased safety protocols, which for most clients meant very limited contact with HavenHouse staff and shorter than normal stays.

And yet...HavenHouse continues to serve. Throughout this unpredictable time, we continue to support clients and their families, providing lodging, food and any other support requested. We have the capacity and are prepared. Families need HavenHouse now more than ever due to the continually changing landscape of medical care and the difficulty of navigating those systems. Many are still not able to accompany their loved ones to the hospital. Policies differ from hospital to hospital and they are constantly changing. We are seeing clients with more complex and serious issues because so many had to delay their medical care. Many don't feel safe traveling. Families have more questions than ever. They need information, they need a respite, and they need support.

Our current hotel model allows us to focus on customer service and responding to all of these individual needs that we simply couldn't execute in the past. The hotel provides us with so much in the way of housekeeping, kitchen facilities, and management that we are able to provide an enhanced level of care that is sorely needed at this time. This is a lesson we will take into the future as we add back our beloved volunteers as well as more meals, staff, transportation, and other support services.

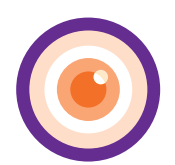


Families need HavenHouse now more than ever.





We are so grateful for the core group of individual donors and foundations who have helped us.



# Making Our House a Home Capital Campaign Update

Two years ago, HavenHouse began the planning phase of a campaign to build a new facility. Land was identified, models made, and fundraising began. The planning phase was very successful and allowed the agency to envision a facility and grounds specifically designed to meet the needs of the families we serve.

As it often goes, life threw the campaign and the organization as a whole a few curve balls. But despite the loss of the original building site, campaign staff, and the ability to host campaign fundraising events, the project will continue.

And, we are lucky to have learned some very important lessons from COVID-19 that will guide how we deliver services into the future. The pandemic's impact on our operations has underscored how critical it is

that we turn our vision of a new headquarters into reality. This will ensure we can house patients and their families in our own facility so that we can have full control over services and procedures that protect patients' health and safety.

We are very fortunate to have enough funding in hand to be able to quickly respond when potential sites come on the market. We are so grateful for the core group of individual donors and foundations who have helped us start off in such a strong position. Their support has been and remains key to our effort's success, bringing us closer to realizing our vision of a new "home away from home" for HavenHouse families. Together, we are creating a resource that will have a positive, lasting impact on the lives of patients and their families for many years to come!



# Accomplishments

Since 2005, HavenHouse has been dedicated to providing 24/7, full-service support to hospital patients and their families who travel to St. Louis for medical care.

We serve patients of any age, with any health condition. We are one of the only hospitality houses in the region that provides a full range of supportive service including lodging, meals, transportation, and other critical resources.

In 2019-2020, HavenHouse continued to provide services and add to the nearly 100,000 people served by the agency since its inception in 2005. Although services were severely impacted by the COVID-19 pandemic, HavenHouse provided shelter, food, and assistance to 3,176 clients and caregivers, demonstrating once again just how critical HavenHouse services are to families in crisis.

Of those we served last year, the average length of stay was 3.7 nights. Most of our clients were the youngest and most vulnerable - between the

ages of 0-5 and our oldest was 93. 85% of our patients fell below federal poverty levels. We continue to collaborate with staff from 25 departments in 17 hospitals from a variety of specialized units, as our clients access a vast array of hospital services from orthopedics to oncology, from neurology to the NICU, and from ENT to transplant surgery.

HavenHouse is one of just 250 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 an effective focus on mission.

And we've done it all with just five full-time staff, all of whom were able to continue working during COVID-19. And now that medical services are transitioning back to normal, HavenHouse has welcomed back volunteers under the strict safety protocols required for medically vulnerable people. Throughout this period of local and worldwide upheaval, HavenHouse has shown that it is resilient and resourceful and ready to continue to serve.

HavenHouse provided shelter, food, and assistance to **3,176** clients and caregivers.





# Financials FY 2020

Fiscal year 2020 was plagued by the COVID-19 pandemic. For non-profits worldwide, revenue, fund-raising, and services declined due to the global shutdown of daily activities. HavenHouse was not immune to these hardships.

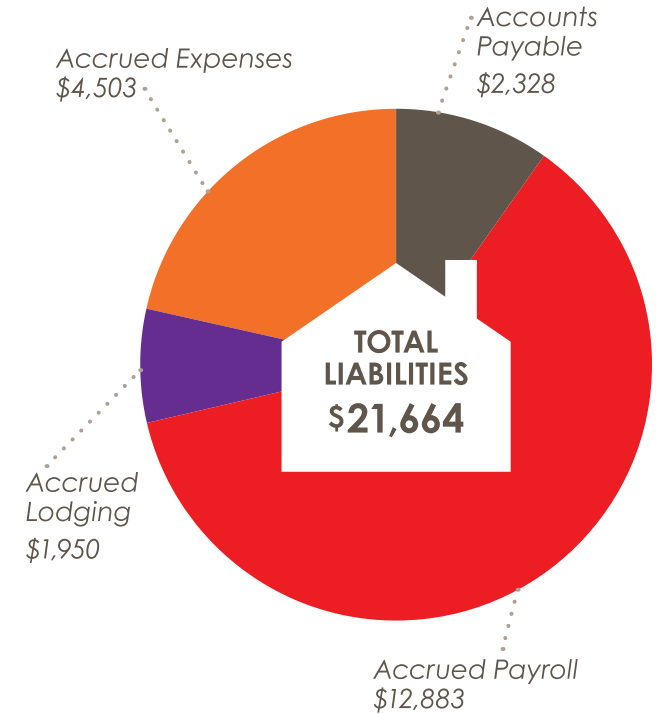
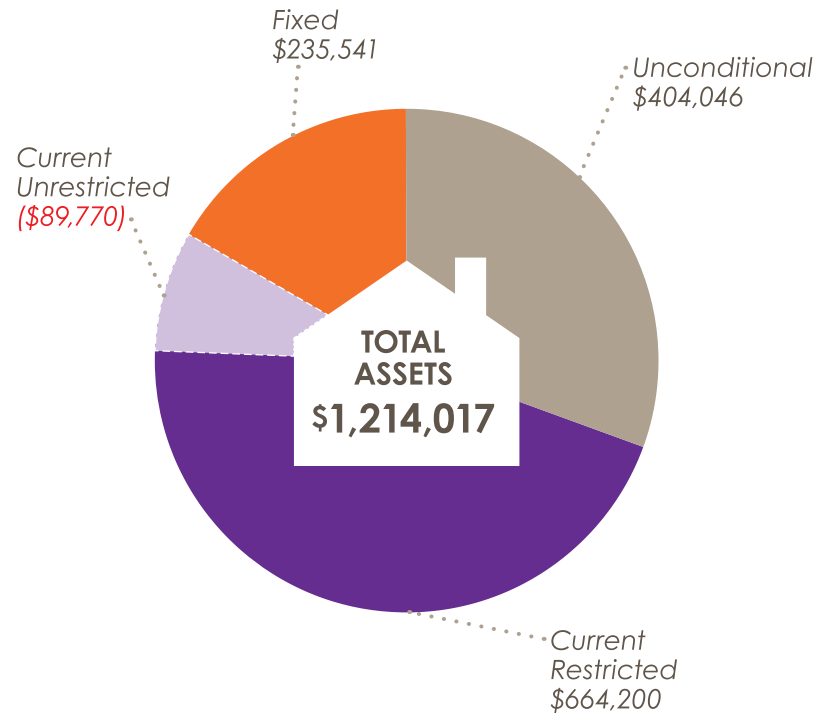
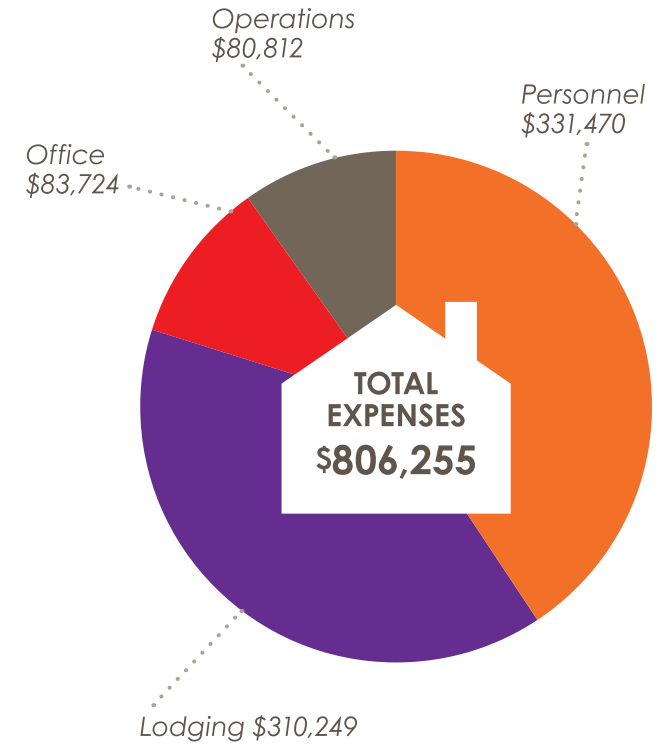
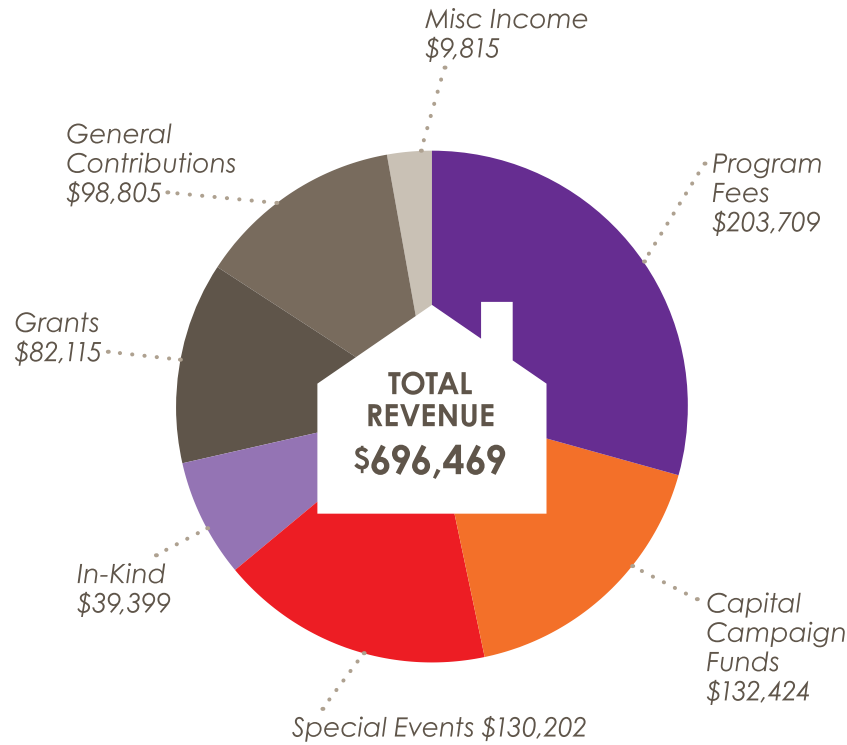
In particular, the ceasing of elective surgeries by healthcare providers prevented many patients and families from utilizing HavenHouse's services, and the organization was forced to halt operations for 12 weeks to ensure the safety of its staff and community. The organization shut down on March 18, 2020, and reopened its doors officially on June 8, 2020, in its last month of the fiscal year.

The global community continued to reel from the effects of COVID-19 throughout 2020 and beyond.

Revenue from fiscal 2020 reflects these setbacks, although we were grateful to maintain all staff members and to continue operations once it was safe again to do so.

For this reason, combined with the overwhelmed healthcare system and subsequent downtick of non-COVID patients, net income for fiscal 2020 was (\$109,788).

We are grateful that our community of supporters returned to HavenHouse and recommitted themselves to its mission as the pandemic's effects lessened throughout the nation.



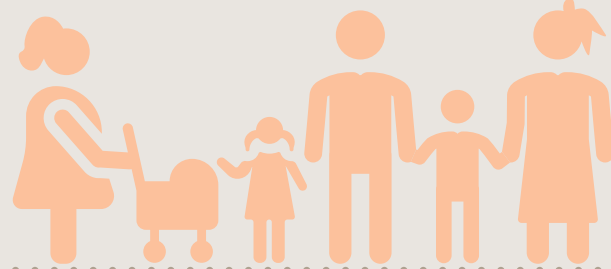
# Patient Statistics FY 2020



In 2020  
**HavenHouse Served**

**3,176**  
People

**663**  
Unique Patients



Number of Nights  
**4,396**

Stays  
**1,176**



Longest Stay at HavenHouse  
**78 NIGHTS**

Average Length of Stay  
**3.7 NIGHTS**

**Adult vs. Pediatric Patient Stay**



Average Adult Stay  
**4.4 NIGHTS**

Average Pediatric Stay  
**3.5 NIGHTS**

**167** total stays by **98** unique patients  
**14%** of stays

**364** total stays by **216** unique patients  
**31%** of stays



Oldest Patient  
**93 YEARS**

**Stays by Patient's Age**

AGE	STAYS	%
0-5	327	28%
6-9	172	15%
10-14	209	18%
15-18	92	8%
19-21	14	1%
22-34	32	3%
35-54	101	9%
55+	229	19%



Hospital Departments  
**SERVING**  
HavenHouse Patients

- Burn Unit
- Clinic
- Cardiology
- ENT
- GI
- Genetics
- ICU
- Neurology
- Neurosurgery
- NICU
- Oncology
- Ophthalmology
- Orthopedic
- OBGYN
- Other
- PICU
- Pediatric
- Physical Therapy
- Plastic Surgery
- Pulmonary
- Rehab
- Research
- Surgery
- Transplant
- Urology

**Top SEVEN**  
Departments

<b>1</b> Orthopedic	470 stays	40% of stays
<b>2</b> Oncology	154 stays	13% of stays
<b>3</b> Surgery	89 stays	8% of stays
<b>4</b> OBGYN	81 stays	7% of stays
<b>5</b> Clinic	49 stays	4% of stays
<b>6</b> Neurology	44 stays	4% of stays
<b>7</b> GI	35 stays	3% of stays

**PARTNERS**

**17** Different Medical Facilities

- Advanced Bone & Joint
- Barnes Jewish
- Barnes Jewish West
- Cardinal Glennon
- SLCH
- CityPlace Surgery Center
- Siteman
- St. Luke's Des Peres
- Missouri Baptist
- Mercy
- Ranken
- Shriners
- St. Luke's
- SSM Rehab
- St. Mary's
- Washington University
- Orthodic & Prosthetic Lab, Inc.



**Top 5** Referring Hospitals

<b>1</b> SLCH	34% of stays
<b>2</b> Shriners	28% of stays
<b>3</b> Siteman	11% of stays
<b>4</b> Mercy	10% of stays
<b>5</b> Barnes West	5% of stays





## **HavenHouse Champions Circle** \$25,000+

Dick Scheffel Family Charitable Foundation  
East Missouri Foundation  
The McDowell Family Foundation  
William R. Orthwein Jr. and Laura Rand Orthwein Foundation, Inc.

## **Circle of Hope** \$10,000 - \$24,999

Centene Charitable Foundation  
Edward Jones Co.  
Emerson Charitable Trust  
Living Word United Methodist Church  
Carol Wechsler and Daniel Middleton  
Presbytery of Giddings-Lovejoy  
St. Louis Children's Hospital Foundation  
William S. Anheuser Charitable Fund

## **Circle of Care** \$5,000 - \$9,999

Allen P. & Josephine B. Green Foundation  
Crane Agency  
Daniel and Wendy Geraty Charitable Fund  
Employees Community Fund of Boeing  
Executive Functions Management, Inc.  
Helmkamp Construction Company  
Jordan Charitable Foundation  
Virginia McDowell  
Pott Foundation  
St. Louis Men's Group Against Cancer

## **Circle of Comfort** \$2,500 - \$4,999

Cardinal Health Foundation, Inc.  
Delta Dental  
Enterprise Bank  
David and Judith Evans  
Fred Weber, Inc.  
Ron and Pat Hofmeister  
Mercy Hospital St. Louis  
Midas Westport LLC  
Missouri Baptist Medical Center  
Missouri Foundation for Health  
Charlotte Waldeck Moro  
Timothy and Mary Ney  
Travis Noble  
Rhode's Tax Service  
Safety National  
Saint Joseph Parish  
Glenn and Rosanne Sartori  
Randy and Susan Sprague  
St. Louis Children's Hospital  
Toyota Motor North America, Inc.

## **Family Heroes** \$1,000 - \$2,499

David and Wendy Alexander  
Karoline Alfaro  
Kimberly AuBuchon  
Bayer Corporation  
Brad Burns



Brian and Jeanne Cody  
E. M. Burger Memorial Foundation  
Ehab Kaiser  
Enterprise Holdings Foundation  
Randy and Cindy Grass  
Heffernan Foundation  
Tom and Hollie Hicks  
Everett and Amy Johnson  
Jack and Debbie Lay  
Patrick Lind  
Richard J. Mayer  
Jerry and Jerie Rhode  
Paul and Rebecca Romine  
Simmons Employee Foundation  
Teresa Joyce Smith  
The Staenberg Group  
James Vreeland  
Betty Wattenberg  
Shannon Weber  
David and Marilyn Wedell  
World Wide Technology Foundation  
Marcia Wycpalek

**Family Friends \$500 - \$999**

Arizona Community Foundation  
Tim Baldes  
The Bank of America Charitable Foundation

BKD Foundation  
Michael and Lori Bozada  
Brian and Debbi Braunstein  
Russ and Tara Davison  
Gregory Folkert  
Marshall and Ava Galliers  
Hofmeister Family Charitable Gift Fund  
Andrew and Melody Hoyt  
Kendra Scott  
Nancy Kramer  
Living Word UMC - Men's Ministry  
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Shilpa Pannala  
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Rae Simpson  
Charles and Kathy Sindel  
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Tim and Pattie Voss  
Donald and Mary Anne Wallace  
Washington United Methodist Church  
Don and Ruth Williams

# Thank You

to the generous donors who made contributions to HavenHouse St. Louis!

We could not continue our mission without your support.



These gifts were received from July 1, 2019 through June 30, 2020.

Thank you to everyone who celebrated and honored your loved ones and friends with a gift to HavenHouse St. Louis. A special thank you goes out to the many, many donors who supported the Journey for Jordan ride with anonymous cash donations.

Every effort is made to ensure accuracy. Please contact the Director of Development for any error or omission.



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[HavenHouseSTL.org](http://HavenHouseSTL.org)



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