



CARE Beyond the Hospital



Fiscal 2021 Annual Report



TABLE of CONTENTS

3



- Letter from Paula Lowery, Executive Director

4



- Capital Campaign Update

5



- History

6



- Financials

8



- Statistics

9



- Board of Directors



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My husband and I were so grateful for HavenHouse. Not only did the reduced nightly cost help greatly, but the convenient dinners and snacks allowed him to stay with me and not have to leave as frequently to go get food. That was so helpful!! My husband also liked having access to a fitness center. The whole stay was great, and we were so thankful to have HavenHouse to stay at. I would definitely recommend staying there if you are traveling from out of town for a medical procedure.

— Patient from Mercy Hospital

Mission

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



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FY 2021 is July 1, 2020 to June 30, 2021

Thank You!

The world thought that 2021 would bring about a year filled with hope, prosperity, and a return to “normal”. After the year kicked off, HavenHouse St. Louis faced the reality that our efforts toward normality would be incremental, rather than immediate.

Occupancy increased but ebbed and flowed with the amount of COVID variants and hospitalized patients. The economic rebound we all anticipated was not swift, and businesses still faced closures, unemployment, and disruptions to supply chains. Those thoughts of returning to life pre-pandemic quickly became naïve, and 2021 did not quite deliver the gusto and strength for which we had all yearned.

Our fiscal 2021 ran from July 1, 2020, to June 30, 2021, which encompassed most of the pandemic. Our year saw its end long before COVID restrictions were lifted, just as vaccines were made available.

HavenHouse St. Louis is proud that it continued to see families, even during the worst of 2021. Our small but mighty staff delivered smiles, handed out meals, drove shuttles, and registered families to stay with us seven days a week. The number of patients, stays, and family members remained at about one-third of its pre-pandemic figures, due to the decline in travel, elective surgeries, and the safety precaution to limit visitors in hospitals. Revenue remained at the half mark of a non-pandemic year, due to decreases in occupancy and fundraising. We are proud to have kept our doors open during such a difficult time.


We know that the steps toward a happier, healthier, stronger society have only continued into 2022 – for HavenHouse, and the rest of the world. We are confident, after weathering these past two pandemic years, that both this organization, and society will continue to make advances toward a future that is even brighter.

We are humbled, daily, by the efforts of our HavenHouse community that allow us to achieve this future. Humbled by the volunteers who arrive at 7 am to shuttle our patients and families to and from their hospitalized loved ones. The community members who participate in virtual galas, our many raffles, and fundraising drives on social media. The folks who spend hours upon hours putting thoughtful items into welcome bags for every family who checks in to stay.

This pandemic has been heartbreaking. It impacted our lives in ways that many of us are only just beginning to realize. However, as we lift our face masks and look around, it has encouraged our organization to truly sit back and feel grateful for the future that we have before us. The lessons that we have learned. To be thankful for the beautiful community that stood by our side, even when we couldn't give an in-person hug or show our smiling faces.

Thank you, for being a part of that community. We look forward to building that future together in the years to follow.

For our families,



Paula Lowery, Executive Director, HavenHouse St. Louis





Capital Campaign Update

In 2017, HavenHouse St. Louis embarked upon an ambitious capital campaign titled: *Making Our House a Home*. Unfortunately, the land designated for our new home was put on the market, and our \$5M campaign goal was not realized in time.

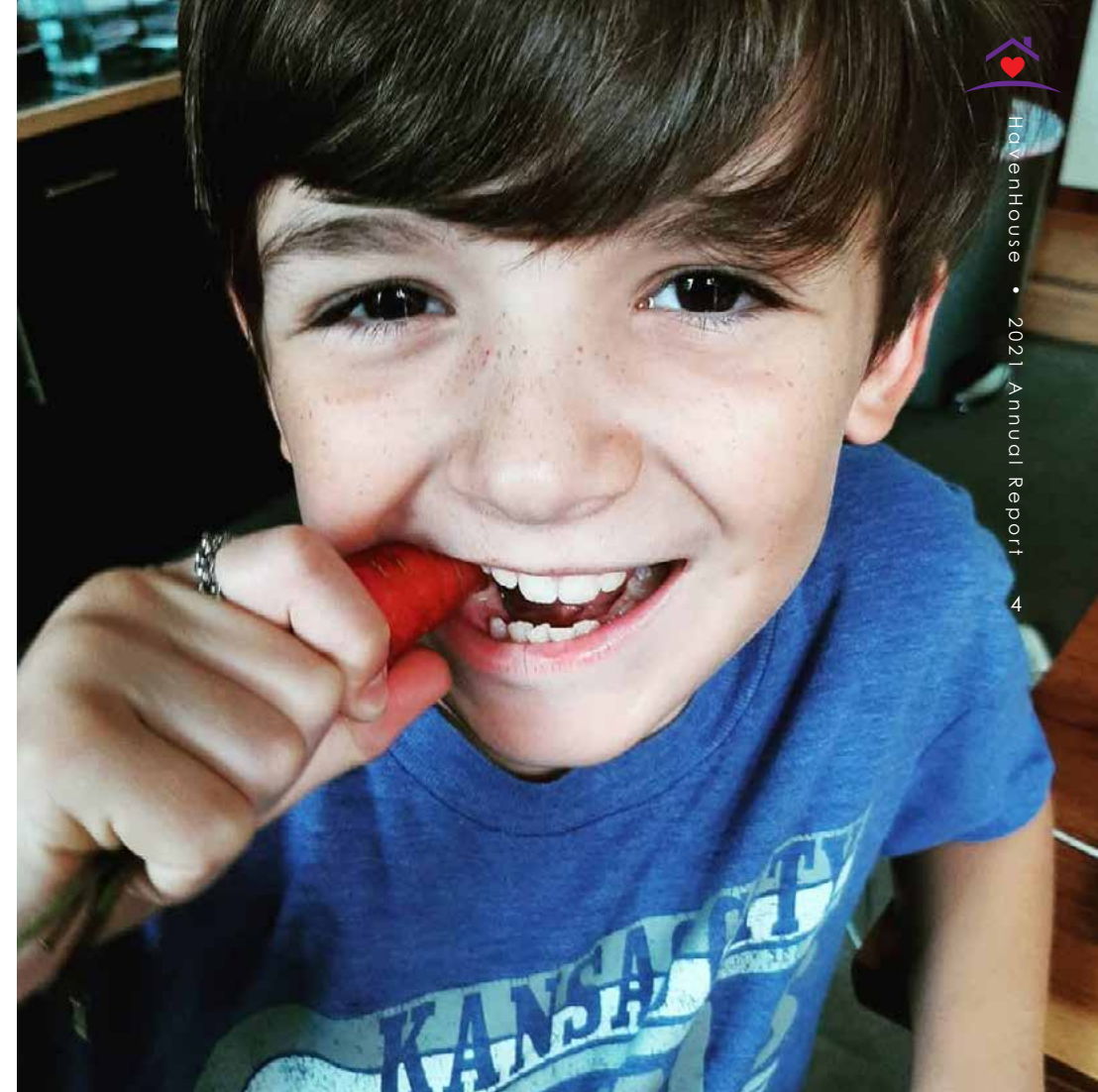
Through an incredible partnership with Lodging Hospitality Management, HavenHouse St. Louis began operating out of its DoubleTree by Hilton St. Louis – Westport in 2020. This partnership allowed HavenHouse to continue its care of patients seeking medical care in St. Louis. In hindsight, this sidestep was fortuitous. The DoubleTree staff helped us keep our operation going through the pandemic.

HavenHouse St. Louis staff showed up every day, in person, throughout the pandemic to make sure our patients had somewhere to stay. DoubleTree staff made sure our patients' rooms were clean and safe, free from COVID. ISS Guckenheimer provided our families with healthy, pre-packaged meals to ensure sanitization. We installed shields to our transportation vans, and staff and families wore masks for safety.

While the capital campaign is paused, a day does not go by without it receiving our consideration. The staff is determined to announce its relaunch and eventual realization. COVID disrupted the construction industry, and the land previously under consideration for HavenHouse St. Louis' future is no longer viable. However, this capital campaign will resume.

All this to say – we hope to have a more formal update soon. The patience our capital campaign supporters have shown is truly remarkable. We certainly thought that we would have had a home by now, but we also thought that COVID would have ended with 2020. Our staff vows continued transparency, due diligence, and a promise that we are working toward *Making Our House a Home* until that goal is achieved. In the meantime, please do not hesitate to reach out to HavenHouse St. Louis staff with any questions.

Thank you for your unwavering support and continued patience.



HavenHouse is familiar to us so it gave our child comfort to know we were going somewhere familiar before her surgery. The lower cost made it possible for us to stay overnight. We live nearly 4 hours away, so driving down for a 7 am check-in would be really hard. Your staff is always so kind and professional. They make it so easy to ask for help when we need it.

— Patient from St. Louis Children's Hospital who stayed with HavenHouse St. Louis three times in 2021.





History

Since 2005, HavenHouse St. Louis has been dedicated to providing 24/7, full-service support to 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 services including lodging, meals, transportation, and other critical resources.

In 2021, HavenHouse St. Louis provided services and hit a lifetime total of more than 105,000 people served by the organization since its inception. Although services continued to be impacted by the COVID-19 pandemic, HavenHouse provided shelter, food, and assistance to 2,574 people in its fiscal 2021.

Of those we served last year, the average length of stay was 2.2 nights. Most of our clients were the youngest and most vulnerable – 25% of

patients were between the ages of 0-5, and our oldest patient was 86 years old. We continue to collaborate with local healthcare partners and saw patients from 27 different departments within 15 hospitals in the St. Louis region. Patients received care from orthopedic and neurology departments, and stayed with us when receiving a transplant or visiting a loved one in the ICU.

HavenHouse St. Louis also served those who had family members in the hospital with COVID. In some instances, family members needed rooms so that they were on site and ready to say goodbye in the unfortunate scenario that a patient would pass. As elective surgeries resume, occupancy will certainly increase and see its peak following the pandemic.

And we've done it all with just five full-time staff members, all of whom were able to continue working during COVID-19. Throughout this period of local and worldwide upheaval, society has only continued to demand and seek the services that we provide.

“

We stayed in a very nice room for a fraction of the original price. That is a blessing in itself. But you guys have everything anyone would need for their stay. I think we found our new home away from home!

— Patient from St. Louis Children's Hospital





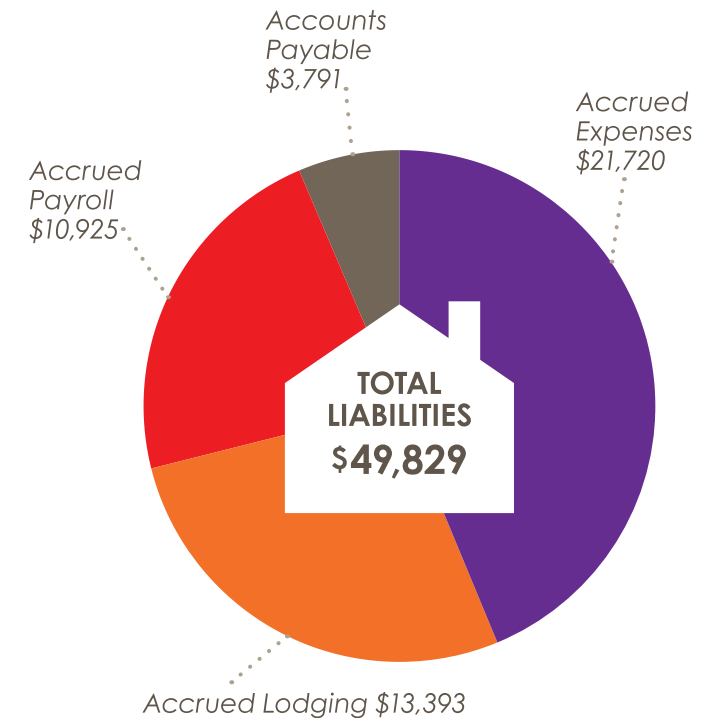
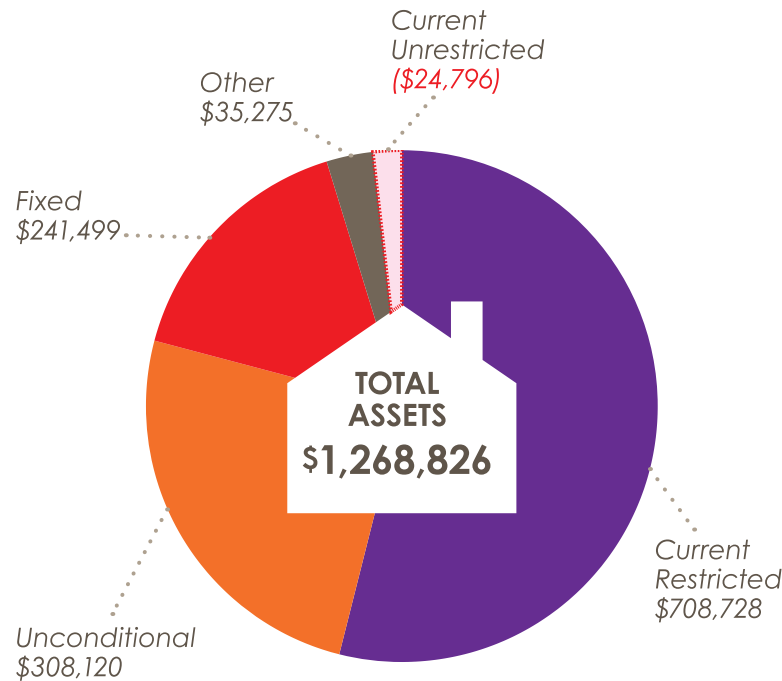
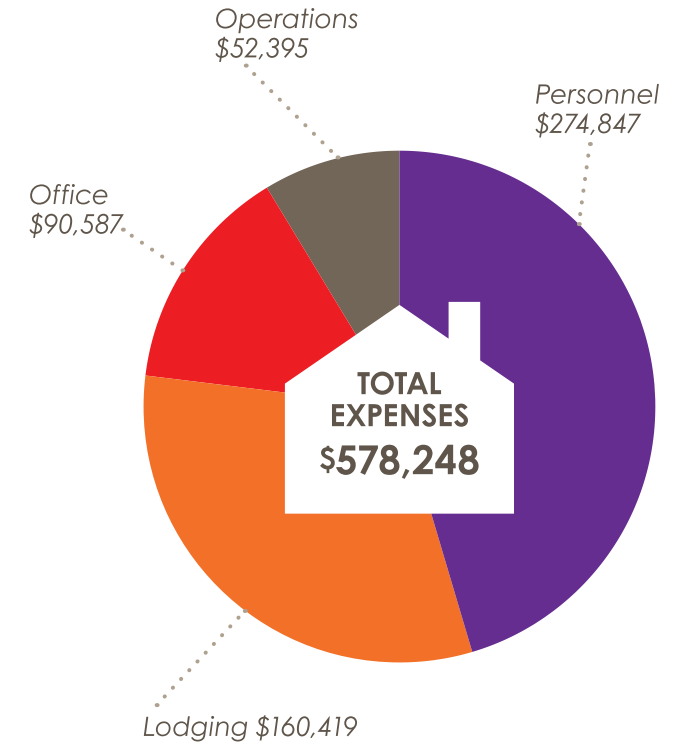
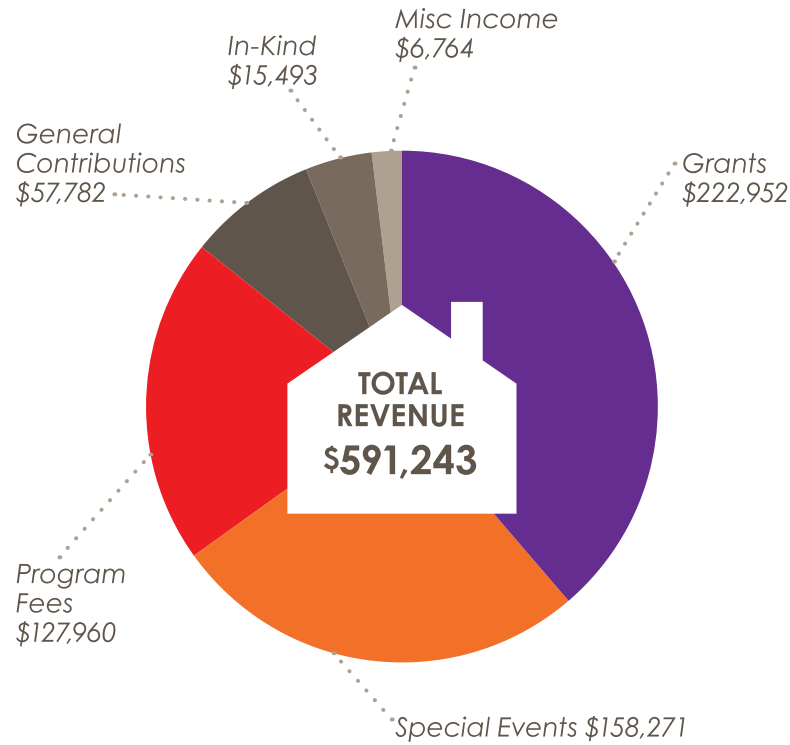
Financials

FY 2021

HavenHouse St. Louis' fiscal year begins on July 1 and ends on June 30 of every year. Its fiscal 2021 (July 1, 2020, to June 30, 2021), was entirely encompassed by the COVID-19 pandemic. The world was still in lockdown July of 2020, and the vaccine was not distributed until January of 2021. Therefore, our fiscal 2021 saw the height of this global pandemic, despite COVID-19 being named after its inception year of 2019, and 2020 being synonymous for the terrible fiasco that was SARS-CoV-2.

The financials for HavenHouse St. Louis clearly depict this reality. While the organization once thought that 2020 would be its toughest year financially, 2021 proved otherwise.

Revenue was down from nearly \$700,000 to about \$600,000 (\$591,243), due to the decline in elective surgeries and lower fundraising. However, grants and stimulus assistance from the government (\$222,951) largely made up for these gaps. Because of the partnership that HavenHouse currently has with the DoubleTree by Hilton St. Louis–Westport, the organization





did not pay for vacant rooms, which kept expenses lower than in previous years. Lodging expenses (\$160,419) were about half of what they usually are in a more active, occupied year.

The organization has maintained its assets, although liabilities (\$49,829) were higher in 2021 due to the decline in revenue.

HavenHouse St. Louis is humbled by the support that our community continues to show the organization throughout this difficult time. We are

confident that 2021 was the most difficult year that this pandemic will cause, and we look forward to seeing our financials return higher than pre-pandemic levels.

As elective surgeries increase, occupancy rises in tandem. We are honored to continue serving this community and the patients and families from around the world. Thank you for your continued support and commitment to our mission.

Thank You

To the generous donors who made contributions to HavenHouse St. Louis!
We could not continue our mission without your support.



\$60,000

THE FOUNDATION
FOR BARNES-JEWISH HOSPITAL
BJC HealthCare



\$20,000

Edward Jones
Charitable
Committee



\$15,000

Living Word
United Methodist
Church



\$15,000

Dick Scheffel
Family Charitable
Foundation



\$11,600

Maryland Heights
Presbyterian
Church



\$10,000

Hauck
Charitable
Foundation



\$10,000

The McDowell
Family
Foundation

Thank You!
Dick Scheffel Family
Charitable Foundation



Every time we come in I feel as if we are visiting family. The staff makes our stay carefree. Our family likes the fact that every time we come, we are not made to feel as if we are a charity case and we are treated with respect. We are also grateful for the breakfast, lunch, and dinner offered to us, not only does it offset the cost of our trip, but the food is delicious. Most importantly, HavenHouse helps us tackle our daughter's diagnosis and lets us worry about her and less about what we can afford.

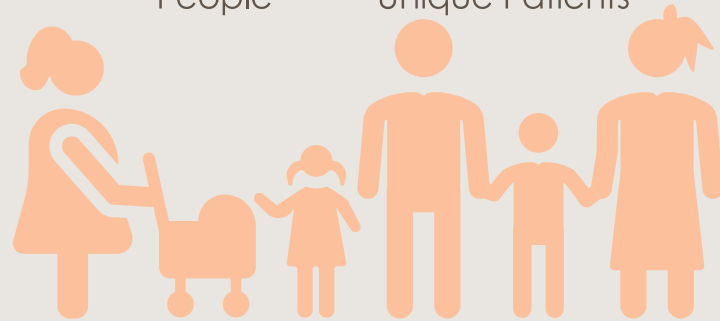
— A mom who has stayed with HavenHouse St. Louis nine times. Her daughter receives care at St. Louis Children's Hospital.

Patient Statistics FY 2021



In 2021
HavenHouse Served

2,574 People
549 Unique Patients



Average Family Size

2.59
PEOPLE

Total Stays at HavenHouse

976

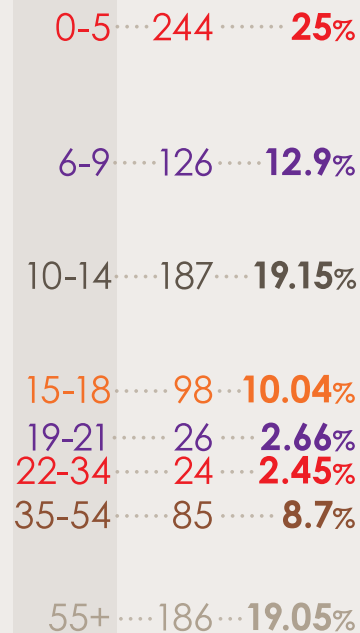
342 total stays

35.04% of stays

188 total stays
19.26% of stays

Stays by Patient's Age

AGE STAYS



Average Length of Stay

2.19 Nights

Longest Stay at HavenHouse

32 Nights

Average Adult Stay

2.95 Nights

Average Pediatric Stay

1.86 Nights



2,138
 Total Nights

Top **TEN** Departments

(we saw patients from 27 different departments)

1	Orthopedic	283 stays	28.99% of stays
2	Clinic	111 stays	11.37% of stays
3	Neurology	63 stays	6.45% of stays
4	Surgery	61 stays	6.25% of stays
5	Oncology	58 stays	5.94% of stays
6	NICU	44 stays	4.50% of stays
7	Transplant	31 stays	3.17% of stays
8	Urology	31 stays	3.17% of stays
9	Cardiology	27 stays	2.76% of stays
10	ICU	25 stays	2.56% of stays

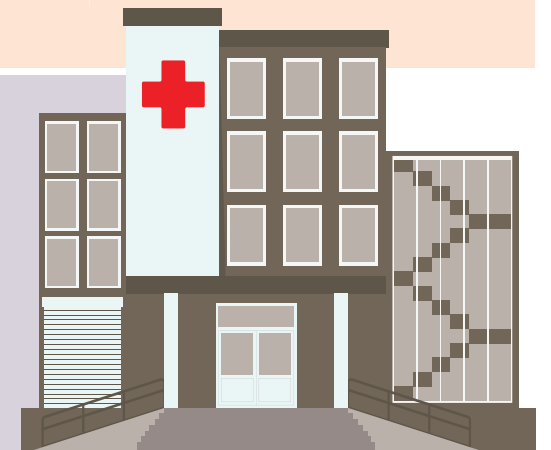
Top **FIVE** Referring Hospitals

(we saw patients from 15 different facilities)

1	Shriners	422 stays	43.23% of stays
2	St. Louis Children's	176 stays	18.03% of stays
3	Barnes Jewish	88 stays	9.01% of stays
4	Mercy	80 stays	8.19% of stays
5	Missouri Baptist	47 stays	4.81% of stays

Oldest Patient

86
YEARS





1973 Craigshire Road
St. Louis, MO 63146

314.434.5858

HavenHouseSTL.org



“

Being so far from home, we didn't know anybody or have any way to take care of basic needs. The meals, snacks, toiletries, and private space were essential, and the staff were amazing. You all made us feel at home, during a really difficult time. Thank you. Little things like plastic cutlery and Pop Tarts and water bottles were HUGE in making us feel like normal humans rather than trauma survivors. Accessibility was key, and I know will be for others as well.

— A family member who stayed with HavenHouse St. Louis for one month in 2021.



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