



A Future Full of
Hope

Dear
HavenHouse St. Louis
Community

It's hard to find the words to describe the last year at HavenHouse. The hard work of staff, the impact on families, the connection with our city's world-class medical community - all of it leaves me at a loss for words.

It's always staggering to see the number of families who walk through our door and the immediate sense of peace that comes over them when they find a safe place in the midst of what they are going through. Whether they are in town for a routine procedure or fighting a much larger battle, they're in a scary place: away from home in a time of uncertainty and vulnerability.

Every time they walk through our doors, our staff makes them feel care, compassion, and safety. Our team are truly heroes for the difference they make in the lives of our guests.

It's even more amazing when we put numbers behind that impact. Last year, 3,975 patients and family members stayed with us for 4,059 nights of care. Those patients covered all ages and came from 31 states and 13 countries. I am so proud of the staff, donors, and community that helped ease the burden for every single one of these guests.

The impact of HavenHouse is incredible, but we're just getting started. As we emerge from the COVID-19 pandemic, we have our eyes on a much bigger impact: a new facility, a permanent presence in our community, and a home that will serve as a front door to St. Louis' world-class medical community.

I'm inspired by all we have done together over the last year and energized to build the next phase of HavenHouse. Together, we'll continue changing lives.

Gratefully,

Paula Lowery
Paula Lowery



Our History

Mission

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

HavenHouse started in 2005 with the goal of providing the comfort of home to those traveling to St. Louis for medical care. Since then, it has provided 24/7, full-time support to patients and their families.

We are the only hospital guest house in the region to serve patients of any age, with any health condition. St. Louis has some of the best medical facilities in the world, and HavenHouse is truly the front-door for these organizations.

Since 2005, HavenHouse has welcomed 113,163 patients and families, who have stayed with us for a total of 117,342 nights. These patients came from 50 states and 79 countries.

In 2023, we broke our own record: we served 3,975 patients and their families with 4,059 nights of care. Patients came from all around the world, but many came from our own backyard, with nearly 70% coming from Missouri and Illinois.

With rural hospitals facing financial pressure, hospitals in big cities like St. Louis are filling gaps in coverage. HavenHouse is a lifeline for residents of those communities; without a place to stay and help with transportation, care may be out of reach.

The need for HavenHouse gets more significant by the year. Now, as we look to the years ahead, we are focused on making a long-held dream a reality: moving into a permanent facility to house HavenHouse guests.

The time is right to solidify and expand this resource. Our history is inspiring, but we are just getting started.



Community Partners

The work of HavenHouse would not be possible without the dedication, commitment, and trust of our partners. We are profoundly grateful to all who have donated to make this work possible over the last year. That includes our partners at DoubleTree by Hilton St. Louis - Westport, which is owned and operated by Lodging Hospitality Management. Their partnership while HavenHouse transitions to a new facility allows us to provide world-class care and support to patients and families.



DOUBLETREE
by Hilton™
ST. LOUIS - WESTPORT

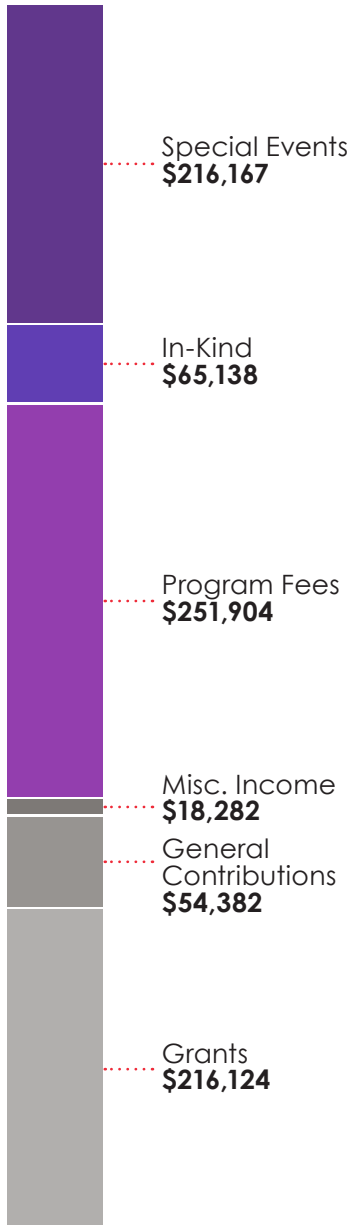


Lodging Hospitality Management

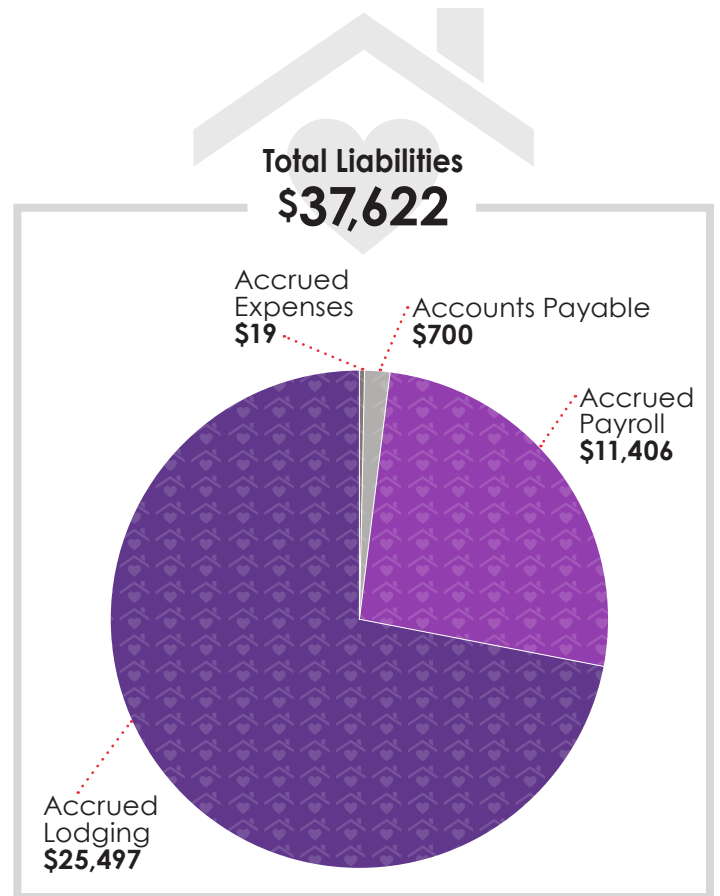
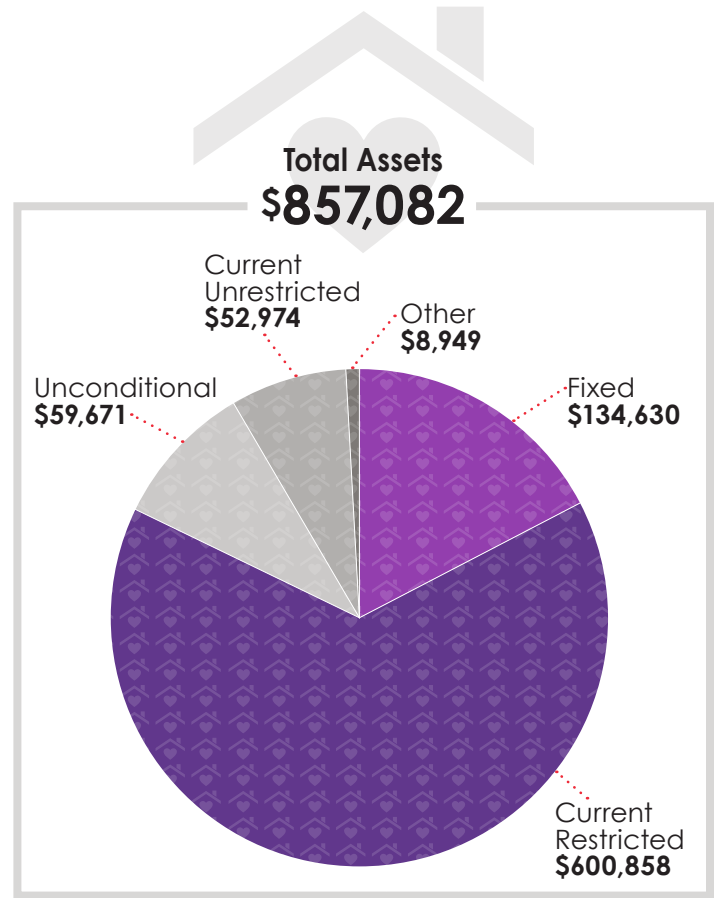
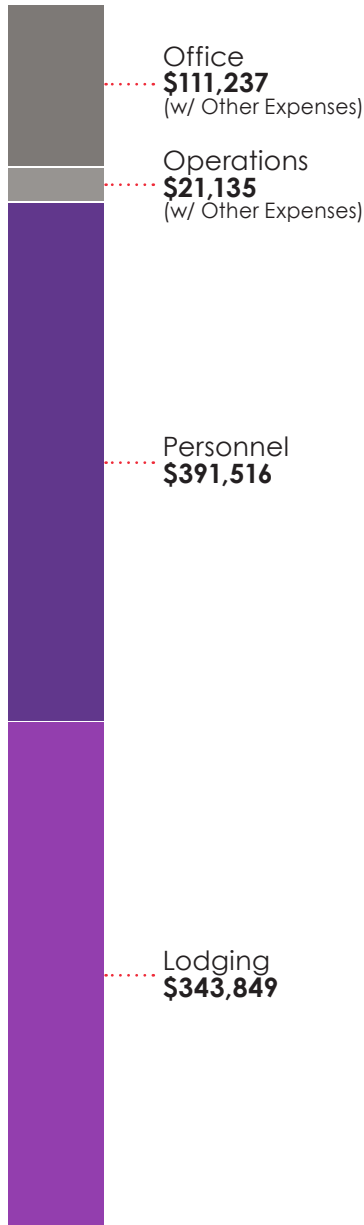


FY 2023 Financials

Total Revenue
\$821,999



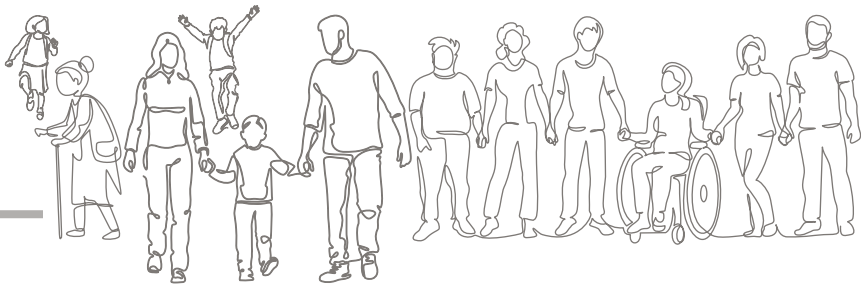
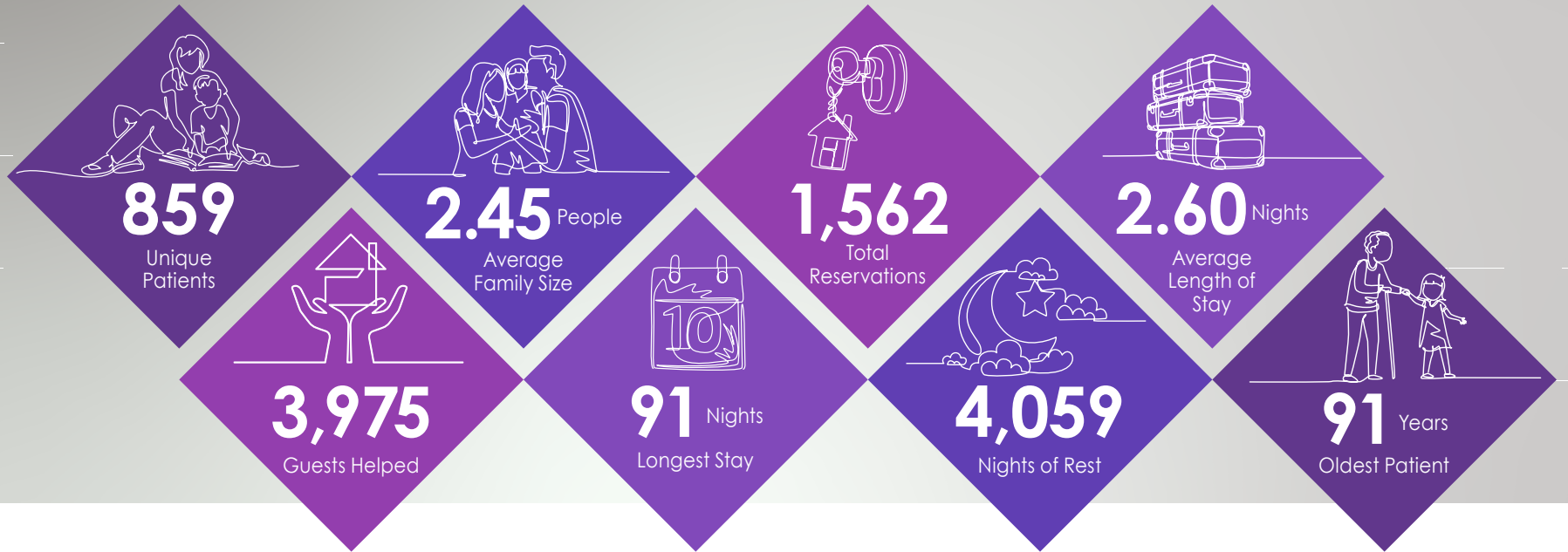
Total Expenses
\$866,447



While HavenHouse St. Louis transitions to a permanent facility, the organization has made a strategic decision to run a small deficit to maintain a high level of service delivery while establishing a permanent location.

Reviewing a Year of Care

Fiscal Year 2023



Patients of all Ages

Stay with HavenHouse St. Louis

Average Length of Stay
(grouped by age — pediatric & adult)

Patients Aged 0-20 Years

2.23
Nights

Patients Aged 21 & Over

3.23
Nights

28% or 439 Patients Aged 0-5 Years

23% Patients Aged 6-14 Years

13% Patients Aged 15-21 Years

13% Patients Aged 22-54 Years

23% or 360 Patients Aged 55 & Over

In Fiscal Year 2023, HavenHouse St. Louis supported families from

31
States &

13
Countries



687
Reservations made by families from Missouri



404
Reservations made by families from Illinois



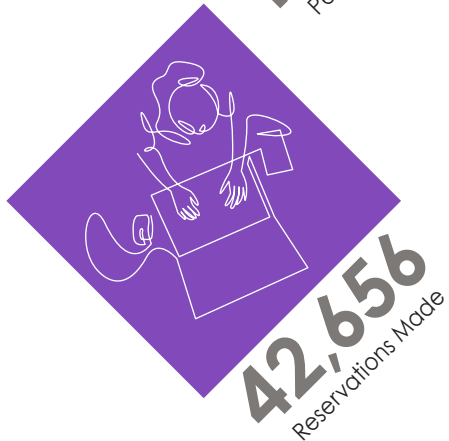
144
Reservations made by families from Arkansas



92
Reservations made by families from Kansas

Since 2005, HavenHouse has helped families from **50** States & **79** Countries

All-Time
Impact
 of HavenHouse
 St. Louis Support
 Since 2005



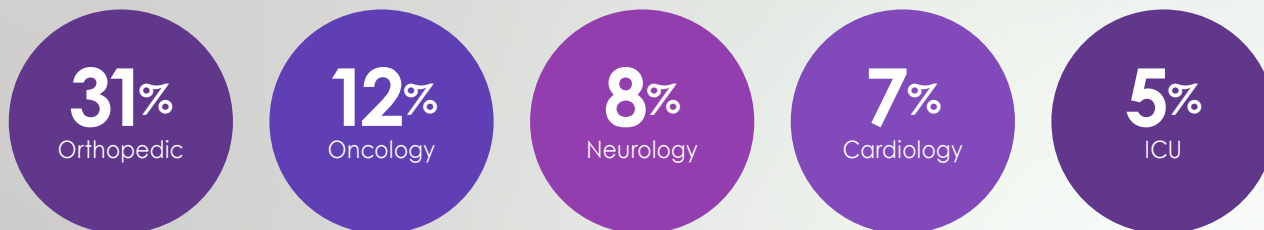
Top 5 Referring
Hospitals

Out of 22 Different Facilities



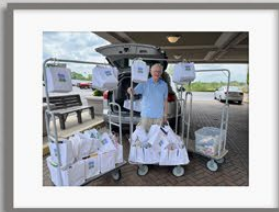
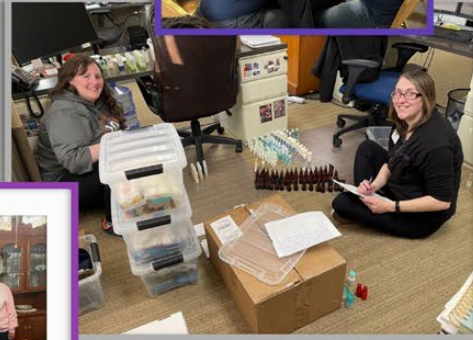
Top 5 Referring
Departments

Out of 38 Different Departments



It helped us save money, but it let us stay together as a family.
 ~ Urology patient at Mercy Hospital (12 years old)

Costs were reduced by 60% or more. I can't really tell you how much I appreciated your help. Furthermore, I did not have to spend many hours looking for a cheap yet quality hotel. I could spend that time instead with my son. You took a huge load off of my mind and let me concentrate on more important things.
 ~ Orthopedic patient at Shriners Hospital





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HavenHouseSTL.org

