LETTER FROM OUR LEADERSHIP

Although I am new to my role as Executive Director at Hospitality House of Charlotte, I am not new to this organization. I have served here for more than 12 years. Over the years, I have seen this organization grow and change in many ways - most notably the move from two separate facilities into our current facility with 20 private guest rooms. However, our core mission remains the same, providing affordable accommodations for families and patients in medical crisis. Guest stories shared with us highlight the need HHOC fills for patients, guests and hospitals.

With almost 2,000 hospital beds within a 2-mile radius of HHOC, one of the biggest challenges we continue to face at HHOC is meeting the need. The saddest task for us is turning away guests. So, we continue to have big plans and ambitions that include serving more people. Any big plans we have in mind, however, start with you. Thank you to all who have, in different ways and in different capacities, given your time, resources and energy to help move our mission forward. Because of you, we are able to offer a home away from home to families facing the unexpected tonight.

My sincerest thanks,

ANGIE BUSH, Executive Director
Hospitality House of Charlotte provides the comforts of home for families of seriously ill loved ones by offering affordable accommodations in the heart of Charlotte’s medical community.

Last year HHOC was a home away from home for 3,909 patients or family members who were experiencing medical crisis.

- **572** were fighting cancer
- **442** were recovering from or awaiting an organ transplant
- **481** were receiving cardiac care
- **470** were battling a traumatic illness or injury
- **89** were in neonatal care
- **286** were receiving neurological care
- **127** were in the ICU

Our other guests faced a variety of serious illnesses or injuries.
We came to HHOC with the intention of staying only a week, but we ended up staying almost 3 weeks while our son Javon was in the hospital. When we got to HHOC, it was nice to know we had a place at the end of the evening to lie down and relax and not think about what we were going to eat or where we were going to stay. We could just concentrate on Javon. It means a lot for parents to know that things around you are being taken care of. One day, life happens, just like it happened to Javon, and to have a place that actually takes away some of the concerns of your own personal well-being so you can focus on your loved one is incredible.

THE BRUTONS
GRENVILLE, SC
95% Of our guests said HHOC allowed them to get much needed rest and sleep.

63% Of our families were from more than 100 miles away.

7 DAYS Average length of stay

3,909 Patients and family members served through our lodging programs.

50 The number of states we have served.

10,000 The number of cups of coffee our guests go through a year.

213 The number of veterans we served last year at HHOC.

78% Of guests cited that our location minimized their stress.

45% Of our guests were sleeping in the waiting room of the hospital or in their car before coming to HHOC.

326 Average number of guests served each month.

10% Of our guests said they would have been unable to receive treatment without staying at HHOC.

$1,500 Cost to run the house for one night.
2017-2018 FINANCIAL HIGHLIGHTS

REVENUE SOURCES

- Fundraisers/Events (26%)
- Guest Fees (36%)
- Foundations, Corporations & Groups (17%)
- Individuals (12%)
- Guest Assistance Program (7%)
- Corporate Partners (2%)

EXPENSES

- Programs (72%)
- Fundraising (15%)
- Management & General (13%)

<table>
<thead>
<tr>
<th>Revenue</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions &amp; Other Income</td>
<td>627,121</td>
<td>559,506</td>
</tr>
<tr>
<td>Guest Fees (Net of sales tax)</td>
<td>269,937</td>
<td>245,996</td>
</tr>
<tr>
<td>Dividends, Interest, Realized &amp; Unrealized Gain (Loss)</td>
<td>178,189</td>
<td>225,669</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>1,075,247</strong></td>
<td><strong>1,071,171</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expenses</td>
<td>692,695</td>
<td>683,816</td>
</tr>
<tr>
<td>Management &amp; General Expenses</td>
<td>124,726</td>
<td>114,238</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>141,742</td>
<td>129,970</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>959,163</strong></td>
<td><strong>928,024</strong></td>
</tr>
</tbody>
</table>

| Change in Net Assets | 116,084 | 143,147 |


<table>
<thead>
<tr>
<th>Assets</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash &amp; Equivalents</td>
<td>424,805</td>
<td>393,872</td>
</tr>
<tr>
<td>Other Assets</td>
<td>3,450</td>
<td>2,162</td>
</tr>
<tr>
<td>Building &amp; Improvements (Net)</td>
<td>1,871,387</td>
<td>1,926,780</td>
</tr>
<tr>
<td>Investments (Including Endowment)</td>
<td>2,061,899</td>
<td>1,922,452</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>4,361,541</strong></td>
<td><strong>4,245,266</strong></td>
</tr>
</tbody>
</table>

| Current Liabilities | 1,977 | 1,786 |
| Net Assets | 4,359,564 | 4,243,480 |

| **Total Liabilities & Net Assets** | **4,361,541** | **4,245,266** |
MacKenzie Sullivan’s twin baby girls were born prematurely at 27 weeks, while her husband was away in the military. She had just moved to South Carolina, and was staying with her in-laws until her husband came home. The Sullivan family stayed at HHOCC for four months while her babies grew, developed and started to thrive! As of November 2018, the girls are 1.5 years old!
I have stayed at HHOC several times over the last 5-6 years as my husband battled heart failure and a transplant. Since we have been coming to Carolinas Medical Center over the last several years, I have been very thankful for the wonderful and affordable accommodations at HHOC. The staff are always helpful and courteous. Being at HHOC takes away one burden of being away from home and having your loved one in the hospital. Just knowing that this is an affordable option means so much when you are in a crisis. Thank you all for what you do for all of us in need at the most difficult times.

THE BENTLEYS
WATERLOO, SC
FOCUS ON FUNDRAISING

2018 ANNUAL FALL LUNCHEON
Tuesday, October 30, marked our 8th Annual Fall Luncheon at the Sheriton Le Meridien Hotel in Uptown Charlotte. We shared updates and milestones, heard the stories of two special families and awarded our very own Josh Logan with the Joe Mann Memorial Award! The luncheon was a tremendous success, raising $39,425 during the appeal, qualifying us to receive the $15,000 match from the Michael A. Kahn Family Foundation and Charlotte Checkers Charitable Foundation. Overall, nearly $80,000 was raised through the luncheon, which will benefit the house and guests in so many ways. Thank you to everyone in attendance and for the unwavering support!

2018 QUEEN CITY CORPORATE CHALLENGE
In March 2018, we concluded our 4th annual Queen City Corporate Challenge, an exciting, signature HHOC event where 40 Charlotte executives compete against each other to be named the organization’s top fundraiser. This year’s campaign aimed to raise $85,000, and we are thrilled to report our candidates raised $101,665 to support HHOC families. The participants’ success was due in part to a challenge match provided by The Leon Levine Foundation, which granted HHOC $20,000 if the $85,000 fundraising goal was met. Including the challenge match, the 2018 QCCC raised $121,665, which helped HHOC provide over 8,000 nights of rest and respite to families in medical crisis!
HEARD AROUND THE HOUSE

“Thank you for all you do. You are a blessing to people in need who need a place to rest and shower. I am happy to pay it forward to another family.”

“I was your guest from February through March and part of April, and then for 2 weeks in July of 2018. All I can say is THANK YOU.”

“During our friend’s stay at CMC with her husband, one of her few bright points is how she had been treated at HHOOC. She has mentioned it several times to us. We appreciate all that you have done for our friend and being there for her when we could not.”

“When I found out my husband was being sent back to Charlotte for treatment, the first thing I did was call for a room at HHOOC. A HUGE relief to be able to stay with you.”

“Thank you for providing a warm and welcome environment. The staff comforted my parents as I underwent a quadruple bypass. I can’t thank you enough!”
Q: How has volunteering with HHOC impacted your life?
A: I realize all the time from volunteering at HHOC that there are lots of people every day that are dealing with extremely stressful life and death situations. It reminds me that while I am very fortunate to be in great health, tragedy can strike at any moment for me or my family. It reminds me how precious life is.

Q: What’s your favorite part about volunteering with us?
A: The amazing and supportive staff and the mission. I believe in what HHOC is doing in the community and I get satisfaction out of knowing that I’m contributing (albeit in a small way) to the very necessary and important work.

Q: With so many amazing causes and worthy non-profits, why do you think people should support Hospitality House of Charlotte?
A: Because HHOC is more than just a room with a bed for people to spend the night. HHOC provides a warm, comforting environment where families can be around others facing similar situations. Because HHOC has resources and can assist families during their time of need. Because HHOC is a committed partner in the Charlotte community and supports the local community the same way the community has supported HHOC. Because HHOC wants to continue to be committed to the Charlotte community for another 35 years and to do that they need people to give their time and resources.
Our Corporate Partners are dynamic in making a lasting impact on the mission of Hospitality House of Charlotte. The support we have received from our Corporate Partners is crucial as we aim to reach patients and families in medical crisis. In addition to fiscal support, included in our Corporate Partnership packages are varied opportunities for volunteerism for employees. Whether it’s cooking a meal, putting up holiday décor, or making a goodie bag filled with the comforts of home – we strive to make mission inspired opportunities so our partners can see firsthand the good they provide to many in need. Thank you to our Corporate Partners for helping shape our mission in big and small ways!

Help families heal today! Find out how your company can get involved by contacting Maggie Morton at mmorton@hhocharlotte.org.
HELP MAKE OUR HOUSE A HOME
Here’s how you can help families experiencing medical crisis:

YOUR GIFT CAN MAKE A DIFFERENCE:
- Make a donation or become a monthly donor on our website to support families that stay at HHOC.
- Check out our wishlist on our website to see what supplies HHOC needs the most.
- Become a Corporate Partner, and allow your company to make a difference and be seen in the community.
- Consider a contribution in honor or memory of a loved one.

GIVE THE GIFT OF TIME:
- Bring a group of co-workers or friends (8-10) to cook for our families.
- Volunteer your time at our front desk.
- Bring a pre-prepared meal to set out for our families around meal-time.

HOST A FUNDRAISER
- Have a “Dress Down Day,” host a bake sale or get your child’s school involved!

TAKE THE QUEEN CITY CORPORATE CHALLENGE!
- Are you competitive? Sign up to participate in our month-long campaign among Charlotte area executives to raise essential funds for Hospitality House of Charlotte. In 2018 executives raised over $120,000!

For more information on how you can get involved, contact Maggie Morton at mmorton@hhocharlotte.org.
GRANTS AWARDED IN 2017-2018 FISCAL YEAR

24 Foundation
Ally Bank
Berkshire Charitable Foundation
Dover Foundation, Inc.
Foundation For A Healthy Carolina
Healthy Charlotte Alliance
Howard Levine Foundation
Philip L. Van Every Foundation
PLUS Foundation
Sardis Presbyterian Church
SOCIUS Foundation
St. Gabriel Catholic Church
St. John’s Baptist Church
The Dickson Foundation
The Leon Levine Foundation
Sandra and Leon Levine
The M. G. O’Neil Foundation
Wells Fargo Foundation

CURRENT BOARD OF DIRECTORS

- **Anne Brackis**, Community Volunteer
- **Bryce Chamblish**, Retired VP of Marketing
- **Rob Ellenburg**, Pinnacle Bank
- **Jamie Feinour**, Novant Health Presbyterian Medical Center
- **Mike Hayes**, Atrium Health
- **Chris Hemans**, Allen Tate
- **Brian Kelley**, KattenMuchinRosenman LLP
- **Janet Lefkowitz**, Community Volunteer
- **Spencer Lilly**, Retired Hospital Executive
- **Chris Malinowski**, Messer Construction
- **Ed Martinez**, US Bank
- **Mike Pacheco**, Sports Broadcaster
- **Drew Porcello**, Pivot Public Relations
- **Robert Powell**, The Davidson Group
- **Nora Raynor**, Atrium Health
- **Lynn Sanders**, Atrium Health
- **Matthew Stiene**, Novant Health Presbyterian Medical Center
- **Jonathan Thornton**, Optcapital, LLC
- **Jamie Westmoreland**, Paragon Bank
- **Marnie Woodward**, Sunlight Financial
- **Carly Wooten**, Atrium Health
- **Glenda Wooten**, Fresenius Medical Care North America