



HOSPITALITY HOUSE
of CHARLOTTE

on the road to

HEALTH EQUITY

ANNUAL REPORT 2023



Letter from Our Leadership

Many roads lead to Charlotte and the world-class healthcare we have available. For some of us, the journey to receive medical care may be just 30 minutes down the road. But for most Hospitality House guests, their medical journey begins far away and takes them hours from home for specialized treatment.

For the last 38 years, Hospitality House of Charlotte has aimed to break down roadblocks to care by providing proximity to world-class hospitals, reducing costs of ongoing medical treatment with affordable patient and caregiver

lodging, and improving health outcomes by lowering stress levels and shortening hospital stays.

However, we cannot break down these roadblocks alone. We rely on our generous donors, volunteers, and community partners who fill in the gaps by providing services, expertise, strategic direction, and increased visibility in the community.

Every supporter has a hand in steering Hospitality House and our vision of access to healthcare for all. **Thank you for ensuring no patient's zip code controls their health outcomes.**

Our sincere thanks,

Angie Bush, *Executive Director*

JJ Littrell, *Board Chair*

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Who We Serve

Last year, Hospitality House of Charlotte served **2,460 guests** for a **collective 15,458 nights** during their difficult medical journeys.

22% of those were patients, and the rest were dedicated caregivers who stayed by their sides.

Our guests faced a **variety of illnesses or injuries**, including:

- 414** ❤️ who were **battling cancer**.
- 283** ❤️ who were **awaiting or recovering** from an **organ transplant**.
- 257** ❤️ who were facing **trauma** or in an **intensive care unit**.
- 220** ❤️ who were receiving **cardiac care**.
- 198** ❤️ who had a **child** in **neonatal care**.
- 120** ❤️ who needed **neurological treatment**.
- 88** ❤️ who had **surgery**.



Our Mission

Hospitality House of Charlotte *creates community* for patients connecting to *vital medical care*.

Your Impact in 2022-2023

“ The Hospitality House is a **bright light on a dark journey**.

This is the **only safe, affordable option** available to adults in the area.

The House allowed me to focus on my treatment and recovery. — *Dot, House Guest*

81%

of guests said they
FOUND COMFORT
in **TALKING** to

staff, volunteers, & other families.

95%

of guests said staying
at Hospitality House

REDUCED their
STRESS LEVEL.

GUEST ASSISTANCE PROGRAM

344 NIGHTS
were granted to

143 FAMILIES
IN NEED

through **GAP** (Guest
Assistance Program).

\$2.3 MILLION

in lodging costs saved
for patients & caregivers.

Longest stay: 141 NIGHTS

Average stay: 6 NIGHTS

90%

of guests said using Hospitality House had a **POSITIVE**
or **VERY POSITIVE IMPACT** on the patient's health.



33%
of guests

stayed at the
House for an
**UNPLANNED
TREATMENT or
HOSPITALIZATION.**



Hospitality House
had an average
OCCUPANCY RATE of 94% for the year.

“ After spending all day at the hospital with my husband, **I was able to come 'home' to a lovely, peaceful haven** to eat a complimentary late dinner, relax a little, and get a good night's sleep. This certainly **helped me to recharge** for the next day, get up, and do it all again. **I was surely a better wife and caregiver because of this.**

— Susie, House Guest





“ We greatly appreciated the meals you guys provided. Between running back and forth to the hospital, **some days it was the only thing we would eat.** — Nancy, House Guest

Meals that Heal

Part of making healthcare accessible for all includes reducing logistical and financial burdens during a healthcare journey. To help ease these burdens, in March of 2023, **Hospitality House of Charlotte committed to offering daily meals** to our guests through the **Meals that Heal** program.

At Hospitality House of Charlotte, we believe in the power of compassion, community, and nourishment. Our Meals that Heal program is a cornerstone of our mission to provide a home away from home for individuals and families in medical crisis.

With rising food costs, free meals reduce expenses for families while they're away from home. Additionally, providing meals reduces logistical burdens for guests. It allows patients and

their families to focus on their care, rather than trying to plan out their next meal. Beyond nourishing the body, **a daily meal offers emotional support and comfort.** It serves as a reminder that they are not alone on their journey and that a community cares about their well-being. This sense of belonging can be a source of immense emotional strength during difficult times.

By the end of the year,
volunteers & HHOC staff members will have provided



7,500 FREE
MEALS for guests.



Guests call our kitchen the "heart of the House," where they share experiences and form bonds. Sharing a meal creates opportunities for guests to connect with one another, fostering a sense of community and mutual support. These connections are often a source of lasting friendships and emotional resilience.

The Meals that Heal program provides an opportunity for community members to serve in a meaningful way. Many volunteers enjoy preparing a meal with friends, colleagues, or family members. Volunteers can cook a meal on-site at the House or prepare a meal off-site and drop it off. Dedicated volunteers provide the majority of meals each week, with HHOC staff members filling in the gaps.

“ **Meals that Heal truly do just that.**

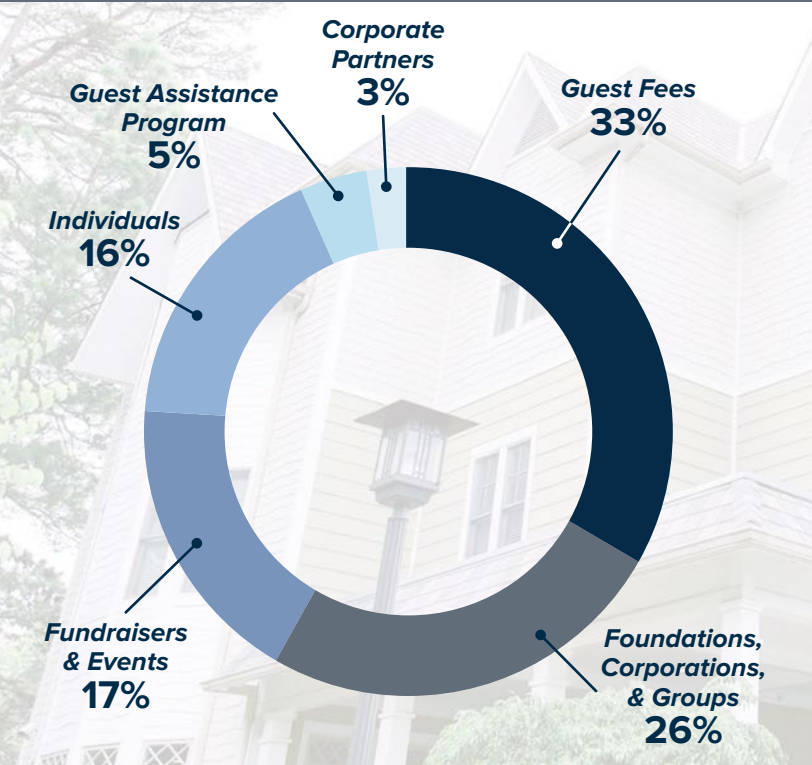
Not only does it attempt to heal those that are being served, but also heal those that are doing the serving. To be able to help with one less thing these guests have to worry about that day, is truly healing.

— *Sabrina, Meals that Heal Volunteer*

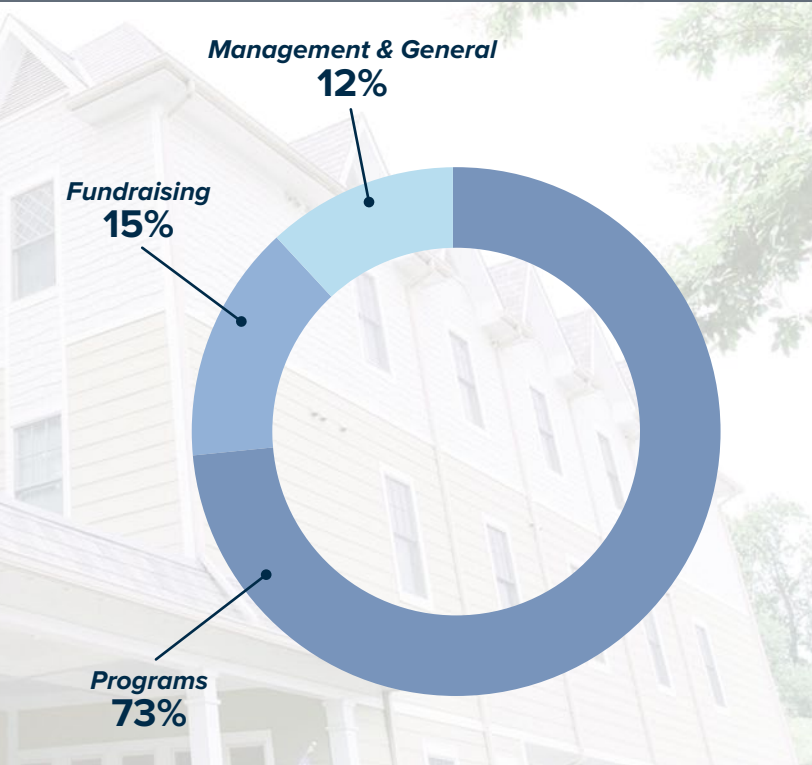
Visit HospitalityHouseOfCharlotte.org/volunteer to learn more.

Financial Snapshot 2022-2023

WHO CONTRIBUTES?



HOW IS IT USED?



STATEMENT OF FINANCIAL ACTIVITY

	REVENUE	2022-2023	2021-2022
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Contributions, Fundraisers, Events, & In-Kind Donations	\$875,450	\$746,262
Guest Fees (<i>Net of sales tax</i>)	\$326,392	\$257,640
Proceeds from Payroll Protection Program	\$0	\$94,250
Dividends, Interest, Realized & Unrealized Gain	(\$27,149)	(\$170,445)
TOTAL REVENUE	\$1,174,693	\$927,707

	EXPENSES	2022-2023	2021-2022
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Program Expenses	\$965,593	\$857,795
Management & General Expenses	\$159,834	\$120,220
Fundraising Expenses	\$199,036	\$205,133
TOTAL EXPENSES	\$1,324,463	\$1,183,148
Change in Net Assets	(\$149,770)	(\$255,441)

STATEMENT OF FINANCIAL POSITION

	ASSETS	2022-2023	2021-2022
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Cash & Equivalents	\$481,464	\$572,783
Other Assets	\$3,855	\$1,570
Building & Improvements (<i>Net</i>)	\$1,493,058	\$1,525,003
Investments (<i>including Endowment</i>)	\$2,265,933	\$2,293,733
TOTAL ASSETS	\$4,244,310	\$4,393,089
Current Liabilities	\$5,979	\$4,988
Net Assets	\$4,238,331	\$4,388,101
TOTAL LIABILITIES & NET ASSETS	\$4,244,310	\$4,393,089



Mike McAndrew's Story

Mike McAndrew and his girlfriend, Ellen, were living in Mooresville, North Carolina and had been dating for a year when they were at a holiday party on December 13, 2014. The next day he did not feel like himself. "I remember it like it was yesterday," he said. Mike went to the doctor, who told him it was the flu and to stay hydrated. A few days later, Mike still felt horrible. Mike called Ellen and asked her to take him to the hospital because as he described it, **"it felt like I was dying."** Ellen took Mike to the Lake Norman Regional Medical Center on December 17th.

Once there, the doctors performed multiple tests and immediately determined this was not the flu, but **a heart related issue and an infection of his bloodstream.** Mike was at Lake Norman Regional Medical Center for two days when his doctors determined that Mike needed to be transported to a bigger hospital for surgery. Mike was transported to the Charlotte Medical Center, now Atrium Health's Main Campus, in Charlotte via ambulance on December 19th. Once in Charlotte, Mike was put into a medically induced coma until December 24th. As Mike describes it, this was so that the doctors could stabilize his condition before undergoing the necessary surgery. **After being in a coma, Mike had to learn how to walk, eat, and drink all over again after so many weeks of not moving and eating normally.**

“ To know my family was close by during my surgeries and recovery ... **it meant the world to me.** — Mike

During his time at Charlotte Medical Center, Mike's **parents and sisters stayed at Hospitality House.** They drove to Charlotte from New Jersey the same day Mike was admitted to Charlotte Medical Center. Mike knows this was a scary time for all of them. For his family to be by his side while he recovered was important. Mike's mom and dad took turns staying bedside with Mike, while his two sisters stayed at Hospitality House.

Nearing ten years after his time in the hospital, Mike is paying it forward to current Hospitality House guests. In 2022, Mike **organized a Breakfast with Santa event and made plans for a Breakfast with the Easter Bunny event** to take place in April of 2023, with proceeds from both events benefiting Hospitality House. He hopes these will be annual events where he can share the mission of Hospitality House with others and make a contribution to ensure future guests have access to healthcare.



Mike was in the hospital for five weeks. He was admitted on December 17th, which happened to be his one-year anniversary with then-girlfriend Ellen and was released mid-January on her birthday. Now married, Mike and Ellen still call Mooresville home and have two children: Charlie, 3 years old, and Clara, 10 months old. Today, Mike has normal follow-up with his doctors each year with the possibility of another surgery down the road.

Volunteer Spotlight – ally

As an AML Compliance Manager for Ally, Taylor Grant Chabot is also an active member of Hospitality House Young Professionals (HHYP). In her workplace, she is known as the “meal lead” and works to rally her coworkers to come to the House to volunteer.

Ally has been a steadfast supporter of Hospitality House of Charlotte for several years, and their involvement has continued to grow. This year, Ally demonstrated an exceptional level of dedication and compassion in their efforts to support our mission.

Numerous Ally teammates have volunteered their time and expertise in various capacities, from assisting with meal preparation to organizing fundraising events. Ally's commitment to volunteerism not only enriches our programs but also fosters a sense of community and camaraderie among our guests. Additionally, Ally has a program that donates funds to organizations for which their employees volunteer.

Hospitality House is so grateful for Ally's commitment to service and their support in time and treasure. Their generosity, volunteer efforts, and community outreach have made a significant difference in the lives of our guests.

Visit HospitalityHouseOfCharlotte.org/volunteer to learn more.

“ I am so happy that **I can make a direct impact on people's lives.** When you walk in, you see the families and I feel so grateful to be a part of that.
— Taylor, Ally Employee & HHYP Member



Last year, **over 2,400 volunteers**, including Ally team members, gave **5,264 hours** of their time to serve HHOC's mission through preparing guest meals, gardening, & other special projects.

Hospitality House Young Professionals



The Hospitality House Young Professionals (HHYP) is a group of **professionals in their 20s and 30s committed to supporting HHOC's mission of creating access to health care.** This group volunteers their time by cooking meals for guests or completing other projects around the House. HHYP also volunteers their service by promoting fundraising events and advocating for guests in the community. Like-minded individuals come together to serve House guests but find friends and professional networking opportunities through the group as well. This group continues to grow and make meaningful strides to support HHOC guests.

Visit HospitalityHouseOfCharlotte.org/hhyp to learn more.

 Follow [@HHYPCharlotte](https://www.instagram.com/HHYPCharlotte) to keep up with the latest news.

“ Being a part of HHYP has been such an amazing experience. It is a great way to **meet new people who share a passion for community service and HHOC.** — *Suzannah, HHYP Member*

Last year, HHYP contributed
more than \$10,000
to Hospitality House through
membership fees & fundraisers

... *that's over* **DOUBLE**
HHYP's contribution the previous year!



47 active HHYP
members
as of September '23.



Ways to Give



Planned Giving

Planned Giving is a thoughtful way to reflect your compassionate values. When you remember Hospitality House in your estate plans, you are making a lasting contribution that **ensures HHOC will be a support for families for years to come.** There are plenty of ways to achieve this.

Learn more:

**[HospitalityHouseOfCharlotte.org/
plannedgiving](https://HospitalityHouseOfCharlotte.org/plannedgiving)**



House Heroes

House Heroes are **recurring donors who ensure a source of contributions for guests** of Hospitality House. An ongoing donation is easy to set up and means that together, we can continue to provide access to healthcare for patients receiving treatment in Charlotte's medical community. Consider scheduling a monthly, quarterly, or yearly gift today.

Learn more & set up a recurring donation:

HospitalityHouseOfCharlotte.org/househeroes



Donate Stock

A gift of stock is a **sensible way to support Hospitality House guests while also reaping tax benefits.** HHOC recently partnered with DonateStock to make the process easier for you.

Learn more & make a gift:

**[DonateStock.com/
hospitality-house-of-charlotte](https://DonateStock.com/hospitality-house-of-charlotte)**

HHOC's Corporate Partnership Program

Our Corporate Partnership Program invites companies to **make an impact beyond traditional sponsorship by engaging in our mission through time, treasure, and talent.**

If you are looking for a way to enhance your corporate social responsibility while creating equitable access to healthcare, consider becoming a Corporate Partner.



2022-2023 Grants

24 Foundation
Albemarle Foundation
Atrium Health Foundation
Berkshire Charitable Foundation
Blumenthal Foundation
Coca-Cola Consolidated, Inc.
Corning Incorporated Foundation

The Dickson Foundation, Inc.
Dover Foundation, Inc.
The Duke Endowment
Elevation Church
The Gene Haas Foundation
The George W. and Ruth R. Baxter Foundation

Howard Levine Foundation
The Leon Levine Foundation
M.G. O'Neil Foundation
Novant Health Presbyterian Medical Center
Philip L. Van Every Foundation
The Springs Close Foundation
St. John's Baptist Church

Visit HospitalityHouseOfCharlotte.org/corporate-partners to learn more.

Events Recap



Heart-To-Heart

In February of 2023, Hospitality House of Charlotte launched a new campaign, titled Heart-to-Heart. During the month of February, **for every \$50 donation — the cost of one night's stay — one heart was planted in our yard** to represent a night for a guest in need. The hearts planted in our yard were a reminder of how our community cares for guests facing medical uncertainty. We loved seeing all the hearts in our yard and cannot wait to do it again this February!

Annual Fall Luncheon

HHOC's Annual Fall Luncheon took place on September 14, 2023, and was a wonderful time for the supporters of Hospitality House to see the mission firsthand. It was a time to reflect on everything we have been able to accomplish, while also looking to the future. **The impact our supporters have is so great and we would not have been able to raise over \$100,000 from this event without them!**

Kyra and Jerry were our featured guests at the Luncheon and stayed at Hospitality House for over two months in the spring of 2023 while Kyra received treatment for Leukemia. When asked about her time at HHOC, Kyra said, "the Hospitality House has been just incredible for us. We were part of the family here. It felt just like we were at home." Most recently Kyra and Jerry are moving back to Illinois to be closer to family and Kyra is working to regain her strength every day.

Visit HospitalityHouseOfCharlotte.org/hhoc-events to learn more.

Beds for Better Health – GivingTuesday 2022

In November of 2022, Hospitality House of Charlotte's GivingTuesday project was dubbed "Beds for Better Health." This project set out with the **mission of funding 36 new bedframes, mattresses, box springs, and linens for the 20 guest rooms** at Hospitality House of Charlotte. HHOC staff and the ToolBank team installed all beds in one day. Guests have been loving the new and improved beds!

With the generous support of our community, **contributions far surpassed our fundraising goals.** After completely replacing all of the House's beds, we are now in Phase II of the project, which will provide **new headboards, nightstands, dressers, lamps, and desks** to each guest room. These items are currently being manufactured in Wisconsin and will be delivered and installed soon.

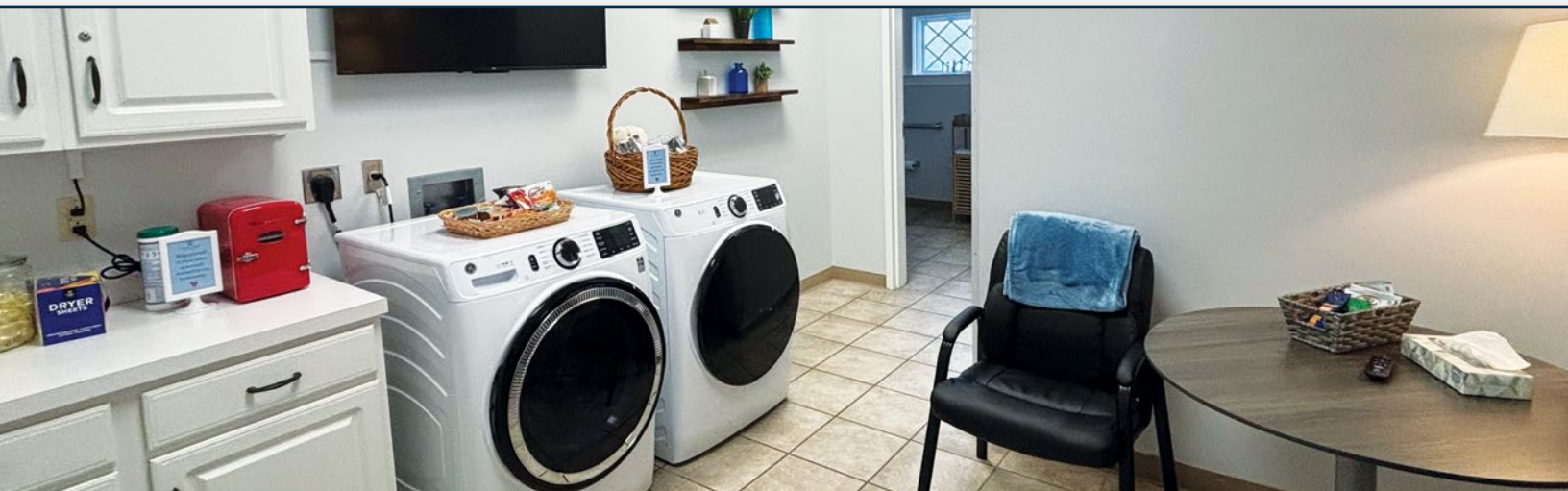


Visit HospitalityHouseOfCharlotte.org/givingtuesday to learn about our next project.

Day Guest Suite Program

At the start of the COVID-19 pandemic, the Day Guest Suite program and services were discontinued. Two and a half years later, on Thanksgiving Day 2022, we welcomed our first guest back to the Day Guest Suite. Renovated thanks to volunteers, the refreshed suite provides Day Guests with a **free, two-hour appointment to take a shower, do a load of laundry, watch television, and eat a snack or meal**

from the House kitchen. Now serving over 30 guests a month, the Day Guest Suite is offered to caregivers who prefer to stay at their patient's bedside or to guests who are on the waitlist for overnight accommodations. The Day Guest Suite provides guests with a **quiet, accessible, and safe** place to take care of themselves and **return to the hospital refreshed!**



Visit HospitalityHouseOfCharlotte.org/dayguest to learn more.

The Road Ahead

As we reflect on the past year, **we are filled with gratitude for your unwavering support of Hospitality House of Charlotte.** Your commitment provided a safe and welcoming haven for those in need.

Regardless of where patients and their families are from and what medical diagnoses they are facing, **every guest who makes themselves a home at Hospitality House encounters roadblocks on their journey to accessing care.** These barriers might be in the form of financial hardships, food insecurities, or geographical limitations. Hospitality House of Charlotte is committed to providing all the support needed to break down these roadblocks.

The entire Charlotte community benefits from the exciting growth of our world-class hospital systems, with the continued advancement of medical research capabilities and state-of-the-art medical treatments. At Hospitality House, we want to make sure that these “big city” advances don’t alienate people who do not live in zip codes close to this specialized medical care.

Our House is open 365 days per year and its 20 bedrooms are filled nearly every night. This leaves many patients and their loved ones on the waitlist for affordable lodging. Realizing that 20 bedrooms do not meet the current need, our Board of Directors is actively engaged in making certain we are aligned with that growth.

As we move forward, we want to express our heartfelt appreciation for your continued belief in our mission. **Your generous contributions, volunteer hours, and advocacy efforts are the driving force behind our success.**

Thank you for being part of the Hospitality House family and for making the road ahead easier for those we serve. We look forward to making a positive difference in the coming year and beyond.





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