



HOSPITALITY HOUSE
of CHARLOTTE

ANNUAL REPORT 2024



Together, we're taking health access to



new heights!

A Note from Randy Elrod

In 2021, after my first cancer diagnosis and surgery in my hometown, I hoped the worst was behind me. But two years later, the cancer returned, and my surgeon delivered devastating news: **my only chance of survival was a liver transplant.** After extensive testing in Charlotte, I was approved and listed on the UNOS transplant list. Just seven days later, we got the life-changing call. The next day, my wife Kathy and I made the 100-mile journey from South Carolina to Charlotte, and within 24 hours, I was in surgery, receiving the liver that saved my life.

Following the transplant, Kathy and I stayed in Charlotte for weeks of early morning labs and doctor visits. Hospitality House of Charlotte became our sanctuary, offering an affordable place to stay and peace of mind, knowing we were taken care of. **Without Hospitality House, we wouldn't have been able to access the surgery that saved my life.** They allowed us to focus entirely on my recovery without worrying about the cost of accommodations, meals, or transportation.

I recently celebrated my first anniversary with my new liver, and I'm doing great! Because of Hospitality House, I am

able to enjoy life with our newborn twin grandsons, something I never imagined before. I was unsure if I would even live to be a grandfather. **The House is so much more than a place to stay — it's a place of hope and healing.**

Thank you for supporting Hospitality House. **Because of your generosity, families like ours can continue to recover and thrive after lifesaving surgeries.** There's no better place to invest in than Hospitality House of Charlotte!

With gratitude,
Randy Elrod



Scan the QR code

to learn more about Randy and Kathy's story.

Who We Serve

Last year, Hospitality House of Charlotte served **2,380 guests** for a **collective 15,442 nights** during their difficult medical journeys. **24% of those were patients**, and the remaining **76% were dedicated family members and caregivers** who stayed by their sides.



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

- 488** ❤️ who were **battling cancer**.
- 345** ❤️ who were **awaiting or recovering** from an **organ transplant**.
- 238** ❤️ who were receiving **cardiac care**.
- 218** ❤️ who had a **child** in **neonatal care**.
- 146** ❤️ who were facing **trauma** or in an **intensive care unit**.
- 132** ❤️ who had **surgery**.
- 123** ❤️ who needed **neurological treatment**.

Our Mission

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

Your Impact in 2023-2024



I was sleeping in my car the first few days in Charlotte and someone informed one of the ladies working at the hospital. She let me know because of my situation they could help me financially and I ended up only paying for the first night. It was wonderful, under the circumstances, to have a **safe and accommodating place with kind and caring people, who provided more than I could have ever asked for.** They thought of everything needed. — Regina G., House Guest

88%

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

staff, volunteers, & other families.

97%

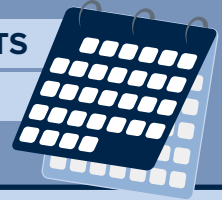
of guests said staying
at Hospitality House

REDUCED their
STRESS LEVEL.



Longest stay: 183 NIGHTS

Average stay: 8 NIGHTS



\$2.3 MILLION

in lodging costs offset
for patients & caregivers.



85%

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

32%
of guests

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



Hospitality House
had an average
OCCUPANCY RATE of **97%** for the year.



My husband and I are so grateful for HHOC. We would not have had the option to pursue his cancer treatment if we had not been able to stay close to the hospital. We would like to say thank you to the staff for being so helpful and welcoming, to the donors for being so generous, to the community groups and volunteers for their assistance with meals. You made our 'home away from home' experience as positive as it could possibly be! — Jane D., House Guest



The Pescaro Family

The Pescaro family's connection with Hospitality House of Charlotte began in the midst of an unimaginable tragedy. **On April 30, 2019, Drew Pescaro, a student at the University of North Carolina at Charlotte at the time, was one of six victims in a horrific campus shooting.** Ed and Denise Pescaro, Drew's parents, rushed to Charlotte with no idea of the condition their son was in. As Drew fought for his life, they found themselves in a waiting room, attempting to sleep, all while trying to stay strong for Drew.

In those agonizing moments, **when their world had turned upside down, the Pescaros discovered**

Hospitality House of Charlotte. "There were times I'd wake up and wonder what condition Drew would be in," Ed recalled. "Some days he was better, some days worse. And that was so hard to handle." Being just steps away from Drew's hospital room was essential for them, but even more essential was the emotional refuge Hospitality House provided. The House offered not just a place to sleep, shower, and eat, but a sense of stability during their darkest days.



“

It meant everything to know we could be together as a family.

We didn't have to worry about the little things. **We could focus on Drew.** — *Ed Pescara*

Drew's recovery was long and grueling, marked by multiple surgeries and months of uncertainty, but fortunately, he survived. The impact of their stay remains with the family today. Drew, his wife Erin, and his parents have become tireless advocates for HHOC, often sharing their stories to raise awareness about the House's critical role in supporting patients and families in need. Ed and Denise continue to prioritize Hospitality House in their charitable giving, with Denise reflecting,

“

Healthcare, traumatic experiences, and illnesses don't always happen when you're home. I never thought we'd be in a situation where we'd be this far from home. — *Denise Pescara*

"Having a place for families to go that's safe, that's convenient, walking distance to the hospital, that is a warm, loving place, just is so, so important."

For the Pescaros, giving back to Hospitality House is more than an act of charity — it's a way to ensure that other families facing their own medical emergencies have a compassionate place to turn to.

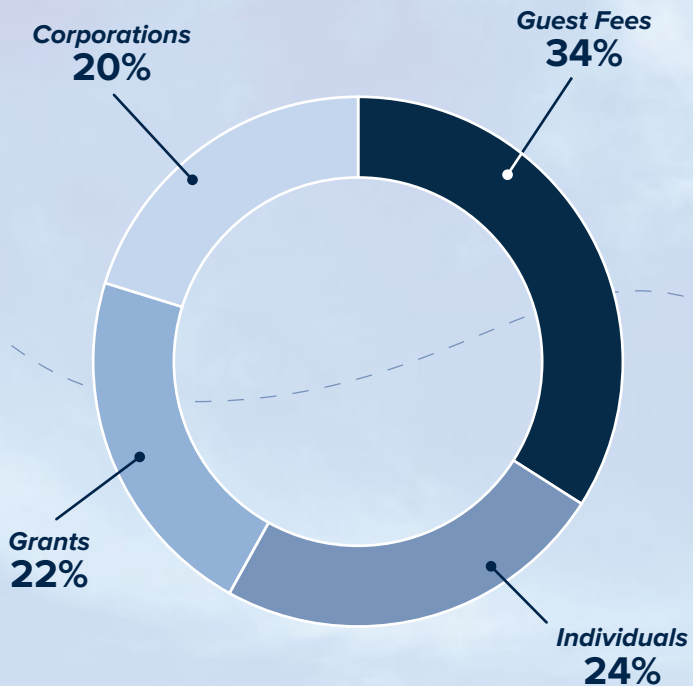
Drew's resilience, and Erin, Ed, and Denise's

commitment to HHOC stand as powerful testaments to the House's life-changing impact on the Charlotte community and beyond. Through their generosity, they ensure that no family has to endure their journey alone.

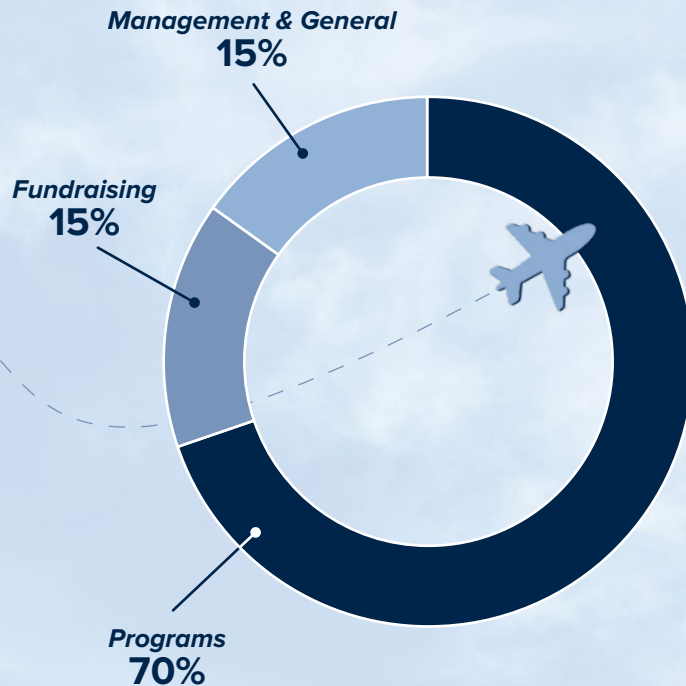


Financial Snapshot 2023-2024

WHO CONTRIBUTES?



HOW IS IT USED?



STATEMENT OF FINANCIAL ACTIVITY

REVENUE	2023-2024	2022-2023
Contributions, Fundraisers, Events, & In-Kind Donations	\$888,326	\$875,450
Guest Fees <i>(Net of sales tax)</i>	\$345,793	\$326,392
Dividends, Interest, Realized & Unrealized Gain	\$319,168	(\$27,149)
TOTAL REVENUE	\$1,553,287	\$1,174,693
EXPENSES	2023-2024	2022-2023
Program Expenses	\$1,091,256	\$965,593
Management & General Expenses	\$229,505	\$159,834
Fundraising Expenses	\$242,281	\$199,036
TOTAL EXPENSES	\$1,563,042*	\$1,324,463
Change in Net Assets	(\$9,755)	(\$149,770)

* Board-approved investment in organizational structure to prepare for planned mission growth.

STATEMENT OF FINANCIAL POSITION

ASSETS	2023-2024	2022-2023
Cash & Equivalents	\$348,890	\$481,464
Other Assets	\$7,032	\$3,855
Building & Improvements <i>(Net)</i>	\$1,457,947	\$1,493,058
Investments <i>(including Endowment)</i>	\$2,432,521	\$2,265,933
TOTAL ASSETS	\$4,246,390	\$4,244,310
Current Liabilities	\$17,814	\$5,979
Net Assets	\$4,228,576	\$4,238,331
TOTAL LIABILITIES & NET ASSETS	\$4,246,390	\$4,244,310



Studies have shown that **71% of employees believe it is either imperative or very important to have a work culture that is supportive of giving and volunteering.** Volunteering allows employees to connect with their community and strengthen relationships among coworkers.

Magellan Aviation Group, an organization committed to excellence in both the aviation industry and community service, has become a cherished volunteer partner of Hospitality House.

Mitch Horne, Marketing and Branding Executive from Magellan Aviation, shared, "Our experience at Hospitality House has been incredibly rewarding. **The simple act of**



preparing and serving meals allows us to connect directly with those we're helping and see the immediate impact of our efforts. It's moments like these that deepen our commitment to this important cause."

Hospitality House is deeply grateful for Magellan Aviation's ongoing support and commitment to our mission.

Their contributions of time, talent, and resources have had a profound impact on guests.



Scan the QR code to see Magellan Aviation's firsthand experience at Hospitality House.

Visit HospitalityHouseOfCharlotte.org/volunteer to learn more.



Your work deeply resonated with me and us. As someone who has personally experienced the challenges of sitting with a loved one in a hospital, **I am truly impressed by the support you provide to patients and their families.**

— Amber Collins,
Inventory Analyst Executive at Magellan Aviation Group

Meals that Heal

At Hospitality House of Charlotte, the **Meals that Heal** program offers more than a meal — it provides comfort and care to patients and families during challenging medical journeys.

Meals that Heal allows a reprieve from emotional, financial, and logistical stress and addresses food insecurity, offering an invaluable sense of relief.

At the heart of the program are volunteers who offer their time and talents to cook meals for House guests. These dedicated volunteers provide most meals throughout each week, and Hospitality House purchases meals for the remaining days. Additionally, Hospitality House staff keeps the kitchen stocked with pantry staples, fresh fruit, and grab-and-go breakfast items.

Meals are more than sustenance; they foster connections.

Hospitality House's dining room transforms into a gathering space where guests can share their experiences and find support. Research shows that emotional support enhances psychological well-being, which can improve physical health outcomes and reduce unhealthy coping behaviors. Positive, supportive social ties are linked to better immune function,



“When you have a major health problem, it is such a blessing to have very nice people help in any way they can. At HHOC, after a rough day of staying at the hospital, it is such a relief to go back and enjoy dinner and conversation with others. Groups or individuals would prepare food and place it in the refrigerator. So nice!” — Elaine S., House Guest

better cardiovascular function, and lower physiological stress levels, aiding recovery during a medical crisis (Umberson and Montez, 2010).

By easing financial strain and fostering emotional connections, this program transforms the guest experience at Hospitality House. It's a shining example of how a compassionate community can lift each other up — proving that **even the simplest acts of kindness, like sharing a meal, can have a ripple effect of support and healing.**

Reinvesting in Our Community

At Hospitality House of Charlotte, collaboration with other nonprofit agencies is at the heart of our mission to build community. **One of our most impactful partnerships is with Hope Haven**, a Therapeutic Community that helps individuals and families recover from substance use disorder and regain independence. Through this partnership, Hope Haven's commercial laundry program supplies Hospitality House with clean linens for guest rooms. This not only ensures that patients and families receive comfort, but also supports Hope Haven's job-training programs. This is one of four workforce development programs that helps Hope Haven residents learn life and vocational skills that position them for success in post-program employment.

At Hospitality House, we take our commitment to community investment seriously, volunteering quarterly with various partners. In July, the HHOC team joined forces with Hope Haven's culinary program, helping to prepare and serve meals to their residents, further deepening our shared mission of support and recovery.

By intentionally partnering with nonprofits like Hope Haven, **Hospitality House is able to reinvest philanthropic dollars into the nonprofit sector, keeping resources within the**



It means a lot to Hope Haven and our residents to be good partners in our community, and a huge part of that is serving Hospitality House and their guests. Our residents are learning valuable skills and experiencing the joy of serving others. We're grateful that Hospitality House chooses to reinvest in their community through this partnership. — *Christy Baker Elberson, Director of Development at Hope Haven*

community and amplifying the impact of every dollar spent. These partnerships strengthen both organizations, allowing for mutual growth and positive change.





Hospitality House Young Professionals

The Hospitality House Young Professionals are community members who are dedicated to supporting HHOC. HHYP members meet multiple times each month to engage in service activities, social outings, and networking opportunities. **This group plays a crucial role in promoting fundraising events and advocating for guests within the community.**

HHYP offers a unique opportunity for like-minded individuals to come together, not only to serve House guests but also to forge friendships and expand their professional networks.

 Last year, HHYP members 

raised over **\$6,000**

in individual philanthropic gifts & group fundraisers



I joined HHYP because I knew that **I wanted to get more involved with my community while simultaneously meeting new people.** I had never considered a mission like HHOC's or the challenges that people undergoing medical treatments and their families face with needing lodging and other amenities. **Being able to be part of that is very inspiring.**— *Madison, HHYP Member*



Visit HospitalityHouseOfCharlotte.org/hhyp to learn more.



Follow @HHYPCharlotte to keep up with the latest news and events.

Support Hospitality House

Together, we can ensure a strong community of support and comfort for families facing medical challenges. With your partnership, we are able to move towards a world where all people have access to life-saving medical care when they need it the most, regardless of where they live.

Hospitality House is a vital part of the continuum of care for patients and their families. **80% of what makes up someone's health is determined by what happens outside of the hospital** (Institute for Clinical Systems Improvement: Going Beyond Clinical Walls, 2014). **This makes Hospitality House essential to the healing process.** With your support, you are helping patients and families on their journey of healing.



Contribute Financially

When you contribute financially to Hospitality House of Charlotte, you **give families hope, comfort, and healing during uncertain medical journeys.** Philanthropic support helps cover House operations and wrap-around programming like meals for guests and laundry resources.



House Heroes

House Heroes are **recurring donors who ensure a predictable source of philanthropic gifts** throughout the year. 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 annual gift today. Visit **HospitalityHouseOfCharlotte.org/househeroes** for more information and to set up your recurring donation.



Planned Giving

Planned Giving is a way to reflect your compassionate values and **leave a legacy of philanthropy.** When you remember Hospitality House in your estate plans, you are making a lasting contribution that ensures HHOC will support families for years to come. You have the power to help ensure people have access to the care they need.



Volunteer

Your time and effort are invaluable. Whether you help prepare meals, work in our yard, or fold clean linens, your hands-on support makes a direct impact on the daily lives of our guests. **Without the support of volunteers, HHOC's wrap-around support programming would not be possible.**



Shop Our Wishlist

Our 20-bedroom House depends on donations of everyday supplies to stay comfortable and welcoming for families. **Hosting a supply drive or shopping our wishlist provides patients and caregivers with daily essentials**, such as laundry supplies, disinfecting wipes, coffee, and snacks.



Spread the Word

You can make a difference by simply sharing our story. Help raise awareness about HHOC by sharing our posts on social media or telling your friends and family about our mission.



Explore More

Looking to make an impact?

Contact Diana Warth Bregman, Chief Development Officer, at (814) 673-4303 or dwarthbregman@hhocharlotte.org.

Learn more by visiting our website to

explore a variety of opportunities to get involved. Through philanthropic gifts, in-kind donations, volunteering, and more — every contribution helps provide comfort and healing to those who need it most.

HospitalityHouseOfCharlotte.org/donate



2023-2024 Corporate Partners

Our Corporate Partnership Program offers companies the opportunity to go beyond traditional sponsorship and become deeply engaged in our mission. Engaging in mission-driven work leads to higher employee satisfaction and, ultimately, higher retention. **By contributing time, treasure, and talent, our Corporate Partners have made a tangible difference in the lives of patients and families in need.** Together, we have promoted access to healthcare, strengthened our community, and shown what's possible when businesses lead with purpose.

If your organization is seeking a powerful way to enhance its corporate social responsibility and drive meaningful change, consider becoming a Corporate Partner.



Thank you to our Corporate Partners!



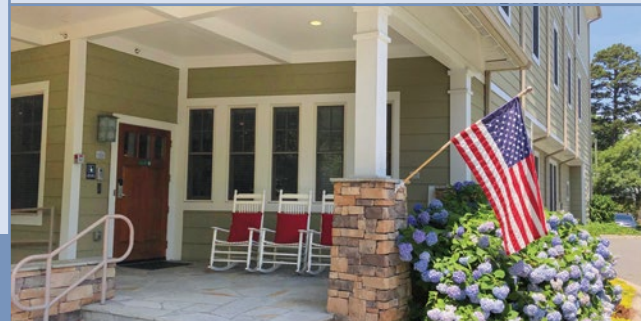
BARINGS

nuveen
A TIAA Company

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

2023-2024 Grantors

24 Foundation
Berkshire Charitable Foundation
Blumenthal Foundation
Coca-Cola Consolidated, Inc.
Community Foundation of Richmond County
Dover Foundation, Inc.
Gene Haas Foundation
M.G. O'Neil Foundation
Philip L. Van Every Foundation
The Cole Foundation
The Dickson Foundation, Inc.
The George W. and Ruth R. Baxter Foundation
The Leon Levine Foundation



2024 Joe Mann Memorial Award

Joe Mann, a cherished board member for six years, was a passionate advocate for Hospitality House. Joe was a true champion of HHOC's mission, and his legacy continues to inspire. To honor his memory, Joe's family partnered with HHOC to establish the Joe Mann Memorial Award, which celebrates individuals or groups who have made a significant impact on Hospitality House of Charlotte each year.

This year, **we were delighted to present the Joe Mann Memorial Award to Elevation Church**, a longstanding and exceptional partner. Elevation Church has embraced our mission wholeheartedly, offering philanthropic support, hosting staff seminars, and organizing countless volunteer opportunities. Their commitment has grown even stronger over the past year.

Because of generous supporters like Elevation Church, thousands of guests will enjoy nourishing meals, feel comforted, and find a community of support when they need it most.

Elevation Church truly embodies the spirit of the Joe Mann Memorial Award through their unwavering commitment to service, compassion, and community impact.



Board Member Spotlight

Mai Maye is one of Hospitality House's esteemed board members, who was drawn to the House because of her own lived experience. Just five months after moving to Charlotte with their two young daughters, Mai and her husband, Sheldon, were faced with the unimaginable.

Mai was diagnosed with Stage 2, Triple-Negative Breast Cancer. At 37, she was thrust into a whirlwind of decisions she never anticipated: making a will, figuring out how to share the news, and weaning her infant to start chemotherapy. Sheldon had to keep traveling for work in order to maintain their health insurance. So, as the primary caregiver, Mai also had to manage childcare, meals, and transportation, all while coping with the emotional strain.

Throughout her journey, Mai faced further hardships — ER visits, hospitalizations, and multiple surgeries. Thankfully, they found an unexpected community of support. A church they had just begun attending, Mosaic Church, stepped up, and family and friends from across the country supported them from the couch in their small two-bedroom apartment.

Grateful for this outpouring of love, Mai recognizes that not everyone is as fortunate. **"This is why Hospitality House is so vital,"** she says. Hospitality House **embodies the compassion and community essential for healing beyond medical care.** To Mai, the House stands for a promise: "You are not alone; we are here for you."

Mai's experience now fuels her passion to further Hospitality House's mission, **turning her personal story into meaningful action for others facing medical crises.** We are grateful to Mai for serving on the Hospitality House board and for her dedication to helping others in their time of need.





Letter from Our Leadership

We've all had tough travel days—delays, missed connections, and lost bags. For many guests of Hospitality House, accessing vital medical care feels just as complicated, if not worse.

For the last 39 years, Hospitality House of Charlotte has aimed to

improve access to vital medical care. **Last year, we proudly served our 80,000th guest and experienced unprecedented capacity, with our 20-bedroom facility filled nearly every night.** In fact, Hospitality House had to turn away more patients and families than we were able to serve this year.

Despite challenges, we have continued to provide patients and their caregivers with a smooth landing, reducing

treatment costs through affordable lodging and improving health outcomes by lowering stress levels and shortening hospital stays.

However, we cannot navigate this alone. We rely on our generous donors, dedicated volunteers, and community partners' expertise and support. **As we take off on the next phase of growth, we need your partnership now more than ever.**

Together, we can ensure that no patient's zip code determines their health outcomes.

Our sincere thanks,

Angie Bush, CEO

Marnie Woodward, Board Chair

Board of Directors 2023-2024

Joey Ben-Hail, NetApp

Vicki Block, Atrium Health

Steve Boehm, Retired Global Operations Leader

Paul Burley, Bank of America

Will Foster, Guidepoint

Stephanie Hansen, Wells Fargo

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Drew Nesemeier, Batson-Cook Construction

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*Thank you from the team at
Hospitality House of Charlotte!*

