



Ronald McDonald
House Charities®
St. Louis

MEETING MINUTES

RMHCSTL Family Services Committee

Wednesday, July 12, 4:30 p.m. – 6:00 p.m.

West Pine Conference Room

Attendees: Greg Diekemper, Kelsey Cripe, Courtney Fischer, Courtney Bradshaw, Amy Leipholtz, Saen Mullix, Brandy Beaupre, Matt Borchardt, and Lisa Stevenson

Call in: Clare Burke, Dr. Mary Mike Craddock, Bob Manges, and Clarice Manges

Excused: Michele Harmon, Kerry Jackson, Ajay Arora, Amy McLean, and Mark Schlichter

1. Welcome/ Introductions – Greg Diekemper welcomed members and thanked all for attending.
2. Minutes from the April 19, 2023 Q2 Meeting were unanimously approved.
3. Reminder about maintaining confidentiality of information – Greg Diekemper
4. What's New with RMHC-STL? – Greg Diekemper
 - A. Things are going remarkably well with RMHC St. Louis. Construction of the new City House is coming along really well. With some of the roofs having been installed, portions of the interior work are now able to begin. The dashboard providing updates on the City House was distributed prior to the meeting and includes several really nice pictures. The dashboard now shows an expected completion date of April 19, 2024.
 - B. The advertisements for Round Up and the Capital Campaign continue, and are being broadcasted using social media outlets, radio, and billboards. These are really well done.
 - C. Several RMHC events have recently happened or are upcoming.
 - In May, RMHC held the annual Tab Top Pandemonium and raised \$25,000.
 - Our Annual Golf Tournament and Dinner Auction was held in early June at Meadowbrook Country Club. We raised nearly \$1.1 million. If not our best event ever, it's a close second!
 - Our Kids and Clays Annual Tournament and Auction is August 23-25 in Illinois at NILO Farms. If you have any questions, concerns, or want to attend, please reach out to Greg or Kelsey.
 - The Scramble for Charity Golf Tournament, held at the Country Club at the Legends, is our smaller annual golf tournament. It will be Friday, September 22.

Let Greg or Kelsey know if you want to attend, sponsor, or participate in any capacity.

- Round Up continues to amaze, providing a quarter million dollars each month. RMHC-STL Board Member and McDonald's owner/operator Joan Elhoffer continues to come up with new strategies and plans to sustain and improve Round-Up. She is driving the program both regionally and nationally. Congratulations and thank you Joan!
 - Our Red Shoe Society continues to sponsor educational programs for RMHC-STL staff, board, volunteers, etc., regarding pediatric care, health, and medical trends, via the *Partners in Education* series. The next program will be Tuesday evening, July 25, and will feature Dr Mary Mike Craddock. It will be held at the Old Orchard Gallery. Dr Mary Mike will be speaking about Pediatric Behavioral Care issues and trends.
 - Dr. Mary Mike shared that she loves being able to talk about pediatric behavioral health and how it impacts our community. There's much work to be done and improvements that can be made.
- D. Amy Leipholtz shared that SSM Health Cardinal Glennon Children's Hospital has a new campus Executive Team. The new President, Dr. Hossain Marandi, is a pediatrician by trade, which is something new and exciting for SSM Health. The Executive Director of RMHC-Western Michigan, where Dr. Marandi comes to STL from, spoke very highly of him and his support for the Western Michigan RMHC chapter.
- E. Greg shared that Dan Harbaugh, RMHC STL's President, continues to successfully work through his medical challenges. Dan recently had successful surgery with a positive outcome. Keep Dan in your prayers as he prepares for his Chemo treatments and gets through this medical journey.
- Dan is planning to retire at the end of 2024. Former Board Chair Jeff Barone is leading a succession planning effort, searching/recruiting for Dan's replacement and developing a transition plan that will be in place prior to Dan's departure.
5. Initiatives Under New Long-Range Plan: ***Overall Objective: Ensure the organization builds the strongest possible relationships with our hospital partners.*** Kelsey Cripe
- A. New information app for families (Launched June 2023!)
- Kelsey shared that our new RMHC app launched June 1st and has been successful thus far. For our next meeting we will have statistics on app usage and number of downloads.
 - Dr. Mary Mike shared that the app looks great and is such a helpful resource. When she looked at the dinner menu function, there were several titles that she did not understand. Kelsey explained that when families check in for their stay, the staff explains the app and its meanings.

- B. Conduct scheduled, in-person annual partner meetings with appropriate senior management of each hospital partner. (In process and ongoing.)
 - Kelsey shared that we have held 2023 partner meetings with each of Cardinal Glennon, Mercy, and SLCH.
 - Kelsey is in the process of reaching out to potential new healthcare partners, including McCallum Place, Ranken Jordan, Shriners, and MoBap, to learn if there is an opportunity to provide services to these organizations. More to come as these meetings occur.
 - C. Schedule open houses in all Houses and Family Rooms. (In process and ongoing.) We most recently had a successful Open House at Park Avenue.
 - D. Apprise all hospital partners of Operating Plan for new City House. (Q4 2023)
 - E. RMHC-STL leadership to meet with executive management of our hospital partners, to include topics such as medical care trends, hospital and RMHC-STL needs, and capital/operational funding needs. (Beginning in 2025)
 - F. Provide education curriculum to the staff, board, and volunteers regarding pediatric care, health, and medical trends. (As mentioned above, the next session will take place Tuesday evening, July 25, featuring Dr. Mary Mike Craddock!)
6. Family Room Program Update - Courtney Fischer
- A. For Q2, the Family Rooms served 1,197 families and 11,864 visitors in all. These numbers are up quite a bit compared to the last few years, as we have significantly less visitor restrictions post-COVID and post winter flu and RSV season.
 - B. The Mercy NICU floor has bedside restrictions, but not for the unit, so a lot of switch outs are happening, as well as sibling visitors. Volunteers are really enjoying this as well!
 - C. Opening the Mercy NICU-specific Family Room has been a hugely successful learning experience, due to our strong partnership with the NICU staff, led by Amy McClean, and the location of the room. The lowest number of families visit here (compared to the other Family Rooms), but by far has the highest number of total visitors.
 - The NICU Family Room is in the center of the two pods of the NICU, making it visible and easy to get to.
 - We're looking to strengthen our hospital partnerships, since the Mercy NICU Family Room mirrors how we want future growth to look like.
 - D. In the past 6 months we have onboarded 59 new Family Room volunteers (all locations combined). Courtney Bradshaw has been well-organized, thoughtful, and methodical in her efforts to secure these new volunteers. She has done an excellent job of partnering with our hospital volunteer teams.
 - E. Matt Borchardt questioned what a "normal" number of Family Room visitors would be. Courtney Fischer explained that it has been quite a few years since we could establish what a "normal year" would be, due to the pandemic and since we are still recruiting and onboarding volunteers.

- E. Our principal Family Room goal for the remainder of 2023 is to increase awareness among hospital staff and families. We're currently working with Mercy (as a pilot) to create new signage throughout the NICU (including small handouts that staff can distribute to patient families as they make their rounds). After we feel confident with our communication plan at Mercy, we will meet with Cardinal Glennon and SLCH to generate printed materials at those hospitals. A desired outcome from this proves is to hear less of, "I wish I would have heard of the Family Room program earlier."
 - F. Another 2023 Family Room goal is to streamline our volunteer scheduling process. Our web-based Volunteer Portal, which is used by the Family Room Volunteers for a variety of communication benefits, has increased in usage since we first piloted it. We are encouraging volunteers to use the portal to access volunteer schedules, to make announcements, and much more. Knowing that this website has been successful, we may create a Volunteer App in the future, to improve communications even more.
 - G. New protocols for emergencies, including those that are weather-related, have been created and are being communicated to all Family Room volunteers.
 - H. Bob Manges asked about the type of resources being used to recruit Family Room volunteers. He stated we used to have several "McCliques" to provide coverage (a McClique is a group of individuals who know each other and, between all group members, would take turns covering specific weekly shifts). Courtney Fischer shared that we are trying to move away from McCliques, because they have caused issues in the past, including infrequent volunteering from volunteers and under-trained volunteers.
 - I. Greg asked whether Katie Layman and our Marketing/PR team are preparing the awareness materials being piloted in the Mercy NICU. Courtney Fischer shared that to help with timelines and workloads, she created the materials and then Katie's team approved them prior to printing.
 - J. Lisa Stephenson questioned if these printed materials could be shared with the Committee and Courtney is to send them to everyone.
 - K. Greg asked Amy Leipholtz how volunteer onboarding is going at Cardinal Glennon. Amy and Courtney Bradshaw work closely together to onboard new Family Room Volunteers at Cardinal Glennon, and together they address the volunteer needs of the Family Room. Volunteer prospects can apply to either Amy or to Courtney, after which onboarding and training occur. Part of the recruiting process includes interviews to verify that a prospect will make a good Family Room volunteer.

Amy also shared that summer is slow for onboarding volunteers, mostly because most medical school students are away for the season. Fall typically gets much busier.
 - L. Courtney Fischer shared that we have a general rule of 21+ years of age to volunteer, although 18 is still acceptable depending on maturity level.
7. House Program Update, including status of West County House water damage repairs - Family Service Managers (Led by Saen, with Kerry and Claire being out.)

- A. West Pine: 9 of 10 rooms currently filled. 7 of 8 apartments are filled, but the last apartment is confirmed. On Wednesday's there is a craft night for the families with Meg Murphy.
- B. Park Ave: 10 out 11 rooms filled, but the last room is confirmed for occupancy.
- C. West County: 1 room is out of order; 17 of 19 rooms are filled, but the last two will be occupied tomorrow.
- Renovations are still moving forward from the Christmas Eve water pipe break. The 3rd floor is waiting to be finished; the 2nd floor needs ceilings squares and flooring; the lobby needs painting; and the House Parent's Apartment is waiting for furniture delivery for next week with the hope that carpet will be installed by then. Wait periods are due to delays on the manufacturers' end, as well as coordinating deliveries or installation.
 - We have a new House Parent starting as soon as the West County apartment is ready. She has already trained with House Staff and is ready to go. (A House Parent is a live-in volunteer who stays at the House overnight, when paid staff are not on-site. Finding someone for this role can be tricky, but past referrals from other House Parents have worked well and proven effective in recruiting several recent House Parents.)
 - Kelsey shared that our City waitlist currently has 16 families, plus another five for West County. Our staff frequently calls families on the wait list to check in and to confirm whether a room is still needed. The waitlist is typically much larger than 16 plus 5, given the deletions that occur after calls are made to the families. 😞
- D. Kelsey shared that our Q2 House occupancy rate was 91%, with 166 families served. We served 144 families in Q1. Seeing more shorter-stay families with the season.
- In Q1, 34% of our families were NICU-related. In Q2, our NICU families decreased to 29%, as we saw an increase in orthopedic and other patients, which can be common for the summer months when kids are out of school.
 - 42.5% of our House families this year have come from St. Louis Children's Hospital, with 17.4% being from Mercy and 15.6% from Cardinal Glennon.
- E. Q2 House Satisfaction: 4.82 overall score. Many 5.0 scores continue to be received. Congratulations to our entire House services team!
- F. Meals From the Heart Volunteers have helped cover 53% of our dinner and breakfast needs this year. Matt Borchardt has helped bridge the gap in coverage, providing nutritious meals for families in the absence of volunteers. Matt started full-time this week and has been supplementing with two meals per week at each of Park Ave and West Pine. This is also saving quite a bit of money, with costs down by over 50% as compared to carry-out.
- Brandy Beaupre asked if there are MFTH flyers to share with her husband's co-workers, who have culinary experience, to help with MFTH.

- G. Matt Borchardt shared that the kitchen will be part of the last phase of construction in the new City House. He is planning to do a pig roast at the new House in the Fall, when the number of construction tradespeople will be at its highest.
- Major kitchen equipment for the New House has been purchased; smallware will be purchased next. We have been working with Rubbermaid for our smallware as well as for housekeeping items. Brandy Beaupre offered a connection to help with costs with these items.
 - The structure of the MFTH program will be worked on in the next couple of months. This is to be completed this Fall, to allow for creation of new marketing materials.
 - The West County House has not been forgotten, and Matt is looking for feedback and suggestions from our teams there.
8. Update regarding Transition and Operating Plans for New City House – Kelsey Cripe
- A. Tracey Reynolds is working with Kelsey regarding the development of the Transition and Operating Plans. About 115 specific action items needing a plan have been identified; a Project Lead has been identified for each action item, as well as the staff who will participate in the development of each plan. A tentative completion date is also shown for each action item.
- Kelsey shared the document where these action items are identified and charted. Kelsey mentioned the need for an overall strategy to balance the many due dates, to alleviate stress when it comes time for physical items to be delivered to the City House.
 - Kelsey also expressed thanks to the committee members who have offered to help with the Transition and Operating Plan. It is still a little early for outside involvement; Kelsey feels like we will be ready to delegate work on the Plan in October.
- B. Kelsey shared that several RMHC staff members attended the Big House Conference in Cincinnati, Ohio in May, which included a tour of the large House there and in-depth discussions regarding their MFTH and other Programs. It seems like our new City House will be more comforting/homey compared to what other large-House chapters have.
- Our Staff attended a trauma-informed care session as part of the Conference. This was highly impactful for our staff, being spot-on relevant to the environment we work in. Kelsey has arranged for the presenter, who is an RMHC employee, to continue this training (via Zoom) for the RMHC-STL staff. Nice!
- C. The National RMHC Conference of the America's is being held in Chicago at the end of this month. About 15 RMHC-STL staff will be attending to learn and to network.
9. Questions/New Business:
- A. Bob Manges asked if anyone has expressed interest in purchasing either West Pine or Park Ave. Greg shared that the Park Ave real estate is owned by SSM Health with a lease

to RMHC-STL. There is value in the lease to RMHC-STL and there have been inquiries by other local charities, but there is nothing definitive now. West Pine is fully owned by RMHC-STL. Greg said he was not aware of anyone expressing definitive interest in purchasing West Pine, although RMHC-STL has a lot of friends in the real estate industry who can help us there.

- Kelsey shared that Judy Schuler is still onboard with us at RMHC and with her real estate knowledge and experience, has been big help in advising how to best maintain West Pine and Park Avenue, especially regarding what needs to be fixed or improved to help with a sale, and those repairs or improvements that will provide a low ROI and should be passed on.
- B. Greg shared that Dan Harbaugh and Steve Hays frequently get up super-early to deliver McDonald's breakfast to the construction tradespeople working on the new House. Such a great way to build rapport and ensure a quality installation!

Meeting wrapped at: 5:45pm

Next Family Services Committee Meeting:

October 18, 2023

West Pine Conference Room @ 4:30 p.m.



Ronald McDonald
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Development Committee
November 14, 2023 | 7:30 AM | West Pine Conference Room

Welcome & Introductions

Dave Tornetto

Meet Ollie Green

Annual Giving

Brad Beigle

YTD Annual Giving: Our total revenue is \$1,876,623 from 8,408 gifts. We are tracking \$189,505 ahead of last year.

Annual Giving by Fund: Golf SAF surpassed our goal, raising \$489,500. We are on pace to meet or surpass our goal in all other areas. The organization/foundation restricted fund is an outlier due to a one-time gift of \$130,000 from the Mercy NICU Parents for the new Family Room within the Mercy NICU. There were two funds that typically support annual giving that shifted to capital campaign support in 2023 – the Clays SAF and Spring Appeal.

Home Away from Home: Here is a look at this year's HAH goal and timeline. As a reminder, this year's goal is \$869,550. Phase I was dropped in September and Phase II dropped just a few weeks ago. You can see the materials we are using for Phase II and Phase III on the slides. We see a huge uptick in giving after Thanksgiving with the majority of donations for this appeal arriving in the last two weeks of the year.

Direct Marketing Update

Jason Huff

Grants

Emily Tetrault

2023 Application Update: Here is a summary of our traditional Grant applications for 2023 to date. We have seen a few opportunities come through in this last quarter. We received an increase from Jefferson Foundation to \$25,000, each year recently we have seen a \$5,000 increase from this funder and they supported the capital campaign. Canda Foundation is a brand new foundation in St. Louis and we received a \$50,000 grant from them for operations. Our largest operations grant, Bayer, was just renewed at \$154,000. We are waiting to hear from the Tracy Family Foundation.

Community Relations

Jason Huff

Community Relations Update:

In the 3rd quarter, our community fundraisers raised \$31,089.06 which is tracking ahead of where we were at this time last year.

Canisters: YTD canisters have grossed \$112,690.83. We are right on track with the past couple of years.

Round-Up: Round-Up has grossed \$2.2 million and St. Louis is on track to raise \$3.3 million in 2023.

PR & Marketing

Katie Layman

Digital Subcommittee Report: Led by Cully, the Digital Subcommittee continues to optimize the current performance marketing campaign. The team and subcommittee have received reports from Brado. The digital subcommittee is also creating an outline of a donor journey for these new donors by working closely with the data team. Major focuses this quarter are to plot out needs for 2024.

Media Subcommittee Report: Led by Lauren Hieger, the Media Subcommittee held a Meals from the Heart evening at the West County House this past quarter. Additionally, the team is continuing the Crisis Communications outline using the Probable vs. Impact exercise. The Subcommittee is also hosting a media training in Q1 2024 for the executive team – special thanks to Cordell Whitlock with Vector Communications. Currently, we are running radio advertisements on 550 AM KTRS and we have secured three personal interviews. Additionally, in October, RMHC was featured on the cover of Town & Style.

If you haven't already, don't forget to grab a copy of the fall/winter 2023 Heartbeat Newsletter.

Special Events

Dara Markus

Special Events: 2023 was a record-breaking year across the board!! All of our major in-house events surpassed their goals and all previous records for fundraising! On the slide you can see how our event revenue compared to their 2023 goal and 2022 actual results. After a couple of down years during and after the pandemic, our events are finally back to full throttle!

Lululemon Fundraiser: We have one final fundraising event this year and it is a fun one! On Sunday, December 3, the Plaza Frontenac Lululemon Store will open two hours early for a private shopping event that benefits RMHC. Dan will be manning the Bloody Mary & coffee bar again this year. It's a great opportunity to mark off items from your holiday gift list, have fun visiting with friends, and all while supporting a great cause. A private donor makes a donation to RMHC equal to 20% of all sales at Lululemon that morning.

Red Shoe Society

Dara Markus

Red Shoe Update:

Major Gifts and Planned Giving

Jason Huff

Cornerstone Category Report: Cornerstone continues to perform well, having raised close to \$1,425,000 as of last week. This is more than \$210,000 ahead of where we were this time last year, in large part due to the success of the Sponsor A Family programs at our events.

Planned Giving: The Major & Planned Giving Committee has created two sub-committees, one which will focus on major gift stewardship & the other which will focus on our planned giving efforts. These two sub-committees will work in tandem to ensure that we are creating a robust pipeline of donors for

the future. More to come soon. If you are interested or have any recommendations for individuals who may like to participate in these efforts, please let Jason know.

Capital Campaign

Tracey Reynolds

We have raised approximately \$31 million towards our \$34 million goal. We still have several potential donors we are in conversation with. We also believe that we will be awarded a second round of New Market Tax Credits before year-end, which could provide a significant boost to the campaign.

Everyone is invited to join us on December 11 from 3-7 for an open house style “sneak peek” of the new House. This event will mark roughly one year since we broke ground last December. We are also encouraging you to bring a guest who may want to get involved with RMHC. Please RSVP to Tracey.

House Update & Closing Remarks

Jason Huff

2024 Development Committee Meeting Dates

TBD

PR & Marketing Committee Meeting Minutes

November 4, 2023



In Attendance: Miya Andrews, Matt Ceresia, Cully Eisenbeis, , Joan Elhoffer, Dan Harbaugh, Joseph Kahn, Jason Huff, Tracy Hutson, Scott Karchunas, Breanna Kersting, Katie Layman, Ellyn Rosenblum, Meredith Siegfried, Whitney Voigt, Amy Winchester, and Witek Wroblewski.

Absent: Kelsey Brewer, Eric Eiler, Lauren Hieger, Angela Hinck, Ryan Kuryla, Erin Mazzola, Christopher Quallen, Rachel Rogers, Chris Ruzicka, and Cordell Whitlock.

The meeting convened at 7:35 a.m. at the West Pine Conference Room. The following items represent the business discussed:

Announcements

Scott Karchunas, the 2023 committee chair, started the meeting by welcoming members and sharing the Geen family story, highlighting four-year-old Ollie, who was featured in the Home Away from Home Appeal materials in 2023.

Joan Elhoffer announced that Round-Up for RMHC in the Metro St. Louis Co-Op has raised \$2.8M. Also, upcoming tactics include a bag stuffer for restaurants and a live stream from the Maryville Esports team. Scott asked about reinvesting additional funds into Round-Up marketing, like billboards, radio ads, table tents, paper cups, etc. Joan and Dan Harbaugh explained the importance of thanking the St. Louis community. Witek recommended geo-tagging store locations through digital advertisement for additional reach.

Digital Subcommittee Chair Cully outlined the digital marketing campaign results for the year with examples of current efforts. Optimization continues now that there are three months of data. Cully shared that the new audience members that we are reaching are high quality based on the type of comments that organically are shared. The conversion portion of the campaign has raised over \$2,000.

Katie spoke on behalf of Media Subcommittee Chair Lauren Hieger to highlight current efforts, 2023 goals, and 2024 actions. The committee is on track with its current goals and has recently begun the Probable vs. Impact exercise to draft messaging and communications plans for upcoming scenarios. The team is excited to host Crisis Communications media training with Cordell Whitlock from Vector Communications. Cully offered the Edward Jones studio for training in January. Katie also shared recent media highlights from KMOX, KTRS, St. Louis Business Journal, and Town & Style.

Jason shared an exciting Capital Campaign update announcing the current efforts surpassing \$30.7M. He also shared the date for the upcoming Sneak Peek event to celebrate one year of progress of the St. Louis City Ronald McDonald House on December 11, 2023, from 3-7 PM. Currently, crews are completing the bricking outside the House and will soon complete drywall and pave the parking lot.

Miya Andrews spoke on behalf of Angela Hinck, Red Shoe Society Marketing Chair, and shared that the RSS team is on target with the monthly newsletters being sent consistently (before the 10th of each month) and their efforts member spotlights (5 of 8 are complete). Winetoberfest was a record-breaking fundraising year, and many events are still planned for 2023 Q4.

Dan shared a Ronald McDonald House and Family Room program update. The current operations are going well for both the House and Family Rooms. Currently, the Family Room program is looking to expand its reach into the Ranken Jordan Bridge Hospital. The committee discussed how this additional Family Room would benefit existing and additional families. Katie also shared the collaboration with Moosylvania to support the launch of the new Meals from the Heart program with updated volunteer opportunities. This is still a new partnership, with more information coming soon.

The meeting was adjourned at 8:30 a.m. | The 2024 meeting dates TBD | Happy Holidays!



Ronald McDonald
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HR Committee Meeting
Meeting Minutes
November 1, 2023

In Attendance: Dan Hegger, Danielle Goldsmith, Erin Bachelier, Jeremy Brenner, John Schultz, Nancy Roesler, Nora Black, Ryan Kuryla, Cheri Wuertz, Alison Kaspar and Chandra Piper

Meeting convened at 3:45 pm at Concero offices. The following items represent business discussed:

1. Welcome Dan
 - Dan thanked Danielle Goldsmith for hosting the meeting.
 - Dan thanked Nancy Roesler for inviting RMHC to Ameren DEI Summit, Alison attended and said it was a great experience.
 - Dan welcomed RMHC HR Assistant, Chandra Piper. Chandra introduced herself and told the committee about her background.

2. RMHC Updates Dan
 - Organization
 - Park Avene: 11 families
 - West County: 20 families
 - West Pine: 7 families, West Pine Apartments: 7 families
 - Capital Campaign –Just over \$30 million.
 - Round Up – On goal to reach 3 million this year. Dan and Cheri highlighted the continued success and support of Round Up, especially St. Louis’s Round Up numbers compared to the other Chapters. They also attributed the success to the St. Louis owner / operators, especially board member Joan Elhoffer.
 - HR
 - Recruitment
 1. Recruited FT Assistant Family Services Manager-West County, which was an internal promotion.
 2. Currently hiring for FT Event Manager, PT Family Care Specialist- West Pine, and PT Family Room Associate.
 - Alison shared that there was an upcoming Staff Milestone Anniversary celebration coming up, which includes 5 years for our Communications Manager and Director of Facilities and 20 years for our Senior Manager of Finance and one of our weekend staff.

3. HR Committee Updates
 - Subcommittee Updates
 - The Benefit Task Force has reviewed our medical plan renewal. Alison reported that we are keeping the same medical plan – which increased 1%.

The Heart of RMCH: Acceptance ♦ Accountability ♦ Hospitality ♦ Integrity ♦ Stewardship

- Professional Development Subcommittee – Nora, John and Alison reported that the subcommittee meeting still needs to be scheduled by Alison. This meeting will look at training needs and inventory with the subcommittee giving recommendations based on new House timeline and staff needs. Change Management will be a focus as the organization opens a new location and starts its search for a new President when Dan Harbaugh retires.
- Volunteer Subcommittee – Alison reported the Volunteer Manager has been doing a review of past, current, and future needs. Before Covid, the organization’s daily volunteer involvement and presence at the House locations was strong. Covid decreased the activity, and the organization would like to build that back up. This is an organization philosophy that all departments and staff are involved in and discussing.

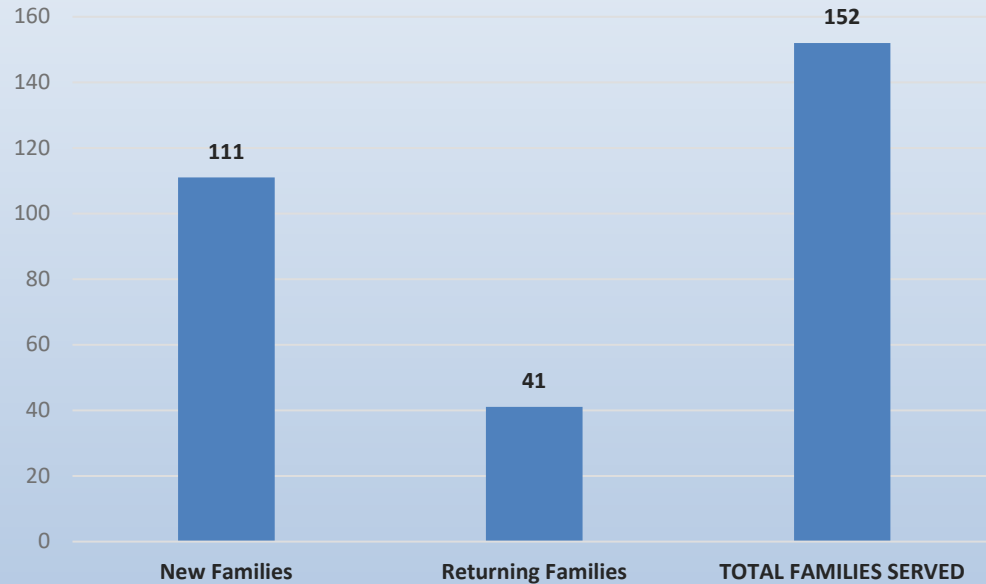
4. Discussion Topics:

- CBIZ Comp Study Review
Dan reported that CBIZ completed the compensation study. He, Alicia, Cheri, and Alison reviewed it. A lot of conversation was had over the suggested range adjustments of 8% and merit increases of 5%. Dan reported that he and Dan Harbaugh presented the findings to the Executive Committee with the goals being to stay competitive, reflect what RMHC has been seeing in candidate salary expectations and keeping in line with our budget going into the new year. A 5% increase for ranges and 5% merits were presented and approved by the Executive Committee. Dan asked the HR Committee their thoughts on this and what they are seeing in their own comp and merit budgets for 2024. The Committee supported the numbers as needing to stay competitive with industry standards but also being conscience of budget. Ryan Kuyrla mentioned that the CBIZ representatives who compiled the study, works in the St. Louis office, and offered to have them come to HR Committee or Executive Committee meetings if any further explanation or discussion was needed.
- 2023 HR goals
 - EDI – Alison reported RMHC is partnering with Diversity Awareness Partnership (DAP) for educational workshops and focus groups. The tentative date for the workshop is January 18th.
 - Succession Planning / Organization – Team Readiness – The Succession Planning Committee is working on exact timeline, probably towards the end of 2024 to have the new President shadow Dan for a month or so.
 - Transition plan for Chouteau House – A discussion took place on some of the general operations of the House. Cheri and Alison reported on some of the Finance and HR parts of the transition plan including determining staffing needs/budget, recruitment and impacts of adding kitchen staff and more housekeeping.

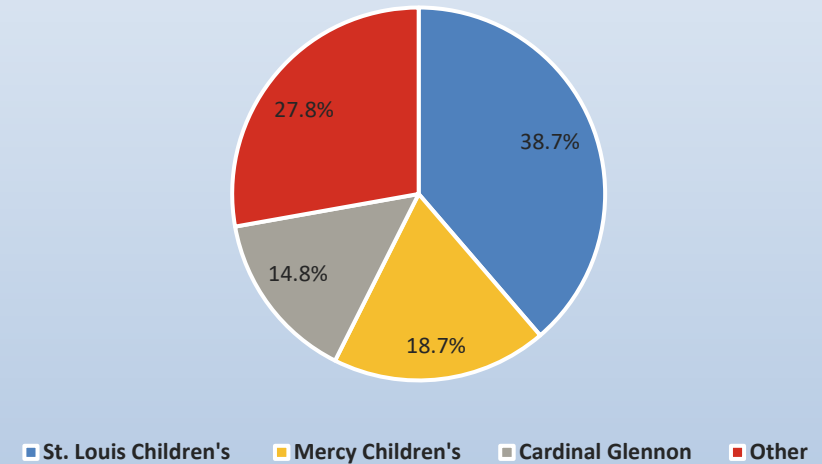
5. 2024 Meeting Dates: TBD. Wednesdays at 8:30 am. The Committee liked the idea of moving the meeting locations again with members hosting.

3rd Quarter 2023 House Stats (All Houses Combined)

FAMILIES SERVED



PARTNERS' FAMILIES SERVED



Average Stay - 24 Days

Notes:

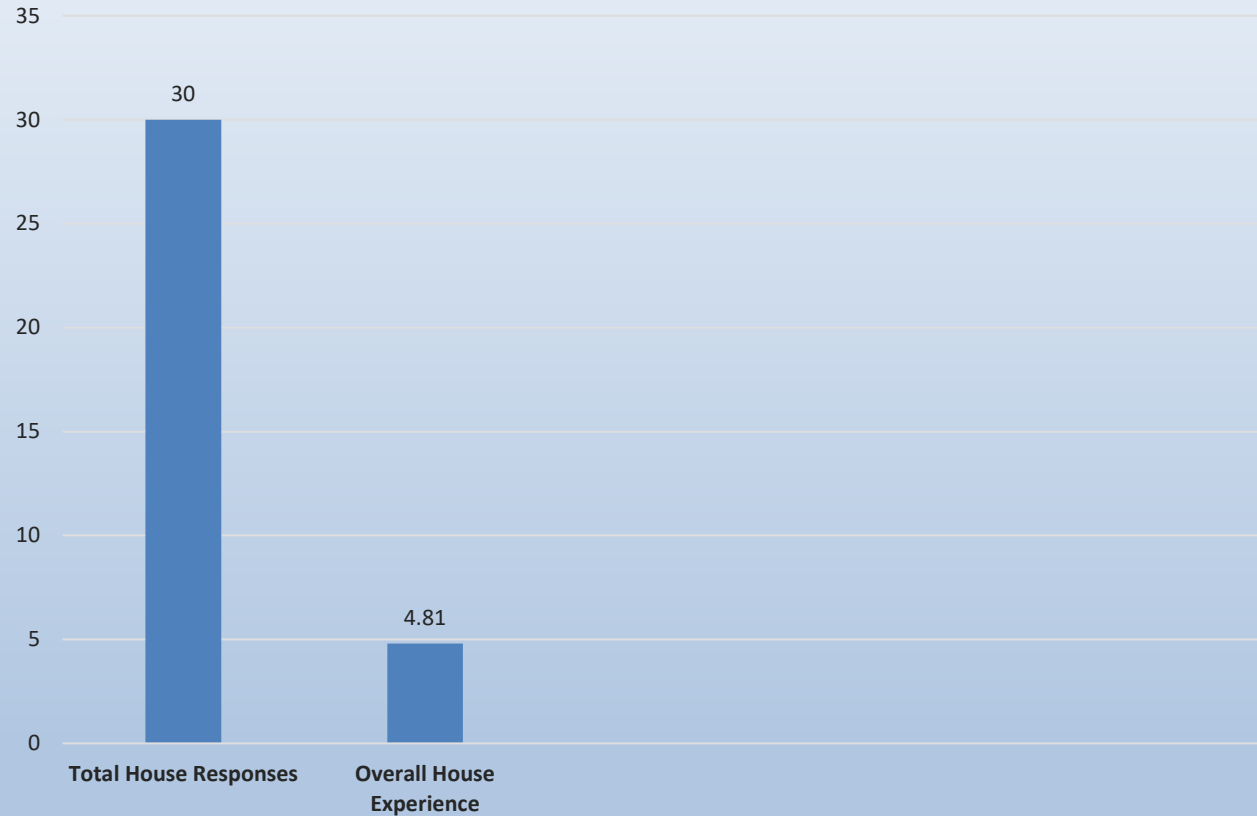
- Due to COVID 19, West Pine is only placing families in 10 out of 20 rooms.

Keeping families close



Q3 2023 House Surveys

HOUSE SURVEYS



Highest Overall Experience Rating is 5

Keeping families close



**Ronald McDonald House Charities of St. Louis
2023 Occupancy Statistics**

*All Locations	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Total Families	73	73	83	140	89	72	79	166	81	87	73	152	0	524	400	343
New Families	55	56	64	103	67	63	56	125	57	61	56	111	0	449	316	241
Return Families	19	19	19	37	28	27	23	41	27	28	17	41	0	75	84	102
Total Individuals	148	156	171	291	202	172	149	335	159	163	139	270	0	117	751	596
Guest Stays	75	75	86	153	89	86	84	178	82	92	73	164	0	606	479	387
Ave Stay	16	15	14	23	14	15	14	21	15	15	18	24	#DIV/0!	25	26	27
Overnight Occ	1213	1133	1242	3588	1265	1288	1202	3755	1261	1346	1327	3934	11277	15147	12317	10520
Rooms Avail	1387	1327	1435	4149	1407	1387	1332	4126	1406	1477	1424	4307	12582	17025	19576	20992
% Occupancy	87%	85%	87%	86%	90%	93%	90%	91%	90%	91%	93%	91%	90%	89%	63%	50%

*Park Ave	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Total Families	18	17	16	31	20	21	19	39	20	18	14	32	0	114	69	55
New Families	15	14	13	24	13	15	13	29	13	12	10	23		99	52	48
Return Families	3	3	3	7	7	6	6	10	7	6	4	9		15	17	7
Total Individuals	32	34	37	62	42	44	33	81	32	35	29	60		247		
Guest Stays	18	18	17	34	20	21	20	43	20	18	14	34		125	76	58
Ave Stay	17	15	17	25	14	16	15	21	14	18	22	27	#DIV/0!	28	26	37.3
Overnight Occ	309	263	289	861	287	329	296	912	286	321	311	918	2691	3518	2004	2162
Rooms Avail	341	308	341	990	330	341	330	1001	314	341	330	985	2976	4015	2640	4026
% Occupancy	91%	85%	85%	87%	87%	96%	90%	91%	91%	94%	94%	93%	90%	88%	76%	54%

West County	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Total Families	28	33	36	57	31	31	32	57	29	36	31	58	0	200	165	85
New Families	22	26	32	47	28	26	26	50	22	29	26	48		173	137	63
Return Families	6	7	4	10	3	5	6	7	7	7	5	10		27	28	22
Total Individuals	52	63	67	116	49	54	50	99	50	49	46	99		424		
Guest Stays	29	34	37	64	31	31	33	59	30	37	31	63		232	207	92
Ave Stay	17	14	13	22	17	18	16	27	19	15	18	27	#DIV/0!	29	24	39.2

**Ronald McDonald House Charities of St. Louis
2023 Occupancy Statistics**

Overnight Occ	480	459	479	1418	524	566	523	1613	557	567	557	1681	4712	6630	4997	3610
Rooms Avail	558	560	573	1691	570	589	570	1729	589	606	600	1795	5215	7300	7300	7320
% Occupancy	86%	82%	84%	84%	92%	96%	92%	93%	95%	94%	93%	94%	90%	91%	68%	49%
**West Pine	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Total Families	14	12	15	23	16	0	15	28	18	15	15	29	0	104	87	102
New Families	10	9	12	18	13	12	12	24	13	11	12	24		93	82	82
Return Families	4	3	3	5	3	2	3	4	5	4	3	5		11	5	20
Total Individuals	33	33	35	55	31	36	42	68	41	36	25	67		254		
Guest Stays	15	12	16	26	16	14	16	30	18	16	15	34		116	87	109
Ave Stay	17	20	17	29	16	18	16	25	13	15	16	21	#DIV/0!	26	37	23.0
Overnight Occ	250	238	264	752	250	251	258	759	230	245	243	718	2229	3055	3206	2511
Rooms Avail	310	280	310	900	300	310	300	910	310	310	276	896	2706	3650	3650	7320
% Occupancy	81%	85%	85%	84%	83%	81%	86%	83%	74%	79%	88%	80%	82%	84%	44%	34%

W Pine Apartments	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Total Families	8	7	8	12	10	9	6	14	8	9	8	12	0	41	30	36
New Families	7	5	5	9	7	6	4	10	6	7	7	9		38	26	31
Return Families	1	2	3	3	3	3	2	4	2	2	1	3		3	4	5
Total Individuals	24	19	22	34	57	24	17	43	26	27	24	3		106		
Guest Stays	8	7	8	12	10	9	6	14	8	9	8	12		41	33	36
Ave Stay	22	25	26	46	20	16	21	34	24	24	27	51	#DIV/0!	47	64	62.1
Overnight Occ	174	173	210	557	204	142	125	471	188	213	216	617	1645	1944	2110	2237
Rooms Avail	178	179	211	568	207	147	132	486	193	220	218	631	1685	2060	2336	2326
% Occupancy	98%	97%	100%	98%	99%	97%	95%	97%	97%	97%	99%	98%	98%	94%	90%	96%

Hotel	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Total Families	5	4	8	17	12	11	7	28	6	9	5	21	0	65	49	65
New Families	1	2	2	5	6	4	1	12	3	2	1	7		46	19	17
Return Families	4	2	6	12	6	7	6	16	3	7	4	14		19	30	48
Total Individuals	7	7	10	24	23	14	7	44	10	16	15	41		141		

Ronald McDonald House Charities of St. Louis
2023 Occupancy Statistics

Guest Stays	5	4	8	17	12	11	9	32	6	12	5	21		92	76	92
Ave Stay	2	2	2	2	3	2	1	2	2	1	3	2	#DIV/0!	2	3	7
Overnight Occ	9	8	14	31	30	27	12	69	11	14	13	38	138	161	223	680

** West Pine only placed families in 10 out of 20 rooms at a time so each family had their own bathroom as a result of COVID.

*West County had rooms closed in Quarter 1 and 2 due to pipe burst.

**West Pine had maintenance done in September 2023 and October 2023, which closed two rooms down.

Ronald McDonald House Charities
House Satisfaction Survey Results



Numerical Rated Scores	January	February	March	Quarter 1	April	May	June	Quarter 2	July	August	September	Quarter 3	October	November	December	Quarter 4	Overall 2022
My overall satisfaction of the Ronald McDonald House was high.	4.94	5	5	4.98	5	5	4.46	4.82	4.9	4.85	4.67	4.81					
My overall satisfaction with my guest room was high.	4.94	5	4.88	4.94	4.71	5	4.69	4.80	4.8	4.85	4.43	4.69					
My ability to stay close to the hospital improved my child's experience at the hospital.	5	5	4.88	4.96	5	5	5	5.00	5	4.77	4.86	4.88					
Meals & amenities allowed me to focus on my child and saved my family financial stress.	4.81	5	5	4.94	4.86	5	4.31	4.72	4.9	4.62	4.14	4.55					
Please rate the helpfulness and friendliness of staff and volunteers.	5	5	4.88	4.96	4.71	5	4.46	4.72	4.9	4.92	4.71	4.84					
Total Number of Survey's Sent Out	43	30	27	100	46	46	40	132	38	35	40	113					
Total Number of Responses	16	5	8	29	7	8	13	28	10	13	7	30					
Rate of Return	37.21%	16.67%	29.63%	29.00%	15.22%	17.39%	32.50%	21.21%	26.32%	37.14%	17.50%	26.55%					

If you had to wait for a guest room at the Ronald McDonald House, where did you stay?	January	February	March	April	May	June	July	August	September	October	November	December
Hospital	4	1	2	1	2	3	2	1	1			
Hotel	4	1	2	3	1	5	5	7	3			
Home	1	1	1	0	0	0	0	0	1			
Combination	0	1	1	0	2	4	1	0	1			
Other	3	0	0	0	0	0	0	2	0			

What transportation did you use during your stay?	January	February	March	April	May	June	July	August	September	October	November	December
My own the entire stay	13	4	6	4	3	10	7	0	6			
My own, at times, during my stay	0	0	0	0	1	0	0	13	0			
Uber/Cab Vouchers	1	0	1	1	2	1	1	0	0			
Hospital Shuttle	0	0	0	0	0	1	1	0	0			
Combination	1	0	1	2	0	0	1	0	1			
Other	1	1	0	0	1	0	0	0	0			

What did you like most about the Ronald McDonald House?

The staff

Friendly staff

Its the help towards many family irrespective of anything from a generous family (McDonald's) without expecting anything in return. The RMH helps families from different parts and when we become a part of the whole family, we feel good. Sleeping in car and hotel makes us thinking like a homeless, whereas being in RMH, we still believe we are still family; share and support each other. It makes a huge difference when you stay in the RMH. Thank you and kudos to everyone from RMH.

Renisha and Sein!

Comfort of a familiar place that we have stayed at previously. Options if there were no dinner groups. Comfort of room after tiring days. Kitchen to make meals in if we wanted. Private bathrooms.

All the free activities they have for my son. My son haven't stop talking about it.

Having privacy.

It felt like home

Everyone is very welcoming and helpful!

Cleanliness of the room and the hospitality of the staff member.

Life would be impossible without RMH!

Felt like a home

Everything

Environment, food and staff are the best!!!

Home atmosphere

The friendly staff and being close to the hospital.

Overall experience-people, staff, meals, etc.

The kindness and friendliness of the staff was amazing!

Having a comfortable room and full kitchen and not having to stay in a hotel room with two kids.

The necessities readily available! Snacks and a kitchenette so people can cook their own meals.

The friendly staff and wonderful house manager. Treated us as family from the moment we arrived and had a genuine concern for the well being of my child. Very supportive and upbeat with a smile on their face every time we interacted with them.

Everyone was very nice

The friendly and homely ambience.

Homeliness and cleanliness.

Hard to pick just one thing.

Great accommodation

Close to hospital

Great staff

The feeling of home

Courteous of all involved and short distance to the hospital

How it accommodated kids. Lots of play areas. I did kinda wish there was tv I'm the room but wr had a table for my daughter to help her relax at night

Less financial stress on us. Playground

Everything is perfect, specially the people.

What suggestions for improvements do you have for us?

None you guys are great

The kitchen is well stuffed with everything we need during family crisis. If the facility could keep Instant pot/Pressure cooker and spice blender in kitchen that would be added advantage for families with small kids.

Everything was wonderful.

Everything was great! Thank you so much

Nothing, everything and everyone was wonderful and we felt very comfortable.

Everything was perfect. I want to thank all of the staff for their hospitality.

Love y'all!

None. Excellent experience

Nothing!!! Everything was perfect !!

It is always a special blessing to be able to stay. Thank you!!!

Our meals were pretty sporadic and random so a more regular schedule would have been helpful.

No suggestions, we received a warm welcome after being at the hospital for a minor procedure and being exhausted. Everything was explained well. it was a comfortable environment when someone doesn't like staying in big cities!

I saw nothing to improve.

You are great!

Everything is perfect. Only concern is that if possible increase the guest rooms.

Suman

Everything was perfect.

Everything was wonderful. Kep up the good work!!!

None at this time.

Everything was great

Nothing. It was nice

Clarify checkout process when checking in.

All perfet, you are wonderfull. Thank you very much

Any additional comments?

Thank you for blessing our family.

You guys are great!

We appreciate everything that RMHC has done for us! They're always there to make our stay in hospitals much smoother!

Would have been nice to have milk or juice available for little one.

The house manager the night of July 6th has a great joking personality and made us feel at home!

Ronald McDonald House Charities of St. Louis
2023 Meals From the Heart Statistics

All Houses Combined	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Available Slots	120	108	117	345	120	117	114	351	123	117	117	357	1053	1371	1238	1334
Meals Served	61	65	78	204	73	64	65	202	73	76	80	229	635	585	562	788
% Meals Served	51%	60%	67%	59%	61%	55%	57%	58%	59%	65%	68%	64%	60%	43%	45%	59%

Park	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351	470	302	469
Meals Served	17	16	22	55	19	19	20	58	24	26	22	72	185	188	133	284
% Meals Served	43%	44%	56%	48%	48%	49%	53%	50%	59%	67%	56%	61%	53%	40%	44%	61%

West County	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351	431	468	469
Meals Served	22	25	30	77	28	31	25	84	26	28	29	83	244	230	212	285
% Meals Served	55%	69%	77%	67%	70%	79%	66%	72%	63%	72%	74%	70%	70%	53%	45%	61%

West Pine	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023	Total 2022	Total 2021	Total 2020
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351	470	468	396
Meals Served	22	24	26	72	26	14	20	60	23	22	29	74	206	167	217	219
% Meals Served	55%	67%	67%	63%	65%	36%	53%	51%	56%	56%	74%	62%	59%	46%	46%	55%

Beginning on January 1, 2022, "Meals Served" represents only meals served by Meals From the Heart groups.

Due to COVID 19, the MFTH program was suspended from March 13, 2020 through June 2021.

During this time, "Meals Served" represent meal deliveries paid for and arranged by donors and meal deliveries paid for through monetary toward our Meal Relief Fund and arranged by RMHC Staff.

In June 2021, MFTH was reinstated on a limited basis.

After June 2021, "Meals Served" represent meal deliveries paid for and arranged by donors, meal deliveries paid for through monetary donations made toward our Meal Relief Fund and arranged by RMHC Staff, and MFTH groups preparing meals on-site.

Due to COVID 19 Park temporarily closed to families from December 23, 2020 through May 6, 2021. There were no meals during this time.

West County kitchen was shut down beginning on August 15th, 2022 for remodel and was reopened on September 16th, 2022.

RMHC Purchased/Prepared	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	120	108	117	345	120	117	114	351	123	117	117	357	1053
Meals Served	7	1	5	13	4	9	14	27	10	20	18	48	88
% Meals Served	6%	1%	4%	4%	3%	8%	12%	8%	8%	17%	15%	13%	8%
Park	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351
Meals Served	0	0	0	0	0	4	6	10	0	8	8	16	26
% Meals Served	0%	0%	0%	0%	0%	10%	16%	9%	0%	21%	21%	13%	7%
West County	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351
Meals Served	4	0	3	7	1	1	2	4	0	5	2	7	18
% Meals Served	10%	0%	8%	6%	3%	3%	5%	3%	0%	13%	5%	6%	5%
West Pine	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351
Meals Served	3	1	2	6	3	4	6	13	10	7	8	25	44
% Meals Served	8%	3%	5%	5%	8%	10%	16%	11%	24%	18%	21%	21%	13%

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Volunteer Groups	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	120	108	117	345	120	117	114	351	123	117	117	357	1053
Meals Served	56	64	73	193	69	55	51	175	63	66	62	191	559
Unique Groups													
% Meals Served	47%	59%	62%	56%	58%	47%	45%	50%	51%	56%	53%	54%	53%

Park	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351
Meals Served	17	16	22	55	19	15	14	48	24	18	14	56	159
% Meals Served	43%	44%	56%	48%	48%	38%	37%	41%	59%	46%	36%	47%	45%

West County	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351
Meals Served	18	25	27	70	27	30	23	80	26	23	27	76	226
% Meals Served	45%	69%	69%	61%	68%	77%	61%	68%	63%	59%	69%	64%	64%

West Pine	Jan	Feb	Mar	Q1 2023	Apr	May	Jun	Q2 2023	Jul	Aug	Sep	Q3 2023	Total 2023
Available Slots	40	36	39	115	40	39	38	117	41	39	39	119	351
Meals Served	21	23	24	68	23	10	14	47	13	25	21	59	174
% Meals Served	53%	64%	62%	59%	58%	26%	37%	40%	32%	64%	54%	50%	50%

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2023 Hospital Breakdown - By Nights

Hospital	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Total 2023	Total 2022	Total 2021	Total 2020	Total 2019
St. Louis Children's Hospital	1802	1815	1913			6144	5305	5467	9467
Mercy Children's Hospital	696	503	498			2494	2137	974	2593
Cardinal Glennon	491	435	401			2312	2085	1880	2439
Shriner's Hospital	334	705	807			2262	1752	1910	3142
Ranken Jordan	186	246	210			1209	648	781	726
Barnes Jewish Hospital	0	21	14			391	124	53	78
St. Mary's Hospital	10	38	9			173	98	0	161
St. Anthony's Medical Center	0	0	0			15	x	x	x
Missouri Baptist	0	6	13			134	89	22	70
SLC Speciality Care Center	0	0	1			3	x	x	x
St. Louis University	0	1	0			0	x	x	x
OTHER	0	10	49			0	x	x	x
McCallum Place	101	53	57			154	300	124	72

2023 Hospital Breakdown by % of RMHC Families

Hospital	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Total 2023	Total 2022	Total 2021	Total 2020	Total 2019
St. Louis Children's Hospital	45.8%	42.5%	38.7%			45.3%	43.7%	54.4%	50.8%
Mercy Children's Hospital	25.7%	17.4%	18.7%			20.6%	23.5%	14.7%	22.5%
Cardinal Glennon	13.9%	15.6%	14.8%			14.4%	15.2%	18.0%	11.9%
Shriner's Hospital	9.7%	9.6%	15.5%			7.0%	6.1%	6.1%	7.3%
Ranken Jordan	2.1%	4.8%	3.9%			5.1%	4.5%	4.3%	3.5%
Barnes Jewish Hospital	0.0%	2.3%	1.3%			2.3%	1.3%	0.6%	0.9%
Missouri Baptist	0.0%	1.8%	1.9%			1.4%	2.8%	0.9%	0.6%
SLC Speciality Care Center	0.0%	0.0%	0.6%			0.7%	x	x	x
St. Mary's Hospital	0.7%	1.2%	1.3%			1.8%	0.5%	0.0%	2.0%
St. Anthony's Medical Center	0.0%	0.0%	0.0%			0.2%	x	x	x
St. Luke's	0.0%	0.0%	0.0%			0.2%	x	x	x
St. Louis University	0.0%	0.6%	0.0%			0.0%	x	x	x
OTHER	0.0%	1.8%	0.7%			0.0%	x	x	x
McCallum Place	2.1%	2.4%	2.6%			1.0%	2.5%	0.9%	0.4%

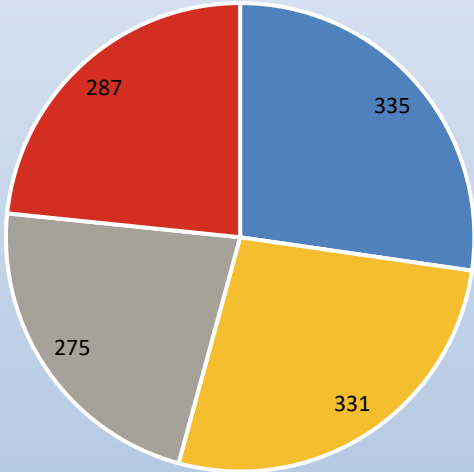
Department Breakdown of RMHC Families 2023

Departments Served	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Total 2023	Total 2022	Total 2021	Total 2020	Total 2019
Neonatal and Perinatal Medicine (formerly NICU)	34.2%	29.4%	24.70%			34.90%	44.8%	45.9%	45.3%
Orthopedics (Ortho Surgery)	11.6%	15.9%	20.30%			8.30%	7.6%	9.2%	9.9%
Cardiology/Cardiac Surgery (formerly CICU)	4.1%	6.5%	3.80%			5.20%	6.0%	5.2%	4.5%
General Pediatrics and Adolescent Medicine	4.1%	5.3%	5.70%			5.90%	5.0%	3.1%	3.8%
Neurology/Neurosurgery	4.1%	4.7%	3.20%			6.50%	6.3%	4.6%	5.8%
Critical Care *added 2021 (formerly PICU)	2.7%	1.8%	2.50%			3.10%	4.5%	5.5%	7.7%
Oncology *added 2021 (formerly NeuroOncology, HemOnc, and Proton Center)	6.8%	5.9%	5.10%			5.20%	6.5%	7.0%	4.1%
Outpatient Appointment *added 2021	4.8%	5.9%	7.00%			5.70%	0.5%		
Bone Marrow Transplant	0.7%	2.4%	3.20%			2.00%	2.8%	1.5%	0.6%
Optometry/Ophthalmology	1.4%	0.0%	0.00%			1.30%	0.3%	0.3%	0.2%
Selective Dorsal Rhizotomy	8.9%	7.6%	5.70%			5.70%	2.8%	6.4%	3.5%
Fetal Care Unit/High Risk Pregnancy	0.0%	0.6%	2.50%			1.70%	1.8%	0.3%	0.2%
Gastroenterology and Hepatology	0.7%	0.6%	1.90%			1.50%	1.0%	0.6%	2.0%
Lung Transplant	2.1%	0.6%	0.60%			0.70%	1.3%	3.4%	2.0%
Unknown *added 2021	0.0%	2.4%	1.30%			0.70%	0.0%		
General/Day Surgery	3.4%	1.2%	3.20%			3.00%	2.5%	0.3%	1.5%
Heart Transplant	2.7%	1.8%	1.30%			1.10%	0.5%	0.6%	0.4%
Kidney Transplant	0.0%	0.6%	0.60%			0.60%	0.0%	0.3%	0.2%
Liver Transplant	0.0%	0.6%	0.60%			0.60%	0.5%	0.6%	0.3%
Behavioral Health/Developmental	0.0%	0.6%	0.00%			0.70%	1.3%	0.9%	1.2%
Burn	0.0%	0.0%	0.60%			0.40%	0.8%	0.6%	0.9%
Eating Disorders *added 2021	2.1%	2.9%	3.20%			1.10%	1.8%		
Endocrinology and Diabetes	0.0%	0.0%	0.50%			0.20%	0.0%	0.0%	0.2%
Mental Health *added 2021	0.0%	0.0%	0.00%			0.20%	0.3%		
Pulmonary	0.7%	0.6%	0.60%			1.30%	0.3%	0.3%	0.9%
Rheumatology	0.0%	0.0%	0.00%			0.40%	0.0%	0.0%	0.7%
Allergy/Immunology	0.7%	0.0%	0.00%			0.40%	0.0%	0.0%	0.3%
Dermatology *added 2021	0.0%	0.0%	0.00%			0.00%	0.0%		
Emergency Medicine (Injury/Trauma/Accident) *added 2021	0.7%	0.6%	0.00%			0.70%	0.3%		
Infectious Disease	0.0%	0.0%	0.00%			0.00%	0.3%	0.0%	0.2%
Metabolic Disease *added 2021	0.7%	0.6%	0.00%			0.20%	0.0%		
Nephrology and Hypertension *added 2021	0.7%	0.6%	0.00%			0.00%	0.0%		
Otolaryngology (ENT)	2.1%	0.3%	1.90%			0.70%	0.3%	0.3%	0.2%
Pain Rehabilitation *added 2021	0.0%	0.0%	0.00%			0.00%	0.0%		

RMHC Background Checking Stats 2023					
	Month	Total # Background Checks Submitted	Total # of Background Checks that had HIT	Total # Denied	Total # Approved
Quarter 1	January	128	11	3	125
	February	122	7	0	122
	March	139	13	3	136
	Totals	389	31	6	383
Quarter 2	April	133	9	1	132
	May	152	7	0	152
	June	145	9	1	144
	Totals	430	25	2	428
Quarter 3	July	150	14	2	148
	August	136	13	1	135
	September	113	9	1	112
	Totals	399	36	4	395
Year to Date					
		Total			
	Background Checks	1218			
	Hits	92			
	Denied	12			
	Approved	1206			

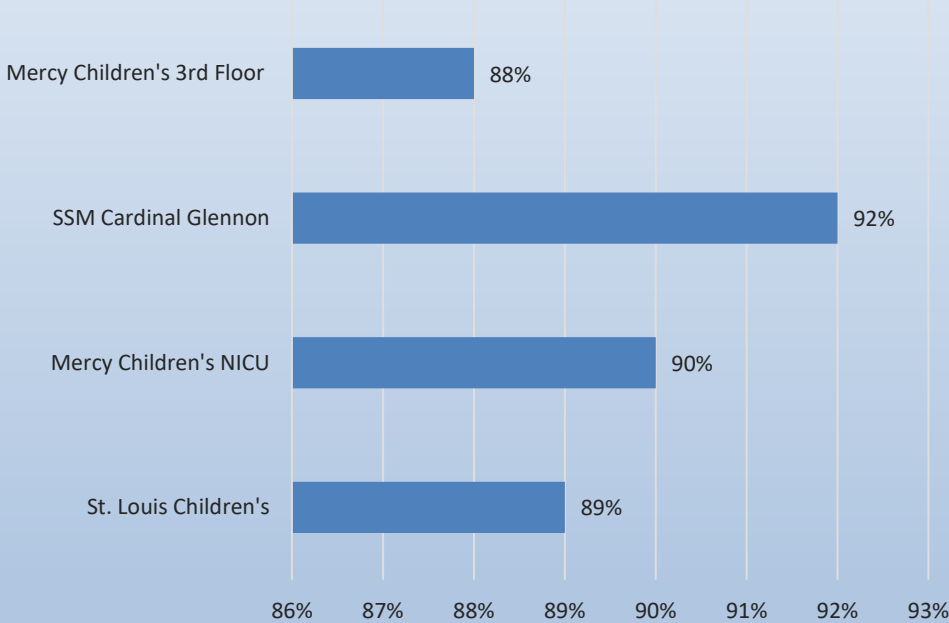
3rd Quarter 2023 Family Room Stats

NUMBER OF FAMILIES SERVED



- St. Louis Children's
- SSM Cardinal Glennon
- Mercy Children's NICU
- Mercy Children's 3rd Floor

FAMILY ROOM STAFFED

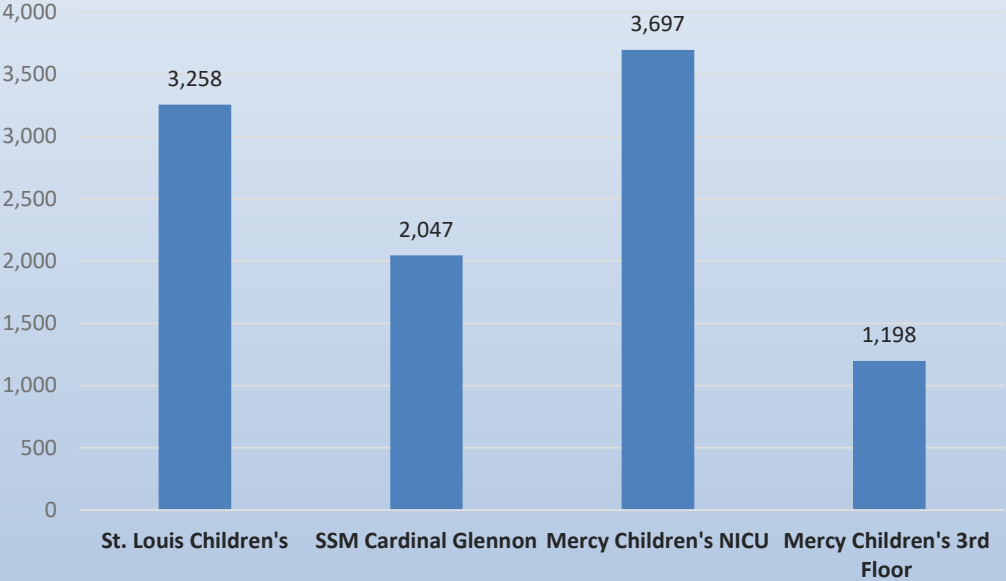


Keeping families close

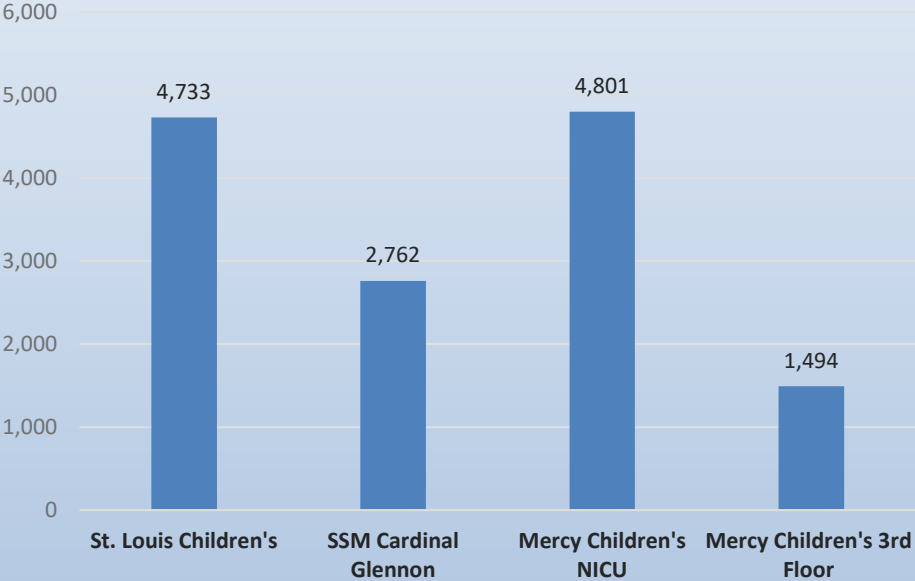


3rd Quarter 2023 Family Room Stats

NUMBER OF FAMILY ROOM VISITS



NUMBER OF FAMILY ROOM VISITORS



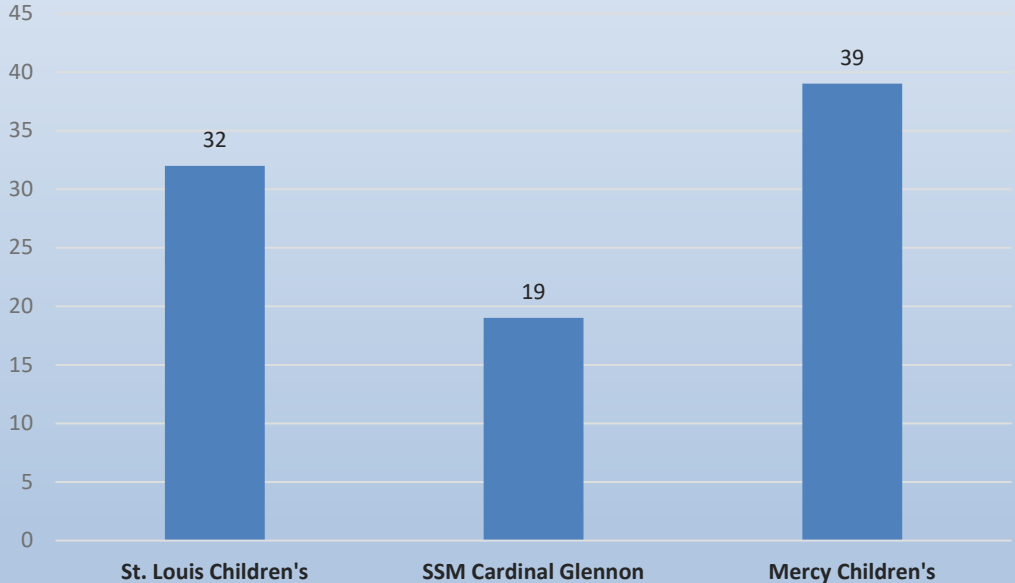
VISITS indicates the number of check-ins in each Family Room
of VISITORS indicates the number of individual guests that entered the Family Room

Keeping families close

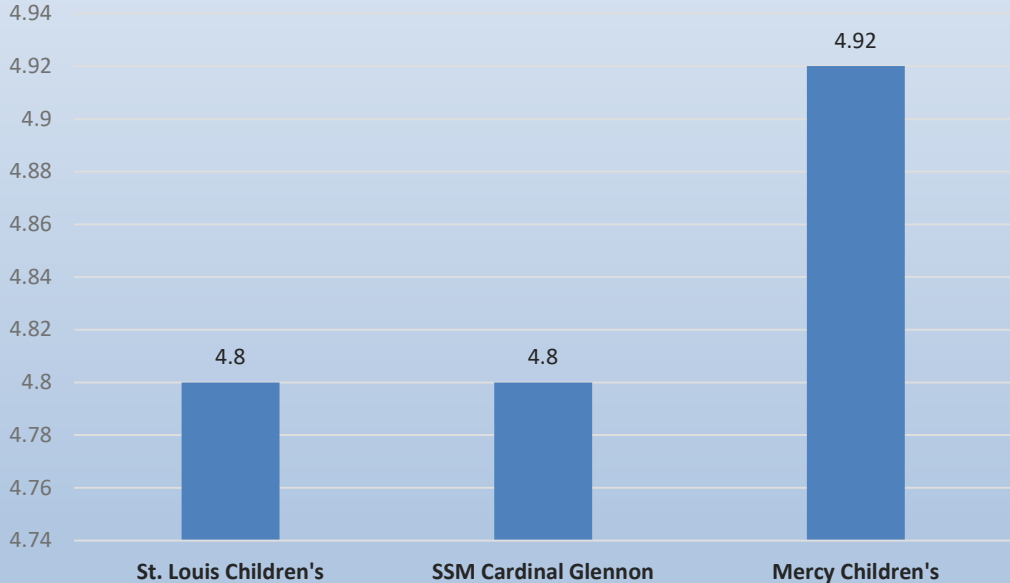


3rd Quarter 2023 Family Room Stats

NUMBER OF RESPONSES



OVERALL EXPERIENCE RATING



2023 3rd Quarter Volunteer Statistics

Submitted by M. Bunjan

	Volunteers As of Jan 1 2023	2023 Targeted Growth	3rd Quarter Growth	YTD Actual Growth	2023 Targeted Turnover	3rd Quarter Turnover	YTD Actual Turnover	2023 Targeted Critical Measure	3rd Quarter Critical Measure	YTD Actual Critical Measure
Park Avenue House	11	18%	0%	9%	9%	9%	9%	66%	72%	66%
West Pine House	20	10%	15%	30%	15%	0%	10%	75%	64%	64%
West County House	21	19%	19%	39%	19%	0%	14%	78%	87%	86%
Cardinal Glennon FR	50	20%	10%	26%	15%	14%	26%	92%	92%	91%
Mercy Children's FR	89	30%	6%	53%	15%	9%	13%	94%	94%	91%
STL Children's FR	64	25%	6%	11%	20%	2%	14%	90%	90%	91%

2023 3rd Quarter Volunteer Statistics

Submitted by M. Bunjan

	July			August			September			3rd Quarter			YTD		
	2023	2022	Up/Down	2023	2022	Up/Down	2023	2022	Up/Down	2023	2022	Up/Down	2023	2022	Up/Down
Dinner Program Participants										191	118	38%	567	382	48%
Service Group Hours	95	106	-12%	376	210	44%	136	91	33%	607	407	33%	1923	993	94%
Online Applications	11	12	-9%	14	17	-21%	18	11	39%	43	40	7%	141	90	57%
Attended Volunteer Sessions	4	3	33%	5	6	-17%	7	10	-30%	16	19	-16%	60	32	47%

**Due to COVID 19, all house volunteer opportunities were suspended from March 2020-May 2022