



2016

Report to the
Community

Ronald McDonald House Charities®
of Southern California

www.rmhcsc.org



40
years
1977 - 2017



RMHC®
Southern California

From the CEO

Forty years ago, an inspired group of doctors and community leaders came together to build a single, 16-room Ronald McDonald House in Los Angeles (the first in the state). Following the recent expansion of our Inland Empire Ronald McDonald House, in Loma Linda, our Chapter now hosts six Ronald McDonald Houses with 187 total rooms, a world-class Camp for kids with cancer and their families, and two in-hospital Family Rooms.


Needless to say, our impact today far exceeds anything our founders ever dared to imagine!

Our Chapter is unified around a set of principles that helps each of our programs maintain the highest standards of management, operations, and care. In 2016 we completed a wide-ranging review of our facilities in order to reduce energy use and costs and ensure the comfort of our guests. We continued building relationships with our closest friends and supporters, and built new bonds of collaboration between our various programs.

Last year more than 100 full- and part-time employees shared their compassion and talents with thousands of families in our community. Our commitment to teamwork resulted in a renewed focus on the professional development of our staff—full operational and financial transparency ensured our regional teams have all of the tools they need to learn, grow, and succeed.

Finally, and most importantly, I continue to be awestruck at the generosity and dedication of our partners, donors, and volunteers. What started as an ambitious dream in 1977 has blossomed into one of the region's most important lifelines for children and families. Forty years later, thanks to supporters like you, our commitment to Keeping Families Close continues to grow!

Gratefully,



Vince Bryson
Chief Executive Officer



Program Overview



RONALD McDONALD HOUSES

Ronald McDonald House Charities of Southern California (RMHCSC) operates six Ronald McDonald Houses across the region (Los Angeles, Orange County, Inland Empire, Pasadena, Bakersfield, and Long Beach) that help families when a child is undergoing treatment at nearby hospitals. These programs provide comfortable housing, fully-stocked kitchens, free laundry, play areas, and support services for close to 200 families every night. Studies show that Ronald McDonald Houses help families stay together, relieve stress, and play an active role in their child's medical care.



RONALD McDONALD FAMILY ROOMS

Our two in-hospital Family Rooms provide an oasis for parents with children in pediatric/neonatal intensive care units. Ronald McDonald Family Rooms give parents a chance to sleep, shower, connect with family, and meet with hospital personnel while remaining just steps away from their child's hospital bed. The rooms feature quiet guest areas, a living space with televisions, children's games, a kitchenette, and a family resource library with computers.



CAMP RONALD McDONALD FOR GOOD TIMES

Since 1982, Camp Ronald McDonald for Good Times has helped thousands of children with cancer and their families find hope, healing, and a sense of normalcy outside. Our 60-acre facility in the mountains of Riverside County includes 14 cabins (200 beds), a pool, hiking trails, campfires, and horseback riding. Volunteer doctors and nurses are on-site to maintain campers' treatment regimens at a fully equipped Health Care Center. Volunteer counselors help campers and their families build self-esteem, process their diagnosis, and create life-long friendships.



RONALD McDONALD HOUSE CHARITIES SCHOLARSHIP PROGRAM

RMHCSC offers college scholarships to local graduating high school seniors who face limited access to educational and career opportunities in their communities. Funding for the Scholarship program is provided through the efforts of local McDonald's owner/operators, regional corporate staff, and the global office of Ronald McDonald House Charities. Since 1990, RMHCSC has awarded more than \$5.2 million in scholarships to deserving students.



COMMUNITY GRANTS BOARD

Our Chapter extends its mission by helping other charitable organizations that directly impact the lives of children in Southern California. Funding for the Community Grants program is provided through the efforts of local McDonald's owner/operators, regional corporate staff. Since 1987, RMHCSC has awarded more than \$25 million to non-profit organizations across the region.



Houses

Gloria Vargas was just 25 weeks pregnant when her water broke. At the time, she was sitting in a college classroom next to her sister. Minutes later, they were speeding across the Central Valley on their way to Bakersfield Memorial Hospital, 45 minutes away. "I kid you not," Gloria says about their drive, "my sister made it in less than 20." Her daughter Julissa was born two days later, severely premature and losing a lot of fluid.

Despite Julissa's need for constant supervision, it was soon time for Gloria to check out of the hospital. Just before she did, Gloria received a visitor in her room—Scarlett Sabin, Director of the Bakersfield Ronald McDonald House. For the next 125 days, Gloria stayed at the House while her daughter underwent treatment for a host of complications. "Every night we thought we were going to lose her," remembers Gloria.

Staying at the Bakersfield House allowed Gloria to bond with and breast feed her new baby during those long, trying months. The staff were a constant source of support, helping Gloria adjust to life in the House and find information online about her daughter's condition. Today Julissa is a healthy, active 6 year-old and the youngest athlete on her school's track team. She's also a loving big sister to her younger siblings, Nicholas (4) and Abbygail (3), and arriving this year...twins!

"I'm never going to forget that day, sitting in the bed trying to figure out what to do. Just then, my 'little angel' Scarlett [Sabin] showed up in my hospital room." - Gloria Vargas

OUR IMPACT >>

In 2016, more than 4,500 families spent more than 46,000 nights at a Ronald McDonald House.

Giving

OUR IMPACT >>

In 2016, 57 community organizations received more than \$502,000 in funding to support children and families.



Want to get involved?

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Volunteers

SCOTT COHEN

Scott Cohen first learned about Camp Ronald McDonald for Good Times when he was a junior in college, nearly ten years ago. It was a transformative experience, both for Scott and for the campers he met on the mountain. Right away, he saw the incredible impact Camp had on kids who'd been diagnosed with cancer. "Up at camp, they're kids again," says Scott. "They're not a patient, they're not a sibling. Up on the mountain they can do it all."

Every year since that first summer, Scott has returned to Camp as a volunteer to reconnect with old friends and bring smiles to the faces of new ones. "He's always working hard to make sure everyone has a good time," says one of the Campers Scott has met along the way. Sarah Orth, Camp's Executive Director, agrees: "He embraces every camper with love and compassion, and he shares with them his wonderful spirit," says Sarah.

Now an Associate Wealth Management Advisor at Northwestern Mutual in Los Angeles, Scott's dedication to Camp has only grown stronger.



"It's such a rewarding experience—this is one hundred-percent for the kids. But what we as counselors get in return...we're blown away." – Scott Cohen

OUR IMPACT >>

More than 1,200 camp volunteers gave nearly 50,000 hours of service.
In 2016, Camp served more than 1,600 campers.



Scholarships

OUR IMPACT >>

In 2016, RMHC of Southern California awarded more than \$246,500 in scholarships to 94 students.

Family Rooms

OUR IMPACT >>

In 2016, there were more than 52,000 visits to our two Southern California Ronald McDonald Family Rooms.



Bakersfield Ronald McDonald House

2016 Year-In-Review

2016 was a busy year at the "small but mighty" Bakersfield Ronald McDonald House. Located on the campus of Bakersfield Memorial Hospital, our program serves families with children undergoing treatment at hospitals across the Central Valley. Demand for the services and support we provide continues to grow. Last year, we helped more than 400 family members who stayed with us overnight, or who just needed a quiet, comfortable place to rest for a few hours during the day. Adding to this demand were the families who arrived at our House from the new Grossman Burn Unit, which opened in Fall 2016 at Bakersfield Memorial.

The hospital continues to be an incredible, generous partner to the Bakersfield Ronald McDonald House. In 2016, Bakersfield Memorial gave us a second building that will accommodate our future expansion, which is due to break ground in 2017. As always, local supporters and volunteers played a big role in our success last year: 45 schools raised a total of \$101,000 for us through the Running for the House campaign; and the popular Racing for the House event at Bakersfield Speedway helped raise an additional \$24,000. We look forward to more fun-filled events, and a House full of hope and healing, in the year ahead!

DONOR PROFILE

Mike and Sadie Hill didn't know much about the Bakersfield Ronald McDonald House when they placed a call to House Director Scarlett Sabin a few years ago. Their local family business, Johasee Rebar, had been active for over 35 years, and they were calling around to learn more about charities who were having an impact on children and families in the community. They took a tour of the House, and within a matter of weeks presented a check to Scarlett that left her (uncharacteristically) speechless...and in tears!

Since then, the Hills have become one of the Bakersfield House's most generous advocates. And one of it's fastest! Every year, they pack the Bakersfield Speedway as hosts of a high-octane fundraiser — Racing for the House—that raised \$24,000 last year. Combined with Johasee Rebar's "presenting" sponsorship of the Bakersfield Ronald McDonald House's Walk for Kids, the Hills helped raise a total of \$60,000 in 2016 for families of kids being treated at local hospitals. Mike and Sadie mean so much to the House and to the entire Bakersfield community —we're lucky to call them a part of our family!



Key 2016 Stats

Number of rooms	3
Guests served	413
Avg. length of stay (days)	4.7
Number of volunteers	637
Volunteer hours	6,141

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BAKERSFIELD

Inland Empire Ronald McDonald House

2016 Year-In-Review

The past year has been a whirlwind of activity at the Inland Empire Ronald McDonald House. On December 11, 20 years after we first opened our doors to the public, we cut the ribbon on our long-awaited renovation. The expansion adds 30 new rooms to our House, bringing the total number of rooms to 54. We also added play areas for kids and teens, a library, meeting spaces, and a spacious living room. So many people played a role in this incredible transformation—we are truly grateful for the support of the community and local business for helping to make this expansion a reality.

During the second-half of the year, families were placed in local hotels so they wouldn't be disrupted by the renovation. Each of them continued to receive the care and support they needed to stay rested and connected between their long days and nights in the hospital. Thousands of volunteers took part in activities at the House and during events around the community in support of our program. In 2016, we raised \$225,000 from Walk for Kids, and we honored 8 local leaders at our annual A Few Good Men charity gala. We look forward to more fun-filled events, and a House full of hope and healing, in the year ahead!

FAMILY PROFILE

A very nervous Jesus and Veronica Lopez went into the maternity ward at Loma Linda University Medical Center on April 4, 2011. They weren't nervous about becoming new parents—the couple already had a 15 year-old son. They were nervous because they knew in advance that this new child, one they had hoped for but never expected, would be born with severe heart problems. Their new son Sebastian was rushed into surgery immediately after the delivery. The family, who lives in Victorville, didn't know how they'd be able to stay close to their infant child. A short time later, a hospital case worker referred the family to the Inland Empire Ronald McDonald House.

"If it wasn't for the House, I don't think we would've made it," said Jesus. He and Veronica stayed near Sebastian as he underwent three separate surgical procedures during his first two weeks of life. Now several years later, Sebastian has endured seven surgeries, numerous physical therapy sessions, and is living with a tracheotomy. The family anticipates future surgeries and procedures, but find comfort knowing they will always have a place to stay near Sebastian's bedside. "We were able to become a family here," Jesus says about the support they received at the Inland Empire Ronald McDonald House.



Key 2016 Stats

Number of rooms	54
Guests served	2,381
Occupancy	98%
Avg. length of stay (days)	8.5
Number of volunteers	869
Volunteer hours	4,066

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INLAND EMPIRE

Long Beach Ronald McDonald House

2016 Year-In-Review

2016 was another busy year at the Long Beach Ronald McDonald House. Towards the end of the year the Long Beach Ronald McDonald House celebrated its five year anniversary! Since opening our doors on December 20, 2011, we've supported more than 3,000 families (12,000 individual guests); 22,000 volunteers have created a true community of care for each of these families, including making 2,000 Meals of Love for our guests at breakfast, lunch, and dinner. Our program continues to see an increase in demand for the services and support we provide, particularly among families traveling from outside the United States: our occupancy rate was above 90 percent for several months in 2016, and almost 10 percent of our guests were international residents.

Last year, we were also proud to partner with California Senator Ricardo Lara in launching our new Smile Squad program. The Smile Squad helps inspire civic engagement and volunteerism among youth (ages 8-18), giving them an avenue to help other kids in our community. Once again, our Red Shoe Society for young professionals stepped up for us, raising over \$130,000 from local events they hosted throughout the year. Finally, 2016 represented a milestone for our annual A Few Good Men gala—it was our largest, most successful event to date, attracting 740 guests who helped raise over \$750,000 for children and families staying in our House!

FAMILY PROFILE

Dominic was a happy, healthy five year-old boy when he suddenly dropped to the floor one day while riding his scooter. Dominic's parents, Anthony and Nicole, soon learned their son had suffered a cardiac arrest from an undetected heart condition. Their son lost all motor functions and spent months in the intensive care unit near their family's home in Sydney, Australia. Before long, they learned about a promising course of treatment at the Neurological and Physical Abilitation Center (NAPA), more than 8,000 miles from their home in Southern California.

Anthony quit his job to take care of Dominic's 24-hour medical needs, and to accompany his son on their regular trips to California for treatment. Through it all, the Long Beach Ronald McDonald House has become their safe haven. "After each intensive therapy session, it's nice to know I have a home to come to," says Anthony. "It not just going to anyone's house, and it not just a hotel—you're actually coming home." Since beginning his treatment at the NAPA center, Dominic has started to show tremendous progress. Together with the help of the Long Beach Ronald McDonald House, he and his family are finding comfort and support a long way from home.



Key 2016 Stats

Number of rooms	23
Guests served	2,824
Occupancy	84%
Avg. length of stay (days)	8.8
Number of volunteers	5,033
Volunteer hours	15,018


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LONG BEACH

Los Angeles Ronald McDonald House

2016 Year-In-Review

Last year was another busy year at the Los Angeles Ronald McDonald House, one of the largest Ronald McDonald Houses in the world. In 2016, our occupancy rate soared to over 90 percent, a nearly 20 percent increase compared to 2014. During the same period, the average length of stay for families staying in the House jumped to 43 nights; for the first time since 2008, our program managed a nightly waiting list of up to 40 families. To help accommodate this demand, our board of trustees adopted a strategic budgeting process last year to meet our long-term operating needs and ensure that each of our guests receive a consistently high level of care.

In 2016, our Family Support Services program provided 1,894 hours of free crisis counseling services. Family Support Services is the first Ronald McDonald House program in the world to offer free, comprehensive psychosocial support to underserved families with children facing serious illnesses. We also received tremendous support from our volunteers last year: More than 3,000 community members donated their time to help children and families staying in the House; volunteer groups served 339 Meals of Love in 2016, a 43 percent increase over 2015. We're grateful to these incredible partners, and excited to bring even more hope and healing to families in the year ahead!



Key 2016 Stats

Number of rooms	75
Guests served	5,637
Occupancy	90%
Avg. length of stay (days)	43
Number of volunteers	3,591
Volunteer hours	14,484

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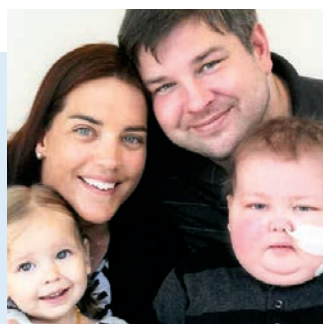
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FAMILY PROFILE

Anna and Erik were 8 months pregnant with their second child when they noticed something wrong with their son, Magnus. Anna's father was a doctor, so she asked him about the deep bruises that had started to appear on Magnus's body. All at once, what should have been one of the happiest times in their family's life turned into something far more terrifying. Magnus was referred to a doctor three hours away, who confirmed Anna and Erik's worst nightmare: their first-born son had leukemia.



Anna and Erik immediately checked into the Los Angeles Ronald McDonald House, where they cared for the new daughter Zane while monitoring their son's critical condition. At one point, Magnus's aggressive treatment pushed his body into a cardiac arrest, as a result of which he temporarily lost his ability to walk. Through it all, this brave little boy's parents and baby sister stayed by his side and close to his medical team. Today, Magnus's condition is in remission, and he and Zane are closer than ever. Reflecting on the support of the Los Angeles Ronald McDonald House, Anna says: "It was the stuff that makes you feel like you're at home—the kitchens, the Meals of Love and the friendly staff that made it easier to cope."



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LOS ANGELES

Orange County Ronald McDonald House

2016 Year-In-Review

Last year was a period of transformation, big and small, at the Orange County Ronald McDonald House. In an effort to conserve energy and improve the comfort and safety of our families, we made a number of important facilities updates: converting all of the House lights to LED, replacing our grass with a synthetic lawn, and replacing all of our toilets and plumbing lines. Whenever necessary, we continued serving families throughout these renovation periods by accommodating them at our partner hotels. We also installed a digital display board in the lobby to improve communications with our guests, and we began re-designing our backyard patio to allow more sunlight and reduce debris.

In the next few months, we're installing a new playground in the gravel lot next to the House to create a fun and welcoming space for children to run and play. Both of our Ronald McDonald Family Rooms are also scheduled for big make-overs, getting new furniture to address the high volume of traffic into these wonderful spaces in two busy local hospitals. We welcomed five new board members onto our team in 2016 as several seasoned members termed off to support the House in different capacities. Finally, our Board of Trustees will continue their work to determine an appropriate growth plan for the House to address our ever-growing demand. We're so grateful to all of our partners and volunteers—thank you for supporting our work of providing comfort, care and support to families with seriously ill children!

FAMILY PROFILE

After Scarlett was born, her doctors feared she wouldn't survive. "You should begin funeral arrangements," one of them said at the time. Scarlett was diagnosed with cerebral palsy, chronic lung disease, and a host of other conditions resulting from her exposure to drugs and alcohol while her mother was pregnant. After spending her first year of life in the NICU at UCI Hospital, Scarlett's aunt Brenda was given guardianship of the child and took her home with her to Palmdale, CA. Still, Scarlett required constant medical care at Children's Hospital in Orange County, more than 90 minutes away without traffic.

During one of Scarlett's check-ups, Brenda was introduced to the Orange County Ronald McDonald House. Brenda says the House, "became our home away from a home—and lifesaver." Up to six times a month, Brenda and Scarlett would make the long commute back to the hospital. At the end of every long drive, they were welcomed by the caring staff of the Ronald McDonald House. Brenda remembers: "The staff became my extended family and celebrated with us when Scarlett's adoption was finalized. They were there for us when we needed it the most, and we will never forget the love and kindness shown to us. They made the hard days bearable."



Key 2016 Stats

Number of rooms	20
Guests served	2,548
Occupancy	106%
Avg. length of stay (days)	8.5
Number of volunteers	4,412
Volunteer hours	14,871
Family Room Day Visits	52,763

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ORANGE COUNTY

Pasadena Ronald McDonald House

2016 Year-In-Review

The past year has been filled with activity at the Pasadena Ronald McDonald House. We raised over \$145,000 from our first local Walk for Kids at Central Park in Pasadena. Later in the year, we honored Jacobs Engineering at our annual Share in the Magic gala, which raised nearly \$300,000. We hosted a Heart of the House 'thank you' reception for donors who have made a significant contribution to support families staying at the House. We also hosted two Red Shoe Society events—a Cinco de Mayo party and an Oktoberfest party—to engage young people in a leadership role and get them excited about our work.

We hosted two successful yard sales, in May and December, to raise money and awareness for our program. And thanks to generous grants from the Pasadena Community Foundation and others, we were able to purchase a brand new van to help families get to-and-from the hospital. Finally, we were excited to welcome two new staff members onto our team, Melissa Rosa, Administrative Coordinator and Victoria Kemp, Special Events Manager. We look forward to more fun-filled events, and a House full of hope and healing, in the year ahead!

FAMILY PROFILE

Victoria is a 5 year-old girl from Tepic, Nayarit, Mexico who was born with a deformed right leg. When she was younger, doctors amputated a portion of her leg and fitted her with a prosthetic device. She has been treated at Shriners Hospital for Children Los Angeles for the past two years. Victoria and her mom Miriam recently made their third visit to the Pasadena Ronald McDonald House. They stayed with us for almost two months while Victoria was fitted for a new prosthetic leg and given physical therapy to help her adjust to the new device.

Victoria loves to play, sing, do arts and crafts, and practice her English. Miriam and Victoria love staying at the Pasadena Ronald McDonald House during these long periods away from their family and friends—it gives them so much comfort to interact with the other families who are going through a similar experience. As Victoria grows up, she will need to make annual visits back to the hospital for check-ups so doctors can make slight adjustments to her device. Her mom knows Victoria may need another round of surgery, but she's grateful to know they will always have a place to call home when they are receiving treatment.



Key 2016 Stats

Number of rooms	12
Guests served	1,853
Occupancy	98%
Avg. length of stay (days)	18
Number of volunteers	167
Volunteer hours	7,518


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**Ronald
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PASADENA

Camp Ronald McDonald for Good Times



2016 Year-In-Review

2016 was another successful year during which Camp welcomed more than 1,600 campers into our community of healing, compassion and love. This community of support is in direct alignment with the philosophy of family-centered care, which recognizes that optimal health outcomes are achieved when family members play an active role in their child's medical care.

Camp surrounds families with an atmosphere of mutual support that encourages sharing between others who are going through the same experience. It helps alleviate stress and anxiety while improving coping skills and resiliency. Most significantly, recent research has shown that critically-ill children and their siblings cope with medical trauma through play. Our programs do the same for parents, who often experience higher levels of traumatic stress than the patient or siblings. Here's what two parents reported after attending a Family Camp session:

"Camp was the first place we came in contact with other cancer families. We finally met people in real life that truly understood what we were going through. Camp families have become our best friends and our saving grace."

"I've never mentioned that family camp brought our marriage back and allowed our family to reunite. #ForeverGrateful!! #truestory"

DONOR PROFILE

In 2016, Camp Ronald McDonald for Good Times launched a new event call "Heroes for Healing," a spirited six-week fundraising competition among candidates vying for the title of "Hero of the Year!" The candidates were selected based on their dedication to helping children with cancer experience the magic and healing of Camp. The winner of our inaugural event was 12 year-old Gracin Kerry, who raised more than \$40,000! Gracin was diagnosed with a rare form of cancer at just one year old, catapulting her family into a world of surgery, chemotherapy, and radiation treatments.

Gracin and her family attended Family Camp for seven years, a special family time when they could just be themselves and take a break from treatment and the frequent doctors' visits. Gracin and her brother Sean now attend summer camp together. The Kerry Family remains connected to Camp not only because of the support it has provided them, but also as an example to other families that they, too, can overcome such a difficult disease and remain united as a family.



Key 2016 Stats

Campers served	1,636
Number of camp sessions	12
Number of volunteers	1,258
Volunteer hours	49,827

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Visit our website for information about upcoming events and how you can get involved.

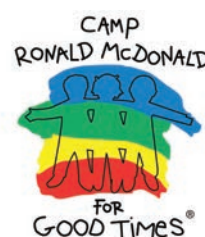
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RONALD McDONALD FAMILY ROOM

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A copy of our audited financial statements can be found on our website: <http://rmhcsc.org/chapter/financial-information>
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