

———— 2019 Annual Report ————  
**TO THE COMMUNITY**





## Mission Statement

Ronald McDonald House Charities of Idaho supports families of ill or injured children by keeping them together in times of medical need.

## Board of Directors

**Lisa Bescherer**, President  
**Chris Comstock**, Vice President  
**Joan Whitacre**, Treasurer  
**Megan Poshka**, Secretary  
**Darren Kyle**, Past President

Becky Alexander	Mary Johnson
Mike Alexander	Scott Jones
Mark Anderson	Garrett Lofto
Georganne Benjamin	Sharon Miller
Misty Benjamin	Christine Perez
Elizabeth Criner	Sue Quint
Rick Darmody	Scott Snyder, MD
Josh Evett	Marcene Taylor
Erin Howell	Carrie Westergard

## Staff

**Mindy Plumlee**, Executive Director  
**Mike Krause**, Director of Operations  
**Ellie Pharis**, Development Director  
**Ramona Dopps**, Data and Administrative Director  
**Lori Priest**, Director of Community Engagement, Eastern Idaho  
**Micaela de Loyola-Carkin**, Volunteer Coordinator  
**Jill Smith**, Special Events Coordinator  
**Taylor Munson**, Communications Manager  
**Maren Hermanstorfer**, Family Services Coordinator  
**Stephanie Moore**, Family Services Coordinator  
**Jordyn Eaton**, House Services Manager  
**Sarah Patterson**, Family Room Coordinator  
**Family Services Managers**  
**Alondra Banuelos**      **Linda McGarvey**  
**Michelle Eisentrager**      **Jenna Nathan**  
**Susan Fichtner**      **Alyssa Tedeschi**  
**Paige Hall**      **Kathy Yi**  
**Family Room Managers**  
**Melissa Checketts**  
**Paytinn O'Rullian**

Idaho Ronald McDonald House  
139 E Warm Springs Ave, Boise, ID 83712  
Phone: (208)336-5478 Fax: (208)336-0587

Ronald McDonald Family Room  
3200 Channing Way, Ste 106,  
Idaho Falls, ID 83404 Phone: (208)227-2898

[www.rmhidaho.org](http://www.rmhidaho.org)

 rmhidaho  RMHIdaho  rmhidaho

## From the **PRESIDENT** of the Board and the **EXECUTIVE DIRECTOR**

Dear Friends and Supporters of Ronald McDonald House Charities of Idaho, Over this past year, we've faced some very challenging times... but we've also been reminded over and over that we have so much to be thankful for as well. In July 2019, we expanded our Happy Wheels Hospitality Cart program to Twin Falls to serve more families in the Magic Valley region. In September 2019, we celebrated the opening of our new Ronald McDonald Family Room in Idaho Falls to serve families in Eastern Idaho. In February 2020, we held our first Red Shoe Shindig event and it exceeded our expectations, both in support and fun! In February 2020, we were absolutely thrilled to see our new Ronald McDonald House in Boise come to life after many years in the making. A special thanks to our partners on these projects for helping us come in on time and under budget. Families filled our beautiful new 47-room facility shortly after we opened and we were so happy not to have to turn away those in need any longer.

Then in March 2020, our world changed with the onset of the pandemic and we had to temporarily close our Family Room and stop accepting new families into the House. Yet, throughout all of the uncertainty, change and fear we faced, our organization continued to find new ways to fulfill our mission. We provided meals to parents who couldn't leave their child's bedside. We worked with our partner hotels to accommodate families we couldn't house in our space. Our staff worked around the clock to be sure that our facilities were clean and safe when we were able to admit families again. Our board and leadership committee met frequently to review our new needs and respond quickly to all requests. And the whole time, our amazing community stepped up to help us get through this difficult time.

Thank you to our generous donors for your financial support – during our two capital campaigns this year, our recent COVID fundraiser and your continued annual giving. Thank you to our new supporters for your contributions – from our restaurant partners who have helped us provide meals for families to our friends who have created their own virtual fundraisers for us. Thank you to our loyal volunteers for your patience – we anxiously await the time you can return. Thank you to our tireless staff for going above and beyond to keep our operation going – you are truly our heroes! All of you remind us every day that we have much to be grateful for and you inspire us to keep working towards our goal of keeping families together. We look forward to the day when we can once again extend our thanks to you in person.

Sincerely,



*Lisa*  
Lisa Bescherer  
President, Board  
of Directors



*Mindy*  
Mindy Plumlee  
Executive Director

2019

# FACTS & HIGHLIGHTS

## OUR PROGRAMS:

Idaho Ronald McDonald House® | Boise, ID  
Ronald McDonald Family Room® | Idaho Falls, ID  
Happy Wheels Hospitality Carts | Boise, ID and Twin Falls, ID



**855**

total families served  
689 at the House &  
166 at the Family Room



**998**

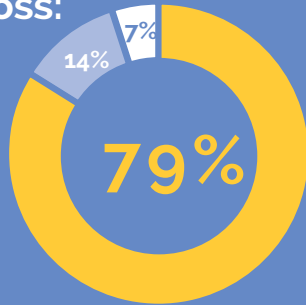
family visits to the Family Room  
*(Note: the Family Room opened Sept. of 2019,  
so reporting is over a 4-month period)*



**11 DAYS** (House)    **4 DAYS** (Family Room)  
was the average stay for a family

## Families at the House came from communities across:

■ Idaho 79%    ■ Oregon 14%  
■ and beyond 7%  
*(includes NV, UT, WA, CA, OK, AZ, CT, GA, IN, KY, MD, MT, ND, OH, TN, TX, VA, and outside of U.S.)*

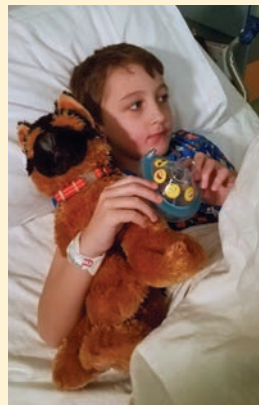


## Families who used the Family Room had children in:

■ Pediatrics 49%  
■ PICU 28%  
■ NICU 20%  
■ Behavioral Health Center 3%

Families who used the Family Room came from communities across ID, WY, UT, WA, AZ, and beyond.

## Top Reasons Families Used the Idaho Ronald McDonald House



**29%**  
PREMATURE BIRTH

**29%**  
PEDIATRIC SERVICES

**10%**  
GASTROINTESTINAL

**9%**  
NEUROLOGICAL

**8%**  
CANCER

**6%**  
EAR, NOSE, THROAT

**3%**  
MENTAL HEALTH, RESPIRATORY & ORTHOPEDIC

## VOLUNTEERS



**11,978**  
VOLUNTEER  
HOURS DONATED



**2,498**



VOLUNTEERS  
DONATED  
THEIR TIME

**466**  
MEALS

PREPARED FOR  
GUEST FAMILIES



242 House / 42 Family Room

"It fills my heart to help others and brings so much fulfillment knowing I was able to help make someone's day a little better."

~ Pioneer Federal Credit Union

## Happy Wheels Hospitality Carts

**2,515**  
Total People Served



**2,116**  
(Boise)

**399**  
(Twin Falls)



2019

# FINANCIAL STATEMENTS

## Statement of Financial Position

### ASSETS 2019

Cash & cash equivalents	\$ 924,553
Pledges Receivable, Net	3,507,390
Receivables	33,989
Prepaid expenses	9,766
Investments	5,359,405
Property & equipment, Net	<u>15,174,841</u>
<b>TOTAL ASSETS</b>	<b>\$ 25,009,944</b>

### LIABILITIES & NET ASSETS

#### LIABILITIES

Accounts payable and accrued expenses	\$ 1,278,850
Deferred revenue	53,730
Line of credit	<u>800,000</u>
<b>TOTAL LIABILITIES</b>	<b>\$ 2,132,580</b>

#### NET ASSETS

Without Donor Restrictions	9,178,914
With Donor Restrictions	<u>13,698,450</u>
<b>TOTAL NET ASSETS</b>	<b>\$ 22,877,364</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 25,009,944</b>

## Statement of Activities

### REVENUES AND OTHER SUPPORT

Contributions	\$ 6,635,843
In-kind donations	1,044,174
Special events	220,518
Room donations	10,400
Other revenue	<u>3,975</u>
<b>TOTAL REVENUE &amp; SUPPORT</b>	<b>\$ 7,914,910</b>

### EXPENSES

Program services	\$ 958,053
Management & General Administration	254,519
Fundraising	<u>196,142</u>
<b>TOTAL EXPENSES</b>	<b>\$ 1,408,714</b>

### OTHER INCOME

Gain on Exchange	\$ 1,599,484
Loss on Disposal of Assets	(743)
Investment Income, Net	<u>\$ 815,715</u>
<b>TOTAL OTHER INCOME, NET</b>	<b>\$ 2,414,456</b>
<b>NET INCOME \$</b>	<b>\$ 8,920,652</b>



“The new House is amazing! It's bright and beautiful.. As a parent with 6 kids, I love that I'm not stepping on other families or having to dance around trying to cook in the kitchen. Not to mention all the magical little touches hidden throughout the House that add to our stay!”

~ Leach family | Rigby, ID



“The Ronald McDonald Family Room is amazing because they provided food for us and other NICU parents while we had to focus on our son and be here 24/7.”

~ Empey family | Idaho Falls, ID