



**Ronald McDonald
House Charities[®]**
of South Louisiana

Family Services Outcomes Report 2023

Year-End Totals

Ronald McDonald House - New Orleans

- **445 Unduplicated Families**
- **525 Children & Siblings served**
- **686 Adults** (includes adult patients)
- **Average Length of Stay 14 nights**
- **Occupancy 84%**

Occupancy percentage is based on average of how often each room was occupied during the course of the year.

Ronald McDonald Family Room - Lafayette

- **60 Unduplicated Families**
- **75 Children & Siblings served**
- **109 Adults**
- **Average Length of Stay 17 nights**
- **Occupancy 87%**

Occupancy percentage is based on average of how often each room was occupied during the course of the year.

2023 Occupancy Impacts



**Maintenance
Repairs**



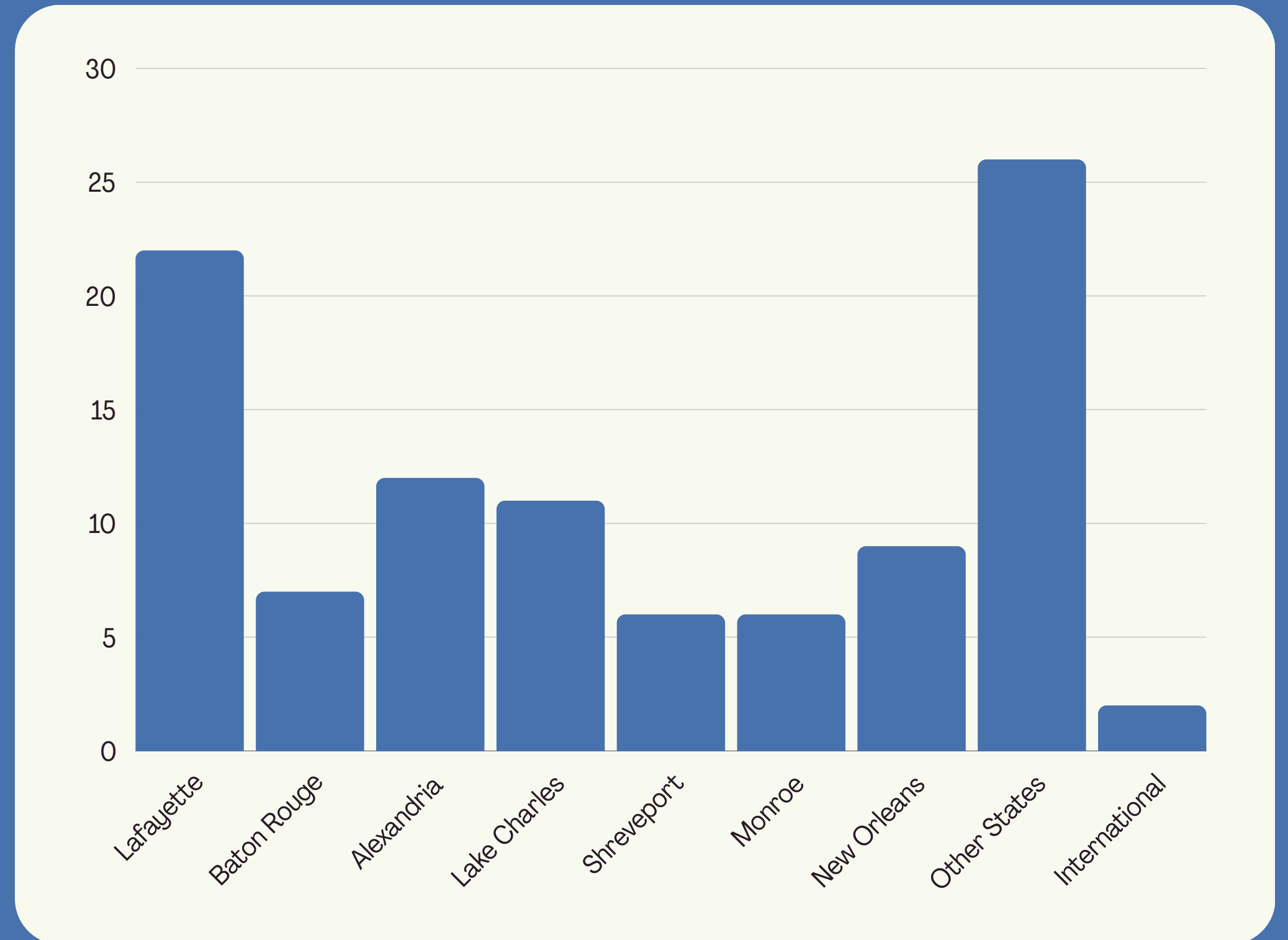
**Average
Length of
Stay**



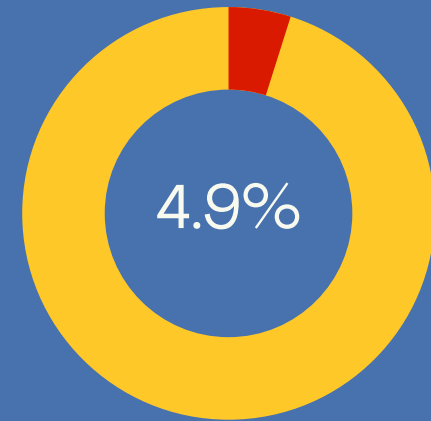
**How Long
Room is
Vacant**

Stays by Major City

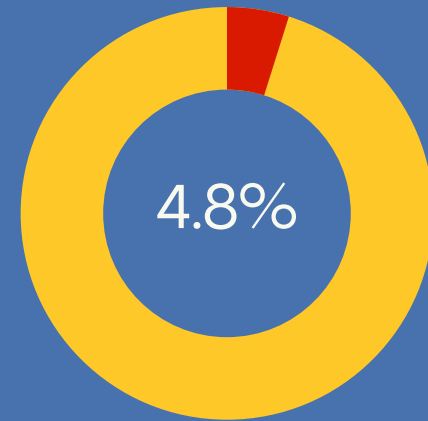
- Lafayette = 22%
- Baton Rouge = 7%
- Alexandria = 12%
- Lake Charles = 11%
- Shreveport = 6%
- Monroe = 6%
- New Orleans = 9%
- Other States = 26%
- International = 2%



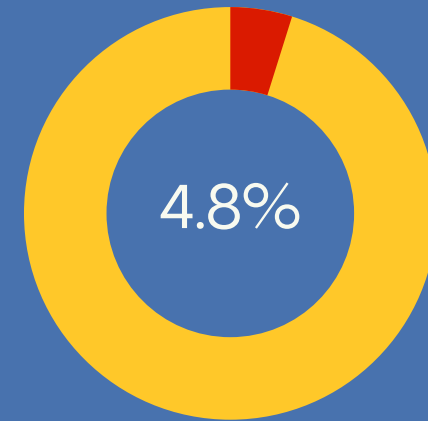
Guest Satisfaction Survey Results



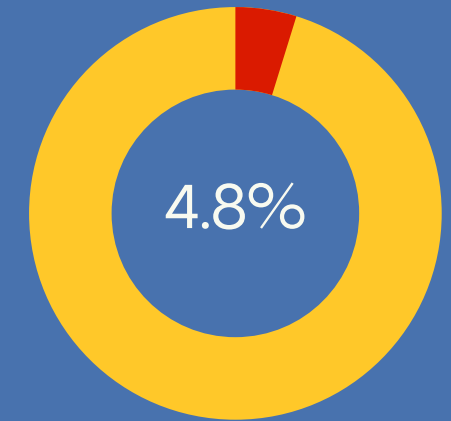
Check-in Process



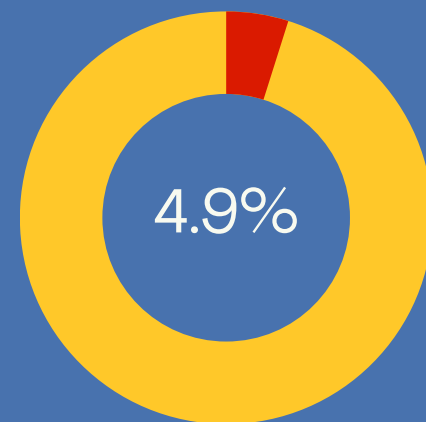
Overall Cleanliness



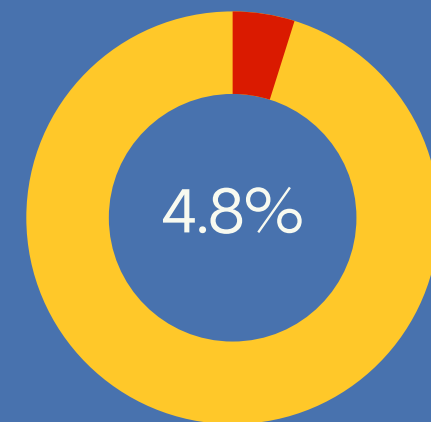
Availability of Meals



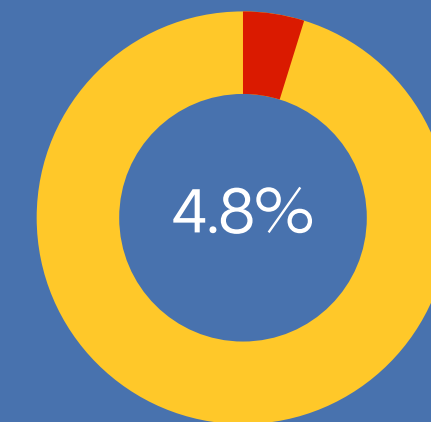
Noise Level



Safety



Hospitality - Staff



Hospitality - Volunteers

*Survey results percentages are based on the average of our 5 Point Likert Scale where 5=Excellent and 1=Poor

What Was Most Helpful?

caring clean

informative stress-free

safe

convenient

comfort

location

cost-savings

accommodating

staff

loving

How Can We Improve?

Larger refrigerator space to store food for patients on special diets.

Allowing NICU hospital parents to use laundry facility.

Adding a luggage cart, iron, and ironing board.

Hospital shuttle that runs from the House.

Access to more drinks and bigger cups.

What Our Guests Say About Us...

“The organization and staff are really doing amazing things.”

“The Ronald McDonald House has been a true blessing to our family.”

“The staff we met was friendly and helpful. It was clean and we enjoyed staying there.”

“Thankful for everyone there! They went above and beyond to make sure it felt like home!”

2023 Volunteer Activity Data

- **Actual Volunteer Hours: 4,350**
- **Number of Unduplicated Volunteers: 808**
- **Number of New Volunteer: 217**
- **Total Number of Volunteer Groups: 57**
- **Full-Time Employee Equivalent: 2**
- **Total Dollar Value of Volunteer Time: \$138,319.51**





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Thank you for
your time!