# 2024 GRATITUDE REPORT





### our mission + vision

We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

We envision a world where every family has what they need to ensure the best health outcomes for their children.

# our programs + services

- Ronald McDonald House in New Orleans on the Manning Family Children's Hospital campus
- Ronald McDonald Family Room in Lafayette at Our Lady of Lourdes Women's & Children's Hospital
- RMHCSLA Hospitality Carts at Ochsner Main & Manning Family Children's Hospital
- House to Home Case Management Program

### our board

Eric Hoffman, Board President

Carl A. "Trey" Woods, Vice President

Jason LeBlanc, Treasurer

Jean Paul "JP" Hymel, Secretary

**Hyder Brewster** 

**Duncan Brown** 

Ryan Furby

Gary Goodenough

**Jackie Marks-Rollins** 

**Haley Miller** 

Jordan P. Parker

Rikesh "Ricky" Patel

**Tony Schultz** 

**Charles Stewart** 

Cleland Powell, Honorary Board Member

### **Directors Emeriti:**

Cheryl Egan

Mike Flynn

**Tony Herques** 



Visit www.rmhcsla.org to learn more about programs, events, volunteering, or to donate online!

### @rmhcsla

Let's get social + show us some love on instagram • facebook • linkedin • youtube

# gratitude from grace

### Dear Friends,

As we reflect on the past few years, we are deeply grateful for the progress we've made together. In just three short years, we've witnessed incredible growth, driven by your support and the strength of the families we serve. Together we have witnessed RMHCSLA transition, transform, and thrive.

### 2022: Transitional

In 2022, as the world recovered from the pandemic, we rose to meet the growing need for our services. We opened a new Ronald McDonald House on the Manning Family Children's Hospital campus and a new Family Room in Lafayette at Our Lady of Lourdes Women's & Children's, expanding our reach by nearly 40%. It was a year of rebuilding and reimagining how we could best support families as they go through what is probably the most difficult time in their lives.

### 2023: Transformative

2023 was a year of transformation. We didn't just expand our physical space—we focused on deepening our emotional and mental health support for families. By listening closely to our guest families, we learned exactly what they needed to feel more supported during their stay with us and their medical journey. This valuable insight shaped our approach, leading to even greater advancements in 2024.

### 2024: Thriving...Together

In 2024, due to the complexity and severity of the diagnoses families in our care received, families stayed with us 33% longer than in 2023. In order to meet the ever-increasing needs of families, we introduced two new programs, **House to Home** case management and **Peer Support**. They provide more targeted assistance as families navigate both their hospital journey and their transition home to a new reality involving unforeseen obstacles. These programs ensure that care continues through a lasting, supportive network beyond our doors.

In 2025, our commitment to families facing medical crises is stronger than ever. The challenges are great, but so is our resolve in meeting them. With your continued support, we will keep evolving, innovating, and creating safe spaces for families when they need it most.

Thank you for being the heart of this journey.

Together, we are making a lasting impact, one family at a time.

With deepest heartfelt gratitude,

Grace McIntosh, MSW, MPA
RMHCSLA Chief Executive Officer

















# your impact is at the heart of what we do



Malachi was born to a struggling single mother in Baton Rouge who made the painful decision to place him for adoption, unaware of the health challenges that he would soon face.

Born with a rare heart defect known as a Single Ventricle Defect, Malachi's heart had only 2 of its 4 chambers. He was immediately admitted to the Cardiac Intensive Care Unit (CICU) at Manning Family Children's Hospital. In another heartbreaking turn, his potential adoptive parents decided to forego the process when they learned of his severe medical needs.

Thankfully, another family was waiting in the wings. Daniel and Linnea Fruchterman had long dreamed of having a child, so when they learned about Malachi, they didn't hesitate. Their hearts and arms were ready to welcome him.

During their nearly 6 month RMHCSLA stay, the Fruchterman's found a haven. Linnea recalls, "RMHCSLA allowed us the opportunity to stay close to the hospital and ensured that I could visit Malachi any time he needed. Other families who have been through the same surgery helped us prepare. They sat with me while Malachi was in surgery. It has surprised me how quickly a community can form between families here."





In September, Malachi underwent his second successful surgery, a crucial milestone in his fight for survival. And yet, despite all of the hardships he faced, Malachi's strength shone through. He was a fighter—full of life, energy, and a heart that refused to give up.

But the Fruchterman's experience isn't just about medical care. It's a testament to hope, and a community of strangers who became family. Thanks to our donors and community stakeholders, RMHCSLA's Community Resources Specialist provided access to resources to ease their financial burdens: gas cards, diapers, and even a family Audubon Zoo outing.

When it was time to head home, the Fruchterman's knew they weren't alone. RMCHSLA's services didn't end at discharge. Malachi continued to receive support not only from our House to Home program, but also from local Georgia organizations, Parent-to-Parent and Kids at Heart.

The day before they departed our House, the Fruchterman's received the news their hearts were all waiting for- they found out that Malachi's adoption was finalized and they were now officially a family!



# total organizational impact

Due to the complexity/severity of diagnoses, we saw our families' average nights stay increase over 33%. In 2023, families at our House & Family Room stayed for an average of 15 nights, in 2024, families stayed for an average of 20 nights.

**FAMILIES SERVED** 

**CHILDREN** 

**SERVED** 

LONGEST STAY

IN NIGHTS

**MEALS SERVED** 

**FAMILIES TRAVELED** COUNTRIES

PARISHES

STATES

FROM

**VOLUNTEERS GAVE** 5,326 HOURS

**HOUSE TO HOME PROGRAM METRICS FAMILIES REACHED** RESOURCES REFERRALS

RMHCSLA'S **COST PER FAMILY** PER NIGHT

WHAT FAMILIES **PAY TO STAY** 

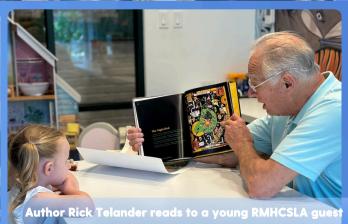














### from our house



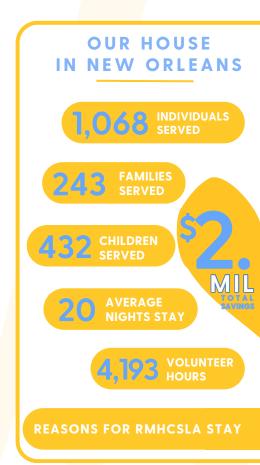
"Staying close meant everything. It wasn't just about convenience; it was about being there for every moment, every milestone, every tiny breath. And beyond the emotional relief, the financial savings were huge. No endless trips back and forth, no worrying about gas costs adding up. Instead, we could focus on what truly mattered—being together as a family."

· Alora's mom, Lily

"It is not just a place to stay, but having people care for us feels so good. Being asked if you've eaten, if you need anything, to see smiling familiar faces means the world when you're away from home. We love RMHCSLA and will be supporters for life."

· Addi's mom, Kesha







"I am in the best of care here at the house. I feel so welcomed and they are here for me when I just need someone to talk to. There is always a friendly face at the desk. They make sure I have food and a comfortable place to lay my head every night.

I got to meet the cutest puppies during pet therapy, my mom and I attended a Saints game, [thanks to a very generous donor] at the biggest stadium we have ever seen. It was amazing!"

• Kylen's mom, Ripley

# to our family room

"I had no idea the Family Room even existed until our Case Manager told us about it. One of the things I loved most about the Family Room was the sense of warmth and community. The team made us feel truly cared for, always checking in to see what we needed. It wasn't just a place to stay—it was a place where we felt supported, seen, and understood."

· Maverick's grandmother, Leslie



# OUR FAMILY ROOM IN LAFAYETTE 162 INDIVIDUALS SERVED 48 FAMILIES SERVED 70 CHILDREN SERVED 19 AVERAGE NIGHTS STAY PREMATURITY · CARDIOLOGY · CANCER



"The other families talked to me about why they needed to stay, and we comforted each other by updating each other about our children daily. Talking to Whitney was my favorite part of the Family Room. She was amazing and very funny."

Da'Zariah's mom, Harlene

"Watching the caring [RMHCSLA] ladies put so much effort into everything they do every day just amazed me. I feel like we have become one big happy family here. These ladies will let you cry on their shoulders as well as sit and laugh with you. These times are stressful, but they definitely know how to put your mind at ease."

Macy's mom, Meagan



# thank you cornerstone society + donors

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**Cheryl & Ray Egan** 

**Combel's Customs Cruisers** 

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**Delta Fraternity of Westwego** 

**EMR Southern Recycling** 

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Krewe of Bacchus

Libby Dufour Fund

Mike Flynn, CPA

Platta Temple No. 15, Prince Hall Shriners

RMHC Global

Established in December of 2022, our RMHCSLA Cornerstone Society laid the foundation to make our Uptown House possible and their legacy continues through ongoing support. We will forever be grateful and always honor those who facilitated this vital expansion, as our House is more than just bricks and mortar. It embodies the love, hope, and peace that is extended to our visiting families and all who pass through our doorway.

South Louisiana McDonald's Owner/ Operators

Terry, Carita & Samuel Wilburn

The Chris & Lentriese Bardell Family Foundation

The Colin Family

The Eugenie & Joseph Jones Family Foundation

**The Goldring Family Foundation** 

The Goodenough Family Charitable Trust

The Jamjomar, Thrower & Fisher Families

The Krampe Family

The Marks Family

The Miller Family in honor of Rudy & Freda Miller

The Sue & Clarke Montgomery Family Fund

**The Whitman Family Foundation** 



Our generous annual sponsors for our Family Holiday Party: the Porsche Club Mardi Gras Region, New Orleans Saints, & Outback Steakhouse \$10k+

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Alpha Delta Pi - Omega - LSU

Alpha Delta Pi - Theta Phi - ULL

Children's Hospital New Orleans

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# thank you to our donors



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ospitality Cart launch at Manning Family Children's Hospital







Poiscile Club Mox Holiday Party Will life Sallins



# welcome our 2024 board members



"I joined the Ronald McDonald House board because I know first hand the profound impact it has on families during challenging times, so contributing to this organization is just a small way I hope to pay it forward."

### **Hyder Brewster**



"RMHC builds stronger communities. Once you step inside the Ronald McDonald House, you can feel the warmth and commitment to making a real difference to those who need it most."



"After touring the House and witnessing the work that was being done, I immediately realized this was something I had to be a part of. It is humbling to be involved in such an important mission."

### **Duncan Brown**



"My visit to the Ronald McDonald House was an eyeopening experience. The incredible work they are doing is truly inspiring – a model for what can be done for families during their most challenging times."

Ryan Furby JP Hymel

# board honors + farewells



Please help us welcome our Honorary Board Member, Cleland Powell.

Cleland has been instrumental in helping RMHCSLA with partnerships and strategies over the past year, and we are absolutely thrilled to have him join our team in this honorary capacity.



Congratulations to our past board members and newly inducted Directors Emeriti!

(from left to right)

Tony Herques, McDonald's Owner/ Operator

Cheryl Egan, McDonald's Corporation (retired)

Mike Flynn, CPA



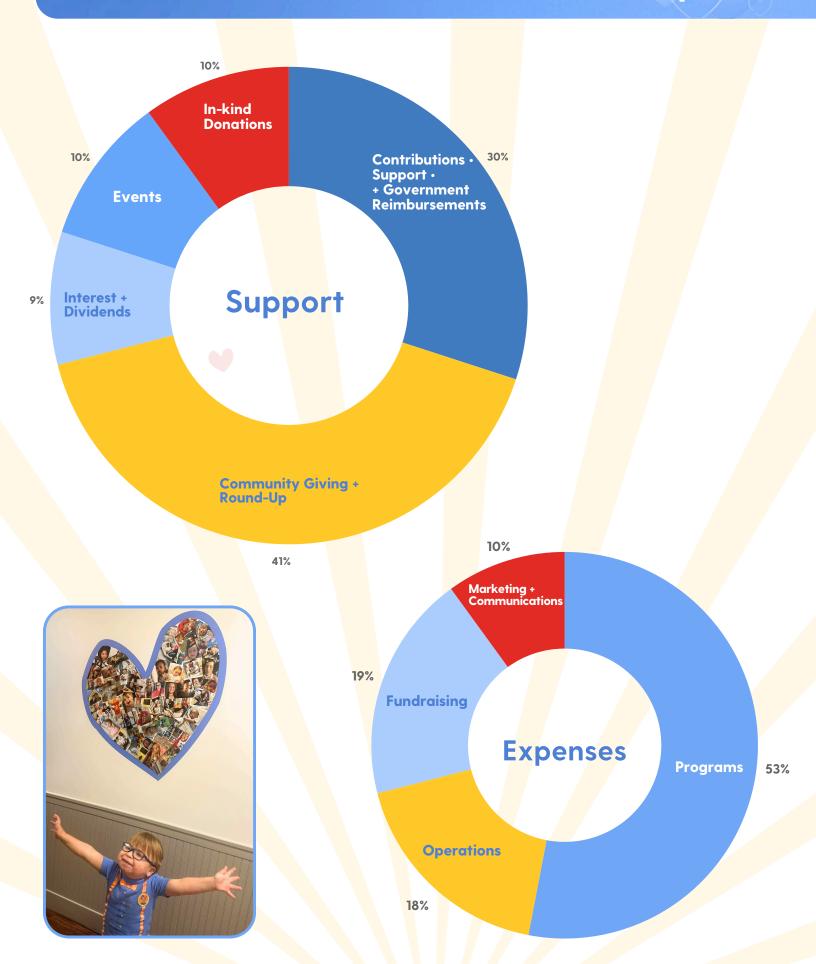






Thank you to our departing board members, (left to right) Michael Valluzzo, Jade Colin, Chris Krampe, (McDonald's Owner/Operators) and Sergio Lopez, (Storyville New Orleans) for their years of dedicated service to our mission and to our families.

# our 2024 financial snapshot





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