



2024 Impact Report

Providing Home, Hope, and Healing





[Click here to learn about families like Eleanor's.](#)

Meet the Alter Family

"Our daughter Eleanor was born in October. Just hours old, our newborn baby girl was removed from our arms and transported to the hospital an hour away in an ambulance. We could not have predicted what the next seven months would throw at us, starting off with open heart surgery at just six days old. In total, we spent 85 nights in the hospital during four hospitalizations and four different surgeries. We would not have been able to weather that storm without the Ronald McDonald House. They took care of us, so we could take care of our daughter.

The days in the hospital were long. For us, they started around six in the morning and were usually pretty busy until seven at night. When you're trying to process everything, the last thing you're thinking of is adding a two hour round-trip drive 'home' (even though it no longer felt like home without our daughter there).

Our first stay was for 54 nights. We did not expect to be back. Well, 10 days later, we were back. We didn't want to call Ronald McDonald House at first. We felt they had already done so much and we couldn't possibly ask any more of them. But the House insisted that we stay there. What we thought would only be a day or two, turned out to be a 17 day stay. Part of our reservation in reaching out was admitting that we were "BACK" at the hospital. But the minute we moved in, we felt immediate relief and comfort.

This spring, we brought our daughter in for what we thought would be a routine checkup. The doctors wanted to move up a surgery that was scheduled for June and do it immediately.

Once again, we found a place to call home in Ronald McDonald House. They have thought of everything, from parking in an accessible lot nearby, a warm shower, comfortable beds and accommodations, to regularly scheduled meals throughout the week, to an always stocked refrigerator of Arizona Iced Tea—you have everything you need and more.

By July 2024, Eleanor was described by her specialists as "thriving" and we have enjoyed settling into a 'normal' life!"



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Celebrating the Power of RMHC

Ronald McDonald House Charities of Connecticut and Western Massachusetts (RMHC CTMA) strives to offer every family with a sick child all the resources they need to navigate the overwhelming and stressful medical journey they are on. Each family's needs are a little different and we aim to fill as many gaps as we can. Thanks to our growing community of volunteers and donors, along with the dedication of our staff, we're able to provide comfort, care, and critical resources to families while their children receive essential medical treatment.

In 2024, we proudly joined RMHC Chapters around the world to celebrate the 50th anniversary of Ronald McDonald House Charities. This milestone gave us a chance to honor our legacy and look ahead to the next 50 years with renewed purpose.

As part of this reflection, the global RMHC system updated its mission, vision, and purpose to focus more deeply on what matters most—families:

Our Mission is to provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

Our Vision is a world where every family has what they need to ensure the best health outcomes for their children.

Our Purpose is caring for families with children who are ill or injured.

In alignment with these values, RMHC CTMA expanded its programming in 2024 by opening a Ronald McDonald Family Room inside Baystate Children's Hospital. This space supports parents and caregivers who are unable, or unwilling, to leave their child's bedside, by offering coffee, snacks, grab-and-go meals, and a quiet place to rest, just steps away from their child.

Our Ronald McDonald Houses in Connecticut and Springfield continue to look for ways to grow, like offering more culturally diverse meals, family-focused activities, and enhanced services to meet the unique needs of every family we serve. Saving families the burdens of long commutes which shorten time spent with their children, the expenses of lodging and parking, and wondering where their next meal may come from are just a few of the reasons our Houses make a difference.

Thank you for being a part of a year filled with celebration, growth, and compassion.

With gratitude,



Cynthia Tanon-Santos
President



Michelle D'Amore
Chief Executive Officer

50

years of

RMHC[®]

RMHC

Impact Strategy Framework

In conjunction with the 50th Anniversary, RMHC Global looked at the system's key priorities. In reflecting back on the past 50 years and what the next 50 years can hold for the Organization, RMHC updated its Mission, Vision, and Purpose and created a framework to support four key priorities. These priorities are Serve More Families, Better, Enhance Collaboration, Drive Engagement, and Prioritize People. As a Global entity and at the local Chapter level, these priorities will guide us to a bigger and brighter future.

RMHC® Impact Strategy Framework



RMHC CTMA 2024 Impact



The House and Family Room programs saved families **\$2,592,900*** by providing lodging, meals, daily necessities and a system of compassionate support.



397 families received lodging, meals, and daily necessities in the Houses. **124** moments of respite were provided in the new Family Room.



Families spent **8,643 nights** receiving care, comfort, and kindness in the Houses.



1 out of 5 families stayed in the Houses for more than one month.



Families were provided a hot, home-cooked meal **3 times a week** through the Meals from the Heart program.



3 times a week volunteer-led activities were available for families to find a moment of joy and distraction.

* Estimated cost of \$300/night for local equivalent of services and goods provided RMHC CTMA to families multiplied by the number of nights provided in FY 2024 to families by RMHC CTMA.

Ronald McDonald House of Connecticut



In 2024, Ronald McDonald House of Connecticut continued to find ways to raise awareness, serve our families, and work with our hospital partners to ensure families were supported within our home and at the hospital.

- A Pet Therapy Program was introduced and warmly received. Each Tuesday and Thursday, families, volunteers, and staff are joined by Jesse, Jackson, and their handlers for an hour of play, smiles, and laughs!
- The House piloted a new in-hospital snack program with great success! 300 snack bags were delivered to Yale New Haven Children's Hospital pediatric units for caregivers remaining at the bedside. The bags include a bottle of water, two snacks and a sweet note from RMH.
- Two families that stayed in our House were chosen to be represented in the NASCAR Homestead Race in collaboration with RMHC's 50th Anniversary! The Alter and Bucci families had their names on a decal displayed on Joey Logano's and Ryan Preece's race cars as both drivers are from Connecticut.



82% of families
reside within Connecticut

**Top CT counties
families reside:**

Fairfield
New London
New Haven



34% of families
stayed for over 2 weeks

Ronald McDonald House of Springfield

In 2024, RMH of Springfield continued to focus on increased activities for families and enhancing our program spaces.

- Two spaces were completely re-imagined: The Magic Room is adorned with colorful lights and walls lined floor to ceiling with puzzles, stuffed animals, and toys and is visited by each child staying in the House. The Cozy Closet is a comforting space where families and children can choose new pajamas, plush bathrobes, fuzzy socks, and other soothing essentials designed to bring warmth and a sense of home.
- A House garden was created with raised beds where vegetables and herbs were grown throughout the summer and tended to by family members and volunteers. This provided fresh and nutritious ingredients for families to cook with and enjoy.
- Stay and Play volunteer opportunities were created to help bolster the number of activities available for families. Cooking classes, arts and crafts, interactive activities, and an Annual Egg Hunt were offered and warmly received by adults and children.



Top MA counties families reside:

Berkshire
Hampden
Franklin



1 out of 2 families

live within
Massachusetts

Top 3 diagnosis:

Premature Birth
Surgery
Testing/Follow Up Care

Ronald McDonald Family Room at Baystate Children's Hospital

RMHC of CT & Western MA was thrilled to expand our service to families within Baystate Children's Hospital. These families do not require overnight accommodations, but do need compassionate care just steps away from their child's bedside.

Our Family Room is a peaceful retreat away from medical units where families and caregivers access:

Rest and Meditation

Quiet spaces designed
for relaxation

Health and Wellness

State-of-the-art
massage chair

Entertainment

Freshwater aquarium
and reading materials

Refreshments

Kitchen area with
beverages and snacks

Connectivity

Internet access and
charging stations





2024 Financials (USD '000)

Assets		
Property and equipment, net	\$10,728	
All other	<u>9,297</u>	20,025
Liabilities		(<u>143</u>)
Net assets		
Restricted	3,987	
Unrestricted	<u>15,894</u>	\$19,882

Total Support and Revenue

Contributions and donations (A)	\$1,409
Special events	825
Grants	52
Donated goods and services (B)	301
Partner hospital building subsidy	398
Other	290

(A) Includes \$460 of McDonald's related funding
(B) Excludes donated volunteer services



■ Contributions and donations (A) ■ Special events ■ Grants
□ Donated goods and services (B) ■ Partner hospital building subsidy ■ Other

McDonald's Funding

Our founding and forever partner, McDonald's, helps enable RMHC CTMA to continue offering the important programs and services that keep families near the medical care and resources they need. In total, McDonald's Owner Operators, employees, and customers donated approximately 1/3 of the annual funding needed to help to provide care, comfort, and kindness to the families that called our Houses their home.

Funding Sources include:

- Penny per Happy Meal donated by McDonald's USA
- 5 Cents per Happy Meal donated by local McDonald's Owner Operators
- 25 Cents per Shamrock Shake donated by local McDonald's Owner Operators
- Round-Up for RMHC donated by McDonald's Customers
- Donation Box funds donated by McDonald's Customers
- Give A Little LOVE funds donated by McDonald's Customers
- Private Gifts donated by local McDonald's Owner Operators





Our Donors and Volunteers

RMHC of Connecticut and Western Massachusetts is able to support families during the most stressful times thanks to generous donors and volunteers who provide monetary support, in-kind donations, and the gifts of time, talent, and compassion,



The Teich Family

"Our donations help ensure that families can focus on what really matters—being there for their kids—without the added burden of worrying about where to stay or how to afford it. It is not just providing a roof over their heads, but also emotional support and a sense of normalcy during incredibly tough times. It's wonderful to see how thoughtful donations help create a more supportive and comforting environment for those who need it most."

The Biller Family

"My husband, David, and I originally began volunteering at Ronald McDonald House in 2020. The plan was to prepare a meal for guests staying at the House. Upon our arrival, we were greeted by the most wonderful and appreciative staff and we met families who were so grateful to be returning from a long day at the hospital to find a warm meal waiting for them. I instantly knew I wanted to get more involved with this amazing organization. Almost immediately after that first visit, I was picking up regular volunteer shifts at the front desk. Dave and my 22 year old son, Nate, are very involved. Usually, every couple of months their services are requested to help bring pop tab donations from the House to the recycle center as they get exchanged for funds that support the families. My 19 year old daughter, Drew, and 16 year old daughter, Paige, are also very involved. This summer, Paige began a Wednesday night ice cream sundae social to coincide with Wednesday night bingo. Drew goes to college out-of-state but always comes back during her winter breaks to wrap holiday gifts for the families. Along with her brother and sister, they spend a couple days wrapping all the amazing toys, clothing, and other fabulous items that are donated to the House. It warms my heart to know that we have found an organization as special as RMH for my entire family to be involved with."

Mission Moments with RMHC CTMA Staff

Our staff is dedicated to positively impacting the families we serve 365 days a year through their individual roles and collectively as a team.

Special moments spent interacting with families and volunteers truly lets us see and feel that the work we do has meaning and makes a big difference.



Allan and Michelle refilling the family snack stations.



Celine and Christa decorating the House to welcome guests.



Emily and Marissa stocking Snacks-On-The-Go.



Jane and Cathy with therapy dog, Toby.



Melissa and Emily distributing care items for families.



Emily setting up our RMHC 50th Anniversary party.

Mission Expansion Campaign



More Families, More Love

Over the course of 2024, the planning, fundraising, and construction of our Family Room program was the first of three Mission Expansion campaign programs to be completed. The new program offered RMHC CTMA the ability to expand our reach and positively impact families and caregivers within the pediatric hospital setting.

The Grand Opening of our Ronald McDonald Family Room at Baystate Children's Hospital took place on October 3, 2024. Since opening, the Family Room has provided a place of quiet and comfort with hot cups of coffee, snacks, and grab-and-go lunches.

More Rooms, More Love

Ronald McDonald House of Connecticut was able to close the \$1.6M campaign and begin preparing for construction to add 11 more guest rooms, bringing our total guest room count to 30. These pre-shelled spaces were part of the original build and lay within the House's current footprint. The expansion will allow more families to be accommodated each night and ensure the best use of programming space.

Rebuild, Renew, Restore

Ronald McDonald House of Springfield revamped some programmatic spaces and replaced some appliances that our families rely on every day. As the campaign continues, a new roof will be installed and additional upgrades to the House and property will be completed.



Thank You To Our Mission Expansion Donors



Leadership Donors

Estate of Linda N. Roman
Ronald McDonald House Charities

A special thank you to the McDonald's Owner Operators in Connecticut and Western Massachusetts for their lead gift which kicked off our campaign.

\$50,000 and Greater

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Thank You To Our Mission Expansion Donors



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of Connecticut &
Western Massachusetts

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**Ronald McDonald Family Room
at Baystate Children's Hospital**

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