



2021
Annual
Report

The Board of Visitors

ryan house
open doors, open hearts





With our **world-class care** and programs, we embrace **all children** and their families as they navigate **life-limiting** or end-of-life **journeys** through:

- ♥ Palliative and respite care that addresses the emotional, spiritual, and social needs of the family
- ♥ Continuity of care from diagnosis to end-of-life
- ♥ Expert care provided by our prestigious care partners and highly-trained staff
- ♥ A loving community that offers ongoing support and compassion

Thank you for keeping our doors open with your hearts!



Greetings friends of Ryan House—

I'm Bob Serr, Ryan House Board Chair and grandparent to my adorable 11-year-old granddaughter, Paisley Mae, who has a rare genetic condition that requires 24/7 care from my wife, Pam and me.

We are one of the many

Ryan House families that receive mission-critical care each year. We personally understand the stress and pressure a family goes through caring for a medically fragile child, and the amazing respite and relief that a family experiences knowing that their special kiddo will be well taken care of during a stay. Our Miss Paisley has a ton of fun and is superbly and kindly treated for all her medical needs by care team, while also enjoying all the wonderful activities and volunteers at Ryan House. Knowing Paisley is so well cared for during her visits gives us immense peace of mind so that we can fully enjoy our time away and reenergize.

During the 2020-2021 fiscal year, Ryan House provided 24,816 hours of respite care and supported 135 families through life-limiting or end-of-life journeys. It is your generous support that allows us to provide these critical services free of charge to all Ryan House families.

Ryan House has an amazing partnership with Hospice of the Valley, a compassionate and loving care team, a committed group of volunteers, a professional and engaged leadership team, and a unique and wonderfully diverse and dedicated Board of Directors and Committee Members. They all work diligently to ensure that the support each of you provides is stewarded well to uplift and encourage each of our Ryan House families. Your continued support is so critical and so very appreciated!

With gratitude,

Bob Serr
2021-2022 Board Chair



Hello and welcome to our annual report!

In the past year, Ryan House has been busy welcoming more kids back for respite, including new families coming for their first stay, and more volunteers who graciously give their time to do everything

from playing with the kids to baking in the kitchen.

Ryan House would not be what it is today if it weren't for the support we receive from you, our community. It's because of you that we are able to continue to provide critical care to the children and families we serve as they navigate life limiting or end-of-life journeys. We are deeply grateful!

I am equally grateful to share that while the past few years have been especially hard for so many, Ryan House remains strong and true to its mission. We continue to be the only organization providing this care in Arizona and only one of three in the country.

As you look inside this year's annual report, you'll find feature stories from longtime Ryan House supporter, Mercy Care, a local not-for-profit Medicaid health plan, that has been supporting Ryan House since 2011, as well as a glimpse into the Draper Family's journey which showcases how Ryan House helps to bring even more love and joy to each of them.

You'll also see the impact your support has made this past year as we welcomed and supported hundreds of children and family members into the house while continuing to navigate some of the most challenging times. Thank you for your continued support.

From our hearts to yours,

Tracy Leonard-Warner,
MHI, MT-BC
Executive Director



2021 Board of Directors

Executive Committee

Kathy Hanley, Chair
Bob Serr, Vice Chair
Rob Maver, Treasurer
Alan Meda, Secretary
Rob Guthrie, Member at Large
Ashley Crowell, Member at Large

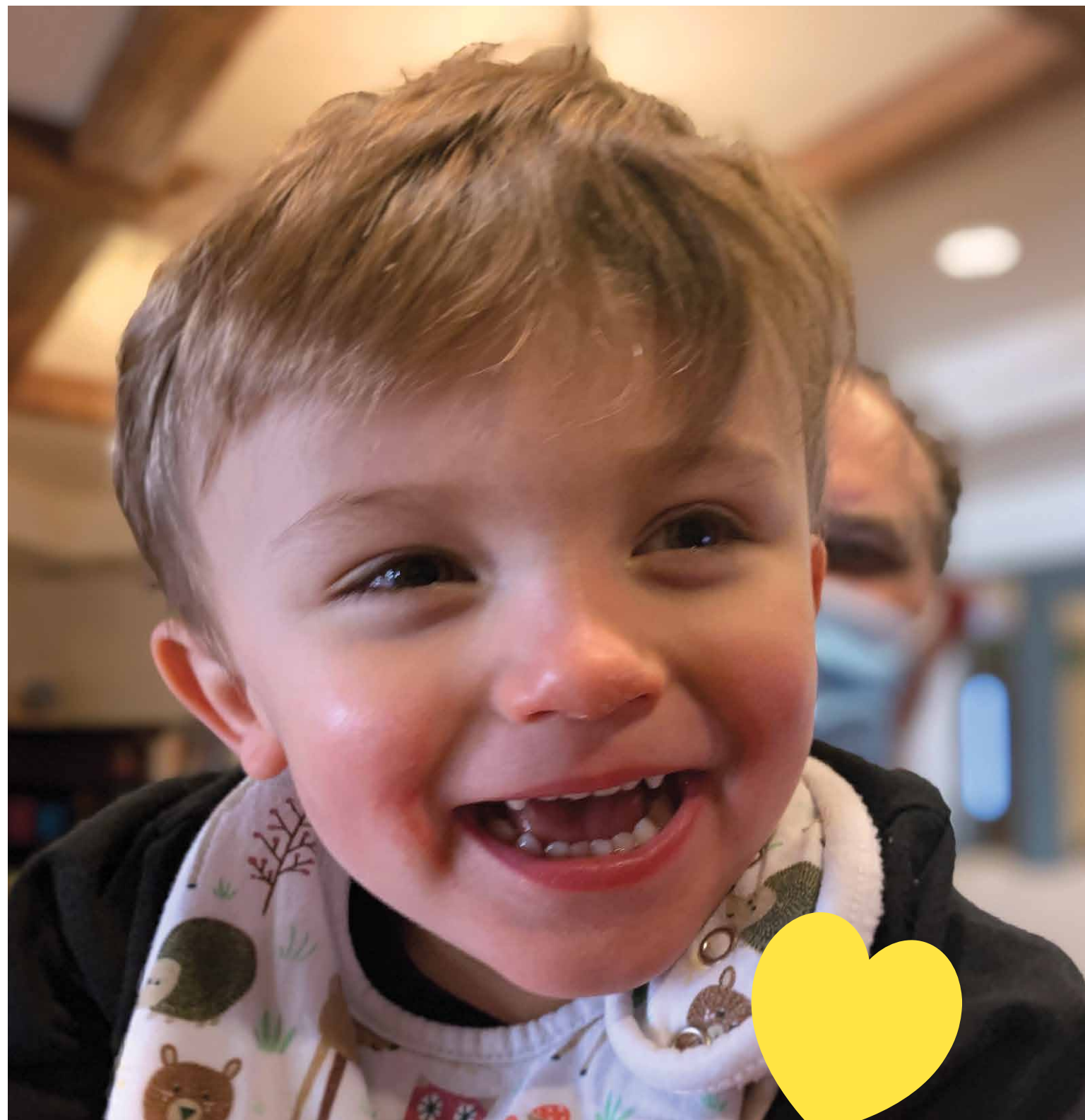
Members

Max Bartolomea
Oliver Fultz
Lynn Hoffman
Tom Jarvis
Marc Lerner
Paula Lovesy
Rita Meiser
Michelle Ronan
Shannon Schroeder
Laura Westfall

Ex-Officio Members

Rachel Behrendt
DNP, RN, NEA-BC
Senior Vice President,
Operations,
Hospice of the Valley
Tracy Leonard-Warner
MHI, MT-BC



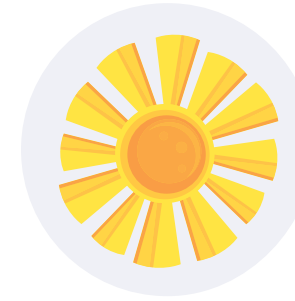


We are transforming the quality of life for Arizona's most medically complex children.



Respite Care

Respite care is a gift of time; short-term overnight stays that help a family take breaks from the stress of 24/7 home care.



Palliative Care

Palliative care aims to holistically identify and alleviate the physical, psychosocial, spiritual, and emotional pain for both the child and the family, enhance quality of life and minimize suffering.



Pediatric End-of-Life Care

Families with a child facing end-of-life receive supportive planning and compassionate care consistent with clinical, cultural, and ethical standards.



Grief and Bereavement Support

Along with our partners, we offer Sibling Bridges of Support and Hope, family counseling through various programs, a memorial wall, an annual community event to honor children who have died, and Treasured Memories boxes to families that are filled with special keepsakes.



Life-Enhancing Therapeutic Activities

Certified child life specialist, certified music therapist and trained volunteers provide activities that address the isolation, pain, and fear children and siblings face with diagnosis and improve quality of life.

Mercy Care & Ryan House

What does a nonprofit offering integrated health care plans to underserved populations have in common with Ryan House? As it turns out - a lot.

Mercy Care, a local not-for-profit Medicaid health plan, has been supporting Ryan House since 2011. Their support has evolved into a programmatic partnership between the two that aligns heart, compassion, and humanity.

Mercy Care’s goal is to reinvest in Arizona by supporting organizations that are supporting the community in a significant way. This helps Mercy Care deepen its impact. So, when the opportunity came along to contribute funds specifically for respite care in 2021, through Ryan House’s Support-a-Stay program, Mercy Care jumped at the chance to help children and families when they’re at their most vulnerable. The result ... a donation which funded respite stays for one child for an entire year totaling \$28,200.

“Ryan House provides such a unique, invaluable service to the community,” said Trisha Stuart, director of community relations for Mercy Care. “We wanted to help fill a gap and provide families with the respite they so deeply deserve. We want to help Ryan House give parents peace of mind, and the ability to regroup and refresh.”

“If we can give kids and families relief and make them more comfortable, that’s one of the best investments we can make in the community,” she said.

For more than 35 years, Mercy Care has been diligently working to support community causes, initiatives, and organizations. Its broad network of providers offer physical and behavioral health care services and supports for Medicaid-eligible families, children, including those in foster care, seniors, and individuals with serious mental illness and developmental/cognitive disabilities. Mercy Care also provides access to care for those in their service area who are eligible for Medicaid and Medicare.

Supporting Ryan House in a significant way also aligns with Mercy Care’s values, including the need to advance health equity.

“Mercy Care is a health plan with a heart,” said Stuart. “Advancing health equity is important to us, especially when we’re caring for special populations.”

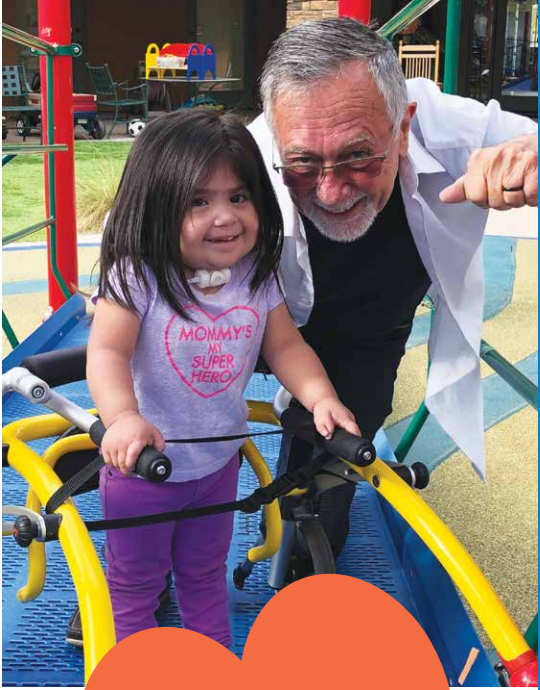
Mercy Care has also supported Ryan House by filling a seat on its Board of Directors. First in 2018 with Marc Lerner, a hearing attorney for Mercy Care. And, when his term ended in 2021, Mercy Care recommended Keeley Dean to fill his spot.

As the Director of Medical Management and Operations at Mercy Care, Dean has a unique skill set and perspective she brings to the Ryan House Board of Directors. In addition, as a long-time supporter of Ryan House, she also has a personal reason for her many contributions over the years. Members of her family, who live out of state, have health conditions that would make Ryan House a perfect place for respite – if only they lived in Arizona. Supporting Ryan House is Dean’s way of supporting her family. As the newest Ryan House board member, she looks forward to bringing her expertise, collaboration, and compassion to her role.

Dean sees how deeply Mercy Care has invested in the community through Ryan House, which is another example of her organization living out its values to the fullest. For Dean, Mercy Care’s continued commitment to Ryan House is heartwarming and is a wonderful example of two organizations that care deeply about the people in our community working together.

“We want to help our communities live healthier lives and achieve their full potential,” said Dean. “Mercy Care is such a strong supporter of the community, and this is just a perfect match.”

“Mercy Care is a health plan with a heart,” said Stuart.



Aligning Heart, Compassion, & Humanity



Five Children Means More Love and Joy for Parents Nicole and Michael Draper

For many, having a big family can be overwhelming. But for Nicole Draper – who has 10 younger siblings – having five children has brought her nothing but more love and joy.

It came as a welcome surprise when she and her husband, Michael, already the parents of a 5-year-old and 4-year-old twins, found out they were expecting their second set of twins, two identical boys.

Their joy turned to concern when Nick and Nate were both diagnosed with dilated cardiomyopathy in utero; they were born in 2005 with this rare, severe heart condition. At the time, no doctors in Arizona were performing infant heart transplants, so the family temporarily relocated to Los Angeles. But how would they ever decide which child would receive a new heart first?

Thankfully, they didn't have to make that impossible decision. On the way to L.A., Nate developed hemorrhaging in his brain, so he was not eligible to receive a heart immediately. Nick stayed in the hospital, finally receiving his long-awaited heart after seven agonizing months, then remained hospitalized for additional treatment. Nate was discharged for a short time but got sicker and had to return to the hospital; as time passed, he made enough progress to no longer need a transplant! After almost a full year, both boys were cleared to go home.

As the boys got older, it became clear they were delayed in their development. At three years old, Nick had multiple seizures, and upon further testing, doctors discovered the boys had nuclear mitochondrial disease, a genetic condition that affects how the body produces energy at a cellular level.

This didn't stop the Drapers from ensuring that their two youngest boys lived their fullest and happiest lives possible. In addition, their adoring siblings Caitlin, and twins Brendan and Emma, were learning empathy, hard work and independence because of having two brothers with medically complex conditions.

Nick – who always had the more severe complications – met with a palliative care team as he was getting a tracheostomy. "Do you know about Ryan House?" they asked. Nicole didn't and was stunned to learn about

an amazing resource like Ryan House that offered overnight respite care for up to seven nights at a time. "Why didn't anyone tell me?" she wondered, thinking it sounded too good to be true.

When they first visited Ryan House with Nick and Nate in 2014, she and her husband looked around in wonder. The outdoor playground, music room, kind nurses and volunteers, and constant activity stood out as distinct first impressions. During stays at Ryan House, the boys also enjoyed the big shady porch, swimming in the pool, music therapy, and walks.

"I always felt like they were having a staycation at Ryan House," Nicole recalled. Many of the facility's features, like the giant bathtub, were more accessible to maneuver than what they had at home.

More recently, Nick's energy levels began to dip. He was sleeping more, experiencing breathing and GI issues, and was in and out of the hospital often. Sadly, Nick passed away in August 2021 at 16.

"Nick was tired, and we expected it at some point, but were not really ready for his passing," she said. "We deeply miss his cute smile and fun personality, but he is no longer suffering or stuck in limbo and that is a huge blessing."

The entire family takes comfort in knowing that Nick is no longer in pain. Each of the siblings has been inspired by their brothers in various ways and has found ways to keep Nick in their hearts. His sisters, Caitlin, and Emma are pursuing careers in healthcare, and Caitlin is a regular Ryan House volunteer. Caitlin, Emma, and Brendan love their brothers so much and now devote all their attention to Nate. Nate continues to have respite stays at Ryan House and enjoys his time there immensely.

"Through the years, Ryan House has given us the opportunity to have meaningful, typical family time and escapes that we wouldn't have been able to experience without that kind of help," she said. "The staff have always given me peace of mind knowing that the boys are well taken care of and doing activities they love, which has really helped me to not feel bad or guilty about leaving them there for a much-needed respite."

Who We Serve



In FY 21, **298** children and families were enrolled in our respite program. Ryan House provided **24,816** hours of respite care to **90** children with life-limiting conditions and supported **45** children and their families at end-of-life.

Approximately **91%** of the children qualifying for services at Ryan House reside in Maricopa County.

100% of families

would recommend Ryan House to their family and friends

100% of families

are able to participate in activities that are meaningful to them

100% of caregivers

experience less stress and anxiety

100% of families

feel connected to a community of support

FY21 Financial Snapshot

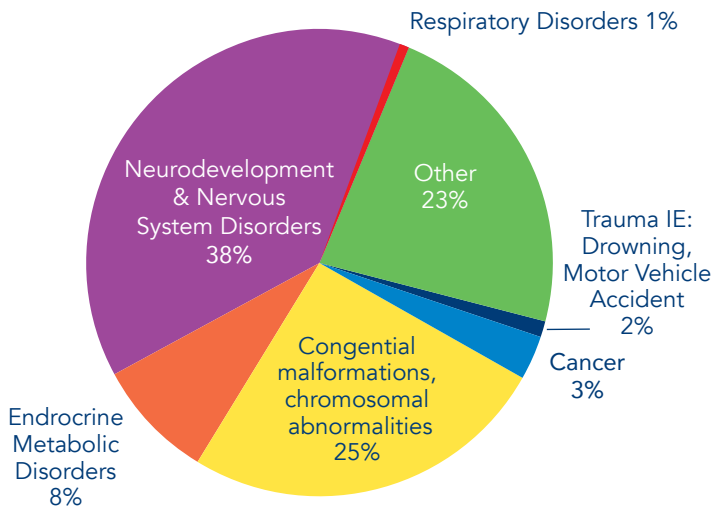
<u>Assets</u>	2021	2020
Current Assets	\$ 5,835,887	\$ 4,663,351
Long Term Assets	\$ 219,561	\$ 198,729
Total Assets	\$ 6,055,448	\$ 4,862,080
<u>Liabilities</u>		
Current Liabilities	\$ 352,027	\$ 352,882
Total Liabilities	\$ 352,027	\$ 646,653*
<u>Net Assets</u>		
Without Donor Restrictions	\$ 4,784,027	\$ 3,999,374
With Donor Restrictions	\$ 919,394	\$ 216,053
Total Net Assets	\$ 5,703,421	\$ 4,215,427
Total Liabilities and Net Assets	\$ 6,055,448	\$ 4,862,080

*Includes Paycheck Protection Program Loan

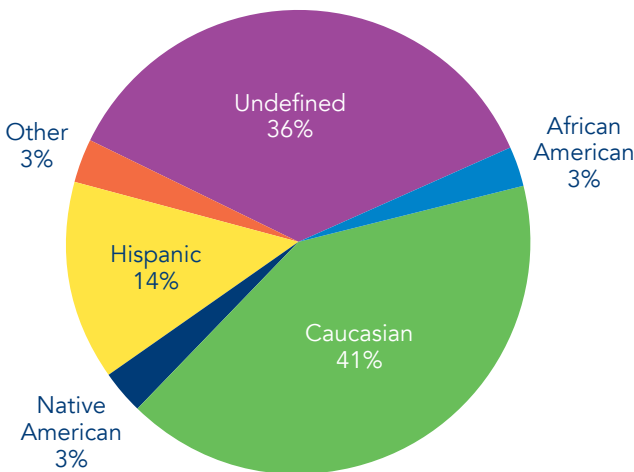
Statement of Activities for the Year Ended September 30, 2021

Total Support and Revenue	\$ 4,376,667	\$ 2,729,770
Total Expenses	\$ 2,888,673	\$ 2,852,097
Change in Net Assets	\$ 1,487,994	\$ (122,327)

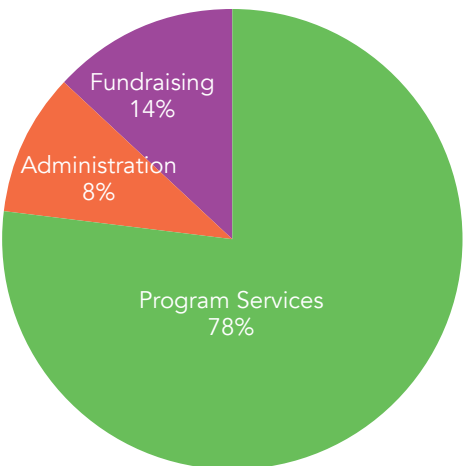
FY 21 Diagnoses



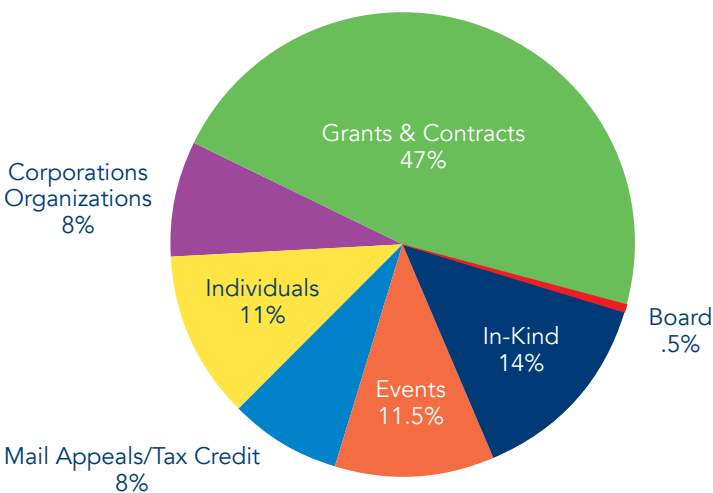
Race



Expense Allocations



Sources of Operating Support & Revenue



We are honored to recognize our most generous donors since our founding in **2004**. This group has supported the children and families of Ryan House with cumulative gifts or pledges or qualifying planned gifts of **\$25,000** or more through September 30, 2021.

Lifetime Giving Honor Roll



Over \$1,000,000

- Arizona Department of Health Services
- The Board of Visitors
- Hospice of the Valley
- Virginia G. Piper Charitable Trust
- Salt River Pima-Maricopa Indian Community

\$500,000 - \$999,999

- Gila River Indian Community
- The Kemper & Ethel Marley Foundation
- Three Desert Winds Foundation
- Thunderbirds Charities

\$100,000 - \$499,999

- Arizona Biz Bash Inc
- Arizona Central Credit Union
- Arizona Diamondbacks
- Arizona Elks Major Projects
- Bank of America
- BHHS Legacy Foundation
- Blue Cross Blue Shield of AZ
- Paul Chait Memorial Golf Tournament

- Community Health Charities
- The DeMatteis Family Foundation
- Entercom
- Executive Council Charities & The SAY Campaign
- Fiesta Bowl
- Karen & Robert C. Hobbs, Sr.
- Lynn Hoffman
- The Humana Foundation
- Junior League of Phoenix
- Kitchell Corporation
- LaneTerralver
- Media That Deelivers
- Phoenix Suns Charities
- Bob Powers
- John and Alice Powers Foundation
- John Propstra
- Nina Mason Pulliam Charitable Trust
- The Estate of F Theodore & Diane E Reid
- Judy & Bill Schubert
- The Steele Foundation
- True Story Films
- ViaSun
- Joy Wili/Pam & Bob Serr/Paisley Mae Foundation

\$50,000 - \$99,999

- Arizona Coyotes Foundation
- Arizona Eastern Star Foundation
- Arizona Public Service
- Cristina & Trevor Chait
- The Charro Foundation
- Jessica Jennifer Cohen Foundation II
- David & Ruth S Coleman Foundation
- Sharon & Robert Cottor, M.D.
- DC Ranch Community Foundation - Heartstrings
- Dutch Bros. Coffee West Valley
- Diane & John Eckstein, M.D.
- Edra Drake
- Fort McDowell Yavapai Nation
- Gases and Welding Distributors Association
- Jacque Weiss & Richard Glazer, D.M.D.
- Kathleen & Michael Hanley
- IFDA
- JPMorgan Chase Bank, N.A.
- Mercy Care
- Love Abounds Foundation
- Doris Lumsden Foundation
- McDonough Corporation
- The Moreno Family Foundation
- Jill & Gene Nagel
- National Bank of Arizona
- Otto & Edna Neely Foundation
- Karrie & James F. Pierson, III
- Joan C. Ray Charitable Foundation
- The David E Reese Family Foundation
- The Estate of Rocco Emma
- Shutterfly
- Kristin & Drew Stanton
- Faye & Tom Tait
- Thompson/McCarthy Coffee Co.
- United States Tennis Association, Inc.
- Western Alliance Bank of Arizona
- West Valley Lutheran Thrift Shop
- Alan D. & Wendy R. Wilson Foundation
- Marylou & Carlos J. Zilveti

\$25,000 - \$49,999

- Patricia & Patrick Althoff
- Arciterra
- Arizona Commercial Real Estate Women
- The Arizona Republic
- Azadi
- Bashas'
- Nancy & George Bogle
- Judith & Budd Busche
- Cardinals Charities
- Shirley C. Caris Family Foundation
- Susie & Wally Chester
- Clean Machine Car Wash LLC
- Colton Cowell Foundation
- CopperPoint Mutual Insurance Company
- Holly & Jonathan Cottor
- Cox Charities

- Davidson Family Foundation
- Davignon Charitable Fund
- Dignity Health
- DC Ranch Community Council
- Karen & David Divine
- Jacque & Bennett Dorrance
- Colleen & Jim Edwards
- Elks National Foundation
- Excellence in Giving
- The Alberta B. Farrington Foundation
- Ira Gaines & Cheryl Hintzen Gaines
- Goodwill of Central & Northern Arizona
- Christine & Robert Guthrie
- The Bruce T. Halle Family Foundation
- Nancy & Lee* Hanley
- Susan & Richard Hare Family Foundation
- Patrick Harlan
- Nicole & Michael Hazen
- Jeanne & Gary* Herberger
- Jane & Mario* Iacobelli
- Kappa Kappa Gamma – Epsilon Delta
- The Keller Foundation
- Randy & Earl G. Kendrick, Jr.
- J.W. Kieckhefer Foundation
- Liam's Room
- Louis Legacy Foundation
- Major League Conditioning
- Ina & Murray Manaster
- Larry H. Miller Charities
- MM Brand Agency, LLC
- Connie Moore
- Michelle & Marc Morris
- The Pakis Family Foundation
- The Bob and Renee Parsons Foundation
- William L. & Ruth T. Pendleton Memorial Fund
- City of Phoenix
- PGA Tour, Inc.
- The Power Open, Inc
- Leslie Propstra
- Ryan Companies
- SRP
- Southwest Gas Corporation
- Werner Schumacher
- Suzanne Sikora
- Liz & Christopher Sokolowski
- Anne & James W. Spellman
- Sundt Construction
- TriWest Healthcare Alliance
- Lynn & Chip Tolleson
- US Airways
- Valley Anesthesiology Foundation
- Vitalyst
- The Walmart Foundation
- Cindy & Michael Watts
- The Wayne Foundation
- Cindy & Paul Weiser
- Wentworth Property Company
- Diane Willian
- Willmeng Construction

**In Memoriam*



ryanhouse.org

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Phoenix, AZ 85013 602-200-0767 info@ryanhouse.org

f facebook.com/ryanhouse.org **@** [@ryanhouseaz](https://instagram.com/ryanhouseaz)

We are 100% funded by donations. As a registered 501(c)(3) and Arizona qualifying charitable organization, any donation made, including your Arizona charitable tax credit, is tax deductible. Allocating your donation to Ryan House serves as a lifeline to our families.

As a 501(c)(3), Ryan House is eligible to receive stocks, bequests and legacy gifts.
Please call (602) 200-0767 for more information.