



# 2019 Annual Report



**our mission**

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

# Our Mission

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



[ryanhouse.org](http://ryanhouse.org)



# 2019 Board of Directors

## Executive Committee

**Kathy Hanley**.....Chair  
**Janet Moodie**.....Past Chair  
**Pat Harlan**.....Vice Chair  
**Bob Serr**.....Vice Chair  
**Rob Maver**.....Treasurer  
**Tim O'Neil**.....Secretary  
**Barbara Kennedy**.....Member at Large

## Members

**Rhonda Anderson**  
**Ashley Crowell**  
**Oliver Fultz**  
**Robert Guthrie**  
**Lynn Hoffman**  
**Tom Jarvis**  
**John Jennings**  
**Marc Lerner**  
**Paula Lovesy**  
**Alan Meda**  
**Rita Meiser**  
**Jason Sinykin**  
**Laura Westfall, MS, FNP-BC**

## Ex-Officio Members

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

## Honorary Members

**Max Bartolomea**



# Thank you for opening our doors with your hearts!



Dear Friends,

Thank you for your support of Ryan House. Without you, we would be unable to fulfill our mission to embrace children and their families as they navigate life-limiting or end-of-life journeys. We are supported 100% by charitable contributions and grants so we are able to serve our children and families at no cost to them – all because of you.

During this past fiscal year, we have provided 32,000 hours of respite care for 133 children and supported 56 families through hospice care. As we celebrate our 10th Anniversary,

we are proud to have served more than 852 children, along with their families and friends, since the inception of Ryan House.

We thank Jonathon and Holly Cottor for their vision for Ryan House. We dearly miss Ryan Cottor and his engaging, positive and loving personality whom we lost at the end of 2018. His legacy lives on and energizes our caregivers, staff, volunteers, and donors every day.

I would like to thank the Ryan House Board of Directors, Committee members, our treasured care partner, Hospice of the Valley, and the volunteers who impact the House in so many ways to make it possible to do what we do.

Most importantly, thank you to our team members of the House whose inspiring commitment to our children and families makes a positive impact on their lives.

As we assess the challenges ahead, your continued support will be appreciated more than ever.

Warm regards,

A handwritten signature in black ink that reads "Kathy Hanley".

Kathy Hanley  
Board Chair



Hello!

As we head into our 10th Anniversary, Ryan House continues to welcome children and their families into our home away from home.

The care provided to these children and families as they navigate life-limiting or end-of-life journeys is only possible because of our incredible community of support. THANK YOU for believing in our model of care and for making what happens in the house everyday possible.

As you read this year's annual report and see the impact Ryan House has had, I hope you will stop and think about the part you have played in creating an environment where all of this is possible.

An environment where families like the Mumfords receive the support they need to open their hearts and their home to these incredible children. And, I hope you will be inspired by the generosity of other donors like Thunderbirds Charities, who have supported and cheered on the house from the beginning.

We are excited for you to get a glimpse of the impact your support has made as we welcomed hundreds of children and family members into the house this year. Thank you for your continued support.

From our hearts to yours,

A handwritten signature in black ink that reads "Tracy Leonard-Warner".

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



23  
Staff

1,289  
Volunteers

382,926  
Volunteer  
Hours

# We are transforming the



## 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.

# quality of life

for Arizona's **most medically complex children.**



## 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

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 specialists, 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.







# A Heaven-on-Earth Experience

It takes a special kind of person to open their heart to fostering or adopting a child. But it takes an incredibly rare amount of strength to welcome home a medically fragile child with life-limiting conditions.

Alicia and Doug Mumford are these rare, selfless individuals. But what makes them even more extraordinary is, in addition to having two of their own biological children, they've opened their home to multiple children, both through fostering and adopting, many times over the last 15 years. In total, they've adopted nine children and are preparing to adopt their 10th and 11th this year. Many of these children come to their home as fosters, and several of them have severe medical conditions that require constant care.

Alicia and Doug didn't start with a long-term vision to touch so many lives. It started with a simple desire to help one child with medical needs, mainly because they both came from medical backgrounds. Doug was a medic in the Army, and Alicia was an ultrasound sonographer.

"You know, we should really open our hearts and our home to care for medically-fragile foster children," Alicia recalls saying.

Whenever they receive the call to foster, Alicia says it feels like "a direct call from God" each and every time.

In July 2014, they received a second call. A premature baby was at Phoenix Children's Hospital, suffering from a stage four brain hemorrhage, feeding and respiratory issues, and needed a home. His name was Gavin. But, doctors warned, there wasn't hope for Gavin to live a long life. Instead, he needed to be cared for in a loving home where he could rest comfortably for the short remainder of his life.

"The moment I walked in Gavin's room and took one look at him, I knew he was ours," Alicia said. "I put my hands on him and started praying. There was an immediate bond and instant love. He was our baby."

During his short life of four years, Gavin spent time at Ryan House for respite stays and eventually for hospice care. Alicia and Doug discovered Ryan House after a recommendation from a doctor, and upon their first visit, Ryan House felt like "heaven on earth," Doug and Alicia said.

Gavin was non-verbal but communicative, and quickly stole the hearts of the Ryan House staff and volunteers. When Gavin spent time at Ryan House, it gave Doug and Alicia the opportunity to have a break

from his round-the-clock care and spend time with their other children.

When the time came for Gavin to need hospice care, Ryan House made the experience as comfortable and peaceful as possible. The entire room was filled with those who loved Gavin while the Ryan House staff made sure to not only take care of Gavin, but emotionally supported the family through the hardest experience of their lives.

"When you are losing a child, it's the hardest thing you can go through," Alicia said. "I will never forget how the Ryan House staff cared for Gavin and cared for us. The love in his room is something I'll never forget. And, because of that, ever since he passed, all I feel whenever I'm at Ryan House is love."

Ryan House has been a welcomed haven for two other medically fragile children under the Mumford's care: Sierra and Mazie. Sierra was a teenager when she came to the Mumford's home in January 2019 having suffered from Shaken Baby Syndrome when she was younger. Sierra was nonverbal and noncommunicative, and the Mumford's were dedicated to improving her quality of life before she passed last year. In the last days of her life, Sierra was in the care of Ryan House in the same hospice room as Gavin, which gave Doug and Alicia an amazing sense of peace and comfort.

Mazie, now two-years-old, came to the Mumford's home in February 2019. She was given three years to live after she experienced a stroke in-utero, lung disease, regular seizures and is ventilator dependent. When Doug and Alicia think about enhancing Mazie's quality of life, regular visits to Ryan House are always a part of the plan.

The children that have been cared for by the Mumford's have touched Doug and Alicia so deeply that their lives have been forever changed. Doug bears a tattoo honoring each child that he and Alicia have cared for – sea turtles with each of their names scribed on the shell. They've had to find a bigger home and one that accommodated wheelchairs. Even a visit to Disneyland sometimes requires two carloads full of medical equipment.

But the biggest thing that's changed for the Mumford's is their hearts.

"We're not special," Alicia insists. "These kids bring so much light to the world, and they give so much more back than they ever take. Giving them the experience of heaven on earth at Ryan House --- that's what we want to do for these kids."

# Providing Love and Support for the 'Brave Hero Souls'

From the early days of Ryan House more than 10 years ago – even before the concrete was poured and the love filled its walls – one of the organizations that has been consistently there in support of Ryan House is Thunderbirds Charities.

In fact, Thunderbirds Charities has been so instrumental in the success of Ryan House that many Thunderbirds Charities past board members remember standing in the parking lot before it was even built. At the time, they had just fulfilled Ryan House's first grant and the team was excited about what it would someday become.

That dream became a reality, thanks, in part, to Thunderbirds Charities. Its financial contributions of more than \$750,000 to date include the installation of Ryan House's state-of-the-art accessible playground and continued support for its life enhancing therapeutic activities including Ryan House's famed Swimmin' Hole and Sensory Room to name a few.

And, this year, Thunderbirds Charities was instrumental in funding Ryan House's new exterior climate controlled 240 square ft. storage unit, which freed up much needed space inside the house, making it possible to open up more rooms and accommodate even more respite stays. Their latest project includes an interior design update of Ryan House's Sanctuary, which is slated to be completed Fall 2020.

Thunderbirds Charities' mission is complementary to Ryan House's mission; it strives to assist children, families, help people in need, and improve the quality of life in the community. Using proceeds from the Waste Management Phoenix Open, Thunderbirds Charities Board of 15 determines how that money will be allocated throughout the community. Organizations like Ryan House can apply for grants once a year and the board determines which ones will best serve the greater community. Ryan House is grateful to often be on the receiving end of these carefully allocated dollars.

Ryan House has also had the opportunity to participate in Thunderbirds Charities' Birdies for Charities fundraiser and cash-in on the birdies made during the competitive rounds of the Waste Management Phoenix Open.

And although they support all different nonprofits throughout the Valley, Thunderbirds Charities leaders can't help but agree that Ryan House is a special place.

"The children and families that are brave enough to battle through the hardships they're facing deserve all of the love and support our community can give them," said Chance Cozby, president of Thunderbirds Charities. "They're the brave hero souls."



Photo Credit: Dana Gibbons  
[www.danagibbons.com](http://www.danagibbons.com)



# Who We Serve

## 100% of families

would recommend  
Ryan House to their  
family and friends

## 96% of families

are able to participate  
in activities that are  
meaningful to them

## 96% of caregivers

experience less  
stress and anxiety

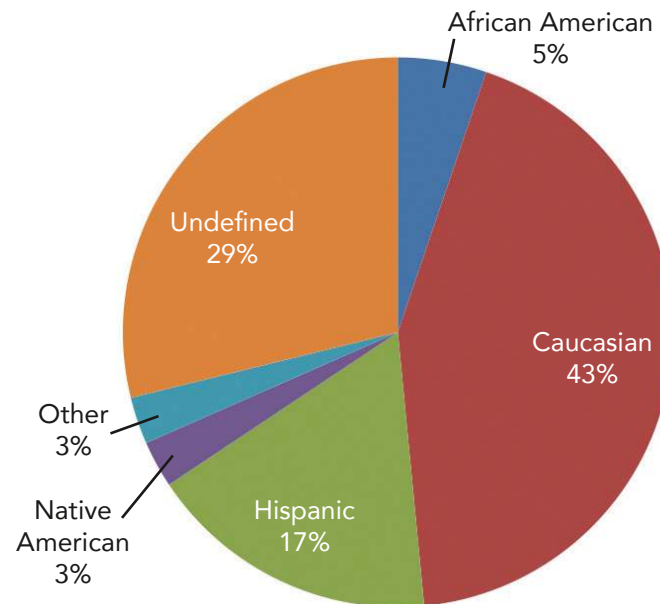
## 95% of families

feel connected to a  
community of support

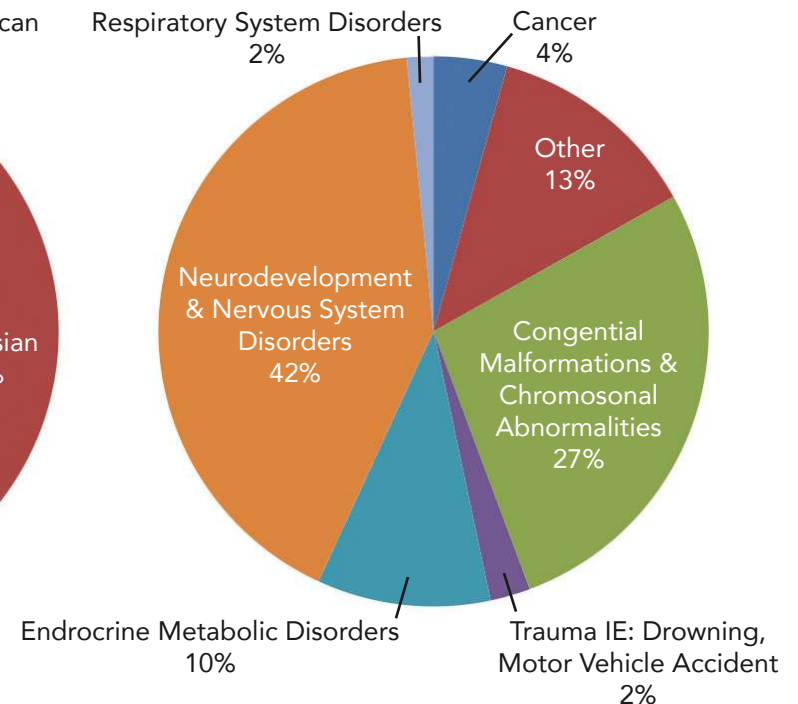
In FY 19, **271** children and families were enrolled in our respite program. Ryan House provided **32,376** hours of respite care to **133** children with life-limiting conditions and supported **56** children and their families at end-of-life.

Approximately **85%** of the children qualifying for services at Ryan House reside in Maricopa County.

### Race



### FY 19 Diagnosis





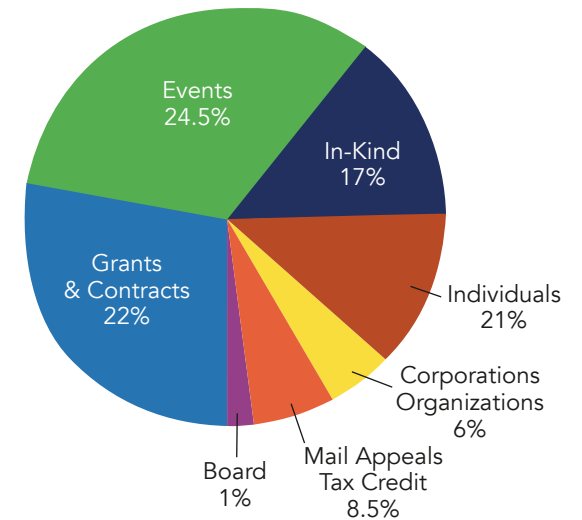
# FY19 Financial Snapshot

	2019	2018
<b><u>Assets</u></b>		
Current Assets	\$ 4,442,635	\$ 4,614,979
Long Term Assets	\$ 248,818	\$ 186,931
<b>Total Assets</b>	<b>\$ 4,691,453</b>	<b>\$ 4,801,910</b>
<b><u>Liabilities</u></b>		
Current Liabilities	\$ 353,699	\$ 467,750
<b>Total Liabilities</b>	<b>\$ 353,699</b>	<b>\$ 467,750</b>
<b><u>Net Assets</u></b>		
Without Donor Restrictions	\$ 4,008,676	\$ 3,879,817
With Donor Restrictions	\$ 329,078	\$ 454,343
<b>Total Net Assets</b>	<b>\$ 4,337,754</b>	<b>\$ 4,334,160</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 4,691,453</b>	<b>\$ 4,801,910</b>

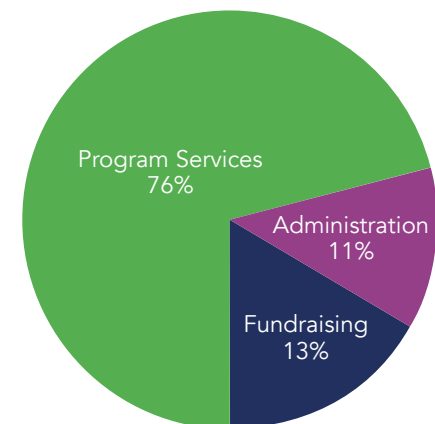
Statement of Activities for the Year Ended September 30, 2019

<b>Total Support and Revenue</b>	<b>\$ 2,866,705</b>	<b>\$ 2,986,217</b>
<b>Total Expenses</b>	<b>\$ 2,863,111</b>	<b>\$ 3,057,360</b>
<b>Change in Net Assets</b>	<b>\$ 3,594</b>	<b>\$ (71,143)</b>

## Sources of Operating Support and Revenue



## Expense Allocations



# Lifetime Giving

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, 2019.

## Lifetime Giving Honor Roll

### Over \$1,000,000

The Board of Visitors  
Hospice of the Valley  
Salt River Pima - Maricopa Indian Community

### \$500,000 - \$999,999

Arizona Department of Health Services  
Gila River Indian Community  
The Kemper & Ethel Marley Foundation  
Virginia G. Piper Charitable Trust  
Thunderbirds Charities

### \$100,000 - \$499,999

Arizona Biz Bash Inc  
Arizona Diamondbacks  
Arizona Elks Major Projects  
Bank of America  
BHHS Legacy Foundation  
Blue Cross Blue Shield of AZ  
Paul Chait Memorial Golf Tournament  
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  
Lane Terralever  
Media That Delivers  
Bob Powers  
John and Alice Powers Foundation

Nina Mason Pulliam Charitable Trust  
The Estate of F Theodore & Diane E Reid  
Judy & Bill Schubert  
The Steele Foundation  
Three Desert Winds Foundation  
True Story Films  
Joy Wili/Pam & Bob Serr/ Paisley Mae Foundation

### **\$50,000 - \$99,999**

Arizona Central Credit Union  
Arizona Coyotes Foundation  
Arizona Eastern Star Foundation  
Arizona Public Service  
Cristina & Trevor Chait  
Jessica Jennifer Cohen Foundation II  
David & Ruth S Coleman Foundation  
Community Health Charities  
Sharon & Robert Cottor, M.D.  
DC Ranch Community Foundation - Heartstrings  
Dutch Bros. Coffee West Valley

Diane & John Eckstein, M.D.  
Fort McDowell Yavapai Nation  
Gases and Welding Distributors Association  
Kathleen & Michael Hanley  
IFDA  
JPMorgan Chase Bank, N.A.  
Love Abounds Foundation  
Doris Lumsden Foundation  
Jill & Gene Nagel  
Otto & Edna Neely Foundation  
Karrie & James F. Pierson, III

Phoenix Suns Charities  
John Propstra  
Leslie Propstra  
The David E Reese Family Foundation  
Shutterfly  
Kristin & Drew Stanton  
Faye & Tom Tait  
Thompson/McCarthy Coffee Co.  
United States Tennis Association, Inc.  
West Valley Lutheran Thrift Shop  
Marylou & Carlos J. Zilveti

### **\$25,000 - \$49,999**

Patricia & Patrick Althoff  
Arizona Commercial Real Estate Women  
The Arizona Republic  
Azadi  
Bashas'  
Judith & Budd Busche  
Cardinals Charities  
Shirley Caris Family Foundation  
The Charro Foundation  
Susie & Wally Chester  
City of Phoenix  
Clean Machine Car Wash LLC  
Colten Cowell Foundation  
Cox Charities  
Davidson Family Foundation  
Davignon Charitable Fund  
DC Ranch Community Council  
Karen & David Divine  
Jacquie & Bennett Dorrance  
Colleen Edwards  
Elks National Foundation  
Excellence in Giving  
The Alberta B. Farrington Foundation

Ira Gaines & Cheryl Hintzen Gaines  
Richard Glazer, D.M.D.  
Goodwill of Central & Northern Arizona  
The Bruce T. Halle Family Foundation  
Nancy & Lee\* Hanley  
Susan & Richard Hare Family Foundation  
Nicole & Michael Hazen  
Jeanne & Gary\* Herberger  
Katherine & Paul Hickman  
The Keller Foundation  
Randy & Earl G. Kendrick, Jr.  
Louis Legacy Foundation  
McDonough Corporation  
Major League Conditioning  
Ina & Murray Manaster  
Mercy Care Advantage/Mercy Care Plan  
Larry H. Miller Charities  
MM Brand Agency, LLC  
The Moreno Family Foundation  
Michelle & Marc Morris  
The Pakis Family Foundation  
The Bob and Renee Parsons Foundation  
William L. & Ruth T. Pendleton Memorial Fund

PGA Tour, Inc.  
The Power Open, Inc  
Joan C. Ray Charitable Foundation  
SRP  
Southwest Gas Corporation  
Werner Schumacher  
Suzanne Sikora  
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  
Western Alliance Bank of Arizona  
Diane Willian  
ViaSun

*\* In memorium*



**ryanhouse.org**

110 W Muhammad Ali Way   Phoenix, AZ 85013  
602-200-0767   [info@ryanhouse.org](mailto:info@ryanhouse.org)

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 [@ryanhouseaz](https://www.instagram.com/ryanhouseaz)

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