



2020
Annual
Report

The Board of Visitors

ryan house
open doors, open hearts



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

Thank you for keeping our doors open with your hearts!



Dear Friends,

Without you, we would not have been able to navigate through the most challenging year ever. We were blessed to keep our doors open and fulfill our mission to embrace children and their families as they journeyed through life-limiting or end-of-life experiences. We are supported 100% by charitable contributions and grants so we can serve our children and their

families at no cost to them.

During the past fiscal year, we provided more than 32,000 hours of respite care and supported 45 families through their child's end of life. It required staff with passion and endless dedication to make Ryan House a safe and healthy environment for our children and their families.

I would like to thank the Ryan House Board of Directors and Committees, our treasured care partner, Hospice of the Valley, and the volunteers who surpassed all expectations by showing creativity to support the house in so many ways.

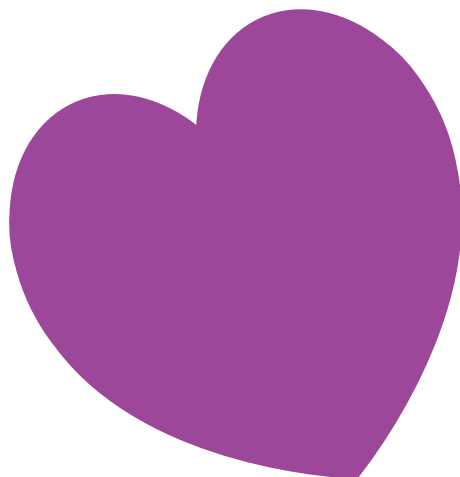
Most importantly, thank you to our team members who navigated COVID-19 challenges with a positive and inspiring commitment to care for our fragile children and their families.

Your continued support is appreciated more than ever as we look forward to the future and bring back volunteers and visitors into the house to continue our mission.

Warm regards,

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

Kathy Hanley
Board Chair



Hello!

While the last year has been challenging for so many, we have been open, serving our families so that they are fully supported through their life limiting and end-of-life journeys.

This has been possible because of you. Currently, there is no reimbursement for these services. Your support

has continued to provide care, comfort, and community to children and families at Ryan House, especially in these difficult times. THANK YOU for believing in our mission! We simply would not be here without you.

As you read this year's annual report and see the impact Ryan House has had, know that you have played a part in creating a loving and supportive environment for the medically fragile children and families we serve.

You'll learn about one of our parents, Amber Spalding, a front-line healthcare worker and her son, Aaron. Your support was a lifeline for her as she had to continue working during the pandemic and knew her son was being cared for with love, kindness and dignity. And this year we've highlighted a longtime donor, Willmeng Construction, who has been instrumental in supporting the house for more than five years now as title sponsor of our Run for Ryan House, including rallying hundreds of their employees to take part in this annual event as we went virtual in 2020.

We are excited for you to get a glimpse of the impact your support has made this past year as we welcomed and supported hundreds of children and family members into the house through some of the most challenging times. 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



2020 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

Rhonda Anderson
Oliver Fultz
Lynn Hoffman
Tom Jarvis
John Jennings
Marc Lerner
Paula Lovesy
Rita Meiser
Michelle Ronan
Shannon Schroeder
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



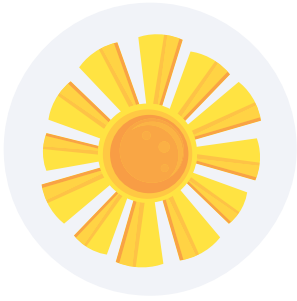
We are transforming the quality of life for Arizona's most medically complex children.





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

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.

Aaron & Amber

When Aaron was only a few years old, his mother Amber began interviewing daycares so he could be cared for while she worked. It would also be an opportunity for Aaron, who is non-verbal and confined to a wheelchair, to experience the joy of being with other children.

During a tour of a local daycare, one of the staff members acknowledged they didn't have any other kids "like Aaron" in their care.

"We'll just put him in a corner over there," the staff member told Amber.

She was horrified. Would Aaron constantly be misunderstood? Would anyone care about him like she did? Would Aaron ever get to experience what it is like to play and interact with other kids?

Now eight-years-old, Aaron's health issues began almost the moment he was born. Although Amber had a normal pregnancy, during delivery she discovered he was born with a rare condition called Tetralogy of Fallot. As a result, he needed open heart surgery at the tender age of just one week old. Over the years, Aaron has undergone many surgeries, but they have never taken away his laid-back spirit.

"He's just my bundle of joy. He's in a great place right now," Amber said.

Amber learned about Ryan House during one of his hospital stays from a nurse. She talked about how wonderful and supportive Ryan House is and encouraged Amber to set up a visit. After much consideration and hesitation from her previous experiences in seeking care for Aaron, Amber finally reached out.

What she discovered at Ryan House was completely different. Ryan House was a place where Aaron could visit and enjoy activities that were customized to his needs, including and especially snuggling, which he loves. Among many things, Amber saw how Ryan House prioritized the mental health of both parents and children.

Mental health is a field Amber knows well; she is a behavioral health technician for Arizona State Hospital where she cares for adults who suffer from psychiatric illnesses. Knowing that Aaron could visit Ryan House and her high standards for care would be exceeded, meant Amber could lean on Ryan House over the years for time off from Aaron's round the clock care and assistance while she works.

Ryan House was particularly helpful for Amber during the pandemic because she lost her ability to schedule her work hours around Aaron's needs. This meant Ryan House became a critical option for Aaron's care so she could work with peace of mind. Even though Aaron is nonverbal, he gives her signs that he loves Ryan House – from swimming to enjoying time outdoors on the playground – with his signature happy expression and 'go with the flow' attitude.

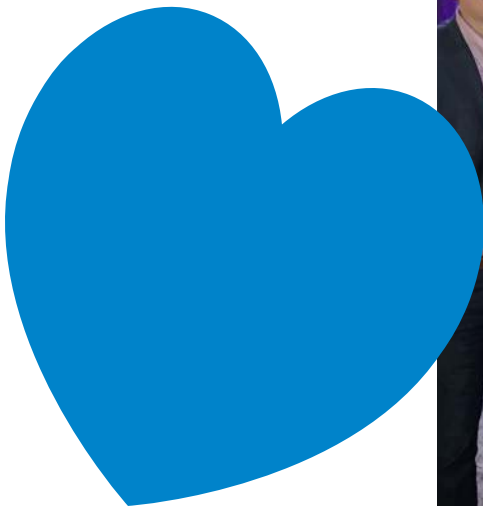
"I tell everyone how awesome Ryan House is," Amber said. "The people at Ryan House cherish the kids and nervous parents don't have to worry."

"Aaron is an incredible, beautiful little boy and they recognize that in him. Ryan House truly is the best place for any medically fragile child to be cared for with love, kindness and dignity."

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love, kindness & dignity





For Willmeng, Supporting Ryan House Brings Deep Fulfillment

When the team at Willmeng Construction thinks about the impact they want to have in their community, they look for where they can make the biggest difference.

Contributing to worthy causes in the Valley isn't about writing a big check for Willmeng. Giving back is deeply engrained in their core values and an important extension of the role they want to play in the community. So much so that they annually support more than 100 nonprofits including, as they say, one of their favorites—Ryan House.

"After learning the story of Ryan House, it became such an easy cause to fight for," said Tom Jarvis, partner at Willmeng.

Today, Tom is a member of Ryan House's Board of Directors, but years ago, he was an open-minded, curious guest of his good friend, Jim Pierson, a Ryan House parent and former board member, at an annual Community Breakfast event. Tom was eager to learn more about Ryan House, the families and children, like the Pierson family, who benefit and how Willmeng could help. (Photo on the left includes Pierson on the far left and Jarvis second from the right.)

Over the years, Willmeng has become one of Arizona's most successful and quality general contracting firms with 44 years in operation and 235 employees. And they've been supporting Ryan House for more than five years now. For the past three years, they've been the title sponsor of the Run for Ryan House. And they do an incredible job of rallying hundreds of their employees to support the event year after year, especially in 2020 when they went virtual due to the pandemic.

The decision to support Ryan House is an easy one for Willmeng, but it resonates on a personal level for Tom. When he looks at his own life, and the times he's needed the support of others, he sees the need to pay it forward for those who don't have the same support system he had. The Ryan House families, he acknowledges, didn't choose the hardships they face.

Because of Tom's ongoing community involvement, he's seen firsthand how difficult it can be for organizations like Ryan House to raise mission critical funds.

"People in this world need help," said Jarvis. "Some charities naturally get more help and funding. Ryan House is limited in the number of kids it can serve, but the difference they are able to make is remarkable."

"We do this because it's the right thing," he added. "In my life, people have helped me when I needed it and I believe you get out of life what you put into it."

"As a company, we are always asking ourselves,
'what else can we do to help'? We will never stop asking."

Who We Serve

In FY 20, **272** children and families were enrolled in our respite program. Ryan House provided **32,136** hours of respite care to **102** children with life-limiting conditions and supported **45** children and their families at end-of-life.

Approximately **85%** 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

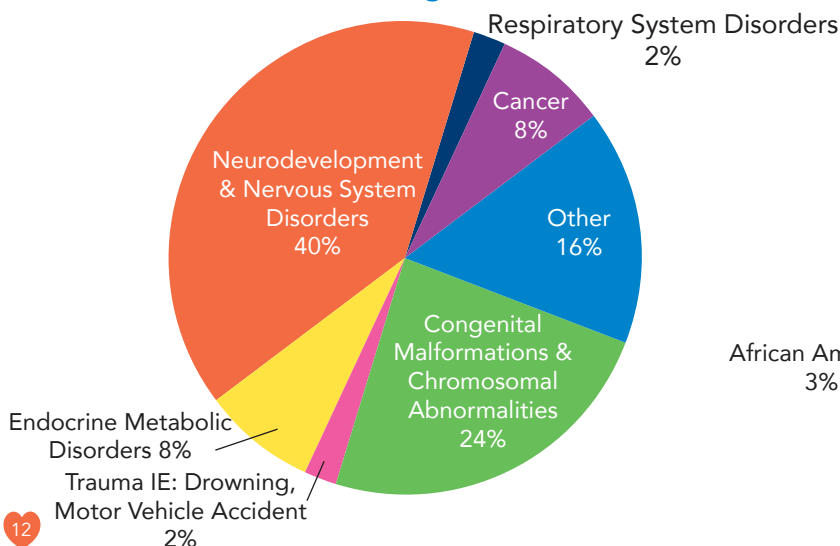
100% of caregivers

experience less stress and anxiety

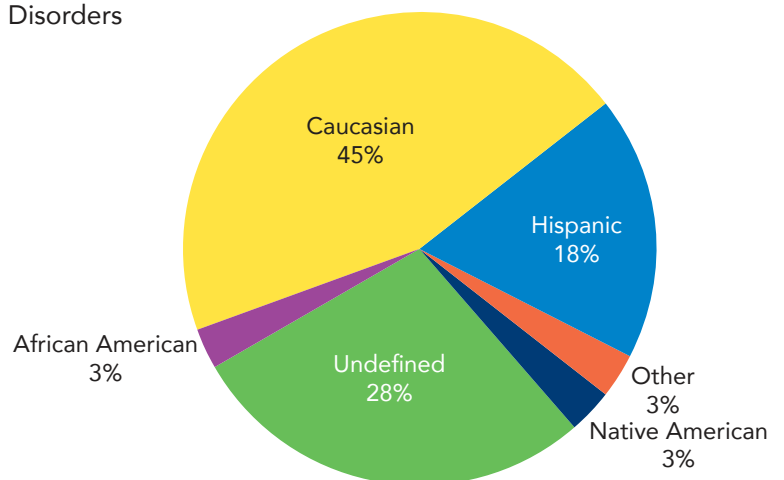
100% of families

feel connected to a community of support

FY 20 Diagnoses



Race



FY20 Financial Snapshot

Assets

	2020	2019
Current Assets	\$ 4,663,351	\$ 4,442,635
Long Term Assets	\$ 198,729	\$ 248,818
Total Assets	\$ 4,862,080	\$ 4,691,453

Liabilities

Current Liabilities	\$ 352,882	\$ 353,699
Total Liabilities	\$ 646,653*	\$ 353,699

Net Assets

Without Donor Restrictions	\$ 3,999,374	\$ 4,008,676
With Donor Restrictions	\$ 216,053	\$ 329,078
Total Net Assets	\$ 4,215,427	\$ 4,337,754

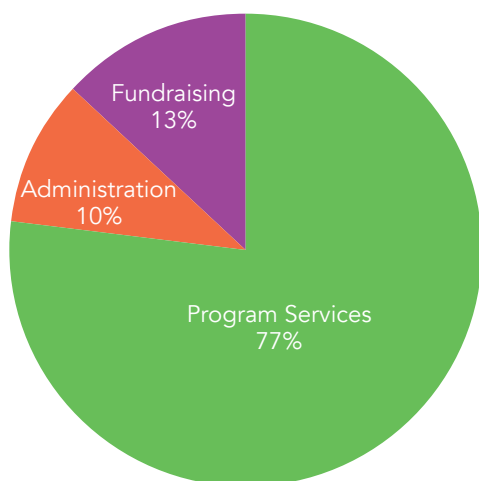
Total Liabilities and Net Assets **\$ 4,862,080** **\$ 4,691,453**

*Includes Paycheck Protection Program Loan

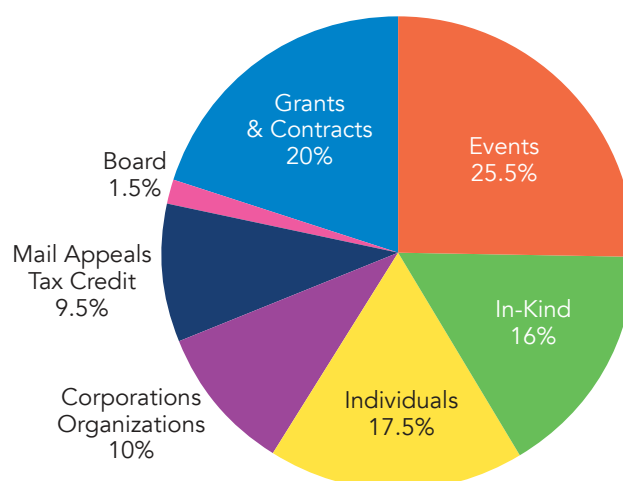
Statement of Activities for the Year Ended September 30, 2020

Total Support and Revenue	\$ 2,729,770	\$ 2,866,705
Total Expenses	\$ 2,852,097	\$ 2,863,111
Change in Net Assets	\$ (122,327)	\$ 3,594

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, 2020.

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
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

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 Delivers
Phoenix Suns Charities
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
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
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.
Edra Drake
Fort McDowell Yavapai Nation
Gases and Welding Distributors Association
Richard Glazer, D.M.D.
Kathleen & Michael Hanley
IFDA
JPMorgan Chase Bank, N.A.
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
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.
Western Alliance Bank of Arizona
West Valley Lutheran Thrift Shop
Marylou & Carlos J. Zilveti

\$25,000 - \$49,999

Patricia & Patrick Althoff
Arciterra
Arizona Commercial Real Estate Women
The Arizona Republic
Azadi
Bashas'
Nancy and George Bogle
Judith & Budd Busche
Cardinals Charities
Shirley C. Caris Family Foundation
The Charro Foundation
Susie & Wally Chester
Clean Machine Car Wash LLC
CopperPoint Mutual Insurance Company
Jonathan and Holly Cottor
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
Goodwill of Central & Northern Arizona
Christine and Robert Guthrie
The Bruce T. Halle Family Foundation
Nancy & Lee* Hanley
Susan & Richard Hare Family Foundation
Patrick Harlan
Nicole & Michael Hazen
Jeanne & Gary* Herberger
Katherine & Paul Hickman
The Keller Foundation
Randy & Earl G. Kendrick, Jr.
Liam's Room
Louis Legacy Foundation
Major League Conditioning
Ina & Murray Manaster
Mercy Care Advantage/Mercy Care Plan
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
Joan C. Ray Charitable Foundation SRP
Southwest Gas Corporation
Werner Schumacher
Suzanne Sikora
Liz and 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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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.

Cover photo courtesy of Beth DeMund Photography