



ILLINOIS MEDICAL DISTRICT

Guest House

2013 Annual Report



A non-profit hospitality house for patients and caregivers



Chair's Report

I am pleased to report that 2013 was a year of great change and tremendous success. This success would not have been possible without the dedicated Board of Directors that I am honored to work with.

The 2013 highlights include:

- Expanding the Board of Directors to 20 members and increasing the diversity of industries and academia represented.
- Upgrading our facilities on the campus of the University of Illinois at Chicago utilizing a \$1,000,000 grant issued by Illinois Department of Commerce and Economic Opportunity.
 - Renovating 30 dorm rooms to one-bedroom apartment suites.
 - Constructing a Community Room that serves as a respite and the programming hub for guests and caregivers during their stay with us.
- Executing a 10-year lease with UIC that stabilizes our location and allows us to expand to 50 rooms for our guests, caregivers and their families.

- Providing 4,318 nights of service.
- Raising more funds through the Golf Outing and the Wine Tasting that benefitted the Comfort Fund and allowed the Guest House to offer more assistance to those families in need.

I have enjoyed a year of learning through the staff, board of directors and volunteers. I am confident that we are all committed to doing what is necessary to continue our mission of providing affordable accommodations to patients, families and caregivers of those receiving treatment in the Illinois Medical District. As we continue to meet the needs of our Legacy Hospital Partners: Rush University Medical Center, Stroger Hospital of Cook County Auxiliary, The University of Illinois Hospital and Health Sciences System; as well as our newest partners, the Editha House Foundation and the many Cancer patients and hospitals and treatment centers they support, I look forward to a future rich in service and care.

Ammie McAsey

\$1,000,000 grant
4,318 nights of service
30 apartments renovated





2013 Executive Director's Report

Medicine today, in terms of both insurance and patient care, has radically changed. You now stay overnight in the hospital only if it's absolutely required. Indeed, the 23-hour hospital stay has become standard for most care. With all this change, the Guest House is increasingly well positioned to meet the needs of those seeking care.

- In the last year, we provided more than 4,300 nights of service to patients or patient caregivers from Rush UMC, University of Illinois Health and Human Services System, Stroger Hospital of Cook County and cancer centers in Chicago. Many benefited from the generous support of donors who enabled us to offset room charges with more than \$150,000 from our Comfort Fund.
- The addition of our Community Room has increased our ability to extend hospitality to guests. It quickly became a frequent gathering place for both volunteers and guests who might need a just a touch more support from a willing listener. Our volunteers and guests have forged many relationships that last long past being discharged. All these things create a sense of community. A sense that even when things are overwhelming you have a support team that cares and understands what you are going through.
- Speaking of volunteers, our robust volunteer program brings companies and their employees, church and student groups to serve our guests.

"Grab n' Go" breakfasts enable guests to get to the hospital before the doctor arrives for rounds. A dinner program hosted and sponsored by groups who either prepare food off-site or in our Community Room kitchen for guests who need a break from hospital cafeteria and vending machine food.

- In 2013 we updated our software systems so that all our room reservations can be accessed by Guest Relations staff. Guest House occupancy is now close to 80 percent supported by our on-line tool that allows for more efficient use of our facilities and our ability to turn around rooms to greet new guests quickly and comfortably.

We also can track hospitals, physicians and medical specialties to develop programming for guests, including education about procedures, after care, coping with the stress of medical treatment and the stress of being away from home.

We anticipate more changes as we learn from partners and friends and continue to adapt to the needs of our Guests. Of course, none of this would be possible without a generous and dedicated Board of Directors and staff. We encourage friends to tour our rooms and learn more about the great work we're doing at the Guest House. If you are interested in seeing our facility and learning more please contact me at mikem@imguesthouse.org.

Michael C. Mayse

\$150,000 Comfort Fund

75% occupancy





Guest Relations

In 2013, the Guest House was able to provide 4,318 nights of comfort and respite to over 420 outpatients and families with a loved one receiving care throughout Chicagoland. In November of 2013, the Guest House reached an occupancy record of 90% overall for the month. 67% of the families staying at the Guest House received financial assistance through the Comfort Fund. In August the Guest House simplified the structure of how it is determined if a family receives assistance from the Comfort Fund. The new structure allows us to better understand the financial circumstance of the families served by the Guest House. It is easier to administer, and allows us to stabilize the usage of the Comfort Fund to assist families.

With the increased volume of reservations and complex needs of our guests, it became increasingly tricky to track and coordinate facilities and front desk activity through spreadsheets. In order to help ramp up for planned expansions and increased data integrity, the Guest House began a search for a guest tracking software to help make the system flow more smoothly. After attending the National Conference for the Hospital Hospitality Network, the Guest House began a partnership with Nonprofit Software Corporation in October 2013.

In the spring of 2013, the Guest House hired its first volunteer coordinator to begin developing the Volunteer Program to supplement our primary program of providing affordable and comfortable accommodations. The staff was challenged by both trying to figure out what other services guests were in need of, or would benefit from, and then delivering services. This challenge resulted, in part, because of the lack of a community room. Nonetheless, volunteers were able to do things such as provide words of comfort through hand written notes of encouragement, grab n' go breakfasts in the lobby of the Single Student Residence for guests to pick up before going about their busy days, or hosting a game night in UIC-Campus Housing's Multipurpose Room. Programming started to take place on a regular basis, but as 2013 ended, the Guest House was still challenged by the lack of contact with families to inform them of programming, finding out needs and wants, and lack of identity and presence in Single Student Residence.

In January 2014 the Community Room was added.

2013 set the Guest House up for future expansion of both providing accommodations for patients and caregivers and expanding the involvement of our surrounding community through the Volunteer Program.

420 outpatients & families served

67% receive assistance

245 volunteer hours





Volunteer Program

A big thank you to our sponsors for getting our volunteer program off the ground in 2013. We would like to acknowledge the following groups, corporations and individuals for their support:

Church Group:

- Notre Dame de Chicago Parish

Corporate Groups:

- ACO Commercial
- US Cellular

University of Illinois at Chicago

Student Groups:

- Alternative Spring Break
- IGNITE Leadership Experience

And from the beginning, our committed, consistent volunteers:

- Margaret & Jenn Ardie

If you would like to participate as a volunteer or have connections to a group or corporation who would be interested in sponsoring one of our programs, please contact Jan Kroeschell: jank@imguesthouse.org or 312-996-9287.

IMD Guest House Foundation

Officers

Ms. Ammie McAsey (Chair)
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Lisa J. Saul, Esq.

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Legal Counsel

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IMD Guest House Staff

Mr. Michael Mayse
Executive Director

Ms. Robin Chan
House Manager

Ms. Jan Kroeschell
Volunteer Coordinator

Ms. Cecelia Blue
Finance Manager

Ms. Chiquita Edwards
Guest Relations Assistant





2013 IMD Guest House Donors

\$1,000,000

Illinois Department of Commerce and Economic Opportunity

\$100,000 +

John and Editha Kapoor Charitable Foundation

\$50,000 +

Rush University Medical Center

Stroger Hospital of Cook County Auxiliary

University of Illinois Hospital & Health Science System

\$25,000 +

Stroger Hospital Auxiliary

\$2,500 +

Amlı Residential

Ammie McAsey*

George Eisenberg Foundation

The Grove at Lincoln Park

Joel Karman*

John & Candice Janicik

M and M Cabinets

McKesson Pharmaceutical

Ryan Companies

Walsh Construction

\$1,000 +

Richard Friedman

Mary Gauwitz*

IMS Ready

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Lifeline Ambulance

McKesson Matching Gift

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Zapwater Communications

\$500 +

Aon Matching Gifts

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Dennis Chevalier

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Brady Gott

Leroy Hines

Anita Huber

Hektoen Institute

Holiday Inn Mart Plaza

Intek Lighting

Bill & Jan Kroeschell

Michael & Connie Mayse

James McDonald*

Norr Illinois Inc.

Jane Reich

Rick Siegenthaler

Peter Tyor*

Peter Vargulich

The Community Foundation of Western North Carolina

\$100 +

Kim Aldana

Jarold Anderson*

Rafael Anglada

Brian Baginski*

Anne Bleier

Cynthia Cameron

Frank Chlebek

Paola Cieslak*

Deanna Cizek

Deborah Chapman

Citizens Charitable Matching Gift

Michael Clark

Patrick Conlin

Williams Darlene

Barbara Duranczyk

Patricia Egan

Lively Elizabeth

Marjorie Fletcher

Norman Friedman

Giving Tree Associates

Virginia Green

William Grover

Ashleigh Henri

Joanna Horsnail

Kristen Hugueley

Elizabeth Irby

Catherine Johnson

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\$237,275 service revenue

84 volunteers





2013 IMD Guest House Donors *(continued)*

J. Johnson
 Roland Johnson
 Jinkyung Ko
 Connie McLaughlin
 Cynthia Merfeld
 Scott & Susan Miglin
 Denise Nedza
 Rob Levit
 James Lotz
 Matthew Manning*
 Leukemia Research
 Thomas Marhevko
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 Debbie Rafael
 Diane Rabicke

Robert Rahn
 Margaret Rice
 Lisa Rodriguez
 Victoria Sandler
 Nikki Schneider
 Anne Smith
 Shoreline Pediatrics, PLC
 Airica Steed
 Earl Teggatz
 Silvia Torres
 Robert Tyler
 Bonnie Vann
 Ron Villejo*
 Steven Washington*
 Sarah Wolz
 Vickie Wilhite
 Ryan Yakos

Tributes & Memorials

In Memory Of
 Dennis Duranczyk
 In Memory of Bill Riebe
 In Memory of
 Kensington Fauth
 In Honor of Rob Villejo
 In Honor of John Janicik

** Board members*

\$172,667 room revenue

16 volunteer opportunities





IMD Guest House Foundation Statement of Activities

Year Ended December 31, 2013

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Total</u>
Support and revenue			
Public support and contribution	\$86,429	\$-	\$86,429
Program service revenue	551,668	-	551,668
Special events	65,811	-	65,811
In-kind contributions and support	272,606	-	272,606
Interest income	14	31	45
Net assets released from restrictions	1,073,431	(1,073,431)	-
Total support and revenue	<u>2,049,959</u>	<u>(1,073,400)</u>	<u>976,559</u>
Expenses			
Program services	692,869	-	692,869
Management and general	92,388	-	92,388
Fundraising	138,578	-	138,578
Total expenses	<u>923,835</u>	<u>-</u>	<u>923,835</u>
Change in net assets	1,126,124	(1,073,400)	52,724
Net assets - beginning of year	<u>90,664</u>	<u>1,078,978</u>	<u>1,169,642</u>
Net assets - end of year	<u>\$1,216,788</u>	<u>\$5,578</u>	<u>\$1,222,366</u>



IMD Guest House Foundation Statement of Financial Position

Year Ended December 31, 2013

Current Assets

Cash and cash equivalents	\$121,384
Accounts receivable	89,735
Prepaid insurance	3,785
Total current assets	<u>214,904</u>

Property and Equipment

(net of accumulated depreciation of \$18,675) 1,146,833

Total Assets \$1,361,737

Liabilities and Net Assets

Current Liabilities

Accounts payable	\$1,571
Deferred revenue	137,800
Total current liabilities	<u>139,371</u>

Net Assets

Unrestricted	1,216,788
Temporarily restricted	5,578
Total net assets	<u>1,222,366</u>

Total Liabilities and Net Assets \$1,361,737

*Independent audit prepared by Shepard, Schwartz & Harris, LLP.
Financial statements are available on request.*



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ILLINOIS MEDICAL DISTRICT
Guest House

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