



Ronald  
McDonald  
House®  
Dallas



# 2020

## Annual Report

# A MESSAGE FROM OUR CEO

COVID-19 had a tremendous impact on RMHD and the way we could serve families. Like everyone else, we had to learn how to operate in a global pandemic. In mid-March of 2020, we made the difficult decision to suspend our volunteer program and many of our staff began to work from home. We also suspended intakes of new families for 10 weeks while we learned more about COVID and implemented protocols to insure everyone's safety. Throughout this time, our staff found new ways to work together and continue caring for and serving our guest families. We closed all the common spaces in our House and all meals were served in single serving containers and families ate in their guest rooms or outside in our courtyard. Following the pause in intakes, we implemented a four-phased plan to slowly and strategically bring in new families. Thankfully, our procedures and protocols were effective and we did not have any spread of COVID cases at RMHD.

Despite the challenges of COVID, we served 610 children at RMHD and our family room for a total of 7738 nights at RMHD and an additional 31 families were provided hotel stays for a total of 277 nights. Thanks to our incredible operation staff, we continued to serve three meals a day and many of our volunteer cooking groups helped cover the cost for catered meals. While we were unable to provide the usual activities for our guest families, our staff quickly came up with COVID-safe virtual, outdoor, and socially-distanced activities.

We are so thankful for the entire RMHD family—staff, board of directors, donors, guest families, and volunteers—who persevered through every challenge that 2020 brought and allowed us to continue our mission of keeping families together.



Jill Cumnock  
Chief Executive Officer

# OUR YEAR BY NUMBERS

**610** TOTAL  
CHILDREN SERVED

**18** LOCAL  
HOSPITALS SERVED

**8015**  
ROOM NIGHTS

## TOP DIAGNOSIS

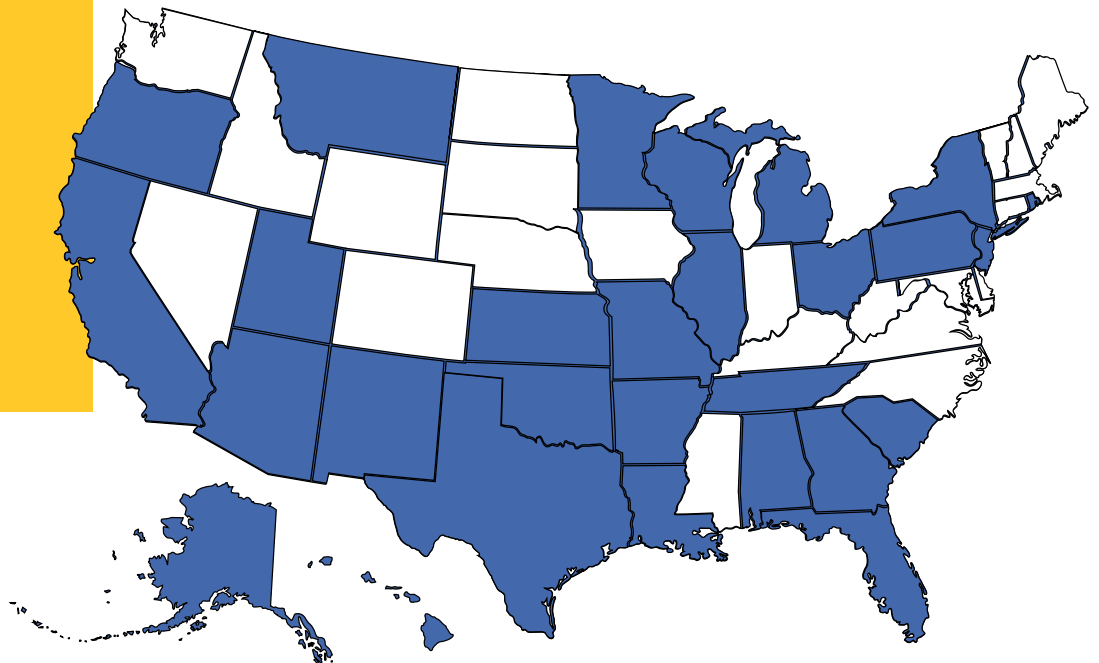
1. Orthopedics    2. Cardiology    3. Neonatal

## WHERE OUR GUEST FAMILIES CALL HOME

**74%**  
from within Texas

**20%**  
from out of state

**6%**  
international



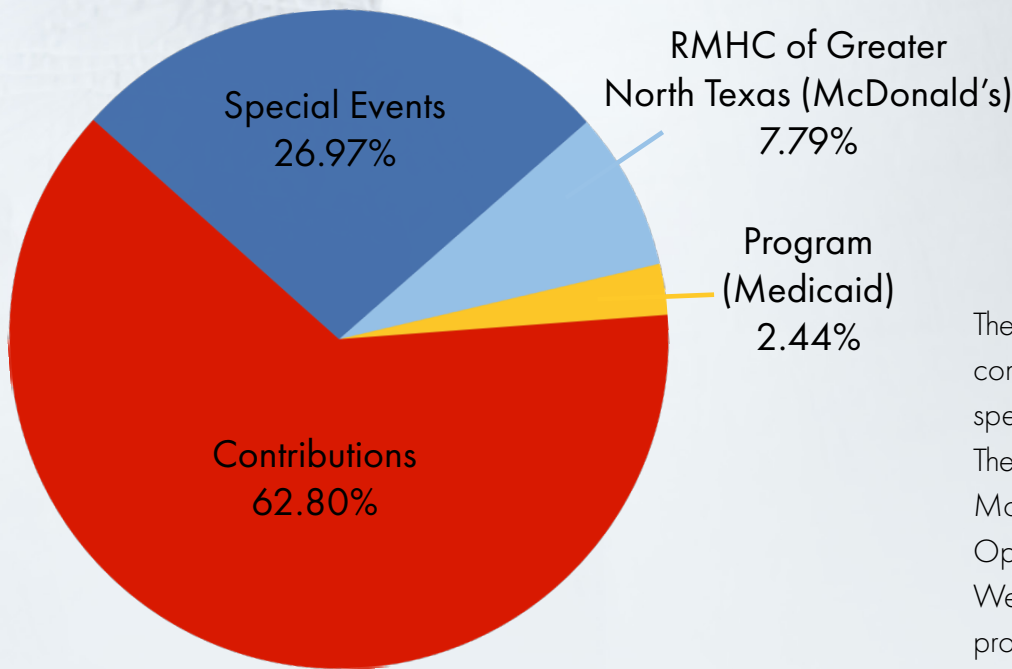


## MEET EMMETT.

Emmett and his mom drive in from Kentucky for his surgeries and treatment in Dallas. Emmett's treatments aren't always fun, but he sure makes himself at home here at RMHD!



## TOTAL FUNDING IN 2020



The vast majority of our funding comes through private donations & special fundraising events including The Trains at NorthPark, Under the Moonlight gala, Addison Rotary Open and Young Friends events. We also receive support from our program (Medicaid, etc.) and from RMHC of Greater North Texas.

## TOTAL EXPENSES IN 2020

Program Support 79.34% | Fundraising 18.28% | Management & General 2.38%



# 2020 Annual Report

## OUR SUPPORTERS

### \$250,000 & ABOVE

Addison Rotary Foundation, Inc.

Dekelboum Family Foundation

Ronald McDonald House Charities of Greater North Texas

### \$100,000 & ABOVE

Foster Friess

### \$50,000 & ABOVE

Bank of Texas

James Carroll

Children's Health

Richard R. Reupke

Patrick Wallace



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## OUR SUPPORTERS

### \$25,000 & ABOVE

HDS Foundation, Inc.  
Kirkland & Ellis LLP  
LiquidAgents Healthcare, LLC  
NorthPark Management Company  
Recycle 2 Support  
Ronald McDonald House Charities  
Tom Thumb  
Walgreens  
Clark Webb

### \$10,000 & ABOVE

Larry Adkins  
Jason Cagle  
Cirro Energy  
Meredith Clavenna  
Cooking With Loving Hands  
Dallas Children's Charities  
Dillard's  
Don-Trudy Steen Charitable Foundation

# 2020 Annual Report

## OUR SUPPORTERS

### \$10,000 & ABOVE cont.

Natalie M. Dossett  
Fastpitch America Softball Association  
HEB Tournament of Champions  
Amanda Hickey  
Cecilie Holman  
Issac I. Foundation Inc.  
Nancy L. Kerr  
Mike C. McWilliams  
MI Charitable Foundation  
Moroch  
MUFG Union Bank Foundation  
Oak Farms  
Panola County Girls Softball Association  
Sandy Phillips  
Melissa Plaskoff  
Mary Rooney  
John Scovell  
Sewell Automotive Companies  
John Stankey  
Vin and Caren Prothro Foundation

# 2020 Annual Report

## OUR SUPPORTERS

### \$5,000 & ABOVE

Allied World  
Stroud H. Arthur  
Charles E. Bailey  
Kirk Baker  
BMO Transportation Finance  
BNSF Railway Foundation  
Gary Carby  
Shari Clayton  
April C. Cook  
Gary Cox  
Hubert J. Crouch  
Dallas Child Magazine  
Carol Dalton  
Jan Daulton  
Melinda Emmons  
Sandra Estess  
Fannie & Stephen Kahn Charitable Foundation  
Michael Fritz  
Richard Gavino



# 2020 Annual Report

## OUR SUPPORTERS

### \$5,000 & ABOVE cont.

Cheryl Goris  
Greater Dallas Orthopaedics  
John B. Gunn  
Joe Hardt  
Douglas Hemphill  
Hilltop Holdings, Inc.  
INVESCO Real Estate  
ISN Software Corporation  
John R. McCune Charitable Trust  
KingsIsle Entertainment, Inc.  
Cynthia H. Landen  
Leo & Rhea Fay Fruhman Foundation  
Andrea J. Marsan  
The Martin Brower Company  
McDonald's Corporation/Regional Office  
Ravi Mehta  
Metals4U  
Kyle D. Miller  
Mosaic

# 2020 Annual Report

## OUR SUPPORTERS

### \$5,000 & ABOVE cont.

Janet Muller  
Hillary Murff  
Sandy Nachman  
NBC 5  
Peabody  
Robert R. Penn  
Christine H. Pitzer  
Luis Quintiliano  
Karl E. Rathjen  
Jennifer Reynolds  
Rowling Foundation  
Sonoma Housing Advisors  
Texas Custom AV  
Texas Scottish Rite Hospital for Children  
Texas Women's Foundation  
The Cook Dalton Family Foundation  
The Jennifer and Eric Kirk Generational Giving Fund  
Thompson & Knight Foundation  
Village Green Management  
John T. Walter  
Kelly Williams