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.
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

❤ Art, music, multimedia, and sensory therapies

❤ Expert care provided by our prestigious care partners and highly-trained staff

❤ A loving community that offers ongoing support and compassion

ryanhouse.org

2016 Board of Directors

Executive Committee
Leslie Propstra .......... Chair
Matt Winter .............. Immediate Past Chair
Kate Hickman .......... Vice Chair
Steve Helm .............. Treasurer
Janet Moodie .......... Secretary
Alyssa Crockett ........ Executive Director
Tim O’Neil .............. At Large
Eric Butler .............. At Large

Members
Kevin Berger, MD
Brady Castro
Jonathan Cottor
Stephen Galasso
Pat Harlan
Lynn Hoffman
Mary Kirk
Paulina Morris
Margaret Mullen
Ginnie Schmitt
Niki Tarbell
Paul Weiser
Laura Westfall

Ex-Officio Members
Susan Levine
Debbie Shumway
I am happy to report 2016 as a year of triumph for Ryan House. Not only did we overcome a long-standing operating deficit, we achieved a balanced budget, one year ahead of our strategic plan. This accomplishment is shared by the Board, staff, donors, volunteers, community partners and the beautiful children and families we serve.

First, we diversified revenue sources and built capacity for a sustainable development program. We launched an individual giving program and recruited amazing volunteer leadership for our signature events, White Christmas and the Community Breakfast.

We invested in critical IT and facilities upgrades and integrated with our partner organization, Hospice of the Valley, for greater efficiencies and compliance. We also strengthened our partnership with ASU for graduate-level research. Work continues on securing reimbursement for respite services for long-term sustainability and growth.

An integrated marketing strategy resulted in media coverage in *The Boston Globe*, *The Arizona Republic* and *Arizona Physician Magazine*, critical to our outreach and education efforts.

Thank you for helping us achieve these giant leaps. Ryan House makes a profound difference in the community and the precious lives of children and families. Thank you for your support.

Warmly,

Alyssa Crockett, Executive Director

Nearly seven years ago, Ryan House opened its doors to care for children and their families and provide them with comfort, peace, healing and hope. As you will see in these pages, we are meeting our mission. Ryan House has provided over 10,800 days of respite care to more than 570 children with life-limiting conditions. Together, we’ve supported and cared for more than 276 children at end-of-life.

What makes Ryan House so special is the extension of care to our families. Ryan House has supported over 2,000 siblings and parents/guardians, along with nearly 3,500 loved ones.

The Board of Directors is committed to its fiduciary responsibilities and the long-term strength and success of Ryan House. We have strengthened our capacity and commitment to good governance, resource development and advocacy, through the establishment and growth of development, audit, reimbursement and investment committees. In addition, the personal financial commitment of our board members is 100 percent.

Because of Ryan House, our children and families have found comfort – even if only for a moment – during the hardest times of their lives. That, itself, is the greatest achievement.

With gratitude,

Leslie Propstra, Board Chair

Thank you for opening our doors with your hearts!
We are transforming the

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.

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.

32 Staff
650 volunteers
5,000 hours of service

Fatima
Donovan
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 Sibshops, 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 Mother’s Choice

At only four months old, Joel Andrews was diagnosed with neurofibromatosis type 1, a condition that causes tumors to sprout at every nerve ending.

The news was harrowing to Joel’s mother, Jolyn, who was raising both Joel and his older brother, Carter, on her own. Adding to the heartache, Joel received a second diagnosis – optic glioma, a tumor in the brain that presses on the optic nerve.

Jolyn struggled to balance it all, feeling that she faced a “Sophie’s Choice,” asking herself, “Do you go by with both of them doing a horrible job? Or do you save one to save the other?”

Luckily, because of Ryan House, Jolyn didn’t have to make that terrible choice. The family discovered Ryan House after a five-day ICU stay in 2010. Since then, Joel stays once a month, providing Jolyn with cherished time to recharge and focus on her eldest son, Carter. Jolyn is now planning a long-awaited international trip to New Zealand to visit her sister.

“When Joel comes to Ryan House, you would think he owns it. He is the mayor, the ambassador of Ryan House,” Jolyn exclaims.

“When Joel comes to Ryan House, you would think he owns it.”

Today, Joel and his family are thriving as they continue to deal with his illness. Joel’s time at Ryan House provided an unexpected surprise – it inspired Jolyn to go back to school and obtain a masters degree in social work because she wanted to give back to others the way that she’s received support and services from Ryan House.

Joel continues to inspire the staff to enjoy every day. Whether it be making crafts or letting an ice cream cone melt all over him, Joel finds the humor and fun in every situation.
When you say the name DeShawn at Ryan House, you will see beaming smiles, endless stories and heart-filled memories from those who were privileged to know him.

Seventeen-year-old DeShawn came to Ryan House in 2015 after doctors found a growing eight-pound tumor in his belly a year earlier. Immediately, DeShawn demonstrated incredible strength; he had endured intense treatment and was also the oldest of five in a single-parent home.

DeShawn came monthly for respite care. He planned each stay, from treats requests, like buffalo wings and Mexican candies, to Nerf gunfights and late night movies. Through Shutterfly, DeShawn created personalized photo blankets for each family member that told a special story. He handpicked the designs, colors, and pictures, illustrating family trips, memories, dreams and goals.
One afternoon, he snuck away with Music Therapist, Danielle, to learn to play an Usher song on the piano. It was his musical thank you to Ryan House, he said with the biggest smile, as he performed for staff, children and families.

When DeShawn’s disease progressed to the final stage, he said no to staying at the hospital.

“Ryan House is home,” he said. In February 2016, 16 family members were by DeShawn’s side, filling his room with love as he took his last breath. DeShawn’s family continues to visit the team, share DeShawn stories and visit his handmade tile in the Memorial Garden. Ryan House treasures DeShawn’s memory and the spirit he impressed on all who knew him.
The Hertz family has made an unforgettable and forever impression on our families at Ryan House.

Through their family foundation, Three Desert Winds, they’ve chosen to dedicate their family’s time, resources and love to grow and sustain Ryan House services.

It started in 2008 when Jeanne Hertz discovered Ryan House at its annual Community Breakfast. Touched deeply, she told her husband Frank and three children about what she learned. Together they toured Ryan House, and left knowing they had to find a way to become more involved as a family.

Three Desert Winds is named after the couple’s three children, Chris, Lauren and Miceala, who were born in the Sonoran Desert. Through their foundation’s mission, the Hertz family is dedicated to “putting the wind in people’s sails” and alleviating suffering.

Their family involvement started with financial contributions and Jeanne completing the volunteer training. Jeanne has a unique skillset of making hand and foot molds, and after spending time at Ryan House quickly saw how grieving families might want these molds as a special remembrance. She taught the staff how to make them too.

Jeanne then had the idea to place the molds into a box with other items that family members could hold near and dear to their hearts. The idea evolved into the Treasured Memories program, which is now the cornerstone of the bereavement program that Three Desert Winds has funded from conception and generously sustains today.
“Through the support of the Three Desert Winds Foundation, families have the opportunity to create individualized mementos that memorialize the legacy of their child.”

— Kristen Bakalis

Pediatric Team Leader/Child Life Services
Today, the Treasured Memories bereavement box celebrates the life and love of the child. Each Treasured Memories box is customized and meant to provide a small comfort to these struggling and grieving families. Most often they contain three-dimensional hand and foot molds, a huggable butterfly stuffed animal, a lock of hair, healing seeds to plant at home and a photo book and thumbprint charm made possible by Shutterfly. It is beautifully wrapped in handmade fabric and tied with a green satin ribbon. The Treasured Memories box is what parents hold close to their chest when they leave Ryan House.

“I cannot imagine being a young parent faced with the challenges that the parents at Ryan House have seen,” Jeanne said. “It is our privilege to help these young children and families that face such immense challenges.”

Jeanne stewards others to Ryan House as well. She brings friends and neighbors to the House for tours and invests her time and resources whenever she can. She hopes Treasured Memories will always be a gift Ryan House can give to provide a small amount of comfort to families when they need it the most. Frank added, “We feel we’ve been so blessed in this life that we want to share this with others.”

“I appreciate knowing that a charity has the same passions and beliefs,” said Lauren. “And most importantly, Ryan House has a good track record of getting money directly to their cause.”

The Hertz family feels grateful they found a team at Ryan House so closely aligned with their own family values. For Three Desert Winds, it’s a partnership the entire family sees continuing for years to come.
100% of families would recommend Ryan House to their family and friends

95% of families feel connected to a community of support

92% of families are able to spend more time with their other children

80% of caregivers experience less stress and anxiety

75% of caregivers feel their relationship with their spouse or significant other has improved

24% of families feel that stays at Ryan House reduce visits to the Emergency Room

In FY16, Ryan House provided over 34,080 hours of respite care to 276 children with life-limiting conditions and supported 41 children and their families at end-of-life.

In addition, Ryan House supported 1,100 family members, provided 23,000 Child Life Activities and produced four family events.

Approximately 85% of the children qualifying for services at Ryan House reside in Maricopa County and have incomes at or below 100% of AMI (Area Median Income).

Who We Serve

Race

Caucasian 50%
Hispanic 17%
African American 4%
Native American 3%
Not Reported 26%

Diagnosis

Spinal Muscular Atrophy 46.88%
Epilepsy/Cerebral Palsy 23.96%
Chromosomal abnormalities 10.68%
Congenital malformations 15.62%
Mitochondrial Disorder 4%
Other 4%

Trauma/Near Drowning Motor Vehicle Accident 4%
Statement of Financial Position as of September 30, 2016

<table>
<thead>
<tr>
<th>Assets</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$4,400,366</td>
<td>$3,871,811</td>
</tr>
<tr>
<td>Long Term Assets</td>
<td>$200,872</td>
<td>$231,335</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$4,601,238</strong></td>
<td><strong>$4,103,146</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>$345,201</td>
<td>$137,018</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>$345,201</strong></td>
<td><strong>$137,018</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net Assets</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted Net Assets</td>
<td>$3,839,556</td>
<td>$3,713,829</td>
</tr>
<tr>
<td>Temporarily Restricted Net Assets</td>
<td>$416,481</td>
<td>$252,299</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>$4,256,037</strong></td>
<td><strong>$3,966,128</strong></td>
</tr>
</tbody>
</table>

| Total Liabilities and Net Assets | $4,601,238 | $4,103,146 |

Statement of Activities for the Year Ended September 30, 2016

| Total Support and Revenue    | $2,883,583  | $1,904,543  |
| Total Expenses               | $2,593,674  | $2,170,329  |
| Change in Net Assets         | $289,909    | $(265,786)  |
Life time 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, 2016.

Lifetime Giving Honor Roll

$1,000,000 +
Hospice of the Valley
The Board of Visitors

$500,000 - $999,999
Gila River Indian Community
Salt River Pima - Maricopa Indian Community

$100,000 - $499,999
Arizona Biz Bash
Arizona Elks Major Projects
Blue Cross Blue Shield of AZ
Bank of America
The DeMatteis Family Foundation
Mr. and Mrs. Robert C. Hobbs, Sr.
The Humana Foundation
The Junior League of Phoenix
Kitchell Corporation
LaneTerralever
The Kemper and Ethel Marley Foundation
Nina Mason Pulliam Charitable Trust
Mr. and Mrs. Bill Schubert
Paul Chait Memorial Golf Tournament
Shutterfly
The Steele Foundation
Three Desert Winds Foundation
Thunderbirds Charities
Virginia G. Piper Charitable Trust
$50,000 - $99,999
Arizona Coyotes Foundation
Arizona Eastern Star Retirement Center
Arizona Public Service
BHHS Legacy Foundation
Mr. and Mrs. Trevor Chait
Community Health Charities of Arizona
Dr. and Mrs. Robert Cottor
DC Ranch Community Foundation
Executive Council Charities
Executive Council Charities SAY Campaign
Fiesta Bowl
Gases and Welding Distributors Association
IFDA
JP Morgan Chase Bank, N.A.
Doris Lumsden Foundation
Phoenix Suns Charities
John and Alice Powers Foundation
Mr. and Mrs. John Propstra
The David E. Reese Family Foundation
Mr. and Mrs. Tom Tait
TB Consulting
True Story Films
United States Tennis Association, Inc.
United Way of Greater Kansas City
Mr. and Mrs. Carlos J. Zilveti

$25,000 - $49,999
Alliance Bank of Arizona
Arizona Commercial Real Estate Women
Azadi
Bashas'
Mr. and Mrs. Budd Busche
Mr. and Mrs. Wally Chester
Davidson Family Foundation
DC Ranch Community Council
Mr. and Mrs. Bennett Dorrance
Dutch Bros. Coffee West Valley
Dr. and Mrs. John Eckstein
Elks National Foundation
Susan & Richard Hare Family Foundation
The Bruce T. Halle Family Foundation
Mrs. Lee Hanley
Mr. and Mrs. Gary Herberger
Mr. and Mrs. Earl G. Kendrick, Jr.
The Keller Foundation
Louis Legacy Foundation
Major League Conditioning
Mr. and Mrs. Murray Manaster
Mercy Care Advantage/Mercy Care Plan
MM Brand Agency, LLC
Mr. and Mrs. Marc Morris
The Moreno Family Foundation
The Pakis Family Foundation
The Bob and Renee Parsons Foundation
William L. & Ruth T. Pendleton Memorial Fund
PGA Tour, Inc.
Mr. and Mrs. James F. Pierson III
Mr. Michael Pollack
Mr. Robert Pollack
Salt River Project
Mr. Werner Schumacher
Ms. Suzanne Sikora
The Arizona Republic
Thompson/McCarthy Coffee Co.
Mr. and Mrs. Chip Tolleson
TriWest Healthcare Alliance
US Airways/American Airlines
Valley Anesthesiology Foundation
Vitalyst
Mr. and Mrs. Michael Watts
The Wayne Foundation
The Walmart Foundation
West Valley Lutheran Thrift Shop
Wentworth Management Company, LLC
Joy Wili/Pam and Bob Serr/Paisley Mae Foundation
As a 501(c)(3), Ryan House is eligible to receive bequests and legacy gifts. Please call (602) 200-0767 for more information.