



2017 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
- ♥ 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



2017 Board of Directors

Executive Committee

- Janet Moodie.....Chair
- Pat Harlan.....Vice-Chair
- Kathy Hanley.....Treasurer
- Ginnie Schmitt.....Secretary
- Tim O'Neil.....At Large
- Tracy Leonard-Warner....Executive Director

Members

- Rhonda Anderson
- Jonathan Cottor
- Robert Guthrie
- Lynn Hoffman
- John Jennings
- Alan Meda
- Rita Meiser
- Brian Schulman
- Bob Serr
- Paul Weiser
- Laura Westfall, MS, FNP-BC

Ex-Officio Members

- Rachel Behrendt,
DNP, RN, NEA-BC
- Max Bartolomea

Thank you for opening our doors with your hearts!



Greetings!

This past year has been full of change; but one thing that will never change is our focus on and dedication to our mission. The team at Ryan House continues to provide world class care and support to our kids and their families.

In this past fiscal year, we have had 1,547 days of respite care, 495 days of hospice care and supported 49 families through their child's end of life. Since we opened our doors, Ryan House has provided more than 227,000 hours of respite and hospice care!

We welcomed a new Executive Director this year, Tracy Leonard-Warner. Tracy is enthusiastic about expanding community awareness and support of Ryan House. We are excited about and confident in Tracy's abilities to build strong relationships that result in increased service to Arizona's medically fragile children.

I would like to thank the Ryan House Board of Directors and Committee members, our esteemed care partner Hospice of the Valley and the volunteers who work with our kids; our organization is thriving because of your involvement.

Most importantly, I would like to extend heartfelt appreciation to the team at the House; your care and support makes a difference in the lives of so many.

We look forward to the future and our ability to have a positive impact on those we serve.

Best Regards,

A handwritten signature in cursive script that reads "Janet Moodie".

Janet Moodie, Board Chair



Hello!

I am so excited to be welcoming you to our annual report as the new Ryan House Executive Director. After spending the past 20 plus years of my career in the world of adult healthcare, I am back home to my first love... pediatrics!

The love and compassion our community shares with Ryan House is enormous and is reflected within the walls of the house every day. Every day, I have the honor of seeing the incredible work that goes on here. I hope that this annual report begins to share our story of the past year with you.

If you have never been to the house, please come visit and take a tour. We would love to share this amazing place with you. If you have been in, come back! Come for a visit, to volunteer, or to just say "Hello."

Thank you to our donors for the support and love you share with the children and families who stay at Ryan House each year. Thank you to the families who trust in the care their children receive when here and thank you to the amazing staff who make the magic happen.

With appreciation,

A handwritten signature in cursive script that reads "Tracy Leonard-Warner".

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

23
Staff

727
volunteers

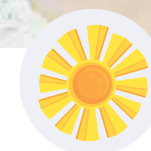
352,519
hours of
service

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.



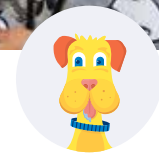
Pediatric End-of-Life Care

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 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.



Ryan House is Comfort

In 1995, Jessica Gomez endured the unimaginable.

When her twin boys were two years old, they both suffered from a heartbreaking drowning incident. Alex did not survive, but his brother, Adam, did.

Adam experienced multiple disabilities as a result of the accident, including an inability to see, speak or walk.

Jessica became very close with Adam's pediatrician, who helped care for Adam extensively, and he told Jessica about Ryan House. Ryan House was just being built, he said, and he knew it would be an amazing resource for Adam and Jessica.

Adam's doctor was right. When Jessica first visited with Adam during Ryan House's first year, she was immediately struck by how loving and compassionate the environment was.

Leaving Adam for his first stay was a frightening experience, especially since Jessica had been his sole caregiver for the last few years. She stayed the first night of the visit and could immediately tell Adam was comfortable and happy at Ryan House. His big personality always shined through, his mom said, and she loved hearing his laughter.

"Adam was able to make his body temperature rise to a fever level if he was unhappy in someone's care. He never did that at Ryan House. I could tell this was the place he had some of his fondest memories."

"Ryan House became a second home and a place that provided so much comfort."

Over the years, as Adam grew older, Ryan House became a second home and a place that provided so much comfort. When Adam was 23, it became clear that it was time for hospice services. Jessica brought him to Ryan House for the last part of his journey. Surrounded by family and friends, and the love within the Ryan House walls, Adam died. Today, Adam's memory stays alive in the Memorial Garden where both he and his brother, Alex, are honored with beautiful tiles on the wall.

Ryan House is Community

Ryan House is a lifeline for so many families and Bob and Pam Serr are no exception.

A few years ago, when they received the news that they were granted custody of their six-year-old granddaughter, Paisley, their lives as they knew it had changed forever.

Paisley has a neurological condition called Aicardi Syndrome so rare that only six other children in Arizona have it. Paisley has regular seizures and developmental delays and requires 24/7 care. Her life-limiting disease gives her the life expectancy of 8-10 years, although some individuals have lived into their 20s and 30s.

At the time, the Serrs were living in Pinetop and not equipped to take care of Paisley's needs. But they mobilized quickly, relocating to Scottsdale to give her full access to the services she needed and providing 'round-the-clock care. They were so busy caring for and giving their attention to Paisley that they didn't even realize how exhausted they were until months later.

This is when they discovered Ryan House. Finally, they could receive a much-needed break and time away while Paisley stayed within the very capable care of Ryan House's nurses and staff. Still new in Scottsdale and without a community of friends to help them, the Care Team and the families they met at Ryan House became their community.

Paisley lights up every time she has a visit to Ryan House. She loves the sensory room and activities, watching movies and just being around the other kids.

"She has her ways of letting us know she's happy. And she's happy at Ryan House," Bob said.

Today, the Serr's lives revolve around Paisley and Ryan House. So much so that only three short years since finding out about Ryan House, they were so inspired by the loving care they receive for Paisley and the many families with similar circumstances that they've met through their journey they were compelled to create the Paisley Mae Foundation, named after their beautiful granddaughter. Through their foundation, they are able to help other less fortunate families in their community in need of additional support.

"She has her ways of letting us know she's happy. And she's happy at Ryan House," Bob said.

But their support doesn't stop there. Bob is a member of the Ryan House Board of Directors who is loved by the staff and volunteers for his generous and jovial spirit. He and Pam visit often and enjoy cooking meals for staff and families. And, they also participate in Ryan House's Planned Giving program.

The Serr's foundation motto is We Have Today. Through their journey with Paisley, they've learned the joy and strength of living in the now helps them in appreciating the moments, no matter how long they may be, with the ones they love. It is their goal to make each family's "Today" a bit brighter through their assistance. And, they sure do that for all of us here at Ryan House too.



Who We Serve

98% of families

would recommend Ryan House to their family and friends

90% of families

feel connected to a community of support

87% of families

are able to spend more time with their other children

80% of caregivers

experience less stress and anxiety

73% of caregivers

feel their relationship with their spouse or significant other has improved

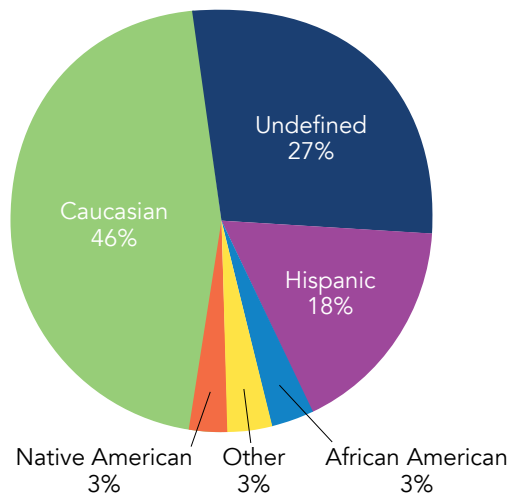
93% of families

are able to participate in activities that are meaningful to us

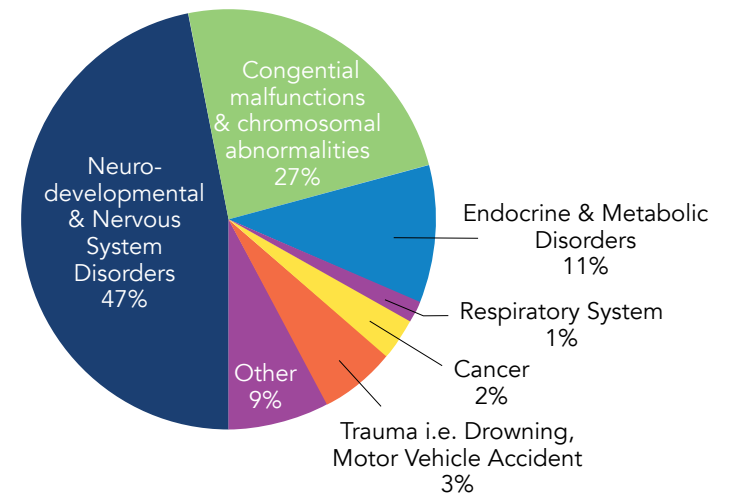
In FY 17, **310** children and their families were enrolled in our respite program. Ryan House provided **37,128** hours of respite care to **156** children with life-limiting conditions and supported **49** children and their families at end-of-life.

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

Race



Diagnosis



FY17 Financial Snapshot

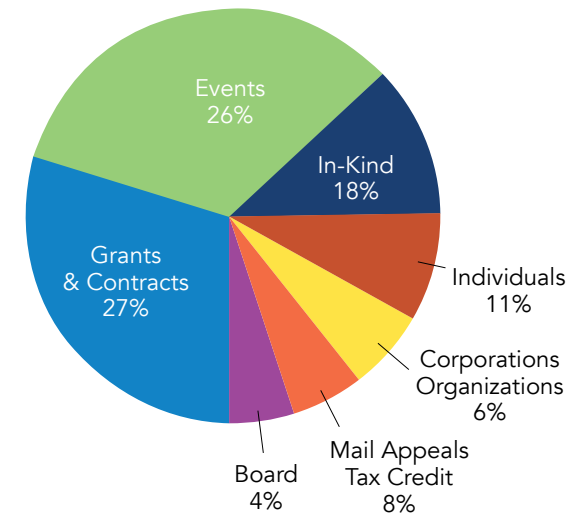
Statement of Financial Position as of September 30, 2017

	2017	2016
Assets		
Current Assets	\$ 4,667,895	\$ 4,400,366
Long Term Assets	\$ 195,758	\$ 200,872
Total Assets	\$ 4,863,653	\$ 4,601,238
Liabilities		
Current Liabilities	\$ 458,350	\$ 345,201
Total Liabilities	\$ 458,350	\$ 345,201
Net Assets		
Unrestricted Net Assets	\$ 3,867,981	\$ 3,839,556
Temporarily Restricted Net Assets	\$ 537,322	\$ 416,481
Total Net Assets	\$ 4,405,303	\$ 4,256,037
Total Liabilities and Net Assets	\$ 4,863,653	\$ 4,601,238

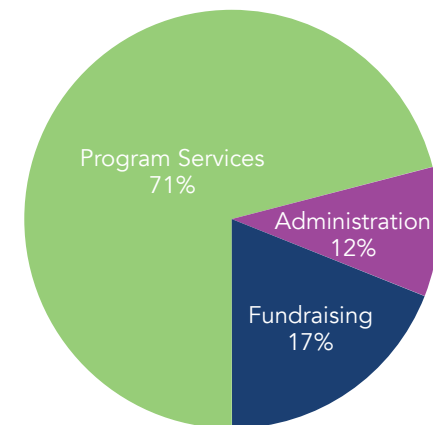
Statement of Activities for the Year Ended September 30, 2017

Total Support and Revenue	\$ 3,216,506	\$ 2,883,583
Total Expenses	\$ 3,067,240	\$ 2,593,674
Change in Net Assets	\$ 149,266	\$ 289,909

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, 2017.

Lifetime Giving Honor Roll

\$1,000,000

The Board of Visitors
Hospice of the Valley

\$500,000 - \$999,999

Gila River Indian Community
Virginia G. Piper Charitable Trust
Salt River Pima - Maricopa Indian Community

\$100,000 - \$499,999

Arizona Biz Bash Inc
Arizona Elks Major Projects
Bank of America
Blue Cross Blue Shield of AZ
Paul Chait Memorial Golf Tournament
Executive Council Charities
Executive Council Charities SAY Campaign
Karen & Robert C. Hobbs, Sr.
Kitchell Corporation



Lane Terralever
Nina Mason Pulliam Charitable Trust
Judy & Bill Schubert
Shutterfly
The DeMatteis Family Foundation
The Humana Foundation
The Junior League of Phoenix
The Kemper & Ethel Marley Foundation
The Steele Foundation

Three Desert Winds Foundation
Thunderbirds Charities
Marylou & Carlos J. Zilveti

\$50,000 - \$99,999

Arizona Coyotes Foundation
Arizona Eastern Star Retirement Center
Arizona Public Service
BHHS Legacy Foundation
Christina & Trevor Chait
Jessica Jennifer Cohen Foundation II
Community Health Charities of Arizona
Sharon & Robert Cottor, M.D.
DC Ranch Community Foundation
Dutch Bros. Coffee West Valley

Diane & John Eckstein, M.D.
Fiesta Bowl
Gases and Welding Distributors Association
Katheleen & Michael Hanley
Lynn Hoffman
IFDA
JPMorgan Chase Bank, N.A.
Doris Lumsden Foundation
Phoenix Suns Charities
John and Alice Powers Foundation

Leslie & John Propstra
The David E Reese Family Foundation
Faye & Tom Tait
Thompson/McCarthy Coffee Co.
True Story Films
United States Tennis Association, Inc.
United Way of Greater Kansas City
Valley of the Sun United Way
Joy Wili/Pam & Bob Serr/Paisley Mae Foundation

\$25,000 - \$49,999

Alliance Bank of Arizona
Patricia & Patrick Althoff
Arizona Central Credit Union
Arizona Commercial Real Estate Women
Azadi
Bashas'
Judi & Budd Busche
Susie & Wally Chester
Cox Charities
Davidson Family Foundation
DC Ranch Community Council
Jacquie & Bennett Dorrance
Elks National Foundation
Richard Glazer, D.M.D.
Nancy & Lee* Hanley
Susan & Richard Hare Family Foundation
Jeanne & Gary* Herberger
Randy & Earl G. Kendrick, Jr.

Louis Legacy Foundation
Major League Conditioning
Ina & Murray Manaster
McDonough Corporation
Mercy Care Advantage/Mercy Care Plan
Larry H. Miller Charities
Michelle & Marc Morris
Jill & Gene Nagel
Otto & Edna Neely Foundation
William L. & Ruth T. Pendleton Memorial Fund
PGA Tour, Inc.
Karrie & James F. Pierson III
Werner Schumacher
Suzanne Sikora
Salt River Project
The Arizona Republic
The Bob and Renee Parsons Foundation
The Bruce T. Halle Family Foundation

The Keller Foundation
The Moreno Family Foundation
The Pakis Family Foundation
The Power Open, Inc
The Walmart Foundation
The Wayne Foundation
Lynn & Chip Tolleson
TriWest Healthcare Alliance
US Airways/American Airlines
Valley Anesthesiology Foundation
Vitalyst
Cindy & Michael Watts
Cindy & Paul Weiser
Wentworth Management Company, LLC
West Valley Lutheran Thrift Shop
Diane Willian

* *In memorium*



ryanhouse.org

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