

# The feeling of home

when you're away from home



**GIFT***of* **LIFE**  
Family House

**2016 Annual Report**



# Mission STATEMENT

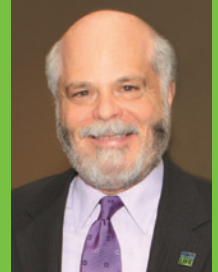
Gift of Life Family House serves as a **“home away from home”** for transplant patients and their families by providing temporary, affordable lodging, meals and supportive services to those who travel to Philadelphia, Pennsylvania for transplant-related care.

Gift of Life Family House is a 501(c)(3) non-profit charitable organization.

Bob, Joan  
and Daniel Shuck,  
Bethlehem, PA



## Message from the President



Dear Friend,

Each time I walk through the Family House and witness our transplant families being cared for so diligently, a feeling of deep gratitude overwhelms me.

I immediately think back to the time when we first started this journey to build a home when so many of you, without hesitation, opened your hearts and generously supported this project. You understood the reason behind creating a support system for the thousands of families needing someone to care for them, while their loved one faced a lengthy and challenging road ahead. These families desired a home away from home and you provided one.

I also think about those of you who have more recently joined our “family” of supporters, and how **you help make it a home, every day.** You keep our programs and services operating and give hope to each family that walks through our doors. We are so grateful for you.

In the six years since we opened our doors, I am proud to share that more than 1,660 transplant families have received over 42,000 nights of care at a greatly subsidized rate, which remains at \$40 per room per night. As you know, included in that modest fee is a fully stocked pantry, home cooked meals, transportation, counseling and educational programs, and much more. Through generous funds designated to our Adopt-A-Family program, **we have never turned away a family** who could not afford our nightly fee.

In this Annual Report, I am excited to share with you some of our 2016 accomplishments, statistics, program highlights and, of course, recognize those of you who help make our mission possible for transplant families.

Stay tuned over the next few weeks as we unveil a very special way for you to extend your support to transplant families at Gift of Life Family House. We are getting ready to launch a new campaign – and I can’t wait for you to be a part of it!

Thank you again for your partnership in sustaining this mission – together we are keeping families close and **making a positive impact** on their lives. On behalf of the transplant patients and families we serve, please accept our deepest appreciation for your support.

With Gratitude,

**Howard M. Nathan**  
President and Founder

Knowing that his parents' needs were being met put Daniel's mind at ease and helped in his care. **“They were able to be with me and focus on what I needed.”** —Daniel Shuck, heart transplant recipient



# About Gift of Life Family House

Gift of Life Family House is a 28,000 square foot clean, modern, and secure facility with 30 private guest rooms for families. Every room features two queen-sized beds, accommodating one to four guests, a full and private bathroom, and private cable television and a telephone.

The Family House also features a large, communal kitchen and dining area, fitness center, laundry facilities, family lounges, and an outdoor patio, along with two computers for guest use and wireless internet access throughout the facility. A secure, on-site parking space is earmarked for each family, in addition to a free and regularly scheduled shuttle service for transportation to and from the transplant centers. The Family House is well-stocked with fresh food and kitchen essentials, large refrigerators with individual space reserved for each family, and accessibility by guests 24 hours each day.

Yet, Gift of Life Family House is much more than just a building – it is vital support, provided primarily through the following three initiatives.

# Home Cook Heroes PROGRAM

Born out of the realization that most transplant families don't have the time or money to grocery shop and prepare a healthy meal after a long day in the hospital, the Home Cook Heroes program is an essential means of healthy support for our guests. In addition to a fully stocked pantry, this program offers our families a home-cooked meal every evening, along with brunch on the weekends, to provide our guests the opportunity to decompress and share their experiences with other families going through the transplant journey. It also provides a unique opportunity for community groups – from schools and companies to family and friends – to get together and support the Family House mission by preparing and serving meals to our guests. Home Cook Hero volunteers are essential in helping us ensure that no transplant family goes hungry during their stay in Philadelphia.



**30,228** Home Cook Hero Meals served in 2016

## Home Cook Hero Groups

| Business | Donor/Recipient | Hospital | House of Worship | Other | School | Service Organization |
|----------|-----------------|----------|------------------|-------|--------|----------------------|
| 9.8%     | 15.6%           | 13.1%    | 7.5%             | 36.2% | 11.5%  | 6.4%                 |



## 2016 Home Cook Hero All-Stars!

Gift of Life Family House proudly recognizes the Home Cook Hero "All-Star" volunteer groups from 2016. All-Stars are committed volunteer groups which provide a meal to Family House guests through the Home Cook Heroes program at least 12 times in a calendar year.

TOP TO BOTTOM ROW, L-R: Team Spiers; Rutgers Gang; Randon Family; Hyatt at the Bellevue; Pat's Wings; AtlantiCare - PATHS Employee Resource Group; St. Augustine Parish; AtlantiCare - Senior Leadership Team; University City Kiwanis; New Vision Pioneers; Four Ladies and Friends; Five Friends.



Brian, Bonnie and  
Amelia Torgersen,  
Wexford, PA

Whether it's having access to a fully stocked pantry and tasty leftovers if they miss the evening meal, or toiletries they forgot to pack, the Family House is a safe and comforting haven for them. **“We don't lack for anything while we are there.”** —Bonnie Torgersen

## Caregiver Lifeline PROGRAM

The transplant journey can be extremely difficult: long periods of diagnosis, treatment, and waiting for 'the call' paired with medical and travel expenses can often leave a family feeling overwhelmed. The Caregiver Lifeline Program was formed to provide these families with much needed education and support as they navigate through the transplant process. The Caregiver Lifeline Program is broken in two parts, internal support for families staying at the Gift of Life Family House and external support for caregivers and transplant patients throughout the Gift of Life region. Internally, a full-time social worker is available on-site for individual counseling, support groups, resources, and referrals and advocacy for financial, employment, and insurance concerns. Externally, this program offers an online informational library addressing the above concerns, an online support group for transplant caregivers and community outreach programs through the regional transplant hospitals and regional support groups.

In 2016, 416 hours of internal counseling were provided to families staying at the Family House. The Family House social worker also hosted a total of 44 caregiver support groups with participation from 243 guests staying at the House. Externally the social worker facilitated 7 support groups for 44 patients and caregivers located in the greater Gift of Life region. Lastly in 2016 the CLP introduced a closed online transplant caregiver support group through Facebook. It is managed by the CLP social workers with the goal of providing support around caregiving and the transplant process as well as a way for caregivers to form connections with other transplant caregivers. The group had 50 transplant caregiver members to close out 2016 with approximately 300 different posts/interactions.

**\$185**  
actual cost

**\$40**  
guest cost

## Adopt-A-Family PROGRAM

Gift of Life Family House provides home-like accommodations and a supportive community for transplant families, all for just \$40 a night. Unfortunately, one in five families cannot afford even this modest nightly fee. That is why the Adopt-A-Family Program was formed: to ensure that no family is turned away due to their inability to pay. Thanks to generous supporters of our Adopt-A-Family Program, the Family House can keep this nightly fee low, so that all eligible families are able to receive the loving care that the Family House provides. The Adopt-A-Family Program also helps us bridge the gap between the actual cost to house a family for one night (\$185) and the \$40 that guests are asked to pay.

In 2016 alone, through generous contributions, the Family House supplemented \$1,275,787 worth of programs and services to bridge the gap between the modest revenues paid by families and the actual cost to care for these families.

### Facebook Online Transplant Caregiver Support Group

**50** transplant  
caregiver members



**300** different posts/  
interactions



Jay Souder, heart transplant  
recipient, past guest and  
Legacy Society member





# 2016 Operations



Ginneh Earle,  
Family House volunteer

## Occupancy Review



**42 total nights** at **100% occupancy**

**294** nights, longest stay in 2016  
**8,606** total lodging nights  
**588** unique families served in 2016  
**5** nights, average family stay in 2016

## Family Stays by Specific Organ Treatment

| Organs (by Episode) | Count |
|---------------------|-------|
| Heart               | 270   |
| Lung                | 695   |
| Heart-Lung          | 8     |
| Kidney              | 213   |
| Liver               | 453   |
| Pancreas            | 9     |
| Liver-Kidney        | 9     |
| Hand                | 1     |

| Reason (by Episode)     | Count |
|-------------------------|-------|
| Pre-Transplant          | 325   |
| Surgery – Recipient     | 119   |
| Surgery – Donor         | 8     |
| Post-Transplant         | 831   |
| Hospitalization         | 370   |
| Living Donor Evaluation | 6     |

## Volunteer Program

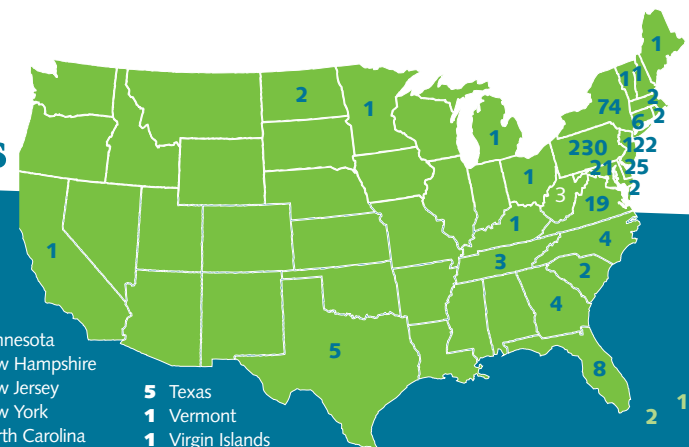
Volunteer Hours  
**3,879**  
 Guest Service  
**10,943**  
 Home Cook Hero  
**543**  
 Activity

L-R: Merida Bourjolly,  
Jay Leitzsey and Yani Barrow,  
Spring Gardens, NY



## 549 Patients

from 28 States and 4 Countries



- |                        |                  |                 |
|------------------------|------------------|-----------------|
| 1 California           | 1 Minnesota      | 5 Texas         |
| 6 Connecticut          | 1 New Hampshire  | 1 Vermont       |
| 25 Delaware            | 122 New Jersey   | 1 Virginia      |
| 2 District of Columbia | 74 New York      | 3 West Virginia |
| 8 Florida              | 4 North Carolina | 1 Kuwait        |
| 4 Georgia              | 2 North Dakota   | 1 Saudi Arabia  |
| 1 Kentucky             | 1 Ohio           | 1 Turkey        |
| 1 Maine                | 230 Pennsylvania |                 |
| 21 Maryland            | 2 Puerto Rico    |                 |
| 2 Massachusetts        | 2 Rhode Island   |                 |
| 1 Michigan             | 2 South Carolina |                 |
|                        | 3 Tennessee      |                 |

L-R: Volunteer, Denise Randon giving a guest a hair cut  
 Family House guests, Ann Marie and Isabel Baksy



847

## Social Media

- New Facebook Likes
- New Twitter Followers
- New Instagram Followers
- New YouTube Views

219

259

654

## Guest Activities Program

| Activity Category  | # of Activities |
|--------------------|-----------------|
| Caregiver Lifeline | 46              |
| Crafts             | 15              |
| Food               | 13              |
| Games              | 13              |
| Haircuts           | 8               |
| Movie              | 13              |
| Music/Performance  | 6               |
| <b>TOTAL</b>       | <b>114</b>      |

## Transportation

Trips  
**1,658**  
 Guests  
**4,280**  
 Transported Miles  
**17,126**



“It’s something unique and special. Something so helpful to transplant families in their time of need. I have no direct connection to the transplant community, I just want to help if I can.” —Ginneh Earle, Family House volunteer

“I felt no negativity there, nothing but encouragement to feel better and to get well. There’s so much love that you experience from the staff, from volunteers who come to cook for us, and those who shuttle us to the hospital. You can’t help but feel happy during your stay. I was never scared, or felt like I was far from home – particularly due to the staff. They went out of their way to make us comfortable.” —Merida Bourjolly



# Founders' Circle

With deep gratitude, we proudly recognize our 2016 Founders' Circle Members who have given major gifts to support the Family House.

## 2016 Founders' Circle Members listed with their cumulative giving amounts.

- The Founders' Circle is made up of the following tiers:
- \$200,000+**  
Leadership and Legacy \$1,000,000+
  - \$100,000+**  
Trustee of Compassion \$500,000+
  - \$50,000+**  
Sponsor of Strength \$200,000+
  - \$10,000+**  
Ambassador of Generosity \$100,000+
  - Partner of Care \$50,000+
  - Benefactor of Trust \$25,000+
  - Patron of Kindness \$10,000+

### NEW AND UPGRADED MEMBERS

#### Sponsor of Strength

**Organ Recovery Systems**  
**Sam and Jean Jones**

#### Ambassador of Generosity

**TD Charitable Foundation**

#### Partner of Care

**Amy J. Goldberg, M.D.**  
**Connelly Foundation**

#### Patron of Kindness

Larry and Diane Beard  
The Charter Foundation  
Analise and Americo Santos  
Scott and Vickie Sayles  
NRG Retail Charitable Foundation  
William and Lorna Wohl

*Bold indicates upgraded membership*

*Nellie Carnucci and Analise Santos*

# Family Circle

Recognizing the year's generous partners who helped us to sustain Family House operations and programs in 2016. The Family Circle is an annual giving program made up of philanthropic contributors who give \$250 or more in a calendar year to support the Family House annual fund.

## 2016 Family Circle Members

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The Family Circle is made up of the following giving levels:

Honor in Platinum \$5,000+

Hope in Gold \$2,500+

Care in Silver \$1,000+

Grace in Bronze \$500+

Comfort in Copper \$250+

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*L-R: Patricia Browne, John Browne and Karen Barnett-Roberts*



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*Bold indicates renewed membership*  
\* Deceased



# Highlights

Former guests of the Family House help make a special announcement at the President's Reception



## 2016 President's Reception

A significant achievement and new milestone:

**Providing 30,000 room nights to transplant families.**

At the 5th Annual President's Reception, five former guests of the Family House joined Howard Nathan, President and CEO, on stage for a special announcement:

"On behalf of our staff and the thousands of families served by our mission, it is with great pleasure and excitement to announce a new milestone that was only made possible because of your support. This March, we will have provided 30,000 room nights to transplant patients and their families! This represents over 1,200 families that received support over the past 4½ years! Thank you!"

## 2016 40 Hours for the Family House Challenge

A Special Thank You to the participants of the 40 Hours for the Family House 2016 Challenge and to all those who contributed in their honor in celebration of Giving Tuesday. Together, our community raised a GRAND TOTAL of \$54,553 to benefit the Adopt-A-Family program – which will support over 1,363 nights of lodging for families in need.

#NotWithoutMyDonor  
40 HOURS for the FAMILY HOUSE  
40 Hours for the Family House  
Breathe ezy  
Daddy's 3 Girls  
Donate for Raelynn  
Eileen's Entourage  
Elise  
FunRaising for Evelyn Lopez DeNicola  
Gift of Life Staff  
Gift of Life Volunteers  
Grace Abounds

Happy Birthday Collin!  
18 Candles, No Flame  
Hearts of Gold  
HopeFourHappyHearts  
In Memory of Marlene Miller  
Janice's 40 Hours for the  
Gift of Life Family House  
MASTBAUM Nursing Hearts  
Mia's Heart of a Hero  
Patients and Caregivers of Lung  
Transplant Support Group  
Pepper Krach

Poppop's Miracle  
Q's Army  
St. Luke's Allentown  
Team Dhillon  
Team for Donna  
Team G\$ We Support the  
Family House Do You??  
Team Hoover  
Team Maven  
Team Prasad!  
Team Spiers  
Wills Warriors

## Legacy Society Members

Gift of Life Family House is proud to spotlight Legacy Society members who have made planned gifts to support the Family House



Kenneth and Leonore Barnes  
The Estate of Jeanne J. Bingham  
Geoff and Maureen Hillary  
Sam and Jean Jones

Jeff and Debra Morgan  
Mary F. (Sickel) and  
Franklin J. Ringquist  
Jay and Patricia Souder

“The service that the Family House provides is desperately needed by so many people at what is often the most difficult time in their lives. That's the most important reason that we decided to make this bequest...naming the Gift of Life Family House as our beneficiary was really easy. It was a lot easier than doing our taxes!”

—Pat, with her husband, Jay, past guests and Family House Legacy Society Members



L-R: Bobby Adams, Ashley Adams, Bernie Gottlieb, Ellen Gottlieb, Carol Stamps

Smyrna High School Softball Fundraiser in Memory of Donnie Shaner

## Fundraising Events

A special thank you to our volunteers in the community for coordinating fundraising events in 2016 to support the mission of Gift of Life Family House.

10th Annual Bensalem Township Charity Challenge hosted by Bensalem Economic Development  
125 Nights Fundraiser Campaign hosted by Kenny Duncan, Squared and PB Education Centre Corporation  
1st Annual Gift of Life Beef and Beer in memory of Kevin Norris  
8th Annual No Shower Happy Hour hosted by the David Nelson Jr. Memorial Fund  
Ally's Breakfast & Blood Drive hosted by Angels for Ally  
Anjali Yoga Gratitude Project  
Children's Lenten Project 2016 coordinated by Old First Reformed United Church of Christ  
Christmas Trees for a Cause Fundraiser hosted by Lesko's Tree Farm  
Community Giving Back Project Bake Sale coordinated by Sara and Sasha Tuddenham  
"Denim Days" hosted by Boyer's Food Markets Store #3580  
Denim for a Difference coordinated by the IT Department at PPL  
Designer Bag Bingo hosted by Team Spiers  
Dessert Auction coordinated by Woodside United Methodist Church  
Doug Wright Memorial Golf Outing  
Dress Down day coordinated by George Hardy  
Dress Down Day coordinated by School Lane Charter School Staff  
Family House Fundraiser hosted by Old York Road Temple Beth AM School of Early Learning

Family House Fundraiser hosted by the Brightwood Career Institute  
Family House Fundraiser hosted by Weidner's Deli  
"Help Provide a Home Away From Home" Fundraiser hosted by the PB Education Center  
Italian American Citizens League 4th Annual Ernie Leone Memorial Tournament  
Jackson's 12th Annual Mulligan on Life Golf Outing hosted by Hennion & Walsh and the Heller Family  
Joe Sommer Memorial Benefit hosted by the Lehigh Valley Community Benefit  
Papa Carl CD Release Concert  
Paul W. Penkala Fifth Annual Golf Tournament  
Preston and Sophia's Lemonade and Cider Stand coordinated by Stephanie Zadzura  
Smyrna High School Softball Fundraiser in Memory of Donnie Shaner  
Team Matt collection benefiting Gift of Life Family House  
ThatsCat Twitch Community Charity Stream coordinated by Megan Hildreth  
The Lawrenceville School's Lives Saving Lives Club Fundraiser  
The Project Management Institute, Inc. Employee Holiday Luncheon  
Thomas Jefferson University Hospital Transplant Institute HAP Campaign  
Trinkets for Transplant Families coordinated by Shannon McKinsey

## Online Fundraising Campaigns

Bill's 75th Birthday Gift of Life Fundraiser hosted by Jeanille Gatta  
Gift of Life Family House For Organ Recipients –  
In Memory of Shawn Grenz hosted by Marchelle Grenz-Sickler  
In Memory of Donnie Shaner hosted by Kelly Roscoe  
In Memory of Gavyn from Team Axiom hosted by Mike Ballas

"I Run to Help Others" CrowdRise Fundraiser hosted by Shannon Kobb  
Isaiah's Angels hosted by Yolanda Toole  
Life Is Limitless AB hosted by Tamika Giles  
Team Faith, Hope, Love hosted by Suzanne Rockovits

## Wish List Drives

Keeping the Family House stocked with basic home necessities requires a lot of donated food and supplies. We're grateful to those who coordinated Wish List Drives in 2016.

444 Lofts  
Ashley and Bobby Adams  
Tahisha Anderson  
Anjali Power Yoga  
Anonymous  
Archbishop Ryan High School  
Stacy Arnold  
AtlantiCare Business Office  
AtlantiCare Paths ERG  
Bright Horizons of Upper Gwynedd  
Pam Bates  
Camilla Camilli  
Kathleen and Anthony Catanella  
The Children's Hospital of Philadelphia  
Christiana Care Respiratory Department  
Patrick Davenport & Kellogg's Employees  
Delco PAHCOM Chapter

Drs. Shah, Ramirez, Superdock & Burhan  
Ed and Wendy Eaton  
Joe and Marie Flemming  
Rogel Garcia  
Gina & April  
Angelia Graham  
The Hess Family  
Danielle Hill  
Henry Lane  
The Leake Family/Murphy's Warriors  
Joan Lyons  
Mackin Family and Friends  
Katie McNamara  
Morgan Stanley Center City Philadelphia Branch  
Rhonda Moritz  
Patricia Mozzillo  
Mt. Holly Elks #848

Rev. and Mrs. Kevin Murphy  
The Patil Family  
The Philadelphia Firebirds  
Lauren Rodgers  
The Regional Hospital of Scranton  
Remembering Richard Organization  
Ryan's Shamrocks  
RyanStrong  
Mary and Ross Smith  
The Smith Family  
SpecialtyUSA, LLC  
Temple University Health System  
LIS Support Team  
Thomas Jefferson University Hospital SICU  
Patricia Turtoro  
Voya Financial  
The Walker and Arnold Family  
The Walsh Family

## The Legacy Garden Paver Program

Thank you to those who dedicated an engraved paver in 2016.

Cindy and Robert Adams  
Richard and Betty Beltz  
Lori and David Jones

Kenny Kline Foundation  
The Patients and Caregivers HUP  
Lung Transplant Support Group

Carol Ann and Connell Rodden  
Sam's Spirit Foundation

Russell and  
Cindy Westendorf,  
Colts Neck, NJ



“I think one of my biggest reliefs was finding the Family House, to be honest with you. That is when my heart felt better because I knew my wife was going to be okay.” —Russell Westendorf, lung transplant recipient

## Help Support Gift of Life Family House Today!



**Support the Adopt-A-Family Program** Consider making a monthly or annual tax-deductible gift to the Adopt-A-Family Program – each \$40 contribution helps support one night of lodging for a family staying at the Family House who cannot afford the nightly fee. You can contribute to sponsor one night, two nights, a weekend or more. Gifts of any level are meaningful.



**Host an Event!** From golf outings to intimate dinners in your home, there are countless ways you, your family, and friends can fundraise for the Family House. Fundraising events are also a great way to reconnect with family and friends and remember or celebrate a loved one while supporting our important mission.



**Become a Home Cook Hero Volunteer!** Groups of up to 10 people can provide, prepare (on or off site) and serve a meal to guests staying at the Family House. Enjoy cooking in our fully equipped kitchen as well as seeing the impact of your service on our families first hand.



**Host a Wish List Drive!** Keeping the Family House stocked with basic home necessities – such as food, toiletries, and pantry items – requires a lot of donated items. This is an excellent activity to involve your family, company, religious group, or friends. You can also collect grocery store gift cards to keep our refrigerators stocked with the things we run out of most – milk, eggs and butter! The Family House is also in need of gas cards to keep our free shuttle service operational – transporting patients and families to and from local hospitals each day.



**Join the Legacy Society for Planned Giving** By making a “planned gift” – a gift through your estate – you can ensure the future success of Gift of Life Family House and have the satisfaction of knowing that your values will live on through the loving care we provide.



**Corporate Partnerships** Through volunteerism, sponsorships, grants and program support, hundreds of corporations have partnered with Gift of Life Family House to support transplant patients and their families. In return, corporations receive unique recognition, brand visibility through our various communications tools and social media platforms as well opportunities for employee team building events and ways to engage and reconnect with clients. If your business or corporation is interested in supporting programs or other initiatives at Gift of Life Family House, we would be happy to help build an impactful partnership.

### Financials

## Expenses



Programs

**84%**

General and  
Administrative

**6%**

Fundraising

**10%**

## Revenue



Contributions

**91%**

Grants

**2%**

Guest Fee  
Revenue

**7%**

For questions, please contact a member of the Family House Development Team:  
267-546-9800 | [info@giftoflifefamilyhouse.org](mailto:info@giftoflifefamilyhouse.org) | [www.GiftofLifeFamilyHouse.org](http://www.GiftofLifeFamilyHouse.org)





# GIFT of LIFE Family House

[www.GiftofLifeFamilyHouse.org](http://www.GiftofLifeFamilyHouse.org)

401 Callowhill Street  
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1-855-6-FAMILY

 [facebook.com/GiftofLifeFamilyHouse](https://facebook.com/GiftofLifeFamilyHouse)

 @Family\_House

 @GiftofLifeFamilyHouse

 Gift of Life Family House

The official registration and financial information of Transplant House d/b/a Gift of Life Family House may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

## Advisory Board

John M. Daly, MD

Lynn Fallon

Carol Giungo

Mary Pat Kessler

Pepper Krach

Howard M. Nathan

Lori Peruto, Esq.

Frank Podietz

Ranjoo Prasad, OD

Jessica Sharp

Dan Sinnott

Marc E. Uknis, MD

Janice Wright Waitkus

Jan L. Weinstock, Esq.

## Family House Staff

Howard M. Nathan  
*Founder and President*

Jan L. Weinstock, Esq.  
*Vice President,  
Administration and  
General Counsel*

Sara A. Cohen  
*Development Manager*

Joseph Kauffman  
*Family House Manager*

Talia Giordano, MSW, LSW  
*Social Worker*

Diana Elbanna  
*Resident Manager*

Stephen Tornone, Esq.  
*Associate Counsel*

Samantha Oliphant  
*Development Associate*



Connor and Luke McGrath,  
Branchburg, NJ

“In a really stressful and hard time for our family, it was a sense of relief knowing that my father had a great place to stay while recovering. I felt that he was always under the best care in a really amazing place.” —Connor McGrath