



2022 IMPACT REPORT





Looking back on 2022, Board Chair Jose Rodriguez and I were thankful for the opportunity to make a difference in the lives of thousands of guests at the SECU Family House in Winston-Salem. We were elated to open our dining room again for guests to share meals together and to open our kitchen for volunteers to prepare and serve dinners.

The Family House continues to be a place where guests safely meet, engage with and provide hope to each other as they navigate their medical journeys, and we continue to be proud of our 78% average occupancy rate.

Your support gives our guests access to vital medical care they could not otherwise receive, and the ability to have their family members nearby which improves their recovery.

Thank you!



A handwritten signature in black ink that reads "Kathy K Carr". The signature is fluid and cursive.

Kathy K. Carr, *Executive Director*

A handwritten signature in black ink that reads "Jose Rodriguez". The signature is stylized and cursive.

Jose Rodriguez, *Board Chair 2022*

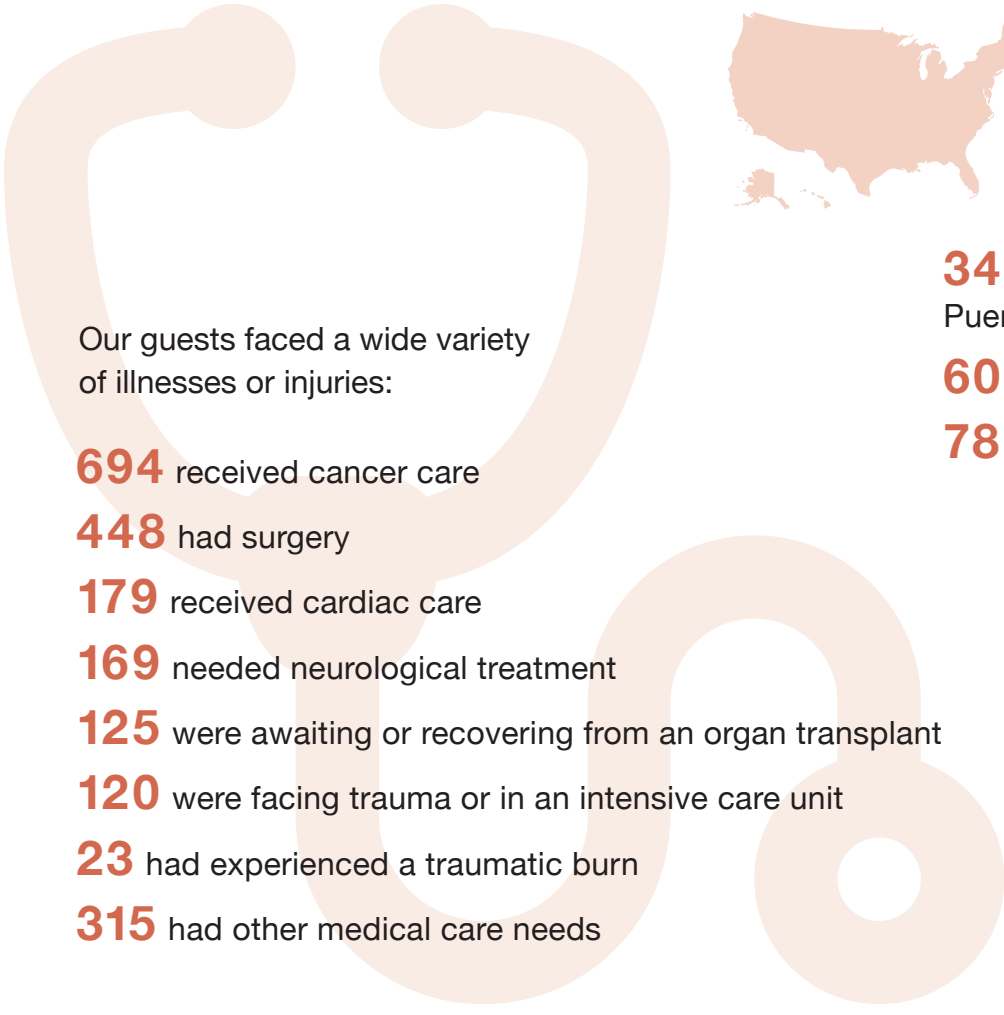


4,411 guests
for a collective
12,856 nights

WHO WE SERVE

In 2022, the SECU Family House served 4,411 guests for a collective 12,856 nights during their difficult medical journeys. Just over 35% of guests were patients, and the rest were dedicated caregivers who stayed by their sides.





Our guests faced a wide variety of illnesses or injuries:

694 received cancer care

448 had surgery

179 received cardiac care

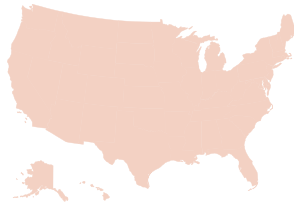
169 needed neurological treatment

125 were awaiting or recovering from an organ transplant

120 were facing trauma or in an intensive care unit

23 had experienced a traumatic burn

315 had other medical care needs



34 states served +
Puerto Rico, New Zealand and Uganda

60% from North Carolina

78 NC counties served



GRATEFUL GUESTS, BARBARA AND CW

Barbara and CW Claytor have been together since childhood. Both are retired educators who live in Beckley, West Virginia. During the summer of 2020, Barbara began experiencing occasional bouts of indigestion. When she sought care on November 9, 2020, the local physicians told Barbara the true cause of her symptoms. She had cancer. The small hospital in Beckley did not have the level of care that Barbara needed, and her doctors encouraged her to look out of town for a specialized oncologist.

The Claytors drove to Charlotte to stay with their daughter while they determined next steps. The next day, Barbara checked in to the Emergency Department at Atrium Health Carolinas Medical Center in Charlotte. Fluid was building up in her abdomen and was affecting her ability to breathe and speak. Scans were taken to diagnose the issues, and the Claytors were shocked to hear the results. According to Barbara, “We could in no way foresee

anything close to what the ER doctor told us.” In addition to confirming her rare form of cancer, the doctor said that her immediate condition was life-threatening, and she would need emergency surgery. Barbara underwent two surgeries within 24 hours to repair her intestines and save her life.

It would take at least a month of recovering from surgery before Barbara could begin treatment on her rare cancer, appendiceal endocarcinoma. But there was an additional problem—the doctors in Charlotte had almost no experience treating this form of cancer. They recommended that Barbara seek further treatment with Dr. Edward Levine at Atrium Health Wake Forest Baptist (AHWFB) in Winston-Salem. Dr. Levine is widely known for his expertise in treating this rare form of cancer and is acclaimed for performing a specialized surgery called HIPEC.

On December 9, 2020, Barbara and CW met with Dr. Levine in Winston-Salem. Barbara said that

“Dr. Levine provided a sense of calm. He was knowledgeable, professional, and optimistic. He was ‘the man with the plan.’ We were so impressed with the entire medical team.” After laying out his proposed treatment plan of chemotherapy followed by surgery, Dr. Levine referred the Claytors to the SECU Family House.

Barbara remembered, “The first person we met at the Family House was Ms. Pamela Ford. She greeted us with her smile, welcoming voice, and her caring, loving spirit. Ms. Pam was thoughtful, calm, dedicated, and interested in what patients and caregivers were going through. The Family House was our home away from home.”

For the next few months, Barbara underwent daily chemotherapy in hopes of shrinking her cancer cells. In the evenings, the Claytors rested in their private room or spent time in the Family House chapel. They also made good use of the kitchen, which they found fully stocked with breakfast items, snacks, and dinners that volunteers delivered. The Claytors felt



encouraged by other Family House guests as they shared stories with one another about their health journeys. They described how the guests, the staff, and their doctors “became like family to us.”

By May of 2021, Dr. Levine said the months of chemotherapy had worked, and Barbara had the HIPEC surgery. A few days later, things took an unexpected turn. A tear had developed in her intestines and her life was once again in jeopardy. Barbara was hospitalized and underwent emergency surgery. The surgery was a success, but Barbara's body did not bounce back like before. Barbara spent five long weeks of slow, agonizing recovery in the hospital.

Barbara said, "We'll forever be grateful. My husband, CW, was able to stay nearby and care for me daily ONLY because we were blessed to stay at the SECU Family House. Nowhere else would it have been possible due to costs. Without the Family House, I don't know what we would have done."

As months of medical expenses began to mount, the Claytors received some unexpected, good news. Part of their lodging at the SECU Family House was covered thanks to a partnership grant from the

American Cancer Society and Atrium Health Wake Forest Baptist. Amid medical and financial crisis, they had one less thing to worry about. Barbara said, "That financial relief made such a huge positive impact, and we are so appreciative."

After months of physical therapy, Barbara and CW are back at home in Beckley. Barbara comes to Winston-Salem every two weeks for checkups at AHWFB and continues her chemotherapy regimen to kill off any remaining cancer cells.

Barbara says, "I feel good most every day, and I have become more active while still receiving treatments and medical care at AHWFB. Of course, I look forward to a miracle and hearing that I am 'cancer free,' but until then, I must keep the faith, stay positive, and be grateful for all the good things in my life while trying to bring joy and be a witness to those I meet each day."

OUR IMPACT

95% of our guests reported that the Family House positively impacted their access to healthcare

98% of our guests reported that the Family House positively impacted their ability to find affordable lodging near hospitals

97% of our guests reported that the Family House positively impacted their emotional and physical well-being

FAMILY ASSISTANCE FUND (FAF)

\$51,275 in financial assistance through the FAF supported **327 low-income families**, relieving additional financial burdens for **2,548 nights**

Longest stay: **92 nights**

Average stay: **4 nights**



“If you have ever had a loved one in the hospital, you know how stressful that can be. Now imagine not having your support system of friends and neighbors. The SECU Family House **PROVIDES THAT SUPPORT TO PATIENTS AND THEIR CAREGIVERS TRAVELING FROM OUT OF TOWN** — and does it exceptionally well! We have supported the Family House since its inception because it is well run and they use their resources effectively.”

– John and Susan Elster, donors

OUR SUPPORTERS

DONORS

of individual donors: **1,887**

682 of our individual donors are former guests

of church & civic organization donors: **64**

of corporation & foundation donors: **151**

VOLUNTEERS

426 active volunteers gave **5,678** hours of their time to serve Family House guests

8,680 meals were provided and served by volunteers

6,210 breakfast and snack bags were prepared for guests to take with them to the hospitals

TOTAL DONATIONS RAISED

Operating = **\$736,157**

Family Assistance Fund = **\$100,100**

Capital = **\$166,014**

In-Kind Donations = **\$98,792**

Total = **\$1,101,063**

AMERICAN CANCER SOCIETY PARTNERSHIP

Hundreds of SECU Family House guests have received good news recently, thanks to generous grants from the American Cancer Society that help cover the costs of transportation and lodging for cancer patients.

At the end of 2021, the American Cancer Society (ACS) awarded nearly \$3.9 million in funding to 77 health systems across the country to alleviate the financial burden of lodging costs for cancer patients; specifically targeting communities without Hope Lodges, the ACS funded adult hospitality houses. “We know that having to travel far from home to receive treatment can cause a large financial burden for cancer patients and their caregivers,” said Dr. Karen Knudsen, the American Cancer Society’s Chief

Executive Officer. “The American Cancer Society is committed to removing barriers that prevent cancer patients from getting the care they need.”

Some of this funding has made its way to the Winston Salem medical community!

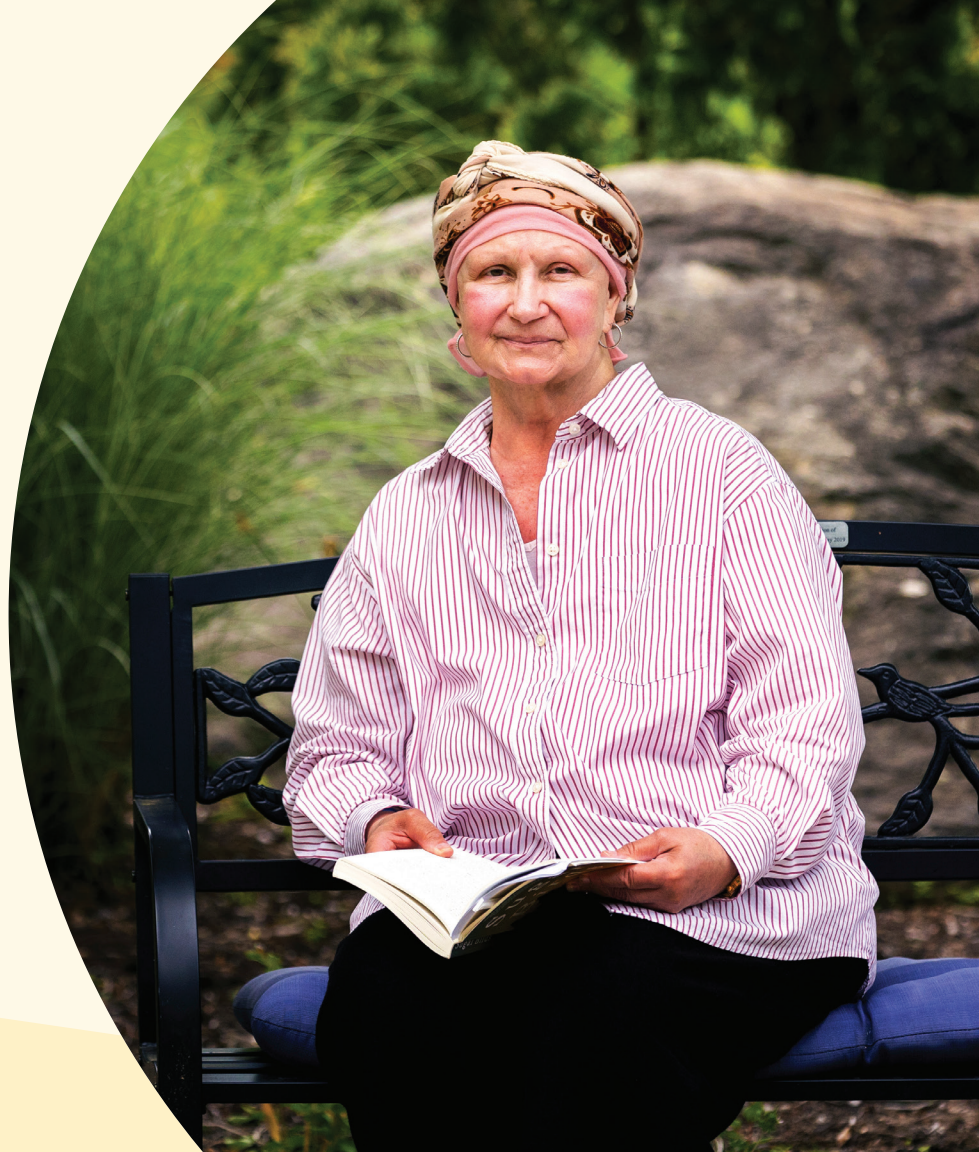
A groundbreaking partnership began in Winston-Salem between ACS, Atrium Health Wake Forest Baptist Medical Center, Novant Health Forsyth Medical Center, and the Family House to remove some of these barriers. Both major medical centers received transportation and lodging grants from the American Cancer Society to support underserved cancer patients by covering or subsidizing their stays at the Family House.



In 2022, the American Cancer Society lodging grants paid for 1,860 room nights of cancer patients at the Family House. This saved 176 guests more than \$65,575 in lodging. Without the assistance of the Family House and the American Cancer Society grants, many patients would not have been able to complete their life-saving chemotherapy and radiation treatments.

The American Cancer Society renewed their lodging grants for 2023, helping to ensure that more cancer patients will have access to the care they need and deserve.

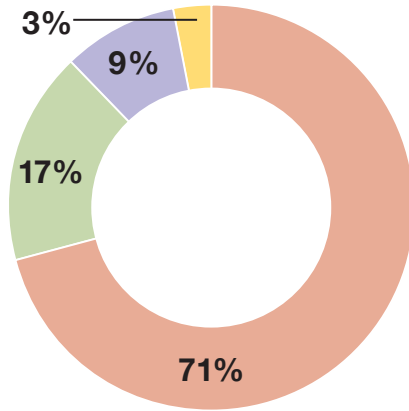
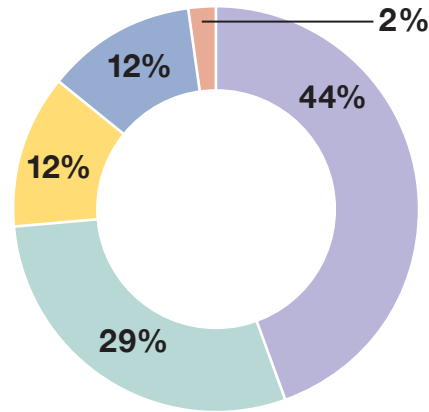
There is nothing like getting good news out of the blue, especially on a challenging day when you're away from home, facing a medical crisis, and feeling layers of stress.



FINANCIAL SNAPSHOT

WHO CONTRIBUTES

Individuals: 44%
Guest Fees: 29%
Corporations & Foundations: 12%
Special Event: 12%
Churches & Civic Organizations: 2%



HOW THE MONEY IS USED

Programmatic Costs: 71%
Fundraising: 17%
Administrative: 9%
Capital: 3%



BOARD OF DIRECTORS

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Barry Rountree

Shannon Stewart-Hill

Dr. Erik Summers

OUR MISSION:

The SECU Family House on the Richard J. Reynolds, III & Marie M. Reynolds Campus provides affordable lodging and support services in a caring environment for referred adult patients and/or their caregivers who travel to Winston-Salem, N.C., for medical treatment.





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