



Ronald McDonald
House Charities®
St. Louis

HR Committee Meeting
Meeting Minutes
May 8, 2024

In Attendance: Dan Hegger, Ed Harmon, Jeremy Brenner, Nora Black, Erin Bachelier, Danielle Goldsmith, Ryan Kuryla, Steve Malter, April Lopinot, Cheri Wuertz, Alison Kaspar, Chandra Piper

Meeting convened at 8:30 am at Mitek in Chesterfield. The following items represent business discussed:

1. Welcome
2. RMHC Updates
 - Organization
 - To prepare for the transition to The Grove Houses, no new families are being accepted at West Pine or Park Avenue.
 - Park Ave: 9 families / West County: 20 families / West Pine House: 12 families
 - We are looking to sell the West Pine property, there is currently some interest. We lease Park Avenue through SLU, currently working with them on the next steps for this property.
 - We surpassed our \$34 million capital campaign goal
 - Succession Planning – the succession planning committee has selected a recruitment firm and will sign contract soon to begin the search for the new President in July.
 - HR
 - Recruitment
 - Filled the following positions: Asst Family Service Manager, WP (internal promotion), Chef Assistant, VP of Development, Family Services Manager, WC (former RMHC Family Room employee), and Asst Family Service Manager, WC.
 - Made offers for the VP of Ops and Event Manager the week of May 6.
 - Still recruiting for Family Care Specialists (PT) for West County and Park, and will start searching for a new Data Manager (resigned on 4/19)
3. HR Committee Updates
 - Subcommittees – Hiring has been a high priority, so most committees have been on a temporary pause.
 - Benefit Task Force - Talked Lisa Sanders about variable hour employees because 2 have met the minimum requirements for health insurance.

The Heart of RMCH: Acceptance ♦ Accountability ♦ Hospitality ♦ Integrity ♦ Stewardship

We're working on a policy and working towards compliance for those employees.

- Professional Development Subcommittee –Still considering something around Change Management due to the upcoming changes.
- Volunteer Subcommittee – Currently identifying volunteer needs for The Grove House and focused on getting those volunteers. Meals from the Heart will be changing at The Grove House so groups can make a donation and then cook a meal with our chef, while the Meals from the Heart program at West County will be the same, but the chef will provide some recipes and suggestions.

4. Discussion Topics:

- Best Practices – Workplace Culture
 - Alison asked the Committee on best practices to evaluate workplace culture. With all the staff, leadership and organizational changes, the Executive Team has been focused on the impact on the team.
 - The Committee pointed out that timing is important and that the team know that we are doing something, also be mindful of the transition to the new house and not overwhelm the team with too much at once. The transition to the new house may help a little as well.
 - Committee members offered their own company practices and experiences. Starting Points: Consider climate survey and staff conversations to start as well as discussions among the Executive Team on their thoughts on culture.
- RMHC Vacation Policy
 - We have noticed a trend with potential candidates and new hires asking for more vacation than our current policy. The committee noted that 3 weeks of vacation is pretty standard for a new employee (RMHC offers 2.5). Consider increasing to 3 weeks for 0-3 years, and then go up to 4 weeks for years 3 service, and 5 weeks for 5 years (current policy). The group recommended removing the 6 month waiting period.
 - Discussed unlimited vacation time and if someone is taking advantage of it, it will need to be managed as a performance issue. May consider unlimited vacation for the Executive team or start them at 5 weeks of vacation.
- Red Shoe Society
 - Development Manager asked the HR Committee to help with professional development opportunities for the Red Shoe Society members. Topics discussed were: Resume Writing, Interviewing, and Branding Running a Meeting, Business Communications, How to Manage Up, Public Speaking, Negotiating an Offer/Compensation & Benefits. Dan H., Steve M., and Danielle G. offered to help.

2024 Meeting Dates: **DATE CHANGE - Wednesday, August 28th at 8:30 am**, Wednesday, November 6th at 3:30 pm



Agenda for Family Services Committee 2nd Quarter 2024 Meeting Wednesday April 17, 2024 4:30 p.m. West Pine Conference Room

1. Welcome and Introductions
2. Family Services Staffing Changes – Greg Diekemper, Judy Schuler, Brandy Beaupre
 - Staff Turnover:
 - Kelsey Cripe is no longer with the organization; she left for personal and family reasons.
 - Clare Burke is no longer with the organization; she got a position focusing on Social Work to complete her degree.
 - Judy spoke highly on staff stepping up and helping through the turnover.
 - Greg shared that we are in the process of hiring a new VP of Operations.
 - Brandy shared that we have four great candidates that they are really excited about.
 - RMHC is also currently working to hire a new Events Manager; if you know anyone who could be a good candidate, please direct them to apply on our website.
 - Dan's position will be will and posted July 1st.
 - There is a hiring committee created that will lead the charges on hiring a new President for the organization.
3. What's New with RMHC-STL? – Greg Diekemper
 - Greg shared that the budget has been approved since we last met for 2024.
 - Round up has raised over \$500,000 this year thus far.
 - We will be having several receptions at the Grove House prior to opening to families.
 - Committee/Board/Red Shoe Society will be on June 12th.
 - House/Family Room Volunteers will be on June 13th.
 - If you are available for either or both events, you are welcome to join!
 - Judy shared that RMHC is no longer taking referrals for the City Houses to make the transition to the Grove House.
 - We have plans in place that will allow families to use hotels depending on sales of current properties.
4. Initiatives Under Long-Range Plan: ***Ensure the organization builds the strongest possible relationships with our hospital partners.*** Judy Schuler
 - A. New information app for families (Launched June 2023)
 - B. Conduct scheduled, in-person annual partner meetings with appropriate senior management of each hospital partner. (In process and ongoing.)
 - C. Schedule open houses in all Houses and Family Rooms. (In process and ongoing.)
 - D. Apprise hospital partners of Operating and Transition Plan for Grove House. (Moved to in-process and ongoing.)

- E. Develop plan to increase regular discussions between the organization's leadership and hospital partners regarding capital and operations funding needs. (Beginning in 2025)
- F. Provide education curriculum to the staff, board, and volunteers to educate about pediatric care, health, and medicine. (In process and Ongoing.)

5. Family Room Program Update - Courtney Fischer

- Courtney shared that their efforts for awareness are continuing to be pushed out and stats are reflecting that the efforts have been effective.
 - Large focus was put on St. Louis Children's, and we are happy to see that number have increased so this is a great sign!
- Courtney also shared that we have selected new software for volunteer scheduling.
 - Because of time constraints this is still in the works but will likely now be rolled out in mid-summer.
- Courtney B. will be on maternity leave beginning in the next couple of weeks; because of this the team is focused on ensuring as little change comes to the program as possible while she is out with the staff we still have.
 - Hopeful to bring on part time help to support with shifts while she is out.

6. House Program Update - Family Service Managers – Ryan Campbell (Director of Operations)

- Ryan shared House stats for 2024 (see attached).
- Most of the positive feedback received on our surveys was regarding our staff and the hospitality they showed.
 - Ryan shared that his focus moving forward is going to be on ensuring families can fill out surveys before they leave.
- Ryan shared his vision for the future of the Family Services Team.
 - He has high hopes for the team that will create consistency in our programming, staff expectations and guest experience. We are so excited to have to

7. Culinary Operations Update – Chef Matt Borchardt

- Matt shared the RMHC provided a meal this week for the construction crew at prepared by him. It was well received, and the crew was very appreciative!
- There are many changes coming to the Meals from the Heart program regarding the Grove House, however also to the West County Program. Efforts are being made to ensure we are not forgetting the West County House program and continue to improve this program.

8. Operating and Transition Plans for New City House – Judy Schuler

- Judy shared the future of the changes to our current brick program and how we will continue to memorialize these families.
 - Families will have the opportunity to request a canvas with a photo of the brick as a keepsake.
 - This will be an ongoing effort that families will be able to request at any point.

9. Updates/News from our Non-Staff Committee Members.

10. Next meeting: 4:30 PM Wednesday, July 17, 2024, **The Grove House!**



Development Committee
May 14, 2024 | 7:30 AM | Grove Boardroom

Attendance: Brad Beigle, Dara Markus, Dave Sadler, Dave Toretto, Elizabeth Kaul, Erin Crawford, Chris Giarla, Katie (Layman) Nimitz, Mandy Goettelman, Rita Mathews, and Tracey Reynolds

Welcome & Introductions

Annual Giving

Spring Appeal: The Spring Appeal is underway with the first phase hitting mailboxes last week. This appeal was written from a mother's perspective so on Sunday, we supported this mailing with an email campaign. The second phase of this mailing will go out the week of Father's Day and will be written from a father's perspective.

One important highlight is the QR code on the insert. So that we can enhance our donor stewardship and cultivation, we have created a donor survey that will be used to learn key donor insights. At our next committee meeting, we will review the strategy of how this survey will be used and how its results will impact our stewardship strategy. Here are several of the questions asked: 1) Please answer these demographic questions so we can get to know you better (name, birthday, cell, etc.) 2) How did you learn about RMHC STL? 3) How easy or difficult was it to donate to RMHC STL?

Donor Acquisition - Moore: At the last committee meeting, we spent a lot of time discussing the TrueSense to Moore transition, so we wanted to give a brief revenue update. Each month, the Development team meets to review these numbers with Moore. The numbers you see are results from the beginning of the year through the start of May. A couple of things to call out:

- Because of the nature of these mailings, we can see returns as late as 90 days after they have been mailed
- For January Donor we are 89% to goal. We have not hit the 90-day mark of returns and will most likely end around 90%.
- For February Donor we are currently at 76% of the goal. We have not hit the 90-day mark for this appeal yet and will continue to keep an eye on these results. The average gift did decrease by \$9 in comparison to what we are seeing in January, but hope this will increase as gifts continue to come in.
- The March Newsletter is currently tracking soft at 52% to goal. We are currently seeing softer results across all chapters for this mailing.
- March Acquisition, you all are already at 58%, which is great for being at only 30 days of returns, and slightly above on average gift compared to the budget.
- March Donor, we have exceeded projections in just 30 days of returns! The average gift is showing to be strong and almost \$20 over budget.
- April Donor, this is the first campaign where the Renewal model was applied. The results are still very early on, as results reflect about 15 days of returns. However, you are currently trending 35% to goal already.

Grants

2024 Application Update: Here is a summary of our traditional Grant applications for 2024 to date. One exciting new opportunity is this \$20,000 grant from Edward Jones. With a large-scale Capital Campaign gift pending, we held off on applying for annual support for a few years. This year with the help of Cully and Steve, we renewed this support with a 10K increase!

Appreciation Sponsorship: For our Cornerstone and Volunteer Appreciation Sponsorships, the only major change is the 20K Edward Jones gift which will be allocated to supporting these events.

Community Relations

Community Relations Update: The Caring Partner program is off to a great start in 2024! Compared to Q1 2023, the same number of events have been held on our behalf, with over a \$3,000 increase in revenue. So far, community fundraisers have raised over \$34,500 to support RMHC families.

The good news does not stop there; Donny Fandango and The Point are bringing back Radiothon for another year. This summer, Donny Fandango will host his first (Sort of) 28-hour Radiothon. Donny will start the Radiothon at 10 am on Thursday, June 27th. However, instead of keeping the Radiothon going through the night, Donny will go home at 10:00 p.m. Thursday to sleep and come back to finish out the Radiothon at 6:00 am Friday, June 28th, on the Rizzuto Show.

Canisters: In Q1, canisters raised \$31,360.82. Donations raised through the Canister program have been steadily declining in the past few years but have now plateaued at about \$15,000 - \$10,000 a month.

Round-Up: Round-Up for RMHC raised \$765,244.45 in Q1. The St. Louis McDonald's Co-op continues to be incredibly dedicated to supporting RMHC families through this giving program.

McDonald's: In addition to Round-Up for RMHC and Canisters, the McDonald's Co-op raised over \$3,000 by donating 50 cents from every Shamrock Shake sale on St. Patrick's Day. RMHC St. Louis and the St. Louis McDonald's Co-op have begun planning for a McHappy Day in October. McHappy Day is an awareness event that has been successfully hosted by other RMHC Chapters internationally. Because of our close relationship with St. Louis McDonald's, we thought this would be a great event to bring to St. Louis to raise awareness for RMHC in the community and celebrate the generosity shown through Round-Up by McDonald's Customers. There will be more information to come.

PR & Marketing

In the Media: In preparation for the Grand Opening of the Grove House, we will be running multiple advertising campaigns, including a series from May 13 to July 14 with KTVI and a 12-week billboard campaign with DDI. These will highlight the move and thank the St. Louis community for supporting our organization. In April, the subcommittee hosted an in-person workshop to prepare for the Grand Opening by reviewing upcoming press releases, updating language regarding the transition from three locations, and brainstorming more ideas to gain traction.

Video Production: We are working with SPLYCE House to create a meet-the-family video used for the upcoming golf tournament. We will be highlighting Brina and her family. They have stayed at the West Pine apartments annually for the past 8 years while she undergoes therapy with Dr. Park at SLCH. We

are also working with SPLYCE to produce a welcome home video to highlight the Grove House and this moment in the charity's history.

Meals from the Heart: The program enhancements continue with a solid launching plan and we are working hard internally to begin the new process of taking payments and tracking these donors. We are excited to begin having groups support the two locations.

Digital: With the transition to the Moore agency, our digital subcommittee is evaluating current needs and looking to pivot support to other areas of PR & MKTG. Moore has successfully run multiple ads and recently launched the May email series, which is shown on the screen. We are working through the new partnership and will have more comprehensive reporting by our next meeting.

Brand Modernization: 2024 marks 50 years for our global organization. RMHC Global is in the midst of developing a brand update. Throughout the last few months, we have heard many mixed messages on what the future looks like for the brand. Recently, the global team shared their timeline for the update. Currently, they are moving forward with a brand audit and concept development. We will have the preview at the International Conference in July. In St. Louis, we have identified a chair for a subcommittee to form in early 2025 to support the update as the modernized brand is rolled out across the globe and what we will do here.

Special Events

Mark your Calendars:

- 39th Annual RMH Golf Tournament & Dinner Auction Sunday, June 2nd and Monday, June 3rd at Meadowbrook Country Club
- 24th Annual Kids & Clays Tournament & Dinner Auction Wednesday, August 14th MAC Downtown Thursday, August 15th and Friday, August 16th at NILO Farms
- 31st Annual Scramble for Charity Golf Tournament Friday, September 20th at The Legends Country Club
- 11th Annual Winetoberfest (Red Shoe Society) Saturday, October 12th at the St. Louis Wine Market
- 39th Annual CBG Auction & Celebration

Red Shoe Society

Red Shoe Update: Par-Tee for the House had another record-breaking year! At the event, we had nearly 100 participants and raised \$13,400 to support RMHC! We had 8 Birdie Sponsors, 3 Par Sponsors, 19 Individual Tickets, 16 RSS tickets, 19 different silent auction packages resulting in \$2,510 and donations totaling \$1,275. At the time of our next committee meeting, the Winetoberfest registration will be open and I will announce all the details then. Outside of events, RSS is seeing another great membership year and is eager to see the new House in June!

Major Gifts and Planned Giving

Cornerstone Category Report: As you can see on the Cornerstone Category Report, we are ahead in the number of major donors but are down in revenue. This is because at this time last year, we received the

\$130,000 Mercy NICUP gift for the renovations in the Mercy Family Room. If you were to take out that one-time contribution, we'd be tracking ahead by \$49,000. At this point in 2022, we had only 65 Cornerstones for a total amount given of \$201,788. Overall, we are really pleased with these numbers!

Happy Hour Recap: How can we as an organization do a better job of maximizing the committee members' time and expertise to drive Major Gift and Planned Giving revenue for RMHC St. Louis?

Capital Campaign

House Update & Closing Remarks

2024 Development Committee Meeting Dates

RMHC Grove Boardroom

7:30am

August 20

November 12

PR & Marketing Committee Meeting

Meeting Minutes

May 16, 2024



In Attendance: Miya Andrews, Katie Collora, Matt Ceresia, Cully Eisenbeis, Joan Elhoffer, Dan Harbaugh, Lauren Hieger, Scott Karchunas, Breanna Kersting, Katie (Layman) Nimitz, Christopher Quallen, Tracey Reynolds, Ellyn Rosenblum, Meredith Siegfried, Whitney Voigt and Amy Winchester.

Absent: Kelsey Brewer, Eric Eiler, Angela Hinck, Tracy Hutson, Joseph Kahn, Ryan Kuryla, Chris Ruzicka, Cordell Whitlock, and Witek Wroblewski.

The meeting convened at 7:35 AM at the Grove House Board Room. The following items represent the business discussed:

Introductions

Scott Karchunas, 2024 committee chair, shared a mission moment about the Pickett family. The newest members, Elizabeth Kaul, VP of Development, and Katie Collora, PR & MKTG Summer Intern, introduced themselves to the committee and shared their roles in the organization and background experiences.

Announcements

Katie (Layman) Nimitz recapped the steps that RMHC Global is taking toward brand modernization, which will launch an update to the overall brand in January 2025. The degree of change or specific creative elements has yet to be determined. Specifically, the update will position the families we serve as the brand's heroes while honoring the relationship with our founding and forever partners at McDonald's. Katie also shared an update on the upcoming Meet the Family and Grove House videos launched later this year from the new vendor, SPLYCE House.

Digital Subcommittee Chair Cully Eisenbeis described how the group is looking into ways to pivot efforts now that Moore and Brado are supporting the organization's digital advertising function. The team will continue to provide support in strategic direction while looking into new opportunities at the charity's intersection of marketing and data. Katie shared the first quarter results from the partners at Moore. It is still early to see the full impact on audience members.

Media Subcommittee Chair Lauren Hieger reported on the advertisement efforts for the Grove to thank the community for supporting the opening of this location. The advertisements include a two-month campaign with six KTVI ad spots and a 12-week billboard campaign with DDI Media. Lauren shared that the subcommittee met for a working lunch to brainstorm ideas and review materials for the upcoming grand opening and ribbon-cutting event. KMOX will be on-site for the Grand Opening event. She also noted that the team has solidified 9 of the 31 media spots they aim to secure this year.

Miya Andrews updated the group on behalf of Red Shoe Marketing Chair Angela Hinck on the 2024 goals and objectives. The young professional group continues to grow, highlighting members' testimonials and engaging with them on social media. The monthly newsletter has been published on time, and events are scheduled for the next two quarters.

Joan Elhoffer announced the 2024 Round-Up for RMHC program total for Q1 of \$790,000. McDonald's Co-op of Metro St. Louis has gained 49 stores from a neighboring network. This increase of stores offers many opportunities to grow our local Round-Up program. On Saturday, May 18, 2024, the Troy McDonald's will host a Donation Drive from 11 AM-3 PM. This community event will focus on collecting wish list items for the Grove House. Quarterly bag stuffers are underway, and the Battlehawks partnership continues with over \$1,000 raised through their touchdown campaign.

Program Updates

Dan Harbaugh highlighted our partnership with Mooselyvania and their incredible work supporting the enhanced Meals from the Heart program. He also announced the exciting opportunities for growth in the Family Room program in the next 6-8 months. Mark your calendars for the 2024 RMHC St. Louis special events! Learn more at rmhcstl.org/events.

The meeting was adjourned at 8:15 AM with a tour of the Grove Ronald McDonald House.

The next meeting is on Thursday, August 22, 2024, at 7:30 AM | Grove House Board Room

Meeting Minutes

Ronald McDonald House of St. Louis – Facilities Committee
February 15, 2024 – 5:30 – West Pine Conference Room

I. ROLL CALL & INTRODUCTION

Present: Jacob, Kyle, Joe, John P, Ryan, Andy, Rachel, Joel, Jerry

Not Present: Patrick, Darrell

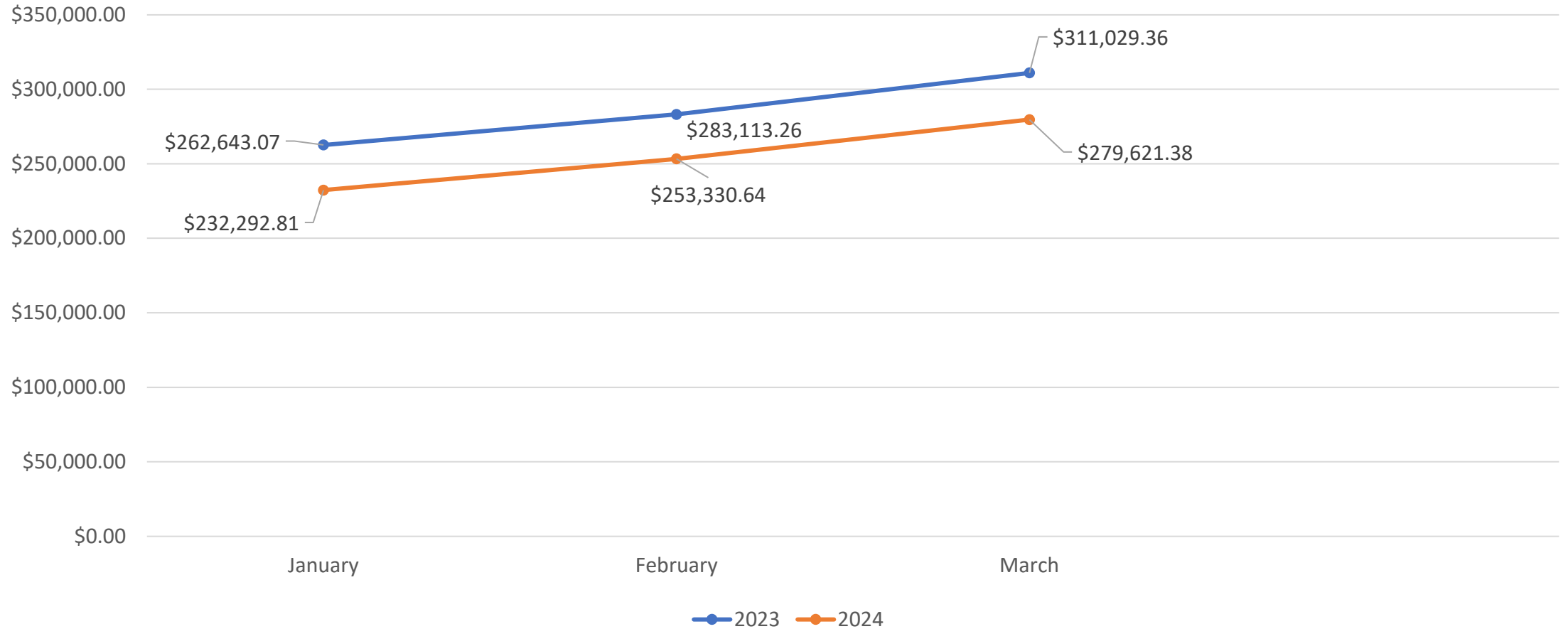
II. APPROVAL OF MINUTES FROM LAST MEETING

IV. LONG RANGE PLANNING GOALS

SEE NEXT PAGE

V. ADJOURNMENT

McDonald's St. Louis Co-op Gross Round-Up 2024 v. 2023 Q1



McDonald's St. Louis Co-op 2024 Q1 Gross Revenue

Month	Round-Up	Canisters	Total
January	\$232,292.81	\$10,779.46	\$243,072.27
February	\$253,330.64	\$10,996.40	\$264,327.04
March	\$279,621.38	\$9,584.96	\$289,206.34
Total	\$765,244.83	\$31,360.82	\$796,605.65

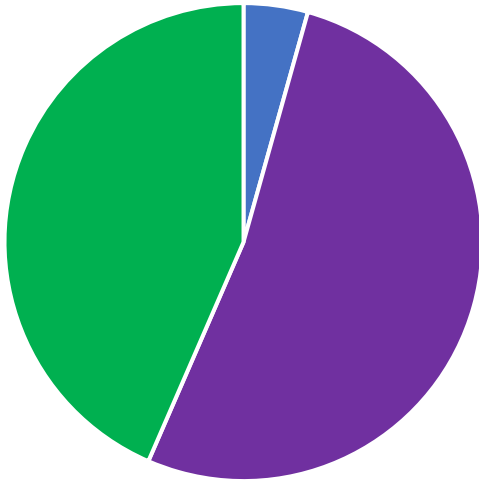
McDonald's US Co-op 2024 Q1 Totals

Top US Co-op Round-Up Q1 Totals			
Co-op Number	Store Count	Co-op Name	Total Raised
229	457	Chicago	\$788,704
227	146	St. Louis	\$765,244
206	672	Los Angeles San Diego	\$566,238
223	317	Houston Beaumont	\$460,883
238	288	Atlanta NW Georgia	\$406,694

LRP Progress on Goals

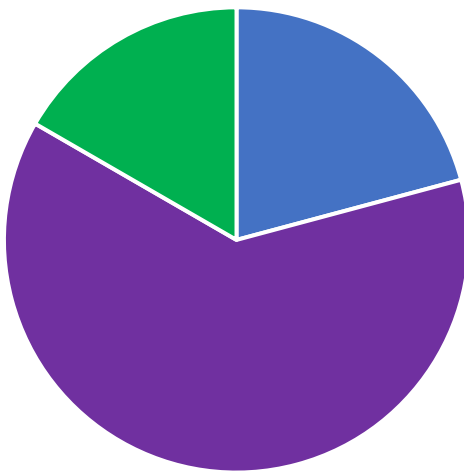
1Q-2024 goals completed

Summary of 2023 goals



■ Not Started ■ In Progress ■ Completed

2024 1Q



■ Not Started ■ In Progress ■ Completed

5. GOAL: Ensure the organization has the necessary resources to achieve its mission to provide an efficient and comfortable home away from home and areas of respite to families of seriously ill children without undue debt.

5.6. Refresh incentive programs for RoundUp participants, including exploring collaboration for paid and earned media to connect RoundUp customers to the organization’s events and volunteer opportunities.

7. Goal: Ensure the organization maintains smooth leadership transitions in Executive, staff and board positions.

7.4. Review and refine qualities/competencies of successive President.

7.5. Evaluate internal candidates and determine if additional skills or competencies would be required.

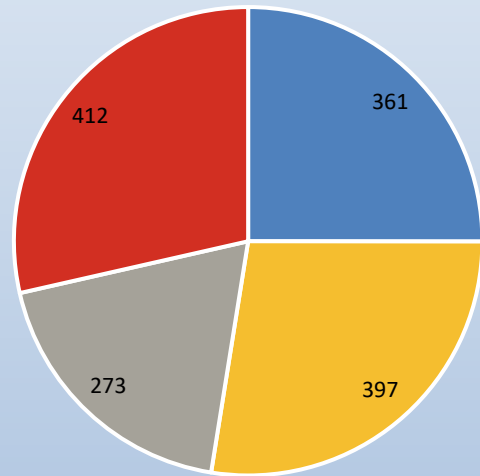
7.6. Establish search committee to identify external candidates.

2023 Goals-not completed or started

Goal	Subgoal
1. GOAL: Examine public relations and brand image for maximum positive effect in the event of crisis management.	1.2. Establish an ad-hoc Media Sub-committee to the PR & Marketing committee with at least five members, including individuals with radio, tv, and social media expertise.
2. GOAL: To ensure the organization creates an equitable, diverse and inclusive environment for our guests, staff, volunteers, board members and overall community	2.2. Draft EDI statement for approval by the Board.
3. GOAL: Ensure the Houses and Family Rooms are maintained and function in an economical and energy efficient way that meets the needs of the guests, volunteers, and staff.	3.1. Identify and streamline vendors among all properties, with focus on “friends of the house”. 3.2. Implement electronic tracking system for facilities issues, repairs, and general maintenance. 3.3. Document staffing needs and maintenance volunteers’ roles and assess responsibilities to optimize roles and for current and future properties.
4. GOAL: Assist individuals involved in the organization with professional development to create enhanced professionalism, civility, and leadership across all layers of the mission.	4.2. Design and execute a Professional Development Survey targeting Red Shoe members.
5. GOAL: Ensure the organization has the necessary resources to achieve its mission to provide an efficient and comfortable home away from home and areas of respite to families of seriously ill children without undue debt.	5.1. Successfully complete the Let's Make Room campaign by raising \$34M for the construction of the new City House. 5.3. Conduct survey of event participants, sponsors and volunteers for key events to pressure test receptiveness and efficiencies for maximum revenue generations at each event. 5.4. Create a Corporate & Community Partners program to proactively promote giving and volunteer opportunities to companies & community groups.
6. GOAL: Ensure the organization builds the strongest possible relationships with our hospital partners.	6.1. Conduct scheduled, in-person business reviews repeated annually with appropriate senior management of each hospital partner.
7. Goal: Ensure the organization maintains smooth leadership transitions in Executive, staff and board positions.	7.2. Execute recommendations from the Succession Planning Task Force. 7.3. Identify adjustments to current staffing and job descriptions for transition to and operation of new City House and closure of West Pine/Park Avenue Houses.
8. GOAL: Ensure the organization understands and utilizes technology-related needs to build infrastructure in current and future facilities to enable communications, operations and successful revenue generation and growth.	8.1. Complete query of staff for current technology related “pain points” and suggestions for future needs.

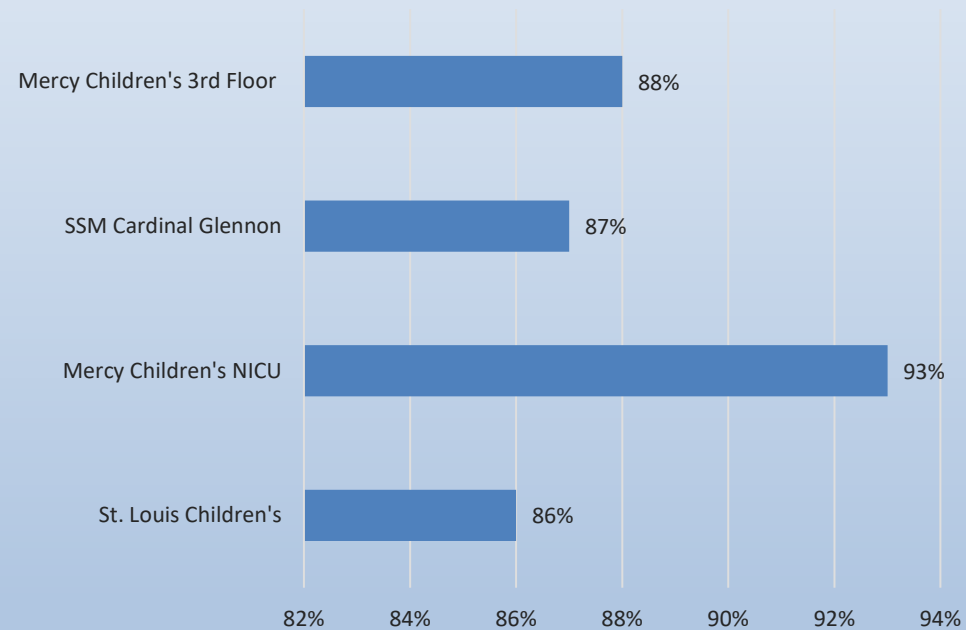
1st Quarter 2024 Family Room Stats

NUMBER OF FAMILIES SERVED



■ St. Louis Children's ■ SSM Cardinal Glennon
■ Mercy Children's NICU ■ Mercy Children's 3rd Floor

FAMILY ROOM STAFFED

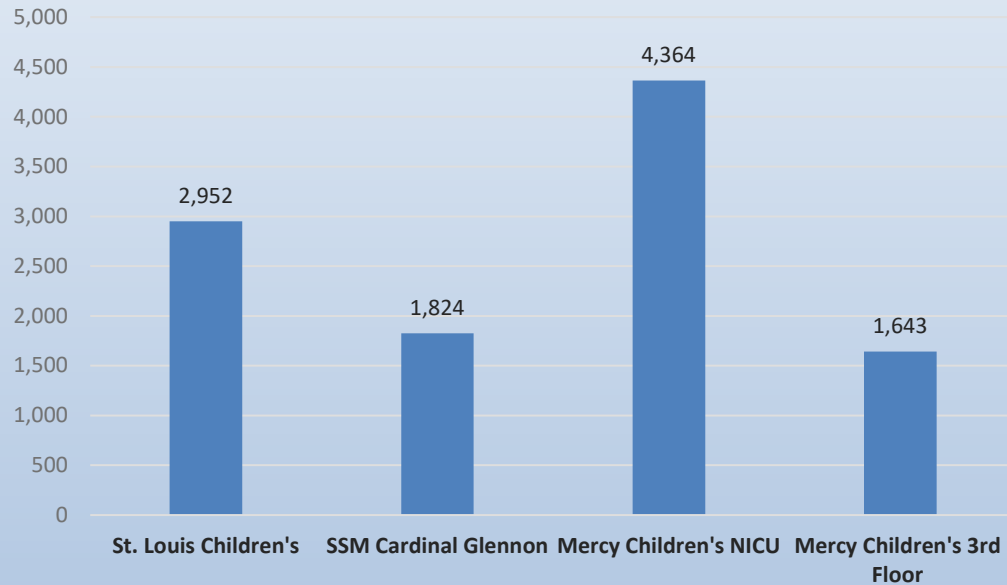


Keeping families close

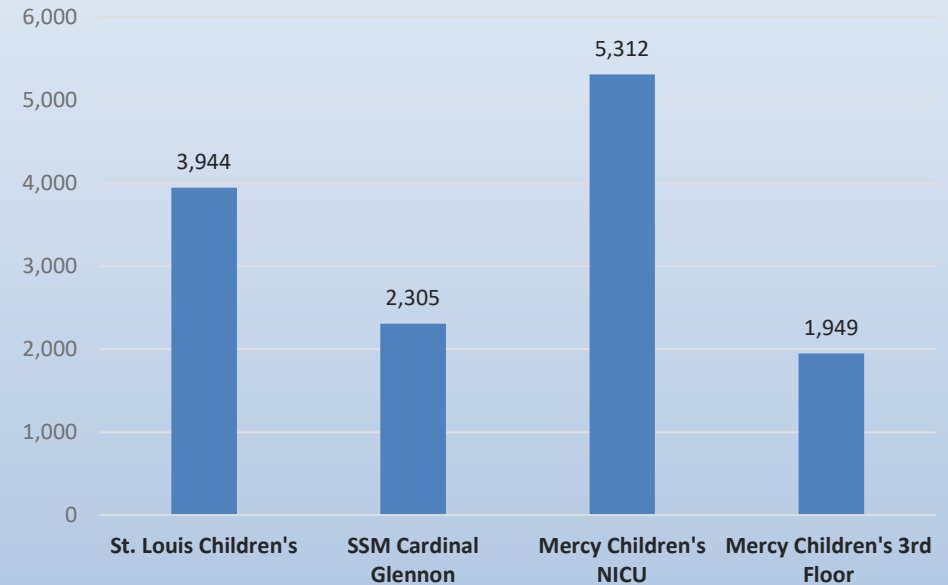


1st Quarter 2024 Family Room Stats

NUMBER OF FAMILY ROOM VISITS



NUMBER OF FAMILY ROOM VISITORS



VISITS indicates the number of check-ins in each Family Room

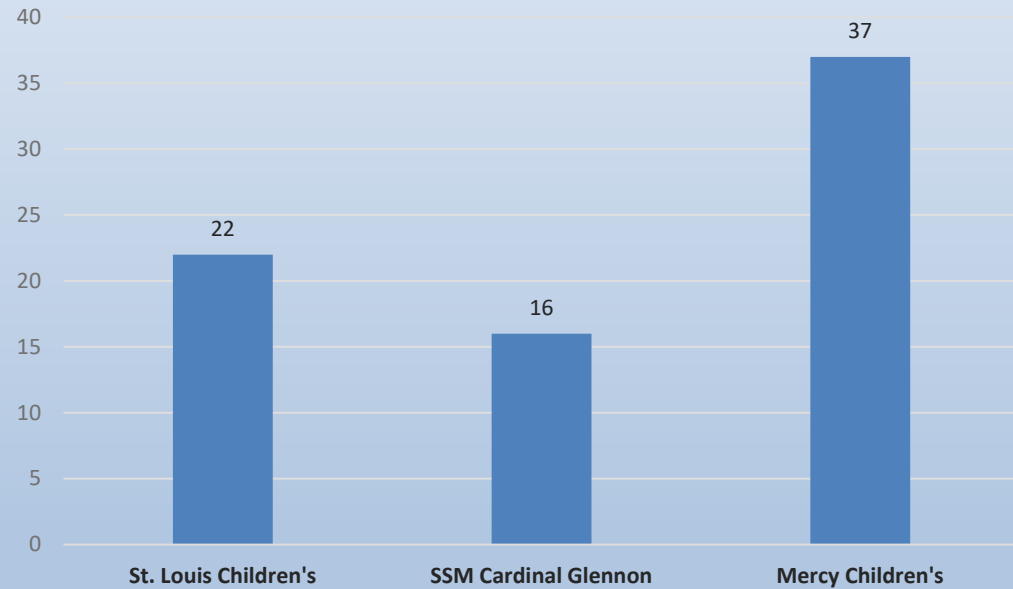
of VISITORS indicates the number of individual guests that entered the Family Room

Keeping families close

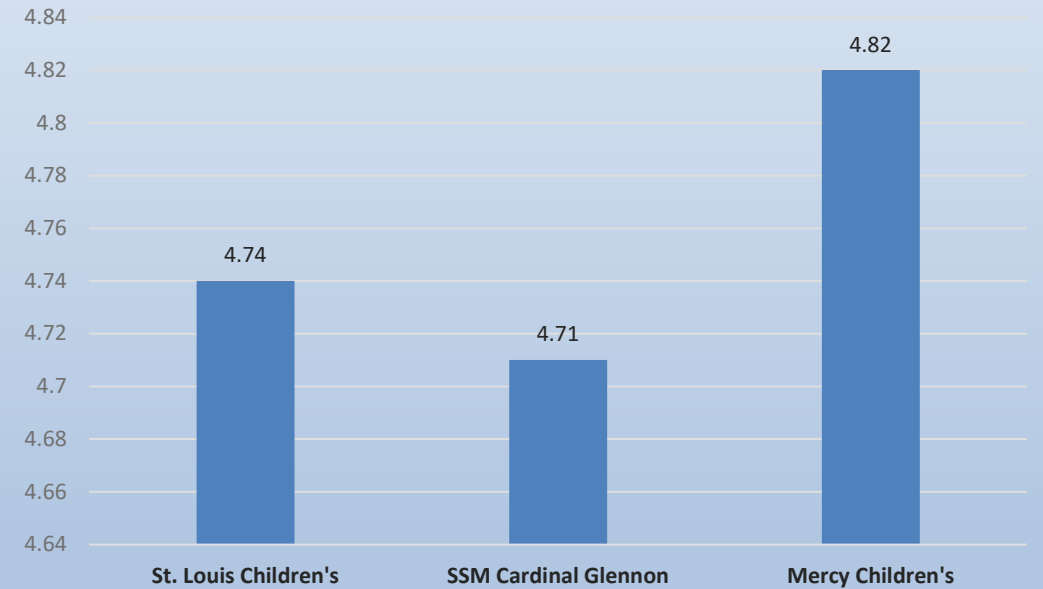


1st Quarter 2024 Family Room Stats

NUMBER OF RESPONSES

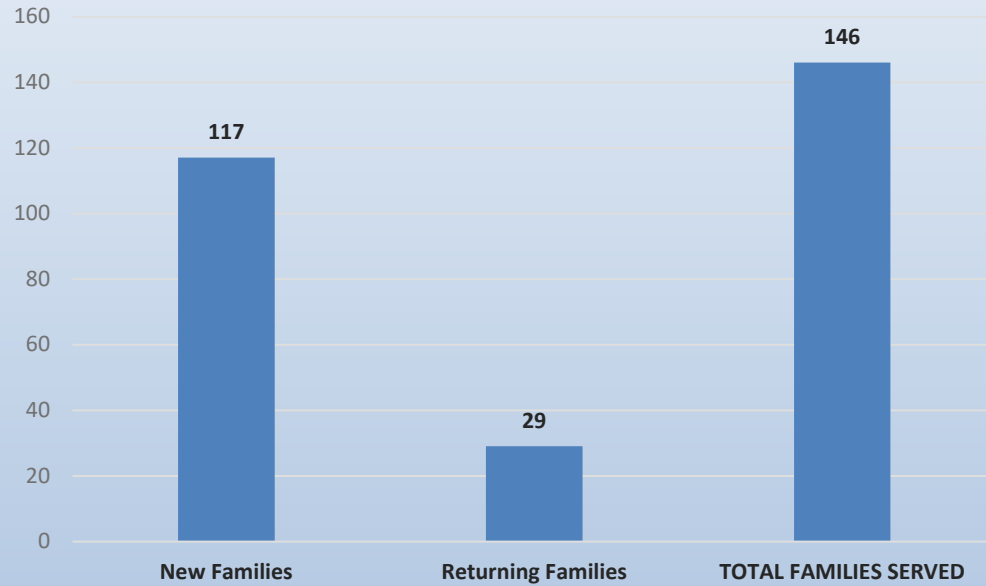


OVERALL EXPERIENCE RATING

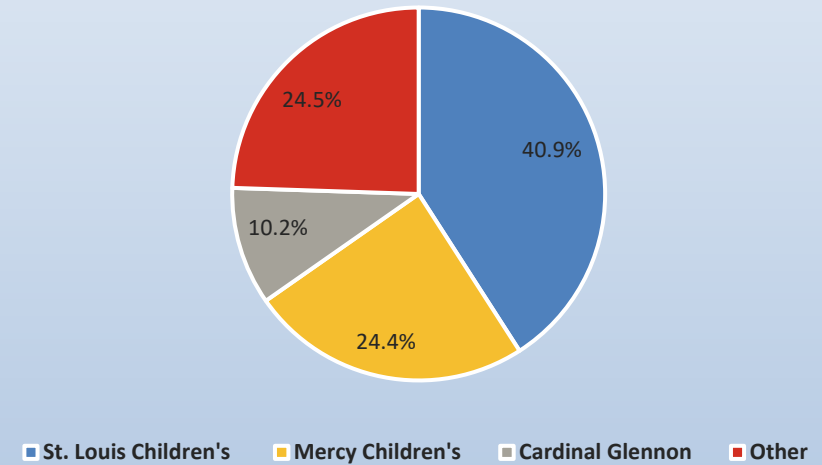


1st Quarter 2024 House Stats (All Houses Combined)

FAMILIES SERVED



PARTNERS' FAMILIES SERVED



Average Stay - 21 Days

Notes:

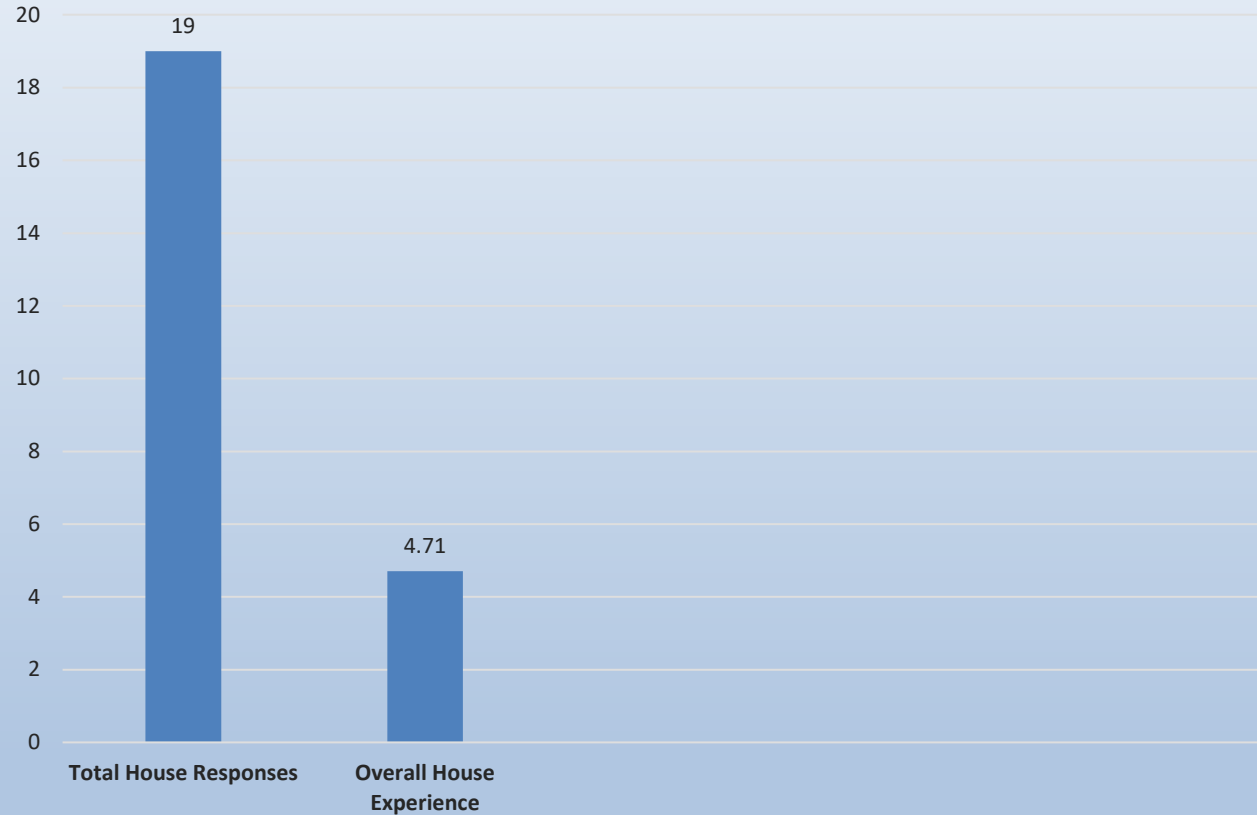
- Due to COVID 19, West Pine is only placing families in 10 out of 20 rooms.

Keeping families close



Q1 2024 House Surveys

HOUSE SURVEYS



Highest Overall Experience Rating is 5

Keeping families close



2024 1st Quarter Volunteer Statistics

Submitted by M. Bunjan

	Volunteers As of Jan 1 2024	2024 Targeted Growth	1st Quarter Growth	YTD Actual Growth	2023 Targeted Turnover	1st Quarter Turnover	YTD Actual Turnover	2024 Targeted Critical Measure	1st Quarter Critical Measure	YTD Actual Critical Measure
Park Avenue House	12	N/A*	N/A**	N/A	16%	0%	0%	66%	60%	60%
West Pine House	25	N/A*	N/A**	N/A	18%	12%	12%	75%	68%	68%
West County House	30	19%	N/A**	N/A	20%	16%	16%	78%	71%	71%
Grove House	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cardinal Glennon FR	54	20%	9%	9%	15%	7%	7%	89%	87%	87%
Mercy Children's FR	121	25%	3%	3%	25%	5%	5%	90%	90%	90%
STL Children's FR	71	20%	4%	4%	20%	1%	1%	89%	86%	86%

*Park and West Pine will be closing to families 2nd quarter 2024, no yearly targeted growth was identified as Park and West Pine volunteers will be transitioned to the Grove.

**All house volunteer onboarding was paused while M. Bunjan was out on maternity leave 1st quarter 2024.

2024 1st Quarter Volunteer Statistics

Submitted by M. Bunjan

	January			February			March			1st Quarter			YTD		
	2024	2023	Up/Down	2024	2023	Up/Down	2024	2023	Up/Down	2024	2023	Up/Down	2024	2023	Up/Down
Dinner Program Participants										198	191	4%	198	191	4%
Service Group Hours	50	51	-2%	150	56	168%	92	92	0%	292	199	47%	292	199	47%
Online Applications	15	34	-56%	15	18	-17%	16	11	45%	46	57	-19%	46	57	-19%
Attended Volunteer Sessions	11	2	82%	13	18	-38%	11	5	55%	23	25	-9%	23	25	-8%