2020 Annual Report

Keeping families close®
Moving Our Mission Forward

During our time serving the Charity, we have had the opportunity to witness firsthand the tremendous impact the RMHC system continues to have on families. Even in the midst of a global pandemic, the RMHC system rallied together to not only provide vital support and resources to children and families, but to also temporarily re-purpose RMHC program spaces to provide respite for healthcare workers on the frontlines of the pandemic. Despite the challenges faced, Chapters served nearly 2 million children and their families and provided over 1.4 million overnight stays in 2020.

We are both honored and grateful to be entrusted with leadership of this organization and want to thank you for all of your support. We look forward to continuing to work with our Board of Directors, our senior leadership team and the entire RMHC system to bring to life our vision of a world where all children have access to medical care, and their families are fully supported and actively involved in their children’s care.

Access to quality health care and family-centered care is at the heart of our mission. Because of the support of people like you, we remain strongly positioned to continue to keep children and families around the world close to the care they need and deserve.

On behalf of the millions of families we serve in 62 countries and regions around the world, we express our gratitude for your continued support of our mission.

Ginger Hardage
Chairman of the Board of Trustees

Kelly Dolan
President and Chief Executive Officer

Noriega Family
Utilized the Ronald McDonald House in Kansas City, Missouri
Far from home, the Brolo family’s vacation ended abruptly when their two-year-old daughter Nina suddenly fell ill and they took her to a local doctor to find out the cause. Following her diagnosis, Claudia and her husband knew they needed to get Nina the best treatment possible — so on the advice of a specialist, they flew almost a thousand miles from their home country of Guatemala to Tampa Bay, Florida.

Nina, her parents, and three-month-old brother were welcomed at the Ronald McDonald House® near the hospital and were able to stay together through Nina’s long four-year journey to recovery.

It took several serious surgeries and procedures before Nina was strong enough to go home. Through those many long and difficult days and nights, particularly after the pandemic hit over three years into their stay, Nina’s mother, father and brother were right by her side.

When speaking of their departure, Nina’s mom Claudia explained, “We’re happy, we’re sad, we’re thrilled. We are excited but at the same time we are going to miss everyone here.” The family made so many connections with staff, other families and volunteers who were able to watch their children grow during their time with the local Chapter.

“I don’t know what we would do without it,” Claudia said of the support they received from the Chapter. “They give us their heart and comfort through these stressful times.”

And thanks to your support of the RMHC mission, families like Nina’s are fully supported emotionally and physically during their stays with RMHC Chapters.
Our Impact in 2020

1,413,384
Overnight Stays in Ronald McDonald House®
and Ronald McDonald Family Room® programs

$443,379,707
saved in meal and lodging expenses

62
Countries and Regions

136,625
Volunteers
Due to social distancing, we were unable to fully utilize our amazing volunteers

1,997,963
Nearly 2 million children and their families were served in 2020 despite quarantine closures and social distancing due to the COVID-19 pandemic.

Additionally, Chapters around the world repurposed Ronald McDonald House, Ronald McDonald Family Room or Ronald McDonald Care Mobile® programs that were no longer serving families to support those on the frontlines of the COVID-19 pandemic—in total, 115 programs were repurposed to serve healthcare workers.

Borre Family
Utilized the Ronald McDonald House in Bogota, Colombia
**Our Impact continued**

- **378 Ronald McDonald House programs**
  - 6 new Houses added in 2020
  - 9 Houses were expanded

- **266 Ronald McDonald Family Room programs**
  - 5 new Family Rooms added in 2020

- **50 Ronald McDonald Care Mobile programs**
  - 1 new program added in 2020

Dong Family
Utilized the Ronald McDonald House in Tucson, Arizona

88 cents of every dollar spent by RMHC Global supported RMHC programs.

Based on RMHC 2020 Form 990
Financial Highlights

**SUMMARY OF REVENUES & EXPENSES**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions</td>
<td>$ 75,887</td>
<td>$ 53,492</td>
</tr>
<tr>
<td>Special Events Revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment Revenue (Loss)</td>
<td>18,893</td>
<td>20,259</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>121</td>
<td>107</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>94,954</td>
<td>79,737</td>
</tr>
</tbody>
</table>

**ANNUAL OPERATING EXPENSE RATIOS**

- **Program Services**: 84%
- **Fundraising**: 10%
- **Management & General Administration**: 6%

Based on RMHC 2020 audited financial statements

Program services expense ratio is 88% when calculated using the 2020 Form 990

**ASSETS, LIABILITIES & NET ASSETS**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assets</td>
<td>$ 194,964</td>
<td>$ 159,883</td>
</tr>
<tr>
<td>Liabilities</td>
<td>7,486</td>
<td>8,682</td>
</tr>
<tr>
<td>Net Assets</td>
<td>$ 187,478</td>
<td>$ 151,201</td>
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</table>

**PROGRAM SERVICES BREAKDOWN**

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>RMHC Local Chapter Support</td>
<td>$ 3,271</td>
<td>$ 6,035</td>
</tr>
<tr>
<td>Ronald McDonald Family Room</td>
<td>654</td>
<td>916</td>
</tr>
<tr>
<td>Ronald McDonald Care Mobile</td>
<td>140</td>
<td>1,107</td>
</tr>
<tr>
<td>RMHC Local Chapter Support and Grants</td>
<td>45,246</td>
<td>36,459</td>
</tr>
<tr>
<td>Total RMHC Local Chapter Support</td>
<td>$ 49,311</td>
<td>$ 44,517</td>
</tr>
<tr>
<td>Other Programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$ 0</td>
<td>$ 2,071</td>
</tr>
</tbody>
</table>

**TOTAL PROGRAM SERVICES**

- **Local Chapter Support Expense**: 100%
- **Other Program Service Expense**: 0%
Donor Partners

The Ronald McDonald House is our cornerstone program, but all RMHC programs are created as a part of the community. We rely on the support of many donors, partners and individuals to help the families of sick children. Today, the need is so vast that no one company or individual could provide all the support required. On a global basis, our incredibly generous partners take our mission to heart. There is no better community of support than the following organizations.

We extend our deepest gratitude to our Founding Mission Partner, McDonald’s®. Not only have they helped RMHC positively impact millions of children and their families since 1974, in 2020, they made a monumental gift of $20 million as part of a $100 million commitment over five years. We are eternally grateful for their support in helping to provide stability and vital resources to families around the world.

Thank you for being #HereForRMHC
This gift will aid RMHC Ukraine as they continue to foster dialogue with the Ministry of Health, hospital leaders, and business professionals to build awareness of the importance of this type of care throughout Ukraine. It will also greatly increase the Chapter’s capacity to support even more families of hospitalized children.

Funding will also help RMHC support the professional development of RMHC Ukraine staff, volunteers, and Board in various arenas, such as strategic planning, financial sustainability, program operations, hospitality and governance to ensure organizational excellence.

In 2020, the United States Agency for International Development (USAID) joined the RMHC family with a multi-year $6 million partnership to support RMHC Ukraine and the family-centered health care services it provides to families and communities.

This first-ever partnership between RMHC and USAID will raise awareness and understanding of the importance of family-centered care across Ukraine’s health care system.
Donor Partners continued

**LEADERSHIP**

Coca-Cola
AbbVie
Tempur-Sealy
LaZBoy
Southwest
HAVI

**SIGNATURE**
Airbnb
Roofing Alliance

**VISIONARY**
Deloitte Consulting LLP
Persistent Systems

**ORGANIZATIONAL**
Alpha Delta Pi

**FRIEND**
Alexion Charitable Foundation
ForTec Medical
The Kellogg Company
Love Your Melon
Nuance Communications
SITE Centers
NTB and Tire Kingdom Service Centers, TBC Corporation companies
Transwestern
DuPont
Pfizer
MMC Corp

**IN-KIND PARTNERS**
The following donors have provided significant in-kind support and discounted products and services to local RMHC Chapters. Their contributions have helped our system provide comfort and care to millions of children and families throughout the year.

The Anderson-DuBose Company
ARMADA
AT&T
Cargill
FedEx and FedEx Office
Flavor Reddy Foods
Graphic Packaging INTERNATIONAL
Golden State Foods
Mondelēz International
Mullins Foods/Newly Weds Foods
Office Depot
Pactiv Evergreen
The Sherwin-Williams Company
Simplot

Partners play a key role in helping keep families together during their sick child’s time of need.
2020 Ray Kroc Heritage Society Inductees

The Ray Kroc Heritage Society recognizes the most devoted donors to Ronald McDonald House Charities. Members partner with RMHC to open doors to improve the health and well-being of children and their families all over the world. These generous donors also continue the legacy of Ray Kroc, founder of McDonald’s Corporation and an advocate for children, in whose memory the prestigious giving circle was founded.

Outright Gifts

SILVER ARCHES
Dolores and Javier Goizueta and Children*

BRONZE ARCHES
Takashi Cheng
Jim and Kathleen Skinner*

*Elevated Level

Corporate Gifts

CORPORATE BENEFACITOR
The Vertex Foundation

CORPORATE DONORS
Chauffer Driven
ForTec Medical
Love Your Melon
MMC Corp
NTB and Tire Kingdom Service Centers, TBC Corporation companies
Nuance Communications
Persistent Systems
SITE Centers
Transwestern

PRODUCT DONORS & GIFTS IN-KIND
Airbnb
The Kellogg Company

RMHC China
Keeping hands clean at the Hunan Ronald McDonald House
Leadership and Board of Directors

RMHC is led by a deeply caring, enthusiastic and active Board of Trustees who share their insights and expertise to help advance our mission. Their perspective, influence and networks are foundational strengths and are critical to enabling our ability to serve families through our Ronald McDonald Houses and other core programs.

BOARD OF TRUSTEES

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President – Americas,  
Glanbia Performance Nutrition

Jeffrey Davis  
Chief Commercial Officer for Oracle,  
Deloitte Consulting LLP

Alex Dimitrief  
Retired President & CEO, Global  
Growth Organization, General Electric Company; Senior Fellow &  
Distinguished Adjunct Professor of Law, New York Law School Lecturer  
of Law, Harvard Law School

Wendy Davidson  
President – Americas,  
Glanbia Performance Nutrition

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Alex Dimitrief  
Retired President & CEO, Global  
Growth Organization, General Electric Company; Senior Fellow &  
Distinguished Adjunct Professor of Law, New York Law School Lecturer  
of Law, Harvard Law School

Grace Fung Oei  
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McDonald’s Division Worldwide

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Retired Senior Vice President,  
Culture & Communications,  
Southwest Airlines

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Medicine, Hospital Epidemiologist, Department of Internal Medicine/  
Infectious Disease, Rush University Medical Center

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Chairman, President & CEO,  
Inter-Con Security Systems, Inc.

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President & CEO,  
McDonald’s Corporation

Mats Lederhausen  
Founder & CEO, Be-Cause, LLC

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Chairman Emeritus,  
McDonald’s Corporation

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& Dorada Foods

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Chief Legal Officers, AbbVie

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Pediatric Hematologist – Oncologist; Former Director,  
Children’s Center for Cancer and Blood Disease and Center for  
Global Health, Children’s Hospital Los Angeles

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NEA-BC  
Executive Vice President, Chief  
Operating Officer, Ann & Robert H.  
Lurie Children’s Hospital of Chicago

Wayne Stingley  
Licensee, McDonald’s USA, LLC

Michael L. Thompson  
President & CEO, Fair Oaks Foods

James D. Watkins  
Chairman, J.D. Watkins  
Enterprises, Inc.

We are thankful for the tireless effort of every member of our Board of Trustees in helping us support the programs and services for all the children and families we serve.
Leadership and Board of Directors continued

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Manish Yadav
Secretary
Stacey Bifero
Chief Financial Officer
Janet Burton
Chief Operating Officer
Joanna Sabato
Chief Marketing & Development Officer
Eduardo Sanchez
Treasurer

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Donald Lubin
Michael E. Quinlan
Steven M. Ramirez
Edward Rensi
Paul D. Schrage
James A. Skinner

Our team of dedicated individuals providing leadership and guidance to RMHC

McBride Family
Utilized the Ronald McDonald House in Kansas City, Missouri