



2021 Impact Report



Ronald McDonald
House Charities®
New Mexico

Mission

Ronald McDonald House Charities of New Mexico provides comfort, care and a “home-away-from-home” for families whose children are in medical treatment.

Vision

Strengthening families and communities one child at a time.

Values

- Compassion** Provide everyone with heartfelt comfort, care, and kindness
- Enthusiasm** Inspire joy and passion in others
- Respect** Embrace differences with a caring attitude
- Commitment** Demonstrate dedication, accountability, and pride in everything we do
- Integrity** Strive to always do the right thing

Photography Credits

Audrie Lynn Photography
Got You Looking!
Kat Oswald Photography
Photographic Perspectives
RMHC-NM

Design By

Siarza Social Digital

Fun Fact:

RMHC-NM delivered **380+** care packages to NICU and pediatric parents in the hospital.





Fun Fact:

Families received **96** hours of therapy dog hugs and paw-someness.

Welcome – Noel DeLaRiva

Hello Everyone! 2021 has come and gone, and we are heading into 2022 with a full head of steam. Though 2021 is over, we are still facing lingering challenges that hinder our day-to-day operations; however, Ronald McDonald House Charities of New Mexico is no stranger to challenges. Through a broader vision on how to help the families that use the Ronald McDonald House, RMHC-NM has learned to adapt and move forward, giving our families support they need in such trying times. With a diverse board and committed staff, RMHC-NM has proven that even with the biggest of obstacles, we will bounce back, providing the necessary support and resiliency to help those families in need. We will continue to give them HOPE, the one constant that every family needs while staying at the Ronald House. With the end of the COVID-19 pandemic hopefully in sight, I ask you all for your continued support and partnership as we serve the families that stay with us.

Thank you for your commitment to such a wonderful charity, and for sharing our vision to find solutions during difficult times while displaying the adaptability, resilience, and hope that our families need.

Noel De La Riva, McDonald's Owner/Operator
Ronald McDonald House Charities of New Mexico Board Chair

2021 Highlights

Yale Ronald McDonald House

The Yale Ronald McDonald House started 2021 operating at 40% capacity per state health regulations. We stayed confident and adapted to offer families a safe, comforting space despite the obstacles. Our capacity grew to 60% occupancy in April, and volunteers were welcomed back. To minimize the risk of COVID-19, we limited the number of staff on-site at any one time. In October, we began operating at 90% occupancy. We resumed our Guest Chef program during the year, allowing up to four volunteers to cook dinner for our families. Overall, the Yale House provided lodging to 204 families for 3,268 nights.



Fun Fact:

Our Ronald McDonald House programs provided comfort to families from **26** New Mexico counties.

Highlands Ronald McDonald House

After five years of planning and execution, Highlands Ronald McDonald House opened its doors to families on April 15, 2021. As the first-ever Ronald McDonald House purpose-built within a hotel, this visionary and creative project was a partnership with Titan Development and Maestas Development Group. On May 11, 2021, Ronald McDonald House Charities of New Mexico welcomed its 35,000th family, the Secateros, at the Highlands House. In total, the Highlands House provided 144 families 2,793 nights of lodging.



Ronald McDonald Family Room Programs

Both Family Room programs at Presbyterian Hospital and UNMH were closed when the year began. Our team adjusted to the hospital restrictions and devised a reopening plan to continue respite services to families. In the Family Room at Presbyterian, the four sleeping rooms remained open and operated by hospital staff. This space was greatly appreciated by resilient parents and caregivers spending countless hours by their child's bedside. In April, the Family Room at Presbyterian opened on a limited basis, and in mid-May, volunteers returned. The Family Room at UNMH reopened in July. Throughout the year, care packages were delivered to families, letting them know that they had a network of supporters at RMHC-NM working to bring them relief during a challenging time. At the end of the year, visits to both Family Room programs increased steadily, with a total of 255 families served for the year and the rooms receiving 571 visits.



RMHC-NM By the Numbers

1,078

Total families served

14 DAYS

Average length of stay

6,061

Room nights provided

626

Nightly dinners

233

Overnight stays
at Presbyterian

189

Family Room
visits at UNMH

382

Family Room visits
at Presbyterian

Revenue

Contributions	\$1,535,480
In-Kind	\$127,363
Special Events	\$204,363
Room Donations	\$91,637
Other	\$2,406
Investment Revenue	\$315,227
Total Public Support & Revenue	\$2,276,476

Expenses

Program	\$1,560,961
Fundraising	\$307,055
Management & General	\$73,293
Total Expenses	\$1,941,309



Top New Mexico Counties by Room Nights

737

San Juan

646

McKinley

540

Santa Fe

517

Dona Ana

474

Luna

445

Chaves

Volunteer Hours



3,729
Volunteer Hours

\$101,142.88
Value of time donated

228

Dinner Donors
Guest Chefs

220

Family Room
at UNMH

927

Family Room at
Presbyterian

205

Board of
Directors

234

Events



House

1,323
Yale

592
Highlands

Most Frequent Diagnosis

168

Neonatal &
Perinatal
Medicine

48

Cardiology/
Cardiac
Surgery

35

Neurology/
Neurosurgery

30

Pulmonary

25

Critical Care



Our extended family: Braven's Story

During a routine prenatal appointment in Roswell, New Mexico, Nichole and her husband Brian were thinking about the next steps on their list and their growing family. That quickly changed when Nichole's doctor discovered abnormal blood flow patterns in fetal circulation detected by Doppler ultrasound. Because her pregnancy was considered high-risk, she was immediately transferred to Presbyterian Hospital in Albuquerque.

Braven was born on September 30, 2021, with Down syndrome and a congenital heart defect. He would require more care and spend another 110 days in the hospital. Far from home, but with Braven nearby, Nichole and her husband Brian found a comfortable bed, warm meals, and a built-in support system next door at the Highlands Ronald McDonald House.

"The staff and volunteers at the House have become family. It was comforting to see familiar faces, especially when you are going through something so difficult," Nichole shared. Being surrounded by other families made their journey less lonely. Nichole's other three children, ages 8, 3, and 2, stayed behind in Carlsbad, New Mexico, with her mom. "We all had to adapt, it was so hard being away from them, but everyone at the House made us feel okay," said Nichole.

The holidays were her favorite times, particularly the Santa's Workshop offered to parents. "It was nice not to have to think about when we were going to find time to shop. Having Santa's Workshop was a blessing knowing we could pick out gifts for all our children and not worry about being too far from Braven."

By the time Braven was ready to go home, his parents had logged many nights at the Ronald McDonald House. Braven's siblings are adjusting to having mom and dad home and a new five-month-old brother with the family all back together. Braven is now off oxygen, and he is doing better. His heart repair is looking great, and he is slowly weaning off many of his medications. Nichole shares that she keeps in touch with other families they met to see how they are doing. Her family is forever grateful for the Ronald McDonald House.

Fun Fact:

At the Ronald McDonald House, **1,078** stuffed animals and blankets were distributed to our families.



Finding hope far from home: Candice's Story

Zarah and Jerrel came to Roswell, New Mexico, from the Philippines in August 2021. Zarah was 11 weeks pregnant, feeling great, and starting a new job. Within three months of arriving in the country, her water bag ruptured and she went into premature labor at 25 weeks. She was immediately airlifted to Lovelace Women's Hospital in Albuquerque.

Zarah and her husband were far from home and did not have any family or friends in the area. It was a scary time for them as they adjusted. The Lovelace Women's Hospital staff welcomed the family and referred them to the Ronald McDonald House. On November, 26, Zarah delivered by emergency C-section at 25.6 weeks. Baby Candice was born weighing just 1 lb. 11 oz. "She was too tiny, and as a mom, I was devastated to leave her alone in the NICU," Zarah shared, "We had a rough NICU journey, but thankfully we were nearby at the Ronald McDonald House to witness her silent battles and be with her if something went wrong."

As Candice grew stronger, the family spent 123 nights at the Ronald McDonald House. Zarah shared they didn't have to worry because they came "home" each night to a warm dinner and other amenities they needed. "It is a safe place, and we considered it our 'home-away-from-home;' we felt comfortable," she said.



The family said they would never forget their stay at the House and meeting other families with children facing similar difficulties. "The Ronald McDonald House is a big part of our healing process as a family." Candice's family continues to travel to Albuquerque for her medical care at UNMH. She is currently 7 lbs. 11 oz. and is growing stronger every day.



Fun Fact:

Over **3,000** toys, clothing, and donated items were given to families during our family shopping days and Santa's Workshop.

2021 Staff

Ann Armijo
Tasha Beall
Lorraine Begay
Kara Bergevin
Dawn Cannoles
Naomi Davis
Joy Finnegan
Melissa Gomez
Heather Gooch

Manuel Griego
Reina Gutierrez
Eloy Hermosillo
Emily Hernandez
Haylee Knippel
Louise Knorovsky
Julieta Luranc-Sweeney
Jewell Mortis

Bill Nelson
Sharon Nolen
Rosalinda Pacheco
Antoniette Pino
MJ Redfield
Seferina Rickert
Terri Ross
Abigail Sailer

Albert Saiz
Renee Santillanes
Maria Sulzemeier
Bethany Viekman
Paula Williams
Michaela Wood
Jessica Wright
Zoey Zhen

2021 Volunteer Board of Directors

Revathi A-Davison
Gary Archuleta
Brenda Begley
Diana Blanton
Brett Bronson
Adam Ciepela

Noel DeLaRiva
Robert Del Campo
Linda Dodd
Jessica Fleigle
Tim Johnsen
Barbara Lewis

Laurie Monfiletto
Tony Ornelas
Carlos Pacheco
John Pederson
Angela Sanchez

Reach out to RMHC-NM

In order to limit our environmental impact, we will go digital in 2023. Send an email to contactus@rmhc-nm.org or call **505-842-8960** to ensure you receive our 2022 Impact Report.

For news and updates, visit RMHC-NM.org

Like RMHC-NM on Facebook
Follow us at [RMHCNewMexico](https://www.instagram.com/RMHCNewMexico) on Instagram



Mission Forward – Jessica Wright

The past year has been one of adaptability. Our renewed commitment to strengthening communities was more apparent than ever – and our focus on our families never wavered even as how we delivered our services was tested. We recognized that despite a pandemic, pediatric illness does not stop. When families faced uncertainty and fear, RMHC-NM provided a place of hope and comfort steps away from their child's bedside. Our families remained strong for their children, and we stayed committed to our mission for all of them.

We celebrated the expansion of our services with the opening of the Highlands Ronald McDonald House, providing 20 additional guest rooms to help reduce the stress and financial budget for even more families every night. We welcomed our first family on April 15, 2021. Since then, 1078 families found hope and comfort walking through our doors of our two Houses. In addition, we reopened our in-hospital Family Room programs, ensuring that families could receive respite nearby while caring for their children.

In 2021 we continued to move our mission forward, despite the fact that everything about our service model was uprooted. Through it all, our steadfast donors, volunteers, and board of directors adapted with us, and our dedicated staff remained resilient—and for that I am incredibly grateful.

Jessica Wright
CEO