



2023 Annual Report



Letter from Leadership

In 2023, Ronald McDonald House Charities® (RMHC®) cared for millions of families with children who are ill or injured. Our system remained focused on helping provide essential services to remove barriers, strengthen families and promote healing when children need healthcare.

Globally, 685+ programs helped meet the unique needs of families in 62 countries and regions. From expanding STAR programs that offer welcoming and educational spaces for children while their siblings are in the emergency room, offering accommodations for families who must travel far from home for their child's medical care, to opening family retreats that provide a peaceful respite, RMHC continues to serve families before, during and after their child's care. RMHC provided more than 2.7 million overnight stays

to families so they could remain close to their child's side, while also saving them more than \$736 million in lodging and meal costs last year alone.

As the Board Chair and Global President and Chief Executive Officer of RMHC Global, we are committed to working toward our vision of a world where every family has what they need to ensure the best health outcomes for their children. Looking ahead, we will continue to prioritize innovative program expansion and growth to ensure the organization can serve more families each year.

On behalf of RMHC and our network of Chapters around the world, thank you for your continuous support of our mission.



Ginger Hardage
Chairman of the
Board of Trustees,
RMHC Global



Katie Fitzgerald
President and
Chief Executive Officer,
RMHC Global

"The overall mission of the organization is absolutely amazing. The support and resources provided to the families is impactful during their time of need."

– RMHC Donor



Celebrate RMHC Poland

Families are at the core of everything RMHC has done since 1974, and will remain our focus for the future. RMHC is committed to caring for families all along their child's healthcare journey and a great example of this comes out of Poland.

When RMHC Poland started their "Say No to Cancer in Children" program in 2006, Basia had no idea how essential it would be... until it saved the life of her daughter Dobrusia.

Basia, Dobrusia and their family live in a small mountain village in Poland. Unfortunately, families living outside big cities often lack the means to get their children tested proactively, and preventative abdominal ultrasound examinations are not generally reimbursed by the national health care providers,

To close this gap, RMHC Poland uses their Ronald McDonald Care Mobile® program to deliver preventive screenings and tests for cancer and other serious illnesses to families who may not have access otherwise. The Care Mobile in Poland is fitted with ultrasound technology and staffed with certified

"Say No to Cancer in Children" is the longest-running program for RMHC Poland, delivering over 87,000 free pediatric cancer screenings since its inception.

pediatric radiologists who can perform rapid cancer screening tests to deliver results within 30 minutes.

When the Care Mobile visited their village, Basia had Dobrusia examined and was stunned to learn Dobrusia had an early-stage cancer. With this valuable information, and because the family could also stay at the Ronald McDonald House near the hospital, Dobrusia was able to begin treatment immediately — and they were always together and cared for, despite being hundreds of miles from their home.

After several series of treatments and stays at the House, Dobrusia is now cancer-free and Basia is a strong advocate for the "Say No to Cancer in Children" program sponsored by RMHC Poland.

RMHC is a unique source of strength and support to families when their child is ill or injured. Each year, we strive to support more families, to meet even more of their needs, and to do so better than ever before, providing programs and services before, during and after their child's medical crisis.



Basia, Dobrusia and their family found care and support through RMHC Poland programs.



Our Impact in 2023



387

Ronald McDonald House® programs

9 new Houses added and 5 expanded in 2023



271

Ronald McDonald Family Room® programs

9 new Family Rooms added in 2023



41

Ronald McDonald Care Mobile® programs

2 new Care Mobiles added in 2023

2.3 million families were served in 2023



2.7 million

Overnight Stays

in Ronald McDonald House and Ronald McDonald Family Room programs



\$736M

Saved in Meal and Lodging Expenses



62

Countries & Regions



281,239

Volunteers

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



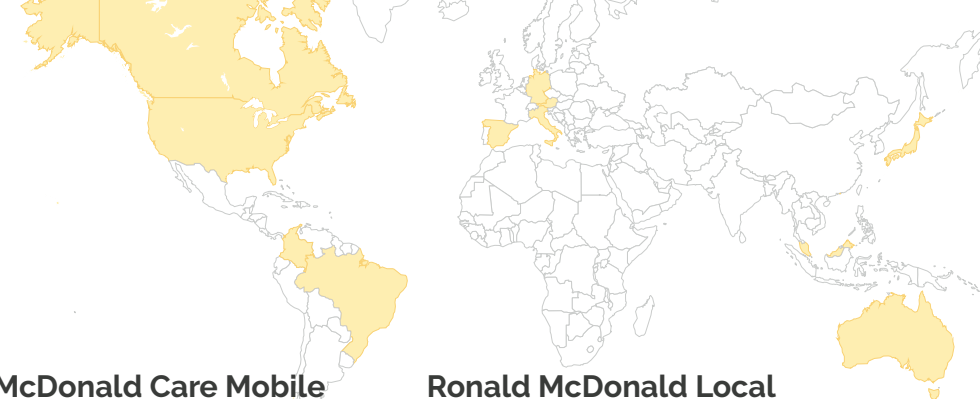
New Programs in 2023

Ronald McDonald House programs help reduce stress and financial burden for families when they must travel far from home to access medical care for their child. In 2023, new House programs opened in Austria, Colombia, Germany, Hong Kong, Malaysia, Spain and the United States.

Often steps away from a pediatric or intensive care unit in the hospital, each **Ronald McDonald Family Room** offers a place for families to rest and regroup away from the medical environment. In 2023, new Family Room programs were opened in Brazil, Canada, Italy, Japan, Spain and the United States.

Ronald McDonald Care Mobile programs bring dental, medical, and health care resources to underserved communities around the world. In 2023, 2 new Care Mobile programs were launched in the United States.

Ronald McDonald Local Programs inspire, sustain, and expand mission delivery and unmet need in local Chapters around the world. In 2023, Chapters developed 9 new Local Programs across Australia and the United States.



2023 RMHC Global Initiatives

Impact Strategy Framework

For the past 50 years, RMHC been a unique source of strength and support to families when their child is ill or injured. Each year, we strive to support more families, to meet even more of their needs, and to do so better than ever before.

In 2023 we embarked on a transformative, collaborative journey to unite our diverse global network through a universal mission, vision and purpose to further amplify our impact. The Impact Strategy Framework defines our strategic priorities and focus areas as a system and expresses a unified set of values that guide us.

Together, over the next several years, we can create a world where every family has what they need to ensure the best health outcomes for their children.

“RMHC provides a much-needed service to families. In my case... a hotel room would have cost a fortune for the time I was [at the House].”

– RMHC Guest and Donor

Purpose

Caring for families with children who are ill or injured.

Vision

A world where every family has what they need to ensure the best health outcomes for their children.

Mission

We provide essential services that remove barriers, strengthen families, and promote healing when children need healthcare.

Values

- We lead with compassion.
- We are deeply respectful.
- We act with integrity.
- We are firmly committed.



2023 RMHC Global Initiatives *continued*

RMHC Research

In 2023, RMHC, in partnership with the University of California, San Francisco (UCSF), launched a worldwide research program collecting data from families in 14 countries and pediatric hospital leaders from 38 countries around the world.

This research is designed to gain deeper understanding into the impact social determinants of health have on families before, during and after a hospital stay, as well as hospital knowledge, perceptions and practices related to family-centered care.

Upon completion at the end of 2024, this research will provide significant insights into the pediatric healthcare journey for families and the importance of advancing family-centered care knowledge, practice and policy to better support families' health care experience.

Educating the Leaders of Today and Tomorrow

The RMHC Executive & Advancing Leadership Program, offered in partnership with Northwestern University's Kellogg School of Management, is a transformational professional development opportunity for our talented C-suite executives as well as RMHC Chapters' rising stars.

The 2023 learning cohort included 23 Chapter CEOs and 18 Advancing Leaders from 20 countries around the world. The skills and knowledge obtained under the Programs' guidance not only informs their ability to serve families, but also motivates and inspires the collective thousands of staff and volunteers they partner with each day.



Financial Highlights

ASSETS, LIABILITIES & NET ASSETS (in thousands)

	2023	2022
Assets	\$ 254,165	\$ 212,338
Liabilities	16,050	10,886
Net Assets	\$ 238,115	\$ 201,452

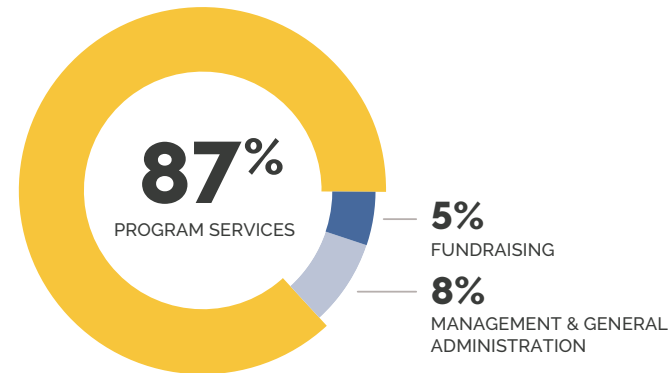
SUMMARY OF REVENUES & EXPENSES (in thousands)

	2023	2022
Contributions	\$ 98,572	\$ 73,014
In-Kind Contributions	36,841	18,342
Special Events Revenue	4,334	2,017
Investment Revenue (Loss)	22,396	(24,800)
Other Revenues	753	216
Total Revenue	\$ 162,896	\$ 68,789
Program Services & Grants	\$ 109,350	\$ 66,246
Management & General Administration	9,856	10,899
Fundraising	6,941	8,126
Cost of Direct Benefits to Donors	86	—
Total Expenses	\$ 126,233	\$ 85,271
Excess Revenues/(Expenses)	\$ 36,663	\$ (16,482)

PROGRAM SERVICES BREAKDOWN (in thousands)

	2023	2022
RMHC Local Chapter Support		
Ronald McDonald House	\$ 5,613	\$ 3,835
Ronald McDonald Family Room	1,950	1,703
Ronald McDonald Care Mobile	2,141	169
Other Chapter Support and Grants	99,646	60,539
Total RMHC Local Chapter Support	\$ 109,350	\$ 66,246

ANNUAL OPERATING EXPENSE RATIOS



Based on RMHC 2023 audited financial statements



Donors

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 — both corporations 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.

FOUNDING AND FOREVER PARTNER



Our Founding and Forever Partner, McDonald's, helps enable RMHC to continue offering the important programs that keep families near the medical care and resources they need. In total, McDonald's, their Franchisees and customers donated more than \$211 million to RMHC in 2023, helping the Charity provide 2.7 million overnight stays for RMHC families around the world.



Donors *continued*

Corporate Partners & Donors

The following donors have been long-time partners of RMHC or made a significant one-time gift to RMHC Global in 2023.

LEGACY



TEMPUR+SEALY

LEADERSHIP



L A Z B O Y



“Reliance believes in the incredible work that is being done by Ronald McDonald House Charities and is excited to provide increased financial and volunteer support to RMHC. It was important to us that our first major contribution as part of the expanded Reliance Cares program goes to an organization that supports many of the local communities where we live and work.”

– Karla Lewis, President & CEO, Reliance, Inc.

SIGNATURE

Alexion Charitable Foundation

DIRECTV

Invesco, Ltd.

Keurig Dr Pepper

The Owens & Minor Foundation

VISIONARY

Gates Corporation

UL Solutions

FRIEND

Cargill

Epsilon Data Management

National Beef

Northern Trust

ORGANIZATIONAL

Alpha Delta Pi

In-Kind Donors

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

ARMADA

AT&T

Dupont Corian Design

FedEx and FedEx Office

Office Depot

The Roofing Alliance



RMHC Global Giving Collective

The RMHC Global Giving Collective (RGGC) unifies McDonald's suppliers in support of RMHC Global. By combining their investment, members of the RGGC help RMHC support seed and expansion projects, provide emergency funding, source budget-relieving products, and invest in program advancement. We are grateful to ARMADA, Cargill, HAVI, Lopez-Dorada Foods, Martin-Brower, SEDA, The Coca-Cola Company, Tyson, and all the other members of this collective for their investment in the critical programming that RMHC provides. Together, we can create a world where every family has what they need to ensure the best health outcomes for their children.



Thank you to our RGGC Members!



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 help families feel at home even when they can't be through our Ronald McDonald Houses and other core programs.

BOARD OF TRUSTEES

Wendy Davidson

President & CEO,
The Hain Celestial Group

Jeffrey Davis

Chief Commercial Officer for Oracle,
Deloitte Consulting LLP

Alex Dimitrief

Senior Vice President and General
Counsel, Sotera Health Company

Jan Fields

Former President,
McDonald's USA, LLC

Katie Fitzgerald

President & CEO, RMHC Global

Grace Fung Oei

Retired Vice Chairman, Corporate
and Institutional Clients, Standard
Chartered Bank (HK) Limited

Javier C. Goizueta

Retired Vice President,
The Coca-Cola Company and
President of the Global
McDonald's Division

Ginger Hardage

Chair, RMHC Global;
Founder, Unstoppable Cultures;
Retired Senior Vice President,
Culture & Communications,
Southwest Airlines

Nicole Harper Rawlins

Licensee, McDonald's USA, LLC

David C. Herman, M.D.

CEO, Essentia Health

Enrique Hernandez, Jr.

Chairman,
McDonald's Corporation

Chris Kempczinski

President & CEO,
McDonald's Corporation

Mats Lederhausen

Founder & CEO, Be-Cause, LLC

Walter Orenstein, MD

Retired Professor of Medicine,
Epidemiology, Global Health, and
Pediatrics, Vaccine Policy and
Development Director, and Vaccine
Center Associate Director, Emory
University

Ted Perlman

Founder, The HAVI Group

J. Christopher Reyes

Co-Chairman, Reyes Holdings, LLC;
Chairman, The Martin-Brower Company

Eduardo Sanchez

Chairman, Lopez Dorada Foods

Laura Schumacher

Retired Vice Chairman, External Affairs
& Chief Legal Officer, AbbVie

Stuart E. Siegel, M.D.

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

Michelle M. Stephenson, DNP, RN, NEA-BC

Retired Executive Vice President and 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

President, POPZ® Holding LLC



Leadership and Board of Directors *continued*



BOARD OFFICERS

Ginger Hardage
Chair of the Board

Katie Fitzgerald
President & CEO

Eduardo Sanchez
Treasurer

Angela Steele
Secretary

STAFF OFFICERS

Stacey Bifero
Chief Financial Officer,
RMHC Global

Rodney Jordan
Chief Operating Officer,
RMHC Global

Joanna Sabato
Chief Marketing &
Communications Officer,
RMHC Global

LIFE TRUSTEES

Linda H. Dunham
Audrey E. Evans, MD

Alan A. Harris, MD

Sheldon Lavin

Donald Lubin

Andrew J. McKenna

Michael R. Quinlan

Steven M. Ramirez

Edward Rensi

Paul D. Schrage

James A. Skinner

“RMHC is a one-of-a-kind mission that is doing incredible work, and I am honored to have the opportunity to support and serve this mission daily.”

– RMHC Donor





110 N. Carpenter Street
Chicago, Illinois 60607

[RMHC.org](https://www.rmhc.org)

Join the conversation:

 [@RMHCGlobal](https://www.facebook.com/RMHCGlobal)  [@RMHC](https://www.instagram.com/@RMHC)  [@rmhc](https://www.x.com/@rmhc)

