

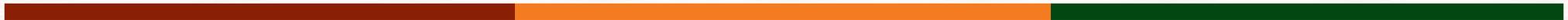


Transplant House *of* Cleveland

Impact Report 2021

presented to

Transplant House of Cleveland Donors & Partners



Warm greetings TO OUR FINANCIAL DONORS

Gratitude is a core value here at Transplant House of Cleveland, along with Compassion, Acceptance, and Self-Efficacy. Our staff and volunteers are often praised for the numerous and genuine ways that these values are seen, felt, and appreciated by the guests we serve each day. It is wonderful, for sure, to hear their sentiments! Yet, we and they know that there are many generous and understanding people who are not visible here, but without whom the care we give would not be possible: you.

Therefore, this report is for you, our financial donors, who make it possible for Transplant House of Cleveland to offer the physical comforts of home, professional assistance that enhances patient recovery and family stability, and the very valuable – nearly indescribable – peer-to-peer support that increases the likelihood that families will comply with medical regimens and remain emotionally strong through their time of upheaval and healing.

We know there are families who would not embark on the transplant journey if not for this place that helps in the ways outlined herein. We hope you realize you are in some ways saving, and in many ways healing lives, and certainly making transplant medical care more accessible. In addition, guests describe being changed by the time they spent here in our and your home-away-from-home.

Gratefully,

Elaine

Elaine Turley
Executive Director

Art

Art Thomson
President



Transplant House of Cleveland

Our Mission

Transplant House of Cleveland provides affordable, temporary housing and a welcoming, supportive community to organ transplant patients and their families.

2021 OVERALL HOUSING STATISTICS



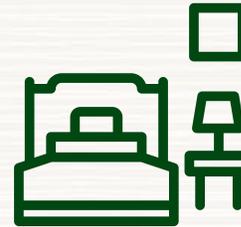
286

FAMILIES
SERVED



7,133

NIGHTS OF
HOUSING PROVIDED



78%

OCCUPANCY
LEVEL



19

NIGHTS OF
AVERAGE STAY



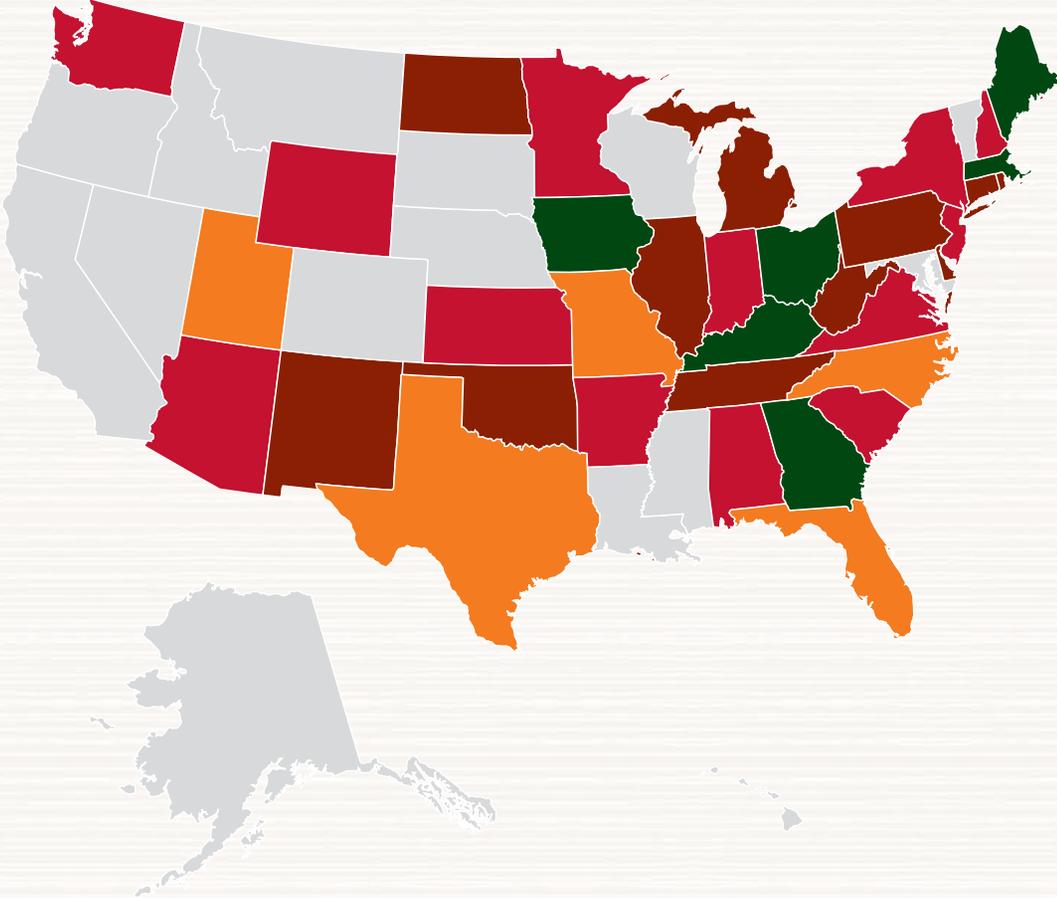
85% OF THE TOTAL FAMILIES
88% OF TOTAL NIGHTS



15% OF THE TOTAL FAMILIES
12% OF THE TOTAL NIGHTS

A Supportive Community for Transplant Patients and their Families

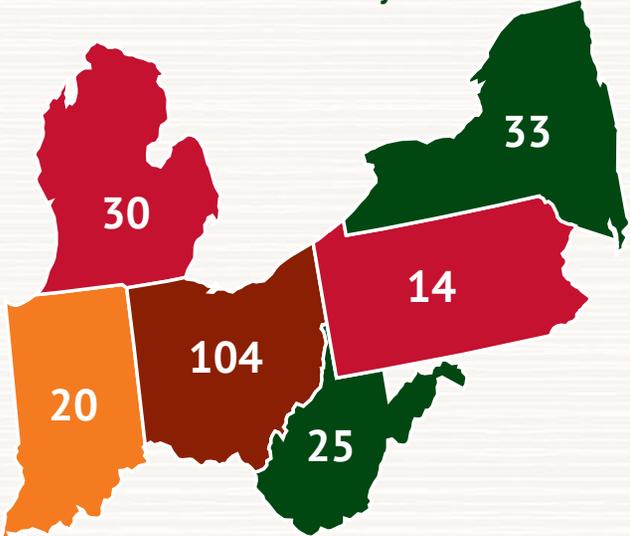
2021 NUMBER OF FAMILIES BY STATE



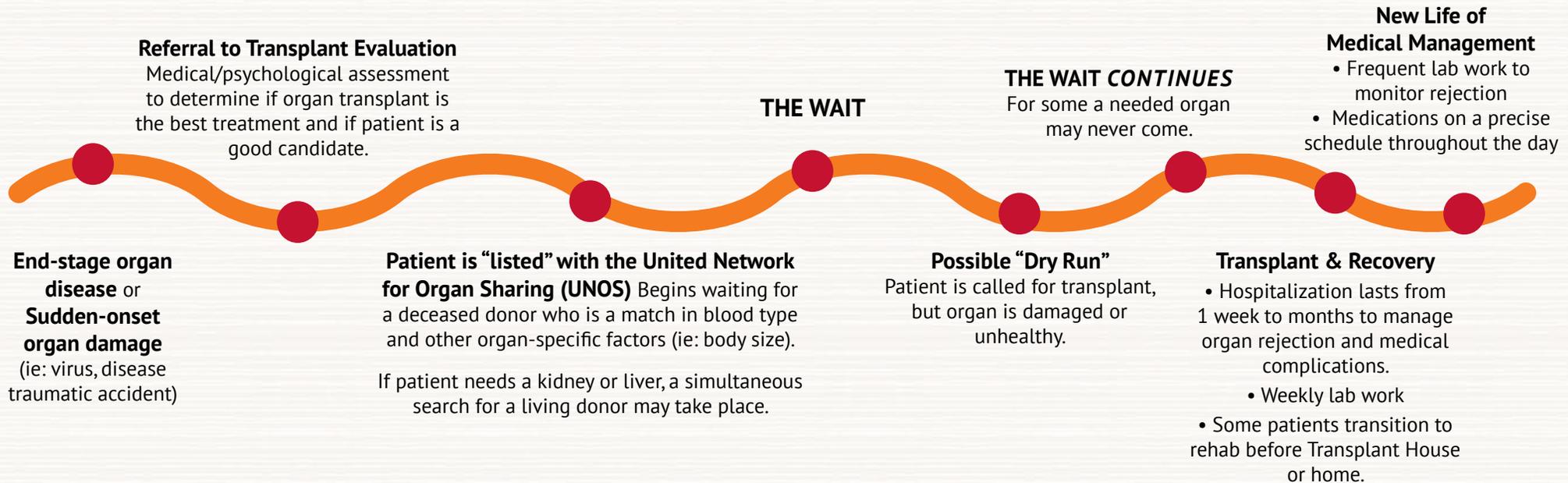
TRANSPLANT HOUSE OF CLEVELAND WELCOMED FAMILIES FROM

33 states

with the most traveling from Ohio, New York, Michigan, West Virginia, Indiana and Pennsylvania.



STAGES OF THE TRANSPLANT JOURNEY



The emotional, mental and physical aspects of this journey for the caregivers and patients often include shock, fear, disorientation, isolation, numbness, anxiety, sleeplessness, loss of appetite, financial worry. This is in addition to the stress of juggling major medical decisions while managing the more routine aspects of life, home, work and family.

Transplant House has programming and a community equipped to support guests at all different points on their journey.

“Organ transplantation is an emotional roller coaster, and no one should be on that roller coaster alone.”

DR. CHARLES MILLER, CLEVELAND CLINIC
ENTERPRISE DIRECTOR OF TRANSPLANTATION

2021 OVERALL SUPPORT PROGRAM STATISTICS



2,500

INDIVIDUAL DINNERS
PROVIDED BY
VOLUNTEERS



224

BREAKFASTS
PROVIDED BY SOCIAL
WORK STAFF

36 

**SOCIAL ACTIVITIES
FOR GUESTS**
WALKS, ICE CREAM,
FOOTBALL ON TV

3

**TRANSPLANT TOPICS
PRESENTATIONS**
BEGINNING OF AN
ONLINE LIBRARY



300

**CHECK-INS AND
FOLLOW-UPS BY
SOCIAL WORKER**



24

**AA SUPPORT
GROUP MEETINGS**
MOVING TO 50 IN 2022

130

**1-ON-1 CLINICAL
TRANSPLANT SOCIAL
WORKER 1 HOUR
COUNSELING SESSIONS**



200

**BENSON THERAPY
DOG VISITS**
VALUE: PRICELESS

\$60,000

**IN ADDITIONAL
SUPPORT PROVIDED**

\$20,000 from our Family
Assistance Fund

+

\$40,000 in grants we
helped families obtain



SOCIAL SUPPORT THE NEEDS, THE IMPACT

ANNETTE HUMBERSON, LISW-S/CCTSW

In my conversations and meetings with our guests, they typically need to talk about:

FINANCIAL CONCERNS: Educating about options; locating and applying for financial assistance to cover housing and medications; applying for disability benefits; advising on fundraising.

EMOTIONAL SUPPORT: Providing counselling; validating emotions; suggesting coping strategies for the stress and exhaustion patients and caregivers feel; facilitating peer-to-peer support; providing grief support.

EDUCATION: Aid in understanding the transplant process and what to expect from life after transplant

NAVIGATIONAL NEEDS: Assistance with understanding the transplant journey; navigating both the hospital system (whom to ask for what) and the neighborhood (where to access various needs); facilitating connections with resources.



Meeting their needs results in:

A “grounded” family - one that feels safe, equipped, supported

A peaceful family - one that is settled enough to aid in the patient’s recovery

WHAT YOUR GIVING SUPPORTS

\$50

A month of breakfast supplies for “Breakfast with our Social Worker”

\$100

Two hours of professional counseling with our certified clinical transplant social worker, given at no cost to patients or caregivers.

\$250

Supplies for us to cook a dinner for guests in all 25 of our apartments.

\$500

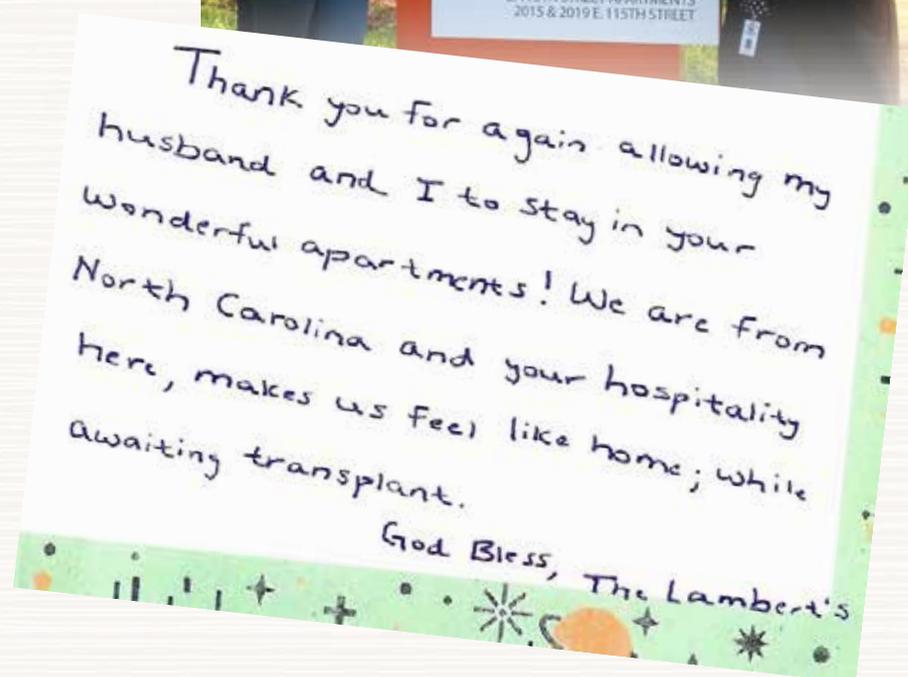
All utilities for one of our apartments for a full year.

\$1,000

All supplies needed for one apartment for a full year.

\$5,000

Replacement value of worn furniture in our apartments.



The full cost to operate Transplant House of Cleveland’s apartments is \$128 per night. Your support has ensured that our guests contribute just \$60 per night for accommodations in the fully-furnished and equipped apartments.

For two years, our major fundraising event has been missing. **Because of your giving, we maintained services throughout the pandemic.**

2021 HIGHLIGHTS

NEW BOARD MEMBERS:

Jon Mecoli, Investment Director, Cleveland Clinic
Chris Van Ausdale, Sr. Vice President, Marketing Leader, Westfield Bank

NEW STAFF MEMBERS:

Marcie Barker, Dir. Of Events and Organizational Development
Jordan Morrow, Evening Operations Assistant

Aaron Babcock, Development Assistant

NEW STUDENT VOLUNTEERS:
from Case Western Reserve University

THE EMPATHY PROJECT:
Our partnership with the Case Collaborative Practice Program

Students in the graduate schools of Medicine, Nursing, Social Work, and Physician Assistants are onsite, learning how the whole family copes during the transplant journey.

TRANSPLANT AA GROUP:

For those who await or live with an organ transplant and need help with addiction issues; this group is comprised of both local and out-of-town members and it is growing in size and frequency of meetings.



“We are beyond grateful for the Transplant House and all who serve their mission. A liver transplant may have saved my husband’s life...but the love of the Transplant House of Cleveland saved mine!”

– ANDREA SCERBO, CAREGIVER FROM NEW YORK



Thomas & Pam Ferrell

When Pam Ferrell, whose husband Thomas was in sudden need of a liver transplant following a car accident, first arrived in Cleveland she spent a week at a hotel.

“I hated it,” she says. “I couldn’t feel comfortable. The only place to sit is on a bed, I was living out of suitcases, and I didn’t know anyone. I was alone and freaking out.”

Pam stayed for as long as she could take it emotionally and financially (between room charges and parking rates, Pam says she was paying around \$300 a night), before switching to commuting daily between Sandusky and Cleveland, a trip that could take as long as two hours each way depending on traffic. Because of early morning appointments and late visiting hours, Pam says most days she hardly felt she had slept at all. A month into commuting daily, she fell asleep behind the wheel (thankfully, without any accident or injury) and Pam knew she had to stay closer to the hospital.

Transplant House of Cleveland was a lifeline financially, emotionally, and physically during the 182 nights she spent in Apartment 2B. The cost was dramatically lower at \$60 a night, she could do her laundry on site, prepare meals in her apartment, pick up breakfast to go, enjoy community dinners, and sit on her porch. “I loved the deck. I spent a lot of time out there.” **University Hospitals, where Thomas was receiving his treatment, was close by and she felt safe making the short walk to and from the hospital. Thomas, Pam says, “was really appreciative that I had somewhere safe to live.”**

Thomas and Pam were on a challenging road. Following complications, Thomas needed a kidney transplant, too, and his recovery was not going well. As his caregiver, Pam found herself facing “the worst decision anyone can face” – whether to continue her husband’s care. **She credits her decision to go speak to Annette Humberson, Transplant House’s Social Work Manager, with “saving my sanity” during a time when hospital staff and family members “were at opposite ends” about how to proceed with Thomas’s care.**

“I know I made the right choice,” Pam says, “because we’re both at home now. But it was hard to talk about with anyone other than Annette. Without her I would’ve gone insane.”

Annette was someone Pam felt she could speak to openly about the choice and her decision without fear of judgment. Pam describes Annette as a comforting listener and a calming presence. They met weekly each Wednesday for an hour – a regular conversation that Pam says kept her going each week.

“Annette cares so much about what she does: caring for people at the worst time in their lives.” Pam adds, “I miss the place, the solitude. I liked everybody there. Hopefully I’ll never have to use it again, but it is nice to know Transplant House is there.”



OUR VOLUNTEERS FULFILL OUR MISSION

Serving with love...

- Greet guests
- Give tours
- Answer phones
- Take apartment requests
- Help with minor maintenance
- Restock supplies
- Make beds
- Prep the apartments for new arrivals
- Cook meals
- Make holidays special & fun
- Plant flowers
- Assemble mailings
- Serve on fundraising event committees
- ...and more!



I volunteer because...

“Transplant House is such a SPECIAL place!! I love taking calls every week and gathering information and being able to share with the callers what a special place this is.”

My favorite part of this work is listening to stories and what brings people here. Every story is so different, yet every family has the same needs- to get the best medical care for their family member and to feel as comfortable as possible during this whole process. As so many of our families say: “Transplant House is a home-away-from-home.”

– ANNE SMITH

908
HOURS OF
VOLUNTEER
SERVICE



Though 2021 was an abbreviated year and volunteers stayed home through pandemic surges, the House was blessed with 908 hours of volunteer service.

LEGACY SOCIETY FRIENDS

In 2021, we launched our Legacy Society for those interested in making a planned gift through their estates, wills or trusts to help ensure Transplant House continues to serve organ transplant patients now and into the future.

We are so thankful...

for those who have made these plans and recognize those who have notified us of their plans for future giving through wills and trusts:

Ann and John Kosco

Polly Lupean

Joanmarie and Clark Button

Knowing of future philanthropy helps us make today's decisions with greater confidence.

ANN AND JOHN KOSCO,
OUR FIRST KNOWN LEGACY
SOCIETY MEMBERS



We remember a friend

BRIAN VITALE: liver recipient, board member, financial donor, mentor to other patients, and friend to many in New Jersey, Ohio, the Carolinas, and beyond, was remembered in June at our 4th Annual 5K Run & 1 Mile Walk.



Surrounded by his wife, Diane Vitale, and 12 of Brian's family members and dear friends, we dedicated the event to Brian's memory while celebrating his life and the significant impact he made on Transplant House of Cleveland.

Brian cared deeply about others having the opportunity that he did for a transplant. He knew he was unique in being able to spend tens

of thousands of dollars on accommodations during his 7-month stay in Cleveland for his transplant and recovery. From the day he learned about the Transplant House mission he invested personally and asked friends and family to do the same. Brian was relentless in his pursuit of support for this House, even during phases when his health waned and energy was sapped.

Thank you Brian, for creating the 5K and giving us this ongoing opportunity to remember you.

Thank you to the donors who helped make Brian's event one that is filled with heart and beneficial to the Transplant House of Cleveland.

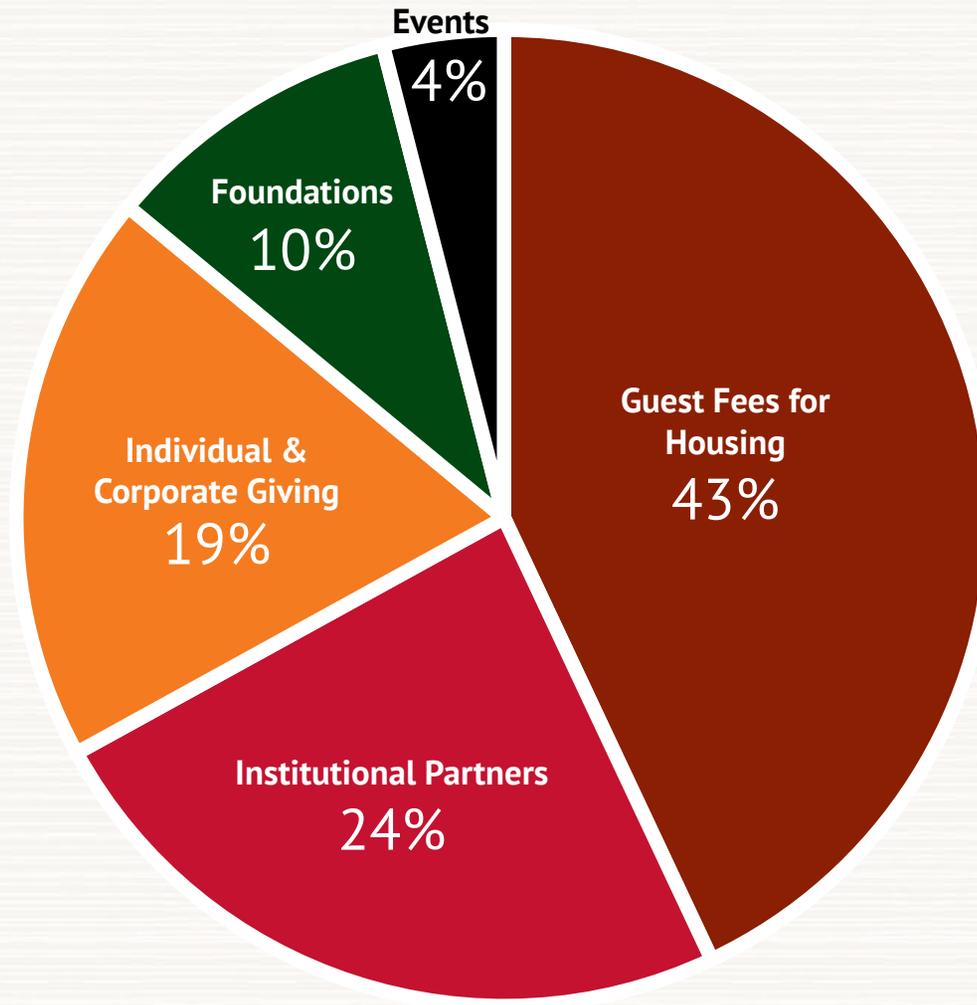


5TH ANNUAL
Transplant House
of Cleveland

5K
RUN
1 MILE
walk

*Celebrating the Life
of Brian Vitale*

2021 REVENUE DISTRIBUTION



9.16.21

Elaine, Coney, Annette, Sarah, and Jordan,

Thank you all for the help you've given us during our long stay here in Cleveland.

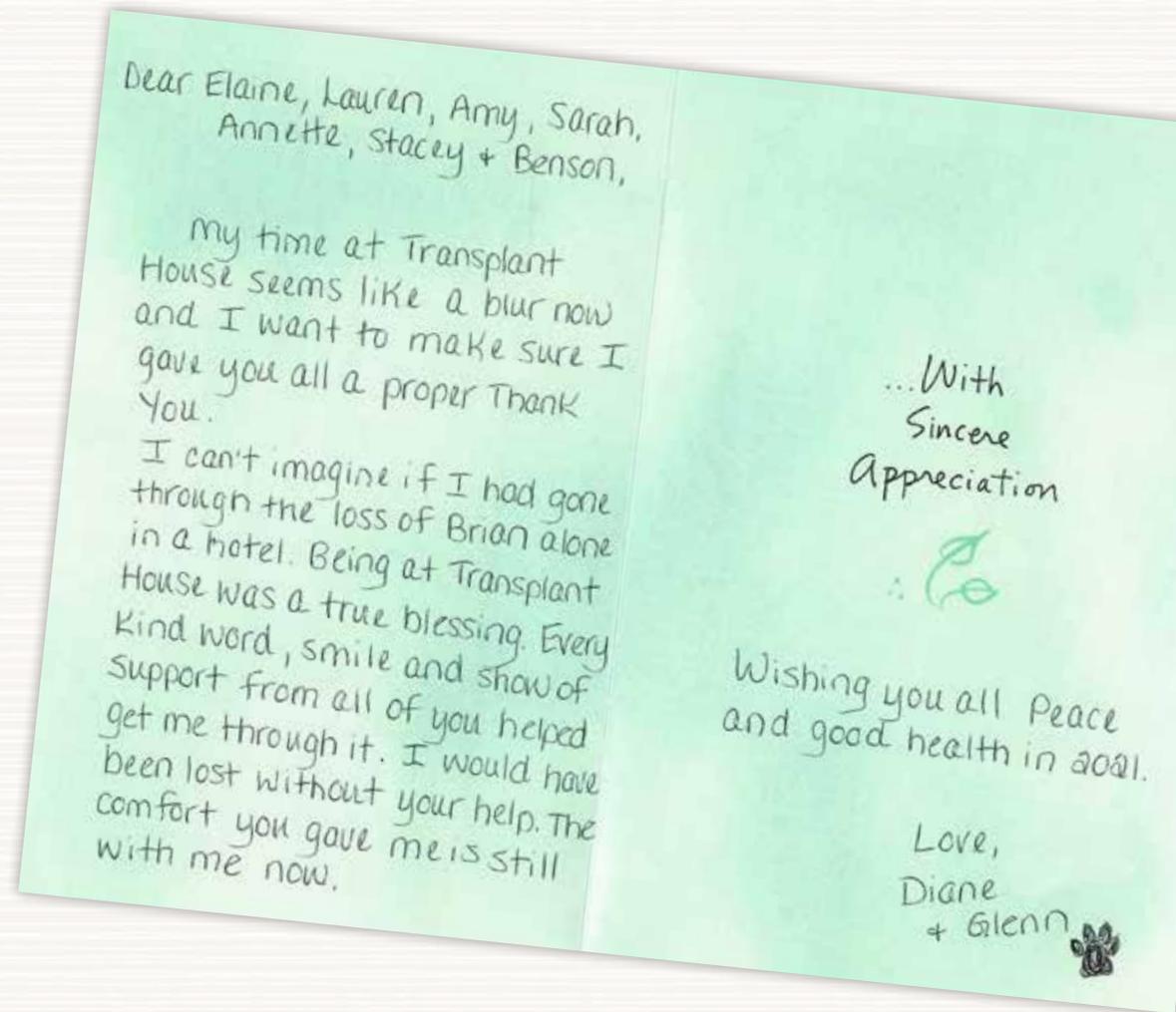
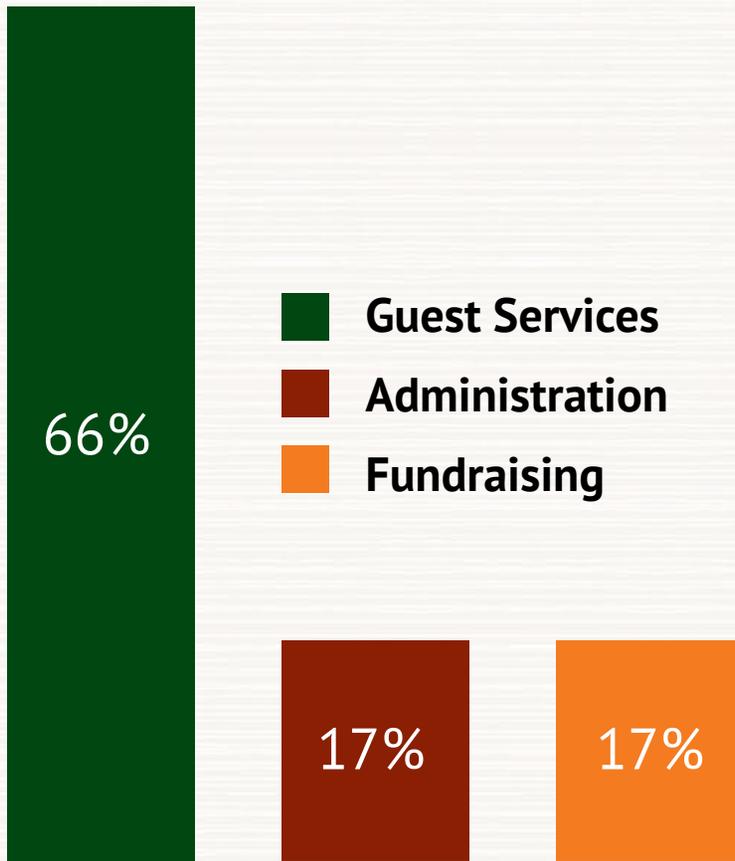
All of you provide caring support during difficult times.

For us, Jack has made his first year after his heart transplant. He certainly celebrated his "first" birthday. The Transplant House staff made this year as easy as possible & responsive to every request with a caring attitude.

We are sure Jack's recovery was benefited by our "home" at the Transplant House and the staff. Thank You !!

Barb and Jack

2021 EXPENSE DISTRIBUTION



Thank you...again and again!



Transplant House *of* Cleveland

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