Impact Report 2021

presented to
Transplant House of Cleveland Donors & Partners
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 Turley
Executive Director

Art Thomson
President

Warm greetings TO OUR FINANCIAL DONORS

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

Referral to Transplant Evaluation
Medical/psychological assessment to determine if organ transplant is the best treatment and if patient is a good candidate.

End-stage organ disease or Sudden-onset organ damage (ie: virus, disease traumatic accident)

Patient is “listed” with the United Network for Organ Sharing (UNOS) Begins waiting for a deceased donor who is a match in blood type and other organ-specific factors (ie: body size).

If patient needs a kidney or liver, a simultaneous search for a living donor may take place.

THE WAIT

Possible “Dry Run” Patient is called for transplant, but organ is damaged or unhealthy.

THE WAIT CONTINUES
For some a needed organ may never come.

Transplant & Recovery
• Hospitalization lasts from 1 week to months to manage organ rejection and medical complications.
  • Weekly lab work
  • Some patients transition to rehab before Transplant House or home.

New Life of Medical Management
• Frequent lab work to monitor rejection
• Medications on a precise schedule throughout the day

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
- **36** Social activities for guests: walks, ice cream, football on TV
- **3** Transplant topics presentations: beginning of an online library
- **224** Breakfasts provided by social work staff
- **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

Additional support provided:
- **$60,000**
  - $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
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

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

908 HOURS OF VOLUNTEER SERVICE
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.
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.

We remember a friend
2021 REVENUE DISTRIBUTION

- Guest Fees for Housing: 43%
- Institutional Partners: 24%
- Individual & Corporate Giving: 19%
- Foundations: 10%
- Events: 4%

9.16.21

Elaine, Corey, Annette, Ed, and Jordan,
Thank you all for the help you gave us during our long stay here in Cleveland.
All of you provided caring support during difficult times.
For us, Jack has made his first year after his heart transplant. It certainly celebrated his "first birthday." The Transplant House staff made this year as easy as possible to respond to every request with a caring attitude.
We are sure Jack's recovery was benefited by the "home" at the Transplant House and the staff. Thank You!!
Barb and Jack
2021 EXPENSE DISTRIBUTION

- Guest Services: 66%
- Administration: 17%
- Fundraising: 17%

Dear Elaine, Lauren, Amy, Sarah, Annette, Stacey & Benson,

My time at Transplant House seems like a blur now and I want to make sure I gave you all a proper thank you.

I can't imagine if I had gone through the loss of Brian alone in a hotel. Being at Transplant House was a true blessing. Every kind word, smile and show of support from all of you helped get me through it. I would have been lost without your help. The comfort you gave me is still with me now.

Wishing you all peace and good health in 2021.

Love,
Diane & Glenn

...With Sincere Appreciation
Thank you...again and again!

Transplant House of Cleveland

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