



40 years



NEWSLETTER FALL 2023

In 1983, after a coalition of healthcare leaders, physicians, generous foundations, business and community leaders, and hundreds of volunteers joined forces to establish a hospitality house to serve Pittsburgh's burgeoning healthcare industry, Family House at McKee Place was dedicated. This group of visionary founders saw the need for a safe and affordable place near Pittsburgh's hospitals for patients to stay during outpatient treatment and for families to reside while a loved one was hospitalized.

Within two months of opening, the initial 39 rooms were constantly filled, and the waiting list was growing. In 1989, a second Family House facility was built offering 40 additional guest rooms. As the years went by, Family House continuously sought additional guest accommodations in order to meet increasing demand for services. By 2016, Family House was managing three houses (totaling 128 rooms) located in the Oakland and Shadyside sections of Pittsburgh. In July 2022, Family House consolidated into the former Courtyard by Marriott in Shadyside. What began as a small but compassionate enterprise has grown into an innovative, much-emulated model of family and patient support systems. ●

Family House Neville guests and staff celebration



Family House at McKee place



Seated far left: Bill Copeland; Standing (l to r): Ted Struk, Ruth Pickering, and Dr. Bartley Griffith; Seated on the swing (l to r): Frank Fuhrer, Jr., Mary Lou McLaughlin, and Joel Ettinger

# FAMILY HOUSE

at 40



Georgia teenager Brian Williams, in the striped shirt on the right, was the first ventricular assist device patient ever to be discharged from the hospital with formal approval from the Food and Drug Administration. Brian was discharged from UPMC Presbyterian Hospital to Neville Family House in 1990, where he lived with his parents while waiting for a heart transplant.



U.S. Department of Veterans Affairs



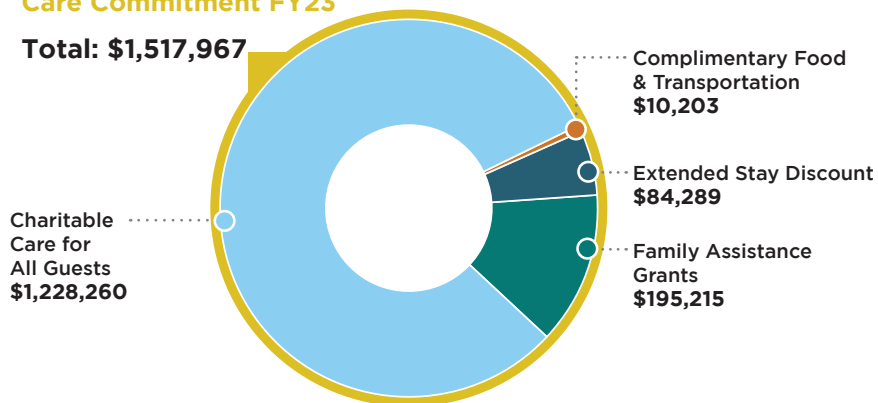
# YEAR IN REVIEW

Family House fulfills its mission to provide a “home away from home” by offering convenient, affordable, and welcoming lodging for patients and caregivers in a facility strategically located for ease of access to all of Pittsburgh’s renowned hospitals. Family House’s room rate is approximately 25-30% below the cost of operation and avoids high occupancy taxes that come with hotel stays. Additionally, compassionate staff and volunteers support families as they navigate often life-changing medical journeys. Healing requires a community of support. Each caring interaction is made possible by the generous donors that sustain this organization.

**This room rate discount and community of support is an integral part of Family House’s mission delivery — and is made possible by the generosity of our loyal donors. •**

## Family House Charitable Care Commitment FY23

**Total: \$1,517,967**



**\$1,228,260**

Charitable Care for All Guests



**34,525** nights provided to patients and caregivers  
**6,714** unduplicated families served

**43%** guest nights received additional discounts through Family Assistance

**365** days of complimentary breakfast offered



**7,709** hours from dedicated volunteers

Warm dinners prepared and served by volunteer groups



## FOUNDERS CIRCLE

Each year, a community of loyal donors open Family House’s doors to thousands of families during medical treatment.

Family House is grateful to all those who supported this mission in FY23 (July 1, 2022 through June 30, 2023).

We are especially pleased to recognize the following individuals in our **Founders Circle** for their annual gifts that totaled \$1,983 or more.

*Donors listed alphabetically*

- William Barrington
- Jeannine Blyth and Charles Gottschalk
- Jennifer and Brooks Broadhurst
- Joette and Kurt Carlson
- Kenneth Casey
- Frank Chopin
- Lauren Chorney
- Linda and G. Reynolds Clark
- Christopher Davis
- Robert DiBella and Carol Savage
- Stephanie Dutton and Cari Cavalcante
- Joan and Joel Ettinger
- Robert Fulton
- Paul Gardner
- Melissa and Michael Gaskill
- Jane Gilbert
- Eileen and Bradley Gross
- Laura and Terrence Hartford
- Charlene and John Innocenti
- Tricia Keating
- Dennis Kelleher
- Bertha Kephart
- Alice and Peter Leone
- Becky Matson
- Rita McCaffrey
- Marlene Mihalsky
- Pennie and James Moore
- Sandy and Eugene O’Sullivan
- James Purman IV
- Sandra and Matthew Rader
- Amanda and Michael Rost
- Holly and Bruce Rudoy
- Julie and Dave Russo
- Herbert Schreiber
- Marcia and Mark Sherwin
- Ruth Sneith
- MaryEdna Sunkel
- Steven Sushner and Adam Kirschenbaum
- Jill and Craig Tillotson
- Clyde and Linda Uber
- Jeanne and Alfred Vallano
- John Wargofchik
- John Wilds
- Valerie and John Williams
- Gaye and Robert Wood



## On to the next chapter...

Over its 40-year history, Family House has grown from a small enterprise borne out of compassion into an innovative and often-emulated model of a patient-family support system. As others have written before me, the “complete story of Family House is the human story; the sum of many individual stories of compassion, vision, tenacity, and generosity.”

Thanks to you and all who comprise the incredibly generous and compassionate community in which it was built, the “story” of Family House will continue—one guest at a time.

Last fiscal year, we completed the most recent chapter in Family House’s story. It was a transformational one, as it saw all Family House’s facilities and administrative offices consolidated into a single new location, the site of a former Courtyard by Marriott located in Pittsburgh’s Shadyside neighborhood. It is now here, in a hotel-turned-home, that Family House began to write the next chapter in its illustrious history; it is where it will continue to gather the stories of the patients and families it serves long into the future.

Now “under one roof,” the future narrative for Family House will be informed by new and ongoing programs and services designed to help further alleviate the financial and emotional stresses brought about by medical emergencies and other healthcare challenges facing our

guests. It will include the story of a more efficient operation that remains rooted in its mission, providing essential resources to patients and families, such as complimentary transportation to all local healthcare providers, a fully stocked food pantry, a daily healthy breakfast, meals prepared and served by volunteers, discounted parking, and much more.

The long-desired consolidation also has enabled Family House to initiate patient and caregiver programming, managed by a full-time Guest Experience Specialist, who will enhance existing programs and develop new offerings such as diagnosis-specific support groups and presentations by nutritionists in order to best meet the needs of our guests.

As Family House celebrates its 40<sup>th</sup> anniversary in the months ahead, I know that countless more stories will be written in the year ahead and long after. And I look forward to hearing them as I set forth to write the next chapter in my professional journey.

Earlier this year, I made the difficult decision to transition away from my role at Family House after nearly seven years as Executive Director. I am truly grateful for the honor and privilege of leading this extraordinary jewel of an organization during my tenure—a pinnacle moment in Family House’s history.

I take great pride in having been part of a devoted and mission-driven



team that came together to fulfill the strategic vision set forth by the Family House Board of Directors more than eight years ago. And with that vision fulfilled, that chapter written, I will step away and look forward to what the future holds for this wonderful organization.

I am ever grateful for what you—the generous donors, collaborative partners, and committed friends with whom I’ve worked—and all of the authors who have contributed to Family House’s incredible story have made possible. You are a gift to this organization! Your continued, generous support will ensure that Family House thrives in its beautiful new future and forever “home away from home.”

Until we cross paths again, thank you for your generosity, encouragement, and support for Family House and for me, personally, throughout my tenure.

With continued best wishes for good health as I move on to the next chapter,

  
Jennifer N. March  
Executive Director

SAVE  
THE  
DATES!



Ruby Jubilee  
Spring Gala

▶ **March 23, 2024**  
*Duquesne Club*

41<sup>st</sup> Annual  
Family House  
Polo Match

▶ **Sept. 7, 2024**  
*Hartwood Acres*

Family House and Presenting Sponsor First National Bank welcomed over 3,000 supporters to the 40<sup>th</sup> Annual Family House Polo Match at Hartwood Acres on Saturday, September 9, 2023! Howard Hanna Real Estate Services Pittsburgh Polo Club ultimately won the match against the #1 Cochran Potomac Polo Club with a score of 6-5. **The event raised over \$290,000 to support Family House’s affordable lodging for patients and caregivers.** ●





# UNDER ONE ROOF

The Campaign for Family House

More than 96% committed toward \$16 million goal!

Support from the donor community for Family House’s *Under One Roof* campaign continued over the past year. Among the commitments received was a leadership gift of \$1.2 million from Daniel G. and Carole L. Kamin. In recognition for their generosity, the entrance to Family House’s newly consolidated location will bear their names.

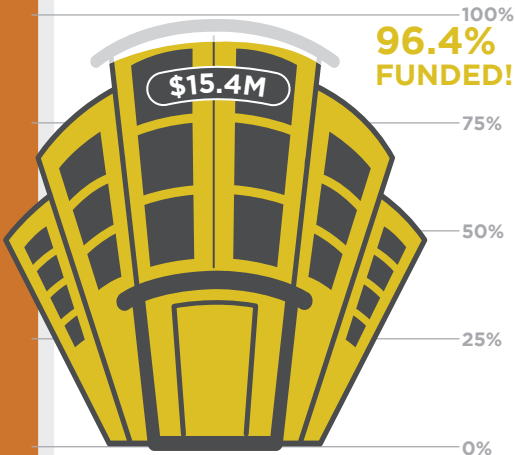
“How fortunate Family House is to be the recipient of this incredibly generous gift from the Kamins,” said Board member and Campaign Cabinet Chair Glen Feinberg. “The impact of Dan and Carole’s investment will benefit the organization and the thousands of families we annually serve long into the future.”

With the Kamins’ gift, the campaign has thus far secured gift commitments totaling more than \$15.4 million.

This once-in-a-lifetime campaign kicked off in earnest two years ago, with the ultimate goal of funding the organization’s financial sustainability and improving operational efficiencies. It was months later that the serendipitous sale of the Shadyside Courtyard by Marriott came into play. This part of the equation brought the ultimate goal to a tangible reality with the help of friends in the community who provided Family House leadership with guidance as we traversed the complexities that come with the purchase and renovation of corporate real estate.

“The support Family House has received thus far for this historic campaign is truly humbling,” Cabinet Chair Feinberg continued. “In the coming weeks and months, we will reach out to all of those in our broader community of support and invite them to join our expanding list of donors and help us reach our goal.”

Visitors to the “new” Family House have admired the many spaces and areas where our generous community of donors are recognized for their support – including the Hawk Ridgeview Foundation 6<sup>th</sup> Floor, the Phillips Charitable Foundation Foyer, Dr. Eugene and Barbara Myers Reading Area, and many others. To learn more about naming opportunities or to see these lovely named spaces and learn more about how they were carefully designed to ensure that our facility remains a comfortable “home away from home” for all that come through our doors, please email Christopher J. Bell at [cbell@familyhouse.org](mailto:cbell@familyhouse.org).



For more information and to make a gift to *Under One Roof*, visit [familyhouse.org/oneroof](http://familyhouse.org/oneroof) or email [development@familyhouse.org](mailto:development@familyhouse.org).



## Polo Eve Celebration

On Friday, September 8, Family House welcomed over 100 friends, supporters, and stakeholders to the Hartwood Acres Mansion for a cocktail reception to officially kick off our 40<sup>th</sup> anniversary year. Founder and Family House Board of Directors Permanent Vice Chair Joel Ettinger and Founding Executive Director Mary Lou McLaughlin led a program that reflected upon Family House's past and brought the organization together to look ahead to the future. ●



## Proclamations

On September 27, 1983, Family House Pittsburgh was founded by a small group of dedicated community leaders and physicians. 40 years later, we have welcomed tens of thousands of patients and families from all corners of the globe. In celebration of this incredible achievement, we have received two wonderful accolades: The City of Pittsburgh issued a proclamation naming September 27, 2023 as "Family House 40<sup>th</sup> Anniversary Celebration Day" and Pittsburgh City Council passed a resolution naming the day as "Family House Day" in the City of Pittsburgh. ●



Cheers to  
**40**  
years!

## Founding Day

To celebrate "Family House Day" on September 27, we partnered with MSA, The Safety Company to host a special dinner for our guests to celebrate the 40<sup>th</sup> anniversary of our founding. MSA has a deep commitment to Family House, and was named the 2023 *Arlene Lhormer Volunteer Recognition Award* recipient for outstanding volunteerism at Family House. ●



The celebration continues...

Follow along via our social channels at **#FamilyHouse40**



Coming soon... a new website! Check back to [familyhouse.org](http://familyhouse.org) often to see the new site.

## Holiday Wish List

Help us support families this holiday season:

- Winter Wear (hats, gloves)
- Hygiene Products
- Lotion
- Blankets
- Assorted Activity Books

For more needed items, please visit our Amazon Wish List:



Deliver donations to:

Shelby Glentzer  
Family House  
5308 Liberty Avenue  
Pittsburgh, PA 15224

## Bring the holiday spirit to Family House!

Please consider warming the hearts of our guests with a homemade meal. Contact [sglentzer@familyhouse.org](mailto:sglentzer@familyhouse.org) to learn more about how you can provide dinner or baked good for guests to brighten their stay.





# FAMILY HOUSE

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## TO GIVE

- > Online at: [familyhouse.org/support](http://familyhouse.org/support)
- > By phone: 412-647-5893
- > Designate Family House through your workplace:  
United Way: #859

## TO VOLUNTEER

- > Email us at: [volunteer@familyhouse.org](mailto:volunteer@familyhouse.org)
- > By phone: 412-647-4917

## TO BOOK YOUR STAY

- > Visit us online: [familyhouse.org](http://familyhouse.org)
- > By phone: 412-647-7777

## TO CONNECT

  @FamilyHousePGH



Thank you for supporting Family House!  
**YOUR HOME AWAY FROM HOME**

FALL 2023  
**NEWSLETTER**

**TUESDAY,  
NOVEMBER 28**

Join us on this annual  
celebration of generosity!

Support Family House on this  
global day to do good.

Family House relies on a community  
of supporters to ensure its room  
rates remain affordable and its  
doors stay open to those who need  
us most. **Loyal donors like YOU**  
**make this mission possible!**

Pittsburgh Magazine's  
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**GBU Life**

**SAVE THE DATE!**

