



HOSPITAL HOSPITALITY HOUSE

Treating guests like family since 1984

ANNUAL REPORT

FY 2011

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Fall 2011

Dear Friends and Supporters:

It has been observed that everyone you meet is either exiting from a crisis in their life, in the middle of one, or about to have one. Our personal circumstances can change in an instant and when they do, especially where health is the concern, the stress of meeting the ensuing challenges can be dramatic.

The challenges become even greater when the required medical care is not readily available and distance becomes an issue – another city, another state and yes, even another country. For those people – 7,000 of them each year – the Hospital Hospitality House and its staff become their support system.

HHH has been the clean, comfortable and compassionate safe haven for those in medical crisis since 1984. Over the years the dedicated HHH staff, volunteers, Board and supporters such as you have created and sustained this refuge, a place where people who are experiencing the stress of a medical crisis can help one another. At the end of a long day at a hospital, it becomes home.

The Hospital Hospitality House staff consider themselves fortunate to be able to provide that environment for our guests. But you and your donations of time, talent and treasure make it possible for them to make a huge difference in the lives of so many people. On behalf of the staff of the House, to whom this year's Annual Report is dedicated, we thank you for your generosity and caring concern for those who need the services of HHH.

Best regards,

Babs Jackson

Babs Jackson
President/CEO

612 East Marshall Street
Richmond, Virginia 23219

ph ▲ 804.828.6901
fax ▲ 804.828.6913
email ▲ info@hhhrichmond.org



Bobby Whitten
Board Chair

IN HONOR OF HOSPITAL HOSPITALITY HOUSE STAFF

The success of any organization rests on its staff. One of the things that makes the Hospital Hospitality House such a wonderful place are the men and women dedicated to the mission of the House and to caring for and about those who stay with us.

HHH is a 24/7, 365-day a year facility operating with a total of just 22 full time and 8 part-time staff. Each of these dedicated employees help make HHH the best facility of its kind, and certainly one of the best not-for-profit organizations anywhere. Extremely low staff turnover makes for a cohesive unit. In fact, 12 of the 30 individuals who work at HHH have been with the organization more than 10 years. It is a pleasure to feature these employees who work so tirelessly for the guests we serve.

When HHH bought the facility at 7th and Marshall Streets in 1994, three of the then hotel employees stayed on and have been with HHH ever since.

Jasper (Shorty) McLean is the Maintenance Supervisor and live-in Resident Manager. He always has a warm smile and a helping hand for guests and fellow staff members. It is Shorty's dedication to the House that keeps everything running smoothly, whether the boilers in the winter time or the air conditioning in the summer. After so many years, Shorty knows where every screw and wire is located, and how to make sure everything works properly. And because he lives in the building, he is available to help out in emergency situations and also serves as the second staff person in the building during the overnight hours.



According to Shorty, *“It is an honor to be a part of this great organization.”*

Todd Ligon works with Shorty in the Maintenance Department, ably handling a multitude of activities from painting to deliveries. Todd's quiet personality and easy going nature make him a natural for working around stressed guests. He is always willing to lend a hand for events, routine maintenance and other special projects.



Todd says *“Hospitality House is a great place to work,”* about his tenure at HHH.

Roy Starkes has worked the front desk on the 11:30 PM to 7:30 AM shift since he also began with HHH in 1994. Numerous guests have told us over the years that Roy is always willing to talk with them when they come to the lobby in the middle of the night. In the overnight hours, when stress keeps people awake, guests know that a friendly face and a listening ear are available to them. Each morning Roy updates our Zeigler Day sign on the front of the building, making sure that the individual or group honored that day is properly displayed.



While not quite as tenured as these three, each of the following staff members have been with HHH for many years. In order of their employment dates, they are:

Josephine Dugger began working the Front Desk on August 1, 1995 as a part time employee. With so many years of experience, Josie has become a master at sizing people up at first introduction. She is calm, unflappable, and always willing to go out of her way to help our guests, even during the late evening hours when she typically works. For many of the past years, Josie's employment at HHH was her second job. Now, however, she is a full time employee and is wonderfully flexible in working days, evenings or overnight as the needs dictate.



Josie has stayed at HHH because *“It is a privilege to be part of such a wonderful organization. I came to the Hospitality House seeking a part-time evening position, but found a lot more. Here, I’ve learned the true meaning of compassion, respect and hope for each other.”*

LaTonya Lancaster came to HHH on March 9, 1998 as a Front Desk employee. Over the years she was promoted to Assistant to the Director, then Front Desk Supervisor, and is now the HHH Office Manager. Tonya's extraordinary people skills are put to good use as she supervises the front desk, keeps all daily income balanced, serves as liaison with the HHH Board, and in conjunction with the Facilities Manager, works on a multitude of guest issues. She also fixes guests door locks, keeps the front desk computer system running smoothly, and generally manages all details of the “back office”.



Tonya feels *“It’s a privilege to be part of such an amazing team of people, all of whom believe in fulfilling the mission of HHH. While no two days at HHH are the same, each is equally as gratifying knowing that we have assisted our guests in the healing process.”*

Shawn Walker began work as the HHH Finance Manager on July 20, 1998. Gradually assuming more and greater responsibility, Shawn is now the Chief Financial Officer for the House. She not only keeps accurate and complete track of all HHH financial records, she also manages all human resource matters, insurance, and numerous other records and transactions. Early in July each year, the HHH external auditors use the House as their first audit of the year end, thanks to Shawn's diligent and timely work.



She says about HHH *"It is very rewarding to work for an organization that impacts the lives of so many families. The House is a well run, transparent organization with an active and engaged Board of Directors. We meet or exceed all 20 BBB Standards for Charity Accountability and are careful to spend donated funds prudently in support of our mission. I believe a charity's willingness to be open and disclose financial and program outcomes increases public confidence and in our case the support necessary to provide a critical service that greatly enhances medical outcomes. I am very proud to be a part of the Hospital Hospitality House family."*

Shirley Baldwin has been a member of the Housekeeping staff since August 21, 1998. She is one of the small group of men and women who keep the House clean, fresh and comfortable for our guests. Shirley is a part of everyday life for those who stay with us, often working in the linen exchange making sure that guests can get fresh sheets and towels whenever they need them.



"I have enjoyed working at HHH for the past 13 years. I have also enjoyed meeting and getting to know people from different places," Shirley says about her years at HHH.

Carol Hill has been a full time front desk staffer since December 10, 1999, and she is also the HHH resident comedian. Her outgoing, bubbling personality makes her a favorite with staff and guests. Carol has the amazing ability to find humor in almost any situation and can entertain an audience for hours with her version of events of the day. She also approaches most situations calmly and rationally, making her an ideal person to handle the sometimes pressured evening times at the desk.



Carol believes in HHH because *"It allows me the privilege to be part of an organization whose mission of hospitality through respite, service and compassion reinforces my sense of community."*

Willie Perkins joined the staff at HHH as a Houseman on January 28, 2000. As part of the dedicated housekeeping team, he can frequently be seen around the House making sure that trashcans are empty, carpets are cleaned, and any other of a multitude of tasks involved in keeping HHH in top condition. He is always friendly with guests and visitors, welcoming them as he would into his own home.

For Willie, HHH means *“meeting new people and learning different cultures, but most of all working with good friends.”*



Babs Jackson became President/CEO of HHH on July 10, 2000. Since coming to her position, she sees her primary function as providing backup and support for the remarkable group of people who work at the House. She has overseen the number of guests served daily grow from 50 to well over 150, and has worked to develop the reputation of the House in the Richmond community and beyond. Babs is proud of the working partnerships with MCVH, the Veteran’s Hospital, World Pediatric Project and other referring sources.



Babs says of her tenure at HHH, *“It would be impossible to find a more dedicated, competent group of people with whom to work. Everyone at HHH, whether staff, Board or volunteers, cares so deeply about our mission, our guests and each other. I am truly proud to be associated with this fine, unique organization, and to know that we have helped thousands of people over the years. Although the outcome is not always what people hope for, we strive to make their stay as comfortable and stress-free as possible while they are here.”*

Debbie Cox was a hotel employee when HHH bought the hotel in 1994. She worked at the House for several years, left for a period of time, then on August 28, 2000, returned to the position of Housekeeping Supervisor. She makes certain that the House sparkles. Visitors frequently comment on the cleanliness of the House, a tribute to Debbie and her small but mighty team who make sure it is always sparkling. In addition to her professional skills, Debbie is a talented musician, and can sometimes be heard “rocking” the piano in the guest dining room.



Debbie came back to HHH *“to continue to be part of a great team. I love it at the end of a day’s work to know that I have helped someone in need. It boosts your self esteem to know that for eight hours you have given your all and a guest may say to you ‘This place is a God send.’ Who would have thought that this need was so great. My co-workers are awesome. I think when the CEO runs a business with great expectations, foresight and respect that the employees see this as a place with job security. I just love this place.”*

Sean Bates was hired as a part time front desk staff member on March 9, 2001 while he was in graduate school. He had previously worked at HHH as a Resident Manager, so his tenure at the front desk was a return to the House. Since his graduation with a Masters Degree, Sean has been employed at VCU School of Pharmacy as a Director of Post Graduate Education, although he continues to work part-time at HHH. Staff tease him that he continues to work at the House so that he can keep his parking place in the HHH garage, but Sean says he stays because:



“The mission of the House is to help others in need; we have the unique opportunity to assist families in crisis and helping them deal with difficult situations, we often serve as that smiling face or someone to listen to their concerns.”

In addition to these dedicated 10 year plus employees, HHH is managed and maintained by all its other fine, competent and caring employees:

Twyla Booker, Front Desk (part-time) – 9.5 years
Ethel Gee, Housekeeper – 9 years
Valerie Liggins, Social Worker (part-time) – 9 years
Shiree Buffaloe, Housekeeper – 7.5 years
Regina Williams, Front Desk - 7.5 years
Debra de Haas, Annual Fund/Grants Manager – 7 years
Wyketta Smith, Front Desk (part-time) – 7 years
Glenn Gornto, Operations Manager – 6.5 years
Sashawn Green, Housekeeper – 6.5 years
Lacheacia Caine, Front Desk (part-time) – 5.5 years
Zaheerah Al-Baiyina, Hospital Liaison – 4 years
Latasha Robinson, Front Desk (part-time) – 4 years
Vanessa Jackson, Housekeeper – 3.5 years
Sheran Goodman, Social Worker (part-time) – 3 years
Katie DeMaio, Manager of Volunteers – 2.5 years
Mary Maupai, Development Director – 1.5 years

It is with considerable pride that we salute the staff of the Hospital Hospitality House.



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The Honor Roll of Donors is for gifts made from July 1, 2010 through June 30, 2011. Every effort has been made to insure the accuracy of this list.
Please contact the Development office at 828-6901 X 425 with any changes or corrections.



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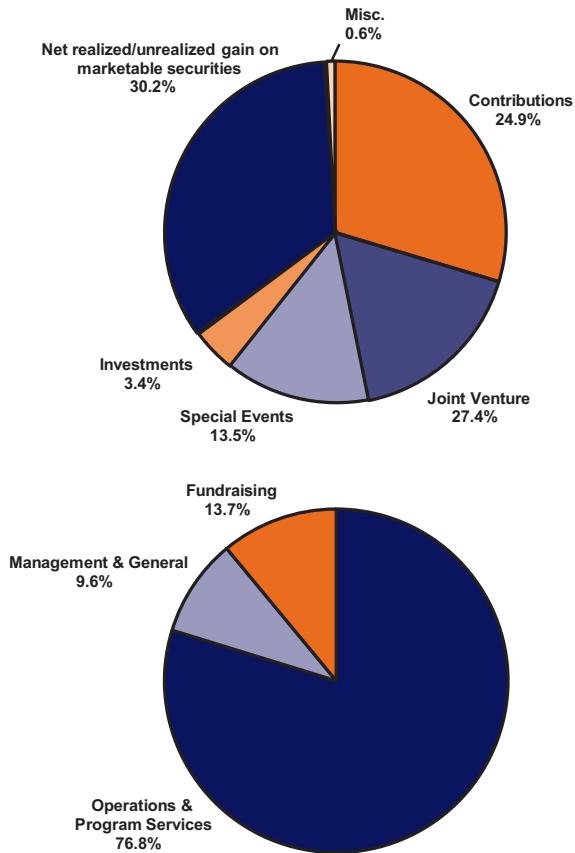


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2010-2011

Financial Statement Highlights*

Financial Statements



Net Assets:

Endowment:

Board designated	1,131,000.00
Donor restricted	1,033,693.00
Investment gain on Endowment restricted funds	434,065.00
Total Endowment net assets	\$ 2,598,758.00

Operating:

Unrestricted	3,062,136.00
Unrestricted Property & Equipment, net	2,978,710.00
Temporarily restricted	83,396.00
Total net assets	\$ 8,723,000.00

* A Certified audit and 990 information return are available at www.hhrichmond.org



VISION

Hospital Hospitality House will provide appropriate accommodations and support services to facilitate the treatment and recovery of our referred families who are in the region receiving medical services.

MISSION

To be the premier area provider of lodging and non-medical services that promote the healing process in a caring, emotionally supportive, home-like environment. To serve referred families with dignity and integrity and without regard to financial resources.

VALUES

Commitment from our Board, staff and volunteers to HHH mission is demonstrated through our values.

- *Excellence* is the hallmark of our business.
- *Personal responsibility* characterizes all actions.
- *Financial accountability* demonstrates respect for our donors.
- *Courtesy* and *mutual respect* are the foundation of our relationships.
- *Teamwork* exemplifies our approach to service.



HOSPITAL HOSPITALITY HOUSE

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