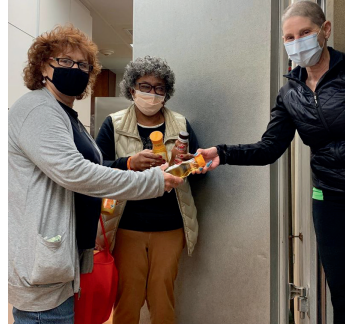


The more things change...

The STRONGER we are



2020 | ANNUAL REPORT

Dear FRIENDS

Well, what a year it's been . . . a whirlwind to say the least! This time last year, we were busy welcoming hundreds of guests and were well on our way to a record year of service to the many children and adults who depend on our program for access to health care. We were also busy preparing for the 11th Annual SAVOR, one of our most treasured and successful fundraisers, all while balancing the usual assortment of housekeeping and maintenance projects, outreach, grant writing, construction of new extended stay suites, and many more initiatives that bring comfort to our guests.

The year progressed as usual, and then came the COVID-19 pandemic. While many places had to close their doors because of the pandemic, The Doorways remained fully operational serving the critical needs of some of the most vulnerable and fragile patients and their loved ones. Whether in the midst of cancer treatments, a liver transplant or dealing with a child in the Neonatal ICU, these patients and their family members had no choice but to be in or near the hospital, far from their own homes while much of the world quarantined.

We'd be remiss if we didn't give a special shout out to our staff and the amazing way they responded to the pandemic. Their teamwork, dedication and sacrifice to ensure the safety of our guests, staff and visitors was, and continues to be, incredibly heartwarming. In addition, we were extremely fortunate to be supported by countless individuals, organizations and other non-profits who provided in-kind donations, meals and financial gifts to help keep our program running during this time. We will never forget their extraordinary generosity and relentless focus on providing care for those among us who are in great need.

As it has for the past 36 years, our mission focuses on removing significant barriers to service for the medically underserved and financially disadvantaged, as well as for those who are simply unable to access the care they need in their own communities. Your support plays a significant role in advancing health equity and ensuring that everyone has a fair and just opportunity to be as healthy as possible.

Thank you for your continued support and thank you for entrusting the care of thousands of families to The Doorways.

Stacy *Brinkley*



Stacy Brinkley
President & CEO



Brett Mutnick
Board Chair

The year progressed as usual, and then came the COVID-19 pandemic. While many places had to close their doors because of the pandemic, The Doorways remained fully operational serving the critical needs of some of the most vulnerable and fragile patients and their loved ones.

Hospital and Treatment PARTNERS

Our mission would not be possible without the support and partnership of the following Richmond-area hospitals, treatment centers and nonprofit programs who refer those in need to our facility and entrust us in the care of their patients. Together, we facilitate health care access and healthier recoveries for thousands of people.

- VCU Health
- Hunter Holmes McGuire Veterans Affairs Medical Center
- Massey Cancer Center (VCU Health)
- Children's Hospital of Richmond (VCU Health)
- Sheltering Arms Rehabilitation Hospital
- Virginia Treatment Center for Children (VCU Health)
- Retreat Hospital
- World Pediatric Project
- Veritas Collaborative

We also partner with Fisher House to lodge their guests as needed.

“My sibling and I, and my niece, stayed at The Doorways while two of our family members were in the critical care unit from a car accident. Was truly impressed by how nice the people were that ran the place and stay there. Will definitely be donating to this organization.”

Our Mission

The Doorways' mission is to provide lodging and support for patients and their loved ones who need to be close to the hospital but not far from the feeling of home.

The Doorways

The Doorways is a private, non-profit 501(c)(3) organization operating in a 117-room former hotel. We were originally founded in 1984 as Hospital Hospitality House of Richmond, a small, nonprofit medical lodging program designed to serve family members of patients in hospitals in downtown Richmond. Today, we are one of the largest hospital hospitality house in the country, annually providing more than 50,000 nights of lodging to approximately 10,000 individuals.

We are STRONGER Because of YOU

Many lives were changed, improved and saved, and many communities were made stronger because of you. Here are a few highlights of fiscal year 2020 and what you helped us accomplish.

More Extended Stay Suites

We added 5 extended stay suites for our long-term guests, many of whom stay at The Doorways for 6 months or more. These new rooms make it possible for long-term guests to incorporate the activities of daily living into their recoveries, and minimize contact with others, which is critical for those whose immune systems are compromised because of the type of treatment they are receiving. All 6 of our extended stay suites have been occupied since we opened them.



More than **50%** of our stays are for 1 month or longer.

More Nights of Lodging

The number of nights of lodging we provided continued its upward climb to a record 54,310 nights, a 6% increase over last year's nights. In addition, the average length of stay increased from 6 nights to 7 nights. This is significant, considering our guest census was greatly impacted by the COVID-19 pandemic which created a sharp decline in the number of guests we served during March, April and May. By June, our guest census was beginning to return to normal.



45% of our guests were patients receiving outpatient treatment for serious medical conditions such as bone marrow transplants.

More Care for the Greatest in Need

People and organizations everywhere are recognizing how widespread health inequities have become in our communities, and health care access is one of the leading causes, especially among individuals who have been pushed to the margins of society and are without health-promoting resources. As in years past, our program provided health care access to the most medically underserved and financially disadvantaged individuals, many of whom were veterans and veteran family members.



Last year, veterans and their loved ones receiving heart and liver transplants accounted for **4,611** nights of lodging.

More Donors

Last but not least, we were so pleased to welcome so many new supporters to The Doorways' family. From individuals, corporations, foundations and more, we saw hundreds of new donors this year. This was especially significant since - because of the pandemic - we had to cancel or postpone some of our key fundraising events that would have contributed to our bottom line. A special shout out to those of you who helped spread the word about our mission and our need! Thank you!

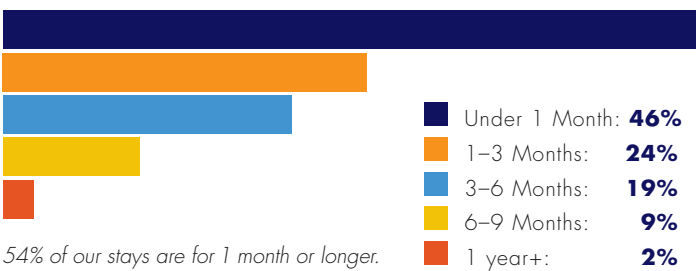
Nights of lodging by AREA OF CARE

Cancer (Including Bone Marrow Transplants)	13,207	24%
Organ Transplants (Heart, Liver, Kidney and Pancreas)	9,854	18%
Cardiology and Cardiac Surgery	6,442	12%
Acute Care, Emergency and Trauma Care	4,887	9%
Neurology/Neuroscience/Neurosurgery	4,407	8%
General Medicine/Surgery	4,038	7%
Neonatal/Neonatal ICU	3,847	7%
All Other (e.g., Oral Surgery, Ophthalmology, Psychiatry)	2,408	4%
Pulmonary/Respiratory	1,798	3%
Pediatrics (General, Cardiology, Cancer and ICU)	1,741	3%
Orthopedics, Physical Therapy and Rehabilitation	1,094	2%
Burn Unit	587	1%
Total	54,310	

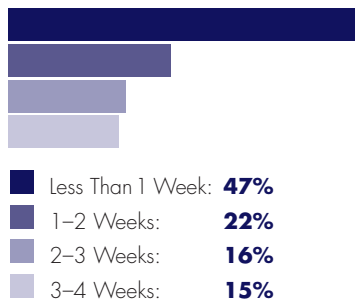


Total nights of lodging increased by **6%**

Nights of lodging by LENGTH OF STAY



Lodging Under 1 Month



54,310
TOTAL NIGHTS OF LODGING PROVIDED



7,646
INDIVIDUALS SERVED



162,930
FREE MEALS



500
VOLUNTEERS PROVIDING 6,584 HOURS OF SERVICE.

A second home for thousands in need IN VIRGINIA AND BEYOND

Every year, thousands of families travel to Richmond, Virginia seeking primary, critical, and specialized care. The Doorways makes it possible for these families to have a safe and comfortable healing environment during their stay.

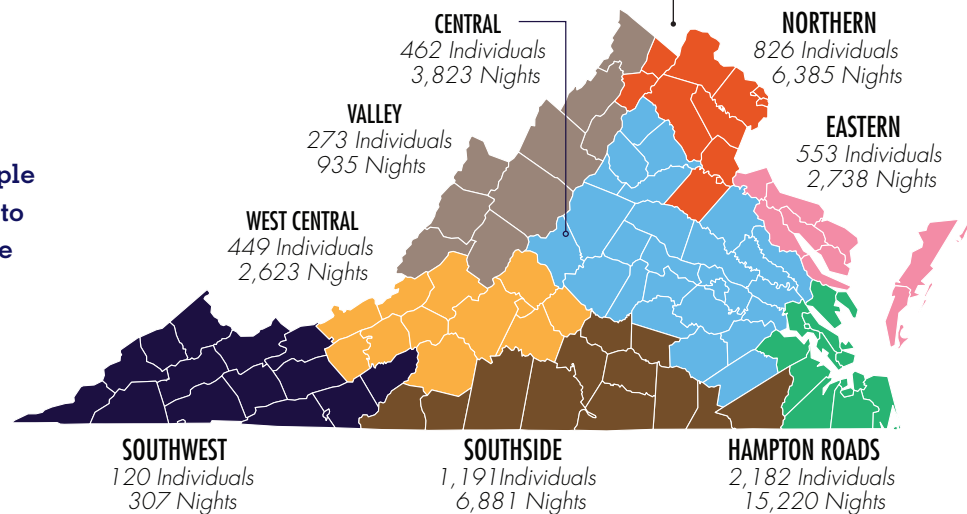
Individuals Served BY AGE

- Newborns/Children/Teens (< age 18): 5%
- Seniors (age 65+): 25%
- All Other Adults (age 18–64): 70%



Individuals Served BY LOCATION

- Virginia 79%
- Other U.S. States 20%
- Other Countries 1%



“ This place is a life saver. Just like a home. Wonderful staff and quite comfortable. Recommended for people who don’t live in Virginia and have to be close to loved ones who are in the hospital. You are not turned away if you don’t have the money.

Megan’s JOURNEY

When we met with 21-year-old Megan Compton she was wearing her “favorite shirt”, one with a yellow sunflower and writing that said “Create your own sunshine”. After hearing her story, it would be hard to find someone else who personifies those words better than Megan. She is lively and friendly and so genuinely sweet. Despite all that, the first word that Megan used to describe herself was strong. The last few years, and especially the last few months, have put that strength to the test.

When Megan was only 16, doctors discovered she had cirrhosis of the liver due to autoimmune hepatitis. As a result, she was referred to VCU Health, seven hours away from her home, and put on a liver transplant list. On February 13, 2020, after four long years of waiting and enduring many complications from her condition, she finally received the good news that a compatible liver was available. This was just weeks before the COVID-19 pandemic caused hospitals around the world to cancel or postpone elective surgeries. In other words, Megan got in just in time.

The COVID-19 pandemic made leaving home to live in a city scary for Megan and her family. They didn’t know what to expect when they got to Richmond, where they would stay for the many weeks that Megan would need to be near the hospital, or how they would take care of their basic needs, like food. What they ended up finding was The Doorways and a community that, along with her faith, has helped see Megan through this tough time.

Megan made many friends during her stay at The Doorways. Seeing other people progress through their transplant recovery gave her hope and motivation to get through her own. Together, they shared stories and words of encouragement. According to Megan, The Doorways provided exactly what she needed – a safe environment full of caring and generous individuals that support each other even in the toughest of times. We are honored to have been part of Megan’s journey and to have received some of her sunshine.



FOUNDING MEMBERS

Mrs. Hester E. Abbott*
Mrs. Dolly Hintz
Mrs. Jacqueline W. Nichols
Dr. Mary Elizabeth Agnes Duguid Still*

LEGACY SOCIETY

Thank you to these individuals and organizations for making a planned gift to The Doorways.

Ms. Marika L. Byrd
Ms. Myra Clements
James R. and Rowena F. Dillenger Trust
Gerald A. Duff*
Linda and Earl *Ferguson
Martin L. Giles*
Ms. Naomi Motine Hall
Ruth Zich Hill*
Marie Krafft Kelleher*
Ellen Schwarzschild Kreuter
Mr. George Moltz*
Mary D. and Gerald Morgan, Jr.*
Mary Temple Murrill Trust
Ellen K. and Richard J. November
Anne W. Taylor Residuary Trust*
Charles G. Thalhimer*
Jean Murdock Thurman
Betty D. Washington*
Martha Wilkinson*
Lynn R. Wolf*

* deceased

PARTNERS IN GENEROSITY | July 1, 2019 – June 30, 2020

Keystone \$10,000+

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Elis Olsson Memorial Foundation
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Virginia Commonwealth Bank
Wawa Foundation

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Anonymous
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Atlantic Constructors, Inc.
Bagby Electric
Melissa and Jonathan Ball

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Richmond Young Professionals Kiwanis Club
Roof Systems of Virginia, Inc.

PARTNERS IN GENEROSITY | July 1, 2019 – June 30, 2020

(Cornerstone Continued)

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TowneBank Richmond
TowneBank Richmond Foundation
Transact Capital
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UDig
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Virginia Credit Union
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Janet Brown
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The Murray Family Charitable Fund
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New Zion Baptist Church
Ms. Gloria E. Nottingham

PARTNERS IN GENEROSITY | July 1, 2019 – June 30, 2020

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PARTNERS IN GENEROSITY | July 1, 2019 – June 30, 2020

(Foundation Continued)

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Woman's Club of Powhatan
Mr. John Woodson
Ms. Cynthia A. Woody
Mr. and Mrs. Lewis W. Wright Jr.

MATCHING GIFT COMPANIES

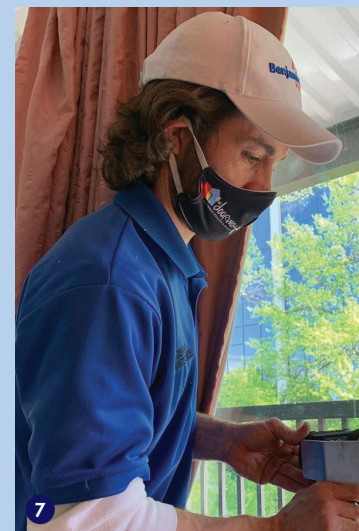
AbbVie
AK Steel
Capital One
CarMax Foundation
Dominion Energy
Mobil Retiree
Mutual Assurance Society of Virginia
Pfizer
Recurrent Energy
Virginia Credit Union

WORKPLACE GIVING DONORS

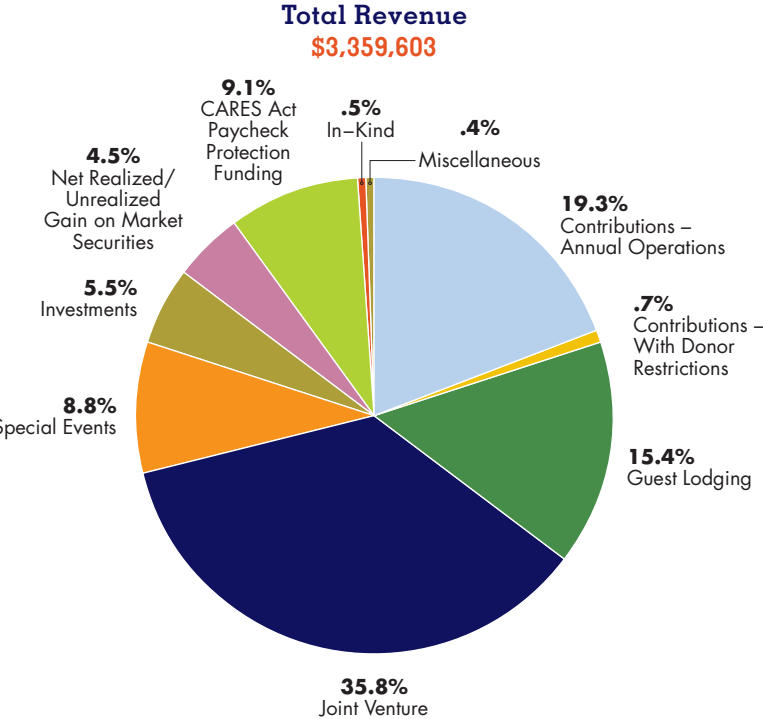
Commonwealth of Virginia Campaign
Combined Federal Campaign
Rappahannock United Way
United Way of South Hampton Roads
United Way of Virginia Peninsula
United Way Services

We also thank any donors who gave at levels not listed and those who provided in-kind goods and services to The Doorways. Donations listed here were provided between July 1, 2019 and June 30, 2020. Care has been taken to ensure the accuracy of this list. However, should there be an omission or error, we express our sincere regret and ask that you bring it to our attention by calling 804-828-6901, Ext 108.

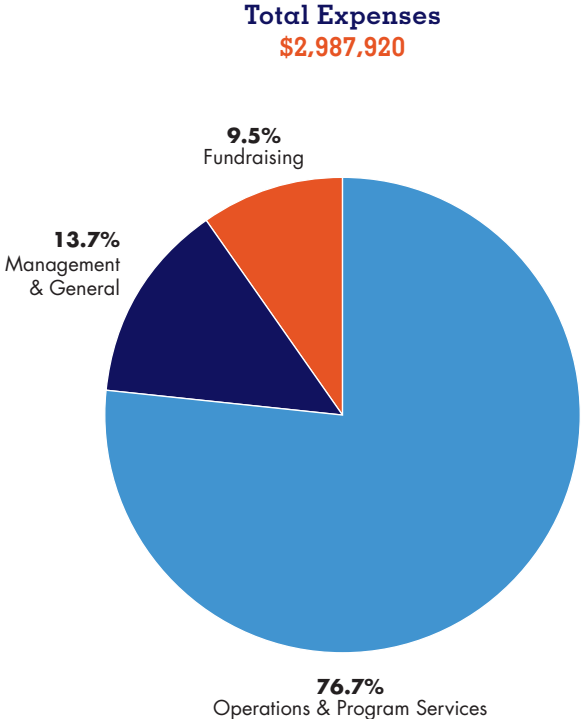
DOOR FRAMES | SNAPSHOTS FROM OUR YEAR



1. Featured family guests at SAVOR 2. New van (donated by Virginia Premier) for "Food Runs" to local grocers 3. SAVOR auction time 4. Guests enjoying a meal from the kitchen 5. Check presentation from Dominion Energy Diversity Council 6. Fun times at Gilbane Restaurant Walk 7. Maintenance team member working on room enhancements 8. Check presentation at Gilbane Restaurant Walk 9. Thanksgiving dinner volunteers 10. Supply delivery from Alpha Kappa Alpha sorority



“Incredible only begins to describe the staff, the facility and the volunteers who regularly bring in bag lunches and hot meals for families and patients. Clean rooms, a multi-station kitchen, massive library, Wi-Fi and spacious TV/movie lounge. Bless you all.



Revenues and Support		
Contributions – Annual Operations	\$649,634	19.3%
Contributions – With Donor Restrictions	25,026	0.7%
Guest Lodging	518,158	15.4%
Joint Venture	1,201,733	35.8%
Special Events	295,398	8.8%
Investments	183,113	5.5%
Net Realized/Unrealized Gain on Market Securities	151,242	4.5%
CARES Act Paycheck Protection Funding	304,600	9.1%
In-Kind	18,370	0.5%
Miscellaneous	12,329	0.4%
Total Revenues and Support	\$3,359,603	100%
Expenses		
Operations & Program Services	\$2,292,855	76.7%
Management & General	409,787	13.7%
Fundraising	285,278	9.5%
Total Expenses	2,987,920	100%
Net Assets		
Endowment:		
Board Designated	\$2,160,336	
Donor Designated	1,625,133	
Total Endowment Net Assets	\$3,785,469	
Operating:		
Unrestricted	\$7,189,405	
Unrestricted Property & Equipment, Net	5,369,220	
Temporary Restricted – Annual Fund Pledges	23,000	
Temporary Restricted – Capital Gifts and Pledges	66,532	
Total Operating Net Assets	\$12,648,157	
Total Net Assets	\$16,433,626	

* A certified audit and form 990 return information are available at www.thedoorways.org

“I was very, very grateful that the place existed. So often a surprise hospital stay can really put the squeeze on the loved ones of the patient. I was extremely impressed with how nice and caring the staff was . . . Many thanks to The Doorways and it’s staff. My trip was already stressful enough with my dad having major surgery and being able to stay close in case of emergency and pay a reasonable price was a blessing.

“Absolutely wonderful non-profit that allows people from out of town to stay for little to no cost if they need to go to the hospital. The staff is amazing, the rooms are clean, and the kitchens are fantastic.

THE DOORWAYS 2019–2020 GOVERNING BODY

Officers

Brett Mutnick

Chair

Blair Nelsen

Chair-Elect

Melissa Ball

Immediate Past Chair

Susan Frank

Treasurer

Leslie Flanary

Secretary

Stacy Brinkley

President & CEO

Directors

Joyce Burgess

Maureen Denlea

Richard Dickinson

Oscarlyn Elder

Earl Ferguson

Marsha Ginther

Kathy Graziano

Randal Greene

Jim Jollay

Kevin King

Fred Moore

Jaime Pickett

Cathy Plotkin

Vickie Snead

Rebekah Stewart

Tom Tichenor

Penny Trentham

Charlie Whitaker

Bobby Whitten

Matt Williams

Steve Zacharias

Thank you to our 2019–2020 Board Members!

The Doorways adheres to best practices as a nonprofit organization and as a medical lodging partner to local hospitals. We are a fully accredited 501(c)(3) organization with an outstanding philanthropic record, including recognition as a Better Business Bureau accredited charity; a four-star rating with Charity Navigator; and a platinum-level rating with GuideStar.

The longevity of our organization, our dedicated board members, staff and volunteers, and our loyal, diversified support base contribute to the success of our programs and work together to facilitate healthier recoveries for thousands of people.

There are many ways to support our mission. To learn more, visit TheDoorways.org.



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