



2023 | ANNUAL REPORT



**We believe in generosity.**

**Dear Friends,**

**W**e are delighted to share our 2023 Annual Report with our sincere gratitude. Thanks to your support, we had another successful and impactful year providing a home away from home for more than 10,000 people from all over Virginia, and beyond. Ten thousand guests who traveled to Richmond, Virginia – some for the very first time – to seek essential medical care. Their journeys are often difficult, but here they find a comfortable and welcoming place to stay after a long day at the hospital; a place to rest and recuperate.

Guests are frequently surprised to find a host of additional amenities including a fully stocked kitchen with an abundance of food donated by individuals and local businesses, hot meals served by some of our hundreds of volunteers, music played in the dining room by talented volunteers, and social workers onsite to assist in navigating challenges far from home. All of these amenities are in place to ensure our guests feel the support of their community – a community that includes inspiring people like you.

We believe in generosity.

Generosity that can be seen in countless ways every day at The Doorways. If you have ever wondered whether your gifts of time, talent, and treasure make a difference within our doors, you need only to visit, observe, and hear from our grateful guests. It is our privilege to be able to witness our mission in action each and every day, 365 days a year. On behalf of all those we serve, we thank you for choosing to support the mission of The Doorways.

With gratitude,

*Stacy*      *Randal*



**Stacy Brinkley**  
President & CEO



**Randal Greene**  
Board Chair



## OUR MANTRA

We believe in generosity.

We believe in the simple truth that everyone needs help eventually.

We believe that it's our joy in life to improve the lives of others.

We believe in the human spirit, the stubborn oh-yes-I-will determination that trumps any get-well-soon card.

We believe in being there until we're not needed instead of leaving when we get tired.

We are absolutely certain that we can love people we don't know.

We regret that we have only one life to spend in the service of others.

We believe life is meant to be shared.

We refuse to turn anyone away.

We are continually impressed by the people of Richmond.

We think Southern hospitality is a universal life skill,  
not a regional curiosity.

And when there's nothing more we can do, we'll do more.

Give more. Love more.

We are The Doorways. Between healing and home.



We believe in the simple truth that everyone needs help eventually.

## Hospitals and Treatment Partners

Our mission can only be accomplished with the partnership and ongoing support of the following Richmond area hospitals, treatment centers, and nonprofit programs who refer those in need to The Doorways. In turn, they rely on us to provide their patients and caregivers with the comforts of home. Together, we facilitate healthcare access and healthier recoveries for thousands of people.

- VCU Health
- Children's Hospital of Richmond (VCU Health)
- Massey Cancer Center (VCU Health)
- Virginia Treatment Center for Children (VCU Health)
- Central Virginia VA Health Care System
- Sheltering Arms Institute: A Collaboration with VCU Health
- Sheltering Arms Rehabilitation Centers
- World Pediatric Project

“The Doorways’ staff shows up everyday with so much love and understanding to lessen the stress and burden a person or family is going through.”



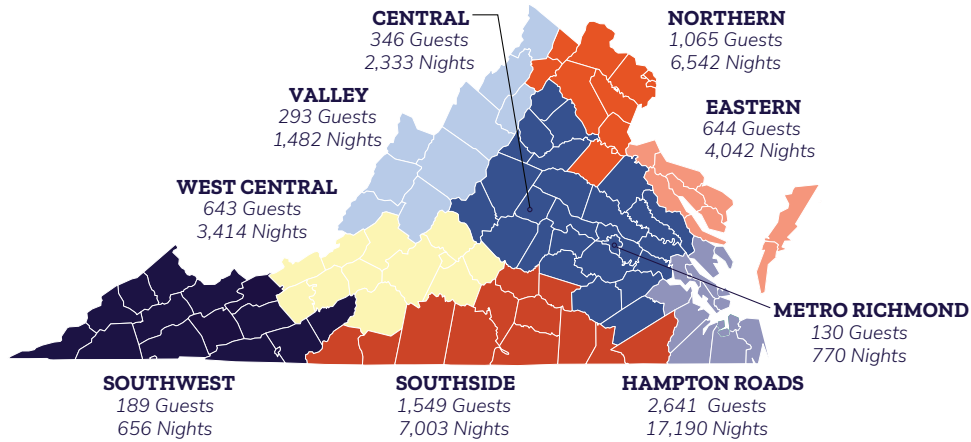
The Doorways is an independent, non-profit 501(c)(3) organization operating in a 117-room former hotel. We were originally founded in 1983 as the Hospital Hospitality House of Richmond, a small, nonprofit medical lodging program designed to serve family members of patients in the hospitals in downtown Richmond. Today, we are one of the largest donation-funded hospital hospitality houses in the country, annually providing more than 60,000 nights of lodging to more than 10,000 individuals.

The Doorways is committed to reducing disparities and obstacles to healthcare access for the medically underserved, financially disadvantaged, and individuals facing difficulty obtaining necessary care within their communities.



We believe it's our joy in life to improve the lives of others.

### Our Service to Virginia Families



### 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.



### Individuals Served by location

Virginia.....74%  
Other U.S. States.....26%  
(+ 2 U.S. Territories!)

We believe in the human spirit, the stubborn oh-yes-I-will determination that trumps any get-well-soon card.

### Nights of lodging by area of care

Organ Transplants (Heart, Liver, Kidney, Lung, and Pancreas)	15,946	26%
Cancer (Including Bone Marrow Transplants)	15,329	25%
Acute, Emergency, and Trauma Care	4,913	8%
Cardiology and Cardiac Surgery	4,492	7%
Other (e.g., Gastroenterology, Ophthalmology, Psychiatry)	4,037	7%
Neurology/Neuroscience/Neurosurgery	3,589	6%
General Medicine/Surgery	3,423	5%
Pulmonary/Respiratory	2,955	5%
Pediatrics (General, Cardiology, Cancer, and ICU)	2,367	4%
Neonatal/Neonatal ICU	2,194	4%
Orthopedics, Physical Therapy, and Rehabilitation	1,253	2%
Burn Unit	718	1%
<b>Total</b>	<b>61,216</b>	



### Nights of lodging by length of stay



We believe in being there until we're not needed instead of leaving when we get tired.

### MISSION IN ACTION

- 🏠 34% of guests said they would not be able to access medical care without The Doorways.
- 🏠 89% of guests said staying at The Doorways had a positive impact on their emotional wellbeing.
- 🏠 85% of guests said staying at The Doorways helped their family avoid financial distress.
- 🏠 45% of guests said the cost savings from staying at The Doorways helped their family avoid eviction from, or foreclosure on, their home.

James knew it wouldn't be possible to drive back and forth from Roanoke, Virginia each day while supporting his wife, Sharon, through her liver transplant. Yet the cost of hotels in Richmond would be exorbitant for their two month stay. They had "no other option" until hearing about The Doorways, which became their "home away from home." James became a regular attendee of our Transplant Support Group while Sharon recuperated at VCU Health. He brought a very special guest who was welcomed with open arms at his last group meeting – his beloved wife, having just been discharged from Sheltering Arms Institute! For James, The Doorways goes beyond "having all the amenities you can think of and everyone going out of their way to help you," it meant "being with Sharon through all of this. I can't tell you how much it means to me."



**61,216**

TOTAL NIGHTS OF LODGING



**10,129**

INDIVIDUALS SERVED



We are absolutely certain that we can love people we don't know.

Mary arrived earlier than her coworkers for their volunteer shift with a specific purpose – to take a moment to relive her time as a guest here nearly 10 years ago while her husband received treatment at VCU Health for a rare blood disease.

Mary has held The Doorways close to her heart ever since – but never anticipated being able to flip the script and serve dinner to guests herself. But when her supervisor at C&F Bank became a Board Member of The Doorways and asked colleagues to volunteer with him, he didn't realize that this is where Mary stayed all those years ago. Coming back was extremely emotional for Mary, but she felt compelled to give back to a place that gave her so much. She recalls that staying at The Doorways felt “normal” and simple acts like borrowing books from the library or playing rounds of bingo in the evening were the “distractions [she] needed from the illness.”

For Mary, serving dinner to guests isn't just about remembering her time here with her husband, it's a way to honor the friendships she formed during her stay by now supporting current guests. As Mary would tell you, being involved with The Doorways is “more powerful than you can imagine” because our mission goes beyond just having a place to stay: it's a place where community lasts a lifetime thanks to the support of people like Mary, and like each of our donors.



For Mary, serving dinner to guests isn't just about remembering her time here with her husband, it's a way to honor the friendships she formed during her stay by now supporting current guests.

We regret that we only have one life to spend in the service of others.

The Doorways was founded in 1983 by a group of dedicated volunteers at the MCV Hospital Auxiliary who believed that caregivers deserved more than sleeping in hospital waiting rooms and eating meals from vending machines. All these years later, volunteers remain vital to the success of our mission. The support they provide our guests is invaluable: they create a sense of community with home-cooked meals, support groups, music for our guests, maintaining a clean environment, decorating for festivities, and being a listening ear. We welcome volunteers from school groups, large corporations, small businesses, religious organizations, civic groups, solo guest chefs, groups of friends and family, even former guests! From practical assistance to emotional comfort, each volunteer makes our house feel more like a home.



**183,648**

FREE MEALS AVAILABLE



Value of in-kind donations:  
**Approximately \$30,000**



**3,400**

HOURS OF VOLUNTEER SERVICE  
BY 447 VOLUNTEERS







We believe life is meant to be shared.







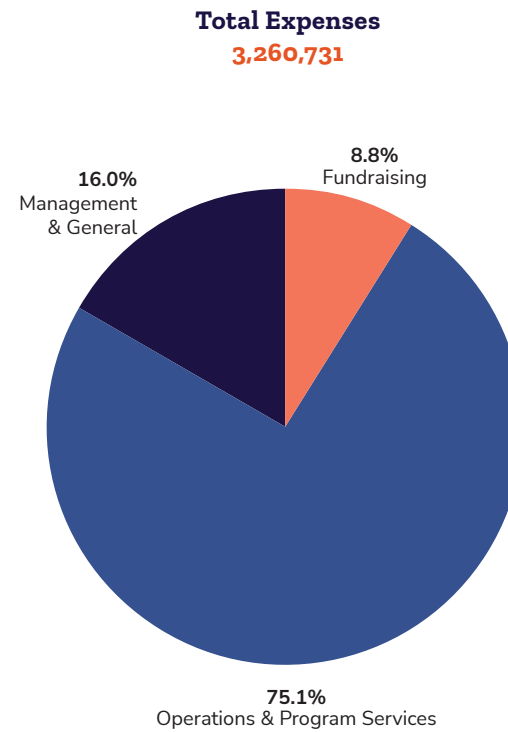
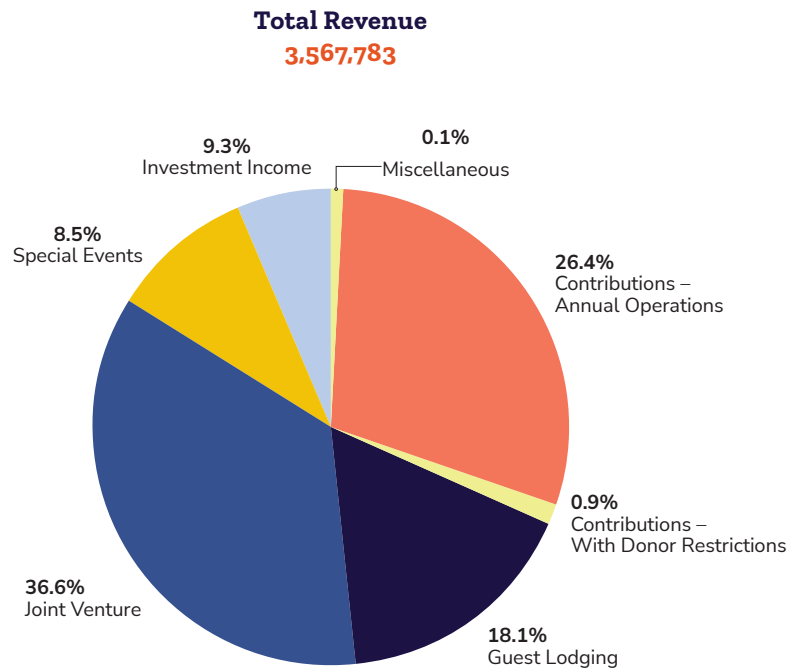
Every day at The Doorways is filled with special moments: from big events like SAVOR and Gilbane Restaurant Walk to volunteer dinners celebrating major birthdays. Or from starting vegetable gardens and special milk deliveries from the Virginia Department of Agriculture to our yearlong charitable giving partnership with RiverFront Investment Group. Each moment makes a difference.



**And when there's nothing more we can do, we'll do more. Give More. Love more.**

---

**FISCAL YEAR 2023 FINANCIAL SNAPSHOT** | July 1, 2022 – June 30, 2023



“It’s a home away from home. It was comforting and eliminated a lot of stress by having The Doorways in close proximity to VCU Health and having all our basic needs met under one roof. Unlike a sterile hotel, when we returned at the end of the day to The Doorways, it was comforting to be greeted by the staff’s smiling faces who understood you were walking through a difficult time. It was wonderful to have the opportunity to talk with other guests who were also experiencing their own valley and to be able to lift each other up.”

# **FISCAL YEAR 2023 REVENUE & EXPENSES\* | July 1, 2022 – June 30, 2023**

## **Revenues and Support**

Contributions – Annual Operations.....	\$943,381	26.4%
Contributions – With Donor Restrictions .....	33,675	0.9%
Guest Lodging.....	645,622	18.1%
Joint Venture.....	1,307,194	36.6%
Special Events.....	303,046	8.5%
Investment Income.....	331,319	9.3%
Miscellaneous.....	3,546	0.1%
<b>Total Revenues and Support</b>	<b>\$3,567,783</b>	<b>100%</b>

## **Expenses**

Operations & Program Services.....	\$2,449,232	75.1%
Management & General.....	522,930	16.0%
Fundraising.....	288,569	8.8%
<b>Total Expenses</b>	<b>\$3,260,731</b>	<b>100%</b>

## **Net Assets**

Endowment:	
Board Designated .....	\$2,423,376
Donor Restricted .....	1,782,777
<b>Total Endowment Net Assets</b>	<b>\$4,206,153</b>
Operating:	
Unrestricted .....	\$9,581,243
Unrestricted Property & Equipment, Net.....	4,866,662
Temporary Restricted – Annual Fund Pledges.....	32,675
Temporary Restricted – Capital Gifts and Pledges.....	-
<b>Total Operating Net Assets</b>	<b>\$14,480,580</b>
<b>Total Net Assets</b>	<b>\$18,686,733</b>

\* A certified audit and form 990 information are available at [www.thedoorways.org](http://www.thedoorways.org).



## We are The Doorways. Between Healing and Home.

### The Doorways Governing Body 2022–2023

#### Officers

**Randal Greene**  
Chair

**Blair Nelsen**  
Immediate Past Chair

**Kevin King**  
Treasurer

**Susan Frank**  
Secretary

**Stacy Brinkley**  
President & CEO

#### Directors

Melissa Ball

Marcelle Davis

Richard Dickinson

Tori Drummond

Leslie Flanary

Marsha Ginther

Cheryl Goddard

Kathy Graziano

Gail Johnson

Jim Jollay

Jaime Pickett

Scott Redmond

Colin Robinson

Matthew Steilberg

Charlie Whitaker

Henry Willett

Matt Williams

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 four-star rating with Charity Navigator, and a platinum-level rating with Candid (formerly Guidestar).

The longevity of our organization, our dedicated board members, staff, and volunteers, and our loyal supporters contribute to the success of our programs. Together, we facilitate healthier recoveries for thousands of people.

There are many ways to support our mission.



To learn more, visit  
[TheDoorways.org](https://TheDoorways.org).



*Thank you to our 2022–2023 Board Members!*



📍 612 East Marshall Street | Richmond, Virginia 23219 📞 P: 804.828.6901 | F: 804.828.6913 🌐 [TheDoorways.org](https://TheDoorways.org)