



2023

**Impact Report**

1933 W. Polk Street, SSR 214

Chicago, Illinois 60612

312-996-1167

[www.guesthousechicago.org](http://www.guesthousechicago.org)

# 2023 in Review

The Guest House enjoyed another strong year in 2023. We helped more than 700 families for the first time since the pandemic, and we approached our all-time high in nights of service, with more than 12,200.

With the support of our partners, Governing Board, Associate Board, and Volunteers, the staff and leadership team were able to successfully deliver our mission. Key achievements included:

- Renewing and strengthening our partnerships with Road Home at Rush and the UChicago Medicine.
- Continuing to support patients receiving treatment at our legacy hospital partners, Rush University Medical Center, Stroger Hospital of Cook County, and UI Health.
- Reaching a greater number of patients at non-partner hospitals thanks to the support of American Cancer Society, Gift of Hope Organ & Tissue Donor Network, and John & Kathy Schreiber.
- Returning to pre-pandemic participation in our volunteer program, with more than 800 people generously offering their time and talent so that our guests feel comfort and community while staying at the Guest House.
- Redesigning and dedicating the Jane Reich Community Room, which is the hub that all our volunteer activity and programming revolve around.



## Delivering Our Mission

### KEY POPULATIONS

- 113** Cancer Patients - **2,867** nights
- 258** Military Veterans - **3,054** nights
- 77** Transplant Patients - **3,984** nights
- 55** NICU/Peds Families - **498** nights

Supported **717**  
Families and  
Military Veterans



Delivered **12,206**  
Nights of Service



Provided **\$557,749**  
in room rate subsidies,  
an average of **\$45** per night



**98%** of guests  
received some form  
of financial assistance

# 2023 in Review

## Foundations & Sponsors

# Thank You to Our— Hospital Partners



COOK COUNTY  
**HEALTH**

Stroger Auxiliary



AT THE FOREFRONT

**UChicago** Medicine



UI Health



Anonymous

Andrew and Alice Fischer  
Charitable Trust



Chicago Board of Trade  
(CBOT) Foundation



COMMUNITY FOUNDATION  
OF NORTHERN ILLINOIS



George M. Eisenberg  
Foundation for Charities

Janet and Robert  
Helman



JPMorganChase



KAPLAN & GREENS, P.C.  
ATTORNEYS AND COUNSELORS



Olivia Bea Ross  
Foundation



## Program Partners



# 2023 Impact Report

When Ray was diagnosed with a rare disease, he and his wife, Aida, had to return to Chicago from their home in Puerto Rico because Ray's diagnosis was considered high-risk, and his doctor was unable to provide the treatment he needed. Ray was admitted to John H. Stroger, Jr. Hospital of Cook County immediately, and Aida began seeking an affordable place to stay. Aida called the Guest House, the only place, Aida shares, that

“answered my call, listened to my needs, and was willing to provide us lodging.”



**Aida & Ray**

CAREGIVER & TREATMENT: Cancer



**Eileen & Augie**

TREATMENT: Organ Transplant



Augie had a rare lung disease. He and his wife, Eileen, were referred to the Guest House from a hospital in Florida where they live. Northwestern Memorial Hospital accepted his case, giving Augie another chance to have the lung transplant he deserved.

“It's hard to be away from family, (but) the people at Guest House are just like family. We get the room. We get free laundry, heat, television, dinner once a week...It's very social...to not have your family with you, it's just like family.”

“ Living six (6) hours away, unfamiliar with (Chicago) and already stressed with my 26 year old son in the hospital with a one in a million diagnosis, housing was going to be a necessity for months that I didn't know how I was going to be able to manage to afford. The Guest House program gave me one less thing to worry about for our family so we can put our focus and energy into helping my son. ”



**Tina**

CAREGIVER: Trauma

Tina's grandchildren at the Guest House



**Edward & Danni**

CAREGIVER & TREATMENT: Cancer

Many courageous guests must stay at the Guest House for long periods of time. Two of those people, Danni and Edward, traveled from New Mexico to get Danni top quality treatment to treat her form of Stage 4 rare cancer. The Guest House provided a glimmer of light during a difficult time, and treated them like family when they needed to find some peace away from home.

“ I think it's absolutely delightful that these doors can be opened up for people like my wife and I, and helping us to fill some of the needs that we have. ”

# Volunteers emPOWER and enCOURAGE



“...the Thursday night dinners are proof that with kindness and generosity we can create a respite for them, if only for a brief time.”

— Denise, Board Director and volunteer



“We’re so appreciative of our partnership and the ability to provide a helping hand and a smile.” — Mayra, Community Manager

In 2023, the Guest House celebrated a return to pre-COVID numbers for volunteer service.

- Volunteer Time Donated: **Over 2,000 hours**
- Breakfast Bags Delivered: **480**
- Welcome Bags Assembled: **878**

Guest House thanks each individual and organization that donates their time, talents, and funds to provide a sense of comfort and community for our guests. The weekly dinners are truly a highlight for many of our guests, which partially tackles food insecurities as well.



2023 Jane Reich  
*Volunteers of the Year* AWARD

**Kevin Howard & AstraZeneca,  
and Ellie Dumas & Northern Trust**

The Jane Reich Volunteer of the Year Award encourages people to serve the Guest House community. The award recognizes the generous contribution of time and talents of volunteers. Jane Reich is the Founder of the Guest House, and a member of the Board of Directors. We encourage you to be inspired and get involved in the joy of community service.

# The **Guest House** Team

The Guest House staff is the heart of our organization. Dedicated to delivering our mission and helping our guests, thank you to our staff for bringing the Guest House to life every day —**Adam Helman**, Executive Director.

**Joanie Vernasco** — Director of Business Operations

**Dionne Nicole Smith** — Director of Development

**Jan Kroeschell** — Manager of Volunteers & Programming

**Gabi Accetto** — House Manager

**Art Sims** — Community Outreach Manager  
Assistant House Manager

**Kali Saffert** — Development Specialist

**Tiffany Hung** — Volunteer Program Assistant

**Lorenzo Owens** — Guest Services Representative

