



2007

Summary of Key Projects and Activities

Development

Establishment of Development Office and Staff

Successfully established a Development Office on January 16, 2007. Prior to this point a collection of consultants and one full time employee filling the position of Special Events Manager constituted the fund raising efforts of the charity. A Director of Development, a Foundations Officer/Raiser's Edge Administrator, and an Administrative Assistant were added. Two part time consultants were retained, a Planned Giving Consultant was hired and the Direct Mail Consultants of the past ten years were retained. All Event research, planning and execution became a completely "In-House" operation. Foundations work was also brought under a fulltime employee and Direct Mail and Planned Giving became the responsibility of the Director of Development. The Raiser's Edge system was cleaned up and used successfully as a fundraising data base for the first time.

The final results were an increase in total dollars raised over budget by as much as \$900,000.00.

Re-Occurring Events

Event: Casino Night – Lehr Networking Group

Date: Tuesday, January 10, 2007

Location: RMDH Living Room

This event achieved a gross of \$36,350 and was sponsored by a third party group and held at the Ronald McDonald House of NY.

Event: Skate with the New York Ranger Greats

Date: Thursday, January 18, 2007

Time: 6:00 PM

Location: Rockefeller Center

Budgeted Goal of \$1.1 Million, the gross of \$1,271,250 was achieved.

AIG became the Title Sponsor for the event and through the direct influence of CFO Steven Bensingier more than doubled any previous total in the 13 years previous.

Event: New York Pops 24th Birthday Gala Concert
Date: Monday, April 30, 2007
Time: 6:00 PM
Location: Carnegie Hall

This event was un-budgeted, and brought in a gross of \$18,250. This was the first year for this event. The event was comprised of a Cocktail party followed by the concert.

Event: Spring Theatre Benefit "Curtains"
Date: Wednesday, May 9, 2007
Time: 5:30 PM
Location: Al Hirschfield Theatre

Budgeted Goal of \$100,000, the gross was \$93,840. The event was a cocktail and buffet dinner at the Marriott Marquis followed by theatre.

Event: Greek Division Walk-A-Thon
Date: Saturday, May 19, 2007
Location: Ronald McDonald House

Budgeted Goal of \$28,000, the gross was \$30,000

Event: Annual Gala at the Waldorf=Astoria
Date: Monday, May 21, 2007
Time: 6:00 PM
Location: Waldorf Astoria

Budgeted Goal of \$2.9 million dollars, the gross was \$3.2 million. The Honorees were Laurence Fink, Chairman of Black Rock, and Edward Malloy, President of the Building and Construction Trades Council of Greater New York. The Gala was chaired by the Chairman of the Board of the Ronald McDonald House of NY, Inc., Mr. Stanley Shopkorn. Casey Gard, Managing Member of Calypso Capital Management, LP, served as a Member of the Gala Committee and was instrumental in bringing new donors to the event through an innovative approach of a pre-event Cocktail Party at RMDH that lead contacts to make an informed decision.

Event: Team Ronald McDonald
Date: July 24, 2007
Location: MYST Night Club

Budgeted Goal of \$50,000, the gross was \$74,560. Though not a Development Department Event per se, the Department consulted with the Program Department and lent key personnel to prep meetings and to the actual event.

Event: Monday Night Football with the NY Giants
Date: Monday, September 24, 2007
Time: 6:30 PM
Location: New York Athletic Club

Budgeted Goal of \$450,000, the gross was \$373,000. The event's shortfall can be attributed to two areas, the lack of involvement by prior supporting Tommy Hilfiger Corporation (7 tables at \$10,000 each), and the comparison of Auction Prizes available year over year.

Event: Winged Foot Golf Outing
Date: Monday, October 1, 2007
Location: Winged Foot Golf Club

Budgeted Goal of \$240,000, the gross was \$310,000. Marsh, Inc. was the title Sponsor.

Event: Kids Charity Fun Run
Date: Saturday, November 3, 2007
Time: 12:00 PM
Location: Central Park

Budgeted Goal of \$100,000, the gross was \$123,000. Increased penetration into the Catholic School community of the Arch Diocese of NY made the real difference.

Event: "Little Mermaid" Theatre benefit
Date: Postponed from Wednesday, November 14, 2007, to Feb. 27, 2008
Location: Lunt-Fontanne Theatre

Budgeted Goal of \$100,000, the gross was \$80,000. The event was postponed until Feb 27, 2008 due to the 2007 Stage Hands Strike.

Event: Networking Group Casino Night
Date: Thursday, November 9, 2007
Location: RMDH Living Room

Budgeted Goal of \$50,000, the gross was \$124,000, fundraising was driven by this third party group but heavily supported by the Development Department.

Event: Rao's Dinner
Date: Saturday, November 17, 2007
Location: Rao's

Budgeted Goal of \$700,000, the gross was \$754,000. This event is wholly supported by a Board Member.

Event: Jingle Balls
Date: December 14, 2007
Location: Madison Square Garden

Budgeted Goal of \$70,000, the gross was \$75,000. This event is heavily supported by a Board Member and administered by the Development Department in as much as ticket distribution and payment follow-up required.

Event: Greek Division Holiday Party
Date: December, TBD
Location: RMDH

Budgeted Goal of \$60,000, the gross was \$65,000. The Greek Division lead by Niki Sederis plans far in advance to make this a successful event.

New Events

Event: Happy Faces Golf Outing

Date: October 2, 2007

Location: Wyackagyl Country Club

This new un-budgeted event raised over \$150,000 gross, and was a successful marriage of a third party, The Children's Happy Faces Foundation and the resources of the RMDHouse, including the use of our Raiser's Edge event software, our Accounting General Ledger and personnel from the Development Department who served as active guides to the third party group.

Event: Share A Night

Date: December 5, 2007

Location: RMDH Lobby & Living Room

This new un-budgeted event raised over \$45,000 and was an idea that Philadelphia's RMDH pioneered. The brochure was used by current volunteers to reach out to their contacts and as a year-end appeal to un-renewed donors.

ON GOING:

United Way, Matching Gifts, Combined Municipal Campaign, Auto/Boat Sales, Bar/Bat Mitzvahs, Penny Harvest, New York Hospitality Industry Campaign, Room Naming Opportunities.

Planned Giving

We have been working with a Planned Giving Consultant who has a Law Background. This has been a profitable association as we have been able to advance some bequests faster and investigate opportunities that we may not have had otherwise. The Vivian Harris Society was launched in 2007 to create a donor encouragement program.

Direct Mail

The slowing economy and election year mail volume gave us a scare as we came into the fourth quarter and appeared to be projecting a significant shortfall against the 1.6 million dollar goal. Ultimately the goal was achieved, and a stronger relationship with our Direct Mail Consultants was formed.

Foundations

The Foundations writing and submission function was taken in house after several years of success through the consulting company J.C. Geever. The function was further forwarded by the hiring of a Development Officer who had this function as one of his responsibilities. We raised more money in 2007 than in previous years.

Operational Improvement

◇ Finance

- New General Ledger System installed and producing New Financial Reports for Management & Board
- Developed a new departmental budgeting process and produced monthly reports for managers to control and monitor expenses
- Worked with Guest Relations to get the MSI reservation system working properly and contain accurate and reliable data
- Met audit schedule deadlines to have 2006 Audit report ready for approval at April Finance Committee and Board Meetings
- Addressed a majority of the thirteen 2005 Audit Management Comments and received only four new comments for the 2006 Audit
- Worked with the Investment Committee Chair, Jim Jacobson to get the Investment Committee meeting on a regular basis and begin the process for finalizing a new investment policy and developing an RFP for Investment Portfolio Managers
- Worked with the Development Department to get more efficient and effective reconciliations between Raiser's Edge and G/L for all events
- Developed a transition plan for CFO's retirement at December 31, 2007
- Developed policies & procedures to have Finance representatives at major events to monitor cash flow and safeguarding of payments during the events.
- Developed formal check printing schedule to better manage RMDH Cash Flow
- Moved 401 k from the Finance Department to the HR Department and work with new 401 k provided to ensure a seamless transfer of accounts. This process is still continuing and should be completed by February 2008

◇ Human Resources & Volunteers

Comprehensive Review

- Reviewed staff compensation in relation to the job design and in comparison to other New York City not-for-profits pay for the same or similar job. Directors and Managers provided the 1st ever full staff performance reviews and staff were award merit pay increases based on those reviews.

Payroll

- Evaluated our first year of payroll operations having utilized the PayChex payroll system. We expanded the system to have it include the time and leave benefits, life insurance, Long term and short term disability insurance and include the transit check benefit.
- Offered all staff Direct Deposit and now have 95% compliance. Each new staff is required to sign up for Direct Deposit as this decrease the need for staff to sign for their check each payday.
- Offer tax savings benefit; TransitChek

Employees, Personnel Files, Policy, Security & Screening Processes

- Updated personnel files to reflect all required forms and documents. The new Personnel Policy and Procedures was published and distributed to all staff. An end of year review was completed and a few changes were made to the time and leave benefit to reflect the need to decrease the un-scheduled time of many staff.
- All new staff and volunteers were processed by the LexisNexis system to make sure that background checks are complete as part of the overall screening process.
- All staff and volunteers received a picture ID as part of the security procedure
Department staffing: revised the volunteer department through supervision of the clerical support for the overall department needs and to support the over Program branch.
- Worked with all managers to ensure that an appropriate job design is supplied for each new hire.
- Identified training needs for staff, volunteers and supporters; set up individual and group trainings and on-going volunteer trainings; scheduled regular staff in-services and Q&A sessions

New Employees

- Hired a new Program Director who began working in late November 2007; Worked closely with the new Director to make changes to job designs for all staff in the Program Department.
- Recruited, screened, orientated and placed all new staff and volunteers at the House.
- Developed a budget with the Manager of each of the following areas for 2007; HR, Volunteer Services, Spiritual Care and Family Support, Activities/Playroom and Programs
- Hired Building Engineer to oversee to overall the maintenance of the House

Volunteers

- Provided monthly volunteer team meetings and quarterly team leaders meetings;
- Worked to organize the annual volunteer recognition awards/dinner which we expanded to all volunteers, groups and many general supporters.

Information Technology

- Supervised the transfer of the Technology Department from HR to Operations.
- Selected Technology Consultants and worked with them in their overall review and evaluation of all IT equipment and services, i.e. the IT consultant, installed Cable Conduit to cover all the loose network wires on the various floors
- Created two separate lines in order to ensure complete security between the business network and public network for the guests
- Upgraded to the Blackberry Enterprise Server Software.

◇ **Housekeeping**

- Prepared and distributed job descriptions for the housekeeping (janitorial and maintenance) staff.
- Educated (ongoing) staff on the need to be aware of the special needs of Ronald McDonald House and guests, and how those needs affect cleaning and maintenance.
- Improved performance of some existing staff and replaced others. Further improvement planned in this area.
- Instituted new purchasing procedures, and started using a variety of vendors resulting in significantly reduced prices on janitorial supplies.

◇ **HVAC (Heating, Ventilation & Air Conditioning)**

- Examined and identified all deficiencies within the HVAC system. Numerous essential components not installed or non functional, most of which are essential to basic central HVAC operation. A thorough inspection of the HVAC system indicates major components called for on the plans were not installed
- Made immediate repairs (those that could be made at minimal expense) and changes to increase efficiency and eliminate waste, particularly in the area of electric consumption.
- Located and repaired long standing tube leaks on Boiler #2. Replaced numerous defective valves, including main domestic supply valves, main domestic back flow

preventer, main header butterfly valve on #2 boiler, main return butterfly valve on #2 boiler, replaced sealed bearings on #1 domestic water continuous pressure pump.

- Replaced all sealed bearings on all circulating pumps and condenser water pumps.
- Within the approved 2008 capital budget is an allowance (approximately \$360,000.00) for the design, installation and implementation of a sophisticated BAS (Building Automation System) that will reduce energy costs by approximately 50% per annum. It is projected that this system will be in place and fully operational by the beginning of the 2008 cooling season, on or about May 1, 2008.

In the meantime...

- Currently running one of four (4) chilled / hot water circulation pumps rated at 7.5 HP each, as opposed to running all four (4) pumps at once which was the case for the past sixteen (16) years, and had been considered necessary and normal for the last sixteen (16) years. Essentially, and with respect to these pumps only, this means that we are supplying the current heating needs of the entire property using only 25% of the previously used 100% of available horsepower which translates in substantial dollar savings.

Once the BAS system is installed, all HVAC equipment will function at optimum efficiency 24/7, monitor all areas to determine occupancy status, and thereafter cool or heat the space to the desired comfort level, and maintain minimum seasonal temperatures when unoccupied.

◇ **Other Maintenance Projects**

- Repaired leak on skylights over 9th floor atrium.
- Currently complying with EPA and DOB requirements with respect to securing permits and certificates for the generator and boilers.
- Created a comprehensive Staff orientation manual that is used for new staff orientation and as update training for existing staff.
- Streamlined and reorganize reservation record keeping.
- Worked with Public Service Commission to dispute charge from Con Edison on equipment failure and review that we are receiving the correct non profit rate

◇ **Fire and Life Safety**

- Supervised the fire safety program for the East 73rd Street House and ensured that the 60th Street property stayed in compliance with all city fire safety policies.
- Worked with MEP to correct Emergency Generator Filing violation issued by the Fire Department

◇ **Comprehensive Calendar of Activities**

Information

- Added the name and telephone number of person making the reservation, contact information of caterers, information pertaining to anticipated deliveries/ pick-ups for the event. The additional information creates a more concise resource to assist departments assisting in preparations for each group's arrive
- Added programs and activities occurring during the day as well as in the evening

Distribution

- As a cost-cutting measure, the comprehensive calendar is distributed weekly in pdf format. Hard copies are given to individuals who do have a rmdh email address

◇ **Fellowship Committee**

Programs

- Adjusted monthly program present an inviting environment; initiated measures to encourage comrade between departmental teams
- Created employee family day outing which allows staff to introduce their families to their co-worker's family in a recreational atmosphere.
- Held group lunches which brought staff members together in a relaxed social atmosphere. To produce ice-breakers, staff members were asked to contribute a small dish from home to help create the lunch menu.
- Conducted a survey asking employees what they would like added to the employee pantry in addition to the traditional coffee and tea; in response to the survey, seasonal items such as lemonade in the summer, and soups in the winter were added.

Fellowship Newsletter

- Published a quarterly employee e-newsletter to inform staff of upcoming events, RMH pride factors and the accessibility of various benefits offered to RMH employees; as a cost saving measure, the newsletter is sent in pdf format to employees' work email; hard copies are distributed to employees who do not have a rmdh email address.

Employee Recognition

- Introduced a medium for staff members to recognize the outstanding work of their peers and receive public recognition for their dedication and support of the organization's mission on a monthly basis
- Established an Employee of the Year Award as recognized by employee peers and RMH families
- Devised an Excel spreadsheet denoting years of service and implemented a system to recognize employees on their 3, 5, 7, 9, 10, 15 and 20 year anniversary.

◇ **Administrative**

- Created a monthly office supply ordering system for all departments allowing the individual who submits on behalf of the department and the department director to review the requested supplies prior to delivery.
- Helped administrative assistants to break barriers and feel comfortable asking one another for assistance with projects; conduct one-on-one training sessions to instruct assistants on use of available software packages and their various applications; periodically provide with reference information to Assistants which helps them maneuver in awkward situations with their supervisors and ideas to help the productivity and efficiency of their department.

◇ **Business Travel**

Air Travel – Established central point for departments to submit requests for air travel and hotel; assemble travel itinerary packages, providing relevant contact information, hotel name and address, and flight details and conference agenda/ details.

◇ **Catering**

- Examined contracts to determine means to reduce costs; implemented procedures to help catering company prepare for events and substituting rentals for equipment available onsite

◇ **Programs and Activities**

- Developed a new program in playroom with the assistance of a Child Life Specialist/Recreational Therapist and we hosted the 1st Camp Ronald McDonald Program.

Camp Ronald McDonald House

- During the months of July and August, 55 children took part in Camp Ronald McDonald. On an average 10 children participated on a daily basis. The busiest day had 22 kids and the quietest day, had 2.
- 37 days of arts & crafts, 7 day trips, 3 lunch BBQ's, 8 campfires, 6 water fights, 16 dedicated volunteers and an amazing almost Broadway play production of The Wizard of Oz.
- Planned activities: Arts and Crafts, Drama, Creativity, Sports, Circus Yoga, Cooking, Science, Swimming, and Roses and Thorns. Roses and Thorns was a daily ritual to end the camp day. At the end of the day, they would "Circle Up" to review the day and share their good (roses) and not so good (thorns) part of the day.
- The daytrips were: Central Park Zoo, Trapeze School of New York, Hudson River Boathouse for Kayaking, Randall's Island, Bronx Zoo, Bowling at Chelsea Piers, Harriman State Park
- To maintain the spirit of Camp, weekly meetings started at the end of November. Discussion for 2008 themes are: Fly me to the Moon; Journey to the Center of the Earth; 20,000 Leagues Under the Sea; American Indians; It's a Small World; Creature Features; I Love New York; Bridges and Tunnels; What a Sport; Did You Hear That; Magical Mystery Tour; and Wild Inventors.

Tutors for Academic Intervention Services at RMDH

- Launched an after school educational program to assist siblings of our cancer patients.
- Sought licensed and experienced teachers to provide tutoring for our siblings who may not meet grade level standards.
- Three Department of Education educators administered formal and informal planned instruction. Adapting and modifying curriculum to meet the needs of the student.
- Five children participated.

Department of Education

- Partnered with three Department of Education schools; PS 158, Wagner Junior High and Roosevelt High school to place our siblings of our cancer patients in a structured educational environment.
- Selected educators to Home School our cancer patients who are unable to attend a public school setting.

Play Room

- Improvements in the play room such as reorganization of supplies and set-up also lead to more impromptu activities initiated by the children.
- Tuesdays and Thursdays featured Christine Taylor. Christine Taylor volunteers for the House and is a former teacher. She was responsible for the creation and supervision of art and science projects.

◇ **Spiritual & Emotional Care**

Weekly Services Provided:

- Caregiver Support Group, Monday, @ 6:15 pm, Chapel
- New Guest Orientation, Tuesday @ 6:15 pm, Living room
- Interfaith Worship Service, Wednesday @ 6:00 pm, Chapel
- Catholic Mass & Sacrament of the Sick, Thursday @ 6:00 pm, Chapel

Special Events & Religious Observances

- *Lent, Holy Week & Easter*
 - Ash Wednesday distribution of Ashes
 - Palm Sunday, Procession & Blessing of Palms
 - Holy Thursday, Washing & Blessings of Hands Service
 - Good Friday, Veneration of the Cross & Stations of the Cross
 - Easter Vigil

- *Passover Observances:*
 - Model Seder

- *September 11th Observance*
- *Feast of Saint Francis, Blessing of the Pets*
- *Holiday Season:*
 - Celebration of Lights, 1st night of Chanukah
 - Official House lighting, tree blessing & Kwanza observance
 - Christmas Vigil & Nativity

- *Memorial Services:*
 - **Total of 5** (in 2007)

- *Community Outreach:*
 - Father Stephanopoulos retirement party
 - Mother's & Female Caregiver's Spa night

- *In-House Sacramental Care: (in 2007)*
 - Baptisms (5)
 - First Holy Communions (3)
 - Confirmations (9)

- *Family Support & Counseling Services:*
 - Spiritual Care Contacts: (in 2007) = **5,526**
 - Emotional Care Contacts: (in 2007) = **2,189**
 - *Total In-patient Contacts: (in 2007) = **626**

- *Therapy Dog Program:*
 - Monday through Saturday from 5:00 pm to 7:00 pm, Lobby
 - Contacts in 2007 = **2,652**
 - Therapy dog Halloween party & neighborhood parade

Capital Improvement

◇ **Audio Video Equipment**

Board Room – Eliminated antiquated A/V equipment (i.e. cassette player) to accommodate commonly used media formats (i.e. DVD); installed computer access points to allow for PowerPoint presentations.

Video Presentation – Assembled an audio/visual cart for presentations in common areas during in-house receptions and dinners

◇ **Laundry Rooms and Lower Level Laundry Area**

- Replacing, as needed, existing common area washing machines with better quality Maytag washers.
- Upgraded lower level laundry room; installed new electric service and new plumbing lines. Installed one new Wascomat heavy duty extractor (for all manner of large laundry items). Relocated existing equipment so as to make room for two new washers. Relocated ice maker closer to entrance for ease of use during events.

◇ **Establishment of Development Off**

“New Development Office” renovation project: worked with the Architect and owner’s rep, the IT staff, electricians, mill workers, signage vendor, etc., to ensure that the project was completed in an 8 week time period.

◇ **Signage**

Consistently worked with all departments to ensure that requested House signage was developed with our graphic designer, layouts were approved and signage was received and installed in a timely manner for in-House room dedications.

Fundraising

◇ **Car Program**

- Work with Car Program LLC to receive listing of vehicles sold each and review reports. Also began recording car donations and communicate these to Car Program LLC to arrange vehicle pick up.

Advertising

- Created a pamphlet which explains the car donation program and includes a donation form which can be faxed to Car Program LLC
- Worked with IT Department to include information about the car donation program on RMH website

◇ **NYC Marathon**

- Encourage participants of the NYC Marathon to run on behalf of the Ronald McDonald House, raising money for the organization.

New House Planning

- Facilitated groups with the volunteers to insure that they have input into the general house operations, new house design and layout; participated in management meetings regarding discussions related to the new house and look forward to ongoing dialogue on the new house; assisted in the planning of the Cabinet retreat planned for early 2008.
- Conducted meetings with the Owner's Representative, SLCE Architectural firm, Board member and House President to review proposed new House plans for the expansion of the new house at 60th Street
- Brainstormed for ideas of improvement
- Revised designed plans for new building and the reallocation of space based on guest needs.

Corporate Governance

◇ **Board Meeting**

Meeting Notifications – Adjusted calendar to ensure all Board Members receive notification of upcoming meeting within (4) weeks of meeting dates. Revised notification notices to include emails to the Executive Assistants of all Board Members, also asking them to ensure the meeting is placed into the Board Member's calendar.

Meeting Minutes – In accordance to governance guidelines, the *Statement of Financial Position* and any new *Resolution* passed by the Board is included in the distribution of meeting minutes; minutes are distributed to all Board Members within (4) weeks after the Board Meeting.

Board Membership Data – Maintained statistics of meeting attendance, committee membership and listing of Board membership corporate affiliation for as required by evaluating agencies.

◆ **Board Of Directors**

Contact and Profile Information – Worked with the Executive Assistants of Board Members to maintain up to date contact and profile information on all Board Members.

Governance Guide – Maintain and update Corporate Governance Guides with information on Ronald McDonald House Children’s Charities guidelines and regulations specific to the New York City House.

External Affairs

◆ **Relationships**

Executive Assistants

- Established a network with the Executive Assistants of most Board Members and Officers, providing them with the list of Board Meeting dates for each upcoming year. The open relationship encourages the Executive Assistants to help with recording upcoming meetings into the business calendar of Board Members and Officers.
- Conducted the first Annual Dinner for the Executive Assistants of RMH Board Members. The Dinner acknowledges the support Executive Assistants provide Board Members while they conduct business on behalf of the RMH.

New Partnerships

- Introduced new companies to the Ronald McDonald House and presented concepts of how they may contribute; worked closely with these new partnering groups and encouraged continued giving beyond their inaugural contribution

Community Relationships

- Maintained opportunities for the management team to regularly meet key members of the RMH community including officials in the Community Affairs Office of New York Hospital, Department of Sanitation, Fire Department and various sections of the New York City Police Department (Transit Police, Housing Department, Bomb Squad, and Detective Squad).
- Open doors to community groups, providing a venue for them to conduct meetings and receptions.
- Worked closely with other Ronald McDonald House around the country technical assistance in relation to developing volunteer programs, family programs and working with the community.

- Maintained a Ronald McDonald House representation at the NY Rotary Club and other networking groups.
- Met with partnering hospitals Social Work administrators, and Medical staff to re-exam existing relationships, improve communication and establish referral procedures.

Ronald McDonald House Charities

- Scheduled (22) staff and volunteers to attend the Ronald McDonald House Charities International Conference; staff attendance regional conferences and staff specific conferences and trainings.
- Director of Operations served a co-presenter at the Ronald McDonald House Charities International Conference on the topic of “Advance House Operations”; utilized a special Power Point presentation created in relation to our recent major renovations and how we manage an 82 room House.
- Continue to assist managers and directors after retuning to New York over the year by having monthly conference calls and one-to-one sessions.
- Facilitate House tours of other visiting Ronald McDonald House’s and Charities and staff.
- Assisted RMHC Global on World Children’s Day November 2007 and with the Toy Industry kickoff PR event at the New York House December 2007.

Publications/ Marketing

- Worked with Design Company to create promotional items for all departments and worked with audio/video team to create in House training video
- Secured a dependable printing vendor; maintained a comprehensive file of events/program pictures and PR related stories for “The Volunteer” and “Around the House” magazine
- Consistently worked with the team on the development of themes, related stories and requested materials for the “Around the House” Magazine.

Recognition

- The Ronald McDonald House won the Best Bet’s Award from RMHC in Chicago and we able to attend the event with many volunteers team leaders and most of the managers and directors of the House plus board representation.