



2023 IMPACT REPORT

"Harbor House – Wow what can we say, it was our home away from home. The love and warmth we felt there got us through the day. We will always remember you and the work you do."

—Guest in 2023



Prepared by Michaela Chan

Home Away From Home



“We meet other families that are going through tragedies, and it helps because we share our stories. This morning we all had coffee together.”
-Guest in 2023

Harbor House of Rochester is a 501(c)(3) not-for-profit corporation. As a healthcare hospitality house, Harbor House provides lodging to families who travel to Rochester to support a hospitalized loved one. Harbor House’s affordable nightly rate and supportive environment reduce the financial and emotional stress of families facing major medical treatment including organ transplant, trauma care, and cancer treatment.

Guests at Harbor House benefit from the location and amenities of the house. Located two blocks from University of Rochester Medical Center, guests do not need to hire or park a car to visit patients. Further savings come from cooking meals in our fully equipped kitchens and doing laundry at the free, in-house machines.

Harbor House experienced upheaval in 2023 with the prolonged illness and death of beloved House Manager, Mary Crowley. For over a decade, Mary cultivated relationships with guests, donors, and

community stakeholders through tireless and empathetic advocacy. Over a dozen individuals donated in warm remembrance of Mary through the Adopt-A-Day program for what would have been her 37th birthday on 27 February 2024.

With Mary’s untimely passing, executive director Lawrence Jones ran the house as sole staff member for seven months, hosting a record number of families. Michaela Chan was hired as House Coordinator just in time for the annual fall fundraiser —...And the BEAT Goes On! — at Monroe Golf Club, which hosted 125 supporters of Harbor House for a delightful evening of raffles and a keynote address by University of Rochester Medical Center Chief Operating Officer, Kathy Parrinello, RN, PhD.



Guests as a Whole Saved at Least **\$121,000** on Lodging in 2023 up From **\$116,000** in 2022

These estimates are based on the off-peak season when the average nearby hotel is \$130. Cost per room at hotels can surge to over \$500 during peak season, so the estimates are on the low end.

2023 Saw Over a 50% Increase in Reservations

The lighter the shade, the more reservations, and the darker the shade, the fewer.

	Number of Reservations in 2022	Number of Reservations in 2023
Up to one week	28	54
1-2 weeks	6	16
2-3 weeks	3	5
3-4 weeks	4	4
4-5 weeks	1	2
5-6 weeks	2	1
6-7 weeks	0	2
7-8 weeks	0	0
8-9 weeks	0	0
9-10 weeks	1	0
10-11 weeks	0	1
11-12 weeks	2	0
12-13 weeks	0	0
13-14 weeks	0	0
14-15 weeks	0	0
15-16 weeks	1	1
TOTAL:	50 reservations¹	86 reservations

¹In 2022, one guest stayed between 19-20 weeks and one stayed between 25-26 weeks, adding two reservations to the total.

Supportive Environment

“There've been several times when somebody will come back to Harbor House and it's just the look of exhaustion on their face, and you can just share that exhaustion with what you've been through and the trials, and the ups and the downs.” —Guest in 2023



House Updates in 2023



Switched from landline to a VoIP phone system to save >\$500 annually



Efficient protocols in our donor database save staff four hours a week



Donors from Vision Financial Group stuffed our cleaning closet with sponges, paper goods, cleaning sprays, and other supplies



Rochester Mutual Aid Society dropped off fifty pounds of canned and nonperishable goods for our pantry



Friends at Orville's Home Appliances and CooperVision bought Harbor House a new dishwasher



Thruway Stone restored our damaged countertops



At a discount, Fred H. fixed the fence

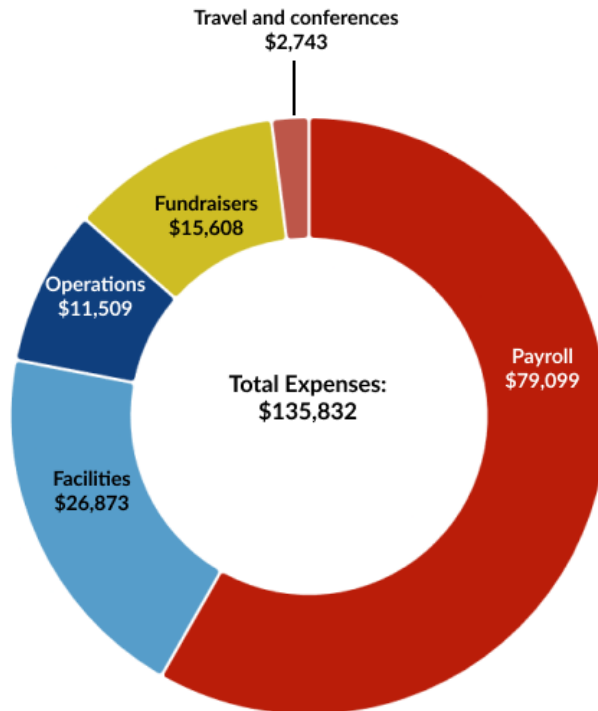




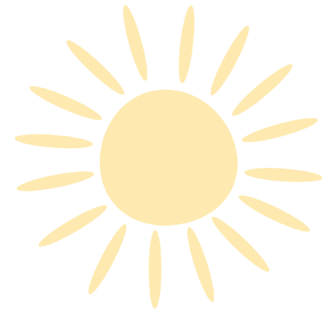
Guests Saved Upwards of Hundreds of Dollars Due to Being Housed

Providing a kitchen and laundry and being two blocks from the hospital saved guests hundreds of dollars

Volunteers Played a Role in Keeping Payroll Low HHR was also understaffed by .5 staff member for 7 months



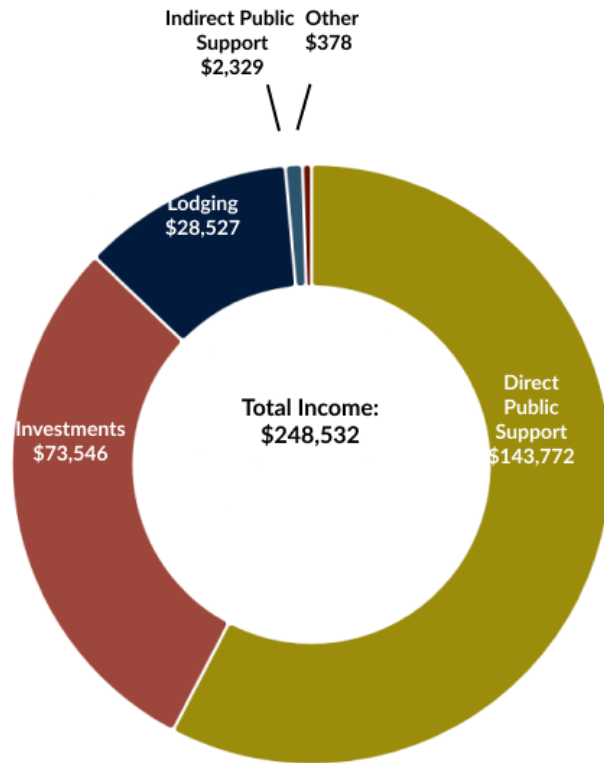
Volunteers shine bright



- ✔ Fred pulled up poison ivy
- ✔ Reagan made the database efficient
- ✔ Ann decorated the house for the holidays
- ✔ Patrick added functionality to the website
- ✔ AJ & Efy cleaned the kitchens and returned bottles and cans
- ✔ Helping Hands of Nazareth University staffed our gala
- ✔ Volunteers from the neighborhood, hospital, and local colleges came for the Annual Appeal mailing party
- ✔ Chuck painted lots outdoors
- ✔ Sheri created the data visualizations for this report
- ✔ The Board provided a holiday feast for guests

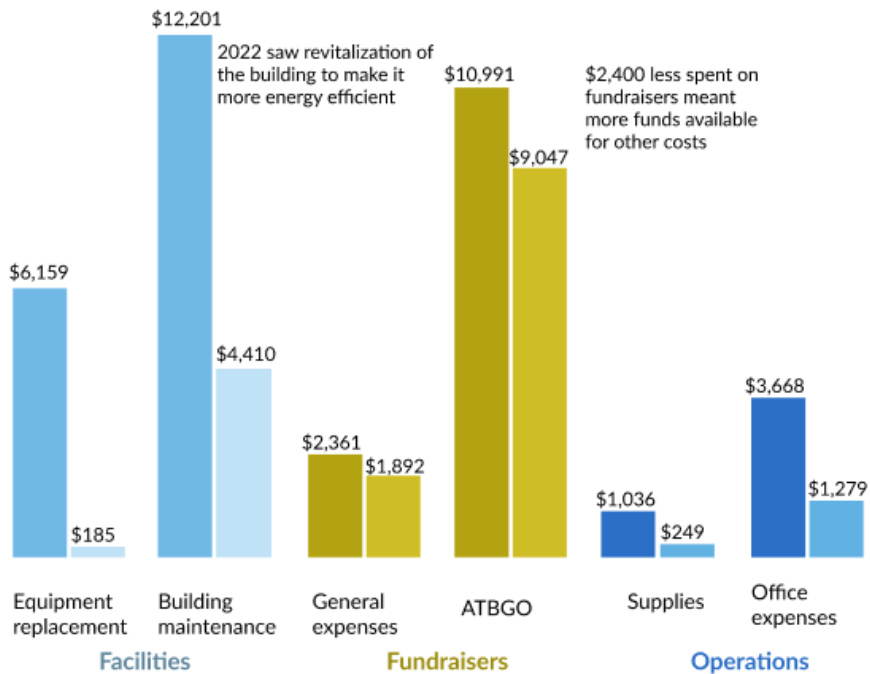


Direct Public Support and Investments Made up the Majority of Income
 Lodging was only 11% of income, and nightly rates were kept low due to other revenue streams



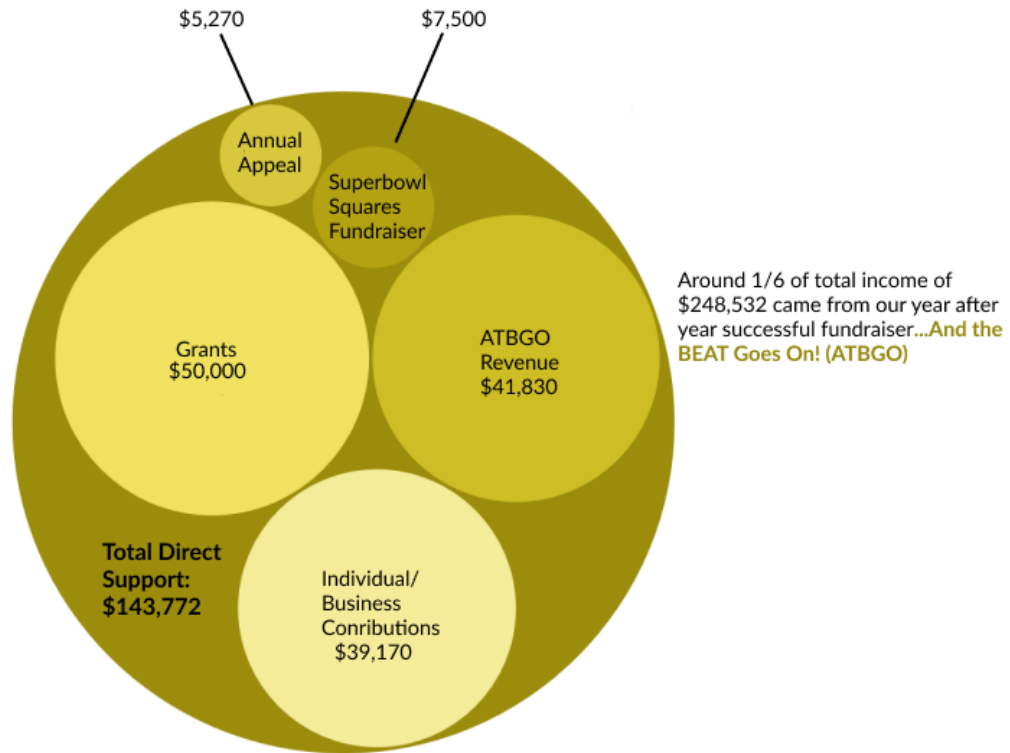
Expenses Lessened from 2022 to 2023 in Six Main Areas

The bars on the left are 2022 and the bars on the right are the expenses in 2023



Grants and Fundraisers were the Greatest **Direct Public Support Funds**

Over half of total income came just from **direct public support**



In 2023, 48.19% of families who stayed at HHR had permanent residences in low-income zip-codes where low-income area is defined as having greater than 13.36% of people below poverty line.



13% of Guests Qualified to Pay Just \$10 Nightly

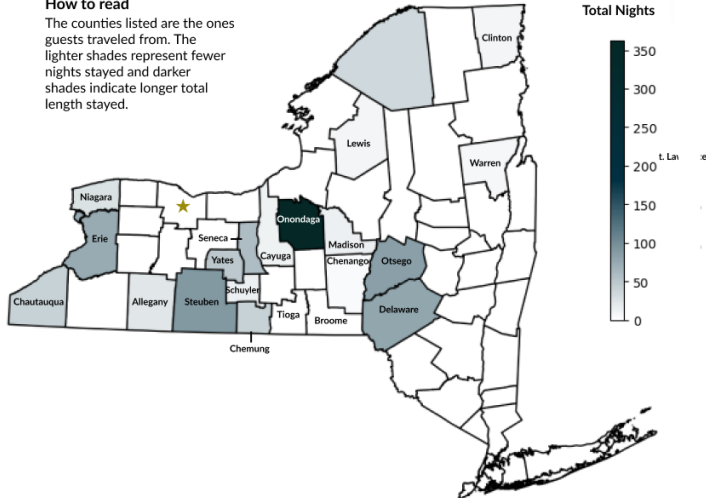
New York Guests Snapshot 2023

Guests from Onondaga County Spent a Total of 363 Nights

A guest's wife suffered a stroke, and HHR provided him with long-term housing

How to read

The counties listed are the ones guests traveled from. The lighter shades represent fewer nights stayed and darker shades indicate longer total length stayed.



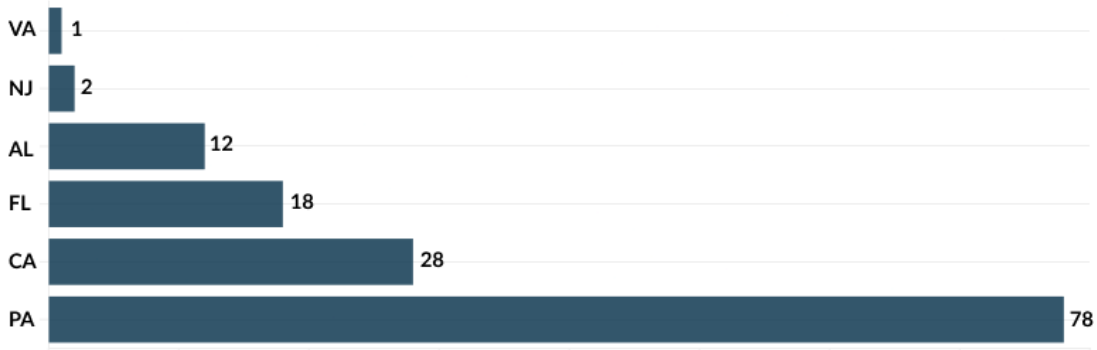
1/3 of NY guests traveled more than the average 89 miles

26

Have spent more and half spent fewer than 26 nights

Out-of-State Guests Stayed 139 Nights

17% of reservations were from outside of New York

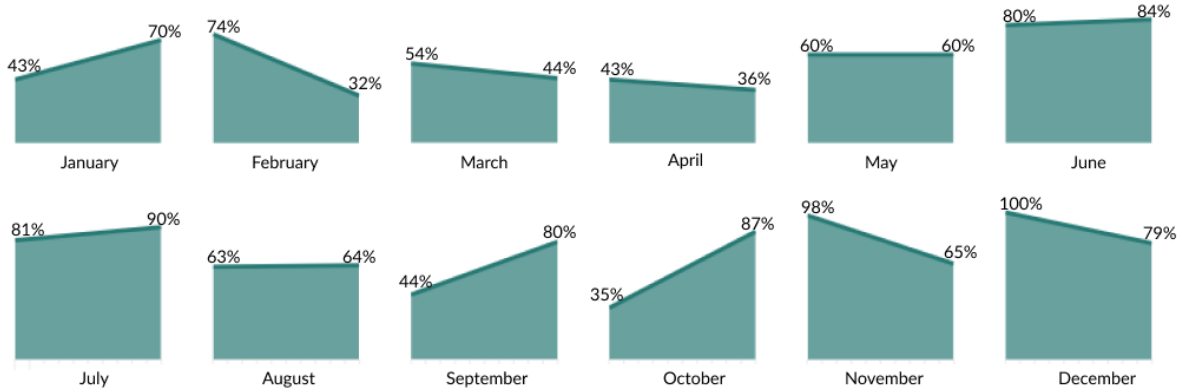


Our Farthest Away Guest Traveled 7,738 Miles from Uttara, Bangladesh

Half of HHR Was Occupied Above 67.5% and Half Below That Each Month in 2023 While 2022 Saw Half Below and Half Above 61.5%

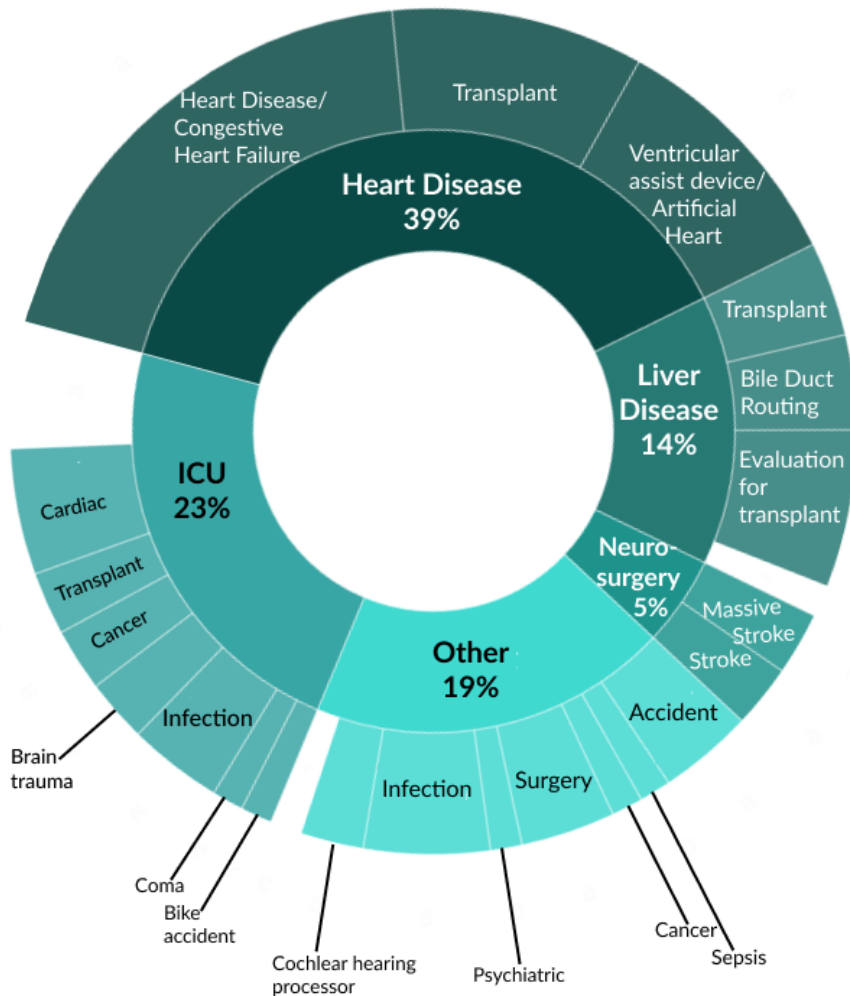
How to read

The left side represents the percentage occupied for 2022 of that month and the right represents occupancy in 2023



Heart Disease and ICU Were the Main Reasons for Hospitalization

Liver disease and infection were other common diagnoses





In 2024, Harbor House looks forward to...

- ❑ Celebrating social workers and nurses at an inaugural picnic at Genesee Valley Park in June
- ❑ Building out a referral network among rural clinics whose patients may travel to Rochester to receive specialty care
- ❑ Expanding our connections to the Mennonite and Amish communities who are using Harbor House in increasing numbers
- ❑ Digging a backyard diversion for runoff water
- ❑ Replacing the roof - THANK YOU Davenport-Hatch Foundation!
- ❑ The Fifteenth Annual "...And the BEAT Goes On!" Gala at Rochester Museum and Science Center on September 28
- ❑ Continuing to provide a safe harbor for families experiencing medical crises

Harbor House of Rochester is successful through the support of corporate partners, foundation friends, and individuals.



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CPAs, Consultants & More



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GRILL



MAIN DECK
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LAKESIDE
RESTAURANT
& TAVERN
Keuka Lake, New York

Gamma Phi Beta

TRUE AND CONSTANT

Deep thanks to the alumnae sisters of Gamma Phi Beta, who have been donating and deliver food for our guests, office supplies and cleaning supplies to Harbor House for many years. They have indeed been "true and constant" in their generous deliveries.



APE + CANARY
ROCHESTER - NEW YORK

BREWING ♦ COMPANY



REBEL SAILOR





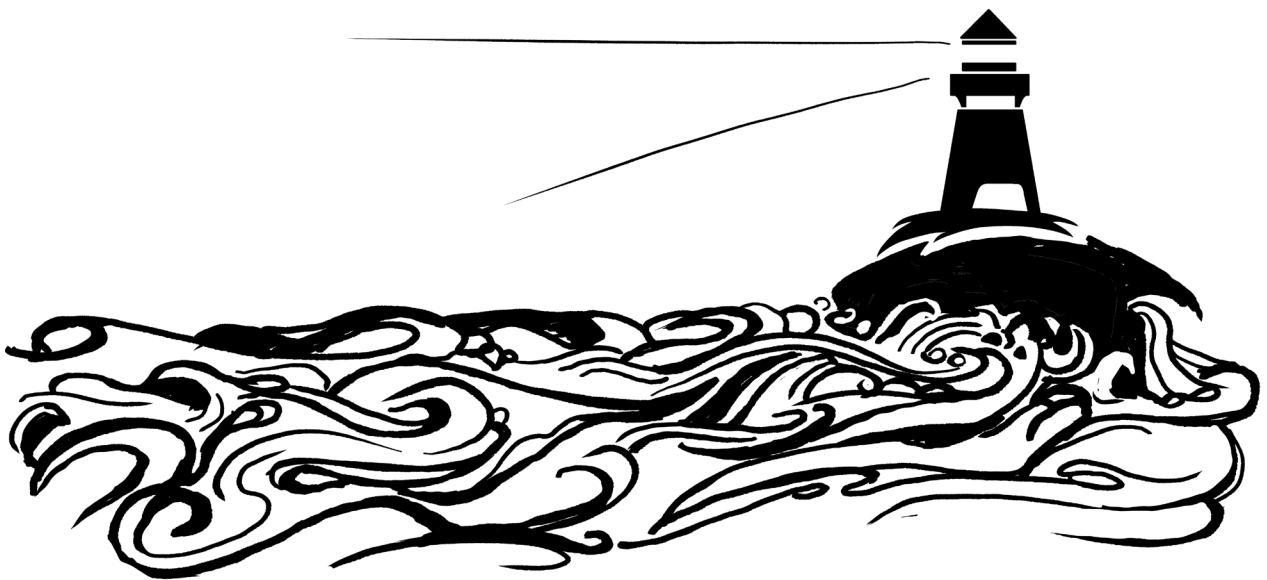
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- *Founding Member

Staff

- Lawrence Jones, Executive Director
- Michaela Chan, House Coordinator

Harbor House of Rochester, Inc
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Harbor House is seeking members for our Board of Directors. If you or someone you know are **inspired by our mission** and interested in contributing, please email or call for more details.

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