

NORA'S HOME

for transplant patients and
their families

ANNUAL IMPACT REPORT



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Who We Are

In 1998, Doctors Osama and Lillian Gaber established Nora's Gift Foundation in memory of their daughter Nora, who was killed in a tragic automobile accident. Nora's legacy did not end with her death. Her organ donations helped several critically ill children and fueled the creation of Nora's Home, an enduring gift to those in need.

To launch the mission of Nora's Gift Foundation (dba Nora's Home) in Houston, an inaugural gala was held in 2011. Spring boarding off the success of the gala, a successful capital campaign secured the funds necessary to finally realize the vision of building a standalone hospitality home that serves any patient from the solid organ transplant centers in the Texas Medical Center. Nora's Home opened its doors with 16 family suites in 2013.

The home has proved an invaluable resource to transplant patients and their families and quickly gained popularity after opening, developing a waiting list for families to stay. This launched a second capital

campaign and planning for a phase two expansion doubling the size of the home to 32 family suites, as it stands today.

The annual galas provide the necessary funds in supporting the transplant families staying at the home by alleviating their financial burden through the Adopt-A-Family program. This ensures no guest is ever turned away due to inability to pay.

Like any good home, a strong foundation is a must. Nora's Home would simply not be possible without the support, commitment, and endorsement from our community.

Mission Statement

Nora's Home offers transplant patients and their families an affordable place to stay where they can find support and share experiences with others, in the comfort of a home-like environment.

Vision Statement

Be the preeminent life-center offering information, resources, lodging and emotional support for organ failure and transplant patients and their families by:

Providing a safe, welcoming and affordable place to stay in the Texas Medical Center

Creating a network for fellowship, interaction, resources and emotional support

Providing targeted education to the unique needs of the transplant community

Remaining financially sound and well-funded through philanthropic resources

Core Values essential to accomplishing our mission is always acting with:

Integrity

Compassion

Dedication

Professionalism

Embracing Diversity

Welcome from the Executive Director



For every challenge faced, we found strength in knowing our community was here to support us every step of the way.

Dear Friends,

“The year was 2020...”

Fifty years from now, I imagine many stories will have the same opening. Although the impact of this pandemic continues to disrupt our collective sense of normal, we have found the silver lining here at Nora’s Home: Our Guests! Their sense of courage and hope continues to be an inspiration for us all.

In this year’s inaugural Annual Impact Report, we are pleased to share how our commitment to our mission has driven our pandemic response and provided many stories of hope along the way. We continue to commit to our core values in providing a safe, welcoming, and affordable place to stay in the Texas Medical Center (TMC).

Our gratitude to friends, supporters, guests, staff, hospital partners and the Board of Directors for embracing Nora’s Home throughout a year of utter uncertainty. For every challenge faced, we found strength in knowing our community was here to support us every step of the way.

We hold a deep respect for the teams at the TMC transplant centers. With a herculean effort 1,053 lifesaving transplants were performed in the year 2020. Hats off to our healthcare heroes!

Looking ahead we know the road continues to be an uphill climb. Together we will work to keep families safe and to ensure our future—for we have many transplant patients yet to serve! Please enjoy this year-in-review and thank you for reading on.

With appreciation,

Natalie Lencioni

Natalie Lencioni
Executive Director

Board of Directors

OFFICERS

A. Osama Gaber, M.D., FACS
Chairman, Founding Director
 Chair of Surgery, Houston Methodist
 Founding Director, J.C. Walter Jr. Transplant Center

Lillian Gaber, M.D.
Founding Director
 Professor of Pathology and Genomic Medicine
 Houston Methodist

Ellis Tudzin
First Vice-Chair
 Of Counsel

John Zerr
Treasurer
 General Counsel, Invesco

J. Michael Rose
Secretary
 Partner, Locke Lord LLP

Directors

Imad F. Abdullah
 Principal, Landmark Architects Inc.

Cathy Cooney
 Retired, Leadership Coach

M. Waleed Gaber, Ph.D.
 Associate Professor, Department of Pediatrics
 Baylor College of Medicine

Matthew Giroto
 Senior Vice President
 Texas Children's Hospital

Mark Hobeika, M.D., FACS
 Abdominal Transplant Surgeon
 Houston Methodist

Kayla Lehmann
 Former Executive Director

Gabriel Loor, M.D., FACC
 Surgical Director, Lung Transplantation Program
 Baylor St. Luke's Medical Center, Baylor College of Medicine

Arshad Matin
 President and CEO, Avetta

Jerry Patel
 Lifetime Member, Asian American Hotel Owners
 Association (AAHOA)

Timothy Schroeder
 CEO and Founder, CTI Clinical Trial & Consulting



Foundation Team Members

Natalie Lencioni
 Executive Director

Morgan Fuhriman
 Outreach Coordinator

Laurel Keller
 Director of Development

Peggy Schroller
 Program Assistant

Guest Services Team Members

Marilda Daniels
 Operations Manager

Luisa Cabrera
 Housekeeper

Carmen Alferez
 Housekeeping Supervisor

Beverly Jackson
 Night Manager

Ann Arceneaux
Tanya Echavarria
Tanja Evans

Ana Garcia
Viviana Perez
De'Mari Thomas

Letter from the Treasurer



We are deeply grateful and wish to thank the many individuals, corporations and foundations that contribute to our mission and that endeavor.

Nora's Gift Foundation (dba Nora's Home)

Beginning in 2018 in recognition of Nora's Home's expanded operations and the growth in its organizational and operational maturity, the Finance Committee, comprised of members of the Board of Directors, instituted an annual independent audit of Nora's Home's financials. Our goal is to provide our supporters and the donor community with transparency into the fiscal health and stability of Nora's Home while also identifying areas of remaining need as we continue to pursue our mission of offering solid organ transplant patients and their families an affordable place to stay in the Texas Medical Center where they can find support and share experiences with others, in the comfort of a home-like environment.

2020 was a challenging year for many charitable organizations because of COVID-19 and the resulting global pandemic. We were fortunate to have been able to have held our annual gala in-person on Saturday, March 7, 2020. This, of course, was just several days before most of Houston and the nation entered a lock down. And our supporters stepped up in a big way in 2020. Their continued generosity helped enhance our financial health and stability. As a result, Nora's Home was able to maintain all of its staff and kept all 32 guest rooms up and running. We are proud to have been able to provide uninterrupted service to the community during this difficult time and are grateful to our dedicated staff.

As we look forward, the Finance Committee will continue its focus on ensuring that Nora's Home's resources are prudently managed and aligned with our mission. We will also continue our efforts to seek to establish the means to assure Nora's Home's long-term financial independence and self-sustainability. We are deeply grateful and wish to thank the many individuals, corporations and foundations that contribute to our mission and that endeavor.

A handwritten signature in black ink that reads "John M. Zerr". The signature is fluid and cursive.

John Zerr
Treasurer

Financial Report

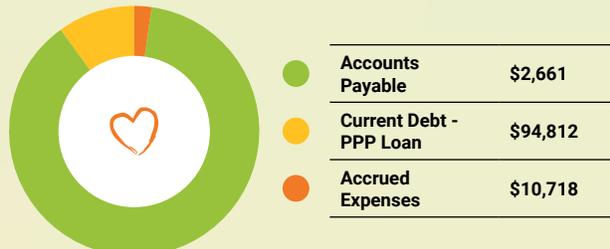
Expenses

Total Expenses - \$1,313,210



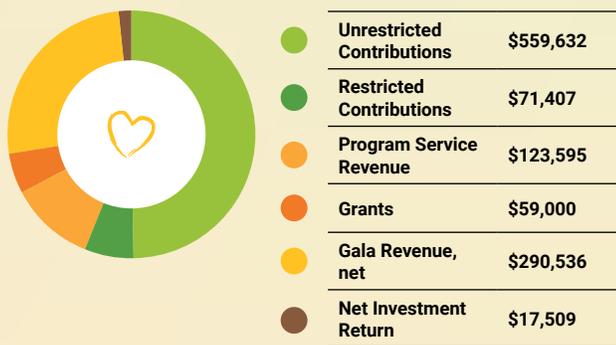
Liabilities

Total Liabilities - \$108,191



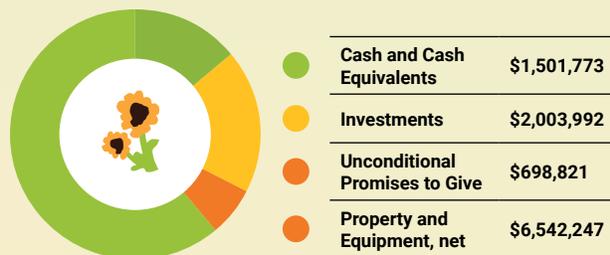
Revenue

Total Revenue - \$1,121,679



Assets

Total Assets - \$10,746,833



Statement of Functional Expenses

	PROGRAM SERVICES		SUPPORT SERVICES		TOTAL
	TRANSPLANT PATIENT HOUSING PROGRAM	MANAGEMENT AND GENERAL	FUNDRAISING	TOTAL SUPPORT SERVICES	
Salaries and Wages	\$372,211	\$156,066	\$63,913	\$219,979	\$592,190
Utilities	\$94,095				\$94,095
Lease	\$23,695				\$23,695
Other Occupancy	\$72,050				\$72,050
Depreciation	\$250,617				\$250,617
Professional Fees and Services		\$93,173		\$93,173	\$93,173
Advertising and Promotion		\$4,079		\$4,079	\$4,079
Insurance	\$41,092	\$12,102		\$12,102	\$53,194
Supplies and Other	\$27,199	\$36,149	\$63,031	\$99,180	\$126,379
Loss on Sale of Property, Plant and Equipment		\$3,738		\$3,738	\$3,738
Total Expense included in the expense section on the Statement of Activities	\$880,959	\$305,307	\$126,944	\$432,251	\$1,313,210

Impact in Numbers

HOME STATS



Number of Guests Served
 Number of Meals Served
 Meals Served by Virtual Chefs:
 Nights Stayed:
 Adopt-A-Family Funds Awarded:
 Nights of Stay Awarded through the Adopt-A-Family Program
 Number of COVID Patients Served

86
1,945
64%
4,266
\$444,120
4,010
5

Average Occupancy Rate Prior to COVID-19*
 Distance Guests Traveled
 Saved in Hotel Fees for our Guests
 Average operating cost per room per night
 Average Guest Paid per night

70%
30 to 1,430 miles
\$383,940
\$75.00
\$27.55

**Due to COVID-19, Nora's Home had to temporarily stop accepting new reservations on March 27, 2020 and reopened on June 1, 2020 with new admissions protocols, including limited maximum capacity.*

GUEST STATS (New Guests in 2020)

Patient Diagnosis*:



HEART
 Pre-Op Transplant
 Post-Op Transplant

9
8

KIDNEY
 Pre-Op Transplant
 Post-Op Transplan

13
10

LIVER
 Pre-Op Transplant
 Post-Op Transplant

3
4

LUNG
 Pre-Op Transplant
 Post-Op Transplant

18
19

LVAD BRIDGE TO HEART TRANSPLANT

6

LIVING DONOR TESTING-POST-OP

1

**Some patients might be counted in multiple diagnoses.*



GENDER

Male **62%**
 Female **38%**



AGE

0-17 years **7%**
 18-24 years **2%**
 25-60 years **52%**
 61 + years **39%**



ETHNICITY

Black **21%**
 Hispanic **22%**
 White **57%**
 Other **0%**



GUEST STAYS

Average Length of Stay **10-14 nights**
 Our Longest Stay was **347 nights**

SINCE OPENING IN 2013...



Number of Guests Served
 Number of Meals Served
 Nights Stayed
 Adopt-A-Family Awarded
 Number of COVID Patients Served
 States Traveled from
 Countries Traveled from

1,402
10,133
40,489
\$1,846,688
7
38
4

TRANSPLANT CENTERS

Hospital Partners **5**
Baylor St. Luke's Medical Center
Houston Methodist
Memorial Hermann
Texas Children's Hospital
Michael E. DeBakey VA Medical Center



Guest Profile

Robert Escobedo

Age:	40
Hometown:	San Antonio, TX
Transplant Type:	Double Lung (April 12, 2021)
Hospital:	Houston Methodist
Caregiver:	Mom & Sister

Around Christmas in 2020, I tested positive for COVID-19—which would then become the catalyst of my journey.

I decided to go to the hospital on the night of December 27th which resulted in my admission to the ICU in San Antonio and placement into a medically induced coma with a ventilator and a tracheotomy. After being on the transplant list for two weeks, I was fortunately transferred to Houston where I was able to receive a pair of new lungs on April 12th. All in all, the phrase: “play every game like it’s your last,” really resonated with me and has helped me see the good in this humbling experience.

What is the first thing you want to do after receiving your transplant?

I am looking forward to going home and taking a *normal* shower. Apart from that, I miss the little things like just driving with the windows down, feeling the air and sunshine, its heat touching my face. I also can’t wait to get back to my softball girls and the Chasing Dreams Foundation I founded—they serve as my motivation to get through this tough time.

What would you want to say to your donor?

I’ve been contemplating this question for a while. I’m adamant about writing a letter to my donor’s family and making them proud of who I am and who I have become. I believe that by writing such a letter, I would truly be fulfilling my end of the bargain.

What would you say to someone considering becoming an organ donor?

Why not? Why would someone miss out on an opportunity to save a life? Once you pass, one doesn’t do or use their organs for anything so why not donate them for the greater good and simply check that box off at the DPS.

What do you enjoy most about Nora’s Home?

The peacefulness of the home is so valuable to me; whenever I’m here, I feel relaxed. I’ve come to cherish the fact that I am able spend time with people who I have common experiences with and build a support system around those experiences as well. However, my favorite spot is definitely the gym – I really enjoy being there! The time I spend in the gym brings me one step closer to my goals and regaining my strength to go home.

What would you say to donors who support Nora’s Home?

I’d let them know that they’re doing a very good thing. There is definitely a great need for what Nora’s Home provides the Houston community with and its purpose is very much appreciated by all of its guests and their families. If the home wasn’t here, I’m not sure where I would be right now. You have given me the opportunity to heal and have one less worry while I recover.

Fundraising Report

We are grateful for our donors.

Nora's Home is fortunate to have more than 480 people who donated during the 2020 fiscal year.

These generous donations supported the programs that serve our guests and families on their transplant journey. We were grateful to also receive in-kind donations, as well as the gift of time and talent of our volunteers that made it a special year.

We are truly inspired by the willingness of so many to give and help.

NORA'S HOME GOLF CLASSIC

The Golf Classic is the annual golf tournament presented by our friends at Satterfield & Pontikes Construction. This past year marked the 7th annual tournament, and it was a record-breaking year at Wildcat Golf Club as we had the most teams and sponsorships to date. The fall event raised more than \$85,000.



This effort raised \$10,200 in 24 hours.



GIVING TUESDAY NOW

#GivingTuesdayNow took place on May 5, 2020 and Nora's Home joined many nonprofits for this global day of unity and giving, as more than 145 countries participated. Many expressed their generosity through acts of kindness, donations of goods, time and money, notes of compassion, advocacy for causes, and care for family and friends. Canadian professional hockey goaltender, David Ayers, and his wife Sarah helped to promote the day within our community. David received a kidney from his mother when he became ill in 2004. He helped to share the transplant journey with our community. This effort raised \$10,200 in 24 hours.

CONQUER COVID

For the first time since opening in 2013, Nora's Home experienced a large shortfall due to the COVID-19 pandemic. The pandemic led us to enact comprehensive, evolving, and cutting-edge safety and sanitation protocols which added costs as we were required to operate at 50% capacity. Conquer COVID was an end of year appeal introduced to support the home. Those who donated not only helped us weather the challenges posed by the pandemic, but also secure the future of Nora's Home. The Conquer Covid appeal raised a total of \$215,249.



Conquer COVID was an end of year appeal introduced to support the home.

GALA



THE SKY'S THE LIMIT

On March 7, 2020, Nora's Home welcomed over 700 guests to The Post Oak Hotel to celebrate the 9th Annual Gala and raise needed funds. Co-chairs Susie Cunningham and Chelsea Cunningham McDermott chaired the event that honored Million Air. Guests enjoyed dinner, dancing and bidding on items that raised over \$490,000.

PARTNER WITH YOUR PATIENT

The COVID-19 pandemic affected so many and transplant patients found themselves faced with food insecurity. To help alleviate this, Houston Methodist partnered with Nora's Home to raise funds to purchase gift cards for their patients during the holiday season. A total of \$38,070 was raised by their employees. A portion of the funds were donated to Second Servings whose mission is to alleviate hunger and reduce waste in the city by rescuing surplus food from businesses and conducting free same-day delivery to approved charitable meal sites. Nora's Home is a beneficiary.



A portion of the funds were donated to Second Servings...



Volunteer Highlights

Pat Cernocho

Some may know you affectionately as "Casserole-Pat" because of the many delicious casseroles you've dropped off to the home over the years, but what is your professional title?

I am the manager of the Microbiology Laboratory at Houston Methodist Hospital and I have 68 employees. I manage the day-to-day operations of the Microbiology Laboratory. We are a 24/7 operation; we are the only Microbiology Laboratory in our system. We provide services for all 7 hospitals, 1 long-term care facility, 9 free-standing Emergency Departments, and any doctor's office that wants to use our services. Our laboratory tests a variety of specimen types for bacteria, viruses, parasites, tuberculosis and tuberculosis-like bacteria and fungi.

How did you first hear about Nora's Home and what got you hooked on the mission of Nora's Home?

Seven years ago, our Laboratory Medicine department decided to take on a departmental charity. The hospital has several recognized charities, and we looked over the list. We chose Nora's Home because all nine of the sections of Laboratory Medicine touches the transplant program at some point—collecting blood, testing, reporting, etc. We decided as a group that providing a meal would be the best way we could help the families. I volunteered to be the coordinator because I love to cook and I love doing volunteer work. I have been blessed with an amazing team of bakers/cooks, and volunteers. I have made many friends over the years there. The patients and families give me inspiration. It is always the highlight of my week.

MY GO-TO RECIPE

Chicken Tetrazzini

- | | | |
|-----------------------------|----------------------------|---------------------|
| 1 can Cream of Celery soup | 1 small can of mushrooms | 1 chopped onion |
| ¼ cup milk | 2-3 cups of cooked chicken | 1 box (16 oz) pasta |
| 1 small bottle of pimientos | 1 tsp salt | Cheddar cheese |
| 1 small can of black olives | ½ tsp black pepper | |

Cook pasta and drain.

Combine all ingredients and add pasta. Bake in a 13x9 pan for 40 minutes.

The last 5 minutes, add as much cheese to the top of the casserole as you want and bake for another 5 minutes.

HOW VOLUNTEERS GAVE THEIR TIME IN 2020

- | | |
|------------------------------|---|
| Home-cooked or catered meals | Housework
(painting, organizing, cleaning) |
| Pantry drives | Family Game Nights
(before April 2020) |
| Gardening | |





COVID-19: Meeting the Challenge

COVID-19 brought unforeseen challenges, adjustments, decisions and worry to so many. Nora's Home remained steadfast in its mission to serve those on their transplant journey and rose to the challenges of the pandemic. The Board of Directors worked alongside the leadership team to keep the home safe and infection free.

While some hospitality homes in the area temporarily closed, Nora's Home remained open. On March 27, 2020, we temporarily suspended admitting new guests and locked down with 10 families that were currently in residence. After much discussion with the medical professionals on our Board and in learning about the virus, we reopened on June 1, 2020 with new admissions protocols, including limited maximum capacity at 50% and with new preventive measures in place.

1,245 meals were Virtual Chef of the Day
 Number of COVID Patients Served: **5**
 Average Occupancy Rate Prior to COVID-19: **70%**

COVID-19 PREVENTATIVE MEASURES IN THE HOME

- Limited guest capacity
- Additional hand sanitizing stations
- Daily temperature checks for all staff, guests and visitors
- Protective barrier surrounding the front desk
- Requirement of masks and social distancing in common areas
- Additional, extensive cleaning and disinfecting of the home

MANY GENEROUS DONATIONS CAME IN DURING THE PANDEMIC. WE ARE GRATEFUL FOR THOSE WHO THOUGHT OF OUR GUESTS!

- Farouk Systems donated boxes of hand sanitizer
- Helen Fox of Helen's Designs sewed beautiful masks for guests
- Multiple pantry drives were held for staple items and needed items
- CareDx brought cheer to the home with balloon décor for the barbecue dinner
- Meals were donated and guests came together to cook for each other
- St. Martin's Episcopal Church made beautiful prayer shawls

NOTEWORTHY NEWS & YEAR IN REVIEW

01 Participated in weekly LifeGift Fellowship Circle gatherings held virtually



02 Introduced “Brighten the Home for the Holidays” to our community and accepted donations for Christmas—homemade cookies and treats, movie night snacks and films, decorated gingerbread houses, catered meals for Christmas Eve and New Years

03 Nora’s Home was featured on Great Day Houston with support from our friends at Veritex Community Bank



04 Became a beneficiary of Second Servings generosity

05 Began to highlight our special guests and their transplant story in our Guest Spotlight

06 Welcomed 1,245 Virtual Chefs of the Day when we halted in-person volunteer efforts due to COVID-19



07 Grew our presence on social media—Facebook, Instagram, Twitter and LinkedIn—and shared guest stories, service projects, news and updates

08 Numerous Pantry Drives were held by our community to stock the community pantries with staple food items and cleaning supplies



09 Introduced two new Nora’s Home communications—*Nora’s News* quarterly newsletter and monthly e-blast, the *Sunflower Scoop*



How You Can Help



Donate

Every donation, no matter the amount, made to Nora's Home help guests and their families. Donations support the operations of the home from supplies needed to providing a night's stay through our Adopt-A-Family program. To make a one-time donation, or to join the monthly giving Sunflower Club, scan the QR code or visit www.norashome.org/donate. Donations are 100% tax deductible to the full extent of the law.



Volunteer

All of our volunteers are an essential part of our home! We have opportunities for individual and families, as well as groups from your church and workplace that can fit your schedule and interests. Learn more about how you can be a part of Nora's Home by scanning the QR code or visit <https://norashome.org/get-involved/volunteer/>.



Supplies

Our home has 32 guest suites and requires many supplies to run smoothly. Pantry items, kitchen utensils, and cleaning supplies are just a few of the items you can help provide to the families we serve. Our wish list is available on our website and a link to our Amazon page. You can view the list at <https://norashome.org/get-involved/wish-list/> or by scanning the QR code.



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