

CELEBRATING 40 YEARS BETWEEN HEALING AND HOME



# 40 Years of **Changing Lives**



**6**

The average number of nights a guest stays

**\$60**

The cost to host a guest one night

**150**

The average # of guests staying at The Doorways every night

**365**

Days per year that The Doorways welcomes guests

**839**

The number of veteran families who stayed at The Doorways last year

**\$10,000**

The cost to operate The Doorways per day

**223,000**

The number of guests served since inception



## OUR MISSION

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**.

**Dear Friends,**

**I**t has truly been a wonderful year celebrating the 40th anniversary of The Doorways and all our accomplishments and milestones along the way. We have taken the opportunity to look through our annuals, reflect on our storied history, and marvel at the tremendous impact made over these past four decades.

Since our founding, it has been our privilege to host more than 223,000 guests for an astounding 1.3 million nights of lodging (and counting)! Thousands of individuals served, and families supported.

We honor and celebrate the group of compassionate and visionary members of the MCV Auxiliary who witnessed an ongoing need in the healthcare community and committed to meeting that need – by providing quality, convenient and affordable lodging for those traveling to Richmond, Virginia for medical care. The efforts of this group, led by our cofounder, Dolly Hintz (whose loving hands are pictured on our cover), resulted in the creation of the Hospital Hospitality House in 1983, which evolved into The Doorways: Between Healing and Home.

We hope you enjoy reading more about our history and milestones in this annual report.

We send this to you with our profound gratitude. The Doorways is thriving today because of donor support. We are proud to list you in our annual Honor Roll of Giving and thank you for making The Doorways a philanthropic priority this and every year so that we can continue to provide a home away from home for our guests another forty years.



**Stacy Brinkley**  
President & CEO



**Randal Greene**  
2023-2024 Board Chair

## Our Founding

In 1983, the inspiring members of the MCV Hospital Auxiliary purchased a dormitory style 19th-century brownstone, the Zeigler House, with a mission: to provide lodging for the families of patients who had to travel to Richmond for critical medical treatment. The 28-bed facility (located a block away from what was then MCV Hospital), then known as the MCV/VCU Hospital Hospitality House, served patients and their caregivers **until 1994 when the need to accommodate more guests increased.**



That's when our current 117-room former hotel located at 612 East Marshall Street in downtown Richmond was renovated and opened, still just 5 blocks from what is now the VCU Medical Center Campus of VCU. Then in 1997, we amended the Articles of Incorporation to become a separate nonprofit 501(c)(3) known as the Hospital Hospitality House of Richmond.

## In April 2015, we rebranded as "The Doorways: Between Healing and Home."

As the largest donation-based healthcare hospitality house in the nation, we exist to help provide support to those that might have to choose between getting the care they need or keeping a roof over their head and food on the table. We are open **24 hours a day, 7 days a week, 365 days a year** providing the physical, logistical, and emotional support our guests need. Today, nearly half of our guests are the patients themselves, now able to receive vital treatment on an outpatient basis thanks to our close proximity to nearby hospitals.



**This year, we celebrated 40 years between healing and home with a very special person – our cofounder, Dolly Hintz!**

**Hear Dolly's memories of our founding in her own words by scanning the QR code.**





the **doorways**

celebrating **40** years

**BETWEEN  
HEALING & HOME**



## What an exciting year celebrating our 40th anniversary with our partners!



We celebrated at our 40th Anniversary Open House with current and former board members, community leaders, donors, and guests!

We hosted a networking event with **C&F Bank** to spread the word about our mission with members of our community. **Special thanks to our Board Member, Matthew Steilberg**, for facilitating this! You may also recognize Matthew as our emcee for SAVOR 2024!



**RiverFront Investment Group** was awarded the Corporate Partnership Award by the Association of Fundraising Professionals of Central Virginia, as nominated by The Doorways!

## 1983

### HHH was founded

The Doorways, originally known as the Hospital Hospitality House (HHH), began as an outreach of VCU Medical Center's Auxiliary. Originally housed in the Zeigler House, located a block from the main hospital, The Doorways consisted of a 28 bed, dormitory style accommodation. Our original logo featured a pineapple representing hospitality.



## 1994

### Move to 612 E. Marshall Street

In February of 1994, The Doorways relocated to the former Days Inn Marketplace Hotel at the corner of 7th and Marshall Streets. Located just five blocks from what was then MCV Hospital, this 117-room facility is the second largest hospitality house in the United States and is the largest to operate with no required lodging fee.



## 2009

### Our first SAVOR

In 2009, we held our first annual SAVOR culinary event. This would go on to become our signature fundraising event. The evening showcases some of the finest chefs around preparing unique dishes in renowned Richmond locations.



## 2015

### Rebranding as The Doorways

In 2015, we changed our name to rebrand as The Doorways. Our new name highlights our unique place *between healing and home*.



## 2019

### Dolly's Garden

In need of some outdoor relaxation space, The Doorways opened Dolly's Garden in 2019. A beautiful oasis for guests to relax, the garden is named for one of our founders, Dolly Hintz.



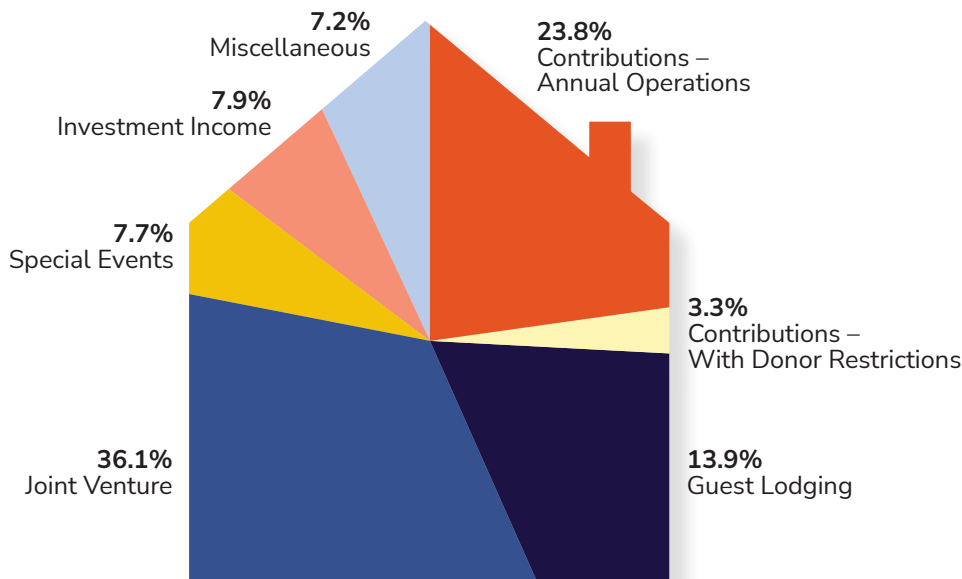
## 2023

### 40 Years Between Healing and Home

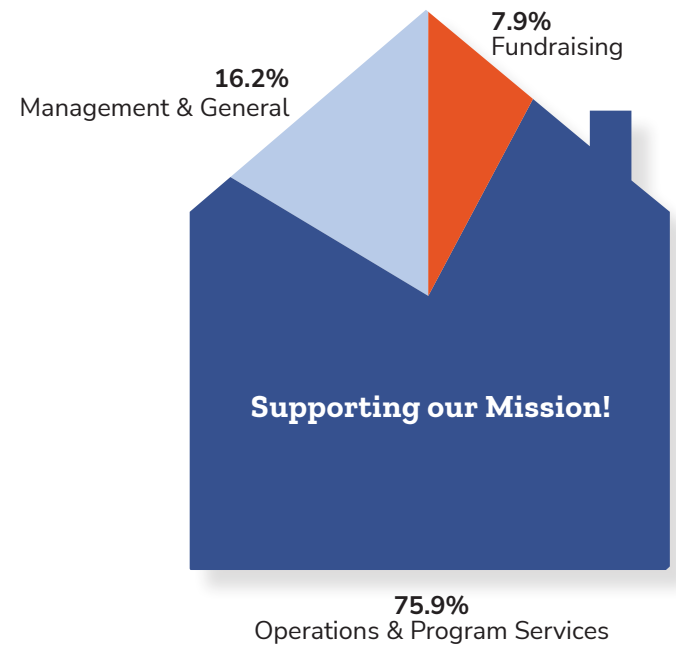
Thank you for joining us as we celebrated our 40th anniversary milestones! Here's to 40 more years!

## FISCAL YEAR 2024 FINANCIAL SNAPSHOT | July 1, 2023 – June 30, 2024

### Total Revenue \$4,587,298



### Total Expenses 3,707,454



“ For families already undergoing a crisis and medical emergency, having the ability not to worry about something like finding a suitable place to stay, and then having your expectations more than exceeded is an amazing gift. ” – Former guest



## FISCAL YEAR 2024 REVENUE & EXPENSES\* | July 1, 2023 – June 30, 2024

### Revenues and Support

Contributions – Annual Operations	\$1,091,720	23.8%
Contributions – With Donor Restrictions	151,882	3.3%
Guest Lodging	637,508	13.9%
Joint Venture	1,656,670	36.1%
Special Events	353,801	7.7%
Investment Income	363,768	7.9%
Miscellaneous	331,949	7.2%
<b>Total Revenues and Support</b>	<b>\$4,587,298</b>	<b>100%</b>

### Expenses

Operations & Program Services	\$2,814,085	75.9%
Management & General	600,440	16.2%
Fundraising	292,929	7.9%
<b>Total Expenses</b>	<b>\$3,707,454</b>	<b>100%</b>

### Net Assets

Endowment:		
Board Designated	\$2,768,077	
Donor Restricted	1,899,241	
<b>Total Endowment Net Assets</b>	<b>\$4,667,318</b>	
Operating:		
Unrestricted	\$11,204,775	
Unrestricted Property & Equipment, Net	4,903,009	
Temporary Restricted – Annual Fund Pledges	149,885	
Temporary Restricted – Capital Gifts and Pledges	-	
<b>Total Operating Net Assets</b>	<b>\$16,257,669</b>	
<b>Total Net Assets</b>	<b><u><u>\$20,924,987</u></u></b>	

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

## 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.**



“The Doorways means being able to heal without the worry of being so far away from the comfort of the hospital. It’s comfort, it’s tears of joy here.”

**W**hen Christopher learned **his heart was functioning at only 1%**, he and his mom, Jennifer, were told there was only one place for his lifesaving surgery: VCU Health. After traveling in the middle of a snowy night, they arrived just in time. Once Christopher was settled at the hospital, Jennifer – a nurse herself – was told about The Doorways. She recalls her arrival saying “I sat at a table by myself, eating chicken noodle soup. And then I laid my head to rest here, knowing he was right next door. And that’s when the nurse came out of me and the mom came back.”



**“That was the moment I knew we were where we should be.”**

After a successful surgery, Christopher was eventually discharged to stay at The Doorways with his mom while he completed his remaining treatments. After a fire took their home shortly before Christopher’s surgery, **The Doorways was the first place they felt at ease** since the fire. As they dealt with their medical crisis, they truly came to consider The Doorways their home away from home.

Having made friends with fellow guests, staff, and volunteers alike, Jennifer and Christopher frequently return for appointments and can regularly be found organizing the guest pantry, playing the piano, and enjoying a delicious meal with their new friends. Even through their challenges, they tell us that they “have a lot of joyous moments at The Doorways” – and that’s all thanks to our supporters making it possible.

**Thank you.**



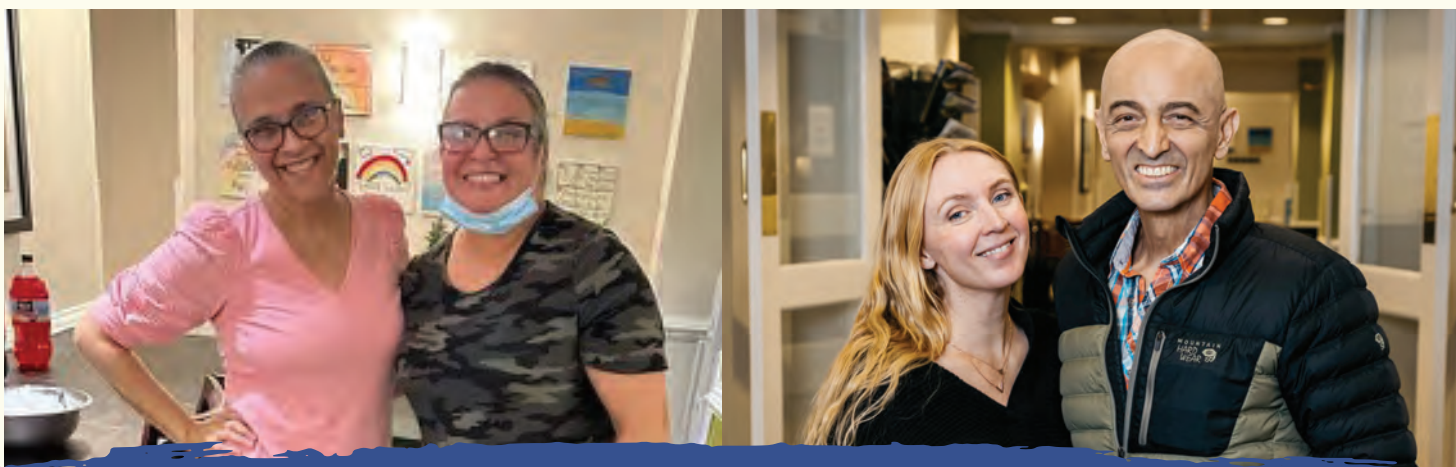
**9,456**

INDIVIDUALS SERVED  
THIS PAST YEAR



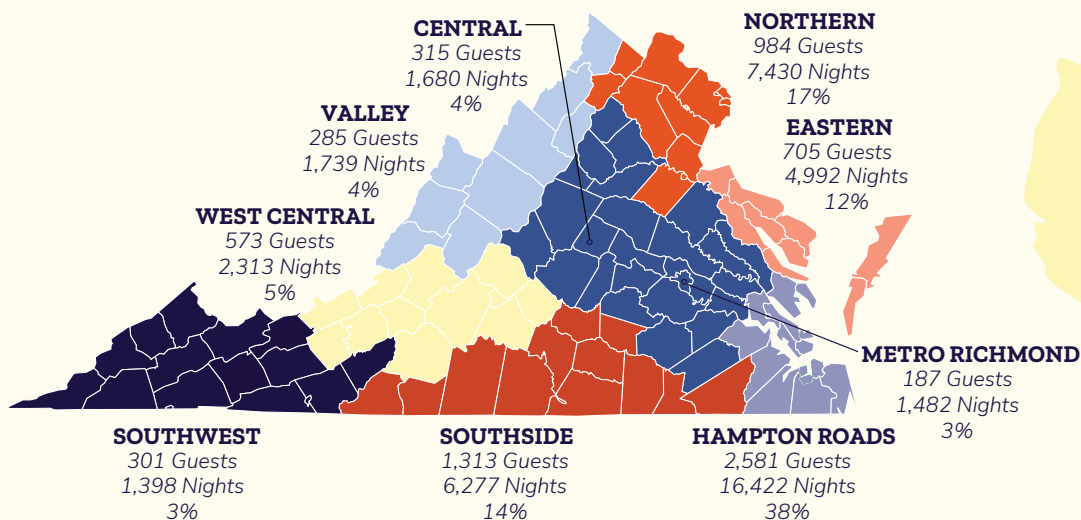
**39%**

OF GUESTS SAID THEY WOULD NOT BE ABLE  
TO ACCESS THEIR PRESCRIBED MEDICAL CARE  
WITHOUT THE DOORWAYS

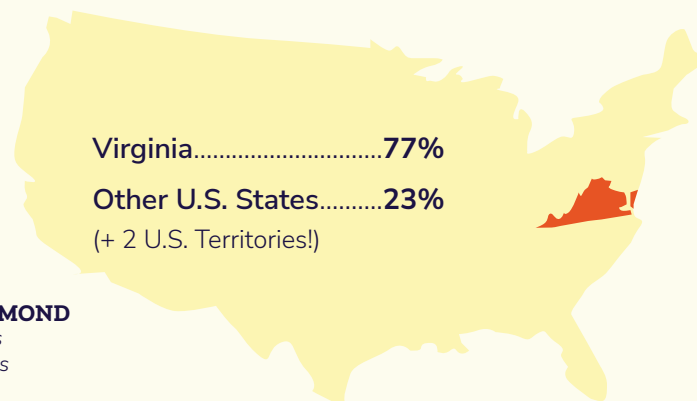


Our mission is focused on removing barriers to healthcare access for the medically underserved, financially disadvantaged, and those struggling to receive essential medical care in their local communities. This year alone, The Doorways served nearly 10,000 individuals – the majority from our home state of Virginia. Over the past 40 years, we’ve supported more than 223,000 people. We remain dedicated to reducing disparities, promoting health equity, and providing everyone with the opportunity to lead a healthier life.

**OUR SERVICE TO VIRGINIA FAMILIES**

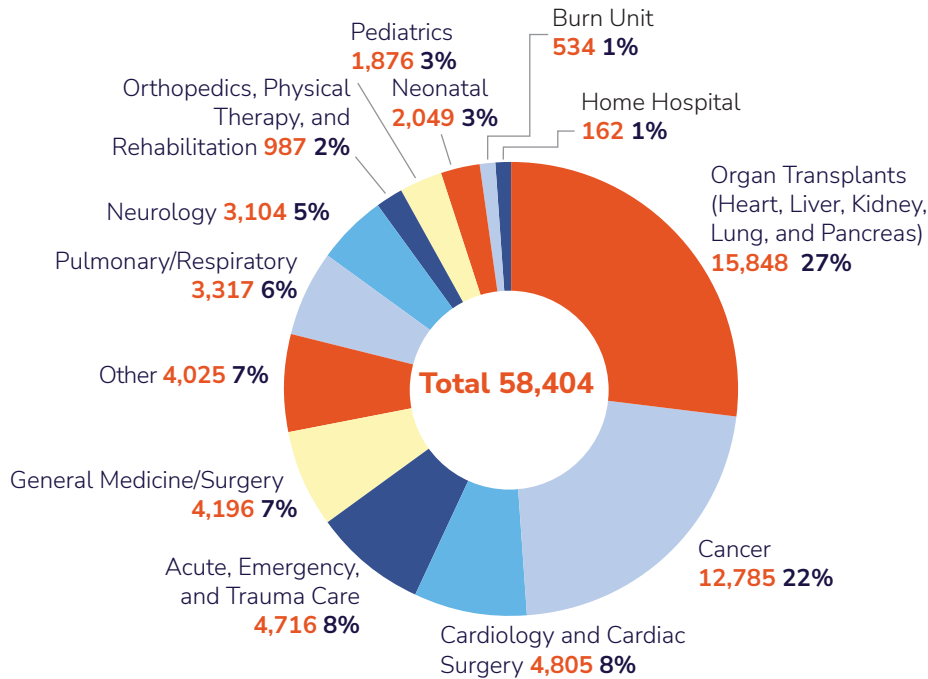


**INDIVIDUALS SERVED BY LOCATION**



## Nearly 60,000 total nights of lodging broken down by area of care

Includes patients and their families



We love building a welcoming community within our doors with guest activities like hot chocolate and ice cream parties, holiday decorating and trick or treating with our Young Professionals Council, and craft nights like our recent rock painting!

Our guests can regularly count on Pastor Tee with her weekly Worship and Word nights and on Jim Price, our Volunteer of the Year, for hosting our bimonthly Transplant Support Group alongside Sheran Goodman, one of our amazing social workers. Sheran has been with us for 16 years!



### 24/7

ACCESS TO COMMUNAL KITCHENS AND LIVING SPACES



### 170,206

FREE MEALS AVAILABLE



We've come a long way, but we've got a long way to go! We remain focused on continual improvement for our guests to feel at ease within our doors. We're renovating our guest rooms as the funding becomes available! **A gift or a grant of \$50,000 provides furniture and furnishings for ten guest rooms.** **Your support makes all the difference.**

# 40 years of Partnership

For more than 40 years, our mission has been made possible through the invaluable partnership and ongoing support of Richmond-area hospitals, treatment centers, and nonprofit programs whose patients The Doorways supports. They count on us to offer their patients and caregivers a comforting home away from home. Together, we've worked to ensure healthcare access and promote healthier recoveries for hundreds of thousands of people in need.



We are able to provide for our guests because of the vital support we receive from our community. From faith-based groups to schools and from corporations to small businesses, the impact each group has is deeply valued. Special thanks to our event sponsors for Gilbane Restaurant Walk and SAVOR!

## Gilbane Restaurant Walk 2023 Sponsors

Atlantic Constructors, Inc.  
Blair-Dumond Incorporated  
C&C Electrical Service  
Canada Contracting Company, Inc.  
Canterbury Enterprises  
Capital Interior Contractors  
CB Flooring, LLC  
Chewing + Wilmer, Inc.  
Cleveland Cement Contractors, Inc.  
ColonialWebb Contractors  
D.H. Griffin Companies  
Dominion Waterproofing & Construction Services, Inc.  
EMC Mechanical Services  
Equipment Share  
Fast Glass, Inc.  
Glass and Metals, Inc.  
HCE of Virginia, Inc.  
Impact Services, Inc.  
J. E. Liesfeld Contractor, Inc.  
J. S. Archer Company, Inc.  
James River Nurseries, Inc.  
Jefco, Inc.  
Johnson Controls, Inc.  
Kinsley Steel, Inc.

Liphart Steel Company, Inc.  
Lorton Stone, LLC  
M.P. Barden & Sons, Inc.  
Mid Atlantic Source One  
Miller Electric Company  
New Market Asphalt Corp.  
Old Dominion Group  
PaintDesign  
Reliable Onsite Services - United Rentals  
Richmond Primoid, Inc.  
Roof Services, A Tecta America Company  
Rudy L. Hawkins Electrical Contractor, Inc.  
S.B. Cox, Inc.  
Scaffolding Solutions  
Shoosmith Construction, Inc.  
Southern Industrial Constructors, Inc.  
SRC, Inc.  
SunBelt Rentals, Inc.  
Tindall Building Systems  
Tolley Electrical Corp.  
Total Facility Solutions  
W. H. Stovall & Company, LLC  
Weldon Steel Corporation  
W.O. Grubb  
Wysin Contracting, LLC

## SAVOR 2024 Sponsors

### Master Chef

VCU Health

### Sous Chef

Melissa and Jonathan Ball  
Patricia and Daniel Carr  
Melissa and Mark Christian  
Davenport  
Davis and Green  
The London Company  
MCV Foundation  
Performance Food Service  
TowneBank  
UDig

### Chef de Partie

Bryan Carlson and Mark Bouziane  
The Changing Tide Body, Mind, & Spirit P.C.  
Christian and Barton  
Jennifer and Martin Davenport  
Mr. and Mrs. Jim Jollay  
Keiter  
Lewis Media Partners  
Darcie and Blair Nelsen  
Republic National Distributing Company  
Leslie Stack and Frank Rizzo  
Total Printing  
Stewart and Matt Williams



## Improving the lives of others

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### Meet Jannequin!

The endlessly talented Chef Jannequin Bennett is one of the founding chefs of our annual gala, SAVOR! Jannequin continues to prepare delicious meals at the event while also overseeing the chef committee and serving as our primary contact with the culinary talents. But did you know that Jannequin has also provided cooking lessons and made meals at The Doorways herself? We welcome volunteers of all cooking expertise - from professional chefs to at-home cooks. Our guests appreciate it all!

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### Meet Caroline!

No task is too large or too small for the incredible Caroline Morton, another superstar volunteer! From hosting receptions at her own home to supporting events, Caroline has invested in our mission from the ground up. Her favorite task though is coming to The Doorways each week to write thank you notes with her beautiful penmanship! Do you have a unique talent that could benefit our mission? Let us know!







Actalent



Apple REIT



Virginia Department of Education



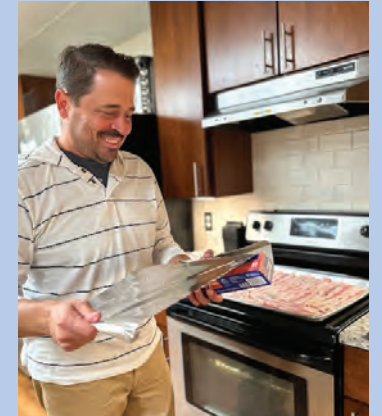
Alpha Delta Kappa VA Zeta Chapter



Student Volunteer



Purple Hearts Care



This past year, **450 Volunteers** provided **6,000 Hours** of Volunteer Service!



VCU Student Volunteers



Sentara



Jim Price and Family



## Our volunteer roots run deep – we were founded by a group of dedicated volunteers from the MCV Hospital Auxiliary and volunteers continue to be at the heart of our mission today.

Our volunteers offer invaluable support to our guests: from preparing home-cooked meals and leading support groups, to performing music, maintaining a clean and welcoming environment, decorating for special occasions, and simply being compassionate listeners. Our volunteers create a true sense of community. We are proud to welcome volunteers from all walks of life—school groups, large corporations, small businesses, religious organizations, civic groups, solo guest chefs, families, friends, and even former guests! Whether providing practical assistance or emotional comfort, each volunteer contributes to making The Doorways more than just a place to stay.

## Together, our volunteers make our house a home.



Swedish Match

Lansing Building Projects

Chowdhury Family

Interested in getting involved with your group? Reach out to our Volunteer Manager at [volunteer@thedorways.org](mailto:volunteer@thedorways.org) or scan the QR code to learn more about our opportunities!



### VOLUNTEER OPPORTUNITIES INCLUDE:

- 🏠 Providing and serving meals
- 🏠 Cleaning windows at our Windex Parties
- 🏠 Organizing donation drives
- 🏠 Evening entertainment (live music, bingo, game nights, etc.)
- 🏠 Art projects with guests



Federal Reserve Bank of Richmond

## How can you support The Doorways? There are many ways to give and make a lasting impact upon the families staying at The Doorways:

- 🏠 **Go Online** to make a gift with your debit or credit card at [www.thedoorways.org](http://www.thedoorways.org)
- 🏠 **Mail a Check** to 612 E. Marshall Street, Richmond, VA 23219
- 🏠 **Make a Gift** from your Donor-Advised Fund
- 🏠 **Donate** appreciated stocks or securities
- 🏠 **If you are over age 70½**, you may be eligible to donate a qualified charitable distribution from an individual retirement account (IRA) and potentially receive tax benefits. Please speak with your financial advisor about supporting The Doorways in this beneficial way!

### Where there's a will, there's a way!

**You can demonstrate your compassion**, create your personal legacy, and set an example for others by remembering The Doorways in your will, trust, or other planned gift. No gift has a more lasting impact!

**A planned gift** may also offer many potential tax advantages including the reduction of capital gain taxes and possibly federal and state estate tax savings.



The Doorways Young Professionals Council



VCU Acceleration

 **\$15**

is the suggested per night donation for guests to contribute

 **53%**

of guests cannot donate to the cost of their stay but **no guest is ever turned away for their inability to contribute**

For more information on giving options, follow the QR code or call Director of Development at (804) 828-6901 ext. 150.



# 40 years of **Compassion**

**A**s we reflect on 40 years of providing comfort, care, and community, we are filled with **immense gratitude for everyone** who has made The Doorways a beacon of hope. Our journey has been shaped by the compassion of our volunteers, the generosity of our donors, and the unwavering support of our community. Together, we have opened our doors to **thousands of families during their most challenging moments**, offering them a home away from home. As we plan ahead for the next 40 years, **our mission remains steadfast**: committed to expanding our services, deepening our partnerships, and continuing to open doors to a brighter tomorrow. We envision a future where no family has to face the uncertainty of medical care alone. With your continued support, **we will not only provide shelter, but a community of healing, connection, and resilience**. Thank you for being a part of this incredible journey. Here's to 40 more years of making a difference – **together**.



## The Doorways' Governing Body 2023–2024

### Officers

**Stacy Brinkley**  
President & CEO

**Randal Greene**  
Chair

**Melissa Ball**  
Chair Elect

**Kevin King**  
Treasurer

**Susan Frank**  
Secretary

### Directors

Reginal Bryant  
Ryan Cunningham  
Marcelle Davis  
Richard Dickinson  
Tori Drummond  
Leslie Flanary  
Marsha Ginther  
Cheryl Goddard  
Kathy Graziano  
Gail Johnson  
Jim Jollay

Catina Jones  
Ginny Little  
Blair Nelsen  
Jaime Pickett  
Scott Redmond  
Matthew Steilberg  
John Syer  
Charlie Whitaker  
Henry Willett  
Matt Williams

*Thank you to our 2023–2024 Board Members!*

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 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, diversified 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)

