HELPING MEDICALLY COMPLEX BABIES
THRIVE!

Little Heroes League
2023 Annual Report
Mission
Little Heroes League helps medically complex babies and their families thrive by providing life-changing care coordination.
2023 BY THE NUMBERS

580 TH
FAMILY ENROLLED
(SINCE PROGRAM INCEPTION)

$1,562,512
RAISED
($5,750,913 SINCE 2017)

81¢
of every dollar spent by LHL supported our care coordination program

927 INDIVIDUAL SUPPORTERS

225 NEW FAMILIES ENROLLED

SELECTED AS 2023 NUDM PRIMARY BENEFICIARY
Evanston, IL
MARCH 2023

4 MAJOR FUNDRAISING EVENTS

ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL
CHICAGO, IL
PARTNERED: 2018

C.S. MOTT CHILDREN'S HOSPITAL
ANN ARBOR, MI
PARTNERED: 2020

UNIVERSITY OF IOWA STEAD FAMILY CHILDREN'S HOSPITAL
IOWA CITY, IA
PARTNERED: 2021

RADY CHILDREN'S HOSPITAL
SAN DIEGO, CA
PARTNERED: 2022

100 GRADUATES
WE SEE CONTINUED GROWTH AT OUR 4 TOP-RANKED HOSPITAL PARTNERS

ANN & ROBERT H. LURIE CHILDREN’S HOSPITAL

Chicago, IL
Partnered: 2018
Care Coordinators: 5
Little Heroes Served: 178

C.S. MOTT CHILDREN’S HOSPITAL

Ann Arbor, MI
Partnered: 2020
Care Coordinators: 3
Little Heroes Served: 79

UNIVERSITY OF IOWA STEAD FAMILY CHILDREN’S HOSPITAL

Iowa City, IA
Partnered: 2021
Care Coordinators: 6
Little Heroes Served: 313

RADY CHILDREN’S HOSPITAL

San Diego, CA
Partnered: 2022
Care Coordinators: 2
Little Heroes Served: 10
Through our collaboration with four partner hospitals, we have witnessed remarkable growth since initiating our services in 2018. To date, we have delivered care coordination to more than 580 little heroes and their families.

- **January 2018**: Ann & Robert H. Lurie Children’s Hospital Partnership Agreement
- **October 2020**: C.S. Mott Children’s Hospital Partnership Agreement
- **November 2021**: University of Iowa Stead Family Children’s Hospital Partnership Agreement
- **December 2022**: Rady Children’s Hospital Partnership Agreement
In the midst of this whirlwind, we were introduced to someone who would become our beacon of hope. Kristen from the Little Heroes League. As parents without a healthcare background, we were overwhelmed to say the least, and unsure of how to navigate the complex system that surrounded us. Kristen was the greatest gift we could have been given in that moment. Guiding us through the maze of doctors, specialists, paperwork, scheduling, insurance, and Medicaid.

Kristen’s advocacy for Luke was unwavering. She became a familiar face in the NICU, one of the very few constants in the midst of the weekly rotation of attendings, residents, fellows. Kristen would stop by our room nearly every day. She would sit in on our meetings with doctors and specialists. She would send over pictures and updates of Luke when we were still rushing over to the hospital in the morning, having been up late with Luke the night before. She held Luke for us. When we went to lunch with our older son, we would talk through the latest updates from a doctor and she would help us come up with a game plan. With her support, we found ourselves on a path that gave us hope, hope that we might bring Luke home one day against all odds.

Through every hurdle, Kristen remains an unwavering force by our side. She handles the complexities of outpatient needs, appointments, and insurance with the level of expertise and care that's simply extraordinary. She's more than a professional advocate. She's become a trusted friend, what I call a third parent to Luke. The only one of us who actually knows how to navigate the system with grace and compassion. I sometimes wonder where we'd be without Kristen in the Little Heroes League, she's been our lifeline and steady source of comfort when the road ahead seems dark and uncertain. I can't fathom what our lives, most importantly, Luke's life would've looked like without her.

Little Heroes League should be the standard of care. It's the best example of the compassion and support that every family in our situation deserves. Your contributions not only have a profound impact on the individual lives of children and their families, but your giving is also a tangible demonstration of what it means to care for one another. As you open your hearts and give today, know that you are not just donating to another charity. You are giving hope, love, and you are truly giving a chance for little heroes like our Luke to defy the odds and shine their light upon the world.

- Emily, mother to Little Hero Luke (rest in peace)
Q&A WITH AN LHL CARE COORDINATOR

Name: Kristin Lake-Davison | Hospital: C.S. Mott Children’s Hospital | Years in Position: 2

What is the most rewarding part of this position?
I had to give this a lot of thought because there are so many rewarding parts of being a care coordinator. For me, the best part is meeting new families to tell them about the program. This part of the job allows me to share the history of Little Heroes League and how the program was started. While I am talking, I can see the relief on the family’s faces, hearing that they will have support during their NICU journey and after discharge. They don’t necessarily know how much LHL will help them during that initial meeting, but I know! I am always so excited to get to know a new family and watch them grow on their journey with LHL supporting them.

Why do you enjoy this role?
There are so many reasons that I love my job and I am so grateful to feel that way. We, as a team, are privileged to support families on their most difficult days and also to celebrate the wins! There are always going to be challenges when you have a medically complex child and helping empower families to navigate those challenges is one of my favorite things about this job.

As a nurse who worked in the NICU and in the outpatient clinics here at Mott, I can appreciate how overwhelming the outpatient world can be after a NICU stay. I enjoy helping families transition from inpatient to outpatient and making the process exciting vs anxiety inducing. Watching families leave the NICU on discharge day is so magical and to be a part of their story is such a blessing.

What differences do you see for and families who aren’t enrolled in this program?
Families who aren’t enrolled in LHL often miss more appointments, sometimes because they can’t even keep track of how many there are. There can also be barriers to getting to appointments such as lack of transportation, but families don’t know who to contact for help.

When I worked in the outpatient clinics the teams did their best to follow-up with patients who missed appointments, but there wasn’t the capacity to have routine follow-up like there is with our program. We are able to ensure there are no barriers to getting to appointments, send out appointment reminders, and then attend appointments with families. This type of advocacy is unlike anything I’ve seen in the health system and helping families attend their visits leads to better health outcomes.

What makes the LHL program different?
LHL is different from any program I have seen in my eleven years as a nurse. LHL allows us to build rapport with families from their child’s first days of life in the NICU and continue being a part of their care team for years to come. Families tell us all the time how appreciative they are to have a consistent person on their team who knows their family’s story.

It is also special for us because we get to watch the children grow and meet different milestones. One of my patients recently had a kidney transplant and his mom said “we did it, we got him here!” referring to her & I working together to coordinate his lab draws and appointments to help him and grow and receive a kidney! It doesn’t get more special than that.

Can you share a few examples of the impact you’ve made on families?
There are so many families that our team has been able to support since we started in 2021. We have families that come from hours away for their outpatient appointments. We work to coordinate their appointments on one day in order to reduce the amount of times they are traveling and decrease the number of days parents have to take off work. This often involves messaging providers to advocate for add-on appointments or calling clinics multiple times a week to see if there were any cancellations.

We know our patients very well and we anticipate their needs. For example, I had a patient coming for an MRI and I knew more scans were needed in the future, so I reached out to the medical team to see if we could do scans early in order to coordinate with scans ordered from another specialty. This reduced the number of trips to the hospital and also the number of times they needed to be sedated for scans.

We also spend time ensuring our patients know how to utilize the resources available to them such as setting up rides with insurance. We sit down with them and call insurance or show them the application on their phones, which empowers them to set up transportation in the future. These are just a few of the ways that our coordination leads to better patient satisfaction as well as outcomes.

How would you like to see LHL grow?
We say every day in our NICU that everyone could benefit from LHL. I want to continue helping as many babies and families as we can because I see it change lives. The healthcare system can be scary and overwhelming, our team helps make it manageable. I would love to see LHL go to even more hospitals and reach more families. LHL truly is setting an example for what care coordination should look like and what every family deserves in order to best support their medically complex child. Our team and families are so grateful to the generous donors at LHL and Mott.
## Summary of Revenue & Expenses (dollars in thousands)

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE, Net</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contributions</td>
<td>395</td>
<td>219</td>
<td>518</td>
</tr>
<tr>
<td>Special Events, Net</td>
<td>383</td>
<td>680</td>
<td>825</td>
</tr>
<tr>
<td><strong>TOTAL, Net</strong></td>
<td>778</td>
<td>899</td>
<td>1,343</td>
</tr>
</tbody>
</table>

*Note: 2021 Gross Revenue - $928K; 2022 Gross Revenue - $1,085K; 2023 Gross Revenue - $1,563K*

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXPENSES, Net</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program</td>
<td>576(^1)</td>
<td>657(^2)</td>
<td>836(^3)</td>
</tr>
<tr>
<td>Administrative</td>
<td>45</td>
<td>52</td>
<td>58</td>
</tr>
<tr>
<td>Fundraising</td>
<td>82</td>
<td>106</td>
<td>143</td>
</tr>
<tr>
<td><strong>TOTAL, Net</strong></td>
<td>703</td>
<td>809</td>
<td>1,037</td>
</tr>
</tbody>
</table>

## Financial Efficiency Metrics

<table>
<thead>
<tr>
<th>METRIC</th>
<th>2023 Performance</th>
<th>Program-to-Date Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Expense %</td>
<td>81%</td>
<td>81%</td>
</tr>
<tr>
<td>Admin Expense %</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Fundraising Expense %</td>
<td>14%</td>
<td>12%</td>
</tr>
<tr>
<td>Fundraising Efficiency</td>
<td>.11</td>
<td>.11</td>
</tr>
</tbody>
</table>

\(^1\) Includes Lurie Children’s, C.S. Mott’s, and Stead Family Children’s program funding through 2022  
\(^2\) Includes Lurie Children’s, C.S. Mott’s, and Stead Family Children’s program funding through 3Q, 2023  
\(^3\) Includes Lurie Children’s, C.S. Mott’s, Rady, and Stead Family Children’s program funding through 3Q, 2024
Thank you for your support!

www.LittleHeroesLeague.org

Facebook.com/LittleHeroesLeague

@LittleHeroesLeague

linkedin.com/company/LittleHeroesLeague

Save The Dates!

www.LittleHeroesLeague.org/events

6th Annual Big Hero Charity Golf Outing
Ruth Lake Country Club
6200 S Madison St, Hinsdale, IL 60521
Monday, July 15, 2024

4th Annual Big Victor Charity Golf Outing
University of Michigan Golf Course
Benefiting medically complex babies at C.S. Mott Children’s Hospital
Monday, August 5, 2024

3rd Annual Iowa Big Hero Charity Golf Outing
Dubuque Golf & Country Club
Monday, September 9, 2024

Funraiser VII
Let’s Rock for Little Heroes!
Saturday, October 5, 2024
Morgan Mfg, Chicago, IL
Benefitting medically complex little heroes at Harper Hospital and Children’s Hospital of Illinois.