

*We provide high quality care
and improve the health of the
people we serve.*



A Letter from the CEO

What comes first and foremost in our lives? For most of us, it's family, faith and community. In times of hardship, we are supported and sustained by our caring connections with one another.

As a family physician, I see the powerful effects a compassionate community has on the health and well-being of patients. Almost daily, I see examples of people working together as families, friends and neighbors to improve the strength of our community.

Since the Carle Foundation Hospital opened its doors in 1931, our mission to provide everyone in the community – regardless of financial situation – with compassionate, exceptional medical care has been first and foremost. Our mission is to bring our community and your family the highest quality care, so you can stay close to home when you need it most.

Our exceptional care was recently recognized when Carle Foundation Hospital was named one of the top 100 cardiac hospitals in the country. We are honored by the recognition. But most importantly, we are grateful that patients like June Greene, a retired P.E. teacher, spent the holidays with her family this year – something that might not have happened without the latest technology and most experienced cardiac physicians and nurses at Carle Foundation Hospital.

Throughout the past year, that same excellence in health care was provided to 1,793 patients in financial need, through \$1.3 million in charity health care. Last year, we also offered free education and wellness programs to thousands of community members and formed community partnerships to improve access to health care. As a not-for-profit organization, Carle is honored to provide this essential care to those in our community who might not otherwise receive medical care.

All of these community health care services are made possible by our 2,500 talented employees who bring community values to work – integrity, collaboration, accountability, respect and excellence – and it shows on the faces of people like Mrs. Greene.

This report was prepared to give you an overview of the wonderful work being done every day at Carle Foundation Hospital to enrich our community. We are honored to be part of the community, because, first and foremost, we're here to serve you.

James C. Leonard, M.D.
President and CEO
The Carle Foundation

Mission Statement

We provide high quality care and improve the health of the people we serve.

Our mission statement, in the broadest sense, defines who we are, what we stand for, and the importance of our relationships with our patients and staff.

As a locally owned, not-for-profit organization, we take seriously our obligation to treat everyone with respect and dignity, regardless of their ability to pay.

All people receive the same excellent care and treatment and the same access to Carle Foundation Hospital's advanced medical technology.

Vision Statement

By working together, we will be a nationally recognized health care system and employer of choice by 2007.

To thrive, organizations must look to the future. Our vision ensures that we will continue the pursuit of health care excellence and remain focused on our commitment to advanced technology and quality care.

Values

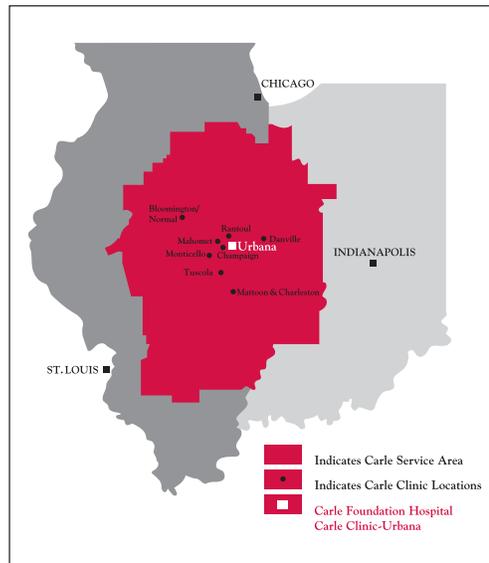
We live our mission by embracing the values of integrity, collaboration, accountability, respect and excellence.

These values guide our patient care and our corporate decision-making.

The Carle Foundation Hospital Service Area

Our mission is to serve all – not only those living in our primary service area, but also any person who comes to Carle Foundation Hospital for care. However, to better understand those we serve, it is helpful to examine our geographic community.

Carle Foundation Hospital is located in Urbana, Ill. Its primary service area includes 38 counties in east central Illinois and west central Indiana.



The Carle Foundation is a not-for-profit, locally owned and operated health care system that manages Carle Foundation Hospital and other Carle health care services. For nearly 75 years, The Carle Foundation has stayed true to its mission of improving the health of our east central Illinois community.

This report focuses primarily on Carle Foundation Hospital and the benefits it brings to people in the communities it serves. The reporting period is fiscal year 2003, which spans the time frame of July 1, 2002, to June 30, 2003. However, current information about our programs is also included.



This fiscal year, Carle Foundation Hospital admitted 15,766 people as inpatients and cared for 46,054 outpatients. In addition, we treated 56,610 people in the Emergency Department and adjacent Convenient Care area. Of those treated in the Emergency Department, 743 benefited from the services of our Level I Trauma Center. Our Level III Perinatal Center cared for 2,154 infants.

Carle Foundation Hospital

Community Care at cost*	\$ 1,316,550
Unreimbursed Care/IPA losses at cost*	\$ 4,870,929
Subtotal	\$ 6,187,479

Corporate Contributions	\$ 815,059
a. recycled computers	\$ 20,390
b. in-kind	\$ 23,413
c. United Way (contributions/time/expenses)	\$ 93,051
Subtotal	\$ 951,913

Community Service**	\$ 33,112
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Community Health	
a. program expenses	\$ 1,633,302
b. additional staff time**	\$ 363,909
c. capital	\$ 1,245,963
Meeting Space	\$ 146,985
Subtotal	\$ 3,423,271

Carle Foundation

Community Care at cost*	\$ 42,243
Unreimbursed Care/IPA losses at cost*	\$ 2,096,031
Subtotal	\$ 2,138,274

All Other Foundation/Hospital Businesses

Community Service/education/projects/ space/donations**	\$ 120,507
Subtotal	\$ 120,507

Carle Development Foundation

Community Care	\$ 67,043
Education	\$ 933,133
Medical Research	\$ 80,962
Patient Care/Hospice	\$ 453,137
Carle Auxiliary Guest House	\$ 296,319
Subtotal	\$ 1,830,594

Grand Total	\$ 14,652,038
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* Community care (no-cost and discounted financial assistance) and unreimbursed care are calculated at cost, meaning these figures represent the actual cost to provide the service rather than the amount charged by the Hospital. While many hospitals across the country calculate these figures as charges, Carle Foundation Hospital uses a more conservative accounting to accurately convey how much its programs benefit patients and the community. Furthermore, these numbers do not reflect the millions of dollars of care given to patients who provided no payment and did not apply for the Hospital's available financial assistance for which they would have qualified.

**These numbers are approximations, based on available information.

Note: This community benefit report includes contributions outside of the general accounting; therefore, figures may vary from those reported in the state's Community Benefit Act filings. Questions about this report may be directed to the Carle Foundation Hospital Public Relations Department at (217) 383-3016.

Serving Our Community First and Foremost

Carle Foundation Hospital serves its community through compassionate care, state-of-the-art medical treatment, life-saving emergency services and proactive health education programs. As a charitable organization, we recognize our responsibility to provide these services regardless of a patient's ability to pay.

In fiscal year 2003 alone, we provided approximately \$1.3 million in no-cost or discounted care, touching the lives of 1,793 patients who might not otherwise have received quality medical care.

Yet, what we give back to the community extends beyond direct health care services. From community health and health care workforce education to providing essential health services that operate at a loss, giving back to our community is an essential part of what we do. It also means providing our employees with the time to serve the community as volunteers, many of whom are active on boards and committees.

In total, the value of all services we provide to the community is more than \$14.6 million. But the real benefit is so much more than a dollar figure. As you read the stories of just a few of our patients, you will discover that true benefits cannot be quantified when lives are saved and people are comforted.

What Do These Numbers Mean?

Community Care

As a charitable organization, we give well over a million dollars each year in no-cost and discounted health care services to patients who would not otherwise receive medical care.

We also help patients obtain their medications free or at reduced rates as an important service to those who cannot afford their prescriptions. Plus, we provide a full prescription of medication at discharge from the Emergency Department, rather than just a few days' worth. This helps assure that our patients' health care needs are met without concern for cost.

Unreimbursed Care

The cost of health care services far exceeds the amount the State of Illinois reimburses hospitals for providing services to Medicaid recipients. As of December 2003, reimbursement was 20 cents on the dollar for emergency and outpatient services and 37 cents on the dollar for inpatient care. The cost to provide care to Medicaid patients exceeded reimbursement by more than \$6.9 million in 2003.

In addition, Carle Foundation Hospital uses the services of an outside agency to assist people in applying for Medicaid, helping patients take advantage of State aid to cover their hospital bills. The cost of providing this service was more than \$71,000.

Cash and In-kind Donations

To strengthen our community, Carle Foundation Hospital provides substantial resources to other organizations in support of missions and goals that closely align with ours. In total, donations reached more than \$879,000 in 2003, benefiting approximately 80 civic, cultural and educational endeavors, as well as mission work.

Donations included five significant year-end grants, amounting to \$740,000, to develop the health care workforce and improve access to care. Grants included \$360,000 to Parkland College for the Carle Scholars Program, \$150,000 to the University of Illinois College of Medicine, \$175,000 to Frances Nelson Community Health Center to expand its facility in a new location, \$30,000 to Urbana School District 116 to develop a school-based health clinic, and \$25,000 to the Urbana Park District toward the development of the Crystal Lake Labyrinth located adjacent to the Carle Medical Campus.

Donations also included a popular computer recycling program initiated in 2000. This fiscal year alone, 295 pieces of hardware, including computers, monitors and other accessories, were donated to local schools and not-for-profit organizations.





Providing Care. First and Foremost.

We want you to know our philosophy on charity care. Plain and simple – when people come to Carle Foundation Hospital for exceptional health care, we provide it. When they tell us they cannot afford the care, we help.

Patient representatives, social workers and registration staff are available to personally discuss a patient's situation. Written

information is also available to patients in admitting areas.

Our financial team helps patients by checking their insurance coverage, identifying any holes in coverage, looking for alternative methods of coverage, assisting patients in filling out insurance forms, helping patients apply for public assistance, setting up payment plans and helping patients apply for assistance through the Hospital's Community Care Program.

If patients are unable to make a payment as low as \$25 per month, they are encouraged to apply for no-cost or discounted care. In February 2004, the Hospital's Community Care Program was enhanced to help even more people, providing no-cost health care to people with incomes up to 150 percent of the Federal poverty guidelines and establishing a sliding scale discount for

people who earn up to 250 percent of the Federal poverty guidelines.

For example, a family of four earning up to \$28,275 is eligible for no-cost care. Plus, families of four earning up to \$47,125 are eligible for a 25 percent discount.

We understand unique circumstances arise in each family's financial situation. That's why it is so important for patients to discuss their financial concerns with the business office. If you know of someone with these concerns, please refer them to one of our patient accounting representatives at (217) 326-2900. For more information on eligibility requirements visit the Carle Web site at <http://carle.com/CFH/PatientGuide/communitycare.htm>.

Reaching Out in Our Community

Caring for the health and well-being of our community means more than providing the area's most advanced care. It also means looking for ways to reach out and provide the information and services needed to keep our community safe, healthy and happy.

AirLife Saves Hundreds of Lives

AirLife, an airborne emergency room equipped to handle critical care procedures en route, provides hospital-to-hospital transports and flies to accident scenes. In 2002, the State eliminated funding for the helicopter that had served east central Illinois. That's when Carle Foundation Hospital and ARCH Air Medical Service, Inc. stepped forward to ensure service continued. Since early 2003, the AirLife helicopter air medical transport team has been ready for take-off within

minutes. Hundreds of people have since benefited from this life-saving transportation, including cardiac patients, expectant moms, critically ill infants and children, as well as seriously injured accident victims.

Neighborhood Projects Promote Stability, Affordability

Carle Foundation Hospital provides the City of Urbana with two transitional houses for the homeless, in addition to offering affordable rent in 48 properties in the adjacent neighborhood. Rents for these properties are, on average, \$150 per month lower than market rates.

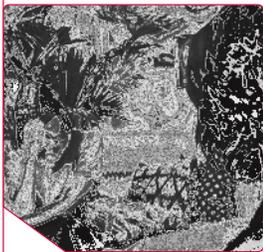
Carle Foundation Hospital also contributes to the beautification of the adjacent neighborhood through regular house and yard maintenance, street lighting and landscaping.

Parish Nurse Program Participants Serve Church Communities

Since the Carle Community Parish Nurse program began in 1998, we have educated 259 nurses who serve 131 congregations in 21 counties. Parish nurses make new mother and baby visits, help families cope with family transitions, and provide

bereavement counseling. They educate church members about health and wellness issues, as well as acute and chronic illnesses.

Parish nurses also provide resources, help congregants obtain appropriate medical attention, and make referrals to physician practices and pastoral staff. For more information about the program, call (217) 326-2683.



Interpersonal Violence Intervention Assists Victims

Carle Foundation Hospital is committed to providing support to victims of violent crimes and to educating the public in order to prevent violence. The Carle Emergency Department's Interpersonal Violence Intervention Program helps people recognize violent environments and assists victims after a violent act has been committed. Programs include the Domestic Violence Intervention Program, SANE – Sexual Assault Nurse Examiner Program, and ENCARE – Emergency Nurses Cancel Alcohol Related Emergencies. In addition, the Hospital supports

Risk Watch, a school-based safety curriculum. For more information, contact (217) 326-6601.

Mall Pacers Gets People Moving

About 750 people have participated recently in the Carle Mall Pacers, a free walking program designed to promote wellness through exercise. Mall Pacers walk within Lincoln Square Shopping Center at their own pace and on their own schedules. As participants track their progress, Carle Foundation Hospital provides incentives to reach certain milestones. The Mall Pacers program, under the direction of Carle Therapy Services, also provides community members with relevant quarterly educational sessions, complete with free health screenings. Call (217) 326-9040 to register.

Community Prenatal Care Program Delivers Healthy Babies

Carle Foundation Hospital provides access to high-quality, low-cost prenatal care to women who might not otherwise receive such care. This has far-reaching impact on the health of our community. Although those in the program have a much higher risk of poor obstetrical outcomes, the percentage of these babies with a low birth weight is about half the county average. Carle is the primary funder of this program, a collaborative effort with United Way and Planned Parenthood. For more information, call (217) 359-8022.

Having Your Baby Program Teaches Early Parenting Skills

Carle Foundation Hospital's Having Your Baby program provides prenatal and family education to expecting parents and their families, regardless of where they intend to deliver their baby, at no or minimal cost. Our classes, designed to teach expectant parents about baby care and pregnancy, have educated more than 8,000 participants in this fiscal year alone. For more information about the Having Your Baby program, call (217) 383-6962.





Patient Advisory Nurses Answer Questions

Through this program, nurses are available to answer calls at any time to provide medical advice or assistance. Callers need not be Carle patients. The program is funded jointly by the Carle Clinic Association and the Hospital. In 2003, patient advisory nurses played a critical role in responding to calls during the bioterrorism threats of anthrax and smallpox, reducing anxiety while imparting important information.



Carle Center for Rural Health and Farm Safety Reaches Out to Rural Communities

The Carle Center for Rural Health and Farm Safety offers important information to farmers and their families throughout east central Illinois – information that can help save the lives of farmers, their families and workers. Some of the most important safety and education issues

include age-appropriate tasks, rural roadway safety, stress management and child safety. To learn more, call (217) 239-7827.

Patient Spiritual Needs Addressed

Total patient care requires attention to the spiritual needs of each patient. That's why Carle Foundation Hospital maintains a Pastoral Care Department and provides spiritual services to our patients, staff and families.

As a special service, in conjunction with Project Linus, our chaplains distributed about 45 homemade blankets each month to comfort children recovering from trauma.

Carle Foundation Hospital is also the area's resource for Clinical Pastoral Education for clergy, laypersons and seminarians. This accredited educational program gives current and potential spiritual leaders an opportunity to enhance their knowledge and skills in spiritual assessment, ethical decision making, and family systems within their ministry of health and healing. For more information, call (217) 383-4510.

Breastfeeding Clinic Helps Moms 24/7

Open around the clock, Carle's Breastfeeding Clinic is staffed by a team of registered nurses who specialize in breastfeeding education. These specially trained nurses work with moms to develop a plan of care and techniques that meet the needs of both mother and baby. There is no charge for this service, which has taken more than 11,000 phone calls and visits from moms with questions and concerns.

For more information, call (217) 326-2610.



Mobile Clinic Increases Access to Care

In 2003, more than 5,800 uninsured and underinsured people in our community received free or low-cost immunizations, physicals and screenings through our Mobile Clinic. Carle Foundation Hospital now provides the Mobile Clinic to the Frances Nelson Health Center to expand its facilities and increase the number of needy patients served there.

In addition, involvement in the local Wellness on Wheels program has made it easier for high-risk groups of people to receive screenings for blood pressure and blood sugar, cholesterol tests, vaccinations, Hepatitis A and B immunizations and C screening, HIV and STD testing, pregnancy testing, health information, and asthma management guidelines. All services are provided at no charge. Call the Champaign-Urbana Public Health District for more information at (217) 239-7827.



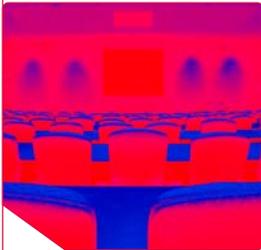
Other Services and Partnerships

Supporting local community organizations and initiatives is important to Carle Foundation Hospital. We know that by working together, we can improve the health of our community. Here are just some of the ways Carle Foundation Hospital impacts our community.

Carle Sports Medicine Keeps Athletes Healthy
Carle Foundation Hospital Sports Medicine staff contributes significantly to the health of athletes through community education, free sports injury evaluations and the staffing of athletic events. In 2003, staff members contributed more than 1,000 hours to offer free injury evaluations, staff athletic camps and tournaments, present at career days, and much more. Find out more about the services of Carle Sports Medicine by calling (217) 383-3300.

Partners in Education Promotes New Learning Experiences
As a corporate leader, we have continued our business/education relationships developed over the past 15 years with Martin Luther King Elementary School in Urbana and Dr. Howard Elementary School in Champaign. Through these partnerships, we have helped to create new learning experiences for students and expand each school's educational resources. We have also been able to share our expertise and participate in the education of the future workforce. A Carle Foundation Hospital executive serves as the liaison with partner schools.

Community Medical School Convenes at the Forum
The University of Illinois College of Medicine at Urbana-Champaign and Carle Foundation Hospital sponsor lectures by professors and physicians on a variety of medical topics, combining the clinical with the scientific while focusing on specific anatomical systems each semester. Community members participate in presentations and discover the complexities faced by our future medical professionals. Call (217) 383-3016 to inquire about the curriculum for next semester.

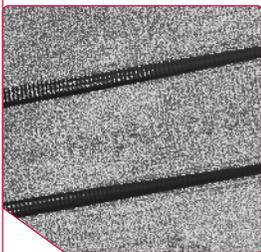


Meeting Space Furthers Community Education

To enhance community and professional education, Carle Foundation Hospital provided well-equipped, quality meeting and conference facilities at no cost. Many of educational workshops and gatherings take place at the Forum at Carle, which was built with philanthropic dollars.

www.HelpSource.org Provides Human Services Resources

The HelpSource Consortium provides east central Illinois with the area's most comprehensive online human services guide. During this fiscal year, the new HelpSource Unplugged expanded the service to clinical travelers and agencies with limited Internet access. Now there are more than 6,500 page views per month by agencies, discharge planners, case managers, clergy and the general public. Visit www.helpsource.org to find information about programs offered by area human services organizations.



Playing It Safe Teaches Families How

About 1,500 children and adults participated in the 2003 Playing It Safe safety fair, sponsored by Carle Foundation Hospital, Champaign County SAFE KIDS and Health Alliance Medical Plans. With the involvement of nearly 100 volunteers and multiple public safety personnel and community organizations, more than 35 interactive learning stations and



exhibits focused on safety awareness. Watch for information about this year's Playing It Safe, scheduled for Saturday, June 5, at the Champaign County Fairgrounds or call (217) 383-3016.

Salvation Army and Carle Collect Thousands of Toys for Kids

For the 16th year, Carle Foundation Hospital was the primary corporate sponsor of The Salvation Army toy drive, providing toys to children in need. With enthusiastic promotion by News Talk 1400 WDWS and Lite Rock 97.5 WHMS, Carle employees, volunteers, patients and community members dropped off more than 20,000 toys that were distributed to more than 3,000 children.

Advancing the Wonders of Medicine

Carle Foundation Hospital brings world-class medicine to the people and communities it serves. From the Emergency Department to the Carle Heart Center, Carle Foundation Hospital has stayed true to its mission of improving health through compassionate, patient-centered health care and the latest advances in technology.



Parish Nurse Program Honored by Award

In October 2003, the Carle Community Parish Nurse Program received the prestigious Fred Graham Award for Innovation in Improving Community Health from the American College of Medical Practice Executives and the Medical Management Association.

The Fred Graham Award is the highest recognition given to a medical group practice that has developed innovative ways to advance health care delivery and improve community health. As part of the award, Carle's Community Parish Nurse Program received \$10,000 to further its work.

"The growth of our Parish Nurse Program is so much greater than we imagined. Now, Carle's program is one of the largest in the country," said Faith Roberts, coordinator of the Community Parish Nurse Program. "Carle has made a commitment to provide great community health care where the people are, rather than making them come to us."

"Over the past six years, the Community Parish Nurse Program has demonstrated that healing, providing health, and keeping the community whole are inseparable goals," said Mike Magee, M.D., director of the Pfizer Medical Humanities Initiative, the organization that supports the award.

Quality Health Care. First and Foremost.

- More than 90 percent of Carle patients rank the hospital as "good" or "very good."
- More than 94 percent of patients would recommend the hospital to others.
- Surgicenters in Champaign and Danville achieved a 99 percent patient satisfaction rating.

The hospital received a score of 94 by the Joint Commission (2002). Approximately 43 percent of hospitals receive this score or higher.

In October 2003, Carle Foundation Hospital was named one of the nation's top 100 cardiovascular hospitals by Evanston, Ill.-based Solucient®. The annual Solucient award objectively measures performance on key criteria at the nation's top-performing heart hospitals.

As the area's leader in cardiac care, surgeons at Carle Foundation Hospital perform more open-heart surgeries, catheterizations and angioplasty procedures than any other hospital in east central Illinois. And while we are proud of the physicians, nurses and staff who earned this recognition, we are even more proud of what this award means to you. It means you have access to some of the highest-quality cardiac care in the country.

The Value of Donors

Carle Foundation Hospital's success is due in large part to the support of its many friends. As an integral part of our community, Carle Foundation Hospital brings the most advanced medical care to our region. Charitable gifts transform programs and our ability to deliver excellent patient care.

During the next five to 10 years, Carle Foundation Hospital will rely on the generosity of its donors more than ever in order to stay at the forefront of medical care and accomplish its mission to serve all.

Donors' financial support touches the lives of every Carle patient by providing:

- Improvements in direct patient care.
- The most advanced medical equipment.
- Financial assistance for patients in need.
- Progressive continuing medical education for medical staff.
- Educational resources for patients.
- Advanced medical research.

We invite you to make a charitable gift to The Carle Development Foundation and become a member of Carle's Circle of Friends.

Together, we can ensure high-quality, accessible and affordable health care for you and for our community.

For more information, call (217) 383-3021.





The Value of Volunteers

We are very appreciative of the men and women who contribute their time and energy to further our charitable mission.

As the director of volunteer services, Pam Hoffman knows the value of volunteers. “They are really part of the Carle Foundation Hospital team,” she said. “Our volunteers provide an extra pair of hands to help staff, take time to talk with patients and give extra TLC that’s so important when you’re not feeling well.”

Carle Foundation Hospital volunteers include 586 Auxiliary members, 150 university students, 50 high school students and 10 career development program participants. Together, they donated over 69,000 service hours in 2003 – which amounted to more than a \$1 million in volunteer services.

“We have so many opportunities to involve members of our community in helping others,” said Pam. “Our volunteers work closely with staff and patients. It’s wonderful the way the staff members really rely on them and respect them.”

The Auxiliary raises funds for specific Hospital projects through its work at the Hospital’s gift shop, coffee shop, Breezeway Express, Art of Entertaining fundraiser, jewelry sales and other activities. The Auxiliary volunteers also staff the information desks, deliver mail, distribute roses and patient handbooks to new patients, and volunteer at the Carle Arbours long-term care facility and the Carle Auxiliary Guest House.



“Volunteers discharge 50 to 60 patients a day by escorting patients in wheelchairs from the hospital floor to their transportation home,” said Pam. “This keeps nurses on the floor where patients need them most.”

College students in the pre-med program at the University of Illinois work in clinical areas such as the Emergency Department, Operating Room and other hospital floors. They provide an extra pair of hands to run errands, transport patients and answer call lights. High school students staff the hospital shops and deliver food to patients through Food Service’s Dining Service program. High school career development program participants spend time with nurses or physicians one-on-one, depending on the student’s career plans.

Carle Foundation Hospital employees also volunteer for community projects and lend their expertise to local community boards and committees on company time.



New Beds Bring Comfort to Patients

Intensive care patients now have a more comfortable stay at Carle Foundation Hospital thanks to the Hospital Auxiliary’s recent pledge of \$750,000 during the next seven years.

That money will provide state-of-the-art TotalCare beds that can weigh patients, convert into a chair with minimal patient effort and move at the touch of a button. The beds are more comfortable for patients and also protect nurses from back injuries because it’s easier to turn patients or help them out of bed.

Ron Ross (not pictured), a former Carle Foundation Hospital patient, said the TotalCare bed is the most comfortable hospital bed he’s encountered and helped him gain more hours of sleep in the crucial first days after surgery. “There’s still nothing like home, but if I had to be back in the hospital, the TotalCare bed would be my number one choice,” he said.

Carle Auxiliary Guest House Provides “Home Away From Home”

Opened in January 2003, the Carle Auxiliary Guest House provides a no-cost “home away from home” for the families of critically ill patients. The Guest House features 12 bedrooms with private baths, a comfortable living room, communal kitchen, dining room and laundry facilities.

The total cost of construction, about \$1.2 million, was donated by The Carle Foundation. In addition, the Auxiliary donated nearly \$300,000 for furnishings, and Arthur, Ill.-area Amish community members donated their time, talents and supplies toward construction of the house. In return, Carle paid \$291,000 to the Amish/Mennonite Community Charitable Trust, earmarked for a special Amish fund to pay future medical bills accrued at any hospital or clinic.

At the project’s completion, Amish officials announced their decision to return a portion of their Guest House payment a total of \$70,000 to the Champaign-Urbana area.

During the first six months the Guest House was open, members of the Auxiliary donated about 3,000 hours to serve more than 750 guests, in addition to their annual contribution of \$50,000 toward operating costs.

