



TRI-CITIES CHAPLAINCY  
**IMPACT REPORT**  
2024



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## Mission and Vision

### Our Mission

To guide our community members to live their best lives, even and especially through the end of life.

### Our Vision

Tri-Cities Chaplaincy is the recognized source for expert guidance during a crisis, at and through life's end, and following a loss.

### Our Core Values

- Accessibility
- Integrity
- Achievement
- Supportive Environment



# CEO Message



As you open the pages of Tri-Cities Chaplaincy's 2024 Impact Report, you are going to read about how this past year became a pivotal one for us and our community.

Because of your increased generosity and participation, we were able to provide increased comfort, dignity, and peace to our patients, families, and clients walking to and through the last stage of life.

In 2024, we launched key initiatives across our agency as we gained new insights, increased efficiencies, and achieved significant milestones. From the success of our fundraising efforts to the continued impact of Cork's Place and the steadfast, compassionate care of hospice delivered through Benton and Franklin counties, 2024 has been a year of growth and meaningful service.

I am proud of the information you are about to read in this report.

Join me as we look ahead this year. Now that our programs have stabilized, we intend to grow them and use innovation to help our community members live their best lives, even and especially at the end of life. As only about half of those that could benefit from hospice are utilizing this robust service they are entitled to, we aim to expand our efforts of providing home hospice services through Benton and Franklin Counties. Later this spring, we will begin much-needed upgrades to our Hospice House facility; since it is the only inpatient hospice facility in our two counties and one of only two Hospice Houses east of the Cascade Mountains, this service is crucial for hospice patients needing the levels of care we provide there. We will also continue to invest in and grow our already robust bereavement program and invest even more into our kiddos and their grown-ups at Cork's Place Kids Grief Center.

We join with you to serve as beacons of light to community members who need Tri-Cities Chaplaincy's services. Thank you for your involvement in helping make this community the best it can be.

Here's to a terrific year ahead.

In Gratitude,

Laurie Jackson,  
CEO

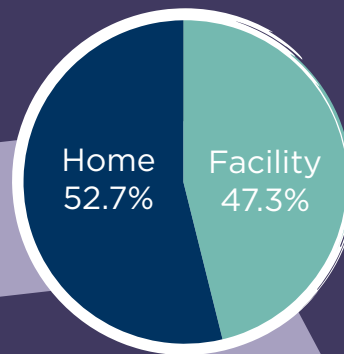
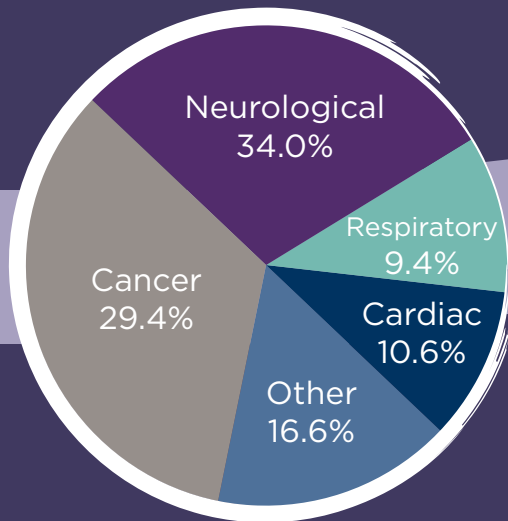


# Hospice Care

## Breakdown

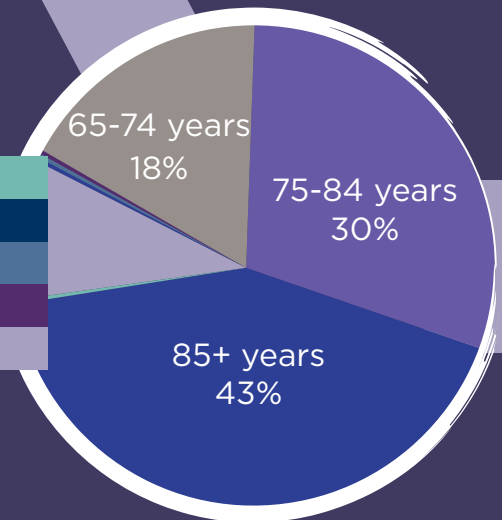
**1,072** patients served in 2024

### DIAGNOSIS



### PATIENT LOCATION ON ADMISSION

### AGE



< 1 year - <1%
5-14 years - <1%
15-24 years - <1%
25-34 years - <1%
35-64 years - <9%

## Hospice House

**321**

patients served in 2024 in our hospice house

**375**

respite care days in 2024

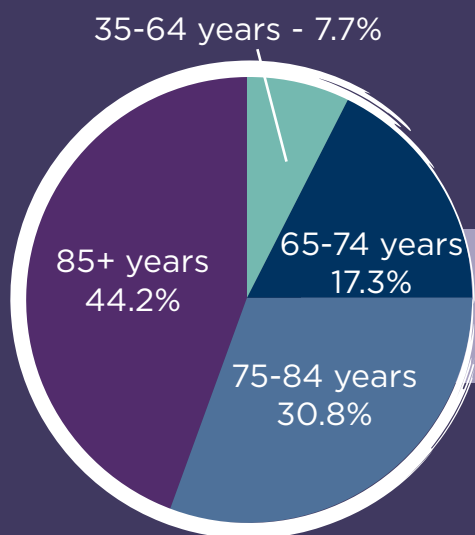


# Palliative Care

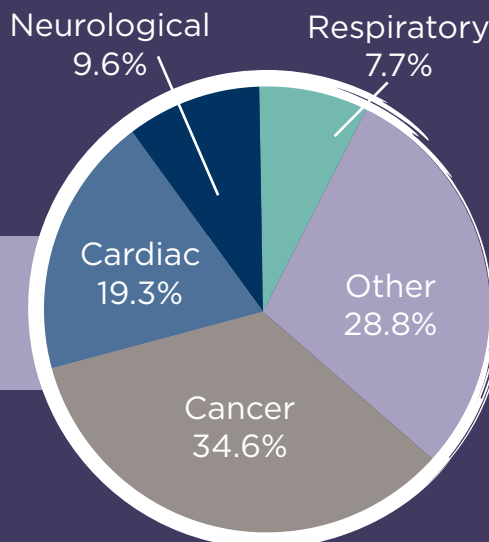
## Breakdown

**52** patients served in 2024

### AGE



### DIAGNOSIS



# Compassionate Milestones

**FULFILLING PATIENT WISHES** - In 2024, we launched the Patient Wish Fund, empowering hospice staff to bring joy and comfort to patients in meaningful ways. From favorite meals to special visits, we granted 29 patient wishes, creating moments of happiness and connection in their final days.

**HONORING THE GIFT OF LIFE** - Two Hospice House staff members were honored for their dedication to tissue donation efforts, helping provide life-changing and lifesaving gifts to over 500 people at Trios Hospital. Their commitment ensures that patients and families can leave a lasting legacy even at the end of life.

**COMMUNITY RECOGNITION: TC'S BEST HOSPICE CARE** - In 2024, Tri-Cities Chaplaincy was recognized as Tri-Cities Best Hospice Care, reflecting the compassionate, expert care our team delivers daily.



# Community Care

**12,179**

total hours served by our Chaplains in 2024

Total hours served at the hospitals:

- Trios: **125.25**
- Kadlec: **284.49**

**12,584**

total hours served by our Social Workers in 2024

**17**

**CRITICAL INCIDENT  
STRESS MANAGEMENT**

responses to schools, hospital staff, and community agencies

## Five Wishes

**132**

community meetings and presentations about Five Wishes

Over

**2,000**

Five Wishes were distributed to patients, families, staff and community



# Bereavement and Grief

## Support Services

**1,214**

individuals received bereavement support

**Adult Grief Support Groups**  
Participants: **132**

**913**

individuals received newsletters and bereavement calls

**Expanded group formats and resources in 2024**



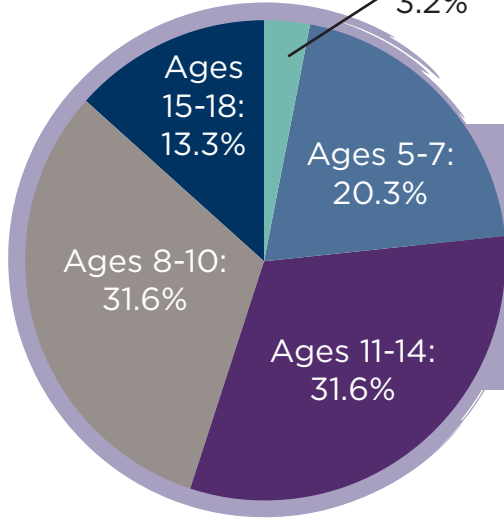
# Cork's Place

## Kids Grief Center

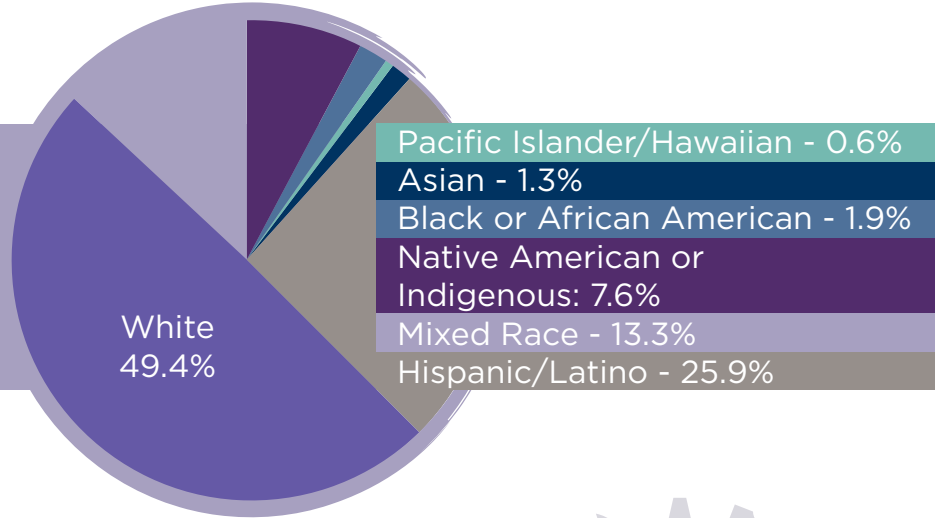
**158**  
kids served in 2024

**103**  
guardians served  
in 2024

**AGE** Ages 3-4: 3.2%



**RACE**



### COMMUNITY ENGAGEMENT

- Community Tours: **14**
- Community Workshops or Presentations: **29**

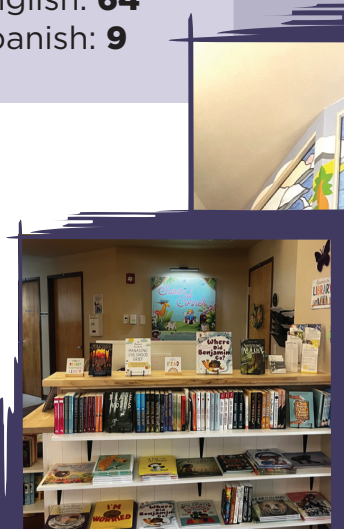
### GRIEF KITS DISTRIBUTED

Total: **73**  
 English: **64**  
 Spanish: **9**

### CREATING HEALING SPACES FOR CHILDREN & FAMILIES

This year, Cork's Place Kids Grief Center expanded its environment to better support children navigating loss:

- A beautiful **mural** was installed, fully funded thanks to generous support from our spring event donors.
- Made possible by a Yakama Legends Casino grant, kids express their emotions creatively and safely in the **paint splatter room**.
- Funded by a Wildhorse Foundation grant, guardians and adults have a quiet, comforting space to find support while kids participate in Cork's Place programming.
- **Susan's Corner**, a new grief library, provides kids and adults with books about loss and emotions, guiding families to comfort and understanding through literature, all made possible by a private donor.

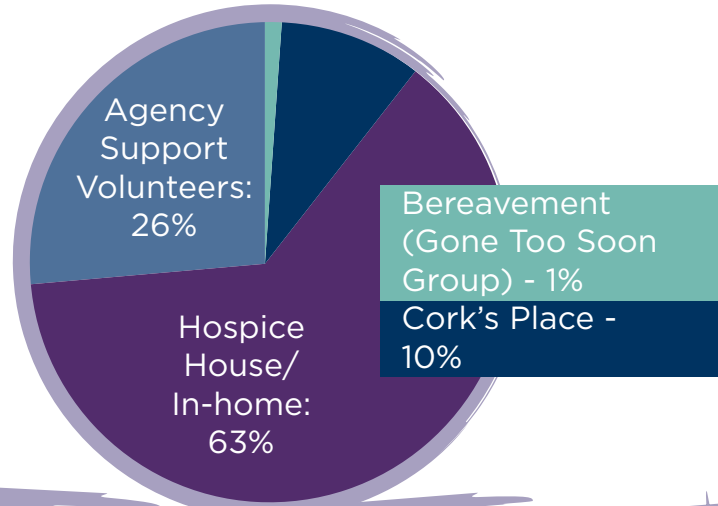


# Volunteers

# 4,240

total hours served by our  
Volunteers in 2024

## Volunteer Hours by Role



## We Honor Veterans Program



# 24

Total WHV Pinning Ceremonies

# 134

Total Identified Veteran Patients

Veterans often carry experiences from their military service that bring unique challenges at the end of life. Through the We Honor Veterans program, we provide comfort with respectful inquiry, compassionate listening, and grateful acknowledgment—honoring those who have served, especially those facing physical or psychological trauma.

In 2024, three veteran volunteers dedicated their time to supporting our patients, offering connection and dignity in their final days.



# Financial Impact

**\$13.2  
MILLION**  
Total Revenue

## EXPENSES

**\$9.4 MILLION**  
Salaries, Wages, and Benefits

**\$3.8 MILLION** INVESTED IN  
COMMUNITY PROGRAMS

- Cork's Place Kids Grief Center
- Bereavement & Spiritual Care
- Hospice House Operations
- Volunteer Services

# Fundraising Breakdown

**\$302,439**  
Events and Sponsors

**\$88,723**  
Campaigns

**\$100,363**  
Grants

**\$950,961**  
Community Donations,  
Memorials, Bequests

TOTAL:  
**\$1,442,486**  
*Thank you!*

## A Grandmother's Legacy of **CONFIDENCE AND LOVE**

When Chaplain Chad first met Mrs. L, she was at peace with the reality that her life was coming to an end. She spoke with gratitude about her remarkable experiences, but her greatest concern wasn't for herself—it was for her granddaughters.

"Please make sure my granddaughters are okay," she said, looking Chad in the eye. Those would be her final words to him. By Chad's next visit, Mrs. L had become nonverbal, and her granddaughters—both in college—were by her side. Their love for their grandmother was evident, as was the deep impact she had on their lives.

As they shared stories, it became clear that Mrs. L had been a steady and loving presence throughout their childhood. She never missed a birthday, a phone call, or a card in the mail. She was the person they turned to in moments of uncertainty, always offering encouragement and wisdom.

Through their grief, the young women came to realize that their grandmother's greatest gift was not just her love but the confidence she instilled in them—the confidence to live a full and meaningful life, embrace adventure, build strong relationships, and learn from mistakes without regret.

For our chaplains, witnessing these realizations is a profound reminder that a person's legacy doesn't end with their death. It lives on in the love they've given and the lives they've touched. This is a true testament to the power of a chaplain's work during the hospice journey; bringing forward unconditional love and the lasting imprint of our patients' wisdom.

Pictured: Our Chaplains  
(Chad on far left)



# Our Champions of Care

## PRESENTING CHAMPIONS



## PLATINUM CHAMPION



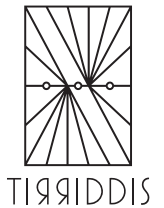
## GOLD CHAMPIONS



## SILVER CHAMPIONS



## BRONZE CHAMPIONS



## PARTNERS IN CARE



## COMMUNITY PARTNERS



Thank you for being our partners in caring for our community!

# Member Congregations

All Saints' Episcopal Church

Bethel Church

Bethlehem Lutheran Church

Central United Protestant Church

Christ the King Catholic Parish

Church of the Nazarene

Columbia Community Church (C3)

Congregation Beth Shalom

Eltopia United Church of Christ

First Christian Church

First Lutheran Church of Kennewick

First Lutheran Church of Pasco

First Presbyterian Church

First United Methodist Church

God's New Generation Church

Lord of Life Lutheran Church

Meadow Springs Presbyterian Church

Morning Star Missionary Baptist Church

New Hope Missionary Baptist Church

Northwest United Protestant Church

Parish of the Holy Spirit

Redeemer Lutheran Church

Richland Lutheran Church

Riverview Adventist Church

Riverview United Methodist Church

Shalom United Church of Christ

Southside Church

St. Joseph's Catholic Parish

St. Patrick's Catholic Parish

St. Paul's Episcopal Church

West Highlands United Methodist Church

West Side Church

## Board of Directors

**Bruce Covert, Board Chair** | Retired, formerly Senior Vice President, Amentum

**Scott Sarber, Board Vice Chair** | CEO, Petersen Hastings

**Dr. Navdeep Gill** | Palliative Care Director, Providence

**Laurie Gruel** | Executive Pastor

**Derek Johnson** | Associate General Counsel, Gravis Law

**Ralph Kieneker** | Lead Pastor

**Hanna Peterson Shearer** | Pastor

**Quinn Smith** | Retired, formerly Physician, Columbia River Eye Center

**Kyle Edberg** | CPA/Owner of Edberg CPA PLLC

**Karen Tomerlin** | Attorney

**Heather Nelson** | CDI, Supervisor, Trios Health

# SIGNATURE EVENTS

## **PASSPORT TO FUN: CHAPLAINCY'S SPRING BASH!**

Events at Sunset, 5:30 pm

*April 26th*

Embark on an adventure with tasty bites, drinks, an auction, and more! Get your "Party Passport" stamped at each stop and enjoy the vacation vibes. A fun night for everyone!

## **BUBBLES AND BRUNCH**

Fiction @ J. Bookwalter Winery, 10:30 am

*August 1st*

Sip bubbly, savor brunch bites, and support Chaplaincy's mission. This popular event features a designer handbag auction, raffle, and "Secret Couture" purse wall.

## **LIVE YOUR BEST LIFE FUNDRAISING LUNCH**

Three Rivers Convention Center, 11:30 am

*November 5th*

Join us for an inspiring afternoon with a powerful keynote speaker, delicious food, and exciting stories that celebrate compassionate care. This lively event brings the community together to support Chaplaincy's mission in a fun and meaningful way!



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