



TRI-CITIES CHAPLAINCY Impact Report



20



25



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CEO Message



Tri-Cities Chaplaincy's mission is to guide our community members to live their best lives, even and especially through the end of life. As you read through this year's Impact Report, you will see many ways that our team has fulfilled our mission in Benton and Franklin Counties.

Our main program, hospice, continues to thrive. Our team has been focusing on providing the highest quality service to our patients and their loved ones. I am proud of this team and their efforts.

The most visible impact is through our hospice house, a local landmark and powerful symbol of what happens when our community bands together. After the 2025 remodel of this beloved structure, we proudly reveal an even more patient-focused and family-welcoming facility to announce its 30th year in our community. Come by the house; you will be amazed.

2025 saw our Cork's Place Kids Grief Center Team strengthen their programming and outreach to the community. Trainings in schools, grief education using kid-friendly grief kits, and regional events kept the team busy.

In the following pages, you will see lots of numbers. Each number has a story behind it, whether it is the story of a life well lived, a family impacted for good, a child provided with tools for a better future, or a staff member recognizing the effect of their work.

Thank you for allowing us to serve you so that together we can make this community even better tomorrow than it is today.

Here's to a great 2026.

In Gratitude for Your Service,



Laurie Jackson, CEO

"i am proud of this team and their efforts"

Thank you for all you have helped. Will probably be here one day. Thanks AGW

Bless this space for all of our family and friends

I hope the bowl of soup you share with a loved one brings you peace in a hard time!



Hospice House

RENOVATION PROJECT

900+
SQ. FT. ADDED

A Renewed Space

- Enhanced Family Comfort: through additions of a Fireside Room, expanded kitchen and family dining, and private gathering spaces.
- Updated Technology and Nurses Station: Computers installed in every patient room, providing more efficient delivery of care.
- Quiet Reflection Space: A new chapel will offer a serene space for private reflection, prayer, and meditation.

25
PROJECT PARTNERS
beautifying the new spaces

\$2+ Million
RAISED TO SUPPORT
THE RENOVATION

\$1,076,000 + **\$937,718**
Dept. of Commerce Grant Renovation Donations



LEARN MORE



SCAN HERE

Financial Impact

\$1,401,521

Public Support and Fundraising

\$10,742,662

Hospice Revenue

\$2,355,817

Other Income

TOTAL REVENUE: \$14.5 MILLION

\$10,117,340

Salaries, Wages, and Benefits

\$3,082,660

Operating Expenses

- Cork's Place Kids Grief Center
- Hospice House Operations
- Volunteer Services
- Bereavement
- Other

TOTAL EXPENSES: \$13.2 MILLION



\$89,900

Campaigns

\$302,248

Events & Sponsors

\$102,428

Grants

\$906,945

Community Donations, Memorials, Bequests

TOTAL FUNDS RAISED: \$1.4+ MILLION

Patient Story

Fulfilling Wishes

One of our patients—a Vietnam War Veteran—shared with his care team that the black comforter on his bed reminded him of difficult memories from his service and his time working with Vietnamese refugees. He mentioned that brighter colors, like yellow or red, would **help him feel more at ease**.

Thanks to our Patient Wish Fund, the team was able to purchase a new comforter and blanket in cheerful colors. When the patient asked why, our social worker reminded him of the conversation they'd had and explained that the Wish Fund exists for moments exactly like this—**small opportunities to brighten a patient's day and offer comfort in a meaningful, personal way**. The patient expressed heartfelt gratitude, and our social worker noted how much lighter and happier he seemed afterward.

These small but mighty acts of kindness are possible because of the generosity and support shown to our hospice program and the Patient Wish Fund. Thank you for helping us bring comfort, dignity, and joy to the people we serve.

a small wish that made a big difference

Breakdown

Hospice Care

1,004
PATIENTS SERVED
IN 2025



55,557
TOTAL PATIENT
DAYS IN 2025

100% supported
wherever they call home



Happy Feet for Hospice Heroes

Thanks to a grant from Gesa Local Heroes, we were able to provide supportive work shoes for every staff member, promoting health and wellness.

Breakdown

Palliative Care

63
PATIENTS SERVED
IN 2025

3,754
TOTAL PATIENT
DAYS IN 2025

About Our Palliative Care Program

Tri-Cities Chaplaincy's Palliative Care program provides short-term, in-home visits for individuals facing serious illnesses, including those who may be eligible for hospice but wish to delay enrollment while exploring additional treatments and opinions or gathering family to make shared decisions. The program's primary goal is to ensure patients transition to hospice up to 10 days sooner than they would have if they had not first been on our palliative care program. This minimizes burdensome hospitalizations and removes barriers to quality of life at the end of life by providing symptom management and comprehensive care.



Support Services

Community Care



4,817

TOTAL HOURS SERVED BY OUR CHAPLAINS



3,437

TOTAL HOURS SERVED BY OUR SOCIAL WORKERS



276

TOTAL EXTERNAL CHAPLAIN HOURS

- ☛ Trios: 114.41
- ☛ Kadlec: 100.2
- ☛ HMIS: 62.22



CRITICAL INCIDENT STRESS MANAGEMENT

Responses to Schools, Hospital Staff, and Community Agencies

Our chaplains, social workers, and bereavement teams work within the greater interdisciplinary team to provide integrated emotional, spiritual, and practical support for individuals and families navigating serious illness and death. Through coordinated care and community partnerships, we help ensure no one faces grief or end-of-life challenges without expert, holistic support.

Program Highlights

This year we further partnered with accredited MSW programs to support workforce development in hospice care. Two practicum students completed training at Tri-Cities Chaplaincy, graduated, and transitioned into Hospice Social Worker roles. Two additional students began their practicums in 2025 and will complete their training in 2026.

Support Services

Bereavement and Grief Care

1,001

INDIVIDUALS PARTICIPATED IN CHAPLAINCY'S ONE-YEAR BEREAVEMENT PROGRAM

120

ADULT GRIEF SUPPORT GROUP PARTICIPANTS

2025 Offered Grief Support Groups & Programs

- ☛ **Pet Loss** - for those grieving a beloved animal companion
- ☛ **School Support** - for students coping with loss
- ☛ **Bilingual Groups** - support in multiple languages
- ☛ **General Grief** - structured grief support
- ☛ **Book Club** - exploring grief through reading and discussion
- ☛ **Presentations** - guidance on managing and supporting grief



For more information, call us at (509) 783-7416 or email GriefSupport@TCCBestLife.org. You can also view all group listings at [TCCBestLife.org](https://www.tccbestlife.org).

all programs provide connection, understanding, and tools to navigate loss

Kids' Grief Center Cork's Place

118

CHILDREN AND TEENS
SERVED IN 2025

88

GUARDIANS
SERVED IN 2025
(their grownups)



- 3-4
- 5-7
- 8-10
- 11-14
- 15-18

41
TOURS OF
CORK'S PLACE

Expanding Access to Grief Resources

In 2024, Cork's Place **expanded access to grief support** by piloting a Grief Kit Program, funded by a Heads Up Tri-Cities grant, to provide developmentally appropriate grief resources to children unable to access Cork's Place services. In 2025, the **program's reach and sustainability grew** through **Credit Union Day**, when STCU, HAPO, Gesa, ICCU, and Numerica selected Cork's Place as their community partner. Volunteers from each Credit Union assembled grief kits and contributed \$22,000 to support ongoing distribution.



Grief Kits
distributed

387
TOTAL

364
ENGLISH

23
SPANISH

Strengthening School & Community Partnerships

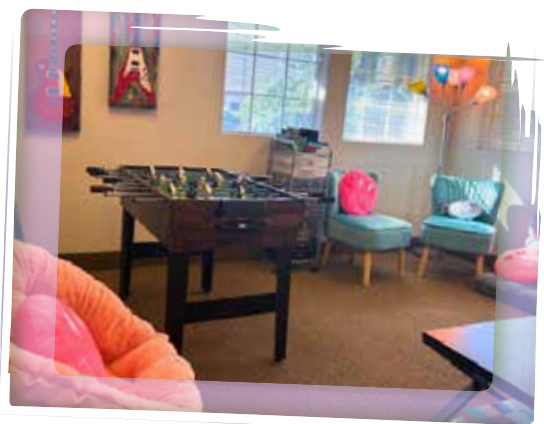
Cork's Place delivered two full-day professional trainings for the Pasco and Richland School District response teams **focused on identifying grief in the classroom and implementing developmentally appropriate support** activities for students.

Investing in Adolescent-Specific Support

Expanded partnerships with local schools and districts increased referrals and feedback from adolescents requesting more age-appropriate space and programming. In response, Cork's Place secured funding from Benton REA to design and build a dedicated Teen Room. Following the completion of the Teen Room, **teen program registrations increased by 100%**, demonstrating the direct impact of targeted investment in adolescent grief support.

GRIEF KITS ADDRESS:

- Pet Loss
- Anticipatory Loss
- Death-Related Loss
- Non-Death Losses



increasing equitable access to grief support across the community

At the Heart Volunteer Services



2,355

TOTAL HOURS
SERVED BY OUR
VOLUNTEERS IN 2025



\$98,203

VALUE OF
VOLUNTEER
SERVICES



■ Cork's Place

■ Agency

■ Hospice

Hospice House
In-Home Hospice
Veteran Services
Pinning Ceremonies



Just Being There

It can make all the difference
in someone else's world.

I sit in silence and hold your hand.
A comforting touch, your fears disband.

I'm here for you, you're not alone.
A life well lived, you're free to go.

- Phyllis, Hospice Volunteer

Veterans Program

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

In 2025, **four veteran volunteers dedicated their time** to supporting our patients, offering connection and dignity in their final days.



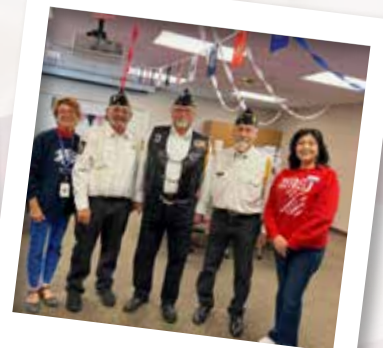
144

VETERAN PATIENTS



17

TOTAL VETERAN
PINNING CEREMONIES



Mission & Vision Best Life



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 crisis, at and through life's end, and following a loss.

Living our mission and vision means showing up not only for those we serve, but **for the people who carry this work forward.** By investing in our staff, strengthening community presence, and equipping individuals and families with meaningful resources, we extend our impact far beyond direct services.



31

YAY DAYS UTILIZED

Yay Days are **paid volunteer days that empower staff to extend our mission beyond the workplace** through service to community partners and local causes.



\$75,918

STAFF EDUCATION REIMBURSEMENT



2,100+

COPIES OF **FIVE WISHES** DISTRIBUTED TO PATIENTS, FAMILIES, STAFF, AND COMMUNITY



128

COMMUNITY OUTREACH OPPORTUNITIES, EVENTS, AND PRESENTATIONS

MEMBER CONGREGATIONS

- | | |
|--|---|
| All Saint's Episcopal Church | Meadow Springs Presbyterian Church |
| Bethel Church | Morning Start Missionary Baptist Church |
| Bethlehem Lutheran Church | New Hope Missionary Baptist Church |
| Central Church | Parish of the Holy Spirit |
| Christ the King Catholic Parish | Riverview Adventist Church, Pasco |
| Church of the Nazarene, Richland | Redeemer Lutheran Church |
| Columbia Community Church (C3) | Richland Lutheran Church |
| Congregation Beth Shalom | Riverview United Methodist Church |
| First Christian Church, Kennewick | Shalom United Church of Christ |
| First Lutheran Church, Kennewick | Southside Church |
| God's New Generation Church | St. Joseph's Catholic Parish |
| First Lutheran Church, Pasco | St. Patrick's Catholic Parish |
| First Presbyterian Church, Kennewick | St. Paul's Episcopal Church |
| First United Methodist Church, Kennewick | West Highland United Methodist Church |
| Lord of Life Lutheran Church | Westside Church |

His Loving Care

ADULT UNDERGARMENT MINISTRY

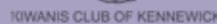
One of our member congregations launched a new ministry to collect adult briefs, wipes, and other essential supplies for patients in need. As the Brief Bank grew, our volunteers were able to pick up and deliver these items directly to patients—making a meaningful difference in daily life for patients and caregivers.



This impact is made possible by our Champions of Care.



Sponsors and community partners who invest in our mission year-round.



Thank You!



1480 Fowler Street
Richland, WA 99352

Live Your Best Life

Ways to Engage

Donate

Together, we walk alongside our community through life's most difficult seasons. Your generosity helps ensure that no one faces serious illness or loss alone. Find meaningful ways to support our mission of providing hospice, palliative, and grief care. However you choose to give, your support helps people feel seen, supported, and connected—when it matters most.

Volunteer

Looking for a meaningful way to give back locally? Volunteer with Tri-Cities Chaplaincy. We offer flexible opportunities to fit your skills and schedule—from spending time with patients to helping behind the scenes. Volunteers extend care and connection to patients and families across the Tri-Cities and throughout Benton and Franklin Counties.

To learn more, visit: TCCBestLife.org

Stay Connected! Follow us:  [TCCChaplaincy](https://www.facebook.com/TCCChaplaincy)  [tricitieschaplaincy](https://www.instagram.com/tricitieschaplaincy)