

## 2010 ANNUAL REPORT



# CARING

*every moment of every day*



## 2010: A Year in Review

*Linda Munson, Board President*

In 1972, a group of churches led by Richland Lutheran formed the Tri-Cities Chaplaincy to bring pastoral care to our community. The Chaplaincy is unique in that it was a spiritual program that took on the mission of medical care to the dying, a Hospice program, rather than a medical group forming a Hospice program and attempting to add spiritual care. The Chaplaincy's in-home hospice program currently serves over 100 patients, and the Hospice house has 10 beds available. Increased patient census has recently caused us to use these beds for the most medically challenging cases. Other services provided by The Chaplaincy include: Cork's Place, a dedicated facility for children's grief support; grief support groups and services for adults; routine and on-call Chaplain Services to Kennewick General Hospital, Kadlec Medical Center, the Cancer Center, Benton County Jail, Juvenile Justice Center and several emergency response agencies in the area; a nationally accredited program of Clinical Pastoral Education; and spiritual companioning.

Our big news this year is that we have finally begun construction on an office building primarily to support the in-home hospice program. It will have a training room to support our staff and to conduct educational sessions for others in the community. Most of the required funds for this building are already in hand.

God has blessed The Chaplaincy with many of the most caring and professional individuals I have ever met. I ask you to keep them in your prayers.

The Chaplaincy is funded primarily by Medicare and insurance payments and by contracts with the institutions that it serves. Medicare requirements continue to increase while reimbursements do not. Therefore, The Chaplaincy continues to rely on contributions from member churches, our community and individuals. An annual "Lighting the Path" Breakfast in November and "Evening for the Angels" event in July are the principal fundraisers for the Chaplaincy, along with memorial gifts. Please support these fundraisers, as you are able, volunteer and contribute when you can, and keep The Chaplaincy in your thoughts and prayers.

### **Board Officers**

Linda Munson, President

Mike Talbot, Vice President

### **Board Directors**

Peter Bengtson

Rose Gray

Daryl Jonson

Jerry Rhoads

Jim Dyson

Bob Gruel

Karlene Keyes

George Romano

Lisa Enderlin

Alayne Heck

# The Chaplaincy



## Purpose

Serving others by living out God's call.

## Vision

Together we provide compassionate care, bringing comfort and peace in the midst of transitions on life's sacred journey.

## Mission

Serving others with impeccable spiritual, emotional and physical care.

## Moving Forward *Bette Cooper, Executive Director*

The year 2010 continued unfolding new opportunities for The Chaplaincy to provide care in our community. Linda Munson, our board president, states in her report that The Chaplaincy was founded for the spiritual care of its community. Nearly 40 years into our history, spiritual care remains the foundation and core of all that we do.

There are two important pieces that are now in place to further our work in the spiritual care of our community beyond our hospice, chaplain and grief services. One of the most important was the return of Rev. Tom Adams. Tom served at The Chaplaincy from 1992 to 1997 in Pastoral Counseling. He returned to us in 2010 as our Director of Chaplain Services. Tom is a visionary leader with countless ideas of how we might utilize the talents within this organization to provide Spiritual Education and Training to our community. Our desire is that our community will know The Chaplaincy before their need to know us due to illness, death or grief. Tom has the breadth and depth in his education and training that will allow him to create a Community Education Program.

The second important piece is our new building at Spaulding Park. In this new building is a training room that will hold up to 60 participants. This is truly exciting to think that we will be able to bring our community to The Chaplaincy for life enriching educational events.

Our Hospice Program continues to grow with our community. We continually strive to provide impeccable care to those we serve at a most precious time of life. In addition to the clinical staff serving families throughout the community and in the Hospice House, we also have extraordinary men and women serving as volunteers. Eleven percent of

the direct time spent with patients is spent by a volunteer. Each person on the care team of a hospice patient plays an important role. It takes the entire team of chaplain, nurse, nursing assistant, medical director, social worker and volunteer to surround each patient and their family with the compassionate, life-giving care we desire to provide. Hospice is about living; living each day with dignity, joy, and a profound sense of purpose and meaning. Those who are at the end of life are our teachers, and we receive far more than we could ever give. We are grateful to those in our community who have welcomed us into their homes and allowed us to participate in the care of a loved one. It is one of life's greatest honors.

It is a blessing to be part of this community we all call home. It is the vision and compassion of this community that creates and sustains the work of The Chaplaincy. The Chaplaincy is unique to our community because there is no other community like this one. Every need and every dream we have ever had in our nearly forty year journey has been fulfilled because of the goodwill of those who believe in our work.

All of us serving at The Chaplaincy today stand on the shoulders of all the men and women who have served before us, each coming and going in perfect time. I am grateful to all the wondrous souls who have blessed this work and to God who holds us all.

## HOSPICE CARE

### *Impeccable Spiritual, Emotional and Physical Care*

*Gary Castillo, Director of Hospice*

The Chaplaincy's Hospice Program has been serving the Tri-Cities community since 1981. We are committed to our value system of providing impeccable spiritual, emotional and physical care. Our staff of professionals and volunteers are trained in end-of-life care, providing comfort and support for patients and families who are facing a terminal illness. We believe that hospice is about living life to the fullest extent possible.

#### *In 2010...*

- We added an additional RN Community Liaison position to work closely with our community Skilled Nursing Facilities and group living facilities. Community Liaison's provide education and resources about hospice services and how they can be accessed.
- An Electronic Medical Records (EMR) software application was implemented. SunCoast Solutions is the name of the application, and it will help us manage the

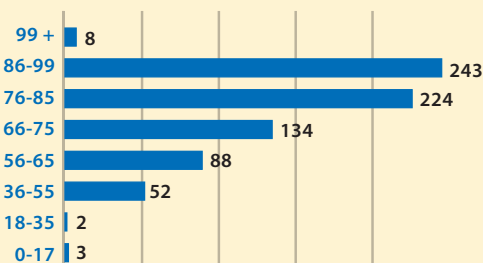
full breadth of processes and related programs as hospice patients move in and out of each phase of the care continuum. SunCoast was developed by hospices for hospice providers.

- A Hospice House policy was established regarding utilization of our Hospice House beds. The ten Hospice House beds will be utilized for hospice patients who are experiencing pain and/or symptom management issues that cannot be managed in the patient's current care setting. It will resemble the "ICU" of hospice care. With a growing community and a limited number of Hospice House beds, we want to make sure we can continue to serve patients who need this higher level of care.

#### *Did You Know, in 2010...*

- 125 regional physicians admitted patients into the hospice program

#### Age of Hospice Care Recipients in 2010



- The average days of care for patients:
  - 61 days for patients in their homes/residences
  - 14 days for patients admitted to the Hospice House
- We served 754 patients of all ages:
  - 585 from Benton County
  - 151 from Franklin County
  - 13 from Walla Walla County
  - 5 from outside the Tri-City area

# GRIEF SUPPORT

## Impeccable Emotional Care

Judy Westerberg, Supervisor of Social Services

### Did You Know, in 2010...

- 8,554 contacts were made by the Bereavement Center at The Chaplaincy.
- We sent 5,253 personal letters and cards to grieving individuals and families.
- 2,484 contacts were made in person or on the telephone.
- Our Bereavement Coordinators provided 15 community education programs.
- 15 different grief support groups were offered to our community members and facilitated by our Bereavement Coordinators.

The staff at the Bereavement Center is occasionally asked by a community group to present on issues related to loss and grief. In 2010, about 40 members of the Senior Companion Program, a program of Catholic and Family Services, attended a session in which the following information was discussed: common grief reactions; the difference between grief and mourning; healthy vs. unhealthy coping strategies, as well as, how to support a grieving person. The program coordinator's feedback stated, in part, that the presentation was "...very inspirational. The whole room was moved."

### Cork's Place

Cork's Place is designed for children ages 3-18 who are grieving the death of someone they love. For the past seven years, Cork's Place has provided a safe environment where children, teens and their families share experiences and find comfort as they move through their healing process. This year, 24 trained volunteers supported the teens and children on their grief journey by using art, drama, games and rooms designed to assist them in releasing feelings in a safe and healthy way.

In October 2010, after six years of service to bereaved children and families, Cork's Place Coordinator Susan Nelson retired. Amanda Allen, MSW, LICSW, accepted the position as the new Cork's Place Coordinator in September 2010. Amanda is a children's mental health professional, certified as a K-8 teacher and school social worker. She has worked as a child and family mental health therapist, therapeutic group facilitator, school social worker and as a teacher.

Cork's Place is honored to have received community grant funding that was used to purchase Spanish grief materials and to provide scholarships for children to attend Cork's Place (approximately 80% of children in attendance receive a scholarship). Cork's Place recently received its first shipment of Spanish brochures, books and DVDs to assist monolingual and bilingual families. In the future, we hope to offer groups to monolingual parents as well.

In 2010, 43 children and their families were served with a record number of 11-13 year olds (18) and teens (13) attending groups. Feedback received from families at the end of the school year indicated that Cork's Place had a significant impact on their journey through grief.



Artwork created in the Survivors of Suicide Group



### What Clients Have to Say About Our Bereavement Services...

"I'm not alone. Sharing with others and listening really makes a difference. It's nice to know people really do care. This support group far exceeded my expectations."

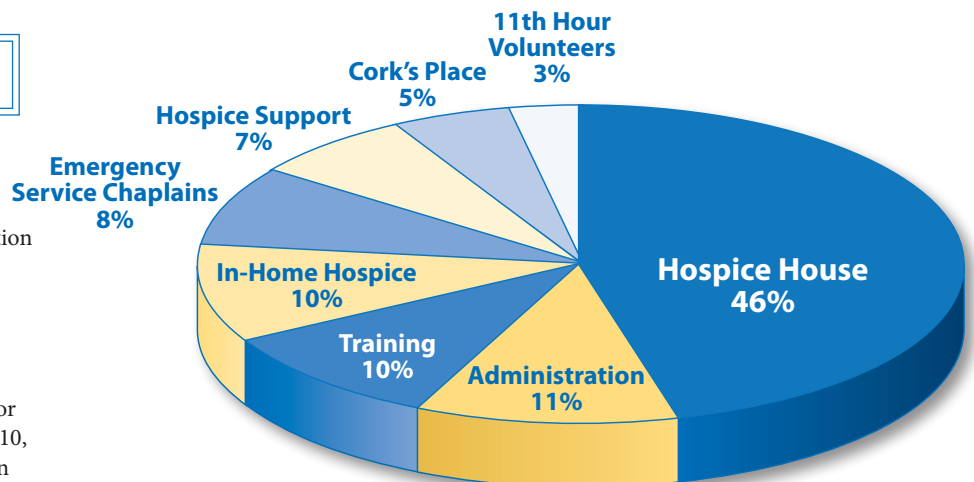
"Sharing helped to cope with grief. Staying focused in a group helped me grow. Feeling accepted was valuable and gave me confidence."

"I feel much less alone, less 'abnormal' than before—it was very helpful to hear similar feelings, similar experiences, and comparable coping skills. I also feel more hopeful of seeing 'the other side of grief' now."

## OUR VOLUNTEERS

Volunteering at The Chaplaincy is important and rewarding work for over 400 individuals. Volunteers bring their enthusiasm, talents and dedication to strengthen and support the services provided.

The 11th Hour Volunteer is a trusted, supportive, and peaceful presence for the patient and family members during the last hours of life. These volunteers are privileged to help make this time of transition easier for hospice patients and their families or caregivers. In 2010, our 11th Hour Volunteers companioned 15 patients on their journey, giving 275 hours to make sure that no one died unsupported or alone.



2010 Value of Volunteer Hours = \$214,606.35

According to the Independent Sector

“Why did you come back?” is a question I’m often asked. After almost 15 years in the Los Angeles area, working as a chaplain in a hospital and a hospice house, supervising a community mental health clinic in East L.A., and having a private counseling practice among Hollywood celebrities, why come back? For the same reason that people benefit from our chaplains— I was invited to connect at a deeper level with God, and with relationships that makes life more meaningful.

The Chaplaincy helps people do these two things better than almost any place I know, and as the new Director of Chaplain Services, I’m glad to be part of it. The chaplains specialize in attending to people in crisis, healing those who have experienced a trauma, or coming alongside people who are experiencing a major life transition. The chaplains perform these specialized ministries at the hospice, in hospitals, jail, juvenile justice center, Cancer Center, and among the emergency response teams of fire fighters and police. Several of our 22 professional chaplains provide consultation at a national level and occasionally an international level. Chaplains also assist hospital personnel as they debrief from the intense work they do with trauma victims, and they consult on ethics committees that help guide professionals in difficult decisions.

Last year the chaplains provided approximately 22,000 hours of care for people in our community who were facing the most challenging times of their lives. Fortunately, the chaplains work as a team to provide 24-hour on-call service, and help people navigate between hospitals, hospice, the Cancer Center

and even jail. No matter where you go in the Tri-Cities, there is a chaplain who can receive you warmly and help you figure out what you

value the most, what you want to learn or hold on to or release, and walk beside you as you make sense out of what is happening.

### Being Before Doing *Chaplain Wes McIntyre, Director of Spiritual Formation*

Jesus once said he did nothing of his own accord but only acted after first discerning what his Father was doing. Right action proceeds from the humility of being; to look, listen, and discern the presence and activity of God means being precedes and is the foundation of compassionate doing. Looking to the Spirit for direction is key to impeccable care at The Chaplaincy. The Chaplaincy supports this foundation of being leading to right action through the programs of Clinical Pastoral Education, Spiritual Companionship and Staff Development.

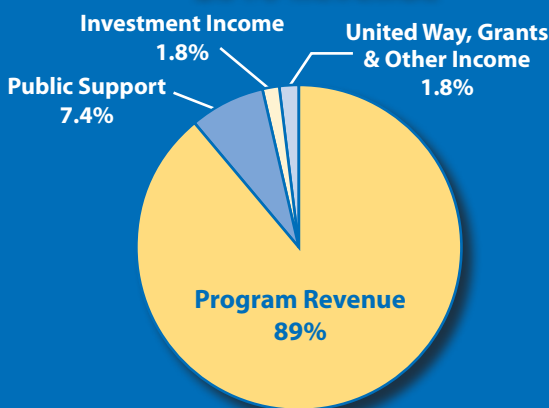
#### In 2010...

**The Clinical Pastoral Education (CPE)** program conducted three units of training. Eleven individuals participated in those training units. Of those eleven, eight are now employed as chaplains, serving in hospice, the Benton County Jail and all three hospitals in the Tri-Cities. The CPE program has also been involved in preparation for its ten year re-accreditation with the Association for Clinical Pastoral Education, Inc. (ACPE). ACPE is recognized by the US Dept. of Education as a graduate level training program in keeping with the highest national standards for education and training.

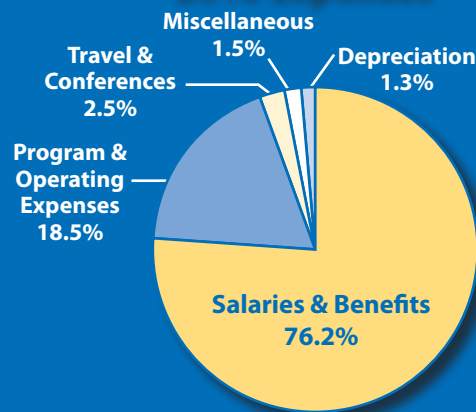
**Spiritual Companionship** at The Chaplaincy is in keeping with the ancient tradition of spiritual mentoring. Chaplain Cathy Rhoads and Chaplain Wes McIntyre worked as spiritual mentors for some 20 individuals last year with Chaplain Rhoads doing the majority of this work.

**Staff Development** has continued its focus in utilizing the highly acclaimed Sacred Art of Living and Dying (SALD) training. We offered Units II and III this year with between 18 and 30 of our staff and volunteers attending. In addition, six of our staff are involved in the two-year Anamcara program with the Sacred Art of Living Center in Bend, Oregon. Both of these programs emphasize that in terms of offering care to others, *who you are* is foundational for what you know or what you can do. Enneagram transformational development classes continued to be offered to our staff, including our Executive Leadership team.

### 2010 Revenue



### 2010 Expenses



2108 W. Entiat  
Kennewick, WA 99336

Phone 509-783-7416

Fax 509-735-7850

[www.tricitieschaplaincy.org](http://www.tricitieschaplaincy.org)

**The Tri-Cities Chaplaincy holds itself accountable to its members, donors and our community.**

Financial stewardship and transparency are core values established by our audit committee and endowment committee.

Our annual financial statements are audited by an independent certified public accountant. Administration and fundraising costs are 13.53% of total expenses.