



Marji Ream
President and CEO

Everyone agrees: 2020 was full of dark days, indeed. Days of sadness, days of loss. But as Ralph Waldo Emerson said, "When it is dark enough, you can see the stars." The stars of kindness, of generosity, of love.

The stars of strength, of resourcefulness, of resilience. The stars of peace.

Through the dark days of 2020, the staff and volunteers of Hospice of East Texas shone brightly. Led by the stars of the Boards of Directors of Hospice of East Texas and the Hospice of East Texas Foundation, and buoyed by the support of our generous donors and our partners throughout the healthcare community, we were inspired by the lodestar of our mission and the patients and families we served.

We were challenged and we struggled, to be sure. Caring for patients at the end of life is difficult work made even more difficult in the pandemic. Our resources grew thin as we stretched to find personal protective equipment to keep our staff safe, redesign a wing of HomePlace to care for COVID patients and meet the needs of all our patients throughout East Texas, including those with COVID.

And yet through it all, the stars continued to shine. I could not be more proud of our leadership team for lighting the way and our staff, bright and shining stars, who adapted and shifted gears and went another direction, over and over again. Unable to serve patients directly, our volunteers found new ways to support our mission and extend our reach. I am humbled by the extraordinary generosity of our community for your unwavering support in a time of great need.

Please know how very grateful we are for *you* – for your prayers, for your loyalty, for your support. You offer us the stars of hope...

NOTES OF GRATITUDE FROM THE CHAIRMEN



Scott Myers
*Hospice of East Texas
Board Chair*

A little over a year ago as we were putting together our plan for 2020, we had a very different vision for the year including celebrating the 20th anniversary of HomePlace. But just like so often in our past 38 years, our team responded and adapted to face the

pandemic challenges. These challenges continue but there is growing light with the development and deployment of the vaccines.

I thank Marji Ream and the entire Hospice team for their courageous response during the pandemic – the pressures, the COVID risk, their commitment and compassion. Despite the darkness, our people continued to shine. They are exceptional!

I am confident in HOET's future because of the quality and commitment of our HOET and Foundation boards. I thank both boards' members for their energy, insightfulness, and support and especially Rick Rayford for his leadership of the Foundation board.

HOET has a long reputation for being well run, fiscally sound and effective in employing donations from our community. Time and again, our community's generosity has helped us weather the challenges. And, we are thankful.

We lost two HOET champions this past year – Ann Lake and Bob Dyer, both former board chairs. I personally believe the Lord has both helping in Heaven and watching out for HOET, like always.

It has been an honor for me to be the HOET board chair for the past two years. I truly have looked forward to every meeting with donors, staff, board members and hospital partners whether in person or on Zoom and every phone call, text or email.

It would take me a while to list all the attributes I admire in Bob Roseman. As he begins his chairmanship, the operating board will be in the best of hands due to his calm, thoughtful leadership. Bob is a bright light indeed.



Rick Rayford
*Hospice of East Texas
Foundation Board Chair*

Wow! What a year 2020 has been. It is one that we all wish to soon forget, but it has been a year of Thanksgiving for the Hospice of East Texas organization. We begin our thanks remembering all

our patients and their families who chose our organization during their trying times. We also give thanks to our staff and volunteers for their extraordinary efforts in carrying out the mission of Hospice of East Texas on a daily basis. What a dedicated team of professionals!

We also thank our management team for the work they do. Their outstanding commitment to the Hospice of East Texas and their tremendous leadership skills, indicates their desire to always put others first in all their decisions. We also are thankful to have so many talented board members (operating and foundation board) who give so selflessly of their time, energy and wisdom in making the Hospice of East Texas successful.

It has truly been a distinct honor for me to serve as Chairman of the Foundation Board this past year. As 2020 has come to a close, we know that everything we accomplish is because of so many generous donors in the communities we serve. Without your help and generosity, we could not accomplish our mission. You are the ones who inspire us all to continue this great work in our community. Thank you!

I am confident that the Hospice of East Texas will be more successful in the future than ever. With great leadership from Marji Ream, our CEO, and from the leadership of Scott Meyers as Board Chair of the Operating Board the past couple of years, we are ready to make the Hospice of East Texas better than it has ever been.

“The amazing care and support your team gave us will never be forgotten. Even during this awful pandemic you continued to provide and increase the service people like us desperately need. The shoulder to cry on, the body to lean on, listening to the stories and treating my father with dignity and love.

Amazing work. You should be proud every single day that you are able and strong enough to care for the passing and comfort the living. God speed Pop.” Son of a Hospice patient

CARE, COMPASSION AND COMMITMENT

Throughout East Texas, the dedicated staff and volunteers of Hospice of East Texas provide extraordinary care and compassion to patients and families, giving them the stars of presence and support. As the region’s largest and longest-serving hospice organization, our commitment to care is unique in its quality, depth and breadth of service.

Total patients cared for in 2020.....	2,350
Patients per day (Home Care average daily census).....	225
Patients per day (HomePlace average daily census).....	18
Percent of patients with a cancer diagnosis.....	33%
Percent of patients with a non-cancer diagnosis.....	67%
Miles driven for patient care.....	1,479,936

Consolidated Financial Snapshot

(Hospice of East Texas, Hospice of East Texas Foundation, Texas Palliative Care combined)

As nonprofits, Hospice of East Texas, Hospice of East Texas Foundation and Texas Palliative Care are committed to investing our revenue and philanthropic support to maximize patient and family care.

Source of Funds 2020



- Medicare.....73.9%
- Medicaid.....4.6%
- Other Insurance.....2.9%
- Memorials, Donations, Fundraising, Thrift Store, Soda Shop8.0%
- Investment/Interest.....6.6%
- Other Operating.....4.0%

Use of Funds 2020



- Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement62.6%
- Pt Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face.....15.8%
- Building.....5.2%
- General & Administrative (HOET + HOETF), Investment Expenses, TPC.....13.5%

Funds based on a percent of total revenue.

COMMUNITY CONTRIBUTIONS

3,550 monetary gifts	\$1,268,167 contributions received	\$704,960 HOET Foundation grant to HOET	\$111,339 Light Up A Life total	\$32,578 East Texas Giving Day total
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Your Support in 2020 Brought the Stars of...

KINDNESS



HOET staff held a volunteer appreciation drive thru and invited volunteers to drive thru (masked) to say hello and get a sweet treat

Friends & volunteers rallied with donations of all kinds to encourage HOET staff.



RESILIENCE



COVID-19 made visiting dear friends and family members nearly impossible in some cases, but HOET staff tried every possible alternative to allow visitation while following CDC guidelines.

MEMORY



The bereavement department went virtual this year, holding grief support sessions and seminars via Zoom.

HOET’s annual Holiday Remembrance Ceremony was virtual this year, with a great “attendance”and response!

GENEROSITY

East Texas Giving Day donations nearly doubled last year’s contributions, Thrift Shops held special events, students at UT Tyler’s Phi Delta Chi hosted a donation drive and our friends at the WorkHub held a snack drive and delivered them to HOET medical staff.



Hospice of East Texas
2020 BOARD OF DIRECTORS

Scott Myers
Chairman

Bob Roseman
Vice-Chairman

Nancy Abernathy
Secretary

Sherry Dunn
Treasurer

Mike Allen	Rev. Reginald Garrett
Kathy Babin	Julie Greene
Robert Bailes	Rick Jett (<i>Ex-Officio</i>)
Dr. Tom Beets (<i>Ex-Officio</i>)	Kathryn Lake
Bob Bondurant	Tracy Lisner
Vicki Briggs	Mel Lovelady
Garnett Brookshire	Jason Proctor
Shelley Brophy	Linda Thomas
Rev. Ralph Caraway	Ellen Trant
Shannon Dacus	Jay Ward
Twinkle Duncan	Joseph Woelkers
Johnna Fullen	



Hospice of East Texas Foundation
2020 BOARD OF DIRECTORS

Rick Rayford
Chairman

Sharon Howell
Chairman-Elect

James Ray
Secretary

Andrew Adams
Treasurer

Rick Allen (<i>Ex-Officio</i>)	Rick Jett (<i>Ex-Officio</i>)
Lindsey Bradley	Jeb Jones
Randy Childress	Rabbi Neal Katz
Mike Coker	Jim Mazzu
Bob Dyer	Scott Myers
Dawn Franks	Marjorie Ream (<i>Ex-Officio</i>)
Kris Gusa	Peggy Smith
Eddie Howard	

OUR MISSION

The Hospice of East Texas seeks to enhance the quality of life for individuals and families dealing with life-limiting illnesses, and to assist bereaved family members by providing compassionate, comprehensive, coordinated care and support.



OUR VISION

We are the blueprint for exceptional end-of-life care, inspired by commitment to our patients, our people, our purpose.



SERVING EAST TEXAS



HOSPICE OF EAST TEXAS

