

Sharing Hope & Home



2025 Gratitude Report



Marji Ream
President / CEO

Reflections from Marji

Thank you –
from the bottom
of my heart.
Your generosity,
inspiration, and
wisdom have been
the steady foundation
of The Hospice of
East Texas and,

because of you, families have been surrounded with compassion, comfort, and dignity during the most tender moments of their lives.

This past year was especially meaningful as we celebrated so much growth and renewal together. We marked the 25th anniversary of HomePlace and joined together to fund a newly renovated space that will reflect the care, peace, and excellence you have helped make possible. These changes are more than walls and rooms – they are a promise to families that they will be held, supported, and never face this journey alone.

As I prepare for retirement, I find myself deeply reflective and profoundly grateful. Each year of serving this mission has truly been a gift. Walking alongside families during some of the hardest days they will ever face has been the greatest honor of my life – and it has only been possible because of your trust, your giving, and your steadfast belief in this work.

We are also filled with confidence and joy as I congratulate my successor, Christi Baggett. I know she will carry this mission forward with heart and vision – bringing thoughtful advancements while never losing sight of what matters most: caring for one family at a time.

Thank you for being the heart of The Hospice of East Texas. I will forever be grateful for you and for the privilege of serving alongside such a compassionate community.

THANK YOU from the Board Chairs



Sherry Dunn
Board Chair

2025 was a year filled with many occasions for which to be grateful. Our doctors, nurses, caregivers, social workers and support staff proved once again that they are extraordinarily caring, compassionate and professional when dealing with patients and families in the most challenging of times. We receive expressions of gratitude from those we serve every day, and we do not take those accolades lightly.

We are pleased to report that The Hospice of East Texas continues to retain the highest 5-star rating from Medicare's Family Caregiver Survey, one of very few hospices in our state to achieve that status. This rating is a direct result of the excellence HOET strives for every day.

The community that supports HOET deserves the gratitude of all who have benefited from its services. Through donations of time, talents and treasures we are able to provide the best of care to a wide range of patients and their families. For many families, never having to worry about how to pay for their loved one's care removes an immeasurable burden. For our volunteers, being able



Kris Gusa
Foundation Board Chair

to serve people in their most vulnerable times is a calling that many consider sacred. For our donors, the ability to help fund our programs is a gift that they can give with the assurance of knowing that it will be used properly.

We are exceedingly grateful to have observed the quiet but mighty leadership of Marjorie Ream over the years and know that, while she has moved into the retirement phase of life, her imprint on The Hospice of East Texas is outsized and will have a lasting impact on all we do moving forward.

Finally, we are grateful to the members of The Hospice of East Texas Operating and Foundation Boards. These selfless individuals are beyond a doubt the most impressive group of leaders in any non-profit in East Texas, and they continue to oversee what was started 43 years ago by a small group of volunteers dedicated to making sure that end-of-life challenges could be met with dignity. We are humbled to be counted as part of a team who continues to ensure that HOET remains a vibrant, healthy organization that will be around for another 43 years.

Your Loving Generosity in 2025...

...provided help and hope to patients and families served by The Hospice of East Texas. For over forty years, our community has supported excellence in end-of-life care. Our commitment – **together** – to that care is unique in its quality, depth, and breadth of service.

Total patients cared for in 2025	2,056
Patients per day (Home Care average daily census)	209
Patients per day (HomePlace average daily census)	16
Miles driven for patient care	1,505,545
Total amount of unfunded care provided to those without a payor source	\$540,463

CONSOLIDATED FINANCIAL SNAPSHOT

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

The 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 2025



■ Medicare	68.8%
■ Medicaid.....	3.15%
■ Other Insurance.....	2.26%
■ Memorials, Donations, Fundraising, Thrift Store, Soda Shop	8.53%
■ Investment/Interest	10.51%
■ COVID Government Assistance	6.3%
■ Other Operating	0.45%

Use of Funds 2025



■ Operations, Pt Care, Professional Svcs, Volunteer Svcs, Bereavement	61.42%
■ Pt Expense (Supplies, Med, Equip, Ambulance, Contract Hospital), Face to Face.....	14.87%
■ Building.....	6.84%
■ General & Administrative (HOET + HOETF), Investment Expenses, TPC	16.87%

Funds based on a percent of total revenue.

Community Contributions

2,573
Monetary
Gifts

\$2,663,640
Contributions
Received

\$1,212,030
HomePlace 25th Anniversary
Campaign

\$101,377
Light Up A Life
Total

\$966,000
HOET Foundation
Grant to HOET

Thank YOU!

The Gift of Home



2025 marked the 25th Anniversary of the Robert M. Rogers Hospice Center, affectionately known as HomePlace, the **only** dedicated inpatient facility for terminally ill patients in East Texas.

The response to the blessing of 25 years of HomePlace is a commitment to ensure its enduring presence – to reach those who could benefit from our extraordinary care now and in the future. Renovations began in earnest in the fall of 2025 to enhance clinical and nonclinical spaces within the building, in honor of Gary Penkilo. Through his own valiant journey, Gary expressed his wish to his family that his legacy of love, light and hope be shared with others dealing with life altering illnesses at The Hospice of East Texas.

Highlights of this special project at HomePlace – inspired by Gary's vision, initiated by his generous friends, and supported by YOU to better serve patients, families and visitors – include...

- ◆ Lighted portals to transport patient families and friends into a welcoming, relaxing living environment that evokes all the feelings of HOME
- ◆ Comfortable living room seating, new food options for healthy meals, dining tables and chairs
- ◆ Semiprivate meeting spaces for care updates or quiet contemplation
- ◆ Natural light from the courtyard and backyard grounds to help calm the mind and heal the soul
- ◆ A safe and fun kids space within full view of coffee and dining stations so that parents can have private conversations while still allowing their children to relax and have fun

Because of YOU, this project was fully funded in 2025 and is scheduled to be completed in the summer of 2026. Thank YOU for honoring our founding commitment to excellence for everyone. Because everyone deserves compassion, dignity, respect... everyone deserves to feel at **home**.

Life together in 2025...

LOVING ATTENTION

- **321** patients who were veterans and recognized for their service
- **150** dedicated volunteers serving our mission
- **16,085** total volunteer hours
- **\$370,146** saved by utilizing volunteers
- **\$92,646** net income from The Hospice of East Texas Resale Shop in Nacogdoches

CARING SUPPORT

• 2025 brought meaningful growth to the Bereavement and Chaplain Programs. The WINGS children's grief camps were relaunched for the first time since 2019, hosting two camps and expanding the monthly support group for grieving children.

- Chaplain support requests rose in 2025 – from 35% to 75% – a positive change linked to higher satisfaction for patients, families, and staff.

QUALITY

• Since 2004, The Hospice of East Texas has been accredited by CHAP (Community Health Accreditation Partner), demonstrating that The Hospice of East Texas meets the industry's highest nationally recognized standards for quality care and commitment to continuous improvement.

- The Hospice of East Texas has achieved a 5-Star rating from CMS (Centers for Medicare and Medicaid Services), demonstrating excellence in communication, support, pain management, and timely care as reported by family caregivers.

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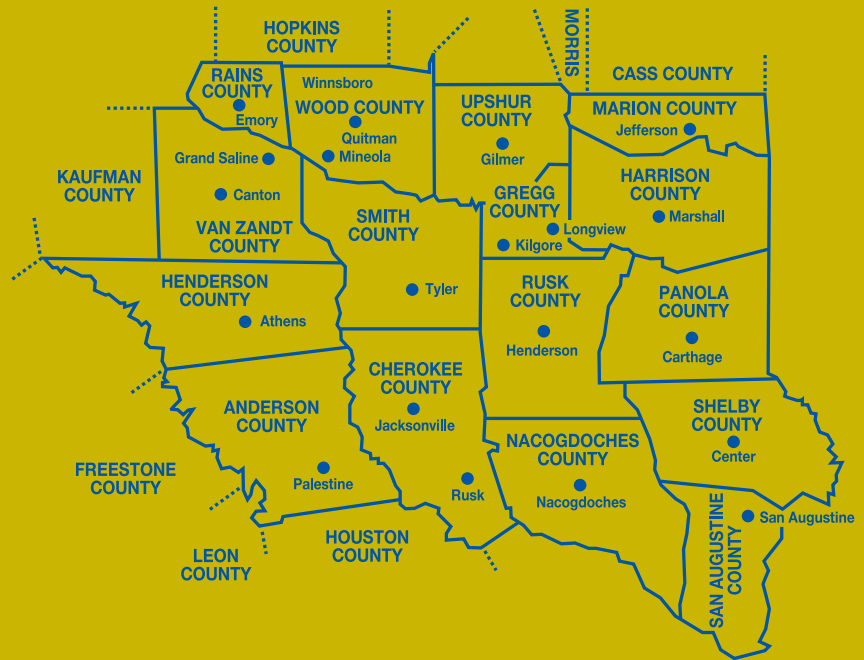
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Our Mission

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.

Serving East Texas



Hospice of East Texas



Awarded 5 Stars by Medicare's Family Caregiver Survey