2007 Annual Report to Membership
Letter from the Chair

Henri Nouwen’s contemporary classic, “With Open Hands,” inspired countless contemporary seekers of all ages, cultures and religions. Nouwen suggested that when we pray, we are standing with our hands open to God and open to the world. He challenged readers to discover who we could be — standing before God with open hands — and reminded us that the movement from clenched fists to open hands is an ongoing journey of trust. Nouwen’s image has been present to me as I prayerfully reflected on the past year. Our open hands were blessed with many gifts, graces and blessings. And we were called to the discipline of “letting go” as well.

The NACC visioning process engaged a broad constituency resulting in a new mission statement, a vision to guide us toward the year 2012 and value statements that reflect our identity as disciples of the ministry of Jesus the Christ. We embraced seven strategic goals with clear objectives to guide us into the future of chaplaincy. Both the outcome of our work and the “prophetic planning” process facilitated by The Reid Group that accomplished it, charted the course for all that we celebrate in our 2007 Annual Report. And they anchored us in the midst of continuing transitions in leadership.

With deep gratitude for his time with us, NACC bid farewell to our dear friend and colleague, Fr. Tom Landry, interim director, as he honored his commitment to return to his Worcester, Mass., diocese. We will acknowledge Tom more formally at the 2008 conference. Our consultants, The Reid Group, guided us in prayerful, reflective, open and collaborative search and discernment for an executive director. The process, involving the board, NACC staff, and members, was highly effective. We are blessed by David Lichter’s presence and leadership. In the months he has been with us as executive director, David has intentionally addressed each of the strategic goals with insight, purposeful focus — and great success! David articulately reported progress on the goals in each edition of Vision. He developed strong collaborative relationships with the executive directors of our cognate partners and the Spiritual Care Collaborative steering team. David’s partnership with Brian Yanofchick, senior director of mission and leadership development at the Catholic Health Association, continues the strong alliance forged by Fr. Landry. David skillfully guided the Decision Accelerator Summit with Yanofchick and Sr. Barbara Brumleve, SSND, board vice-chair. David quickly developed meaningful relationships with our members, our episcopal advisor, the bishops’ advisory council, healthcare system leaders and leaders in academia. His quiet spirituality, energy, strength and creativity provided our members across the country with education and retreat days, opportunities to connect at chaplain gatherings across the country, conference call focus groups, new and innovative task forces related to our strategic goals and the biweekly E-newsletter, NACC Now.

With deep gratitude for his time with us, we bid fond farewell to our very good friend, spiritual guide and episcopal liaison, Bishop Dale Melczek, and welcomed Bishop Randolph Calvo to journey with us. Bishop Calvo will attend his first board meeting with us in Indianapolis and celebrate liturgy with us at the conference.

There were also several changes within our NACC staff who are much like “extended family” for many of us. Readers expressed gratitude for the fine editing and quality improvements in Vision contributed by David Lewellen. David also created an Editorial Advisory Panel that has stimulated involvement and participation in our publication. We support David now in following his heart’s desire in newspaper work for The Milwaukee Journal Sentinel. Marilyn Warczak, certification specialist, made significant improvements in the certification process. As membership coordinator, Barbara Hempel was often the first to welcome new members to our association. We supported both of them in their decisions to spend more time with family, and welcomed new additions to our staff, Laurie Hansen Cardona as new editor of Vision and Rose Mary Blanco-Alvarado as administrative specialist for certification.

NACC Board of Directors

Transition characterized life among the Board of Directors as well, even as we work to stabilize and balance the composite experience, skills and abilities of the directors. We gratefully thanked Sr. Eileen Wilhelm, RSM, at the conclusion of her appointed term of office. Sr. Norma Gutierrez, MCDP, and I were nominated and elected to a second term of office. The board decided to appoint two directors from the membership and seek a non-member candidate with financial expertise for appointment to a term of office. Bonnie Burnett, BCC, and John Pollack, BCC, were appointed and met with us in Milwaukee in November. The board engaged in a self-evaluation process that will be used in consultation with The Reid Group for the continuous improvement of board structures, processes and procedures. Revitalizing the governance function continues to be a critical priority. David Lichter and Cindy Bridges, executive assistant, updated the Board Orientation Manual and we reviewed nomination and election processes, and the roles and responsibilities of board members.

The Spiritual Care Collaborative (SCC)

The SCC Steering Committee (three representatives from each of the founding organizations) met monthly via conference calls. The boards of each participating organization approved the bylaws for the new limited Liability Corporation. The Steering Committee began the work of creating forms and procedures for new partnerships. According to the bylaws, “participating organizations” participate fully in identifying and facilitating areas of collaboration. “Project partner organizations” choose to
participate only in developing specific projects or programs sponsored by the collaborative. The SCC is open to any collegial and collaborative pastoral care, pastoral counseling and pastoral education membership organization that adopts the Common Standards for Pastoral Educators and Supervisors, Common Standards for Professional Chaplaincy, Common Code of Ethics, and the Principles for Processing Ethical Complaints. Throughout the past year the NACC Standards Commission worked diligently to integrate standards and procedures specific to NACC with the approved Common Standards.

In February, planning began in earnest for the 2009 Joint Summit with its theme: “Healing and Hope: The Hard Reality of Living Intentionally in a Village of Care.” The logo for the collaborative is featured on the SCC website, where information and educational offerings are posted. Each participating organization has a link to the SCC website on its individual website.

The Steering Committee explored the feasibility of partnering in a joint compensation study, researched potential vendors, and agreed to unveil the results during the Joint Summit. We continue to evaluate and prioritize potential linkages within the collaborative such as ongoing work with The Joint Commission, research opportunities, standards of practice, levels and designations of certification, and competency-based certification.

The NACC Vision Statement concludes: “NACC is a light of hope…." With open hands, let us prayerfully stand together so that we might indeed become the light.

Karen Pugliese, M.A.
Chair, NACC Board of Directors

2007 Board of Directors

CHAIR
Karen Pugliese
Chaplain
Central DuPage Hospital
Winfield, Ill.
Karen_Pugliese@cdh.org

VICE-CHAIR
Bridget Deegan-Krause
Ferndale, Mich.
bridgetmail@gmail.com

SECRETARY
Paul Marceau
Interim Senior Vice President, Mission Integration
Trinity Health
Novi, Mich.
marceau@trinity-health.org

TREASURER
Geraldine M. Hoyler, CSC
General Councilor/Treasurer Sisters of the Holy Cross
St. Mary’s, Notre Dame, Ind.
ghoyler@cscsisters.org

EPISCOPAL LIASON
Most Rev. Randolph R. Calvo
Bishop of Reno
Reno, Nev.
BishopC@catholicreno.org

EXECUTIVE DIRECTOR
David A. Lichter
NACC Executive Director
Milwaukee
dlichter@nacc.org

Patrick H. Bolton
Director of Pastoral Care
Mercy Medical Center
Irvington, Ala.
patrickb@sa-mercymedical.org

Alan E. Bowman
Vice-president of Mission Integration
Catholic Health Initiatives
Denver
Email: AlanBowman@CatholicHealth.net

Barbara Brumleve, SSND
NACC/ACPE CPE Supervisor
Alegent Health
Omaha, Neb.
Barbara.Brumleve@alegent.org

Norma Gutierrez, MCDP
Staff Chaplain
St. Mary Medical Center
Long Beach, Calif.
smor@netzero.com

Mary Eileen Wilhelm, RSM
President Emeritus
Mercy Medical
Daphne, Ala.
smew@sa-mercymedical.org
when my hands were laid upon you. The Spirit God has given us is no cowardly spirit, but rather one that makes us strong, loving and wise."

David Lichter, D.Min.
Executive Director
Pastoral Care Week

The Pastoral Care Week Committee of COISS met Jan. 5, 2008, in Washington D.C. The theme for 2008 will be Listening Presence. It was discussed that the website for Pastoral Care Week will have a survey for those using it to indicate what they would like to see in future years as well as having a space to share the stories of their celebrations so that others may be inspired. 2007 was the most active Pastoral Care Week in many years and many sites utilized the marketing tools that were offered. This also includes some sites outside of the United States. This year we are looking at a few new resources and again would love to hear in those survey responses items that you are seeking that were not offered. The committee is looking into the production of the poster in both English and Spanish. The website will be available at the end of May.

MaryBeth Cooper, BCC
Representative to the COISS Pastoral Care Week Committee

PlainViews Advisory Board

PlainViews is an e-newsletter for chaplains and other pastoral care providers featuring concise articles of interest and relevance to those serving as pastoral caregivers. PlainViews also provides a forum for ongoing dialogue and publishes on topics related to professionalism, spirituality, advocacy and pastoral education. PlainViews, with a five-year track record, has a subscriber base of almost 8,000. In 2007, PlainViews began accepting some longer articles and the book review section included movies related to pastoral issues. The Ethics Walk section – an ongoing dialogue on topics of ethical concern – has proven popular.

As the NACC certified member of PlainViews editorial board (as well as a regular reader and contributor), I offer this short report in hopes that the board will encourage NACC members to make use of PlainViews as a supplement to and extension of the ongoing professional education and conversation offered NACC members by Vision. Those engaging in renewal of certification may claim up to 25 hours per year of continuing education hours for educational materials, which includes PlainViews. We are grateful to have a link for it on the NACC website.

Jane Mathur, BCC
Special Representative, PlainViews Advisory Board
**Certification Commission**

This past year saw three new members join the Certification Commission: Sr. Janet Bielmann, RSM; Sr. Geraldine Krautkramer, OSF; and Fr. James Yeakel, OSFS. We also acknowledge the fine service of the three whose terms ended in 2006. Sr. Anita Lapeyre, RSCJ, Dr. John Gillman, and Sr. Virginia Yaeger, SSJ, gave abundant counsel and direction to the Certification Commission and have enlightened our organization by their gifts.

The work of the commission is aided greatly by the many interview team members and the Interview Team Educators, hosts and welcoming committees. We are especially grateful to the number of institutions who give in-kind donations to allow their sites for our certification interviews.

During the past year the commission certified 90 new chaplains, approved the renewal of certification for 290 members, granted supervisory candidate status to one member, and certified one new associate supervisor. Those who were present with us in Columbus, Ohio, saw firsthand the diverse group of new chaplains. Truly the NACC has seen revitalization within the last year!

A good amount of work during the past year revolved around the Revised Standards. We looked at all of the standards and with the Standards Commission began a process of separating the standards from the procedures. We looked at all of our procedures for certification and renewal of certification for both chaplains and supervisors. This process also had us look at office procedures and all of the forms and communications we use in certification. Together with the Interview Training Educators we revised our timeline for submitting materials for certification interviews. This necessitated having only one round of interviews in 2008. In 2009, we shall return to the May and October cycle. We also set out to be pastorally friendly to those having to write their narrative statements with the Revised Standards by extending their deadlines a few months. The commission will undergo the same learning curve in the first few months of 2008.

Mindful of the strategic plan item to grow the number of NACC CPE supervisors, we looked at the process for peer review. Until now our NACC CPE supervisors came to Milwaukee for an interview. That was quite expensive for most of them. Now supervisors may choose to have peer reviews locally, in Milwaukee or at the annual conference. We also set as criteria that there have to be two CPE supervisors, one of whom is an NACC supervisor. Thus, our NACC supervisors may also have an ACPE or CAPPE supervisor on their peer review committee.

The Board of Directors asked the commission to develop criteria for the Helen Hayes Scholarship for people in supervisory education. The commission completed this task and has submitted three names to the board for approval of the awards. We look forward to recognizing these honorees at the Indianapolis NACC Conference.

Near the end of the year we saw Ms. Marilyn Warczak, NACC certification specialist, leave the employ of the national office. So many members and the commission came to know and appreciate Marilyn during her five years at NACC. The Certification Commission thanks her for her years of service to the membership and to the commission. The new staff liaison is Ms. Rose Mary Blanco-Alvarado.

An invitation: As we continue to grow and revitalize the NACC during the five-year strategic plan period, on behalf of the Certification Commission, I would invite all members to consider becoming a member of an interview team. Many of us first became involved in the life of the NACC through belonging to certification interview teams. We will provide solid training and mentoring for first-timers. You gain colleagues and further appreciation of the wonderful ministry of chaplaincy. You also help to bring new members into the NACC to be able to enhance the healing ministry of Jesus.

Rev. John T. Crabb, SJ  
Chair, Certification Commission

**USCCB/CCA Liaison**

As a special representative to the United States Conference of Catholic Bishops Commission on Certification and Accreditation, my primary focus has been to communicate with Sr. Kay Sheskaitis, IHM, executive director of the USCCB/CCA, regarding the ongoing revision of NACC’s standards. (I serve on the Standards Commission as well.)

I met with Sr. Kay in Portland at our annual conference last March in order to review the work of the commission since our last meeting. We discussed the final draft of the standards, the commission’s efforts to draft procedures that simplified the processes for certification and for appeals for applicants, and I responded to Sr. Kay’s questions/concerns regarding the documents and processes. Sr. Kay has served as an invaluable resource in the creation of these materials.

The impending changes to NACC’s procedures were discussed at this year’s spring and fall meetings of the USCCB/CCA’s Board of Directors. Two members of NACC, Catherine O’Connor, CSB, and Ms. Mary T. O’Neill, serve on that board. Mary T. is also a member of the Standards Commission and provides expertise in addressing questions and concerns regarding the evolution of the procedures. Sr. Catherine O’Connor, CSB, has completed her tenure on the USCCB/CCA’s board and will be replaced by another NACC member, Fr. Andrew Sieto, IV Dei.

David Lichter, NACC’s new executive director, contacted and initiated a dialogue with Sr. Kay upon assuming that role. During the November meeting of the USCCB/CCA in Milwaukee, members of that board visited the new NACC national office and met with David and the staff. He used that opportunity to share NACC’s new strategic plan.

The Standards Commission plans to send the completed procedures to Sr. Kay for review by herself and the USCCB/CCA board meeting this spring. It is our hope that these documents will have been approved by the time you receive this report.

Mary Lou O’Gorman, BCC  
Special Representative to the USCCB/CCA
**Finance Committee**

The Finance Committee met as needed throughout the year; all meetings were held by conference call throughout the year. The committee continued to review the financial performance of NACC in light of the approved budget. The committee also monitored the investments of the association and monitored its cash position during the year. At the last meeting of the year, the committee reviewed the budget for 2008, recommending its approval to the board of the association.

Because the visioning and planning process was ongoing during the year as well as the recruitment of a new executive director, there were certain expense variances from the approved budget. In addition, some of the fund development anticipated in the 2007 budget did not occur. The declining number of members, combined with the lower than budgeted revenue from the Portland conference (although the conference did not lose money) and fund development made the management of expenses in light of the revenue a difficult task. With an understanding of the situation, the committee recommended continuing with the ongoing planning processes, despite the deficit created. This deficit was a cash deficit and reduced the assets of the association during the year. In addition, during the year the management of the cash position of the association became more important because expenses did not occur in the same pattern as had been experienced in the past.

With the approval of the association’s strategic plan, the transition of the interim executive director and the coming of Executive Director David Lichter, a complete review of the proposed 2008 budget was done. The committee recommended the budget to the Board of Directors, but identified certain expense reduction steps that might need to be taken if a shortfall of revenue occurs.

At the final meeting of the year, the Finance Committee thanked Sr. Rosemary Sabino, RSM, for her service on the committee. Mr. John Pollack, M.Div., BCC, will replace Sr. Norma Gutierrez, MCDP, BCC, as a board member on the committee in 2008. The committee will also welcome Mr. Michael Lemke to the committee in 2008. We are grateful to Rosemary and Norma for all their many contributions to the work of the committee.

Geraldine M. Hoyler, CSC Chair, Finance Committee

**Members:** Geraldine M. Hoyler, CSC, Norma Gutierrez, MCDP, Rev. Mr. Clifton Perryman, Sr. Rosemary Sabino, RSM

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**Governance Committee**

The Governance Committee’s primary responsibilities are to review and monitor the composition, functions, communications, development, and performance of the Board of Directors. This includes human resource issues, nominations to the Board of Directors, and the review and updating of the NACC constitution and bylaws as needed. During 2007, the Governance Committee met seven times via phone conference calls.

Current board members Sr. Norma Gutierrez, MCDP, and Ms. Karen Pugliese, M.A., were re-elected to three-year terms by membership. The re-appointment of board member Mr. Paul Marceau, Th.D., to a three-year term was offered and accepted. Also, to strengthen the diversity and leadership of our board, Ms. Bonnie Burnett, M.Div., and Mr. John Pollack, M.Div., were invited to serve as appointed members, effective Jan. 1, 2008. In dialogue with the Reid Group as consultants, the Governance Committee recommended for the board’s approval a restructuring of the election and appointment process. Elected board members who desire a second three-year term can be affirmed by the board without going through the electoral process. This will enable better succession planning and board continuity. Also, the Governance Committee developed new procedures in the recruitment of future board members that will allow membership to take a more active role in bringing forth leaders to the board level within and beyond the NACC.

The 2007 board officers were as follows: Ms. Karen Pugliese, M.A., BCC, chair; Ms. Bridget Deegan-Krause, M.Div., BCC, vice-chair; Mr. Paul Marceau, Th.D., secretary; Sr. Geraldine Hoyler, CSC, treasurer. Based on the identified need of board succession planning, a new executive committee format was put forward by the Governance Committee for the board’s approval. The new structure of officers consists of a chair, chair-elect/secretary, and treasurer. The chair and chair-elect/secretary positions will be two-year terms assessed annually. The treasurer position will be a one-year term, renewable once. At the end of the second year, chair-elect/secretary will be appointed as chair. This new structure is effective Jan. 1, 2008. The executive director continues as an ex-officio member of the Executive Committee.

With the support of the Reid Group and the expertise of our new executive director, Mr. David Lichter, D.Min, the Governance Committee and board studied various models of board leadership and governance. A new consensus decision-making process has been adopted by the board. A new Board Orientation Chart was drafted to support our new board members. Also, an updated Board Manual with revised constitution and bylaws was completed.

At the final meeting of the year, the Governance Committee reviewed the budget for 2008, recommending its approval to the Board of Directors, but identified certain expense reduction steps that might need to be taken if a shortfall of revenue occurs.

Future tasks for the committee include: recruitment of membership for leadership development and populating of numerous committees, advisory panels, and task forces; creation of a Nomination Task Force for board elections and (re)appointments; and ongoing board development and evaluation.

Patrick Bolton, M.Div Chair, Governance Committee

**Members:** Mr. Patrick H. Bolton, Ms. Theresa V. Edmonson, Mary Eileen Wilhelm, RSM, Ms. Ann E. Hurst, Ms. Bridget Deegan-Krause, Ms. Karen Pugliese
To the Board of Directors  
National Association of Catholic Chaplains  
Milwaukee, Wisconsin

We have reviewed the accompanying statements of financial position of the National Association of Catholic Chaplains (a nonprofit organization) as of December 31, 2007 and 2006, and the related statements of activities and cash flows for the years then ended in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. All information included in these financial statements is the representation of the management of the National Association of Catholic Chaplains.

A review consists principally of inquiries of Association personnel and analytical procedures applied to financial data. It is substantially less in scope than an audit in accordance with generally accepted auditing standards, the objective of which is the expression of an opinion regarding the financial statements taken as a whole. Accordingly, we do not express such an opinion.

Based on our reviews, we are not aware of any material modifications that should be made to the accompanying financial statements in order for them to be in conformity with generally accepted accounting principles.

[Signature]

January 26, 2008
### NATIONAL ASSOCIATION OF CATHOLIC CHAPLAINS

#### STATEMENTS OF FINANCIAL POSITION

**December 31, 2007 and 2006**

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<th>2007</th>
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<td><strong>Total liabilities and net assets</strong></td>
<td>$580,002</td>
<td>$693,974</td>
</tr>
</tbody>
</table>

See Accountant’s review report.  
The Notes to Financial Statements are an integral part of these statements.
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The Notes to Financial Statements are an integral part of these statements.
Interview Team Educators

Much of the year-round work of our Interview Team Educators (ITEs) is done behind the scenes, as a voluntary addition to our normal responsibilities of NACC membership, and 2007 was a busy year for us.

ITEs train each new chaplain certification interviewer and provide required annual retraining for all veteran interviewers. We again offered a training workshop at the national conference and hope this year to do the same thing. We are considering the possibilities of expanding our training methods to include online training and testing, although this remains a work in progress. The training materials we used in 2007 have been revised and updated for several years and we plan to “retire” them in 2008.

After a successful spring interview weekend, the ITEs met in July in Milwaukee. For three days we discussed the changes and potential changes that affect certification. We enjoyed fellowship with the Certification Commission and members of the board and looked at several ways in which the process might be further improved. These were presented to the commission. We discussed future educational opportunities for interviewers and sought consensus for new documentation that defines the role and responsibilities for those involved in the certification process. The fall interviews—an unusually large group—provided some challenges but also reinforced attention to some of our anticipated changes.

One of the most significant accomplishments for 2007 was ratification of changes to the old timeline for the certification process. The old timeline created some challenges that have been resolved by (1) expanding the time between the receipt of candidates’ materials and the interview weekend from two-and-one-half months to more than six months, and (2) allowing the interviewers to have the materials for six rather than four weeks. Both changes should relieve stress, both for staff in the national office and for the interviewers. ITEs also will find some relief as we can stretch the training process for interviewers over several months as opposed to the former few weeks. Everyone benefits— even candidates who will now be interviewed by more relaxed, better prepared interviewers!

The position of the ITE among interviewers and candidates seems to have matured and become accepted as a natural part of the process, thanks to the effectiveness of those who pioneered the new role and the diligence of Ms. Cathy Connelly, who assumed a leadership and shepherding role for several years.

As we prepare for October and the only certification weekend of 2008, we are eager to help interviewers integrate the new standards and to feel more comfortable with the relaxed timeline and more like essential “parts” of the NACC certification team “whole.”

Jane Mather, M.A.
Lead ITE

Members: Ms. Annette Castello, Ms. Cathy Connelly, Deacon Darwin Dupree, Ms. Cam Hanemann, Dr. Sharon Mason, Mrs. Jane Mather, Ms. Michele Le Doux Sakurai, Ms. Judith A. Shemkowitz, Dr. Jane Smith, Mr. James E. Willsey

NCHPEG

For details on the Feb. 1-2 conference of the National Coalition for Health Care Professional Education in Genetics in Bethesda, Md., refer to my article in the May 2007 issue (p. 20) of Vision. Rev. Vincent Guss, representing the APC, was also at the meeting. We spoke briefly with Mr. Joseph McInerney, the executive director of NCHPEG, to determine whether we would have a follow-up session to our 2004 panel on genetics and ethics/spirituality. He, along with Dr. Francis Collins, one of the directors of the Human Genome Project, assured us of their interest in the ELSI aspects of genetics (Ethical-Legal-Social Implications) and spoke of the 2009 conference as a potential target event. Plans for the 2008 conference, meanwhile, have run into a snag and it will probably be held in the spring.

While our colleagues in APC are discarding their continued participation in NCHPEG, it seems the NACC will continue its participation. I truly sense that the medical/ethical aspects of genetics will continue to impact our ministry as chaplains even beyond the obvious issues of stem-cell research. My concern is that we will get focused on one issue in genetics, namely, stem-cell research, much like we tend to focus on abortion as the sole pro-life issue. Just as pro-life issues include but go beyond abortion, e.g. capital punishment, global warming, euthanasia, environmental care and safety, nuclear energy, war and peace, so does genetics get beyond just stem-cell research to include genetic counseling and testing, gene therapy, pre-implantation diagnosis, pharmacogenetics, human and animal cloning, and the socio-medical issues related to family history and personal identity/privacy.

Genetics, as most high-tech areas in our society, is a rapidly developing field. My own research and information files grow by at least one article a day. So just keeping up is a challenge. But like any other aspect of our lives as individuals and as a society, there’s the dark side of genetics, especially the danger of greed or abuse. A United Nations study, for example, stated that the world faces a stark choice between banning the cloning of humans or preparing ways to protect them from potential abuse or discrimination. Dr. Francis Collins has been for me a genuine watchdog for all such developments in genetics, balancing the media hype with the actual state of the field, distinguishing the light and dark sides of research developments, and keeping the ethical/legal/social aspects (ELSI) up front for dialogue and reflection. So stay tuned. Like Johnny Carson used to say, “More to come,” but ‘the more’ often outpaces our ability to be prepared.

Richard M. Leilaert, Ph.D.
Special Representative, NCHPEG
Standards Commission

This past year the newly designated Standards Commission (formerly Standards Committee) completed its work on a revised set of standards for NACC. These standards have been approved by the Board of Directors and went into effect Jan. 1, 2008. They can be found on the NACC website (go to Certification, then Standards). The procedures also have been completed, and these will become available on the website in the spring.

This work was accomplished through the dedication of the commission members: Mr. John Gillman (chair), Ms. Mary Lou O’Gorman, Ms. Mary T. O’Neill, Ms. Jane W. Smith, and our newest member, Sr. Jane Connolly, IHM (formerly the Ethics Commission liaison to the Standards Commission). We also benefited from the valuable contributions of Mr. Alan Bowman (board representative) and Mr. Rodger F. Accardi (Certification Commission representative). None of this work would have happened without the support of Susanne Chawssczewski from the national office, who kept us on task and who carefully edited successive renditions of our work. Mr. David Lichter and Ms. Kathy Eldridge also provided many hours of work reviewing the documents. Thanks to all of you!

The revised NACC Standards consist of several standards unique to our Catholic identity that have been integrated into the Common Standards that were approved by the five largest healthcare chaplaincy organizations in North America (ACPE, APC, CAPPE, NACC, and NAJC) in November 2004 at Portland, Maine.

Our standards are structured in three parts:

Part One: Introduction: NACC Mission, Vision, and Values
Part Two: Standards for Ethics, Certification, and Renewal of Certification
Part Three: Glossary (to be completed in 2008)

One important change in content relates to accreditation. There are only two standards in this section (500), and they refer the reader to the USCCB/CCA, which establishes the Standards for Accreditation. Many will recall that for the past several years both the NACC and the USCCB/CCA had related, though separate Standards for Accreditation of CPE programs. The process should be more streamlined now that there is only one set for accreditation.

During the past year we met twice in Milwaukee (July 9-11 and Nov. 11-13). For this current year the Standards Commission will also have two meetings, one in conjunction with our annual association meeting in the spring at Indianapolis and the other in Milwaukee in the fall. Our plan now is to do a periodic review of the standards. Your comments and ideas about either the standards or the procedures are always welcome (email: john.gillman@vitas.com).

John Gillman, Ph.D.
Chair, Standards Commission

Members: Dr. Rodger F. Accardi, Mr. Alan Bowman, Dr. John Gillman, Ms. Mary Lou O’Gorman, Ms. Mary T. O’Neill, Dr. Jane W. Smith, Sr. Jane M. Connolly, IHM

Ethics Commission

During 2007 the Ethics Commission focused its efforts on two primary efforts:

- Bringing the processes and procedures for filing and processing alleged violations of the NACC Code of Ethics into compliance with the Common Standards approved by AAPC, ACPE, APC, CAPPE, NACC and NAJC in November, 2004;
- Clarifying those procedures, assuring they are clear and consistent in both language and procedure with other NACC documents.

To that end, the Ethics Commission crafted the following documents:

- Accountability Statement for use by those seeking initial certification
- Accountability Statement for use by those seeking to renew certification
- Ethics Accountability Statement Procedures
- Ethics Complaint Procedures
- Ethics Appeals Procedures

The Ethics Commission chair met in August and November with the Standards Commission to assure the above documents and procedures were in compliance with current NACC Standards.

Sr. Jane M. Connolly, IHM
Chair, Ethics Commission

Members: Rev. Mr. T. Patrick Bradley, Sr. Jane M. Connolly, IHM, Mr. D.W. Donovan, Ms. Patricia V. Melesco
**Red Cross Spiritual Care Response Team**

Spiritual Care Response Team (SRT) is a component of the national Critical Response Team (CRT formerly the AIR Team) collaborated through the national American Red Cross (ARC) since 1999. NACC has been an active member of this team and collaborates with the Red Cross with our cognate partners including, Association of Professional Chaplains, National Association of Jewish Chaplains, Association for Clinical Pastoral Education, American Association of Pastoral Counselors, International Conference of Police Chaplains and others.

In 2007, the SRT trained 25 members at the NACC national conference in March in Portland, Ore. An additional SRT training was held at the national APC Conference in California in 2007. Through the year there were a few significant events where members of the SRT were deployed to respond.

- Virginia Tech University, Blacksburg, Va. -- a school shooting on April 16 on the Virginia Tech campus. The gunman killed 32 people and wounded many more, making it the deadliest school shooting in U.S. history. Following this event, the SRT was activated and team members gave students and university officials support and guidance on the national memorial service.
- I-35 Mississippi River Bridge, Minneapolis, Minn. -- At 6:05 p.m. on Aug. 1, during the evening rush hour, the main spans of the bridge collapsed, falling into the river and on its banks. Thirteen people died and approximately 100 more were injured. Immediately after the collapse, help came from a multitude of civilians, hospitals, volunteers and agencies in the seven-county metropolitan area. Among those who responded were local members of the SRT team, who engaged in support and care to families and victims.
- On Oct. 15, the American Red Cross participated in a national-level full-scale terrorism training exercise called TOPOFF 4. During this exercise, we tested our coordination with government partners at all levels, business partners and other non-profit agencies to deliver services during a terrorism event involving radiological dispersal devices (RDDs). SRT’s Mr. Earl Johnson followed by Mr. Tim Serban and Ms. Denise Ryder helped with national spiritual care resources, challenges, and issues during this real-time disaster exercise.
- Southern California wildfires in October -- At least 1,500 homes were destroyed and more than 500,000 acres of land burned from Santa Barbara County to the U.S.-Mexico border. Nine people died as a direct result of the fire; 85 others were injured, including at least 61 firefighters. Local SRT members in San Diego were engaged in support at local shelters and feeding centers.

In 2008, we look forward to SRT training at our NACC national conference in Indianapolis in April. A new comprehensive book titled “Disaster Spiritual Care – Practical Clergy Responses to Community, Regional and National Tragedy” is due to be available by March 2008. This comprehensive guide is the first of its kind on every aspect of disaster spiritual care. For more information about the SRT and future programs, please contact Mr. Tim Serban, NACC’s representative to the SRT. Email: Tim.Serban@Providence.org

Tim Serban
Special Representative, American Red Cross SRT

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**The Joint Commission’s Liaison Forum**

In 2007 the Joint Commission on Accreditation of Hospital Organizations (JCAHO) underwent a corporate name change: it is now simply The Joint Commission and reflects the broader mission that has developed over the past years to include not only accreditation, but also measurement, patient safety, information dissemination and public policy initiatives.

As The Joint Commission has shifted its focus to safety and outcomes, spiritual care has been integrated into this "culture of safety." On the surface, this has transitioned from demonstration language (2001 Standards) to accommodation language. As of 2004, the Standard reads:

> “Elements of Performance for RI.2.10: 1. The hospital’s policies and practices address the rights of patients to treatment, care, and services within its capability and mission and in compliance with law and regulation; 2. Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected; … 4. The hospital accommodates the right to pastoral care and other spiritual services for patients.” (2004 CAMH Refreshed Core, RI-9; bold added) JCAHO’s definition of spiritual assessment can be found at www.jointcommission.org under Standards, then FAQs (Frequently Asked Questions).

Presently Spiritual/Pastoral Care extends beyond these specific standards and is included, either explicitly or implicitly, throughout The Joint Commission’s “culture of safety.” Two of the areas in which chaplains are expected to and could become involved include:

1. The growing concern for cultural sensitivity in healthcare as evidenced in The Joint Commission’s 2007 document “Hospitals, Language, and Culture: A Snapshot of the Nation”; and 2. Emergency preparedness and response. The Joint Commission has published “Standing Together: An Emergency Planning Guide for America’s Communities” and although this document mentions religious organizations as stakeholders, it does not fully articulate the possibilities before churches, synagogues, etc.; chaplains can be important liaisons between their healthcare organizations and the community in planning/response for potential disasters.

Lastly, healthcare has become dependent on outcomes. This has been made clear time and again through the Liaison Network meeting. The NACC, in its partnership with CHA, is becoming more proactive by identifying professional standards of practice and creating tools, easily used and understood, that are outcomes based.

Michele Le Doux Sakurai, D.Min.
Special Representative, The Joint Commission
Certification Appeals Panel

From January through December 2007 the appeals panel received one appeal. No appeals were upheld, one was reversed, and no appeals were granted new interviews.

Appeals can be filed when there has been 1) a violation of procedures in conducting the interview or 2) a violation pertaining to NACC Competency Standards. Anyone appealing the decision of the commission regarding the denial of certification must clearly outline how a particular standard was violated.

The Certification Commission met with Ms. Linda Bronersky, chair of appeals, during the 2007 NACC National Conference, addressing strengths and opportunities for evaluating the structures that support the professional certification process. The focused work of the commission in training interview teams has had a positive impact on appeals as seen in the decreasing number in 2007; appeals related to violations in the procedures in conducting certification interviews remain an area of concern.

The Certification Commission appointed Ms. Mary Davis as chair, and Mr. Rick Erickson, Dr. Gordon Hilsman and Dr. Dan Petronella have joined Sr. Maureen Mitchell and Sr. Ginny Yeager on the Certification Appeals Panel. We thank Ms. Linda Bronersky for her leadership as former chair and Fr. Andrew Sioleti, IV Dei, for his service to the appeals panel since 2004.

The CPE supervisors who serve on the appeals panel take seriously our review of certification interviews that have resulted in an appeal. Each appeal is reviewed by a panel of three persons who work collaboratively on the review of materials submitted.

The decision of the appeals panel is final.

Goals developed in 2007 include:
- The chair or panel representative is to meet with the Certification Commission at least annually.
- The panel will work with the Certification Commission in regard to training of Certification Interview Teams so that:
  - Appeals related to violations of the procedures in conducting certification interviews will decrease by 75 percent over the next three years.
  - Certification interview teams will become more proficient in assessing the competencies of persons in expanding pastoral care ministries, e.g. mission integration, healthcare ethics, management, and holistic healing positions.

The Appeals Panel welcomes your comments and ideas. Please contact Mary Davis if you have any questions or comments.

Mary Davis
Chair, Certification Appeals Panel

Members: Ms. Linda Bronersky, Ms. Mary Davis, Mr. Rick Erickson, Dr. Gordon Hilsman, Sr. Maureen Mitchell, RSM, Dr. Dan Petronella, Fr. Andrew Sioleti, IV Dei, Sr. Virginia Yeager, SSJ

Editorial Advisory Panel

Vision's editorial advisory panel enjoyed its third full year of successful operation in 2007. Two members of the panel in attendance at the national conference met in a face-to-face meeting. All other meetings took place by telephone conference call about a month prior to each copy deadline. When items were too sensitive or needed a more timely response, panel members contributed feedback by e-mail or individual phone calls to the editor.

Mr. David Lewellen continued his valuable work as editor for Vision. Mr. Paul Buche, a panel member, continues to search for authors researching areas that impact chaplaincy. Paul's work and researchers' willingness to contribute to an ongoing research column have contributed in a significant way to the stability of this important regular feature.

Other members of the panel and board representatives — Ms. Linda Piotrowski, Ms. Karen Pugliese, Ms. Michelle Lemiesz, Ms. Michele Le Doux Sakurai, Sr. Norma Gutierrez, MCDP, and Fr. Freddy Washington — contributed at least one bylined article to Vision. Additionally, they contributed the names of many other members who contributed articles to Vision.

New in 2007 was a regular column introducing NACC members who volunteer for the organization. A highlight was the introduction of the new executive director of NACC who continues to provide a regular column. A special effort was made to solicit articles from colleagues from other disciplines in healthcare including articles bylined by a nurse practitioner, a psychiatric nursing director and a child life specialist. Articles also appeared that were penned by APC colleagues. Special themed issues included the topics of long term care, mental health and pediatrics. Effort was made to provide information regarding ministry to returning war veterans.

The advisory panel advocated for an online version of Vision. The online version along with the new biweekly NACC Now makes news and articles available in a timely and cost-effective manner.

The advisory panel continues to suggest themes and topics for articles, and provides critique and suggestions for improvements to Vision.

To be covered in next year's report will be the resignation of Vision Editor David Lewellen and the arrival of his successor, Ms. Laurie Hansen Cardona. David's knowledge, skills, expertise and charm will be missed by the advisory panel members. In lieu of David's availability for input, I humbly submit this report.

Linda F. Piotrowski, MTS, BCC
Vision Advisory Panel Member

Members: Mr. Paul Buche, Norma Gutierrez, MCDP, Ms. Michelle Lemiesz, Ms. Linda Piotrowski, Ms. Michele Le Doux Sakurai, Fr. Freddy Washington, CSSp