NACC MISSION STATEMENT

The National Association of Catholic Chaplains (NACC) is cultivating the ministry of chaplaincy and transforming spiritual care locally, nationally and globally to faithfully reflect the healing presence of Jesus Christ by:

- forming life-giving relationships with individuals, families, colleagues and organizations;
- advancing compassionate care through creative educational and spiritual growth opportunities;
- promoting the dignity of persons of every age, culture and state in life.

NACC is a light of hope, whose members are persistently advocating for those dedicated to the spiritual care of people experiencing pain, vulnerability, joy and hope.

NACC VISION

The National Association of Catholic Chaplains (NACC) advocates for the profession of spiritual care and educates, certifies and supports chaplains, clinical pastoral educators and all members who continue the healing ministry of Jesus in the name of the Church.
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### NACC Office Staff

- **Executive Director**
  - David A. Lichter, DMin

- **Certification and Education Coordinator**
  - Susanne Chawszczewksi, PhD

- **Association Support Coordinator**
  - Cindy Bridges

- **Administrative Specialist/ Certification**
  - Lindsey Tews

- **Administrative Specialist/ Education and Renewal of Certification**
  - Jeanine Annunziato

- **Administrative Specialist/ Information Technology and Special Projects**
  - Philip Paradowski

- **Administrative Specialist/ Membership**
  - Mary Pawicz

- **Administrative Specialist/ Finances**
  - Sue Walker
Board of Directors Report - Letter from the Chair

This last year was a very productive year for your Board of Directors. The Board welcomed Mr. James Castello, BCC, as the newly elected member. Jim brought extensive experience, wisdom and energy to the work of the Board. I also want to mention that the membership elected Ms. Mary T. O’Neill for the vacancy for 2013 and that Rev. Michael Rice Saxton, ACPE Supervisor, was appointed by the Board as a public member beginning in 2013. Also, as I conclude my term on the Board and my service as your Board chair, I am delighted to hand over the leadership responsibilities to Ms. Bonnie J. Burnett, BCC. Bonnie brings incredible gifts and experience in leadership. Please join me in welcoming and congratulating Mary, Mike and Bonnie in their new leadership roles. Learn more about your Board of Directors at: http://www.nacc.org/aboutnacc/bod.aspx.

As I reviewed the minutes recounting the work accomplished by your NACC Board, I am first reminded that each person serving on the Board is called to serve our Creator, the membership, and the communities served by the members. Additionally, the Board is guided by the NACC’s Mission, Vision, and Values. Our mission states:

The National Association of Catholic Chaplains advocates for the profession of spiritual care and educates, certifies, and supports chaplains, clinical pastoral educators, and all members who continue the healing ministry of Jesus in the name of the Church.

In addition the Board is guided by the NACC Constitution and By-laws. The Board is required to:

2. Steward the mission and vision for the future of the Association.
3. Ensure the integration of the values in the organizational culture.
4. Approve the strategic direction for the growth of the Association.
5. Maintain and develop the Association’s relationship with the USCCB and other groups, institutions, and organizations within and outside the Catholic Church.
6. Approve the Association’s policies.
7. Ratify changes to the constitution.
8. Appoint members of the NACC Certification Commission.
9. Establish task forces or other bodies required by the mission.
10. Approve the annual budget.
11. Participate in the evaluation of the Executive Director

2012 Board of Directors

CHAIR
Alan E. Bowman
Catholic Health Initiatives
Englewood, CO
alanbowman@catholichealth.net

CHAIR ELECT/SECRETARY
Bonnie J. Burnett
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TREASURER
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EPISCOPAL LIAISON
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EX-OFFICIO
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Executive Director
National Association of Catholic Chaplains
Milwaukee, WI
dlichter@nacc.org
Board of Directors Report Continued...

As you review all of the contributions identified in each section of this 2012 Annual Report, I believe that you will concur with me that your Board of Directors, along with the NACC staff, David, our executive director, and all of the members who serve on the commissions, committees, panels, task forces, and work groups, collectively have accomplished these responsibilities. More importantly, NACC members have truly witnessed “the healing ministry of Jesus in the name of the Church,” as our mission statement challenges all of us to do.

While all of the documents in this 2012 Annual Report reflect work supported by your Board of Directors, I will highlight a few of the accomplishments. The NACC 2012-2017 Strategic Plan and four work groups were established with prioritized goals and expected outcomes, with a special thanks to John Reid and Maureen Gallagher of the Reid Group, for their excellent facilitation and collaboration. The goals are:

Goal I: To educate and support Association members for the future of professional chaplaincy.

Goal II: To increase awareness of the value of professional chaplaincy among key constituencies.

Goal III: To enhance advocacy efforts with strategic partners.

Goal IV: To advance NACC as a mission-driven, financially stable and resilient Association.

Additionally, the Board completed the development and filming of two new videos that will be released in 2013 in collaboration with InFocus. Please read each edition of NACC Now to learn more about the release and use of these videos that highlight the role of Catholic chaplains and how they make a difference in the facilities and communities where they serve. Lastly, I want to thank all the members who once again helped achieve the goal of the annual campaign. Your financial contributions truly help to strengthen the ministries supported by NACC. Through wise stewardship by members and the staff, NACC continues to operate with a positive financial margin.

I conclude with an invitation to all of you to get to know your current Board of Directors and leaders of your committees, commissions, panels, task forces and work groups. Please thank them for their contributions, and let them know your interests and how you would like to contribute to the future of NACC.

Respectfully submitted,

Alan E. Bowman
NACC Board Chair
How would we characterize the NACC of 2012? Let’s use the words of planning, partnerships, programs, and member engagement.

2012 was marked by planning on many levels. Certainly the most prominent was the strategic planning process and formalization of a 2012-2017 Strategic Plan led by the NACC Board of Directors. The Board process began in fall 2012 at its October meeting with the facilitation and guidance of The Reid Group’s John Reid and Maureen Gallagher, who also assisted the NACC in developing its 2007-2012 plan. Throughout the first half of 2012, the Board refined and tested with members the goals and objectives for a 2012-2017 plan. At the 2012 National Conference, the participants reviewed and gave further feedback on the plan. The Board then further refined and approved the plan at its post-conference Board meeting.

At its fall 2012 Board meeting, the Board developed and launched an implementation strategy, developing work teams for each goal and defining initial outcomes to be brought to the April 2013 Board meeting. Compared to the 2007-2012 plan that focused on renewing the NACC and its partnerships for the profession and ministry, this planning and implementation process was marked by fewer goals, more focus, much urgency, and definite outcomes.

The NACC Board and members pointed to changes in the healthcare arena that affect where and how chaplains will serve, the growing importance and value of the chaplaincy profession that need to be communicated, the increasing demand for mobilizing our collaborative efforts among professional chaplaincy associations as well as other associations that are vital to NACC’s mission-fulfillment, and the window of opportunity to make critical decisions to ensure NACC’s financial stability and future. These factors all shaped the plan’s goals and objectives. We look forward to putting our energy and talent to work to drive this plan forward.

Goal Three of our 2007-2012 plan is simply stated as “To Enhance Advocacy Efforts with Strategic Partners.” 2012 was marked by the ending of one form of partnership and the strengthening of our other partnerships. The Spiritual Care Collaborative (SCC) was the outgrowth of the Council on Collaboration that created and affirmed the Common Standards in 2004. After five years of existence, the SCC participants (American Association for Pastoral Care, Association for Clinical Pastoral Education, Canadian Association of Spiritual Care, National Association of Jewish Chaplains, and NACC) decided to dissolve the LLC in 2012, while remaining committed to quarterly calls, and inviting the Association of Professional Chaplains to join our ongoing communication. Our mutual commitment to advocate efforts together for the profession remains strong.

Our partnership with the Catholic Health Association (CHA) continues through the Pastoral Care Advisory Committee of which I am a part. The three sub-groups working on quality, staffing, and communication tested their work and direction at both the April NACC Conference and the June CHA Assembly and received strong affirmation and good suggestions.

**New focus is to drive these plans forward**
Their work continued throughout 2012, including an in-person meeting in December. We will miss Brian Yanofchick who was CHA’s senior director for mission integration and leadership development, with whom I partnered closely and effectively for over five years. However, I welcome working with Brian Smith, who assumed these CHA responsibilities in late 2012. This is important work that provides support and direction for our members and Catholic healthcare entities.

The NACC continues to strengthen its relationship with the NACC Episcopal Advisory Council through the leadership of our episcopal liaison, Archbishop Paul Coakley. In February 2012, I sent a letter to each ordinary of a diocese in which we had members, reaffirming the history and mission of the NACC and its members, and providing the ordinary with a list of our members who work and live within his diocese. That communication received positive responses from many bishops. At the fall 2012 meeting of the Council, members provided further guidance to me for our 2013 letter to bishops. They remain very complimentary and supportive of NACC’s work. Also, as another nod to NACC’s value, I was asked to be one of five consultants to the newly formed USCCB’s Subcommittee on Certification for Ecclesial Ministry and Service.

The NACC continued to provide quality audio conferences, local events, network calls, as well as an annual conference to connect members to one another and offer continuing education. Participation was a little lower for each of these offerings in 2012, compared to the prior three years. In November 2012 we sought feedback from members on NACC’s offerings and programs through an online survey. A consistent response indicated that members have fewer financial resources and less available time to participate in programs, while being highly complimentary of the offerings, and seeking more opportunities for local gatherings and other events.

As for membership, in 2012 NACC accepted 150 new members which was not a significant increase in new members compared to the prior three years (134 – 2009, 161 – 2010, 184 2011) Among those 150 new members were 58 laywomen; 37 priests; 32 laymen; 16 religious women; and 7 deacons. Our membership profile is now 50.8% lay (37.5% women, 13.3% men), 27.6% sisters, 17.4% priests, 3.8% brothers and deacons, and .4% others, with 68% board certified.

As in the prior three years (2009, 2010, 2011), NACC ended the year in decent financial health with a net surplus of $65,571.13 ($858,809.29 expenses to $924,380.42 revenue). When including unrealized capital gains of $49,972.71, our surplus revenue was $115,543.84. Please read the Finance Committee’s report for more detail on finances. I am especially proud of and grateful to our members for helping us to meet our budgeted $44,000 for the 2012 annual member campaign. This is important revenue for us as it helps us provide assistance to members whose financial circumstances are especially strained by personal, family, and professional circumstance. Our financial forecast will aid us as our Strategic Plan Goal IV has us examining our business model for sustainability.

I am grateful to all our members who continue to support the NACC mission through their membership, their networking and involvement with one another on behalf of the NACC, and the many ways they contribute in leadership through the board, committees, commissions, panels, state liaisons, certification, task forces, Vision, and NACC Now. Thank you, thank you! I am blessed to serve with you.

Gratefully,

David A. Lichter
NACC Executive Director
Governance Committee Report

This is a committee of the Board which has as its primary duties to provide oversight of and make recommendations to the Board of Directors concerning the organization’s governance and management structures. The committee reviews the effectiveness of organizational processes and, after reviewing the work of the Nominations Panel regarding the credentials of candidates for election or committee appointments, makes recommendations to the Board of Directors. The committee also reviews NACC’s bylaws, policies and procedures in order to update or amend according to current organizational needs.

The Governance Committee successfully made recommendations to the Board to populate committees, commissions, panels and the Board itself. In addition, the committee oversaw the election process of the Board of Directors and the annual Board survey. Updates and revisions to by-laws were vetted to accommodate changes to member titles and fee changes. The committee continues to review the organization’s policies and procedures, succession planning and member engagement in the operation of the organization.

The Nominations Panel and the executive director have been stellar in finding excellent candidates to fill vacancies on commissions, committees and panels, but it is clear that more members must engage in new ways in order to keep the organization vital and fresh.

Regular committee responsibilities and member engagement as a means to succession planning will direct committee efforts in 2013.

Members: Ms. Jane Mather (Co-chair and Board Liaison); Mr. John Pollack (Co-chair); Rev. John Crabb, SJ; Rev. Baaju Izuchi, CSSp; Rev. Dean Marek; Mr. Alan Bowman (ex-officio), with staff members Mr. David Lichter and Ms. Cindy Bridges.
Nominations Panel Report

The main goals of the Nominations Panel for 2012 were to fill various vacancies on the NACC Board, committees, commissions, and panels with qualified NACC members. The Nominations Panel recommended to the Governance Committee: one applicant for the Board, 10 applicants to various panels and commissions, and four members for reappointments on various commissions and panels.

The needs and demographic representations of the Board, committees, commissions, and panels were taken into consideration when recommending members for appointments.

The Nominations Panel engaged Association membership in the appointment process through communications (e.g. NACC Now and Vision), meeting with State Liaisons, visibility at the national conference (e.g. NACC leadership workshop), and individual communications (i.e. phone calls and e-mails).

In 2013, we will continue to strive to engage membership, while fulfilling the task of leadership succession in the Association, upon the direction of the Governance Committee.

James Letourneau
Chair, Nominations Panel

Members: Mr. James Letourneau, (Chair) Mr. Joseph Bozelli, Mr. James Castello, Ms. Theresa Edmonson, Ms. MaryBeth Harmon, Ms. Jane Mather (Board Liaison), with staff, Ms. Cindy Bridges and Mr. David Lichter.
Finance Committee Report

The NACC Finance Committee included three board members, four external finance professionals, and two staff, and met quarterly via conference calls to review the financial status of the association. One non-board member, but an NACC member chaplain, Ms. Kelly Bigler, completed her three-year commitment with the committee, and we are grateful for her service to NACC. Mr. Tim Schwarzenberger, our representative with Christian Brothers Investment Services (CBIS), joined us for each of our quarterly calls, for the first three quarters, to update us on our investment portfolio.

The committee’s goals for 2012 included: reviewing and revising the NACC investment policies, continuing oversight of NACC investments, and reviewing and adjusting the financial forecasting model for future planning. The revised investment policies will be reviewed and voted upon by the NACC Board at the first 2013 Board meeting.

The NACC investments are both in fixed income and equities. The fixed income portion (about one-third) is invested with Merrill Lynch, where it is in intermediate and short-term bonds and cash. This portion earned 1.33% in 2012. The equity portion (about two-thirds) is with CBIS, which reflected a 16.16% growth in 2012.

NACC’s overall net assets grew in 2012 to $659,358, a 21.13% growth over 2011. Since 2009, NACC net asset has grown 110.17% from $313,731 to 659,358 through careful investing, disciplined budget development and monitoring, expense reduction, and diverse revenue enhancement. We continue to be grateful to the Board, committees and commissions for being cost-conscious and good stewards of members’ support.

NACC Board approved a 2012 deficit budget of $23,484, anticipating a major investment in technology updates in 2012. The NACC did contract with Weblink International (http://www.weblinkinternational.com/), an association management software company that is working with NACC staff to transfer the member database into their association database software technology. This will provide the ability to link database, financial services, and the NACC website, allowing members to use the website to help manage their membership information, sign-up for events, engage in member communication, etc. This transition to Weblink will take a good portion of 2013.

Despite an anticipated deficit for 2012, NACC ended the year with $65,171 excess of revenue over expenses before unrealized capital gains, again due to expense management. Most revenue goals were near their anticipated levels. We are grateful to members for making an end-of-year push to reach our Annual Member Campaign budget goal of $44,000. The goal was exceeded by $891.45.

The biggest challenge for NACC remains the declining revenue from membership, as NACC membership continues a slow decline of about 3% per year, due primarily to many more retiring members than new members. New member growth was a little less in 2012 (150), after three years of increases of 134 in 2009, 161 in 2010, and 184 in 2011.
The committee’s financial forecast model was revised for 2012-2017, so that it can provide solid projections built on reasonable financial assumptions. This model again informs our strategic thinking and planning, as the Finance Committee will assist the Board in moving forward on 2012-2017 Strategic Plan’s Goal IV, especially Objective C. “Continue to assess and adjust our business model, governance, staffing, administrative and financial processes and resources as needed to carry out our mission.”

The committee’s goals for 2013 include: managing investments, monitoring the 2013 budget, and working with the Goal IV Strategic Planning work group to provide guidance on financial matters for strategies to implement Objective C.

The Finance Committee remains committed to keeping the organization fiscally responsible and sound while being able to support our growth and initiatives through the strategic plan.

Mary Lou O’Gorman
Treasurer/Chair, Finance Committee

Members: Ms. Mary Lou O’Gorman (Chair), Ms. Bonnie Burnett, Ms. Kelly Bigler, Ms. Anne Gillis, Mr. Michael Lemke, Mr. William Lucey, Mr. Alan Bowman (ex-officio), with staff Mr. David Lichter (Board Liaison) and Ms. Susan Walker.
### Association Financial Overview – Revenue

**NACC Revenue**

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<tr>
<th>Description</th>
<th>Revenue</th>
<th>Percentage</th>
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<tr>
<td>Membership Dues</td>
<td>$527,301</td>
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<tr>
<td>Certification Fees</td>
<td>$96,140</td>
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<tr>
<td>Annual Campaign</td>
<td>$44,891</td>
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<tr>
<td>Contributions</td>
<td>$27,350</td>
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<tr>
<td>Education</td>
<td>$175,003</td>
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<td>Investments</td>
<td>$57,431</td>
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<tr>
<td>Miscellaneous</td>
<td>$45,687</td>
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<tr>
<td><strong>Total</strong></td>
<td>$973,803</td>
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Association Financial Overview – Expenses

NACC Expenses

- Advocating/Promoting Chaplaincy: $56,435 (7%)
- Education: $252,891 (29%)
- Certification: $147,823 (17%)
- Member Support: $44,606 (5%)
- Member Networking/Communications: $76,283 (9%)
- Governance: $107,541 (13%)
- Administration: $173,229 (20%)
- Total: $858,809 (100%)

To review the Independent Accountant’s Review Report, click here.
2012 Institutional Partners

◊ - PARTNER LEVEL
Catholic Health Initiatives
St. Joseph Health System

◊ - ENDORSER LEVEL
Ascension Health
Dignity Health

◊ - SUPPORTER LEVEL
Bon Secours Health System
Catholic Health Partners
Franciscan Missionaries of Our Lady Health System
PeaceHealth
CHRISTUS Health
Franciscan Sisters of Christian Charity Sponsored Ministries, Inc.
Trinity Health
Mercy

Special thanks to the many Catholic healthcare systems that support our common spiritual care ministry efforts!
The purpose of the Standards Commission is to evaluate and interpret NACC Standards and to recommend standards changes to the Board of Directors.

The decision by the United States Catholic Conference of Bishops (USCCB) to close its Commission on Certification and Accreditation (USCCB/CCA) and move their oversight of certification of ecclesial ministries to a subcommittee of the USCCB Secretariat of Education meant that the USCCB/CCA would no longer accredit programs, such as ministry formation programs and CPE programs.

The six USCCB/CCA accredited-only CPE programs needing to continue their USCCB/CCA accreditation as they seek ACPE accreditation were directed to submit their annual report to the NACC. The NACC Standards Commission appointed a team of peer supervisors experienced in accreditation to review the reports. The Standards Commission reviewed the team’s reports and recommendations and communicated back to the program supervisors.

The Standards Commission is grateful to Ms. Mary T. O’Neill and Rev. Andrew Sioleti, IV. Dei, for their leadership in this interim procedure.

The Standards Commission continued to monitor compliance with Standard 206.11.1: Every certified member is required to sign and submit the NACC Ethics Accountability Statement at the time of certification and at each renewal of certification.

The commission reviewed and updated the Standards Commission Roles, Responsibilities and Criteria and submitted recommendations to the Board for approval.

Jane Connolly, IHM, BCC
Chair, Standards Commission

Members: Sr. Jane Connolly, IHM (Chair), Mr. Robert J. Barnes, Ms. Nancy Cook, Mr. John Gillman, Sr. Helen Waugh, SFCC, Ms. Cheryl Wilson-Weiss, Ms. Jane Mather (Board Liaison), Deacon T. Patrick Bradley (Ethics Commission Liaison), with staff Ms. Susanne Chawszczewski.
2012 New NACC Members

For a complete list of the 2012 New Members please click here.

Certification Commission Report

The Certification Commission's primary task remains to certify and renew certification for our chaplain and supervisor members on behalf of the USCCB. We are pleased to report that in 2012 we were able to accomplish that task and continue initiatives designed to adapt and improve our service to the members. The commission certified 76 new chaplains.

Between Jan. 1, 2012, and Dec. 31, 2012, the NACC received 200 applications for chaplain renewal of certification. Of the 200 received, 114 applicants have been granted renewal of chaplain certification. Six applicants have been approved for renewal of certification by the Certification Commission and are currently awaiting endorsement. Additionally, there are 80 renewal applications pending review/approval by the Certification Commission. We also certified one supervisor, and approved renewal for one supervisor member using our new procedure. At the July Certification Commission meeting, a new procedure was approved for renewal of certification for those supervisors who are dually certified with NACC and ACPE.

A host of staff and NACC member volunteers carry out this primary task of certification with the commission. Their professional service and collaboration remains vital to the organization. Sister Julie Houser, CSJ, commissioner and ITE liaison, further cultivated our relationship with our interview team educators, working with Ms. Jane Smith, lead ITE. Together they coordinated the training and interview efforts of the local teams, hosts, and pastoral care providers for both the fall and spring rounds of certification interviews. Ms. Smith completed her term as lead ITE and joined the Certification Commission in January. She was replaced by Ms. Carolanne Hauck as lead ITE.

We continue to value our relationships with the various institutions around the country that offer us in-kind donations allowing us to use their sites for certification interviews. We also welcomed the opportunity to make new contacts in order to develop new interview sites.

An initial chaplaincy certification workshop was offered at the national conference by Mr. Joe Bozzelli, Ms. Judith A. Shemkovitz, and Ms. Lindsey Tews, NACC Administrative Specialist/Certification, to help prospective applicants get an overview of the process and to answer questions about preparing the materials for review. An audio conference also was held in the summer for certification applicants.
Certification Commission Report Continued

This past year presented the commission with opportunities to develop and clarify the expectations and procedures involved in the initial chaplaincy interview process. These changes grew out of a profitable dialogue between local ITEs, national office staff, and the commissioners at our July meeting. Chief among the initiatives adopted were greater specificity for written narratives, more time for preparing the Presenter’s Report, Part II, and methods for strengthening interviewer readiness. We also found considerable overall improvement in the quality of applicant materials submitted for evaluation.

Renewal of certification and the thoughtful review of the related materials continued as a focus for the commission. This task of the commission is directed by Sister Geraldine Krautkramer, OSF, vice-chair, along with the assistance of Ms. Shemkovitz and other commissioners. This renewal responsibility entails careful review of each member’s materials. In this area we found considerable improvement in the quality of materials. We continue to encourage working with a mentor as needed while preparing materials as well as the quality of the peer interview with an NACC member.

We again offered two educational opportunities over the course of the year, namely, a workshop at the national conference and a scheduled audio conference, to assist members who are renewing their certification in this calendar year. This was supplemented by the consulting and training available through the national office. The workshops at the national conference and audio conference were facilitated by Commissioners, Sister Geraldine Krautkramer and Ms. Linda Arnold, along with Ms. Jeanine M. Annunziato, NACC Administrative Specialist/Education and Renewal of Certification.

We also offered a workshop at the national conference to address concerns about supervisory certification. This was facilitated by Sister Janet Bielmann, RSM, and Father Jim Yeakel, OSFS, commissioners. The workshop was designed to answer questions concerning procedures for certification at the supervisory level for NACC members.

Ms. Sue Walker, NACC Administrative Specialist/Finances, keeps us current with budgetary information. Ms. Susanne Chawszczewski, Certification and Education Coordinator, assists with educational questions, programs, and historic and detailed nuances of certification for the Commission and for our membership. Ms. Chawszczewski along with Ms. Tews and Ms. Annunziato form the core of the certification staff. We are pleased to offer each of them a word of heartfelt thanks not only for their many contributions, but also how professionally they support and facilitate the commission’s efforts.

This past year the commission said farewell to four members. Sister Sheila Hammond, RSCJ, was chosen by her religious community for a leadership position. Sister Janet Bielmann, Sister Geraldine Krautkramer, and Father Jim Yeakel each completed their two terms as commissioners. The Certification Commission owes each of the four outgoing members a debt of gratitude for their professionalism and generosity in giving of their time, wisdom, and response to the myriad communications from our members.

Rev. James R. Yeakel, OSFS
Chair, Certification Commission

Members: Rev. James R. Yeakel, OSFS (Chair), Sr. Geraldine Krautkramer, OSF (Vice-chair), Ms. Linda Arnold, Sr. Janet Bielmann, RSM, Mr. Joseph G. Bozzelli, Sr. Sheila Hammond, RSCJ, Sr. Julie Houser, CSJ, Ms. Judith Shemkovitz, Ms. Jane Smith and Mr. John Pollack (Board Liaison), with staff Ms. Lindsey Tews, Ms. Jeanine Annunziato and Ms. Susanne Chawszczewski.
Certification Appeals Panel Report

The Certification Appeals Panel had as its main goal for 2012 to work with the Certification Commission and the Standards Commission to revise the appeals panel and to develop standards and operating procedures for the panel that better meet the needs of both the NACC and those who choose to appeal a certification decision.

As a result of our efforts in this area, both the Certification Appeals Procedures and the “Note to Those Considering the Appeals Process” were revised to stress that the appeals panel will only address the issue of a violation of Standards (#302-305) and/or Procedures. No other arguments will be considered. In addition a new step has been added to the appeals process in which the appeals panel chair and at least one other panel member review the appellant’s materials to determine whether they demonstrate probable cause that there is a potential violation of NACC Standards and/or Procedures. Only if it is determined that probable cause has been demonstrated will the appeals process proceed. Interestingly, after a period of tending toward greater numbers of appeals, there were no appeals filed following the fall 2012 certification interviews.

For quite some time there were several vacant positions on the Certification Appeals Panel. Consequently, with each round of appeals, members of the panel had to consider as many as three different appeals. It was too many to be reasonable. I am happy to say that we have now added three new panel members: Ms. Cathy Connelly, Sister Colette Hanlon and Ms. Judy Hoelscher. Welcome Cathy, Colette and Judy!

We hope and believe that the new Certification Appeals Procedures will streamline the appeals process and better meet the needs of both the NACC and those who choose to appeal a certification decision. Since they have not yet been applied to an actual appeal, however, our plan is to monitor how they work and to make recommendations for further refinements as it deems appropriate.

Daniel A. Petronella
Chair, Certification Appeals Panel

Members: Mr. Daniel A. Petronella, (Chair), Ms. Cathy Connelly, Sr. Colette Hanlon, SC, Mr. Gordon Hilsman, Ms. Judy Hoelscher, Sr. Mary Skopal, SSJ, Sr. Virginia Yeager, SSJ, Mr. James Willsey (ITE liaison), with staff Ms. Lindsey Tews.
Interview Team Educator Report

The main goals for the ITEs in 2012 were to ensure the smooth process of certification, specifically the details of the certification weekends, and to recruit and educate certification interviewers, ensuring that the processes were as user-friendly and accessible as possible, and that the NACC certification procedures were adhered to. These goals are ongoing, and we made good progress on them this year.

Key issues that need addressing include:

- Developing and maintaining ways to educate and support the interviewers. We provided templates to all the ITEs for facilitating training calls with interviewers, edited the PowerPoint presentation that is to be reviewed by all prospective interviewers, reworked the post-test, which is also part of the training, and sought more ways to be attentive to and supportive of new interviewers and those returning to service after a long hiatus.

- Improving the technical support the interviewers need to produce clearly written, error-free documents regarding the interview process. Templates were revised and directions for using them were clarified.

- Allowing more time for the preparation and careful editing of interview reporting documents. An extra half-hour was entered into the carefully scheduled interview time framework.

- Exploring possibilities for resolving the difficulty enlisting interviewers to serve on interview weekends. Balancing travel costs with good geographical representation of interviewers is an ongoing struggle. Recruited and trained interviewers must have the opportunity to interview.

We welcomed Ms. Ginger Geeding as a new interviewer. Ms. Carolanne Hauck was appointed as the incoming Lead ITE, effective January 2013. In general, the 15 ITE’s assume more and more responsibility for the smooth running of the interview weekends. Several have had good practice stepping in for absent site coordinators and troubleshooting for other on-site, unforeseen situations. They are a group of extremely dedicated and responsible leaders, who each lend their considerable gifts borne of longevity in NACC and a love for its work in the Church.

Due to the difficulty recruiting interviewers, we had more than a few situations this year with interviews taking place with only two interviewers instead of three. This sort of thing is certainly not optimum for the applicants for certification, and in at least a couple of instances, caused some unfortunate outcomes. More creative thinking will be needed to address the problems of not having an adequate, affordable interview force.

Jane W. Smith
Lead ITE

Interview Team Educators
- Dr. Jane W. Smith
- Bro. James F. Adams
- Mr. Bob J. Barnes
- Sr. Anne K. Breitag
- Rev. Timothy F. Bushy
- Ms. Nancy Cook
- Ms. Ginger E. Geeding
- Bro. Kenney Gorman
- Mrs. Carolanne B. Hauck
- Mr. James P. Letourneau
- Mr. Michael L. McCleary
- Ms. Bonnie J. McCulley
- Dr. Matthias J. Merges
- Dr. Anne Murphy
- Mrs. Cheryl Wilson Weiss
- Sr. Julie Houser
- Lindsey Tews
- Staff Liaison
Certifications Granted

For a complete list of 2012 newly certified members click here

Newly Certified CPE Supervisors
Reverend Christopher N. Okoli - Full CPE Supervisor

CPE Supervisor Renewal of Certification
Sister Virginia Yeager, CSJ – Originally Certified in 1989

Certifications Renewals Granted

For a complete list of the 2012 NACC members who completed Renewal of Certification please click here.
Ethics Commission Report

Responsibilities of the Ethics Commission include:

- review all grievances filed
- consult with the NACC legal advisor on processes as necessary
- gather information pertaining to a grievance; and render a decision on the grievance.

In addition, the commission must communicate the decision in writing to respondents and complainants as well as to the NACC Board of Directors.

The purpose of the Ethics Commission is to review formal complaints involving alleged violations of the Code of Ethics in accordance with NACC Standards and Procedures. There were no ethics complaints received in 2012. Our goal for 2013 is to remain available in case a formal complaint is received.

Deacon T. Patrick Bradley
Chair, Ethics Commission

Education Advisory Panel Report

The main goal for 2012 was to gather the Education Advisory Panel via conference call to confer regarding suggestions for the 2013 NACC Audio Conferences. This meeting took place on Aug. 28, 2012. Those not present sent their suggestions via email.

The Education Advisory Panel came to the consensus that some of the key future education themes that should be addressed include: Vatican II 50th anniversary, complementary modalities, diversity, continuing theological education, and patient satisfaction scores. The above mentioned themes will be addressed via the NACC Audio Conferences as well as the NACC National Conference as best as possible.

The Education Advisory Panel will convene again in 2013 to discuss important themes for future NACC Audio Conferences and continuing education.

Susanne Chawszczewski
NACC Certification and Education Coordinator

Members: Mr. Robert Barnes, Mr. Thomas J. Chirdo, Ms. Elizabeth Berne DeGear, Ms. Vicki Farley, Sr. Mary Thecla Kuhnline, OP, Ms. Michelle Lemiesz, Ms. Michele LeDoux Sakurai, Rev. John T. Crabb, SJ, (Board liaison), with staff Mr. David Lichter and Ms. Susanne Chawszczewski.
Editorial Advisory Panel Report

The Editorial Advisory Panel and Vision’s editor collaborated during 2012 to make Vision relevant and thought-provoking for NACC members and to provide them with needed resources. Themes for each issue of Vision were selected based on input from members and suggestions of the Editorial Advisory Panel, whose members meet by phone five times a year.

During 2012, Editorial Advisory Panel member Austine Duru continued his important role as facilitator of research for Vision. Thanks to Mr. Duru, this year Vision began to publish short, readable research abstracts on studies related to current Vision themes. These are found in the issues in which a substantive research article is not published. Mr. Duru’s research abstracts have prompted positive feedback from Vision readers.

Vision sought the expertise of many NACC members for the May-June 2012 issue of Vision, which had as its theme: Examining Standards of Practice for Acute Care. The standards cover a broad spectrum of chaplaincy care practices, ranging from delivery of care to ethical practice, from respect for diversity to knowledge and continuing education. The many writers contributed to a standout issue, for which Vision readers expressed gratitude.

Other themes selected for Vision during 2012 were:

- January-February Vision: “To Serve the Poor.” Articles explored the call for Catholic healthcare agencies and Catholic chaplains to serve the poor and marginalized in an age of mergers and privatization. This issue also included the NACC’s “One Book, One Association,” theme, which focused on “The Sunflower: On the Possibilities and Limits of Forgiveness,” by Simon Wiesenthal.

- March-April Vision: “Emphasis on teamwork: Interdisciplinary collaboration.” In this issue, a two-part series began in which physicians were interviewed about working collaboratively with chaplains. Another article explored how chaplains offer space by which patients and loved ones can seek reconciliation with new realities.

- July-August Vision: the NACC conference issue featured articles on challenging talks by plenary speakers Sister Jean deBlois, on chaplains as a reconciling presence; Bishop Blasé Cupich of Spokane, WA, on reconciliation being at the heart of Catholic tradition; Father John Dear on living in peace; and Ms. C. Vanessa White on speaking the truth and practicing self care.

- September-October Vision: “New Models of Chaplaincy: Outpatient Care (Clinics, Home Visits, E-chaplaincy.” This issue included a first-person piece by whose new position has her ministering to her patients wherever they re-homes, a hospital, or in an assisted living or hospice site. A research focused on narrative medicine.

- November-December Vision: “New Models of Chaplaincy: Outpatient Care (Senior Living, Assisted Living, Home Hospice.” Included here was an interview with a healthcare CEO who contends that the current changing healthcare landscape requires chaplains to have courage, foresight, and creativity, and to pay attention to the building of relationships with physicians and other clinicians.

In 2013, the Editorial Advisory Panel, working with the Vision editor, intends to tackle equally compelling themes. Our hope is that as NACC members become more familiar with Vision’s online format, the interactivity dimensions will play an ever greater role in NACC’s efforts to help members to network, to build professional community, and to make advances in research and education within the field of chaplaincy.

Laurie Hansen Cardona

Members: Ms. Isabelita Boquiren, Mr. James Castello, Ms. Elaine Chan, Mr. Austine Duru, Ms. Marika Hanushevsky Hull, Ms. Sandra Lucas, and Ms. Michele Sakurai, with staff Mr. David Lichter, Ms. Laurie Hansen Cardona and Mr. Philip Paradowski
Disaster Spiritual Care Team of the American Red Cross

In 2012, the American Red Cross committed to expanding the activity of Disaster Spiritual Care (DSC) in a two-pronged approach. First, it will respond to mass casualty tragedy and disasters and, second, it will begin the work of assessing the potential of Disaster Spiritual Care to expand its volunteer role and presence within every local Red Cross Chapter across the United States in 2013.

In March 2012, the plan was to create and test three pilot locations for this local work. These sites were San Diego, CA, Cincinnati, OH, and Lexington, KY, based on location and current active engagement as test sites for other Red Cross activities. These sites and advisors were established, and training and development is well under way. The DSC leaders have met weekly through 2012 by conference call to develop these projects.

Ongoing work will continue, and NACC is represented by Mr. Tim Serban, (Portland, OR), Ms. Marjorie Ackerman (D.C.) and has engaged other key NACC members, including Mr. Allen Siegel, (Long Island, NY), Ms. Betty Tamposi, (NH) and Mr. Joseph Bozelli, (KY).

Major responses from DSC in 2012 include:

- Spring tornados in Indiana, Kentucky and southeast Ohio – Support provided in direct geographic locations with local DSC leaders and resources.
- Superstorm Sandy – An extremely positive response followed a national request to NACC and other cognate partners to support survivors of Superstorm Sandy who had lost a loved one in New York and New Jersey. Two teams of 10 chaplains were deployed to each location, and these teams were sustained with local and regional resources. The support during this tragedy included condolence visits to each family and shelter support to survivors in grief, as well as one-on-one support to neighborhoods without power and utilities for more than three weeks. The operations were sustained for more than four weeks before transitioning to local resources Dec. 1.
- Sandy Hook Elementary School Shooting Tragedy, Newtown, CT. — This extremely complex mass casualty event triggered a direct deployment of Disaster Spiritual Care to Newtown, CT, where a team of five DSC chaplains immediately were directed to support President Obama’s visit to Newtown for an Interfaith Prayer Service. The families were supported as President Obama met privately with them for nearly two hours prior to the service. This response continues in active mode at the time of this report, and the Red Cross is working with local faith communities, the FBI, and federal authorities to support families in various capacities, such as a national memorial service, funeral help and with a family assistance center.

In 2013, the plan for the DSC is to provide orientations at national chaplains’ conferences to orient board certified chaplains to the new direction of DSC.

- A national guide will be completed and provided to Red Cross chapters about the next steps in moving DSC to the local chapter response level.
- In addition, the DSC-Mass Casualty Response Team will continue to train and use board certified chaplains for national deployment on transportation and national disasters when major loss of life occurs and when requested. A deployment list will be developed with the DSC leadership team for such events.

Tim Serban
Disaster Spiritual Care Volunteer Lead
The main goals for 2012 were to maintain a relationship with The Joint Commission and to seek opportunities to advocate for the provision of spiritual care by board certified chaplains. During this year I have received weekly reports on the strategic initiatives of The Joint Commission and attended the Liaison Meeting in September. The focus has been on quality and safety initiatives to improve patient care. In addition, The Joint Commission has addressed strategies to language and communication barriers and patient visitation in the Intensive Care Units. Although this agenda is consistent with and relevant to the ministry of the chaplain, there has been no actual reference to spiritual care.

About three years ago, The Joint Commission published The Monograph “Advancing Effective Communication, Cultural Competence, and Patient-and-Family-Centered Care: A Roadmap for Hospitals” to enable organizations to integrate concepts from the communication, cultural competence, and patient- and family-centered care fields into their organizations. Members of APC participated in creating a crosswalk between relevant standards and the ministry of the chaplain. Although this significant work seemed to lay a foundation for a continuation of a critical dialogue on spiritual care, there has been no further activity on this topic.

In 2013, the NACC Goal III Strategic Planning Work Group is charged with professional chaplaincy.

In 2013, the NACC Goal III Strategic Planning Work Group is exploring options to engage The Joint Commission with “One Voice” for professional chaplaincy. We are currently in dialogue with previous liaisons to learn from their experience.

Mary Lou O’Gorman
Liaison to The Joint Commission
NACC Volunteers

For a complete list of the 2012 NACC volunteers please click here.

NACC State Liaisons

To view the NACC 2012 NACC State Liaison list please click here

NACC State Liaison Roles, Responsibilities & Criteria

**CONNECTS** - state chaplains to the national office and one another
  A. Sharing membership/contact information with the Liaison
  B. Serves as “go to person” in the state when exploring interstate possibilities for gatherings.

**COMMUNICATES** – with/among state NACC members
  A. Keeps members informed of new members and member events
  B. Determines state needs for calls/gatherings

**COORDINATES** – or delegates intrastate or interstate events
  A. Ensures state representation in interstate events
  B. Enlists planners for events as desired

For a complete list of the 2012 NACC volunteers please click here.

To view the NACC 2012 NACC State Liaison list please click here
Conference 2012 Highlights


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