National Association of Catholic Chaplains

ANNUAL REPORT 2014

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.

DISCIPLESHIP
Reflecting on and following the mission of Jesus in head, heart and action.

INTEGRITY
Living out the Gospel in all we do.

STEWARDSHIP
Developing and utilizing wisely the gifts and resources entrusted to us.

COMPASSION
Responding to the call of Jesus by sharing the suffering, hope and joy of others.

INCLUSIVITY
Welcoming, honoring and fostering diversity that deepens our unity.

PROFESSIONALISM
Providing competent and effective ministry within the field of spiritual care.

LEADERSHIP
Collaborating to develop and nurture the necessary gifts for the direction of our ministry.

EMPOWERMENT
Encouraging others to use their gifts within and beyond professional spiritual care.

this report
Committee Reports
Financial Overview
Certification
Volunteers
Table of Contents

NACC Mission, Vision and Values 1
Table of Contents 2
Board of Directors 3
Executive Director Report 6
Governance Committee Report 8
Nominations Panel Report 9
Finance Committee Report 10
Association Financial Overview 11
Ethics Commission Report 12
Institutional Partners 13
Annual Campaign Donors 14
Standards Commission Report 14
2014 NACC New Members 15
Certification Commission Report 15
Certification Appeals Panel Report 17
Interview Team Educator Report 18
Certifications Granted 19
Newly Certified CPE Supervisors 19
Renewal of Certified Chaplains 19
Education Advisory Panel 20
Editorial Advisory Panel Report 21
Disaster Spiritual Care Team of the American Red Cross 22
The Joint Commission Report 23
State Liaisons & Volunteers 24
Conference Highlights, Donors & Sponsors 25
2014 Award Recipients 28

NACC Office Staff

Executive Director
David A. Lichter, DMin

Administrative Specialist/ Education and Renewal of Certification
Jeanine Annunziato

Association Administrative Assistant
Mary Ann Barragry

Association Executive Assistant
Cindy Bridges

Administrative Specialist/ Association Support
Timothy (Tim) Charek

Administrative Specialist/ Education Programs
Andris Kursietis

Administrative Specialist/Special Projects/IT
Philip Paradowski

Administrative Specialist/ Membership
Mary Pawicz

Administrative Specialist/ Certification
Lindsey R. Tews

Finance and Office Director
Susan Walker
2014

Board of Directors

CHAIR
Bonnie J. Burnett
Catholic Health Initiatives—Nebraska
Lincoln, NE

CHAIR ELECT/SECRETARY
Mary Lou O’Gorman
Saint Thomas Hospital
Nashville, TN

TREASURER/FINANCE
Dr. Mary T. O’Neill
Catholic Health Services
Melville, NY

EPISCOPAL LIAISON
Most Rev. Donald J. Hying
Auxiliary Bishop of Milwaukee

James J. Castello
Kennett Square, PA

Fletcher Allen Health Care
Burlington, VT

Rev. Baaju Izuchi, CSSp
Albuquerque, NM

Jane A. Mather, MA
Providence Sacred Heart
Medical Center
Spokane, WA

Michael R. Sexton
Indianapolis, IN

EX-OFFICIO
David A. Lichter, D.Min
Executive Director
2014 was an eventful and productive year for NACC. As I complete my service to the Board of Directors after seven years, I am delighted to hand over the leadership to the new chair, Mary Lou O’Gorman. Mary Lou has been a leader in chaplaincy and within NACC for many years, and I am confident that she will provide excellent leadership in the years to come. The Board also bid a farewell to two members who completed their terms in December: Jim Castello and Baaju Izuchi.

The board welcomed three new members who began their service in 2015: elected members Mary Heintzkill and Jim Letourneau, and appointed members Brian Yanofchick and Sr. Margo Tafoya.

From my perspective, the overarching concern of the board during my entire tenure has been the financial stability of the organization and our future. The numbers of chaplains and NACC members have steadily declined over many years. We are faced with the question of how to create and meet realistic budgets year over year. David Lichter, Sue Walker, and the other members of the NACC office have been great stewards of our resources during the past seven years. The larger question for me is how we see the organization thriving in the future as our numbers continue to decline. That is a question for the board and all of the members of NACC to pray about and discern.

As you know, the NACC continues to focus on the four goals identified in the 2012-2017 Strategic Plan:

- **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.

David Lichter goes into more detail on the progress of each of the goals, but from the perspective of the board, we applaud all of the work that has been done in the past year by a great sampling of engaged NACC members.

One of the interesting possibilities the board has discussed on a number of occasions during the past couple years is a jointly sponsored conference with ACPE, APC, NAJC, and other partners in ministry. Many of you
probably attended the meeting in Orlando several years ago, and board members have always heard posi-
tive reactions from those who were able to attend. We hope that another cooperative conference can be
planned in the next few years.

Thank you all for the opportunity to serve this amazing organization! I will continue to see you in the future
at NACC events.

Respectfully submitted,

Bonnie J. Burnett, M.Div., BCC
In 2014 the NACC remained guided by our 2012-2017 Strategic Plan, along with some important milestones.

Our Goal I is to educate and support association members for the future of chaplaincy, with initial focus on Objective A, Provide formation and resources for chaplains to be effective ministers and leaders, especially in emerging settings and health care systems (both Catholic and other) across the continuum of care. As mentioned in my 2013 report, we shaped our 2014 national conference and webinar offerings to address needed competencies identified in the 2013 member survey, including: training clinicians on screening and referral, time management, understanding and working within a clinic culture (less private, waiting room ministry), e-chaplaincy, interdisciplinary care, triaging, training/utilizing volunteers, relationship-building with patients for short sessions. Thus our 2014 offering included topics such as: spiritual screening and assessments, charting notations, quality initiatives, interdisciplinary teams, research, volunteer training/management, partnering in the community, and many others. These education offerings drew good participation: nearly 300 members attended nine local events, over 400 lines utilized our nine audio conferences, and nearly 450 participated in our conference in St. Louis. We continue to link our members on critical topics and with others with similar ministry focus, e.g. palliative care and hospice, long-term care, correctional, one-person departments, pastoral care directors, outpatient settings, etc. We shaped our 2015 conference and webinar offerings based on these needed competencies, while continuing to learn from you, our members, how we can support your efforts better. The Quality subcommittee of the CHA Pastoral Care Advisory Committee has set up an electronic medical record group of representatives from several systems who are examining the use of EMRs and the notations made by chaplains.

Goal II is to increase awareness of the value of professional chaplaincy among key constituencies, with initial focus on Objective A, Develop materials and programs to communicate the value of professional chaplaincy. We continued to team with the Catholic Health Association’s Pastoral Care Advisory Committee in developing further materials for chaplaincy. In 2013 we offered communication content for executive concerns including: patient experience, clinical quality measures, financial issues, physician satisfaction, employee engagement, and mission. Each of these included elevator speech, quotes, and research references. They were good beginnings that will continue to need more. Some NACC local events were dedicated to utilizing these tools. We also partnered with CHA in publishing in the September-October 2014 Health Progress an article that shared the results of the CHA survey on healthcare executives’ and clinicians’ perceptions of chaplaincy and spiritual care to help increase awareness of the value of chaplaincy. As you recall, Goal II objectives B and C are concerned with professional research on chaplaincy. In 2014 our newly revised and approved standards for certification now include Standard 305.7: Articulate how primary research and research literature inform the profession of chaplaincy and one’s spiritual care practice. Through the generosity of our NACC colleague Roger Vandervest, we continue to offer quarterly research journal calls. Research-related workshops were again part of the NACC 2014 National Conference. We are collaborating with the Association of Professional Chaplains on a joint Global Research Council, represented by Kate Piderman. Our ultimate goal remains that our members become comfortable and confident in talk about the profession of chaplaincy.

Goal III is to enhance advocacy efforts with strategic partners with initial focus on continue dialogue with other key professional organizations integral to advancing the profession of chaplaincy. A major strategic partner in 2014 was the USCCB Subcommittee for the Certification for Ecclesial Ministry and Service, as the NACC needed to prepare its seven-year report and re-present its certification standards and procedures for re-affirmation. In the first half of 2014 the Standards and Certification commissions prepared the NACC standards with specific revisions based on the USCCB Certification Standards for Specialized Ecclesial Ministers. The NACC Board approved these revised standards at their May meeting. The entire seven-year report was sent in July to the USCCB Subcommittee, which in September approved the NACC revised standards and procedures, and the standards for the palliative care and hospice specialty certification.

I had the opportunity again in November 2014 to meet with the NACC Episcopal Advisory Council to share the newly approved revised standards, to learn of their perspective, and to share NACC initiatives. Their guidance and support remain very helpful to me and the NACC.

The NACC also continues to partner closely with CHA through the Pastoral Care Advisory Committee, of which I and several NACC colleagues are members. I mentioned already the Quality and Communication subcommittees work.
Executive Director Report Continued...

The staffing subcommittee produced a timely and insightful article, authored by Brian Smith, on staffing titled “NACC Executive Director Spiritual Care in the Midst of Health Care Reform,” in the September-October 2014 Health Progress.

Also in 2014, the NACC continued to work closely with Tina Picchi, BCC, executive director of the Supportive Care Coalition, who participated in the pilot project implementation of the Palliative Care and Hospice Specialty Certification. Tina was very instrumental in both the implementation and important revision to the certification procedures that followed the pilot project.

Finally, our partnership with the Association of Professional Chaplains, the Association for Clinical Pastoral Education, and the COMISS Network continues with strategic discussions on how best to represent chaplaincy and spiritual care to The Joint Commission. Mary Lou O’Gorman continues to be our liaison to the group.

Goal IV is to advance NACC as a mission-driven, financially stable and resilient association with initial focus on continue to assess and adjust our business model, governance, staffing, administrative and financial processes and resources as needed to carry out our mission. Addressing this goal remains in the forefront of each NACC Board meeting. Diverse scenarios for the future continue to be examined, as the profile of the NACC continues to change. In 2014, 132 new members joined the NACC. Fifty-eight were lay women, 20 lay men, 29 priests, 10 sisters, 9 deacons, and 2 brothers. Overall, the total was less than in 2013 (155). Our membership profile is now 53.8% lay (39.3% women, 14.5% men), 24.6% sisters, 17.1% priests, 4.2% brothers and deacons, and 3% others, with 67% board certified.

The NACC ended 2014 in sound financial condition, as you can see in the 2014 Financial Report included in this Annual Report. The contributing factors remain constant. Strong financial stewardship kept operational expenses ($801,010) well under budget, and near our 2013 level ($797,412). Secondly, we exceeded all but one of our budgeted revenue goals, which included again the tremendous generosity of our members to the Annual Member Campaign ($51,279) which exceeded the goal of $46,000. Thirdly, NACC investments reaped the benefits of a solid financial market that resulted in $10,027 investment income, and $37,802 in unrealized capital gains. Overall, the NACC ended up with a surplus revenue of $189,265.44. We are deeply grateful for this, as it has increased our net assets, helping to realize the financial stability of Goal IV. However, our financial forecast continues to show us we cannot continue long in a “business as usual” fashion with our membership number declining annually at 3 to 4 percent.

We remain so deeply grateful to all of you, our NACC members. You make the NACC the invaluable resource it is to one another through volunteer leadership, networking calls, providing for one another opportunities to grow spiritually, personally, and professionally. Thank you! Thank you! Thank you! I am blessed to serve with you.

Gratefully,
David A. Lichter
NACC Executive Director
Governance Committee Report

The Governance Committee’s primary duties are to oversee the organization’s governance and management structures. The committee reviews the effectiveness of organizational processes and, after reviewing the work of the Nominations Panel, makes recommendations to the Board of Directors to fill vacant positions on committees, panels and commissions. We also review NACC’s bylaws, policies and procedures and review the annual reports of the Board and the Executive Director.

The Nominations Panel and the Executive Director have been stellar in finding excellent candidates to fill vacancies on commissions, committees, and panels. However, more members must engage in new ways in order to keep the organization vital and fresh, because we are finding the same names being moved from one committee or commission to another. We are considering changing or reframing the roles and the criteria for participation in order to improve engagement.

During 2014 we wanted to increase diversity on committees and commissions. Together with the Nominations Panel, we were able to add Hispanic and African members to the Governance Committee, Certifications Commission, Nominations Panel, and Board of Directors. We completed a hiring policy that the Board approved. A primary activity was repopulating the Governance Committee, since numerous members from the previous year finished their term. Then we had to get the new members oriented. Future consideration should be given to a more balanced makeup and term endings.

The Governance Committee took the initiative to encourage involvement of our African and Hispanic members. The chair of the committee hosted a meeting of the African members at the 2014 conference in St. Louis. The executive director hosted a meeting at the same time for our Hispanic members.

During 2015, we intend to work on the long-overdue revision of criteria for leadership roles and make any necessary changes to encourage more members to become involved in the association. A companion piece will be a review of the job description for the executive director. With new members from last year, we will more easily be able to look into other pressing governance issues as they arise.

Members: Rev. John T. (Jack) Crabb, SJ (chair); Beverly Beltramo; Hugo Gonzalez; Rev. Baaju Izuchi, CSSp; William E. Lucey; Rev. Dean V. Marek (advisory member); Bonnie Burnett (ex officio); David A. Lichter (ex officio)
Nominations Panel Report

In September 2014, the Nominations Panel welcomed two new members: Isidro Gallegos (Illinois) and Michael C. Onuoha (Texas). In the selection process, to find qualified candidates, the panel took into consideration the need for a wider geographical mix within its members and a better mix of men and women.

We spent significant time contacting potential candidates for upcoming vacancies on commissions and panels, as well as attempting to expand the pool of candidates. We included a form in each participant envelope at the 2014 NACC National Conference. The form asked in which capacity the participant might wish to serve within the NACC. Unfortunately, this initiative was less than successful; no new volunteers came forward. The Nominations Panel also solicited participation through the Vision newsletter.

We continue to discuss the value of considering people who may not fit the required criteria exactly, or have the breadth of NACC experience, but who could fit into certain areas of service. Candidates would be able to develop leadership skills in order to progress within the association, making it possible to expand the pool of candidates.

In 2014, we recommended to the Governance Committee seven applicants to various panels and commissions, and there were ten reappointments.

In early 2015, the Governance Committee will be considering the criteria for all appointments to commissions, panels, and committees, as both the Nominations Panel and Governance have seen the need for further review. We will continue to work within the recommendations of the Governance Committee as to the criteria for appointments and reappointments, and we will continue to engage and encourage membership in order to fulfill the task of leadership succession within the association.

Finally, we will communicate to membership the duties of commissions, panels, and committees, when new appointments are forthcoming.

Members: Rosemary Partridge (chair); Theresa Edmonson; Isidro Gallegos; Marybeth Harmon; Jane A. Mather (board representative); Michael C. Onuoha; David Lichter (executive director); Tim Charek (national office)
In 2014 the NACC Finance Committee continued to be chaired by Board of Directors Treasurer Mary T. O’Neill. Board member Michael Saxton also served on the committee, along with NACC members Rick Nash and Matthew Merges, who bring business experience to the Committee. Ann Gillis, Chief Financial Officer of Holy Cross Health in Silver Spring, MD, has been a wonderful asset to the Committee also. Tim Schwarzenberger and Elizabeth Vella of Christian Brothers Investment Services continued to be our financial advisors and updated us on our equity investments during our quarterly calls.

The Finance Committee focused in 2014 on stewarding NACC financial investments, monitoring financial activities related to the 2014 budget, affirming the extension of the office lease through July 2016, and revising the NACC investment policy to include the FDIC-insured language.

We also engaged in more strategic questions regarding NACC’s future direction, especially regarding membership, investing in marketing for membership growth, and how best to invest current assets for future stability. Many Finance Committee members also serve on NACC’s Strategic Plan Goal IV Team that is addressing financial issues.

In 2014, our investments continued to grow in both fixed income and equities. The fixed-income portion (about 41 percent) is invested with Merrill Lynch in intermediate- and short-term bonds and cash. This portion earned .62 percent in 2014. In 2014 the equity portion of NACC’s investments (about 59 percent), with CBIS, had an average growth rate of 8.2 percent. Overall, NACC’s net assets grew in 2014 to $1,095,334, a 20.86 percent growth from $906,068 at the end of 2013.

The NACC Board approved a 2014 budget with $15,582 surplus. We ended 2014 with $43,214 over budgeted revenue, exceeding budgeted amounts in membership, certification, annual campaign, annual conference, webinars, miscellaneous income, and investment income. Only the development and local event budgets did not meet budget. We were $92,667 under budgeted expenses, with all budget expense categories coming under target except marketing, recruitment, and development. This resulted in $152,463 revenue over expense before unrealized capital gains, which were $37,802. This resulted in a 2014 total of $189,265 surplus.

We remain grateful to the NACC staff for its highly detailed, careful budget creation and monitoring, and to the ongoing exemplary stewardship of all our NACC volunteers including: the Board of Directors, the committees, commissions, panels, task forces, and all those involved in the certification processes with our members (interviewer team educators, interviewers, interview site coordinators, and many others)!

We realize that the NACC has been able to become fairly healthy financially over these past few years, which provides a basis for strategic decisions to ensure a long-term stability for the organization. Our challenge remains our continual membership decline of 3 to 4 percent per year.

As in 2014, so in 2015, the Finance Committee remains committed to review and monitor NACC finances, utilize financial forecast models, and explore the possibility of new business models. Since many of the Finance Committee members are on the Goal IV team, we will work hard to guide the Board discussion on the strategic questions and direction for the NACC.

Members: Mary T. O’Neill, Treasurer/Chair, Finance Committee, Deacon Thomas J. Berna, Anne D. Gillis, Dr. Mathias Merges, Mr. Richard Nash, Mr. Michael Saxton, Bonnie J. Burnett (ex officio), David A. Lichter, Executive Director (ex officio), Ms. Susan Walker (National Office)
2014 Annual Report Financial Overview

National Association of Catholic Chaplains 2014 Annual Report Financial Overview

NACC 2014 Revenue

- Membership Dues: $519,728 (54.6%)
- Certification Fees: $87,538 (9.2%)
- Annual Campaign: $51,279 (5.4%)
- Contributions: $37,350 (3.9%)
- Education: $196,349 (20.6%)
- Investments: $10,027 (1.1%)
- Miscellaneous: $50,203 (5.3%)
- Total: $952,474 (100%)

NACC 2014 Expenses

- Advocating/Promoting Chaplaincy: $54,040 (7%)
- Education: $258,448 (32%)
- Certification: $132,322 (17%)
- Member Support: $59,467 (7%)
- Member Networking/Communications: $64,620 (8%)
- Governance: $79,771 (10%)
- Administration: $152,343 (19%)
- Total: $801,011 (100%)

To review the Independent Accountant’s Review Report, go to
Ethics Commission Report

The Ethics Commission currently enjoys a nice representation of both newer and experienced members. Members come from diverse institutions and roles, and one member has experience with the ACPE ethics complaint process.

Our purpose is to review formal complaints involving alleged violations of the Code of Ethics in accordance with NACC standards and procedures. In addition, we review and make recommendations when a member is unable to sign the Ethics Accountability Statement as part of the recertification application.

During 2014, we reviewed a situation where an individual felt unable to sign the Ethics Accountability Statement because the person had been terminated over an inappropriate reaction regarding a clinical ethics situation. After comprehensive investigation by the Accountability Review Team, we recommended that no disciplinary action was necessary. We decided that the person had reflected and learned from the situation leading to dismissal. The full Ethics Commission concurred with the team’s recommendation and communicated with the individual, the chair of the Certification Commission, and the executive director.

In addition, a formal ethics complaint was received from a Protestant chaplain dealing with a NACC member who was the director of pastoral care. The complaint alleged a lack of sensitivity regarding the pastoral needs of Protestant patients. Although there was some concern that the policies of the institution involved were beyond the purview of the Ethics Commission, we determined that the NACC member had not violated the Code of Ethics. Consequently, we voted to take no action. This decision was communicated to the parties involved in accordance with the Commission’s procedures.

Since there were a number of new members on the Commission this year, we scheduled a call early in the year to review our procedures, as an orientation for the new members and a review for the rest of us.

In 2015, we plan to continue responding to ethics complaints/issues involving the members of NACC in accordance with the Commission’s procedures.

Members: Marilyn Williams (chair); Leszek Baczhura; Ann Hurst; Matthew D. Kammer; Mark K. McGann; M. Cristina Stevens; Bonnie J. Burnett (board liaison); David A. Lichter (ex officio)
2014 Institutional Sponsors

~ Partners ~
Catholic Health Initiatives
CHE Trinity Health
Essentia Health
Presence Health

~ Endorsers ~
Ascension Health
Dignity Health
Mercy Health System
Providence Health & Services

~ Supporters ~
Avera Health
Bon Secours Health System
Catholic Health Partners
CHRISTUS Health
Franciscan Missionaries of Our Lady Health System, Inc.
Franciscan Sisters of Chicago
Franciscan Sisters of Christian Charity Sponsored Ministries, Inc.
The Standards Commission’s main project for 2014 was to prepare and submit the seven-year report for renewal to the USCCB Subcommittee on Certification for Ecclesial Ministry. The final draft document was presented to and approved by NACC Board of Directors in April 2014, and approved by the USCCB in July for the time period of 2015-2021.

We vigorously reviewed NACC certification standards and procedures, aligning them to the USCCB national certification standards for lay ecclesial ministers. We also decided that at this juncture it would be appropriate to review revision recommendations from the NACC Research Task Force and the 2011 Spiritual Care Collaboration Task Force.

Our process included a crosswalk of the NACC standards and the USCCB competencies. This gap analysis helped to determine how well our 2007 standards aligned with the USCCB competencies and how to recommend revisions. USCCB competencies fall under four standards: human, spiritual, intellectual, and pastoral. The NACC Standards 303.7 and 302.21 illustrate our process and outcomes.

Standard 303.7 Attend to one’s own physical, emotional, and spiritual well-being aligns, without revision, with the USCCB competency of Balanced Life Skills of Standard Four: Pastoral.

Standard 302.21 Demonstrate an understanding of scripture, current theology, ecclesiology, sacramental theology, and Catholic social teaching was aligned with USCCB’s Standard Three: Intellectual with 15 corresponding competencies. To meet the gap, Standard 302.21 was revised to read, Demonstrate an understanding of Vatican II and Post-Vatican II documents of the Church, Systematic/Foundational Theology, Scripture, Theology of Trinity, Christology, Ecclesiology, Sacramental Theology, Catholic Social Teaching, Canon Law, and Ecumenical and Interreligious Practice.

The Standard 302.21 revision, as with all revisions, required the Standards Commission to identify affected areas. For example, the revisions must be addressed with the Certification Commission and by extension the certification interviewers and future applicants. Coordination was also required with the Education Advisory Panel for an overall education plan. Additionally, we considered how the revisions may affect future CPE instruction.

Annual Campaign Donors
For a complete list of the 2014 Annual Campaign Donors please go to https://www.nacc.org/giving-2014.aspx

Standards Commission Report

The Standards Commission’s main project for 2014 was to prepare and submit the seven-year report for renewal to the USCCB Subcommittee on Certification for Ecclesial Ministry. The final draft document was presented to and approved by NACC Board of Directors in April 2014, and approved by the USCCB in July for the time period of 2015-2021.

We vigorously reviewed NACC certification standards and procedures, aligning them to the USCCB national certification standards for lay ecclesial ministers. We also decided that at this juncture it would be appropriate to review revision recommendations from the NACC Research Task Force and the 2011 Spiritual Care Collaboration Task Force.

Our process included a crosswalk of the NACC standards and the USCCB competencies. This gap analysis helped to determine how well our 2007 standards aligned with the USCCB competencies and how to recommend revisions. USCCB competencies fall under four standards: human, spiritual, intellectual, and pastoral. The NACC Standards 303.7 and 302.21 illustrate our process and outcomes.

Standard 303.7 Attend to one’s own physical, emotional, and spiritual well-being aligns, without revision, with the USCCB competency of Balanced Life Skills of Standard Four: Pastoral.

Standard 302.21 Demonstrate an understanding of scripture, current theology, ecclesiology, sacramental theology, and Catholic social teaching was aligned with USCCB’s Standard Three: Intellectual with 15 corresponding competencies. To meet the gap, Standard 302.21 was revised to read, Demonstrate an understanding of Vatican II and Post-Vatican II documents of the Church, Systematic/Foundational Theology, Scripture, Theology of Trinity, Christology, Ecclesiology, Sacramental Theology, Catholic Social Teaching, Canon Law, and Ecumenical and Interreligious Practice.

The Standard 302.21 revision, as with all revisions, required the Standards Commission to identify affected areas. For example, the revisions must be addressed with the Certification Commission and by extension the certification interviewers and future applicants. Coordination was also required with the Education Advisory Panel for an overall education plan. Additionally, we considered how the revisions may affect future CPE instruction.

Members: Robert J. Barnes; Nancy K. Cook (chair); Wendi C. Steinberg; Cheryl Wilson Weiss, BCC; Sr. Helen M. Waugh, SFCC; Mary T. O’Neill (board liaison); Mary Denise Davis (Certification Commission liaison); David Lichter (ex officio)
In 2014, members of the Certification Commission served on a task force to develop a specialty certificate for board-certified chaplains ministering in palliative care and hospice. In June of this year, pilot interviews were held, and the process, including the materials to be submitted by applicants, was evaluated and areas for improvement were identified.

With the leadership of Mary D. Davis, we also implemented a narrative writing guide to help certification applicants create a document that addresses their competence with the standards for certification. Applicants who used this guide reported that it was helpful to them.

Our primary work continues to be certification and renewal of certification for our chaplain and supervisor members. We maintained our collaborative relationship with the Interview Team Educators to maintain the integrity of the interview process. Commissioner Julie Houser, the liaison for this effort, and Carolanne Hauck, the lead ITE, held primary responsibility in maintaining this relationship.

We also presented a proposal for retired chaplain status, which would reduce fees and continuing education requirements for chaplains who are not being paid for their ministerial service or are only working on a part-time basis.

The need for and availability of interviewers for the spring and fall of each year continues to be an issue; however, the ITEs have been somewhat successful in identifying members who can serve.

We continued to provide educational opportunities during the annual conference for those interested in certification and renewal of certification with the NACC. Also in 2014, educational opportunities via audio conference were provided for certification applicants. Those participating in these activities have indicated their value and benefit.

In 2015, we will work with the Standards Commission to develop educational activities relative to the revised standards for compliance with USCCB. We will create a timeline to implement them and work to educate ITEs and interviewers on how to assess applicant competence with the revised Standards.
Certification Commission Report Continued

We are considering a co-chair model of leadership to better define the role and responsibilities of what is currently termed the vice-chair. We will also look at developing specific criteria for selecting the lead ITE. Another task will be re-evaluating graduate degree reviews and supplementation of insufficient degrees.

To use the association’s resources responsibly, we will continue to explore electronic submission of documents and alternative interview modes.

Members: Judith A. Shemkovitz (chair); Joseph G. Bozzelli (vice chair); Linda M. Arnold; Linda A. Bronersky; John J. Bucchino; Mary Davis; Gordon Hilsman; Julie Houser; Jane W. Smith
Our process, revised in 2012, is working very well. However, in December of 2014 an appeal was received that needed to go to an Appeals Review Team. The shortage of members became critical when it was difficult to identify three members for the team. The Appeals Panel needs additional members to function well. The PPR, part I is identifying more standards for clarification than can be addressed in a one-hour interview.

Our main goal was to be available when needed for appeals. The members of the appeals panel understand the timelines of the process and are very available to ensure that the process is followed. In 2014, three appeals were reviewed. Two were rejected due to no grounds to proceed; one is currently in process, having been found to need review by the Appeals Review Team.

The revision of the process in 2012 is serving us well. We continue to see that as a main achievement.

For 2015, we need to have the complete complement of participants. Eight members would probably be a good number. The vacancy of the ITE Liaison also needs to be addressed.

Members: Sr. Mary R. Skopal, SSJ (chair); Cathy Connelly; Sr. Colette Hanlon, SC; Sr. Geraldine Krautkramer; Judith A. Hoelscher (term finished in 2014); Rev. Augustin Orosa; Rev. James Yeakel; Lindsey Tews (staff liaison), (interview team educator liaison vacant in 2014)
The ITEs appreciate the collaborative relationship that we have formed with the Certification Commission. Several members of the Commission worked with ITEs to make some improvements. We recognize the hard work of the Commission when reports do not reflect recommendations.

The role of the Lead ITE and the commission liaison could be improved. These roles could work collaboratively to offer each other feedback in a timely manner in an effort to provide support to both teams. The current Lead ITE and the Commission Liaison plan to discuss.

This year brought about a first when two members of a team asked to revise their recommendation against certification after the weekend ended. With the help of the NACC director, chair of commission, and the administrative specialist/certification, the decision was made to uphold the original recommendation, since the Certification Procedures Manual does not allow for revision once the process has been concluded. A respectful letter was sent to both interviewers with an explanation.

Report writing continues to be a growing edge for all. Details are missed, and more importantly, PRPIIs are lacking evidence to support recommendations, especially with regards to split votes. We will also focus on the formation of PRPI. Feedback from the Commission indicated that PRPI reports lack clarity and synthesis of issues presented.

In 2014, we focused on well-written PRPI and PRPII and on PRPI questions, and saw some improvement. We sought to encourage discussion among Interview teams regarding their understanding/interpretation of the standards. This helped to alleviate some conflicts during the writing of PRPI and PRPII. The narrative document provided by the Commission clarifying meaning of standards was useful.

The conference call among ITEs before engaging with their interviewers was helpful. We had planned to communicate after the weekend as a group, and although this did not occur, it was helpful for the Lead ITE to touch base with individuals.

We spent more time with interviewer team calls on topics that have been problematic in the past, such as the use of role play, roles and expectations of each team member, importance of details, and writing reports that reflect the team’s recommendation. We used examples of reports to engage interviewers. Individual team calls have enhanced the relationship between ITE and the team. We especially emphasized helping new interviewers to feel welcomed and supported.

Education for potential interviewers was re-evaluated and re-tooled to enhance the experience of those discerning interviewing as a ministry. A second workshop was introduced for experienced interviewers to have a forum for continuing education. Both workshops presented at the NACC conference were well received and proved to be valuable. Transmission of documents electronically has been successful.

The addition of a PRPII editor has decreased some of the work for the NACC staff. The editor serves as another set of eyes during the weekend, when time is pressed for the ITEs and interviewers. In addition, the editor has given very specific feedback to the ITEs about the professionalism of the reports, without changing content.

In 2015 we hope to enhance, even further, the education process for both potential interviewers and experienced interviewers with an emphasis on the sacredness of the work. We will also emphasize the importance of writing questions that accurately reflect standards.
Certifications Granted

For a complete list of 2014 newly certified members please go to http://www.nacc.org/certification/newlyCertified.aspx

Certification Renewals NACC CPE Supervisors
www.nacc.org/certification/renewed.aspx

Certifications Renewals Granted

For a complete list of the 2014 NACC members who completed Renewal of Certification please click here
www.nacc.org/certification/renewed.aspx
Education Advisory Panel Report

The Educational Advisory Panel exists to provide feedback, guidance, and strategic thinking to the NACC staff and executive director on its education programs, and to assist in developing a comprehensive approach to programming.

The panel met in December 2014 with Rev. Jack Crabb to review how webinars, local gatherings, and the 2014 conference fulfilled the NACC 2012-2017 Strategic Plan Goal I to educate and support members for the future of chaplaincy. Many offerings aligned well with members’ needs to be better prepared. The panel also targeted topic areas for 2015 that include: charting notations, spiritual assessment, practical theology, palliative care, death/dying and physician-assisted suicide, how chaplaincy/pastoral care impacts patient outcomes, outpatient pastoral care, leadership competencies in pastoral care, how to speak with executives about chaplaincy’s importance, and many others. Webinar content development in 2015 will be guided by these recommendations.

Members: Mr. Robert Barnes, Mr. Thomas Chirdo, Ms. Elizabeth Berne DeGear, Ms. Vicki Farley, Sr. Mary Thecla Kuhnline, OP, Ms. Michelle Lemiesz, Ms. Michele LeDoux Sakurai, Dr. Mary T. O’Neill.

2014 Networking Opportunities

The NACC offered many networking opportunities in 2013. Below is a list of 60-minute conference calls that were scheduled to provide specific groups a time for introduction and to discuss best practices in their respective areas.

- Palliative Care Hospice Group—monthly conference calls
- Chaplains Working in the Area of Corrections—quarterly conference calls
- Long-Term Care Group—quarterly calls
- Deacon Member Group—quarterly calls
- Research Task Force Group—quarterly calls
- Research Journal Group—quarterly calls
- State Liaison Calls—two calls every quarter
The Editorial Advisory Panel continued its important work in 2014 of being a sounding board and a source of ideas for Vision, the NACC’s bimonthly online newsletter. The panel met five times via conference call, normally about six weeks before an issue’s copy deadline, in order to discuss the planned theme and think of angles and possible writers with expertise on the topic, from inside or outside the association.

As well as extending our network of writers, members of the panel contributed nine articles to Vision themselves in 2014. We greatly appreciate their willingness to share their time and talents. Executive Director David Lichter contributed a column to every issue, and editor David Lewellen stepped in to write several stories as well.

Vision themes for 2014 included:

- January/February - The Power of Palliative Care
- March/April - Chaplaincy Amid Disaster
- May/June - The Value of Chaplaincy
- July/August - 2014 National Conference
- September/October - Extending the Reach of Chaplaincy
- November/December - New Skills, New Markets

The panel transacts quicker, more informal business via email. On several occasions in 2014 they gave valuable instant feedback when David Lewellen had questions about a particular submission.

At the end of 2014, board liaison Jim Castello rotated off the panel, and we now welcome Mary Heintzkill to fill that role. Bryan Lamberson also joins us as a new member. The regular term has ended for Austine Duru, who has made an invaluable role for himself as coordinator of our Research Update department, but we are glad that he has agreed to stay on as a consultative member.

David Lewellen
Vision editor

Members: Isabelita Boquiren, Mary Heintzkill, Elaine Chan, Austine Duru, Marika Hanushevsky Hull, Sandra Lucas, Bryan Lamberson, and Michele Sakurai, with staff David Lichter, David Lewellen and Philip Paradowski
The NACC has actively partnered with the American Red Cross since 1999. The Disaster Spiritual Care Response team used to operate as an external partner between the cognate conferences of professional chaplaincy and the American Red Cross. However, in 2013 Red Cross formally committed to integrate Disaster Spiritual Care into its Response Division as equal partners with Disaster Health Services and Disaster Mental Health Services. Disaster Spiritual Care is being developed into two functions currently integrated within the American Red Cross division network. Historically Disaster Spiritual Care responded to mass-casualty disasters through a national request. The future DSC model response will begin locally, then by divisions and finally as a national response, depending on the nature, size and scope of the disaster. Three pilot programs began modeling a structure in 2012, and their work has successfully created the framework for our national model.

NACC is represented by the following Red Cross DSC leaders: Tim Serban, national lead (OR), Allen Siegal (NY), Logan Rutherford (TX), Marilyn Bucheri (MA), Carol Bamesburger (CA), Betty Tamposi (NH), and Marjorie Ackerman, emeritus (DC).

The major response in 2014 was the Oso, WA landslide on March 22. In the small town north of Seattle, the landslide covered more than a mile and buried some homes in more than 500 feet of debris. In the end, 43 people lost their lives. Red Cross deployed the Disaster Spiritual Care Response Team to support local chaplaincy teams, advise faith community leaders in the care of their communities, and support the reunification of families. Deployed NACC chaplains were Marilyn Bucheri (MA) and Tim Serban (OR), who partnered with local Red Cross DSC-trained chaplains at Providence Regional Medical Center under the leadership of DW Donovan (NACC, WA), including a team of local hospice, home care and hospital chaplains. Families were escorted on site visits of the disaster, and the faith community leaders were assisted in working with their community partners for long-term recovery.

In 2014, six DSC sessions were provided at national cognate conferences to orient board-certified chaplains to the new direction of DSC. The next phases will be finalization and implementation. In 2015, the national pre-conference Red Cross DSC orientations will continue to orient volunteers to the process of responding to a disaster and engagement in local chapters in preparation for the next steps in the work of Disaster Spiritual Care.

In addition, the DSC-Mass Casualty Response team will continue to train and use board-certified chaplains for national deployment on national disasters where major loss of life occurs, when requested. A deployment list is used with DSC-Leadership team for such events.

Submitted by Tim Serban, Disaster Spiritual Care National Volunteer Lead
The Joint Commission Report

During this past year, I attended The Joint Commission’s liaison meeting in August. In preparation for that meeting, David Lichter and I participated in conference calls with members of APC and ACPE to plan how to utilize that forum to advocate for professional spiritual care. At the Liaison meeting, Pat Applehans, Darryl Owens (current APC President) and James Taylor (representing COMISS as well as ACPE) and I met with Joint Commission representatives LuAnn Vis, Pam Dalinis and Paul Schyve. We expressed concern as to the lack of attention to spiritual care in site accreditation, and the failure to recognize the qualifications of the board-certified chaplain.

The reviewers acknowledged our concerns and made two suggestions. They invited us to write for the surveyors’ newsletter on how to determine the provision of consistent, effective spiritual care in accord with Joint Commission standards. In addition, they recommended that we contribute resources to The Joint Commission’s Leading Practice Library. Such documents might include scope of practice, policies, and/or procedures. Submissions cannot come from NACC or other chaplaincy organizations and are limited to healthcare organizations that are accredited by the Joint Commission.

Later, the attendees representing chaplaincy and David Lichter drafted a message requesting documents for the Leading Practice Library, which has since been disseminated to NACC members. Our next step is to develop materials for The Joint Commission newsletter.

Our goal for the year was to maintain a relationship with The Joint Commission and to advocate for the provision of spiritual care by board-certified chaplains. A significant accomplishment is NACC’s ongoing collaboration with APC, ACPE and COMISS in order to advocate for the pivotal role of the board-certified chaplain with one voice.

We have been notified that there will be no Liaison meeting in 2015. Nonetheless, the organizations cited above will continue to collaborate on this agenda and develop materials for The Joint Commission’s surveyors newsletter on topics related to the provision of spiritual care and the role of board-certified chaplains.

Mary Lou O’Gorman, M. Div., BCC  
Liaison to The Joint Commission
NACC Volunteers
For a complete list of the 2014 NACC volunteers please click here
http://www.nacc.org/volunteers/cert-volunteers.aspx

NACC State Liaisons
To view the NACC 2014 NACC State Liaison list please click here
http://www.nacc.org/volunteers/state_reps.asp#roster

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
Conference 2014 Task Force

Mr. Robert J. (Bob) Barnes, Chair
Chaplain Peg McGonigal
Rev. John T. Crabb, S. J.
Mr. Wilson O. Villamar
Mrs. Angie F. Vorholt-Wilsey

David A. Lichter
Jeanine Annunziato
Annie Kulhanek

Conference 2014 Sponsors

Alexian Brothers Health System
Ascension Health
Bon Secours Health System
Catholic Health Association of the United States
Catholic Health Initiatives
Catholic Health Partners
Franciscan Missionaries of Our Lady Health System, Inc.
Healthcare Chaplaincy Network
Loyola University Chicago
Sisters of St. Joseph of LaGrange-Ministry of the Arts
St. Anthony’s Medical Center, St. Louis
St. Louis University Hospital
St. Louis CPE Cluster

Plenary Speaker
Banquet
Workshop
Plenary Speaker
Plenary Speaker/Workshops
Day of Reflection
Plenary Speaker
Workshop
Coffee Break
Sculpture
Workshop
Workshop
Scholarship
Conference Sponsors

We are grateful for the generous donations from our committed members and attendees to provide scholarship assistance for NACC Conferences.

Click for a listing of conference sponsors.
http://nacc.org/conference/conference2014.aspx#sponsors

Conference Scholarship Donors

Sr. Joann J. Apicelli, CSC  Ms. Audrey M. Dwyer  Rev. Joseph S. Nguyen
Dr. Linda M. Arnold  Rev. Fidelis I. Ekemgba  Mr. Michael Onuoha
Mr. Robert J. Barnes  Mrs. Alycia M. Gorman  Mrs. Marcia H. Osterkamp
Ms. Mary C. Bomba  Mrs. Jan L. Heckroth  Ms. Louise Anne Pinette de Siller
Mr. Joseph G. Bozzelli  Ms. Susan B. Kellett  Rev. Mark C. Scheffler, CSsR
Rev. Stephen J. Brandow  Ms. Pamela J. Kimmel  Sr. Loretta C. Schleper, PHJC
Ms. Marilyn Bucheri  Ms. Hilda Lethe-Drake  Rev. Arthur B. Schute
Sr. Flor Buruca, OP  Mr. James P. Letourneau  Miss Barbara E. Scott
Sr. Rita A. Cammack, OSF  Ms. Susan M. Lied  Sr. Augusta M. Seiber, CDP
Mrs. Frances M. Castello  Mrs. Thelma L. Lucas  Ms. Judith A. Talvacchia
Sr. Maureen L. Chase  Ms. Jane A. Mather  Mrs. JoAnn Thiele
Ms. Lou Cooney Erickson  Ms. Kathleen M. Mattone  Ms. Teresa K. Tremper
Rev. Alin N. Dogaru  Sr. Sarah A. McGuire, CCVI  Deacon La Rue H. Velott
Mr. Timothy J. Doody  Mrs. Sedona T. Montelongo  Ms. Barbara F. Zahner
Miss Sharon M. Douglas  Rev. Saji G. Mukkoot
Mr. Michael J. Doyle  Mr. Michael J. Mulvihill
Franciscan Sisters of Chicago, received the 2014 NACC Outstanding Colleague Award. Sister Francis Clare Radke, Chair of the FSCSC Board of Directors accepted the award on their behalf.

Joseph G. Bozzelli, D.Min, BCC, was the recipient of the 2014 Distinguished Service Award.