

National Association of Catholic Chaplains - Members Survey - Goal IV

Question #3 As you think about the continuum of programs and services offered by NACC, which area(s) do you believe offer(s) the greatest opportunity to do the greatest good? Why?

Response count: 475 Skipped question 35

- 1 Interviewing applicants for certification as NACC Board Certified chaplains.
- 2 Things dealing with one on one services to patients, staff.
Certifying Body, the annual conference, the board, committees, and the newsletter and communications from the leadership. All of these keep us informed on the best practices in our field of ministry.
- 3 leadership. All of these keep us informed on the best practices in our field of ministry.
- 4 CPE, Interview processes for certification, conventions (planning)
- 5 Good CPE programs, conferences were always beneficial to me, continuing education and spiritual growth.
- 6 Membership, credentialing and education are the "life blood" of our organization.
- 7 local conferences because it helps develop professional contacts and support.
- 8 Certification of Chaplains. Hospice and Palliative.
- 9 Refer to Q.2.
To educate young people about the profession: we are an aging group and would do well to bring information to
- 10 the University and Seminary setting.
- 11 I feel all the programs are important, however any program about adiction is vital in our ministry.
- 12 Education and support and certification
Opportunities to meet people in their homes after discharge and connecting them to spiritual support is essential to promoting the message of spiritual care. Often it is in hospitals where people learn of spiritual support through
- 13 chaplain visits and there is no referral or follow-up care.
- 14 Prayer and ethics. The benefits are worthit.
- 15 Advocay on the part of chaplaincy
- 16 I love the conventions, but only get to go very infrequently because of cost.
- 17 certification as member
Standards, Certification process, etc. because this holds us to standard of practice, to common understandings
- 18 and enables us to be present at the table with other chaplains and disciplines.
Six month ago, to the day, I was called back to New York City by our Provincial and Council for new ministries (of course, evolving from spiritual/pastoral formation and CPE). I could not believe the changes that occurred in the thirteen years I spent in Langhorne, PA-away from New York. I have become so much more aware of the needs of the elderly and of the significantly handicapped as I have personally needed to visit a few doctors, spending hours in waiting rooms. I saw the great price and pain these folks have to pay. At times, they needed two companions and their confusion in just waiting their turn, truly touched me. I wish we could work more with physicians who would be willing to offer any space in their offices (if available) or space set aside by a group of doctors who could work with a rotating schedule allowing volunteer chaplains to listen to the pain and anguish of so many of our elderly, handicapped and caretakers. A big task- absolutely yes- but it could become a reality. I am
- 19 a Missionary sister of Sacred Hearth and have lived our Foundress' adage from Ph. 4:13-"I can do all things in
The website is a resource for ideas, articles, information and connection. I think this is something we could develop even more. The conference is an important opportunity, as referenced above, "filling the well" is important. In the changing landscape of chaplaincy, our leaders are an important voice for advocacy for our profession--communicating information to members, and carrying to the broader community. Certification is a crucial function as well: maintaining standards, ensuring an understanding of Catholic identity are critical to the growth and
- 20 development of this profession.
Networking among the professionals is very helpful in keeping a highly effective spiritual approach to the clinical
- 21 setting.
- 22 I think the webinars and conferences as well as state meetings andsupport
- 23 Hard to answer all are very important.
Certification interviews and boards as they ensure that persons have skills to become certified and do so for the
- 24 most part in a compassionate way
- 25 Certification, phone network groups, national conference
the communicatin with individual chaplains via Resources. Use telecommunication more - it's less expensive and
- 26 just as "feeding".

27	Education, Competency, Maximizing CPE Supervisory Education initiatives and opportunities are initiatives that I find very crucial in that these insure that NACC will remain relevant and will continue to equip members to respond to the signs of the times moving forward.
28	Ethical and moral questions are dealt with in the programs are most useful because it is very difficult to find out authentic teachings on them.
29	The Regional Meetings and Regional Events no longer exist in Southern California - no regional coordinator; I don't even think Northern CA has an active region.
30	I wish we could go back to Regional events...my region doesn't even have a coordinator...we offer nothing to our membership..all cannot do webinars due to work restraints
31	Basically, all areas are very essential as they provide amazing opportunity to the greatest good. I think the certification commission, opportunity for professional development offer great services. The reason is that they prepare people to adequately step into the shoes of the very challenging pastoral care ministry that meets the taste of time.
32	Good theology.
33	not sure
34	Setting standards for different aspects of pastoral care helps establish and maintain credibility for the profession of chaplaincy. When health care administrators want to know what the standard in the field is, from staffing to crisis care, it is useful to have NACC work to reference.
35	Palliative Care. It is the way of the future.
36	Education . Because it is important to grow the ministry.
37	Advocating for non-clerical ministers in the church and thereby broadening the ministry of the larger church.
38	Mentoring for up and coming chaplains, a 'place to gather' w/like minded professionals.
39	Sacred presence whenever, wherever needed in various life experiences of persons under our care
40	Local chapters and webinars are beneficial for some who because of time or budget constraints cannot travel to national conferences
41	The regional or webinars because, hospital budgets being what they are, too few can attend a yearly conference due to the cost.
42	Education. Provides continued opportunity and regards for most appropriate practice in pastoral care.
43	palliative care and "the talk" about end of life with families
44	Establishing best practices in chaplaincy: such as cultural competency; interfaith support; current research trends; multi-disciplinary staff support and contributions.
45	The interview program both certifies and encourages growth for future board certified chaplains. It also is a source of continuing education for chaplains already certified and a chance to give back to the profession.
46	I thought the Spiritual Champion programs were most beneficial because we could access these programs right where we were ministering and the programs were of current interest.
47	Education of members which affects the quality of ministry offered to others .
48	Assistance (financial and through advocacy and mentorship) for those who feel the call but have obstacles .. this outreach is generative and assures that this ministry is ongoing.
49	CPE is still extremely helpful in helping chaplains grow in many different areas.
50	continuing ed options
51	I think the areas of continuing education and the NACC conference are the best services NACC can offer. We can continue our updating our continued education and network among our local chaplains as well. I also appreciate the NACC conference for the major topics it covers and for the networking that can happen.
52	standards...for me they are the center piece of our ministry. From them comes numerous opportunities to strength and nourish the ministry
53	For a number of years the Dallas area Catholic chaplains had informal get-togethers a few times a year. I would like to see some more local networking opportunities.
54	servcies other than certification which is very valuable not sure
55	Promoting and strengthening Catholic identity and in healthcare that is distinct and integral to healthcare
56	Competency related, understanding people, diversity,spirituality vs. religion, management, change and evolution, self-care.

57	The area I believe offer the greatest opportunity to do the greatest good is the Certification. It's too demanding.
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60	I have only been able to take advantage of one program since it was here in Buffalo, NY. I believe any program that helps one tone ones skills or helps one work on self can benefit those we minister to.
61	Certification, educational opportunities and grants.
62	providing certification; promoting CPE
63	Education/enrichment and certification. The first keeps us "on fire" and the second holds us accountable.
64	The teaching aspect (continuos education) of NACC like webina, etc. The reason is that if one is not in the known one may not be able to function effectively
65	Regional conferences provide continuing education & support for Chaplains who often aren't able to afford the costs to attend a national conference.
66	Conference calls, local gatherings and webinars.
67	Webinars. They are educative.
68	Not sure.
69	All areas are well intended, I just used the ones according to my needs of the moment.
70	Webinars
71	sound didactic information and good supportive mentoring, especially for chaplains in training
72	Certification obtaining and maintaining
73	Promoting the professionalism of chaplaincy
74	Setting standards, source of current trends, on going Education, mission focused
75	I think the web nars offered or other professional programs mean the most to me personally.
76	Important to have a Catholic voice in the development of clinical chaplaincy; important to represent clinical chaplaincy's value to Church leadership
77	The on going education of chaplains is critical.
78	I love the conferences and the newsletter.
79	Providing chaplain certification on a national basis underscores the professional dimensions of our service
80	professional standards, caring for diverse populations, spiritual resources, valued member of care team
81	Continuous education and research into the role of pastoral care to health care service and the overall health of clients and their families
82	Evolving standards that align with the changes in health care and other areas where chaplains serve.
83	In supporting and developing local networks so that members are supported in their local ministries. When chaplains are cared for and supported by their organizations and peers greater good can be achieved through them.
84	Value of topics is universal but varies among the needs of individual members
85	Since I am a new member of the NACC, I'm not certain I have the required knowledge yet to adequately answer this question.
86	NACC can add to and support the research which documents the importance of spirituality in overall health.
87	Perhaps, deeper listening/comments from the frontline staff/chaplains...
88	Advocacy work , professional resources,
89	avenue for four units of CPE
90	Setting standards for chaplains and helping them meet the high stabdards
91	Board Certification and continuing education.
92	Advocating for areas of ministry to appreciate the role a chaplain plays.
93	Areas that have to do with on-going formation.
94	Certification because the process is educational for chaplains
95	don't know
96	Education, certification, networking
97	Education in the care because it improves the quality of care

98	advocating for the integration of spiritual care in health care in collaboration with APC, NAJC, etc. Continuing to work toward helping to understand the professional standards for, and qualifications of, chaplains.
99	Webinars, local/ regional workshops, - provides support , continuing ed for individual and perhaps isolated chaplain as well as small groups to share and learn
100	Preparing, certifying, and renewing the certification of professional pastoral ministers in the Church.
101	Training in ministry
102	Volunteer education by BCC; clergy support in a local area;
103	yes
104	CPE training, and professional/educational workshops
105	Tap into the wisdom of our retired chaplains.
106	NACC on a National level of advocacy for spiritual care being proactive for chaplains. Job opportunities are posted.
107	I will give this more thought
108	Book reviews in the area of Pastoral Care: the best teaching
109	Palliative & hospice care & certification, aging baby boomers
110	Conferences
111	Educational updating and information on NACC chaplains for hospital administration and boards, to prove how valuable we are.
112	1. Work on testing competencies for certification such as charting in EHR, spiritual assessment, organizational saavy; 2) continuing to offer on-going education
113	Webinar but too expensive because of the easy acces
114	CHAPLAINS TRAINING & CERTIFICATION & ON-GOING FORMATION/TRAINING PROGRAMS
115	Pace programs, palliative and hospice care facilities.
116	Board certification, continuing education and networking, liaising with USCCB
117	Meet everyone's needs or you will not continue to thrive... for too long your focus has been pretty narrow.
118	Being kept current with research work that is being done in the medical field.
119	train chaplains to do quantitative research to advance the practice and more fully integrate our discipline in evidence-based methods w/in science/healthcare.
120	Seminars and awareness that chaplains serve a useful role within and outside of the hospital and healthcare environment.
121	Continuous education courses and annual conferences featuring leaders and educators who are passionate and advocates of spiritual care. This helps equip us as professional who deliver services
122	I'm not really sure what programs and services are open to non members
123	I am grateful for streaming of meetings, conference speakers, webinars, etc. It is hard to get away from ministry.
124	certification of chaplains and supervisors maintains high professional standards
125	Certification of chaplains & supervisors; continuing education, especially national convention. Because these provide opportunities for wholistic growth for individual members sn organization as a whole. Also, the training provided for certification interviews is excellent.
126	Spirituality
127	I would like to see more webinars that go beyond basic chaplain training. There are some but not enough. I find myself learning more from Mission like webinars.
128	for information needed to improve QI monitors, for smaller areas. or hospital and nursing home
129	NACC National Conferences have been my primary way of staying connected to my fellow brother and sister chaplains, enhancing my ministry with cancer patients. Also, regional ministry days, when I am able to attend.
130	Training of better chaplains
131	difficult to say at this time
132	I think the certification process is very important and also the webinars and conferences
133	networking
134	I think that Chaplains sharing their stories,would be a big help to those just entering the Chaplaincy field
135	Those that deal with spirituality to those we meet and hone the skills of the chaplains. Have to stay updated and be able to stay energized in the day to day ministry. It is easy to get into a rut and these help maintain skills and professionalism.

136	Commitment to professional standards and on going education, a conduit for committed Laity to have a voice. Certification of new members and recertification of longstanding members because of the professional dimension
137	this provides to our ministry.
138	Supporting chaplains in their ministry through on-going education and advocacy for the profession.
139	Continuing education to keep chaplains' skills and knowledge current
140	1. Spiritual enrichment. This is the foundation and glue that keeps body/mind/soul together. 2. Continuing education is vital in our rapidly changing world of technology/media/communication.3. Fellowship. Support and sharing of stories and practices are of great benefit to one and all.
141	More Catholic chaplains mean more patients who can deal well with their healthcare crises; NACC improves the skills of Catholic chaplains and guarantees their professionalism through certification.
142	I want to stress the value of education. The needs for more interpersoanl is almost urgent. My work helping women who coming out of jail find self esteem and a job (450 are back in the workplace). I would
143	love to see more done for this group.
144	Sharing life experience, good and bad, that are are daily met by chaplains.
145	Our continue education helps us to keep up with on going training in the changing medical world.
146	Annual conferences, publications, resources, advocacy and mission leadership.
147	I really like the conference, the connections, and the webinars. It helps us stay connected with like minded individuals.
148	For me, the most important part is being able to call you, knowing you are there, and that I can turn to you with questions, information, research content. You are the hub of our professional wheel. When I need a network, you connect me to thousands of us. As I said above, I am so busy that I wonder when I will use that wonderful service.
149	But in the past I have and know its value. Advocacy for professional chaplains and helping train chaplains to be professional; research showing data supporting evidence of the value of chaplaincy.
150	Personal, spiritual and professional programs
151	conferences & advocacy - they improve the professionalism within our ministry and keep Chaplaincy viable
152	Education. All can benefit even in less served areas
153	Those dealing with mental health which is in crisis, I believe.
154	The certification process is a personal benefit for the chaplains. Education and Resources offered to chaplains. Education in all forms offered by NACC because chaplains in the field need updating, interdisciplinary info relative to chaplaincy practice, and we are nourished by the pastoral and theological presentations as well as the helpful,
155	informative, and encouraging people in the Milwaukee office. Maintaining resources needed for certification and recertification; professionalism; Catholic ministerial identity;
156	national conference and on-line seminars; CPE training
157	education-rural chaplains benefit
158	1. Understanding the standards in which I should professionally hold my self to. 2. Continue to develop and grow by taking classes and being open to the opportunities that are available. I beleive the NACC provides an amazing structure to assist chaplains in being the best they can.
159	I believe the area of ministry of presence and the sacraments. It helps with preparation for death and dying. Membership. Board Certification. Opportunity to serve on panels, commisions and committees. NACC outreach
160	inviting members to particiapte and contribute. Having the national conferences and now the ability to access via internet is extemely helpful in on-going
161	education and opportunities that are not available in other dynamics.
162	Advocacy for including spiritual care in order to receive Medicare/medicaid...like in hospice.
163	Continue to upgrade the quality of our service, to continue to enalbe Doctors/Nurses, etc. tovalue what we bring. Patients, residents, staff and communities of Hospital systems, Long term care facilities, Geriatric spiritual care,
164	Support personnel of Police, Fire Fighters, Emergency Responders, Military Information on research in spiritual care, spiritual care volunteer training and development, selling administrators
165	on spiritual care
166	as noted in the above.

167	I believe the articles in the Vision have been inspiring to me personally. I know I make a difference.
168	Tough question to answer off of the top of my head. Two that immediately came to mind were Standards and Research. I believe so strongly that we must lead in setting the bar for standards in chaplaincy. As healthcare morphs into its future forms, we must have chaplains who can adapt, be creative, and be leaders. Moreover, I have always believed that research will help to lead us into new ways of being as chaplains.
169	wed-in-air as more Chaplains are able to be reached.
170	Having certified chaplains serve on certification teams and maintaining a presence at other conferences: Health Care Chaplaincy, SDI, major Palliative Care organizations.
171	Continuing both the webinar programs and the annual conferences.
172	To assist the Church / Bishops in facilitating the Lord's / Church's healing ministry.
173	Web conferences - provided they can be affordable even for students
174	Still working towards certification....important for full time employment. Struggling with second graduate program in Theology (does not have a pastoral emphasis)
175	the written media like the NOW and VISION ia an easy but valuable means of education & communication.
176	Continuing education and the webinars. it gives me the opportunity to increased my knowledge, gives me wisdom. opportunities to sit on certification panels because we affirm and potentially certify qualified applicants and have
177	the opportunity to participate.
178	Continue to lobby with insurance companies for reimbursement of chaplain services.
179	Support of new Chaplains .. Mentoring, financial grants for CPE ... They are the future
180	Being able to get to resources by email when needed.
181	?
182	palliative care
183	Education webinars and conventions, ready access to the National Office
184	Advocacy and education
185	Too new as a member to assess. Appreciate the help received during the process of board certification.
186	Regional day workshops, webinars that NACC provides.
187	Regional day workshops and the webinars offered
188	Education
189	Weekly newsletter and monthly calls keep us united and create a sense of community; annual gathering is inspirational and allows us to connect in a real and positive way; advocacy may be the greatest opportunity as we continue to navigate the tepid waters of healthcare today.
190	Mission Integration due to ongoing changes in healthcare
191	Education for population concerning end of life care/palliative care/ ethical religious directives. People are uninformed and massive education needs to happen to keep healthcare costs at EOL from bankrupting our country.
192	The areas of palliative, comfort, hospice care are important areas as our population lives longer yet continues to deal with illness, disability, disease.
193	Not sure
194	The seminars and evaluations
195	networking, sharing resources, and professional mentoring
196	At this time I really can't think what services and programs do the greatest good. Altho I haven't been to any national meetings lately, I think these opportunities are really important.
197	The webinars and continuing education help to keep the membership current and up to date.
198	Education and Advocation. Because the world needs to hear the voice of spirituality amid the cacophony of secularization.
199	Bi-weekly e-mail which covers so many aspects of ministry
200	Increased understanding and preparation for Paliative Care ministry.
201	Although I was not involved for 15 of my nearly 25 years of belonging to NACC due to leadership responsibilities in my religious congregation I did stay connected enough to be recertified. Upon returning as Chaplain I have found the webinars, local gatherings, and occasionally the National Conference to be very helpy for both mind and spirit as well as essentials. We are fortunate that by having connections to CHA we can engage in other opportunities as well.

202	I appreciate the conferences, webinars, and the connection to a larger community.
203	the seminars and the webinars because of their focus on current issues and problems in health care provision.
204	NaCC promote the members to do team work in many departments health facilities.
205	Education across the board for chaplains
206	Pastoral care and sipiritual care, no doubt.
207	The NACC conferences helps us to stay connected.
208	in our increasingy violent world, more crisis response teams,workplace Chaplaincy
209	?
210	the weekly newsletter is very informative. Networking is invaluable. support for innovative programs.
211	The ongoing education
212	So nice my retirement I have not kept up that much with this.
213	Conferences
214	I believe all areas.
215	I have not availed myself of any
216	I believe rigorous training chaplains, processes for certification, equipment,availing places and speakers for annual conferences can take a bit of money needed.
217	conferences, webinar, workshop seminar are very powerful. Through the National office news letters gives me support and encouragment
218	The national meetings and the educational programs that are offered are the best gift of the organization.
219	How well do we dialogue about AIDS/HIV, patients on the locked down units of hospital?
220	ce especially online
221	Spirituality programs
222	Pastoral counseling to meet the patient where they are at in order to promote healing of mind, body and spirit. I am a great believer in the certification process in our assuring that we get people who will serve the patient's
223	spiritual needs, first and foremost
224	not applicable
225	Being companions with physicians, nurses, social workers and auxiliary staff in the care of patients and their families provides the essence of understanding in compassionate care.
226	Webinars for continuous updating, Certification and renewal of certification are processes that support good preparation and required updating in the field. I also like Visionnewsletter and NACCNow. They help me feel connected.
227	I do not know at this time. I will need more time to process this concern.
228	Professional updating and recognition of its importance.
229	Community and rehab . Reaching out where our extended parish family is recognizing the shortage of care and filling in that pastoral wholes that exist outside the church backyard.
230	credentialing is very important - it helps other staff and administration have professionalism in the area of
231	Spiritual Care
232	Well, the webinars and the annual conference keep me updated in the chaplaincy ministry as well as in theology. On-going education and resources for self-care for those in ministry. We must take care of ourselves in order to serve others.
233	Collaboration with the other professional organizations! In addition - I appreciate all the educational and networking opportunities.
234	We need networking to remember that we are not alone. God is always with us, but a human voice surely places balm where needed. I love the phone conferences with our particular interests/focus, even though I do not always have the opportunity to dial in.
235	The ability to connect to educational opportunities and job opportunities.
236	Accrediting members because accreditation raises the bar
237	Accrediting members because accreditation raises the bar
238	Accrediting members because accreditation raises the bar
239	Certification - most important for professional development.
240	Promotion of evidence-based care; opportunities for networking amongst chaplains;
241	conversations among other professionals

242	Hospital ministry. The population is changing with the baby boomers who need more medical care. Times have changed today for more supportive ministry than ever.
243	I find that the continuation of guaranteeing that persons who become certified are well qualified via the certification process is extremely important, and secondly the continuation of on-going educational programs in the form of seminars.
244	News and programs offered by the NACC helps to keep in touch and updates us with what's happening!
245	Greatest good? Not sure, depending on a person's ability & interest.
246	Learning and updating on giving sensitive spiritual care.
247	Creating standards for all health care and other providers to follow with regard to servicing their clients in a whole, spiritually satisfying way
248	Certification standards and processes
249	The area of education is always beneficial at this time especially in the area of ethics in Catholic health care.
250	I'm not sure.
251	Support chaplaincy within the church and to the public/& those who hire chaplains.
252	I do not believe NACC offers strong outreach programs.
253	National Certification; now required by hospitals under Joint Commission. Sources for professional development.
254	Certification. Webinars.
255	Educating multi-disciplines, and the community, about the education, training, and role of the chaplain.
256	Regional gatherings for education and support. Most of us don't earn enough to be able to afford to attend the annual convention.
257	Emails that provide daily inspiration or professional information/insights
258	educational materials, seminars and re-certification process
259	just joined.
260	Continuing education is very valuable and required, however, these educational offerings should be free of charge to the board certified chaplain.
261	Supporting us through opportunities to learn from each other.
262	Continue to develop Webinars (sp.?) I still prefer paper to tech.
263	Among others the Sacramental service offers patients, relations and staff the opportunity to be connected with their God.
264	Certification is one in addition to my answers to Q 1. I have been at too many bedside where the patient's well-meaning pastor has arrived and on occasion, been very inappropriate. Being present at bedside, especially when someone is dying, is so very specialized. I don't believe the general public realizes this.
265	Chaplains are an integral part of the interdisciplinary team and focus on this aspect is essential.
266	Interdisciplinary dialogue promoting spiritual care in the clinical setting seems key--standing witness to the opportunities that clinical research offers to the discipline of spiritual care AND acknowledging the limits to measuring "spiritual outcomes" in an environment when many other organizations are appropriating scientific study into a realm that cannot fully be measured. We need to justify our existence and show the benefits of spiritual care in clinical settings, and we also need to maintain the integrity of our discipline as unique and distinct from one that can be fully observed, measured and quantified.
267	The NACC Convention; the NACC Now, and the regional programs which David Lichter and others offer...because they most directly impact the specifics of the ministry we offer.
268	Anything we can offer in terms of educating future chaplains regarding integration of theology, sacraments, liturgy, prayer, personhood, and ethics will be invaluable, and is needed to balance out the continued over-focus on measures, objectives and outcomes that produce intellectual assessors of people rather than spiritual caregivers and leaders able to guide institutions and settings.
269	Educating is a good thing however I find the programs expensive.
270	Those that engage members in talking with one another about their experiences, and challenges
271	job postings...they link opportunity with appropriate skill sets, provide life for people called to this ministry
272	Communication
273	annual conferences and webinars
274	Perhaps board certification is primary. It creates an opportunity for chaplains to be considered truly professional in a world that still sometimes doesn't recognize our value.

275	I'm not in a position to answer. Personally I find the greatest help in the certification process and in continuing education.
276	Long distance learning & CPE training. The current model of CPE is antiquated & cannot survive long term.
277	Chaplain certification and advanced specialty certifications
278	I think we need to do more outreach to parishes, bishops, other areas, also more ecumenical and interfaith initiatives. We should not just focus on our place within the RC church
279	I believe the grace of God bears fruit in the heart that is open wherever that happens to be. However, having done my internship in the hospital, I believe that patients and their families in their vulnerable situation have the greatest need and reception of this grace as they struggle and come to terms with end of life issues. Hence being with them in this space, is a sacred opportunity and privilege, not so much to say or to do but to be a companion on the journey.
280	Education, Connectedness with others in our vital Profession, Continued Spiritual Growth and Renewal
281	Certification and ongoing education
282	Dissemination of information the its membership. It keeps me up to date and helps me to not feel alone in the ministry.
283	May be by advertising the different jobs available in different hospitals in different state
284	Scholorships for educational opportunities for members.
285	Equipping and encouraging those engaged in chaplaincy.
286	education to keep us current
287	Maintaining the level of professionalism in the area of spiritual care.
288	?
289	NACC Conference
290	Getting the attention of the Bishops who dismiss the value of any training(or ignore it) for hospital ministry.
291	Annual Conference, networking calls and certification process as well as promoting chaplaincy at local colleges and actually even better at area high schools. College may be even to late.
292	I believe the webinars are excellent means of providing education across the organization without travel expenses. Local workshops and gatherings also provide opportunity to get to know other chaplains in the area and interact with them.
293	Education continuing for hospital visitations. That is a time when the sick feel the need for a chaplain, etc.
294	Conference calls among those involved in comparable ministries. Conferences over the Internet.
295	On-line inservice/ updating programs/ area wide workshop days with NACC presenters
296	Videoconferences of later years served me and my entire health system well
297	Monthly networking calls provide an opportunity for continuous improvement and encouragement. This enables me to continue to provide my best care for my patients/families
298	Local presentations with the opportunity to network. Found this most helpful.
299	Cutting edge areas where chaplains can grow their presence on the interdisciplinary care team is needed. We need more training on this. Integrating our learnings with CHA, local Catholic higher ed entities, etc. would strengthen us and our role moving forward.
300	Providing professional chaplains to serve God's people is the greatest service offered by NACC. Chaplains are available to assist people at the most difficult times of their life.
301	education and networking. We tend to find ourselves in silos/areas of concentration. education and networking and education broaden our horizons
302	Supporting palliative care chaplaincy
303	I believe whatever can be done via webinars etc. provides the greatest opportunity since many of us are not able to travel (due to funding and responsibilities).Easier to access webinars.
304	I'd say the national conferences and other educational programs offer the greatest good. Next in line would be chaplain certification. An important area that needs development is promoting the profession of chaplaincy.
305	Board certified chaplains. We are seen as professionals along with other disciplines.
306	national conference, webinars, support phone groups, can consult on pertinent questions, certification work
307	Small gatherings of chaplains near where they minister make a difference.
308	Unsure
309	Webinars and on line resources along with availability of the NACC staff to assist with our needs.

310	the national convention as it brings best practices before all members, the newsletter which keeps us abreast of all that is viable and new in health care and certification which gives professional status to its members
311	Solidarity and membership campaign. Growth is the strength of the future.
312	Promoting the role of the chaplain as a professional - through in-service opportunities, continuing education, networking
313	On-going learning and growth in personal and professional qualities of value: print, visual and spoken venues as well as peer support.
314	Continuing education for chaplains. Certification to attempt to ensure professionalism and competency
315	education and networking: keep us up to date and connected to each-other (and to the others)
316	video workshops
317	Webinars, professional networking, research and certification. As the face of health care changes we can only stay relevant through education, networking, research and maintaining our standards through certification. By having a collective Catholic voice we can bring healing, hope and wellness to all...
318	online educational opportunities
319	Credentialed chaplains is providing people with trained professionals. NACC's ongoing education programs are excellent.
320	I believe the webinars for on-going formation are valuable, but not readily accessible for many chaplains.
321	I feel that by offering sessions on the computer from time to time is a big help to me, as I am not able to get away for many conferences that take place at different times.
322	Certification, absolutely
323	1. certification/re-cert (chaplaincy is always at risk for "anyone can do this" --we must be held accountable as a profession and as individuals within that profession); 2. advocacy RE our role in the bigger picture of Church and our essential place within HealthCare (or other ministerial setting) (see Q1 above)
324	Short of being involved directly in CPE programs, NACC's Standards and certification functions are its greatest strength.
325	Making available programs, conferences, webinars for continuing education.
326	Programs that deal with the whole person and help a person deal with the illness spiritually. Support system for Chaplains.
327	Continue helping the medical world and government see the importance of full care which includes spiritual
328	To have the ability to meet on more local levels more times in smaller groupings to share our concerns and needs to be better chaplains.
329	As I said I don't think much of our organization.
330	Ongoing efforts to provide hospital administrators and staff with awareness and education about the value spiritual care adds to patient care.
331	Protection of our role, expansion of what we offer as Chaplains, for instance Integrative Therapy, Palliative Specialties, Conferences. Survival of the Chaplain is the reason.
332	To continue to mentor and certify qualified candidates.
333	Engagement with ethical issues is essential, and NACC facilitates effective engagement
334	Certification, education, and communication. These are all combined to assist the NACC Chaplain to keep up-to-date with practice and information.
335	Webinars are helpful as well as the opportunity for the yearly conferences. Hopefully others can contribute to provide financial assistance for these conferences.
336	Healthcare ministry, outreach to the poor and homeless...and connecting members throughout the country...
337	I am not sure, the association is doing a fabulous job in the education field. Hopefully, next year I can attend the Annual Conference.
338	caregiving and palliative care
339	Advocacy, evangelization
340	NA
341	Opportunities for us to connect with each other. We offer unique support to one another.
342	Professional certification opens Church-recognized ministry to women; conference offers networking and education opportunities. I wish that we had an active state organization to allow for local supportive groups of chaplains

343	Webinars on timely topics
	I think the annual conferences provide the greatest opportunity to do the greatest good. The keynote speakers that we are able to experience and the wide variety of individual workshops allow us great diversity. Combined with the opportunities to network and gather with chaplains from around the country, these annual gatherings are a
344	true blessing.
345	by enhancing the CPE programs with the issues and goals of NACC Mission. Will be growing membership
346	Website and webinars
347	Better Certification Programs and Opportunities, better integration with Diocese and Parishes. Moving to Palliative Care with the Medical Staff. Trying to better understand PTSD, addiction and emotional issues in Pastoral Care.
348	Certification, as having a reliable "product" is the hallmark of any organization.
349	Board Certification and on-going education keep the skills we need very high in standards.
350	Certification, supporting the profession. Continuing education, as with other healthcare professions. Mutual chaplain support.
351	Standards and certification - to maintain nationally-recognized and accepted level of expertise, for hiring and for renewal of certification
352	I enjoy the calls that focus on specific pastoral care groups. As a prison chaplain, it is so helpful to hear how other prison chaplains are doing. Hearing their stories, helps me on my journey.
353	webinars; certification/re-certification
354	the greatest good yo be accomplished by NACC is to enable the healing of all human beings, for the common good.
355	Qualified spiritual caregivers to benefit persons in need
356	The local, national and virtual learning oppurtunities are powerful tools. The standards of certification and renewal of certification ard basic and essential.
357	N/A
358	Holding high standards for the profession of Chaplaincy. Using the best and brightest chaplains to do the certification interviews to uphold that standards.
359	Programs dealing with changes in chaplaincy, the need for measurement of services, ethical issues
360	I very much appreciated being able to view the speakers on the computer from last year's national conference.
361	Encouraging current Chaplains. Promoting Chaplaincy in general. Putting some real policies in place to promote diversity in race and age within the NACC community.
362	Emphasis now on Pallative Care
363	Maybe reaching out more to the Community/local churches
364	Developing chaplain's professionalism empowers chaplains to provide excellent support services for patients of all kinds
365	I do not have comments to offer on this topic.
366	Advocacy and research
367	Those that impact direct services to the "poor and vulnerable" (broadly defined as each person who encounters challenges which include physical, emotional and/or spiritual suffering) at every state of life.
368	Our varied and significant ministry
369	Research, ethics and educational updates
370	webinars to further education, best practice, and improving skill sets
371	certification and local trainings
372	By providing benchmark standards for chaplains the NACC is able to raise the bar for pastoral care by the church.
373	Webinars. With limited funding available for conferences, these allow for quality in-service updates.
374	Grief support during/after illness or the dying process not only for patients but for family and friends as well. Many are touched by this ministry of chaplains who come to know the patients and their loved ones.
375	NACC Now, Vision, continuing education and re-certification for the experienced chaplains, education and certification for new chaplains, national conferences
376	The annual conferences are most important in offering various programs to provide ongoing learning

377	Ongoing education given how busy we are with work. I think 50 CEU's per year is excessive. I believe NACC needs to be out in clinical settings creating forums to help medical staff understand and utilize the chaplain beyond prayer and sacrament. That's how we are perceived and it's a very small percentage of our work.
378	The certification process but also the conventions and webinars.
379	Maintain Catholic identity institutions, conferences and general public. A Catholic resource.
380	Keeping up with the educational hours is extremely difficult. Conferences help fulfill this requirement.
381	the quality of on-going education for the member chaplains is excellent. Advocacy for professionally trained healthcare chaplains is needed, especially with striking budgets.
382	NACC conference and certification are greatest programs offered, Affirms professionalism of organization
383	Conferences expose chaplains to a variety of information, perspectives and connections that help us to grow personally and professionally. Webinars and website resources offer not only professional support but give us tools to demonstrate our value to the health care world.
384	Funding workshops in our respective states as well as the annual conferences so that we can continue to benefit from excellent speakers
385	I welcome the fellowship we share, the confidence that there is someone to refer a question. I am convinced that the NACC is on the cutting edge of evolving healing content, know how and experiences.
386	Encouraging local participation by members in education, outreach to community
387	Certification and promoting Chaplaincy as a profession with high standards elevates us in the eyes of the medical community in which we serve.
388	No Comment.
389	collaborating and advocating with the bishops and with like-minded ministerial groups
390	Continued training is essential to continued growth so ongoing educational offerings are important for all of us. The rigorous interview and evaluation process for new chaplains, identifying the people who are most prepared to serve, is the NACC mission that has the greatest opportunity for good.
391	The special interest conference calls which provide learning opportunities as well as the building of networking communities.
392	The sharing of "hands-on" ministry, showing ministry applied in different situations, which allow others to look for ways to expand their own ministry. Promoting the research done that influences the health and well being of patients, staff and others.
393	I appreciate the learning of ethics and spiritual care. We are isolated and wouldn't get the opportunity for learning if there were events such as NACC offers.
394	certification
395	Education and certification assure those we work with about our competence
396	mostly chaplaincy in hospitals, hospice because there are not enough clergy available
397	Both certification and conferences. it would have been easier to have died, entered through the gates of heaven and have had God evaluate my life than to sit before 3 certification committee board members and undergo scrutiny on all aspects of my life. However, I cannot possibly describe the value of that experience. Learning I had passed on my first attempt, created a more intense, greater Adrenaline rush than when I skydived. I continue my inner work -- through journaling, spiritual direction, counseling, prayer and NACC conferences on an ongoing basis. Thank you, NACC! Now that I am board certified, I utilize as many NACC resources, including conferences, as possible.
398	Its educational programs
399	continuing education
400	Ethical issues; end of life care
401	teleconference calls to specific ministries
402	Smaller conferences held in various areas throughout the country help many participate without having large travel and hotel expenses. I greatly appreciate those held in the Ohio/Michigan areas.
403	programs to develop excellent chaplains, educational programs on diversity (religious traditions and spiritual practices)
404	Do not really participate.
405	spiritual care beyond "the four walls"

406	Webinar and online programming provide easily accessible continuing ed. Conferences and workshops provide opportunities, not only for continuing ed, but also for networking with others involved in spiritual care. Certification committees not only sharpen our own skills, but provide us the opportunity to evaluate, monitor and offer support to those who are new to chaplaincy. wn skill
407	webs because of cost and availability. thank you for all the efforts.
408	Certification and on-going education through various means and networking opportunities all offer opportunity for greatest good b/c they all help enhance/challenge the spiritual life of the individual chaplain who ministers.
409	Networking. Opportunity for Catholic to join chaplaincy and spiritual care serviced
410	The education and certification by the NACC as it is the organizations way of holding its members accountable to professional standards - and the professional community.
411	NACC Has been and is the backbone of ministry by the programs it offer, and the challenges it offers it's members. The time to put together a supportive news letter which offers many different experiences to it's members.
412	THE ERDs, the Webinars, the Certification and Re-Certification processes, the national connections and regional educational and spiritual renewal opportunities, - all these refresh and enhance the quality of spiritual care our chaplains provide. Such services provide support so that our chaplains are up to date and growing in the skills and services that impact patient, residents, and family satisfaction.
413	Professional and spiritual formation, on-going professional development, working with the USCCB, board certification as Catholics, and the opportunity to belong together across the nation in something which serves souls who may not ever be in a church.
414	Continuous training and professional development in all areas of health care, especially in partnership with other associations.
415	Being part of a primary team on staffs because there we can voice the unique gift and qualities we have to bring to the table!
416	The programs are great but as a religious they are somewhat costly and my place of employment does not offer any help.
417	Research and specialized groups who can contribute to the common good while conserving money at the same time. We have to be involved in preventive care.
418	To provide health care institutions with competent, professional Chaplains.
419	I appreciate the writing of spirituality...they help in the ordinary events of a busy day
420	continuing education
421	Sponsor of local training opportunities
422	I like best any articles written by Pastoral Care givers no their experiences. Even after all these years, I can always learn from others.
423	The certification process helps ensure that the Catholic Chaplain meets the same standards as our non-catholic peers. Also, the advocacy work with the USCCB continues to validate this ministry, especially those lay ministers called by God into this ministry.
424	Because of my research orientation, I believe research into pastoral/spiritual care issues provide the greatest opportunity to do the greatest good. As the world is in constant flux, pastoral/spiritual care modalities need to change to meet challenges created by world conditions. Pastoral/spiritual care research can insure that the comfort and care offered by chaplains and volunteers meets these changing needs.
425	I cannot answer this question at this time.
426	I confess, as a new member, I have not yet explored all the services and programs available
427	Online educational opportunities, including support for online CPE for geographically isolated chaplains who are not certified.
428	Continuous education. Maintaining professionalism
429	Being Board Certified and being ' reviewed by my peers ' once every five years. NACC does not advertise outside its domain general healthcare or mental health services. Is there a way to publicize in the market place?
430	Conferences as the diversity of material presented and the number of people the conference reaches.
431	Development skills, fund raising techniques, grant writing classes
432	The webinars, regional and national conference provide opportunities for continuing education, networking, and spiritual/personal growth.

433	Education of the Clergy and delegated ministers. Unless they work directly in chaplaincy, most priests do not seem to grasp the significance (or even existence) of the NACC and nature of Pastoral Care. Few bishops take a proactive stance to organize pastoral care to the sick on the diocesan level, nor attempt to make any direct involvement. Thus, pastoral care to the sick comprises mostly of local clergy responding to the 11th-hour request for so called "last rites."
434	To assist with someone of another religious background than your own or with someone who does not profess any religion.
435	The best service is educating future chaplains about the certification process. Higher standards increase professionalism.
436	CPE, Annual NACC Conferences, Vision - I believe chaplains should be trained, esp., today when meeting so many complex situations. NACC Conferences offer so many opportunities to share and dialogue with other NACC members. The Vision can keep one updated on the Organization of NACC.
437	Conferences, articles and webcasts, four our updating needs.
438	I appreciate the 'regional' and National gatherings for ongoing education. The newsletter helps keep me abreast of changes, concerns, etc relating to chaplains.
439	Professional Spiritual Care for acute care, long term care, Palliative Care and Hospice Care
440	Staying current in the area of Bioethics
441	reaching out to college students who might be willing to become chaplains
442	Webcasts are the most helpful educational supports, because it is becoming more difficult to attend programs which remove the chaplain from their ministry.
443	I think the webinars that are offered for continuing education for chaplains throughout the country offers the greatest opportunity to do the greatest good. Also the yearly conventions could be very helpful for ongoing education if more chaplains were able to afford to attend them.
444	Vision and other educational opportunities because they enhance the development of quality chaplains and chaplaincy.
445	End of life; offer palliative certification
446	Educatin
447	All of the programs and services provide to its members professional resources not only on programs but personalized interest in each member.
448	To treat this as a true ministry for persons that have a calling.
449	Those educational and formational opportunities that can be offered electronically as the cost of travel and lodging for large conferences becomes burdensome.
450	Assistance with board certification, on-going education via webinars, local gatherings, national conference, other articles and resource materials.
451	Local educational programs that offer professional development, networking, and communal prayer.
452	I truly think the Holy Spirit is moving within the church to draw forth the laity into a greater awareness of spiritual gifts. I would be interested to know if chaplains carry with them a special grace to do their ministry. I would love to see the NACC or the church do a survey at some point in time. I think this is an unobserved area that could possibly do the greatest good for if the church wraps itself around the spiritual gifts and special graces of the laity, discernment groups will have to be present on parish campuses and within that will be possibilities to provide chaplaincy as a channel of pastoral ministry.
453	I think you need to address the programs where NACC is of minimal help such as greater assistance with the intricacies of the certification progress.
454	Programs that help us learn how to utilize "business speak" so that we can talk more freely with Administrators. Also how to do and publish research. We need to move beyond the 1:1 relationships, not excluding them but enhancing them. Everyone is being squeezed and we need to find ways to help and support our team members.
455	Board certification credentialing demonstrates a competent level of performance. Educational programs enhance the competent chaplain's skills to provide ever evolving care. Advocacy to reach out to those outside profession to better inform them of the value a chaplain adds to care of patients/clients, families and staff.
456	Not sure.
457	Webinars. Easy to access
458	Promotion of the profession of chaplaincy in conjunction with other partner organization.
459	Direct patient care with clinical and spiritual foundation.

460	education
461	I have liked the on line components and opportunities. I am unable to attend the conference this year, but believe they are a great aspect of the organization and offer such great opportunities for continued learning and inspiration.
462	webinars These cover a broad spectrum of topics which act as springboards for deeper study
463	Education, conferences
464	Certification and professional development.
465	certification and education - both contribute to providing the best and brightest to our profession
466	Scholarships for conferences and other activities since many chaplains can not afford them financially
467	I think we need to stand up to the Church for recognition of chaplains contributions. The ridiculous custom of not calling us chaplains demeans our education and skills. We need advocacy in this area. E have far more education than most priests, yet are often treated as glorified Eucharistic ministers. CPE and th burden of 50 continuing Ed credits is greater than surgeons requirements. We need advocacy for salary equity. In my 20 plus years I never earned more than 50,000\$.
468	Programs that broaden the Catholic perspective of prayer, and welcoming of all faiths
469	I'm too new to the organization to assess this.
470	Ministry of presence because it makes the ministry truly visible and reachable.
471	Programs that get our voice heard in the political arena.
472	Ongoing webinars. These are timely and assist chaplains in ongoing growth and professional development.
473	certification; it creates a professional base whose values are consistent across the nation
474	I think local gatherings offer a sense of community that is significant for personal and professional development, this then flows to the people we serve.
475	I appreciate the educative process of the webinars