NACC Mission Statement

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

NACC Vision

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.
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**2017 - NACC Office Staff**

- David A. Lichter, DMin  
  *Executive Director*

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

- Ramune Franitza  
  *Administrative Specialist/ Communication Project Manager*

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- Philip Paradowski  
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- Susan Walker  
  *Finance and Office Director*

- Linda Yanasak  
  *Administrative Specialist/Membership Services*

- Ramona Zeb  
  *Administrative Specialist/Certification*
CHAIR
Mary T. O’Neill*, BCC-E
Easton, MD

CHAIR ELECT/
SECRETARY
James P. Letourneau,* BCC
Kansas City, MO

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Bishop Diocese of Gary
Merrillville, IN

EX-OFFICIO
David A. Lichter, DMin
NACC Executive Director
Milwaukee, WI

*Member of Executive Committee
Dear members of NACC,

As I review this past year, I am filled with gratitude for the privilege of representing NACC. As Board Chair, I have visited many interfaith gatherings of chaplains, including Commission on Ministry in Specialized Settings, National Association of Jewish Chaplains, ACPE, and American Association of Pastoral Counselors. I also participated in the Leadership Symposium with our strategic partners, which many of you joined through live streaming.

At each of these events, I met many of our own members, as well as colleagues who share your ministry and work alongside NACC chaplains. I heard of your collegiality and collaborative successes, as well as the challenges encountered in today’s world of healthcare delivery.

As you are aware, our board gathers twice a year for face-to-face meetings and twice a year for two-hour conference calls. This year, we were fortunate to welcome two new members-at-large, each with particular expertise in strategic planning and implementation: Donna O’Brien and Michael Spine, bringing our total number to ten. Donna is President of Strategic Visions in Healthcare and Michael is VP for Strategy and Business Development. Each brings years of experience in strategic planning with both Catholic and secular health systems. We are fortunate and greatly enriched by their contributions. Bishop Hying continues to bless and walk with us as our Episcopal Liaison. He is an important advocate for chaplains with his fellow bishops and is deeply committed to the NACC mission and to you, its members.

Our previous strategic plan ended in 2017. Some of the areas are now part of our regular management plan. Others are ongoing and will be integrated into our current strategic plan development. Thank you to each of you who participated in these over the past several years.

In 2017, the board worked consistently and methodically on developing the strategic plan for the next several years. The plan helps our association to focus on its mission, and on long-term goals and objectives. Our discussions considered the responses to the survey questions sent in by members about NACC and comments and suggestions about current concerns and challenges in the profession. The board spent a couple of focused days with a facilitator and had an opportunity to dream about our preferred future and ways to support and engage our members. The three focal points of the strategic plan are as follows:

1. To strengthen Catholic pastoral care ministries through partnering to advocate for and advance the profession and to support competence and efficiency in the delivery of spiritual care in any setting.

2. To advance the future of chaplaincy as an integral ministry of the Church.

3. To make available the educational and financial resources and infrastructure necessary to achieve the goals.

These incorporate your feedback on the surveys of this past year, the emerging trends in Church and social life, and each is further articulated in the objectives for each goal.

Members were invited to continue to refine these through phone calls, the biweekly NACC Now newsletters, and the conference business meeting. Thank you to all of you who were able to participate in these calls and who added your names to the ongoing work of advancing those goals.

We particularly appreciate the collaborative relationship among our strategic partners, APC, ACPE, NAJC, and CASC. There is a
tangible sense of mutual respect, support and an investment in advancing the profession. Within our own Catholic faith tradition, we are more than pleased with the work of the many Catholic groups who provide pastoral care in parochial, diocesan, and national settings, such as correctional, elder care, homebound, immigrant, migrant, refugee ministries, among others. These groups were possible because of the Raskob Foundation grant that provided funds for coming together to learn from each other, to see existing needs and to develop a plan for collaboration and education. The representatives developed common guides and competencies for the delivery of pastoral care, tailoring them to the specific needs of each particular group. Together we can do more than any one group can do alone, and some of them are very alone in their outreach to so many. We are excited that a joint conference/symposium is being planned with this group of Partners in Catholic Pastoral Care and NACC members for May 2019. I hope you can be there in Chicago.

I am very aware of the lives you have touched this day, this month, this year. NACC wants to support you and enable you to thrive in your holy work. I adapt the words of John O'Donohue’s Benedictus and wish that you receive blessing upon blessing. May we realize our power to bless, to heal and to renew each other, the persons in our care and our mother earth. “May you gaze upon yourself with the same care, compassion, and gentleness, with which God gazes on you this day and every moment of every day.”

Sincerely,

Mary T. O’Neill, DMin, BCC-E
NACC Board Chair
Executive Director's Report

I am very grateful for the support of the NACC’s Board of Directors under the leadership of our chair, Mary T. O’Neill, in 2017 as we formulated our three priorities for years 2018-2020.

We could summarize NACC’s 2017 with four words: continuity, focus, fidelity, and future. Let me try to describe how the year reflects these concepts.

Continuity: In 2017 we continued to devote ourselves to our 2012-2017 plan. Our Goal I was to educate and support association members for the future of chaplaincy. We provided more than 20 quarterly network opportunities for members, such as long-term care, directors of spiritual care, mental health, corrections, etc., and more frequently for those in palliative care and hospice settings. We also continued to provide network calls for our affinity groups such as deacons, retired/emeritus, 45 and under, African members, and Hispanic/Latino members. Our 2017 webinars and national conference were again guided by this goal. Our webinar topics included: Social Justice and Chaplaincy in Settings Other Than Healthcare; Acceptance and Commitment Therapy: Opportunities for Chaplains; Ministry in a World of Violence; Developing Competent Chaplains (details about these and our other 2017 webinars can be found here [https://www.nacc.org/education-resources/nacc-webinars-and-audio-conferences/2015-2017-webinar-series-overview-registration/]). A total of 1,393 sites/lines participated in these webinars, 501 more than in 2016. The October 17 National Leadership Symposium with ACPE, APC, CASC, and NAJC focused on our joint efforts to strengthen the future of chaplaincy. Our 2017 National Conference drew nearly 400 participants and provided topics aligned with Goal I, including Care Conferences - A Research Project; Competencies for Spiritual Care Leadership; Healthcare and Leadership for the Future; Journeying with Research: Problems and Promise of Research in Religion, Spirituality and Health; Metrics for Spiritual Care: A KentuckyOne Health Intervention. Information about these workshops, and the other workshops presented at the conference can be found here (https://www.nacc.org/conference/history/conference2017/2017-conference-workshops/). Nearly 165 members participated in six local events (WI, MN, OH, MD, IL, NJ), with an additional seven events (MO, NJ, DC, MI, CT, WA, MA) organized around the October 17 symposium. We also continued to partner on the CHA Pastoral Care Advisory Committee to address issues such as staff support, chaplain development, and spiritual care services.

To support our Goal II objectives to increase awareness of the value of professional chaplaincy and support chaplaincy research, we included research-related workshops at our 2017 National Conference; provided scholarships to members participating in the Transforming Chaplaincy Summer Research Institute; and helped fund the development of an e-learning module on research literacy. Also, Dr. LaVera Crawley offered a webinar on research.

Our Goal III was to enhance advocacy efforts with strategic partners. We continued those strong collaborations in our October symposium, working on our 2018 joint conference with APC, deciding on a 2020 Conference with ACPE, APC, CASC, and NAJC, revising the 2001 White Paper, beginning with the APC a common revision of our palliative care and hospice specialty certifications, and committing with APC to study and improve our certification processes.

We also continued our Goal IV efforts to advance NACC as a mission-driven, financially stable and resilient association. Each NACC Board meeting devoted time to examine how we were operating and what direction we needed to take to stay faithful to our mission and maintain financial stability and resiliency. Our membership continued to decline, from 2,186 to 2,076, as a significant number of our members moved from being fully certified to retired board-certified members. Our new member numbers (120) and profiles continued to be mostly lay women (45.3%), followed by lay men (25.9%), priests (21.8%), then sisters (5.3%) and deacons (1.7%).
This total was also less than our 2016 total of 137. Our membership profile now is 55.3% lay (40.1% women and 15.2% men), 22.3% sisters, 18.4% priests, and 4% deacons, of which 66% are board-certified.

As the Finance Committee annual report shows, we did end 2017 in good shape, even though we had budgeted for a $16,715 operational deficit. We ended up with a surplus of $3,875, but our membership revenue from 2016 to 2017 decreased by $46,720. Our significant unrealized capital gains on our equity investments were $179,910. Additionally, we received $16,378 in interest and dividends, for a total net investment income of $196,288. While we have been blessed since 2008 to have improved our net assets from $167,088 to $1,518,507, continuity alone will not achieve Goal IV of being financially stable and resilient.

**Focus:** I use the word focus to describe the priority this year to successfully complete the Raskob Partners in Planning for the Pastoral Care Ministry. As noted in my 2016 report, NACC undertook a new major collaborative venture, funded by the Raskob Foundation, with other national Catholic ministry organizations that devote part of their ministry to pastoral care. In October 2016, more than 20 pastoral care leaders, including several NACC members, met in Milwaukee to begin identifying: those with the most critical pastoral needs and the settings where they are most found; the types of pastoral care competencies needed to meet those needs; the diverse ministries (board certified, pastoral associates, volunteers, parish nurses) needed with these competencies; the standards/training/formation required to obtain those competencies; the core elements for professional and volunteer pastoral care formation; and an agreed-upon organization approach to provide the ministry preparation needed. We produced an initial draft of pastoral care competencies, based on the USCCB National Certification Standards. In early 2017, several subgroups reviewed and refined those competencies, and further identified more specific competencies for eldercare, correctional setting, and permanent diaconate preparations. The work group met again in Milwaukee in May to review and endorse the work. In fall of 2017, the USCCB Subcommittee on Certification for Ecclesial Ministry and Service affirmed our work, and the competencies were viewed as a valuable resource for dioceses. A steering committee of the Raskob group met again in late November to develop a 2018-2019 plan, culminating in a planned Pastoral Care Summit in late May of 2019. This focused collaborative planning has provided NACC with crucial information about the need for more national leadership in ensuring the highest quality of pastoral care in diverse settings, whether by our board-certified chaplains, non-certified, or pastoral care volunteers. This will be a major priority in our new 2018-2020 Strategic Plan.

**Fidelity:** In 2017, the NACC Board of Directors spent important dialogue on the mission statement that was created in 2006: The NACC advocates for the profession of spiritual care, and educates, certifies, and supports chaplains and pastoral care educators, and all members who continue the healing ministry of Jesus in the name of the Church. As Board members examined current membership categories, explored partnerships, and discerned its future direction, it determined that future initiatives will align well within this mission statement.

**Future:** This is an apt word to describe our collaborations with every set of partnerships. With our Strategic Partners in Spiritual Care we are committed to invest and partner on research projects, certification improvement, education and marketing initiatives, and a 2020 conference. With CHA and its Pastoral Care Advisory Council, we are partnering on several initiatives, including a 2018 pastoral care survey and the May-June 2018 Health Progress issue on spiritual care. With the Bishops of the United States, both through our NACC Episcopal Advisory Council and our ongoing listening sessions at their provincial
meetings, NACC has been affirmed in its mission, and its willingness in the future to take a stronger leadership role in providing resources and supports to dioceses in the pastoral care ministries.

With our Catholic Partners in Pastoral Care Ministry, initially funded by the Raskob Foundation, we are moving ahead on an ambitious effort to provide not only a national set of competencies for the pastoral care ministry, but leading practices for preparing those ministering to the ill, aging, dying, migrants, and imprisoned. We have already reached out to graduate schools of ministry where our members have received degrees to provide more support to their students to learn about the chaplaincy profession. Most importantly, the NACC Board further refined our strategic priorities for the near future, 2018-2020, with NACC’s long-term future in mind. So many signs point to a future of stronger partnerships among Catholic entities to ensure that those providing any types of pastoral care will be well prepared and supported in this ministry.

From a personal vantage point, now of over ten years as your Executive Director, I believe it is a time of great promise and hope for NACC. If NACC continues to advance the profession of spiritual care; stays focused on leading the Church’s pastoral care work; remains faithful to its mission, and invests its assets in these future directions, we will be a resilient association that truly is living into its vision articulated in the 2006 planning:

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.

As Executive Director, I am so humbled by your ministry and grateful to be serving our NACC mission. As I ended last year’s report, I repeat now, “You make the NACC the invaluable resource it is to one another through volunteer leadership, networking calls, and providing one another many opportunities to grow spiritually, personally, and professionally. Thank you! Thank you! Thank you! I am blessed to serve with you.”

Gratefully,

David A. Lichter, DMin
NACC Executive Director
Governance Committee

The Governance Committee oversees the association’s management structure. The committee has three main responsibilities.

The first is to assist the Board of Directors in identifying needed expertise, talent, and skills in the recruitment and succession of board members. After the Nominations Panel brings forward qualified candidates for vacancies on committees, commissions, advisory and appeals panels, Governance reviews the candidates and recommends them to the Board.

In 2017, Governance reviewed and recommended the formal reappointment of three current board members for another three-year term. Governance also reviewed numerous applications to fill various positions on the Ethics Appeals Panel, Competencies Commission, Research Advisory Panel, Certification Commission, and Governance Committee. After discussion of the candidates, Governance made recommendations that were brought forward to the Board for approval.

After reviewing the applications, the Governance Committee observed that the application process was more tedious and repetitive than necessary. So a recommendation was made and accepted to streamline the application process by creating a more general application.

Another role of the Governance Committee is to oversee the Nominations Panel, which identifies, nurtures and recommends candidates for leadership in the NACC. In order to improve communication Governance now has a liaison member sitting on the Nominations Panel. In 2018, Governance will be working with Nominations to oversee the process to fill an elected seat on the 2019 Board of Directors.

With a need for more members to serve in various capacities within the association Governance reviewed all welcome materials and developed an enhanced project grid which specifies the skills and years of experience needed to serve in various roles within the association. Governance welcomes and encourages all members to review this page and find a role that might suit them. https://www.nacc.org/membership/volunteers/

Lastly, Governance is responsible for reviewing the constitution, bylaws, and manuals related to the functioning of the association. Governance regularly reviews the NACC personnel manual and recommends appropriate changes. In addition, recommendations are made, as necessary, when bylaws need to be updated. In the coming year, Governance will be reviewing and potentially revising the bylaws to include graduate program membership, as well as discussing a possible marketing/communication advisory panel to move our strategic plan forward.

By: Mary M. Heintzkill, BCC (Co-chair)
On behalf of Beverly M. Beltramo DMin, BCC (Co-chair); Hugo P. Gonzalez, BCC; Judith A. Shemkovitz, BCC; Patricia Crowley, BCC; Dr. Mary T. O’Neill, DMin, BCC-E - NACC Board Chair (Ex-Officio); David A. Lichter, DMin (Ex-Officio); Ramune Franitza (Staff Support)
Nominations Panel

Our goals in 2017 were

1) To provide a qualified candidate for a specific committee in enough time that the Governance/Board members could approve/disapprove while they were in session.

2) To ensure that each new committee candidate not only met the established requirements but would also be a positive match to the needs of the committee.

3) To engage the Nomination Panel members. When available, another panel member would have an opportunity to meet or speak with possible candidates.

4) To share resources and knowledge of those on the team while in discussion with a variety of candidates.

Timing was important for our panel to provide a possible candidate to go forward. To meet our deadlines, we had to know the dates when the Governance team and Board members met. Often we couldn’t get together, but we made do with an email or quick call to discuss an individual for a specific committee.

I cannot give enough kudos to the NACC staff and board members on our support team: David Lichter, Ramune Franitza, and Bev Beltramo. They kept us on target and identified priorities for our panel. I knew prior to our meetings which committee openings needed to be filled, and again I knew that six new candidate positions needed to be discussed and filled for 2018. Those members who could, stepped forward and helped out when needed with contacts, e-mails, discussion etc. We took turns contacting possible candidates for different committee openings.

Our panel had a variety of personal and family health challenges in 2017. I believe that as a team we supported each other in prayer, discussion, and in calls when needed.

In 2018, our new goal is to contact newly certified chaplains and share with them the opportunities that may be available for them in the future on different committees with NACC.

By: Cathi Ruiz, BCC (Chair)
On behalf of Michael C. Onuoha, BCC (Asst. Chair); Patrick Bolton, M.Div., BCC; Isidro Gallegos, BCC; Mary Lou O’Gorman, M. Div., BCC; Beverly M. Beltramo DMin, BCC (Governance & Board Liaison); David A. Lichter, DMin (Staff Support); Ramune Franitza (Staff Support)
Competencies Commission

In 2017 the Competencies Commission worked to advance the integration of the recently approved Common Qualifications and Competencies. We reviewed several documents related to the new competencies, including the Narrative Statement Writing Guide, which was a collaborative effort with the Strategic Partners in Spiritual Care (formerly known as the cognate organizations), and a similar guide to the Catholic-focused competencies. Members of the commission also worked with members of the Certification Commission to revise the NACC glossary of terms for certification. The name of the Commission also changed. This is to reflect the change from standards to competencies.

Among changes to the NACC certification levels, we discussed and made recommendations pertaining to the proposed creation of an Associate Chaplain level of certification. Changes were also recommended to the process of certification renewal for certified educators (formerly CPE supervisors).

The commission made little progress in 2017 on its goal to clarify its role within the structure of NACC. In 2018, we will continue efforts to shift the work of the Competencies Commission from an “as needed” approach toward a plan for routine and consistent meetings. We will provide further education to our membership on revised qualifications and competencies, as well as on the benefits of the advanced certification for hospice palliative care. We will continue to seek better collaboration with the Certification Commission.

By: Robert J. Barnes, BCC
On behalf of: William Ferguson; BCC; Dr. Jennifer W. Paquette, DMin, BCC; Marilyn Williams, BCC; Cheryl Wilson Weiss, BCC; Gary Weisbrich, BCC; Kathy Ault Mullane, BCC (Ethics Commission Liaison); Sean K. Doll O'Mahoney M.Div., BCC (Certification Commission Liaison); James P. Letourneau, BCC (Board Liaison); David A. Lichter, DMin (Staff Support); Ramune Franitza (Staff Support)
Finance Committee

As I assumed the role of Chair of the Finance Committee for 2017, I was very appreciative of the expertise and wisdom of the other members. In 2017, Nancy Cook and I joined Board members Brian Yanofchick and Mike Saxton, and NACC members Jack Conrad and Matt Merges. We monitored our overall investments and tackled the strategic issues of NACC’s longer-term sustainability.

We knew going into 2017 that it was going to be a much more challenging year, as the Board had approved a 2017 budget with a $16,715 deficit. However, we were investing in events such as the National Convocation of Catholic Leaders, July 1-4, 2017 in Orlando, and scholarships for members to participate in the Transforming Chaplaincy Summer Research Institute. In the recent past, we ended our years with a substantial surplus. This year we were pleased to end with a modest $3,875 revenue surplus, which meant a $20,590 positive variance against the budget we had approved. We appreciated the stewardship of our many NACC volunteers who contribute their time and manage their expenses on behalf of the NACC, as well as the NACC staff who consistently show good stewardship.

If you look at the 2017 financial report, some numbers will jump out at you. Compared to FY 2016, we had $46,720 less revenue in membership dues, $25,226 less revenue from the conference, and $11,100 less revenue from miscellaneous, which is mainly our Job Postings. However, we had $8,266 more revenue from events and $15,620 more revenue from webinars. Our total operating expenses increased just a little over $19,100 from 2016. As we have seen for many years, our membership numbers continue to decline and half of our members are 65 and older. However, the Board is excited and hopeful that the 2018-2020 Strategic Plan will positively impact both membership and services.

Like so many other organizations, NACC’s equity investments did very well. The 2017 Financial Report included in this Annual Report shows that our investment income was $196,288 (which includes realized and unrealized gains), much higher than the $86,172 in 2016, which was also a good year. As of Dec. 31, 2017, NACC’s overall net assets are $1,518,507 compared to our 2008 net assets of $167,088. We have been blessed with good stewardship and good investments.

Over the past year, the Finance Committee continued to allocate an additional $5,000 each month from one of NACC’s cash accounts to a fixed equities account where the investment returns have been more favorable.

For 2018 we approved a budget with an even larger deficit. But we are investing in several important projects, including a research project with George Fitchett on APC’s and NACC’s certification process; a salary survey with APC, which has not been done since 2011; and a pastoral care survey with CHA and its Pastoral Care Advisory Committee as a follow-up to similar surveys in 1998 and 2008. Having been blessed with positive financial returns in recent years, we decided it was important to invest in these collaborative projects for our members’ benefit.

The next three years, 2018-2020, will be crucial for the future sustainability of the NACC. Our strategic initiatives include expansion of our membership categories and an outreach into the broader Catholic community to provide resources and support to the many men and women who are providing spiritual/pastoral care in diverse settings. We hope this extension of our mission to continue the healing ministry in the name of the Church will also help sustain us for years to come.

Again, I want to thank the wonderful talent on our Finance Committee for their continued commitment to ensuring the long-term health of NACC.
Annual Report Financial Overview and Expenses

NACC Financial Review: [https://www.nacc.org/about-nacc/annual-reports/](https://www.nacc.org/about-nacc/annual-reports/)

National Association of Catholic Chaplains 2017 Annual Report Financial Overview

### NACC 2017 Revenue

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership Dues</td>
<td>$462,051</td>
<td>42.0%</td>
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<tr>
<td>Certification Fees</td>
<td>$72,550</td>
<td>6.6%</td>
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<tr>
<td>Annual Campaign</td>
<td>$61,524</td>
<td>5.6%</td>
</tr>
<tr>
<td>Contributions</td>
<td>$37,760</td>
<td>3.4%</td>
</tr>
<tr>
<td>Education</td>
<td>$230,576</td>
<td>20.9%</td>
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<tr>
<td>Investments</td>
<td>$196,288</td>
<td>17.8%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$40,503</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,101,252</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
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### NACC 2017 Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Advocating/Promoting Chaplaincy</td>
<td>$87,630</td>
<td>9.6%</td>
</tr>
<tr>
<td>Education</td>
<td>$310,769</td>
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<tr>
<td>Certification</td>
<td>$151,723</td>
<td>16.5%</td>
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<tr>
<td>Member Support</td>
<td>$57,331</td>
<td>6.3%</td>
</tr>
<tr>
<td>Member Networking/Communications</td>
<td>$76,471</td>
<td>8.3%</td>
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<tr>
<td>Governance</td>
<td>$100,755</td>
<td>11.0%</td>
</tr>
<tr>
<td>Administration</td>
<td>$132,613</td>
<td>14.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$917,291</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Annual Campaign Donors
THANK YOU to all those who supported us in 2017 by donating to our Annual Campaign.

For the gifts given in memory …

For the gifts given in honor….  

For the gifts from Organizations, Archdioceses, and Dioceses ...

For the gifts from NACC members and friends ...

We are very grateful!

For a complete list of the 2017 Annual Campaign Donors please go to:
https://www.nacc.org/about-nacc/2017-donors/

NACC State Liaisons
For a complete list please go to:
https://www.nacc.org/membership/state-liasons/#1447047174357-c7ef4587-0103

State Liaison Roles, Responsibilities & Criteria
https://www.nacc.org/membership/state-liasons/#1447047174118-8748064c-a1e0

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
We would like to thank our
2017 NACC Conference Sponsors and Institutional Partners!

2017 Conference Sponsors
AMITA Health
Conference Workshop (SU6)

Ascension Health
Plenary Speaker ~ Dr. Emmanuel Larrey

Beaumont Hospital Grosse Point
Conference Workshop (SU4)

Bon Secours Health System, Inc.
Pre-Conference Workshop (P3)

Catholic Health Association of the United States
Plenary Speaker ~
Dr. Dianne Bergant CSA

Catholic Health Initiatives
Membership Luncheon

CHRISTUS Health
Awards Banquet

Dignity Health
Workshop (SA16)

Essentia Health, St. Mary’s Medical Center
Conference Workshop (SA1)

Franciscan Missionaries of Our Lady Health System, Inc.
Pre-Conference Workshop (P4)

Franciscan Sisters of Chicago
Conference Friend

Leadership Formation Partners
Conference Friend

Mercy Health
Day of Reflection

Presence Health
Awards Banquet

Sisters of St. Joseph of La Grange,
Ministry of the Arts
Sculpture

2017 Institutional Partners

Partners
Catholic Health Initiatives
Presence Health
Providence Health & Services
Trinity Health

Endorsers
Dignity Health
Franciscan Missionaries of Our Lady Health System, Inc.
Mercy
Peace Health

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Ascension Health
Avera Health
Bon Secours Health System, Inc.
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Franciscan Sisters of Christian Charity
Sponsored Ministries, Inc.
Mercy Health
St. Vincent Health

Advocates
Essentia Health - St. Mary’s Medical Center

Affiliates
Loyola University Chicago,
Institute of Pastoral Studies
Certification Commission

Multiple opportunities for refining certification processes and procedures made 2017 a busy, challenging and complex year, met ably by a superb group of Certification Commissioners and Interview Team Educators, supported by numerous Interview Team members as well as the Certification Appeals Panel.

We responded to a request from the USCCB that certified chaplains meet diocesan background checks and take part in child-protection training. The discussion on this valid topic grew into a desire for a comprehensive response regarding ethical behavior for NACC members. This has evolved into a collaborative effort with several NACC committees and commissions. We were asked to implement an associate chaplaincy level of certification and prepared all necessary aspects for this level. We sought and found greater accountability within our processes through challenging and open dialogue, requests for feedback, and by creating covenants for all levels of certification as well as a guidance document for “Appointment, Extension of Service, and Dismissal of Persons or Teams within the Certification Process.” All items listed above have an anticipated 2018 rollout.

We continued education on the Common Qualifications and Competencies, preparing for the first group of NACC applicants who met certification interview teams in October 2017. We collectively brought clarity to the Certification Procedures Manual for new language, CQC changes, and other matters that needed amending or updating.

Plans for 2018, in addition to the items mentioned above, include collaboration with members of the APC related to the advanced certification for hospice/palliative care; a proposed work group (possibly with ACPE) on more collaborative certification interviewing; a revised Graduate Degree Equivalency worksheet; and collaborative revision of the NACC glossary with the Competencies (formerly Standards) and Ethics Commissions.

The NACC Certification Commission said farewell to Linda Bronersky this year and welcomes Tim Bushy. Bonnie McCulley will serve as chair of the Certification Commission beginning in 2018, with Sean Doll O’Mahoney as co-chair.

We give our gratitude to Matt Merges for his excellent leadership of the Interview Team Educators as he completes his term. Tom Chirdo will serve as lead ITE beginning in 2018, and we are grateful to Colette Hanlon for agreeing to extend her service one more year to serve as co-lead ITE with Tom. Nine new ITEs were added to the roster within 2017, due to turnover and timing of appointments.

By: Mary Denise Davis, BCC-E (Chair)

On behalf of Bonnie J. McCulley, BCC (Vice Chair); Linda A. Bronersky BCC-E; Kathleen M. Ponce, BCC; Dr. Jane W. Smith, BCC (Recognition Reviewer); Susan S. Liguori, MBA, M.Div., BCC; Sedona Montelongo, BCC-ACHPC, Sean K. Doll O’Mahoney M.Div., BCC (Competencies Commission Liaison); Austine O. Durn, BCC (ITE Liaison, Recognition Reviewer); Carolanne B. Hauck, BCC (Board Liaison); David A. Lichter, DMin (Staff Support); Ramona Zeb (Staff Liaison)
Certification Appeals Panel

In 2017, the Certification Appeals Panel was comprised of seven members. These members are thoughtful, dedicated, certified chaplains who are committed and take seriously the work and the integrity of the appeals process. Between 2016 and 2017 the Panel grew from five to seven members; and in doing so, addressed the concerns arising from the 2016 report regarding the need to have enough members on the Panel to manage multiple requests. The present panel members are from diverse geographical areas including the East Coast, the South, the Midwest, and the West Coast. Four are women and three members are men including a Roman Catholic priest. Three panel members hold doctorates and two have specializations in certification.

In 2017, only three candidates sought appeals; the low number of requests is evidence of the strong, disciplined work of the certification interview teams along with the professionalism of the ITEs, the Certification Commission, and NACC office staff. Of those seeking appeals, one was for an initial certification while the other two were appeal requests for Advanced Certification for Hospice and Palliative Care (ACHPC).

Our goal is to continue to be available to address the appeals according to the competencies and the timeline. With this focus, in 2018 the Certification Appeals Panel will explore opportunities to strengthen quality improvement especially in terms of easing the way of new panel members; thus enhancing a seamless process for applicants who seek an appeal.

By: Dr. Michele Le Doux Sakurai, DMin, BCC
On behalf of Dr. Linda M. Arnold, BCC; Joseph G. Bozzelli DMin, BCC; Jane A. Mather MA, BCC; Rev. Agustin R. Orosa MI, BCC-E; James E. Willsey, BCC; Ramona Zeb (Staff Liaison)
Certifications Granted in 2017
(as of October, 2017)
For a complete list please go to:
http://www.nacc.org/certification/newly-certified-chaplains/

Recognition of Certification in 2017
Rev. William A. Bartoul BCC
Mr. John H. Schultz BCC

Certified Chaplains Granted Renewal of Certification in 2017
(as of March 1, 2018)
For a complete list please go to:
https://www.nacc.org/certification/renewal-of-certification/renewed-certification/

Certified Chaplain Granted
Advanced Certification for Hospice Palliative Care in 2017
Mrs. Marianne Burnett, BCC-ACHPC
Certified Educators
Granted Renewal of Certification in 2017
(as of February 2, 2018)

Sr. M. Paracleta Amrich SSCM, BCC-E
Ms. Theresa A. Lowther BCC-E
Rev. Agustín R. Orosa MI, BCC-E
Sr. Virginia Yeager CSJ, BCC-E

Certification Volunteers in 2017
For a complete list please go to:
https://www.nacc.org/certification/certification-interview-volunteers-donors/

New Members in 2017
(as of March 2018)
For a complete list please go to:
www.nacc.org/membership/new/#2015new/
Interview Team Educators

The main responsibility of the Interview Team Educator is to prepare for and manage the interview weekends at each interview site. The ITEs supported interview sites during the spring 2017 sessions (Indianapolis, Middletown, Milwaukee, Omaha, and Torrance) and the fall 2017 sessions (Lancaster, Milwaukee, and Torrance). ITEs worked with the interviewers to produce the Presenters Reports Parts I and II, as well as providing the interviewers with educational and spiritual support before, during, and after the actual interviews. Overall the feedback from the applicants, interviewers, local site managers, and ITEs was very positive, despite several challenges such as an interview team dropping out with very short notice. In general, the ITEs managed the interviews with professional and spiritual integrity.

The major accomplishment of the ITE team during 2017 was the incorporation of the Revised Certification Competencies and processes during the fall interviews. Refocused education and significant discernment were required in order to update definitions, nomenclature, and processes from the previous certification requirements and Competencies. The ITEs utilized new teaching methodologies, including YouTube videos that were produced by an ITE team. Education for the interview teams also significantly evolved in terms of content and duration. These quality improvements yielded better informed and prepared interview teams, resulting in enhanced spiritual and professional experiences for the certification applicants.

A major accomplishment of the annual ITE meeting was the refinement of the working relationships between the ITEs and the Certification Commission. Increased involvement of the commissioners in nominating new ITEs was formalized and will be implemented in the 2018 class. We also developed improved job descriptions for certification interviewers and ITEs.

Seven ITEs completed their terms by the end of 2017. Replacement candidates have been identified by the current ITEs, members of the Certification Commission, and other chaplains. The newcomers should be notified by early 2018 and will commence their active participation with a shadowing-ITE role during the Spring 2018 interviews. Their initial formation will conclude during the summer 2018 meeting in Milwaukee. As in recent years, selection of the new ITEs is intended to increase the diversity of the ITE group, maintain a good female/male balance and provide for a bridge to past ITE ministry.

During 2017 we continued to refine cloud computing in developing the Presenter Reports and distributing the reports to the national office and the Certification Commission. These processes will continue to be refined during 2018. The 2017 project increasing the responsibility for the final editing of the Presenter Reports was deemed a success. A trial of face-to-face internet technology between ITEs and an interview team was successfully accomplished and will be tested further in 2018.

By: Matthias J. Merges, Ph.D., BCC

The ITEs active during 2017 were: Rev. Timothy F. Busby, BCC; Alex Chamtcheu-Tebambe CFC, BCC; Thomas J. Chirdo, BCC, ACPE Supervisor; Timothy J. Creech BCC; Bro. Kenney Gorman, CFX, BCC; Sr. Colette Hanlon, SC, BCC; Ruth Jandeska, BCC; Sr. Nancy Jarreki OP, BCC; Rev. Charles Kibirige, BCC; James P. Letourneau, BCC; Elizabeth A. Meehan BCC; Dr. Anne Murphy DMin, BCC; Sr. Pamela Nosbusch OSF, BCC; Teresa Sullivan BCC; Mrs. Cheryl Wilson Weiss, BCC; Austine O. Durr, BCC (Certification Commission ITE Liaison); Ramona Zeb (Staff Liaison)
Ethics Commission

Our purpose is to review formal complaints involving alleged violations of the Code of Ethics in accordance with NACC Competencies and procedures. In addition, we review and make recommendations when a member is unable to sign the Ethics Accountability Statement as part of the certification and renewal of certification process. We also provide advisory consultation and education as needed.

A goal for 2017 was to be better aligned with the complaint processes of APC, ACPE, and CASC. We formed a subcommittee to review our Ethics Procedure Manual, which had not been updated since 2008. This subcommittee (Cristina Stevens, Kathy Ault Mullane, Jim Huth, with David Lichter for consulting) met regularly for several months and produced a substantial revision of the Ethics Procedure Manual and created both new and modified forms to be used in the process.

In 2017, the NACC Ethics Commission had three conference calls, in January, May, and August. A fourth call that was scheduled for November was postponed because of the intensive procedure manual review that was in course.

One complaint was submitted and processed during 2017. This complaint proceeded to disciplinary action.

The NACC website now lists the Code of Ethics directly under Certification, making it more visible and easy to locate. We also discussed the need for confidentiality statements similar to the ITE Covenant.

Cristina Stevens, who has served as chair for two terms, rotates off the commission, and in 2018, the Chair position shifts to Vice-Chair Kathy Ault Mullane. Tom Devaney assumes the vice-chair position. Goals for 2018 include recruiting at least one or two more members, possibly bringing a diversity of perspectives, and educating the Commission on the revised complaint process.

By: M. Cristina Stevens, BCC (Chair)
On behalf of Kathy Ault Mullane, BCC (Vice-Chair); Leszek Baczkura, BCC; Deacon Thomas Devaney, BCC; Rev. Jim Huth, BCC; Mark McGann, BCC; Mary Heintzkill, BCC; David A. Lichter, DMin (Staff Support), Ramune Franitza (Staff Support)
Volunteer Opportunities

Board, Commissions, Appeals Panels
- Board of Directors
- Governance Committee
- Finance Committee
- Ethics Commission
- Ethics Appeals Panel
- Competencies Commission
- Certification Commission
- Certification Appeals Panel
- Nominations Panel

Certification
- Interview Team Educators
- Interviewers
- Site Coordinators

Taskforce
- Conference Planning Task Force

Member Support
- Ambassadors
- Local Event Planning Volunteers
- Mentoring
- State Liaisons

For more information please go to:
https://www.nacc.org/membership/volunteers/

Networking Opportunities

Quarterly calls to share your experiences, support, resources and stories

African Chaplains
Age 45 and Younger Members
Ambassadors
Behavioral Health Settings
Bilingual Hispanic/Latino Chaplains
Canadian Chaplains
Correctional Chaplains
CPE Educators
Deacon Chaplains
Integrative Health Settings
Long-term Care Settings
New Members
Nurse Chaplain Group
One-Person Department Setting
Outpatient Settings
Palliative Care/Hospice Chaplains
Retired/Emeritus Members
Spiritual Care Directors
State Liaisons
Student Members
Editorial Advisory Panel

In 2017, the Editorial Advisory Panel (EAD) provided another year of valuable contributions that make the bimonthly *Vision* newsletter possible. The panel met in person at the 2017 National Conference in Albuquerque for an informal brainstorming session, and also met four times by conference call.

Every issue of *Vision* is built around one theme, and ideas for the themes and for articles about various aspects of the main theme, come from the EAP. Our 2017 issues were:

January/February .......... Ministry to Families
March/April .................... Collaborate, Cooperate, Co-Create: The NACC and its Partnerships
May/June .................... 2017 National Conference
July/August ................. Interdisciplinary Teams: The Whole and the Parts
September/October .......... The New Competencies: What you need to know
November/December ...... Spiritual Care in the Emergency Department

In 2017, EAP members contributed six articles to *Vision* and provided recommendations for many more authors with expertise in a certain area. Executive Director David Lichter, an ex-officio member of the panel contributed a column to every issue and wrote two additional articles.

Due to publication cycles, we tried something new with coverage of the 2017 National Conference, which was held in May. Rather than wait until July to post our coverage in the July-August issue, we experimented with a live blog, with *Vision* editor David Lewellen writing articles and posting them while the conference was still going on. Other contributors to the issue worked on an expedited schedule, and the complete May-June issue was posted in the third week of May, giving our members timely coverage of the conference.

The panel also provides valuable quick feedback by email to David Lewellen on questions of news judgment, specific articles, and general policies.

By: David Lewellen, *Vision* editor
On behalf of Elaine Chan, BCC; Maggie Finley, BCC; Deacon Daniel Waters, BCC; Austine Duru, BCC; Michele LeDoux Sakurai, DMin, BCC; Carolanne Hauck, BCC; Rev. Emmanuel Otiaba, BCC; David A. Lichter, DMin (Staff Support); Phil Paradowski (Staff Liaison)
Joint Commission

The purpose of Joint Commission is to advocate for the provision of spiritual care, to promote the pivotal role of board certified chaplains in delivering effective, quality spiritual care, and to maintain a relationship with the members of the Joint Commission.

For the last four years, I participated in a dialogue with our APC, ACPE and COMISS partners and representatives of The Joint Commission regarding the lack of attention to spiritual care during the accreditation process, as well as the failure to recognize the qualifications of the board certified chaplain to competently address spiritual needs. We began this discussion in 2014, and it was suggested that we might write an article for the surveyors’ newsletter providing information on the provision of effective spiritual care in accord with Joint Commission standards. Unfortunately, our efforts were curtailed due to changes in Commission personnel.

In 2016, these conversations resumed with a new Joint Commission representative, Anne Bauer. She contacted the editor of The Source, a Joint Commission publication for healthcare organizations, about publishing a document on spiritual care.

In 2017, David Lichter, Pat Appelhans (APC), Trace Haythorn (ACPE) and I continued to pursue this initiative with Jim Parker, executive editor in the Joint Commission’s Department of Publications and Education Resources. He agreed to assign a writer to draft an article on chaplaincy for those who review entities for compliance. We provided requested materials describing the role and function of our organizations (ACPE, APC, and NACC) as well as references on current research, relevant journal articles, and a list of potential contacts to interview for the article(s). At the beginning of 2018, this document was published in two parts in the January and February issues of The Source.

Topics include education and training for professional chaplaincy; the role and function of the chaplain; the processes of screening for and assessing spiritual needs as well as documenting the patient encounter; the chaplain’s role in palliative care, in end-of-life decision-making, on the interdisciplinary team and in providing care for staff; the chaplain’s positive impact on patient well-being and satisfaction; and current research, particularly on outcomes. These subject areas are cross-referenced with The Joint Commission Standards associated with spiritual care.

As I reflect on my tenure as Joint Commission liaison, I am grateful for NACC’s partnership with APC and ACPE, which has advanced advocacy for spiritual care and for the pivotal role of board certified chaplains. I hope that the Source articles will provide an invaluable educational tool and serve as building blocks as NACC’s Board of Directors determines the next steps in the relationship with The Joint Commission.

*by Mary Lou O’Gorman, M. Div., BCC*
2017 Outstanding Colleague Award - Cecille Allman Asekoff

The NACC presented the 2017 Outstanding Colleague Award to Cecille Allman Asekoff, the driving force behind the creation of the Neshama-National Association of Jewish Chaplains. Her wisdom, energy and foresight have contributed to the profession of Jewish Chaplaincy being recognized in the United States and in Israel. What started as a few hours in the office as her children left for school in 1989, blossomed into a passion to bring spiritual care, first to her neighbors and then to the larger community and the world.

Chaplain John P. Stangle BCC wrote, “…Cecille’s hope is that by being nominated for the Outstanding Colleague Award, Jewish chaplaincy, NAJC, NACC, and chaplaincy in general, will receive further recognition and support for all that is being planned and accomplished in our developing health care world.”

2017 Outstanding Colleague Award - George Fitchett, DMin, PhD

The NACC presented the 2017 Outstanding Colleague Award to Dr. George Fitchett, DMin, PhD. His nominating statement attests that Dr. Fitchett has led chaplains in the pursuit of research for decades. His teaching and writing persistently demonstrate his dedication and his exemplary competence.

In her letter of endorsement, Katherine M. Piderman, PhD., BCC, Chaplain, Mayo Clinic Hospice said that she finds “his leadership to be enthusiastic, encouraging, and dependable, and it has been a pleasure to work along-side him. Though his activities and accomplishments are remarkable, my experience of Dr. Fitchett is that he remains a down-to-earth, good and humble human being who genuinely cares about others and does what he can to support them.” She continues to say, “Our organization and our profession have benefited enormously from his commitment and persistence to advancing research among health care chaplains.”

2017 Distinguished Service Award - Nancy K. Cook, MDiv, MSW, BCC

NACC presented the Distinguished Service Award to Nancy Cook for the generosity of her innate gifts which she so effectively shares in her ministry as Chaplain and in her role as Director of Spiritual Care.

“A measure of excellence is not just that someone performs excellently themselves but that they inspire others to also strive to excellence.” Words that Rev. Brian M. King, Manager of Spiritual Care Services at CHRISTUS St. Patrick Hospital in Lake Charles, LA used to describe Nancy Cook, the 2017 NACC Distinguished Service Award recipient.

Beginning her career at Mother Teresa’s Kalighat home for the dying, Nancy expressed that her experience taught her that “having faith and belief and meaning in life’s journey is so important—especially when dealing with the death of those close to you.” She continues her service in the missions of Saint Theresa of Calcutta in India.
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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.