

2022

ANNUAL REPORT

Our Work Is Caring;
Our Care Is Working!



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A LETTER FROM OUR GOVERNING BOARD CHAIR

We are making plans to celebrate our 40th anniversary of MCHAP with excitement and full hearts for the journey of this exciting ministry.

I believe the Lord has been with us these 39 years because we sincerely seek the Lord and His leadership. I often think of our chaplains as courageous. Courage is from the Latin root word "cor", meaning the heart. This quality of mind enables men to encounter danger or difficulties with firmness, resolution, and a sense of duty. Our chaplains go forth daily to share hope where there is great sadness, afflictions, and sometimes opposition. They do so with bravery and fortitude.

We marvel that God has protected us and continues to go before us in this hostile and dangerous world, just as He did the Israelites to the Promised Land. We feel His Hand upon us, and His Holy Spirit guiding us day by day. We want to be faithful to the calling of Jesus Christ and the truth of His Holy and infallible Word. We want to share this joy with the world and are always ready to do so.

We are thankful for the opportunity to serve the God we love so much through Marketplace Chaplains, taking the hope of Christ to the lonely, the addicted, the despairing, the hopeless, the sick, the suicidal, and the lost. We are there to provide wisdom, guidance, comfort, and peace. We bring God's plan of redemption to save those who trust in Him, equip them for a meaningful life, and deliver them to a glorious eternity. What a privilege!

Warm regards,

Robin Lewis, Board Chair



MEET OUR BOARD

2022 Governing Board



Robin Lewis, Governing Board Chair
Dan Turner, FAC Chair & Treasurer
Ann Ashley, Secretary
Chris Carr
Benton Hyatt
Phil Swatzell
Campbell Williams

2022 Foundation Board



Mark Lovvorn, Foundation Chair
Ed Bonneau, Vice President
Dan Farell, Treasurer
Kyle Hearon, Secretary
Robin Lewis, Director
Dan Turner, Director

FOUNDATION UPDATE

Our ministry leaders and Chaplains celebrate the incredible individuals who generously contribute to the Marketplace Ministries Foundation to support Marketplace Chaplains. These donations fuel our mission to share God's love in the workplace, creating a positive impact and making a difference in the lives we touch. These funds have been invested to fund strategic projects and initiatives that directly impact the growth, improvement, and enhancement of Marketplace Ministries' employee care service.

The investment portfolio of the Foundation is professionally and carefully managed by Westwood Trust, with an asset allocation based on an Enhanced Balanced Strategy. In 2022, the Foundation portfolio experienced a total investment net loss of approximately \$1.5 million. There were many opportunities and challenges that influenced market sentiment as the world recovered from the disruptions of the pandemic.

With heartfelt gratitude, we thank the compassionate souls who contribute to our foundation, enabling us to share God's love in the workplace. Thank you for being instruments of God's grace in our shared journey and vision for a better future.



AT THE END OF 2022

Mission:

Marketplace Chaplains exists to share God's love in the workplace by providing an employee care service through Chaplain Teams.



+204
NEW COMPANIES



+49,547
NEW EMPLOYEES TO SERVE



+595
NEW CHAPLAINS HIRED TO PROVIDE HOPE, HELP, CARE, AND LOVE

EDO - Executive Director of Operations | EDE - Executive Director of Expansion

| | | |
|--------------|--------------------------------|-----------------------------|
| TOTAL | 1,238 COMPANIES | 5,074 LOCATIONS |
| | 1,866 EDO's & CHAPLAINS | 41 NCC STAFF + EDE's |

SPIRITUAL RESULTS

| | US INT'L. |
|------------------------------------|-------------------|
| Gospel Presentations | 65,792 41 |
| Professions of Faith | 1,395 4 |
| Began Attending a Local Church | 3,744 14 |
| Confidential Discussions | 1,503,748 6,365 |
| Chaplain Hours Served at Worksites | 434,828 7,928 |

ASSETS

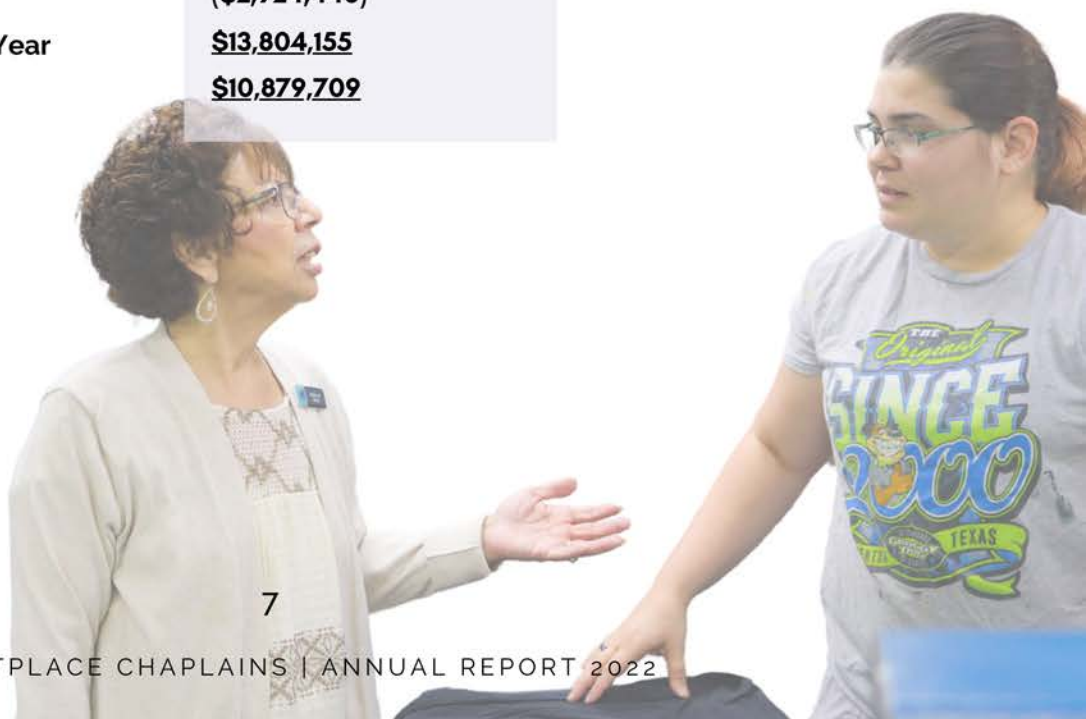
| | | |
|--|---------------------------|---------------------------|
| Current Assets: | <u>2022</u> | <u>2021</u> |
| <i>Cash and cash equivalents</i> | \$405,497 | \$2,238,368 |
| <i>Accounts receivable - net</i> | \$1,281,964 | \$632,274 |
| <i>Prepaid expenses and other assets</i> | \$227,649 | \$95,547 |
| | <u>\$1,915,110</u> | <u>\$2,966,189</u> |
| Property and equipment - net | \$897,222 | \$719,488 |
| Right-of-use asset - financing lease | \$45,946 | - |
| Right-of-use asset - operating lease | \$962,853 | - |
| Assets held in perpetuity and for long-term purposes | \$10,325,240 | \$12,112,173 |
| Total Assets | \$14,146,371 | \$15,797,850 |

LIABILITIES & NET ASSETS

| | | |
|---|---------------------------|---------------------------|
| Current Liabilities: | <u>2022</u> | <u>2021</u> |
| <i>Accounts payable and other liabilities</i> | \$454,196 | \$369,150 |
| <i>Accrued liabilities</i> | \$1,478,414 | \$1,339,004 |
| <i>Financing lease liabilities - current</i> | \$12,226 | - |
| <i>Operating lease liabilities - current</i> | <u>\$215,814</u> | - |
| | <u>\$2,160,650</u> | <u>\$1,708,154</u> |
| <i>Financing lease liability - long term</i> | \$34,118 | - |
| <i>Operating lease liability - long-term</i> | \$762,120 | - |
| <i>Deferred compensation</i> | \$309,774 | \$285,541 |
| | <u>\$3,266,662</u> | <u>\$1,993,695</u> |
| Net Assets: | | |
| <i>Net assets without donor restrictions</i> | \$3,892,987 | \$5,755,378 |
| <i>Net assets with donor restrictions</i> | \$2,491,559 | \$3,589,365 |
| <i>Restricted by purpose or time</i> | <u>\$4,495,163</u> | <u>\$4,452,412</u> |
| <i>Restricted in perpetuity</i> | <u>\$6,986,722</u> | <u>\$8,048,777</u> |
| | <u>\$10,879,709</u> | <u>\$13,80,155</u> |
| Total Liabilities and Net Assets | \$14,146,3371 | \$15,797,850 |

CHANGES IN NET ASSETS

| | <u>Without Donor Restrictions</u> | <u>With Donor Restrictions</u> |
|--|-----------------------------------|--------------------------------|
| Support and Revenue: | | |
| <i>Contract income</i> | \$25,402,804 | |
| <i>Contributions</i> | \$225,386 | \$187,383 |
| <i>Investment return (loss)–net</i> | (\$555,876) | (\$956,761) |
| <i>Other income</i> | <u>\$45,001</u> | |
| | \$25,117,315 | |
| <i>Net assets released from restrictions</i> | | |
| <i>Satisfaction of purpose restrictions</i> | <u>\$292,677</u> | <u>\$292,677</u> |
| <i>Total Support and Revenue</i> | <u>\$25,409,992</u> | |
| Expenses: | | |
| <i>Program services:</i> | | |
| <i>Chaplain services</i> | \$22,960,831 | |
| <i>Grants and scholarships</i> | <u>\$101,209</u> | |
| | \$23,062,040 | |
| <i>Supporting activities:</i> | | |
| <i>Management and general</i> | \$4,152,758 | |
| <i>Fundraising</i> | <u>\$57,585</u> | |
| <i>Total Expenses</i> | <u>\$27,272,383</u> | |
| <i>Change in Net Assets</i> | <u>(\$1,862,391)</u> | <u>(\$1,062,055)</u> |
| <i>Total Change in Net Assets</i> | <u>(\$2,924,446)</u> | |
| <i>Net Assets, Beginning of the Year</i> | <u>\$13,804,155</u> | |
| <i>Net Assets, End of Year</i> | <u>\$10,879,709</u> | |



CASH FLOWS FROM OPERATING ACTIVITIES

| | <u>2022</u> | <u>2021</u> |
|---|----------------------|--------------------|
| Change in net assets | (\$2,924,46) | \$400,838 |
| Adjustments to reconcile change in net assets to net cash provided (used) by operating activities: | | |
| Bad debt recoveries | (\$144,095) | - |
| Depreciation | \$390,018 | \$382,559 |
| Amortization | \$12,531 | - |
| Realized and unrealized (gains) losses | \$1,780,119 | (934,470) |
| Noncash operating lease expense | \$174,000 | - |
| Contributions for long-term purposes | (\$35,750) | (\$65,620) |
| Changes in operating assets and liabilities: | | |
| Accounts receivable - net | (\$505,595) | \$185,489 |
| Prepaid expenses and other assets | (\$132,102) | (\$3,587) |
| Accounts payable and other liabilities | 85,046 | 163,521 |
| Accrued liabilities | 139,410 | 163,537 |
| Operating lease liability | (\$145,963) | - |
| Deferred compensation | \$24,233 | \$23,444 |
| Net Cash Provided by (Used In) Operative Activities | (\$1,282,594) | (\$315,711) |

CASH FLOWS FROM INVESTING ACTIVITIES

| | | |
|--|---------------|---------------|
| Purchases of assets held in perpetuity and for long-term purposes | (\$8,216,991) | (\$3,413,506) |
| Proceeds from the sale of assets held in perpetuity and for long-term purposes | \$8,223,775 | \$3,506,531) |
| Purchases of property and Equipment | (\$567,752) | (\$66,409) |
| Net Cash Provided by (Used In) Investing Activities | (\$560,968) | \$26,616 |

CASH FLOWS FROM INVESTING ACTIVITIES

| | <u>2022</u> | <u>2021</u> |
|---|----------------------|--------------------|
| <i>Principal payments on financing lease liability</i> | (\$25,059) | - |
| <i>Contributions for long-term purposes</i> | \$35,750 | \$65,620 |
| <i>Net Cash Provided by Financing Activities</i> | \$10,691 | \$65,620 |
| Net Change in Cash and Cash Equivalents | (\$1,832,871) | \$407,947 |
| Cash and Cash Equivalents, Beginning of Year | \$2,238,368 | \$1,830,421 |
| Cash and Cash Equivalents, End of Year | \$405,497 | \$2,238,368 |

SUPPLEMENTAL DISCLOSURE OF CASH FLOW INFORMATION

| | | |
|--|---------------|---|
| <i>Right-of-use assets obtained In exchange of new operating lease liabilities</i> | (\$1,198,971) | - |
| <i>Interest paid</i> | \$397 | - |





Marketplace Chaplains

STORIES OF EXCEPTIONAL CARE

Uvalde

It was the deadliest school shooting in the United States in the last decade: 19 elementary school children and two teachers were killed. Marketplace Chaplains responded immediately to calls we received from companies in Uvalde by dispatching 13 chaplains, who began rotating 24/7, to support the funeral home staff and families of the victims of the Uvalde shootings. We put up chaplains in local hotels for weeks, beginning May 24th, the day of the tragedy.

Our chaplains helped serve by feeding, meeting with, praying over, and caring for every family that welcomed us at their funerals.



Marketplace Chaplains



As one visitation ended, another was gearing up. We continued to serve at the funeral home until the last funeral. Our chaplains helped in many ways: cleaned up fallen flower petals, moved flowers and family keepsakes, emptied trash, built and repaired broken tables, and finally attended Rosary services every night to support the families of this Hispanic community.

Our chaplains served by feeding, meeting with, praying over, and caring for families in as many ways as possible.

One of the Chaplains who tirelessly served the Uvalde community said the reality hit him "when I was asked to move certain items into a special room where excess items from services just finished, or services yet to be conducted, were stored. As I walked into the room, I was overwhelmed by the very real sense of this tragedy ... the many pictures of the children, the collages, and the toys. The surprise of what was kept in that room caught me off guard, and a flood of emotions took over. I needed to take a break and gather my bearings away from the other workers. I'm proud to serve with Marketplace Chaplains and the companies we care for."



STORIES OF EXCEPTIONAL CARE

Hurricane Ian

In September of 2022, Hurricane Ian struck Florida with such intensity that it wiped out entire neighborhoods, swept away beaches, and damaged homes with roof-deep waters. It was one of the strongest hurricanes to ever make landfall in southwest Florida, killing more than 100 people, and making it the third-deadliest storm to hit the United States this century. Ian caused billions of dollars in damage, knocking out power to 2.6 million.

Marketplace Chaplains responded immediately, sending our Crisis Relief Field Bag and supplies to our team leaders in Florida to equip our 300+ chaplains to be ready to serve any of the 250,000 employees, residents, and patients we care for in the Southeast Region which Hurricane Ian could impact.



STORIES OF EXCEPTIONAL CARE: LEADER

Brick Business Law

Kevin Brick - President and Board Certified Business Litigation Attorney

One of the most challenging aspects of being a lawyer is absorbing the stress and anxiety of client problems and contentious legal matters.

This stress is compounded by the "on-demand" culture that has clients and opposing counsel texting, emailing, and calling at all hours.

Maybe worse is the unspoken rule of lawyers to never talk about it. Suck it up. Keep quiet. Deal with it. Work harder. Show no weakness. Sacrifice is part of your job. When someone succumbs to a severe problem, the response is - I never knew they suffered from alcoholism, drug abuse, crippling anxiety, etc.



One proactive approach we took was to partner with Marketplace Chaplains. Each week a representative comes to our offices with a smile and a "how are YOU doing" conversation. They build a personal relationship with each person at the firm over time. Private or serious conversations are held confidentially outside of work.

For Brick Business Law, P.A. this has been a great way to help our people have a healthy outlet for stressful life issues. It does not solve every problem, but its been a good addition for us.

"I am so grateful you guys are here"

Simmons Foods Inc.

Nick Braschler - Director of Simmons Cares

We've seen incredible growth in our team over the last few years (now 25 Chaplains strong), and the number of team members reaching out to our Chaplains is astounding (over 10,000 confidential discussions across the entire Chaplain team last year)! Thank you all so much for your incredible support for the people of Simmons. We are so grateful for each one of you and the impact you are having on the lives of our team members and our culture at Simmons!

We sent out a survey last week and asked, "How are we doing?" The results were, well, WOW. We heard from every facility, and I want to share with the group the incredible stories and impact you all are having! There were some helpful insights and ways we can improve (mostly around communication of our Chaplain Services) that we've worked hard to improve lately! These are all great insights we'll take action on. Below are only about 5% of the responses we received - good luck keeping a dry eye! Here's what the people of Simmons had to say about our Chaplains:

"A huge success story was helping a homeless team member through tough times. THE CHAPLAIN helped us get him set up with groceries and temporary shelter. The team member is still with us 6 months later and has been able to get an apartment and improve his life tremendously."

"I requested chaplain assistance several times last year, and the response time from a chaplain to the employee is outstanding."

"My spouse and I started meeting with our Chaplain regarding our marriage, and just after our first meeting with him, we both left feeling so much better. We are ready for our next meeting with so much more positivity. I hope this continues because we both thought divorce was our only solution."

"I have never worked for a company that cared so much for their employees by providing chaplains in our workplace. This service is a true example of how Simmons puts people first."

"The best thing that has happened in my career is having the Chaplain Services available. My daily decision-making here and at home is driven by the guidance I get from daily scripture and interaction with our chaplain teams."

"With a recent near tragedy in my family, one of the chaplains reached out and told me they were praying and would continue to pray. It was very comforting to know that is the kind of company I work for."

Renewal by Andersen

Amy Bates, Internal Ops Supervisor

I wanted to share what one of our employees said on a recent employee survey we did.

“I love the culture. Previous companies made me feel like a number. This company seems to recognize the importance of work/life balance, which helps overall satisfaction. Also, the chaplain that comes around every Tuesday is a great heartwarming addition to show the company really cares.”

“When I experienced what the Chaplains do personally, I was blown away!”

Executive leadership impact

A company's Chief People Officer said that in the past, they thought the Chaplain program was very good for their employees, but when they had a family member admitted to the hospital, their whole outlook changed.

A chaplain visited their family in the hospital and comforted them beyond belief. The CPO said, “I knew the Chaplain program was good, but when I experienced what the Chaplains do personally, I was blown away!”

A LETTER FROM OUR PRESIDENT & CEO

The Lord continued to pour out His favor on Marketplace Chaplains as not only more companies signed up to implement a Chaplain Care Team in 2022 than any other year in history, but larger ones equate to more employees to serve! Our Chaplains now speak over 27 languages to meet the diverse backgrounds of today's workforce. We also saw record growth in Canada, including the Quebec areas requiring French-speaking Care Team Members and new collateral.

The Marketing Team continues to forge relationships with key alliances, yielding more opportunities for Chaplains to share the Good News in the workplace.

We added an Office of the Chaplains to take care of our ever-growing staff across North America, caring for the needs of our people first, so they can then care for others so richly. II Cor 1:3- Blessed be the God and Father. . .

Our new C-level team comprises industry professionals with a heart for the Gospel. Tim Boobar, our new CFO, and Brett Billups, our new CHRO, came from leading multi-billion-dollar firms. Our Chief of Chaplains, Brigadier General (ret) USAF Bob Page, and our Deputy Chief of Chaplains, Col (ret) George Youstra, served at high levels across the globe and the Pentagon in Washington.



Chaplain and Field leader training is being upgraded to ensure the best-trained workplace Chaplains are on the front line daily, making nearly 6,000 worksite visits weekly.

The Executive Vice-Presidents in our 5 Regions, including Canada, have found efficiencies and creative solutions to meet the needs of our customers while leading our Executive Directors of Operations leaders in each Division to provide excellent support to our Chaplains, and then outstanding CXP (Customer Experience) to our client company CEOs, Owners, and CHROs.

The support staff at the National Care Center is constantly providing collateral, real-time data, analytics, and KPIs to the field for effectiveness and efficiency of service delivery.

We are now producing the ministry's first-ever Standardized Operations Manual, the MChap Way, which will provide a single source of truth for any personnel regarding consistent procedures, current logistics, and recent updates related to every area of Marketplace Chaplains.

JASON BROWN, President and CEO

ACHIEVING THE MISSION: REGIONAL REFLECTIONS

Western Region

JEFF RINEHART, EVP DIVISIONS - WESTERN REGION

The Western Region is the largest geographic area for Marketplace Chaplains; From Puerto Rico to Hawaii, this vast territory stretches across six time zones and 17 divisions. Our veteran Executive Director of Operations team manages nearly 400 Companies and over 500 Chaplains in Care Teams that follow His lead in presenting "Compassionate Care" to over 110,000 client company employees.

God has blessed our Region with new client companies through the efforts of our Executive Directors of Expansion. We receive excellent care, direction, and support from our Strategic Accounts Executives, Senior Living Care Manager, Region Analyst, and an HR Team.

Serving others is a team effort, 24/7/365, and our Western Region team is honored and humbled as we "share God's love in the workplace" and prayerfully provide "excellent employee care service through our Chaplain Teams."

Midwest

JIM TERESCHUK, EVP DIVISIONS - MIDWEST REGION

2022 was a year of change and God's blessing for the Midwest Region. We gave away 2 divisions to the Northeast Region, created a new division, and rolled in another 6 divisions, bringing the Midwest Region to a total of 15 Divisions. 388 companies, spanning over 1700 locations, with over 90,000 employees were being served at the end of 2022. The excellence of our 15 Executive Directors of Operations was evident in their consistent onboarding of new chaplains and companies and their care for the relationships built with our client companies.

Our 650 chaplains are more committed than ever to doing great ministry. They had almost 56,000 faith discussions, presenting the Gospel over 14,000 times, with 237 professions of faith and 1,439 connections to local churches.

The momentum continues into 2023 with continued commitment and purpose, accompanied by God's gracious favor. It is such a privilege to work with those who carry the light of Christ into the darkness and confusion of our current culture.

ACHIEVING THE MISSION: REGIONAL REFLECTIONS CONT . . .

Northeast

ROGER HABER, EVP DIVISIONS - NORTHEAST REGION

Last year, we reported our region was serving 30,000 employees and their families. We are praising God, which has more than doubled in 2022. As of the end of the year, the Lord has gifted us with the opportunity to demonstrate the love of Christ to almost 65,000 men and women in the marketplace. Our chaplains shared the gospel 8,445 times this past year. 363 people made professions of faith. Over 500 people connected with churches where they might grow in their faith.

We launched two new divisions this past year. Our region serves from Maine to South Carolina, Ohio, and Michigan. We have seen our chaplains come alongside in crises, shootings, suicides, and terminal illnesses. On the road, I constantly hear how grateful our chaplains are to serve with Marketplace Chaplains. Our field leaders and chaplains are a cohesive and caring group of men and women who have a passion for expanding the kingdom impact of our Lord Jesus in the marketplace. We prayerfully expect 2023 to be the best year ever.

Southeast

SHANE SATTERFIELD, EVP DIVISIONS - SOUTHEAST REGION

The Southeast Region Chaplains served relentlessly in 2022. The tragedy of Hurricane Ian that ravaged Florida in September gave the state's divisions a challenging opportunity to rise up – and they did! EDO's and Chaplains, despite being personally affected by the storm, ran headfirst into serving employees in need. They exemplified the MChap Mission Statement by meeting both physical and spiritual needs.

The Southeast Region soared as well in 2022 by adding 87 new Chaplains and 75 companies. These numbers represent countless hours of commitment and steadfast dedication by our EDOs and EDEs, as well as the God-honoring service of Chaplains across the Southeast. We thank God for the opportunities, the provision of people and resources to extend care and the Gospel in the workplace throughout the Southeast Region.

ACHIEVING THE MISSION: REGIONAL REFLECTIONS CONT . . .

Canada

SEEON SMITH , EVP - CANADA

Friends, it is truly an honor and privilege to serve in this ministry of Marketplace Chaplains under the umbrella of Marketplace Care Canada. I am very grateful for the insight and vision of those before me who paved the way for my leadership in this season. There are three notable highlights of 2022 I would like to reference.

First, is the confirmation and validation of our President and CEO Jason Brown to entrust me with the leadership and development of Canadian operations.

Second, after five years of serving Gordon Food Service in Edmonton, Alberta as a pilot project, the approval was given in to provide service to the remaining locations. We restarted the Edmonton distribution center with two of its satellite locations and rolled out eight other distribution centers and a new satellite location. One location in Quebec City remains to be rolled out this year. We now serve over 3,200 employees at GFS Canada alone.

Third, due to the projected and increased revenue, we were able to hire an administrative assistant and four part-time Directors of Operations. The foundation is set, and structures of both a spiritual and business perspective are formed. As such, Canada is poised for success in winning souls for His Kingdom.

Thank you for your continued love, prayers, and support.

“I’m glad we finally have
someone here to help us”

ACHIEVING THE MISSION: STRATEGIC ACCOUNTS

Strategic Account Executives oversee the data and performance of our service in strategic accounts —those with our largest number of employees and most complex company structures with multiple locations. These strategic accounts represent almost one-third of all employees and families served by Marketplace Chaplains, and more than 600 Chaplains support this work across the nation.

As Strategic Account Executives, we work directly with company Executives and senior leaders, most often in their Headquarters location. We provide analysis and regular quality control reports to these leaders and work with our EVP's and EDO's to convey leaders' expectations and ensure a high level and consistency of service and quality at all locations served.

Strategic Account Executives also manage the introduction and roll out of our employee care service to new and more complex companies that the Lord brings to Marketplace Chaplains.

Frequently we receive amazing reports of God's activity through Chaplains in these Strategic companies. We are delighted to share some of these in this report:

2022
HIGHLIGHTS

110,364

Employees Served

441,446

Family Members Served

16,680

Gospel Presentations

439

Professions of Faith

946

Reconnected
Employee to Church

STORIES OF EXCEPTIONAL CARE



Anxiety and Depression

I had an opportunity to speak into the life of a person that was deeply struggling with anxiety and depression and possible suicidal thoughts. I felt as though the conversation helped the person to look at some of the issues that were adding to their struggles and help give her some hope. I have been and will continue walking with them through this.

Health and Illness

A man shared the story of his wife's significant illness. It has been a long, hard struggle for him and her. Thankfully, he has people who are stepping up to help. I was able to listen and let him know that I cared about him and his wife. I let him know I would pray for him. I was able to offer a listening ear and compassion, which seemed to be just what he needed.



Going the extra mile

At 5:20 am on Thursday, a company leader texted me to say a coworker had said everything was terrible, he only had \$2 to his name, was likely an alcoholic, and that he 'might pull the trigger tonight.'

i contacted HR with the threat to his own safety and was able to meet with the employee in crisis for 20 minutes at the plant at 6:30 am.

When I asked what could make today better for him and what would improve his situation, he said some food for him and his wife would help. A couple of hours later, I was able to bring this employee 3 boxes of food from the local food bank. I spent half an hour talking with him and connected him to a local church that was able to meet his financial needs.

I met this employee just as he was, provided quick, tangible help, and showed him that his coworkers, leaders at his company, and I really cared about him.



“I am thankful to talk to someone about this.”



ACHIEVING THE MISSION: SENIOR LIVING



The Lord is amazing as He continues to grow and develop the Senior Living Chaplains division of Marketplace Chaplains. He added 125 senior living communities to our Community Visit Care Service during the calendar year of 2022! We now have the privilege to serve over 350 Senior Living Communities across North America.



Our Chaplain Care Teams are making a real impact in the lives of caregiving professionals, residents, and families of all. Here are just a few examples of the value of our Care Service in the senior living industry:

Help in a Time of Great Loss

A nurse recently had to bury two daughters in back-to-back months. One had cancer and the other was a total surprise and very heartbreaking. The chaplain team reached out to her during this time to encourage and console. Today, I received this text: "I could not have been as good as I was through the trauma I experienced without people like you two chaplains! All your help meant the world to me. Thank you so much!"



Serving Employees by Caring for their family

An employee shared with me about her adult child's mental health struggles. I reminded her that we also care for immediate family members. She began to tear up, and said, 'You are giving so much support to me by caring for my family!' The adult child texted me to meet that night.



Encouraged Resident

As I came into the community, one of the residents was sitting on a chair in the hallway dabbing his eyes and holding his head. He was distraught about having lost his dentures, not having his hearing aids and 'losing his brain.' He told me he had thought about walking into the lake the day before. I asked him if he wanted to go out for a walk on the patio, as I knew he liked to do that. He was in much better spirits after we spent some time walking and talking together.

ACHIEVING THE MISSION: OFFICE OF THE CHAPLAIN

In September 2022, the Board of Directors took the historic step of adding the Office of Chaplains to the National Care Center team. The Chief and Deputy Chief of Chaplains and an executive administrative assistant focus on the Intentional Care and Development (ICD) of the NCC staff, field leaders, and chaplains.

In addition to providing a robust training schedule for the Executive Directors of Operation and Chaplains, the new office now provides the same care for Marketplace Chaplains' 2200 employees our client companies receive.

As part of the C-level team, the Chief and Deputy Chief of Chaplains draw on their experience in leading military chaplains to advise senior leaders on decisions, including recruiting, developing, and caring for chaplains and field leaders.



BOB PAGE
CH, BRIG GEN, USAF (RETIRED)
CHIEF OF CHAPLAINS



GEORGE "SAUL" YOSTRA
CH, COL, USAF (RETIRED)
DEPUTY CHIEF OF CHAPLAINS

ACHIEVING THE MISSION: IT UPDATE

DEB CONWAY, ENTERPRISE INFORMATION TECHNOLOGY MANAGER

In 2022, IT continued the focus on cyber security, improving our internal safeguards and using technology to provide critical data for strategic decisions by leadership. IT focused on working within the systems in place, evaluating best practices, bridging the gaps between the platforms so that processes are less manually intensive, giving our staff more time to focus on the KPI's that matter and less time being frustrated with technology.

In 2023, we will continue to review best practices in systems so the technology we use is less important than our work serving our customers and their employees. Technology and software should support the organization, not vice-versa.



Marketplace Chaplains
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