

# The Navy Chaplain



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CHIEF OF CHAPLAINS  
Office of the Chief of Naval Operations  
Washington, D.C. 20350-2000

Dear Colleagues in Ministry,

The Hebrew Scriptures reflect the importance of technology: "Not a blacksmith could be found in the whole land of Israel, because the Philistines had said, 'Otherwise the Hebrews will make swords or spears!'" (1 Samuel 13:19, NIV). The Philistines understood the strategic use of technology and attempted to thwart Israel. What they did not count on was a shepherd boy's spiritual dedication to Israel's God.

Serving in the Sea Services requires us to keep pace with, learn about, and apply technology to our ministry. This issue of *THE NAVY CHAPLAIN* explores the theme of "Technology and Ministry." Chaplain Barry Crane leads off with a broad overview of current technology and its potential use in Sea Services ministry. Then Chaplain Jim Fisher follows with a call to be familiar with techno-culture in order to relate to Sea Services personnel. Next, Chaplain Irv Elson exhorts us to not let "The Message" get lost in the media. After that, an interview with Chaplain Jim Puttler challenges each of us to stretch beyond our current comfort levels in order to better use technology. Chaplain Terry Gordon follows by giving an overview of the Navy Marine Corps Intranet (NMCI), which will affect every person in the Navy and Marine Corps. Master Chief Johnny Thomas reminds us of the importance of people and relationships. Finally, Chaplain Steve Epperson gives us an update on ChaplainCare and a Quick Reference Guide.

The rapid evolution of technology will even have an impact on future TNC publications. We will continue to produce *THE NAVY CHAPLAIN* in electronic form for the CRB web site ([www.chaplain.navy.mil](http://www.chaplain.navy.mil)), but will discontinue the printed form with the November/December issue. I have explained the reason for this change in greater detail in a letter to our Corps.

Like the Philistines of old, technology is at our disposal. And, just like Israel, we have the God of Abraham, Isaac, and Jacob as our guide. I pray that you will join me in seeking new avenues for using these innovative tools God gives us to transform the lives of those we are called to serve.

Prayerfully,



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Editor: LCDR Walt East, CHC, USN

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## Technology: A Tool for Cutting Edge Ministry

by CDR Barry Crane, CHC, USNR

A lonely Sailor receives an AMCROSS message informing him that his mother is dying. His frigate has just entered the Mediterranean and his command does what they can to encourage the young man. In spite of their best efforts, he quickly finds himself moving into depression. The ship will not make port in Barcelona for another two days. A shipmate tells him about the *ChaplainCare* web site. He logs on and discovers that help is just a click away. The site informs him that a chaplain is available 24 hours a day, seven days a week. He receives permission to call and connects with a Navy chaplain who provides hope in the resources of his faith in this difficult time. The chaplain he speaks with consults the Chaplain Corps Yellow Pages on his computer and calls a chaplain colleague in Beaufort, South Carolina. That chaplain checks his schedule on his Palm Pilot, sees that his afternoon is clear, and immediately heads to Savannah, Georgia, to be with the Sailor's family. Later that day, the Sailor in the Med again logs on to the *ChaplainCare* web site. After e-mailing the chaplain with his prayer request, he selects the daily devotional located there and finds that the words are just what he needed for the moment. When he arrives in Barcelona, a chaplain from Rota, Spain, is waiting for him on the pier. The chaplain was reached by cell phone and made his way immediately to Barcelona to provide care for this young Sailor.

While only a construct, this story illustrates the way technology has increasingly become integrated in the way we do ministry. We no longer have the luxury of choosing *whether* we will use technology in ministry. The question is: *How* will we use it? Leonard Sweet reminds us that we live in a time when technology has become a part of who we are: "Technology is no longer a separate category. It does not exist on its own, but is intrinsic and implicit in all of life ... from sneakers to toothpaste, from genetics to religion, from you to me" (*SoulTsunami*, p. 29).

Two years ago, then Chief of Chaplains Byron Holderby challenged us with the observation that: "We stand at the threshold of new forms of providing ministry" (*Occasional Thoughts: Innovative Use of Technology*, April 15, 1999). The events of the past two years have proven him to be prophetic, yet we have only just begun. In remarks following his May 24<sup>th</sup> appointment, Secretary of the Navy Gordon R. England outlined four key commitments that will mark his administration. Among them is to "swiftly incorporate technology across our total operation."

Why should we in the Chaplain Corps use technology? It will make us more productive as chaplains. And how can we

use technology for more productive ministry? By developing innovative ways to deliver ministry.

### **Personal Productivity**

Technology will not organize the ministry of one who is not committed to personal and professional growth, but it will make a committed chaplain more effective in mission accomplishment through more efficient use of our most precious resource—ourselves.

Today, **the premier tool of personal productivity is the PDA** or "Personal Digital Assistant." Produced by PalmPilot, Handspring, and a growing number of other companies, the PDA can function as a cell phone, pager, organizer, photo album, E-mail, and web browser. As an organizer, the PDA manages calendars, schedules, and "to do" lists. It includes



a calculator and an address book with room for thousands of entries. It stores important documents for later retrieval. Web pages can be downloaded and E-mail answered on the road. It is also a platform for games. The Navy is now issuing PDAs to new officers. They may be purchased in the \$100 to \$600 price range. Service contracts can be purchased for the

higher end models to allow for cell phone use, web browsing, and E-mail. (For more information about PDAs, go to <http://www.pdasearch.com>.)

**E-mail has overtaken the telephone as the primary means for communicating** with one another. This communication tool is available "24/7." It is fast, direct, effective, and efficient. Most of us wonder how we ever communicated before the advent of E-mail. It has become the primary vehicle for getting work done. File sharing allows for instantaneous information transfer with those in the same command or with others around the world.

A wealth of information is available to the chaplain through the **World Wide Web**. News, business information, weather, music, video, and Internet radio are growing in popularity. Travel programs provide turn-by-turn directions to destinations across town or the country. Colleges offer courses via their web sites. Navy training has moved into the

electronic age. Take the following steps to ensure this resource is used carefully and that you are not overwhelmed by its potential: 1) Consider using a home page that is customized for your unique needs and interests. This will include local weather; international, national, and local news; stock market updates; and other specific resources. 2) Use a quality search engine (such as <http://www.google.com>) to find the information you need quickly. 3) Use the “favorites” capability of your web browser to store the address of frequently used web sites so you do not have to type in the address each time you want to visit the site. 4) Save lists of web resources on your computer or print hard copies for later reference. The U.S. Navy web site, (<http://www.navy.mil>) includes numerous links to USN web sites that you can search for your Navy needs. The Chaplain Resource Branch web site (<http://www.chaplain.navy.mil>) includes a lot of helpful sites for chaplains and RPs.



Technology for the chaplain’s personal productivity is not complete without **study software**. The leading manufacturer of Bible study software is Logos Research Systems (<http://www.logos.com>). Using Bible study programs, the chaplain can compare multiple versions of the Bible, do extensive word searches and studies (in original languages or English), and link with electronic commentaries to specific passages of Scripture. An entire set of Biblical commentaries fits on a single CD. Deployment no longer needs to be made without the chaplain’s library! The Air National Guard has taken the lead in using electronic ministry in deployment. They have developed a “mount-out box” called the *Global Ministry Resource Kit for the 21<sup>st</sup> Century*. The kit includes Logos Bible software, a laptop computer with a DVD player (so the chaplain can show movies in the field), and specific resources for Jewish, Roman Catholic, and Protestant chaplains.

The technology of personal productivity helps the chaplain in his role of ministry team leader. Technology is a powerful tool in assisting the chaplain in personal and

professional growth, but it is also becoming increasingly effective in the delivery of ministry.

### Ministry Delivery

**ChaplainCare** is a significant new addition to our toolbox for the delivery of ministry. It enables every Sailor, Marine, or Coast Guardsman to reach a chaplain at any time. The scenario outlined at the beginning of this article suggests the effectiveness of this web-based ministry.

George Barna, developer of strategic research for ministry, projects that “within this decade as many as 50 million individuals may rely solely upon the Internet to provide all of their faith-based experiences” (*Barna Research Online*, May 21, 2001). While this report may challenge our theology of community,

it reveals the increasing use of the Internet for spiritual purposes.

The **World Wide Web** is also a tool for the chaplain within the command. A quality web page communicates the accessibility of the chaplain to all. The chaplain’s web page should include pictures of the RMT staff members (so they are recognized in deckplate ministry), contact numbers and

E-mail addresses, and links to local spiritual and helping resources, including places of worship. Other links to sites promoting the values the Navy and the chaplain are attempting to instill are important. Consider including a link to devotional sites and Bible/scripture study.

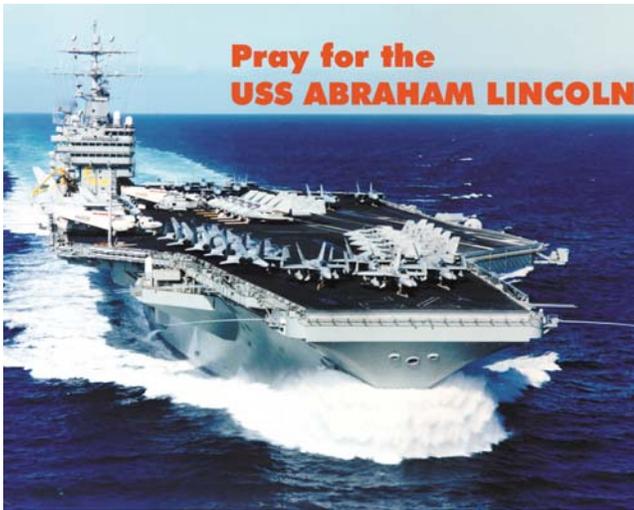
“...within this decade as many as 50 million individuals may rely solely upon the Internet to provide all of their faith-based experiences.”

George Barna

We have all endured many hours of PowerPoint presentations, but consider the use of **PowerPoint** as an innovative tool for ministry. When used properly, PowerPoint is an effective tool for worship (songs and sermon notes), teaching, command briefs, devotionals, and training.

**E-mail** should not be overlooked as a meaningful tool for ministry. It enhances pastoral care within the command and is a means of reaching those who are deployed. A simple message that says, “I am thinking about you and praying for

you,” brings encouragement to the heart of those who may feel forgotten. E-mail can also be used as a resource in the development of prayer support for those who are deployed. My civilian congregation developed a prayer partnership with the USS ABRAHAM LINCOLN during its recent WESTPAC deployment. Prior to getting underway, we had the Command Chaplain, Doug Waite, speak to our congregation about his ministry on the ship. Over 120 people responded and signed up to be prayer partners. We gave them



a tour of the carrier before it got underway. Chaplain Waite e-mailed specific prayer requests and updates. My secretary would send these out to those who had committed to pray. These requests included prayer for a Sailor that fell overboard and was hospitalized in Singapore; the family of a pilot who was killed during a night launch off the carrier; and the wife of a Medical Service Corps officer who became seriously ill. Our prayer team remembered her in prayer, I provided pastoral care while she was hospitalized, and our elementary age girls club “adopted” her and sent her posters and cards to brighten her hospital room. It was exciting to see a local church partner in prayer with the ministry of the Battle Group chaplains. E-mail made this possible.

**The Future**

George Barna, in looking to the future, highlights some exciting possibilities of technology and ministry that have direct application to the Sea Service chaplain. Imagine how adapting these developments can dramatically assist ministry.

*“... virtually every dimension of the faith community will be influenced by online faith developments. We will have an explosion of self-produced and self-marketed worship music as the outgrowth of sophisticated and affordable digital technology that turns an artist into a full-fledged recording company, including the ability to directly and inexpensively market these products to the millions of consumers on the*

*Internet. Within churches we will see e-mail broadcasting, theological chats, online meetings, broadcasts to congregants who are immobile, live webcasting of mission trips via webcams, and 24/7 ministry training from the best trainers and educators in the world” (Barna, p. 3).*

Technology is only a tool. It can be used for good or for evil. It can be a powerful medium to touch the lives of our people, or a facade behind which we can hide. It will never be a substitute for ministry. No matter how sophisticated technology becomes, it will never take the place of a heart of compassion that reaches out from one of God’s children to another in a healing embrace.

A set of twins were born prematurely. Each child was given her own incubator. One baby did well, the other was not expected to live. A nurse fought hospital rules and managed to place the babies together in the same incubator. When they were laid together, the healthier of the two threw her arm over her sister in an endearing hug. The smaller baby’s heart rate stabilized and her temperature rose to normal. She responded to the healing touch. No matter how sophisticated technology becomes, it will never substitute for touching the lives of those around us. People of faith know how to touch others.



We do it with technology and the warmth of human contact. As we affirm the possibilities of the future, we should never forget that high-tech ministry will only be life-changing to the degree that it is also high-touch. **TNC**

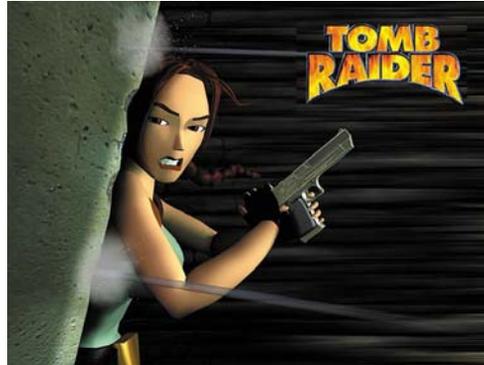


*Chaplain Crane is currently assigned as OIC of MEFREL 122.*

## Cyber-Ministry: Wired, Desired, and Inspired

by CDR James R. Fisher, CHC, USN

By now you should know who Lara Croft is. Lara is the hip, athletic, educated, and independent cyber-personality of the immensely popular computer game, *Tomb Raider*. The recently released *Tomb Raider* movie grossed over \$47 million during its first weekend. If you did not know who she was before the media blitz surrounding the film, you may be out of touch with our present cyber-generation. Most young people would like to be on a first name basis with Lara. This fact is not lost on the entertainment industry that budgeted \$80 million to shoot the film.



The development of the silicon microchip and the advent of the cyber-age has brought about wonders that are no less phenomenal than Gutenberg's machine. Information is increasingly accessible for the average person through the World Wide Web, as well as through print. Author Leonard Sweet asserts in his book, *SoulTsunami: Sink or Swim in the New Millennium Culture*, that "A weekday edition of the *New York*

Navy chaplains would do well to consider Lara Croft, and other icons of techno-culture, as we seek to reach today's young people. Advances in technology have been astonishing in the past decade. Our colleagues in the line community continually seek new skills and opportunities in this arena. Are we chaplains keeping pace with our colleagues regarding technology? I believe electronic usage in the Sea Services has reached a magnitude where the use of electronic media can significantly enhance the impact of spiritual ministry. Now is the time to develop a variety of unique cyber-ministries as part of our Command Religious Programs. The necessary technology has been developed. Our young Sea Service members desire quality electronic ministry. As one of my former Coast Guard chaplain colleagues is fond of saying, "If you want to minister to the Nintendo generation, you need to be familiar with their toys." Inspiration and imagination will be our greatest challenges.

### WIRED

When it comes to ministry, the message of God's compassion and love "has existed for ages." That message will never change. It is as sure as the rising of the sun each morning. However, the media used to convey that message can be as innovative as man can imagine.

Throughout the ages, power-sources and technology have driven economies, developed nations, and inspired the dreams of millions. The dawn of the twenty-first century is no different. Technological advances and diverse energy sources (notwithstanding rolling blackouts in California) have literally created new industries and national potentials within the span of a few short years. This kind of industrial occurrence is not new and has been experienced before. When Johannes Gutenberg invented the printing press in the fifteenth century, there was an incredible leap forward in the "information age."

*Times* now carries more information than the average person in the seventeenth century would digest in a lifetime" (*SoulTsunami*, p. 78). Complex mathematical problems that may have taken years to solve are now resolved in moments to the benefit of scientific and medical endeavors. Communication has been revolutionized through E-mail, video-conferencing, cell phones, fiber optics and holographic imaging. While it took centuries for Gutenberg's invention to become practical and popular, it took less than twenty years to discover the commercial potential of the silicon chip. America, and the military of the twenty-first century, is wired.

### DESIRED

Whereas America is wired for the twenty-first century, many Command Religious Programs are still based upon the church models of the '60s and '70s. And, why not?! That was the time frame in which many, if not most, of us chaplains grew up. However, the developmental years (age 5-15) of our young military members were from 1986 to 1996—the boom of the Internet and the information age. Although human emotional needs may be the same throughout the ages, the media that carries the timeless message of God's love has radically changed. Our young military members are



comfortable with and knowledgeable about cyber-media. Have we chaplains been willing and involved participants in the transition?

Today's Sailors, Marines, and Coast Guardsmen have an expectation of a technological culture. They grew up with technology. They use electronic media routinely, are attracted to imaginative venues, and appreciate quality. Cyber-ministry is no exception. However, many chaplains struggle to use technology to produce a product with sufficient quality. A static web page or simple E-mail listing will not effectively reach today's young adults. We can do better to expand this area of ministry and widen our access to personnel in isolated duty stations. We need to develop ways to open the doors for faith exploration in the cyber world. Our Sea Service personnel desire it!

***INSPIRED***

My personal experience regarding the potential for cyber-ministry started three years ago when I reported to Coast Guard Headquarters. After receiving endless religious chain letters ("forwards") and other pabulum through E-mail, I realized that this media could be a great venue for religious education if used imaginatively and properly. I decided to experiment with a 52-week cyber-program that addressed the major tenants of the Christian Faith utilizing scripture, pictures of command personnel, music and application questions—all delivered within the framework of a 60-second PowerPoint presentation for each weekly unit. Personnel from the Headquarters Information Technology staff gladly agreed to assist in the development of this project. *Small Beginnings* was established and distributed to Coast Guard units around the world. (Editor's note: Examples may be seen on the CRB web page, [www.chaplain.navy.mil](http://www.chaplain.navy.mil), in the TNC section.) An added, but unexpected, benefit was an opportunity to minister to some of the training personnel who were struggling with life issues—human touch in a high-tech environment.

A necessary element of cyber-ministry is training. During the May 2000 Coast Guard Chaplains Conference, each Coast Guard chaplain, active duty and reserve, received one week of specialized training in electronic ministry. The instruction included computer skills, web page development, Microsoft PowerPoint, digital camera familiarization and an introduction to small electronic tools. The training has paid off. Many Coast Guard chaplains have developed Command Religious Programs that include inspirational biographies and video

shorts that can be distributed via E-mail or web links. Still other chaplains are exploring the utilization of CD-ROMs in conjunction with the expansion of cyber-personalities for use in General Military Training on Core Values and Bible/Torah / Koran studies. E-mail Bible studies and inspirational mailings are now standard programs in many Coast Guard units.

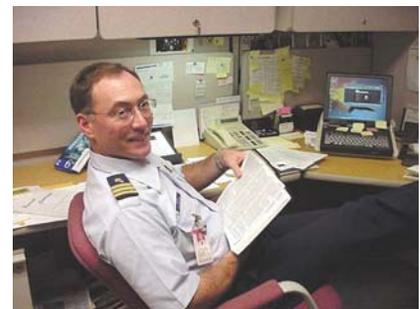
If imagination is indeed fueled by inspiration then Navy chaplains can be the catalysts for fantastic opportunities in the development of new spiritual, ethical, and moral programs within the Sea Services. Nevertheless, the inspiration behind cyber-ministry doesn't come through osmosis; it doesn't "just happen." Hard work, training, and funding predicates inspiration. Many commands offer a variety of training classes for computer skills. Set aside the dates in your calendar and take the classes. If you are a training officer, develop a curriculum that explores the tools and avenues of cyber-ministry. Ensure that Religious Program Specialists and administrative assistants have the same opportunities of training afforded to them. Take a few minutes each week to search



the web and observe what civilian ministries are doing to reach people.

Cyber-ministry is a ministry of intentionality that can be a popular avenue for exploring important issues of faith. Be assured, cyber-ministry will never replace the worshipping community and cyber-personalities will never replace chaplains and RPs. The need for God's compassion in human form is real. Human needs will never be completely satisfied by electrons and silicon chips. However, inspired chaplains can use cyber-ministry to effectively help Sea Service personnel touch the face of God. **TNC**

*Chaplain Jim Fisher is currently serving as the Deputy Chaplain of the Coast Guard in Washington, DC. He will report this summer as the Deputy Director of the Naval Chaplains School in Newport, RI.*



## Thoughts on Technology and Ministry

By LCDR Irving Elson, CHC, USN

### Death by Power Point

A few months ago, during a visit with our Naval Academy Midshipmen to the Czech Republic Military Academy, we were given a brief by their Chief of Staff on the present condition of the Czech military. The two-hour ordeal was given in a large room, and consisted of a PowerPoint presentation with over one hundred slides. On the bus later that day, I heard the midshipmen refer to a common phenomenon, known as “Death by Power Point,” (i.e. the cramming of little or no information into hours worth of text flying across the screen, pictures fading in and out and other special effects). “Death by Power Point” is prevalent throughout military, academic, and business life today. Teachers, commanding officers, and business executives alike have to constantly grapple with the struggle between the “medium” and the “message” and the fact that the latter is easily getting lost within the former. Those of us providing ministry to the men and women of the Sea Services also encounter this struggle. Just because we *can* use different means of technology to get our message across, (actually, in our case, to get “The Message” across) does it mean that it is the *best way* to get the message across? And more importantly, how does it impact our message?

Digital technologies free our message from any fixed delivery medium, and allow our people to convert content instantly into any medium they want. The sermon preached on the Sabbath can now be disseminated immediately on video, computer audio, computer text file, html, etc. The chaplain’s challenge isn’t the medium, the congregation will take care of that; it’s the quality of the message. When Microsoft unveiled its MS Office suite, including PowerPoint, it hailed the product with the words “Great results, less work!” Technology doesn’t make less work for us, it actually prompts us to work harder in delivering a message that could be easily garbled in the medium. Is your congregation so enthralled by the beautiful slide projected with the words of the hymn being sung that they lose sight of the words and their meaning? Is the weekly or daily E-mail message you send out being lost in the ocean of E-mails the recipient receives? Because of the prolific use of technology, our message has to be stronger, clearer, and more powerful than ever.

### New is New

Apple Computers beckons us in their commercials to “Think Different.” What that means is that new technologies invite us to explore them in their own right, not merely as adaptations of old technology. For example, Microsoft PowerPoint is more than an electronic version of the print

media (hymnal or song sheet) we used to hand out. The nonlinear quality of this program and many others, allows us to offer the viewer/user a greater level of control as to where he wants to go. It is not necessary to go to the next linear slide in a presentation. Hot links, or control buttons, added to a presentation allow us to go to a totally different set of slides. Consider this scenario: instead of using hymnals, a chaplain has a PowerPoint presentation that he projects to a screen for the congregation to see. The mood of the congregation after a particular event or a certain prayer request might compel the chaplain to, on the spot, change the slides projected. The ability to add music, video, and other enhancements to a slide presentation increases the utility of the program. At the bottom corner of the slide show could be a digitized video of a person “signing” the words of the song projected for the members of the congregation who are hearing impaired. One can add the background music or even a bouncing ball. New technology calls for new paradigms!

Good examples of using new technology through a new paradigm are E-Books. E-Books began as an attempt to transfer all the great works of our culture into electronic

media. The original project was called The Gutenberg Project and it was a flop! People did not see the advantage of having, for example, *The Complete Works of Shakespeare* on a floppy or a CD because it meant having to lug around a computer to read it. PDAs, or Personal Digital Assistants, have changed all that. Entire books can be

transferred and read directly from your Palm Pilot or HandSpring Visor. This merging of software and hardware has given new life to the E-Book concept.



What’s their true value?

A couple of months ago, I received a notice from a publishing company that a new book on faith and the Holocaust was being released. The book seemed perfect for our Jewish midshipmen. A quick E-mail to the publisher confirmed that the book was being released in E-Book form. A license for a certain number of copies was purchased and the book was distributed via E-mail to those who ordered it so they could install it in their computers or Palm Pilots. (Everyone has one, right?)

Public domain software is available on the web to create such books. Wouldn’t it be great to make your next pre-deployment guide or Bible study available in this format?

*(continued on page 18)*

## Technology in Sea Service Ministry

CDR Jim Puttler, CHC, USN



**Editor's note:** There are a number of chaplains who have demonstrated that they are innovators in the area of technology and ministry. One of these is Chaplain Jim Puttler. Chaplain Puttler has been experimenting with ways to use computers to support ministry for many years. He recently developed the Force Chaplains Benchmarking Exchange at MARFORPAC which was later adopted for all USMC ministry. TNC spoke recently with Chaplain Puttler about his experience with information technology and his vision for its future use by Sea Service chaplains.

### Chaplain Puttler:

One of my favorite hobbies is information technology. I have always been interested in technological kinds of things. Although I never considered myself a "computer geek," I do enjoy using all these electronic "toys" as a hobby and I can see a use in conveying "life-changing" ministry to our Sea Service personnel by using them. The key phrase here is "by using them" and not letting them use you. Remember that they are meant to be time saving servants, not masters over your time.

I began my undergraduate studies at Pacific Lutheran University in the late '60s. At that time, PLU was on the cutting edge of computer technology. The University had two "super computers" housed in the basement of the library. The two computers filled the entire basement. I only took one computer course, but I learned two computer languages: Cobol III and Fortran IV. There were no floppy discs or hard drives or CD-ROMs at the time. Computing was done with "punch cards."

Before coming on active duty, I served a Lutheran Church in rural Sunnyside, Washington. We had no computers or color inkjet printers. This was before pagers, cell phones, answering machines, and fax machines. We did have a mimeograph machine and our preschool had a ditto machine.

At the time, these items were "state-of-the-art" even though we had to put up with the mess associated with them. I relate this because I want to emphasize how far we have developed in our technology. I think even the most reticent of us to use E-mail and the World Wide Web would agree that we shouldn't go back to the days of mimeograph and ditto machines.

My secretary at the church was the retired pastor's wife. She typed the bulletins. She would spend each Friday repairing the blue mimeograph master after typing it on Thursday. The reason was that the "O's" on the electric typewriter punched just a little bit too far into the blue master and the entire center of the "O" fell out. If she didn't repair the "O's" there would be large blobs of ink throughout the weekly bulletin and the mess would be terrific. With a toothpick, she would have to very carefully push the center

of the "O" back into place and put just a dot of that special mimeograph "glue" to hold it in place. Once she repaired every hole on the master, she could then run the bulletin off and fold the 150 copies for the Sunday service. It was an all day job.

I thought I was in "7<sup>th</sup> Heaven" when the Board of Elders approved the purchase of a thermal copy machine. This machine actually allowed pictures to be copied that were close to being photographic quality. The only problem with the copies was that after a week or so the copy would fade out of existence and the paper became quite brittle.

### TNC: How did you begin using computers and information technology in your Navy ministry?

I didn't have my first computer on my desk at work until my second tour of duty, Naval Training Station, San Diego, in 1987. I was assigned an IBM 286 with a 20 Meg hard drive. We didn't have Windows on the machines. We had a message system called "blue" mail that we could use only on base. I don't remember the software we used, but it was not Microsoft.

In December of that year we had chaplain training on "Computers for Ministry." The only reason I know this is that I kept the training sheet from the event. I have made literally hundreds of copies of that two-page information sheet, printed by a dot matrix printer from a Corona PC-440 with 512k memory, 32 Meg hard drive, and 1200-baud modem. On page two of the training sheet, a paragraph describes the "dream machine" of the future:

"80386 32-bit dual bus 20 MHz with 1024k (one meg) of memory; extended memory; parallel, serial, mouse, and joystick ports; color graphics board; 1 floppy disk drive; one 40 meg hard drive; clock/calendar; and a 9600 baud modem. Cost? About \$7,000+"

I chuckle every time I read that sheet! Just think of the advances that have taken place since that time. Who would have known then what we all experience daily today?

When I was stationed in Guam in 1992, I purchased my first fax machine and my first desktop PC (Hewlett-Packard 486 DX2 running at 66 MHz). One could fax messages from



one computer to another computer without a fax machine, if the receiving computer was turned on and the modem was plugged into the telephone socket. Local Christian bulletin boards were popular on Guam. One could join for free, log on by dialing into the bulletin board site, and leave messages to other members of the bulletin board. These bulletin board services could also download information from newsgroups off the Internet once a day. A bulletin board member could participate in discussion groups on these newsgroups. The bulletin board owner would upload the newsgroup information gathered at the end of the day and then upload it back to the Internet. This meant that sometimes conversations would go on for days on these newsgroups, but it was an improvement over what we had before, which was nothing.

**TNC: You developed the Force Chaplains Benchmarking Exchange for USMC. Could you explain what that is? How does it enhance ministry in the Marine Corps?**

I learned, studied, and wrote about “benchmarking” when I left Guam and went on to the Navy Chaplain Advanced Course at Newport, RI. “Benchmarking the Command Religious Program for Best Practices” was the title of the thesis I wrote in partial fulfillment of the school’s requirements.

So what is benchmarking? The recognized expert in the benchmarking process is Michael J. Spendolini, who in his book entitled *The Benchmarking Book* defines it as “a continuous, systematic process for evaluating the products, services, and work processes of organizations that are recognized as representing best practices for the purpose of organizational improvement.” My study led me to believe that “benchmarking” could be used by individuals, specifically chaplains, to improve their work processes by studying what other recognized individuals do to be successful.

In studying these successful individuals, certain questions naturally arise: Are there individuals providing ministry that you admire and are clearly recognized as the best of what they do? Are there things that they do regularly that you can observe and “copy” and improve upon in your ministry? Can you identify the best practices that they accomplish? Can you practice, adopt, and adapt them into your work and life?

You will improve your own delivery of ministry if you develop regular ways of “benchmarking” others that are doing it “right.” Simply stated, observe the best practitioners of your profession (or any profession) and imitate, use, copy, and improve upon the way they do it. In my paper I outline, from a study of literature in the corporate world, a formal way to benchmark religious ministry in the CRP.

King Solomon alludes to the “benchmarking” process when he reminds us, “What has been will be again, what has been done will be done again; there is nothing new under the sun” (Ecclesiastes 1: 9). Saint Paul encourages a form of “benchmarking” when he says, “Imitate me as I imitate Christ” (I Corinthians 11:1). For Christians, who better to

imitate than Christ? For Jews, who better to imitate than Moses? For Muslims, who better to imitate than Mohammed?

The Force Chaplain’s Benchmarking Exchange (now at Headquarters Marine Corps) really began as a web site for any chaplain, RP, or interested person, to be able to download programs, ideas, processes, briefs, etc., that have been developed by other chaplains and RPs. The goal is that the chaplain who downloads the items will use them to improve his own program. The plea I made to every member of the Exchange was if they found the items useful and made improvements in them, they would send me back an updated copy of the new and improved program for posting on the Exchange. I went out of my way to give full credit to the author or developer of the item. This is important if you want people to support the program.

A second process that makes the Exchange successful is the communication link I established with the members of the Exchange. Whenever there was an improvement or an additional program posted on the Exchange, I would send out notification of the new program to this ever-growing list of members. Ultimately, I had over 380 members.

The site is still available, but because it is on a secure server, you must first register and then logon to get to the site. RP1 Hicks at Headquarters Marine Corps now manages the site and should be able to assist anyone desiring to become a member of the Benchmarking Exchange. The registration site is located at: <http://www.hqmc.usmc.mil/chaplain/register.nsf>.

**TNC: You have built a few web sites. Can you tell us about how you use that tool for ministry?**

Building web sites is something I really like to do. I have built a few. Most of them are no longer in existence, but in the process of building them I learned something new each time. My first web site was completed in October 1994 for the 14<sup>th</sup> Coast Guard District, Honolulu, HI. I think it was the first Coast Guard Chaplain web site totally dedicated to military ministry. I had a few pages that I called “Minute Meditations,” which were Bible readings and a short prayer, illustrated with photos that I had taken from around the district on my visits. I had pictures of Midway Island, Kwajalein, Johnston Island, American and Western Samoa, Guam, Kodiak, Panama and every other place that our Coast Guardsmen and women in the 14<sup>th</sup> District go. I don’t know how many people ever “surfed” those pages because I didn’t have a way of finding out who called up the page. At that time, I augmented my web pages with an Internet e-mail newsletter called the “Lay Leader Newsletter.” I originally sent it out to my Lay Leaders around the district. Soon others wanted to be included in the list and eventually I was sending it out to over 450 folks. I would include web links to my “Minute Meditations” and other information items of spiritual interest on the web that readers of the newsletter could click on and go directly to.

In doing this newsletter, I discovered the Coast Guard members I visited periodically could connect with me easier and remember my previous visits longer when I also included them on the list receiving the newsletter. It was a practical way for me to maintain my connection with my people in a very large geographical area separated by many time zones.

The web site I currently maintain for Marine Forces Pacific (MFP) includes a direct link to the Community Relations (ComRels) Projects recently conducted around the Pacific by the commands assigned to MFP and updated on a regular basis. We encourage our chaplains to send in photos and stories to be posted on the web site. We also encourage them to let their Commanding Officers know the ComRels are on the web to be viewed. You can visit the site directly by surfing to: <http://www.mfp.usmc.mil/chaplain>.

Notice I set up the web page so the web address is easy to remember and pass on to others. This can also be a natural “hook” to get Marines and their family members to look further into what is available through the Force Chaplains Office. A Marine will gladly look on a website to see himself on the World Wide Web participating in a Community Relations Project. While there, he has a higher probability of looking to see what else is on the “Chaplain’s Web Page.”

I am also refining my personal web site on a regular basis. I call it “darryl’s Hawaii.” I use this as an R&D platform for testing out how I can use the web in the future. You can look at my latest version at: <http://www.poi.net/~darryl>. There are examples of virtual reality (immersion photography), video, stereophotography (3D photos), java beans and JavaScript. From time to time you can see this site listed in some search engines, if you search for the words “darryl” and “Hawaii.” This is another way in which chaplains and RPs can get their web sites noticed and promote the site so more people will find you on the web. But, one should make a distinction between personal and professional websites so no misunderstanding concerning Navy representation occurs.

**TNC: If a chaplain wanted to build a web site for a command, what would you recommend?**

To begin with, I highly recommend it. It is easy, even while you are learning the language. Usually, the Public Affairs Officer is responsible for the maintenance of the command’s web site. They can inform you as to the local do’s and don’ts, and bring you up to speed on what is appropriate and what might constitute a security violation.

I encourage chaplains and RPs who want to build web sites to learn to write the “code” from scratch first rather than using programs such as Front Page or Dream Weaver, etc. This way you learn the essentials you can build upon with the other programs. Most everything I write is by scratch using just Wordpad as my HTML editor.

An easy way to see the code used on web pages and to get new ideas for your own web pages is to surf to a web site

and right-click on the web page itself. A “pop up” box will list several choices, including “view source.” If you left-click on this option, a notepad box with all the code will be visible. You can then save that code to a directory of your choice for later study to see just exactly how the page was written.

A great investment for the Command Religious Program might be the purchase of some books on writing HTML code. The Command G-6 or Command Information Manager might have some books available for study. There are free tutorials on the Web (e.g. <http://www.werbach.com/barebones> or <http://davesite.com/webstation/html/>). Commands may even have the resources to schedule classes to train folks in writing computer code. I have found that developing my own professional skills by taking training classes or some other military training exercise can often lead to additional opportunities for ministry with the very military members who were in the class. So even though you might think a class to learn a new skill is a waste of your time, in reality it can mean more possibilities for ministry in the future. The classmates you meet now will seek you out later because they have gotten to know you. As a bonus you will have learned a new skill.

**TNC: Can you share with us some simple web code?**

Here is an example of a very simple web page that can be modified for use by chaplains and RPs:

```
<html>
<head>
<title>This is my first web page!</title>
</head>
<body bgcolor="paleblue" text="FFFFFF">
<center>
<br>
This is my photo, Ch Spiritual</center><br>
This is where I can insert all kinds of text. BLA, BLA, BLA
<center>
<a href="http://www.my_favorite_website.com"
title="This is a favorite site">A favorite link to the Web</a>
</center>
</body>
</html>
```

Just type, or cut and paste, the previous code into a plain text file using Notepad or Wordpad and save the file as “chaplain.htm” in the directory of your choosing on your computer’s hard drive. Make sure you save it as a text file. (Note: Microsoft Word does have an option to save a file as an HTML document.) Then, in your Windows Explorer find the file on the directory where you saved it and double-click

*(continued on page 22)*

## Within the Chaplain Corps/RP Family



*RP2 (FMF/SW) Williams receives his ESWS pin at MARFORPAC.*



### **Legion of Merit**

*CAPT Jerry K. Shields, CHC, USN  
NAVMEDCEN Portsmouth, VA*



### **Meritorious Service Medal**

*CDR Orlie R. Wilkins, CHC, USN  
NAVMEDCEN Portsmouth, VA*



### **Navy/Marine Corps Commendation Medal**

*CAPT Stephen A. Bird, CHC, USNR  
COMNAVSURFLANT Detachment 606*

*RPC (AW/FMF) David A. Brock, USN  
MCRD Parris Island, SC*

*LCDR Michael E. Klarer, CHC, USN  
NAVMEDCEN San Diego, CA*



### **Army Commendation Medal**

*CDR Jack T. Unangst, CHC, USNR  
SFOR NATO Bosnia*

*RP1 James M. Brown, USNR  
SFOR NATO Bosnia*



### **Navy/Marine Corps Achievement Medal**

*LCDR Margaret A. Robertson, CHC, USN  
NAVMEDCEN Portsmouth, VA*

*LT Edith R. Porter-Stewart, CHC, USNR  
CREDO SOUTHWEST San Diego, CA*

*RP1 (SW/AW) Mathew J. Lieske, USN  
NAWCAD Patuxent River, MD*

*RP2 Philip T. Burston, USN  
MCRD Parris Island, SC*

*RP2 (SW) Michael P. Parshall, USN  
NNSY Portsmouth, VA*

*RP2 James White, USN  
USS GETTYSBURG (CG 64)*

*RP2 (SW/FMF) M. Troy LeBlanc, USN  
USS BUNKER HILL (CG 52)*

*RP3 Tshombe S. Harris, USN  
MCRD Parris Island, SC*

### **Accelerated Advancement Program**

*RP3 Suchan Yi, USN  
NAWCAD Patuxent River, MD*



**Enlisted Surface Warfare Specialist**

*RP1(SW) Adelita Dodge, USN*  
USS BONHOMME RICHARD (LHD 6)

*RP2(SW) Anthony C. Piloza, USN*  
USS BONHOMME RICHARD (LHD 6)

*RP2(SW/FMF) Robert McDonough, USN*  
USS COWPENS (CG 63)

*RP2 (SW) Nicholas P. Enlow, USN*  
USS HUE CITY (CG 66)



**Air Warfare Specialist**

*RP1 (SW/AW) Mathew J. Lieske, USN*  
NAWCAD Patuxent River, MD

**Sailor of the Quarter**

*RP2 Aaron Williams, USN*  
1ST MARDIV FMFPAC

*RP2 (FMF) William Smith, USN*  
HQ BN 1ST MARDIV FMFPAC

*RP2 Jessica Jimenez, USN*  
11TH MARREG 1ST MARDIV FMFPAC



**Fleet Marine Force Warfare Specialist**

*RP2 (FMF) William J. Smith, USN*  
1ST MARDIV FMFPAC

**IN MEMORIAM**

**Andrew Raphael Diconti Sr**, grandfather of LT Marc Diconti, CHC, USNR  
Naval Training Center (N7), 2601-A John Paul Jones Street, Great Lakes, IL 60088-2845

**James Lee Keys Jr**, father of RP2 Kelly Keys, USN  
Naval Submarine School (00E), Box 700, Groton, CT 06349-5700

**Bernard J. Lebron**, father of LCDR Robert E. Lebron, CHC, USN  
Naval Security Group Activity, Quick Hall Bldg 9303 RM 113, FT Meade, MD 20755-5290

**Eleanor Lyons**, wife of Captain Vaughn Lyons, CHC, USN (Retired)  
2727 Azalea Drive, San Diego, CA 92106

**Hellen Johnson**, mother of RP3 Shannon Wade-Norman, USN  
Naval Station Mayport, PO BOX 280054, Mayport, FL 32223

**Janet Rini**, mother of CDR Daniel W. Parry, CHC, USN  
Naval Hospital Camp Lejeune (Code 52), PO BOX 10100, Camp Lejeune, NC 28547

## *In Memoriam: A Relationship Remembered*

by RPCM (SW) Johnny D. Thomas, USN



One of the joys of military life is the people you meet that you would otherwise never know. The memories of “ship-mates” are treasures of serving in the military. I have developed many meaningful relationships during my time in the Navy. These mean more to me than awards or my success as an RP. Not all of these relationships started out on the right foot, but each has taught me and helped me to grow. Perusing the “In Memoriam” section of the latest *The Navy Chaplain*, I was reminded of one such relationship when I saw the name of Chaplain James Vinson, a man for whom I have a deep respect and friendship.

I first met Chaplain Vinson in September 1992 when I was just arriving at Naval Station, Roosevelt Roads, Puerto Rico. We soon had our first “run-in.” I was proofing a bulletin for the Gospel Service he led. Coming across the word “Chant” in the program, I assumed he had made an error. I had never come across this use of the term and suggested to the RP3 who was doing the bulletin that the chaplain meant “Responsive Reading.” A few minutes later Chaplain Vinson called me into his office and asked me why I was questioning his order of service. He then showed me a book his faith group used in which the term “Chant” was listed. I apologized and told him it was the first time I had seen the term used that way. I was not questioning him personally but the use of the term. It was the first time I had been involved with a service that was primarily in the African-American tradition. He said he understood and I parted with a better understanding of the need to be willing to learn and not make assumptions.

Our second “run-in” came shortly thereafter. One day I had told our RP2 to go to lunch (she was dependent upon the base bus to transport her to the galley about four miles away). Chaplain Vinson stopped her on her way out and asked her to photocopy a play that was going to be performed by the children for Christmas. When I came up, she had just started copying and Chaplain Vinson was observing her. I told her to go on to lunch and I would finish the copying. When she left, Chaplain Vinson said something to the effect “there goes your corporate knowledge” and left. I didn’t think anything about it. A few minutes later he came back in and asked to see me in the fellowship hall. What followed began as a one-way conversation from the Chaplain to me. The gist of the conversation was pretty much how dare I send the RP2 to lunch when he had her making copies for him. I simply asked him, “Sir, can’t I as an RPC make copies?” With that, he softened and apologized. It was refreshing to see a chaplain who, once he understood the intent and the situation, was not above apologizing for his actions. That carried a lot of weight with me. Over the

course of our working together we really did not have a lot of confrontations, but we did have many meaningful conversations.

Some of my fondest memories include Chaplain Vinson’s family. When I had duty, I would often sit in the back of the Gospel service and hold his baby daughter, Julie. She would frequently fall asleep on my shoulder. I enjoy children and I knew it would give Wanda, his wife, a break and the opportunity to worship freely. When I think of Wanda I remember a warm and generous lady with a hearty laugh. She was always helping out with potlucks and making sure there were plenty of volunteers to take care of the cleanup. She was a gift to Chaplain Vinson and to all who knew her.

My last visit with the Vinsons was while I was going through CREST in 1998. They invited me over for dinner. I marveled at how big the children had grown since I had last seen them. Later, as Chaplain Vinson and I talked, he shared with me the grief he still carried for his oldest daughter, lost in a car accident some months before. It was good to know that, though we had not seen each other for a few years, he wanted to share his personal thoughts with me. I felt privileged.

As I read the “In Memoriam” page I realized I missed Chaplain Vinson, his family, and the times we shared together. I pray for Wanda and the kids. They lost someone they loved very much and who loved them very much. I can say without shame or embarrassment I loved Chaplain Vinson, too. I loved the conversations we had, I loved working with him, and I loved getting to know him and his family.

I think that I, like many others, all too often take my relationships with the chaplains and RPs for granted. Maybe we need to stop and reflect occasionally on our relationships, both personal and professional. Relationships are the basis of the memories we will take with us when we leave the Navy.

If I had any wish to be granted, it would be that chaplains and RPs would recognize the gifts others possess. It really doesn’t matter if our personalities clash, our leadership styles vary, or our work ethics differ. These challenges can be overcome with communication, respect, and understanding. What does matter is that we recognize the person we work with as created by God with unique gifts and qualities. Just because a relationship started out on the wrong foot or with a “run-in” doesn’t mean it cannot become one of respect and caring. It can become something to cherish forever. **TNC**

*Master Chief Thomas serves at the U.S. Naval Academy.*

## Chaplain Inspires Ammo Handlers at Pearl Harbor

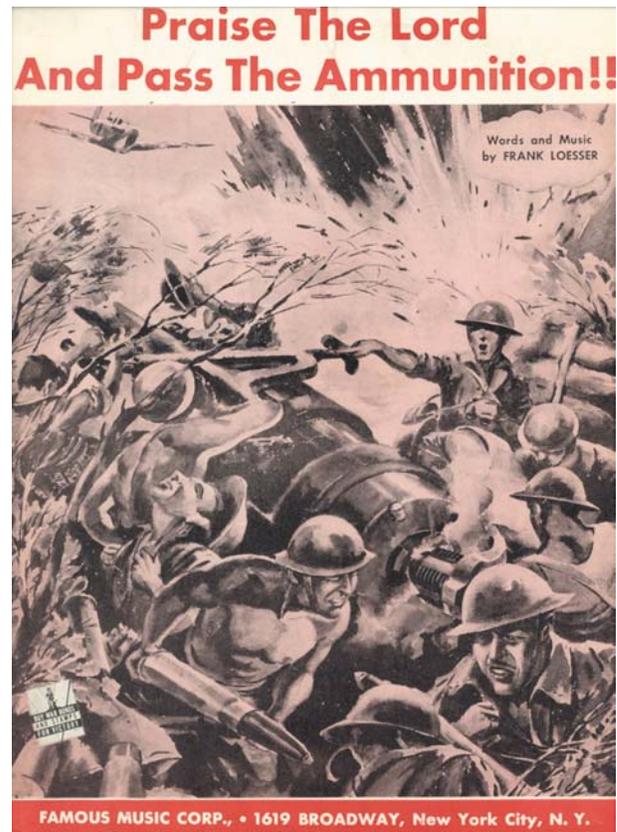
By LCDR Walt East, CHC, USN

### **Praise the Lord and Pass the Ammunition** words and lyrics by Frank Loesser

*Down went the gunner, a bullet was his fate  
Down went the gunner, then the gunner's mate  
Up jumped the sky pilot, gave the boys a look  
And manned the gun himself as he laid aside The  
Book, shouting  
Praise the Lord and pass the ammunition!  
Praise the Lord and pass the ammunition!  
Praise the Lord and pass the ammunition and we'll all  
stay free!*

*Praise the Lord and swing into position!  
Can't afford to sit around and wishin'  
Praise the Lord we're all between perdition  
and the deep blue sea!*

*Yes the sky pilot said it  
You've got to give him credit  
for a son - of - gun - of - a - gunner was he,  
Shouting;  
Praise the Lord we're on a mighty mission!  
All aboard, we're not a - goin' fishin';  
Praise the Lord and pass the ammunition and we'll all  
stay free!*



### **Commander Howell M. Forgy, CHC, USN (1908-1972)**

Howell Maurice Forgy was born on 18 January 1908. He played football at Muskingum College, in Ohio, and was later ordained as a Presbyterian minister. Commissioned in the Navy Chaplain Corps as a Lieutenant (Junior Grade) in October 1940, he was serving in the heavy cruiser NEW ORLEANS during the 7 December 1941 Japanese air raid on Pearl Harbor. When men of the ship's ammunition party were growing tired from their efforts, Chaplain Forgy encouraged them with the words "Praise the Lord and pass the ammunition, boys." This phrase inspired the immensely popular wartime song "Praise the Lord and Pass the Ammunition," written by Frank Loesser and recorded by Kay Kyser. (At first, the phrase was erroneously attributed to Chaplain William Maguire, including the story printed on the sheet music. Contrary to the lyrics, the chaplain did not actually man the gun.) Frank Loesser assigned all royalties from the song to the Navy Relief Society.

Chaplain Forgy served through the remainder of the Second World War, reaching the rank of Commander in November 1945. He retired in May 1946 and returned to the civilian ministry. Chaplain Forgy died in Glendora, California, in January 1972.

## ChaplainCare: High-Tech Meets High-Touch Ministry on the Web

by CAPT Steve Epperson, CHC, USN

*ChaplainCare*, Naval Sea System Command's Web-based resource for religious information, counseling services and spiritual help, is about to begin its second year of providing support to the Fleet in locations around the world. In the past year, *ChaplainCare* has expanded its base, serving a growing number of customers.

*ChaplainCare* is accessible through Distance Support, the high-tech hookup that provides service members with technical and personnel assistance when and where they need it. In August of 1999, the CNO directed all systems commands to improve fleet support. Commander, Naval Sea Systems Command (NAVSEA) initiated an aggressive and complete review of NAVSEA's support to the fleet. As a result, Distance Support became the vehicle for providing customer service "second to none." This new customer service initiative was developed to include:

- a comprehensive web page providing a single entry portal for a shared data environment,
- an E-mail service for technical support, and
- a global toll-free number.

This triad of support is serviced by the Navy's Integrated Call Center (ICC), which has a trained support team located in the Atlantic Fleet Technical Support Center in Norfolk, Virginia. The ICC provides 24/7/365 assistance to customers requesting support via E-mail or through the toll-free number.

What began as a focus on technical support to the Fleet rapidly expanded to include personnel support such as chaplain and medical assistance and, some months later, training and education. Distance Support's mission soon expanded to further improve support to the entire Navy.

While the *ChaplainCare* initiative began before RADM Barry C. Black assumed his duties as Chief of Chaplains, he quickly endorsed *ChaplainCare* as an example of "innovative and life transforming service" in support of Fleet readiness, and officially approved the Chaplain Corps partnership with NAVSEA in this new support initiative.

When Distance Support was piloted on the LINCOLN Battle Group, *ChaplainCare* was part of that pilot. Among the lessons learned was that chaplains were unable to fully utilize Distance Support and *ChaplainCare* because they were not a part of the Distance Support pre-deployment shipboard training. However, even without the training, LINCOLN's Command Chaplain used *ChaplainCare* while on deployment and advertised the *ChaplainCare* web site to the crew through the Command Religious Program (CRP). As a

result, several service members and family members of the battle group visited the *ChaplainCare* site while the battle group was deployed. Since that time, *ChaplainCare*, as a part of Distance Support, has been installed on the CONSTELLATION, THEODORE ROOSEVELT, and CARL VINSON Battle Groups.

It soon became clear that one of the benefits of *ChaplainCare* was its potential for expanding religious support within a battle group. As we all know, a high-tech tool for expanding ministry coverage cannot replace the "high-touch" ministry of a religious ministry team (RMT). However, with the real-time communication it fosters, *ChaplainCare* offers a vehicle for improving ministry coordination while improving support to Lay Leaders.

*ChaplainCare* is unique in that it is not designed to be a resource for RMTs, but instead is intended to be a source of support for our Chaplain Corps customers. Whether a customer accesses *ChaplainCare* directly through [www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil) or through the Distance Support web site, [www.anchordesk.navy.mil](http://www.anchordesk.navy.mil), the support is the same. Visitors to the *ChaplainCare* page will find devotionals for many faith groups, information about various faith groups, and a host of other religious support information, including a roster of all chaplain offices within the Department of the Navy and the U. S. Coast Guard. In addition, visitors can send E-mail by clicking on "ask a question." E-mail messages can be sent to *ChaplainCare* in two ways. The first is for a customer to access E-mail through [www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil), which routes the message directly to the *ChaplainCare* team. The second way is to access E-mail through [www.anchordesk.navy.mil](http://www.anchordesk.navy.mil), which directs the message to the Navy's ICC team, which then



RPCS Jackson (NAVSEA) and RPCM Matthews (BUMED).

forwards it to *ChaplainCare*. E-mail sent to either address receives the same attention and response time. If visitors need immediate help, they are directed to call a toll-free number, 1-877-41-TOUCH, for assistance.

The site is effectively linked to other Web pages so that Web “surfers” can find it easily. Visitors’ methods of accessing *ChaplainCare* have included entering “Chaplain” in a search engine, or activating a Navy search and reaching the site through the Distance Support page.

In the past year, the nearly 300 e-mail messages received were answered in most cases within ten hours by members of the *ChaplainCare* team. Specifically, two major claimant staff Religious Program Specialists, RPCM Matthews (Bureau of Medicine & Surgery) and RPCS Jackson (NAVSEA), lead in providing the right information to the right person by the right person. E-mails received have included an inquiry about whether a rabbi ever visited the small Navy base in La Maddelena and whether one was scheduled to visit for Passover. The sender was directed to a rabbi assigned to the Sixth Fleet and told how to request a visit. In another example, a civilian requesting advice and support about personal problems experienced by her fiancé, a Sailor on board the USS CARL VINSON, was directed to the Senior Chaplain, who promised to make contact with the Sailor and assess the situation.

In addition to the e-mails, telephone calls to 1-877-41-TOUCH for emergency chaplain assistance are also fielded by the *ChaplainCare* team. When possible, in areas where chaplains are assigned, assistance is coordinated with local chaplains to ensure proper follow-up. If a person who E-mails or calls the Navy ICC is not located in an area where Navy chaplains (active or Reserve) are assigned, other

military resources are used. In some cases, referrals to local civilian agencies are appropriate. In the past year, the Navy ICC has received more than 40 calls for chaplain assistance. When appropriate, the Navy ICC staff members refer callers to the *ChaplainCare* web site or initiate an E-mail for a timely response. Ideally, only emergency calls are forwarded to the *ChaplainCare* team. When an emergency call is fielded by a *ChaplainCare* team member, the immediate need is addressed and follow-up is coordinated with local resources.

Distance Support/*ChaplainCare* affords future Battle Group Chaplains opportunities to communicate in real time via the web to coordinate ministry coverage and to communicate about shared needs or interests. In addition, Lay Leaders attached to units without chaplains will be able to communicate with RMTs to receive improved assistance.

At times, some deployed customers are not able to access the web or to make a phone call. As a backup, the Distance Support team provides a quarterly CD with updated information based on feedback provided from previous users. Along with maintenance and logistics, there are religious articles, prayers and devotionals from the *ChaplainCare* site. When all else fails, service members can slip the CD in a stand alone computer and at least receive some limited support. These CDs are presently distributed to battle groups that have installed Distance Support software.

The response to this new innovative ministry has been overwhelmingly positive. According to one visitor to the *ChaplainCare* site, “What I read was very balanced and informative. I especially like the fact that (the site) attempts to utilize the words of people who are in that faith and references material that seems well researched.” In the words of another visitor, “I want to say how proud I am to be associ-

### **ChaplainCare E-mail Statistical Report**

As of 14 June 01

#### **CATEGORIES (cases by category received as of 14 Jun 01)**

|                                 |           |                                |            |
|---------------------------------|-----------|--------------------------------|------------|
| <b>Alcohol Issues</b>           | <b>00</b> | <b>Personnel Locator</b>       | <b>36</b>  |
| <b>Baptism</b>                  | <b>11</b> | <b>Prayers/Devotions</b>       | <b>13</b>  |
| <b>Bravo Zulu (“Good Site”)</b> | <b>14</b> | <b>Recruiting</b>              | <b>24</b>  |
| <b>COMREL</b>                   | <b>02</b> | <b>Referral</b>                | <b>51</b>  |
| <b>CREDO</b>                    | <b>02</b> | <b>Religious Accommodation</b> | <b>09</b>  |
| <b>Discharges/Separations</b>   | <b>00</b> | <b>Religious Information</b>   | <b>10</b>  |
| <b>Domestic Violence</b>        | <b>01</b> | <b>Sexuality</b>               | <b>01</b>  |
| <b>Funerals/Memorials</b>       | <b>10</b> | <b>Suicide</b>                 | <b>02</b>  |
| <b>Humanitarian Transfer</b>    | <b>02</b> | <b>Unauthorized Absence</b>    | <b>04</b>  |
| <b>Information (general)</b>    | <b>34</b> | <b>USS COLE</b>                | <b>02</b>  |
| <b>Marriage Issues</b>          | <b>03</b> | <b>Weddings</b>                | <b>04</b>  |
| <b>Pastoral Care</b>            | <b>33</b> | <b>Other</b>                   | <b>26</b>  |
|                                 |           | <b>Total:</b>                  | <b>294</b> |

Compiled by BUMED Team

ated with an organization that recognizes the need for education in order to promote tolerance of religious diversity.” Many messages speak to the quality of support being provided through *ChaplainCare* to battle groups and underserved or isolated commands.

Future plans for *ChaplainCare* include full implementation with Distance Support so that everywhere Distance Support is available *ChaplainCare* will also be accessible. Today’s Sailor, Marine, Coast Guardsman and Merchant Seaman understand and use information technology as a way of life, whether to garner information, make purchases, seek help, or to communicate with one another. As the Navy aggressively becomes web-enabled, Distance Support and *ChaplainCare* are out front in this technology revolution. Among the many benefits envisioned in this new initiative is enabling RMTs to provide information and referral support to the more than one-third of the Navy not presently receiving direct chaplain support.

RMTs can help get the word out about *ChaplainCare* by including the *ChaplainCare* link on command web sites and in Command Religious Program brochures, by advertising in command publications, and by mentioning the site in worship guides. Because the web site is a work in progress, we welcome self-help articles, devotionals, presentations or recommendations for improvement.

Please pass them along to Chaplain Steve Epperson (eppersonrs@navsea.navy.mil) or any member of the *ChaplainCare* team (listed on the Quick Reference Guide on page 19). We will review input and work with NAVSEA’s Distance Support webmaster for inclusion on the site.

Through *ChaplainCare*, opportunities for improved ministry coverage and the delivery of innovative religious support are just beginning. If you have not visited the Distance Support or *ChaplainCare* web site, I encourage you to take a few minutes and review the Quick Reference Guide on page 19 and then surf those pages to become familiar with how they interface. I am confident you will find it interesting and helpful. Blessings to you as you develop ways to use “high-tech” to improve your “high-touch” ministry. **TNC**



*Chaplain Epperson is the Major Claimant Chaplain for Naval Sea Systems Command.*

*Thoughts on Technology and Ministry (continued from page 8)*

Finally, there is the PDA itself. These small, handheld devices have exploded into the market and into the Navy itself. What can they do for you? Almost everything! You can send an appointment via E-mail to someone to have it installed into that person’s (or group’s) Palm Pilot calendar. How about sending out Palm Pilot calendar reminders of an upcoming program, worship service, or meeting to your entire congregation? All they have to do is accept or decline the appointment as it arrives on their desktop e-mail program. These devices can store text, sound, and even pictures. Think different!

**Conclusions**

In a world where technological advances are appearing daily, it is important to ask ourselves these questions:

- Is the medium controlling the message or vice versa?
- Is this medium the best way to get “The Message” out?
- Am I using this technology the right way, taking advantage of its unique features?
- Is the technology I’m using making me work harder or better?

Answers to these questions will determine when and what technology one should use. Chafetz Hayyim, a famous early

20<sup>th</sup> Century rabbi, was known for expounding important lessons from the technologies emerging in his time. When asked what lesson could be learned from the telegraph, he stroked his beard and answered: “The telegraph teaches us that every word counts and that you have to pay for every word.” Technology used correctly will not only enhance “The Word” but will remind us, and the people we serve, of the tremendous value of its message. **TNC**



*Chaplain Elson currently serves at the U.S. Naval Academy.*



## Quick Reference Guide

**ChaplainCare** is available to all Sailors, Marines, Coast Guard personnel, Merchant Marines and their families. This website is designed for Sea Service personnel to access religious and spiritual information. Using a collaborative infrastructure that leverages religious ministry resources available throughout the Navy, Religious Ministry Support Teams are able to provide “high-tech” to their “high-touch” ministries.

Chaplain and Spiritual Support may be accessed via the Distance Support portal ([www.AnchorDesk.navy.mil](http://www.AnchorDesk.navy.mil)) or through the ChaplainCare website, ([www.ChaplainCare.navy.mil](http://www.ChaplainCare.navy.mil)).

TO ACCESS via the Distance Support site ([www.AnchorDesk.navy.mil](http://www.AnchorDesk.navy.mil)):

- Type [www.AnchorDesk.navy.mil](http://www.AnchorDesk.navy.mil) in the address window
- Click on ACCESS THE PORTAL  
(You have an option: Continue to move through this portal to ChaplainCare or submit a question via the Anchor Desk by clicking on “Submit A Request” and follow the instructions)
- Click on CHAPLAINS & SPIRITUAL SUPPORT
- Click on CHAPLAINCARE WEBSITE

TO ACCESS ChaplainCare directly:

- Type [www.ChaplainCare.navy.mil](http://www.ChaplainCare.navy.mil) in the address window
- Click on one of the interactive choices

### INTERACTIVE CHOICES:

**ASK A QUESTION OR RECEIVE INFORMATION** - Leads to a pre-addressed E-mail where you can receive a response with 24 hours.

**TALK TO A CHAPLAIN** - Leads you to a toll free number to the Navy's Integrated Call Center, Norfolk, VA (1-877-41-TOUCH or OCONUS DSN: 510-42-TOUCH) where you will be connected to a Chaplain-on-Call.

**PROVIDE US FEEDBACK ABOUT THIS SITE** - Leads to a pre-addressed E-mail where you can share your thoughts on how we can improve the ChaplainCare site.

### INFORMATIONAL CHOICES:

**DEVOTIONS**

**PERSONAL PRAYER**

**SELF-HELP PRESENTATIONS**

**INFORMATION ABOUT VARIOUS FAITHS**

**WEDDINGS TO INCLUDE A PRE-MARRIAGE QUESTIONNAIRE**

**CREDO CENTERS OF EXCELLENCE**

**COMMUNITY SERVICES PROJECTS:** *Project Good Neighbor and other Navy Flagship community service projects*

**QUALITY OF LIFE MALL**

**NAVY-MARINE CORPS RELIEF SOCIETY**

**AMERICAN RED CROSS**

**ChaplainCare Team:** CAPT Steve Epperson, CAPT Jane Vieira, CDR Shelia Robertson, CDR Jim Fisher, LT Cory Carthgart, RPCM Isaac Matthews, RPCS Steve Jackson and the staff of NAVSEALOGCOM.

## NMCI is Here! So What?

by LCDR Terry Gordon, CHC, USNR



### NMCI is here! So what?

Our military ministry culture is saturated with computers and computer jargon. Why should a Chaplain or RP care about another acronym that does not seem to have an impact on his ability to reach and care for others? Simple, NMCI directly impacts you and your future ability to reach Sailors, Marines, and your command. What is NMCI? Here is the textbook definition:

“The Navy Marine Corps Intranet (NMCI) is a comprehensive, enterprise-wide initiative that will make the full range of network-based information services available to Sailors and Marines for day-to-day activities and in war. When initial operating capability is achieved by the end of 2001, NMCI will give the Navy and Marine Corps secure, universal access to integrated voice, video and data communications, afford pier-side connectivity to Navy vessels in port, and link more than 360,000 desktops across the United States as well as sites in Puerto Rico, Iceland and Cuba.”

This \$6.9 Billion contract is managed by Electronic Data Systems (EDS) in partnership with such companies as Microsoft, Dell, Raytheon, and CISCO, to name a few. The NMCI program, managed by the “NMCI Strike Force,” is mandated to bring the speed and might of world-class Internet technology to everything from administrative tasks to

ammunition supply. It will help the Navy and Marine Corps meet these critical objectives:

- Enhanced network security
- Interoperability with CINCs and other Services
- Knowledge sharing across the globe
- Increased productivity
- Improved systems reliability and quality of service
- Reduced cost of voice, video and data services



The Commander Task Force-NMCI vision for the network includes:

- Bandwidth on-demand
- Extend sharing and creation of knowledge and expertise worldwide
- Technology to support innovative work and training
- Make life better for every Sailor, Marine, and DON civilian
- Transform DON to an e-business model

NMCI is broad reaching, and will impact every person in the Sea Services, both professionally and personally. NMCI is the “framework” that will give you computer resources and access to your military community. At first it will appear that this new infrastructure is yet another “layer” of bureaucracy that we have to deal with. However, NMCI’s implementation will place quality IT resources in the hands of our Sailors and Marines.

### How will NMCI do this?

NMCI will stop the current system of the “haves” versus “have-nots.” Many large commands have huge budgets and spend freely on IT assets while others do not have the deep pockets and often get left out of computer appropriations. Have you ever wondered why the Navy cannot get the current top technology of the corporate world into the military’s hands? NMCI addresses that need as well as providing a secure network within which to communicate.

#### Helpful NMCI sites:

- <http://www.eds.com/nmci/> - EDS NMCI Information Strike Force
- <http://www.ctfnmci.navy.mil/> - Commander Task Force, NMCI
- <https://nmci.navair.navy.mil/> - NAVAIR NMCI site
- <https://nmci.spawar.navy.mil/> - NMCI Navy Program Management Office

**So, what do I do to prepare for NMCI?**

First, you might want to become aware of some terms used within the NMCI world. The box to the right covers some of ones you will hear most frequently.

Every chaplain should contact (or know) his claimant CTR (or representative) to ensure his position (and those he is responsible for) is covered in the SCM. The SCM is a document detailing what your IT assets “look like” before NMCI takes over your equipment at AOR. What does that mean in layman terms? You will no longer, as a command, “own” your IT assets (i.e. desktops, monitors, printers, PDA, etc.). Instead...

The SCM looks at your total IT assets and configuration as defined by CLINs (found at <http://www.eds.com/nmci/catalog.htm>). Also included is what you desire to maintain as IT assets at your command. These are sometimes referred to as “seats” for your desktops (“Red,” “White,” and “Blue”). “Red” is the highest while “Blue” is the lowest level of computer power. CRB recommends that you look at a minimum of a “White” seat for you and your staff. If you are doing intensive computer design and publishing you should ask for a “Red” seat. However, remember that you will have to justify the extra cost with your CTR.

Looking at the big picture, it is best to view NMCI as a “service contract” which provides state-of-the-art IT equipment and software for your use on a secure network. NMCI will continually “refresh” your equipment (approximately every 24 months for software and 36 months for hardware), according to what seats you have listed in the SCM, so that it is current with available IT technology.

The process of “switching” to NMCI has already started within some claimancies so it is imperative you look at your IT assets. CRB can assist you in understanding the process. Please contact us if you have any questions. Remember, NMCI is just a tool to help you reach others more effectively as you provide innovative ministry to Sea Service personnel. **TNC**

*Chaplain Gordon is assigned to the Chaplain Resource Branch, Office of the Chief of Chaplains.*



**Editor's note: The Spring 2001 edition of CHIPS magazine is a special NMCI issue. Published by Space & Naval Warfare Systems Center, Charleston, CHIPS is available online at <http://www.chips.navy.mil>.**

**NMCI TERMS**

- AOR – Assumption of Responsibility
- CAC – Common Access Card (smart card)
- CLIN – Contract Line Item Number
- COR – Contract Officer Representative
- CTF – Commander Task Force
- CTR – Contract Technical Representative
- DISA – Defense Information Systems Agency
- DISN – Defense Information Systems Network
- GIG – Global Information Grid
- GMO – Government Management Office
- GNOC – Global Network Operating Center
- MCTN – Marine Corps Tactical Network
- NIPRNET – Non-Secure IP Router Network
- NOC – Network Operating Center
- PKI – Public Key Infrastructure
- SCM – Site Concurrence Memorandum



**Religious Program Specialist  
History Project Underway!**

A group of RPs is at work organizing and collating the data contained in the archives at the CRB in order to document the history of the RP rating.

Additionally, we are collecting data, photos and information from all RPs and chaplains who had knowledge of and personal experience with the rating at its inception.

Please give this project your support and blessing by contacting the RP History Project team at [archive@crb.chaplain.navy.mil](mailto:archive@crb.chaplain.navy.mil) or by calling (757) 444-7665 or DSN 564-7665. Materials can be mailed to:

Chaplain Resource Branch  
RP History Project  
Naval Station Norfolk  
9591 Maryland Ave.  
Norfolk, VA 23511-2993

*Technology in Sea Service Ministry (continued from page 11)*

on it. Internet Explorer should then open it up. Voila! You have created your first web page. Theoretically, you can save that file and the other files (like the photos, etc., "my\_photo.jpg") linked to that page on a disk. Your Public Affairs Officer, or whoever is responsible for maintaining the command web site, can then put it up on the web for you.

**TNC: What are some of the most useful (new technology) tools you see for Sea Service ministry?**

The most useful tools are the ones that are used. Chaplains first need to be comfortable in using the tool. Then they need to be confident in their calling as God's representative to employ the tools with the creative energy that will make a difference in people's lives. I have found the Web a useful tool for Sea Service ministry, but other chaplains may find it a real burden to learn computer code.

I think we need to understand we can use technology in two different directions: 1) to support and train chaplains/RPs to do their ministry, and 2) to actually deliver ministry to our Sea Service members. There are a number of new technologies becoming increasingly available to accomplish this first use of technology. Video teleconferencing (VTC) suites are available throughout the military. Regional chaplains could confer on a regular basis with each other on issues of common interest. The Chief of Chaplains could address the major claimants quarterly, or more frequently, and in the process, reduce travel costs. Force Chaplains could confer with their Major Supporting Command Chaplains on a regular basis to develop strategies for ministry. Service Component Command Chaplains could meet on a regular basis with their CINC Chaplains to make plans for operational ministry.

With the new Navy Marine Corps Intranet, we have been promised greater bandwidth availability for such technologies as "virtual" discussion rooms and web video conferencing right on your desktop. Chaplains should be aware of these possibilities and make every effort to be participants in the use and development of the technology.

The Chaplains School, working with CNET, could offer distance-learning opportunities for our chaplains who cannot make the PDTWs or PDTCs due to operational requirements. RPs could attend a "virtual" F School offered on the Internet.

The second use of technology is an extremely difficult way to be effective in ministry. The reason for this, I believe, is that if there is no natural connection with a spiritual caregiver to begin with, and even though one throws in all kinds of technology, there still will be no appreciable increase in contact or effectiveness in ministry. There has to be a low-tech point of contact first between the Sea Service member and the chaplain to make a high-tech connection effective. Just having the technology doesn't necessarily improve the delivery of ministry. There are, however, some very success-

ful operations going. One is *ChaplainCare* (<http://www.chaplaincare.navy.mil>) which is designed to deliver ministry directly to our Sailors, Marines, and Sea Service members and families. I hear many good reports about what it is doing. But the development of such a site is very difficult.

What about having a virtual "Bible Study" group with Sailors deployed around the world? Or a live chat session with a well-known religious leader sponsored by the Navy Chaplain Corps? These are all technical possibilities.

**TNC: What are some resources chaplains can use to educate themselves concerning technology and its application to their ministry?**

Chaplains are a pretty unique lot of people. Their ministry to Sea Service personnel is conducted in a unique setting. There are not a whole lot of seminaries teaching how to do ministry in the Navy. Navy chaplains need to remember they are the experts when it comes to Sea Service ministry because they are doing it! The best way for chaplains to grow and educate themselves is to communicate with one another and share ideas freely. The more opportunities we have to share ideas and be free to creatively think, the smarter we can become in using technology effectively in ministry.

Not every command has a science advisor. But some do. Some commands have Center for Naval Analysis representatives on staff. These are people chaplains could and ought to get to know. Chaplains should get to know their IT manager. These people are good resources for "getting smarter" in the use of technology for ministry. Senior chaplains at regional or force level jobs should take into account these resources for possible training opportunities for area chaplain training.

The military also has a publication entitled *Government Computer News* (<http://www.gcn.com>), available for free. An accompanying Internet newsletter highlights technology developments on the web.

**TNC: What do you see as some of the innovative uses of PDA technology in Sea Service ministry as well as the future of technology in general?**

PDAs, or Personal Digital Assistants, come basically in two different types: Palm OS and Pocket PC. Both of these types easily "sync" with MS Outlook 2000 to provide you with a digital handheld copy of your appointments, meetings, taskings, contact lists, and E-mail from your desktop PC. You can also "sync" with a second desktop PC and work on any one of the three computing devices and "sync" the latest and greatest information.

At Marine Forces Pacific, we use Outlook 2000 and have a common calendar that the Force Chaplain's Office shares. We can update events that we are participating in individually, apart from the other members of the staff, and color code each of the events. Thus, we can track everyone's schedule at any

*Technology in Sea Service Ministry (continued from previous page)*

given time. With Palms or Pocket PCs, we “sync” to have that common calendar with us like a “daytimer” of old, so we would not be tethered to the desk.

During spare moments between/before meetings, E-mail can be read and answered. Taskings and requests can be noted immediately when conducting space visitation and added to lists that can be shared among the entire staff. Thus, the office staff can work effectively and efficiently in delivering ministry.

One of the nifty features of Outlook is that you can “invite” others to your appointments and/or schedule meetings. If those you invite are also using Outlook, they can accept or reject your meeting request based upon their own schedule. If they accept, then the meeting is automatically scheduled on their calendar as well as your own, even if their computer is half-a-world away. As you can imagine, our military information management and security folks are rightly concerned that if a PDA with sensitive information is lost or stolen, or the information being sent via the Internet is intercepted illegally, even if not classified, it could jeopardize the security of our forces. Because Palm Pilots and Pocket PCs are relatively new devices, many of the regulations covering their use have not yet even been considered.

The use of all these emerging technologies in military ministry will continue to lag behind their development and

improvement. This is one of the exciting truths about our work as Navy chaplains and RPs. There will be newer and better technology with plenty of opportunities for “imagineering” new ways to “deliver life-changing ministry” to our Sea Service personnel. The Sailors, Marines, and Coast Guardsmen, and their families in the Sea Services, will continue to “hunger and thirst” for the Eternal Truths we as servants of God can bring to them. They will continue to require Spiritual Food that faithful stewards of the Living God can bring to them. The only limit to using these newer and more advanced technologies will be our own imagination and our willingness to freely share good ideas with our colleagues and professional associates. **TNO**



*Chaplain Puttler is  
Deputy Force  
Chaplain, Marine  
Forces Pacific.*

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## *Notes from the Detailer*

by CAPT Bob Burt, CHC, USN

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With a set of orders on my desk, I knew my dream of going to Hawaii for shore duty was finally going to be realized. I had worked the Detailer for months trying to convince him this was the will of God for me at this time. He finally agreed and the orders were released. I felt good. I took out the golf clubs and cleaned them up. I was able to catch some of the end-of-summer sales on short sleeve shirts and shorts. I needed a whole wardrobe of light, airy clothing. The wife was taking advantage of the specials on sundresses. We were hyped!

Then came the call from the Detailer. There’s been an unexpected, short-notice need for a critical billet and since I was ready to roll, how about it? No palm trees, no coconuts, no luaus, except during stops the ship might make as it transited the Pacific. Mild shock set in. How could God’s will change so fast? Who was going to get my plum assignment in Kaneohe Bay? It didn’t really matter. The Detailer needed me on the ship. I decided to see this as God’s doing and be the best Senior Chaplain that carrier had ever had. I’d like to

think I was, but USS NIMITZ has had many outstanding Senior Chaplains.

One of the keys to maximizing the opportunities we have as chaplains is staying flexible. Sometimes assignments we are not so excited about at first become the most fulfilling and rewarding we ever experience. Do your homework when it comes to requesting your next preference for duty. Talk to chaplains who have been there. Ask about the ministry and quality of life. For many, schools are a consideration. For others, spouse employment opportunities may weigh heavily. But, hopefully, whenever we deliberate on where we’d like to serve next, the driving factor, the most critical factor, is in going where God wants us to go. Trusting God to use the Detailer to make the right decision may prove to be a major step of faith for some chaplains. I’m convinced we all have to get to that point sooner or later. Jonah’s assignment to Nineveh wasn’t even on his preference card, but once he finally reported in, God did a mighty work through him. Isn’t that what this adventure is all about?

# The Navy Chaplain

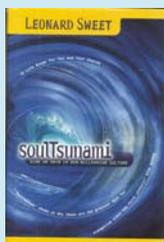
Department of the Navy Phone: (757)444-7665  
Chaplain Resource Branch DSN: 564-7665  
9591 Maryland Avenue fax: (757) 445-1006  
Norfolk, VA 23511-2993 E-mail: tnc@crb.chaplain.navy.mil

<http://www.chaplain.navy.mil>

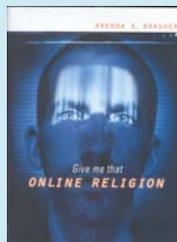


Volume 5, No. 5

## CRB Recommended Books on Ministry and Technology

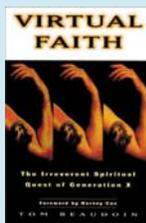


***SoulTsunami: Sink or Swim in New Millennium Culture*** by Leonard Sweet. Zondervan, Grand Rapids, MI. 446 pages, 1999.

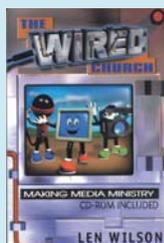
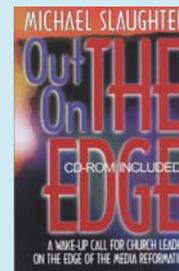


***Give Me That Online Religion*** by Brenda Brasher. Jossey-Bass, San Francisco, CA. 203 pages, 2001.

***Virtual Faith: The Irreverent Spiritual Quest of Generation X*** by Tom Beaudoin. Jossey-Bass, San Francisco, CA. 240 pages, 2000 (2<sup>nd</sup> edition).



***Out On the Edge: A Wake-up Call for Church Leaders on the Edge of the Media Reformation*** by Michael Slaughter. Abingdon Press, Nashville, TN. 136 pages, 1998. (includes CD)



***The Wired Church*** by Len Wilson. Abingdon Press, Nashville, TN. 176 pages, 1999. (includes CD)