



NCSBN

Leading Regulatory Excellence

Welcome to the **FY19** **NCSBN Annual Report**





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About **NCSBN**

Founded March 15, 1978, as an independent not-for-profit organization, NCSBN was initially created to lessen the burdens of state governments and bring together nursing regulatory bodies (NRBs) to act and counsel together on matters of common interest. It has evolved into one of the leading voices of regulation across the world.

NCSBN's membership is comprised of the NRBs in the 50 states, the District of Columbia, and four U.S. territories – American Samoa, Guam, Northern Mariana Islands and the Virgin Islands. There are three exam user members. There are also 27 associate members that are either NRBs or empowered regulatory authorities from other countries or territories.

The NCSBN **Mission**

NCSBN empowers and supports nursing regulators in their mandate to protect the public.

The NCSBN **Vision**

Leading Regulatory Excellence Worldwide..

The NCSBN **Values**

Our values arise out of our purpose as an organization. They help us define our culture and beliefs and guide our actions as we face challenges and opportunities.

Collaboration

Forging solutions through respect, diversity and the collective strength of all stakeholders.

Excellence

Striving to be and do the best.

Innovation

Embracing change as an opportunity to better all organizational endeavors and turning new ideas into action.

Integrity

Doing the right thing for the right reason through honest, informed, open and ethical dialogue.

Transparency

Demonstrating and expecting openness, clear communication, and accountability of processes and outcomes.





2018–2019 Board of Directors

Front row, left to right:

Gloria Damgaard, Julia George, Jim Cleghorn

Back row, left to right:

**Adrian Guerrero, Valerie Fuller, Mark Majek, Elizabeth J. Lund, Jay P. Douglas,
Cynthia LaBonde, Lori Scheidt, Cathy Borris-Hale**

2018–2019 Board of Directors

Julia George, MSN, RN, FRE

President

Chief Executive Officer, North Carolina Board of Nursing

Jim Cleghorn, MA

President-elect

Executive Director, Georgia Board of Nursing

Gloria Damgaard, MS, RN, FRE

Treasurer

Executive Director, South Dakota Board of Nursing

Cynthia LaBonde, MN, RN

Area I Director

Executive Director, Wyoming State Board of Nursing

Adrian Guerrero, CPM

Area II Director

Director of Operations, Kansas State Board of Nursing

Jay P. Douglas, MSM, RN, CSAC, FRE

Area III Director

Executive Director, Virginia Board of Nursing

Valerie Fuller, PhD, DNP, AGACNP-BC, FNP-BC, FAANP

Area IV Director

Board President, Maine State Board of Nursing

Cathy Borris-Hale, RN, MHA

Director-at-Large

Chair, District of Columbia Board of Nursing

Mark Majek, MA, PHR, SHRM-CP

Director-at-Large

Operations Director, Texas Board of Nursing

Lori Scheidt, MBA-HCM

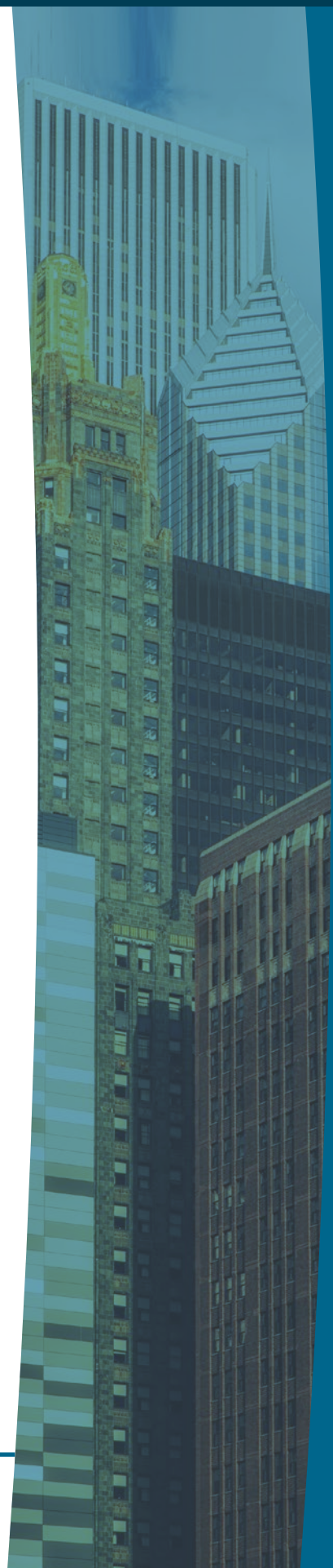
Director-at-Large

Executive Director, Missouri State Board of Nursing

Elizabeth J. Lund, MSN, RN

Director-at-Large

Executive Director, Tennessee State Board of Nursing



NCSBN Committees

During Fiscal Year 2019

APRN Task Force

Katherine Thomas | Texas, Chair
Jennifer Burns | Wyoming
Shirley Brekken | Minnesota
Stacey Pfenning | North Dakota
Stephen Feldman
Rick Masters
Tom Wilde

Awards Committee

Kristin K. Benton | Texas
Kim Hudson-Gallogly | Georgia
Donna Kirkland | Tennessee
Jennifer G. Lewis | North Carolina

Finance Committee

Gloria Damgaard | South Dakota, Chair
Gayle Bellamy | North Carolina
John Etherington | Oregon
Karen C. Lyon | Louisiana RN
Shan Montgomery | Mississippi
David Saucedo | Texas
Randolph L. Smith | Kentucky

IRE Committee

Mary A. Baroni | Washington, Chair
Natalie Baker | Alabama
Cynthia Bienemy | Louisiana RN
Christine Penney | British Columbia RN,
 Associate Member
Sue Petula | Pennsylvania
Patricia A. Sharpnack | Ohio
Susan S. VanBeuge | Nevada
Pamela Zickafoose | Delaware

Leadership Succession Committee (LSC)

Kaci A. Bohn | Arkansas, Chair
Patricia Dufrene | Louisiana
Sara Griffith | North Carolina
Melissa Hanson | North Dakota
Jennifer Laurent | Vermont
Susan Odom | Idaho
Tracy Rude | Washington

Model Acts and Rules Committee

Amy Fitzhugh | North Carolina, Chair
Peggy Benson | Alabama
Ruby Jason | Oregon
Dusty Johnston | Texas
Linda Kmetz | Pennsylvania
Elizabeth Lund | Tennessee
Linda Young | South Dakota

NCLEX® Examination Committee (NEC)

Betsy Houchen | Ohio, Chair
Shirley Brekken | Minnesota
Anne Coghlan | Ontario, Exam User Member
Cynthia Johansen | British Columbia RN,
 Exam User Member
Lisa Renee Johnson | Florida
Claire MacDonald | Massachusetts
Kimberly Miller | Minnesota
Deborah Swartz | Vermont
Rhigel "Jay" Tan | Nevada
Crystal Tillman | North Carolina

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NCLEX® Item Review Subcommittee

Janzie Allmacher | Virgin Islands
Meedie L. Bardonille | District of Columbia
Tracey Blalock | Georgia
Tammy Bryant | Georgia
Teresa Corrado | Washington
Ann Michele Coughlin | Pennsylvania
Mariclaire E. England | Minnesota
Diana O. Forst | Florida
Becky Gladis | Minnesota
Ruth Ann Go | North Carolina
Myra Goldman | Kentucky
Anne Heyen | Missouri
Georgina R. Howard | New York
Nancy Irland | Oregon
Joseph Lefleur | Alaska
Elise McDermott | Texas
Angela MacDonald | Massachusetts
June McLachlan | Minnesota
Teresita McNabb | Louisiana RN
Tammie Napoleon | Hawaii
Carmen Nickel | Oklahoma
Catherine Prato-Lefkowitz | Nevada
Sherry Richardson | Tennessee
Darlene (Yolonda) Schulz | Montana
Pamela Trantham | North Carolina
Tammy Vaughn | Arkansas

Nursing Education Outcomes and Metrics Committee

Janice I. Hooper | Texas, Chair
Brenda Bolen Rowe | Georgia
Valerie Fuller | Maine, Board Liaison
Bonita Jenkins | District of Columbia
Carol Moreland | Kansas
Sabita Persaud | Maryland
Mindy Schaffner | Washington
Bibi Schultz | Missouri
Joan M. Stanley
 External Consultant from the
 American Association of Colleges
 of Nursing (AACN)
Elaine Tagliareni
 External Consultant from the
 National League for Nursing (NLN)

NCSBN Staff

As of Dec. 1, 2019

Executive Office

David Benton, RGN, PhD, FFNF, FRCN, FAAN
Chief Executive Officer

Maggie Bieniek
Senior Coordinator, Nurse Licensure Compact

Allex Hernandez, MA
Senior Manager, Executive Office

James Puente, MS, MJ, CAE
Director, Nurse Licensure Compact

Elliot Vice
Director, Government Affairs

Kaitlynn Ward, MIA
Associate, Government Affairs

Operations

Philip Dickison, PhD, RN
Chief Operating Officer

Joseph Betts, PhD, MA
Director, Measurement and Testing, Examinations

Kelly Betzold
Customer Service Coordinator I,
Business Operations

Claire Bourke
Coordinator, Human Resources

Alyson Brenton, MSN, RN, CNL
RN Test Development Associate II, Examinations

Julie Burgett, PMP
Test Development Associate II, Examinations

Alicia Byrd, RN
Director, Member Relations

Bridget Byrne
Project Specialist, Marketing & Communications

Catherine Cantieri, SHRM-CP
Senior Human Resources Generalist,
Human Resources

Thy Cao
Operations Coordinator I, Examinations

Gayle Cochlin-Swidler, MS, RN
RN Test Development Associate II, Examinations

Tim Connolly
Operations Coordinator I, Examinations

Jacklyn Currier
Operations Manager, Examinations

Joseph Dudzik, MSC, SPHR, SHRM-SCP
Director, Human Resources

Jennifer Gallagher
Director, Business Operations

Michele Glass, MS, RN
RN Test Development Associate II, Examinations

Michael Grossenbacher
Associate, Communications,
Marketing & Communications

Ellen Guirl
Editor, Examinations

Andrew Hicks
Associate, Business Administration &
Office Services, Business Operations

Alan Hoogenboom
Application Developer, Research, Examinations

Brittany Houston, RN
RN Test Development Associate I, Examinations

Daniel Hydzik
Test Development Associate I, Examinations

Latrice Johnson, MS
Test Development Manager, Examinations

Shu-chuan Kao, PhD, MA
Manager, Measurement and Testing, Examinations

Dawn M. Kappel, MA
Director, Marketing & Communications

Jennifer Keating
Operations Coordinator II, Examinations

Chelsea Kelley
Senior Manager, Operations

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Doyoung Kim, PhD

Senior Psychometrician, Examinations

Cheryl Ma, MS

Associate Psychometrician I, Measurement and Testing, Examinations

José Martínez Rodríguez, MS, RN

Test Development Manager, Examinations

Andreea Mihuta

Senior Project Coordinator, Project Management Office, Business Operations

William Muntean, PhD

Lead Psychometrician, Research, Examinations

Colleen Neubauer, CMP

Senior Meetings Manager, Business Operations

Kalona Owens

Manager, Marketing & Communications

Dalilah Perello

Manager, Business Operations and Customer Service

Emily Petersen, MS, MJ, RN, APRN, CPNP

RN Test Development Associate II, Examinations

Rachel Pupiomrat

Associate, Member Relations

Hong Qian, PhD

Lead Psychometrician, Operations & Maintenance, Examinations

Nich Radcliffe, MFA

Coordinator, Business Administration & Office Services, Business Operations

Gretchen Schlesinger, PMP

Senior Manager, Project Management Office, Business Operations

Jason Schwartz, MS

Director, Test Development, Examinations

Kristin Singer, MSN, RN

RN Test Development Associate I, Examinations

Margaret Smith

Data Governance Analyst, Examinations

Julie Stasko, MSN, RN

RN Test Development Lead, Examinations

Lisa Suvanto, MSN, RNC-OB

RN Test Development Associate II, Examinations

Amanda Wagner

Meetings Specialist, Business Operations

Christine Walsh, PHR, SHRM-CP

Senior Manager, Human Resources

Jing-Ru Xu, PhD, MS, MA

Psychometrician I, Measurement and Testing, Examinations

Wei Xu, PhD

Psychometrician I, Examinations

Nicole Yadav, MSN, RN, FNP

RN Test Development Associate I, Examinations

Finance

Robert Clayborne, MBA, CPA, CGMA

Chief Financial Officer

Maria L. Arroyo, MBA

Senior Staff Accountant, Finance

Tremell Eaton, MBA

Senior Staff Accountant, Finance

Gloria Evans-Melton, CPA

Director, Finance

Rocio Hernandez

Accounting Manager, Finance

Mary Trucksa

Accounting Associate, Finance

Mattie Williams

Accounting Associate II, Finance

Information Resources

Nur Rajwany, MS

Chief Information Officer

Ali Baig

Business Analyst I, Information Technology

Jeyalakshmi Balachandran, MS

Lead Quality Assurance Analyst, ORBS, Information Technology

Pam Blair

Coordinator, Information Security Assurance

Rajeshwari Bommannavar, MS

Senior Application Support Developer I, ORBS, Information Technology

Tony Born

Product Support Coordinator I, Operations

(continued on following page)

Kimberlee Boyd, MATD, CPLP

E-Learning Program Manager, Interactive Services

Heather Chamberlain

 E-Learning Course Development Manager,
Interactive Services

Fernando Cisneros

Product Support Coordinator I, Operations

Desiree Díaz

Product Support Associate I, Customer Experience

Megan Dunham

Senior Web & Production Manager, Interactive Services

Alma Friar

Quality Assurance Analyst I, Information Technology

Ben Gonzalez

Manager, Infrastructure, Information Technology

Fay Green

Senior Product Support Associate, Customer Experience

Kenesha Green

Product Support Coordinator I, Customer Experience

Jessica Hansen

Associate Director, Customer Experience

Debbie Hart, MBA

Associate, Information Technology

Albert Hincapie

Senior Developer II, Information Technology

Frank Hinchey

Developer II, Information Technology

Dean Hope

Senior Product Support Associate, Operations

Shelly Howell

Senior Associate, Interactive Services

Mark Huffman, MBA, PMP

 Manager, Business Analysts and Project Management,
Information Technology

Richard Hughes

Help Desk Administrator II, Information Technology

Penny Jaggi

Business Analyst I, ORBS, Information Technology

Nadja James, PhD, MSN, MHA, RN, CNE

Senior Content Associate, Interactive Services

Angela Johnston

Senior Business Analyst I, Information Technology

Jeff Kendall, MBA

Director, Customer Experience & Operations

Christophel Kuizon

Developer I, Information Technology

Joshua Lingwai

Senior Lead Developer, Information Technology

Ryan Novak

Product Support Associate I, Operations

Lavanya Pathak

Quality Assurance Analyst I, Information Technology

George Potacki

Business Analyst II, ORBS, Information Technology

Angeli Primlani, MSJ

E-Learning Associate, Interactive Services

Thomas Prus

Coordinator, Interactive Services

Dave Raheel

Business Analyst II, Information Technology

Sandra Rhodes

Senior Manager, Operations

Robert Russell

System Administrator II, Information Technology

Chandra Sadhangiri

Lead Developer, ORBS, Information Technology

Narender Saraswati, MBA

Program Manager, ORBS, Information Technology

Zach Sears

Senior System Administrator I, Information Technology

Sachin Sharma, MA

Business Analyst II, ORBS, Information Technology

Damon Short, MM

 Senior Database Administrator,
Information Technology

Nick Smith

Senior System Engineer I, Information Technology

Tammy Spangler

 Director, Interactive Services and Information
Security Assurance

Matthew Sterzinger

 Senior Manager, Application Development,
Information Technology

(continued on following page)

Andrew Suszko, MS

Database Administrator, ORBS,
Information Technology

Saule Trainys

Senior User Experience Developer,
Interactive Services

Sanjeev Yarlagadda

Senior Quality Assurance Analyst I,
Information Technology

Andrew Zelitsky

Help Desk Administrator II,
Information Technology

Nursing Regulation
Maryann Alexander, PhD, RN, FAAN

Chief Officer, Nursing Regulation

Michelle Buck, MSN, APRN, CNS

APRN Senior Policy Advisor, Nursing Regulation

Rebecca Fotsch, JD

Director, State Advocacy & Legislative Affairs,
Nursing Regulation

Lindsey Gross

Senior Coordinator, Nursing Regulation

Sally Hamlin, MA

Program Manager, Nursing Regulation

Laura Jarosz

Manager, Nursing Regulation

Jenifer Kohl

Coordinator, Nursing Regulation

Amy Lippert, PhD, MA

Associate, Nursing Regulation

Nicole Livanos, JD, MPP

Senior Associate, State Advocacy & Legislative
Affairs, Nursing Regulation

MollyMaeve Lusk

Coordinator, State Advocacy & Legislative Affairs,
Nursing Regulation

Greg Mannix

Project Specialist II, Regulatory Innovations

Brendan Martin, PhD

Associate Director, Research

Qiana McIntosh, MBA, MHRM

Senior Coordinator, Regulatory Innovations

Kyrani Reneau, MA

Associate, Research

Kathleen Russell, JD, MN, RN

Associate Director, Nursing Regulation

Josephine H. Silvestre, MSN, RN

Senior Associate, Regulatory Innovations

Richard Smiley, MS, MA

Senior Statistician, Research

Nancy Spector, PhD, RN, FAAN

Director, Regulatory Innovations

Sherri L. Ter Molen, PhD, MA

Associate, Nursing Regulation

Elizabeth Hua Zhong, PhD, MEd

Research Scientist I, Research

FY19 Operating Statements

Year Ended Sept. 30, 2019

Program Services	\$	%
Nurse competency	60,803,369	68
Nurse practice and regulatory outcome Information	13,024,033	15
	10,472,780	12
Administration and Supporting Services	5,194,930	5
Total	\$ 89,495,112	100

Sources Of Revenue	\$	%
Examination fees	71,795,413	80
Other program services	11,254,526	13
Use of Investment earnings	6,445,173	7
Total	\$ 89,495,112	100