Promoting Best Practices for the Credentialing Community
Dear Members,

Each year I report with great pride what the Institute for Credentialing Excellence (ICE) has achieved in the past year. We continue to grow and expand the ICE community, reaching our highest membership count in ICE history, (455 organizations representing over 2,400 individuals) so you can continue to use your professional colleagues as resources for growing your organization and supporting your professional growth.

Here are just a few highlights from this year:

- **ICE Handbook Revision:** In 2018, James Henderson, PhD, Scantron, was selected as the editor for the ICE Handbook revision. He successfully envisioned this revision and selected over 50 authors to write a variety of topics – new and timeless. The new revision will be released at the 2019 ICE Exchange.

- **Professional Certification Coalition (PCC):** 2019 saw the continuation of the PCC as the proliferation of state legislative threats to certification and licensure continued. The PCC was created in partnership with the American Society for Association Executives (ASAE) along with guidance from the Pillsbury Law Firm. As of printing of this publication, more than 115 member organizations have joined to monitor and, when necessary, fight state legislative attempts to limit the ability for certifications to exist and function in the open market. The second year began after a successful state legislative season in which the coalition monitored over 80 bills in 30 plus states.

- **Professional Development:** 2019 saw continued emphasis on professional development programs:
  - **Certificate Program for Credentialing Specialists:** Released in November 2014, this Certificate Program is an assessment-based, multi-modal online self-study course with an online community of resources, and facilitated discussions. After eight enrollment periods, the program has attracted over 800 certification professionals, exceeding initial estimates.
  - **CEO Connect Series:** This series, aimed at the CEO and Executive Director, was built around the concept offering strategic and forward thinking content in formats that emphasize the importance of peer-to-peer learning and accommodate the busy lifestyles of executives. Embedded in this series are a variety of learning opportunities including the Executives Summit, Governance Workshop, and CEO Webinar Series. This year Executive Conversations focused on the ASAE Foresight Work product (over 50 drivers of change influencing the non-profit association world). The monthly conversations are led by Terri Hinkley EdD, MBA, BSN, RN, Chief Executive Officer, Medical-Surgical Nursing Certification Board.
  - **Professional Development Webinar Series:** In 2019, ICE saw 450 registrants in the 10 session webinar series with topics like test security, item writing, small programs, and marketing strategies for certification programs.
» **Psychometric and Test Development Workshop:** In partnership with Yardstick Assessment Strategies, ICE will hold at the ICE Exchange its second live Psychometrics and Test Development Workshop. The response to this program has been overwhelming with over 80 credentialing professionals participating in these workshops. The attendees learned more about psychometrics and its critical role in the assessment life cycle.

» **Career Pathway Resources:** Building off the survey results collected in 2018, ICE has built a career pathway tool that examines sample career development paths at all levels within the credentialing community and typical organization. This pathway will be released at the ICE Exchange.

» **ICE Benchmarking Platform:** 2019 was the second year of Benchmarking of the Business of Certification online platform, powered by the online tool created by our partner Dynamic Benchmarking. This user-friendly platform for collecting and reporting information has made the data collection process easier for participating organizations. This is a powerful tool for respondents to benchmark their organization against other similar organizations. Plus, the system allows for users to customize their reporting to make the results even more relevant and meaningful in those important strategic discussions. Participation continues year-round rather than only when the official report is released!

» **Research & Development Projects:** ICE released (or will soon release) several items in 2019 including a report on Competency Modeling, Non-Cognitive Competence Part 2, Small Program Stats Part 2. ICE will also deploy an Online Resource Library platform to serve as a resource for members to share industry best practices and relevant research. Other research and development projects outside of the fine work of the R&D committee include:

» **Value of Certification Research:** The External Stakeholders Working Group embarked on an outsourced survey with the assistance of HUMRRO at the beginning of 2019. Over two dozen organizations applied to participate in the survey of their certificants. Five organizations were selected. A 76 question survey was developed and over 12,000 responses were received. The responses are being calculated and will be released in a paper by the ICE Exchange.

» **R&D Agenda Accomplishments:** As a result of a Value of Certification Summit held in May 2018, ICE now has a rather aggressive and compelling research agenda. This agenda highlights the need for relevant data on current practices as well as the impact of current and future trends on the value of certification. The agenda, now posted on the ICE website, has driven research projects (internal and external) for the organization. In addition to items listed elsewhere, ICE has created a Value of Certification Statement, inspired by the conversations at the Research Summit. This statement will be available to all members online and can be used as a global and consistent message about the importance of certification. The Research & Development fundraising funds will be used strategically to create meaningful research for ICE members and other stakeholders moving forward.
ISO/IEC 17024 Program: ICE’s continued partnership with the International Accreditation Services (IAS) offers NCCA accredited programs and applicants the ability to extend their accreditation to include ISO/IEC 17024. ICE held several NCCA and ISO/IEC 17024 accreditation workshops to help familiarize programs with the process and delve deeper into the Standards.

ICE 1100 Standards Revision: ICE conducted a standards revision process for the ICE 1100 Standard for Assessment-based Certificate Programs and released the new Standards in August. This revision process involved nearly 40 individuals with an interest in assessment-based certificates in drafting the recommended revisions, as well as provided opportunities for public review and comment.

Government Affairs: In addition to participating in the PCC activities, ICE continued to monitor other related advocacy activities through the work of the Government Affairs committee. These topics include military/veterans credentialing issues and the copyright office changes. ICE has also taken over the mission and projects of the Right to Safe Care Coalition, created to educate elected officials on the topic of maintenance of certification.

New Staff: The ICE management team is a close-knit group. We welcomed Damon King, Membership and Operations Associate. We hope you will have an opportunity to meet him in the coming year.

Thank you for your continued support throughout the year. We are so grateful for our members and the people we serve each and every day.

Sincerely,

B. Denise Roosendaal, CAE, Executive Director
Based on the strategic plan approved by the Board of Directors, 2020 will be filled with more professional development opportunities, increased value for ICE members, greater focus on accreditation services, and other relevant programming so that you can build and maintain high quality credentialing programs.

- **Updated Mission/Vision**: The ICE Board of Directors embarked on a strategic discussion this year with the assistance of a facilitator. This effort has resulted in a revised Mission and Vision statement as well as redefined audiences that ICE serves. Currently, these concepts are in draft form and ICE’s Board of Directors will be reaching out to members for input in the first quarter of 2020.

- **Value of Certification Research**: Through the work of the External Stakeholders Working Group, employer perspective will be sought with the next phase of the Value of Certification study.

- **Research & Development Committee Projects**: The R&D committee will continue their hard work on topics that are relevant to the ICE member organization and the dynamics present in the workforce and marketplace. These projects include: a criminal justice reform survey, military certification alignment research, and recertification benchmarking survey results.

- **Accreditation Services Council**: The Council, formed in 2017, is tasked with addressing strategic issues related to ICE Accreditation services components, such as accreditation process, growth potential, customer service, marketing advice, and policy improvement recommendations related to ICE Accreditation Services Components. In 2020, the Council will focus on different ways to meet the growing and changing needs of members and stakeholder groups through existing and potential new channels.

- **Public Member Resources**: Under the direction of the Public Member Working Group, ICE is looking to expand offerings to public members in order to enhance the value that public members bring to credentialing organizations.

---

**Did You Know?**

As an organizational member, the number of individuals who can obtain member benefits with ICE is unlimited! All employees can create an individual member profile, receive member rates on educational programming and email updates, and network with the community. Contact ICE Headquarters, or have your ICE primary contact visit your organizational profile on [www.credentialingexcellence.org](http://www.credentialingexcellence.org) to add individuals from your organization.
ICE would like to thank the 2019 volunteer NCCA and Assessment-based Certificate Accreditation Council (ACAC) for their tireless efforts and commitment to the credentialing community.

The National Commission for Certifying Agencies (NCCA)

Since the launch of the program, the NCCA is continuously looking for new features to increase efficiency and clarity of the application process. ICE staff hosted a complimentary webinar in January that was focused on navigating the online platform and online application. It is available now as an on-demand recording. ICE’s Director of Accreditation Services, Linda K. Anguish, also hosted two live NCCA Accreditation workshops: one in Washington, D.C. and one in Chicago, IL. The workshop walks through the NCCA Standards and the requirements to meet the essential elements of each Standard, as well as providing a better understanding of the NCCA accreditation process.

The current NCCA Standards for the Accreditation of Certification Programs© 2014 will be reviewed for revision beginning in 2019. Per the ICE Standards Development Policy, a main committee will be selected to oversee the project, and there may be a need for additional task groups to work on specific sections of the Standards. Proposed revisions to the Standards will be posted for public comment. It is anticipated that the revised Standards will be published in late 2020. The implementation date will be determined based on both the publication date and the scope of the revisions. Lawrence J. Fabrey, PhD, and Denise Fandel, MBA, CAE, have accepted appointments as Co-Chairs of the main committee.

The NCCA has maintained its standing as the leader in providing accreditation services to personnel certification programs, having now accredited more than 315 certification programs from over 135 different organizations. The program continues to grow as more organizations seek third-party recognition of their programs. 2019 saw a 97 percent renewal rate of programs that were due for reaccreditation.
Assessment-Based Certificate Accreditation Program (ACAP)

ICE is proud to announce the publication of the revised standard for certificate programs, **ICE 1100: 2019 - Standard for Assessment-Based Certificate Programs**. The Standard specifies essential requirements for certificate programs and provides guidance to program providers, consumers (both participants and employers) and others on what defines a high-quality program. In addition, the Standard is designed to be used by accrediting bodies as a benchmark standard for evaluating the quality of assessment-based certificate programs. ICE 1100: 2019 was approved by the American National Standards Institute (ANSI) as an American National Standard.

A preconference session entitled **“READY: Preparing Your Certificate Program for Accreditation Under the New 1100 Standard”** will be offered at the **2019 ICE Exchange**.

Dual NCCA and ISO/IEC 17024 Accreditation

In an effort to better educate the community, ICE hosted an NCCA & ISO/IEC 17024 Accreditation Overview Workshop in March 2019. The workshop provided attendees with a walk through of both Standards and their requirements, and provided an overview of how accreditation to these standards will help programs increase the quality, credibility and value of their certification programs. ICE is also hosting the International Accreditation Services (IAS)’s 2-day workshop on December 5-6, 2019. The workshop provides a deep dive into the ISO/IEC 17024 standards and requirements.

ICE’s partnership with International Accreditation Services (IAS) allows programs to apply for dual accreditation and take advantage of the efficiencies created from the large overlap in the requirements for both standards (NCCA and ISO/IEC 17024). The application process was designed to automatically transfer details from the NCCA application that fully or partially satisfy the requirements of ISO/IEC 17024.

Five organizations currently hold dual accreditation to the NCCA and ISO/IEC 17024 Standards.
Statement of Activities and Changes in Net Assets

<table>
<thead>
<tr>
<th></th>
<th>2018 (Actual)</th>
<th>2017 (Actual)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Membership Dues</td>
<td>$446,267</td>
<td>$429,829</td>
</tr>
<tr>
<td>Accreditation Services</td>
<td>$862,699</td>
<td>$754,710</td>
</tr>
<tr>
<td>Annual Conference</td>
<td>$731,392</td>
<td>$685,192</td>
</tr>
<tr>
<td>Education Events/Publications</td>
<td>$264,604</td>
<td>$343,140</td>
</tr>
<tr>
<td>Investment Income</td>
<td>($66,023)</td>
<td>$112,427</td>
</tr>
<tr>
<td>Research Sponsorship</td>
<td>$63,236</td>
<td>$60,00</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>$2,316,348</td>
<td>$2,385,298</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative</td>
<td>$628,491</td>
<td>$524,984</td>
</tr>
<tr>
<td>Accreditation Services</td>
<td>$705,151</td>
<td>$627,359</td>
</tr>
<tr>
<td>Annual Conference</td>
<td>$699,462</td>
<td>$685,517</td>
</tr>
<tr>
<td>Education Events/Publications</td>
<td>$188,976</td>
<td>$198,375</td>
</tr>
<tr>
<td>Marketing/Communications</td>
<td>$89,780</td>
<td>$86,840</td>
</tr>
<tr>
<td>Research Study</td>
<td>$70,140</td>
<td>$49,116</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$2,394,973</td>
<td>$2,172,191</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>($78,625)</td>
<td>$213,107</td>
</tr>
<tr>
<td>Net Assets at Beginning of Year</td>
<td>$1,452,767</td>
<td>$1,239,660</td>
</tr>
<tr>
<td>Net Assets at End of Year</td>
<td>$1,374,142</td>
<td>$1,452,767</td>
</tr>
</tbody>
</table>

Based on 2017 and 2018 Audited Financial Statements
ICE is comprised of the following members (as of October 2019):

- **Australia**: 1 member
- **Switzerland**: 1 member
- **United Kingdom**: 1 member

**Membership Statistics**

- **Individual Members**: 14
- **Sustaining/Affiliate Members**: 38
- **Organizational Members (credentialing bodies)**: 273
- **Organizations with Accredited Programs**: 130

**Total Overall**: 455
ICE Leadership

2019 Board of Directors

Chair
Johnna Gueorguieva, PhD, CAE
Dental Assisting National Board

Vice Chair
Lisa Sallstrom, CAE, PMP
Association for Supply Chain Management

Secretary-Treasurer
Dania Eter, MBA
Credentialing and Training

NCCA Representative
Isabelle Gonthier, PhD
Yardstick Assessment Strategies Inc.

Sustaining Member Representative
Janice Moore
SeaCrest Company

Director
Grady Colson Barnhill, MS
National Commission on Certification of Physician Assistants

Director
Nicholas Soto
Construction Manager
Certification Institute

Director
Todd Philbrick, CAE
American Speech-Language-Hearing Association

Public Member
Catherine Dower, JD

Executive Director
Denise Roosendaal, CAE
Institute for Credentialing Excellence

In Memoriam
Mary Macomber, BA, JD
Former Public Member on the ICE Board of Directors 2018-2019

2019 Assessment-based Certificate Accreditation Council (ACAC)

Chair
Instructional Design Reviewer
Bobbi Losee Vernon
CFA Institute

Psychometric Reviewer
Fae Mellichamp
Behavior Analyst Certification Board

Instructional Design Reviewer
Julie Patrick
JP Learning Associates

Administrative Reviewer
Heather Rich, MPA
American Association of Cardiovascular and Pulmonary Rehabilitation

Instructional Design Reviewer
Mimi Banta
Learning & Development Consultant

Administrative Reviewer
James Stobinski, PhD
Competency & Credentialing Institute

Psychometric Reviewer
Sarah Carroll, PhD
National Board for Certification in Occupational Therapy

Administrative Reviewer
Jenna Ayala
American Board of Multiple Specialties in Podiatry

Psychometric Reviewer
Joselito Lualhati, PhD
Global Skills X-change
2019 NCCA Commission

Chair
Isabelle Gonthier, PhD
Yardstick Assessment Strategies Inc.

Vice Chair
Sara Blair Lake, JD, CAE
International Board of Lactation Consultant Examiners

Administrative Commissioner
Katherine Church, RDN
Certifying Board for Dietary Managers

Administrative Commissioner
Lindsey Durham, CPA
National Registry of Emergency Medical Technicians

Administrative Commissioner
William Ellis, RPh, MS
Board of Pharmacy Specialties

Administrative Commissioner
Diane O. Tyler, PhD, FNP
American Academy of Nurse Practitioners Certification Board

Administrative Commissioner
Michael Clark, CAE
National Institute for Certification in Engineering Technologies

Psychometric Commissioner
Andrew C. Dwyer, PhD
American Board of Pediatrics

Psychometric Commissioner
Joy Lynn Matthews-Lopez, PhD
JML Measurement and Testing Services, LLC

Psychometric Commissioner
Amin Saiar, PhD
PSI Services LLC

Psychometric Commissioner
Linda Waters, PhD
Prometric

Public Member
Nancy Ahluwalia

Public Member
Michele Warholic, Esq., CAE
## 2019 Accreditation Services Council

**Chair**  
Chad Buckendal, PhD  
ACS Ventures, LLC  

**Vice Chair**  
Janice Moore  
SeaCrest Company  

**Accredited Program Representative**  
Jerry Reid, PhD, CAE  
American Registry of Radiologic Technologists  

**Accredited Program Representative**  
Cyndi Miller Murphy, RN, MSN, CAE, FAAN  
Oncology Nursing Certification Corporation  

**Accredited Program Representative**  
Ida Darragh  
North American Registry of Midwives  

**Component Representative**  
Ronald Hanchar  
Hanchar Consulting, LLC  

**Component Representative**  
William Ellis, RPh, MS  
Board of Pharmacy Specialists  

**Component Representative**  
James Stobinski, PhD  
Competency & Credentialing Institute  

**Stakeholder Representative**  
Cary List, CA, CFP  
Financial Planning Standards Council  

**Public Member**  
Mark Bertler, CAE  

## 2019 Committees

### Career Pathway & Emerging Leaders Task Force

**Chair**  
Pam Weber, CAE  
International Board of Lactation Consultant Examiners  

**Vice-Chair**  
Nicholas Soto  
Construction Manager Certification Institute  

**Chair**  
Ashley Bardsley  
SeaCrest Company  

**Component Representative**  
Julie Boyce  
Pearson VUE  

**Component Representative**  
Dave Bump, MBA, REMT-P, FP-C, CCPC-C  
International Board of Specialty Certification  

**Component Representative**  
Ame Enright  
Association of Child Life Professionals  

**Component Representative**  
Rebecca Hastings, SPHR, PHRca  
HR Certification Institute  

**Component Representative**  
Carissa Homme, PhD  
Competency & Credentialing Institute  

**Component Representative**  
Winifert Lawson-Graves, EdD  
Center for Credentialing & Education  

**Component Representative**  
Sheila Mauldin, MNM  
National Commission on Certification of Physicians Assistants  

**Component Representative**  
Abena Ocran-Jackson, MSA  
Council for Professional Recognition  

**Component Representative**  
Khunteang Pa  
Pharmacy Technician Certification Board  

**Component Representative**  
Georgia Patrick  
The Communicators  

**Component Representative**  
Todd Philbrick, CAE  
American Speech-Language-Hearing Association  

**Component Representative**  
Terrelene Sims, MS  
American Nurses Credentialing Center  

**Component Representative**  
Anjali Weber, MS, CAE  
Amazon Web Services  

**Component Representative**  
Editorial Advisory Committee  
Vicki Gremelsbacker, MSEd  
Professional Testing Corporation  

**Component Representative**  
Carissa Homme, PhD  
Competency & Credentialing Institute  

**Component Representative**  
Elisa Kahn, PMP, MSOL, DMA, MM, BS  
American Institutes for Research  

**Public Member**  
Mark Bertler, CAE  

**Stakeholder Representative**  
Cary List, CA, CFP  
Financial Planning Standards Council  

**Stakeholder Representative**  
Kelli Gremelsbacker, MSEd  
Professional Testing Corporation  

**Public Member**  
Mark Bertler, CAE  

2019 Committees

Mina Larson, MS, MBA, CAE
National Certification Commission for Acupuncture and Oriental Medicine

Vivian Ross, MAFM
American Osteopathic Association

Robert C. Shaw, PhD
The National Board for Respiratory Care

Education Committee
Chair
Mary Rehm
Professional Risk Manager
International Organization

Vice Chair
Jillian Boggs
Investments and Wealth Institute

Erica Brown
Alpine Testing Solutions, Inc.

Heather Martorella
Oncology Nursing Certification Corporation

Cynthia Kusorgbor-Nah, MPH, MCHES®
National Commission for Health Education Credentialing

Ashley Norris, PhD
ProctorU

Brenda Perea, MS, ED
Credly

Stephanie Runyan, PHR
HR Certification Institute

Marya Ryan, CAE, PhD, PMP
Board of Certified Safety Professionals

Nominating Committee
Chair
Grady Barnhill, MS
National Commission on Certification of Physician Assistants

Committee Members
Kevin Bradley, PhD
Human Resources Research Organization

Sarah Carroll, PhD
National Board for Certification in Occupational Therapy, Inc.

Todd Galati, MA
American Council On Exercise

Linda Lysoby, MS, MCHES, CAE
Ex-Officio
National Commission for Health Education Credentialing, Inc.

Jim Stobinski, PhD
Competency & Credentialing Institute

Program Committee
Chair
Avis Bullard, MS, ASQ-CSSBB
Board of Pharmacy Specialties

Vice Chair
Sarah Carroll, PhD
National Board for Certification in Occupational Therapy, Inc.

Cynthia Allen
SeaCrest Company

Stephanie Dille, MBA
ProctorU

Danielle Geddes
Yardstick Assessment Strategies, Inc.

Morgean Hirt
Metacred, Inc.

Jeff Kenney
Financial Planning Standards Board

Amine Issa, Jr, MA, GPHR, PHR
HR Certification Institute

Wendy Miller, BOCO, LO, CDME
Board of Certification/Accreditation

Anne Minton, MBA
Board of Certification for the Athletic Trainer

Frank Perna, CAE
Association for Supply Chain Management

Jared Zurn, AIA, NCARB, CAE
National Council of Architectural Registration Boards

Publications Committee
Chair
Lois Davis, MSN, RN
Vascular Access Certification Corporation

Vice-Chair
Katie Gottwaldt
American Association of Medical Assistants

Ben Babcock, PhD
American Registry of Radiologic Technologists

Joseph Caramagno, MA
Human Resources Research Organization

Steven Garner, PMP
CA-NV Section of the American Water Works Association

Kathi Gialluca, PhD
Pearson VUE
2019 Committees

Jeff Kelley, PhD
Alpine Testing Solutions

Chad Kinart, MS, MBA
Assessment Systems Corporation

Nadine LeBarron McBride, PhD
Amazon Web Services

Debbie Sobotka
Center for Public Safety Excellence

International Expansion Task Force
Chair
Mike Reid, MSC
Scantron

Stephanie Dernek, MA, CAE
Certification Board of Infection Control and Epidemiology, Inc

Sara Duginske
Stringfellow Management Group

Rali Petrova, MBA
American Payroll Association

Hao Song, PhD
National Board of Certification and Recertification for Nurse Anesthetists

Research & Development Committee
Chair
Pat Muenzen, PhD
ACT

Vice Chair
Anthony Zara, PhD
Pearson VUE

Kirk Becker, PhD
Pearson VUE

Kevin Bradley, PhD
Human Resources Research Organization

Susan Davis-Becker, PhD
ACS Ventures LLC

Andrew Dwyer, PhD
American Board of Pediatrics

Lawrence Fabrey, PhD

Matthew Ferris, MA, MBA, CAE, ELS
National Board of Certification and Recertification for Nurse Anesthetists

Michelle Gross, MBA, MEd, NCC, NCSC, LPC

Peg Harrison, MS, CPNP, CAE
Pediatric Nursing Certification Board

Kari Hodge, PhD
NACE International

James Magruder, MPA
Board of Registered Polysomnographic Technologists

Lisa Nepi, EdM
SeaCrest Company

Nicole Risk, PhD
American Medical Technologists

John Weiner, MA
PSI Services

Research & Development Fundraising Committee
Chair
Erica Brown
Alpine Testing Solutions

Tjay Gerber
ScrumAlliance

Rick Meadows
American Academy of Nurse Practitioners Certification Board

John Weiner, MA
PSI Services

Anthony Zara, PhD
Pearson VUE

Jason Fine
Prometric

Katie Gottwaldt, MSN, RN
American Association of Medical Assistants

Danielle Kory Roman
Oncology Nursing Certification Corporation

Cynthia Allen
Seacrest Company

Government Affairs Committee
Chair
Mark Franco
Whiteford, Taylor & Preston LLP

Carla Caro, MA
ACT
**2019 Committees**

Donald Balasa, JD  
MBA American Association of Medical Assistants

Deanna Hudella  
Pearson VUE

Kelly Marcavage  
Board of Pharmacy Specialties

JoAnne Konick-McMahon, MSN, RN, PCCN  
American Association of Critical-Care Nurses Certification

Michelle Warholic, JD, CAE

Kevin M. Bradley, PhD  
Human Resources Research Organization

Elisa Kahn, MSOL, DMA  
American Institutes for Research

David Rosza, CAE, ASA  
Metacred, Inc.

Tracy Hembry  
Alpine Testing Solutions

Lisa Lutz  
SOLID

Katherine Landsberg  
Dental Assisting National Board, Inc

Tom Clark, RPh  
Board of Pharmacy Specialties

**Marketing and Membership Committee**

**Chair**  
Virginia McFadden  
Framing Success

**Tony John**  
Certified Financial Planner  
Board of Standards, Inc.

Bob Blackwood  
Pearson VUE

Jacquelyn Kelly Marshall  
Board of Pharmacy Specialties

Jason Taylor, MA, SPIPC, PSC  
Defense Counterintelligence and Security Agency

**Public Member Work Group**

**Chair**  
Rebecca LeBuhn, MA  
Citizens Advocacy Center

David Swankin, JD  
Citizens Advocacy Center

Sheryl Traficano, MBA, CAE  
National Certification Board for Diabetes Educators

Zeno W. St. Cyr, II, MPH  
National Commission on Certification of Physician Assistants

Gloria Fabrey, MBA  
Pediatric Nursing Certification Board

**External Stakeholders Task Force**

**Chair**  
Rory McCorkle, PHD  
PSI Services, LLC

**Vice Chair**  
James Stobinski, PhD  
Competency & Credentialing Institute

Stephanie Dille, PhD  
ProctorU

Teresa Dufney, PhD, OTR/L  
American Occupational Therapy Association

Cynthia Flournoy, FACHE, RHIA  
National Commission on Certification of Physician Assistants

Vita Greco  
Professional Testing Corporation

Brian Greenlee, MA  
American Council on Exercise

Danielle Sadighi  
American Medical Certification Association

**ICE 1100 Standards Revision Main Committee**

**Chair**  
Michelle Nolin, CPLP  
Learn Ethos

**Vice Chair**  
Donald A Balasa, JD, MBA  
American Association of Medical Assistants

Cynthia Allen, MA  
SeaCrest

Carla Caro, MA  
ACT
## 2019 Committees

<table>
<thead>
<tr>
<th>ICE Leadership</th>
<th>2019 Committees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Inga Fong</strong></td>
<td>American Society for Radiation Oncology</td>
</tr>
<tr>
<td><strong>Sarah Carroll, PhD</strong></td>
<td>National Board for Certification in Occupational Therapy</td>
</tr>
<tr>
<td><strong>Linda Goss</strong></td>
<td>University of Louisville</td>
</tr>
<tr>
<td><strong>Iman Hannon</strong></td>
<td>National Investor Relations Institute</td>
</tr>
<tr>
<td><strong>Elisa Kahn</strong></td>
<td>American Institute of Research</td>
</tr>
<tr>
<td><strong>Rebecca LeBuhn</strong></td>
<td>Citizen Advocacy Center</td>
</tr>
<tr>
<td><strong>Shelly McDowell- Porter, PhD</strong></td>
<td>Global Skills Exchange</td>
</tr>
<tr>
<td><strong>Joselito Lualhati, PhD</strong></td>
<td>Global Skills X-change</td>
</tr>
<tr>
<td><strong>Gavin Moore</strong></td>
<td>Consultant</td>
</tr>
<tr>
<td><strong>Liberty Munson, PhD</strong></td>
<td>Microsoft</td>
</tr>
<tr>
<td><strong>Matthew O’Hara</strong></td>
<td>Freelancer</td>
</tr>
<tr>
<td><strong>Jill Sooter</strong></td>
<td>US FDA</td>
</tr>
<tr>
<td><strong>Jim Stobinski, PhD</strong></td>
<td>Competency &amp; Credentialing Institute</td>
</tr>
<tr>
<td><strong>Michele Warholic, Esq., CAE</strong></td>
<td></td>
</tr>
<tr>
<td><strong>ICE 1100 Standards Task Group Members</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Lisa Alikhan</strong></td>
<td>Competency &amp; Credentialing Institute</td>
</tr>
<tr>
<td><strong>Cynthia Allen, MA</strong></td>
<td>SeaCrest</td>
</tr>
<tr>
<td><strong>Donald Balasa, JD, MBA</strong></td>
<td>American Association of Medical Assistants</td>
</tr>
<tr>
<td><strong>Kyana Beckles</strong></td>
<td>Leverage Assessments</td>
</tr>
<tr>
<td><strong>Carla Caro, MA</strong></td>
<td>ACT</td>
</tr>
<tr>
<td><strong>Sarah Carroll, PhD</strong></td>
<td>National Board for Certification in Occupational Therapy</td>
</tr>
<tr>
<td><strong>Johnna Davis</strong></td>
<td>Learn Ethos, LLC</td>
</tr>
<tr>
<td><strong>Sean Gasperson, PhD</strong></td>
<td>Castle Worldwide</td>
</tr>
<tr>
<td><strong>Robin Gault-Winton</strong></td>
<td>Castle Worldwide</td>
</tr>
<tr>
<td><strong>Linda Goss, DNP</strong></td>
<td>University of Louisville</td>
</tr>
<tr>
<td><strong>Elisa Kahn</strong></td>
<td>American Institute of Research</td>
</tr>
<tr>
<td><strong>John Kleeman</strong></td>
<td>Questionmark</td>
</tr>
<tr>
<td><strong>Iris Llewellyn</strong></td>
<td>Double L Resources</td>
</tr>
<tr>
<td><strong>Joselito Lualhati, PhD</strong></td>
<td>Global Skills X-change</td>
</tr>
<tr>
<td><strong>Joe MacClary</strong></td>
<td>IACET</td>
</tr>
<tr>
<td><strong>Shelly McDowell- Porter, PhD</strong></td>
<td>Global Skills Exchange</td>
</tr>
<tr>
<td><strong>Fae Mellichamp</strong></td>
<td>Behavioral Analyst Certification Board</td>
</tr>
<tr>
<td><strong>Christine Mills, PhD</strong></td>
<td>Ascend Learning</td>
</tr>
<tr>
<td><strong>Gavin Moore</strong></td>
<td>Consultant</td>
</tr>
<tr>
<td><strong>Liberty Munson, PhD</strong></td>
<td>Microsoft</td>
</tr>
<tr>
<td><strong>Jennifer Naughton</strong></td>
<td>Naughton Consulting</td>
</tr>
<tr>
<td><strong>Cindy Orr</strong></td>
<td>American Medical Certification Association</td>
</tr>
<tr>
<td><strong>Heather Rich</strong></td>
<td>American Board of Certification for Gastroenterology Nurses</td>
</tr>
<tr>
<td><strong>J.David Roszsa</strong></td>
<td>Metacred</td>
</tr>
<tr>
<td><strong>Godfrey Sears, PsyD</strong></td>
<td>American Academy of Psychology and Behavioral Science</td>
</tr>
<tr>
<td><strong>Jill Sooter</strong></td>
<td>US Food and Drug Administration</td>
</tr>
</tbody>
</table>
ICE Leadership

2019 Committees

Microcredentialing Task Force

Chair
Michelle Nolin, CPLP
Learn Ethos

Vice Chair
Carla Caro, MA
ACT

Handbook Advisory Group

Cynthia Allen, MA
SeaCrest

Jasmine Rockett, CSM
Inteleos

James Stobinski, PhD
Competency & Credentialing Institute

James Stobinski, PhD
Competency & Credentialing Institute

Denise Roosendaal, CAE
Institute for Credentialing Excellence

Michele Warholic, Esq., CAE

John Wickett, PhD
Wickett Measurement System

Terminology Task Force

Chair
Mike Clark, CAE
National Institute for Certification in Engineering Technologies

Cindy Durley, MEd, MBA
Dental Assisting National Board

Cindy Durley, MEd, MBA
Dental Assisting National Board

Lawrence Fabrey, PhD

Felicia Lembesis, CAE
Medical Dosimetrist Certification Board

Wallace Judd, PhD
Authentic Testing Corp.

Jan Robinson
College of Veterinarians of Ontario

Anthony Zara, PhD
Pearson VUE

Jame Stobinski, PhD
Competency & Credentialing Institute

Brian Tate, PhD
Defense Intelligence Agency

Jill Van Den Heuvel, PhD
Alpine Testing

Michelle Warholic, Esq., CAE
Self-employed

Jeffrey Weaver
University of Missouri-St. Louis

Jason Whaley, HT-JCOE

Dawn Whiteside
Competency & Credentialing Institute

Michelle Nolin, CPLP
Learn Ethos

Carla Caro, MA
ACT

Cynthia Allen, MA
SeaCrest

Elisa Kahn, PMP
American Management Association

Lenora Knapp, PhD

Shelly McDowell-Porter, PhD
Global Skills Ex-change

Christine Mills, PhD
Ascend Learning

Gavin Moore
Independent Consulting

Liberty Munson, PhD
Microsoft Corporation

Jennifer Naughton, SPHR, MA
Naughton Consulting LLC

Kim Cohen
ISACA

Cindy Durley, M.Ed., MBA
Dental Assisting National Board

William Ellis, RPH, MS
Board of Pharmacy Specialties

Katie Gottwaldt
American Association of Medical Assistants

Paul Grace, MS, CAE
National Board for Certification in Occupational Therapy

Jim Henderson, PhD
Scantron
Headquarters Staff

Executive Director
B. Denise Roosendaal, CAE

Operations and Membership
Linda Anguish, SPHR, GPHR, Director of Accreditation Services
Katie Scott, Education Manager
Tara Mohammed, Operations and Accreditation Senior Coordinator
Doug Weinbaum, Special Projects Senior Coordinator
Michaela Peterson, Operations and Membership Senior Associate
Damon King, Operations and Membership Associate

Sales Services
Ryan Leach, Sales Manager

Event Services
Ashley Pencak, Events Senior Manager
Brigid Greaney, Events Coordinator
Staci Blue, Events Senior Associate

Information Technology Services
Peter Smithson, IT Manager

Financial Management and Accounting Services
Madison Beam, Staff Accountant
Sunny Patel, Staff Accountant

Marketing and Creative Services
Kevin Hurley, Marketing Director
Jayne Corso, Marketing Senior Coordinator
Marianna Lovo, Marketing Associate
Kristin Fields, Editorial Senior Coordinator
Monica Roselli, Editorial Associate
Philip Montwill, Senior Graphic Designer