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# crainEOS: The CRN Enterprise Operating System

*A Public Overview*

Chaplain Resource Network · Marsh Institute for Chaplains

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## A Public Overview

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**Chaplain Resource Network, an initiative of the Marsh Institute for Chaplains**

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## Our Mission

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**Prepare, Align, and Equip Chaplains for Real Ministry.**

In moments of crisis, good intentions are not enough. Chaplains stand with people on the worst days of their lives: at hospital bedsides, beside police officers after a line-of-duty death, with families in hospice, in prisons, in disaster zones. That work demands real formation, not just information. The Chaplain Resource Network (CRN) exists to deliver that formation at scale, and crainEOS is the operating system that makes it possible.

## What crainEOS Is

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crainEOS is the enterprise operating system of the Chaplain Resource Network and the Marsh Institute federation. It is not a library of documents. It is a complete, living architecture in which every function of the organization is defined as a module: standardized, owned by an accountable person, interconnected with the modules it serves, and designed to remain coherent for ten years of growth.

Every module in the system must answer the same ten questions, including: Why does it exist? What problem does it solve? Who owns it? How do humans use it? How do AI systems use it? How does it scale? A module that cannot answer all ten is a draft, not a module.

## Who We Serve

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CRN serves chaplains across eight fields of practice: public safety, healthcare, community, corrections, military and veterans, hospice and palliative care, disaster and crisis response, and congregational ministry. Our first horizon is a federation of roughly 1,000 chaplains across 50 organizations, formed to a common standard while each partner keeps its own calling, brand, and governance.

## The Federation and the Covenant

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CRN operates as part of a federation with the Marsh Institute for Chaplains (MIC), the Clinical Pastoral Education Institute (CPEI), the Christian Chaplains Network (CCN), and the Honoring the Fallen initiative (HTF). The federation is bound by a Covenant of Service: a bond of mission, not a chain of command. Each member's distinct calling is honored. The posture is servant leadership throughout, and every partnership interface clearly defines what is shared (curriculum, standards) and what remains sovereign (each partner's brand, data, and governance).

## The Twelve Divisions

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crainEOS organizes the enterprise into twelve functional divisions under one kernel of shared rules:

Division	What it does
1. Executive & Governance	Mission, covenant, decision principles, ethics, financial stewardship, succession
2. Theology & Formation	The theology of care behind everything: presence not expertise, dignity preserved, multi-faith respect
3. Education	Curriculum architecture, learning pathways, CEU-bearing certification, accreditation alignment
4. Media & Storytelling	Cinematic, ethically produced media that carries formation into the field
5. AI & Knowledge Systems	Knowledge multiplication: a lifetime of field wisdom captured once, delivered everywhere
6. Operations	Production workflow, asset lifecycle, publishing gates, archives
7. Technology	The infrastructure stack, security, backups, and integrations that carry the mission
8. Marketing & Communications	Reach without manipulation; visibility without hype
9. Products & Services	Courses, membership, certification, books, media, and partner services
10. Research & Development	Verified sourcing, subject-matter-expert review, continuous improvement
11. Quality Assurance	The gates that protect trust at scale
12. People, Partners & Culture	Principals, SME councils, onboarding, care for the people who carry others

## What Makes This Different

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**Formation, not just information.** Every course pairs head and heart outcomes. Every lesson follows the Explain, Model, Apply format. Case teaching uses composite, fully anonymized dramatizations, and the formative question is always the same: what did the chaplain notice in the other person, and in themselves?

**A definite theology of care.** The chaplain is a trained, steady, compassionate witness: a bridge between sacred and secular. Care honors each person's own tradition and never proselytizes at the bedside. You cannot fix that kind of pain; you stay in it.

**Evidence and verification.** Research briefs draw on the full breadth of scholarly, clinical, and theological sources, with citation verification as a hard gate. Subject-matter experts in every field review the content.

**Responsible AI, governed in writing.** CRN uses AI to multiply knowledge, and governs it explicitly: AI involvement is always disclosed; a person's likeness and voice are used only with consent and belong to that person alone; protected health information never touches external platforms; every AI conversation surface carries hard-coded crisis escalation to human help (including 988); and humans, not machines, decide on matters of taste, brand, and mission.

**Quality as the product.** Every published artifact passes the CRN Quality Test: Is it human? True to chaplaincy? Free of hype? Does it form, not just inform? Does it honor suffering without exploiting it? Is the chaplain present, not heroic?

## The Value We Deliver

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- **Accreditation-aligned education:** field-specific lessons and certification tracks carrying continuing education units, mapped to recognized accreditation frameworks.
- **A growing curriculum:** engineered to scale across all eight chaplaincy fields, with new fields inheriting the full apparatus of standards, review, and quality gates.
- **Cinematic case media:** dramatized, ethically produced scenarios that let chaplains practice noticing before they are needed at a bedside.
- **Knowledge multiplication:** the wisdom of veteran chaplains and mission-driven experts captured, preserved, and made teachable, so decades of judgment outlive any individual.
- **Partner services:** shared curriculum and standards through a federation model in which partners bring their raw material, and the hub mills standardized components that everyone can build with.

## The Ten-Year Test

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Any proposed addition to CRN must pass a simple test: Does it serve the mission sentence? Does it have one owner? Does it answer the ten module questions? Does it duplicate anything? Can it be executed consistently and audited honestly? If yes, it becomes a module. If not, it is not part of CRN.

That discipline is how a small, mission-driven organization stays coherent while it grows, and how the people who carry everyone else get the formation they deserve.

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**Learn more:** Chaplain Resource Network · Marsh Institute for Chaplains

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