



NEWLIFE

**CHIEF OPERATING OFFICER
OPPORTUNITY PROFILE**

Presented by  **THE DINGMAN
COMPANY**
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OVERVIEW

New Life Ministries (NLM) is a nationally recognized, faith-based, broadcasting and counseling non-profit organization providing ministry through radio, TV, its counseling network, workshops, support groups, and numerous written, audio, and video resources. All New Life resources are based on God's truth and help those who are hurting find and build connections and experience life-transformation.

New Life Live! radio program, still the centerpiece of its ministry, is broadcast on Christian radio stations in more than 150 markets, including most major metropolitan areas and XM/SIRIUS satellite radio. *New Life Live!* can also be seen on NRBTv <https://nrbtv.org/show/new-life-live/>.

Their passion is to reach out compassionately to those seeking emotional and spiritual health and healing for God's glory. As the #1 Christian call-in radio program, New Life Ministries' Resource and Call Center receives thousands of calls each month from those looking to them for help. New Life looks forward to the future with hope that God will continue to grow the ministry and bless those they serve.

[See the CASE FOR SUPPORT Factsheet.](#)



MISSION

Transforming lives through compassionately communicating God's truth and connecting people into redemptive relationships.

New Life Ministries offers compassionate and empowering solutions to those who find themselves in life's difficult places and who are missing what God desires for their lives. Family, friends, and churches want to help but are not always equipped to care for those dealing with problems like addiction, pornography, infidelity, anxiety, anger, fear, depression, relationship challenges, and hurts from the past.

New Life combines a deep commitment to biblical truth with the best in psychological knowledge. They firmly believe that applying proven techniques for emotional, physical, and spiritual health is in accordance with God's call to live in wholeness and redemptive relationships. The NLM staff is not afraid to share their own struggles, because *we're all on this journey together.*

New Life isn't focused on making people feel better, but on helping people do the hard work that will actually help them be better. That's what true healing means. They take people out of the isolation caused by trauma and sin and help them find the path and the process to a right relationship with God.



Through the live, call-in radio and TV broadcasts, *New Life Live!* and weekend workshops, they provide practical wisdom to help people see that they are not alone. And by connecting people to a professional in the New Life Counselor Network, consisting of 780 professional Christian counselors around the United States, NLM is helping many find the intensive support they need.

[Listen to a recent Radio Broadcast.](#)

VISION STATEMENT

Reaching people with Biblical truth and the best in psychological knowledge for emotional, physical, and spiritual transformation through media, events, and personal connection.

CORE VALUES

TRUTH, CONNECTION, TRANSFORMATION



WORKSHOPS

3-Day Intensive Workshops: NLM intensive workshops combine powerful teaching with small breakout group sessions facilitated by a credentialed New Life Network Counselor. These are not typical conferences. Rather, they are weekends of connection, truth and steps for a hope-filled future! Each weekend intensive has a specific focus which can help participants begin a New Life. Recognizing the need for people to experience a redeemed life and redemptive relationships, NLM began offering workshops in 2000. Since then, they have helped thousands of people begin their New Life! [Read more.](#)

HISTORY

New Life Ministries, founded by Stephen Arterburn, began in 1988 as New Life Treatment Centers (NLTC). New Life's nationally broadcast radio program, *New Life Live!*, began in early 1995. "Women of Faith" conferences, also founded by Stephen Arterburn and New Life, began in 1996; and between 1991 and 1999, New Life acquired the *Fred Gross Christian Therapy Program*, *Remuda Ranch*, *Minirth-Meier Clinics*, and the *Calvary Center*. All have since been sold or closed. The New Life Counselor Network was formed in 2000. New Life continues to develop and expand its programs and resources to help meet the changing needs of callers and listeners.

MINISTRY TIMELINE

- 1988** – Steve Arterburn founds New Life Treatment Centers, a for-profit entity.
- 1991** – NLTC acquires the Fred Gross Christian Therapy Program, which has an inpatient hospital program in Buena Park, CA, and opens other inpatient treatment programs around the country.
- 1994** – NLTC acquires Remuda Ranch, an eating disorder treatment facility in Arizona.
- 1994** – NLTC acquires the Minirth Meier Clinics.
- 1996** – Women Of Faith (WOF) begins with over 30,000 attendees in its first year.
- 1998** – NLTC sells WOF and Remuda Ranch, and spins off the Minirth Meier radio program as a non-profit entity, later changing the name of the radio program to *New Life Live!*.
- 1999** – New Life Ministries (NLM) becomes the official name.
- 1999** – NLM acquires the Calvary Rehabilitation Center.
- 2000** – New Life Counselor Network is created. To date it has grown to over 780 counselors.
- 2000** – In November, *Every Man's Battle* workshops launched.
- 2001** – NLM begins its monthly giving program, Club New Life, and has grown to over 4,400 members.
- 2002** – *Lose it For Life* workshops begin.
- 2003** – NLM sells Calvary Rehabilitation Center. NLM continues to provide Christian substance abuse treatment through its partnerships with top Christian chemical dependency facilities around the country.
- 2004** – *Healing is a Choice* and *Every Heart Restored* intensive workshops begin.
- 2005** – New Life delivers over 40,000 Every Soldier's Battle kits.
- 2005** – Sustained Victory, post-workshop group coaching begins.
- 2006** – *New Life Weekend* intensive workshops launch across the United States.
- 2007** – *Every Man's Battle* book makes national news. In February, a judge in Pennsylvania recognizes that in addition to punishment, a sentenced sex offender needed help so he ordered the man to read the book.
- 2008** – New Life Ministries celebrates 20 years.
- 2010** – *New Life Live!* begins to air on cable television on NRB Network.
- 2011** – *Women in the Battle* workshops begin. Later renamed *Restore*.
- 2011** – NLM hosts its first webinar.
- 2011** – *New Life Marriage* workshops begin, later renamed *Intimacy in Marriage*.
- 2013** – NLM and Steve Arterburn celebrate 25 years.
- 2015** – NLM launches the wedared.com site, a 30-Day challenge for men to lead them on the path of sexual integrity.
- 2016** – NLM adds two new intensive workshops, *Intimacy in Marriage* and *Take Your Life Back*.
- 2017** – NLM launched the New Life Ministries app.
- 2018** – NLM and Steve Arterburn celebrate 30 years.
- 2020** – *Every Man's Battle* workshop celebrates 20 years.

MINISTRY REACH: ANNUALLY

2 Million+ weekly listening audience.

41,354 calls (per year average) received by NLM's resource center.

1,470 persons referred to counseling network.

251 *New Life Live!* radio programs aired on **179** stations.

1,569 persons attending intensive workshops.

780 licensed counselors in New Life Counselor Network.

64,482 social media followers.



LIFE RECOVERY GROUPS

New Life believes everyone can benefit from a Life Recovery experience. Everyone has struggles in life; struggles with addictions, food, depression, anxiety, and relationships to name a few. But NLM approaches recovery from different angles. Some want a formal recovery meeting with a traditional recovery experience. Others want a recovery experience in a small informal group, or in an existing group they are already comfortable with at their church. And some may prefer learning about recovery at their own pace before jumping into a group or meeting experience. This is the beauty of Life Recovery. Unlike other Christian recovery approaches that mandate how and where their recovery ministry can be employed, Life Recovery brings Christian recovery to people – right where they are.

STEVE ARTERBURN, CEO

FOUNDER AND CHAIRMAN OF NEW LIFE MINISTRIES

Steve is a best-selling author of many books, including *Every Man's Battle* and *Healing Is A Choice*. Along with recently co-authoring *Worthy of Her Trust* with Jason Martinkus; *Take Your Life Back* with Dr. David Stoop; and eight books in the *Arterburn Wellness Series* with topical experts, his latest release is the revised and updated 20th Anniversary Edition of *Every Man's Battle*. With over 12 million books in print he has been writing about God's transformational truth since 1984. He has won three Gold Medallions for writing excellence. Along with Dr. Dave Stoop, he edited and produced the #1 selling *Life Recovery Bible*, with over 3,000,000 in print. For a more comprehensive list of his books, visit NLM's online store.



His speaking topics address issues common to leaders, adult men and women, including *Every Man's Battle*, *Lose it For Life*, *The 7-Minute Marriage Solution*, *Every Heart Restored*, and *Healing is a Choice*. Steve's ministry endeavors focus on identifying and compassionately responding to the needs of those seeking healing and restoration through God's truth.

Steve has degrees from Baylor University and The University of North Texas as well as an honorary doctorate degree from the California Graduate Institute of Theology. Steve resides with his family in Carmel, Indiana where he also serves as the teaching pastor of the 3rd fastest growing church in America, Northview Church with 13 campuses, 3 of which are in Indiana prisons.



NEW LIFE COUNSELOR NETWORK

NLM has a nationwide network of Christian professionals who are ready to help! The Network's licensed mental health professionals have been interviewed, have had their credentials verified, have agreed with NLM's statement of faith, and are excited to be part of the transforming ministry of New Life.

LARRY SONNENBURG

PRESIDENT, NEW LIFE MINISTRIES

As the current President of New Life Ministries, Larry is a respected and valued member of the Board. Larry graduated from Cal State Fullerton with a B.S. Degree in Mathematics. Prior to joining New Life Ministries, Larry gained a wealth of experience as the Chief of Staff and Chief Operating Officer of Crystal Cathedral Ministries, a mega-church and international ministry located in Garden Grove, California where he served for 20 years. Larry started with New Life in 2004, and has held the positions of Chief Financial Officer, Chief Operating Officer, and now as President.



Larry brings not only significant talent in the area of operations, but his honesty, warmth, and sincerity enable him to forge and maintain long-term donor relationships. Larry and his wife, Rhonda, have two married sons, and three grandchildren. Larry enjoys reading, gardening, golfing, and spending time with his family.

POSITION SUMMARY

Reporting to the President, the Chief Operating Officer provides the leadership and management to implement New Life's vision, to ensure that the ministry has the proper operational controls, administrative and reporting procedures, and people systems in place, while ensuring financial health and operating efficiency to effectively fulfill its mission and achieve its strategic objectives. NLM has an \$8.5M annual budget with three offices—Richardson, TX, Lake Forest, CA, and Indianapolis, IN. The COO will be located in the Dallas (Richardson) office. There are currently 32 full time employees in the organization.

The hope and expectation is that this job will grow into a President and/or CEO role in the future.

Reporting to the COO: Director of Communications, Director of Counseling Network, Director of Events and Resources, Director of Finance, Resource Center Manager, Director of HR, IT Manager, Fulfillment and Warehouse Manager.

Reporting to the President: COO, Director of Development.

ESSENTIAL FUNCTIONS

- Collaborate with the President and CEO to create and communicate NLM's mission, vision, values, and strategic objective.
- Work with the President and CEO to develop courses of action for the near and long-term future, to enlarge the number of people served and increase revenues and resources to do so.
- Translate strategic objectives into actionable plans with appropriate goals across the ministry.
- Lead and collaborate with the management team to develop and implement plans for the operational infrastructure of systems, processes, and personnel designed to achieve strategic objectives.
- Provide positive servant-leadership with both day-to-day and long-term focus; bridging national and regional operations, cultivating NLM's core values within the organization, and supporting an open-door policy among staff.
- Oversee administrative processes to ensure NLM's daily operations run smoothly with resources and staff responsibilities being properly assigned and carried out for optimum individual and organizational performance goals.
- Collaborate with the President and other members of the NLM Leadership Team to oversee all business contracts and agreements to ensure proper implementation and accounting, cost-effectiveness, and alignment with NLM's mission and strategic objectives.
- Actively seek out external program opportunities for revenue generation and strategic partnerships; cultivate and maintain those relationships to achieve NLM's mission and operational goals.
- Foster a success-oriented, jointly accountable environment.
- Continually monitor best industry practices in comparison to internal systems and needed resources, with an eye toward both future needs and budget realities.
- Develop and maintain a Strategic Plan.

DEPARTMENT LEADERSHIP

RESOURCE CENTER AND FULFILLMENT

- Work with the Resource Center Manager, provide oversight to ensure efficient, professional Resource Center operations and staff, with an emphasis on NLM's call center.
- Ensure NLM's information systems and infrastructure supports NLM's growing technology needs and allows NLM to efficiently communicate and carry out its mission.
- Maintain a high level of engagement with actual calls and caller experience. "Inspect what you expect" to insure callers are getting the help they need, as well as empower call center personnel to provide compassionate and effective assistance to those seeking help.

DEPARTMENT LEADERSHIP - CONTINUED

FINANCIAL MANAGEMENT AND OVERSIGHT

- Working with the Director of Finance, provide oversight for all financial and business planning activities, including:
 - » Direct and administer all financial plans
 - » Oversee business policies, internal controls, accounting practices and audit activities
 - » Review and analyze financial reports
 - » Support and advise the President in decision making
 - » Lead and support NLM's budgeting process
 - » Oversee reporting and monitoring of NLM's performance metrics
- Ensure relevant financial data is presented to the President, CEO, and senior management team.

HUMAN RESOURCES/RISK MANAGEMENT

- Working with the Director of Human Resources, provide oversight for the human resource and risk management functions for NLM, including:
 - » Benefits administration and fiduciary oversight
 - » Recruitment, hiring, and compensation
 - » Employer policies and procedures
 - » Performance management, employee development and retention strategies
 - » Oversee risk management and legal activities
 - » Employer practices, regulatory oversight and legal compliance
 - » Business insurance procurement, monitoring and management
 - » Occupational safety
 - » Corporate letters of agreement, intellectual property and licensing agreements, contracts, leases and other legal agreements, documents and processes

INFORMATION TECHNOLOGY – INTERNAL TEAM AND OUTSOURCE PARTNERS

- Evaluate, select, and manage all IT partners and/or internal staff to ensure high-value services are delivered to NLM team members.
- Oversee the procurement, implementation, and management of all IT infrastructure components: Managed services, Helpdesk, Cybersecurity, Backup and Recovery, workstations, cloud management, etc.
- Ensure support for donor management and other database systems used by NLM; maximize the use of all IT systems ensuring high-value for the ministry; applies to all systems whether owned/operated by NLM or cloud service partners.

FACILITIES

- Manage and provide leadership for all facility related elements (office, warehouse, etc.).
- Review lease agreements, negotiate rates and services provided, and manage all facility related needs, repairs, expansions, and/or closures.

DESIRED ATTRIBUTES

- Must possess a clear sense of divine calling to NLM's mission of life transformation with a proven track record as an effective organizational leader, perhaps as a COO or Operations Executive.
- Identifiable salvation experience; with a strong, personal, growing relationship with Jesus Christ; if married, models healthy family relationships; a pattern of spiritual development characterized by prayer, Bible study and active involvement in a local church or ministry; possesses a high view of the authority and trustworthiness of God's Word.
- Should be known for unquestioned integrity and uncompromising courage.
- Must have a passion for people to know Jesus Christ as their Lord and Savior demonstrating a faith that "spills over" to others in the broader evangelical and Christian worlds, "ever ready to talk of the hope that is within," and knowing that a strong prayer life is foundational.
- Must be an engaging and approachable individual, not given to hubris and self-absorption, willing to be evaluated, admit shortcomings, accept constructive criticism and change when appropriate. In a word, an effective COO must be humble, and this humility must be rooted in knowledge of the Bible and a contagious passion for God.
- Must have a strong work ethic, but balanced with the needs of a spiritual walk, family, and personal rest.
- Relevant experience leading a for-profit or nonprofit organization. Experience in leading a rapidly growing organization, implementing the required talent acquisition and building infrastructure capacity, is desirable.
- As a potential primary face and voice of the organization in the future, and as one who routinely articulates the mission, vision, and progress of the institution, the COO must possess significant competency (gravitas) in communications in both written and verbal forms. In addition to causing contagious enthusiasm, the COO must be an eager listener demonstrating respect for the ideas and perspectives of others.
- Skilled at collaborative processes, at the center of a successful working relationship between a President, the board, senior staff, and other internal and external constituents. The COO should be known for a participative and collaborative spirit. At the same time, since difficult and strategic decisions must be made, the COO must be able to make decisions with wisdom, conviction, and courage.
- Adept in building meaningful and genuine relationships and friendships with members and constituents who support the mission and ministry of NLM.
- Willingness to make a long-term commitment to the organization (preferably 12+ years, subject to satisfactory performance and at the discretion of the board). He/She should have an unwavering dedication to excellence in time management, organizational health, and the future of NLM.
- Must wholeheartedly agree and affirm the organization's theological convictions, as found in its Statement of Faith, and be a champion of these in both precept and example.

OTHER DESIRED ATTRIBUTES FOR THE POSITION INCLUDE:

- Excellent team builder.
- Both strategic (vision for where organization should be going) and tactical (steps needed to get there).
- Demonstrated ability to understand and implement digital media technology and social media platforms to deliver NLM content to the broadest audience. Embraces and leverages new technology and innovative media platforms.
- Confidence, convictions, and finesse to respectfully challenge CEO/President, in the best interest of corporate objectives.
- High EQ; Emotional Intelligence and effective interpersonal communication is very high.
- Creates an atmosphere of trust and empowerment.
- High fiscal management acumen and success in a growing company.
- Genuine passion for recovery and counseling ministry, history and core values of NLM.
- Willingness to roll up sleeves and get in the trenches when necessary, practices "management by walking around." Is neither solely a macro-manager or a micro-manager, but a combination of both, depending on the need.
- If not already, knowledgeable of counseling, therapeutic method, and healing/wholeness ministry, has a keen interest in learning.
- Understands the day-to-day environment and logistics of a call center operation, and willing to challenge staff for peak performance.
- Someone with humble self-assurance; a change agent who can build consensus.
- Ability to multi-task with diversity of projects, balancing grace and truth.
- Committed to accountability for self and others.
- Effective delegator, who empowers others to accomplish company objectives and initiatives.
- Innovative and nimble – decisive in the face of the rapidly changing environment.
- Fosters strategic mentoring, giving ownership to emerging leaders' vocational development.
- Creates organizational clarity to address growing and changing organization.
- A bridge builder, one that creates an atmosphere of trust; willingly facing conflict when needed and adept at finding win-win solutions.
- An ability to put the right person in the right position, dealing sensitively but without significant delay in moving someone out of an ineffective position.
- A transparency in living an exemplary life, knowing when to keep a confidence.
- While having a strong work ethic, is not a workaholic. Demonstrates a balance with time needs of family, devotional habits with the Lord, and personal refreshment.

QUALIFICATIONS

- Minimum BA/BS degree; strong finance and faith-based operations experience with 10+ years in a senior management role is most desirable. Demonstrated experience in financial planning and analysis with previous experience overseeing human resources, legal/risk management and information technology related functions.
- Excellent inter-personal relationship skills with an ability to partner with a dynamic leadership team while driving toward clarity and solutions; demonstrated resourcefulness in managing operations, setting priorities and guiding investment in people and systems.
- Other skills include: Organizational development, personnel management, budget and resource development, contract negotiations, strategic planning and demonstrated success developing and monitoring systems to manage both operational and programmatic work that involve high levels of collaboration.
- In agreement with, and able to exemplify, New Life Ministries' Statement of Faith, and possesses personal qualities of integrity, credibility, and commitment to the mission of New Life Ministries. Able to keep "ministry" and "stewardship" in mind while effecting positive change towards financial stability for NLM and for its standing within the non-profit community.
- Proficient use of Microsoft Office software and database programs; capable of creating, interpreting and presenting management reports and effectively uses results to improve overall business operations.
- Willing and able to travel to NLM-related meetings, events and business development opportunities as needed.



LOCALE

Richardson is located within minutes of Dallas Fort Worth and enjoys a temperate climate with mild winters and warm summers. Spanning 28 square miles, it is nestled just to the north of downtown Dallas. Richardson has found its place as a sophisticated, modern suburb featuring award winning family festivals, nationally ranked championship golf courses, 30 beautiful parks, more than 40 miles of hike and bike trails and its cultural gem, the Charles W. Eisemann Center for the Performing Arts.

Richardson has the benefit of being able to offer one-on-one, small-town customer service and warm Texas hospitality, while still offering the appeal, advantages and entertainment of the DFW Metroplex. A ride on the Dallas Area Rapid Transit system (DART), which runs through the heart of the city, makes it easy for visitors to take in the sights or to step out of the city to one of the many surrounding points of interest such as sporting arenas, shopping malls and museums. Plus, Richardson is just a few minutes drive from DFW International and Love Field airports and has easy access to major highways and thoroughfares.

Besides being well-known as the Telecom Corridor®, for its large concentration of technology and telecommunications firms, Richardson hosts four award-winning music/art festivals each year and is home to a state-of-the-art performing arts facility that plays host to some of the region's most popular attractions. See home prices - <https://www.zillow.com/richardson-tx/>.



CHRISTIAN TREATMENT FOR ADDICTIONS

New Life Ministries can connect people with some of the finest Christian inpatient treatment programs in the country. These are Christ-centered programs that work with people from all backgrounds and beliefs. *The Life Recovery Bible* is used as an important part of the treatment process as well as helping family and friends. For those struggling with addiction to illegal or prescription drugs, alcohol, or dealing with an eating disorder, New Life can help!

ANTICIPATED SEARCH CALENDAR

It is anticipated that the top four COO candidates will be interviewed by the Interviewing Committee in mid to late January, 2021.

SEARCH AND SELECTION PROCESS

The New Life Ministries President and Director of Human Resources, along with the Interviewing Committee is charged with vetting candidates for the position and is assisted by Bruce Dingman, President of The Dingman Company, and Jeff Davis, Vice President. The Dingman Company will explore a broad network to suggest potential candidates. This thorough search will include consideration of many names and subsequent review of resumes. When appropriate, candidates will be asked to provide a thorough resume, to respond to a questionnaire, and to have a video interview with Jeff Davis. Those holding the most promise will then be interviewed in person. Next, references and backgrounds will be checked, degrees will be verified, and an extensive candidate profile will be prepared for the interviewing committee.

The interviewing committee will initially interview the top four candidates. When a preferred candidate is identified, the candidate and spouse will participate in a final interview, as well as meet the New Life staff and leadership team. Interviews will take place in January, with the final Chief Operating Officer selection by the end of January 2021.

The Dingman Company, Inc. is a retained executive search firm devoted exclusively to serving clients in matters of executive selection. While some of our assignments are in the corporate sector, due to our faith, we primarily serve nonprofit organizations which are followers of Jesus Christ. As a faith-based religious institution our client complies with all applicable laws pertaining to nondiscrimination on the basis of race, color, national origin, sex, age, disability, and any other applicable legally protected category. As a religious institution, our client has the right to, and does, require that its employees hold beliefs consistent with its Statement of Faith (page 16) and conduct themselves in a manner consistent with its religious beliefs.

CONTACT

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STATEMENT OF FAITH

As a professional organization, New Life Ministries set forth the following beliefs which have been agreed to by the professional and support staff of NLM. These beliefs are essential to its treatment philosophy and ministry.

- We believe the Bible to be the inspired, the only infallible, inerrant, authoritative Word of God.
- We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit. He has revealed Himself in creation, history, and in Jesus Christ.
- We believe in God's creation of the world and humankind and in humanity's rebellion and subsequent depravity.
- We believe in the person and work of Jesus Christ, including His deity, His virgin birth, His sinless life, His true humanity, His miracles, His substitutionary death, His bodily resurrection, His ascension to heaven where He sits at the right hand of the Father, and in His coming personal return in power and in glory.
- We believe that for the salvation of the lost, sinful man, regeneration by the Holy Spirit is absolutely essential. We believe that salvation is by grace through faith in Christ as one's Savior.
- We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life and to grow in the knowledge of God and Christian obedience.
- We believe in the resurrection of both the saved and the lost—the saved unto the resurrection of life and the lost unto the resurrection of damnation.
- We believe in the spiritual unity of believers in our Lord Jesus Christ and in the importance of the church for worship, service and missions.
- We believe all human life is a sacred gift from God and is to be protected and defended from conception to natural death. We will uphold the sanctity of life and bring the grace and compassion of Christ to those who face the realities of previous abortion, unwanted pregnancy, and end-of-life illness.
- We believe in the importance of marriage. Specifically, that marriage is a covenant relationship between a man and a woman (Genesis 2:24), and that a person's sex (male or female) is determined by God in the womb (Psalm 139:13) and revealed at birth.
- We further believe that marriage is a covenant relationship that is mirrored in the relationship between Christ and His Church (Revelation 19:7, 21:2, 21:9). And although the Bible states that divorce is permissible in two unusual circumstances (adultery as described in Matthew 5:31, and abandonment of a Christian by a non-Christian as described in I Corinthians 7:15), we will do all we can to preserve marriage.
- We believe that all psychological principles should be thoroughly evaluated through the grid of Scripture, and that Scripture always holds the final authority.