

HEALERS

THOSE WHO HEAL

“Our sorrows and wounds are
healed only when we touch them
with *compassion.*”

- Buddha



**JACLYNN
FAFFER**
President and CEO
Naples Senior Center

Jaclynn Faffer has been a visionary human services leader for 30-plus years. A Naples resident since 2010, she has extensive community involvement, including as past chair of the Collier County Leadership Coalition on Aging and as a graduate of the Greater Naples Leadership Class of XVIII. Faffer and her team shifted all programs and services to a virtual platform during the pandemic and offered post-Hurricane Ian counseling. She spearheaded the recent development of a new building on a 13-acre campus.

EDUCATION: Wurzeiler School of Social Work, Yeshiva University (DSW)

FIRST JOB: Providing support services to migrant farmers working in apple orchards in New Jersey

WHY I CHOSE THIS FIELD: I was attending a summer leadership program when I was 16 years old and heard a lecture on the profession. I was struck by the various ways in which social workers could help individuals and society. My path was set.

BEST ADVICE RECEIVED: Be the best student you can be, but don't forget to have a good time.

FAVORITE COLLIER COUNTY PLACE TO VISIT: Audubon Corkscrew Swamp Sanctuary—for the beauty of the ancient trees, the wildlife, and of course, the ghost orchid



**SCOTT
BURGESS**
President and CEO
David L. Lawrence Centers for Behavioral Health

With more than 30 years of health care experience, Scott Burgess works closely with the mental health nonprofit's board of directors to manage the center's operations and development. He provides administrative, clinical, and strategic direction for more than 275 professional staff who offer mental health, substance abuse, and integrated solutions for more than 9,000 children and adults every year. He is working with county officials to build a \$25 million mental health treatment center to expand local services.

EDUCATION: Concordia University (MS)
FIRST JOB: Golf course
FINNISH WORKPLACE EXPERIENCE: During summers while in college, I worked in a cereal factory that makes Lucky Charms, Cocoa Puffs, and Golden Grahams.
MOST INSPIRING PEOPLE: Jesus and Abraham Lincoln
FAVORITE TRAVEL DESTINATION: Italy, Ireland, and England
FAVORITE COLLIER COUNTY PLACE TO VISIT: Loverside Beach
FAVORITE COLLIER COUNTY RESTAURANT: Watermark Grille



**ILIA
M. ECHEVARRIA**
Chief Nursing Officer
North Naples Hospital

As chief nursing officer for the NCH Healthcare System, Ilia M. Echevarria has direct oversight of the hospital's nursing workforce. She is an award-winning and accomplished clinician, administrator, and educator with over two decades of nursing experience. During the pandemic, Echevarria was appointed as the Director of NCH COVID-19 Task Force and established the first hospital-based COVID-19 vaccine clinic in Collier County, leading efforts to vaccinate thousands of employees and community members.

EDUCATION: Weber University (PhD), Thomas Jefferson University (MSN), St. Joseph's University (BS)
FIRST JOB: I worked at White Palace Bakery in Philadelphia at the age of 14 operating the hot chocolate machine.
WHY I CHOSE THIS FIELD: I enjoy making a difference in others' lives.
BEST ADVICE RECEIVED: Remain coachable. There is always something to learn.
TOUGHEST CHALLENGE: Completing my PhD in nursing science.
HOBBIES: Spending time with family, writing, and outdoor activities.
ADVICE TO A RECENT GRADUATE: Use the hard skills—they will get you.
FAVORITE COLLIER COUNTY PLACE TO VISIT: The Everglades



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**PAUL
C. HILTZ**
President and CEO
NCH Healthcare System

Paul C. Hiltz took the helm at NCH Healthcare System, Collier County's largest non-government employer, in 2019. Backed by a 30-year career, Hiltz, a board-certified Fellow of the American College of Healthcare Executives, has led NCH through impressive growth. In 2022, NCH announced its partnership with Nicklaus Children's Hospital to provide ICU support for infants and children and with the top-rated, New York-based Hospital for Special Surgery, along with plans to build a state-of-the-art orthopedic center.

EDUCATION: Duquesne University (MBA)
FIRST JOB: Burger Chef
SECRET TO SUCCESS: Surround yourself with great people and teammates.
HOBBIES: Tennis and reading.
FAVORITE TRAVEL DESTINATION: Italy
BUCKET LIST: None