

From the Starting Gate to the Finish Line: Ombudsmen and The Race for Excellence

Sponsored by: **United States Ombudsman Association**

	MONDAY September 29, 2008	TUESDAY September 30, 2008	WEDNESDAY October 1, 2008	THURSDAY October 2, 2008	FRIDAY October 3, 2008
	Registration 7:30 AM - 5:00 PM Outside of Salon A	Registration 7:30 AM - 5:00 PM Outside of Salon A	Registration 7:30 AM - 5:00 PM Outside of Salon A	Registration 7:30 AM - 5:00 PM Outside of Salon A	
7:00 AM - 7:15 AM		<i>Trade Fair 4:30 p.m. - 6:30 p.m.</i>	<i>Trade Fair 7:30 a.m. - noon</i>		
7:15 AM - 7:30 AM					
7:30 AM - 7:45 AM	Breakfast for pre-conference attendees 7:30 - 8:00	Breakfast for pre-conference attendees 7:30 - 8:00	Breakfast for conference attendees 7:30 - 8:00	Breakfast for conference attendees 7:30 - 8:00	Breakfast for conference attendees 7:30 - 8:00
7:45 AM - 8:00 AM					
8:00 AM - 8:15 AM					
8:15 AM - 8:30 AM			The Call to Post - Conference Opening & Welcome Remarks 8:00 - 8:45		
8:30 AM - 8:45 AM					
8:45 AM - 9:00 AM	Pre-conference Workshop New Ombudsman Training - Day 1 Linda Lord-Jenkins, Robin Matsumaga, Roberta Opheim & Gerald Papica 8:00 - 5:00	Pre-conference Workshop New Ombudsman Training - Day 2 Linda Lord-Jenkins, Robin Matsumaga, Roberta Opheim & Gerald Papica 8:00 - 5:00	Pre-conference Workshop High Conflict Personalities Bill Eddy 8:00 - 5:00	Plenary Session Down the Home Stretch - Evaluating Ombudsman Operations & Establishing Performance Measures Gord Button & Frank Fowle 8:00 - 4:30	Concurrent Session #1D A Steward's Inquiry - Ethical Analysis Allison Connelly 8:00 - 9:15
9:00 AM - 9:15 AM			Concurrent Session #1A And They're Off - Ombudsmen at the Starting Gate Beverly Reeves 8:45 - 10:15	Concurrent Session #2A The Morning Line - Writing the Investigative Report (Part 1) Linda Lord-Jenkins & Laura Pettigrew 8:45 - 12:00	Concurrent Session #2D The Why & How of Estimating Ombudsman Value via Surveys John Zinsser 8:00 - 10:15
9:15 AM - 9:30 AM					
9:30 AM - 9:45 AM					
9:45 AM - 10:00 AM					Concurrent Session #1E The Ombudsman Superfecta - Common Ground Panel Ombudsman Organization Representatives 9:15 - 10:15
10:00 AM - 10:15 AM	Break 10:00 - 10:15	Break 10:00 - 10:15	Break 10:15 - 10:30	Break 10:00 - 10:15	Break 10:15 - 10:30
10:15 AM - 10:30 AM					
10:30 AM - 10:45 AM					
10:45 AM - 11:00 AM	New Ombudsman Training, cont'd 8:00 - 5:00	New Ombudsman Training, cont'd 8:00 - 5:00	High Conflict Personalities, cont'd 8:00 - 5:00	Plenary Session Down the Home Stretch - Evaluating Ombudsman Operations & Establishing Performance Measures, cont'd 8:00 - 4:30	The Winner's Circle - USOA Annual Business Meeting 10:30 - 11:30
11:00 AM - 11:15 AM			Concurrent Session #1B At the Clubhouse Turn - On-line Complaint Systems Lin Quenzer 10:30 - 12:00	Concurrent Session #2B The Morning Line - Writing the Investigative Report (Part 2) 8:45 - 12:00	
11:15 AM - 11:30 AM					
11:30 AM - 11:45 AM					
11:45 AM - 12:00 PM					Conference Closing/Evaluation 11:30 - 11:45
12:00 PM - 12:15 PM					
12:15 PM - 12:30 PM	Lunch 12:00 - 1:00	Lunch 12:00 - 1:00	Lunch & Keynote Address 12:00 - 1:15	Lunch 12:00 - 1:00	
12:30 PM - 12:45 PM					
12:45 PM - 1:00 PM					
1:00 PM - 1:15 PM					
1:15 PM - 1:30 PM					
1:30 PM - 1:45 PM					
1:45 PM - 2:00 PM	New Ombudsman Training, cont'd 8:00 - 5:00	New Ombudsman Training, cont'd 8:00 - 5:00	High Conflict Personalities, cont'd 8:00 - 5:00	Concurrent Session #1C Closing the Gap - Making Strides on Legal Issues Ruth Cooperrider 1:15 - 2:45	Concurrent Session #2C The Steeplechase - Cross-cultural Awareness Isabel Giaretti Taylor 1:15 - 2:45
2:00 PM - 2:15 PM					
2:15 PM - 2:30 PM					
2:30 PM - 2:45 PM					
2:45 PM - 3:00 PM					
3:00 PM - 3:15 PM	Break 3:00 - 3:15	Break 3:00 - 3:15	Break 2:45 - 3:00	Break 2:45 - 3:00	
3:15 PM - 3:30 PM					
3:30 PM - 3:45 PM					
3:45 PM - 4:00 PM	New Ombudsman Training, cont'd 8:00 - 5:00	New Ombudsman Training, cont'd 8:00 - 5:00	High Conflict Personalities, cont'd 8:00 - 5:00	USOA Chapter Meetings 3:00 - 5:00	Plenary Session Down the Home Stretch - Evaluating Ombudsman Operations & Establishing Performance Measures, cont'd 8:00 - 4:30
4:00 PM - 4:15 PM					
4:15 PM - 4:30 PM					
4:30 PM - 4:45 PM					
4:45 PM - 5:00 PM					
5:00 PM - 5:15 PM					
5:15 PM - 5:30 PM					
5:30 PM - 5:45 PM					
5:45 PM - 6:00 PM		Opening Reception - A Taste of Kentucky 5:00 - 6:30 p.m.			
6:00 PM - 6:15 PM					
6:15 PM - 6:30 PM					
6:30 PM - 6:45 PM					
6:45 PM - 7:00 PM					
7:00 PM - 7:15 PM					
7:15 PM - 7:30 PM					
7:30 PM - 7:45 PM					
7:45 PM - 8:00 PM					
8:00 PM - 10:00 PM		Hospitality Suite - 8 PM to ? Volunteers	Hospitality Suite - 8 PM - ? Volunteers	Hospitality Suite - 8 PM - ? Volunteers	