

Registration table to be managed by Anchorage staff & other volunteers	SUNDAY September 23, 2007	MONDAY September 24, 2007 REGISTRATION 7:30 AM – 5:00 PM	TUESDAY September 25, 2007 REGISTRATION 7:30 AM – 5:00 PM	WEDNESDAY September 26, 2007 REGISTRATION 7:30 AM – 5:00 PM	THURSDAY September 27, 2007 REGISTRATION 8:30 AM – 11:30 AM	FRIDAY September 28, 2007 REGISTRATION 8:30 AM – 11:30 AM						
7:00 AM		PUBLIC SECTOR OMBUDSMAN: STRATEGIES FOR AN EVOLVING PROFESSION										
7:15 AM		PRE-CONFERENCE WORKSHOP	PRE-CONFERENCE WORKSHOPS	MAIN CONFERENCE	MAIN CONFERENCE	MAIN CONFERENCE						
7:30 AM		BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST	BREAKFAST						
7:45 AM												
8:00 AM												
8:15 AM		8 AM to 10 AM *NEW OMBUDSMAN ORIENTATION Part 1	*NEW OMBUDSMAN ORIENTATION Part 5	*Dealing with Unreasonable Complainant Conduct <i>Chris Wheeler</i>	8:30 AM to 9:45 AM CONFERENCE OPENING <i>Welcome Remarks: Lyda Green</i>	*Current Events on the Legal Horizon <i>Beck, Cooperrider, & Leibowitz</i>	*Challenges to Impartiality in Investigation & Intervention <i>Howard Gadlin</i>					
8:30 AM												
8:45 AM												
9:00 AM												
9:15 AM												
9:30 AM												
9:45 AM				BREAK								
10:00 AM		BREAK	BREAK		BREAK	BREAK: 9:45 AM-10:15 AM						
10:15 AM		10:15 am to 12 PM *NEW OMBUDSMAN ORIENTATION Part 2	*NEW OMBUDSMAN ORIENTATION Part 6	*Dealing with Unreasonable Complainant Conduct <i>Chris Wheeler</i>	PLENARY SESSION #A *APOLOGY and the Ombudsman <i>Chris Wheeler</i>	*ETHICS and the Ombudsman <i>Anderson, French, & Webster</i>	*Can You Evaluate Ombudsman Operations? <i>Frank Fowlie</i>					
10:30 AM												
10:45 AM												
11:00 AM												
11:15 AM												
11:30 AM												
11:45 AM						CONFERENCE CLOSING						
12:00 PM		12 PM to 1PM LUNCH	12 PM to 1 PM LUNCH		11:45 AM to 1 PM LUNCH & KEYNOTE SPEECH <i>Mike Hostina</i>	12 PM to 1 PM LUNCH						
12:15 PM												
12:30 PM												
12:45 PM												
1:00 PM												
1:15 PM		1 PM to 2:45 PM *NEW OMBUDSMAN ORIENTATION Part 3	*NEW OMBUDSMAN ORIENTATION Part 7	*Dealing with Unreasonable Complainant Conduct <i>Chris Wheeler</i>	*Launching a New Ombudsman Office <i>Arlene Brock</i>	*Reaping Technology's Benefits <i>Mark Kissell Ramon Wallace</i>	2008 Annual Conference					
1:30 PM												
1:45 PM												
2:00 PM	2 PM to 6 PM *USOA Board Meeting											1:30 PM to 2:45 PM *USOA Annual Business Meeting
2:15 PM												
2:30 PM												
2:45 PM												
3:00 PM			BREAK	BREAK	BREAK	BREAK						
3:15 PM		3 PM to 5 PM *NEW OMBUDSMAN ORIENTATION Part 4	*NEW OMBUDSMAN ORIENTATION Part 8	*Dealing with Unreasonable Complainant Conduct <i>Chris Wheeler</i>	3:00 PM to 5:15 PM *USOA Chapters Meeting Children & Families: <i>B. Malchik</i> Corrections and Healthcare: <i>Sharon Legenza</i> Municipal: <i>David Spohr</i> Public Schools IOI Regional Meeting	PLENARY SESSION #C *Systemic Investigations for Smaller Offices <i>Sue Haslam, Gareth Jones, & André Marin</i>						
3:30 PM												
3:45 PM												
4:00 PM												
4:15 PM												
4:30 PM												
4:45 PM												
5:00 PM		Study time and dinner on your own										
5:15 PM												
5:30 PM												
5:45 PM												
6:00 PM								5:30 PM to 7:30 PM	Open schedule and	Banquet departure time @ 5:30 PM	6 PM to 9 PM	

6:15 PM	6 PM to 8 PM *Dinner and unfinished USOA Board business		*RECEPTION Anchorage Marriott Downtown	dinner on your own	*BANQUET Alaska Native Heritage Center		
6:30 PM							
6:45 PM							
7:00 PM							
7:15 PM							
7:30 PM							
7:45 PM							
8:00 PM			HOSPITALITY SUITE	HOSPITALITY SUITE	HOSPITALITY SUITE		
8:15 PM							
8:30 PM							
8:45 PM							