



UNITED STATES OMBUDSMAN ASSOCIATION 30TH ANNUAL CONFERENCE

Estes Park, Colorado
September 28 – October 2, 2009

Navigating the Rocky Divide: Ombudsmen at the Summit



REGISTRATION PACKET

UNITED STATES OMBUDSMAN ASSOCIATION

30TH ANNUAL CONFERENCE

Navigating the Rocky Divide: Ombudsmen at the Summit

Climbing a fourteen thousand foot mountain peak requires perseverance to stick to the trail, no matter how rocky or steep it may be. The climber must have the fortitude, the love of challenge, and the knowledge of how to use the terrain and tools at hand to reach the summit. Mountain climbers have a lot in common with Ombudsmen.

For 30 years, the United States Ombudsman Association has been guiding ombudsmen through the challenges of their often steep journey. USOA founders established the base camps that have opened up the profession for those who followed. From a few early pioneers, thousands of public sector ombudsmen now practice the profession throughout the continent.

USOA conferences have been a major part of that journey. This year marks the 30th anniversary of the first USOA conference; sessions where ombudsmen meet annually to share their experiences, learn new skills to better carry out their mission, and set out for the next peak with renewed vigor.

USOA conferences have focused on the groundbreaking issues facing our early pioneers and moved on to offer skills to sharpen our talents. This year carries on that tradition. USOA's two-day pre-conference New Ombudsman Training will again offer instruction on the history and standards of our profession as well as hands-on skills training necessary to do the work. The second pre-conference will feature a one-day session on skills helpful to do our work: written statement analysis, behavioral analysis, and cognitive memory retrieval.

The conference itself will again feature the popular session on establishing a new ombudsman office. This year's conference will include sessions on planning and preparing for an investigation, understanding and using different conflict styles, conducting a successful outreach campaign, properly documenting investigations, accomplishing distance dispute resolution, effectively using the Internet, what to do when disaster occurs, coping with reduced resources, and dealing with diversity issues.

This year's conference is headquartered at the lovely Holiday Inn/Rocky Mountain Park in Estes Park, Colorado. Literally a stone's throw from the entrance to the National Park, you'll be surrounded by lofty mountain peaks, invigorating fall air, and the awesome autumn colors of the Aspen trees. Wildlife, especially the huge local elk herds, will greet you everywhere. We hope you will join us for an exceptional conference in an exceptional setting.

Sincerely,

USOA Conferences and Training Committee

Gerald Papica
Committee Chair
(615) 532-1572

Linda Lord-Jenkins
USOA President
(907) 269-6291

Marilyn Young, Host
Ombudsman for Nelnet/College Assist
(303) 305-3274

Navigating the Rocky Divide: Ombudsmen at the Summit

PRE-CONFERENCE AGENDA

MONDAY, SEPTEMBER 28, 2009

7:30 AM – 5:00 PM PRE-CONFERENCE REGISTRATION AND CONFERENCE REGISTRATION

7:30 AM – 8:00 AM BREAKFAST FOR NEW OMBUDSMAN TRAINING PRE-CONFERENCE ATTENDEES

8:00 AM – 5:00 PM

PRE-CONFERENCE WORKSHOP

NEW OMBUDSMAN TRAINING – DAY 1

This popular two-day workshop is designed for individuals who are relatively new to the role of government ombudsman, regardless of the level or branch of government or the jurisdiction of the office. Instructors are experienced ombudsmen from legislative/general jurisdiction and executive branch/agency-specific ombudsman offices. Participants will learn about the origin, characteristics, and standards of an ombudsman office. Instructors will discuss basic intake, interviewing and investigation techniques, reports, and a case study to enable participants to apply knowledge to practice. The workshop will examine the role of the ombudsman in promoting an ethical climate in our organizations as well as review ethical challenges we may face.

Workshop participants will also have the opportunity to discuss best practices, time saving tips, and tools of the trade with a group of experienced, successful ombudsmen.

A certificate of completion will be issued to those in attendance for both days.

INSTRUCTORS:

Linda Lord-Jenkins, Ombudsman, State of Alaska

Robin K. Matsunaga, Ombudsman, State of Hawaii

Gerald R. Papica, Ombudsman, Tennessee Commission on Children & Youth

Beverly Reeves, Ombudsman, Austin School District

TUESDAY, SEPTEMBER 29, 2009

7:30 AM – 5:00 PM PRE-CONFERENCE REGISTRATION AND CONFERENCE REGISTRATION

7:30 AM – 8:00 AM BREAKFAST FOR PRE-CONFERENCE ATTENDEES

8:00 AM – 5:00 PM

PRE-CONFERENCE WORKSHOPS

CLEAR – THREE CRITICAL MODULES TO TAKE YOU TO THE SUMMIT

The Council on Licensure, Enforcement and Regulation (CLEAR) provides training and certification for professions that perform regulatory investigation and inspection as a routine part of their operations. In cooperation with the USOA, CLEAR will present this one-day workshop that covers three modules from its National Certified Investigator Training Specialized Program:

Cognitive Memory Retrieval: This interviewing technique is designed to assist an individual in recalling complete details of a past event. It has been proven effective in recalling detailed memories of incidents that occurred recently or years ago.

Behavioral Analysis: This training focuses on using behavioral analysis questions and synthesizing the non-verbal and verbal responses to determine if an interview subject is being deceptive or omitting information.

Written Statement Analysis: This session includes techniques for identifying omissions and deception in a written statement. Written statement analysis provides investigators with an additional tool for determining inaccuracies in a phrase or statement.

PRESENTER: George Saxton, Ph.D., Senior Instructor for CLEAR

NEW OMBUDSMAN TRAINING – DAY 2

Continuation of the two-day training.

PRE-CONFERENCE REGISTRATION FEES:

New Ombudsman Training: \$325 for USOA members for the two day workshop; \$375 for non-members. The fee covers course materials, breakfast, lunch and refreshment breaks on both days. A certificate of completion will be presented upon completion.

CLEAR Training: \$225 for USOA members and \$275 for non-members. The fee covers course materials, breakfast, lunch, and refreshment breaks for the one-day workshop. A certificate of completion will be presented at the end of the training.

Navigating the Rocky Divide: Ombudsmen at the Summit

TUESDAY, SEPTEMBER 29, 2009

5:00 PM – 6:30 PM

OPENING RECEPTION

An informal meet and greet featuring refreshments and a cash bar. This will be held at the Rocky Mountain Park Holiday Inn.

Note: If you are not registered for the conference or are a registrant's guest, please see the registration form to order a reception admission or purchase a ticket at the USOA registration table.

POST RECEPTION

"DINE AROUND"

Local Hosts will provide restaurant information, transportation assistance and lively conversation to small groups (at your own expense). Please sign up for your restaurant at the registration table. Dining Around is available on Tuesday and Wednesday evenings, September 29th and 30th.

CONFERENCE AGENDA

WEDNESDAY, SEPTEMBER 30, 2009

7:30 AM – 5:00 PM

REGISTRATION

7:30 AM – 8:00 AM

BREAKFAST

8:00 AM – 8:45 AM

CONFERENCE OPENING AND WELCOME REMARKS

8:45 AM – 10:15 AM

PLENARY SESSION #1

PLOTTING THE ROUTE: PLANNING AND PREPARING FOR AN INVESTIGATION

The session will focus on practical skills needed for planning an ombudsman or other regulatory investigation (before you start). Examples are derived from a recent large systemic investigation and public reports issued by the British Columbia Ombudsman's office. Some of the topics that will be introduced in this session include: The importance of planning; planning for a "fair" investigation, nature of the investigation, and preparing an investigation plan. Additional discussions will focus on mandate and jurisdiction/discretion, issues analysis, personnel and resources, investigative strategy, identifying relevant legislation and policy, type of information needed, timeliness, anticipating challenges, and debriefing.

PRESENTER: *Shera Skinner, Manager of Investigations, British Columbia Ombudsman Office*

10:15 AM – 10:30 AM

BREAK

10:30 AM – 12:00 PM

PLENARY SESSION #2

HIKING LOGS: THE X, Y, AND Z OF CASE NOTES

This session is a research-based workshop. As harbingers of fairness and transparency, we know that case documentation is crucial to the ombudsman profession. Adequate and timely case notes entry dictates the quality of individual cases. The distinct difference regarding a case note, an opinion, and a short essay is the written length of the topic described. Session participants will learn about established norms for case documentation. There will be small group discussions to encourage designing case notes standards of practice in individual ombudsman offices. The objective of this very specific skills-enhancement workshop is for participants to improve their personal and organizational case noting style.

PRESENTER: *Gerald R. Papica, Ed.D., Ombudsman, Tennessee Commission on Children & Youth*

12:00 PM – 1:15 PM

LUNCH AND KEYNOTE ADDRESS

Navigating the Rocky Divide: Ombudsmen at the Summit

1:30 PM – 3:00 PM

CONCURRENT SESSION #1A

MAKING BASE CAMP: ESTABLISHING A NEW OMBUDSMAN OFFICE

Launching a new ombudsman office requires strategic decision-making. Some of the issues a new ombudsman may encounter include determining the physical location of the office, establishing the functionality of the office, i.e., constituencies, publicity, record keeping, data analysis, and managing organizational culture issues. This session will offer one ombudsman's experience in launching a new office and provide strategies to address challenges that may arise.

PRESENTER: *Fiona Crean, Ombudsman, City of Toronto*

CONCURRENT SESSION #1B

KNOW THYSELF: UNDERSTANDING AND UTILIZING CONFLICT STYLES

Ombudsmen are confronted with conflicts on a constant basis. How they approach conflict can affect these interactions. Each of us has a particular style and this can influence how we coach others to manage conflict. Understanding the five conflict styles can help you identify options for resolving conflicts and help you determine the most effective style for dealing with a given situation. This session will enable participants to understand their own preferred conflict style and to utilize conflict styles as a tool when conflict coaching.

PRESENTERS:

Mary Chavez Rudolph, Ph.D., Ombudsman, University of Colorado Denver

Tom Sebok, Director, Ombuds Office, University of Colorado at Boulder

3:00 PM – 3:15 PM

BREAK

3:15 PM – 5:00 PM

USOA CHAPTER MEETINGS

USOA members have different areas of authority, interest and expertise in their jobs. For this reason, a number of specialized Chapters are organized within USOA to share experiences, resources and accomplishments. The Chapters include Children and Families, Corrections, Federal Government, Healthcare, Municipal Government and Education. These meetings are a great opportunity to brainstorm and problem solve. This time also will allow the members to develop a plan of action for each Chapter for the upcoming year.

Presenters: *TBA*

5:00 PM – 6:00 PM

INTERNATIONAL OMBUDSMAN INSTITUTE – NORTH AMERICA REGION MEETING

EVENING HOURS

"DINE AROUND"

Local Hosts will provide restaurant information, transportation assistance and lively conversation to small groups (at your own expense). Please sign up for your restaurant at the registration table. Dining Around is available on Tuesday and Wednesday evenings, September 29th and 30th.

THURSDAY, OCTOBER 1, 2009

7:30 AM – 5:00 PM

REGISTRATION

7:30 AM – 8:00 AM

BREAKFAST

8:00 AM – 8:30 AM

ADMINISTRATIVE ANNOUNCEMENTS

8:30 AM – 10:00 AM

PLENARY SESSION #3

CONFLICT RESOLUTION FROM THE TRENCHES: CHANGING OUR INSTITUTIONS BY ADVANCING OUR PRACTICE

Every Ombudsman office has struggled with the frustrating question of how to create real change in institutions, governments or organizations. Drawing on years of practice as an Ombudsman and Mediator in both the private sector and the United Nations, the presenter will reflect on approaches which have both stimulated his work and enhanced the effectiveness of his office.

PRESENTER: *Johnston Barkat, Assistant Secretary-General, United Nations Ombudsman & Mediation Services*

10:00 AM – 10:15 AM

BREAK

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10:15 AM – 11:45 AM

CONCURRENT SESSION #2A

OUTREACH: GO TELL IT ON THE MOUNTAIN!

This workshop will present various techniques used by three Ombudsman Offices to inform citizens about our work. We will explore how we can overcome distance and cultural barriers. We will discuss how we get the word out to the variety of populations who benefit from our services. The use of local media, public speaking and public trainings to bring our information and resources to citizens will be explored. Finally, we will describe how we have worked to insert the Ombudsman concept into government in our areas.

PRESENTERS:

Diane Welborn, Ombudsman, Dayton, Ohio

Joanne MacDonnell, Deputy Ombudsman, State of Arizona

Linda Lord-Jenkins, Ombudsman, State of Alaska

CONCURRENT SESSION #2B

DISTANCE DISPUTE RESOLUTION: TRAVERSING THE FAR REACHES

This session will examine the application of the principles of Online Dispute Resolution (ODR) on Ombudsman operations. ODR is a growing field of practice in Alternative Dispute Resolution, and it is gaining the attention of international organizations such as the Office of Economic and Cultural Development and the European Union as a nimble and cutting edge way of resolving disputes. Is there a future for ODR as a way of conducting Ombudsmanship? Are there barriers to ODR?

PRESENTER: *Frank Fowlie, DCR, Ombudsman, Internet Corporation for Assigned Names and Numbers*

12:00 PM – 1:00 PM

LUNCH

1:15 PM – 2:45 PM

PLENARY SESSION #4

EFFECTIVE INTERNET USE: TOOLS, TECHNIQUES AND TERMINOLOGY

Have you ever wasted hours looking for specific information online? Do you struggle to keep up with news and community concerns? Whether you are an on-line addict or a new user, this session will provide overviews and strategies for using the Internet to conduct research and stay informed. The presenters will focus on search engines and inquiry methods, as well as explore other useful tools like RSS feeds, social networking sites, video sharing sites, and more. Please feel free to bring your laptops for interactive exercises, along with your questions and ideas.

PRESENTERS:

Brandy Alexander, Assistant Ombudsman, Dayton, Ohio

Amanda Bennett, Assistant Ombudsman, Dayton, Ohio

2:45 PM – 3:00 PM

BREAK

3:00 PM – 4:30 PM

PLENARY SESSION #5

FROM PEAK TO PEAK: A HISTORY OF THE USOA

Since the United States Ombudsman Association was founded in 1977, the organization has overcome many challenges to scale new heights of professionalism. A panel of USOA presidents will provide an overview of the founding of USOA and share some important and fascinating events in USOA's history. This will include our role in the development of Ombudsman in the United States and our relationship with other professional organizations.

PANELISTS: *Current and Former USOA Presidents*

6:00 PM – 9:30 PM

BANQUET

Guests will be transported to the Aspen Lodge for an authentic western chuck wagon buffet dinner in a majestic setting. We will be entertained by Stagecrafters, a murder mystery play complete with a victim and three suspects selected from the audience. All can participate in solving the mystery and the person who finds out first will receive a prize.

Please note: Guests not registered for the conference must purchase a banquet ticket to attend. Please see the registration form or the conference registration desk.

Navigating the Rocky Divide: Ombudsmen at the Summit

FRIDAY, OCTOBER 2, 2009

7:30 AM – 8:00 AM BREAKFAST

8:15 AM – 9:45 AM **CONCURRENT SESSION #3A**

TRAVELLING LIGHT – HOW TO KEEP GOING WHEN YOUR BUDGET IS CUT TO THE BONE

It is the rare office that hasn't seen some form of budget cuts and layoffs in these difficult economic times. This session aims to give tips to help budget-strapped offices deal with funding cuts that reduce staff and reduces the services we provide. Our presenter speaks from experience, having worked in an office that had 22 staff until budget cuts reduced the office to seven two years later. The session will present expertise from offices that have developed their own efficiencies, in addition to drawing from the wisdom of the session attendees.

Presenter: *Linda Lord-Jenkins, Ombudsman, State of Alaska*

CONCURRENT SESSION #3B

AVALANCHE!! – DEALING WITH DISASTER: RECOVERY AND CONTINUING OPERATIONS

All ombudsman offices address issues like how to handle a variety of cases, resources needed, modes of communication, records, etc. But how many of our offices are prepared to effectively deal with "externally imposed disaster?" How can we deal with a terrorist attack, shooting, hurricane, biological attack, etc. if it occurs at our doorstep? How many Ombudsman offices have a "Disaster Recovery Plan? - A "Continuance of Operations Plan"? Many offices don't. How does the ombudsman do his/her job while facing limited or no access to her/his office or building? How will we handle a situation in which our caseload grows by a factor of ten in one week? Are we prepared to manage visitors suffering from acute trauma, loss or physical harm? What will the Ombudsman do if conventional communication channels are barely functional or non-functional? The presenters will consider these questions and offer examples and options for concrete planning.

Presenters:

Michael Turpenoff, Operations Officer, US Department of Education Ombudsman's Office
Debra Wiley, Federal Student Aid Ombudsman, US Department of Education

9:45 AM – 10:00 AM BREAK

10:00 AM – 11:30 AM **USOA ANNUAL MEETING**

Introduction of new USOA members
Introduction of 2007-2009 USOA Officers and Board members
Officers' Annual Report
Introduction of 2009-2011 USOA Directors and Board members
Discussion of Association Issues
2010 USOA Annual Conference Announcement

11:30 AM – 11:45 AM **CONFERENCE CLOSING/EVALUATION**

For full conference attendees, a Certificate of Attendance will be provided at the end of the conference. Certificates will be available at the registration/information tables.

**EARLY CONFERENCE AND HOTEL REGISTRATION
ARE HIGHLY RECOMMENDED.**

GENERAL CONFERENCE INFORMATION

REGISTRATION FEES

The fee for Conference Registration submitted **by August 28, 2009** is \$425 for USOA members and \$500 for non-members. The fee for Conference Registration submitted **after August 28, 2009** is \$475 for USOA members and \$550 for non-members.

DRESS/ATTIRE

The dress for the conference is "business casual." We will post a fact sheet about special high altitude factors by August 1st, 2009.

HOTEL ACCOMMODATIONS

This year's conference will be held at the Holiday Inn/Rocky Mountain Park in Estes Park, Colorado. Our room rate is \$90/night, plus state and local taxes. Subject to availability, the rate applies from September 24, 2009 through October 5, 2009. Please book directly with the hotel no later than Friday, August 28, 2009, the cut-off date for the USOA room block. After that, the hotel will release unused rooms to the general public. For reservations, contact the hotel at 800-803-7837. Remember to mention that you are attending the **United States Ombudsman Association Conference, and use our ID "USO"** in order to ensure that you receive the special rates. Rooms include high speed internet and the hotel features a heated indoor pool. For more information on the accommodations, please visit their website:

<http://foreverlodging.com/lodging.cfm?PropertyKey=68>

HOTEL ADDRESS Holiday Inn/Rocky Mountain Park
 PO Box 1468
 101 South Saint Vrain
 Estes Park, Colorado 80517
 800-803-7837

NON-CONFERENCE PARTICIPANT/GUEST AT RECEPTION AND BANQUET

If you are not registered for the conference, you will need to purchase a ticket through the conference registration form or onsite at the USOA conference registration desk for Tuesday night's reception and/or Thursday's banquet. The ticket for the reception is \$30. The ticket for the banquet is \$55.

GROUND TRANSPORTATION

From Denver International Airport, Estes Park Shuttle Service is available to transport you to the town of Estes Park. Please call **1-970-586-5151** to purchase a round/trip ticket for \$85. The website is:

<https://estesparktransportation.com/shuttle.cfm>

CANCELLATION/REFUND POLICY

Notice of cancellation must be in writing. Cancellation by telephone will not be accepted. Notice of cancellation may be emailed to usoa@assoc-serv.com or faxed to 515-327-5050.

If you cancel your registration, we encourage you to send a substitute to take your place. Please contact the office and notify us of any changes so we can arrange for a name badge and certificate.

If you cannot find a substitute to take your place, the following cancellation policy will apply:

Cancellation on or before September 1:	100 percent refund, less \$25 cancellation fee
Cancellation from September 1 – 15:	50 percent refund, less \$25 cancellation fee
Cancellation after September 15:	No refund

USOA reserves the right to change programs and conference offerings at any time as warranted and without prior notice.

**United States Ombudsman Association
2009 Annual Conference**

REGISTRATION FORM

Name _____
 Title _____ Organization _____
 Address _____
 City _____ State/Province _____ Postal Code _____
 Country _____ Email _____
 Phone (_____) _____ Fax (_____) _____
 Special Accommodations (**Dietary or other**) _____

CONFERENCE REGISTRATION (September 30 - October 2):

The Conference Registration Fee includes the Tuesday evening Reception, Wednesday and Thursday breakfast, lunch and breaks, the Thursday evening Banquet, Friday breakfast and break, and all conference materials.

	BY <u>8/28/09</u>	AFTER <u>8/28/09</u>	
United States Ombudsman Association Member Fee	\$425.00	\$475.00	\$ _____
Non-member Fee	\$500.00	\$550.00	\$ _____

PRE-CONFERENCE REGISTRATION (September 28 - 29):

The Pre-Conference Registration Fee includes lunch and breaks, and course materials.

New Ombudsman Orientation (2 day course, September 28 - 29) A Certificate of Completion will be given to participants who complete the course.

United States Ombudsman Association Member Fee	\$325.00	\$ _____
Non-member Fee	\$375.00	\$ _____

CLEAR Training (1 day course, September 29) This seminar may qualify for .75 hours of continuing legal education credit.

United States Ombudsman Association Member Fee	\$225.00	\$ _____
Non-member Fee	\$275.00	\$ _____

GUEST TICKETS:

Reception	# of Tickets _____ x \$30.00	\$ _____
Banquet	# of Tickets _____ x \$55.00	\$ _____
Reception <u>and</u> Banquet	# of Tickets _____ x \$85.00	\$ _____

TOTAL = \$ _____

PAYMENT: Please make your **check** payable to "USOA" and mail it with this registration form to:
 United States Ombudsman Association, 5619 NW 86th Street, Suite 600, Johnston, IA 50131-2955

For **credit card payments**, mail this form to the address listed above or fax the form to: 515-327-5050.

MasterCard _____ VISA _____ Credit Card # _____ Expiration Date _____
 Cardholder Name _____ CVV2 (3 digit security number) _____
 Cardholder Address _____