



2021 Annual Conference Agenda

Time	Session
9:00am – 9:15am	Welcome & Opening Remarks
9:15am – 10:00am	Plenary 1: <i>Harvard Law's Clinical Insights from a Decade Partnering with Ombuds</i> <ul style="list-style-type: none"> • Oladeji Tiamiyu, Clinical Fellow at Harvard Negotiation and Mediation Clinical Program
10:00am – 11:00am	Plenary 2: <i>How To De-Escalate Any Angry Person in 90 Seconds or Less</i> <ul style="list-style-type: none"> • Doug Noll, Principal at Noll Associates
11:00am – 11:15am	Morning Break
11:15am – 11:20am	Blip 1: <i>The Federal Ombuds</i> <ul style="list-style-type: none"> • Belinda Robinson, Associate Organizational Ombudsman, Federal Bureau of Investigation
11:20am – 12:00pm	Plenary 3: <i>Work From Home Survival Strategies</i> <ul style="list-style-type: none"> • Elisa Enriquez, Senior Associate Ombuds, Los Alamos National Laboratory
12:00pm – 1:00pm	Lunch
1:00pm – 1:20pm	Blip 2: <i>A Picture is Worth a Thousand Words</i> <ul style="list-style-type: none"> • Jenn Mahony, Ombuds Office Director, Boston Children's Hospital
1:20pm – 1:40pm	COFO Social Media Committee , represented by: <ul style="list-style-type: none"> • Erica Katherine, Ombudsman, FDA Office of Regulatory Affairs • Sandi Moore, Associate Ombuds, Department of Defense • Deanna Yuille Banford, Organizational Ombudsman, Headquarters, Defense Human Resources Activity
1:40pm – 2:30pm	Plenary 4: <i>Ombuds Resilience in 2021 and Beyond</i> <ul style="list-style-type: none"> • Jeff Thompson, Columbia University Psychiatry Department
2:30pm – 2:45pm	Afternoon Break
2:45pm – 2:50pm	Blip 3: <i>Reflections of an Ombuds</i> <ul style="list-style-type: none"> • Lisa Levine, Ombuds, Department of Justice, Executive Office for Immigration Review
2:50pm – 3:55pm	Plenary 5: <i>Who Owns the Story? Reexamining the Role of Ombuds Working with Groups</i> <ul style="list-style-type: none"> • Jeff Anderson, Associate Ombudsman, Department of Energy • Laurel Gordon, Deputy Ombuds, United States Marshals Service • Lisa Levine, Ombuds, Department of Justice, Executive Office for Immigration Review • Chris Vermillion, Ombudsman Specialist, Transportation Security Administration • Lexi Wolfe, Associate Ombudsman, Department of Energy
3:55 – 4:15pm	COFO Mentoring Committee: <i>Making A High Impact Investment in Yourself While Strengthening Our Community</i> , represented by: <ul style="list-style-type: none"> • Virginia Behr, Ombudsman, FDA Center for Drug Evaluation & Research
4:15pm – 4:30pm	A Few Words from USOA, IOA, and the ABA Ombuds Committee <ul style="list-style-type: none"> • Robin Matsunaga, President, USOA • Steven Prevaux, Vice President, IOA • Ken Skodacek, ABA Ombuds Committee Co-Chair • Allison Whaley, ABA Ombuds Committee Co-Chair
4:30pm – 5:00pm	COFO Executive Committee Q&A/Closing Remarks