



ANNUAL CONFERENCE (schedule as of 10/17/17)

October 24, 2017

- 7:30 – 8:00 am **Arrival, Registration and Welcome**
- 8:00 – 8:10 am **Support, Connect, Learn, Grow**
- *William Maurer, Chair, Coalition of Federal Ombudsman (COFO) and Associate Ombudsman, U.S. Department of Energy*
 - *Paul Sotoudeh, Vice Chair, COFO and Chief Ombudsman, U.S. Patent and Trademark Office*
- 8:10 – 8:20 am **Why We Commissioned the Most Comprehensive Study of Federal Ombuds Ever**
- *David Pritzker, Deputy General Counsel, Administrative Conference of the United States (ACUS)*
- 8:20 – 8:55 am **What the Research Tells Us and Why It's Important**
A deep dive into the nearly 600 page ACUS Report on the Federal Ombuds.
- *Lauren Marx, Deputy Program Manager and Conflict Management Specialist, chiResolutions, and Research Team Member contracted by ACUS*
- 8:55 – 9:45 am **Constructing and Reconstructing Stories of Conflict**
- *Linda Brothers, Senior Associate Ombudsman, National Institutes of Health*
- 9:45 – 10:15 am **Telling Our Story: A Call For Action**
- *Scott Deyo, William Maurer, and Paul Sotoudeh: Most recent COFO Chairs*
- 15 minute break
- 10:30 – 11:15 am **Speaking a Common Language: Ombuds and Risk Management Collaboration Insights**
- *Riley Barrar, Associate Ombudsman, Consumer Financial Protection Bureau (CFPB) and Secretary, COFO*
 - *Wendy Kamenshine, Ombudsman, CFPB (and Former Chair, COFO)*
 - *Marianne Roth, Senior Fellow for Enterprise Risk Management, Office of Strategy, CFPB*
 - *Tyler Smith, Associate Ombudsman, National Institutes Of Health*
- 11:15 – 12:00 pm **Speed Mentoring**
- Lunch
- 1:00 – 2:00 pm **Concurrent Sessions**
- a) Skill Development for New and Aspiring Ombuds
- *Dawn Bedlivy, Ombudsman, National Security Agency*
 - *Tim Little, Associate Ombudsman, U.S. Department of State*
- b) Roundtable Discussion for Experienced Ombuds On Issues Facing the Profession
- *Wendy Kamenshine, Ombudsman, CFPB (and Former Chair, COFO)*
 - *Megan Drefchinski, Associate Ombudsman, Federal Reserve Board of Governors*
- 2:15 – 3:00 pm **Value Proposition for an Ombuds Office**
- *Department of Energy Ombuds Team*
- 15 minute break
- 3:15 – 4:00 pm **Helping Visitors in Distress: Lessons from Acceptance and Commitment Therapy**
- *James Doorley, PhD Candidate, Clinical Psychology PhD Program, George Mason University*
- 4:00 – 4:30 pm **COFO Executive Committee Final Remarks**