



# COALITION OF FEDERAL OMBUDSMAN

## MEETING MINUTES

**Meeting Date/Time:** March 9, 2016, 1:30pm – 3:00pm

**Location:** Federal Communications Commission, 445 12th St SW, Room 8-B516

### **Agenda:**

1. Update on projects from the Executive Committee (EC)
2. Introduction of Two Guests
3. Open Discussion
4. Housekeeping/Other Announcements
5. Internships/Job Postings

### **Highlights:**

1. Update on projects:
  - a. *Standards of Practice:* This is draft document is a reflection of the standards of practice of the IOA and USOA; may incorporate elements of the ongoing ACUS study. The concept evolved from a number of initiatives including COFO's guidelines on how to "Stand-up an Ombuds Office" and the IADRWG's work on conflict resolution standards. This document's purpose is to provide education and clarity about the ombudsman role. There are examples of ombudsman offices established, by statute, that don't appear to reflect recognized standards of practice in the federal government or in the private sector.
  - b. *ACUS Study:* The deadline to respond has been extended to 3/14/16. Please direct questions to Lauren Marx with Chi Solutions ([lmarx@chiresolutions.com](mailto:lm Marx@chiresolutions.com)).
  - c. *Annual Conference:* We are soliciting volunteers to help on the planning committee. If interested, please contact anyone on the EC.
  - d. *Training Opportunity:* The EC is considering a training opportunity that will take place in conjunction with the annual conference. The idea is to establish a baseline before the conference. Target audience will be new ombudsman and attendees unfamiliar with the practice such as agency leadership.
  - e. *Peer Review:* Peer review is an evaluation method used in many different fields to improve quality, uphold standards, and provide reasonable assurance of conformity with applicable professional standards. It is a way to review progress

toward its own goals and objectives. To date, we've received one request to conduct a Peer Review. Please note there are other, less formal, processes that COFO offers as an evaluative tool. For more information, please contact any member of the EC.

2. Introduction of Two Guests:

- a. Megan Drefchinski , Federal Reserve Board ([Megan.a.drefchinski@frb.gov](mailto:Megan.a.drefchinski@frb.gov))
- b. John Vanyur Ph.D., John Vanyur Consulting ([jmvanyur@comcast.net](mailto:jmvanyur@comcast.net))

3. Open Discussion:

- a. Norm Jacobson, Air Force ADR ([Norman.jacobson2.civ@mail.mil](mailto:Norman.jacobson2.civ@mail.mil))  
Air Force Negotiation Center (Maxwell AFB) offers training to federal and civilian employees interested in learning more about the Air Force's Model for Negotiation. They have their own material and can provide classroom training and webinars.

4. Housekeeping/Other Announcements:

- a. We're always looking for ideas for agenda items/meeting topics. Please send suggestions to the EC. Two topics that were recently discussed are 1) Navigating confidentiality with external contacts and 2) What/How do you frame the request to raise their question/concern outside of the ombuds forum.
- b. Upcoming Conferences/Summits:
  - i. USOA (External Practitioners) – Arlington, VA October 17-18
  - ii. IOA – Seattle, WA April 10-13
- c. We will be moving meeting locations so please keep an eye on the upcoming invitations.
- d. When possible, send your meeting RSVPs to Guy Weber ([Guy.J.Weber@nga.mil](mailto:Guy.J.Weber@nga.mil))
- e. COFO's next meeting will be May 11, 2016.

5. Internships/Job Postings:

- a. NIH Detail – contact Kathleen Moore ([kathleen.moore@nih.gov](mailto:kathleen.moore@nih.gov) , (301) 594-7231) for details. The deadline to apply is Monday April 4th.

Meeting adjourned.

**Attendees in person:**

Berg, Mollie	Department of Defense
Deyo, Scott	Department of Defense
Doyle, William	Department of Homeland Security
Drefchinski, Megan	Federal Reserve Board
Janson, Michael	Federal Communication Commission
Maurer, William	Department of Energy
Sotoudeh, Paul	Consumer Financial Protection Bureau
Vanyur, John	John Vanyur Consulting

**Attendees by phone:**

Anderson, Jeff	
Bedlivi, Dawn	Department of Defense
Behr, Virginia	Department of Defense
Bookstein, Monique	Department of Justice
Epps, Ayanna	Federal Deposit Insurance Corporation
Fleming, Tasha	Department of Justice
Fox, Angie	Probation and Pretrial Services System
Gartlan, Jennifer	Federal Maritime Commission
Harris, Robert	Federal Deposit Insurance Corporation
Jacobson, Norm	Department of Defense
Kashden, Mark	Department of Health and Human Services
Kinnavy, Noreen	International Broadcasting Bureau Voice of America and Office of Cuba Broadcasting
Larkins, Marsha	Department of Health and Human Services
McCullough, Robin	Federal Communication Commission
Michael, David	Department of Health and Human Services
Milner, Heather	Consumer Financial Protection Bureau
Qaasim, Kakeisla	Consumer Financial Protection Bureau
Roberts, Sara	Department of Homeland Security
Sibley, Tonya	Department of Homeland Security
Smith, Tyler	Department of Health and Human Services
Swann, Benita	Federal Deposit Insurance Corporation
Weber, Guy	Department of Defense