



COALITION OF FEDERAL OMBUDSMAN

MEETING AGENDA AND ATTENDANCE

Meeting Date/Time: April 12, 2017 1:30pm – 3:00pm

Location: Consumer Financial Protection Bureau, 1275 First Street NE (intersection of First and N NE, one block west of the NOMA-Gallaudet U metro station) Washington, DC 20002

Agenda and Highlights:

- 1) Conflict Resolution Day: Does your agency participate? Does your office participate? Are there any considerations in taking part in Conflict Resolution Day?
- 2) Office Metrics: What advice would you give to an Ombuds setting up an office metrics system? What is important? How do you capture information?
- 3) Upcoming Conferences: ABA Dispute Resolution Section and the Annual IOA Conference, if you are presenting please share a quick summary of your presentation.
- 4) Transition update: How has the transition impacted your practice and your agency?
- 5) Additional topics raised by Members (please include suggested topics or Ombuds Challenges with your RSVP)

Attendees:

In-Person

Anderson, Jeff – Department of State
Barrar, Riley – Consumer Financial Protection Bureau
Bloch, Brian – Department of the Interior
Caetano, Fernandez - Department of the Interior
Chavez Rudolph, Mary - Department of the Interior
Dean, Karen – Department of Commerce
Donnelly, Wanda – State Department
Hall, William – Department of the Interior
Levine, Lisa – Department of Justice
Marx, Lauren – Chi Resolutions
Maurer, Bill – Department of Energy
Pope, Cynthia – Small Business Administration
Teixeira, Rachel – Department of State
Watson, Michele – Department of Defense

Phone

Balick, Howard – Department of Health and Human Services
Behr, Virginia – Department of Health and Human Services
Berg, Mollie – Department of Homeland Security
Beatty, Barbara – ABA/University of Idaho
Brown, Andrea – Department of Commerce
Bunns, Felicia – Department of Energy
Dean, Karen – Department of Commerce
Dodson, Shireen – State Department
Doyle, Bill – Department of Homeland Security
Drefchinski, Megan – Federal Reserve Board
Epps, Ayanna – Federal Deposit Insurance Corporation
Fleming, Tasha – Department of Justice
Fox, Angela – United States Department of Agriculture
Franklin, Rita – Department of Energy
Gartlan, Jennifer – Federal Maritime Commission
Heffernan, Claire - Department of Homeland Security
Hill, Gary – Department of Defense
Kamenshine, Wendy – Consumer Financial Protection Bureau
Kinnavy, Noreen – International Broadcasting Bureau VOA and Cuba Broadcasting Office
Larkins, Marcia - Department of Health and Human Services
Lee, Joy – National Credit Union Administration
Lewis, Cassandra – Department of Homeland Security
Lewis, Val – Department of Homeland Security
McGuire, Carrie – Office of Government Information Services
McNeil, Tracy – United States Security and Exchange Commission
Merrix, Celeste – Department of Homeland Security
Milner, Heather – Consumer Financial Protection Bureau
Qaasim, Kakeisla – Consumer Financial Protection Bureau
Raines, Eric – Federal Deposit Insurance Corporation
Riquelme, Cindy – Office of the Director of National Intelligence
Roberts, Sara – Department of Homeland Security
Roman, Rafael – National Oceanic and Atmospheric Administration
Rowe, Mary – Chi Resolutions
Stukes, Jock – Department of Defense
Weber, Guy – Department of Defense
Whittington, Fred (Whitt) – Department of Labor
Yuille, Deanna – Department of Health and Human Services