



COALITION OF FEDERAL OMBUDSMAN

MEETING MINUTES

Meeting Date and Time: November 18, 2020, 1:40-2:35 pm (ET)*

**late start due to technical challenges; early end, as it was a hybrid meeting followed by Ombuds Supporting Ombuds due to holidays the week before and after this meeting*

Location: Teleconference

Agenda:

1. Annual Conference Recap
2. Draft Changes to IOA Standards of Practice
3. Mentoring Program Update
4. Charter and Governance Workgroup Update
5. Social Media Committee Creation
6. Announcements
7. Discussion – Ombuds Supporting Ombuds

Highlights:

- 1. Annual Conference Recap**
 - a. Gratitude to the chairs, volunteers, and attendees
 - b. Please let Paul Sotoudeh know if you haven't received the survey or materials.
Email: Paul.Sotoudeh@USPTO.GOV
- 2. Draft Changes to IOA Standards of Practice**
 - a. First proposed changes in 11 years
 - b. Regional ombuds groups are asking IOA to lengthen the review period
 - c. Original drafting group had many years to work, while the review period is presently six weeks
 - d. Consider reviewing document online by 11/20/2020 or attending meeting on 11/18/2020
 - e. COFO members may rely on the IOA Standards of Practice for establishing or reinforcing our offices, particularly with new leadership
 - f. COFO will ask for additional time to review the document and to have IOA open the process to Ombuds practitioners who are not IOA members
- 3. Mentoring Program Update**

- a. Mentoring Committee completed matching seven pairs for the fourth cohort
- b. Volunteers needed to serve on the Mentoring Committee, as the present term ends 1/1/2021
- c. Reminder will be sent
- d. If you are interested in serving, send an email to a member of the Executive Committee: Paul.Sotoudeh@USPTO.GOV, mary.a.berg@nga.mil, Guy.J.Weber@nga.mil, Heather.Milner@cfpb.gov, laurel.gordon@usdoj.gov, Erica.Katherine@fda.hhs.gov, or Lisa.Levine@usdoj.gov

4. Charter and Governance Workgroup Update

- a. The group has met and will send a draft revised charter to the Executive Committee
- b. COFO Members will have an opportunity to weigh in and suggest revisions

5. Social Media Committee Creation

- a. Erica Katherine leading efforts to develop COFO's social media presence
- b. What is the best way to use technology, the parameters, and pitfalls?
- c. An email will be sent announcing the committee and asking for volunteers
- d. The committee will decide what platform(s) are appropriate: LinkedIn, Facebook, Twitter, Instagram
- e. First meeting of the group will be either the first or second week of January 2021
- f. Email Erica Katherine at Erica.Katherine@fda.hhs.gov if you'd like more information

6. Announcements

- a. DHS has a new Congressionally-created external ombuds office, the Office of the Immigration Detention Ombudsman with Luke Bellocchi as the Ombudsman and Allison Posner, detailee from CIS. They'll look into immigration detainee issues and investigate facilities, make recommendations, and issue an annual report.
- b. PTO has a GS14 position open and added an Acting Associate Ombudsman, detailee Aaron Footman
- c. Census has two positions open, one in Suitland, Maryland, and one in Indiana
- d. NGA is hiring an Associate Ombuds for the west and added Emilee Hopkins for the east
- e. There is still time to add documents and tools to the IOA Effectiveness Project.
Email: Jennifer.mahony@nih.gov
- f. NIH has a new Ombudsman and the Director of the Center for Cooperative Resolution, Victor Voloshin.

7. Ombuds Supporting Ombuds (OSO)

- a. No notes are taken during OSO discussions

Attendance 11/18/2020

Last	First	Agency	Call-In
Balick	Howard	FDA	1
Behr	Virginia	FDA	1
Bellocchi	Luke	Office of Immigration Detention Ombudsman (OIDO)	1
Berg	Mollie	DOD / National Geospatial-Intelligence Agency (NGA)	1
Bloch	Brian	Dept of Interior	1
Brown	Andrea	United States Patent and Trademark Office (USPTO)	1
Carmouche	Colette	TSA	1
Coleman	Jean	SBA	1
Doty	Brenda	Federal Maritime Commission	1
Ekwuabu	Ogochukwu	Dept of Veterans Affairs Office of Inspector General	1
Feliciano	Ramon	Department of Defense / Defense Intelligence Agency	1
Fleming	Tasha	BOP	1
Footman	Aaron	USPTO	1
Gordon	Laurel	US Marshals Service	1
Green	Veronica	Dept of State	1
Hopkins	Emilee	DOD / NGA	1
Hurley	Nathan	FDA / Center for Tobacco Products	1
Jarrett	Syreeta	DIA	1
Katherine	Erica	FDA	1
Levine	Lisa	DOJ / Executive Office of Immigration Review (EOIR)	1
Lloyd	Brenda	Federal Law Enforcement Training Centers	1
Mahony	Jennifer	NIH	1
Manderson	Katie	VA	1
Mattice	Steve		1
Maurer	Bill	Census	1
McNeil	Tracey	SEC	1
MeGee	Christine	DoD Education Activity	1
Michael	David	NIH	1
Miller	Carla	DOJ / ATF	1
Miller Sander	Dawn	Conflict Transformation Associations	1
Milner	Heather	CFPB	1

UNCLASSIFIED

Last	First	Agency	Call-In
Patno	Arielle	FDA / Center for Tobacco Products	1
Porch	Susanne	Commerce / National Institute of Standards and Technology (NIST)	1
Posner	Allison	Office of the Immigration Detention Ombudsman	1
Reed	Janay	DOD / DIA	1
Rojas	Nick	DOD / DIA	1
Rowe	Mary	Massachusetts Institute of Technology (MIT)	1
Shore	Stacy	Office of the Citizenship and Immigration Services Ombudsman	1
Sotoudeh	Paul	USPTO	1
Vermillion	Chris	TSA	1
Villafane	Jacqueline	American Red Cross	1
Voloshin	Victor	NIH	1
Weber	Guy	DOD / NGA	1
Whittington	Frederic	U.S. Department of Labor	1
Wolfe	Lexi	DOE	1
		Total	45