



# COALITION OF FEDERAL OMBUDSMAN

## MEETING MINUTES

**Meeting Date/Time:** July 13, 2016, 1:30pm – 3:00pm

**Location:** Dial-In Only

### **Agenda:**

1. Presentation and Discussion with Karen Dean to learn about the new Ombuds program at the Patent and Trademark Office.
2. Continuing the Conversation on Confidentiality--please bring your Concerns, Questions, and Advice.
3. Update on the COFO Annual Conference.

### **Highlights:**

1. Group discussion with Karen Dean about the creation of an Ombudsman office with USPTO.
2. Continuing the Conversation on Confidentiality.
  - a. Ex Parte Communication – question to the community about policies. Send information to Sharon Asar and Wendy Kamenshine.
3. Update on the COFO Annual conference – Date and location still pending due to scheduling conflicts.
4. Open Discussion:
  - a. Wendy Kamenshine gave an update on ACUS.
    - i. Draft report for phase 1 of the study
    - ii. 30 offices dictated their responses to students
    - iii. Case Study with 4 offices; 2 internal facing and 2 external facing
  - b. Paul Sotoudeh gave an update on the Executive Committee's Standards draft and USOA announcement.

Meeting adjourned.

## Attendees by phone:

Asar, Sharon	Consumer Financial Protection Bureau
Bell, Curtis	Department of Defense
Bloch, Brian	Department of Interior
Conerly, Albert	Department of Health and Human Services
Day-Lewis, Kimberly	Department of Homeland Security
Dean, Karen	US Patent and Trademark Office
Epps, Ayanna	Federal Deposit Insurance Corporation
Fleming, Tasha	Department of Justice
Gramian, Nikki	Office of Government Information Services
Gray, Lula Mae	Department of Health and Human Services
Heffernan, Claire	Department of Homeland Security
Kamenshine, Wendy	Consumer Financial Protection Bureau
Kinnavy, Noreen	International Broadcasting Bureau, Voice of America and Office of Cuba Broadcasting
Kirkpatrick, Jenifer	Department of Homeland Security
Larkins, Marcia	Department of Health and Human Services
Lee, Joy	National Credit Union Administration
Maurer , William	Department of Energy
McGuire, Carrie	Office of Government Information Services
Merrix, Celeste	Department of Homeland Security
Michael, David	Department of Health and Human Services
Miller, Carla	Department of Justice
Miller Sander, Dawn	
Milner, Heather	Consumer Financial Protection Bureau
Roberts, Sara	Department of Homeland Security
Smith, Tyler	Department of Health and Human Services
Sotoudeh, Paul	Consumer Financial Protection Bureau
Wadsley, Kate	Department of Defense
Weber, Guy	Department of Defense
Wellborn, Diane	City of Dayton, Ohio