



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

INTERNATIONAL OMBUDSMAN ASSOCIATION

2009 ANNUAL REPORT

April 2010

From The President

April 2010

Dear IOA Members:

To all our volunteers who helped make 2009 a very successful year: Thank You! Details of all of our activities may be found in this *Annual Report*. Please take the time to read about the fantastic work of the IOA committees and our many successes.

Our fifth year as an organization was filled with major accomplishments. We administered our first Certified Organizational Ombudsman Practitioner (CO-OP) examination in December 2009. Forty-nine individuals took the exam with a 96% pass rate. As of today, 27 have met all the requirements for certification and are now certified! We completed 2009 with a budget surplus of \$61,700 during very difficult economic times. We were able to do this without reducing the quality of our professional development program or any of our initiatives. We held our first annual conference outside of the United States in the city of Montreal and it was very successful.

As I complete my year as your president, I want to give special recognition and thanks to the officers of our Board of Directors: Jennifer Mounneh, Tom Kosakowski, Wayne Blair and Jan Morse; to the members of our Board of Directors: Judy Bruner, Isabel Calderon, Doris Campos-Infantino, John Carter, Kevin Jessar, Patti Lynch, Francine Montemurro, Pierre Niedlispacher, Don Noack, Carolyn Noorbakhsh, and Ellen Schreiber; and to Joanne Cole, Jay Wilson, and Shawna Wilker of our management association, PMA. I appreciate your enthusiasm, professionalism and innovation as we tackled a broad array of issues, some of which were difficult to manage. I am confident that IOA will continue on a strong path, thanks in large part to the volunteers who dedicate their time and energy to support IOA and the organizational ombudsman field.

Sincerely



Gary Yamashita, President
International Ombudsman Association

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COMMUNICATIONS COMMITTEE

MISSION:

Responsible for developing or guiding IOA's internal and external communications to support the mission of IOA; advance the organizational ombudsman profession; and ensure that practitioners are able to work to the highest professional standards.

PRIORITIES:

- Overall Communications: Provide effective communications to members and those interested in the Ombudsman profession.
- Website: Supervise content of and changes to the IOA website; work on projects to improve and enhance the website's functionality, appearance, scope and utility.
- Outreach: Perform outreach activities, including responding to inquiries, providing informational materials, and identifying opportunities to promote IOA.
- Provide recommendations to the Board of Directors regarding communication strategies and opportunities for improved communication to IOA members and external audiences.
- Contribute to and execute the communications strategies included in the Association's strategic plan.
- Assure that the Association's communications vehicles are in compliance with Board policies concerning advertising, access by non-members, etc.
- Assure that information and news about the profession and the Association are conveyed to the membership on a timely basis via the appropriate vehicle (including The Independent Voice, blast e-mails to membership, the IOA website, the IOA Annual Report, etc.).
- Develop strategy to improve communication and reporting on the 2010 IOA conference.

ACCOMPLISHMENTS:

- Launched RFP (Request for Proposal) process to solicit vendors to redesign the IOA website.
- Published quarterly newsletter, The Independent Voice, covering IOA news.
- Expanded the library of Ombudsmen-related articles on the website.
- Aligned current and future Communications Committee projects to meet the goals outlined in the IOA Strategic Plan.
- Added new listservs for member use (Healthcare, International and Canada).
- Created a question bank for ombuds offices to create their own user satisfaction surveys.
- Developed committee information pages.
- Reorganized and expanded the Member's Only information on the website.
- Began project to gather and post/link to examples of user satisfaction surveys, charters from ombudsman offices, and other relevant materials.

MEMBERS:

A special *thank you* to the members of the 2009 Communications Committee:

Viola Abbitt, Tom Barnette, Rita Burns, Lauren Bloom, John Carter, Andrew Cohn, Larry Cohen, Michael Eisner, Nick Diehl (co-chair), Kerry Egdorf, Cindy Foster, Jai Holzman, Jean Griffin, Samantha Levine-Finley (co-chair beginning 5/09), David Richardson, Indu Sen, Sara Thacker (co-chair through 5/09), Erin Troy, Tom Ward, Merle Waxman, Lisa Witzler

TO JOIN THE COMMITTEE: Please contact: Samantha Levine-Finley, Co-Chair, at levinesa@od.nih.gov, 301-452-6448.

CONFERENCE COMMITTEE

RESPONSIBILITIES AND ACCOMPLISHMENTS:

- Met weekly from June 2009-April 2010
- Collaborated with Professional Management Associates (PMA) throughout this year on this conference planning process
- Created a Conference Committee
- Formed sub-committees and assigned tasks and responsibilities
- Developed and administered a Conference Survey of all IOA members; analyzed results
- Developed the conference theme, conference format, and Program Booklet Cover
- Issued a call for proposals, papers, presentations, panels, and programming ideas
- Recruited keynote speakers, plenary speakers and pre-conference leaders
- Recruited speakers, presenters, and panelists for concurrent sessions
- Developed the pre-conference and conference programs and schedules of events
- Scheduled the annual business meeting
- Coordinated hotel and meeting spaces
- Developed ideas for receptions, meals, menus, refreshment breaks, off-site events, and options for free-time and evenings in New Orleans
- Planned and organized evaluation and assessment measures for all sessions
- Compiled biographical sketches on all speakers and presenters
- Planned for speaker needs, e.g. handouts, printing, AV and technical support
- Organized optimal ways of sharing conference proceedings and speaker presentations with attendees and non-attendees
- Assisted PMA and graphic designers with Program Booklet development
- Arranged for vendors, exhibitors, and book sellers
- Helped publicize the conference and pre-conference with blast emails, developed a justification (value-added) letter for all members and potential attendees, and wrote articles for various newsletters
- Coordinated volunteers for conference moderators, facilitators, and roving reporters
- Planned for speaker awards, gifts, and recognitions
- Planned for signage, webpage coordination, and Twittering services
- Assisted in the budgeting process for pre-conference and conference programming
- Developed a strategy and actively pursued sponsorships, fundraising, and donations-in-kind
- Coordinated translation services for attendees
- Issued invitations to the Presidents of other ombuds/CR/DR organizations to attend this conference
- Arranged for photographic support throughout the conference
- Merged the Conference Oversight Committee and the Conference Planning Committee to form the Conference Committee.
- Strategic planning subcommittee of the Conference Committee is working on 2011 and 2012 conferences.

CONFERENCE COMMITTEE MEMBERS AND VOLUNTEERS:

Vicky Brown; John Carter (Chair); Larry Cohen; Lynn Connley; Nancy Deering; Glenda Dickson; Diane Dorion(Chair); Kristin Ecklund; Wendy Friede; D.A. Graham; Sarah Kith; Gabrielle Kluck; Patti Lynch; Pierre Niedlispacher; Don Noack; Trey Reckling; Kirsten Schwehm; Gina Spencer; Merle Waxman; Lisa Witzler; Jim Wohl; Shawna Wilker (PMA); Jay Wilson (PMA).

Special Thanks to Shawna Wilker and Jay Wilson from PMA for their guidance and management expertise throughout this process.

TO JOIN THE COMMITTEE: Please contact John Carter, carterj@citadel.edu or Diane Dorion, diane.dorion@rbc.com

FINANCE COMMITTEE

MISSION:

The IOA Finance Committee institutes the necessary financial strategies, processes, and controls to meet all IOA goals and objectives.

RESPONSIBILITIES:

Working with PMA and IOA's accountant and auditors, the Treasurer, Assistant Treasurer, and the Finance Committee are responsible for overseeing IOA's fiscal operations, developing the annual operating budget, monitoring IOA's reserves and investments, including approval of all expenses, the annual audit and the annual tax filings. Our overall budgeting approach is to be fiscally conservative, estimating expenses at the upper range and estimating revenues at the lower range.

ACCOMPLISHMENTS:

- The Finance Committee is pleased to report that 2009 was a relatively successful year. The IOA's income was lower in 2009 compared to previous years, generally due to the fiscal realities of the current challenging economy. Still, the organization ended the year with a modest surplus.
- We are pleased to report a surplus of approximately \$60,000. However, we anticipate the fiscal challenges to continue in 2010 and adversely impact IOA's revenue stream.
- In response to these economic circumstances, the Finance Committee has begun to develop more structured systems and protocols to strengthen and protect the organization's finances.
- The current economic realities aside, we are confident that we continue to be in a position to grow our organization as we implement our long-term strategies.

MEMBERS:

Wayne Blair (Treasurer), Jan Morse (Assistant Treasurer), Vicky Brown, Lynn Connley, Reese Ramos, Ted Williamson, Jennifer Wolf, Victoria Dowd, Jay Wilson (PMA) and Nancy Furstenburg, CPA (PMA).

TO JOIN THE COMMITTEE: Please contact Wayne Blair, wblair@email.unc.edu or Janet Morse, morse005@umn.edu

INTERNATIONAL COMMITTEE

MISSION:

The mission of the IOA International Committee is to support the goals and priorities of IOA by engaging ombudsman professionals throughout the world with particular emphasis on those working outside of the United States. The committee seeks to promote the establishment of the role of the ombudsman in industry and organizations; provide professional development to support and advance the profession; monitor legislation, regulations, and trends which impact the profession; increase leadership participation and representation of the Association via regional advisory committees; and promote partnerships that support and sustain the profession.

PRIORITIES:

- International Training: work in cooperation with the Professional Development Committee to plan broad and diverse trainings which complement those already offered in the United States.
- International Advisory Committees: working to establish advisory committees which will encompass all regions of the world.
- Programming: work with Conference Program Committee to encourage and provide sessions which will be relevant to, and representative of, our rich and internationally diverse membership.
- Professional Development: continue to plan and provide professional development activities throughout the world.
- Partnership: encourage the support and growth of the profession by engaging in strategic partnerships with other entities doing work internationally.

ACCOMPLISHMENTS:

- Planned for international training (101 and Specialized Courses) in Bangkok, Thailand, in conjunction with UNARIO (United Nations and Related International Organizations) ombudsmen and mediators of the UN system. While courses were cancelled due to economic conditions driving low enrollment, the committee is looking to use the course material developed for future programs.
- Planning new international course offerings, potentially for Paris, France or Santiago, Chile, in 2010.
- Conducted training program for United Nations Regional Ombudsmen and Mediators serving in Vienna, New York, Khartoum (The Sudan), Kinshasa (Democratic Republic of the Congo), Nairobi and Santiago.
- Continue efforts to reduce the role of North American instructors and enhance the role of international multi-lingual faculty.
- The European Advisory Committee met twice during the year by teleconference and additionally met in-person at the offices of American Express in London (2009).
- The Canadian Advisory Group had lapsed due to transition in leadership and was reconstituted in 2009. The group focused on developing committee membership, identifying a list of Canadian members of the association, and discussing issues related to training and certification.
- Established an IOA international listserv.
- The International Committee represented IOA at UNARIO (United Nations and Related International Organizations) meeting in Bangkok, Thailand.
- After consultations an IOA board task force, the International Committee was tasked with actively advancing some international priorities including 1) sponsoring international members to attend IOA conferences, 2) providing professional translations of IOA materials, and 3) pursuing international partnerships to help the profession develop around the world.

MEMBERS:

Many thanks to the members of the International Committee. John Barkat (Chair), Wilbur Hicks, Carolyn Noorbakhsh (Board Liaison), Camilo Azcarate, Karen Campbell, Steven Cordery, Danielle Fischer-Lebailly, Georgia Shaver, Doris Campos-Infantino

To Join the Committee: Please contact John Barkat, barkat@un.org

LEGAL AND LEGISLATIVE AFFAIRS AND PROFESSIONAL ETHICS, STANDARDS OF PRACTICE, AND BEST PRACTICES COMMITTEES

JOINT MISSIONS:

The Legal and Legislative Affairs Committee keeps members informed about legislative and legal developments that affect the ombudsman profession and provides guidance to the IOA Board in establishing legislative priorities for the IOA.

The Standing Committee on Professional Ethics, Standards of Practice, and Best Practices Committee identifies, defines and provides guidance on the ethical principles and standards of practice for organizational ombudsman professionals.

PRIORITIES:

- Track federal and state legislation and court decisions that relate to and impact ombudsmen practice and the profession.
- Continue to strategize about how best to advocate for passage of ombudsmen privilege statutes.
- Periodically review and update IOA's Standards of Practice, Code of Ethics and Best Practices to assure that they are consistent with legal and professional developments, IOA Bylaws and membership criteria.
- Educate our members through programs and seminars regarding: legal issues as they relate to office structure and ombudsmen practice; IOA's Standards of Practice and Code of Ethics.
- Provide ethical guidance to IOA members seeking assistance.
- Coordinate with other IOA committees regarding legal impact to the profession in all aspects of IOA activities, as well as to promote awareness of and adherence to IOA's Standards of Practice and Code of Ethics.

ACCOMPLISHMENTS:

- Reviewed state mandated reporting statutes regarding elder and child abuse to determine impact upon confidentiality.
- Initiated Student Writing Competition on legal issues facing Ombudsman practice.
- Educated IOA members on legal and legislative/standards of practice issues through IOA specialized courses, pre-conference courses, the listserv and consultation.
- Currently continuing to revise Standards of Practice, Code of Ethics and Best Practices in light of current legalities and practice experience.

MEMBERS:

A special **thank you** to our valued members: Sean Banks, Eric Berger, Judy Bruner, Howard Gadlin, Tom Kosakowski, Grace Meyer, Craig Mousin, Bathabile Mthombeni, Belinda Newman, Lois Petzold (Chair), Patrick Robardet, Lillian Santa-Maria, Virginia Santiago, Andrew Vogel

FOR FURTHER INFORMATION:

Please contact Lois Petzold, Chair, (864) 656-1353, lpetzol@clemsun.edu.

MEMBERSHIP COMMITTEE

MISSION:

The IOA Membership Committee serves the membership of IOA by accepting and processing membership applications and renewals in a consistent and efficient manner, by recognizing the interests of the various sectors of the profession, and by seeking to grow the organization worldwide. Provision of IOA membership services and benefits are a priority, since the committee recognizes the Association could not exist without its Members, Associate Members, and Affiliate Members.

PRIORITIES:

- Process member applications effectively
- Provide orientation/support to new members
- Build stronger member participation in the Association
- Maintain Membership materials

ACCOMPLISHMENTS:

- The IOA membership committee met and exceeded its assigned 2009-2010 operating budget while managing a 9% decline in membership to 656 members based on the challenging economic environment.
- The IOA Mentoring program grew to 27 Mentors and 23 Mentees. Mentors and Mentees were matched for support and guidance with their Ombuds work and office development. An article was featured in *The Independent Voice* about the experience of a mentor/mentee assignment and how successful it was for them. The Mentoring taskforce is led by Vicky Brown with the support of team members Claudia D'Albini and Mary Chavez Rudolph. Thank you to the taskforce for their tireless effort in the support and management of this program.
- The Membership committee conducted a random sampling review process of 100 renewal applications, during the Membership renewal period for 2009, to assist our membership with adherence to the IOA Standards of Practice, in selection of the appropriate membership category.

MEMBERS:

A special thank you to the members of the 2009-2010 Membership Committee: Carol Breslin, Beatriz Dale, Marvin Neal (Chair), Justine Sentenne, Marsha Wagner, Don Noack (IOA Board liaison), Ted Williamson (Finance Committee liaison), and Jay Wilson (PMA).

TO JOIN:

Please contact Marvin Neal, Chair, mneal@cokecce.com.

NOMINATIONS AND ELECTIONS COMMITTEE

MISSION:

The IOA Nominations and Elections Committee (NEC) oversees the call for nominations for open Board seats and reviews all submitted recommendations. The NEC submits a slate of nominees, including Directors and Associate Member Representatives, from recommendations made by the membership, per IOA Bylaws (Article VIII – Nominations and Elections). The Committee oversees the election process and conducts a review of related policies and procedures. In 2009 there were four open director seats and one open associate representative seat to be filled.

PRIORITIES:

- Create or edit the previous NEC Communication Plan to set dates/activities based on enhancements and new timeline for conducting the election.
- Identify a viable and balanced slate of nominees for the election.
- Ensure membership is given a reasonable amount of time to recommend a diverse group of nominees for the election. Solicit additional nominees, if necessary.
- Assess recommendations received to ensure nominees meet predetermined criteria for election to the Board of Directors, and solicit additional nominees, if necessary.
- Consider the slate of nominees with respect to sector (corporate, academic, government), gender, ethnicity, race, and geography, as well as ensuring leadership is culled from the broadest spectrum of membership.
- Inform nominees of relevant candidate criteria and of Board roles and responsibilities. Collect information from the nominees and post on the web site for members to view before voting.
- Review all communications pieces to ensure they are up-to-date and appropriate messages are communicated.
- Ensure voter participation is effectively solicited.
- Coordinate communication of election results to Membership.
- Protect and maintain the integrity of the election process.
- Support ongoing efforts to build strong leadership for the Association.

ACCOMPLISHMENTS:

- Gained Board approval of NEC recommendations to enhance election process.
- Successfully conducted two elections. One was completed before the end of the fiscal year, and the other completed in early January 2010. The second election was held in response to issues raised by members, which helped to ensure the integrity of the process was maintained.
- Provided IOA members more substantive information on each candidate running for the open director/associate representative positions. The questions in the NEC questionnaire were revised to prompt the candidates to give more robust responses.
- Decoupled the election process from the membership renewal process. Members could vote based on current membership status vs. renewing before he/she voted.
- Responded to inquiries/issues from IOA Board Members, candidates and members regarding the nominations and elections process. Offered recommendations to the Board President for issues resolution and approval.
- Worked with PMA to edit and/or craft all communications to the Membership concerning the election.
- Recommended and gained approval of four director candidates and one associate representative candidate to the Board of Directors.

A special ‘thank you’ to the members of the 2009-2010 NEC for their commitment and dedication:

Adelina Gomez, Dolores Gomez-Moran, Janis Schonauer, Jim Augustine, Justine Sentenne, Nancy Dodd, Thomas Zgambo. Additional thanks and acknowledgement to Jay Wilson, PMA Members Services Director, for his invaluable assistance. Amanda Pace (Chair)

TO JOIN:

Please contact the IOA at (908) 359-0246 or visit the Association website: www.ombudsassociation.org.

PROFESSIONAL DEVELOPMENT COMMITTEE

MISSION:

The Professional Development Committee (PDC) assesses the development needs of IOA members and potential members and delivers training to meet those needs.

PRIORITIES:

- Inform and educate those interested in establishing an Ombudsman function regarding the standards of practice and how to set up an office
- Provide training for Ombudsmen at all experience levels
- Deliver training in diverse geographic locations (including outside North America) to make it as accessible as possible to members and potential members
- Proactively identify emerging topics and design training to support these new areas of interest
- Support Certification initiatives

ACCOMPLISHMENTS:

This year presented both opportunities and challenges for PDC. The global economic downturn impacted enrollment in several of our regular offerings, resulting in reductions in the number of courses offerings, instructors and observers. On a positive note, the PDC supported additional Ombudsman 101 courses requested by the United Nations Ombuds, the Ontario Taxpayers Ombuds and the Professional Skills Program offered through the Straus Institute for Dispute Resolution at Pepperdine University. The PDC continues to explore options for ensuring high-quality instruction, meeting the professional development needs of IOA members and prospective members, improving our current models for course and curriculum development, methods for cost savings, and maximizing course enrollments. PDC is actively exploring online and distance learning options with the assistance of a consultant.

Courses and Enrollment:

- *Ombudsman 101* taught in Dallas, Denver and Charlotte; additional, specially requested Ombudsman 101 courses were taught: Pepperdine University in Malibu, Canadian Taxpayers Ombudsmen in Ottawa, Canada and the United Nations Ombudsmen in New York. A total 205 individuals were trained (158 trained in 2008)
- Three *Ombudsman 101 Plus* taught in Dallas, Denver and Charlotte, NC training 41 people (51 trained in 2008)
- *Intermediate Ombudsman* taught in Denver training 9 people (15 trained in 2008)
- No Advanced Ombudsman courses were offered in 2009
- Six different Specialized Courses in three different locations trained 109 individuals (136 trained in 2008)
- Three full-day and two half-day pre-conference courses prior to the IOA Conference in Montreal training over 130 people.
- **2009 Instructors:** Wayne Blair, Christopher Bozik, Mary Chavez-Rudolph, Wendy Friede, Howard Gadlin, Wilbur Hicks, Kevin Jessar, , Donna Loudon, Tricia Jones, Carolyn Noorbakhsh, Susan Park, David Talbot, Linda Wilcox.

COMMITTEE MEMBERSHIP:

Thank you to the members of the 2009 Professional Development Committee: Jay Wilson, Sean Banks, John Barkat (International focus), Wendy Friede, Wilbur Hicks, David Talbot (focuses on 101 and Plus), Donna Loudon (coordinates all Specialized Courses), Carolyn Noorbakhsh (Intermediate and Advanced), Ellen Schreiber, Jean Griffin, Wayne Blair, Mary Chavez-Rudolph, Judi Segall, Linda Wilcox, Bathabile Mthombeni, Francine Montemurro (PDC co-chair) and Lee Twyman (PDC co-chair).

FOR MORE INFORMATION PLEASE CONTACT:

Francine Montemurro: fmonte@bu.edu, Lee Twyman: Lee.Twyman@rit.edu

The Board of Certification for Certified Organizational Ombudsman Practitioners (CO-OPSM)

MISSION:

The purpose of the Board of Certification is to promote, examine and maintain standards for the advancement of organizational ombudsmanry by identifying to their peers and to the public those organizational ombudsmen who have voluntarily sought and obtained certification. The Board of Certification establishes and administers education, examination, practice, experience and ethics requirements to strengthen the interests of organizational ombudsmen and to protect the public.

ACCOMPLISHMENTS:

- On September 17, 2009, the IOA Board of Directors approved the establishment of the Board of Certification for Certified Organizational Ombudsman Practitioners (CO-OPSM), with the approval of its incorporating documents, the Bylaws and Ethics Complaint Procedure, and the appointment of its Board of Directors.
 - The Board of Certification held its inaugural meeting on September 21, 2009. The following officers were elected:
 - President, Marsha Wagner
 - Secretary and liaison to the IOA Board, Carolyn Noorbakhsh
 - Treasurer, Diane Dorion.
- The remaining Board members are Sean Banks, David Brubaker (Public Director) Jennifer Mounneh, and Albin Swenson.
- The website of the Board of Certification, www.ombudsassociation.org/boc, launched in early October 2009, presents program guidelines, information about registration procedures for the certification examination, eligibility requirements for certification and recertification, as well as the rights and responsibilities of certified individuals.
 - The first certification examination was administered in computer-based format November 30-December 5, 2009. A committee of eight experienced organizational ombudsman practitioners, or “subject matter experts,” met in mid-December 2009 to evaluate the degree of difficulty of each question on the examination and, along with the statistical confirmation process provided by the testing service, adjudicated and determined the pass point.
 - To date, 49 individuals have taken the examination with a pass rate of 96%.
 - Plans have been made for the next administrations of the certification examination:
 - April 8, 2010, 7:00-9:00 am, Marriott Hotel, New Orleans, LA, paper and pencil administration, registration period: February 1 – April 1, 2010, at www.smttest.com/registrationdirect/forms/reg1.aspx
 - October 18-23, 2010, at a testing center selected by each candidate, computer-based administration, registration period: August 1 – October 1, 2010, at www.isoqualitytesting.com/takeatest.aspx.

The cost for each examination in 2010 is \$450.

- The Eligibility Committee has determined criteria for evaluating applicants’ qualifications for certification. Passing the examination is only one of the requirements. (Refer to the Eligibility website <http://www.ombuds-toa.org/boc/obtain/eligibility.asp> for a complete explanation of requirements.) The Eligibility Committee has awarded certification status to 27 individuals as of March 31, 2010.
- The Board has begun planning for the next item-writing workshop to prepare the revised version of the certification examination, which will be administered in October 2010. The item writers who compose the multiple-choice questions for the next version of the certification examination will be selected from among those who passed the certification examination in the Fall of 2009.

Certified Organizational Ombudsman Practitioners (Name and Affiliation):

Evan R. Arrowsmith	Eaton Corporation
Thomas W. Barnette	American Express
Wayne Blair	University of North Carolina
Carol L. Breslin	Chevron Corporation
R. Kenneth Brown	Royal Bank of Canada
Victoria Brown	University of Central Florida
Ilene Butensky Brehm	Eaton Corporation
Mary Chavez Rudolph	University of Colorado Denver
Melissa Connell	University of Colorado Denver
Scott M. Deyo	U.S. Department of Defense
Diane Dorion	Royal Bank of Canada
Joan Elaine Engel	Career Concepts, Inc.
Sylvia L. Powlis Garvin	Career Concepts, Inc.
Diedrick A. Graham	Princeton University
Sharon Lanier	Munroe Regional Medical Center
George Michael Kilpatrick	Bridgepoint Education
Bathabile K. S. Mthombeni	Columbia University
Marvin Neal	Coca-Cola Enterprises
Lisa M. Neale	University of Colorado Denver
Pierre Niedlispacher	Coca-Cola Enterprises
David Richardson	Kaiser Permanente
Janis Schonauer	AllianceBernstein
John A. Simonetti	Eaton Corporation
Carol Stewart	Mount Holyoke College
Albin W. Swenson	Chevron Corporation
David Talbot	Coca-Cola Enterprises
Marc Vaucher	United Nations

MEMBERS:

The committees of the Board of Certification:

Eligibility Committee: Evan Arrowsmith, Patti Lynch, Carolyn Noorbakhsh, David Richardson, Marsha Wagner, and Albin Swenson (CHAIR)

Finance Committee: Jennifer Moumneh, Gary Yamashita, and Diane Dorion (CHAIR)

Appeals Committee: Victoria Brown, Judith Segall, and Tom Barnette (CHAIR)

Professional Practices Committee: Janis Schonauer and Mary Chavez-Rudolph (CHAIR)

Cut Score Committee: Camilo Azcarate, Debra Edwards, Helen Hasenfeld, Wilbur Hicks, Sue Morris, Kathryn Quillam, Margo Wesley, and Linda Wilcox

TO BECOME INVOLVED:

Please contact any member of the Board of Directors at certification@ombudsassociation.org to indicate your interest in participating in the certification program: Marsha Wagner (President), Carolyn Noorbakhsh (Secretary), Diane Dorion (Treasurer) Sean Banks, (Board Member), Jennifer Moumneh(Board Member), Albin Swenson(Board Member), and David Brubaker (Public Director).