

# IOA 2017 SNAPSHOT



INTERNATIONAL  
OMBUDSMAN  
ASSOCIATION

**696** MEMBERS

**143** VOLUNTEERS

**16** Committees & Task Forces

**354** Participants in IOA Professional Education Courses & Webinars

**\$825K** Budgeted Revenue

**380** IOA Annual Conference Attendees

## Committee and Board Highlights

“Volunteering with IOA is so rewarding. As much as I give, I get back tenfold. It has really pushed me in a number of (good) ways...that have strengthened me as a professional.”

*Stephanie Luckam, Chair, Volunteer Coordination Committee*

### IOA Board of Directors\*



- Identified **key strategic priorities** and top deliverables
- Increased responsiveness** to member input
- Strengthened support** of all IOA Committees!

### Finance Committee\*



- Proposed a **balanced budget**
- Completed **strategic financial review** and recommendations
- Increased amount in reserve fund** by 50% of budgeted expenses

### Mentoring Committee

- 20 mentor-mentee matches!**
- Presented **skill-building role-playing** session at the Annual Conference



### Conference Committee

- Created a **Local Activities Subcommittee**
- Debuted the **first meeting smartphone app**
- Brought breakfast back!**



### Government & Policy Committee



- Born out of the Title IX Task Force
- Responded to inquiries for **policy and legal issue** information
- Identified resources for **developing a proposed lobbying plan** for IOA

### CO-OP® Certification Board



- 107 CO-OP®s**
- 29 individuals took the exam**
- Began sending **recognition letters** to new certificants' employers

### Communications Committee



- Transformed quarterly newsletter into **online newsblog (ioativ.blog)**
- Introduced **video promotions** for IOA events

### Journal of the IOA (JIOA)

- New format!** Articles now published online as available
- Published 6 articles, including **first joint publication** with Journal of the Cal Caucus and **first Open Letter** from the JIOA Editorial Board

### Research & Assessment Committee



- Completed **IOA Research Agenda**
- Created **Guidelines for Surveying** IOA Members
- Prepared **2018 Practice & Compensation Survey**

### Volunteer Coordination Committee



- Implemented **new volunteer recognition outlets:** Presidential Recognition Letter and Peer Nominations Program
- Placed **30+ volunteers** onto committees

### Nominations & Governance Committee



- New name and new focus on **evaluating and strengthening** how IOA is governed

### Professional Development Committee



- Reduced webinar fees** for IOA Members
- Fully developed 2 of 10 **essential core training courses**

### International Outreach Committee



- Awarded 2 scholarships** to attend both Foundations course and IOA annual conference
- Implemented **Global Marketing Task Force** recommendation to create process for **Joint Action Outreach Plans**
- Strengthened ties with **Regional Advisory Committees**

### New Recognition Programs

- Volunteer Coordination Committee
- Conference Committee
- CO-OP® Board



### Going Green

- Professional Development Committee
- Communications Committee
- Conference Committee



### Conference Presentations

- Mentoring Committee
- Journal of the IOA
- Research & Assessment



**Collaboration increased among ALL committees**



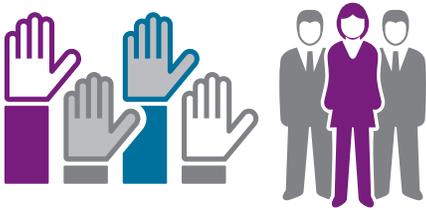
Visit [ioativ.blog](http://ioativ.blog) to read detailed statements from the IOA President, Executive Director, and Finance Committee regarding IOA's accomplishments in 2017

# IOA VOLUNTEERS

April 2017-April 2018



INTERNATIONAL  
**OMBUDSMAN**  
ASSOCIATION



## Board of Directors

**Ilene Butensky**, CO-OP®, Eaton Corporation  
*President*

**Bruce MacAllister**, International Foundation for Online Responsibility (IFFOR)  
*Vice President*

**Nancy Deering**, Newark Public Schools  
*Secretary*

**Melanie Jagneaux**, CO-OP®, Baker Hughes  
*Treasurer*

**David S. Carver**, University of Nebraska Medical Center  
*Assistant Treasurer*

**Camilo Azcarate**, The World Bank Group

**Steven Cordery**, United Technologies Corporation

**Kerry Egdorf**, Marquette University

**Charmhee Kim**, McKinsey & Company

**José Martínez-Aragón**, CO-OP®, World Health Organization

**Marcia Martínez-Helfman**, University of Pennsylvania

**Teresa Ralicki**, University of Colorado, Denver I Anschutz

**Mauricio A. Ramos**, CO-OP®, Sandia National Laboratories

**Lee Twyman**, Rochester Institute of Technology

## Communications Committee

**Mary Conger**, American Dialogue Project – *Chair*

**Tom Ward**, CO-OP®, Clemson University – *Special Advisor*

**Jon Lee**, University of New Mexico

**Michael Mayer**, Baker Hughes

**Mark H. Patterson**, College of William & Mary

**Jennifer Smith Schneider**, University of South Florida

**Gemma Su**, China Europe International Business School

**Janie L. Tanner**, The Virtual Ombuds, LLC

## Conference Committee

**C. Kevin Coonrod**, CO-OP®, Auburn University – *Co-chair*

**Tammy Harman**, Law Enforcement Officers' and Fire Fighters' Plan 2 Retirement Board – *Co-chair*

**Sherria LaDawn Ards**, Wake Technical Community College

**Gloria F. Carr**, The University of Memphis

**Lawrence S. Cohen**, Yale University School of Medicine

**Caitlan Hendrickson**, University of Arizona

**Bradford K. Holland, Jr.**, University of Virginia

**William E. King**, CO-OP®, Virginia Commonwealth University

**Ryan Liu**

**Katie Manderson**, US Department of State

**Sana Ansari Manjeshwar**, CO-OP®, Chevron

**Melinda Miner**, Halliburton

**Diana Mosonyi**

**Gilbert Nazier**, Texas A&M University Commerce

**Lisa M. Neale**, CO-OP®, University of Colorado, Denver I Anschutz

**Kristine Paronica**, North Dakota State University

**Bina Patel**, National Ground Intelligence Center

**Mark H. Patterson**, College of William and Mary

**Nicolas Raichart**, University of California, San Diego

**Marcia Gee Riley**, University of California, Berkeley

**Merle Waxman**, Yale University School of Medicine

## CO-OP®

### BOARD OF DIRECTORS

**Wendy Friede**, CO-OP® Friede Consulting  
*Board President*

**David Rasch**, CO-OP®, Stanford University  
*Board Secretary*

**Jennifer Mounneh**, CO-OP®, University of California, Irvine  
*Board Treasurer*

**Melanie Jagneaux**, CO-OP®, Baker Hughes  
*IOA Board Liaison*

**Kirsi Aulin**, CO-OP®, University of Colorado-Boulder,  
*Board Director*

**Jan Martinez**, CO-OP®, Stanford University  
*Public Member*

**Terre Price**, CO-OP®, Federal Deposit Insurance Corporation  
*Board Director*

### CO-OP® ELIGIBILITY

**Kelley Alexander**, CO-OP®, Georgia State University

**Mollie Berg**, CO-OP®, National Geospatial-Intelligence Agency

**Brian Bloch**, CO-OP®, US Department of the Interior

**Sana Ansari Manjeshwar**, CO-OP®, Chevron

**Elaine Shaw**, CO-OP®, Pfizer

### CO-OP® RECERTIFICATION

**Ken Brown**, CO-OP®, Royal Bank of Canada

**Carolyn Esposito**, CO-OP®, Alliance Bernstein LP

**William Maurer**, CO-OP®, US Department of Energy

**Elaine Shaw**, CO-OP®, Pfizer

**Josie Stiles**, CO-OP®, Baker Hughes

### CO-OP® APPEALS

**Jim Augustine**, University of South Carolina

**Dolores Gómez-Morán**, CO-OP®, Pan American Health Organization

**Tim Shore**, CO-OP®, Pfizer

### CO-OP® COMMUNICATION

**Guy Weber**, CO-OP®, National Geospatial-Intelligence Agency

### CO-OP® PROFESSIONAL PRACTICES

**Scott Deyo**, CO-OP®, National Parks Agency

**Vikram Kapoor**, Federal Emergency Management Agency

**Ruthy Kohorn Rosenberg**, Brown University

## Ethics & Professional Standards Task Force

**David Carver**, University of Nebraska Medical Center – *Co-chair*

**Bruce MacAllister**, IFFOR – *Co-chair*

**Isabel D. Calderon**, CO-OP®, Mars, Inc.

**Jessica S. Kuchta-Miller**, CO-OP®, Washington University in St. Louis (WUSTL)

**Monique McKay**, Florida Gulf Coast University

**David Miller**, The Global Fund to Fight AIDS, Tuberculosis and Malaria

## Finance Committee

**Melanie Jagneaux**, CO-OP®, Baker Hughes – *Chair*

**Wayne Blair**, University of North Carolina at Chapel Hill

**David S. Carver**, University of Nebraska Medical Center

**Glenda L. Dickson**, Clemson University

**Victoria Dowd**, University of North Carolina at Chapel Hill

**Janet D. Hill**, KBR (Retired)

**David E. Michael**, National Institutes of Health

**Jennifer L. Mounneh**, CO-OP®, University of California, Irvine

**Jackie Osbourne**, CO-OP®, Chevron

## Government & Policy Committee

**Bruce MacAllister**, IFFOR – *Co-chair*

**Jessica S. Kuchta-Miller**, CO-OP®, WUSTL – *Co-chair*

**Natalie C. Fleury**, Medical College of Wisconsin

**Katherine A. Greenwood**, CO-OP®, University of California, Davis

**Jennifer Hudson**, University of Oregon

**Sarah Klapper**, Northern Illinois University

**Jon Lee**, University of New Mexico

**Steven D. Prévaux**, USF System Ombuds Office

**JoEllen Ransom**, University of New Mexico

**Diana Trillos-Vera**, Inter-American Development Bank

## Journal of the IOA Editorial Board

**Shannon Lynn Burton**, Michigan State University – *Co-editor*

**Howard Gadlin**, IOA Distinguished Emeritus – *Co-editor*

**Lawrence S. Cohen**, Yale University Medical School

**Mary Conger**, American Dialogue Project

**Robert D. Harris**, Federal Deposit Insurance Corporation

**Steven J. Madden**, Coastal Carolina University

**Deniz Ogretir**, International Committee of the Red Cross

**Emma Phan**, University of Washington

**Erica Shannon**

**Tom Ward**, CO-OP®, Clemson University

## International Outreach Committee

**Francisco Hernan Espejo Elgueta**, United Nations – *Chair*

**Camilo Azcarate**, The World Bank Group

**John S. Barkat**, United Nations

**Steven Cordery**, United Technologies Corporation

**Dolores Gómez-Morán**, CO-OP®, Pan American Health Organization

**Zetu Makamandela-Mguqulwa**, CO-OP®, University of Cape Town

**José Martínez-Aragón**, CO-OP®, World Health Organization

**Sandra Morrison**, Scotiabank

**Sophia Qiao**, Pfizer

**Fred Wright**, Department of Environment, Land, Water & Planning

## Membership Committee

**Elisa Enriquez**, CO-OP®, Los Alamos National Laboratory – *Chair*

**Melissa Johnson**, Great Lakes Higher Education – *Co-chair*

**Glenda L. Dickson**, Clemson University

**Amanda Dean**, University of California, Berkeley

**Carrie Knell**, Kenyon College

## Mentoring Committee

**Ronnie Thomson**, Halliburton – *Chair*

**Melissa J. Connell**, CO-OP®, University of Colorado, Denver

**Lynne Chaillat**, McKinsey & Company

**Donna Douglass Williams**, CO-OP®, Green Climate Fund

**Dolores Gómez-Morán**, CO-OP®, Pan American Health Organization

**Jon Lee**, University of New Mexico

**Mary Beth Stevens**, CO-OP®, Los Alamos National Laboratory

**Shreya Trivedi**, CO-OP®, University of Central Florida

## Nominations & Governance Committee

**Kerry Egdorf**, Marquette University – *Chair*

**Dave S. Carver**, University of Nebraska Medical Center

**Janet D. Hill**, KBR (Retired)

**Bruce MacAllister**, IFFOR

## Professional Development Committee

**Susan Casino**, Consultant – *Co-chair*

**Brad Ginn**, Northeastern Illinois University – *Co-chair*

**David Bremer**, Otis College of Art & Design

**Alicia Booker**

**Melissa Brodrick**, Harvard Medical School

**Wendy Friede**, CO-OP®, Friede Consulting

**Gabrielle Kluck**, UN World Food Program

**Donna J. Loudon**, National Renewable Energy Laboratory

**Martha Nelson Patrick**, University of Massachusetts Amherst

**Judi Segall**, Massachusetts Institute of Technology

**Lee Twyman**, Rochester Institute of Technology

## Research & Assessment Committee

**Shannon Lynn Burton**, Michigan State University – *Co-chair*

**Willem Kweens**, CO-OP®, Mars, Inc. – *Co-chair*

**Shereen G. Bingham**, University of Nebraska at Omaha

**Alicia Booker**

**Gloria F. Carr**, The University of Memphis

**Danita Elkerson**, US Department of Justice

**Kim Fulbright**, University of Cincinnati

**Debra A. Giambo**, Florida Gulf Coast University

**Timothy Hedeon**, Kennesaw State University

**Stylianios Karvelas**, National Bank of Greece

**Alan J. Lincoln**, IOA Distinguished Emeritus, University of Massachusetts Lowell

**Duncan McDonald**

**Nikolai Pankratiev**, CO-OP®, Mars Inc.

**Mary P. Rowe**, IOA Distinguished Emeritus, MIT Sloan School of Management

**Jennifer Smith Schneider**, University of South Florida

**Tyler Scott Smith**, National Institutes of Health

**Zachary P. Ulrich**, Straus Institute for Dispute Resolution

**Konstantina (Dina) Vitoratou**, EURO BANK ERGASIAS S.A.

## Strategic Alliance & Partnership Task Force

**Mauricio A. Ramos**, CO-OP®, Sandia National Laboratories – *Co-chair*

**Randy Williams**, IOA Distinguished Emeritus, Redmond, Williams & Associates, LLC – *Co-chair*

**Janet C. Morse**, University of Minnesota

## Volunteer Coordination Committee

**Stephanie Luckam**, Transportation Security Administration – *Chair*

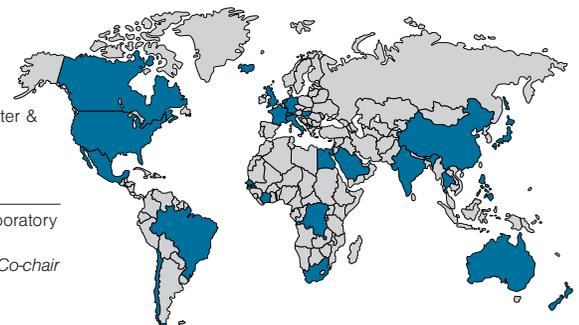
**Wanda Donnelly**, US Department of State

**Shawn Marie Hutchens**, CO-OP®, University of California, Irvine

**Kimberly Jackson Davidson**, Oberlin College

**Diana Mosonyi**

**Delicia LeChauri Perdue**, Weatherford



Member Country