



Tuesday, September 30, 2014



COALITION OF FEDERAL OMBUDSMAN ANNUAL CONFERENCE

- 8:00 – 8:15** **Welcome, Acknowledgements, and Year In Review**
- 8:15 – 10:00** **CONCURRENT SESSIONS**
- 8:15 – 10:00** **Track 1 – The Activist Ombudsman: A Discussion**
Howard Gadlin, David Michael, Kathleen Moore, Linda Brothers, Linda Myers, Lisa Witzler, Tyler Smith, and Samantha Levine-Finley, National Institutes of Health and American Red Cross
- 8:15 – 9:00** **Track 2 - Perspective, Challenges, and Lessons Learned from External Ombuds**
Brian Castro, National Ombudsman and Assistant Administrator for Regulatory Enforcement Fairness, U.S. Small Business Administration
- 9:15 – 10:00** Cindy Foster and Jasmine Abraham, Office of the Ombudsman, Financial Industry Regulatory Authority (FINRA)
- 10:00 – 10:15** *Break and Networking*
- 10:15 – 11:00** **Conflict Coaching**
Cynthia S. Mazur, Director of ADR, Federal Emergency Management Agency
Samantha Levine-Finley, Deputy Ombudsman, American Red Cross
- 11:00 – 12:00** *Lunch and Networking*
- 12:00 – 12:30** Round Table Preparation
12:30 – 1:30 **Roundtable Discussions**
- 1:30 – 2:30** **HELP!! My Visitor Has Mental Health Issues**
William Maurer, Associate Ombudsman, and Cheryl Reese, Employee Assistance Program Specialist
U.S. Department of Energy
- 2:30 – 2:45** *Break and Networking*
- 2:45 – 3:15** **Reporting In, Up, and Out**
Wendy Kamenshine and Scott Deyo
Consumer Financial Protection Bureau and National Geospatial-Intelligence Agency
- 3:15 – 4:15** **Hot Topics in Ombudsman Practice**
- 4:15 – 4:30** *Closing Remarks and Adjourn*

