



COALITION OF FEDERAL OMBUDSMEN

2011 CONFERENCE AGENDA

**Coalition of Federal Ombudsmen
10th Annual Meeting
November 16, 2011**

Bureau of Alcohol, Tobacco, Firearms and Explosives, National Headquarters
99 New York Ave., N.E.
Washington, DC 20226

***THEME: Federal Ombuds: Enabling Innovative Public Service and
Improved Government***

- 8:00 – 8:25 am **Registration and Meet Your Colleagues**
- 8:30 – 8:45 am **Conference Welcome from ATF**
B. Todd Jones
Acting Director, Bureau of Alcohol, Tobacco, Firearms and Explosives
- Marianne Ketels
Ombudsman, Bureau of Alcohol, Tobacco, Firearms and Explosives
- 8:50 – 9:00 am **Conference Welcome and Overview**
Wendy Kamenshine
COFO Chair
Acting Ombudsman, Consumer Financial Protection Bureau
Senior Ombudsman, DHS Citizenship & Immigration Services Ombudsman
- 9:00 – 9:25 am **COFO Business**
- Honoring Fellow Ombuds Who Retired This Year
 - Marceita Cunningham
Deputy Ombudsman, Alcohol, Tobacco, Firearms and Explosives
 - Marianne Ketels
Ombudsman, Alcohol, Tobacco, Firearms and Explosives
 - Jim Sheldon
Ombudsman, National Geospatial Intelligence Agency



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- Mike Turpenoff
Acting Ombudsman, Federal Student Aid, Department of Education
- Sarah Zeigler
Ombudsman, FBI
- Update re COFO Officer Elections
- Report from Standing Up an Ombuds Committee,
Barbara Malebranche
COFO Committee Chair
Ombudsman, Office of Personnel Management

9:25 – 10:25 am

Concurrent Breakout Sessions

Session #1

Internal Ombuds – Facilitated Discussion

Facilitators

Sheryl Brown-Norman
Ombudsman, Office of the Director of National Intelligence

Scott Deyo
COFO Vice Chair
Ombudsman, National Geospatial Intelligence Agency

Session #2

External Ombuds – Facilitated Discussion

Facilitators

Virginia Behr
COFO Co-Secretary
Ombudsman, Food and Drug Administration

Neal Cohen
Ombudsman, Consumer Product Safety Commission

10:25 – 10:40 am

Meet Your Colleagues During the Break



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10:45 – 11:30 am

Keynote

John Palguta
Vice President, Partnership for Public Service

11:35 – 12:30 pm

Development of the Federal Ombuds: Where Are We/Where Are We Going?

Moderator

Greg Burke
Ombudsman, Veterans' Affairs

Panelists

Howard Gadlin
Ombudsman, National Institutes of Health

Rickey McCullough
Associate Ombudsman, Federal Deposit Insurance Corporation (FDIC)

Mike Turpenoff
former Acting Ombudsman, Federal Student Aid, Department of Education

12:30 – 1:35 pm

Meet Your Colleagues Over Lunch (On Your Own)

1:35 – 2:30 pm

Concurrent Sessions

Session # 1

**Challenges and Opportunities for Solo Practitioners and
Collateral Duty Ombuds**

Moderator

Alicia Shepard
former Ombudsman, National Public Radio

Panelists

Noreen Kinnavy
COFO Co-Secretary
Ombudsman, International Broadcasting Bureau, Voice of America, and
Office of Cuba Broadcasting

Peggy Matthews
Ombudsman and Equal Employment Manager, Housing and Urban Development
Office of the Inspector General



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Manuel Ovalle
President, Special Resources Corporation
U.S. Secret Service (Retired)

Session # 2

Confidentiality: Intersection of Recordskeeping and Ombuds Privilege

Moderator

Miriam Nisbet
Director, Office of Government Information Services (Federal FOIA Ombuds),
National Archives and Records Administration

Panelists

Barbara Malebranche
COFO Committee Chair
Ombudsman, Office of Personnel Management

Charles Pou, Jr.
Attorney and Mediator, Charles Pou Dispute Resolution Services

Arian Ravanbakhsh
Electronic Records Policy Specialist, Office of the Chief Records Officer,
National Archives and Records Administration

2:35 – 4:30 pm

Workshop with Harvard: How to Evaluate an Ombudsman's Office

Jeremy McClane
Negotiation and Mediation Clinical Fellow, Harvard Law School's
Program on Negotiation

Lisa Witzler
Associate Ombudsman, National Institutes of Health

4:30 pm

Conference Conclusion