

CO-OP® Annual Report, 2014-2015

The Board of Certification for Certified Organizational Ombudsman Practitioners

The Board of Certification for Certified Organizational Ombudsman Practitioners is the certifying body authorized to award the Certified Organizational Ombudsman Practitioner® (CO-OP®) credential. The mission of the Board of Certification is:

- To identify the body of knowledge necessary to perform the organizational ombudsman job;
- To establish the level of experience and other eligibility requirements for certification and recertification;
- To encourage consistency of standards of practice for organizational ombudsman practitioners;
- To identify to their peers and to the public those organizational ombudsmen who have voluntarily sought and obtained certification; and
- To promote the advancement of the organizational ombudsman profession

Although the Board of Certification is a division of IOA, the Bylaws of the Board of Certification provide that the Board of Certification, not IOA or any other organization, has the sole discretion to manage and make all decisions relating to certification matters. Certification does not require membership in IOA, participation in IOA training, or attendance at IOA conferences.

Since 2009, 237 people have taken the CO-OP® exam and 137 ombuds have become CO-OP® certified. The CO-OP® exam may now be taken at over 300 sites around the world, and there are certified CO-OP® practitioners in Australia, Brazil, Canada, Chile, China, France, India, Japan, Netherlands, Switzerland, South Africa, Thailand, United Kingdom, and the United States.

Highlights: 4/1/14 – 4/1/15

- *34 people took the CO-OP® exam.*
- *16 people were certified by CO-OP®*
- *Our first group of CO-OP® recertifications took place, resulting in 27 Certified Organizational Ombudsman Practitioners recertified in 2014*
- *4 appeals cases were investigated and decided upon*
- *No ethics violations were reported*
- *A task force is finalizing a proposal for how an Ombudsman Office Accreditation program would work*
- *For the fourth year in a row, CO-OP® ended the year with revenues exceeding expenses.*
- *In 2014, the CO-OP Board filled two open Director positions as well as the open Public Member position and the open Non-IOA member position.*

Goals: 2015-2016

- *To increase awareness, interest and participation in the CO-OP® certification process by restructuring the Communications Committee to include a stronger marketing emphasis.*
- *Increase revenues by increasing examination enrollment and certification applications*
- *In collaboration with our testing service, SMT, initiate a three-year process of evaluating and updating the CO-OP® examination, in conformity with best practices for certification processes.*
- *Review, refine and update CO-OP® policies and procedures regarding eligibility, recertification, appeals, and professional practices.*
- *Continue the development and planning of an office accreditation process*

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Gordon Talbot, Federal Deposit Insurance Corporation

Carol Breslin, Retired

Certified Organizational Ombudsman Practitioners

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Terry Boudreau	Eaton Corporation
Carol Breslin	Chevron Corporation
R. Kenneth Brown	Royal Bank of Canada
Ilene Butensky Brehm	Eaton Corporation
Helmut Buss	UNDP, UNFPA, UNICEF, UNOPS
Isabel Calderon	Mars, Inc.
Karen Campbell	American Express
Kevin S. Casey	Texas Department of Public Safety
J. Michael Chennault	University of California Irvine
Melissa Connell	University of Colorado Denver
Beatriz Dale	American Express
Maria Helena Darcy de Oliveira	ICATU Hartford
Nancy Deering	Newark Public Schools
Katja De Groot	County of Santa Clara
Scott M. Deyo	U.S. Department of Defense
Dennis DiPlacito	University of California Irvine
Suzanne Diviney	Pfizer
Bindu D'Souza	American Express
Jocelyne Durand	Aboriginal Affairs and Northern Development Canada
Elisa Enriquez	Los Alamos National Laboratory
Linda Falkson	Cornell University
Wendy Friede	Friede Consulting Services
Mimmo Domenic Gaetano	Mars, Inc.
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Cynthia Joyce	University of Iowa
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Sana Manjeshwar
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Reto Meister
Phoebe Morgan
Ross Thomas Morton
Carole Moss
Jennifer Mournneh
Marvin Neal
Lisa M. Neale
Wokie Nwabueze
Dawn Osborne-Adams
Amanda Pace
Nikolai Pankratiev
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Donna Douglas Williams
Theodore R. Williamson III
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Patricia Wynegar
Gary Yamashita

Virginia Commonwealth University
Cornell University
Los Angeles World Airports
Mars, Inc.
Georgetown University
Munroe Regional Medical Center
University of California Riverside
Baker Hughes
Federal Deposit Insurance Corporation
University of Cape Town
Alliance Bernstein
United Nations Regional Ombudsman
Chevron
Oneida Tribe of Indians of Wisconsin
International Committee of the Red Cross
Northern Arizona University
Southwest Florida Water Management District
Brock University Students Union, Inc.
University of California Irvine
The Coca-Cola Company
University of Colorado Denver
Princeton University
Binghamton University
The Coca-Cola Company
Mars, Inc
UTMD Anderson Cancer Center
International Monetary Fund
California Polytechnic State University, San Luis Obispo
San Manuel Band of Mission Indians
Federal Deposit Insurance Corporation
Sandia National Laboratories
Stanford University
Kennesaw State University
University of Colorado at Boulder
Stony Brook University
Hydro-Quebec
Pfizer
Pfizer
University of Texas, Austin
Eaton Corporation
Los Alamos National Laboratory
Mount Holyoke College
San Diego Hospice
Chevron Corporation
GUIDEA
The World Bank
Federal Deposit Insurance Corporation
Coastal Carolina University
Eaton Corporation
University of Central Florida
Rochester Institute of Technology
Grinnell College
Canadian Franchise Association
Defense Intelligence Agency
Columbia University
Kentucky Ombudsman
Transportation Security Administration
M.D. Anderson Cancer Center
The Coca-Cola Company
University of Connecticut
Federal Deposit Insurance Corporation
Chevron Corporation