**CO-OP® Board and Committees**

**The Board of Certification for Certified Organizational Ombudsman Practitioners®**

**Note:** This entity is not an IOA committee, but a division of the IOA with its own Board. 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.

**Board of Directors**

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**Finance Committee:**  
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Carolyn Noorbakhsh, CO-OP, retired  
Gordon Talbot, CO-OP, Federal Deposit Insurance Corporation

**CO-OP Staff:**  
Gabrielle Jacobson, Administrative Director  
Rick Koepke, Executive Director

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**Accomplishments for 2015**

- 101 current CO-OP®-certified individuals  
- 23 people took the CO-OP exam in 2015, with an 83% pass rate; 14 people were certified by CO-OP, 7 were denied.  
- Our second group of CO-OP recertifications took place, resulting in 17 Certified Organizational Ombudsman Practitioners achieving recertification.  
- 4 appeals cases were investigated and decided upon.  
- No ethics violations were reported.  
- The Board is finalizing a proposal for how an ombudsman office accreditation program would work.  
- For the fifth year in a row, CO-OP ended the year with revenues exceeding expenses.  
- In 2015, the CO-OP Board filled two open Director positions: Public Member and the Non-IOA Member positions, as well as the open Board Liaison position.  
- The Board updated the Policy Manual and enhanced the Complaint Handling Process so that visitors who interact with ombuds can now submit complaints of professional misconduct through certified CO-OPs.  
- IOA Headquarters signed a new contract with our testing company.

**Priorities for 2016**

- Complete Job Analysis  
- Launch Accreditation (if approved)  
- Enhance communication and outreach