Purpose of Certification

• To promote, examine and maintain standards for the advancement of Organizational Ombudsman;
• To identify -- for organizational ombudsman practitioners, their organizations, and the public -- those organizational ombudsmen who have voluntarily sought and obtained certification;
• To increase visibility for Certified Organizational Ombudsman Practitioners;
• To acknowledge that there is a body of knowledge and experience required to be an organizational ombudsman practitioner, and that certification demonstrates that an individual has that knowledge and experience;
• To ensure consistent adherence to the key ethical values and Standards of Practice of the organizational ombudsman as defined by IOA; and
• To enhance the status and credibility of the profession and present a reliable image to the public.

CO-OP® Highlights from 2013-2014

• One new Board member was elected in November 2013, and another Board member was elected in May 2013 to fill a vacated seat.
• New Chairs were selected for the Professional Practices Committee, the Finance Committee, and the Nominating Committee.
• The CO-OP® examination was offered during two testing windows in 2013: in Spring 2013, 24 individuals took the examination, and in Fall 2013, 8 individuals took the examination.
• CO-OP®’s Testing Company, Schroeder Measurement Technologies, conducted an Item Writing and Exam Approval Workshop with six CO-OP volunteers, which resulted in the creation of Exam Version #3.
• To date, 202 individuals have taken the certification examination, with an overall pass rate of 94%.
• To date, we have 111 certified ombudsmen, 11 of whom became certified in the past year.
• Of the 111 certified individuals, we have certified 18 ombudsmen who practice in 12 countries outside of the US, including:
  - Australia
  - Brazil
  - Canada
  - Chile
  - China
  - France
  - India
  - Japan
  - Netherlands
  - Switzerland
  - Thailand
  - United Kingdom

• To date, 14 individuals have been recertified.
• In 2013, CO-OP® finished the year with a surplus of approximately $7,900, making this the third year where CO-OP® has made a profit for IOA.
• Lastly, in 2013, the Founder and Inaugural President of the CO-OP® Program, Marsha Wagner, retired from her organizational ombudsman role and, consequently, from the CO-OP® Board. We acknowledge Marsha with our deepest gratitude for all of her work to establish the Board of Certification for Certified Organizational Ombudsman Practitioners!

Goals for 2014-2015

• Continue recertification process with some fine-tuning to solidify a consistent process;
• Continue the development and planning of an office accreditation program;
• Apply for CO-OP® to become accredited by the National Commission for Certifying Agencies (NCCA)
• Implement additional marketing efforts to increase the number of individuals who take the CO-OP® examination, and the number of individuals who become certified.
Committees, Subcommittees and Taskforces of CO-OP®
Accreditation Taskforce
Appeals Committee
Communications Committee
Eligibility Committee
Finance Committee
Nominating Committee
Professional Practices Committee
Recertification Subcommittee

Thank you to all of the CO-OP® committee members and task force members:

Bernard Anderson
Evan Arrowsmith (Chair, Eligibility Committee)
Jim Augustine
Constance Bernard (Outgoing Chair, Finance Committee, Outgoing CO-OP Board Member, Outgoing Treasurer)
Ilene Butensky Brehm
Carol Breslin (CO-OP Board Member, President)
Ken Brown
Mary Chavez-Rudolph (Outgoing Chair, Professional Practices Committee)
Katja De Groot
Scott Deyo (Incoming Chair, Professional Practices Committee)
Wendy Friede (CO-OP Board Member, Secretary)
Delores Gomez-Moran
George Michael Kilpatrick (Chair, Recertification Sub-Committee, Chair, Accreditation Taskforce)
Catherine Langlois
Sharon Lanier
Patti Lynch
Sana Manjeshwar
David Michael
Jennifer Moumneh (Incoming Chair, Finance Committee, CO-OP Board Member, Treasurer)
Marvin Neal
Amanda Pace (Chair, Appeals Committee)
Patricia Ponce
David Rasch (Incoming CO-OP Board Member)
Janis Schonauer
Indumati Sen (Incoming CO-OP Board Member)
Carol Stewart
Albin Swenson
Gordon Talbot (CO-OP Board Member, Non-JOA Member Director)
Marsha Wagner (Chair Nominating Committee, Outgoing CO-OP Board Member)
Nancy Welsh (CO-OP Board Member, Public Member)
Marcy Wilkov
Jim Wohl (Chair, Communications Committee)
Welcome our newly certified members, as of March 18, 2014

Isabel Calderon    Mars Incorporated
Jocelyn Durand    Aboriginal Affairs and Northern Development Canada
Dianne McLester Heim    Oneida Tribe of Indians of Wisconsin
William King    Virginia Commonwealth University
Irene Sae Koo    Los Angeles World Airports
Ross Thomas Morton    Southwest Florida Water Management District
Carole Moss    Brock University Students Union, Inc.
Terre Price    Federal Deposit Insurance Corporation
Anne Richards    Kennesaw State University
Colleen Struhar    San Diego Hospice
Donna Douglass Williams    M.D. Anderson Cancer Center

And, thank you to our full list of continuing Certified Ombudsman:

<table>
<thead>
<tr>
<th>Practitioner</th>
<th>Organization</th>
<th>Practitioner</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kelley Alexander</td>
<td>Georgia State University</td>
<td>Joan Elaine Engel</td>
<td>Career Concepts, Inc.</td>
</tr>
<tr>
<td>Bernard Anderson</td>
<td>Kennesaw State University</td>
<td>Linda Falkson</td>
<td>Cornell University</td>
</tr>
<tr>
<td>Evan R. Arrowsmith</td>
<td>Eaton Corporation</td>
<td>Danielle Fischer-LeBailly</td>
<td>Mars, Inc.</td>
</tr>
<tr>
<td>Bruce Auerbach</td>
<td>University of North Carolina, Charlotte</td>
<td>Wendy Friede</td>
<td>Friede Consulting Services</td>
</tr>
<tr>
<td>Kirsì Ahmavaara Aulin</td>
<td>University of California Santa Barbara</td>
<td>Mimmo Domenic Gaetano</td>
<td>Mars, Inc.</td>
</tr>
<tr>
<td>Frank R. Baskind</td>
<td>Virginia Commonwealth University</td>
<td>Dolores Gomez-Moran</td>
<td>George Mason University</td>
</tr>
<tr>
<td>Constance Bernard</td>
<td>The World Bank</td>
<td>D.A. Graham</td>
<td>DNA Consulting, INC.</td>
</tr>
<tr>
<td>Wayne Blair</td>
<td>University of North Carolina</td>
<td>Dorothy Graham</td>
<td>Kennesaw State University</td>
</tr>
<tr>
<td>Brian Bloch</td>
<td>Department of the Interior</td>
<td>Kellie S Harmon</td>
<td>University of Kansas</td>
</tr>
<tr>
<td>Lauren Bloom</td>
<td>University of California Berkeley</td>
<td>Latryce Gathing-Harris</td>
<td>The Coca-Cola Company</td>
</tr>
<tr>
<td>Terry Boudreau</td>
<td>Eaton Corporation</td>
<td>Cynthia Joyce</td>
<td>University of Iowa</td>
</tr>
<tr>
<td>Carol Breslin</td>
<td>Chevron Corporation</td>
<td>George Michael Kilpatrick</td>
<td>Metropolitan State University of Denver</td>
</tr>
<tr>
<td>R. Kenneth Brown</td>
<td>Royal Bank of Canada</td>
<td>Adam Kleinberger</td>
<td>Cornell University</td>
</tr>
<tr>
<td>Victoria Brown</td>
<td>University of Central Florida</td>
<td>Willem Kweeers</td>
<td>Mars, Inc.</td>
</tr>
<tr>
<td>Ilene Butensky Brehm</td>
<td>Eaton Corporation</td>
<td>Catherine Longlois</td>
<td>Georgetown University</td>
</tr>
<tr>
<td>Helmut Buss</td>
<td>UNDP, UNFPA, UNICEF, UNOPS</td>
<td>Sharon Lanier</td>
<td>Munroe Regional Medical Center</td>
</tr>
<tr>
<td>Karen Campbell</td>
<td>American Express</td>
<td>Andrew Larratt-Smith</td>
<td>University of California, Riverside</td>
</tr>
<tr>
<td>Kevin S. Casey</td>
<td>Texas Department of Public Safety</td>
<td>Daryl Lynn Maitland</td>
<td>Federal Deposit Insurance Corporation</td>
</tr>
<tr>
<td>J. Michael Chennault</td>
<td>University of California Irvine</td>
<td>Sana Manjeshwar</td>
<td>Alliance Bernstein</td>
</tr>
<tr>
<td>Melissa Connell</td>
<td>University of Colorado Denver</td>
<td>Jose Martinez-Aragon</td>
<td>United Nations Regional Ombudsman</td>
</tr>
<tr>
<td>Beatriz Dale</td>
<td>American Express</td>
<td>Reto Meister</td>
<td>International Committee of the Red Cross</td>
</tr>
<tr>
<td>Maria Helena Darcy de Oliveira</td>
<td>ICATUS Hartford</td>
<td>Phoebe Morgan</td>
<td>Northern Arizona University</td>
</tr>
<tr>
<td>Nancy Deering</td>
<td>Newark Public Schools</td>
<td>Jennifer Moumneh</td>
<td>University of California Irvine</td>
</tr>
<tr>
<td>Katja De Groot</td>
<td>County of Santa Clara</td>
<td>Bathabile K. S. Mthombeni</td>
<td>Columbia University</td>
</tr>
<tr>
<td>Dennis DiPlacito</td>
<td>University of California Irvine</td>
<td>Marvin Neal</td>
<td>The Coca-Cola Company</td>
</tr>
<tr>
<td>Scott M. Deyo</td>
<td>U.S. Department of Defense</td>
<td>Lisa M. Neale</td>
<td>University of Colorado Denver</td>
</tr>
<tr>
<td>Diane Deyo</td>
<td>Royal Bank of Canada</td>
<td>Pierre Niedisipacher</td>
<td>Coca-Cola Enterprises</td>
</tr>
</tbody>
</table>
Wokie Nwabueze  Princeton University
Dawn Osborne-Adams  Binghamton University
Amanda Pace  The Coca-Cola Company
Susan Kee-Young Park  University of California Davis
Laurie Patterson  Akron General Health System
Lois Petzold  International Monetary Fund
Patricia Ponce  Cal Poly San Luis Obispo
Theresa Prator  San Manuel Band of Mission Indians
Sophia Qiao  Eaton Corporation
Mauricio Ramos  Sandia National Laboratories
David Rasch  Stanford University
David Richardson  Kaiser Permanente
Mary Rowe  Massachusetts Institute of Technology
Mary Chavez Rudolph  University of Colorado Denver
Janis Schonauer  AllianceBernstein
Thomas D. Sebok  University of Colorado at Boulder
Judi Segall  Stony Brook University
Indumati Sen  International Baccalaureate
Justine Sentenne  Hydro-Quebec
John A. Simonetti  Eaton Corporation
Jennifer Graf Sims  University of Texas, Austin
Devyani Singh  Eaton Corporation
Suzy Rosen Singleton  Gallaudet University
Mary Beth Stevens  Los Alamos National Laboratory
Carol Stewart  Mount Holyoke College
Albin W. Swenson  Chevron Corporation
Noriko Tada  GUIDEA
David Talbot  The World Bank
Gordon Talbot  Federal Deposit Insurance Corporation
Lisette Thibault  Department of Canadian Heritage
Charmaine Tomczyk  Coastal Carolina University
Shreya Trivedi  University of Central Florida
Lee Twyman  Rochester Institute of Technology
Sue Vandittelli  Canadian Franchise Association
Marc Vaucher  United Nations
Marsha Wagner  Columbia University
Richard G. Wall  Chevron Corporation
Guy Weber  Transportation Security Administration
Marcy Wilkov  American Express
Theodore R. Williamson III  The Coca-Cola Company
Jim Wahl  University of Connecticut
Patricia Wynegar  Federal Deposit Insurance Corporation
Gary Yamashita  Chevron Corporation
Thomas Zgambo  World Bank Group