

# CO-OP<sup>®</sup> Annual Report

## April 2013 – March 2014

### 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup>'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<sup>®</sup> finished the year with a surplus of approximately \$7,900, making this the third year where CO-OP<sup>®</sup> has made a profit for IOA.
- Lastly, in 2013, the Founder and Inaugural President of the CO-OP<sup>®</sup> Program, Marsha Wagner, retired from her organizational ombudsman role and, consequently, from the CO-OP<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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-IOA 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

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

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

### Directory of Certified Organizational Ombudsman Practitioners

<u>Practitioner</u>	<u>Organization</u>		
		Joan Elaine Engel	Career Concepts, Inc.
Kelley Alexander	Georgia State University	Linda Falkson	Cornell University
Bernard Anderson	Kennesaw State University	Danielle Fischer-LeBailly	Mars, Inc.
Evan R. Arrowsmith	Eaton Corporation	Wendy Friede	Friede Consulting Services
Bruce Auerbach	University of North Carolina, Charlotte	Mimmo Domenic Gaetano	Mars, Inc.
Kirsi Ahmavaara Aulin	University of California Santa Barbara	Sylvia L. Powlis Garvin	Career Concepts, Inc.
Thomas W. Barnette	American Express	Dolores Gomez-Moran	George Mason University
Frank R. Baskind	Virginia Commonwealth University	D.A. Graham	DNA Consulting, INC.
Constance Bernard	The World Bank	Dorothy Graham	Kennesaw State University
Wayne Blair	University of North Carolina	Kellie S Harmon	University of Kansas
Brian Bloch	Department of the Interior	Latryce Gathing-Harris	The Coca-Cola Company
Lauren Bloom	University of California Berkeley	Cynthia Joyce	University of Iowa
Terry Boudreau	Eaton Corporation	George Michael Kilpatrick	Metropolitan State University of Denver
Carol Breslin	Chevron Corporation	Adam Kleinberger	Cornell University
R. Kenneth Brown	Royal Bank of Canada	Willem Kweens	Mars, Inc.
Victoria Brown	University of Central Florida	Catherine Langlois	Georgetown University
Ilene Butensky Brehm	Eaton Corporation	Sharon Lanier	Munroe Regional Medical Center
Helmut Buss	UNDP, UNFPA, UNICEF, UNOPS	Andrew Larratt-Smith	University of California, Riverside
Karen Campbell	American Express	Daryl Lynn Maitland	Federal Deposit Insurance Corporation
Kevin S. Casey	Texas Department of Public Safety	Sana Manjeshwar	Alliance Bernstein
J. Michael Chennault	University of California Irvine	Jose Martinez-Aragon	United Nations Regional Ombudsman
Melissa Connell	University of Colorado Denver	Reto Meister	International Committee of the Red Cross
Beatriz Dale	American Express	Phoebe Morgan	Northern Arizona University
Maria Helena Darcy de Oliveira	ICATU Hartford	Jennifer Mounneh	University of California Irvine
Nancy Deering	Newark Public Schools	Bathabile K. S. Mthombeni	Columbia University
Katja De Groot	County of Santa Clara	Marvin Neal	The Coca-Cola Company
Dennis DiPlacito	University of California Irvine	Lisa M. Neale	University of Colorado Denver
Scott M. Deyo	U.S. Department of Defense	Pierre Niedlispacher	Coca-Cola Enterprises
Diane Dorion	Royal Bank of Canada		

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 Wohl	University of Connecticut
Patricia Wynegar	Federal Deposit Insurance Corporation
Gary Yamashita	Chevron Corporation
Thomas Zgambo	World Bank Group

