

Retaining Effective Ombudsman Volunteers

**Volunteer Coordinator's Conference Call
June 20, 2006**

AGENDA

- I. Welcome and Introductions (5 minutes)**
- II. Ombudsman Compendium Chapter on Retention (5 minutes)**
 - Julie Meashey, Ombudsman Specialist, NORC - brief overview of project & Retention Chapter
 - Key concepts: On-going support, recognition, assessment, & supervision
- III. Providing On-going Support (20 minutes)**
 - **Mentoring** - Laura Smith, Ombudsman Volunteer Coordinator, Salt Lake County, Utah
 - **Discussion Groups** - Ken Meyer, East End Coordinator, LTC Ombuds Service Program of Suffolk County, NY & Jim Gallacher, Ombudsman Volunteer, Suffolk County, NY
- IV. Recognition Concepts (25 minutes)**
 - **Rules for Recognition** - John Willis, Texas State Ombudsman & Cheryl Cordell, Texas Department on Aging
 - **Beyond the Basics of Recognition** - Kellie Miller, Volunteer Ombudsman Director, Wisconsin Board on Aging & LTC
- V. Assessment & Supervision (15 minutes)**
 - **Career Ladders & Assessment** - Laura Smith, Ombudsman Volunteer Coordinator, Salt Lake County, Utah
- VI. Questions (20 minutes)**
- VII. Wrap-Up**