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 Ombudservice 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