

MC-709
Box 36
Folder 20

The Ombudsman Association Board
of Directors agendas

1992-1993

Revised Tentative Agenda
The Ombudsman Association Annual Conference
May 11 - 13, 1992
Cincinnati, Ohio

MONDAY, MAY 11, 1992

10:00 Tour of GE

Noon TOA Board Meeting

3:30 - 5:30 Orientation for new members
 Dawn L. Duquet

5:30 - 6:00 TOA Annual Meeting

6:00 - 7:30 Reception

TUESDAY, MAY 12, 1992

8:30 - 9:00 Continental breakfast

9:00 - 9:15 Welcome
 Vince Riley

9:15 - 9:30 Host's Welcome -- GE Representative

9:30 - 10:15 Crystal Ball (Mary Rowe)

10:30 Panel Discussion
 Role of Ombudsman in Organizations Undergoing Change
 Toni Robinson, Social Security, chair

Panelists (invited):

-- Government (Bill Rogers, Social Security)
-- Industry (Jan Newcomb, McDonnell Douglas)
-- Health (Ella Thurman, University Hospitals)
-- Client (Walter Mullins, Dime Savings)
-- Education (Kitty Uetz, Univ of Cincinnati)
-- Utilities (Diane Kawashima, Pacific Bell)

Noon

Lunch

TUESDAY, MAY 12, 1992

1:00 - 2:15 -- Workshops

- Letting People Know Who You Are and What You Do
(Dave Nassef, Pitney Bowes)
- Everything You Want and Need To Know About Operating
An Ombudsman's Office (Virg Marti, retired ombudsman,
McDonnell Douglas)
- Maintaining Confidentiality -- How Would You Do It?
(Lewis Redding, MIT Lincoln Laboratory)

2:30 - 3:30 Workforce Diversity -- Smoothing Bumps in The Road
(Carole Trocchio, Southland Corporation; Mary Rowe,
Massachusetts Institute of Technology)

*Rowe &
CROSSUM*

3:45 - 4:30 Your Agenda -- General Question and Answer Session
(Moderator: Mary G. Simon, ombudsperson, AT&T)

EVENING AND DINNER OPEN -- but organized
(hosted by officers?)

9 pm. Hospitality Suite

WEDNESDAY, MAY 13, 1992

8:15 - 9:00 Buffet Breakfast

9:00 - 10:15 Repeat Workshops

10:30 - 11:30 Plight of the Whistleblower (TENTATIVE)

11:30 - 12:00 Summary, introductions, close

Noon Adjourn

12:30 TOA Board Meeting and Lunch

2:00 p.m. Adjourn

AGENDA
TOA Board of Directors
September 15, 1992

1. Call Meeting to Order

Minutes of the Board of Directors meetings of May 11, 1992 and May 13, 1992 have already been distributed and are to be approved.

2. Report of Executive Officer Gene Herbert
a) 1992 Conference
b) Association Finances
c) Membership
3. Ombudsman 101 Vince Riley
(Note: Final Accounting is attached)
4. 1993 Conference Tom Bolden
5. 1994 Conference Lou Garcia
(Site selection - see attached preference sheet)
6. Resignation of Gene Herbert as Executive Officer Lou Garcia
7. Reports: Tom Furtado
a) Communications Committee Mary Rowe
b) Research Committee
c) Wall Street Journal article (copy attached) Lou Garcia
d) The "Working Woman" Debacle Vince Riley
8. Miscellaneous business



Department of Distinctive Collections
Massachusetts Institute of Technology
77 Massachusetts Avenue
Cambridge, MA 02139-4307
libraries.mit.edu



The remaining contents of this folder have been redacted.

If you would like to see the full folder, please email the

Department of Distinctive Collections at

distinctive-collections@mit.edu