



United States Ombudsman Association

38th Annual Conference

The 21st Century Ombudsman: Big Challenges, Bigger Opportunities

Pre-Conference: October 2 and 3, 2017 ----- Conference: October 4, 5, and 6, 2017

SAN ANTONIO, TEXAS
DRURY PLAZA HOTEL, SAN ANTONIO RIVERWALK

Go to www.usombudsman.org
FOR USOA CONFERENCE INFORMATION AND ONLINE REGISTRATION
Pre-Conference, Conference and Single-Day Registration Options!

Please contact the USOA Business office at usoa@assocserv.com if you have any questions or need assistance with registration.



We are pleased to invite you to join us at our 38th Annual Conference in the beautiful and historic city of San Antonio, Texas. This year's conference will be held October 4-6, 2017, at the Drury Plaza Hotel, San Antonio Riverwalk, with full day pre-conference workshops on October 2 and 3.

Everything is bigger in Texas so it is only fitting that our conference theme embrace the big challenges and bigger opportunities modern ombudsmen are facing. This conference will offer attendees ideas and tools for making changes, addressing difficulties, and capitalizing on opportunities. We believe you will find the conference sessions educational and invigorating. The conference also provides attendees with opportunities to network with peers who have similar jurisdictions and responsibilities for moral support and information sharing.

The annual conference will be preceded by two pre-conference workshops on October 2 and 3. The popular two-day New Ombudsman Training will be offered with instructors who are experienced ombudsmen from both legislative and executive branch offices. And because it received rave reviews last year, we will again be offering the pre-conference workshop entitled, "Dealing with Unreasonable Complainant Conduct." This popular and world-renowned one-day workshop will provide participants with specific strategies and skills to effectively and confidently deal with unreasonable complainant conduct (UCC) that can consume up an inordinate amount of an agency's time and resources. It is designed for staff who come into contact with, or respond to, complainants or customers who display unreasonable conduct, as well as supervisors and senior management responsible for setting complaint handling policy. This one-day workshop will be offered two days due to anticipated demand; you can attend on either Monday, October 2, or Tuesday, October 3. Each day has a 40-attendee limit so register early!

We are confident you will find the conference educational and exciting, make new and renew old friendships, and enjoy the sights and sounds of San Antonio!

Please don't hesitate to contact us if you have any questions. See you in October!

USOA Conference Planning Co-chairs

Gerald R. Papica

615-532-1572

gerald.papica@tn.gov

Kristie Hirschman

515-281-3592

kristie.hirschman@legis.iowa.gov