



## Call for Conference Speakers

### United States Ombudsman Association's 42<sup>nd</sup> Annual Conference *Ombudsman: A Stone of Hope*

#### USOA

The [United States Ombudsman Association \(USOA\)](#) is a national organization for public sector ombudsman professionals. Founded in 1977, USOA is North America's oldest national ombudsman association with members from ombudsman offices in local, state, and federal governments, and affiliated agencies. The USOA has a long-held tradition of using the annual conference as a platform for innovation and information sharing in the field of ombudsman work. The delivery of subject matter based workshops at the annual conference is a key element of fulfilling USOA's purpose to foster professional development of public sector ombudsman offices throughout the US.

The USOA Conference Planning Committee is seeking speakers interested in sharing their knowledge and experience relevant to the public sector ombudsman profession to present at its 42<sup>nd</sup> annual conference. This year's theme is ***Ombudsman: A Stone of Hope***.

Please read the information for this request for proposals (RFP) process thoroughly as it provides important information and instructions for submitting workshop proposals.

#### AT-A-GLANCE

- Conference Dates: September 13-15, 2023
- Location: The Westin Atlanta Perimeter North (7 Concourse Parkway NE, Atlanta, Georgia 30328)
- All conference sessions will be held in person
- Proposals Due: April 24, 2023 11:59 PM PT vial the online form:  
<https://www.surveymonkey.com/r/USOA2023ATL>

#### PROPOSALS

Presentations should provide conference attendees offerings that support professional growth from many perspectives. Presentations that reach beyond technical issues to shared experiences, case studies, successes and failures, and insights into professional and emerging issues are encouraged.

Example topics for speaker proposals- but don't let this limit your creativity:

- Understanding the role of ombudsman in promoting and advancing equitable fairness and systemic change

- Case/workload management
- Early resolution strategies
- Skills and tools for day-to day ombudsman work
- Strategies for overcoming resistance and inertia
- Compassion fatigue and boundaries
- Data management and reporting
- New/unconventional ways you/your organization are increasing capacity in challenging circumstances (i.e., staff shortages, increase in contacts from the public)
- Building equitable and inclusive responses and services
- Communication- writing to report findings and recommendations (formal and informal)
- Incorporating feedback from people with lived experience in program and practice development
- Case studies that teach and inspire
- Working with the media
- Peer support and wellness
- Investigating administrative agencies; administrative fairness in practice
- Diversity, Equity, and Inclusion
- Strategic planning for ombudsman offices

## INSTRUCTIONS FOR SUBMITTING A PROPOSAL

This is only an information sheet, proposals **MUST** be submitted [via the online form](#). Please review the list below of information needed to complete the proposal submission.

- Presentation Title
- Speaker Info
  - Primary Speaker: Name, Agency, Job Title, Address, Phone and Email Address
  - If applicable- Presenter 2 Info
  - Speaker Bio/s (*Max 200 Words*)
- Panel Presentations- panel discussions are limited to up to four panelists
  - Panelists full name, agency and email
  - Panelist Bios (*Max 100 Words*)
- Session Description (*Max 200 words*)
- Learning Objectives
 

*Learning objectives are statements that specify what attendees will know or be able to do as a result of attending the session. Usually expressed as knowledge, skills or attitudes.*

  - Objective 1
  - Objective 2
  - Objective 3
- Proposed Session Length: 60 minutes, 90 minutes, 120 minutes or other
  - Presentations should make sure to build in sufficient time for audience questions and engagement.

- If other, please specify
- Additional information for the committee to consider  
*(i.e., compensation requirements, accessibility accommodations, notes on presentation format, technical or A/V requirements, etc.)*
  - The USOA works with a limited budget to pay for speakers. If you require payment in order to present the proposed session, please indicate the fees. If not noted via this proposal form, it is assumed that fees will not be requested or required.
  - USOA will provide a projector, screen, microphone and laptop. Please list additional audiovisual (A/V) needs.
- Acknowledgement of guidelines and expectations:
  - *By submitting this proposal, I certify all the information provided is correct and I have the legal authority to present this information. I also authorize the USOA to use this proposal and all information contained herein for the purposes of review and consideration for the 2023 Annual Conference.*

## **SPEAKER SELECTION**

The USOA conference planning committee will consider the following:

- Relevance and timeliness: Whether the information is practical for its intended audience and has broad applicability to the field
- Context of the issues, including real-world examples and stories
- Speaker experience: subject matter knowledge and area of expertise
- Incorporation of the conference theme
- USOA is committed to equity and inclusion. We strongly encourage proposals that reflect the full spectrum of our communities
- Speaker fees and A/V needs

## **GENERAL GUIDELINES AND EXPECTATIONS**

- Presenters are expected to be knowledgeable of the role and operations of governmental ombudsman at the local, state and federal level in the United States.
- Presentations shall not include any overt solicitation on behalf of any individual, vendor, product or commercial activity.
- Presentations must be factual in content and copyright permissions must be in place before submitting.
- Presenters are expected to submit a copy of their presentation slides and relevant resources to share with participants prior to the event. These materials will be shared with attendees electronically via a conference app. Speakers will be notified of the deadline to submit these items.

- Presenters will provide headshot and bio for promotional purposes (digital display, printed material, email announcements, etc.)
- Presenters shall acknowledge their availability to speak during any of the conference dates and will not request to change assigned time frame, if selected.
- Presenters will work closely with organizers before the event to meet all deadlines.

#### **ADDITIONAL INFORMATION**

- If your proposal is accepted, presenters will receive a discounted conference registration fee. Presenters are expected to cover conference travel and lodging expenses. A group rate at the Westin Perimeter North will be available for conference presenters and attendees. Exceptions may be requested and evaluated on a case-by-case basis.

Proposal applicants are encouraged to contact the USOA Conferences and Trainings Director with any questions about the process, the conference, and any other related questions.

**Carolyn Bryant**  
USOA Director, Conferences and Training  
[carolyn.bryant@state.mn.us](mailto:carolyn.bryant@state.mn.us) or 651-248-3902

**Proposals Due: April 24, 2023**

**Proposal Submission Form:** <https://www.surveymonkey.com/r/USOA2023ATL>

**Thank you for your interest in becoming a speaker at USOA's 42<sup>nd</sup> Annual Conference!**