

The Resurgence Project New Ombudsman Initiative for the Model Counties created by Louise Anthony, PKTF Affiliate Director: A Six-Month Project

Overview of the Conflict Resolution Ideas for possible Ombudsmen Interns (Ombuds Interns):

Purpose: To assist in conflict resolution for Assembly Officials and Officers building at the county and state levels. This initiative will run for six months.

Two Goals: 1. To provide real time training in skills for Ombudsman Service by making recommendation to Assembly Officials/Officers so that they can resolve their conflicts. To learn not to become involved in counseling, but directing resources that other may self-govern and resolve their own conflicts. 2. To afford the Model Counties an opportunity to work through conflict and keep the assembly moving forward.

Participants: Volunteers from the International Ombudsman Think Tank (IO Think Tank) and Officers from the currently identified Model Counties, plus other Counties who are assembling, Officers of State Assemblies

Requirements: For the Ombuds Interns: The ability to hold all conflicts in total confidentiality, ability to draw the solution out of the Officials/Officers with direct questions. For the Model Counties Official and Officers: Sincere desire to find reconciliation/resolutions and willingness to compromise for the greater good and willingness to open clear communications being aware of self-governance.

Why do we need this Ombudsman Initiative?

What is a peacekeeper? One who self-governs, learned in self-mastery, and one who commits to keep his own behavior under control at all times.

Louise Anthony, PKTF Affiliate Director, is proposing this “Ombudsman Initiative” to facilitate the development of peace promoting skills in conflict resolution in every elected assembly public official and assembly officers, at primarily the county level but at the state level as well.

All four County Organizers selected for this initiative have shared some conflict that has been challenging for their assemblies. This pilot project’s goal is to help the assemblies to resolve conflicts and move forward building and moving forward. The initiative will allow us to see ways we may need to improve skills to integrate and preempt expected conflict.

Message from Louise to the four Model Counties:

How we will start is with these four Model County Assemblies know about the availability of the Ombuds Intern Service that will be available to your County and State Assembly. We will give you a example of a complaint so that you will know how to actually move through this process with the Ombuds Interns. You will learn how to: write an effective request, what language to use, and what needs to be redacted. Anyone on the four County Assemblies can participate in this first pilot. But know this service is an offer to elected public officials and officers to resolve conflicts and they are one of the parties involved in the controversy. We

will pilot the initiative for 6 months from the start date. During and after this initiative we will assess questioning the projects viability and effectiveness before deciding if this project is worthy in operation to continue to build-out.

The Resurgence Project's "Ombuds Initiative" for building strong Assemblies -- The How To . . .

1. PKTF Administrators Create an Ombudsman email address: ombudsmanservice2025@proton.me

- Access to this email will be Louise Anthony and Joe Hayes, the administrators, who have privileges to change the password, which will be done randomly for security purposes.
- A call for volunteers will be given to all who attend the International Ombudsman Think Tank, offering the opportunity to participate as an Ombudsman Intern to work in this six-month initiative. If you wish to volunteer contact Debra-Ann Garcia Wagner on Michigan, the host for the IO Think Tank: debra.garciawagner@protonmail.com
- Volunteer names will be submitted to Joe Hayes and Louise Anthony by Debra-Ann GW.

2. Work flow outlined:

- When a request is sent to the ombudsmanservice2025@proton.me the administrators will be looking for a subject line that reads, "OMBUDS SERVICE REQUEST."
- The administrators (Louise and Joe) will not open or read the message. They will send a message from .pktf.us to three volunteer Ombuds Interns with the subject line that reads "Request for Service."
- When an Ombuds Intern receives an email from .pktf.us the Intern will be given access to the email, receiving the email address and a password to access. It stays on the original the email site, no forwarding it to oneself, and all the information must remain confidential, shared with no one. Once the Intern opens the email they will create a record, noting the time and date and if they chose to work on this request. The Intern will then send an email of acceptance to Debra-Ann: debra.garciawagner@protonmail.com, cc-ing both Louise and Joe, with the email address(es), date and time the email(s) were opened to service it, this and nothing more.
- Debra-Ann's only job is to track when each email was accepted for service and when the conflict is resolved. The only other job is to be available to the Ombuds Intern, only for life threatening situations, or extreme need.
- No email leaves the portal to be forwarded to anyone – not by the Ombuds Intern, Joe or Louise. Debra-Ann will not have login access (to keep her most protected).

3. Work flow details from Louise:

When we, Joe and Louise, see an "OMBUDS SERVICE REQUEST" has been submitted, one of us will send an email from our .pktf.us email address to three Ombuds Interns on the list with the subject line of "Request

for Service” and a login password to login to ombudsmanservice2025@proton.me email address. Neither Joe nor Louise will open any of these emails. What we will do is login every day to read the subject lines. If we see the subject line that says, OMBUDS SERVICE REQUEST, we make a written record of the email address, date and time and send off a “Request for Service” to three people on the list that Debra-Ann gave us. In our email to them, all we will have is the email address that we saw in the portal with subject line “OMBUDS SERVICE REQUEST,” and a login password.

The Ombuds Interns on this list cannot discuss or divulge anything regarding their communications during this Internship period to anyone except Debra-Ann but only, on a need-to-know basis such as life threats or extreme matters like that. They can open any and all emails in the portal and choose any one they want to advise on up to 3 emails. In this sense, the Ombuds Interns are advising on what steps to take that they think would be effective to resolve the conflict.

4. For the submitter:

- Ombuds service request email needs to say in subject line: OMBUDS SERVICE REQUEST (all caps).
- You will state in the body of the email (no attachments-the email will be more secure and easier to track if all communication is written in the body of the email) what your conflict is in discreet and self-governing terms.

In the body of the email as “How Do I Resolve This?”

Identify parties and places something like this as an idea:

- Yourself as “I”
- Transgressor 1, Transgressor 2, so on
- Witness 1, Witness 2, so on
- Bystander 1, Bystander 2, so on
- Location 1, Location 2, so on

Describe the conflict as clearly as you can, in a chronological order of the events. Do not send any attachments for evidence. As a matter of fact, don’t send any evidence. If you want, you can copy and paste screenshots into the body of the email but screenshots cannot have any names of people or places or office titles. That kind of identifying information must be redacted. The screenshot needs to show dates and times.

- Once you have been contacted by an Intern, you, the Assembly Official/Officer, will reply back within 24-72 hours with any questions they may have sought clarification.
- The Assembly Official and Ombuds Intern may communicate back and forth with any of the three Ombuds Interns until you fully understand the Ombuds Interns proposed steps. The Assembly Official/Officer will work to resolve his/her conflict.

- Once resolved, you will email a final email to each one of Ombuds Interns with the subject line that says: “CONFLICT RESOLVED” with any final words of thanks or insights for improvement for the Intern is welcomed too.
- The goal is for the Assembly officers to resolve their conflicts in 1-3 months
- If at the end of 3 months the issue is still not resolved, the Submitter sends email to Ombuds Intern(s) with subject line – “CONFLICT NOT RESOLVED.” This feedback will serve to measure how effective the current design of the Ombuds service process is. The Submitter can still continue to utilize the Ombuds service for as long as is desired.

5. For the Ombuds Intern:

- Login and find 1-3 complaints to which he/she wants to provide his/her proposed steps to a resolution. Send an email to Debra-Ann, cc Joe and Louise, that you have opened a case, state the email address(es), date and time you opened an email to service it. That’s all. Debra-Ann will keep track of how many Interns are handling each complaint received. Preferably, we want one complaint to receive three service responses from three separate Ombuds Interns.
- The Ombuds Interns will not act as counselors. The Ombuds Intern do not counsel the Assembly Official/Officer on how to do anything. You just provide your steps to the resolution and answer questions for clarification. The Intern may need to reiterate this to the Assembly Official/Officer; once the interaction appears to place him/her in a counseling position.
- The Ombuds Intern will email Debra-Ann in the subject line “CONFLICT RESOLVED” for her tracking and reporting purposes. Nothing more in the body of the email. No sharing of what the Assembly officer may have told the Ombuds Intern in their final words. Not here. Not now. Save that to share during Ombuds training settings, if you want to provide that feedback.
- In Interns email, he/she will also log the times and dates from when he/she opened the case and time and date for every reply given, and final log of final date and time he/she received “CONFLICT RESOLVED.”
- If at the end of 3 months and Intern does not receive a “CONFLICT RESOLVED” email back from the Submitter, Ombuds Intern(s) will email Debra Ann - debra.garciawagner@protonmail.com - with subject line – “CONFLICT PENDING.” This feedback will serve to measure how effective the current design of the Ombuds service process is. If reach the 6-month mark with no feedback, the Intern can then close the case without sending another email to Debra Ann.
- Repeated: No email leaves the portal to be forwarded to anyone – not by the Ombuds Intern, Joe or Louise. Debra-Ann will not have login access (to keep her most protected).