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**Anchorage Office Now in Legislative Office Building, Benson Boulevard**

Last year, we developed a strategic plan that included the goal: *The Alaska State Ombudsman provides welcoming, accessible, and safe environments for people to come for help with their problems.* Our old offices presented serious security and accessibility issues, so we committed to find safer and more welcoming offices.

In Juneau we moved to great space at 130 Seward Street last fall and we are saving \$15,000/year on rental expenses. This summer, the Legislative Council offered us the opportunity to co-locate with the Anchorage legislative offices. While there is still work to be done to remodel our permanent space, we went ahead and moved in because the Legislative Office Building offers greater access and security — and substantial savings on rent.

Come visit us in our new location: 1500 West Benson Boulevard, second floor (follow the signs to find our suite).

**First Annual Ombudsman Day, October 11**

The American Bar Association has designated October 11 as *Ombudsman Day*, a day to celebrate and educate about all the different roles and services that ombuds provide. Alaska's ombuds are hosting a **free** community information and resource event in Anchorage, joining Ombudsman Day events nationwide.

**OMBUDS DAY** The Alaska State Ombudsman, Anchorage Municipal Ombudsman, and the Alaska Long-Term Care Ombudsman are hosting *Connecting the Dots: Solving Your Complaints about Government, Business, and More* at the Loussac Library, 3600 Denali Street in Anchorage on Thursday October 11, noon–4:30 p.m. This is a free event and everyone is welcome.

We will be joined by the Alaska State Human Rights Commission, UAA Student Ombudsman, Consumer Protection Unit from the Department of Law, Alaska Legal Services, Disability Law Center, Alaska State Association for Guardianship and Advocacy, Child Support Services, Office of Children's Services, and others. Alaskans who need help with problems with state or city government, child support, housing, discrimination, disability issues, assisted living and nursing home care, or other issues can come and talk with complaint resolution professionals, get information and resources, and make formal complaints where appropriate.

**Fall Outreach**

We are committed to ensuring that *Alaskans are aware of the role, work, and value of the Alaska State Ombudsman.* We have steadily increased outreach efforts over the past year, connecting with folks in their home communities and through local libraries and resource providers.

We were excited to be invited to present about the Alaska State Ombudsman at the First Alaskans Social Justice Summit in Juneau September 24-25. Our staff also learned from participants how our services and those of state agencies can be more accessible, inclusive, and responsive to all Alaskans.

Being an exhibitor at the Alaska Federation of Natives Convention last year was such an amazing opportunity to connect with people from all over Alaska — we're hoping to see lots of new and familiar faces this year, too. Look for us in the exhibitor hall and pick up some of our new problem-solving goodies while you're there, October 18-20 at the Dena'ina Center in Anchorage.



Assistant Ombudsman Jennifer Christensen has worked for the past year planning a professional development event focused on sharpening investigatory skills and tools. This event is a cornerstone of efforts to achieve our strategic plan goal: *The Alaska State Ombudsman is a source of expertise and technical assistance on complaint resolution policies and procedures.* The Ontario Ombudsman, internationally recognized for its ombuds services and continuing education programs, will be in Anchorage this month to provide an intensive two-day training. The entire Alaska State Ombudsman staff will receive this training. We are also providing the training at no cost to our colleagues from the Anchorage, UAA, and long-term care ombudsman offices and the Office of Victim's Rights, the Alaska State Human Rights Commission and Anchorage Equal Rights Commission, Department of Corrections standards officers, State of Alaska Equal Employment Opportunity staff, state agency ADA coordinators, and others. Sharing this kind of education will strengthen professional investigation standards and support collaborative relationships across sectors.

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