

Training Tips and Updates – Command Rosters 28 April 2023

OPNAVINST 1750.1G CH-2, f. (5), *Navy Family Ombudsman Program*, states that commanders and commanding officers shall ensure that the command ombudsman receives a regularly updated command roster to include inbound personnel and families. This is not optional. Command members and their family's information must be included on the roster. Without this information, ombudsmen are unable to fulfill their assigned role, meaning that both the command and the command families will not receive the expected support. Ombudsman duties include "providing communications, outreach, resource referral, information, and advocacy to and for command families."

The Volunteer Agreement, DD Form 2793, gives ombudsmen permission to have access to the privacy information contained on a roster, per OPNAVINST 5380.1D, *Acceptance and Use of Voluntary Services in the Navy* and 5 U.S.C. §552a. The individuals listed on the roster do not need to give consent for the release of this information on the roster when the ombudsman is acting in an official capacity. Ombudsmen receive training in Ombudsman Basic Training (eOBT/OBT) on how to handle and protect the PII they have in their possession. The CO is responsible for selecting an ombudsman who is trustworthy and will honor this responsibility.

Effective immediately, commands may use the Navy Family Accountability and Assessment System (NFAAS) recall roster as a command roster for their ombudsman via the Command Representative (COR) at each command. This report has all the required information needed for an ombudsman to effectively contact command families. This capability will strengthen the command's ability to provide regularly updated command rosters and improve command communications with command families regarding official command information and family readiness and community resources especially in an event of a command crisis or emergency; thereby enhancing family resiliency. Ombudsmen should reach out to their command POC for support in receiving this roster. Remember this roster is protected by controlled unclassified information (CUI) guidelines and requires proper handling and storage of personal identifiable information (PII).

CNIC Ombudsman Program Team