



Navy Family Ombudsman Program Commander's Guide



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The Ombudsman Program Commander's Guide is provided for your information as a service of the CNIC Fleet and Family Support Program. For further information and resources, contact your local Fleet and Family Support Center Ombudsman Coordinator or region Reserve Component Command (RCC) Warrior and Family Support Specialist.

Program Basics

The Importance of Ombudsmen to Commands

The intent of the Navy Family Ombudsman Program is to improve mission readiness through improved family readiness. Ombudsmen provide communications, outreach, resource referrals, information and advocacy to and for command families. These services benefit:

- **Command mission.** Service members can better focus on mission readiness and their responsibilities when they know their families have a reliable safety net. This leads to improved job performance and improved operational readiness.
- **Military lifestyle/Sailor retention.** The services an ombudsman provides help ensure that families have the information necessary to meet the challenges of a military lifestyle. Reducing stressors and promoting resiliency can influence the service member's decision to remain in the Navy.
- **Quality of life.** The Ombudsman Program supports the Navy's philosophy of "taking care of its own." Giving service members and their families access to an ombudsman who can offer information and support is essential and exemplifies the Navy's core values and philosophy.

The Origin of the Ombudsman Program

On Sept. 14, 1970, Adm. Elmo R. Zumwalt Jr., the Chief of Naval Operations (CNO), issued Z-gram 24 (the 24th directive issued during his term as CNO), which established the Navy Family Ombudsman Program.

Commanding Officer's Responsibilities

Commanders and commanding officers (COs) execute the Ombudsman Program as required by OPNAVINST 1750.1G CH-2, *Navy Family Ombudsman Program*. Program management requires ongoing support, collaboration and communication with the command ombudsman. The ombudsman must have adequate equipment, materials and assistance to carry out her/his defined responsibilities and be kept up to date on command issues of interest to families.

In accordance with OPNAVINST 1750.1G CH-2, the CO's responsibilities include, but are not limited to:

- Appointing an adequate number of ombudsmen.
- Determining the ombudsman's specific roles and responsibilities.
- Providing the Ombudsman with a current Command Roster, including family member contact information.
- Assigning a command point of contact (POC) – usually the command master chief/chief of the boat (CMC/COB) or executive officer (XO) – for the ombudsman and determining which issues will be handled by the POC or the CO.
- Managing the Ombudsman Program. This includes funding, communicating with the ombudsman, ensuring mandated reporting (reportables) and ensuring that the program can be used effectively by command families.
- Attending ombudsman assembly meetings with the ombudsman.

The Ombudsman's Role

The roles and responsibilities of the ombudsman may vary from command to command. The CO defines the ombudsman's role and, with input from the command support team, determines how these functions will be accomplished. The Ombudsman Program should be tailored to meet the needs of each command. The ombudsman's standard responsibilities include, but are not limited to:

- Serving as a liaison between the command and command families.
- Keeping the command informed regarding the overall health, morale and welfare of command families.
- Regularly communicating with family members and distributing information between the command and family members.
- Providing information and referral to help command families with issues or concerns.
- Establishing and maintaining a current telephone tree/email discussion group or using the Careline to distribute and gather information.
- Creating a command-approved monthly or quarterly newsletter, or contributing to a command-approved column in appropriate command-sponsored publications.
- Representing the command at ombudsman assembly meetings.
- Maintaining accurate records on the performance of ombudsman duties.

Note: *Ombudsmen are taught to recognize, refer and report (as required). Ombudsmen are not expected to know the answer to every question. The subject matter expert at the appropriate resource will answer specific questions and provide guidance as needed.*

Ombudsmen should not:

- Transport people in their privately owned vehicles.
- Provide child care.
- Lend money.
- Allow people in need of services to stay with them in their home.
- Hold an office or leadership position in the Family Readiness Group (FRG).
- Coordinate command-sanctioned homecoming activities.
- Do for command families what they must learn to do for themselves.

The Ombudsman's Role in Crisis and Disaster Response Plans

Include ombudsmen in all disaster-preparedness plans and in disaster-preparedness exercises. The ombudsman is often the first person contacted by affected family members during an emergency or disaster. Ombudsmen should have a role in the establishment of emergency family assistance centers (EFAC) or community support centers. All ombudsmen should be included in disaster preparedness exercises.

The CO should:

- Provide explicit guidance on the policies and the expectations of the ombudsman during a crisis.
- Inform the ombudsman immediately and provide updates in the event of a command crisis or emergency.

Ombudsmen responsibilities before, during and after a crisis may include:

- Encouraging families to update contact information with the Navy Family Accountability and Assessment System (NFAAS).
- Educating Sailors and families on emergency/disaster preparedness.
- Serving as the POC for affected family members. Families may be instructed to contact the ombudsman once they have arrived at a safe location.
- Recording contact information to help the command keep track of the locations of command families.
- Identifying affected families during a crisis. With a current command roster, the ombudsman can search for affected families by ZIP code.
- Providing accurate information and updates between the command and the command families.
- Ensuring that command families have reliable sources of information and referral.
- Answering information or crisis phone lines.
- Staffing the Emergency Family Assistance Center (EFAC) and/or community support centers.
- Supporting Sailors and families during the recovery phase.

Ombudsmen should:

- Assist others as much as possible but should not put themselves or their families at risk.
- Seek assistance from other ombudsmen via the FFSC Ombudsman Coordinator or the ombudsman assembly chair if an emergency affects them personally.

Ombudsman Code of Ethics

Ombudsmen must adhere to a strict code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program. Confidential information is sensitive information about a Sailor or family member that is kept within the CO's designated network of those who have a need to know.

The Ombudsman Code of Ethics is the essential foundation upon which an ombudsman's credibility is established and maintained.

The Ombudsman Code of Ethics states that ombudsmen must:

- Maintain confidentiality.
- Support the command's mission.
- Work within the chain of command.
- Maintain the highest standards of professionalism.

Reportables (Non-Confidential Information)

Confidentiality does not mean that the ombudsman keeps all information from the CO or those who have a need to know. Issues that the ombudsman must report to the CO and/or Navy and state entities are called "reportable" information.

All Department of Navy (DON) personnel, including ombudsmen, are mandated reporters (with the exceptions of chaplains and attorneys, who have privileged communication). This includes command leadership, child and youth services staff, security personnel, social workers, educators and health care professionals.

OPNAVINST 1750.1G CH-2 requires ombudsmen to report the following situations:

- All suspected or known child abuse/neglect.
- Alleged domestic abuse.
- Suspected or potential homicides, violence or life-endangering situations.
- All suspected or potential suicidal risks.
- All alleged sexual assaults.
- Other issues identified by the CO as reportable.

Allegations of domestic abuse or child abuse must be reported to the CO and the Fleet and Family Support Center (FFSC) Family Advocacy Program (FAP). Allegations of sexual assault must be reported to the CO and the Sexual Assault Response Coordinator (SARC).

Note: The CO/POC may be required to notify FAP or the SARC. Ombudsmen will also make these calls, even if it results in a duplication of effort.

COs may instruct ombudsmen to report other situations to them, out of concern for the welfare of the command's Sailors and families. These issues should include those that affect a Sailor's ability to do his or her job. These may include:

- Financial problems.
- Serious health concerns.
- Severe marital or family discord.
- Housing or other installation problems.

The safety and well-being of an individual takes precedence over one's right to confidentiality. If the ombudsman believes that the life, health or safety of an individual is in imminent danger, the ombudsman is required to report the situation immediately. Ombudsmen should call 911 or base security.

Reporting Options

As of August 2007, adult victims of domestic abuse incidents have two reporting options.

- **Restricted Reporting.** A Restricted Report can only be received by a FAP clinician, victim advocate or health care provider, who can then offer a Restricted Report as an option. (If the report is made to anyone else, including an ombudsman, the report becomes Unrestricted.) A Restricted Report allows an adult victim to seek medical services and counseling and access other resources without involving the command or security in the incident. FAP and health care personnel will discuss the benefits and limitations of a Restricted Report with the victim so he/she can make an informed decision. The victim can use advocacy and counseling services to explore their options and can take their time deciding when or whether they want to involve others. A victim always has the option to change a Restricted Report to an Unrestricted Report.

Note: *When a reportable situation is disclosed to an ombudsman, a Restricted Report is no longer an option.*

- **Unrestricted Reporting.** An Unrestricted Report may be made to security, an ombudsman or the service member's chain of command and may be followed by administrative action.

Ombudsmen are part of the command support team (CST); therefore, once an adult victim reports an incident of spousal/intimate partner abuse to an ombudsman, there is no longer the option for a Restricted Report. In many cases, the victim begins by discussing their dissatisfaction with the relationship or alludes to a "big fight" without going into specifics about the incident. The ombudsman is responsible for informing the alleged victim of their mandate to report abuse. When possible, the ombudsman should attempt to help the victim limit disclosure and encourage them to call FAP to report the incident. This will allow the victim to retain the option for a Restricted Report. If the victim proceeds to disclose, the ombudsman should inform the service member or family member that they are required to report the allegation of abuse.

Victims of domestic abuse who want to pursue an official command or criminal investigation of an incident should use current reporting channels (chain of command, FAP or law enforcement). Victim advocacy services and FAP clinical services will be offered to the victim and, at the victim's request, any forensic medical examination deemed appropriate will be performed.

When notified about reportable issues or life-endangering situations, the ombudsman should act immediately. The ombudsman should report to the CO or his/her designee, and to the respective agency or law enforcement.

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Program Structure and Key Players

Chief of Naval Operations	Appoints Ombudsmen-at-Large, who advise the CNO and MCPON on issues affecting Sailors and families.
Commander, Navy Installations Command	Maintains policy, establishes procedures and implements the Ombudsman Program by providing training and maintaining an automated data collection system.
Region/Base Commander	Establishes Region Ombudsman Advisory Boards (ROAB) to advise on issues related to the Ombudsman Program. Sponsors the Ombudsman Assembly to provide ongoing training and assistance.
Commanders and Commanding Officers	Execute the Ombudsman Program per the OPNAVINST 1750.1G CH-2.
Fleet and Family Support Center Ombudsman Coordinator	Provides support services to the local Ombudsman Program. Coordinates training and serves as a resource to commands for ombudsman recognition and appreciation.
Command Support Team	Includes the CO, XO, CMC/COB, chaplain, their spouses and command ombudsmen. CO appoints a POC (usually XO or CMC/COB) for the ombudsman to manage the program's day-to-day activities. Appointed in writing and assigned specific roles based on experience and relevant skills. Leadership spouses may attend Ombudsman Basic Training to better support the program.
Reserve Command Ombudsman Support	Appointed for each Navy Operational Support Center (NOSC); additional ombudsmen may be appointed for individual units. Coordinate transition of ombudsman responsibilities from Reserve Component Command to active component during mobilization.
Ombudsman Program Advisory Group	Working group of senior representatives from OPNAV, CNIC and FFSP. Ombudsmen-at-Large are encouraged to attend. Includes representatives from other activities to advise on policy, special projects and curriculum development.
Ombudsmen and Family Readiness Groups	Ombudsmen handle official business for command families and provide information-and-referral services. FRGs support families by providing social and morale-building activities.

Ombudsmen and Family Readiness Groups

FRGs operate separately from the ombudsman. However, ombudsmen and FRGs may collaborate on behalf of the command in several ways:

- Provide information, resources and referrals.
- Communicate official information from the command.
- Inspire camaraderie and support other families.
- Advertise meetings and events in the ombudsman newsletter and through social media sites or other means of communication to help ensure families are aware of FRG activities.
- Help families adjust to challenges.

Recruiting an Ombudsman

Upon assuming command, the CO must appoint a command ombudsman. Understanding the requirements and process before appointing an ombudsman helps to ensure the selection of highly qualified applicants.

COs may appoint as many command ombudsmen as they choose. Many opt to have at least two ombudsmen, to ensure accessibility and share responsibilities. Reserve commands should appoint at least one ombudsman to each Navy Operational Support Center (NOSC). Additional ombudsmen may be assigned to Navy Reserve units within the NOSC.

Per OPNAVINST 1750.1G CH-2, COs are responsible to appoint a sufficient number of ombudsmen to provide required services to command families. The minimum guidelines are:

- 1–250 command personnel: at least one ombudsman.
- 250–1,000 command personnel: 2–3 ombudsmen.
- 1,000+ command personnel: 4+ ombudsmen.

Note: *Small commands having few family members may arrange with other commands, or the installation command, to share ombudsman services (OPNAVINST 1750.1G CH-2).*

Ombudsman Eligibility and Attributes

To be eligible for appointment as an ombudsman, the following criteria must be met:

- Is the spouse of an active-duty or Selected Reserve (SELRES) member of the command, either enlisted or officer.
- Must be seen by the command families as accessible, approachable and functional.
- Has greater credibility and adapts to the role more readily with several years' experience as a Navy spouse.

For a list of desired attributes when selecting ombudsman candidates, see *Ombudsman Qualities and Attributes*, in Appendix B.

Recruitment

When recruiting, illustrate the significant role the ombudsman fulfills for the command and emphasize the command's support of the program. Recruitment strategies include:

- Word-of-mouth.
- Announcements within the command (at quarters, within plan of the day [POD]).
- Announcements to spouses on the command website.
- At FRG meetings.
- By email or direct mail.

Position Announcement

The recruitment focus should be on reaching potential candidates directly, via command and family members, and from ombudsmen at other commands. The recruitment message should encourage candidates to apply and invite others to share the announcement with those who may be interested.

The position announcement should be visually interesting and appealing to potential candidates. It should include:

- Primary duties.
- Eligibility criteria.
- Contact information.
- Application format.
- Application deadline.

To generate interest, phrases such as the following may be used:

- Wanted: caring and committed Navy spouse for the position of command ombudsman for (name of command).
- Do you like helping Navy families? The crew and families of the (name of command) need your help!
- Do you know a spouse of a (name of command) Sailor who is caring and a good listener?

COs may ask the candidate to submit a résumé, or a simple application/questionnaire may be used.

Position Description

COs should tailor the ombudsman's responsibilities to meet the specific needs of the command. Position descriptions vary slightly for different commands but may include the following. Ombudsmen:

Note: A sample position description can be found in Appendix B.

- Support command families:
 - Provide information-and-referral services.
 - Represent command families and serve as a primary point of contact.
 - Advocate for families to access the appropriate level of the chain of command and forward suitable requests or grievances.
- Serve as the primary communication link between families and the command, and channel official information from command leadership to families. Communication duties include:
 - Composing and editing a hard-copy or electronic (monthly or quarterly) newsletter.
 - Creating/maintaining an updated telephone tree/email distribution list.
 - Maintaining an updated Careline with basic command information.
 - Providing presentations at indoctrination, pre-deployment programs, family nights, FRG meetings, etc.

- Participate in the command's disaster response plan (as determined by the CO).
- Report suspected child abuse or neglect, alleged domestic abuse, suspected suicidal or potentially homicidal individuals, alleged sexual assaults and anything identified as reportable to the CO, XO or CMC/COB.
- Complete required documentation:
 - Maintain accurate communication records related to the ombudsman's duties, including telephone/contact logs.
 - Submit Ombudsman Monthly/Quarterly Worksheets as required by OPNAVINST 1750.1G CH-2.
 - Submit reimbursement requests to the designated POC monthly.
- Attend FRG meetings.
- Perform optional duties as assigned by the CO, including, but not limited to:
 - Assisting in the organization and implementation of the command welcome program by briefing new Sailors and family members at command indoctrination and/or preparing an introductory letter to be enclosed in sponsor packets.
 - Representing the command on committees, boards or working groups — both civilian and/or military.
- Follow all requirements outlined in OPNAVINST 1750.1G CH-2.

Ombudsman Interview Process Checklist

Appointing the right candidate to the position of ombudsman is a critical factor in the success of the command's Ombudsman Program. Use the following checklist as a guide for interviewing ombudsmen candidates.

BEFORE

- Predetermine the length of the interview (typically 60–90 minutes).
- Develop written questions relevant to the position. Ask all candidates the same questions in the same order.
- Select interviewers. Ensure all interviewers have a list of the questions and are familiar with the knowledge, skills and abilities being assessed during the interview.

DURING

- Introduce interviewers to the candidate.
- Explain the purpose of the interview, the duties of the position and your expectations. Share the position description. Be sure to address:
 - Duties and responsibilities.
 - Confidentiality and reportables.
 - Command support team.
 - Funding and reimbursement.
 - Ombudsman's role during a disaster or emergency.
 - Communication methods, including command roster, phone tree or email distribution, and newsletter.
- Take detailed notes to compare candidates' responses.
- Ask one question at a time. Ask follow-up questions, if needed, for clarification.
- Assess the candidate's ability to fulfill the ombudsman's role and "fit" with the command support team.
- Ask behavior-based questions that indicate the applicant's experience and their responses to challenging situations.
- Avoid:
 - Using acronyms that may be unfamiliar to the applicant.
 - Asking leading questions (e.g., "You do like working with people, don't you?").
 - Posing hypotheticals (e.g., "What would you do if ...?" or "How would you handle ...?").

AFTER

- Explain the next steps in the process and when ombudsman will be selected.
- Rate each candidate before interviewing the next. If more than one interviewer is involved, discuss ratings and try to reach consensus following the interview.

Ombudsman Waivers

COs may find that there are no suitable spouses available to serve as ombudsman. Should this happen, the CO may request a waiver to appoint an ombudsman who is not a spouse of a serving command member. Candidates may include:

- A parent or family member of a single Sailor who lives near the command or has a close connection to the command. The family member must have the requisite skills, can attend training and can perform the assigned duties.
- Active duty, former active duty (within two years), civilian or spouses of civilian members of the command who demonstrate unique abilities and interest.
- A family member of a retired command member who was an ombudsman and has demonstrated interest and abilities.

Note: *The spouse of an active-duty service member that has transferred to another command is not eligible for a waiver.*

Submit waiver requests and the region or immediate superior in command (ISIC) endorsement to the Commander, Navy Installations Command (CNIC) Ombudsman Program Coordinator at ombudsman.registry.fct@navy.mil.

Reserve commands should submit the waiver request and region endorsement to the Reserve Family Program Manager at james.d.warren@navy.mil. Mr. Warren will provide the Navy Reserve Forces Command (RESFORCOM) endorsement and forward the request to CNIC for approval.

For further guidance, see the OPNAVINST 1750.1G CH-2, Enclosure (1).

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Appointing an Ombudsman

1 FIRST STEPS

- Provide appointment letter (see sample in Appendix B).
- Sign Volunteer Agreement DD Form 2793 (in Appendix B).
- Register ombudsman in Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil>.
- Provide
 - Copy of Navy Family Ombudsman Program Manual and current OPNAVINST.
 - Copy of the command roster, including inbound personnel and families.
 - Adequate equipment, material and funding to support program.
 - Name tag and ombudsman pin, available through the NEX uniform shop.
 - Information about the U.S. Navy Ombudsman Program discussion group on Facebook.

2 ORIENTATION

- Meet to outline expectations and responsibilities (see a detailed list of discussion points in the orientation handout in Appendix B).
- Introduce the ombudsman to the command support team.
- Orient the ombudsman to the ship, squadron or office spaces relevant to the ombudsman.

3 PROBATIONARY PERIOD

- Recommended for all ombudsmen: three months with experience, six months without experience.
- Indicate the ombudsman's probationary period in the appointment letter.
- Meet at end of the probationary period to conduct an evaluation and determine suitability for continuing as command ombudsman.

4 APPOINTMENT LETTER

- Provide a signed copy of the letter to the ombudsman.
- Send a copy to the local FFSC Ombudsman Coordinator.
- Include the term length, dates of probationary period, orientation and training requirements, and contact information.

IMPORTANT:

When reappointing an ombudsman after a change of command, a new appointment letter and Volunteer Agreement must be issued by the new CO.

5 VOLUNTEER AGREEMENT

- Provides legal protection to the ombudsman under the Federal Tort Claims Act.
- Authorizes appropriated funds for specific purposes; non-appropriated funds are used to improve the morale and welfare of military personnel and families.
- Complete Parts I-III at the beginning of service. The form must be signed by the CO and the ombudsman.
- Sign Part IV at the termination of service.
- Maintain volunteer records for three years.

6 OMBUDSMAN REGISTRY

- Register ombudsmen when they are appointed. Update as changes occur.
- Provide a unique email address for each ombudsman. Ombudsmen are identified in the registry by their email addresses.
- Submit a support case request to the Ombudsman Registry Administrator if you wish to reuse an email address when ombudsmen leave.
- Refer to the Ombudsman Registry Instruction Guide for Commanders/Command Designees on the login page of the Ombudsman Registry for assistance.

Professional Turnover

Turnover occurs when an ombudsman's spouse transfers, is discharged, retires, the ombudsman can no longer perform her/his duties or the CO terminates an ombudsman.

A letter of resignation from the ombudsman is required whenever there is a change of command. Sample letters of resignation are contained in the Ombudsman Program Manual. The new CO may ask the ombudsman to remain until a new ombudsman is trained or may reappoint the existing ombudsman.

Information and items that should be discussed or transferred to the new ombudsman include:

- Contact logs or other written documentation.
- Newsletter production process.
- Directions for use of the Careline.
- Turnover of any command-owned equipment and supplies.
- Procedures for alerting families to the change in ombudsman.
- Any other topics that might affect families.

In addition, the Ombudsman Registry must be updated with the newly assigned ombudsman's information.

Termination for Cause

Reasons for termination for cause may include:

- Any violation of the Ombudsman Code of Ethics.
- Theft of equipment or making false claims for reimbursement.
- Inability to work effectively as a member of the command support team.
- Unavailability to command family members.
- Failure to report a mandated reportable issue.

Supporting the Command Ombudsman

The *Getting Started Checklist* in Appendix B includes topics of importance to ombudsmen and command leadership. COs should meet with their ombudsman to discuss questions or items on the checklist that require clarification and input.

Ombudsman Registry

The Ombudsman Registry is a centralized system designed to enhance reporting between the command and ombudsmen and to provide additional data about the Ombudsman Program. It allows CNIC to deliver real-time communication and information to commanders, ombudsmen and ombudsman coordinators and serves as a repository for essential program data. Region commanders can pull and use the “Reports” function to review registry compliance throughout the region.

The Ombudsman Registry is used to:

- Maintain a database of contact information in the event of natural disasters or crisis situations.
- Facilitate the collection of program data, such as hours expended, types of inquiries from families and tracking of ombudsman training.
- Provide statistical data to COs for commands that fall within their area of responsibility (AOR).
- Assist commands and ombudsmen with resources and up-to-date program information.

Additional functions of the Ombudsman Registry include:

- A “Contact Your Ombudsman” feature, which enables service members and their families, as well as ombudsman coordinators, to contact their ombudsman for services and receive updated information. This feature can connect families to their new ombudsmen during a permanent change of station (PCS).
- Real-time communication via bulletins. CNIC can send information to all registered ombudsmen, commanders, command designees and ombudsman coordinators.
- A “Support” feature, which can be used to seek advice and assistance.

Commanding Officer Responsibilities

The OPNAVINST 1750.1G CH-2 states that all COs will:

- Ensure ombudsman information is added to the Ombudsman Registry as soon as the official appointment is made.
- Update information as changes occur.
- Register the command with the registry.
- Ensure that the required worksheet data are submitted.

The registry identifies ombudsmen by email address. Each ombudsman must have a unique email address. To reuse the email address of the outgoing ombudsman for the incoming ombudsman, COs must send a support case request to the Ombudsman Registry Administrator at ombudsman.registry.fct@navy.mil. The administrator will remove the email address from the registry so it can be used to register the incoming ombudsman.

Ombudsmen cannot self-register. They may only be registered by:

- Commanders/command designees or the command POC.
- FFSC Ombudsman Coordinators.
- Reserve Component Command Warrior and Family Support Specialists (RCC WFSSs).
- Ombudsman Registry Administrators.

COs and POCs who need assistance should submit a support request from the Ombudsman Registry login page. The Ombudsman Registry Administrator will respond within 24-48 hours.

Ombudsman Coordinators

The Ombudsman Registry enables the ombudsman coordinator to maintain an up-to-date ombudsman roster. Ombudsman coordinators can assist in monitoring registered personnel and developing the master ombudsman roster for their area of responsibility (AOR).

Ombudsman coordinators:

- Have registry access to the commands within their AOR and should ensure that all commands have completed the required actions.
- Should, when given a copy of the ombudsman's appointment letter, help COs or their designees register ombudsmen.

Ombudsman Monthly/Quarterly Worksheet

The Ombudsman Monthly/Quarterly Worksheet is an automated database within the registry that tracks hours spent and the types of contacts completed by ombudsmen. The data collected on the worksheets enables CNIC to update the Ombudsman Program to ensure that commands and ombudsmen have the resources needed to assist Navy families, especially during a crisis. Installation and region COs can use data from worksheets to assess the health of their command families. The worksheets also document trends, utilization of resources and time spent.

Goal 4 of the Navy Family Framework states: "Command leaders will identify family readiness challenges." Ombudsman worksheets capture this information. COs can tailor training and provide support to families based on the data recorded in worksheets.

Additional information for COs and their designees about submitting Ombudsman Monthly/Quarterly Worksheets can be found in the *Ombudsman Registry Instruction Guide for Commanders/Command Designees*. The guide is located on the login page of the Ombudsman Registry, under Instructions & Procedures, at "Commanders/Command Designees," <https://ombudsmanregistry.cnic.navy.mil>.

The metrics collected from the worksheets help determine:

- Benefits and savings to the Navy for using the services of volunteer ombudsmen.
- Justification and allocation of funding.
- Specific region and Navywide training requirements.

Note: Personally identifiable information (PII) is not included on the worksheet. The worksheet only provides a count of contacts, categories and hours completed by each ombudsman.

Submitting Worksheets

Since the Ombudsman Registry's conversion to the common access card (CAC) in August 2016, ombudsmen cannot log in to the registry. CAC cards *will not* be issued to ombudsmen.

Ombudsman Responsibilities

Once ombudsmen have completed their worksheets, they must save the file name as the five-digit unit identification code (UIC), month and year.

- Example: 12345Feb2017 (for active-duty ombudsmen, use month and year)
- Example: 888552ndQtr2017 (for Reserve ombudsmen, use quarter and year)

Ombudsmen must:

- Enter the correct UIC or the worksheet will not upload to their command. If ombudsmen are not sure about their UIC, they should check with their command POC.
- Email their completed worksheets to their command POC, carbon copied to the Ombudsman Registry Administrator at ombudsman.registry.fct@navy.mil.

The Ombudsman Registry Administrator will be the backup for the command if the command has problems uploading its worksheet, or the command is deployed and does not have access to the registry.

Command Responsibilities

The CO/designee must ensure that the worksheets have been uploaded to the Ombudsman Registry. Once the worksheet has been received from the ombudsman, follow the instructions below:

- Save the worksheet to a file.
- Log in to the Ombudsman Registry.
- Click on the "My Commands" tab.
- Click on the "View Worksheets" link in the right-hand column next to the command name.
- Click on the green plus sign next to "Import Worksheet Excel."
- Click on the "Browse" box to open the computer files.
- Select the file where the worksheet has been saved.
- Double-click on the worksheet file to upload.
- Click on the "Submit" button to upload the worksheet.

If the worksheet was filled out correctly, the message "Successfully Imported File. View Imported Worksheet" should appear.

If the worksheet fails to load or an error message appears, such as "UIC does not match," make the necessary changes to the worksheet and try loading it again.

If the error message continues, the numbers can be manually added to a worksheet by following the instructions below:

- Open the worksheet submitted by the ombudsman.
- Log in to the registry and click on the "My Commands" tab.
- Click on the "View Worksheets" link in the right-hand column next to the command name.
- Click on the green plus sign next to "Add Worksheet."
- Select the correct month (active duty) or quarter (Reserve) from the drop-down menu.
- Select the correct year from the drop-down menu.
- Click on the "Create Worksheet" button.
- Transfer the numbers from the ombudsman's Excel worksheet to the created worksheet.
- When finished, click on the "Submit Worksheet as Final" button to save the file.

For any additional problems, please contact the Ombudsman Registry Administrator by using the "Support" tab located on your dashboard.

Worksheet Deadlines

Active-duty ombudsmen must submit monthly worksheets. Reserve ombudsmen must submit quarterly worksheets.

Deadlines for the submission of worksheets are as follows:

- Active-duty ombudsmen will submit monthly worksheets no later than the 15th of the month following the end of the reporting month. (Example: March worksheets will be submitted no later than April 15.)
- Reserve ombudsmen will submit quarterly worksheets no later than the 15th of the month following the end of the quarter. (Example: January-March worksheets will be submitted no later than April 15.)

Command Rosters

Ombudsmen should not be expected to gather contact information for their command families. This should be provided to them per the Navy Family Ombudsman Program instruction. Without this information, ombudsmen are unable to fulfill their assigned role. As a result, both the command and the command families will not receive the support they expect. This is supported by:

- OPNAVINST 5380.1C, *Acceptance and Use of Voluntary Services in the Navy*, and U.S. Code Title 5, Section 552a, *Records Maintained on Individuals*, provide for the release of roster information to the ombudsman without the consent of the individuals listed when the ombudsman is acting in an official capacity.

- Paragraph 4 of NAVDMIN 216/17, *Ombudsman Appreciation Day*, states: “Commanders, you have an important role in ensuring your Ombudsmen are ready to serve and are successful. Commanders shall communicate with their Ombudsman regularly to gauge command families’ morale, health, and welfare and to share command information that is relevant to our Navy families. OPNAVINST 1750.1G CH-2 directs commands to provide an updated roster of command family members in order to relay official information directly related to family readiness. Commanders should make every effort to support their Ombudsman by fulfilling all requirements as set forth in OPNAVINST 1750.1G CH-2.”
- U.S. Code Title 10, Section 1588 (Authority to accept certain voluntary services), subsection (d), states that DON volunteers such as command ombudsmen are considered DON employees for purposes of the Privacy Act of 1974. Specifically, subsection (a) permits the DON to accept voluntary services for “family support services,” and subsection (d) states that such volunteers will be considered federal government employees for purposes of Section 552a of Title 5 Privacy Act. Subsection (d) states that volunteers of non-appropriated fund instrumentalities (NAFIs) will only be considered employees for the purposes of claims for damages and work-related injuries.
- DoD Instruction 1100.21, *Voluntary Services in the Department of Defense*, states that privacy-protected records may be provided to a volunteer of a DoD component other than NAFIs.
- OPNAVINST 5380.1D, *Acceptance and Use of Voluntary Services in the Navy*, states that a person providing “properly accepted” volunteer services to the DON will be considered a federal government employee to the extent specified in U.S. Code Title 10, Section 1588 (Authority to accept certain voluntary services) and DoDI 1100.21. OPNAVINST 5380.1D also states that access to privacy-protected records “may be provided to a volunteer of a Navy activity other than a NAFI.”

As an appointed DON volunteer, ombudsmen may receive privacy-protected information, such as recall rosters, without prior consent of the individual because ombudsmen have an official need to know this information to perform their official duties. Per the OPNAVINST 1750.1G CH-2, ombudsmen duties include “providing communications, outreach, resource referral, information, and advocacy to and for command families.”

Funding the Ombudsman Program

The OPNAVINST 1750.1G CH-2 requires that the command ombudsman receive adequate equipment, materials and funding support. The CO should establish specific funding resources for support of the Command Family Ombudsman Program. Before the ombudsman’s appointment, a budget line item for reimbursement of ombudsman expenses should be submitted to the type commander (TYCOM). The funding line item to support the Ombudsman Program may use appropriated funds (APF) or non-appropriated funds (NAF).

The CO or POC should work with the command ombudsman to determine a realistic budget for the program. A list of reimbursable items should be agreed upon in advance by the CO and the ombudsman. Some costs are fixed, such as a phone line or internet service. Others must be estimated, such as the number of hours of child care the ombudsman needs monthly or how far he/she will be driving on official business, etc.

Items that may be funded include:

- **Recognition.** NAF, if available, may be used for individual ombudsman appreciation dinners, plaques and awards. The NAF limit is \$50 per ombudsman per year, not to exceed a total of \$500 (multiple ombudsmen) per Morale, Welfare and Recreation (MWR) fund per year. Cash awards are not authorized.
- **Administrative support.** Items such as office supplies, copier services, clerical assistance, command telephone cards and government vehicle transportation may be provided from APF or NAF as command resources permit.
- **Newsletters.** Costs for the production and delivery of ombudsman newsletters may be funded. If produced in-house, the command is responsible for the cost of production and delivery. If printed and delivered by Defense Logistics Agency Document Services, <https://www.dso.documentservices.dla.mil/DSF/storefront.aspx>, the command must provide funding.

Reimbursable expenses should be for items necessary for the Ombudsman Program to function effectively. These expenses should be agreed upon by the command in advance. Reimbursable expenses include child care (not to exceed the local rate charged by the Child Development Center [CDC]), mileage, parking and tolls paid at the current government rate, communication equipment, such as computers and phones (command maintains ownership), internet service, telephone lines and travel expenses.

To receive reimbursement, an ombudsman must document the expense and submit OF 1164, *Claim for Reimbursement for Expenditures on Official Business*. Travel expenses may be reimbursed for command-authorized participation in training, conferences, etc. Invitational travel orders must be issued by the command before travel takes place. DD Form 1351-2, *Travel Voucher or Subvoucher*, may also need to be submitted for travel reimbursement. Copies of these forms can be found in Appendix B.

Troubleshooting Ombudsman Issues

Issues may arise related to a specific situation with an ombudsman. These issues may be between the ombudsman and command leadership, between individual ombudsmen or between an ombudsman and a family member. A Sailor, family member, another ombudsman, the ombudsman coordinator or the ombudsman may report a situation.

Command leadership should address issues with command ombudsmen as soon as they are made aware of the situation. COs should meet with the ombudsman to get additional information. It is important to:

- Obtain a factual account of the situation.
- Determine whether the OPNAVINST 1750.1G CH-2 applies in this instance. Did the ombudsman act within or outside guidance?
- Consider available options. For example, would the ombudsman benefit from further training?

Every attempt should be made to work out a viable solution. The FFSC Ombudsman Coordinator can provide support to the command and the ombudsman on dealing with difficult people or situations.

Ombudsman Training

The command ombudsman, a volunteer position, plays an essential role that requires the best training possible to ensure success for both the command and the ombudsman. Commander, Navy Installations Command (CNIC) has established training requirements that will only be provided by CNIC-qualified trainers using the approved curriculum.

TRAINING OPPORTUNITIES

Ombudsman Basic Training (OBT or eOBT)

- ▶ Completed by ombudsmen as quickly as possible.
- ▶ Available in two training options: face-to-face classroom (OBT) or online (eOBT). (Only one format is required.)
- ▶ Fulfills the training requirements of OPNAVINST 1750.1G CH-2.
- ▶ Training schedules are posted on the CNIC/FFSP website at www.ffsp.navy.mil and the Ombudsman Registry login page.
- ▶ Ombudsmen should contact their ombudsman coordinator or Reserve Component Command Warrior and Family Support Specialist to enroll in OBT.
- ▶ Access eOBT via the Ombudsman Program Training Directory at <http://learning.zeiders.refineddata.com>.

Ombudsman On-Demand Orientation

- ▶ Highlights major points of OBT to help new ombudsmen begin serving.
- ▶ Taken if unable to complete OBT within six weeks of appointment.
- ▶ Access via the Ombudsman Program Training Directory at <http://learning.zeiders.refineddata.com> or the Ombudsman Registry.
- ▶ Available to COs, their designees and anyone who wants to know more about the Ombudsman Program.
- ▶ Intended to be used only as an orientation. Completion of this course does not fulfill the ombudsman training requirement of OPNAVINST 1750.1G CH-2.

Certified Ombudsman Trainer (COT)

- ▶ FFSC/RCC staff, ombudsmen and others, on a case-by-case basis, may apply to become COT certified to teach OBT.
- ▶ COs must submit a letter of endorsement for ombudsmen seeking COT certification. The letter should:
 - Indicate the applicant's qualifications.
 - Support the ombudsman's request.
 - Authorize funding to attend training.
 - Permit the ombudsman to instruct OBT for at least one year, including authorizing expenses.

Additional Training Opportunities

- ▶ Offered by local FFSCs at ombudsman assembly meetings and through advanced trainings.
- ▶ Ombudsman Hot Topic (OHT) webinars: Offered monthly by CNIC.
- ▶ Live Well Resiliency Webinars (LWRW): Excellent resource for ombudsmen and command family members. Topics include Space A travel, Thrift Savings Plan and Navy Spouse 101.
- ▶ Regional virtual training: May be available for geographically dispersed ombudsmen.
- ▶ Training record: Ombudsmen should track all trainings attended. A sample training record is in Appendix B.

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Ombudsman Communication Tools

Frequent and open communication from the command is key to the morale of Sailors and their families. Communication from the command to family members often occurs through the command's ombudsman. The commanding officer (CO) should determine the type and frequency of the ombudsman's communication with command members/families.

COMMUNICATION



NEWSLETTER

- ▶ Provides families firsthand, accurate information.
- ▶ Reduces phone calls received by ombudsmen.
- ▶ May be produced and mailed by the Regional Navy Mail Center.
- ▶ Use five-digit ZIP code for civilian addresses, nine-digit ZIP code for military addresses.
- ▶ May be up to four 8½" x 11" pages.
- ▶ Must conform to Navy standards.



SOCIAL MEDIA

- ▶ Network and engage with command families.
- ▶ May provide administrator rights to ombudsman or manage as a team.
- ▶ Practice OPSEC in all digital communications.
- ▶ Release only information authorized by CO.



COMMAND BRIEFS

- ▶ Invite the ombudsman to present at educational and social events.
- ▶ Brief Sailors at command indoctrination.
- ▶ Give an overview of the Ombudsman Program at deployment events.
- ▶ Introduce at command social events.
- ▶ Provide command updates at FRG meetings.



PHONE TREE

- ▶ Share information and communicate quickly during a crisis.
- ▶ Requires permission of participants.
- ▶ Callers assigned 10-12 family members.
- ▶ Used only as directed by commands.
- ▶ May be impractical for large commands.



EMAIL

- ▶ Convenient and effective communication tool for command leadership and families.
- ▶ Use blind carbon copy (BCC) on email distribution lists to maintain privacy.
- ▶ Follow OPSEC rules in all email correspondence.



CARELINE

- ▶ A dedicated command telephone line.
- ▶ Beneficial during deployments.
- ▶ Recorded messages that educate and inform command families.
- ▶ Provides information about: command news, upcoming events, FRG meetings, disaster preparedness, etc.
- ▶ Update at least weekly.
- ▶ Equipment housed in a Navy facility. Messages updated remotely.

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Ombudsman Appreciation

It is important for COs to recognize and appreciate the ombudsmen. Ombudsmen who are valued and respected are more likely to remain involved with their commands. Recognition is a public acknowledgement of the ombudsman's efforts in support of the command. COs should personalize recognition of the ombudsman, if possible. Informal recognition is as important as formal recognition. Appreciation is demonstrated through ongoing support and engagement with the ombudsman.

Appropriate ways to thank ombudsmen include recognition at a command event, a token of appreciation or with a base-sponsored event for all area ombudsmen. Ombudsmen are volunteers. Volunteer appreciation does not need to be restricted to a single day, it is an ongoing interaction.

Ombudsman Appreciation Day—Sept. 14

Ombudsman Appreciation Day is celebrated annually on Sept. 14, or the preceding Friday if the 14th falls on a weekend. Commands are authorized to celebrate the event at any time during the month of September or as soon as possible thereafter. Many installations hold an areawide recognition event, often in conjunction with Ombudsman Appreciation Day.

The CO may use non-appropriated funds, if available, for individual ombudsman appreciation dinners, ombudsman plaques and awards. Expenses through non-appropriated funds are limited to \$50 per ombudsman per year, not to exceed a total of \$500 per year (for multiple ombudsmen). Cash awards are not authorized.

Examples of ways COs can demonstrate appreciation for ombudsmen include:

- Supporting the program personally, especially by investing their time, such as meeting with the ombudsman regularly or attending ombudsman events.
- Valuing the ombudsman's opinion and advice.
- Commending ombudsmen, in writing or in person, and providing official recognition at command functions and in publications.
- Celebrating Ombudsman Appreciation Day.
- Presenting a personally written letter of commendation or certificate of appreciation.

Appropriate tokens of appreciation include:

- A plaque inscribed with the ombudsman's name, the date and a message of appreciation.
- A photograph of the command, with signatures and personal notes of thanks.
- Command items (e.g., hat, keychain, T-shirt).
- Flowers.
- A recognition lunch or dinner at the command, club or restaurant. Other attendees may include the command leadership, their spouses and the ombudsman's spouse.

Additional low-cost ways to recognize and support ombudsmen include:

- Posting the ombudsman's picture on the quarterdeck as part of the command leadership's pictures.
- Mentioning the ombudsman on the command's social media page.
- Providing the ombudsman with business cards.
- Sending the ombudsman a birthday card.

Mrs. Sybil Stockdale Ombudsman of the Year

In 2015, the Navy launched the annual Mrs. Sybil Stockdale Ombudsman of the Year Award, which recognizes four outstanding ombudsmen. The Office of the Chief of Naval Operations (OPNAV) established the award to honor the service of Navy family ombudsmen. These ombudsmen maintain the highest standards of professionalism and create a healthy sense of community by being positive role models for command members and their families. Award recipients exhibit selfless dedication and service to the command families.

The award is named for Mrs. Sybil Stockdale, the wife of Vice Adm. James Stockdale, who was held prisoner for seven years during the Vietnam War. Mrs. Stockdale created the National League of Families of American Prisoners in Southeast Asia to provide support for families of prisoners of war (POWs) during her husband's internment. The Navy recognizes Mrs. Stockdale's commitment to military families through the award, and her service to Navy families is carried on by the more than 2,000 ombudsmen currently serving worldwide.

Criteria for the Ombudsman Award Nominee

All active-duty and Reserve command ombudsmen who have served for more than one year and were registered in the Ombudsman Registry during their time of service are eligible for the award. Nominees are recommended by their CO and must:

- Facilitate excellent communications between the command and its families (including, but not limited to, providing direct communication to families through newsletters, email, etc.).
- Maintain the highest standards of professionalism and confidentiality.
- Be a positive role model for command members and their families.
- Assist in identifying command needs for support services and provide appropriate referral services to Sailors and family members needing assistance.
- Promote a healthy sense of community among Sailors and their family members within the command by encouraging participation in command events and fostering communication between family members.
- Serve as a principal source of assistance and support to Navy families during times of local or national emergency, mobilization, deployment or evacuation.
- Demonstrate consistent compliance with training, data collection and required reports submitted on behalf of the command per OPNAVINST 1750.1G CH-2.

Candidate Procedures for Nomination

The CNO issues a NAVADMIN annually that announces The Sybil Stockdale Ombudsman of the Year Award nomination/selection process and presentation requirements for the current calendar year. The award is presented to one ombudsman from each of the following categories:

- Afloat command (Commander, U.S. Fleet Forces Command [COMUSFLTFORCOM]).
- Afloat command (Commander, U.S. Pacific Fleet Command [COMPACFLT]).
- Ashore command.
- Reserve command.

The nomination submission process is like the Sailor of the Year process:

- All deployable forces within Atlantic Fleet will submit nomination packages to the U.S. Fleet Forces (USFF) point of contact (POC).
- All deployable forces within Pacific Fleet will submit nomination packages to the Pacific Fleet (PACFLT) POC.
- All Reserve units will submit nominations to Commander, Navy Reserve Force Command (CNRFC) POC.
- All OPNAV direct-report naval shore activities will submit nomination packages to the OPNAV POC.

*USFF, USPACFLT, CNRFC and OPNAV will provide POC contact information to CNIC. A list of POCs will be emailed to all COs and command POCs via the Ombudsman Registry.

Commanding Officer Responsibilities

COs will verify that the command ombudsman meets the criteria and is eligible to be nominated for the award, and will complete the nomination package, to include the following documents:

1. A cover letter: A sample can be found at www.cnic.navy.mil/OmbudsmanOfTheYear.
2. A description of the ombudsman's accomplishments, not to exceed two written pages, addressing the criteria set forth in the NAVADMIN and in the standard operating procedures found on the CNIC website at www.cnic.navy.mil/OmbudsmanOfTheYear.
3. A brief biography of the nominee.
4. A letter from the Fleet and Family Support Center (FFSC) director or Reserve Component Command (RCC) confirming the nominee's involvement in ombudsman assemblies, advanced training, registration in the Ombudsman Registry, and completion of Ombudsman Monthly/Quarterly Worksheets.
5. Additional supporting information (e.g., a letter of support for nomination from former COs, the command POC or the command support team, letters of appreciation presented by COs or command family members).

The nomination package must be submitted to the designated POC by the dates indicated in the current year NAVADMIN. The NAVADMIN and additional information about the award can be found on the CNIC website at www.cnic.navy.mil/OmbudsmanoftheYear.

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Appendix A: Frequently Asked Questions

Q: My ombudsman is going through training and wants to be registered in the Ombudsman Registry *now*. I want to wait until training is complete. Which is correct?

A: Ombudsmen may be registered in the Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil> upon appointment. Many COs prefer to wait until training has been completed to perform this step. This is up to each CO. If ombudsmen were not registered upon appointment, it is recommended that they be added as soon as training is finished.

Q: My ombudsman wants a pin and nametag. Where do I get those and when?

A: You will order a nametag as you do for your command members. The ombudsman logo pin can be purchased at the Navy Exchange or through their online site. These are typically presented to the ombudsman upon completion of Ombudsman Basic Training.

Q: My ombudsman wants to take eOBT, the online Ombudsman Basic Training course. Is it necessary to take the classroom training, too?

A: Ombudsman Basic Training is offered in two versions – classroom and online. Both courses are the same and both fulfill the training requirement outlined in the Navy Family Ombudsman Program instruction. Whichever course they choose to take must be completed in full, they may not be mixed. eOBT may be stretched over several months to accommodate scheduling and time zone conflicts.

Q: My ombudsmen share an email account, but the Ombudsman Registry will not accept duplicate emails. Do I only need to register one ombudsman?

A: Every ombudsman is required to be registered in the Ombudsman Registry. One of the ombudsmen will need to create another email account for the registry. Something simple, like subombudsman@gmail.com, works well.

Q: I have three ombudsmen and I want to have a primary or lead ombudsman with the other two assisting. They said this is not what they were taught in training.

A: They are correct. There is no hierarchy among ombudsmen; none have authority over others. They should be referred to as co-ombudsmen, with all three having access to you and the POC.

Q: We are deploying and may not be able to submit the Ombudsman Monthly/Quarterly Worksheets while we are underway. What should we do?

A: Your ombudsmen should email the worksheets to you, but copy the Ombudsman Registry Administrator at ombudsman.registry.fct@navy.mil. When the Ombudsman Registry Administrator sees that the worksheet has not been loaded, he/she will do that for the ombudsman. The ombudsman should state in the body of the email that the command is deployed and request assistance loading the worksheet.

Q: I do not want my ombudsman to have a command roster – there is too much PII with regard to my Sailors and their families.

A: OPNAVINST 1750.1G CH-2, f. (5) states that commanders and commanding officers will ensure that the command ombudsman receives a regularly updated command roster, to include inbound personnel and families. Without this information, ombudsmen are unable to contact and support the families they represent. NAVADMIN 046/18, 2. b., *Command Ombudsman and Family Readiness Group Emergency Readiness and Response*, also states that commanders will release command rosters listing current and inbound personnel and families to their ombudsmen.

Q: My Sailors do not want their family's personal information included on the roster without their permission.

A: NAVADMIN 046/18, 2.b., states that consent of the individuals listed is not required when the ombudsman is performing official duties. If the spouse (not the Sailor) tells the ombudsman they do not want to receive calls from the ombudsman, they can be marked for limited contact, but will still be contacted for emergent situations and official command messages.

Q: I have a very small command and cannot find a volunteer to serve as ombudsman. What are my options in order to be in compliance with the Navy Family Ombudsman Program instruction?

A: Small commands may share an ombudsman with another command as long as both commanding officers and that ombudsman consent. Both commands must issue an appointment letter, sign the DD Form 2793 (Volunteer Agreement) and register the ombudsman with their commands. Another option is to look for someone other than a spouse who may be willing to serve. This requires a waiver with region endorsement to be submitted to CNIC's Ombudsman Coordinator for approval from CNIC. See enclosure (1).

Q: I would like to know more about the Ombudsman Program, but do not have time to attend the training. Is there a way to learn more?

A: You may take the Ombudsman On-Demand Orientation, which is available on the home page of the Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil> or the FFSP website under the tab for Ombudsman Program at https://www.cnic.navy.mil/ffr/family_readiness/fleet_and_family_support_program/ombudsman_program.html. This is a 60-minute overview of the Ombudsman Basic Training (OBT) course that covers the key points of OBT.

Appendix B: Ombudsman Forms and Supporting Documents

Certified Ombudsman Trainer (COT) Requirements

Claim for Reimbursement for Expenditures on Official Business (OF 1164)

Command Ombudsman Sample Position Description

COT — Sample Letter of Recommendation

Getting Started Checklist

Guidelines for the New Ombudsman

NAVADMIN 046/18 — Command Ombudsman and Family Readiness Group

NAVADMIN 216/17 – Ombudsman Appreciation Day

Ombudsman Contact Log

Ombudsman Individual Contact Log

Ombudsman Monthly/Quarterly Worksheet FAQs

Ombudsman Monthly/Quarterly Worksheet Quick Reference Guide

Ombudsman Qualities and Attributes

Region Ombudsman Advisory Board (ROAB) Action Items

ROAB Reporting Process and Timeline

Sample Letter of Appointment

Sample Training Record

The Ombudsman and Command Roster Utilization

Travel Voucher or Subvoucher (DD 1351-2)

Volunteer Agreement for Appropriated Fund Activities and Non-Appropriated Fund Instrumentalities (DD 2793)



**Certified Ombudsman Trainer Requirements
January 2018**

CNIC Point of Contact:

Ombudsman Training Coordinator (402) 614-0550

Training Site Ombudsman Coordinator may assist with berthing arrangements and local area information.

Only those certified via this course are authorized to instruct/facilitate the Navy's Ombudsman Basic Training (OBT) course.

COT requirements:

1. Applicant must currently be an Ombudsman (Active Duty or Reserve), an Ombudsman Assembly Chairperson, a paid Fleet and Family Support Center (FFSC) staff member, or spouse of a command senior leadership member – CO, XO or CMC/COB. Others may be considered on a case by case basis.
2. All applicants must demonstrate an in-depth knowledge of all facets of the Ombudsman Program and must be in compliance with all requirements of OPNAVINST 1750.1G CH-2.
3. Candidates must have successfully completed Ombudsman Basic Training (OBT/eOBT) within three years of application date and have served at least 2 years as a command ombudsman during this time period.
4. When applicable, applicants must be registered in the Ombudsman Registry and be in compliance with the requirement to submit Ombudsman Monthly/Quarterly Worksheets for their command/commands.
5. FFSC Staff must have training/facilitating experience and have successfully completed OBT/eOBT. After completing OBT/eOBT staff members are encouraged to continue to learn more about the Ombudsman Program in order to gain the in-depth knowledge required of COT trainers, prior to applying to become COT certified. Attending OBT and COT back-to-back is strongly discouraged and will only be approved in extreme cases.
6. Approval by CNIC to attend COT training does not guarantee funding approval. Requests for travel funding must be coordinated and approved by the appropriate authority supporting the applicant.

Requests to attend Certified Ombudsman Training must contain the items listed below:

1. COT Application, CNIC 1750/2 – complete in full, providing details that will exhibit candidate's in-depth knowledge of the Ombudsman Program.
2. FFSC Ombudsman Coordinators and staff must have a letter of recommendation from the FFSC Site Manager/Director recommending attendance and authorizing funding for any expenses that may arise from teaching OBT, including any travel that may be necessary. Primary and Alternate Ombudsman Coordinators applying for COT certification should have an account in the Ombudsman Registry.

Command Ombudsman Sample Position Description

The command ombudsman:

- Serves as a liaison between the command and command families.
- Keeps the command informed regarding the overall morale and welfare of command families.
- Regularly communicates and distributes information to and from the command and command family members.

The following duties and responsibilities may be assigned:

1. Support command families:
 - Provide information and make necessary referrals.
 - Represent command families and serve as a primary point of contact for families.
 - Advocate for families using knowledge of the system to access the appropriate level of the chain of command for intervention and forward suitable requests or grievances.
2. Serve as the primary communication link between families and the command, and channel official information from command leadership to families. The ombudsman will communicate regularly with command and command families, including but not limited to, the following duties:
 - Compose and edit a hardcopy or electronic (monthly or quarterly) newsletter for distribution to all command members and their families.
 - Create/maintain an updated telephone tree/email tree.
 - Maintain an updated telephone Careline with basic command information.
 - Present on the Ombudsman Program at indoc, pre-deployment programs, family nights, Family Readiness Group (FRG) meetings, etc.
3. Participate in the command's disaster response plan as determined by the commanding officer.
4. Report suspected child abuse or neglect, alleged domestic abuse, suspected suicidal or potential homicidal individuals to the CMC, XO or CO.
5. Complete required documentation.
 - Maintain well-organized and up-to-date communication records related to ombudsman's duties including telephone/contact logs.
 - Submit Ombudsman Monthly/Quarterly Worksheets as required by OPNAVINST 1750.1G CH2.
 - Submit reimbursement requests to the designated point of contact on a monthly basis.
6. May attend Family Readiness Group meetings in a personal capacity, but not as the official ombudsman.

Sample Letter of Recommendation

Letter of Recommendation should be from Commanding Officer on command letterhead.

Please include verbiage reflecting your personal knowledge of the applicant and their experience with the Ombudsman Program.

Dear Ombudsman,

I am pleased to nominate you to attend Commander, Navy Installations Command's (CNIC) Certified Ombudsman Trainer (COT) course. Your demonstrated knowledge of the Command Family Ombudsman Program and outstanding work with our family members makes you an excellent candidate for this training.

If selected by CNIC, you can coordinate travel requirements and orders through (*command POC*). Upon satisfactory completion of this special training, please ensure that I receive a copy of your certificate.

Once qualified, I authorize you to teach the Ombudsman Basic Training (OBT) course for a minimum of one year after certification. Any training expenses must be approved by me prior to commencement of the requested training event.

This is a unique opportunity to make a special contribution on behalf of many Navy families. Thank you for your personal dedication and enthusiasm for this worthwhile endeavor.

Sincerely,

(*Commanding Officer with title*)

(*CO's Email Address*)

GETTING STARTED CHECKLIST

- NO YES I have an appointment letter.
- NO YES I know the name, telephone number and email address of the command point of contact for the Ombudsman Program.
- NO YES I have completed a Volunteer Agreement Form (DD 2793).
- NO YES I have been registered by the command in the Ombudsman Registry.
- NO YES I know my commanding officer's priorities.
- NO YES I have discussed confidentiality requirements with my commanding officer.
- NO YES I have read the OPNAVINST 1750.1G CH-2, *Navy Family Ombudsman Program*.
- NO YES I can abide by the Ombudsman Code of Ethics.
- NO YES I know what types of information I am required to report and to whom.
- NO YES I know how to complete an expense form (OF 1164) and when and where to submit it.
- NO YES I have a current command roster and I know how often and from whom I will receive updates.
- NO YES I have an ombudsman pin.
- NO YES I have an ombudsman name tag (provided by the command).
- NO YES I have ombudsman contact cards, either provided by the command or made by me.
- NO YES I have written an introductory letter to include in the ombudsman newsletter.
- NO YES I have the codes, know how to change the Careline message, and I have drafted my first message for recording.
- NO YES I know the telephone number of the ombudsman telephone line and I have recorded a professional message on it.
- NO YES I have access to a computer and the Internet.
- NO YES I have created, or been given, an appropriate ombudsman email address.
- NO YES I have a resource list that includes telephone numbers and basic services provided by local military and community agencies.
- NO YES I know when and where my local or region ombudsman assembly meets.
- NO YES I understand the importance of this position and I am committed to completing all of my training.

If you have a fair number of NOs on your checklist, talk with your commanding officer, visit your ombudsman coordinator and continue to do your homework and preparation before you execute your command ombudsman duties.

GUIDELINES FOR THE NEW OMBUDSMAN

ITEMS COMMAND LEADERSHIP SHOULD REVIEW

As part of orientation, it is the commanding officer's responsibility to make sure that she or he explains expectations to the ombudsman.

Clarify the following significant items.

- How often the ombudsman will meet with the commanding officer/executive officer/command master chief, etc.
- The ombudsman's point of contact at the command.
- Confidentiality and Reportables. Handling of information protected by the Privacy Act. Reportables including life-threatening situations and cases of child or domestic abuse. Additional issues the command wants the ombudsman to share such as births, deaths, uncontrolled rumors, etc.
- Information about the Command Support Team and how everyone will work together. The role of CO/XO/CMC spouses.
- Record keeping. The type of written records, monthly report, etc.
- Command roster. How updates will be provided.
- Sailor's parents/significant others. The command's policy on ombudsman contact and communication.
- Conflict of interest. Ombudsman may not use her/his position for personal gain. For example, if the ombudsman sells Avon, she may not advertise or sell to command members.
- Supplies. How the ombudsman will get office supplies, updated rosters, mailing labels, supplies for newsletters, dedicated phone line, Internet service, answering machine, calling cards, etc.
- Reimbursement procedures for approved and budgeted expenses.
- Careline, phone tree/email and other communication tools.
- Correspondence. How to obtain command approval on all official correspondence before printing, distributing, or mailing.

- Newsletter. How and where the newsletter will be printed, copied, and distributed. Command policy regarding the content of the newsletter, including who may submit articles and who approves the newsletter before it is sent out.
- Disasters – ombudsman's role in an emergency or disaster situation.
- How the ombudsman will deal with the media.
- How the ombudsman will work with the Navy Fleet & Family Support Programs.
- How the ombudsman will work with co-ombudsmen.

Review what ombudsmen should not do.

- Transport people in their privately-owned vehicle.
- Provide childcare.
- Lend money.
- Allow people to stay with them in their home.
- Hold an office or leadership position in the Family Readiness Group (FRG).
- Do for others what they must learn to do for themselves.

If a deploying command, clarify the following:

- How the ombudsman should communicate with the command during deployment.
- How the command may be reached through deployment.
- During deployment, when a problem warrants a direct call to the commanding officer.
- Local Point of Contact (POC) while the command is deployed.
- Who determines whether a call is an emergency – the ombudsman, the command's local POC, or another POC?
- How the ombudsman and the command's local POC will coordinate and keep each other informed.

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ROUTINE

R 262103Z FEB 18

FM CNO WASHINGTON DC

TO NAVADMIN

INFO CNO WASHINGTON DC

BT

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NAVADMIN 046/18

PASS TO OFFICE CODES:
INFO CNO WASHINGTON DC//DNS//

MSGID/GENADMIN/CNO WASHINGTON DC/N00/JAN//

SUBJ/COMMAND OMBUDSMAN AND FAMILY READINESS GROUP EMERGENCY READINESS AND
RESPONSE//

REF/A/DOC/OPNAV/02SEP14//

REF/B/DOC/CNIC/01JUL16//

REF/C/DOC/OPNAV/31MAR11//

NARR/REF A IS OPNAV INSTRUCTION 1750.1G CH-2 NAVY FAMILY OMBUDSMAN PROGRAM.
REF B IS 2016 NAVY FAMILY OMBUDSMAN PROGRAM MANUAL. REF C IS OPNAV
INSTRUCTION 1754.5B ON FAMILY READINESS GROUPS.// POC/MAST,
CARRIE/CIV/OMBUDSMAN PROGRAM COORDINATOR/
EMAIL: CARRIE.MAST1(AT)NAVY.MIL/TEL: (202)433-4701//

RMKS/1. The purpose of this NAVADMIN is to highlight the importance of the Command Ombudsman Program and Family Readiness Groups (FRG) in facilitating communications in support of our Navy families and to identify key commander responsibilities in order to make the most effective use of these valuable resources. Command Ombudsman and Family Readiness Groups, when trained and effectively implemented, bolster command readiness and resiliency during routine operations and in times of crisis. This was a critical lesson learned during the response to tragedies involving the USS FITZGERALD and USS JOHN S. MCCAIN in 2017.

2. Enabling your Ombudsman.

a. Commanders enable their Ombudsmen by fulfilling all the requirements set forth in references (a) and (b), including ensuring their ombudsmen are trained and ready to serve Navy families.

Commanders will communicate with their ombudsmen regarding command, installation, and region emergency response plans and ensure ombudsmen understand their role during a crisis or disaster. Per reference (b), commanders must ensure ombudsmen understand the role of the Casualty Assistance Calls Officer (CACO) and how the two programs work together to support affected families. For example, it is not appropriate for an

ombudsman to accompany a CACO on the official notification visit or to contact the family about the casualty before CACO notification. However, after the CACO notifies the family, an ombudsman may offer support to the family through information and referrals.

b. Ombudsmen must be able to effectively communicate with command families to provide support, especially during times of crisis. As such, per reference (a), commanders will release command rosters listing current and inbound personnel and families to their ombudsmen. Consent of the individuals listed is not required when the ombudsman is performing official duties. Commanders are also required to register their ombudsmen in the Ombudsman Program Registry. Subject to Navy policy guidance, both appropriated and nonappropriated funds are authorized to support the Ombudsman Program. Communication equipment is an authorized expense, and commanders may approve cell phones based on need and funding availability.

c. Advanced training is required for all ombudsmen and should be conducted at the installation through Ombudsman assemblies and/or in coordination with the Fleet and Family Support Centers (FFSC). Topics include emergency preparedness and disaster response. Each region will ensure appropriate roles for ombudsmen are included in region and installation plans for disaster preparedness and when Emergency Family Assistance Centers are activated.

d. The Fleet and Family Support Program provides a variety of services to support and enhance the Ombudsman Program's effectiveness. FFSC staff members are assigned as Ombudsman Coordinators and provide training, serve as a source of information and referral, and help prepare ombudsmen to participate in crisis response.

3. Family Readiness Groups: Per reference (c), FRGs, although considered separate from the Ombudsman program, also serve as an integral part of the support network for Service Members and families. This network also includes ombudsmen, FFSC, chaplains, and other installation support services. To facilitate communication, Commanders will designate an officer, senior enlisted member, or civilian employee of the command as the official FRG command liaison. The command liaison will ensure FRG leadership understands their roles during crises or disasters.

4. Ethics Reminder: If approached with inquiries regarding gifts or donations, ombudsmen and/or FRG representatives should refer those inquiries to the appropriate command Ethics Counselor.

5. Summary and Way Forward: Commanders must ensure all requirements per references (a) through (c) are fulfilled and make every effort to encourage and bolster participation in these programs. Based on recent lessons learned, Commander, Navy Installations Command (CNIC) is currently reviewing and updating program policies, curriculum, webpages, and the Commanders' Guide. Please provide CNIC any recommendations you assess that will enhance these valuable programs. Additional information about the Ombudsman Program is available at www.ombudsmanregistry.cnic.navy.mil and www.ffsp.navy.mil.

6. Released by Vice Admiral K. M. Donegan, Director, Navy Staff.//

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UNCLASSIFIED
ROUTINE
R 011046Z SEP 17
FM CNO WASHINGTON DC
TO NAVADMIN
INFO CNO WASHINGTON DC
BT
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NAVADMIN 216/17

MSGID/GENADMIN/CNO WASHINGTON DC/N00/SEP//

SUBJ/2017 OMBUDSMAN APPRECIATION DAY//

RMKS/1. 14 September 2017 is a day set aside for Navy personnel and families to show appreciation to command Ombudsmen for their dedicated service to the fleet, fighter, and family. This practice goes back to the inception of the program in 1970, when ADM Elmo R. Zumwalt, Jr. introduced the Navy Family Command Ombudsman Program via Z-Gram 24.

2. The contribution Ombudsmen make to the success of the command's mission is immeasurable. Their efforts in supporting Navy families enable Sailors and commands to focus on mission requirements all while knowing families have a trained and reliable resource to provide support on the home front.

3. Ombudsmen, your diligence and steadfast commitment are unmatched. You are a key line of communication between the command and families, offering information and referral services that are essential to family readiness. On behalf of Navy families, thank you for your service!

4. Commanders, you have an important role in ensuring your Ombudsmen are ready to serve and are successful. Commanders shall communicate with their Ombudsman regularly to gauge command families' morale, health, and welfare and to share command information that is relevant to our Navy families. OPNAVINST 1750.1G (CH-2) directs commands to provide an updated roster of command family members in order to relay official information directly related to family readiness. Commanders should make every effort to support their Ombudsman by fulfilling all requirements as set forth in OPNAVINST 1750.1G (CH-2).

5. Navy team, please take the opportunity to express well-deserved appreciation and gratitude to these selfless volunteers who are so crucial to the success of our Navy. Make every effort to attend a recognition event near you.

6. Additional information about the Ombudsman Program is available at www.ffsp.navy.mil.

7. Released by ADM J. M. Richardson, Chief of Naval Operations.//

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OMBUDSMAN INDIVIDUAL CONTACT LOG

Date: _____

Caller's name: _____

Telephone/email: _____

Situation:

Referrals provided:

Follow-up:



Ombudsman Monthly/Quarterly Worksheet FAQs

Q: What is the Ombudsman Monthly/Quarterly Worksheet?

A: The Ombudsman Monthly/Quarterly Worksheet is an automated database located on the Ombudsman Registry which tracks hours spent and types of contacts completed by ombudsmen.

Q: When are worksheets due?

A: Active Duty ombudsmen submit worksheets no later than the 15th of each month for the prior month. (i.e. June worksheets submitted NLT 15 July. Reserve Ombudsmen submit quarterly worksheets no later than the 15th of the month following each quarter (i.e. April – June worksheets submitted NLT 15 July).

Q: Are instructions available for completing worksheets?

A: Instructions for completing the Ombudsman Monthly/Quarterly Worksheet are posted on the log in page of the Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil> in the lower left hand corner under the "Instructions and Procedures" section titled "Ombudsmen".

Q: Is training available for completing the Ombudsman Monthly/Quarterly Worksheet?

A: Commander, Navy Installations Command (CNIC) hosts quarterly webinars on how to complete worksheets. Registration for these webinars can be completed on the Learning Management System (LMS) <http://learning.zeiders.com>. Webinars are recorded and accessible on the LMS or via the Ombudsman Registry Forum.

Q: Is it a breach of PII to collect the data for the worksheet?

A: No, there is no collection of names or details. Specifically, the worksheet only provides a count of contacts, categories, and hours completed by each ombudsman.

Q: What is the benefit of the data collected on worksheets to the command/commanding officer?

A: The data collected on the worksheets provide the commanding officer with a snapshot of the command climate, both present and past. The worksheet may assist the CO to identify:

- Issues and concerns of command families.
- Trends during deployment versus non-deployment periods among family members.
- Training which may be beneficial to the command and families.

Q: How do ombudsmen benefit from the worksheet data?

A: Ombudsmen may attend web based or face-to-face training offered through the Fleet and Family Support Center to increase knowledge and resources based upon the types of contacts they frequently encounter. They may also select material to include in the command newsletter and resource binder based upon needs identified by families.

Q: What is the Navy-wide benefit of the worksheets?

A: The metrics collected from the worksheets help determine:

- Benefits and cost-avoidance to the Navy for utilizing the services of ombudsmen (volunteers), as opposed to assigning this function to a service member or a paid civilian employee.
- How program funding should be allocated.
- Specific region and Navy-wide training requirements.

Ombudsman Worksheet Quick Reference Guide for CAC Enabled Registry January 2018

- Download the appropriate worksheet in Excel format from the login page of the Ombudsman Registry which is located in the lower left hand corner under “Instructions and Procedures”
- Select the correct month and year from the drop down menus (Active Duty)
- Select the correct quarter and year from the drop down menus (Reserve)
- Type in the Command Unit Identification Code (UIC). If not known ask your Command POC.

1 Professional Development

This section deals with presentations/briefs, trainings and meetings attended, in addition to administrative duties performed during the month/quarter.

- Enter the total number of events and hours taken to complete each event.
- Repeat the same steps for “Trainings Attended”, “Meetings Attended”, and “Administrative Duties”.

2 Information & Referral and Social Media Contacts

All incoming and outgoing contacts will be recorded in this section.

- Enter the total number of incoming and outgoing contacts.
- If there are additional entries to complete during the month/quarter, return to the worksheet and add the two numbers together and enter the total in the appropriate block. (The worksheet will not keep a running tally for totals on I&R and Social Media contacts)

3 Estimated Total Time Spent

This section identifies estimated time spent on both incoming and outgoing contacts and only applies to time spent on “Information & Referral and Social Media Contacts”.

- Enter the total estimated amount of time spent on all incoming and outgoing contacts such as emails, phone, in-person, mail, text message, etc.
- Hours must be totaled together and entered in one block. (The worksheet will not keep a running tally for totals)
- If there are additional estimated hours to be entered during the month/quarter, return to the worksheet and enter those hours. Be sure to total the two numbers together and enter them in that block.
- When all entries for the month/quarter have been made save the worksheet as follows:
 - Active Duty Ombudsmen will save with the file name as UIC, Month and Year (Example: 12345Oct2016)
 - Reserve Ombudsmen will save their worksheets with the file name as UIC, Quarter, and Year (Example 123452ndQtr2016)
- Email your completed final worksheet to your Command POC who will upload them to the registry and send a copy to ombudsman.registry.fct@navy.mil. The Ombudsman Registry Administrator will be the backup to the command in the event it is deployed and does not have access to the internet

Ombudsman Qualities and Attributes

Desirable Qualities	Remarks/Notes
Prior volunteer experience, especially as an ombudsman	
Time and energy for the job (10-15 hours a week)	
Able to balance work, family, volunteer responsibilities	
Mature, patient, flexible	
Stable, no evident severe personal or family problems (including neglect/abuse)	
A team player, friendly, confident, a "doer"	
Intelligent, good communication skills — oral and written, able to talk to strangers	
Caring and non-judgemental, works well with other people	
Able to problem-solve but set appropriate boundaries	
Well-organized	
Good role model	
Positive and optimistic, does not complain	
Demonstrates support of Navy goals and the command mission	
Possesses at least basic computer skills	
Does not gossip or moralize about others; can keep personal information confidential	
Service member/spouse should be in "good standing" at the command	
Other	



REGION OMBUDSMAN ADVISORY BOARD (ROAB)

ACTION ITEMS

Date: _____

ACTION ITEM:

1. PURPOSE:

2. ISSUE RECOMMENDATION:

3. FACTS:

4. ROAB POSITION:

Name/Phone number: (submitted by :)

CNIC Response:

Respectfully submitted,

CNIC Ombudsman Program Manager



Region Ombudsman Advisory Board (ROAB) Reporting Process and Timeline

Region Ombudsman Advisory Boards:

- Are appointed and convened by Region Commander, or designee
- Support and advise area assemblies
- Are not policy-making or supervisory bodies
- Do not interfere with the operation of individual command ombudsman programs

ROAB Membership:

- Identified by Region Commander
- May include:
 - Active and reserve personnel that are members of the family alliance network
 - Spouse of senior military member (officer/enlisted)
 - Chaplain
 - CMCs and ombudsmen representing commands within the AOR
 - Assembly chairpersons
 - FFSC Ombudsman Coordinators
 - Sponsor's staff action officer
 - Staff legal officer
 - Other interested and appropriately positioned persons

Purpose:

- Review Ombudsman Program implementation within the region
- Provide feedback from local Ombudsman Assemblies on:
 - Policy
 - Implementation
 - Other programmatic issues

Action Required:

- Meet as needed, at least semi-annually (Sept/March)
- Submit ROAB minutes to CNIC Ombudsman Program Coordinator
- Complete ROAB Action Items Report
- Chairperson will forward all recommended changes and observations requiring higher level review or action to CNIC Ombudsman Program Coordinator, Mrs. Carrie Mast, carrie.mast1@navy.mil; 202-433-4701; DSN 288-4701.

SAMPLE APPOINTMENT LETTER

Dear [name of ombudsman],

Congratulations on your selection as an ombudsman for (name of command)'s Family Ombudsman Program. As such, you will play a critical role in helping to maintain family readiness.

Your term of appointment is (length of time) including a probationary period of (number) months. You are expected to attend Ombudsman Basic Training (OBT/eOBT). Information about upcoming class dates is available at www.ffsp.navy.mil or through the FFSC Ombudsman Coordinator. Please report back to the command upon completion of OBT/eOBT.

Commander, Navy Installations Command provides OBT Orientation On-Demand training, in the event you are unable to attend Ombudsman Basic Training within the first six weeks of appointment. Go to <http://www.cnic.navy.mil/OmbudsmanProgramTraining> to access this training.

To ensure (name of command) families have the most current information and resources available to them, you are expected to attend the local Ombudsman Assembly Meetings and Advanced Trainings. The information and resources obtained should be shared with command families via newsletter, emails and command briefs, as appropriate. You may also be asked to provide an update at Command Family Readiness Group meetings.

Your information has been added to the Ombudsman Registry at <http://ombudsmanregistry.cnic.navy.mil>. Data from the ombudsman monthly/quarterly worksheets is required to be entered in the automated ombudsman data collection system at the same site. My door is always open to you. Your command point of contact is (insert name). S/he can be reached at (XXX) XXX-XXXX.

When mailing or receiving mail in your official position as command family ombudsman, please use the official command address:

(Ombudsman Name), Command Family Ombudsman

(Command Name)

(Address)

Sincerely,

(CO)

Copy to:

File

Fleet and Family Support Center Ombudsman Coordinator or RCC Warrior and Family Support Specialist

Local Ombudsman Assembly Chair

The Ombudsman and Command Roster Utilization

Q: As a shore command why should I have an Ombudsman?

A: The Navy Family Ombudsman Program instruction, OPNAVINST 1750.1G, f.(2) states that commanders and commanding officers shall ensure that command family members have access to the services of an ombudsman.

Family members, regardless of deployment status, have questions about the military lifestyle and need assistance. In case of family crisis, disasters, or command emergencies, the ombudsman plays a key role in providing support for those affected. Every command needs to communicate with the families of their service members and the Ombudsman provides the conduit to reach them.

Q: Why should I provide my Ombudsman with a Roster?

A: OPNAVINST 1750.1G, f.(5) states: Commanders and commanding officers shall ensure that the command ombudsman receives a regularly updated command roster to include inbound personnel and families. References (d) (5 U.S.C. 552a) and (g) (SECNAVINST 5211.5E) provide for the release of roster information to the ombudsman without the consent of the individuals listed when the ombudsman is acting in an official capacity.

The ombudsman is a liaison between the command and the command families. The primary role of the ombudsman is that of a source of information and referral. In order to communicate with command families, ombudsmen must have the contact information for those families.

Q: How can I insure that the roster is utilized properly?

A: Commanders and commanding officers shall: Accept volunteer services from the ombudsman as an appropriated fund activities volunteer per reference (f) (OPNAVINST 5380.1C) by completing DD 2793 Volunteer Agreement for Appropriated Fund Activities and Non-appropriated Fund Instrumentalities with the ombudsman. OPNAVINST 1750.1G,f.(3)

- By accepting this signed agreement you are entrusting ombudsmen with the responsibility of handling the command roster.
- Commanders should establish a procedure and POC for roster updates and delivery, including their preference for storage and disposal methods for current and past copies of roster. EX. Provide roster at Assembly meetings and take the old roster for shredding.
- Ombudsmen receive PII training during OBT and advanced training is available on the Learning Management System to ensure they understand the importance of protecting the information.

Q: Can the command adjust the roster to fit the needs of the Ombudsman while protecting PII?

A: Yes, in order to provide support during a family or command emergency or disseminate official command information the Ombudsman needs contact information for service member's family to include the following:

- Name and rank/rate of service member
- Names of spouse and children living with the SM and separately
- Address, phone and email for spouse or designated family member

TRAVEL VOUCHER OR SUBVOUCHER				Read Privacy Act Statement, Penalty Statement, and Instructions on back before completing form. Use typewriter, ink, or ball point pen. PRESS HARD. DO NOT use pencil. If more space is needed, continue in remarks.			
1. PAYMENT <input type="checkbox"/> Electronic Fund Transfer (EFT) <input type="checkbox"/> Payment by Check		SPLIT DISBURSEMENT: The Paying Office will pay directly to the Government Travel Charge Card (GTCC) contractor the portion of your reimbursement representing travel charges for transportation, lodging, and rental car if you are a civilian employee, unless you elect a different amount. Military personnel are required to designate a payment that equals the total of their outstanding government travel card balance to the GTCC contractor. NOTE: A split disbursement is only necessary when a GTCC is used while on official travel for the Government. Pay the following amount of this reimbursement directly to the Government Travel Charge Card contractor: \$ _____					
2. NAME (Last, First, Middle Initial) (Print or type)			3. GRADE	4. SSN		5. TYPE OF PAYMENT (X as applicable) <input type="checkbox"/> TDY <input type="checkbox"/> PCS <input type="checkbox"/> Dependent(s) <input type="checkbox"/> Member/Employee <input type="checkbox"/> Other <input type="checkbox"/> DLA	
6. ADDRESS. a. NUMBER AND STREET		b. CITY		c. STATE		d. ZIP CODE	
e. E-MAIL ADDRESS							
7. DAYTIME TELEPHONE NUMBER & AREA CODE		8. TRAVEL ORDER/AUTHORIZATION NUMBER		9. PREVIOUS GOVERNMENT PAYMENTS/ ADVANCES		10. FOR D.O. USE ONLY a. D.O. VOUCHER NUMBER	
11. ORGANIZATION AND STATION				13. DEPENDENTS' ADDRESS ON RECEIPT OF ORDERS (Include Zip Code)		b. SUBVOUCHER NUMBER	
12. DEPENDENT(S) (X and complete as applicable) <input type="checkbox"/> ACCOMPANIED <input type="checkbox"/> UNACCOMPANIED				14. HAVE HOUSEHOLD GOODS BEEN SHIPPED? (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO (Explain in Remarks)		c. PAID BY	
a. NAME (Last, First, Middle Initial)		b. RELATIONSHIP		c. DATE OF BIRTH OR MARRIAGE		d. COMPUTATIONS	
15. ITINERARY a. DATE b. PLACE (Home, Office, Base, Activity, City and State; City and Country, etc.)				c. MEANS/MODE OF TRAVEL	d. REASON FOR STOP	e. LODGING COST	f. POC MILES
DEP							
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16. POC TRAVEL (X one) <input type="checkbox"/> OWN/OPERATE <input type="checkbox"/> PASSENGER				17. DURATION OF TRAVEL <input type="checkbox"/> 12 HOURS OR LESS <input type="checkbox"/> MORE THAN 12 HOURS BUT 24 HOURS OR LESS <input type="checkbox"/> MORE THAN 24 HOURS		e. SUMMARY OF PAYMENT (1) Per Diem (2) Actual Expense Allowance (3) Mileage (4) Dependent Travel (5) DLA (6) Reimbursable Expenses (7) Total (8) Less Advance (9) Amount Owed (10) Amount Due	
18. REIMBURSABLE EXPENSES a. DATE b. NATURE OF EXPENSE c. AMOUNT d. ALLOWED				19. GOVERNMENT/DEDUCTIBLE MEALS a. DATE b. NO. OF MEALS a. DATE b. NO. OF MEALS			
20.a. CLAIMANT SIGNATURE						b. DATE	
c. REVIEWER'S PRINTED NAME			d. REVIEWER SIGNATURE			e. TELEPHONE NUMBER	
f. DATE			21.a. APPROVING OFFICIAL'S PRINTED NAME		b. SIGNATURE		
c. TELEPHONE NUMBER		d. DATE		22. ACCOUNTING CLASSIFICATION			
23. COLLECTION DATA							
24. COMPUTED BY		25. AUDITED BY		26. TRAVEL ORDER/AUTHORIZATION POSTED BY		27. RECEIVED (Payee Signature and Date or Check No.)	
28. AMOUNT PAID							

VOLUNTEER AGREEMENT FOR			
<input type="checkbox"/> APPROPRIATED FUND ACTIVITIES	<input type="checkbox"/> NONAPPROPRIATED FUND INSTRUMENTALITIES		
PART I - GENERAL INFORMATION			
1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i>			2. YEAR OF BIRTH
3. INSTALLATION		4. ORGANIZATION/UNIT WHERE SERVICE OCCURS	
5. PROGRAM WHERE SERVICE OCCURS		6. ANTICIPATED DAYS OF WEEK	7. ANTICIPATED HOURS
8. DESCRIPTION OF VOLUNTEER SERVICES			
PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES			
9. CERTIFICATION			
<p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p>			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)
10.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)
PART III - VOLUNTEER IN NONAPPROPRIATED FUND INSTRUMENTALITIES			
11. CERTIFICATION			
<p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services and liability for tort claims as specified in 10 U.S.C. Section 1588(d)(2). I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I am offering.</p>			
a. SIGNATURE OF VOLUNTEER			b. DATE SIGNED (YYYYMMDD)
12.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i>	b. SIGNATURE		c. DATE SIGNED (YYYYMMDD)
PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR			
13. AMOUNT OF VOLUNTEER TIME DONATED			
a. YEARS <i>(2,087 hours=1 year)</i>	b. WEEKS	c. DAYS	d. HOURS
14. SIGNATURE			15. TERMINATION DATE <i>(YYYYMMDD)</i>
16.a. TYPED NAME OF SUPERVISOR <i>(Last, First, Middle Initial)</i>		b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

Appendix C: Acronyms and Abbreviations

AER: Army Emergency Relief

AFAS: Air Force Aid Society

AOR: area of responsibility

ARC: American Red Cross

CCCS: Consumer Credit Counseling Service

CDC: Child Development Center

CDH: Child Development Homes

CFS: Command Financial Specialist

CIAC: Command Individual Augmentee Coordinator

CNIC: Commander, Navy Installations Command

COT: Certified Ombudsman Trainer

CST: Command Support Team

CYP: Child and Youth Program

DAPA: Drug and Alcohol Program adviser

DRT: Deployment Readiness Training

ECHO: Extended Care Health Option

ECRC: Expeditionary Combat Readiness Center

EFMP: Exceptional Family Member Program

eOBT: Electronic Ombudsman Basic Training (online version of OBT)

FAP: Family Advocacy Program

FAR: Family Advocacy Representative

FEMA: Federal Emergency Management Agency

FERP: Family Employment Readiness Program

FFR: Fleet and Family Readiness

FFSC: Fleet and Family Support Center

FFSP: Fleet and Family Support Program

FRG: Family Readiness Group

FY: fiscal year

GSA: General Services Administration

HSC: Housing Service Center

HEAT: Housing Early Assistance Tool

I&R: information and referral

IAMM: Individual Augmentation Manpower Management

IDSS: individual deployment support specialist

ITO: invitational travel orders

MTF: medical treatment facility

MWR: Morale, Welfare and Recreation

NAF: non-appropriated funds

NFAAS: Navy Family Accountability and Assessment System

NMCRS: Navy-Marine Corps Relief Society

NPS: New Parent Support

OBT: Ombudsman Basic Training

OCO: overseas contingency operations

OSA: overseas contingency operations support assignment

PACT: Problem, Assess, Choose, Try

PFM: Personal Financial Management

PII: personally identifiable information

R&R: Return and Reunion

RAINN: Rape, Abuse & Incest National Network

RAP: Relocation Assistance Program

RCC: Reserve Component Command

RLSO: Region Legal Service Office

ROI: Return On Investment

SAPR: Sexual Assault Prevention and Response

SAPR VA: Sexual Assault Prevention and Response Victim Advocate

SARC: Sexual Assault Response Coordinator

SECO: Spouse Education and Career Opportunities

SLO: School Liaison Officer

USO: United Service Organizations

WIIFM: What's in It for Me

Appendix D: References

5 U.S. Code 552a – Records Maintained on Individuals

<https://www.gpo.gov/fdsys/granule/USCODE-2010-title5/USCODE-2010-title5-partI-chap5-subchapII-sec552a/content-detail.html>

10 U.S. Code 1588 – Authority to Accept Certain Voluntary Services

<https://www.gpo.gov/fdsys/granule/USCODE-2010-title10/USCODE-2010-title10-subtitleA-partII-chap81-sec1588/content-detail.html>

Ombudsman Program Manual (2016)

https://www.cnic.navy.mil/content/dam/cnic/hq/pdfs/n91_fleet_and_family_support_program/OmbudsmanProgram/Ombudsman%20Program%20Manual%202016.pdf

OPNAVINST 1750.1G CH-2 – Navy Family Ombudsman Program

https://www.cnic.navy.mil/content/dam/cnic/hq/pdfs/n91_fleet_and_family_support_program/OmbudsmanProgram/Commander%27s%20Guide/OPNAVINST%201750%201G%20CH-2.pdf

OPNAVINST 5380.1C – Acceptance and Use of Voluntary Services in the Navy

https://www.cnic.navy.mil/content/dam/cnic/hq/pdfs/n91_fleet_and_family_support_program/OmbudsmanProgram/Commander%27s%20Guide/OPNAVINST%205380.1C%20Acceptance%20and%20Use%20of%20Voluntary%20Services%20in%20the%20Navy.pdf