



APRIL 2024

Ombudsman Advanced Training

COMMAND SPONSORSHIP

PROGRAM OVERVIEW



Advanced Training Agenda



1

**Command Sponsorship
Program Overview**

2

**Coordinate Services for
Families During PCS**

3

Ombudsman Roundtable

Worksheet Reminder!!



- Download the most current template
- Save file as UICMonthYear - Example: 12345JUN2022
- **ALWAYS** 'cc' the Ombudsman Registry Administrator when submitting your worksheet!

Ombudsman.registry.fct@navy.mil

- Google Sheets - attach excel file (Example: 12345JUN2022.xlsx) do not share as a link
- Ombudsman must submit NLT 5th of each month!

Command Sponsorship Program Overview



References

- OPNAVINST 1740.3E
- Command instructions
- MyNavyHR



Program Goals

Assist service members and families in adapting to new working & living environments

Ref: OPNAVINST 7340.3E



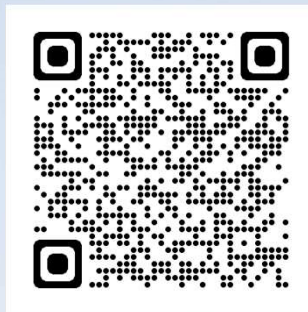
“Make sure they have the **right** sponsor.”

Master Chief Petty Officer of the Navy - 2023



Sponsor Responsibilities

- Be familiar with the command and its location and homeport.
- Be knowledgeable about resources and applicable command procedures/instructions.
- Be designated in writing.
- Complete sponsor training provided by the local FFSC prior to executing sponsor related duties.
- View Sponsorship video prior to being assigned:



Stages of Sponsorship

Pre-Arrival

- Welcome Aboard Package/Letter
- Ombudsman contact information
- Identify their needs with the top 20* questions *(FFSC Sponsor Guide)*
- Email/phone call follow-ups

(Never assume they know)



Pre-Arrival

Give Information About

- Housing Resources
 - Welcome Center: (619) 556-8443 or (619) 554-8012
 - Bachelor Housing
- Lodging reservations
 - Navy Lodge
 - NGIS
- Airport Transportation
 - USO ('SeaBreeze' shuttle service), taxi, etc.



Pre-Arrival

Provide

- 24-Hour Contact Number
- FFSC programs
- Personal Property
 - 855-HHG-MOVE
 - householdgoods@navy.mil
- California DMV:
 - www.dmv.ca.gov



Arrival

- Conduct arrival plan
 - Meet/pickup new arrival
 - Assess immediate needs
- Check member into command
 - Document report date
- Provide command information
 - Location of command
 - Daily duties/expectations
 - Uniform of the Day
- Provide local resources
 - Base map, alternate POC info, etc.



Check-in

- Report to Command Pay and Personnel Administrator (CPPA) for travel claim
- Provide Check-in sheet/procedures
 - Escort member during check-in
- Update recall
- Schedule INDOC
- Advise to update:
 - RED/DA, DEERS, TRICARE & Dental, NFAAS, SGLI, etc.



Coordinating Services for Families During PCS



Reference

- OPNAVINST 1750.1H

*(17) Coordinate services for families during mobilization or geographic separation. In any situation in which family members remain in one community while the Service Member reports to another location for duty (e.g. mobilization of a unit, executing individual augmentation orders or executing permanent change of station orders), **the losing command retains responsibility for local support services to family members. They are responsible for assisting family members in connecting with the gaining command Ombudsman, FRG or other family support activity.** The gaining command assumes responsibilities for official command communication with Sailors and their family members.*

Culture of Excellence 2.0

- Ombudsman part of the onboarding process
- Connecting with inbound families early
- Participating in Command Onboarding (INDOC)
- Proactively share resources

Key Players

Command Support Team

- Command rosters
- News gains and losses

Sponsor Coordinator

- Schedule Command Onboarding
- Welcome Aboard package

Fleet and Family Support Center

- Workshops and Programs

Coordinating Services

Inbound Families

- Letter of introduction
- Key Resources & Programs
 - Base Information
 - Local Fleet and Family
 - Housing Information
 - Childcare Information
 - Employment Resources

Outbound Families

- Command Ombudsman contact information
- Local Fleet and Family
- Key Resources & Programs
 - FFSC Relocation Specialist
 - Military OneSource Installation Lookup tool
 - Contact Your Ombudsman tool

- Open to all Sailors and Families
- August Ombudsman Advanced Training
- Area Orientation Brief
- 40+ Resource Providers

SAVE

METRO SAN DIEGO

**AREA ORIENTATION
&
RESOURCE FAIR**

**OMBUDSMEN
SAILORS
FAMILIES**

**Wednesday
August 28, 2024
5:30PM-7:30PM**

THE

DATE



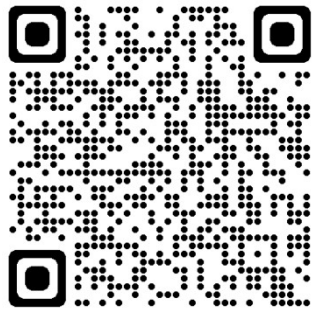
**ANCHORS
CATERING &
CONFERENCE
CENTER**

2375 Recreation Way
San Diego, CA 92136

Round Table Wrap Up



Navy Life SW Ombudsman Landing Page



Don't miss Websites & Downloads on the right side!

The screenshot shows the top portion of the Navy Life SW Ombudsman Landing Page. At the top left is the Navy Life SW logo with 'NAVBASE San Diego' underneath. A navigation menu includes links for HOME, EVENTS, RECREATION, MOVIES, GOLF, FITNESS, FLEET & FAMILY, DINING, HOUSING, and ABOUT. The main heading is 'OMBUDSMAN' with social media sharing icons. Below this, there is a paragraph about Fleet and Family Support Centers and a call to action for scheduling appointments. A sidebar on the right features a 'FUN IN THE SUN SALE' advertisement for hotels, a 'NAVY FAMILY OMBUDSMAN' logo, and contact information including the address at Naval Base San Diego, phone number 619-558-7220, and fax number 619-558-9884.

DOWNLOADS

- [Ombudsman Program Manual 2016.pdf](#)
- [2022 Appreciation Event - Reservation Form.docx](#)
- [FFSC Classes October-December 2022.pdf](#)
- [MyNavy Family App - Info Sheet.pdf](#)
- [DD 2793 Volunteer Agreement Form - NAF.pdf](#)
- [OPNAVINST 1750.1G.CH-2.pdf](#)
- [FFSC Training Request Form.pdf](#)
- [2022 Ombudsman Program Training Schedule - Metro SD.pdf](#)
- [Ombudsman Program Commander's Guide 2018.pdf](#)
- [Ombudsman Resource - Quick Contacts.pdf](#)
- [Murphy Canyon Town Hall Flyer 4 OCT 2022.pdf](#)
- [Ombudsman Information Form \(OIF\) 2022.docx](#)

WEBSITES

- [Military Installations](#)
- [Mrs. Sybil Stockdale Ombudsman of the Year Award](#)
- [FFSC San Diego Facebook Page](#)
- [Ombudsman On-Demand Orientation](#)
- [CNIC eOBT Schedule](#)
- [U.S. Navy Ombudsman Program Discussion Group](#)
- [FFSC San Diego YouTube Channel](#)
- [Ombudsman Registry](#)
- [CNIC Ombudsman Program](#)
- [Command Leadership Toolkit - Documents List](#)