



**FEBRUARY 2024**

# **Ombudsman Advanced Training**

**BACK TO BASICS**

**Updated OPNAVINST 1750.1H**



# Advanced Training Agenda



1

**SAY San Diego | Healthy Start  
Military Family Resource**

2

**Summary of Changes of  
OPNAVINST 1750.1H**

3

**Keeping Families Informed**



# CONGRATULATIONS!



## **CERTIFIED OMBUDSMAN TRAINERS**

- Kendra Dannon
- Megan Ellis
- Alexx Green
- Melissa Heidtman

## **REGION-TRAIN-THE-TRAINER**

- Jennifer Belding
- April Vasquez

SAY San Diego  
Healthy Start  
Military Family Resource





STRENGTHENING THE  
**WHOLE CHILD**

SAY programs serve the whole child from pre-natal to adulthood with programs that emphasize prevention, early intervention, and positive development.

[LEARN MORE](#)

**FEATURED PROGRAMS**

-   
DADS CORPS
-   
ALCOHOL, TOBACCO,  
AND OTHER DRUG  
PREVENTION
-   
BEFORE AND AFTER  
SCHOOL
-   
INFANT CARE  
PRESCHOOL

**DISCOVER 30+ MORE PROGRAMS**

[ALL PROGRAMS](#)

**Mission:** SAY San Diego’s mission is to partner with youth, adults, families, and communities to reach their full potential. Our vision is opportunity, equity and well-being for all San Diegans.



**This non-profit started in 1971, with the goal of providing prevention services to struggling youth. Today it encompasses more than 30 programs serving within the 3 units of:**

**CHILD AND YOUTH DEVELOPMENT**

Preschools/After-School Programs  
(Primetime)



**YOUTH, ADULT, & FAMILY WELLNESS**

Youth and Parenting Programs



*Healthy Start*  
Military Family Resource Center

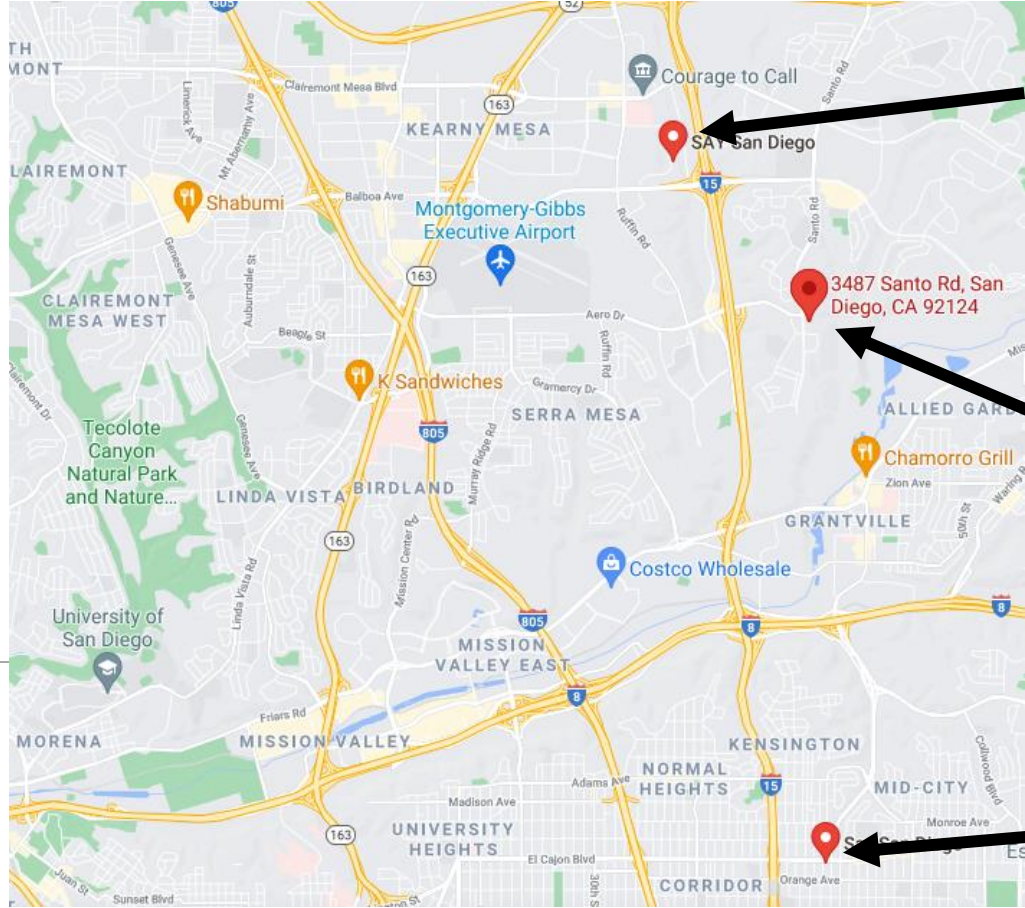
**COMMUNITY ENGAGEMENT**

School & Community Family Resource Centers



**S.D.M.F.C.**  
SAN DIEGO MILITARY  
FAMILY COLLABORATIVE

# LOCATIONS



**Main Office**  
4775 Viewridge Ave  
San Diego, CA 92123

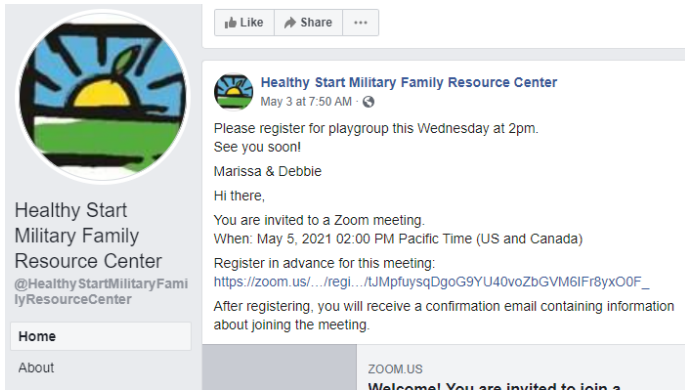


**Military Family Resource Center**  
3487 Santo Rd  
San Diego, CA 92124



**Mid-City Resource Center**  
4275 El Cajon Blvd, Unit 101  
San Diego, CA 92105

# PLAYGROUPS



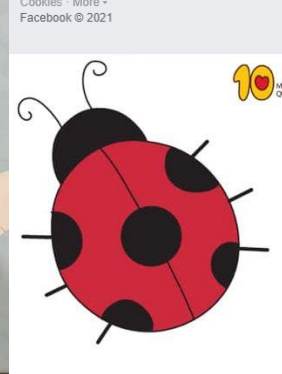
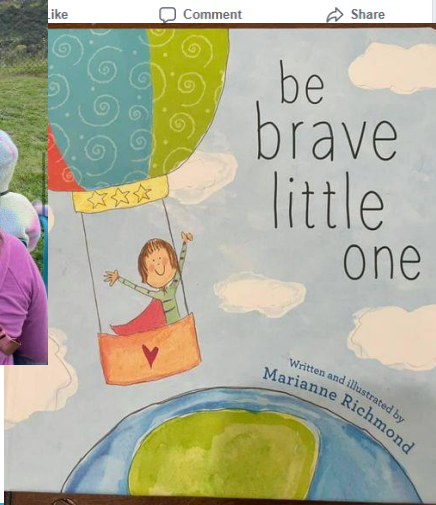
**WHO:** Parents and children aged 0-5 (open to all)

**WHAT:** FREE activities for parents and kids! Reading, crafts, and more!

**WHEN:** Wednesdays @ 10am

**WHERE:** At HSMFRC (3487 Santo Road, San Diego, CA 92124)

**REFERRAL:** No referral or registration needed



Healthy Start Military Family Resource Center



**90%**  
**OF A CHILD'S BRAIN DEVELOPS BY AGE 5**  
The connections they share with loved ones play a key part in this growth. Being your child's first teacher can be hard, but...

**YOU DON'T HAVE TO DO IT ALONE!**



**WHAT WE OFFER**  
We connect you and your family with a Family Support Specialist. Together, you will talk about your child's growth and hopes for their future.

We partner to help you:

- Lower stress
- Make learning fun
- Use positive parenting strategies
- Connect to community resources
- Deal with the hard parts of parenting

FOR MORE INFORMATION AT  
**firststepssd.org**

**TO CONNECT WITH YOUR LOCAL FIRST STEPS, PLEASE CONTACT:**

**NORTH INLAND/NORTH COASTAL**  
Palomar Health  
(760) 739-3261  
[firststeps@palomarhealth.org](mailto:firststeps@palomarhealth.org)

**CENTRAL/NORTH CENTRAL**  
**SAY San Diego**  
(619) 283-9624  
[firststepscentral@saysandiego.org](mailto:firststepscentral@saysandiego.org)

**EAST**  
Jeni Barra  
(619) 402-0085  
[jbarra@home-start.org](mailto:jbarra@home-start.org)

**SOUTH**  
**SBCS**  
(619) 650-1597  
[firststeps@sbcscs.org](mailto:firststeps@sbcscs.org)

HEALTHY FAMILIES AMERICA  
FIRST 5 SAN DIEGO  
LIFE WELLS  
AAP CA3  
American Academy of Pediatrics

Also funded by California Home Visiting Program

**WHO:** Open to all San Diego parents who are expecting!

**WHAT:** FREE parenting support program

**WHERE:** In home support services or at a location that is most comfortable for the parents

**WHEN:** Services begin prenatally until 3 years old

**REFERRALS:** Message [firststepscentral@saysandiego.org](mailto:firststepscentral@saysandiego.org) or call 619-2839624

<https://firststepssd.org/>



# DADS CORPS



**SAY** San Diego  
Social Advocates for Youth  
[saysandiego.org](https://saysandiego.org)



**What is DADS CORPS?**

Dads Corps is a FREE 8-week parenting class series where parents connect and learn new skills and approaches from one another. Dads Corps invites YOU to get involved and build tools to become the best possible dad you can be. Join our brotherhood of support TODAY!

**DADS CORPS OFFERS:**

- Family Legal Clinic
- Parenting Tips & Tricks
- Community Connections
- Employment Support
- Alumni Network
- Gift cards, Gas cards, Work Tools, and More!

*See To Learn More*

@DadsCorps

CONTACT INFORMATION: Jessica Chiesman Phone: (858) 289-701  
Email: [jessica.chiesman@saysandiego.org](mailto:jessica.chiesman@saysandiego.org)

**WHO:** Open to all San Diego parents

**WHAT:** FREE fatherhood workshop series to support dads in becoming better "Parents, Partners, and Providers"

**WHEN:** 8-week workshops occur throughout 2023-24

**WHERE:** Zoom

**REFERRALS:** Contact Jessica Chiesman at [jessica.chiesman@saysandiego.org](mailto:jessica.chiesman@saysandiego.org)

<https://www.facebook.com/dadscorps>

<https://tinyurl.com/dadscorpsinterest>

# MILITARY-CONNECTED PROGRAMS



RETIRING OR SEPARATING FROM THE MILITARY SOON?

**FREE WORKSHOP & PREP BINDER!**

SAN DIEGO MILITARY FAMILY COLLABORATIVE presents

**MILITARY TRANSITION: THE SPOUSE EDITION**

**WORKSHOP DATES/TIMES:**  
DAY COURSES - THURSDAYS 10AM-12PM (PST)  
JUNE 20, 2024  
DECEMBER 12, 2024  
EVENING COURSES - THURSDAYS 5PM-7PM (PST)  
MARCH 21, 2024  
SEPTEMBER 19, 2024

SPEAK WITH THE EXPERTS ABOUT:

- VA/SERVICE CONNECTED DISABILITY COMPENSATION
- TRICARE
- CAREER CHANGE & SALARIES
- EDUCATION & TRAINING
- FINANCIAL PLANNING & RETIREMENT
- RELOCATION
- WELLNESS RESOURCES & PEER SUPPORT
- AND MUCH MORE!

Register at:  
[sdmilitaryfamily.org/transitions](http://sdmilitaryfamily.org/transitions)

@SDMILFAM





**S.D.M.F.C.**  
SAN DIEGO MILITARY  
FAMILY COLLABORATIVE

# MONTHLY CONVENINGS



**SAY** San Diego  
Social Advocates for Youth  
[saysandiego.org](https://saysandiego.org)

SDMFC Presents:

## Accessing Affordable Childcare

Feb 23, 2024

Program & Administration  
Provided By:  
SAY San Diego



**WHO:** Military-connected organizations and military families

**WHAT:** Community forums, meetings, & workshops helping military families

**WHEN:** Monthly Convening meetings every 4<sup>th</sup> Friday 1000-1200, *other workshops and forums ongoing*

<https://www.facebook.com/sdmilfam>  
[Sdmilitaryfamily.org](https://sdmilitaryfamily.org)

**S.D.M.F.C.**  
SAN DIEGO MILITARY  
FAMILY COLLABORATIVE

### JANUARY MONTHLY CONVENING

Who do you want to hear in 2024?  
Let's put our minds together!

**UPCOMING THEMES**  
Feb: Childcare  
Mar: EFMP  
Apr: Military Child  
May: Military Spouse

**FOR QUESTIONS**  
[sdmilitaryfamilycollaborative@gmail.com](mailto:sdmilitaryfamilycollaborative@gmail.com)

**FRI. 26 JAN  
10AM-12PM  
9388 LIGHTWAVE  
AVE.**



# Military Transition: the Spouse Edition (MTSE)

**RETIRING OR SEPARATING  
FROM THE MILITARY SOON?**

**FREE  
WORKSHOP &  
PREP BINDER!**

**SAN DIEGO  
MILITARY FAMILY  
COLLABORATIVE**  
*presents*

**MILITARY TRANSITION:  
THE SPOUSE EDITION**

**SPEAK WITH THE EXPERTS ABOUT:**

- VA/SERVICE CONNECTED  
DISABILITY COMPENSATION
- TRICARE
- CAREER CHANGE & SALARIES
- EDUCATION & TRAINING
- FINANCIAL PLANNING &  
RETIREMENT
- RELOCATION
- WELLNESS RESOURCES & PEER  
SUPPORT
- AND MUCH MORE!

**WORKSHOP DATES/TIMES:**

**DAY COURSES - THURSDAYS  
10AM-12PM (PST)**

**JUNE 20, 2024  
DECEMBER 12, 2024**

.....

**EVENING COURSES - THURSDAYS  
5PM-7PM (PST)**

**MARCH 21, 2024  
SEPTEMBER 19, 2024**

**Register at:  
[sdmilitaryfamily.org/transitions](https://sdmilitaryfamily.org/transitions)**

 @SDMILFAM  
 @SDMILFAM




**WHO:** Open to military spouses and Active-Duty Service Member/Veterans

**WHAT:** Virtual TAP forum to provide overview of transition as a process to answer questions from service providers representing TriCare, VA Benefits, Education, Employment and more

**WHEN:** Offered once a quarter for day format or evening format

**WHERE:** ZOOM

<https://www.facebook.com/sdmilfam>  
[Sdmilitaryfamily.org](https://sdmilitaryfamily.org)



*Healthy Start*  
*Military Family Resource Center*



**S.D.M.F.C.**  
**SAN DIEGO MILITARY**  
FAMILY COLLABORATIVE

## Want to learn more about SAY San Diego?



**Monica Moon**

Monica.moon@saysandiego.org  
858-810-8259

**Caroline Nunez (bilingüe)**

caroline.nunez@saysandiego.org  
858-496-0053

Viewridge Main Office/Oficina principal  
858-565-4148



saysandiego.org

Sdmilitaryfamily.org

Facebook.com/SAYSanDiego

Facebook: Healthy Start Military Family Resource Center

Facebook.com/sdmilfam

Facebook.com/dadscorps

# OPNAVINST 1750.1H



# PROGRAM REMINDER

**April 3, 2019:**

**Training Tips and Updates – use of commercial-off-the-shelf apps**

Ombudsmen,

This is a reminder to **not use the Google App and other Commercial-off-the shelf (COTS) apps to transmit Personally Identifiable Information (PII)**. It is your responsibility to protect the PII with which you are entrusted for your command families. For more information on PII please review this topic in your Ombudsman Program Manual, chapter two. We also want to remind you to **abide by the Department of Defense (DoD) ethics principal to be impartial and not endorse specific organizations when responding to I&R calls**.

Your Ombudsman Coordinator or RCC Warrior and Family Support Specialists may contact the installation or region legal office for additional guidance, if needed.

Sent to: Ombudsmen, Ombudsman Coordinators, Commanding Officers, COTs and CLSs



# SUMMARY OF CHANGES

## OMBUDSMAN REGISTRY WORKSHEET DUE DATE

- Removal of the section where ombudsman can create their own profile in the Ombudsman Registry
- Added the Ombudsman Worksheets section
  - Process of accessing the worksheet template
  - Copy the Ombudsman Registry Administrator when submitting worksheets
- Updated worksheet due date to the 5<sup>th</sup> of the month following the end of the reporting period.

# SUMMARY OF CHANGES

## THE MRS. SYBIL STOCKDALE OMBUDSMAN OF THE YEAR AWARD

- Not included in the OPNAVINST 1750.1G CH-2
- NAVADMIN comes out around February
- Detail instruction on
  - Criteria
  - Requirements
  - Nomination Package
  - Nomination Process
- **CRITERIA**
  - Ombudsman is registered in the Ombudsman Registry
  - Attended Advanced Trainings and Ombudsman Assemblies
  - All 2023 Worksheets are uploaded into the Ombudsman Registry

# SUMMARY OF CHANGES

## OMBUDSMAN SELECTION WAIVER REQUIREMENTS

- Enclosure 2
- Removal of the waiver request
- Every effort should be made to recruit a spouse of Active Duty or Reserve Component command member
- Subparagraph 2a through 2c lists specific criteria to select a non-spouse
  - Parent or other family member of single members
  - Active Duty, former Active Duty, selected reserve, civilian or spouses of civilian members of the command
  - Family member of retired member of the command

# SUMMARY OF CHANGES

## **MORAL, WELFARE, AND RECREATION (MWR) FUNDS FOR OMBUDSMAN APPRECIATION**

- Enclosure 8 Paragraph 1
- Ombudsman Program funded from the command's Appropriated Funds (APF)
- List of Reimbursable Items
- Volunteer Agreement DD2793 – check Appropriated Fund Activities
- Always discuss with your CO
  - Budget
  - Reimbursable expenses

# SUMMARY OF CHANGES

## UPDATED CHILD ABUSE AND SEXUAL ASSAULT REPORTING REQUIREMENTS

- **Enclosure 9**
- **Reporting Options section**
  - Subsection d(1) *Any report made to an Ombudsman is classified as unrestricted as the Ombudsman is an official representative of the command*
- **Reporting Guidance**
  - Subsection e(1) *Trained Professionals will determine the validity of the allegations, not the Ombudsman or the command.*
  - Subsection e(2) *Per state requirements, some Ombudsmen will also notify CPS.*
- **Sexual Assaults Reporting:** ONLY SARC or SAPR VA can take a restricted report
  - Subsection d *All allegations of sexual assault will be reported by the Ombudsman to the CO. Ombudsmen should encourage the victim to speak to a SARC or SAPR VA to discuss reporting options*

# Keeping Families Informed





# OPNAVINST 1750.1H Section G.8

## **Section G: OMBUDSMEN:**

**Subsection 8:** *Become knowledgeable about all programs offered by the local FFSC, chaplains, and other support agencies to keep family members informed of available resources. Reference (j – OPNAVINST 1754.1B) gives Ombudsmen the authority to request support from FFSCs.*

- **Ways to keep our families informed**
- **What do our families need?**
- **Educational briefs that we can offer families**
- **Coordinating educational briefs**

# Ways to Keep Our Families Informed

- **Newsletters**
  - Monthly
  - Quarterly
- **Social Media Platforms**
  - Ombudsman Facebook page or family support group
- **Command Events**
- **FRG Events**
- **Coordinating Educational Briefs**



# What Do Our Families Need?

- **Ask your CST the demographics of our command families**
  - Single sailors with parents
  - Young families
  - New spouses
  - Families transitioning out of the Navy
  - Senior vs. Junior command
  - Command type: shore-based vs. deployable
  - Geographical location of families
- **Type of Information and Referrals Calls**
  - Issues that maybe impacting your command families

# Educational Briefs We Can Offer

- **Fleet and Family Support Center (FFSC)**
  - Pre-deployment, mid-deployment, and reintegration
  - Mind-Body Mental Fitness
  - Relocation/PCS
  - Healthy Relationships
  - Navigating Childcare Options
  - Navy Spouse 101
- **CNIC FFSP Learning Management System (Virtual FFSC)**
  - Offer free webinars
  - Families can create an account at [mynavyfamily.com](https://mynavyfamily.com)
- **Resource Providers**
  - Non-profit organizations
  - Services are free

# Coordinating Educational Briefs

- **Ask your CO or POC**
- **Consider accessibility**
  - In Person
  - Virtual
  - Hybrid
  - Time
- **Invite a Resource Provider**
  - Fleet & Family Support Center
  - AYSMCA
  - NMCRS
  - American Red Cross
- **Facilities**
  - Admiral Robinson Bowling Center
  - Murphy Canyon Chapel
  - American Red Cross
  - MWR Recreation Center

# ACTIVITY

**For each scenario**

- 1. Identify the demographics of your command families**
- 2. How could you keep families informed**
- 3. What educational briefs can you suggest**



# Scenario 1

Your command is preparing for a homeport shift from Yokosuka, Japan to San Diego in the next six months. Most of the command is made up of single sailors, but there are a few families. Majority of families are PCSing from Japan to San Diego with some families moving from other states into San Diego.

## Scenario 2

You are an ombudsman for a shore-based command with senior leadership. You don't receive many calls, if any. Most families are well seasoned with military life and know most of the support resources available.

## Scenario 3

Your command hosts a command picnic prior to an impending deployment. Families have expressed that they feel disconnected with the command and want more opportunities to meet other families. Your command does not have an FRG. Families are a mix of parents of single sailors and families with school age children.

# Round Table Wrap Up





# Navy Life SW Ombudsman Landing Page



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

The screenshot shows the Navy Life SW Ombudsman Landing Page. At the top left is the Navy Life SW logo with 'NAVBASE San Diego' below it. A navigation menu includes HOME, EVENTS, RECREATION, MOVIES, GOLF, FITNESS, FLEET & FAMILY, DINING, HOUSING, and ABOUT. The main heading is 'OMBUDSMAN' with social media sharing options. Below this, text states: 'Fleet and Family Support Centers are available to provide support via phone, telehealth, in person appointments, email, social media, webinar and command GMTs. If you would like to schedule an appointment with one of our providers, please call Centralized Scheduling at 1-866-923-6478.' There are links for 'Fleet & Family Support Center Services and Classes'. A large advertisement for 'FUN IN THE SUN SALE SAVE UP TO 60% ON HOTELS' is featured, with a 'View Deals' button and the URL 'AMERICANFORCESTRAVEL.COM'. The 'OMBUDSMAN PROGRAM' section describes it as an official Navy family readiness program. The 'FFSC SAN DIEGO OMBUDSMAN TRAINING' section describes the 'Ombudsman Basic Training (OBT)' as a mandatory 17.5 hour course. On the right side of the page is a 'NAVY FAMILY OMBUDSMAN' logo, an 'ADDRESS' section for Naval Base San Diego (3005 Corbina Alley, Suite 1, San Diego, CA 92136), and 'PHONE' (619-558-7220) and 'FAX' (619-558-9884) information.

**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](#)

# Fleet & Family Support Center San Diego

*Thank you!*

**April Vasquez**

Metro San Diego Ombudsman Coordinator

**(619) 556-7230**

**sdffsombudsman@us.navy.mil**



**Centralized Scheduling Center**

**(866) 923-6478**

**[www.facebook.com/FFSCSD](http://www.facebook.com/FFSCSD)**

**[www.navylifesw.com/sandiego/families](http://www.navylifesw.com/sandiego/families)**



Naval Base Coronado



Naval Base Point Loma



Naval Base San Diego



Kearny Mesa Branch

**Hours**  
**7:30 – 4:30**  
**Closed Weekends & Federal Holidays**



Family Readiness Express



Bayview Hills



Gateway Village



Village at Serra Mesa