



## DEPARTMENT OF THE NAVY

U.S. NAVAL SUPPORT ACTIVITY

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NAVSUPPACT NAPLES INST 1750.1H  
N91

**25 NOV 2013**

### NAVSUPPACT NAPLES INSTRUCTION 1750.1H

From: Commanding Officer, U.S. Naval Support Activity, Naples,  
Italy

Subj: NAVSUPPACT NAPLES AREA OMBUDSMAN ASSEMBLY

Ref: (a) OPNAVINST 1750.1G  
(b) SECNAVINST 1754.1

Encl: (1) Ombudsman Assembly Chairperson Description of  
Duties

1. Purpose. To provide guidance and establish procedures governing the organization and operation of the U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy Area Ombudsman Assembly and their use as a source of training, communications, assistance and support for local command Ombudsmen.
2. Cancellation. NAVSUPPACT NAPLES INST 1750.1G.
3. Changes. To promulgate policy and procedures for the Navy Family Ombudsman Program in the Naples area. This instruction is a complete revision and should be reviewed in its entirety.
4. Background. The Chief of Naval Operations established the Navy Family Ombudsman Program on 14 September 1970. Per reference (a) contains program requirements and guidelines for execution of this program throughout the Navy. The command family ombudsman serves as an information and referral specialist and is the vital communication link between the command and the command's family members.
5. Information. The complexity of the ombudsman's role necessitates establishment of both an effective communications network and training program. Sponsored by NAVSUPPACT Naples, the area ombudsman assembly helps local ombudsmen fulfill their roles. The ombudsman assembly exists to support the local, appointed command ombudsman. As a non-policy making and non-supervisory entity, it serves primarily as a forum for discussion among the membership and to help provide continuing training opportunities. It is an advocate for the Navy's

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mission and Navy family members with its primary goal of enhancing fleet and family readiness. Additionally, the assembly provides an opportunity for sharing information pertinent to the families the ombudsman represents.

6. Assembly Membership. Per reference (a), membership in the ombudsman assembly shall include the appointed ombudsman of all commands resident at NAVSUPPACT Naples, Italy, including local tenant and afloat commands, and any other commands in the area which need support, such as the U.S. Naval Hospital. Membership begins when individuals submit their ombudsman letter of appointment from the sponsoring command and will continue until a notice of termination is received from the command. Commanding officers (CO), executive officers, chief of the boat/command master chiefs, chaplains and their respective spouses are encouraged to attend all ombudsman assembly meetings and activities. Representatives of other military or civilian organizations may be invited to attend meetings to share information about their activities and respond to concerns of the membership.

7. Action. NAVSUPPACT Naples will:

a. Appoint an action officer as the liaison with the assembly.

b. Appoint an ombudsman assembly chairperson, in writing, for a designated term of office.

c. Ensure the assembly has a suitable place to conduct meetings.

d. Provide administrative support, including materials and clerical assistance, to perform designated duties.

8. CO/Officers-In-Charge. Appoint one or more command ombudsmen by letter. The appointment letter(s) will designate the command ombudsman as a member of the NAVSUPPACT Naples, Italy ombudsman assembly. The Fleet and Family Support Center (FFSC) ombudsman coordinator will be provided with copies of appointment letters and will be notified when ombudsmen are terminated.

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9. Ombudsman Assembly Chairperson. The assembly chairperson must be a current or former ombudsman whose spouse is an active duty or reserve member of a Command that is a member of the assembly. The FFSC ombudsman coordinator should not serve as the assembly chairperson, but can serve in an advisory capacity. The assembly chairperson should be selected and appointed in writing by the sponsoring Command for a specified term of one year, but may be renewed for another term at the discretion of the CO, NAVSUPPACT Naples, Italy. The assembly chairperson shall meet regularly with the ombudsman coordinator for liaison and policy guidance.

10. FFSC Ombudsman Coordinator. The FFSC ombudsman coordinator will serve as an advisor to the assembly, maintain an up-to-date ombudsman recall list and provide this list to the assembly chair as it is modified. Additional support will be determined by CO, NAVSUPPACT Naples and may include:

- a. Assistance in planning continual training for ombudsmen.
- b. Agenda recommendations for monthly assembly meetings.
- c. Offering program guidance and policy clarification in consultation with the Regional Ombudsman Program Coordinator, as applicable.
- d. Additional, appropriate assistance as requested by CO/ombudsmen.

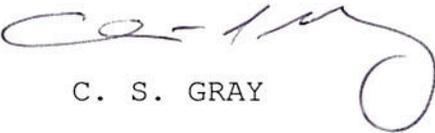
11. Assembly Meetings and Activities. The assembly is not a policy body and will, in no way, interfere with the individual command/ombudsman relationships or duties.

a. The ombudsman assembly shall normally meet monthly for the purpose of sharing information and as a resource for advanced ombudsman training and other functions as directed by sponsoring commands (e.g., provision of area resource handbooks and materials, publication of a newsletter and maintenance of a calendar of events).

b. The assembly may make recommendations about community matters that affect the well-being of area families. The group may not petition or actively and aggressively protest command initiated action or policy.

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12. Ombudsman Recognition. The assembly is authorized to assist Commands to recognize and show appreciation of all command ombudsmen per reference (a). The FFSC ombudsman coordinator will work closely with the assembly and the commands to provide appropriate recognition of the ombudsmen in conjunction with ombudsman appreciation day, 14 September, and on other occasions, as appropriate. While the 14th is of significance to the history of the program, commands are authorized to celebrate the event at any time deemed appropriate during the month of September or as soon as possible thereafter.



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Ombudsman Assembly Chairperson Duties

1. Schedules and conducts monthly Ombudsman meetings on a fixed day such as the third Wednesday of every month.
2. In conjunction with the Fleet and Family Support Center (FFSC) Ombudsman Program Coordinator, prepares meeting agenda and submits one week prior to meetings to Commanding Officer, NAVSUPPACT Naples via Command Master Chief.
3. Notifies all area Ombudsmen and uses local media to publicize one week prior to the next meeting.
4. Distributes the minutes of the meetings to all Ombudsmen, Command Master Chiefs, and Director, FFSC Naples.
5. Serves on committees and attends meetings as directed by the Commanding Officer.
6. Assists FFSC Ombudsman Program Coordinator in planning and preparing Ombudsman training and other Ombudsman events.
7. When necessary, in conjunction with the FFSC Ombudsman Program Coordinator, prepares correspondence related to the Ombudsman Program.
8. Assists the FFSC Ombudsman Program Coordinator in obtaining Command Ombudsman appointment letters and maintaining a roster of area Ombudsmen.