

Ombudsman Program Advisory Group Meeting
24 Apr 13; 1000 EDT
Commander, Navy Installations Command

Members in attendance were:

Mrs. Monica French, CNO Ombudsman-at-Large
Mrs. Theresa Stevens, CNO Ombudsman-at-Large
CDR John Pucciarelli, Lead XO Program Manager, Command Leadership School
FLTCM April Beldo, N913, Manpower, Training and Education
FORCM Nancy Hollingsworth, CNIC
CMDCM Michael Jackson, Command Leadership School
Mr. James Warren, Reserve Forces Command Family Support Program Manager
Ms. Lindsay Baldwin, CNRNW and USS Nimitz, OPAG Ombudsman Representative
Ms. Michelle Harvey, NOSC Kitsap and EODOSU7, OPAG Ombudsman Representative

Ms. Shauna Turner, CNIC Program Manager for WFL Programs
Ms. Renee C. Harris, Supervisor, CNIC Family Readiness Supervisor
Mrs. Lisa Johnson, CNIC Ombudsman Program Coordinator
Mrs. Doreen Scott, CNIC Ombudsman Training Coordinator
Mr. Ed Roscoe, CNIC Management IT, Training Analyst

Call to Order

The meeting was called to order at 1005 by CNIC's Ombudsman Program Coordinator, Mrs. Lisa Johnson, and members were introduced and welcomed.

Welcoming Remarks and Introductions

The following new members were recognized:
FLTCM April Beldo, N913, Manpower, Training and Education
FORCM Nancy Hollingsworth – Commander, Navy Installations Command
Mrs. Theresa Stevens – CNO Ombudsman-at-Large
Mrs. Lindsay Baldwin – CNRNW and USS Nimitz, OPAG Ombudsman Representative
Mrs. Michelle Harvey – NOSC Kitsap and EODOSU7, OPAG Ombudsman Representative

CDR John Pucciarelli announced that this would be his last OPAG meeting due to his upcoming retirement. His replacement, CDR Wathen will take over as representative for the Command Leadership School. The OPAG thanked CDR Puciarelli for his support of the Ombudsman Program and wished him Fair Winds and Following Seas.

Approval of 25 September 2012 Minutes

The minutes of the meeting on 25 Sep 12 were approved.

Old Business

Ombudsman Video

CNO and Mrs. Greenert have filmed the opener for the new ombudsman video. Final edits are being completed. Taping for the remaining portion of the video has been put on hold due to travel restrictions and budget constraints. Once travel is authorized, the video will be filmed in the Norfolk area. When complete, the new video will be released to the field. In the interim, all should continue using the current video, which still provides correct information.

New Business

Ombudsman Registry

The Ombudsman Registry is undergoing revisions which will be released upon completion. Testing is currently being done in a beta site.

Ombudsmen-at-Large visits to the field have contributed to notable increase in registry support. In January, there were 4,500 commands listed in the registry with only a 53% registration rate for ombudsmen. As of 24 April 2013, that number increased to 82%. Additionally, there were 826 commands in the registry without a registered ombudsman; Ed Roscoe is working with Ombudsman Coordinators and RCC Warrior and Family Support to assist commands in getting their ombudsman registered.

Increased compliance within the Ombudsman Registry has been a team effort. The Ombudsmen-at-Large have promoted the registry on installation visits and FORCM Hollingsworth has been working with command master chiefs. CNO Greenert and MCPON Stevens have had visibility of the registry, and FFSC Ombudsman Coordinators have increased their efforts to support the registry. Mr. Ed Roscoe, Ombudsman Registry Administrator has been reviewing the registry one command at a time, to ensure accuracy. Thanks to everyone for the hard work and dedication to the registry.

There has been friendly competition emerging among installations and regions as they attempt to become the latest installation/region to reach the 100% registration rate. In addition to the registry being used to disseminate real time information, families utilize the "Contact Your Ombudsman" feature to connect with their ombudsman and it is essential for the registry to be up to date for this feature to work properly. If a command is without an ombudsman, a support request is sent to the Registry Administrator, who then sends the request to the Ombudsman Coordinator or RCC Warrior and Family Support Specialist for action.

Ombudsman Monthly/Quarterly Worksheet – Working Group

In FY12, only 22% of ombudsmen completed worksheets for their commands. The CNO Ombudsmen-at-Large and CNIC Ombudsman Team have consistently received feedback from command ombudsmen stating that completing the Ombudsman Monthly/Quarterly Worksheet is time consuming and confusing. In response, CNIC is hosting a Virtual Working Group on 08 May 13. Feedback from this working group will be used to revise and streamline the Ombudsman Monthly/Quarterly Worksheet.

Ombudsman Program Survey

In addition to the Virtual Working Group, a survey will be sent to all registered ombudsmen, via Ombudsman Registry e-Blast (e-mail). Metrics from the survey will assist in determining if changes and training are needed in three areas:

1. Ombudsman Monthly/Quarterly Worksheets
2. E-Blasts (e-mail messages sent via the Ombudsman Registry)
3. Reimbursement for allowable ombudsman expenses

The survey is in the approval process and should be released in 2 to 4 weeks.

Certified Ombudsman Trainer (COT) Training Observation

Doreen Scott had the opportunity to observe MFSP Pearl Harbor utilize the newly developed Certified Ombudsman Trainer (COT) Training in a recent COT class. The standardized instructor guide was easy to follow, with clear directions and guidance. The PowerPoint presentation, handouts and activities enhanced the training. The feedback from Region Train the Trainers (RTTs) and participants has been positive.

It was also noted that observing this training reinforced the requirement for COTs to have an in-depth knowledge of the Ombudsman Program and Ombudsman Basic Training (OBT), as the COT training teaches students how to train, rather than focusing on OBT subject matter.

Program Updates

Ombudsmen-at-Large Report

Mrs. Monika French recently visited Crane, IN and Millington, TN. The region commander presented a photo of the ombudsmen team from NS Great Lakes, who recently achieved the 100% registration rate in the Ombudsman Registry.

Mrs. French and Mrs. Stevens visited Norfolk together a few months ago. Mrs. French commented on the great response she was receiving regarding the registry.

Town Hall Meetings

In response to limited funding for conferences and symposiums, CNIC is hosting Town Hall Meetings, via webinar, for Ombudsman Coordinators and COTs. These meetings have been well attended and well received. Topics include program, registry and training updates. The last Town Hall Meeting was held on 21 Mar 13 and had 40 in attendance. Reinforced in the Town Hall Meeting that OBT or eOBT satisfies the training requirement and both do not need to be attended. Having multiple training options for Ombudsman Basic Training can better meet the needs of participants.

Region Ombudsman Advisory Boards (ROABs)

OPNAVINST 1750.1G requires regions to hold at least two ROAB meetings per year. This is the venue for local Ombudsman Assemblies to address issues and concerns identified within the region, at the region level. Items that need further attention will be

forwarded to CNIC Ombudsman Program Manager for review and action, when necessary.

Regions are asked to forward copies of minutes to CNIC Ombudsman Program Manager; many regions are sending minutes, but not all. Most regions are holding ROAB meetings, but there are a couple of regions not currently holding them.

Ms. Baldwin noted that CNRNW's recent ROAB meeting was well attended with Ombudsman Assembly Chairs, command master chiefs, and some commanding officers. The topic focused on the importance of ombudsmen attending OBT and advanced training.

Training Updates

eOBT

Due to budget restrictions, attendance for eOBT is reaching record numbers. To date, 126 have completed eOBT in FY'13, with 85 of those completing in the past three months. Reserve ombudsmen have been advised to attend eOBT until further notice, due to lack of travel funding. More FFSC staff members are attending eOBT.

Hot Topic Webinars

Hot Topic webinars continue to be popular with ombudsmen. Up-coming topics are:

24 Apr 13, 1900 EDT – Suicide Prevention and Awareness

14 May 13, 1300 EDT – Child and Youth Programs

19 Jun 13, 100 EDT – Housing, Your Ally

Recorded webinars

Ombudsman Hot Topic webinars and other FFSC program webinars are now being recorded and are available on the LMS website at <http://learning.zeiders.com> for viewing. Links for pertinent trainings, such as Navy Knowledge Online (NKO) and Navy Safe Harbor, are sent to ombudsmen to share with command families.

Command Leadership Toolkit

The Command Leadership Toolkit is undergoing final review and will soon be posted on the FFSP website at www.ffsp.navy.mil. Notification will be sent via Ombudsman Registry E-Blast. All CD copies of the toolkit are no longer current and should be destroyed.

Several OPAG members confirmed that they use the Command Leadership Toolkit as a reference for questions about the Ombudsman Program.

COT Requirements

The requirements to attend COT training were revised in Dec 2012. The major changes state that non-FFSC staff members must have a letter of recommendation from the FFSC Site Manager/Director or RCC Warrior and Family Support Specialist. It was noted that

the Ombudsman Coordinator may be more familiar with the COT candidate, and they would likely be the ones drafting the letter for signature.

COTs should be teaching OBT students about the Ombudsman Registry, and therefore, are expected to be familiar with all aspects of the registry. CNIC is now confirming registration and worksheet submission, when reviewing COT applications.

Revised Fact Sheet

The Ombudsman Program Fact Sheet is updated twice a year; the most recent update was completed in April 2013.

Ombudsmen Role in Crisis Response Drill

NSA Naples ombudsmen recently participated in the installation wide drill, Reliant Defense 2013. Specifically, they took part on the second day, which entailed a mock school shooting. Preparation for the drill enabled ombudsmen to receive updated rosters from their commands. It is very important for ombudsmen to be included in their command/installation crisis response plan.

Ms. Baldwin noted that the ombudsmen had the opportunity to tour the Emergency Operations Center (EOC) at her installation.

Member Comments and Questions

Mrs. French reported that obtaining updated command rosters seems to be an issue for many ombudsmen and asked how they can receive this, especially in a digital format due to PII contained in the roster. The Volunteer Logical Access Credential (VOLAC) was mentioned, but the command would incur some cost with this alternative to security. NAVADMIN 09/196 lists the steps a command would follow to obtain an VOLAC for their ombudsman. Process includes background check and fingerprinting of ombudsman. This was a three year pilot program which was renewed. The POC for this program is Mr. Milton Warren; (850) 452-7715 <http://pmo.cac.navy.mil/>.

Ombudsmen should have a conversation with their CO about the requirement for them to receive updated command rosters, and determine a secure method of delivery of rosters. The Volunteer Agreement, DD Form 2793, authorizes the ombudsman to have a copy of the roster and the PII included in it. Review OPNAVINST 1750.1G; references (d) 5 U.S.C. 552a and (g) SECNAVINST 5211.5E for further information on this authorization.

The Command Leadership School dedicates a day of training on the Ombudsman Program and Family Readiness Groups (FRG).

Ms. Baldwin asked if Ombudsman training would be authorized for accreditation or CEU credits at any time. CNIC is taking part in a working group examining the feasibility of a program that pertains to this subject.

OPAG members discussed whether there was a way to enforce attendance at Advanced Trainings. While participation is strongly encouraged, if the CO does not require it of his or her ombudsman, there's not much that can be done. Some installations send out attendance rosters so that participation is sent to commands and other stakeholders. This sometimes leads to commands encouraging their ombudsman to participate.

Ms. Harvey asked about EFMP and the Autism Demonstration Program. Reservists can participate in this when called to active duty – what happens when they are no longer mobilized? This was recommended to be brought up at the Ombudsman Assembly and Region Ombudsman Advisory Board, and if not answered, can be brought up as an Action Item.

Next Meeting

TBD

Meeting adjourned at 1124 EDT