

OPAG Minutes
14 May 2008
1100 – 1300
Naval Services FamilyLine WYN Bldg 200

The meeting was called to order at 1105. Members in attendance were:

Mrs. Josi Hunt, CNO Ombudsman-at-Large
Mrs. Diana Campa, CNO Ombudsman-at-Large
Mrs. Sue Genie, COMNAVRESFOR Senior Spouse Advisor
Ms. Donna Stoessel, Command Leadership School
Ms. Christine Degraw, CNIC FFSP Ombudsman Program Manager
Mrs. Doreen Scott, CNIC FFSP Program Analyst
Mr. Ed Roscoe, Management IT, Training Analyst

Members not in attendance were:

Mrs. Cathy Stokoe, Family Readiness Program Manager
Mrs. Pat Nicholson, Family Support Program Manager, COMNAVRESFOR
FORCM Kevin Blade, CNIC
CMDRCM Terry Gaffney, OPNAV representative for FORCM Blade
Ms. Marcia Hagood, Personal Family Readiness

The meeting was called to order at 1107.

The first matter of business was to approve the minutes of the previous meeting. A correction was identified in the following sentence on page four of the 05 March 08 minutes: Advanced Trainings or Fact Sheets for ombudsmen are being developed to discuss FAP/SAVI, **Return and Reunion should read as: Rest and Recuperation, and Reimbursement. Above change was made on 14 May 2008 with agreement of OPAG members.**

There was no unfinished business from previous meetings.

New Business:

Regional Ombudsman Advisory Boards (ROABs)
ROABs evolved from Ombudsman Quality Management Board (OQMB), to Ombudsman Program Advisory Group (OPAG), to Regional Ombudsman Advisory Boards (ROABs). The smaller, regional boards have been very successful oversight tools to the regions utilizing the meetings. To date, CNRSW, CNRNW, CNRE, CNR Japan, and CNR Guam, held ROABs. CNRSW, CNRNW have presented action items to CNIC's Ombudsman Program Manager for discussion.

Action Items were reviewed and discussed, and CNIC responses will be posted on the FFSP website:

ROAB minutes will be posted on FFSP website. Several regions have not yet met. ROABs will be discussed at the 2008 Ombudsman Trainer's Symposium and a NAVADMIN will be drafted.

OBT Orientation: OPAG members were invited to attend the May or June sessions of OBT.

FAP/SAVI Advanced Training for ombudsmen is written and will be available soon. Concern was expressed that we ensure the scenarios will be helpful to the ombudsmen. It was stressed that Mrs. Kathy Robertson and her team reviewed the draft several times and approved it.

The Commanders' Tool Kit is being developed and should be available on CD by the end of September, 2008. Zeider's Enterprises is producing this product. A bulk shipment will be delivered to the Command Leadership School to be handed out to all students. The toolkit will include the following:

- Fact Sheet on each chapter in Commanders' section of Ombudsman Program Manual. It was suggested to have a list of the top three most important items in each section.
- OPNAVINST 1750.1F. (Command Leadership School has "cliff notes" of instruction and will send for consideration.)
- Must Haves
- Waiver Guidelines
- Registry Information and Ombudsman Monthly worksheet guidance

Ombudsman Waiver Requests:

- Educate commands about waiver requests through the Commanders' Tool Kit
- Notify the Ombudsman Coordinator of approvals
- Change wording of approval letters to ensure that Ombudsman Coordinators are informed of approval by command

IA/GSA

- Reserve force has five Regional Ombudsman Coordinators
- Schedule webinars with Pat Nicholson's team to coordinate and work together
- Identifying Reserve families remains an issue
- Reintroduce ombudsman to Sailor prior to deploying – discuss supporting extended families
- ECRC – plans to appoint 24 ombudsman positions.
- Ombudsmen continue to have difficulties obtaining names/contact information of IA families
- Locator on map for NOSC's – do NOSC's know that they are to support IA families?
- Can families of Sailors on Army, Air Force, and USMC bases attend vFRGs? It's felt that joint basing will help with this problem. **CNIC will research this question.**

Command Rosters: The CO can give a copy of the official roster to whomever he/she wants. (However, it's suggested that this is done very judiciously.)

The Management Conference will be held in September 2008. Diana Campa would like to attend in order to meet the Regional Program Directors and learn more about FFSP.

Ed Roscoe provided an Ombudsman Registry update to include the value, charts showing its progress to date and purging old records. We will lose the Ombudsman Locator, which will be missed, although people can contact the Ombudsman Coordinator to locate their command ombudsman.

Deployment Commanders' Tool Kit – Donna Stoessel will be invited to be part of the working group.

A bulk shipment of Ombudsman Quick Guide Series will be sent to the Command Leadership School and to Naval Services FamilyLine.

Webinar Training:

- OBT Orientation will be offered May 21st. It will then begin to be offered twice a month.
- Ombudsman Registry Webinars will be offered to Ombudsman Coordinators in June and July. The link for these will be sent to OPAG members.
- A webinar on the Ombudsman Coordinator Desk Guide will be offered to anyone that did not attend the symposium.
- FAP/SAVI Advanced Training will be offered to ombudsmen.

Program Updates:

Reserve OBT:

A modified training for Reserve and Recruiting ombudsmen is being developed, with delivery set for the end of the fiscal year.

FRGs:

A new instruction has been drafted and is under review with legal at this time. Command endorsed FRGs must follow the OPNAV instruction. Josi and Diana will be in the official chop chain for the new instruction.

FFSP Newsletter:

Add OPAG members to the distro list for the FFSP Newsletter.

Questions/Comments:

Unaccompanied tours such as those in Bahrain don't always have ombudsmen for those families. Would it be considered to hire an ombudsman to cover a certain region for a

specified period of time? Army has hired a position such as this – the Family Support Assistants. The Marine Corps has Key Volunteers which have been converted to Family Readiness Officers (FRO) to NAF (paid) positions. Please research solution for places such as Bahrain. Consider Samantha Hand's position with ECRC.

Please consider having an Ombudsman Coordinator for Bahrain.

The meeting was adjourned at 1315. No date for the next meeting was determined.