

OPAG Minutes
30 June 2009
Naval Services FamilyLine - WNY

Members in attendance were:

Mrs. Debby Greene, CNO Ombudsman-at-Large
FORCM Stephen Markum, CNIC
CMDRCM Terrence Gaffney
Ms. Christine DeGraw, CNIC FFSP Ombudsman Coordinator
Mr. Ed Roscoe, Management IT, Training Analyst
Mrs. Doreen Scott, CNIC FFSP Program Analyst

By Phone:

Mrs. Bobbi West, CNO Ombudsman-at-Large
CDR Ken Caraveo, Command Leadership School
Mrs. Jennifer Mancini, Ombudsman, NECC

Members not in attendance were:

Ms. Marcia Hagood, Personal Family Readiness
LCDR Ross Mackenzie
CMDRCM (Ret) James Warren
CAPT Andrew Turnley

The meeting was called to order at 1300. New members to the OPAG were introduced and welcomed. They were Ms. Debby Greene, LCDR Ross Mackenzie and CMDRCM (Ret) James Warren.

The minutes of the previous meeting on 04 Feb 09 were approved as presented.

Unfinished Business:

No further plans in place to hold Management Conference. This item will be removed from the agenda until further notice.

It was suggested that Reserve Force Monthly Worksheets should be submitted monthly if the entire unit is mobilized. Otherwise, Reserve force ombudsmen need to submit quarterly but may submit monthly, if desired. CNIC will discuss with LCDR Mackenzie and CMDRCM (Ret) Warren for their agreement to this change.

New Business:

Current verbiage for **Ombudsman-at-Large corner** of the FFSP Web site will be sent to Ms. Greene and Ms. West for update and revision.

Logistical Access Cards (LAC) – NAVADMIN 09196 was released 30 June 09.

This NAVADMIN announces a pilot program to issue logical access credentials to DoD volunteers having a verified requirement to access to DoD computers/networks in order to fulfill their designated support mission.

NAVADMIN available at: <http://www.npc.navy.mil/NR/rdonlyres/44C709BD-1285-43AC-9D15-3F8D87909F0B/0/NAV09196.txt>

The new volunteer credential is a plastic smart card which will contain DoD Public Key Infrastructure (PKI) certificates and is intended for the sole purpose of gaining access to DoD computer/networks in order for the volunteer to fulfill their designated mission. It is not a DoD Common Access Card (CAC) and will not display a photo.

FFSP Migration to CNIC Portal

The Ombudsman Program information is still located on the FFSP Web site with plans to move to the Ombudsman Registry since volunteers will not have access to the CNIC Portal. No completion dates have been identified at this time.

Fact Sheets/Information Papers – Ombudsman Registry Information Paper was just completed. Future topics to include – Operational Stress Control (in conjunction or in place of Advanced Training), Logistical Access Cards (LACs).

DOD DCO Webinars – A three session on-line training is available for anyone who wishes to utilize these webinars. These webinars can be very simple to very in-depth. For the Ombudsman Program, the venue needed should be very basic. CNIC staff member is simplifying instructions and we will send those to OPAG members when available.

Program Updates:

FRG instruction – The instruction is now being reviewed again by CNIC Legal with thoughts of naming CNIC as releasing agent. It has stalled due to policy oversight and CNIC cannot release the new FRG instruction unless OPNAV is in agreement in canceling their current instruction. Further action is on hold for now until a leadership decision is made.

40th Anniversary celebration of the Ombudsman Program planning is underway. Presented ideas to CNIC leadership and received permission to move on. Plans include a 40th anniversary pin; ombudsman coin; Keepsake brochure on the History of the Ombudsman Program; marketing to include podcasts from CNO Roughead and MCPON West; and articles in Navy media. COs should plan to celebrate 40th anniversary at their annual Ombudsman Appreciation events.

Registry Registration Committee – still shaping standards and making changes. When the new registry is launched, a marketing plan will begin. Command leadership needs to fully engage in utilization of the registry for its success and maximum benefit. Unable to pull accurate statistics at this time.

Ombudsman Registry

Attended the NECC Ombudsman Symposium conference and assigned twenty-five ombudsmen to the registry and corrected numerous command information errors.

Currently there are 4915 commands listed in the registry. There are 2336 ombudsmen registered with 1864 assigned to their command. There are 1965 Commander/Command Designees registered with 800 assigned to their commands. Only 273 commands have submitted worksheet in last 90 days.

Modified Reserve OBT – Webinar training for Reserve Ombudsmen has been developed but will need to be formatted to new delivery platform. Material covers I&R and Family Readiness. Recruit and other remote ombudsmen will benefit from this training. This will not replace the requirement for reserve/recruiting ombudsmen to attend OBT, but will provide needed ombudsman training until OBT attendance can be scheduled.

Advanced Trainings – Navy Safe Harbor now completed. Planned Advanced Trainings include Operation Stress Control (OSC); Ombudsman Registry; Revised IA Advanced Training.

ROABs

CNRSW Action Items:

- **Issue Recommendation:** Recommend CNIC provide the new Family Readiness Group OPNAVINST draft to Command Master Chiefs for review prior to signature.

CNIC Response: CNIC N911 requested Regional N9 staff to disseminate and coordinate the review of the draft FRG instruction. This was uploaded into TV-4 on 18 Mar 2009 with a due date of 20 Apr 09. All regions submitted concurrences or recommendation/changes. Navy Region Southwest's comments have been received and reviewed. All regional comments have been entered into an excel spreadsheet matrix that will be included when OPNAVINST 1754.5A is uploaded into TV-4 for official coordination.

- **Issue Recommendation:** Recommend CNIC add notification alerts for command leadership to receive notice when Ombudsmen have electronically submitted the Monthly Worksheet via the Ombudsman Registry.

CNIC Response: Commanders/Command Designees currently have the capability to monitor the ombudsmen's worksheet input. They can review the "Reports" section of their dashboard which shows their commands that have not submitted worksheets in the last 30, 60, and 90 days. The problem with sending an email alert notification is if no commanders/command designees are assigned, then no alert is received. Currently we have 4,907 commands in the ombudsman registry with only 1,973 commanders/command designees assigned. We are working to improve the Commander/Command Designee assignment rate and will keep this recommendation on file for future reference and possible implementation.

Leadership Tool Kit – completed and sent to regions for distribution within the regions.

2009 Work & Family Life (WFL) Professional Skills Development Symposium –

Two hundred eighty six work and family life educators and Certified Ombudsman Trainers attended the conference in Jacksonville, FL, 01 – 05 Jun 09. The week was packed with information and resources to enhance the FFSP services provided to Sailors and their families.

POA&M – reviewed and updated June 2009.

Possible dates will be sent for next meeting and date will be announced after consensus is received.

Meeting was adjourned at 1445.