

## **SUMMARY OF CHANGES OPNAVINST 1750.1F**

The Navy Family Ombudsman Program instruction OPNAVINST 1750.1F was extensively revised to incorporate recommendations of the Ombudsman Quality Management Board, the CNO Ombudsmen-at-Large, and the NAVINSGEN 2006 Navy Ombudsman Program study. Major changes include:

- Instruction was streamlined to only include policy actions. Some enclosures were removed from the current instruction for inclusion into the revised Navy Family Ombudsman Program Manual to be issued spring of 2007 by CNIC.
- The instruction's provisions now apply to all active duty and Navy Reserve commands/units.
- Clarifies responsibilities to be in line with recent program alignment. Establishes CNIC as the primary owner and manager for policy and program responsibility.
- Established new requirements for CNIC to:
  - Publish and maintain the Navy Family Ombudsman Program Manual.
  - Maintain an Ombudsman Program website to post additional guidance and procedures.
  - Develop an Ombudsman Registry/Locator.
  - Develop an automated data collection system to collect program statistics.
  - Develop and maintain a web-based introductory/orientation course for new ombudsmen.
  - Adequately resource the program at all levels to provide training, materials, website maintenance, and marketing.
  - Train, certify, and decertify program trainers.
  - Conduct an annual conference of ombudsman trainers to obtain recommendations for changes to curriculum or delivery.
  - Establish an Ombudsman Program Advisory Group (OPAG)
  - Develop a comprehensive outreach and marketing plan.
- Added responsibilities for CNETC for curriculum development and maintenance for Ombudsman Basic and Advanced Training and Command Leadership Training; incorporation of Ombudsman Program training into all applicable curriculum for Navy leadership and Ombudsman Program awareness into other Navy training to ensure Sailor awareness.

- Added requirements for including ombudsman participation at all levels for disaster assistance through implementation of central Ombudsman Resource Center for national disasters or emergencies, and inclusion of ombudsman role in regional and command disaster plans, exercises, and standup of Community Support Centers or Family Assistance Centers in response to localized disasters or emergencies.
- Removed positions of Fleet, Force, and Regional Ombudsmen. Fleet, Force or Regional Commanders should appoint Ombudsmen for their staff only. There is no hierarchy within the Ombudsman Program and there are no prescribed supervisory roles over other ombudsmen within the Recruiting Command or throughout the Navy.
- Adds new and clarifies requirements for commanding officers and local programs:
  - Requires CO's to ensure that command family members have access to the services of an ombudsman. Includes provisions for small or tenant commands to share ombudsman services with host or other commands.
  - Stipulates mandatory use of DD 2793 for official acceptance of volunteer services.
  - Requires attendance at Ombudsman Basic Training, preferably before assuming ombudsman duties, but no later than 6 weeks after appointment, and completion of a web-based introductory course before beginning duties.
  - Clarifies requirement for commands to update and provide official command rosters to ombudsmen and cites Privacy Act exemption for official use by ombudsmen.
  - Requires commands to establish specific funding resources for ombudsman support and provides detailed listing of command support requirements for equipment use and reimbursement of expenses.
  - Requires inclusion of Ombudsman Program in appropriate command inspections and reviews.
  - Requires commands to provide ombudsman information to the CNIC Ombudsman Registry and to ensure that monthly worksheet data is entered into CNIC automated data collection system.
  - Provides additional guidance on appointment of ombudsmen for OCONUS, Recruiting and Reserve commands.
- Cites SECNAVINST 1754.1B as the authority for ombudsmen to request services from FFSCs and stipulates specific responsibilities for FFSCs in support of the Ombudsman Program.
- Expands and clarifies FFSC responsibilities regarding the Ombudsman Program.

- Establishes responsibilities for losing and gaining commands in situations where family members remain in one community while service member reports to another location for duty (i.e. mobilization, individual augmentation, geographic separation).
- Establishes waiver request procedures and selection criteria for commands requesting to name persons other than active duty or Reserve spouses as ombudsmen.
- Revises policy on CNO Ombudsmen-at-Large as requested by CNO OALs.
- Removes requirement for data collection and reporting from the Ombudsman Assembly and clarifies role of Assembly members for peer mentoring and sharing of command information of interest to commands.
- Concept of the local family readiness alliance network and general definition has been added.
- Clarifies communication equipment and services that are authorized and may be provided or reimbursed by the command.
- Additional guidance on funding of travel expenses for required and optional job-related travel.
- Newsletter expenses section expanded to include guidance for both local or DAPS printing.
- Disestablishes Ombudsman Quality Management Board (OQMB) and annual meeting requirement. Establishes Regional Ombudsman Advisory Boards (ROAB) to align with actual program users. The ROAB also provides for means to assess and resolve program users concerns and recommendations at lowest level and to communicate systemic concerns and recommendations to CNIC Program Manager through established regional chain of command structure.