

Navy Family Ombudsman Program



Commanding Officer's Brief



Navy Family Ombudsman Program

I am convinced that family readiness is tied directly to combat readiness. Our families serve as we serve, and the Ombudsman Program is critical to making sure we recognize that.

- Michael G. Mullen, Chief of Naval Operations

Navy Family Ombudsman Program



Navy Family Ombudsman Program

OPNAVINST 1750.1F requires COs to

- **Provide access to an Ombudsman**
- **Establish communication plan with Ombudsman**
- **Provide command roster**
- **Include Ombudsman in disaster plans**



Navy Family Ombudsman Program

Other CO Requirements

- Ensure Ombudsman is trained
- Establish a funding line
- Ensure Ombudsman Monthly Worksheet is completed for command
- Update information in Ombudsman Registry



Navy Family Ombudsman Program

Ombudsman Registry

- Migrated to www.ffsp.navy.mil
- Register/maintain command information
- Submit Ombudsman Monthly Worksheet data for command into ombudsman registry
- Secure, access limited by location/need to know
- CNIC has ability to generate reports



Navy Family Ombudsman Program

Items that may be funded

- Childcare
- Mileage/parking/tolls
- Communication equipment
- Internet service
- Telephone lines
- Travel expenses



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Funding

- Appropriated/non-appropriated funds may be used
- Develop a budget for Command Ombudsman Program
- Provide timely reimbursement of ombudsman expenses



Navy Family Ombudsman Program

Recruit Ombudsman

- Active duty/selected reserve spouse
- Navy lifestyle experience
- Time/energy for position
- Mature/flexible/patient
- Good communicator

The performance of the Command Ombudsman reflects directly on the command.



Navy Family Ombudsman Program

Recruit Ombudsman via

- Word of mouth
- Plan of the day/week/month
- Notices in Ombudsman/command newsletters
- Announcements at command functions/meetings
- Ask directly



Navy Family Ombudsman Program

Provide your newly appointed Ombudsman

- **A volunteer agreement form (DD 2793)**
- **An appointment letter**
- **A nametag**
- **An Ombudsman pin**
- **Guidance on your expectations**



Navy Family Ombudsman Program

Provide Ombudsman

- A copy of Ombudsman Program Manual (includes OPNAVINST 1750.F)
- Information on Ombudsman Basic Training
- Introduce Ombudsman to Command Support Team

Don't forget to update command information in the Ombudsman Registry!



Navy Family Ombudsman Program

Command Support Team (CST)

- **CO/XO/CMC**
- **CO/XO/CMC Spouses**
- **Command Ombudsman**
- **Chaplain**



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Orient your new Ombudsman to

- Primary duties
- Point of contact
- Non-confidential reporting requirements
- Command roster
- CST roles/responsibilities
- Communicate your expectations regarding Sailors' significant others/parents



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Orient your new Ombudsman to

- Communication during deployment
- Role in disaster preparedness
- Use of phone/email tree
- Newsletter requirements
- Reimbursement procedures
- Role with other command ombudsmen



Navy Family Ombudsman Program

Ensure positive command support team relationships

- **Establish clearly defined roles**
- **Maintain regular communication**
- **Reiterate guidelines each time a new member is added to the team**
- **Support the Ombudsman Assembly**



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Ombudsman Training

- Ombudsman Basic Training – required to attend within 6 weeks of appointment
- Assembly meetings
- Advanced Training as available
- CST encouraged to attend

Initial and ongoing training are essential for a command ombudsman to be effective!



Navy Family Ombudsman Program

Ombudsman Recognition may include:

- Luncheon
- Token gifts – command coins, flowers
- Card on appointment anniversary
- All Hands acknowledgement
- A verbal “Thank You”
- Ongoing commitment to Navy Family Ombudsman Program

14 September is Ombudsman Appreciation Day



Navy Family Ombudsman Program

More information

- OPNAVINST 1750.1F
- Navy Family Ombudsman Program Manual
- FFSC Ombudsman Coordinator
- www.ffsp.navy.mil