

A lighthouse with a black and white striped tower stands on a rocky shore. The sky is a mix of blue and orange, suggesting sunset or sunrise. The water is calm and reflects the light from the sky. The lighthouse has a lantern room at the top with a glass enclosure.

Fleet and Family Support Programs

OBT Revision

June 2010



1. Clear/Organized
2. Learner Friendly
3. Applicable





WARNING

Agenda

To Do:

History

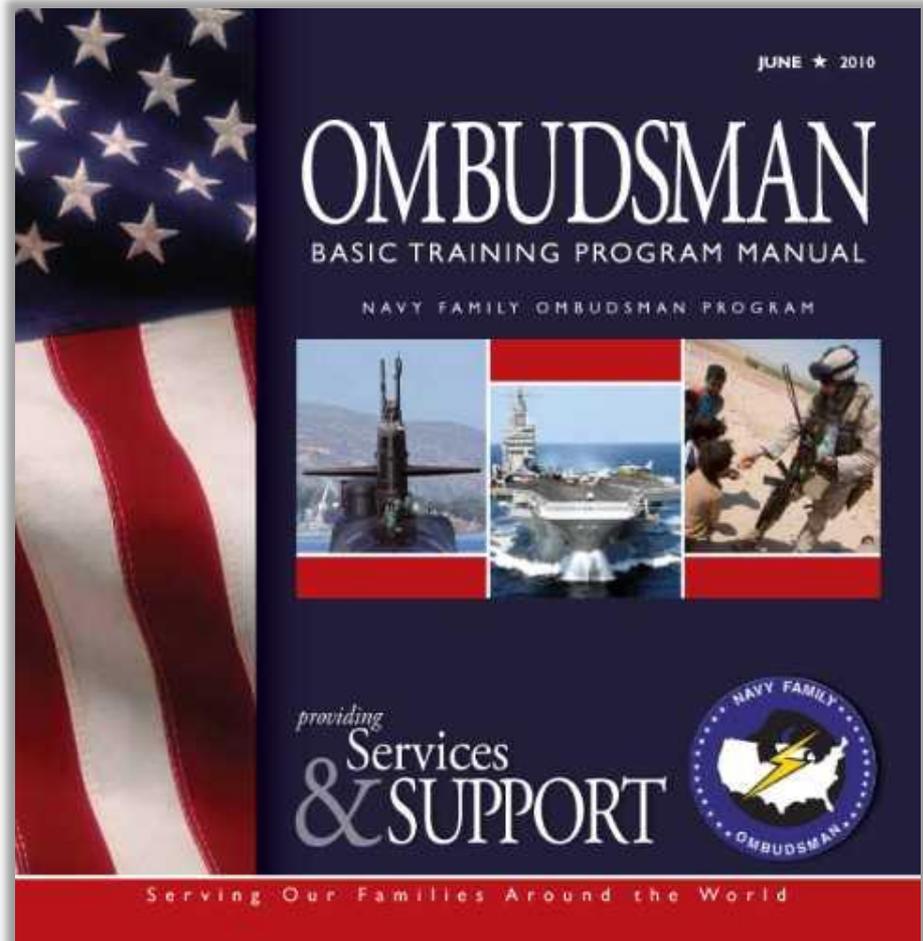
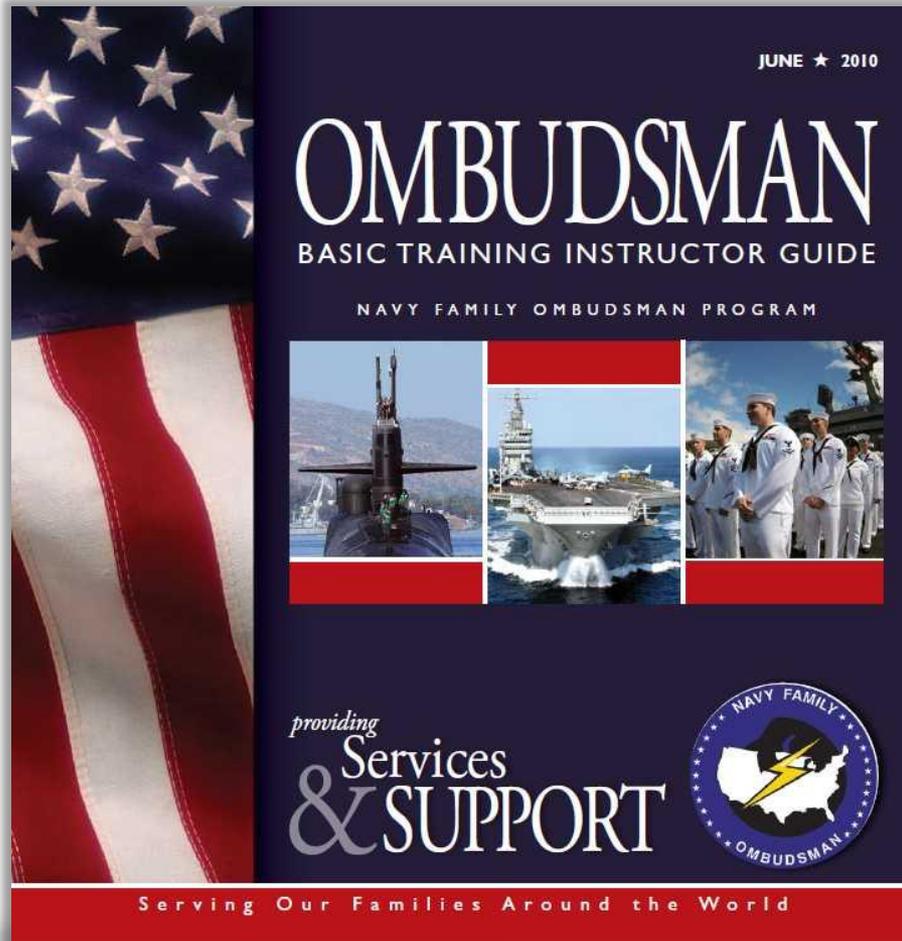
Results and changes

Practice



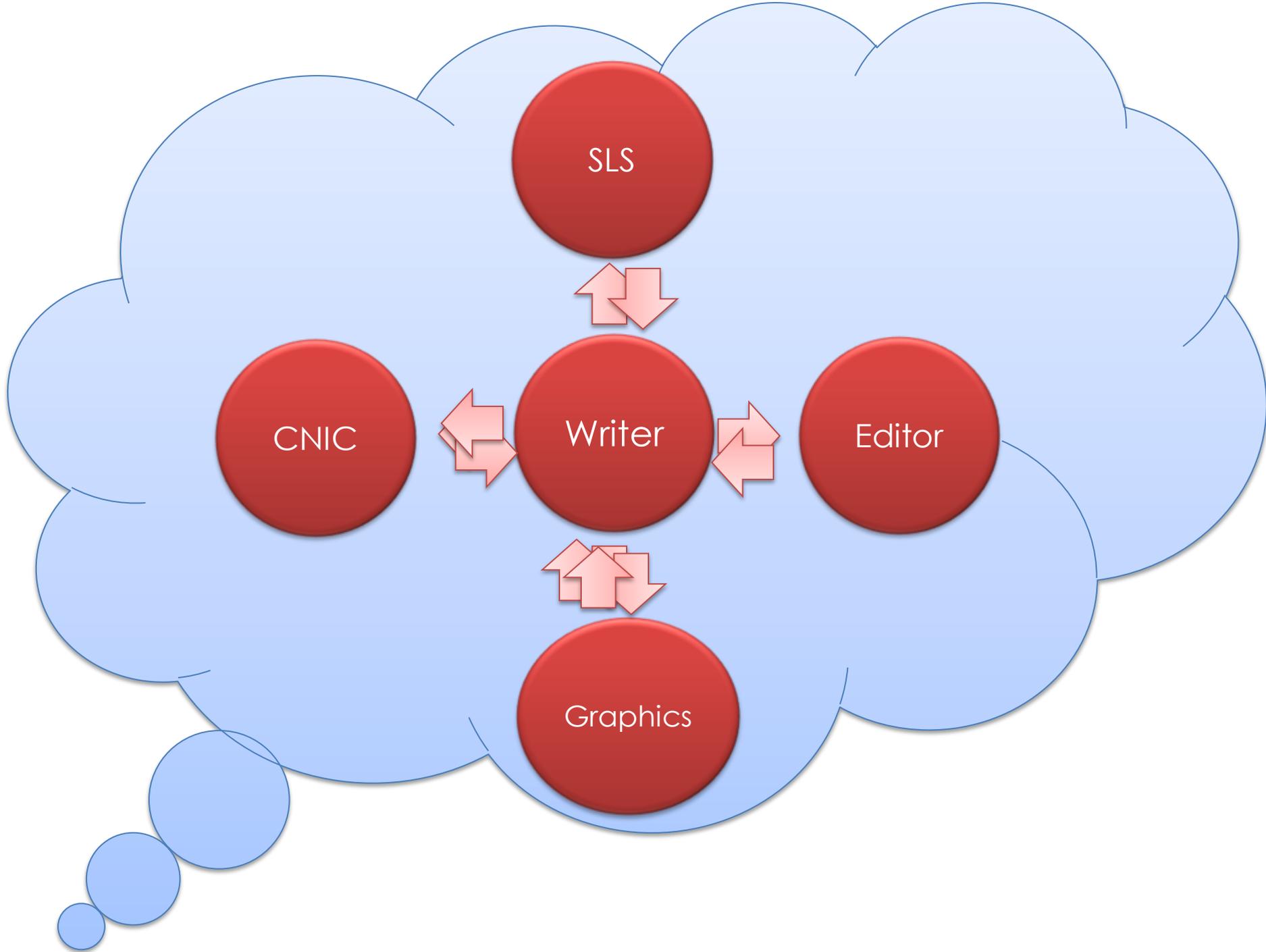
OR

Revised 2010 Training Materials



OBT Timeline





Agenda

To Do:

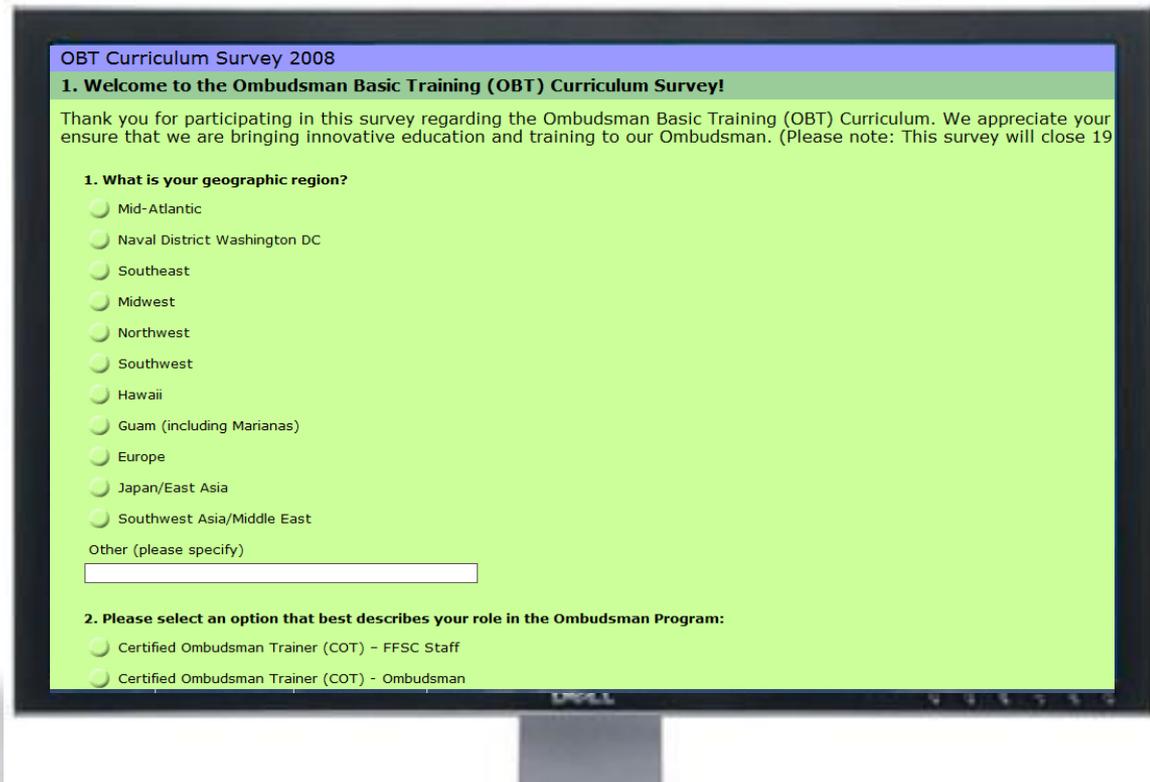
History

Results and changes

Practice

Results of Feedback

- Ombudsman Symposium 2008
- Working Group
- Survey Monkey



OBT Curriculum Survey 2008

1. Welcome to the Ombudsman Basic Training (OBT) Curriculum Survey!

Thank you for participating in this survey regarding the Ombudsman Basic Training (OBT) Curriculum. We appreciate your ensure that we are bringing innovative education and training to our Ombudsman. (Please note: This survey will close 19

1. What is your geographic region?

- Mid-Atlantic
- Naval District Washington DC
- Southeast
- Midwest
- Northwest
- Southwest
- Hawaii
- Guam (including Marianas)
- Europe
- Japan/East Asia
- Southwest Asia/Middle East

Other (please specify)

2. Please select an option that best describes your role in the Ombudsman Program:

- Certified Ombudsman Trainer (COT) - FFSC Staff
- Certified Ombudsman Trainer (COT) - Ombudsman

Survey Monkey Results

# of comments	Specific comments by survey participants
37	Matching IG and participants manual
20	Flow/Redundancy
16	PowerPoints slides/OBT video
10	Add IA/GSA section
7	Change exercises/activities

- 1 Add more for careline
- 1 Add more for phone tree
- 1 Add a templates section (appt letter, etc)
- 1 Add more on OPSEC
- 1 Add more for restricted reporting
- 1 Add more real life scenarios
- 1 Add more on Operation Prepare
- 1 Add more for I&R module
- 1 Add more on BCC-ing distribution lists
- 1 Add section on public speaking
- 1 Add tab for handouts

#5. Change exercises and activities

“I would like more exercises/scenarios to use.”

“I would like a few more exercises to choose from.”

Result: Added more activities and scenarios

- OBT video
- Ready? Set? Go! Checklist
- Sample monthly/quarterly worksheet
- Code of ethics cards



Professionalism



YOUR TURN

Exercise 9-1:

What Is My N.A.M.E.?

FRIENDLY
EMPOWERING
DILIGENT
DEPENDABLE
LOYAL
COMPASSIONATE
CARING
KNOWLEDGEABLE
GIVING
COMMITTED



Activity:

Understanding Key Players



#4. Add the IA/GSA section

“The curriculum
didn't touch very
much on the new
Navy ie IA & GSA.”

“Module 8:
incorporate IA”

Result: Added IA and GSA (p.155)



#3. PowerPoint Slides and the OBT Video

“Some of the PowerPoint slides are very wordy. The entire training is too slide dependent. Needs to be more interactive.”

“The PPT slides could stand being ‘Zenned’ a bit.”

NAVY FAMILY OMBUDSMAN

BASIC TRAINING



Module One: Welcome to Ombudsman Basic Training

COMPASSIONATE

CARING

KNOWLEDGEABLE

GIVING

COMMITTED

HONORABLE

SUPPORTIVE

PROFESSIONAL

CONFIDANTE

LIFELINE

*Serving Our Families
Around the World*



OMBUDSMAN

BASIC TRAINING

NAVY FAMILY OMBUDSMAN PROGRAM

MODULE 1

Program Overview

WELCOME



Serving Our Families Around the World



Welcome

House Keeping Items

- Restroom locations
- Room clean up
- Parking
- Breaks/lunch
- Smoking area

FRIENDLY

EMPOWERING

DILIGENT

DEPENDABLE

LOYAL

COMPASSIONATE

CARING

KNOWLEDGEABLE

GIVING

COMMITTED

House Keeping:



AGENDA



BREAKS & LUNCH



**RESTROOM
LOCATIONS**



SMOKING AREAS



ROOM CLEANUP



Communication

Phone trees

- Used to pass information to family members
- Communication during or after a crisis
- Social contact and outreach

FRIENDLY

EMPOWERING

DILIGENT

DEPENDABLE

LOYAL

COMPASSIONATE

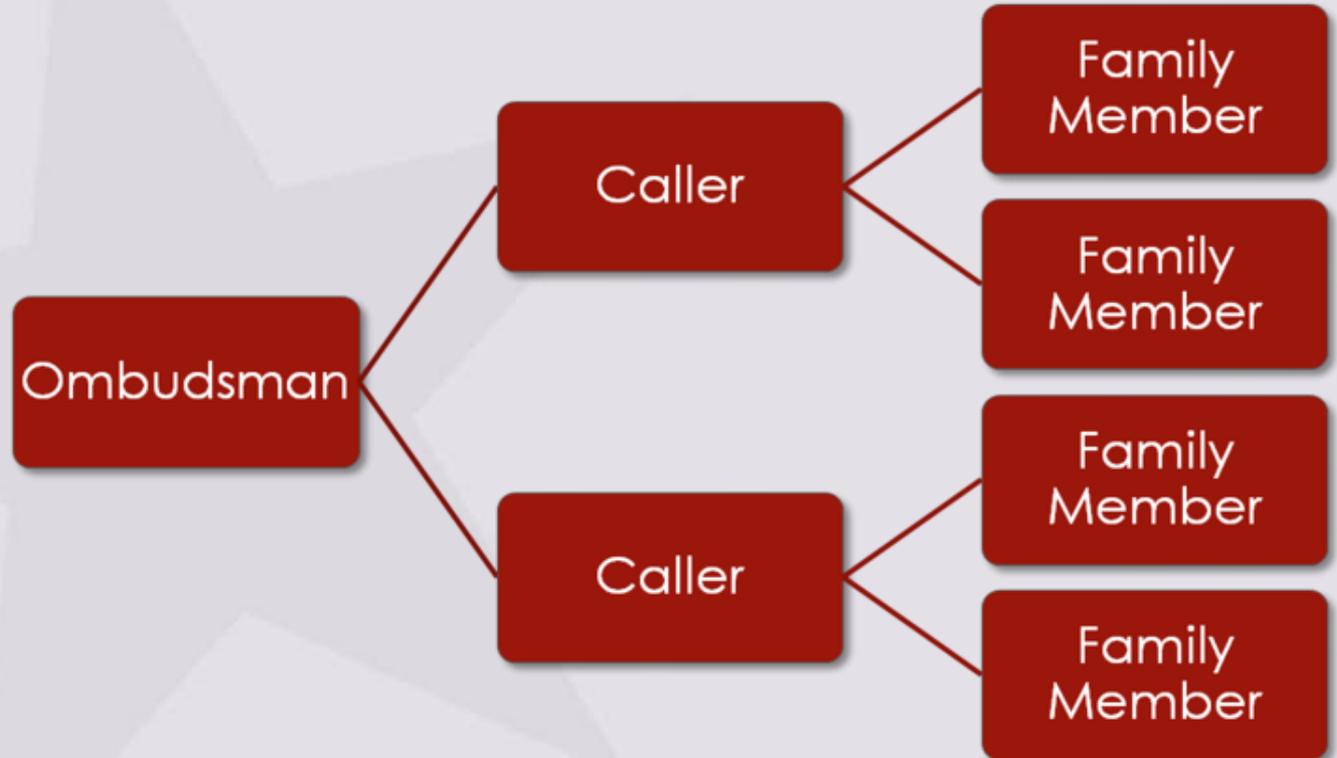
CARING

KNOWLEDGEABLE

GIVING

COMMITTED

Phone Trees





Crisis Calls

- **Domestic abuse**
 - Involves adults
 - For definition see *Navy Family Ombudsman Program Manual*

FRIENDLY

EMPOWERING

DILIGENT

DEPENDABLE

LOYAL

COMPASSIONATE

CARING

KNOWLEDGEABLE

GIVING

COMMITTED

Domestic Abuse



FRG Scenario



NFAAS | NAVY FAMILY ACCOUNTABILITY and ASSESSMENT SYSTEM



NFAAS Login Page

Navy Military, Civilians, OCONUS Contractors, and their Families

To update your contact information and account
(muster)

[Click Here](#)

Includes Active Duty, all Reservists, Navy
Civilian Employees, NAF and NEX Employees,
and their Family Members, as well as OCONUS
Contractors affected by an event.

*Note: IRR Reservists and contractors in the Continental
U.S. can NOT login at this time.*

Login Problems

If you have problems accessing NFAAS, [click here](#) to send an email for assistance. Please include your name,
phone number and UIC (if possible) in order for us to contact you. **Please, do NOT include SSN/DOB.**

All Navy Support, Authorized Personnel and Staff

**Including Commands Reporting H1N1
Vaccinations**

(must have been granted access by command)

[Click Here](#)

(CAC Required for Access)

To perform duties for COR, Command & Regional
Admin, Personnel Accountability, Analysis &
Reporting, Case Management, IA Support & tracking
and other related tasks.

What is NFAAS?

Navy Family Accountability and Assessment System (NFAAS) standardizes a method for the Navy to account, assess, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. The NFAAS provides valuable information to all levels of the Navy chain of command, allowing commanders to make strategic decisions which facilitate a return to stability.

NFAAS allows Navy Personnel to do the following:

- ✓ **Report Accounting Status**
- ✓ **Update Contact/Location information**
- ✓ **Complete Needs Assessment**
- ✓ **View Reference Information**



Welcome



YOUR TURN Introductory Exercise

FRIENDLY
EMPOWERING
DILIGENT
DEPENDABLE
LOYAL
COMPASSIONATE
CARING
KNOWLEDGEABLE
GIVING
COMMITTED

Activity:

Getting Smart About the Program

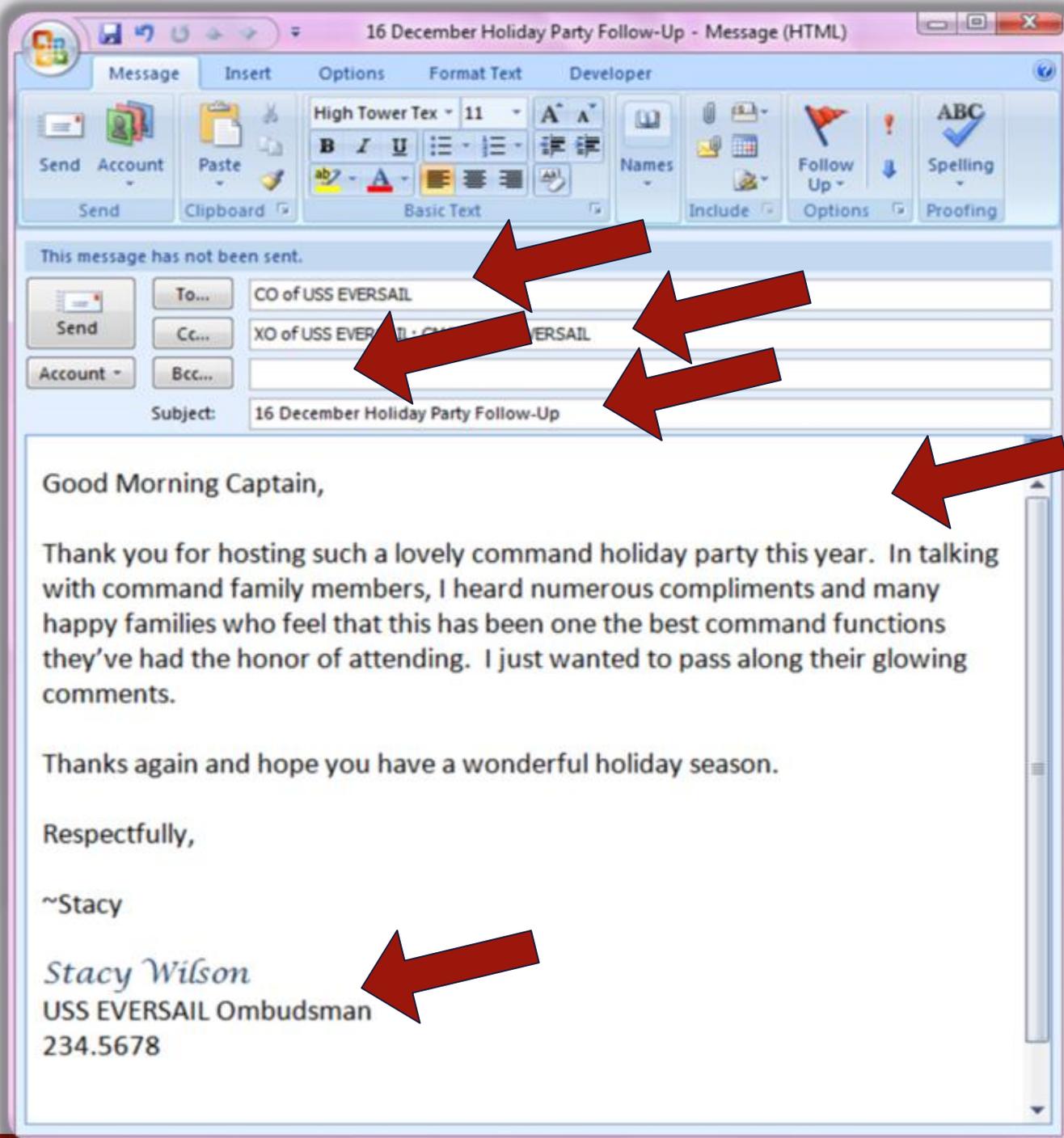


Video: Ombudsman Program Benefits



E-mail Writing Tips

- ★ “To” Field
- ★ “CC” Field
- ★ “BCC” Field
- ★ Subject Line
- ★ Short
- ★ Signature
- ★ Acronyms
- ★ OPSEC



Establishing Credibility



#3. PowerPoint Slides and the OBT Video

“Video is dated (ADM Mullen is no longer CNO!)”

“Include the Boots on the Ground video into the IA portion of training.”

Mod 1: “Navy Ombudsman: Volunteers Making a Difference”

Mod 8: “The Individual Augmentee”



Activity: Individual Augmentee Video



IA Web Site

NAVY INDIVIDUAL AUGMENTEE



[Home](#) [Introduction](#) [Overview](#) [IA News](#) [Links/Resources](#) [FAQ](#)

[Home](#) > [Sailor](#) > [Pre-Deployment](#) > [Pre-Deployment Survey](#)

[Translate \(this page\)](#)

What's New

Sailor

Family

Command

Employer

[Eye on Individual Augmentee](#)



[Navy Designs New IA Program](#)

To better serve you, your family, and future IA Sailors, the Navy is seeking your opinion. This **PRE-DEPLOYMENT** survey will tell us how you feel about the Navy's performance during the preparation phase of your IA Assignment, as well as the Navy's performance in supporting your family during this same period. While your participation is voluntary, this is your opportunity to make a difference in the IA program. The feedback received from you and other IA Sailors will guide future efforts to improve IA processing and training, family support, and the overall IA experience.

This survey is password protected. If you are reporting directly to your IA assignment after attending a Navy Mobilization Processing Site (NMPS), you will be provided a password to access the survey at your NMPS. If you have follow-on Combat Skills training or Mission Specific training, you will be provided a password at your respective training site.

[IA Videos](#)



[Ceremony for IAs](#)



[Task Force IA](#)

#2. Flow and Redundancy

“It just seemed a bit redundant and out of order.”

“Training materials, administration work should be at the beginning.”

A vertical strip of the American flag is visible on the left side of the slide, showing the stars and stripes.

OMBUDSMAN Schedule

- ★ **Module 1:** Ombudsman Program Overview
- ★ **Module 2:** Managing Your Responsibilities
- ★ **Module 3:** Code of Ethics
- ★ **Module 4:** Command Relationships
- ★ **Module 5:** Communication Skills
- ★ **Module 6:** Information and Referral
- ★ **Module 7:** Crisis Calls and Disasters
- ★ **Module 8:** Deployment and Mobilization
- ★ **Module 9:** Course Review and Summary

What does it mean?



#1. Match the IG and the Program Manual

“I find that the order is logical, but it's difficult to understand why the Ombudsman manual doesn't correspond accordingly.”

IG Changes That We Think You'll Like!

- Ombudsman program history & logo
- *Managing Your Responsibilities*
- Blank slide for local resources
- Mod 6 & 7 combined
- IA/GSA added
- Added a “new” module 9
- Appendix



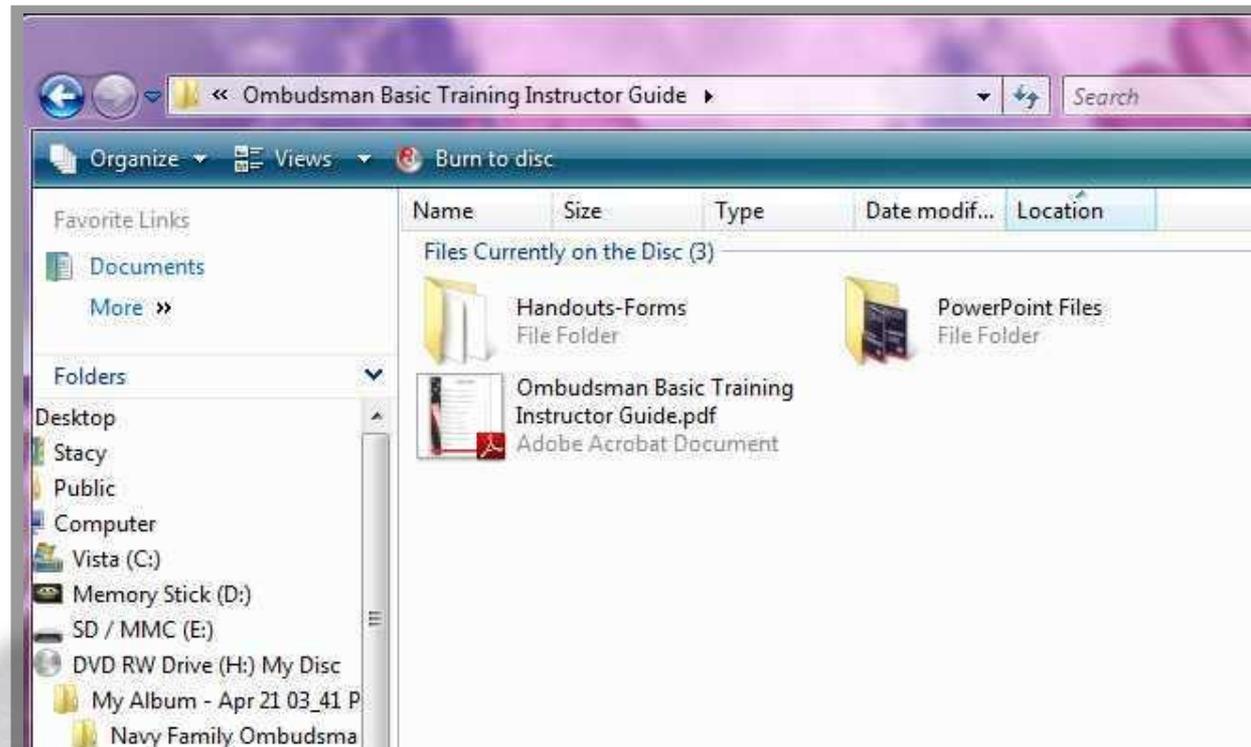
PM Changes That We Think You'll Like!

- PM and IG match
- Removed commander and FFSC sections
- Made it more “workbook-like”
- Additional info in PM
- Appendix



Handout Changes That We Think You'll Like!

- Tweaks
- Available on CD
- Stand-alone
- Footers

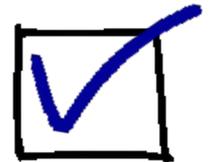


Agenda

To Do:



History



Results and changes

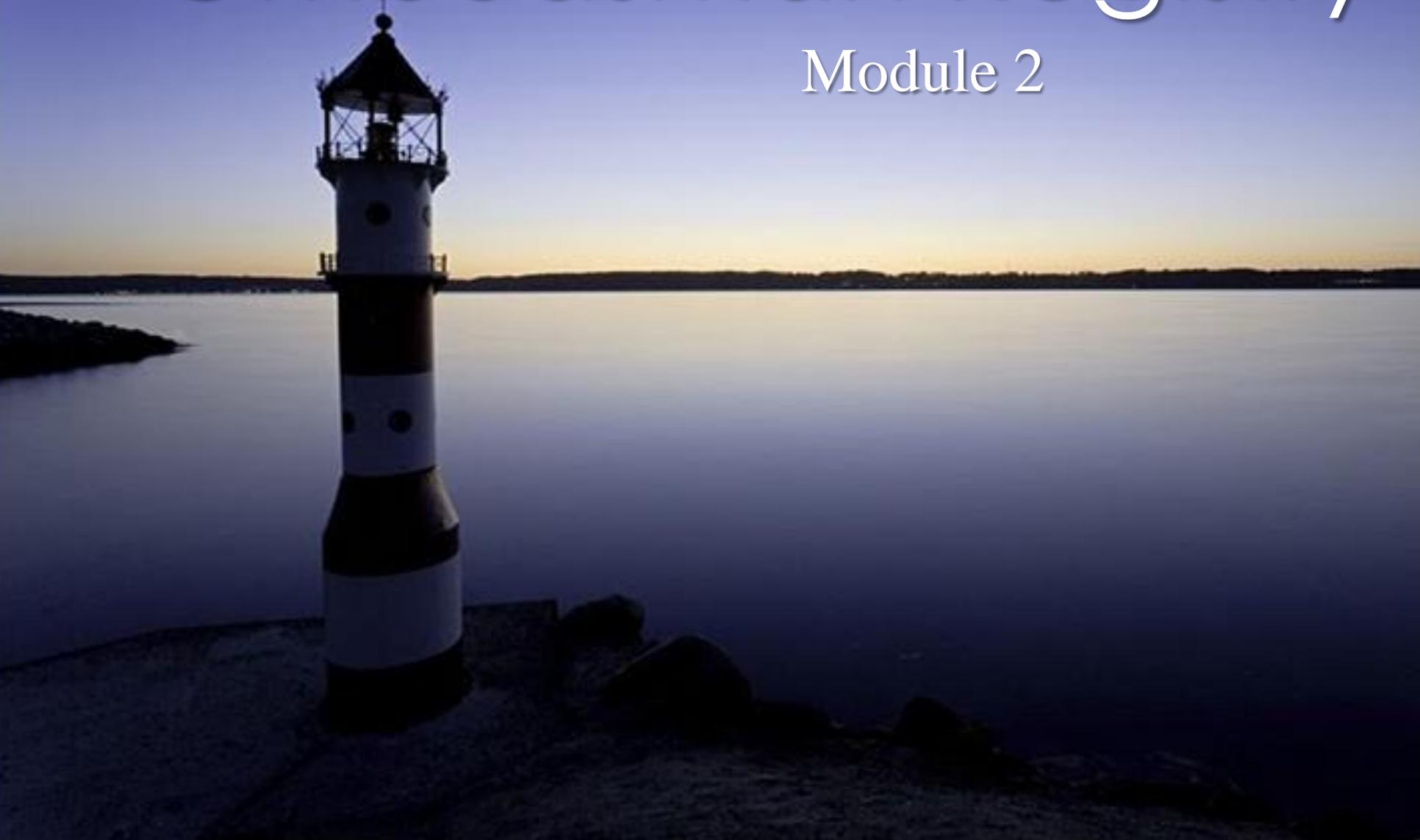


Practice



Ombudsman Registry

Module 2



Activity:

Numbers, Worksheets & Forms...“OH, MY!”

(Introducing Ombudsman Monthly/Quarterly Worksheets)



Ombudsman Registry

www.ombudsmanregistry.org



**COMMANDER NAVY
INSTALLATIONS COMMAND**

Fleet and Family Support Administration

Welcome

Welcome to the Navy Family Ombudsman Registry. The Ombudsman Registry was established by Task Force Navy Family in August 2005 in response to the hurricanes in the Gulf Coast region. The registry allows CNIC to deliver real time communication and information to Commanders, Ombudsmen, and Ombudsman Coordinators. Commands are required to register, assign their ombudsman, and ensure that required worksheet data is submitted per OPNAVINST 1750.1F of 31 March 2007.

The year-to-date total cost avoidance to the Navy by having ombudsmen volunteer their time is \$2,134,465.25.

Login

Email:

Password:

[Request Support](#) | [Forgot Password](#) |

Register



Ombudsman

Ombudsmen cannot register or assign themselves to a command. The Commander/Command Designee, Fleet and Family Support Center (FFSC) Ombudsman Coordinators, and Navy Region Reserve Component Command (RCC) Coordinators have the ability to register and assign ombudsmen to their command(s). Please contact your Command Point of Contact (POC) if you are new to the Ombudsman Program and need to be registered.



Commander/Command Designee

Commanders or Command Designees must be registered in order to access the registry. The registration form can be accessed by clicking on the "Register" link below. Once you have completed the registration form your account request will be forwarded to the Ombudsman Registry Administrator for approval. You will be notified by email once your account is approved.

[Register](#)

Monthly/Quarterly Worksheets



Welcome, [Jane Ombudsman](#) | [Logout](#)

 **COMMANDER NAVY INSTALLATIONS COMMAND**
Fleet and Family Support Administration

Dashboard | **My Commands** | My Support Cases

Dashboard > My Commands

My Commands	
Title	Worksheets
USS MOMSEN (DDG 92)	View Worksheets

[Home](#) | [FFSP](#) | [FOIA](#) | [Inspector General](#) | [Privacy Policy](#) | [Navy Recruiting](#)

Two red arrows point to the 'My Commands' tab and the 'View Worksheets' link.

1. Click “My Commands”
2. Click “Worksheets”

Monthly/Quarterly Worksheets

Welcome, [Jane Ombudsman](#) | [Logout](#)



**COMMANDER NAVY
INSTALLATIONS COMMAND**
Fleet and Family Support Administration

[Dashboard](#) | [My Commands](#) | [My Support Cases](#)

[Dashboard](#) > [My Commands](#) > [Worksheets](#)

[Back to Commands List](#)

[+ Add Worksheet](#)

USS MOMSEN (DDG 981) Worksheets	
Title	Status
April 2008	Final
December 2007	Final
October 2007	Final
September 2007	Final

1. Click “Add Worksheet”

Monthly/Quarterly Worksheets

USS MOMSEN (DDG 92) Worksheet Detail [Print Worksheet](#)

Month: Year:

Total Contacts

Email (Sent/Received)	<input type="text" value="225"/>
Phone	<input type="text" value="21"/>
In-person	<input type="text" value="3"/>
Regular Mail	<input type="text" value="0"/>
Fax	<input type="text" value="0"/>
IA Family Outreach Calls	<input type="text" value="27"/>

Contacts By

Spouse	<input type="text" value="199"/>
Parent/Family Member	<input type="text" value="30"/>
Legal Guardian	<input type="text" value="3"/>
Service Member	<input type="text" value="20"/>
Fiancée	<input type="text" value="6"/>
Significant Other	<input type="text" value="0"/>
Command Support Team	<input type="text" value="9"/>
Senior Leadership Spouse	<input type="text" value="2"/>
Chaplain	<input type="text" value="1"/>
FFSC Ombudsman Coordinator	<input type="text" value="7"/>
Other	<input type="text"/>

Type of Contacts | **Total Contacts** | **Time Spent** (1.3hrs = 1hr 30min)

Child Birth	<input type="text" value="1"/>	<input type="text" value="0.50"/> hours
Childcare	<input type="text" value="10"/>	<input type="text" value="1.00"/> hours



4. Enter Data

Monthly/Quarterly Worksheets

Housing	<input type="text"/>	<input type="text"/>	hours
Individual Augmentee (IA) Servicemember	<input type="text"/>	<input type="text"/>	hours
Information & Referral	<input type="text" value="200"/>	<input type="text" value="15.00"/>	hours
Legal Issues	<input type="text"/>	<input type="text"/>	hours
MWR	<input type="text" value="5"/>	<input type="text" value="0.25"/>	hours
Pets/Veterinarian	<input type="text"/>	<input type="text"/>	hours
PSD (ID Cards)	<input type="text"/>	<input type="text"/>	hours
Relocation/Sponsor	<input type="text" value="3"/>	<input type="text" value="0.50"/>	hours
Reportables (Abuse, Suicide, Homicide)	<input type="text" value="1"/>	<input type="text" value="1.50"/>	hours
Transportation Issues	<input type="text"/>	<input type="text"/>	hours
TRICARE/DENTAL/DEERS	<input type="text"/>	<input type="text"/>	hours
Other	<input type="text" value="20"/>	<input type="text" value="2.00"/>	hours
Pay	<input type="text"/>	<input type="text"/>	hours
Newsletters	<input type="text"/>	<input type="text"/>	hours
Individual Augmentee (IA) Family Member	<input type="text"/>	<input type="text"/>	hours
Total	<input type="text" value="256"/>	<input type="text" value="19.25"/>	hours
Other			
Number of Meetings Attended	<input type="text" value="2"/>	<input type="text" value="2.00"/>	hours
Number of Presentations Given	<input type="text" value="1"/>	<input type="text" value="0.25"/>	hours
Number of Trainings Attended	<input type="text" value="0"/>	<input type="text" value="0.00"/>	hours

5. Click “Save as Draft” or “Submit as Final”

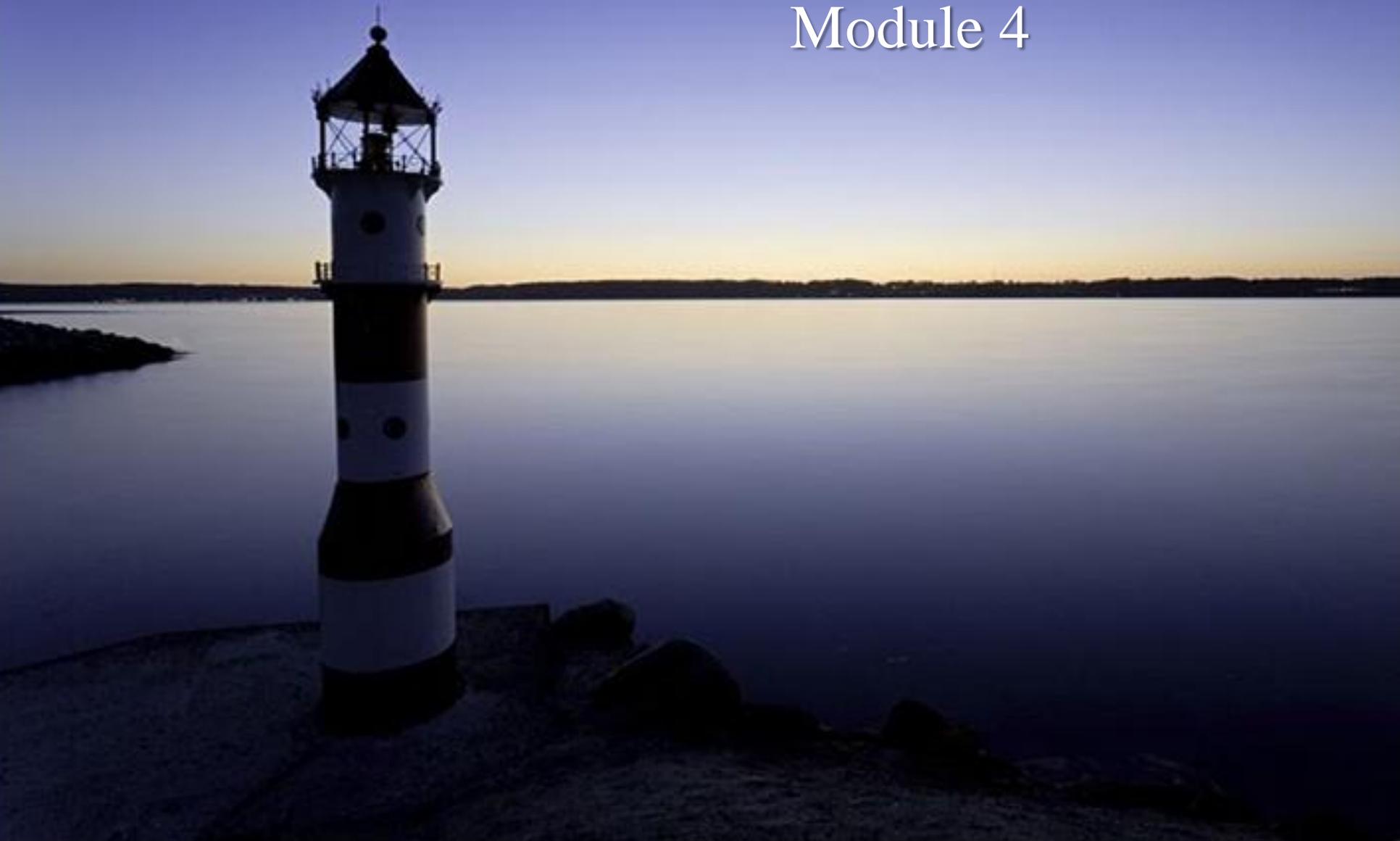
Command Relationships

Module 4



Ombudsmen and FRGs

Module 4



Activity: FRGs and Ombudsmen



Newsletters

Module 5



Activity: Super Newsletter or Bloopers Newsletter?



Agenda

To Do:

History

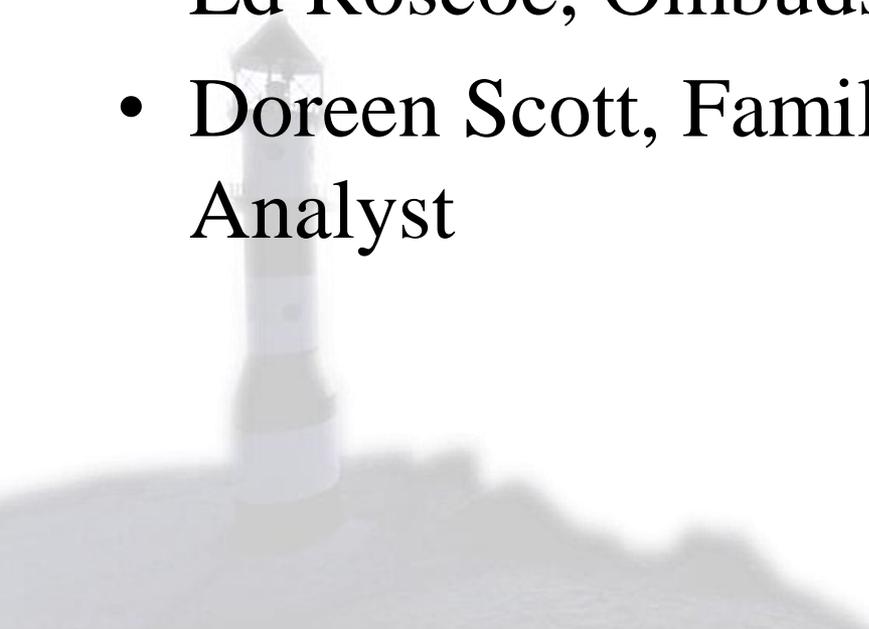
Results and changes

Practice

Thank You



Thanks to CNIC!

- Katherine Rock, Ombudsman Program Analyst
 - Shauna Turner, Family Readiness Section Manager
 - Ed Roscoe, Ombudsman Program Analyst
 - Doreen Scott, Family Readiness Programs Analyst
- 

Thanks to PDTT!

- Margee Downs, Contract Manager
 - Suzanne Tofalo, Project Manager
 - Stacy Bodenner, Learning Specialist
 - Kriss Laber, Graphic Designer
 - Lori Absher, Graphic Designer
 - Kevin Reilly, Editor
- 

Thank YOU!





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