

Navy Family Ombudsman Program - Ombudsman Registry



BACKGROUND

The Ombudsman Registry allows CNIC to deliver real time communication and information to Commanders, Ombudsmen, and Ombudsman Coordinators. Commands are required to register and assign themselves and their ombudsmen to the registry, and ensure that required worksheet data is submitted per OPNAVINST 1750.1F of 30 March 2007.

GOALS

- To ensure that all commands are assigned in the Ombudsman Registry and that all Commanders/Command Designees have registered themselves, and their command ombudsman/ombudsmen.
- To enable registered ombudsmen to submit their monthly/quarterly worksheets as required by OPNAVINST 1750.1F.
- To maintain contact with ombudsmen of commands that are affected during national disasters or emergencies in order to provide support to families that need assistance.

KEY MESSAGES

- OPNAVINST 1750.1F states that every command, afloat or ashore, will ensure their command ombudsman information is added to the Ombudsman Registry at <http://www.ombudsmanregistry.org> and will ensure that the registry is updated as changes occur.
- The instruction also requires that data from the Ombudsman Monthly/Quarterly worksheets are entered into the data collection system also located within the Ombudsman Registry web site.
- Communicate real time information by E-Blast.
- Ombudsmen cannot submit their required worksheets until they are assigned to their commands and all command information has been updated in the registry.
- Statistics from the worksheets are used to help support the Ombudsman Program in various ways:
 - Documents time spent and types of contacts that ombudsmen deal with on a daily basis so that resources can be available to enable ombudsmen to deal with them more efficiently.
 - Indicates which programs are being utilized the most and identifies areas where more information and/or training may be beneficial to ombudsmen and Navy families.
 - Metrics derived from the worksheets show Navy leadership the financial benefit to the Navy of having ombudsmen perform the types of services they deliver.



Supporting Sailors and Families
through Preparedness and Resiliency



Navy Family Ombudsman Program - Ombudsman Registry



ACTION

- Commanders/Designees
 - All commanders/command designees should confirm that their command is listed in the Ombudsman Registry.
 - All commanders/command designees should register in the Ombudsman Registry and assign themselves to their command.
 - Commanders/command designees should assign the appointed command ombudsman/ombudsmen to the command.
- Ombudsmen
 - Ombudsmen will receive an email confirmation and a temporary password when they have been assigned. They may then update their profile and select a new password of their choice. They should begin collecting data for the Ombudsman Worksheet.
- Ombudsman Coordinators
 - Ombudsman Coordinators should register in the Ombudsman Registry as Ombudsman Coordinators.
 - They will have access to the commands in their AOR and should ensure that all commands have completed the actions listed above. They may provide assistance to commanders/command designees and ombudsmen, if needed.
- The Ombudsman Monthly Worksheet is to be submitted monthly (by the 10th of the month for the previous month). Reserve command ombudsmen will submit this worksheet quarterly, but may do more often if desired). The CO will determine who will submit this worksheet. In most cases, the ombudsman enters the information. Please note: If a command has more than one ombudsman, ombudsmen should combine their numbers and only one worksheet will be submitted monthly/quarterly for that command.

RESOURCES

- OPNAVINST 1750.1F, Navy Family Ombudsman Program
- Ombudsman Registry at www.ombudsmanregistry.org
- FFSP Web site at www.ffsp.navy.mil
- Instructions for Commanders/Command Designees; Ombudsmen and Ombudsmen Coordinators can be found at www.ombudsmanregistry.org.
- Ombudsman Registry Administrator, Ed Roscoe, at edroscoezeit@charter.net



Supporting Sailors and Families
through Preparedness and Resiliency

