



Ombudsman Registry Instruction Guide for Ombudsmen

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This Instruction Guide provides procedures required for the CNIC Ombudsman Registry

I. OMBUDSMAN REGISTRATION

Ombudsmen are not able to register themselves or access the Ombudsman Registry now that it has shifted to a CAC enabled website. Please contact one of the following personnel as they are the only individuals who may register ombudsmen to a command:

- Commanders/Command Designees, or Designated Point of Contact (POC)
- Fleet and Family Support Center (FFSC) Ombudsman Coordinators
- Reserve Component Command (RCC) Warrior and Family Support Specialists
- Ombudsman Registry Administrators

1. Ombudsmen will no longer have access to their accounts under the CAC enabled registry. However, ombudsmen will still be able to access the Support Case feature to request assistance or advice when needed.

2. The “Contact Your Ombudsman” feature will be available. This feature is intended to provide service members and their families, as well as Ombudsman Coordinators, the opportunity to have access to their ombudsmen for services, receive updated information, and participate in discussions regarding the Fleet and Family Support Programs. Ombudsmen use this feature to contact other ombudsmen in order to accomplish warm handoffs of families that are moving to a new location.

3. The “Instructions & Procedures” feature can be used to download instructions guides, program instructions, FAQ’s, and the Ombudsman Monthly and Quarterly Worksheet templates for both Active and Reserve commands. If you experience any problems or have questions, please contact the Ombudsman Registry Administrator by using the “Support” case system located on the login page of the registry.

4. Ombudsman Training Schedules will also be accessible from the login page of the Ombudsman Registry.



II. OMBUDSMAN MONTHLY/QUARTERLY WORKSHEETS

1. Once your command has registered you to your command/commands, ombudsmen must begin submitting their Ombudsman Monthly/Quarterly Worksheets. (See Notes, 1, 2, & 3 for additional guidance on page 10)

- Active duty ombudsmen are required to submit monthly worksheets.
- Reserve ombudsmen are required to submit quarterly worksheets.
- Deadlines for submission of worksheets are as follows:
 - Active Duty ombudsmen will submit their monthly worksheets no later than the 15th of each month following the end of the reporting month. (example: June worksheets will be submitted NLT 15 July)
 - Reserve ombudsmen will submit their quarterly worksheets no later than the 15th of each month following the end of the reporting quarter. (example: October – December worksheets will be submitted NLT 15 January)
 - Worksheets are archived by calendar year for Active Duty and Fiscal Year for Reserve commands, and all worksheets must be entered NLT 31 Jan of the following year. After 31 Jan no further worksheets can be entered for the previous year (i.e. **Dec 2016 (Active Duty) and Oct-Dec 2016 (Reserve) worksheets must be entered by 31 Jan 2017.**)
 - Reserve submission requirements are listed as follows:
 - 1st Quarter FY (Oct-Dec) – must be submitted by 15 Jan
 - 2nd Quarter FY (Jan-Mar) – must be submitted by 15 Apr

3rd Quarter FY (Apr-Jun) – must be submitted by 15 Jul
4th Quarter FY (Jul-Sep) – must be submitted by 15 Oct

2. All Monthly/Quarterly worksheets will be submitted using Excel. If you do not have Excel you can get the discounted Microsoft Office software for \$9.95 by going to <http://www.discounts-deals4military.com/2013/10/Military-Discout-Microsoft-Office.html>. You may have to cut and paste the URL to your web browser to access the website.

- Follow the instructions. To order you must use a navy.mil address. Ombudsmen can use their military member's navy.mil address, or have their military member place the order for them. Recommend that your military member forward the link to download the Microsoft Office 2016 software to you, to be installed on your personal computer.

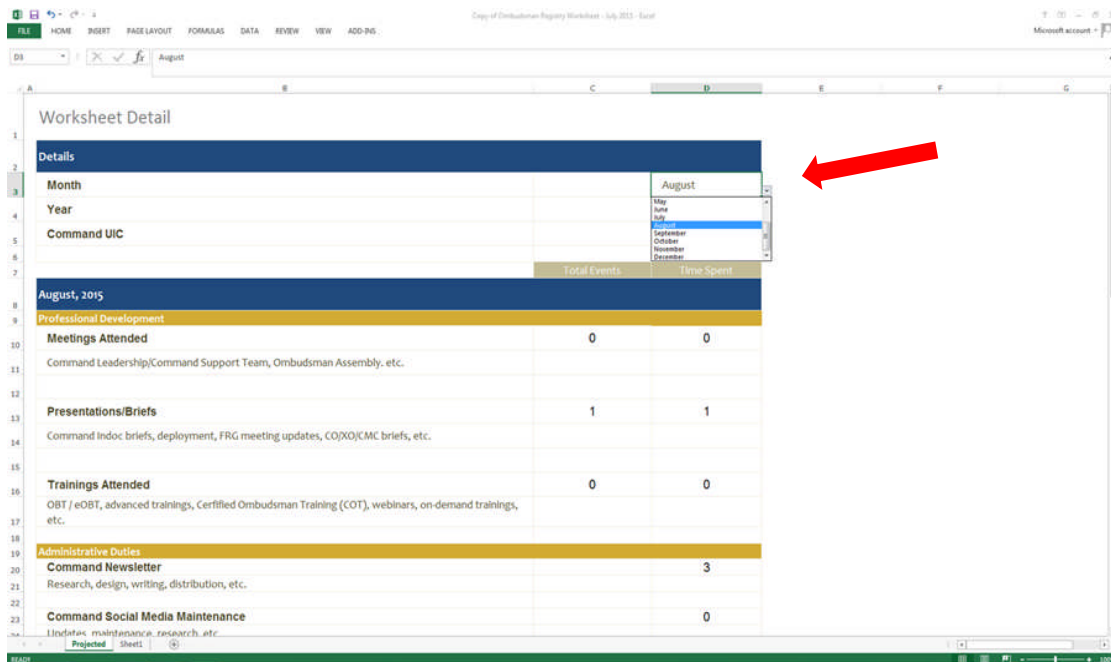
III. COMPLETING THE OMBUDSMAN MONTHLY/QUARTERLY WORKSHEET

1. To complete a worksheet for each command you are registered to:

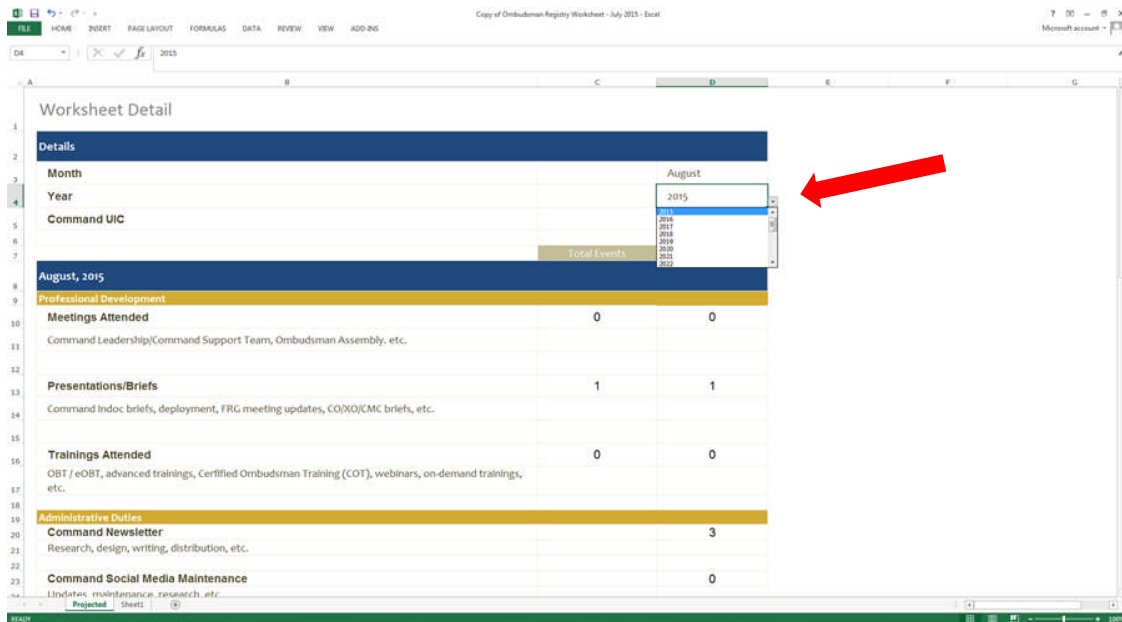
- Download the appropriate worksheet in Excel format from the login page of the Ombudsman Registry which are located in the lower left hand corner under "Instructions and Procedures". There are two separate Excel worksheets, one for Active Duty, and one for Reserve. NOSC ombudsmen should read the Special Note located on Page 10 of this instruction guide for submission of worksheets for units they are providing support for that fall under the NOSC.

2. Details Section

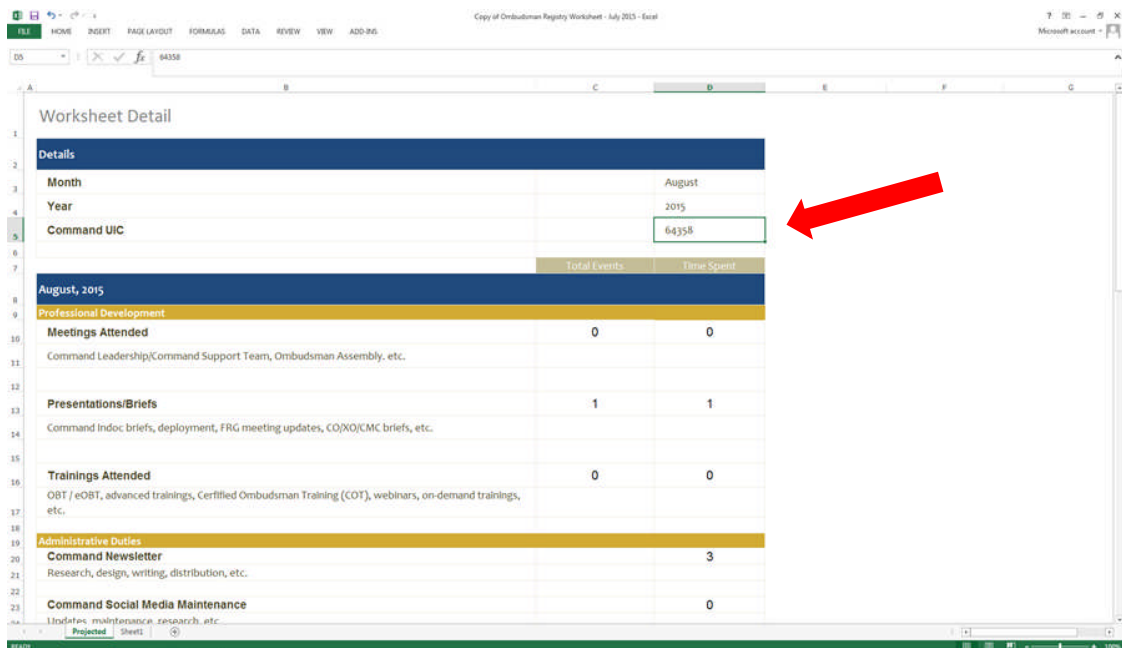
- Select the correct month from the drop down menu (Active Duty)



- Select the correct quarter from the drop down menu (Reserve)
- Select the correct year from the drop down menu



- Enter the Unit Identification Code (UIC) in the UIC block. If you do not know your UIC recommend you contact your command POC to get this information. The UIC will also be used when saving your worksheet which will be covered in paragraph IV below. The UIC must match the UIC/RUIC listed in the Registry for your command(s).



3. Professional Development Section

- This section deals with Meetings Attended, Presentations/Briefs, and Training Attended during the month/quarter.
- Complete the total numbers for the month or quarter in Meetings Attended, Presentation/Briefs, and Trainings Attended. (Example: You provided 3 separate presentations that took 1 hour each to deliver. You would enter 3 in the Total Events block and 3 in the Time Spent block.)
- Repeat the same steps for “Meetings Attended” and “Training Attended”.

4. Administrative Duties

- Administrative duties consist of preparing Command Newsletters, Command Social Media Maintenance, and other duties such as completing the Monthly/Quarterly worksheet, updating Careline messages, command rosters, contact logs, forms, reimbursement claims, managing resources, photocopies, printing, and all travel time while perform official ombudsman duties, etc.
- Under Administrative Duties you will only enter hours and **not** the number of Administrative Duties performed

The screenshot shows an Excel spreadsheet with the following data:

19	Administrative Duties		
20	Command Newsletter		3
21	Research, design, writing, distribution, etc.		
22			
23	Command Social Media Maintenance		0
24	Updates, maintenance, research, etc.		
25			
26	Other Duties		0
27	Monthly/quarterly worksheet completion, updating Careline messages and/or rosters, contact logs and forms, reimbursement claims, managing resources, photocopies, printing, all travel time, etc.		
28			
29	PROFESSIONAL DEVELOPMENT AND ADMINISTRATIVE TOTALS:	1	4
30			
31			
32		# of Incoming Contacts	# of Outgoing Contacts
33	Information & Referral and Social Media Contacts		
34	Providing communication and referrals via email, phone, in-person, mail, text message, outreach, Facebook, Twitter, command blog, command website, etc.		
35	Categories		
36	Childcare	0	0
37	Deployment/FRG	0	0
38	Education	0	0
39	Emergency/Crisis (American Red Cross, NMCRS, Accidents)	0	0
40	Employment (Spouse/Family Member)	0	0
41	Exceptional Family Member Program (EFMP)/Special Needs	0	0
42	Financial/Pav/Birdnet	1	1

5. Information & Referral and Social Media Contacts

- All of your contacts, both incoming and outgoing, will be recorded in this section. Enter the total number of incoming and outgoing contacts. (Example: You had 25

incoming contacts for “Deployment/FRG” and 35 outgoing. You would enter 25 in the “Incoming” and 35 in the “Outgoing” blocks under this category.

	# of Incoming Contacts	# of Outgoing Contacts
Information & Referral and Social Media Contacts Providing communication and referrals via email, phone, in-person, mail, text messages, outreach, Facebook, Twitter, command blog, command website, etc.		
Categories		
Childcare	0	0
Deployment/FRG	25	35
Education	0	0
Emergency/Crisis (American Red Cross, NMCRS, Accidents)	0	0
Employment (Spouse/Family Member)	0	0
Exceptional Family Member Program (EFMP)/Special Needs	0	0
Financial/Pay/Budget	0	0
Individual Augmentee	0	0
Legal (Wills, Divorce, Adoption, Power of Attorney)	0	0
Medical (Tricare, Dental, Child Birth, Psychological)	0	0
Military Records (PSD, ID Cards, DEERS, NFAAS)	0	0
Morale, Welfare & Recreation	0	0
Newsletters (Command, Ombudsman, FFSP, Base, etc.)	0	0
Relocation/Housing/Sponsor Program	0	0
Sexual Assault Prevention & Response/Family Advocacy/Reportables/Counseling	0	0
Social Media	0	0
Other Information & Referral Calls/Contacts	0	0

Note: Example: One email to 100 people on a distribution list is counted as 100 outgoing contacts.

- If you have additional entries to complete during the month/quarter, return to your Excel worksheet and update your totals. Do not just enter the number of new contacts, number of events or hours spent in the blocks. You will need to add all new contacts, events and hours to your previous totals and enter that number in each block to ensure your previous numbers are not lost.

6. Estimated Total Time Spent

- This section is used to enter your estimated time spent on both incoming and outgoing contacts. This section only applies to the time spent on “Information & Referral and Social Media Contacts”. Time spent on the Professional Development section has already been recorded when you entered them on the top section of the worksheet.

			Hours
Estimated Total Time Spent			
The Estimated Total Time Spent is the total of:			
# of Incoming Contacts and # of Outgoing Contacts			2
	Incoming Contacts	Outgoing Contacts	Hours
INFORMATION & REFERRAL AND SOCIAL MEDIA CONTACT TOTALS	25	35	2
Total Hours Spent			
			10

Note: When entering your estimated time be sure to use .25 (quarter hour), .50 (half hour), and .75 (three quarters hour). Highly recommend that you round up or down to make it easier to enter your estimated time for each category or event.

- Enter the estimated amount of time you spent on all incoming and outgoing contacts such as emails, phone, in-person, mail, or text message, etc.
- Enter the total number of estimated hours that you spent on all incoming and outgoing contacts.
- If you have additional estimated hours to enter during the month/quarter, return to your saved worksheet and update your total numbers.

7. Total Hours Spent.

- This section will show the total number of hours that ombudsmen have spent for the month or quarter from both the “Professional Development and Administrative Totals” and the “Information & Referral and Social Media Contact Totals” sections.

IV. SAVING YOUR WORKSHEETS FOR SUBMISSION

1. Once you have created your worksheet from the template you downloaded, you will need to save the worksheet with the following document name:

Once you have completed your worksheet:

- Save the file name as UIC, Month and Year (Example: 12345MAY2016) for Active Duty.

Reserve Ombudsmen will save their worksheets with file name as UIC, Quarter, and Year (Example 123452ndQtr2016)

- The UIC is the Unit Identification Code for each command in the registry. Reserve commands will have an RUIC which is the same thing as a UIC but identifying the command as a Reserve command or unit.
- Make sure you have the correct UIC or the worksheet will not be populated to the correct command. The worksheet will also not populate if you change, modify, or save the worksheet in any other file name other than “Excel Workbook”.
- If you are not sure of your UIC check with your command POC.
- Email your completed final worksheet to your command POC for uploading to the Ombudsman Registry per OPNAVINST 1750.1 series and send a copy to Ombudsman.Registry.fct@navy.mil. The Ombudsman Registry Administrator will be the backup for the command if they are having problems uploading your worksheet to your command or the command is deployed and does not have access to the Ombudsman Registry.
- Recommend that you also send a copy to your CO, XO in addition to your CMC/POC.

V. SUBMITTING SUPPORT CASE REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry you can contact your FFSC Ombudsman Coordinator, Reserve Component Command (RCC) Warrior and Family Support Specialists, or the Ombudsman Registry Administrator by submitting a support case request. To submit a support case request:

- Click on the “Support” tab located at the top of the Login Page
- Fill in the subject and place your comments or questions in the block below the subject. Click on the “Request Support” button when you are finished. Support Case request are typically responded to within 24-48 hours of submission.



Note 1: If your command has more than one ombudsman registered, ensure that you combine all worksheets together and submit only one Ombudsman Monthly/Quarterly Worksheet per command/UIC. (The system will not allow more than one Ombudsman Monthly/Quarterly Worksheet to be entered per command.) Aircraft Carriers may have 5 or more ombudsmen registered and will combine all five worksheets into one. It is up to the Commander/Command Designee as to which one of the ombudsmen will submit the worksheet for uploading to the registry.

Note 2: If you are an ombudsman and are registered to more than one UIC/Command, you must do a separate Ombudsman Monthly Worksheet for each command that you are registered to (For Active Duty Ombudsmen Only). For example, you and the Commander have agreed with another Commander of a smaller command (10 or less active duty service members and families assigned) to share an ombudsman. The tenant command must be registered and register you as their ombudsman to complete a monthly worksheet for that command.

NOTE 3: Reserve ombudsmen are only required to submit a quarterly worksheet. Most reserve units are supported by a Navy Operational Support Center (NOSC). These centers vary in size and support anywhere from 5 units to a 100 or more units each. Unit ombudsmen will submit their own worksheets if registered.

SPECIAL NOTE: If a Reserve unit does not have an ombudsman, the NOSC Ombudsman will provide support to the Navy Reserve families of that unit and **must be** registered to the unit(s) they are supporting. The NOSC Ombudsman will combine the unit(s)' worksheet numbers into the NOSC worksheet for submission. This way they do not have to submit a worksheet for each unit since the units fall under the NOSC.

VI. OMBUDSMAN REGISTRY ADMINISTRATORS

1. For assistance with the Ombudsman Monthly/Quarterly Worksheet or registry problems please contact:

Name	Position	Email	Phone #
Mr. Ed Roscoe	Ombudsman Registry Administrator	ed.roscoe@windstream.net	(704) 857-0637
Mrs. Doreen Scott	Ombudsman Training Coordinator	doreen.a.scott@gmail.com	(402) 614-0550
Mrs. Carrie Mast	Ombudsman Program Manager	carrie.mast1@navy.mil	(202) 433-4701

VII. RCC WARRIOR AND FAMILY SUPPORT SPECIALISTS

Name	Region	Email	Phone #
Mr. Matthew Davis	RCC Navy Region Southeast JAX	matthew.davis2@navy.mil	(904) 542-3429
Mr. Eric Harris	RCC Navy Region Mid-Atlantic NORVA	eric.t.harris@navy.mil	(757) 341-5891
MCPO Samuel Bernhardt	RCC Navy Region Mid-Atlantic GLAKES	Samuel.bernhardt@navy.mil	847 688-4916 Ext 303
Ms. Sharon James	RCC Navy Region Southeast FW	sharon.d.james1@navy.mil	(817) 782-1660
Ms. Susan Hare	RCC Navy Region Southwest	susan.hare@navy.mil	(619) 532-4274
Mr. Bailey Richard	RCC Navy Region Northwest	bailey.b.richard@navy.mil	(425) 304-3846