

Ombudsman Program Advisory Group Meeting
06 May 14; 1300 EDT
Commander, Navy Installations Command

Members in attendance were:

Mrs. Theresa Stevens, CNO Ombudsman-at-Large
CDR Scott Wathen – Naval Leadership and Ethics Center
CMDMCM Michael Jackson, Naval Leadership and Ethics Center
Ms. Marilyn Haumer, Naval Leadership and Ethics Center
Mr. James Warren, Reserve Forces Command Family Support Program Manager

Ms. Shauna Turner, CNIC Work and Family Life Program Manager
Ms. Renee' C. Harris, Supervisor, CNIC Family Readiness Supervisor
Mrs. Lisa Johnson, CNIC Ombudsman Program Manager
Mrs. Doreen Scott, CNIC Ombudsman Training Coordinator
Mr. Ed Roscoe, CNIC Management IT, Training Analyst

Call to Order

The meeting was called to order at 1301 by CNIC's Ombudsman Program Manager, Mrs. Lisa Johnson and members were introduced.

It was noted that the Command Leadership School has been renamed to Naval Leadership and Ethics Center (NLEC)

Approval of Minutes

The minutes of the last OPAG meeting on 12 Nov 13 were approved.

Old Business

Ombudsman Monthly/Quarterly Worksheet

The Ombudsman Monthly/Quarterly worksheet has been revised based on feedback from an ombudsmen working group, the ombudsman survey sent to Active and Reserve ombudsmen, and the Ombudsmen-at-Large. The new worksheet has been released and is receiving favorable reviews. Ombudsmen are finding it to be condensed and easier to navigate.

A Worksheet Quick Reference Guide was created to answer basic questions regarding the worksheet.

New Business

Sexual Assault Reporting

NAVADMIN 065/14 Ombudsman Reporting of Sexual Assaults was released on 20 March 14 as interim guidance to address the revised reporting requirements. A change transmittal to OPNAVINST 1750.1G is in progress to address the changes.

Ombudsmen who receive a report of sexual assault must report it to the Sexual Assault Response Coordinator (SARC) and the commanding officer.

Ombudsman Program Advisory Group Ombudsman Representatives Term

The term length for the Ombudsman Program Advisory Group representatives is one year, with the option for a second year. Mrs. Lindsay Baldwin is no longer serving as the Navy Region Northwest ombudsman and Mrs. Harvey's term will expire in December. CNIC will solicit for two new representatives by December 2014.

Ombudsman Appreciation

Ombudsman Appreciation events are already being planned at installations. CNIC is developing a poster and other materials to will be distributed to the field.

Special Projects

CNIC is developing 2 Podcasts on the topics of Ombudsman Monthly/Quarterly Worksheets and Ombudsman Reimbursement. These messages will be 2-3 minutes in length. Plans are also in place to update the Ombudsman Program Manual and OBT/eOBT Instructor Guides.

Ombudsman Program App

CNIC is working with the marketing team to develop a mobile application for the Ombudsman Monthly/Quarterly Worksheets. Once created, there is a security review process which can take up to two years to complete.

Program Updates

Ombudsmen-at-Large (OAL) Report

Mrs. Stevens received a tour of CNIC Headquarters and expressed appreciation for the opportunity to meet the Fleet and Family Readiness Team.

She discussed her recent trip to San Diego where she met with 37 ombudsmen. The main concern she heard was the effect of deployment on children; she was advised to meet with Mr. Chuck Clymer, Child and Youth Programs to discuss available support resources. She also met with 54 ombudsmen at North Island.

Mrs. Stevens relayed concern about lack of funding for candidates to attend Certified Ombudsman Training (COT). CNIC is looking into developing eCOT, similar to the format used for eOBT, potentially in FY 2015.

Mrs. Stevens completed eOBT in April 2014 and expressed her appreciation for this training option. She said the activities were fun and the training was enjoyable.

Town Hall Meetings

To offset funding restrictions regarding conferences and travel, regular Town Hall Meetings are offered to Ombudsman Coordinators, RCC Warrior and Family Support Specialists and

Certified Ombudsman Trainers. These meetings provide program updates and current information regarding the Ombudsman Program.

Region Ombudsman Advisory Boards (ROABs)

Regions are required to hold ROAB meetings two times a year, submitting minutes to CNIC Ombudsman Program Manager. Items that are not resolved within the region may be submitted to CNIC as an Action Item for further review. Some issues that have been submitted as action items are:

- Request for a mobile app for Ombudsman Registry/Worksheet – (under review)
- Worksheet revision (completed)
- Recorded webinars (completed)

Ombudsman Registry

The Ombudsman Registry currently stands at 94% of commands having a registered ombudsman. In November 2013, there were 454 commands without a registered ombudsman, and presently there are 240. The Ombudsman Registry Administrator, Mr. Ed Roscoe, is meeting with each region's Ombudsman Coordinator to assist with any questions regarding registration. There are currently 3,983 commands in the Ombudsman Registry, with 3,743 having ombudsmen registered.

Mr. Roscoe has been working closely with Mr. James Warren during the restructure of the Reserve forces regions. They are going from five regions to six, with plans to add a new RCC Warrior and Family Support Specialist to Fort Worth, TX. CNRMA, CNRSE and CNRNW are being reorganized, with Phase I absorbing commands that were previously located in CNR Mid-West region. CNRSW has no changes at this time. Phase II is set to be completed in June 2014, and Phase III will be completed in FY 2015.

Training Updates

eOBT

CNRNW submitted an Action Item asking that ombudsmen be required to take the classroom training option for Ombudsman Basic Training unless they lived further than 50 miles from the training location. CNIC responded that ombudsmen may select the training option that best suits their schedules and that both training options meet the training requirement.

The May sessions of eOBT are scheduled for 0900 EDT, June sessions are scheduled for 1300 EDT, and July sessions are scheduled for 2100 EDT, to accommodate those in the Pacific Time Zone.

After the completion of eOBT, CNIC Ombudsman Training Coordinator, Mrs. Doreen Scott, sends individual emails to introduce every graduate to their Ombudsman Coordinator or RCC Warrior and Family Support Specialist. The ombudsmen graduates are expected to provide a copy of their Certificate of Completion and a copy of their Appointment Letter to the FFSC/RCC staff. Staff is

expected to reach out to ombudsmen and provide local support to them. Feedback from this practice has been positive.

CNIC is working with Mr. Seth Leventhal, Comptroller, N8, to create an on-demand training for Ombudsman Reimbursement. This training will be presented on 17 Jun 14, 1300 EDT.

CNIC is planning to host a webinar on the FAP/SAPR Programs, to include reporting requirements for cases of sexual assault. These changes are addressed in NAVADMIN 065/14, Ombudsman Reporting Requirements for Sexual Assault. The proposed date for this training is 24 Jun 14, 1100 EDT.

The up-coming Ombudsman Hot Topic webinars are:

- 21 May 14; 1300 EDT – Navy Wounded Warrior, Safe Harbor (NWW/SH)
- 17 Jun 14; 1300 EDT – Ombudsman Reimbursement
- 23 Jul 14; 1300 EDT – Spouse Education & Career Opportunities (SECO)

Current Fact Sheet

The Ombudsman Program Fact Sheet is updated twice a year; the most recent update was completed in December 2013.

Roundtable Discussion

Mr. Warren thanked the CNIC Ombudsman Team for their assistance with eOBT, Ombudsman waivers and the Ombudsman Registry.

Mrs. French previously provided feedback from travels that resulted in a Shore Command Brief being developed and offered to Ombudsman Coordinators as a training tool for command leadership. The brief was first presented by Mrs. Pamela Valliere, Ombudsman Coordinator at NAS Patuxent River as a “lunch and learn brief” to 20 command leadership members. The brief was then presented as a webinar to Ombudsman Coordinators and RCC Warrior and Family Support Specialists. Attendees were provided a template to modify to fit the specific needs of their AOR.

Mrs. Marilyn Haumer, NLEC, commented that she was excited to view the recording of this brief on behalf of command leadership and families at NLEC.

Command Master Chief Jackson, NLEC, provided updates to include new ethics training was to be added to the curriculum for the Naval Leadership and Ethics Center. No changes were expected for the spouse courses at this time. He also mentioned that occasionally someone remarks on an evaluation that they think the Ombudsman Program receives too much time in the curriculum. He countered by saying that those members going to sea duty from shore duty are happy with the information provided. Sharing stories of the value of a good command ombudsman helps convince the few who doubt the program’s necessity of its value.

Next Meeting TBD

Meeting adjourned at 1349 EST