

OPAG Minutes
Ombudsman Program Advisory Group Meeting
09 Nov 10; 1300 - 1500
Commander, Navy Installations Command

Members in attendance were:

Mrs. Brandi Clingan, CNO Ombudsman-at-Large
FORCM Christopher Engles, CNIC
Ms. Shauna Turner, Program Manager, Work and Family Life
Ms. Renee C. Harris, Supervisor, Family Readiness Programs
Mrs. Kathy Rock, FFSP Ombudsman Program Analyst
Mr. Ed Roscoe, Management IT, Training Analyst, EFMP
Mrs. Doreen Scott, CNIC FFSP Program Analyst

Members in attendance by phone were:

Ms. Lanita Lee, Exceptional Family Member Program Manager
Mr. James Warren, Reserve Family Support Program Manager
CAPT Terry Rea, Command Leadership School
CMDCCM Shaun Braumsteadt, Command Leadership School
Ms. Robin Witcher, Command Leadership School

Members not in attendance were:

Mrs. Bobbi West, CNO Ombudsman-at-Large (TAD to Afghanistan)
CMDCCM Terrence Gaffney, NDW

The meeting was called to order at 1307 by CNIC's Ombudsman Program Manager, Mrs. Kathy Rock, and all new members were introduced and welcomed.

The minutes of the previous meeting on 14 Jun 10 were approved as presented.

Unfinished Business:

OPAG Ombudsman Representatives

FORCM Engles will send the position description and request for nominations to the Fleet, Force and Region master chiefs for dissemination to all CMDCCMs. He will forward to FORCM Wright for delivery to Reserve commands, as well. It was noted that COs understand that by nominating an ombudsman, they are agreeing to fund at least one trip to an OPAG meeting per year for that ombudsman, if selected. Requesting all nominations be received by 30 Nov 10. CNIC Ombudsman Training team will review and present 10 nominations to OPAG membership, with a final decision announced soon after the new year.

NECC Battlebook

Information presented in the field must be in compliance with CNIC policy and training curriculum. The battlebook will be reviewed again to check for compliance.

New Business:

Introduce New OPAG Members:

- Mrs. Brandi Clingan, CNO Ombudsman-at-Large/Chairman, Naval Services FamilyLine
- Ms. Renee C. Harris, Supervisor, Family Readiness Programs
- FORCM Christopher Engles, CNIC Force Master Chief
- Ms. Lanita Lee, EFMP Program Manager
- CAPT Terry Rea, Command Leadership School
- CMDCM Shaun Braumsteadt, Command Leadership School
- Ms. Robin Witcher, Command Leadership School

OBT On-Demand Articulate Training

CNIC's newest training tool is a self-directed, on-line training for newly appointed ombudsmen, Command Leadership, senior leadership spouses and anyone who wants to learn more about the Ombudsman Program. This interactive training covers the same basic material that is included in the OBT Orientation webinar. It is not meant to be a replacement for the full Ombudsman Basic Training (OBT) course, but will provide an overview in the interim between appointment and training.

The OBT Orientation On-Demand Articulate can be found at the FFSP Web site, www.ffsp.navy.mil. Go to the Ombudsman Program and then the link for Ombudsman Training Materials to access. CNIC will continue to offer OBT Orientation; Reserve OBT – I & R; and Reserve OBT – Family Readiness, in the traditional webinar setting. Schedules are posted on the same site under Ombudsman Training Schedules and on the Ombudsman Registry at www.ombudsmanregistry.org.

RTT Instructor Guide

RTT instructor guide is included in special projects for FY 2011. IG will be used by RTTs when teaching Certified Ombudsman Trainers (COTs). No completion date has been identified at this time.

On-Demand Ombudsman Basic Training (OBT)

Reviewing possibility of offering OBT in an on-line forum with some modules offered as webinars and some to be completed on-line. Classroom OBT courses will still be offered as a source of training. In order to meet the needs of today's learner, other avenues of training must be considered.

Program Updates

Ombudsman Program Hot Topic Webinars

Monthly Hot Topic webinars have been widely attended. November's topic is "Writing Successful Newsletters"; December's topic is "Social Media, OPSEC and the Ombudsman"; and January's topic is "Surviving the Holidays – Start Now!". Command Leadership School and FORCM Engles, were specifically asked to submit any topic ideas based on their exposure to the fleet and families. Any suggestions are welcome.

OPNAVINST 1750.1F – Revision Discussion

By the end of the meeting, all OPAG members had reviewed and accepted the revisions to the foxtrot edition of the Ombudsman Program OPNAV Instruction. FORCM Engles reported that MCPON's Leadership Council was concerned about OBT offered in Southeast Asia and Guam. Both locations have regular OBT courses offered, so this should not be a problem. It was reported that we are doing a good job with the Ombudsman Program and panel members are encountering very few problems with the program.

EFMP

The Exceptional Family Member Program instruction, OPNAVINST 1754.2D was signed on 03 Nov 10. This program is receiving high visibility from military leadership, in part due to Mrs. Obama's interest and the rise in autism reports. The instruction includes reference to Reserve families. An EFMP conference was held in September, hosted by Ms. Lee. Ed Roscoe attended.

Ms. Lee briefed a group of ombudsmen on EFMP and will co-facilitate with Ed Roscoe, an Ombudsman Program Hot Topic webinar on EFMP in February 2011. Ombudsmen need to be familiar with the program and the resources available to families eligible for this program. It must be remembered that ombudsmen do not counsel, they refer.

Ms. Lee plans to visit The Command Leadership School to view their EFMP curriculum.

Ombudsman Registry

Commands from the US Coast Guard 11th Coast Guard District, Alameda, CA, have been entered into the Ombudsman Registry as a beta test for the USCG. Kathy is exploring this with USCG Headquarters personnel.

We are below 50% of assignment rate for ombudsmen and Commanders/Command Designees. The registry has been scrubbed – 350 ombudsmen, COs/CMCs have been removed. Currently, there are no ombudsmen that are not assigned; 290 COs not assigned; and 52% not registered. CLS has been spreading the word about the registry. Recruiting commands are at 100% registered and assigned. TYCOMs can look at their communities to see the registration/assignment numbers.

Raven Multimedia programmers for the Ombudsman Registry are working to create a "Contact Your Ombudsman" app for smart phones. Its release is expected later this year.

FORCM Engles will follow-up on expected release of Ombudsman Registry NAVADMIN.

OAL

Ms. Clingan is gearing up to begin official travel – CNIC Ombudsman Program Manager, Kathy Rock, stands by to assist. We encourage Brandi to schedule her visits, when possible, to include the maximum visibility and feedback opportunities. She plans to visit the Command Leadership School when she travels to Newport, RI.

ROABs

Region Commanders understand the importance of sending feedback from Region ROABs. Action item presented by CNRSW was reviewed and CNIC response was approved. The current verbiage is accurate and adequate. Shauna Turner assured the OPAG that Ombudsman Program webinars would continue.

40th Anniversary of Ombudsman Program

Commands were solicited to provide input from their 40th anniversary events. All submissions were posted on the Facebook pages. They included the Ombudsman Park in Yokosuka, Japan, photos on ships, parking spots at the NEX, etc. It was very rewarding to see how so many commands honored their ombudsmen.

Additional Comments

CLS

CNIC expressed a desire to work very closely with CLS in reviewing the information about FFSP programs and polices presented to senior command leadership and senior leadership spouses at the Command Leadership courses. The CLS agreed to forward case studies and other pertinent information to the Ombudsman Program Manager for review and feedback. CNIC is agreeable to briefing CLS facilitators on FFSP programs as requested.

RESFOR

- RESFOR would like Brandi Clingan to plan to meet with VADM Debbink in her travels.
- LAC cards – Reserve is facing challenges in receiving these for their ombudsmen and wondered if anyone else is having issues. Most active component commands do not see a need for LAC cards since the majority of Ombudsman materials are on public sites. The Reserve commands use a secure Shared Point web site which requires ombudsman to have a card. We suggested that Jim work directly with the LAC POC.
- Returning Warrior Weekends (RWWs) are held CONUS only. Any similar events OCONUS are overseen by USFF command. Representatives from the VA attend RWWs.

The next meeting will be schedule after the new year. CLS will send their class schedule so that we can work around that.

Meeting was adjourned at 1420.