

Ombudsman Program Advisory Group Meeting
11 Feb 15; 1300 EDT
Commander, Navy Installations Command

Members in attendance were:

Mrs. Theresa Stevens, CNO Ombudsman-at-Large
Mrs. Martha Faller, CNO Ombudsman-at-Large
CDR Scott Wathen – Naval Leadership and Ethics Center
Ms. Marilyn Haumer, Naval Leadership and Ethics Center
Mr. James Warren, Reserve Forces Command Family Support Program Manager
Mrs. Colleen Weaver, Reserve Ombudsman Representative - NOSC Sacramento and NOSC San Jose
Mrs. Jennifer Cobbel, Active Duty Ombudsman Representative – RTC Great Lakes

Ms. Shauna Turner, CNIC Program Manager for WFL Programs
Ms. Renee' C. Harris, Supervisor, CNIC Family Readiness Supervisor
Mrs. Kathy Rock, CNIC Ombudsman Program Coordinator
Mr. Ed Roscoe, CNIC Management IT, Training Analyst
Mrs. Doreen Scott, CNIC Ombudsman Training Coordinator

Call to Order:

The meeting was called to order at 1301 by CNIC's Ombudsman Program Coordinator, Mrs. Kathy Rock and members were introduced.

Welcoming Remarks and Introductions:

OPAG members introduced themselves and the newly appointed Ombudsman Representatives were introduced. Mrs. Colleen Weaver represents the families of NOSC Sacramento and NOSC San Jose. Mrs. Jennifer Cobbel represents the families of RTC Great Lakes. Welcome to the OPAG – we look forward to your input on issues concerning Navy families.

Approval of Minutes:

The minutes of the last OPAG meeting on 06 May 14 were approved.

Old Business:

Ombudsman Special Projects CY 2015

CNIC will be updating and revising the Ombudsman Program curriculum this year.

New Business:

OPNAVINST 1750.1G CH-2 was released 02 Sep 14, with two major changes. Alleged sexual assault is now one of the six reportables and the support Ombudsman Coordinators provide regarding the Ombudsman Registry was clarified.

Volunteer Logical Assistance Credentials (VOLAC)

The volunteer Logical Assistance Credentials (VOLAC) was introduced as a pilot program via NAVADMIN 196/09. This card allows partial access to government computers. The program was originally set up for DoD volunteers such as American Red Cross, but was identified as a resource for command ombudsmen. The NAVADMIN explains the process

commands follow to acquire a LAC for their command ombudsman. The cost is \$128.00 for a background check, \$90,000.00 a year for all ombudsmen, and it takes 90 days to six months to complete the process. Most commands have chosen not to get this card as materials for ombudsmen are available on public websites.

The Deputy Director of Chief of Information Office has stated that all websites that manage data for purposes of tracking, monitoring and reporting must be CAC enabled. This includes the Ombudsman Registry. All systems must be CAC enabled.

Options to address this ruling are to find a way to pay for it. However, commands may not want to pay for it out of command funds and ombudsmen may not want to go through a background check. Additionally, PSD needs to be on board with the process as many of these personnel do not know what a VOLAC is.

This issue is at HQ level right now and it is not meant to cause panic as details are being worked out. Another option is that an identified POC at the command can input data into the Ombudsman Registry rather than the ombudsman doing so. Ombudsmen will still receive e-blast messages and the Contact Your Ombudsman feature will still be available.

RCC Family Program Manager relayed that issuance of a VOLAC would require the ombudsman to complete annual training associated with having this card. The commanding officer would need to track this training compliance for the volunteer. The volunteer would still not have access to certain government sites.

The Ombudsman representatives shared their experiences with accessing information that is only posted on a government site. It was agreed that educating command leadership may be a part of the solution to this problem.

Program Updates:

Ombudsman-at-Large Report

Mrs. Stevens and Mrs. Faller recently traveled to Rota, Spain, Naples, Italy, and Sigonella, Italy to visit with ombudsmen site personnel. Two primary problems were identified by the 52 ombudsmen they met with on the trip. The Sponsorship Program is not working well. Service members are not being matched with their counterparts, causing misinformation and misunderstanding for identified needs. Also, the medical treatment facilities are being down-graded to clinics. This is of concern to family members who wonder if the local facilities will meet their medical needs.

The Ombudsmen-at-Large felt an overwhelming sense of family from the families they met. Their next visit is to the southeast region to Panama City, Whiting Field, Pensacola and Gulfport.

Mrs. Stevens welcomed Mrs Faller in her new role as CNO Ombudsman-at-Large and said that she was a wonderful asset to the program. She extended thanks from CNO and Mrs. Greenert, and MCPON Stevens, as well.

Town Hall Meetings

The most recent Town Hall Meeting for Ombudsman Coordinators, RCC Warrior and Family Support Specialists and Certified Ombudsman Trainers (COTs) was held on 19 Nov 14. One topic that was noted was how ombudsmen should utilize their chain of command, which led to how Ombudsman Coordinators should work within their chain of command while dealing with ombudsmen questions. Ombudsmen should go to their CO/POC and/or Ombudsman Coordinator. If the coordinator needs further guidance, they should go to their Site Director, who may direct them to the Region WFL or RCC Warrior and Family Support Specialist. No one should go to CNIC HQ before trying these immediate steps and never without approval from their leadership.

Region Ombudsman Advisory Boards (ROABs)

There were no unresolved ROAB Action Items since the last OPAG meeting.

Ombudsman Registry

The Ombudsman Registry currently stands at 95% registration of commands having a registered ombudsman. Today, 168 do not have ombudsmen assigned. The Ombudsman Registry Administrator, Mr. Ed Roscoe, is meeting with each region's Ombudsman Coordinator to assist with any questions about registration. There are currently 3,940 commands in the Ombudsman Registry, with 3,776 that have ombudsmen assigned.

Navy Region Mid-West was disestablished in August 2014. Active Duty commands were reassigned to Navy Region Northwest, Region Mid-Atlantic, and Navy Region Southeast.

Navy Reserve Regions were also reorganized with Navy Region Mid-West RCC being absorbed into Navy Region Mid-Atlantic RCC which has now become Navy Region Mid-Atlantic NORVA and Navy Region Mid-Atlantic GLAKES. Navy Region Southeast RCC has been divided into two separate regions as Navy Region Southeast RCC JAX and Navy Region Southeast RCC FW.

The next hurdle to address is the submission of worksheets. At this time, only 30% of commands are submitting the required Monthly/Quarterly Worksheets. Active Duty commands submit on a monthly basis and Reserve commands submit quarterly.

OPNAVINST 1750.1G CH-2 clarifies that Ombudsman Coordinators will provide upon request assistance to the commanders or command designees to register their ombudsmen, when presented a copy of the ombudsman's appointment letter.

NLEC questioned the difference between the number of commands and the number of ombudsmen. The response was that many commands share an ombudsman, or an ombudsman may represent detts and units of a larger command UIC. At the time of this meeting, 150 commands were sharing ombudsmen and 580 commands had multiple ombudsmen.

Training Updates

eOBT

eOBT continues to be well attended. The only ongoing concern with eOBT is the

time. Ombudsmen are assured that if one month is not convenient for them they may wait until another month that may fit their time zone better. Some ombudsmen prefer taking it at an inconvenient time in order to complete their training sooner.

This fiscal year we have had 88 ombudsmen complete eOBT for an estimated cost savings to the Navy of \$140,800.00. When questioned, leadership assured us that eOBT would be available as a training option for at least the next five years.

Ombudsman Hot Topics

Upcoming Ombudsman Hot Topics are:

- 25 Feb 15, 1300 EST – PII
- 24 Mar 15, 1300 EDT – ROBT Family Readiness
- 21 Apr 15, 1300 EDT – EFMP
- 12 May 15, 1300 EDT – HHG
- 24 Jun 15, 1300 EDT – CYP

Ombudsman Reimbursement Captivate Training

Mr. Seth Leventhal, Comptroller, N8 has advised that new software will be installed this year that will allow this training to be updated for more clarification and to include the forms needed to allow for direct deposit of reimbursements.

Ombudsman Training – PII

CNIC plans to incorporate more PII training into Ombudsman Basic Training. Ombudsmen currently receive about 10 minutes of information on PII. In response to concern expressed by some commanding officers, we will incorporate the DoD online PII training module that is available for non-CAC enabled personnel.

The plan of action is to offer the Ombudsman Hot Topic (OHT) on PII on 25 Feb 15, when Mr. Anbiya, CNIC Privacy Act Compliance Officer, will explain PII and introduce the DoD online training module. The link for this training, along with the recorded webinar link from the OHT will be sent to all Ombudsman Coordinators and Certified Ombudsman Trainers, through the appropriate chain, requesting that they add the DoD training to their OBT classes. Current ombudsmen, registered in the Ombudsman Registry, will receive the link via e-blast bulletin. The DoD training will be incorporated into the Ombudsman Program curriculum as part of the revision taking place this year.

A link for the DoD training has been sent to OPAG members for their review.

Current Fact Sheet

The Ombudsman Program Fact Sheet is updated twice a year; the most recent update was completed in December 2014.

Roundtable Discussion

Mrs. Shauna Turner asked if all three sites that were visited by the Ombudsmen-at-Large had sponsorship Program concerns, and was told they all did.

Several people did not receive the last set of attachments sent before the meeting. They were assured they would receive them.

FORCM Hollingsworth thanked the members of the OPAG for their support of the Ombudsman Program.

Next Meeting TBD

Meeting adjourned at 1407 EST