

OPAG Minutes
Ombudsman Program Advisory Group Meeting
14 Jul 10; 2000 - 2100
The Founders Inn
5641 Indian River Road
Virginia Beach, VA 23464

Members in attendance were:

Mrs. Debby Greene, CNO Ombudsman-at-Large
FORCM Stephen Markum, CNIC
CMDMCM (Ret) James Warren
Mrs. Kathy Rock, FFSP Ombudsman Program Analyst
Mr. Bruce Moody, Strategic Liaison Coordinator
Mrs. Jennifer Mancini, Ombudsman, NECC
Ms. Shauna Turner, Family Readiness Section Manager, acting and Deployment Support Program Analyst
Mr. Ed Roscoe, Management IT, Training Analyst
Mrs. Doreen Scott, CNIC FFSP Program Analyst

Members not in attendance were:

CMDMCM Terrence Gaffney
Mr. John Levinson, Communications Analyst
Ms. Marcia Hagood, Personal Family Readiness
LCDR Ross Mackenzie, Director, Warrior/Family Support Programs
Mrs. Bobbi West, CNO Ombudsman-at-Large

The meeting was called to order at 2000 by CNIC's Ombudsman Program Manager, Mrs. Kathy Rock, and all members were welcomed.

The minutes of the previous meeting on 21 Jan 10 were approved as presented.

Unfinished Business:

FFSP Migration to CNIC Portal

At time of meeting, the FFSP portion of the web site had not been completely moved to the CNIC portal. The size of features such as map locators and the Feedback section affected the migration of these links. (As of 22 Jun 10, migration is complete. We will still reference the FFSP Web site at www.ffsp.navy.mil, but it will redirect to the CNIC web site.)

OAL Corner

Mrs. Debby Greene, CNO Ombudsman-at-Large, is planning a trip to CNR Marianas (Guam). She attended the Reserve Ombudsman Symposium and is constantly aware of opportunities to promote the Ombudsman Program.

Mrs. Bobbi West has made some trips with MCPON West and attended the RWW in Sedona.

New Business:

Fleet Hometown News Program

This is a tool used by commands to promote Sailors in their hometown newspapers. With the approach of the 40th anniversary of the Ombudsman Program, it was suggested that commands use this tool for their command ombudsmen. Strictly voluntary, the Sailor, or ombudsman, will complete a form provided by CHINFO which supplies basic background information. The command PAO will then add some “news” about the person and submit it to their hometown newspaper.

Bruce Moody will write a paragraph that can be posted on Facebook and the Ombudsman Registry forum. Market this at Ombudsman Assembly meetings and at OBT classes. Use this as a marketing tool for the 40th anniversary of the Ombudsman Program.

OPAG Ombudsman Representative

Jennifer Mancini, NECC, has completed her two year term as an active (fleet concentrated) ombudsman on the OPAG. Her participation has been very valuable and we want to thank her for all of her input and efforts on behalf of the OPAG and the Ombudsman Program.

It was agreed that with the selection of the next candidate, guidelines should be provided and that a PD should be written for the ombudsman candidates. It was also agreed that two ombudsmen should be selected as representatives – one from the Reserve forces and one from an active component command. These individuals will serve one year with a one year renewable option. Jennifer’s term officially ends 30 Jul 10 so we will move on this quickly.

Oversight of Training Materials

Per OPNAVINST 1750.1F, all ombudsman training must be approved by CNIC. Regions and centers are encouraged to present training that is applicable to their specific location and identified needs, but that training must comply with the OPNAV instruction. It is suggested that Ombudsman Coordinators invite subject matter experts (SMEs) from the Fleet and Family Support Centers or the represented organization to present briefs for Advanced Trainings and Ombudsman Assembly meetings. CNIC has developed several standardized trainings which can be taught by a COT or an SME on that topic.

CNIC is currently reviewing training developed by a type community for its ombudsmen. Some inconsistencies have been identified, but overall the training is pertinent for the community represented. An Advanced Training module is being drafted that is expected to meet the needs of the ombudsmen as well as other ombudsmen who may work with members outside of their area of knowledge and comfort.

Concern has been expressed that this is a handbook, not training and that CNIC does not understand its intended purpose. This matter is under continuing review. A meeting with the community will be arranged to discuss further.

Program Updates:

Reserve OBT Webinars

Two new webinars designed for Reserve ombudsmen and other geographically dispersed ombudsmen were introduced in January 2010. Information and Referral, and Family Readiness, combined with OBT Orientation, will provide basic information to newly appointed ombudsmen who cannot attend OBT within six weeks of their appointment. OBT Orientation remains geared to all ombudsmen, and I&R and Family Readiness focus on specific Reserve issues, although they may be attended by active component ombudsmen. Attendance is steady and continues to grow as the word gets out about these valuable webinars.

Social Media

Mr. Bruce Moody, CNIC Communications, discussed social media and OPSEC. A social media handbook is being written by CHINFO and should be released shortly. (It was released on 22 Jun 10.)

FRG Instruction

OPNAVINST 1754.5A, Family Readiness Groups, was signed and released on 09 Jun 10. OPAG notes that ombudsmen DO NOT have an official role with the FRG. They may assist in starting an FRG at the commanding officer's request, they may present a command update at a meeting, but they must not serve as an advisor or on the leadership board. Ombudsmen may attend FRG meetings as a personal support network.

An EBlast will be sent to commanding officers via Ombudsman Registry to inform them of the new instruction. An electronic handbook and Instructor's Guide will be released in late July 2010.

Ombudsman Basic Training (OBT)

New training materials for OBT, an Instructor Guide and the Ombudsman Program Manual, will be introduced at the 2010 COT Symposium. This is a revision rather than a full rewrite.

LMS Registration for Webinars

Webinars are now offered via the Learning Management System (LMS). Directions for creating an account on the LMS and registering for webinars can be found on the FFSP Web site and the Ombudsman Registry.

Ombudsman Forum

The Ombudsman Forum was launched 03 Dec 09. Located on the Ombudsman Registry, only registered ombudsmen can view and post on the forum. Topics based on the

planned 2010 Ombudsman Coordinators' Community of Practice sessions were posted on the forum to generate initial conversations. A monthly poll question will be added.

OPNAVINST 1750.1F Revision

A review of OPNAVINST 1750.1F is in progress. The purpose is to update, use stronger language and clarify certain sections. This is not meant to be a rewrite. The document is in the front office under review.

40th Anniversary of the Ombudsman Program

Pins and posters commemorating the 40th anniversary have been designed and purchase has been approved. Coins have been designed and approval is pending.

ROABs

CNRMW had no action items for CNIC.

Possible dates will be sent for next meeting and date will be announced after consensus is received.

Meeting was adjourned at 2130.