

OPAG Minutes
Ombudsman Program Advisory Group Meeting
Jan 21, 2010; 1300 - 1500
Naval Services FamilyLine WNY
1043 Harwood Street, SE
Bldg 154 Suite 100
Washington Navy Yard, DC 20374

Members in attendance were:

Mrs. Debby Greene, CNO Ombudsman-at-Large
FORCM Stephen Markum, CNIC
CMDRCM Terrence Gaffney
CMDRCM (Ret) James Warren
Mrs. Kathy Rock, FFSP Ombudsman Program Analyst
Mr. Bruce Moody, Strategic Liaison Coordinator
Mr. John Levinson, Communications Analyst

By Phone:

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:

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 1300. CNIC's Ombudsman Program Analyst, Mrs. Kathy Rock, was introduced and all members were welcomed.

The minutes of the previous meeting on 30 Jun 09 were approved as presented.

Unfinished Business:

FFSP Migration to CNIC Portal

Migration of FFSP Web site to CNIC public side is progressing, with final date TBD. The new site will enable launch of PODCASTS, twitter feed, and better delivery of command information. Launch will take approximately 3 weeks. The Ombudsman Registry will remain where it is with Raven Multimedia and under the auspices of CNIC Ombudsman Program staff. Site addresses: Public – <http://cnic.navy.mil>; Private – <https://cnicgateway.cnic.navy.mil>

OAL Corner

Mrs. Debby Greene, CNO Ombudsman-at-Large, is planning a trip to CNRSW in February where she will visit five different bases – Fallon, Lemoore, China Lake, San

Diego and Coronado. Debby will visit with ombudsmen, family members, NEX and Commissary personnel, NOSC personnel, etc. OPAG members are welcome to send talking points about their programs to Mrs. Greene.

New Business:

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.

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.

2010 Symposium for Certified Ombudsman Trainers (COTs)

The schedule has been confirmed for 15 – 17 Jun 10, at Vista Pointe in Norfolk, VA. In order to accommodate organizations' utilization of military facilities for conferences, internet will be installed throughout Vista Pointe.

FFSP – Face Book and Twitter

Use of Face Book and Twitter is growing. Currently, FFSP has 4,460 fans. At the request of MCPON Rick West, the Ombudsman Program introduced a Face Book group for ombudsmen, ombudsmen coordinators, commanding officers/designees and Certified Ombudsman Trainers. Only those registered in the Ombudsman Registry will be approved for the FB group page. In three days, 360 fans had signed up for the group.

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. Expected date for final review is 15 Feb 10.

Ombudsman Program Training Materials Update

The Ombudsman Program Instructor Guide and Program Manual are currently undergoing a revision and update. Expected date of delivery is mid-May, with plans to roll out new materials at the 2010 Symposium for Certified Ombudsman Trainers.

Program Updates:

Ombudsman Program POA&M

The POA&M was reviewed with no changes.

Logistical Access Cards (LAC)

We are hearing of very few ombudsmen who have received or requested an LAC card. Mr. Warren had a conversation with the program's POC who feels that mostly DOD volunteers are requesting the card.

FRG Instruction

The FRG instruction is now in the TV4 (Taskers) system for final approval. An FRG curriculum is being written based on training used by Hampton Roads. This training, along with the proposed instruction, will train FFSC staff, who will in turn train FRG and command leadership.

Ombudsman Registry

The number of commands has increased to 5,205. Approximately 50% of those have assigned ombudsmen. A P4 from VADM Vitale to COs, about their responsibility to comply with usage of the Ombudsman Registry, is in Taskers for final approval.

40th Anniversary celebration of the Ombudsman Program planning is underway. Yearlong events are planned, focusing on monthly themes. January focused on the Leadership Toolkit as a one-stop source of information for oversight of command Ombudsman Program and the Face Book page. Ed will discuss the Ombudsman Registry. Other topics include Volunteer Appreciation, the COT Symposium, Disaster Preparedness, the 40th anniversary celebration, Ombudsman Profiles and Military Family month.

ROABs

CNRNW had no action items for CNIC.

CNRSW had several action items for CNIC's response and they are currently being reviewed. The primary concern was child-care reimbursement. CYP is planning a survey for all ombudsmen to determine their use of child-care services to perform their responsibilities as command ombudsmen.

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

Meeting was adjourned at 1437.