

**Ombudsman Program Advisory Group Meeting**  
**27 Aug 15, 1000 EDT**  
**Commander, Navy Installations Command**

**Members in attendance were:**

Mrs. Martha Faller, CNO Ombudsman-at-Large  
CDR Scott Wathen – Naval Leadership and Ethics Center  
LCDR Brent Dennis, Exceptional Family Member Program Manager  
Ms. Mercedes Welch, Naval Leadership and Ethics Center  
Mr. Charles Matthews, PERS 456  
Mr. James Warren, Reserve Forces Command Family Support Program Manager  
Mrs. Colleen Weaver, Reserve Ombudsman Representative - NOSC Sacramento and NOSC San Jose  
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:**

CNIC's Ombudsman Program Coordinator, Mrs. Kathy Rock, called the meeting to order at 1013.

**Welcoming Remarks and Introductions:**

OPAG members introduced themselves and new members were introduced. Ms. Mercedes Welch is the Lead Spouse Instructor for the ombudsman section at Naval Leadership and Ethics Center; her goal is to help members of the command support team provide support to their command ombudsman. LCDR Brent Davis is the Exceptional Family Members Program Manager at BUMED and aims to keep families together and provide support for medical and educational needs of family members. Welcome to the OPAG – we look forward to your input on issues concerning Navy families.

**Approval of Minutes:**

Please review the minutes from the last OPAG meeting on 11 Feb 15 (attached) and let us know if you have any changes.

**Old Business:**

**Ombudsman Special Projects CY 2015**

Plans to update the Ombudsman Program curriculum in CY 2015 were pushed back to CY 2016. Revisions will include the OBT IG, eOBT IG, Ombudsman Program Manual, Ombudsman Coordinator Desk Guide and possible the OBT Orientation On-Demand articulate training.

Reserve ombudsmen will continue to be directed to eOBT unless they are located near a center and can attend at no cost to the command.

**New Business:**

**OPNAVINST 1750.1H** is under review with OPNAV being the final authority for release. The primary changes include enclosure (9) for the Mrs. Stockdale Ombudsman of the Year award. The addition of Enclosure (9) will provide the policy to back up the annual award

and will draw more command leadership (COs/XOs/CMCs) to the instruction for guidance. A yearly NAVADMIN will also promote the award.

The revision also addresses the Ombudsman Registry becoming CAC enabled as of 01 Oct 15. Commanding officers will be responsible for seeing that Ombudsman Monthly/Quarterly Worksheets are done each month/quarter.

Currently, the Ombudsmen-at-Large are listed as the MCPON spouse and a senior flag officer spouse. The revision will remove the stipulation for MCPON spouse, allowing more flexibility in the selection of the Ombudsmen-at-Large.

Until the revision is formally released, this information is not for public dissemination.

### **Ombudsman Registry**

As of 01 Oct 15, the Ombudsman Registry will become CAC enabled. Ombudsman Monthly/Quarterly Worksheets will be completed on a spreadsheet that will be emailed to a functional email account, accessed by CNIC Ombudsman Program staff. The registry administrator will ensure that all spreadsheets are uploaded to the registry. Commanding Officers and Ombudsman Coordinators will still have full access to the registry and the worksheets using their common access cards. Ombudsmen will have access to the login page, which includes support requests, registry guidance, Contact Your Ombudsman feature, and training schedules. Ombudsmen will still receive bulletins via the email address used to register them.

Ombudsmen will not be issued CACs and even if they have one from their employer, they will not use them to access the registry. Personnel will be notified via registry bulletin when the change is implemented.

### **Mrs. Sybil Stockdale Ombudsman of the Year Award**

NAVADMIN 201/15 was released on Wednesday, 26 Aug 15, announcing the winners of the first annual Mrs. Sybil Stockdale Ombudsman of the Year award. Awardees will be honored in San Diego, CA on 24 Sep 15 at the ASYMCA Volunteer Recognition Ceremony. Selected were:

USFF – Mrs. Karina Dickinson, USS NEW YORK – Mayport, FL  
PACFLT – Mrs. Cheryl Trujillo, USS HOPPER – Hawaii  
Reserve – Mrs. Colleen Weaver, NOSC Sacramento, CA  
Navy Shore – Mrs. Ronye' McCarthy, CTF 68 and Naval Station Rota, SP

Awardees will be presented with an engraved lantern and framed personal note and coin from CNO ADM Jonathan Greenert. Mrs. Stockdale will be in attendance at the event.

A working group will be convened to improve the process for on-going award and nominations.

## **Program Updates:**

### **Ombudsman-at-Large Report**

Mrs. Faller reported that since February 2015, she has visited 22 installations, most recently Naples, Italy and Bahrain. A common theme noted was the overseas suitability screening regarding EFMP. Also noted was that ombudsmen are not receiving command rosters and the need for commanding officers to understand why ombudsmen must have this information. Additionally, ombudsmen must be familiar with Fleet and Family Support Program resources.

When meeting with senior leadership spouses, Mrs. Faller asks if they have attended leadership training at the Naval Leadership and Ethics Center. She also asks ombudsmen what type of support they are receiving and if it meets their needs.

LCDR Dennis commented that EFMP reports are very informative and asked that Mrs. Faller and Mrs. Stevens provide contact information to those with questions/concerns for follow-up. Mrs. Faller would like to connect with EFMP personnel to better respond to these issues.

CNRNW shared that they have received questions concerning health care for Reserve families.

### **Town Hall Meetings**

Attendance at Town Hall Meetings for Ombudsman Coordinators and Certified Ombudsman Trainers (COTs) continues to increase. These meetings are a resource to provide information and program updates to those working with the Ombudsman Program. The next town hall meeting is scheduled for Tuesday, 17 Nov 15, 1300 EST.

### **Region Ombudsman Advisory Boards (ROABs)**

Regions are required to hold region ombudsman advisory board meetings twice a year. CNRSE submitted an action item recommending that this requirement be reduced to once a year as the same issues keep appearing. There will be no change and it was suggested recurring issues should be resolved within the region.

### **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 258 ombudsmen complete eOBT for an estimated cost savings to the Navy of \$412,800.00.

### **Ombudsman Hot Topics**

Upcoming Ombudsman Hot Topics and program trainings are:

- 27 Aug 15, 1300 EDT – Ombudsman Registry Training
- 23 Sep 15, 1300 EDT – OBT Orientation
- 29 Sep 15, 1100 EDT – Ombudsman Registry Training
- 27 Oct 15, 1300 EDT – Deployment  
17 Nov 15, 1300 – EST – Ombudsman Coordinator and COTs Town Hall Meeting

### **Roundtable Discussion**

Referencing Reserve training, Jim Warren was advised to state that Reserve ombudsmen would continue to use eOBT as their training option unless they lived near an installation and chose to take the classroom training.

**Next Meeting** TBD

**Meeting adjourned** at 1106 EDT