

OPAG Minutes
04 February 2009
Naval Services Family – WNY Bldg. 200

The meeting was called to order at 1301.

Members in attendance were:

Mrs. Josi Hunt, CNO Ombudsman-at-Large
CDR Theresa Ross, COMNAVRESFOR
FORCM Stephen Markum, CNIC
CMDCM Terrence Gaffney
Ms. Donna Stoessel, Command Leadership School
Ms. Christine DeGraw, CNIC FFSP Ombudsman Coordinator

By Phone:

Mrs. Bobbi West, CNO Ombudsman-at-Large
Mrs. Jennifer Mancini, Ombudsman, NECC
Mr. Ed Roscoe, Management IT, Training Analyst
Mrs. Doreen Scott, CNIC FFSP Program Analyst

Members not in attendance were:

CDR Ken Caraveo, Command Leadership School
Ms. Marcia Hagood, Personal Family Readiness

Also in Attendance:

Mrs. Kathy Korth
Mr. David Dubois

The first matter of business was to approve the minutes of the previous meeting. There were no changes and minutes were approved.

Unfinished Business:

OPNAVINST 1750.1F Change Transmittal – current changes are due mid-February 2009.

Ombudsmen-at-Large Josi Hunt and Diana Campa recently updated the OAL corner on the FFSP website. Bobbi West was asked to review and make any desired changes. Ed Roscoe will contact to discuss.

FFSP Web site Ombudsman Program section is being updated and re-organized for better utilization by command ombudsmen and ombudsman coordinators.

The FFSP Management Conference, originally scheduled for September 2008 and rescheduled for February 2009, is still TBA. Date will be announced as soon as details are firm. More information will be shared as plans progress. OPAG members are encouraged to attend.

New Business:

40th Anniversary – Committee established to work on celebration of 40th Anniversary of the Ombudsman Program. Members are Bobbi West, Jennifer Mancini, Ed Roscoe and Doreen Scott. First order of business is to determine budget for celebration expenses.

Registry Registration Committee – Ed Roscoe will head a committee to discuss how to utilize MCPON West, Fleet, Force and Regional Master Chiefs to assist in developing a plan to get the word out about the requirements and responsibilities of the commands regarding the Ombudsman Registry. He is working on an info paper for MCPON West.

The Reserve forces are improving in their compliance with the requirements of OPNAVINST 1750.1F, but shore installations are not doing well. They still do not fully accept that they need an ombudsman for their command.

Program Updates:

IA Executive Steering Committee (IA ESC) – The committee has determined that the current ombudsman curriculum meets the needs of ombudsmen providing support to family members of both traditional and non-traditional deployments.

FRG Instruction – IA ESC found some issues to address. Suggested adding the words “traditional or non-traditional” when talking about deployments and may want to change the name of advisor to another term. Use of .com Web sites should be allowed as long as link is not hyperlinked and BOOFOO (By Our Own For Our Own) should be clarified. Josi Hunt and Bobbi West will have a chop on the final draft.

OBT/IG Revision – Contract issues have suspended the revision until further notice.

Modified Reserve OBT – Curriculum for webinar is complete and is on hold due to contract issues. CDR Ross would like to have the Reserve Family Program Administrators trained to deliver the webinars.

Ombudsman Advanced Training – Navy Safe Harbor is still with CAPT Jacobsen of Navy Safe Harbor and should be completed soon. Her staff will deliver the training unless it becomes too cumbersome in which case, we will discuss the best alternative.

ROABs – CNR Mid-Atlantic’s ROAB had some action items. They asked that community specific Advanced Trainings be written and delivered by webinar. It was determined that this should stay at installation level.

Leadership Tool Kit – a sample was shown to those present in person at the meeting. It is hoped to have the CD-ROMs ready for delivery within a month.

WFL Worldwide Conference – The decision has been made to combine the Work, Family, Life (WFL) conference with the Certified Ombudsman Trainers symposium to be held in Jacksonville, FL, June 1 – 5. Much of the training would be duplicative and the majority of

personnel would attend both trainings. A working group will meet soon to finalize details which will be released as soon as available.

Registry Update: The new revised registry was soft launched on 17 June 2008. Commands are required to maintain the registry for their commands per OPNAVINST 1750.1F. The registration process is progressing slowly with shore commands lagging behind in compliance with the OPNAVINST.

Commander, Navy Region Mid-Atlantic, Reserve Component Command (RCC) has shown the largest increase in registration and assignment of command ombudsmen in the last few months. Bravo ZULU!

The registry is maintained by CNIC HQ, FFSP Staff and each FFSC Ombudsman Coordinator and Regional Coordinator have the capability to add commands, register Commanders/Command Designees, and can also assign ombudsmen to commands that fall under their installations.

The Ombudsman Registry is more than just a tracking system for ombudsmen. The information is used for various reasons and a few of them are listed below:

- Documents time spent and types of contacts that ombudsmen deal with on a daily basis so that resources can be available to enable ombudsmen to deal with them more efficiently.
- Indicates which programs are being utilized the most and which ones need revision, and where we need to educate our Navy families about certain programs to help them become more self-reliant.
- The worksheet statistics help justify much needed funding for the Ombudsman Program to make improvements and support the updating of training platforms, equipment, conferences, and publications.
- Statistics show Navy leadership the cost avoidance to the Navy by having ombudsmen perform the types of services they deliver. The performance of these services by ombudsmen saves many man hours if the Navy had to use their manpower to perform these functions.

Due to a malfunction in the registry database, statistics have been placed on hold until the errors have been corrected. It is expected that the updated statistics will be available and published by 1 March 2009.

POA&M – The OPAG had agreed to remove the action item for trying to establish generic email accounts for each command. New information has been received of a way to do this so this item will be placed back on the POA&M while it is being researched.

USMC – Key Volunteers are being phased out to be replaced with Family Readiness Officers (FROs). Former KVs are now being repositioned as Family Readiness Assistants or Morale Support Volunteers.

CDR Ross requested to make a motion: Activated Mobilized Reserve units be required to submit monthly ombudsman worksheets rather than quarterly. Discussion regarding whether or not this should be a requirement. Decision was made to table this discussion until next meeting allowing CDR Ross to provide additional information and CNIC Ombudsman Coordinator to research whether this motion requires a change to the OPNAVINST or if this is a motion that RESFOR can implement on their own.

The OPAG meetings are very important to the oversight of the Ombudsman Program. The effort that each of you make to attend in person, or via telephone is very much appreciated. In the event that you are unable to attend, you are encouraged to send a representative in your place. Please make note of the following meeting dates.

22 Apr 09 1300 – 1500
19 Aug 09 1300 – 1500

Naval Services FamilyLine offices will be moving soon – the new location will be announced when the agenda for the next meeting is sent.

The meeting was adjourned at 14:32.

Respectfully submitted,

Christine DeGraw
Ombudsman/FRG Coordinator