

OPAG Minutes
05 March 2008
1300 – 1600
Naval Services FamilyLine WYN Bldg 200

The meeting was called to order at 1305. Members in attendance were:

Mrs. Josi Hunt, CNO Ombudsman-at-Large
Mrs. Diana Campa, CNO Ombudsman-at-Large
CMDCM Terry Gaffney, OPNAV representative for FORCM Blade
Mrs. Pat Nicholson, Family Support Program Manager, COMNAVRESFOR
Ms. Christine Degraw, CNIC FFSP Ombudsman Program Manager
Mrs. Doreen Scott, CNIC FFSP Program Analyst
Mr. Ed Roscoe, Management IT, Training Analyst

Members not in attendance were:

Mrs. Cathy Stokoe, Family Readiness Program Manager
Mrs. Sue Genie, COMNAVRESFOR Senior Spouse Advisor
FORCM Kevin Blade, CNIC
Mrs. Pat Johnson, CNIC FFSP/IT, Training and Management Analyst
CAPT Rhetta Ray Bailey, Command Leadership School
Ms. Marcia Hagood, Personal Family Readiness

The first matter of business was to approve the minutes of the previous meeting. A correction was identified in the following sentence: After thoroughly discussing the above issues and suggestions, the OPAG agreed that they did not want the positions of Fleet/Force/Regional Ombudsmen re-instated in its former capacity, but would be *in favor of* a modified role with definitive guidelines. “*In favor of*” was changed to “*would support*”. The minutes were approved as corrected.

Unfinished Business:

Reinstatement of Fleet, Force and Regional Ombudsmen: CNO Roughead has submitted a CNO Tasker to CNIC to address this issue. He has asked that the following verbiage be included in OPNAVINST 1750.1F:

“Staff Ombudsmen may serve in an advisory capacity to the Commander to advise on matters affecting Sailors and families within the area of command responsibility. They may be a conduit for information to command Ombudsmen within the area of responsibility. They may serve as an advocate and provide feedback on issues and concerns affecting command family Ombudsmen and Ombudsman Assemblies throughout the area of responsibility. This is for reporting purposes only.”

The OPAG discussed the changes and were concerned that the verbiage was still unclear and would not necessarily address the issues of Fleet, Force and Regional ombudsmen. It

was also noted that the word “may” left too much to interpretation. OPAG asked us to clarify the meaning and intent behind the selected addition. CNIC has this for action.

VADM Melvin Williams had questioned via email Fleet representation on the Ombudsman Program Advisory Group. He felt that representation from the lead TYCOM Force Master Chiefs, Force Ombudsmen (which no longer exist) and at least one Fleet Master Chief would strengthen the tie between the OPAG and the fleet/deckplate input. The OPAG agreed that CNIC FORCM Kevin Blade fulfills this representation.

CNIC will look into the possibility of inviting an ombudsman to attend the OPAG meetings. An ombudsman from a fleet concentrated area will be optimal, and may be able to call in vs. attend meetings in person. CNIC has for action.

Regional Ombudsman Advisory Boards (ROABs): No other regions have met to date, and action items from CNRNW have been addressed.

New Business:

VADM Harvey will release a NAVADMIN, not numbered yet, which states that the Ombudsman Program is one of the Navy’s six top programs.

The Annual Ombudsman Trainers’ Symposium is slated for 3 – 5 June 2008 at the Town and Country in San Diego, CA. A memorandum of Agreement has been signed with N94, Training Branch, who will handle the logistics and paperwork for this symposium. OPAG members were asked for suggested topics for the agenda. Some ideas include:

- Update on the new Ombudsman Registry which is expected to be available late April/early May 2008 – Ed Roscoe.
- NKO – Navy Family Community by Tony Martin and/or Len Coley
- Disaster Preparedness/NFAAS – Pam McClelland
- Roll-out of Ombudsman Coordinator Desk Guide
- Webinars/Reserve and Recruiting OBT
- Training on how to teach/facilitate a webinar
- IA Support – Zona Lewis and/or Pat Johnson
- Resources for remote families – Pat Nicholson
- Joint Family Support Assistance Program (FJSAP)
- PTSD, return issues, and resources available for returning service members and families
- Vendor Fair consisting of support services such as Military OneSource, Military Child Education Coalition, Navy League, Naval Services FamilyLine, etc.
- Panel of representatives from all services to discuss IA requirements and procedures

Suggested speakers to invite include:

Mrs. Laura Bush
Mrs. Ellen Roughead
VADM Conway
MCPON Campa
Mrs. Josi Hunt
Mrs. Lee Woodward

Ombudsman Registry:

- Commands are not updating registry – assignment rate has stayed at 47%. Attached to minutes is an update sheet provided by Ed Roscoe.
- Ed is working with NOSCs and recruiting commands on registration and assignment of ombudsmen
- Ombudsmen-at-Large were asked if they will mention the Ombudsman Monthly Worksheet and its proper completion to COs and ombudsmen when visiting commands and installations.
- CNIC will send COT to train groups of reserve and recruiting ombudsmen if required.
- Beta test of new registry has been completed. Expected roll-out late April/early May 08.
- Inactive accounts (30 days or more) will receive an automatically generated notice of inactivity. After 60 days of inactivity, the account will be de-activated.
- Upon roll-out, send DC area UICs to CMDCM Gaffney. CNIC has for action.
- Ed will check the access level of Ombudsmen-at-Large and make necessary corrections to ensure access levels are correct

OPAG members would like to see the draft for the Ombudsman Coordinator Desk Guide. Comments/edits are due Friday, March 14, 2008. CNIC has for action.

CNIC will update the 2007 Ombudsman Program Communication Plan for 2008. OPAG members may review and edit the 2007 edition. CNIC will send to OPAG members. Completion expected to be final for 2008 Annual Trainers Symposium in June.

OBT Orientation has been very well received, with five webinars held to date. At this time, 113 newly appointed ombudsmen have participated in these webinars.

A modified OBT is being developed for Reserve and Recruiting commands due to the difficulty and expense of training one ombudsman at a time. All NOSCs ombudsmen will need to take the full OBT, but others may take the modified version. It will consist of three parts: 1) OBT Orientation 2) Information and Referral and 3) Family Readiness. After completing the three sections of training, the ombudsman will be assigned a mentor for six months. The Commanding Officer will then determine if the ombudsman is qualified to be certified as fully trained. This training has been sent to Zeiders Enterprises for costs projections.

CNIC will send FFSP Newsletter to OPAG members for their information. This N/L will be issued monthly and is to keep all FFSP staff members abreast of programs and best practices region to region.

Advanced Trainings or Fact Sheets for ombudsmen are being developed to discuss FAP/SAVI, **Return and Reunion should read as: Rest and Relaxation**, and Reimbursement. **Above change was made on 14 May 2008 with agreement of OPAG members.**

The Ombudsman Quick Series Guide will be available for distribution late March/early April 08.

The draft revision of the FRG instruction, OPNAVINST 1754.5, is currently being reviewed by CNIC Legal Dept. Ombudsmen-at-Large and Fleet and Force Master Chiefs will be part of the coordination sheet for final approval of this document.

Ombudsmen Pins should now be available in all NEXs per Nancy Compton, NEX HQ. If there are any issues, please contact Christine Degraw, Ombudsman Program Manager.

The next OPAG meeting will be held at 1100, 14 May 2008, at Naval Services FamilyLine.

The meeting was adjourned at 1455.