

OPAG Minutes
19 Nov 08; 1300 - 1500
Naval Services FamilyLine WNY Bldg 200

The meeting was called to order at 1303.

Members in attendance were:

Mrs. Diana Campa, CNO Ombudsman-at-Large
FORCM Kevin Blade, CNIC
Ms. Christine DeGraw, CNIC FFSP Ombudsman Coordinator
Mr. Ed Roscoe, Management IT, Training Analyst
Mrs. Gail Simpson, Navy Services FamilyLines, attending for Mrs. Josi Hunt,
OAL

By Phone:

CDR Ken Caraveo, Command Leadership School
CDR Theresa Ross, COMNAVRESFOR
Mrs. Jennifer Mancini, Ombudsman, NECC
Mrs. Doreen Scott, CNIC FFSP Program Analyst

Members not in attendance were:

Mrs. Cathy Stokoe, Family Readiness Program Manager
Mrs. Josi Hunt, CNO Ombudsman-at-Large
CMDCM Terry Gaffney, OPNAV representative for FORCM Blade
Ms. Marcia Hagood, Personal Family Readiness

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 - CNO's office would like verbiage to be added to the document stating Commanders selecting Ombudsmen who can provide support and broad actions as well as serve as command OBMN. Can also be used as source/conduit for info."

Ombudsmen-at-Large Josi Hunt and Diana Campa have updated the OAL corner on the FFSP website.

The FFSP Management Conference, originally scheduled for September 2008 has been rescheduled for February 2009. More information will be shared as plans progress. OPAG members are encouraged to attend.

New Business:

2007 COMPLAN After Action Report - Highlighting completed actions from 2007 COMPLAN such as:

Ads/NAVADMINS
EBLASTS
Promotion/Marketing

2008 - 2009 COMPLAN

Khaki attendance at Ombudsman Assembly meetings
Registering and assigning ombudsmen
Submission of monthly/quarterly worksheets
Defining response for IA ombudsman support
(This will be expanded in IA ESC Working Group)

Reserve Ombudsman Symposium - September 2008, Chicago, IL - Very nice event with attendance of approximately 200 ombudsmen, leadership and presenters. CNIC presented briefs on the Privacy Act and the Ombudsman Registry. Ed Roscoe registered 97 ombudsmen over the weekend. It was suggested that Ed should attend other conferences and register as many ombudsmen as possible in a short time.

QA visit - Reserve OBT, Syracuse, NY - Doreen Scott recently attended Reserve OBT in Syracuse. The trainers were professional, thorough and taught the standard OBT. The training offered was consistent with what is taught at the FFSCs. Scenarios and examples were related to Reserve situations, but this class could have been taught to anyone. The third day was an Advanced Training that provided a brief on planning a Family Preparedness Day, and FORCM Wright addressed the group.

NKO Family Community Page Forum - discussion of oversight of this forum. Anyone registered with the site can respond to a letter. This forum will be listed as an IA family Support resource in USFF's IA Gram 6, CNIC is willing to provide assistance with responding to submissions. This will be discussed further with Mrs. Josi Hunt.

IA ESC - US Fleet Forces Command (USFF) tasked with defining the parent command's responsibility for IA family support.

Initial tasker was to ask ombudsmen to define issues, barriers, successes they have had while working with IA family members.

CNIC will develop products to be listed in COMPLAN

1. Awareness
2. Education and Training
3. Sharing of Best Practices
4. Evaluation

CNIC will develop a working group which will include some OPAG members:

- Jennifer Mancini
- CAPT Turnley
- Josi Hunt
- CDR Caraveo
- Glenda Arlington (USFF)
- FLTCM Rick West

Actions:

- Ombudsman web page
- IA Grams - 3 to date, total of 10 expected
- Implementation of Command IA Coordinators (CIAC) to replace IA POCs
- Bulletin sent to Ombudsman Coordinators requesting nominations for ombudsmen to assist with reviewing documents and responding to IA Family Support questions
- Update IA Ombudsman Training material
- Develop web-based Advanced Training for Reserves
- Request all centers to offer IA training to all ombudsmen
- Ensure that CLSC has the most up to date information on IA support and that the information they present is in sync with everything else being presented.

- Working group will evaluate and determine if goals of IA ESC were met

Results:

NAVADMIN announcing agreed-upon procedures

NAVADMIN about registration

CNIC monthly or quarterly newsletter for ombudsmen

WFL Worldwide Conference - tentatively scheduled for July 2009, to include attendance by FFSP Work, Family, Life programs. Anticipate 300 - 350 attendees.

Program Updates:

POA&M - Overall, on track with several items completed.

Combining training with the Coast Guard will not be practical due to the way the Coast Guard trains their trainers.

FRG Instruction - OJAG requested an opportunity to review the draft instruction. It is desired to offer standardized training for FRGs.

OBT/IG Revision - Contract issues have suspended the revision, along with webinars and other projects. Results of the survey that was sent to Ombudsman Coordinators to gather feedback have been compiled. The most common request was that the instructor's guide matches up to the manual. The Command Section will be removed from the Program Manual, with the introduction of the Leadership Took Kit, and the FFSC section will be removed with the introduction of the Ombudsman Coordinator's Desk Guide earlier this year. Zeiders, who will be doing this project for us, doesn't feel that this will be a major rework.

Modified Reserve OBT - Developed for remote ombudsmen who can't attend training due to funding issues, isolation, etc. The training will include OBT Orientation, I & R, and Family Readiness. The training is ready except for some tweaking pertinent to the new webinar platform. This is the first training that Zeiders has done that will be done solely by CNIC trainers. The contract allows for six months of Zeiders' trainers facilitating before CNIC must take over.

OBT Orientation Webinars Training Team - six FFSC COTs have been trained as webinar facilitators to assist with the increase in webinar training. To date, 17 OBT Orientation sessions have been offered, with 219 ombudsmen and guests receiving training via webinars.

Ombudsman Advanced Training - several standardized trainings have been written with the current project covering Wounded, Ill, Injured (WII)/Safe Harbor. The draft is being reviewed by Safe Harbor at this time in order to offer on-going direction.

ROABs - CNRNW and CNRSW have held ROAB meetings since the last OPAG meeting. CNRNW had no action items for the OPAG. CNRSW submitted several action items. These will be posted on the FFSP website. Action items submitted for OPAG consideration from CNRSW are as follows:

- Add "MWR" category to Ombudsman Monthly/Quarterly Worksheet for "Types of Calls" on Registry

- Send message with actual amounts of mileage and childcare reimbursements to commands
- Clarify role of Ombudsman of parent/detaching command in supporting GSA families
- Provide status update on new OPNAV for Ombudsman Program
- Explore possibility of training command personnel that actually process reimbursements (perhaps via NAVSUP)
- Recommend OPAG consider membership of operational forces
- Recommend OPAG send email to alert commands when OPAG minutes are posted online

ROAB minutes and responses to recommendations will be posted on-line at the Ombudsman link on the FFSP website in the near future.

Command Leadership Took Kit

Draft outline will be sent to OPAG members - thank you to Robin Witcher for all of your help!

Symposium Update - Dates for 2009 Symposium for Certified Ombudsman Trainers are 02 - 04 June 2009. Location is the Cove Catering and Conference Center in Jacksonville, FL with lodging at the Gateway Inns, Jacksonville, FL. Please submit agenda topic ideas to Doreen Scott, Ombudsman Training Coordinator.

Registry Update - The following statistics are for 1-31 October 2008

- Total number of Command UICs in database: 5,326 (increase of 215 since 1 May 2008)
- Total number of Commanders Registered: 1,337 (increase of 111 since 1 May 2008)
- Total number of Ombudsmen Registered: 1,899 (increase of 167 since 1 May 2008)
- Total number of Ombudsmen assigned to Commands: 1,643 (increase of 190 since 1 May 2008)
- Total number of Commanders assigned to Commands: *

*This statistic will be available in the near future. A request is pending to make this change.

Important Note: Currently 87% of ombudsmen registered are assigned to a command. This is only a 9% increase since 1 May 2008. The new registry was soft launched on 17 June 2008.

OMBUDSMAN MONTHLY WORKSHEET TOTALS FOR JANUARY - SEPTEMBER 2008

Deployment - 53% (49,717 contacts)

Family Readiness Groups - 38% (35,728 contacts)

Emergencies (ARC, NMCRS, Accidents) - 2% (1,890 contacts)

Financial - 3% (2,737 contacts)

Tricare/Dental/DEERS - 2% (2,388 contacts)

Childcare - 2% (1,750 contacts)

Reportable (Abuse/Suicide/Homicide) - <1% (.002) (257 contacts)

There were 94,467 contacts reported for the above categories from Jan - Jul 2008. A total of 11,049 documented hours were expended by ombudsmen in handlings these inquiries.

There were 581 presentations given documenting 667 hours, and 1,043 trainings attended documenting 3,945 hours year to date.

NOTE: These numbers and percentages only reflect those ombudsmen that submitted reports. Not all ombudsmen assigned have submitted monthly/quarterly reports. This feature will soon be added to the database so that we can identify those commands that are not in compliance with OPNAVINST 1750.1F. A meeting has been set for 18 December 2008 with Ravenmedia to discuss further changes to the registry and to review the report section

40th Anniversary - Plan to establish committee to meet at symposium to discuss and work on this. Please submit ideas/suggestions to Doreen or Chris. The current list will be sent to OPAG members.

Add-on discussion item - NECC ombudsmen would like more training on ombudsman's role in crisis response and CACO. We were reminded that the CACO and command have a protocol to the Sailor's family that must be followed and the ombudsman does not have a role in that, unless name-requested by the family. COs will dictate the role ombudsmen have in an event. It was suggested that the NECC ombudsmen would enjoy an advanced training on CACO, given by a chaplain or CACO officer. Additionally, the IG OBT revision could elaborate on this issue.

FORCM Blade announced that he would be transferring soon, and this was his last OPAG meeting. He thanked everyone for their hard work and support of the program and him, and wished everyone well. Fare winds and following seas, Master Chief Blade - you will be missed.

CDR Ross briefs NRPDC nine times a year - speaking to COs/units. We will provide her with information to present.

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.

04 Feb 09 1300 - 1500

22 Apr 09 1300 - 1500

19 Aug 09 1300 - 1500

The meeting was adjourned at 14:52.