



# Mrs. Sybil Stockdale Ombudsman of the Year Award

## Standard Operating Procedures

**Updated 30 MARCH 2016**

## Background

---

This award was inspired by Mrs. Sybil Stockdale who set an unflagging example for her support to families of other POWs during her husband, Vice Admiral James Bond Stockdale's, seven year internment in Southeast Asia. She was the co-founder and first National Coordinator of the National League of Families of American Prisoners and Missing in Southeast Asia which was committed to ensuring clear communication between the US government and the families of POWs. Her dedication to improving communication emulates the importance of communication between the command and the Navy Ombudsman. This award recognizes the Ombudsman who exemplifies the qualities of professionalism through volunteerism and dedication to the support of Navy families.

## Purpose

---

This standard operating procedure (SOP) outlines the policies and procedures for the executing The Sybil Stockdale Ombudsman of the Year Award.

The objectives of the Award are to recognize Ombudsmen who have demonstrated outstanding commitment to:

- Creating and maintaining effective lines of communication between their command and its families
- Assisting commands and families in identifying the command's needs for support services
- Providing appropriate referral services before family concerns and problems reach crisis proportions

## Criteria

---

All active duty and reserve command ombudsmen who have served for more than one year and are registered in the Ombudsman Registry are eligible for this award. To be recommended by the Commanding Officer the ombudsman must:

- Demonstrate the ability to effectively communicate between the Navy family and the command by enhancing communications between the command and its families (including, but not limited to, providing direct communication to families through newsletters, e-mails, etc)
  - Maintain the highest standards of professionalism and confidentiality
  - Be a positive role model for command members and their families
  - Assist in identifying command needs for support services and provide appropriate referral services to address family concerns and problems
  - Facilitate and promote a healthy sense of community among Navy members and their family members within the command
  - Serve as a principal source of assistance and support to Navy families during times of local or
-

- national emergency, mobilization, deployment or evacuation
- Be in compliance with all required reports submitted on behalf of the command

## Procedures

---

NAVADMIN 119/15 announces the establishment of the annual Mrs. Sybil Stockdale Ombudsman of the Year Award nomination/selection process and presentation requirements for CY 2015. The Ombudsman of the Year Award will be presented to four ombudsmen who have served their command and families with selfless dedication and commitment to family readiness in the following categories:

- Afloat command (Commander, U.S. Fleet Forces Command (COMUSFLTFORCOM))
- Afloat command (Commander, U.S. Pacific Fleet Command (COMPACFLT))
- Ashore command
- Reserve command

The nomination submission process will emulate the Sailor of the Year Process.

- All deployable forces within Atlantic Fleet will submit nomination packages to USFF POC
- All deployable forces within Pacific Fleet will submit nomination packages to PACFLT POC
- All reserve units will submit nominations to Commander, Navy Reserve Force Command (CNRFC) POC
- All OPNAV direct report naval shore activities will submit nomination packages to OPNAV POC.

\*USFF, USPACFLT, OPNAV, and CNRFC will provide POC contact information to CNIC. A list of POCs will be emailed to all commanding officers and command POCs via the Ombudsman Registry

## Roles and Responsibilities

---

### Commanding Officers

- Verify the command ombudsman meets the criteria and is eligible to be nominated for the Award
  - Complete the nomination package to include the following documents
    1. Cover letter-Sample provided at [www.cnic.navy.mil/OmbudsmanOfTheYear](http://www.cnic.navy.mil/OmbudsmanOfTheYear)
    2. Summary of action not to exceed two pages written addressing each of the criterions set forth in the NAVADMIN and in this SOP
    3. A short biography of the nominee with photo
    4. A letter of support from the Fleet and Family Support Center Director or Regional Component Command validating involvement in Ombudsman Assemblies and Advanced Training
    5. Additional supporting information (EX. letter of support for nomination from former Commanding Officers, Command POC or Command Support Team, letters of appreciation presented by Commanding Officers or family members)
  - Submit nomination package to designated POC by dates indicated in the NAVADMIN
-

## **USFF, PACFLT, OPNAV, CNRFC**

- Send contact information for designated POC to Ombudsman.Registry.fct@navy.mil
- Identify panel members to review submission packages for the Award
- Convene board to review packages
- Utilize interview questions and score sheets provided by CNIC to assist in rating the nominees.
- Select one award winner to receive Ombudsman of the Year
- Submit award winner to Chief of Naval Operations for endorsement as the final approving authority for the award

## **Chief of Naval Operations**

- Endorse award winners from USFF, PACFLT, OPNAV and CNRFC
- Present or designate presenter for the Award
- Attend Ombudsman Appreciation Award Ceremony in September

## **CNIC Ombudsman Program Manager**

- Ensure all commands receive POC information via the Ombudsman Registry
- Provide subject matter expertise throughout the process to all participating in the nomination and selection process

## **References**

---

OPNAVINST 1750.1G, THE NAVY FAMILY OMBUDSMAN PROGRAM

NAVADMIN: MRS SYBIL STOCKDALE OMBUDSMAN OF THE YEAR AWARD

[www.cnic.navy.mil/OmbudsmanOfTheYear](http://www.cnic.navy.mil/OmbudsmanOfTheYear)

---