

**OPAG Minutes**  
**Ombudsman Program Advisory Group Meeting**  
**22 Jun 11; 1500**  
**Commander, Navy Installations Command**

**Members in attendance were:**

Ms. Renee C. Harris, Supervisor, Family Readiness Programs  
Mrs. Kathy Rock, FFSP Ombudsman Program Analyst  
**Ms. Stephanie Du Bose, Active Component Ombudsman Representative**  
Mr. Ed Roscoe, Management IT, Training Analyst, EFMP  
Mrs. Doreen Scott, CNIC FFSP Program Analyst

**Members in attendance by phone were:**

Ms. Lanita Lee, Exceptional Family Member Program Manager  
Ms. Robin Witcher, Command Leadership School  
CMDCM Curry, RESFOR HQ  
Ms. Jeanne Dusek, Reserve Component Ombudsman Representative

**Members not in attendance were:**

Mrs. Bobbi West, CNO Ombudsman-at-Large  
FORCM Christopher Engles, CNIC  
Mr. James Warren, Reserve Family Support Program Manager  
CAPT Terry Rea, Command Leadership School  
CMDCM Shaun Braumsteadt, Command Leadership School

The meeting was called to order at 1501 by CNIC's Ombudsman Program Manager, Mrs. Kathy Rock, and all new members were introduced and welcomed.

The minutes of the previous meeting on 09 Nov 10 were approved as presented with one question: Do the Ombudsman Registry numbers separate the Reserve commands from the active commands. The response was that they are separate categories.

Welcome New Members

Ms. Jeanne Dusek and Ms. Stephanie DuBose, Ombudsmen Representatives to the OPAG were introduced and welcomed. It was noted that CDR John Sayer is replacing CAPT Rea from the Command Leadership School.

**Unfinished Business:**

**OBT On-Demand Articulate Training**

CNIC's newest training tool is a self-directed, on-line training for newly appointed ombudsmen, Command Leadership, senior leadership spouses and anyone who wants to learn more about the Ombudsman Program. This interactive training covers the same basic material that is included in the OBT Orientation webinar. It is not meant to be a replacement for the full Ombudsman Basic Training (OBT) course, but will provide an

overview in the interim between appointment and training. The OBT Orientation On-Demand Articulate can be found at the FFSP Web site, [www.ffsp.navy.mil](http://www.ffsp.navy.mil). Go to the Ombudsman Program and then the link for Ombudsman Training Materials to access.

CNIC will continue to offer OBT Orientation; Reserve OBT – I & R; and Reserve OBT – Family Readiness, in the traditional webinar setting. Schedules are posted on the same site under Ombudsman Training Schedules and on the Ombudsman Registry at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org).

### **RTT Instructor Guide**

Development of an instructor guide for Region Train the Trainers (RTTs) has been added to the 2012 Fiscal Year budget. This training will provide standardized training guidance for those teaching Certified Ombudsman Trainers (COTs). The training will be available on CD.

### **Virtual Ombudsman Basic Training (VOBT)**

The pilot program for VOBT was offered 20 – 24 Jun 11. Fifteen ombudsmen and staff attended and received their certification for completing OBT. Attendees were from a wide variety of commands and locations – three were from Europe and one was representing a command currently in Kandahar. The virtual training received high praise and we look forward to offering OBT in this venue again.

### **On-Demand Ombudsman Basic Training (OBT)**

An On-Demand OBT course is currently in development. This training will be presented in an on-line forum with some modules offered as webinars and some to be completed on-line. Classroom OBT courses will continue to be offered as a source of training. In order to meet the needs of today's learner, other avenues of training must be considered.

### **Program Updates**

#### **Ombudsman Program Hot Topic Webinars**

Monthly Hot Topic webinars have been widely attended. Upcoming topics include: NFAAS; "What's Your Question? Q&A for ombudsmen; Financial Preparedness for Deployment. Any topic suggestions for future webinars are welcome.

It was noted that ombudsmen, FFSC staff and command leadership and leadership spouses may attend Hot Topic webinars.

#### **OPNAVINST 1750.1F – Revision Discussion**

OPNAVINST 1750.1G is moving forward after a delay concerning DADT updates. We will let OPAG members know when it is signed.

The OPAG had input into the revision and had an opportunity to review the draft before submitting it to the chop chain.

### **Ombudsman Registry**

Ombudsman Registry E-Blasts have been very well received by those receiving them. We have the option of sending to ombudsmen, COs and designees and Ombudsman Coordinators, or any combination of these groups. TYCOMs and Reserve commands may use the registry to generate rosters as well as send E-Blast messages.

Some commands from the US Coast Guard are currently using our registry – 225 USCG ombudsmen are registered as of 22 Jun 11. Research is on-going with the Coast Guard toward developing a registry for their commands.

Per numerous requests from ombudsmen, the category of geo-bachelor was added to the contacts portion of the Monthly/Quarterly Ombudsman Worksheet.

US Navy commands are at 50% registered and assigned rate. The registry is regularly scrubbed, removing those ombudsmen not assigned to a command. The Contact Your Ombudsman feature is being updated with new maps and a disclosure statement for unauthorized users.

### **OAL**

At this time, the CNO has decided to let the in-coming CNO select the Ombudsman-at-Large to replace Mrs. Clingan. Mrs. West continues to fill this role as the MCPON spouse.

### **ROABs**

ROAB meetings have been held in CNRNW, CNRSW, CNR Hawaii and CNR Mid-West with no action items for the OPAG.

FORCM Engles continues to advocate for regions to hold regular ROAB meetings. Examples were given to illustrate the value of ROAB meetings, to include the review by CYP of child care reimbursement rates for ombudsmen while performing their official duties. Minutes from these meetings should be sent to CNIC's Ombudsman Program Manager.

The Reserve regions should be holding ROABs or their equivalent in conjunction with Mr. Jim Warren's oversight. Jim will forward any concerns to the Ombudsman Program Manager for OPAG review.

### **Additional Comments**

#### **EFMP**

Modifications to the EFM Program are underway and will be announced upon completion, along with training on changes. Until then, proceed as usual.

#### **CLS**

- CLS has included DADT training in the sections on FRGs and Ombudsmen, via case studies.

- Leadership seminars which are held world-wide have provided a snapshot view of CLS to 400 E7 – E9 spouses.
- CLS is hearing from spouses that have been refused OBT training for informational purposes. Although OBT is primarily for newly appointed ombudsmen, senior leadership spouses and FFSC staff, if room permits, other spouses and service members may attend for more information about the program. We now have the On-Demand OBT Orientation at [www.ffsp.navy.mil](http://www.ffsp.navy.mil) and these individuals may access that training for information.

### **RESFOR**

It was reported that a reservist was turned away from training because of his reserve status. Master Chief Curry said that he will send an email to find out about this situation.

The official name of the “Fab Five” is RCC Warrior and Family Support Specialists. We will change it when possible, and make verbal updates otherwise.

### **Ombudsman Representatives**

Jeanne Dusek and Stephanie DuBose thanked the OPAG for inviting them to be a part of the OPAG.

Other issues:

The date for the next Certified Ombudsman Trainers Symposium is yet to be determined.

Will the verbiage from NAVADMIN 101/09 be included or modified in the updated OPNAVINST 1750.1G? The exact verbiage from the NAVADMIN was used in the draft revision. The instruction is the job description for ALL ombudsmen. Staff (Force) ombudsmen represent the families of the staff, and should not confuse that with having authority over other ombudsmen. A perception of hierarchy still exists and must be eliminated. It was suggested that Force ombudsmen should use their command name on their name tags rather than FORCE Ombudsman, just like every other command ombudsman.

USMC and NECC use Family Readiness Officers (FROs). This is an official position within the Marine Corps. The Navy’s Family Readiness Program does not have an official position of Family Readiness Officer.

Mrs. Kathy Rock, Ombudsman Program Manager, will be leaving to accompany her Sailor to Sasebo, Japan. We appreciate all that she has done for the Ombudsman Program and we will miss her. Fare winds and following seas!

The next meeting will be scheduled after the CNO comes into office and appoints another Ombudsman-at-Large. In the meantime, if you have any questions, please send them to Doreen Scott and Ed Roscoe.

Meeting was adjourned at 1620.