

2024
Navy Family Ombudsman Program
Commander's Guide

CNIC 
★ FLEET ★ FIGHTER ★ FAMILY
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Chapter 1: The Navy Family Ombudsman Program

Introduction

For over 50 years, the Navy Family Ombudsman Program has improved mission readiness by helping families enhance their strength ashore and afloat. Appointed ombudsmen have provided the information necessary for families to overcome the challenges of the military lifestyle. To support their continued efforts, the following *The Navy Family Ombudsman Program Commanders' Guide* will provide you with the information required to:

- ▶ Understand the importance of the The Navy Family Ombudsman Program and Code of Ethics.
- ▶ Identify the program structure and support individuals.
- ▶ Recruit and appoint an ombudsman.
- ▶ Learn how to support your ombudsman through:
 - Training
 - Recognition
 - Communication
 - Reporting

The Navy Family Ombudsman Program

On Sept. 14, 1970, Adm. Elmo R. Zumwalt Jr., Chief of Naval Operations (CNO), established the Navy Family Ombudsman Program when he issued Z-gram 24 (the 24th policy directive during his term as CNO). Z-gram 24 acknowledged in detail the vital role Navy spouses play. It created a procedure that allowed spouses an opportunity to present their complaints, viewpoints and suggestions to the commanding officer (CO), providing them with what he described as an "official representative to express their views to commanding officers and base commanders."

Adm. Zumwalt modeled the Navy's Ombudsman Program after a 19th century Scandinavian custom designed to give ordinary, private citizens an avenue to express their grievances to high government officials. Today, the ombudsman concept is used in the fields of government, business and health care.

The Importance of Ombudsmen to Commands

The Navy Family Ombudsman Program improves command mission readiness by boosting family readiness. Ombudsmen support the Navy mission by providing communication, outreach, resources, referrals, information and advocacy to and for command families. These services benefit:

- ▶ **Command mission.** Service members can better focus on mission readiness and their responsibilities when they know their families have a reliable safety net. This leads to improved job performance and improves operational readiness.

- ▶ **Military lifestyle/Sailor retention.** An ombudsman provides services that help ensure that families have the information necessary to meet the challenges of a military lifestyle. Reducing stressors and promoting resiliency can influence the service member's decision to remain in the Navy.
- ▶ **Quality of life.** The Navy Family Ombudsman Program supports the Navy by ensuring service members and their families have access to a trained ombudsman who can offer information and support to increase overall command resilience.

Commanding Officer's Responsibilities

Commanders and COs execute the Navy Family Ombudsman Program as required by OPNAVINST 1750.1H, *Navy Family Ombudsman Program*. Program management requires ongoing support, collaboration and communication with command ombudsmen. In support of the program, the command must supply ombudsmen with adequate equipment, materials, direction and assistance to carry out their defined responsibilities. Commands also have the responsibility to keep ombudsmen up to date on command issues of interest to families.

In accordance with OPNAVINST 1750.1H, the CO's responsibilities include, but are not limited to:

- ▶ Appointing an adequate number of ombudsmen.
- ▶ Determining the ombudsman's specific roles and responsibilities.
- ▶ Regularly providing the ombudsman with a current command roster, including family member contact information.
- ▶ Assigning the ombudsman a command point of contact (POC)—usually the command master chief (CMDCM) or executive officer (XO)—and determining which issues will be handled by the POC or the CO.
- ▶ Managing the Navy Family Ombudsman Program. This includes funding, communicating with the ombudsman, ensuring mandatory reporting (reportables) and ensuring that the program can be used effectively by command families.
- ▶ Attending ombudsman assembly meetings with the ombudsman.

The Ombudsman's Role

The CO tailors the ombudsman's role to meet the needs of that command and defines the ombudsman's role within the scope of OPNAVINST 1750.1H, the Ombudsman Code of Ethics and professional boundaries. The ombudsman's standard responsibilities include, but are not limited to:

- ▶ Serving as a liaison between the command and command families.
- ▶ Keeping the command informed regarding the overall health, morale and welfare of command families.
- ▶ Regularly communicating with family members and distributing information between the command and family members.
- ▶ Providing information and referral (I&R) to help command families with issues or concerns.
- ▶ Establishing and maintaining a current social media/email discussion group or using the Careline to distribute and gather information.



Note

Detailed information regarding command rosters is found in Chapter 5.



Note

For the purpose of this guide the term Command Master Chief (CMDCM) also includes a chief of the boat or command senior enlisted advisor.



Note

The roles and responsibilities of the ombudsman may vary from command to command.

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- ▶ Creating and distributing a command-approved monthly or quarterly newsletter or contributing to a command-approved column in appropriate command-sponsored publications.
- ▶ Representing the command at monthly ombudsman assembly meetings.
- ▶ Maintaining accurate records in the performance of ombudsman duties.

Ombudsmen should not:

- ▶ Transport people in their privately owned vehicles.
- ▶ Collect family information to compile a command roster.
- ▶ Provide child care.
- ▶ Lend money.
- ▶ Allow people in need of services to stay with them in their home.
- ▶ Hold an office, leadership position or act as an adviser in the Family Readiness Group (FRG).
- ▶ Coordinate command-sanctioned homecoming activities.
- ▶ Do for others what they must learn to do for themselves.

Note

Ombudsmen are taught to recognize, refer and report (as required). Ombudsmen are not expected to know the answer to every question. The subject matter expert at the appropriate resource will answer specific questions and guide as needed.

Ombudsman Code of Ethics

Ombudsmen must adhere to a strict code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program. Confidential information is sensitive information about a service member or a family member that is kept within the CO's designated network of those who need to know.

The Ombudsman Code of Ethics states that ombudsmen must:

- ▶ Maintain confidentiality.
- ▶ Support the command's mission.
- ▶ Work within the chain of command.
- ▶ Maintain the highest standards of professionalism.

Reportable (Non-confidential Information)

Confidentiality does not mean that the ombudsman keeps all information from the CO or those who need to know. Issues that the ombudsman must report to the CO, Navy and state/local authorities/entities are called "reportable" information.

Ombudsmen have mandatory reportables under the Navy. This should not be confused with civilian professionals who are mandated reporters with specific legal mandates.



Note

The Ombudsman Code of Ethics is the essential foundation upon which an ombudsman's credibility is established and maintained.

OPNAVINST 1750.1H requires ombudsmen to report:

- ▶ All suspected or known child abuse/neglect.
- ▶ Alleged domestic abuse.
- ▶ Suspected or potential homicides, violence or life-endangering situations.
- ▶ All suspected or potential suicide risks.
- ▶ All alleged sexual assaults.
- ▶ Other issues as identified by the CO as a reportable within the bounds of OPNAVINST 1750.1H and the Ombudsman Code of Ethics.

Allegations of domestic abuse or child abuse must be reported to the CO and the Fleet and Family Support Center (FFSC) Family Advocacy Program (FAP). Allegations of sexual assault must be reported to the CO and the sexual assault response coordinator (SARC).

Note

Some states require allegations of child abuse/neglect to be reported directly to Child Protective Services (CPS) or Department of Children's Services (DCS).

When reporting to FAP, the ombudsman should ask whether their state has this requirement. If so, they should report the same information to CPS/DCS that is reported to the CO and FAP. If they are unaware about whether the state has this status, the ombudsman should err on the side of caution and call CPS/DCS.

If the ombudsman believes that an individual's life, health or safety is in imminent danger, the ombudsman must report the situation immediately. The safety and well-being of the individual takes precedence over their right to confidentiality. The ombudsman should call 911 or base security immediately.

Reporting Options

When a report is made of domestic abuse or sexual assault, ombudsmen are trained to inform the victim of their reporting requirements and make a referral to the appropriate agencies. Ombudsmen also report information received about an incident to their command — including personally identifiable information (PII) received by the ombudsman when the incident is reported. Because ombudsmen are part of the command support team (CST), reports given to ombudsmen must adhere to the same reporting options as if they were given directly to the command.

Domestic Abuse

Adult victims of domestic abuse incidents have two reporting options:

- ▶ **Restricted Reporting.** Details of the case are reported and assistance is provided to the victim but the victim's identity is removed from the documentation. A Restricted Report can only be received by a FAP clinician, victim advocate or military health care provider. During the consultation, the FAP clinician, victim advocate or military health care provider discusses the alleged victim's reporting options and the benefits and limitations with both. (If the initial report is made to anyone else, including the ombudsman, the report becomes Unrestricted.) A Restricted Report allows an adult victim to seek medical service, counseling and access to other resources without the involvement of the command or security. It also provides the command with statistical information regarding domestic violence within the command.

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While deciding to restrict the report, the victim can use advocacy and counseling services to explore their options. A victim always has the opportunity to change a Restricted Report to an Unrestricted Report.

- ▶ **Unrestricted Reporting.** Details, including the victim's identity, are included in the report. An Unrestricted Report may be made to security, an ombudsman or the service member's chain of command and may be followed by administrative action. Victims of domestic abuse who want to pursue an official command or criminal investigation of an incident should use current reporting channels (i.e., chain of command, FAP or law enforcement). Victim advocacy services and FAP clinical services will be offered to the victim, and, at the victim's request, any forensic medical examination deemed appropriate will be performed.

When an adult victim reports an incident of spousal/intimate partner abuse to an ombudsman, there is no longer the option of a Restricted Report. Often, the victim begins by discussing their dissatisfaction with the relationship or alluding to the "big fight" without specifics about the incident. The ombudsman must inform the alleged victim of their mandate to report the abuse. When possible, the ombudsman should attempt to help the victim limit the disclosure and encourage them to contact FAP to discuss the reporting options and resources. This will allow the victim to retain their option for a Restricted Report. If the victim proceeds to disclose, the ombudsman should inform the family member that they must report the allegation of abuse.

Note

When a reportable domestic abuse situation is disclosed to an ombudsman, a Restricted Report is no longer an option.

Sexual Assault

Ombudsmen need to be aware of the reporting options for victims of sexual assault. However, it is best to allow the Sexual Assault Prevention and Response (SAPR) victim advocate (VA) or SARC to discuss specifics with the victim.

Adult victims of sexual assault also have the option of Restricted or Unrestricted Reporting options. However, in cases of sexual assault, sexual assault victims are eligible to file Restricted Reports. This includes their commander or other personnel in the chain of command, such as ombudsmen, according to a deputy secretary of defense (DSD) memorandum issued Nov. 10, 2021.

- ▶ **Restricted Reporting.** Allows victims to receive medical treatment, advocacy, counseling or other human services without triggering an official investigation.
- ▶ **Unrestricted Reporting.** Allows victims to receive medical treatment, advocacy, counseling or other human services, pursue an official command or criminal investigation, and request military protective orders.



DSD Memorandum Updates to Department of Defense Policy and Procedures for the Sexual Assault Prevention and Response Program and Adult Sexual Assault Investigations and SAPR policy information can be found at <https://www.sapr.mil/policy>.

While sexual assault victims maintain their rights to either reporting option when reporting to an ombudsman, ombudsmen must still notify the CO and provide all known information, including victim identity. Ombudsmen should be proactive in sharing with victims that they are required to disclose any information received regardless of which reporting pathway the victim ultimately chooses. This maintains awareness and provides autonomy for cases that involve sexual assault. Knowing the mandatory reportables ombudsmen are required to share helps families make informed decisions.

Other Potential Reportables

There may be other issues that a CO identifies as a reportable, out of concern for the welfare of the command's service members and families. These issues may include those that may affect a service member's ability to do their job. Examples may include:

- ▶ Financial problems.
- ▶ Serious health concerns.
- ▶ Severe marital or family discord.
- ▶ Housing or other installation problems.

The Ombudsman's Role in Crisis and Disaster Response Plans

Disaster preparedness plans and exercises should include command ombudsmen if they are not impacted by a crisis or disaster. Having the ombudsman present is important as they are often the primary POC for families affected during an emergency or disaster. Ombudsmen should have a role when establishing an emergency family assistance center (EFAC) or community support center.

The CO should:

- ▶ Provide the ombudsman with explicit guidance and expectations during a crisis.
- ▶ Immediately inform and provide timely updates to the ombudsman during a command crisis or emergency.
- ▶ Encourage Sailors to update contact information within the Navy Family Accountably and Assessment System.

Ombudsman responsibilities before, during and after a crisis, may include:

- ▶ Educating service members and their families on emergency/disaster preparedness.
- ▶ Serving as the POC for affected family members. Families may be instructed to contact the ombudsman once they have arrived at a safe location.
- ▶ Recording contact information to help the command keep track of the locations of command families.
- ▶ Identifying affected families during a crisis.
- ▶ Providing accurate information and updates between the command and the command families.
- ▶ Ensuring that command families have reliable sources of I&R.
- ▶ Assisting command families at the EFAC and/or community support centers.
- ▶ Answering information or crisis phone lines.
- ▶ Supporting service members and their families during the recovery phase.



Note

The ombudsman's role may vary depending upon a disaster. Per NAVADMN 046-18, the CO will communicate with their ombudsman regarding the installation and region emergency response plan.

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Ombudsman should:

- ▶ Help others as much as possible but should not put themselves or their families at risk.
- ▶ Seek help from other ombudsmen via the FFSC ombudsman coordinator or the ombudsman assembly chair if an emergency affects them personally.
- ▶ Ombudsman should notify the CO or POC if they have been impacted by the disaster.

Note

When an EFAC or community support center is opened due to a crisis, ombudsmen are authorized to help only the families at their own command. Before helping other families, they sign a volunteer agreement with the CO of the EFAC/community support center and complete the online Psychological First Aid training, at <https://learn.nctsn.org/enrol/index.php?id=38>. Ombudsmen may complete this training at any time to be fully prepared, if needed. The ombudsman coordinator should receive a copy of the completed certificate.

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Chapter 2: Program Structure and Key Players

Chief of Naval Operations (CNO)	Appoints Ombudsmen-at-Large, who advise the CNO and Master Chief Petty Officer of the Navy (MCPON) on issues affecting Sailors and their families.
Commander, Navy Installations Command (CNIC)	Maintains policy, establishes procedures and implements the Navy Family Ombudsman Program by providing training and maintaining an automated data collection system.
Region/Base Commander	Establishes the Region Ombudsman Advisory Board (ROAB) to advise on issues related to Navy Family Ombudsman Program; sponsors the ombudsman assembly to provide ongoing training and assistance.
Commanders and Commanding Officers	Execute the Navy Family Ombudsman Program per OPNAVINST 1750.1H, <i>Navy Family Ombudsman Program</i> .
Fleet and Family Support Center (FFSC) Ombudsman Coordinator	Provides services to the local Navy Family Ombudsman Program, coordinates training and services as a resource to commands for recognition and appreciation.
Command Support Team	Includes the commanding officer (CO), executive officer (XO), command master chief (CMDCM), chaplain and their spouses, and the command ombudsman. Appointed in writing and assigned specific roles based on experience and relevant skills. Leadership spouses may attend Ombudsman Basic Training to better support the program.
Reserve Command Ombudsman Support	Appointed for each Navy Reserve Center (NRC): An additional ombudsman may be appointed for individual units. Coordinate transition of ombudsman responsibilities from Reserve Component Command to active component during mobilization.
Ombudsman Program Advisory Group	Working group of senior representatives from OPNAV, CNIC and the Fleet and Family Support Program (FFSP). The Ombudsman-at-Large is encouraged to attend. Includes representatives from other activities to advise on policy, special projects and curriculum development.
Region Ombudsman Advisory Board (ROAB)	Appointed and convened by the region commander, ROABs support and advise area assemblies. ROABs should meet semi-annually and forward minutes and any action items to the CNIC Ombudsman Program Analyst.

Ombudsman and Family Readiness Groups (FRGs)	Ombudsmen handle official business for commands and provide information and referral (I&R) services. FRGs support families by providing social and morale-building activities.
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Ombudsmen and FRGs

Though FRGs and ombudsmen operate separately, there are ways they can collaborate on behalf of the command:

- ▶ Provide information, resources and referrals.
- ▶ Communicate official command information.
- ▶ Inspire camaraderie and support other families.
- ▶ Advertise meetings and events through outlets such as social media, newsletters or distribution groups. The advertisements will help ensure families are aware of upcoming events.
- ▶ Help families adjust to challenges.

Chapter 3: Recruiting an Ombudsman

Upon assuming command, the commanding officer (CO) must appoint a command ombudsman. Understanding the requirements and process before appointing an ombudsman helps to ensure the selection of highly qualified applicants.

While following the guidelines in OPNAVINST 1750.1H, *Navy Family Ombudsman Program*, the CO may choose to appoint multiple ombudsmen to support the command. Though not required unless the command exceeds 250 personnel, the benefits of having multiple ombudsmen include the following:

- ▶ Shared responsibilities.
- ▶ Consistent accessibility.
- ▶ Various avenues to discuss concerns.

Reserve commands should appoint at least one ombudsman to each Navy Reserve Center (NRC). Navy Reserve Readiness Unit (NRRU) within the NRC may assign individual ombudsmen for each Navy Reserve unit.

Note

Small commands having few family members may arrange with other commands, or the installation command, to share ombudsman services (OPNAVINST 1750.1H).

Ombudsman Eligibility and Attributes

To be eligible for appointment as an ombudsman, the candidate must meet the following criteria:

- ▶ Is the spouse of an active duty or Selected Reserve (SELRES) command member, either enlisted or officer.
- ▶ Must be seen by the command families as accessible, approachable and functional.
- ▶ Has greater credibility and adapts to the role more readily with several years of experience as a Navy spouse.

For a list of desired attributes when selecting ombudsman candidates, see Ombudsman Qualities and Characteristics in the appendix and review the Command Leadership Toolkit at <https://ffr.cniv.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-and-Family-Life/Ombudsman-Program/Commanders-Guide/Documents-List-Command-Leadership-Toolkit/>.

Per OPNAVINST 1750.1H, COs are responsible for appointing a sufficient number of ombudsmen to provide required services to command families. The minimum guidelines are:

- 1-250 command personnel—at least one ombudsman.
- 250-1,000 command personnel—2-3 ombudsmen.
- 1,000+ command personnel—4+ ombudsmen.

Policy Exception Selection Procedures

It is Navy personnel policy to hold firmly to the requirement that persons appointed as Navy family ombudsmen be the spouses of active duty members of their command or the selected Reserves. However, it is recognized there are circumstances in which it may be in the best interest of the command to name another individual. When necessary, Commanders or commanding officers should select an individual based on specific criteria, as stated below.

CNIC will continue to offer guidance as to who meets the criteria, but the command will select and appoint the person of their choice, based on the listed criteria. Any assistance will be provided through their local installation or region.

Note

If a spouse is not available, the following should be considered:

- A. Parent or other family member of single members:
 1. Lives in vicinity of the command or has a close connection with the command.
 2. Has experience within five years as military member or family member.
 3. Demonstrated interest in the command and ability to attend training and perform duties of the role.
 4. Demonstrated appropriate attributes, skills and volunteer experiences.
 5. Nominated by the command (not self-nominated).
- B. Active duty, former active duty, SELRES, civilian or spouses of civilian members of the command:
 1. Currently an active member or retired within two years from the command.
 2. Demonstrated unique abilities to perform the role of liaison between families and the command.
 3. Demonstrated interest in the command and the ability to attend training and perform duties of the role.
 4. Nominated by the command (not self-nominated).
- C. Family member of retired members of the command:
 1. Demonstrated an interest in the command and the ability to attend training and perform duties of the role.
 2. Formerly an ombudsman or an ombudsman at time of member's retirement.
 3. Nominated by the command (not self-nominated).

Recruitment

When recruiting potential candidates, it is essential to illustrate how significant the ombudsman's role is for the command and families. Recruitment to fill the role can be done by:

- ▶ Word of mouth.
- ▶ Announcements within the command (at quarters, within the plan of the day [POD]).
- ▶ Announcements to spouses on the command website.
- ▶ At Family Readiness Group (FRG) meetings.
- ▶ By email or direct mail.

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Position Announcement

When recruiting, the focus should be on reaching potential candidates directly via command, family members and from ombudsmen at other commands. The recruitment message should encourage candidates to apply and invite others to share the announcement with those who are interested.

The position announcement should be visually exciting and appealing to potential candidates. It should include the following:

- ▶ Primary duties.
- ▶ Eligibility criteria.
- ▶ Contact information.
- ▶ Application format.
- ▶ Application deadline.

When advertising to generate interest for the ombudsman, try using the following phrase:

- ▶ Wanted: caring and committed Navy spouse for the position of command ombudsman for (name of the command).
- ▶ Do you like helping Navy families? The crew and families of the (name of your command) need your help!
- ▶ Do you know a spouse of a (name of command) Sailor who is caring and a good listener, and has the heart for volunteerism?

Position Description

COs should tailor the ombudsman's responsibilities to meet the specific needs of the command. Position descriptions vary slightly for different commands but may include the following.

Ombudsman:

- ▶ Support command families by:
 - Providing information-and-referral (I&R) services.
 - Representing the command families and serving as a primary point of contact.
 - Advocating for families to assess the appropriate level within the chain of command and forward reasonable requests or grievances.
- ▶ Serve as the primary communication link between families and the command, and channel official information from command leadership to families. Communication duties include:
 - Composing and editing a (monthly or quarterly) newsletter and/or social media posts.
 - Creating/maintaining an updated email distribution or telephone list.
 - Maintaining an updated Careline with basic command information.
 - Providing presentations at indoctrination, pre-deployment briefs, family nights, FRG meetings etc.
 - Participating in the command's disaster response plan (as determined by the CO).



Note

COs may ask the candidate to submit a résumé, or a simple application/questionnaire may be used.

- Reporting suspected child abuse or neglect, alleged domestic abuse, suspected suicidal or potentially homicidal ideations, alleged sexual assaults and any other incidents identified as reportable to the CO, XO or CMDCM.
- Completing required documentation:
 - Maintaining accurate communication records related to the ombudsman's duties, including telephone/contact logs.
 - Submitting ombudsman monthly/quarterly worksheets as required by OPNAVINST 1750.1H.
 - Submitting reimbursement requests to the designated point of contact (POC) monthly.
- Attending FRG meetings.
- Performing optional duties as assigned by the CO, including, but not limited to:
 - Helping organize and implement the command welcome program by briefing new service members and family members at command indoctrination and/or preparing an introductory letter to be enclosed in sponsor packets.
 - Representing the command on committees, boards or working groups—both civilian and/or military.
- Following all requirements outlined in OPNAVINST 1750.1H.

Ombudsman Interview Process Checklist

Appointing the right candidate for the ombudsman position is a critical factor in the success of the command's Navy Family Ombudsman Program. The following checklist is a guide to use when interviewing potential ombudsman candidates.

Before

- ▶ Determine the length of the interview (typically 30-60 minutes).
- ▶ Develop and write down questions relevant to the position. When interviewing candidates, ask each candidate the same questions in the same order.
- ▶ Select interviewers and provide them with a list of the developed questions. Ensure they are familiar with the knowledge, skills and abilities when assessing the candidate.

During

- ▶ Introduce all interviewers to the candidate.
- ▶ Explain the purpose of the interview, the duties of the position and your expectations. Share the position description.
 - Duties and responsibilities.
 - Confidentiality and reportables.
 - Command support team.
 - Funding and reimbursement.
 - The ombudsman's role during a disaster or emergency.
 - Communication methods include a command roster, phone tree, email distribution and newsletter.

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- ▶ Take detailed notes of candidates' responses to questions to compare responses to other candidates.
- ▶ Ask one question at a time and follow-up questions if needed for clarification.
- ▶ Assess the candidate's ability to fulfill the ombudsman's role and "fit" with the command support team.
- ▶ Ask behavior-based questions that indicate the applicant's experience and responses to challenging situations.
- ▶ Avoid:
 - Using acronyms that may be unfamiliar to the applicant.
 - Asking leading questions (e.g., You like working with people, don't you?)
 - Posing hypotheticals (e.g., What would you do if ...?)

After

- ▶ Explain the next steps in the process and when you will make the final selection.
- ▶ Rate each candidate before interviewing the next. If more than one interviewer is involved, discuss ratings and try to reach a consensus following the interview.

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Chapter 4: Appointing an Ombudsman

Once an ombudsman is selected, follow the steps below to ensure they are ready for their job.

First Steps

Make sure you have provided the newly appointed ombudsman with the following:

- ▶ Their appointment letter (See samples – Appendix II).
- ▶ The *Navy Family Ombudsman Program Manual*.
- ▶ The current OPNAVINST.
- ▶ A copy of the command roster, including inbound personnel and families.
- ▶ Adequate equipment, material and funding to support the program.
- ▶ Name tag and ombudsman pin are available through the Navy Exchange uniform shop.
- ▶ DD Form 2793, *Volunteer Agreement for Appropriated Fund Activities and Nonappropriated Fund Instrumentalities*. (Ensure the ombudsman has completed and returned the signed form.)

Ensure you have completed the following:

- ▶ Register the ombudsman in the Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil>.

Appointment Letter

Once an ombudsman is selected, draft and sign their appointment letter. Make sure to:

- ▶ Provide a signed copy to the ombudsman.
- ▶ Send a copy to the local Fleet and Family Support Center (FFSC) ombudsman coordinator.
- ▶ Include the term length, the dates of a probationary period, orientation and training requirements and point of contact (POC) contact information.

Probationary Period

While drafting the appointment letter you may choose to include a probationary period. Not every volunteer is suited to this position and a probationary period allows for you to assess if the individual is a good fit. A probationary period will include:

- ▶ Three months with experience, six months without experience.
- ▶ Make sure to schedule a meeting at the end of the probationary period to conduct an evaluation and determine suitability for continuing as command ombudsman.

Orientation

Directly before or after your ombudsman has completed training, schedule time for an orientation to:

- ▶ Discuss expectations and responsibilities.
- ▶ Introduce the command support team.
- ▶ Provide a tour of the ship, squadron or office spaces.

Volunteer Agreement

Before or during orientation with the ombudsman, ensure they complete Sections I-III of the *Volunteer Agreement* and sign the agreement to:

- ▶ Provide legal protection to the ombudsman under the Federal Tort Claims Act.
- ▶ Authorize appropriated funds for specific purposes: Non-appropriated funds are used to improve the morale and welfare of military personnel and families.

When the ombudsman leaves the service:

- ▶ Ensure they fill out Section IV of the *Volunteer Agreement* and sign the agreement.
- ▶ Retain the agreement for three years.

Ombudsman Registry

After appointing the ombudsman, it is critical to register them into the Ombudsman Registry. Ensure that you:

- ▶ Update the ombudsman's information when changes occur.
- ▶ Provide a unique email address for each ombudsman.
 - If the ombudsman reuses an email address, then the CO will need to submit a support case request to the Ombudsman Registry administrator.
 - If the CO has multiple ombudsmen and wants them to share the same email address, a support case request needs to be submitted to the Ombudsman Registry administrator.
- ▶ Refer to the *Ombudsman Registry Instruction Guide for Commanders/Command Designees* on the login page of the Ombudsman Registry for assistance.

Professional Turnover

When an ombudsman's spouse transfers, is discharged or retires, the ombudsman can no longer perform their duties and a turnover will occur, as it will if the CO terminates an ombudsman. During the turnover process, the ombudsman must:

- ▶ Give a letter of resignation to the CO. Samples are in the *Navy Family Ombudsman Program Manual*.
- ▶ Discuss and or provide to the newly appointed ombudsman:
 - Contact logs or other written documents.
 - Information about the newsletter production process.
 - Directions for the use of the Careline.

Chapter 4: Appointing an Ombudsman

- Any command-owned equipment and supplies.
- Passwords or procedures for any email or social media accounts.
- Procedures for alerting families to the change in the ombudsman.
- Any other topics that will affect families.

Termination for Cause

During the ombudsman's term, the CO may choose to terminate the appointment because of:

- ▶ Violations of the Ombudsman Code of Ethics.
- ▶ The theft of equipment or making false claims for reimbursement.
- ▶ The inability to work effectively as a member of the command support team.
- ▶ The ombudsman's unavailability to command family members.
- ▶ The ombudsman's failure to report a mandated reportable issue.

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Chapter 5: Supporting the Command Ombudsman

Commanding officers (COs) should regularly meet with their ombudsman to discuss questions or items that require clarification. When beginning the process, use the *Getting Started Checklist* in the appendix for suggested discussion topics.

Ombudsman Registry

The Ombudsman Registry is a centralized system designed to enhance reporting between the command and ombudsmen and to provide additional data about the Navy Family Ombudsman Program. It allows Commander, Navy Installations Command (CNIC) to deliver real-time communication and information to commanders, ombudsmen and ombudsman coordinators and serves as a repository for essential program data. Region commanders can use the "Reports" function to pull reports and review regional registry compliance, along with gaining a situational awareness on the command climate.

The Ombudsman Registry is used to:

- ▶ Maintain a database of ombudsmen's contact information in natural disasters or crisis situations.
- ▶ Facilitate the collection of program data, such as hours expended, types of inquiries from families and tracking of ombudsman training.
- ▶ Provide statistical data to COs of commands within their areas of responsibility (AORs).
- ▶ Assist commands and ombudsmen with resources and up-to-date program information.

Additional functions of the Ombudsman Registry include:

- ▶ A "Contact Your Ombudsman" feature enables service members, their families and ombudsman coordinators to contact their ombudsman for services and receive updated information.
 - This feature can help connect families to their new ombudsman during a permanent change of station (PCS).
- ▶ A "support" feature, which can be used to seek advice and assistance.
- ▶ Bulletins that provide real-time communication. CNIC can send information to all registered ombudsmen, commanders, command designees and ombudsman coordinators through the Registry.

CO Responsibilities

To ensure that the Ombudsman Registry has accurate contact information for the command ombudsman, OPNAVINST 1750.1H, *Navy Family Ombudsman Program*, states that all COs will:

- ▶ Ensure ombudsman information is added to the Ombudsman Registry as soon as the official appointment is made.
- ▶ Update information as changes occur.



Note

The support feature is not to be used as an emergency feature.

- ▶ Register the command with the Registry.
- ▶ Ensure that the required worksheet data is submitted.

Note

The Registry identifies ombudsmen by email address. Each ombudsman must have a unique email address. If the command ombudsman is reusing the email address of the outgoing ombudsman, COs must send a support case request through the Ombudsman Registry.

Ombudsmen cannot self-register. They may only be registered by:

- ▶ Commanders/command designees or the command point of contact (POC).
- ▶ Fleet and Family Support Center (FFSC) ombudsman coordinators.
- ▶ Reserve Command Warrior and Family Support Specialists (WFSSs).
- ▶ Ombudsman Registry administrators.

COs and POCs who need assistance should submit a support request from the Ombudsman Registry login page (<https://ombudsmanregistry.cnic.navy.mil/>). The Ombudsman Registry administrator will respond within 72 hours.

Ombudsman Coordinator

The Ombudsman Registry provides ombudsman coordinators with the information needed to maintain an up-to-date ombudsman roster. Ombudsman coordinators can help monitor registered personnel and develop the master ombudsman roster for their AOR.

Through the Ombudsman Registry, coordinators have:

- ▶ Access to the commands within their AOR and should ensure that all commands have completed the required actions.
- ▶ Help the COs or their designees register their newly appointed ombudsman.

Ombudsman Monthly/Quarterly Worksheet

The ombudsman monthly/quarterly worksheet is an automated database within the Registry that tracks hours spent and the types of contacts completed by ombudsmen. The data collected:

- ▶ Allows CNIC to update the Navy Family Ombudsman Program, ensuring that commands and ombudsmen have the resources needed to help Navy families.
- ▶ Provides installation and region COs data to access the health of their command families.
- ▶ Documents trends, utilization of resources and the time spent helping families.
- ▶ Shows benefits and savings to the Navy for using the services of a volunteer ombudsman.
- ▶ Provides justification and allocation of funding.
- ▶ Determines regional and Navywide training requirements.



Note

Personally identifiable information (PII) is not included on the worksheet. The worksheet only provides a count of contacts, categories and hours completed by each ombudsman.

Chapter 5: Supporting the Command Ombudsman

Note

Information about how the CO and their designee submit the monthly/quarterly worksheets is in *Ombudsman Registry Instruction Guide for Commanders/Command Designees*. The guide is located on the login page of the Ombudsman Registry, under Instructions & Procedures, at “Commanders/Command Designees,” <https://ombudsmanregistry.cnic.navy.mil>.

Ombudsman Responsibilities

At the end of each month (active duty) or the end of each quarter (Reserve units), ombudsmen must compile the data on their worksheet and submit it to the CO or command designee no later than the fifth day of the following month. The worksheet must be saved in the following format:

- ▶ Five-digit unit identification code (UIC), month and year.
 - Example: 12345Feb20XX (for active-duty ombudsmen, use month and year)
 - Example: 999882ndQtr20XX (for Reserve ombudsmen, use quarter and year)

Ombudsmen must:

- ▶ Submit one worksheet per UIC. A command with multiple ombudsmen should have all ombudsmen compile their data into one worksheet to have the CO or command designee upload.
- ▶ Enter the correct UIC, or the worksheet will not upload to their command. If ombudsmen are unsure about the UIC, they should check with their command POC.
- ▶ Email their completed worksheets to their command POC, carbon copied (CC'd) to the Ombudsman Registry administrator at ombudsman.registry.fct@navy.mil.
 - Ombudsmen should note in the email the command status, if deployed. During deployment or periods of unavailability, the Ombudsman Registry administrator will act as a backup for the command to ensure the worksheet is uploaded.

Command Responsibilities

Since the Ombudsman Registry’s conversion to the common access card (CAC) in 2016, ombudsmen cannot log in to the Registry to submit their worksheets. The CO/designee is responsible for ensuring the monthly/quarterly worksheet is submitted before the 10th of the following reporting month/quarter.

Once the worksheet has been received from the ombudsman, the CO/designee uploads the worksheet following these instructions:

- ▶ Save the worksheet to an excel file.
- ▶ Log in to the Ombudsman Registry.
- ▶ Click the “My Commands” tab.
- ▶ Click the “View Worksheet” link in the right-hand column next to the command name.
- ▶ Click the green plus sign next to “Import Worksheet Excel.”
- ▶ Click the “Browse” box to open the computer files.
- ▶ Select the file where the worksheet has been saved.
- ▶ Double-click on the worksheet file to upload.
- ▶ Click the “Submit” button to upload the worksheet.



Note

CACs will not be issued to ombudsmen.



Note

Registry guidelines for commanders and designees can be found in the Instructions & Procedures section of the Ombudsman Registry (<https://ombudsmanregistry.cnic.navy.mil/>)



Note

If any protected cell on the worksheet has been altered, this will cause an error during the upload to the registry. To fix, please download a new worksheet from the Ombudsman Registry homepage.

If the worksheet is filled out correctly, the message “Successfully imported file. View imported worksheet” should appear.

If the worksheet fails to load or an error message appears, such as “UIC does not match,” make the necessary changes to the worksheet and try loading it again.

If the error message continues, the numbers can be manually added to a worksheet using these instructions:

- ▶ Open the worksheet submitted by the ombudsman.
- ▶ Log in to the Registry and click the “My Commands” tab.
- ▶ Click the “View Worksheets” link in the right-hand column next to the command name.
- ▶ Click the green plus sign next to “Add Worksheet.”
- ▶ Select the correct month (active duty) or quarter (Reserve) from the drop-down menu.
- ▶ Select the correct year from the drop-down menu.
- ▶ Click the “Create Worksheet” button.
- ▶ Transfer the numbers from the ombudsman’s Excel worksheet to the created worksheet.
- ▶ When finished, click on the “Submit Worksheet as Final” button to save the file.

For any other problems, please contact the Ombudsman Registry administrator using the “Support” tab on your dashboard.

Worksheet Deadlines

Active-duty unit ombudsman: monthly, no later than the fifth of each month following the end of the reporting month (i.e., July’s worksheet would be due no later than Aug. 5).

Reserve unit ombudsman: quarterly, no later than the fifth of each month following the end of the reporting quarter (i.e., January-March worksheet would be due no later than April 5).

- ▶ First quarter of the fiscal year (FY) (October-December): must be submitted by Jan. 5.
- ▶ Second quarter FY (January-March): must be submitted by April 5.
- ▶ Third quarter FY (April-June): must be submitted by July 5.
- ▶ Fourth quarter FY (July-September): must be submitted by Oct. 5.

Command Rosters

Per OPNAVINST 1750.1H, contact information for the command families must be provided to the ombudsman. Ombudsmen should not be expected to gather such information.

The command roster allows ombudsmen to fulfill their assigned roles. Not providing the information to the command ombudsman prevents them from supporting the command and the families. This is supported by:

- ▶ OPNAVINST 5380.1D, *Acceptance and Use of Voluntary Services in the Navy*, and U.S. Code Title 5, Section 552a, Records Maintained on Individuals, provide for the release of roster information to the ombudsman without the consent of the individuals listed when the ombudsman is acting in an official capacity.

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- The DD Form 2793, *Volunteer Agreement for Appropriated Funds and Non-Appropriated Funds Instrumentalities*, grants ombudsmen permission for reimbursement.
- ▶ NAVADMIN 295/10, *Family Readiness Communications Policy*, states in:
 - Paragraph 2, in part: Our Sailors and families must be kept informed of available services and programs systems and how to access and use them. Accordingly, we must have a communication strategy that delivers accurate, timely and responsive information to sailors and their families.
 - Paragraph 3, in part: Family readiness is a CO's responsibility, independent of the Sailor. Command authorities may contact family members, with or without the sponsor's consent, when relaying official information directly related to family readiness.
 - Paragraph 5: COs and other designated command members can personally communicate with families. COs can also leverage the resources of existing readiness affiliated programs such as ombudsmen and Fleet and Family Support Centers. The command ombudsman, formally appointed in accordance with Reference (c), Navy Family Ombudsman Program, holds official command status and serves as the CO's primary advisor and assistant in ensuring families have the information necessary to meet the challenges of a military life. The command ombudsman can use command recall rosters in the performance of duties to disseminate official family readiness information.
 - Paragraph 7: COs are permitted to collect and maintain personally identifiable information (PII), (home address, mailing address, private phone numbers, personal email address, and names of family members) to properly account for Sailors and family members during routine or emergency situations and for purposes of disseminating official family readiness information.
 - Paragraph 8, in part: COs must protect PII at all times. Personal information obtained or maintained through official sources may not be used for unofficial purposes.
- ▶ U.S. Code Title 10, Section 1588 (Authority to accept certain voluntary services), subsection (d), states that DoN volunteers such as command ombudsmen are considered DoN employees for purposes of the Privacy Act of 1974. Specifically, subsection (a) permits the DoN to accept voluntary services for "family support services," and subsection (d) states that such volunteers will be considered federal government employees for purposes of Section 552a of Title 5 Privacy Act. Subsection (d) states that volunteers of non-appropriated fund instrumentalities (NAFIs) will only be considered employees for the purposes of claims for damages and work-related injuries.
- ▶ DoD Instruction 1100.21, *Voluntary Services in the Department of Defense*, states that privacy-protected records may be provided to a volunteer of a DoD component other than NAFIs.
- ▶ OPNAVINST 5380.1D, *Acceptance and Use of Voluntary Services in the Navy*, states that a person providing "properly accepted" volunteer services to the DoN will be considered a federal government employee to the extent specified in U.S. Code Title 10, Section 1588 (Authority to accept certain voluntary services) and DoDI 1100.21. OPNAVINST 5380.1D also states that access to privacy-protected records "may be provided to a volunteer of a Navy activity other than a NAFI."

As an appointed DoN volunteer, ombudsmen may receive privacy-protected information, such as recall rosters, without the individual's prior consent because ombudsmen have an official need to know this information to perform their official duties. Per OPNAVINST 1750.1H, ombudsmen's duties include "providing communications, outreach, resource referral, information, and advocacy to and for command families."

Navy Family Accountability and Assessment System

Commands can provide a command roster for their ombudsman via the Navy Family Accountability and Assessment System (NFAAS) recall roster. This report includes the sponsors' dependents and can be accessed through the Command Representative (COR) at each command. NFAAS has all the information needed for an ombudsman to effectively contact command families in case of a disaster or crisis. This capability will strengthen the command's ability to provide a regularly updated command roster as well as first-hand information and resources to improve family resiliency. Ombudsmen should reach out to their command POC for support in receiving this roster. Remember this roster is protected by Controlled Unclassified Information (CUI) guidelines and requires proper handling and storage of Personal Identifiable Information (PII).

Note: This recall roster should not be used as a mass distribution list for ombudsmen. This roster is used as the command roster only in order for ombudsmen to effectively communicate with families during a crisis or disaster as well as verify the sponsors' dependents. Please refer to the Navy Family Ombudsman Program Manual for further guidance.

Funding the Navy Family Ombudsman Program

OPNAVINST 1750.1H requires that the command ombudsman receive adequate equipment, materials and funding support. The CO should establish specific funding resources for approval of the command Navy Family Ombudsman Program. Before the ombudsman's appointment, a budget line item for reimbursement of ombudsman expenses should be submitted to the type commander (TYCOM). The funding line item to support the Navy Family Ombudsman Program may use appropriated funds (APF) or non-appropriated funds (NAF).

The CO or POC should work with the command ombudsman to determine a realistic budget for the program. A list of reimbursable items should be agreed upon in advance by the CO and the ombudsman. Some costs are fixed, such as a phone line or internet service. Others must be estimated, such as the number of hours of child care the ombudsman needs monthly, how far they will be driving on official business, etc.

Items that may be funded include:

- ▶ **Recognition.** NAF, if available, may be used for individual ombudsman appreciation dinners, plaques and awards. The NAF limit is \$50 per ombudsman per year, not to exceed a total of \$500 (multiple ombudsmen). Cash awards are not authorized.
- ▶ **Administrative support.** Items such as office supplies, copier services, clerical assistance, command telephone cards and government vehicle transportation may be provided from APF or NAF as command resources permit.
- ▶ **Newsletters.** Costs for the production and delivery of ombudsman newsletters may be funded. If produced in-house, the command is responsible for the cost of production and delivery. If printed and delivered by Defense Logistics Agency Document Services (<https://www.dla.mil/Document-Services>), the command must provide funding.



Note

Ombudsmen will be unable to receive reimbursements for expenses without a DD Form 2793, *Volunteer Agreement for Appropriated Funds and Non-Appropriated Funds Instrumentalities*. An advanced conversation should take place with the CO on reimbursements.

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Reimbursable expenses should be for items necessary for the Navy Family Ombudsman Program to function effectively. The command should agree upon these expenses in advance. Reimbursable expenses include child care (not to exceed the local rate charged by the Child Development Center [CDC]), mileage, parking and tolls paid at the current government rate, communication equipment, such as computers and phones (command maintains ownership), internet service, telephone lines and travel expenses.

An ombudsman must document the expense and submit OF 1164, *Claim for Reimbursement for Expenditures on Official Business*, to receive reimbursement. Travel expenses may be reimbursed for command-authorized participation in training, conferences, etc. The command must issue invitational travel orders before travel takes place. DD Form 1351-2, *Travel Voucher or Subvoucher*, may also need to be submitted for travel reimbursement. Copies of these forms can be found in the appendix.

Troubleshooting Ombudsman Issues

Issues may arise related to a specific situation with an ombudsman. These issues may be between the ombudsman and command leadership, between individual ombudsmen or between an ombudsman and a family member. A service member, family member, another ombudsman, the ombudsman coordinator or the ombudsman may report a situation.

Command leadership should address issues with command ombudsmen as soon as they are made aware of the situation. COs should meet with the ombudsman to get additional information. It is important to:

- ▶ Obtain a factual account of the situation.
- ▶ Determine whether OPNAVINST 1750.1H applies in this instance. Did the ombudsman act within or outside guidance?
- ▶ Consider available options. For example, would the ombudsman benefit from further training?

Every attempt should be made to work out a viable solution. The FFSC ombudsman coordinator can support the command and ombudsman in dealing with difficult people or situations.

Ombudsman Training

The command ombudsman is a vital role within the command, and the role requires the best training possible. CNIC has established training requirements that will only be provided by CNIC-qualified trainers using the approved curriculum.

Training Opportunities

Ombudsman Basic Training (eOBT/OBT)

- ▶ Available in two training options as a face-to-face training (OBT) or online (eOBT). Ombudsmen are required to attend one of these formats.
- ▶ Training must be completed as soon as possible after the initial appointment.
- ▶ The ombudsman should contact their ombudsman coordinator, Naval Reserve Readiness Command (NAVRESREDCOM) CMDCM or family support specialist to enroll in eOBT/OBT.

- ▶ Access eOBT via the Navy Family Ombudsman Portal at <http://learning.zeiders.refineddata.com>.
- ▶ Fulfills the training requirements of OPNAVINST 1750.1H.

Ombudsman On-Demand Orientation

- ▶ Highlights the major points of OBT to help new ombudsmen begin serving.
- ▶ Taken if unable to complete eOBT/OBT within six weeks of appointment.
- ▶ Access via the Navy Family Ombudsman Program Training Directory at <http://learning.zeiders.refineddata.com> or the Ombudsman Registry.
- ▶ Available to COs, their designees and anyone who wants to know more about the Navy Family Ombudsman Program.
- ▶ Intended to be used only as an orientation. Completion of this course does not fulfill the ombudsman training requirement of OPNAVINST 1750.1H. Ombudsmen will need to complete either eOBT/OBT as soon as possible in order to be in compliance.

Certified Ombudsman Trainer (COT)

- ▶ FFSC/NAVRESREDCOM staff, ombudsmen and others, on a case-by-case basis, may apply to become COTs.
- ▶ COs must submit a letter of endorsement for the ombudsman seeking COT certification. The letter should:
 - Indicate the applicant's qualifications.
 - Support the ombudsman's request.
 - Authorize funding to attend training.
 - Permit the ombudsman to instruct OBT for at least one year, including authorizing expenses.
 - The package must be routed through the local FFSC and include a CNIC Form 1750/2 and a completed COT Knowledge Check.

Additional Training Opportunities

- ▶ Offered by local FFSCs at ombudsman assembly meetings and through advanced training.
- ▶ Ombudsman Hot Topic (OHT) webinars: offered monthly by CNIC.
- ▶ Regional virtual training: may be available for a geographically dispersed ombudsman.
- ▶ Training record: ombudsmen should track all training attended. A sample record is in the appendix.

Ombudsman Communication Tools

Frequent and open communication from the command is key to the morale of service members and their families. Communication from the command to family members often occurs through the command's ombudsman. The CO should determine the type and frequency of the ombudsman's communication with command members/families.

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Communication

Newsletter

- ▶ Provides families firsthand, accurate information.
- ▶ Reduces phone calls received by ombudsmen.
- ▶ Allows for mass distribution by emailing it to a distribution list.
- ▶ May be produced and mailed by the Regional Navy Mail Center.
- ▶ Must conform to Navy standards.

Social Media

- ▶ Network and engage with command families.
- ▶ May provide administration rights to an ombudsman or may be managed as a team.
- ▶ Practice operations security (OPSEC) in all digital communications.
- ▶ Release only information authorized by the CO.

Command Briefs

- ▶ Invite the ombudsman to present at educational and social events.
- ▶ Brief service members at command indoctrination.
- ▶ Give an overview of the Navy Family Ombudsman Program at deployment events.
- ▶ Introduce at command social events.
- ▶ Provide command updates at Family Readiness Group (FRG) meetings.

Phone Tree

- ▶ Share information and communicate quickly during a crisis.
- ▶ Requires permission of participants.
- ▶ Callers assigned 10-12 family members.
- ▶ Used only as directed by commands.
- ▶ May be impractical for large commands.

Email

- ▶ Convenient and effective communication tool for command leadership and families.
- ▶ Used blind carbon copy (BCC) on email distribution lists to maintain privacy.
- ▶ Follow OPSEC rules in all email correspondence.

Careline

- ▶ A dedicated command telephone line.
- ▶ Beneficial during deployments.
- ▶ Recorded message that educates and informs command families.
- ▶ Provides information about command news, upcoming events, FRG meeting, disaster preparedness, etc.
- ▶ Updates at least weekly.
- ▶ Equipment is housed in a Navy facility. Messages are updated remotely.

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Chapter 6: Ombudsman Appreciation

It is important for commanding officers (COs) to recognize and appreciate ombudsmen. Ombudsmen who are valued and respected are more likely to remain involved with their commands. Recognition is a public acknowledgment of the ombudsman's efforts in support of the command. COs should personalize recognition of the ombudsman, if possible. Informal recognition is as important as formal recognition. Appreciation is demonstrated through ongoing support and engagement with the ombudsman.

Appropriate ways to thank ombudsmen include recognition at a command event, a token of appreciation or with a base-sponsored event for all area ombudsmen. Ombudsmen are volunteers. Volunteer appreciation does not need to be restricted to a single day; it is an ongoing interaction.

Ombudsman Appreciation Day: Sep. 14

Ombudsman Appreciation Day is celebrated annually on Sept. 14, or the preceding Friday if the 14th falls on a weekend. Commands are authorized to celebrate the event at any time during the month of September or as soon as possible thereafter. Many installations hold an areawide recognition event, often in conjunction with Ombudsman Appreciation Day.

Examples of ways COs can demonstrate appreciation for ombudsmen include:

- ▶ Supporting the program personally, especially by investing their time, such as meeting with the ombudsman regularly or attending ombudsman events.
- ▶ Valuing the ombudsman's opinion and advice.
- ▶ Commending ombudsmen, in writing or in person, and providing official recognition at command functions or in publications.
- ▶ Celebrating Ombudsman Appreciation Day.
- ▶ Presenting a personally written letter of commendation or certification of appreciation.

Appropriate tokens of appreciation include:

- ▶ A plaque inscribed with the ombudsman's name, the date and a message of appreciation.
- ▶ A photograph of the command, with signatures and personal notes of thanks.
- ▶ Command items (e.g., hat, keychain, T-shirt).
- ▶ Flowers.
- ▶ A recognition lunch or dinner at the command, club or restaurant. Other attendees may include the command leadership, their spouses and the ombudsman's spouse.

Additional low-cost ways to recognize and support ombudsmen include:

- ▶ Posting the ombudsman's picture on the quarterdeck as part of the command leadership's pictures.
- ▶ Mentioning the ombudsman on the command's social media page.

- ▶ Providing the ombudsman with business cards.
- ▶ Sending the ombudsman a birthday card.

Mrs. Sybil Stockdale Ombudsman of the Year

In 2015, the Navy launched the annual Mrs. Sybil Stockdale Ombudsman of the Year Award, which recognizes four outstanding ombudsmen. The Office of the Chief of Naval Operations (OPNAV) established the award to honor the service of Navy family ombudsmen. These ombudsmen maintain the highest standards of professionalism and create a healthy sense of community by being positive role models for command service members and their families. Award recipients exhibit selfless dedication and service to the command families.

The award is named for Mrs. Sybil Stockdale, the wife of Vice Adm. James Stockdale, who was held prisoner for seven years during the Vietnam War. Mrs. Stockdale created the National League of Families of American Prisoners and Missing in Southeast Asia to provide support for families of prisoners of war (POWs) during her husband's internment. The Navy recognizes Mrs. Stockdale's commitment to military families through the award, and her service to Navy families is carried on by the more than 2,000 ombudsmen currently serving worldwide.

Criteria for the Ombudsman Award Nominee

All active-duty and Reserve command ombudsmen who have served for more than one year and were registered in the Ombudsman Registry during their time of service are eligible for the award. Nominees are recommended by their CO and must:

- ▶ Maintain the highest standards of professionalism and confidentiality.
- ▶ Be a positive role model for command members and their families.
- ▶ Facilitate excellent communication between the command and its families (including, but not limited to, providing direct communication to families through newsletters, email, etc.).
- ▶ Assist in identifying command needs for support services and provide appropriate referral services to service members and family members needing assistance.
- ▶ Promote a healthy sense of community among service members and their families within the command by encouraging participation in command events and fostering communication between family members.
- ▶ Serve as a principal source of assistance and support to Navy families during times of local or national emergency, mobilization, deployment or evacuation.
- ▶ Demonstrate consistent compliance with training, data collection and required reports submitted on behalf of the command per OPNAVINST 1750.1H, *Navy Family Ombudsman Program*.

Candidate Procedures for Nomination

The Chief of Naval Operations (CNO) issues a NAVADMIN annually that announces The Mrs. Sybil Stockdale Ombudsman of the Year Award nomination/selection process and presentation requirements for the current calendar year. The award is presented to an ombudsman from each of 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 is similar to the Sailor of the Year process:

- ▶ All deployable forces within Atlantic Fleet will submit nomination packages to the U.S. Fleet Forces (USFF) point of contact (POC).
- ▶ All deployable forces within Pacific Fleet will submit nomination packages to the Pacific Fleet (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 the OPNAV POC.

USFF, USPACFLT, CNRFC and OPNAV will provide POC contact information to Commander, Navy Installations Command (CNIC). A list of POCs will be emailed to all COs and command POCs via the Ombudsman Registry.

CO Responsibilities

COs will verify that the command ombudsman meets the criteria and is eligible to be nominated for the award, and will complete the nomination package, including the following documents:

1. A cover letter: A sample can be found at <https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-and-Family-Life/Ombudsman-Program/Mrs-Sybil-Stockdale-Ombudsman-of-the-Year-Award/>.
2. A description of the ombudsman's accomplishments, not to exceed two written pages, addressing the criteria set forth in the NAVADMIN and in the standard operating procedures found on the CNIC website at <https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-and-Family-Life/Ombudsman-Program/Mrs-Sybil-Stockdale-Ombudsman-of-the-Year-Award/>.
3. A brief biography of the nominee.
4. A letter from the Fleet and Family Support Center (FFSC) director or Readiness and Mobilization Command (REDCOM) confirming the nominee's involvement in ombudsman assemblies, advanced training, registration in the Ombudsman Registry, and completion of ombudsman monthly/quarterly worksheets.

Navy Family Ombudsman Program Commander's Guide

5. Additional supporting information (e.g., a letter of support for nomination from former COs, the command POC or the command support team, letters of appreciation presented by COs or command family members).
6. The nomination package must be submitted to the designated POC by the dates indicated in the current year NAVADMIN. The NAVADMIN and additional information about the award can be found on the CNIC website at <https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-and-Family-Life/Ombudsman-Program/Mrs-Sybil-Stockdale-Ombudsman-of-the-Year-Award/>.

Appendix I: FAQs

Below are answers to FAQs. If there are additional questions not included in this document, submit them to the Commander, Navy Installations Command (CNIC) Ombudsman Program Analyst for guidance.

Command Rosters

Q: Why should I provide my ombudsman with a roster?

A: OPNAVISNT 1750.1H, *Navy Family Ombudsman Program*, states: Commanders and CO will ensure that the command ombudsman receives a regularly updated command roster, including inbound personnel and families. References (d) (5 U.S.C. §552a, Records Maintained on Individuals) and (g) (SECNAVINST 5211.5F, *Department of the Navy Privacy Program*) provide for the release of roster information to the ombudsman without the consent of the individuals listed when the ombudsman is acting in the official capacity.

The ombudsman is a liaison between the command and the command families. The primary role of the ombudsman is that of a source of information and referral (I&R). To communicate with command families, the ombudsman must have the contact information for those families.

Q: I do not want my ombudsman to have a command roster; there is too much personally identifiable information (PII) regarding my Sailors and their families.

A: OPNAVINST 1750.1H states that commanders and COs will ensure that the command ombudsman receives a regularly updated command roster, including inbound personnel and families. Without this information, ombudsmen cannot contact and support the families they represent. NAVADMIN 046/18, *Command Ombudsman and Family Readiness Group Emergency Readiness and Response* (Section 2.b) also states that commanders will release command rosters listing current and inbound personnel and families to their ombudsmen. OPNAVINST 5380.1D, *Acceptance and Use of Voluntary Services in the Navy*, authorizes ombudsmen to access command members' PII without the members permission, as long as it is requested for use in an official capacity.

Q: Can the command adjust the roster to fit the needs of the ombudsman while protecting PII?

A: Yes. To provide support during a family or command emergency or disseminate official command information, the ombudsman needs contact information for service member's family.

At a minimum, the command should provide the following:

- ▶ The service member's name and rank/rate.
- ▶ The name of the spouse.
- ▶ The address, phone number and email address for a spouse or designated family member.

Q: How often do I need to provide an updated roster to my ombudsman?

A: Commanders and COs must provide an updated roster to the command ombudsman monthly, at a minimum. In larger commands where individuals are checking into or departing the command on a regular basis, the roster may be provided to the ombudsman more frequently. Discuss with the ombudsman how often they should expect to receive the roster and the best practice to verify information between updates.

Q: The command is deploying. What is the best way to send the roster to my ombudsman?

A: Commanders and COs should electronically send the roster, following all PII guidance, to the command ombudsman. Never send the command roster directly to the personal email of the ombudsman. Commanders and COs should use resources such as:

- ▶ DoD Safe <https://safe.apps.mil/>.
- ▶ Setting up a point of contact at home to receive and provide the roster to the ombudsman. Options include a sister command, shore-based commands or working directly with the Fleet and Family Support Center (FFSC) ombudsman coordinator.

Q: My Sailors do not want their family's personal information included on the roster without their permission.

A: NAVADMIN 046/18 (2.b) states that, "consent of the individuals listed is not required when the ombudsman is performing official duties." If the spouse (not the Sailor) tells the ombudsman they do not want to receive calls from the ombudsman, they can be marked for limited contact. However, they will still be contacted for emergent situations and official command messages.

Managing Ombudsmen

Q: As a shore command, why should I have an ombudsman?

A: The Navy Family Ombudsman Program instruction, OPNAVINST 1750.1H, states that commanders and COs must ensure that command family members have access to the services of an ombudsman.

Regardless of deployment status, family members have questions about the military lifestyle and need assistance. In case of family crisis, disaster or command emergencies, the ombudsman plays a key role in supporting those affected. Every command needs to communicate with the families of their service members, and the ombudsman provides the conduit to reach them.

Q: I have three ombudsmen and I want to have a primary or lead ombudsman with the other two assisting. They said this is not what they were taught in training.

A: They are correct. There is no hierarchy among ombudsmen; none has authority over others. They should be referred to as co-ombudsmen, with all three having access to you and the point of contact (POC).

Appendix I: FAQs

Q: I have a very small command and cannot find a volunteer to serve as ombudsman. What are my options to be in compliance with the Navy Family Ombudsman Program instruction?

A: Small commands may share an ombudsman with another command as long as both COs and that ombudsman consent. Both commands must issue an appointment letter, sign DD Form 2793 (Volunteer Agreement) and register the ombudsman with their commands. Another option is to look for someone other than a spouse who may be willing to serve.

Q: My ombudsman wants a pin and nametag. Where do I get those and when?

A: You will order a nametag as you do for your command members. Purchase the ombudsman logo pin at the Navy Exchange. Pins and nametags are typically presented to the ombudsman upon completion of Ombudsman Basic Training.

Q: What is my ombudsman's role in an emergency during a disaster?

A: The ombudsman's role may vary depending upon the type of disaster. Ombudsman Basic Training instructs ombudsmen to discuss the expectations as set by the CO.

NAVADMIN 046/18 states that commanders will communicate with their ombudsman regarding command, installation and region emergency response plans and ensure their ombudsman understands their role in during a crisis or disaster.

Additionally, to enable effective communication with command families during times of crisis, commanders will release command rosters listing current and inbound personnel and families to their ombudsmen. Review the FAQ above to address the frequency of providing updated rosters.

Q: My ombudsman asked me to attend the ombudsman assembly. What is this, and why is it required?

A: The ombudsman assembly is a monthly, bi-monthly or quarterly local forum established by the local sponsoring command to serve as resource for advanced training. The forum allows for policy discussion and clarification by local authorities regarding issues for ombudsmen and command families. Per OPNAVINST 1750.1H, all appointed ombudsman of local commands and senior leadership and senior leadership spouses are encouraged to be members and to attend the assembly meetings.

Q: My ombudsman provides an exemplary example for the Ombudsman Program. How can I get them recognized for the high standards they set forth?

A: The CO may consider nominating their exemplary ombudsman for the Mrs. Sybil Stockdale Ombudsman of the Year Award. Since 2015, COs have nominated ombudsmen they believe maintain the highest standards of professionalism and create a healthy sense of community by being positive role models for command members and their families. COs can get detailed information and sample package documents for this nomination award process by going to the following link: <https://ffr.cniv.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-and-Family-Life/Ombudsman-Program/Mrs-Sybil-Stockdale-Ombudsman-of-the-Year-Award/>.

Ombudsman Registry

Q: My ombudsman is going through training and wants to be registered in the Ombudsman Registry now. I want to wait until training is complete. Which is correct?

A: Ombudsmen may be registered in the Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil> upon appointment. Many COs prefer to wait until training has been completed to perform this step. This is up to each CO. If ombudsmen were not registered upon appointment, it is recommended that they be added as soon as training is finished.

Suppose the ombudsman is added to the Registry before training is completed. In that case, the CO/POC needs to ensure they go back into the Registry and update the ombudsman training completion date and appointment date.

Q: My ombudsman is asking for our UIC. Why do they need it?

A: The command's UIC is used to track the submission of the monthly or quarterly worksheet. Your ombudsman must have the correct UIC to identify the correct command and reduce errors when submitting the data. For additional instructions, review the *Ombudsman Registry Instruction Guide for Commanders/Command Designees* at <https://ombudsmanregistry.cnic.navy.mil/>.

Q: My command has multiple ombudsmen. Why can't I submit multiple worksheets?

A: Per the *Ombudsman Registry Instruction Guide for Commanders/Command Designees*, each command must submit one worksheet. It is important to discuss with your ombudsman how to submit the worksheet to you. For example, would you like the ombudsmen to submit one worksheet with all their information, or would you prefer to combine their data into one worksheet to submit?

Q: My ombudsmen share an email account, but the Ombudsman Registry will not accept duplicate emails. Do I only need to register one ombudsman?

A: Every ombudsman is required to be registered in the Ombudsman Registry. One of the ombudsmen will need to create another email account for the Registry. Something simple, like subombudsman@gmail.com, works well.

If the CO/POC wishes for all ombudsmen to use the same email address, they must submit a support ticket requesting this and the administrator will make the change.

Q: We are deploying and may not be able to submit the ombudsman monthly/quarterly worksheets while we are underway. What should we do?

A: Your ombudsmen should email the worksheets to you and copy the Ombudsman Registry administrator at ombudsman.registry.fct@navy.mil. When the Ombudsman Registry administrator sees that the worksheet has not been loaded, they will do that for the command. The ombudsman should state in the email that the command is deployed and request assistance loading the worksheet.

Ombudsman Basic Training

Q: My ombudsman wants to take eOBT, the online Ombudsman Basic Training course. Is it necessary to take the classroom training, too?

A: Ombudsman Basic Training is offered in two versions – classroom and online. Both courses are the same and fulfill the training requirement outlined in the Navy Family Ombudsman Program instruction. Whichever course they choose to take must be completed in full, and they may not be mixed. eOBT may be stretched over several months to accommodate scheduling and time zone conflicts.

Q: I would like to know more about the Ombudsman Program but do not have time to attend the training. Is there a way to learn more?

A: You may take the Ombudsman On-Demand Orientation, which is a 60-minute overview of the Ombudsman Basic Training (OBT) course that covers the key points of OBT.

Q: Why must the command support team (CST) spouses attend OBT?

A: The CST spouses are not required to attend OBT. Attendance is encouraged to provide a clearer understanding of realistic expectations of the program and how to support their ombudsman.

Q: My ombudsman asked me about becoming a COT. What is this program?

A: Certified Ombudsman Trainer (COT) is a way for ombudsmen to give back to the program once they have two years' tenure. It requires a command recommendation for their package, which is sent to CNIC for approval. Please consult with your local ombudsman coordinator for more specifics.

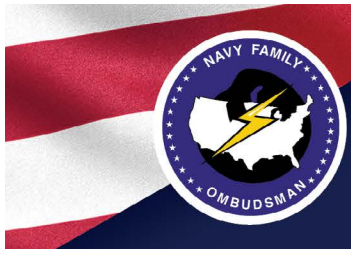
Q: What advanced training opportunities are available to my ombudsman?

A: Topics include, but are not limited to: Disaster Preparedness, Sexual Assault Prevention and Response, Media Relations and Family Advocacy. Live and recorded Ombudsman Hot Topics include changes to policies and additional resources to support military family readiness. There is wide variety of training offered on the LMS (<http://learning.zeiders.com/>). Examples include Navy 101; Prevention Decoded; Youth Suicide: Be Aware; and Mastering Excel Basic.

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Appendix II: Ombudsman Forms and Supporting Documents

- ▶ Certified Ombudsman Trainer (COT) Requirements
- ▶ Claim for Reimbursement for Expenditures on Official Business (OF 1164)
- ▶ Command Ombudsman Sample Position Description
- ▶ COT — Sample Letter of Recommendation
- ▶ Getting Started Checklist
- ▶ Guidelines for the New Ombudsman
- ▶ NAVADMIN 048/18 — Command Ombudsman and Family Readiness Group Emergency Readiness and Response
- ▶ NAVADMIN 200/21 – Ombudsman Appreciation Day
- ▶ Ombudsman Contact Log
- ▶ Ombudsman Individual Contact Log
- ▶ Ombudsman Qualities and Attributes
- ▶ Region Ombudsman Advisory Board (ROAB) Action Items
- ▶ ROAB Reporting Process and Timeline
- ▶ Sample Letter of Appointment
- ▶ Sample Training Record
- ▶ Travel Voucher or Sub voucher (DD 1351-2)
- ▶ Volunteer Agreement for Appropriated Fund Activities and Non-Appropriated Fund Instrumentalities (DD 2793)



NAVY FAMILY OMBUDSMAN PROGRAM

Certified Ombudsman Trainer (COT) Requirements

CNIC Point of Contact: Pam Delaney (360) 929-4805

Email: pamela.j.delaney.ctr@us.navy.mil

Training Site Ombudsman Coordinator may assist with berthing arrangements and local area information as needed.

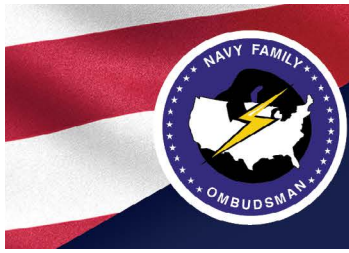
Only those certified via this course are authorized to instruct/facilitate the Navy's Ombudsman Basic Training (OBT) course.

COT requirements:

1. Applicant must currently be an Ombudsman (Active Duty or Reserve), an Ombudsman Assembly Chairperson, Fleet and Family Support Center (FFSC) staff member, or spouse of a command senior leadership member – CO, XO, or CMC/COB. Others will be considered on a case-by-case basis.
2. All applicants must demonstrate an in-depth knowledge of all facets of the Ombudsman Program and must comply with all requirements of OPNAVINST 1750.1G CH-2 verified through a candidate knowledge check.
3. Candidates must have successfully completed Ombudsman Basic Training (eOBT/OBT) within three years of application date and have served at least two years as a command ombudsman during this time.
4. When applicable, applicants must be registered in the Ombudsman Registry and in compliance with the requirement to submit Ombudsman Monthly/Quarterly Worksheets for their command/commands.
5. FFSC Staff must have training/facilitating experience and have successfully completed eOBT/OBT. After completing eOBT/OBT staff members are encouraged to continue to learn more about the Ombudsman Program to gain the in-depth knowledge required of COT trainers, prior to applying to become COT certified. Attending eOBT/OBT and COT back-to-back is discouraged and will only be approved in extreme cases.
6. Approval by CNIC to attend COT training does not guarantee funding approval. Requests for travel funding must be coordinated and approved by the appropriate authority supporting the applicant.

Requests to attend Certified Ombudsman Training must contain the items listed below:

1. COT Application, CNIC 1750/2 – complete in full, providing details that will exhibit candidate's in-depth knowledge of the Ombudsman Program.
2. COT Candidate Knowledge Check completed in detail. Applicants may use Ombudsman Program resources to assist with completion.
3. FFSC Ombudsman Coordinators and staff must have a letter of recommendation from the FFSC Site Manager/Director recommending attendance and authorizing funding for any expenses that may arise from teaching OBT, including any travel that may be necessary. Primary and Alternate Ombudsman Coordinators applying for COT certification should have an account in the Ombudsman Registry.



NAVY FAMILY OMBUDSMAN PROGRAM

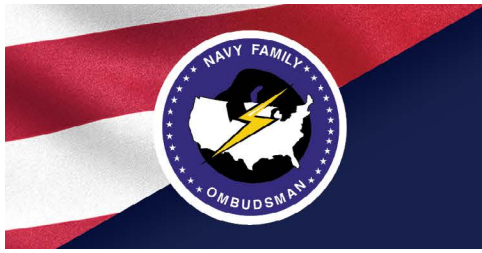
Ombudsmen must have a letter of recommendation from their commanding officer.

All letters of recommendation show the following:

- ▶ Reflect knowledge of the applicant's qualifications to fill this position
 - ▶ Support the ombudsman's request to attend COT training and authorize funding, to include travel. It is recommended that the CO take into consideration his or her transfer date when authorizing an ombudsman to attend COT training and discuss this appointment with the incoming CO, to ensure on-going support of the ombudsman COT.
 - ▶ Extend permission, upon COT certification, for the Certified Ombudsman Trainer (COT) to instruct Ombudsman Basic Training (OBT) for a minimum of one (1) year from completion of the certification course, to include expenses associated with the training. Prospective candidates with less than a year remaining at their current command should wait and apply for training at their next command, with the concurrence of their new commanding officer.
 - ▶ Requests to teach OBT must be approved by the commanding officer prior to incurring any training related expenses.
4. Ombudsmen candidates must also have a letter of recommendation from the FFSC Ombudsman Coordinator or Site Manager, or NAVRESREDCOM Warrior and Family Support Specialist (REDCOMWFSS) for their region or installation, or the RESFORCOM Family Support Program Manager. An experienced ombudsman applying to become COT certified, should have an established working relationship with the FFSC/NAVRESREDCOM staff through their attendance and involvement with Assembly Meetings, Advanced Trainings, correspondence, and other ombudsman related events.
 5. Letters of recommendation have a major influence upon whether a COT application is approved, and therefore should reflect knowledge of the qualifications and suitability of the applicant. They must include the signatory's title and contact information (email) and/or Point of Contact, to receive notification of approval or disapproval of applicant.
 6. A copy of the most recent eOBT/OBT completion certificate.

COT application packages should be submitted by the FFSC Ombudsman Coordinator or NAVRESREDCOM Warrior and Family Support Specialist after ensuring that the candidate has supplied all required documents. Scan and email complete COT application package to CNIC Ombudsman Program Training Coordinator for processing.

Class sizes may be controlled in size, to ensure enrollment please submit your completed application package as soon as possible. The application package must be received NLT 14 days prior to the desired class, for consideration. It is the applicant's responsibility to ensure accuracy and submission by the deadline to the Ombudsman Coordinator or NAVRESREDCOMWFSS. Ombudsmen and FFSC Ombudsman Coordinators/NAVRESREDCOMWFSSs will have priority in class when space is limited.



NAVY FAMILY OMBUDSMAN PROGRAM

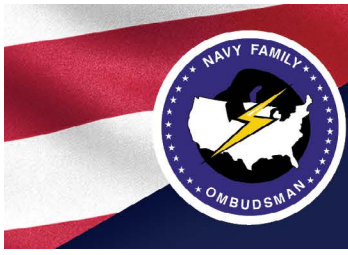
Command Ombudsman Sample Position Description

The command ombudsman:

- ▶ Serves as a liaison between the command and command families.
- ▶ Keeps the command informed regarding the overall morale and welfare of command families.
- ▶ Regularly communicates and distributes information to and from the command and command family members.

The following duties and responsibilities may be assigned:

7. Support command families:
 - Provide information and make necessary referrals.
 - Represent command families and serve as a primary point of contact for families.
 - Advocate for families using knowledge of the system to access the appropriate level of the chain of command for intervention and forward suitable requests or grievances.
8. Serve as the primary communication link between families and the command, and channel official information from command leadership to families. The ombudsman will communicate regularly with command and command families, including but not limited to, the following duties:
 - Compose and edit a hardcopy or electronic (monthly or quarterly) newsletter for distribution to all command members and their families.
 - Create/maintain an updated telephone tree/email tree.
 - Maintain an updated telephone Careline with basic command information.
 - Present on the Ombudsman Program at indoc, pre-deployment programs, family nights, Family Readiness Group (FRG) meetings, etc.
9. Participate in the command's disaster response plan as determined by the commanding officer.
10. Report suspected child abuse or neglect, alleged domestic abuse, suspected suicidal or potential homicidal individuals to the CMC, XO or CO.
11. Complete required documentation.
 - Maintain well-organized and up-to-date communication records related to ombudsman's duties including telephone/contact logs.
 - Submit Ombudsman Monthly/Quarterly Worksheets as required by OPNAVINST 1750.1H.
 - Submit reimbursement requests to the designated point of contact on a monthly basis.
12. May attend Family Readiness Group meetings in a personal capacity, but not as the official ombudsman.



NAVY FAMILY OMBUDSMAN PROGRAM

Sample Letter of Recommendation

Letter of Recommendation should be from Commanding Officer on command letterhead.
Please include verbiage reflecting your personal knowledge of the applicant and their experience with the Ombudsman Program.

Dear Ombudsman,

I am pleased to nominate you to attend Commander, Navy Installations Command's (CNIC) Certified Ombudsman Trainer (COT) course. Your demonstrated knowledge of the Command Family Ombudsman Program and outstanding work with our family members makes you an excellent candidate for this training.

If selected by CNIC, you can coordinate travel requirements and orders through (*command POC*). Upon satisfactory completion of this special training, please ensure that I receive a copy of your certificate.

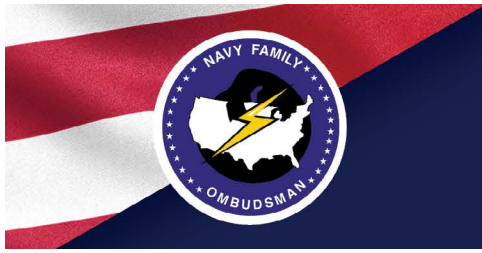
Once qualified, I authorize you to teach the Ombudsman Basic Training (OBT) course for a minimum of one year after certification. Any training expenses must be approved by me prior to commencement of the requested training event.

This is a unique opportunity to make a special contribution on behalf of many Navy families. Thank you for your personal dedication and enthusiasm for this worthwhile endeavor.

Sincerely,

(Commanding Officer with title)

(CO's Email Address)

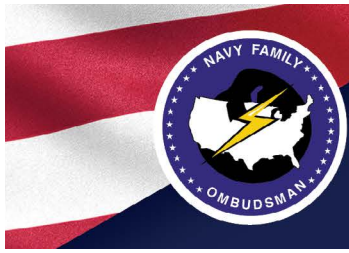


NAVY FAMILY OMBUDSMAN PROGRAM

Getting Started Checklist

Yes	No	
		I have an appointment letter
		I know the name, telephone number and email address of the command point of contact for the Navy Family Ombudsman Program.
		I have completed a Volunteer Agreement Form (DD Form 2793).
		I have been registered by the command in the Ombudsman Registry.
		I know my commanding officer's priorities.
		I have discussed confidentiality requirements with my commanding officer.
		I have read the OPNAVINST 1750.1H, <i>Navy Family Ombudsman Program</i> .
		I can abide by the Ombudsman Code of Ethics.
		I know what types of information I am required to report and to whom.
		I know how to complete an expense form (OF 1164) and when and where to submit it.
		I have a current command roster and I know how often and from whom I will receive updates.
		I have an ombudsman pin.
		I have an ombudsman name tag (provided by the command).
		I have ombudsman contact cards, either provided by the command or made by me.
		I have written an introductory letter to include in the ombudsman newsletter.
		I have the codes, know how to change the Careline message, and I have drafted my first message for recording.
		I know the telephone number of the ombudsman telephone line and I have recorded a professional message on it.
		I have access to a computer and the internet.
		I have created, or been given, an appropriate ombudsman email address.
		I have a resource list that includes telephone numbers and basic services provided by local military and community agencies.
		I know when and where my local or region ombudsman assembly meets.
		I understand the importance of this position and I am committed to completing all of my training.

NOTE: If you have a fair number of NOs on your checklist, talk with your commanding officer, visit your ombudsman coordinator and continue to do your homework and preparation before you execute your command ombudsman duties. Command Leadership Review Checklist for New Ombudsmen

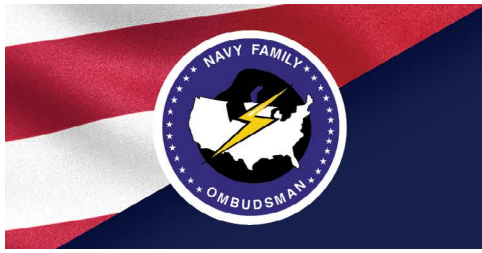


NAVY FAMILY OMBUDSMAN PROGRAM

Command Leadership Review Checklist for New Ombudsmen

As part of orientation, it is the commanding officer's responsibility to make sure that she or he explains expectations to the ombudsman.

- Clarify the following significant items:
- How often the ombudsman will meet with the commanding officer/executive officer/command master chief, etc.
- The ombudsman's point of contact at the command.
- Confidentiality and Reportables. Handling of information protected by the Privacy Act. Reportables including life-threatening situations and cases of child or domestic abuse. Additional issues the command wants the ombudsman to share such as births, deaths, uncontrolled rumors, etc.
- Information about the Command Support Team and how everyone will work together. The role of CO/XO/CMC spouses.
- Record keeping. The type of written records, monthly report, etc.
- Command roster. Method and frequency for providing updates.
- Sailor's parents/significant others. The command's policy on ombudsman contact and communication.
- Conflict of interest. Ombudsman may not use her/his position for personal gain. For example, if the ombudsman sells Avon, she may not advertise or sell to command members. Supplies. How the ombudsman will get office supplies, updated rosters, mailing labels, supplies for newsletters, dedicated phone line, Internet service, answering machine, calling cards, etc.
- Reimbursement procedures for approved and budgeted expenses.
- Careline, phone tree/email and other communication tools.
- Correspondence. How to obtain command approval on all official correspondence before printing, distributing, or mailing.
- Newsletter. How and where the newsletter will be printed/copied, and distributed. Command policy regarding the content of the newsletter, including who may submit articles and who approves the newsletter before it is sent out.
- Disasters – ombudsman's role in an emergency or disaster situation.
- How the ombudsman will deal with the media.
- How the ombudsman will work with the Navy Fleet & Family Support Programs.
- How the ombudsman will work with co-ombudsmen.



NAVY FAMILY OMBUDSMAN PROGRAM

Review what ombudsman should not do:

- Transport people in their privately-owned vehicle.
- Provide childcare.
- Lend money.
- Allow people to stay with them in their home.
- Hold an office or leadership position in the Family Readiness Group (FRG).
- Do for others what they must learn to do for themselves.

If a deploying command, clarify the following:

- How the ombudsman should communicate with the command during deployment.
- How to reach the command during deployment.
- Local Point of Contact (POC) while the command is deployed.
- When a problem warrants a direct call to the commanding officer during deployment.
- Who determines whether a call is an emergency – the ombudsman, the command's local POC, or another POC?
- How the ombudsman and the command's local POC will coordinate and keep each other informed.

UNCLASSIFIED

ROUTINE

R 262103Z FEB 18

FM CNO WASHINGTON DC

TO NAVADMIN

INFO CNO WASHINGTON DC

BT

UNCLAS

NAVADMIN 046/18

PASS TO OFFICE CODES:

INFO CNO WASHINGTON DC//DNS//

MSGID/GENADMIN/CNO WASHINGTON DC/N00/JAN//

SUBJ/COMMAND OMBUDSMAN AND FAMILY READINESS GROUP EMERGENCY READINESS AND RESPONSE//

REF/A/DOC/OPNAV/02SEP14//

REF/B/DOC/CNIC/01JUL16//

REF/C/DOC/OPNAV/31MAR11//

NARR/REF A IS OPNAV INSTRUCTION 1750.1G CH-2 NAVY FAMILY OMBUDSMAN PROGRAM. REF B IS 2016 NAVY FAMILY OMBUDSMAN PROGRAM MANUAL. REF C IS OPNAV INSTRUCTION 1754.5B ON FAMILY READINESS GROUPS.// POC/MAST, CARRIE/CIV/OMBUDSMAN PROGRAM COORDINATOR/ EMAIL: CARRIE.MAST1(AT)NAVY.MIL/TEL: (202)433-4701//

RMKS/1. The purpose of this NAVADMIN is to highlight the importance of the Command Ombudsman Program and Family Readiness Groups (FRG) in facilitating communications in support of our Navy families and to identify key commander responsibilities in order to make the most effective use of these valuable resources. Command Ombudsman and Family Readiness Groups, when trained and effectively implemented, bolster command readiness and resiliency during routine operations and in times of crisis. This was a critical lesson learned during the response to tragedies involving the USS FITZGERALD and USS JOHN S. MCCAIN in 2017.

2. Enabling your Ombudsman.

a. Commanders enable their Ombudsmen by fulfilling all the requirements set forth in references (a) and (b), including ensuring their ombudsmen are trained and ready to serve Navy families.

Commanders will communicate with their ombudsmen regarding command, installation, and region emergency response plans and ensure ombudsmen understand their role during a crisis or disaster. Per reference (b), commanders must ensure ombudsmen understand the role of the Casualty Assistance Calls Officer (CACO) and how the two programs work together to support affected families. For example, it is not appropriate for an ombudsman to accompany a CACO on the official notification visit or to contact the family about the casualty before CACO notification. However, after the CACO notifies the family, an ombudsman may offer support to the family through information and referrals.

b. Ombudsmen must be able to effectively communicate with command families to provide support, especially during times of crisis. As such, per reference (a), commanders will release command rosters listing current and

inbound personnel and families to their ombudsmen. Consent of the individuals listed is not required when the ombudsman is performing official duties. Commanders are also required to register their ombudsmen in the Ombudsman Program Registry. Subject to Navy policy guidance, both appropriated and nonappropriated funds are authorized to support the Ombudsman Program. Communication equipment is an authorized expense, and commanders may approve cell phones based on need and funding availability.

c. Advanced training is required for all ombudsmen and should be conducted at the installation through Ombudsman assemblies and/or in coordination with the Fleet and Family Support Centers (FFSC). Topics include emergency preparedness and disaster response. Each region will ensure appropriate roles for ombudsmen are included in region and installation plans for disaster preparedness and when Emergency Family Assistance Centers are activated.

d. The Fleet and Family Support Program provides a variety of services to support and enhance the Ombudsman Program's effectiveness. FFSC staff members are assigned as Ombudsman Coordinators and provide training, serve as a source of information and referral, and help prepare ombudsmen to participate in crisis response.

3. Family Readiness Groups: Per reference (c), FRGs, although considered separate from the Ombudsman program, also serve as an integral part of the support network for Service Members and families. This network also includes ombudsmen, FFSC, chaplains, and other installation support services. To facilitate communication, Commanders will designate an officer, senior enlisted member, or civilian employee of the command as the official FRG command liaison.

The command liaison will ensure FRG leadership understands their roles during crises or disasters.

4. Ethics Reminder: If approached with inquiries regarding gifts or donations, ombudsmen and/or FRG representatives should refer those inquiries to the appropriate command Ethics Counselor.

5. Summary and Way Forward: Commanders must ensure all requirements per references (a) through (c) are fulfilled and make every effort to encourage and bolster participation in these programs. Based on recent lessons learned, Commander, Navy Installations Command (CNIC) is currently reviewing and updating program policies, curriculum, webpages, and the Commanders' Guide. Please provide CNIC any recommendations you assess that will enhance these valuable programs. Additional information about the Ombudsman Program is available at www.ombudsmanregistry.cnic.navy.mil and www.ffsp.navy.mil.

6. Released by Vice Admiral K. M. Donegan, Director, Navy Staff.//

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ROUTINE
R 071751Z SEP 21 MID200001107450U
FM CNO WASHINGTON DC
TO NAVADMIN
INFO CNO WASHINGTON DC
BT
UNCLAS

NAVADMIN 200/21

MSGID/NAVADMIN/CNO WASHINGTON DC/N00/SEP//

SUBJ/2021 OMBUDSMAN APPRECIATION DAY//

RMKS/1. September 14 is Ombudsman Appreciation Day. A day for the Navy to show its appreciation to command Ombudsman for their volunteerism and dedication to supporting our Navy and its families. Please take this opportunity to formally recognize your command Ombudsman and the many benefits of the Ombudsman Program. This practice goes back to the inception of the Ombudsman Program in 1970, when ADM Elmo R. Zumwalt, Jr., introduced the Navy Family Command Ombudsman Program via Z-Gram 24.

2. Navy team, our selfless Ombudsman volunteers are crucial to the success of our Navy and their contributions to the success of the command's mission are immeasurable. Their support to Navy families enable Sailors and commands to focus on mission requirements while knowing that their families have a trained and reliable resource to provide support on the home front.

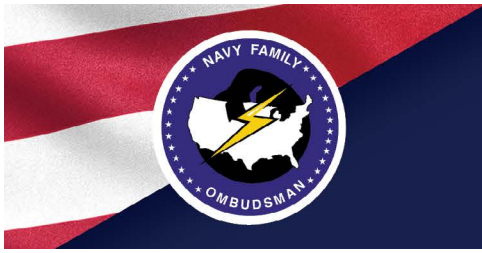
3. Commanders and command triads, you play a critical role in ensuring your Ombudsman are properly prepared and always have a direct line of communication with you to assist your Sailors.

4. Ombudsman Coordinators, you serve as an invaluable resource to Ombudsman and Commanders. Your guidance and understanding of the Ombudsman Program provide a firm foundation to all who are affiliated with the program.

5. Ombudsman, congratulations on 51 impressive years of dedicated service and support! Thank you for all you do and BRAVO ZULU!

6. Released by Admiral Mike Gilday, Chief of Naval Operations.//

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NAVY FAMILY **OMBUDSMAN** PROGRAM

Ombudsman Individual Contact Log

Date: _____

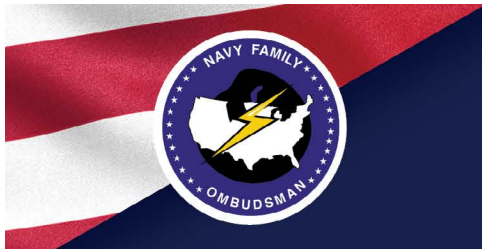
Name: _____

Contact Information: _____

Situation:

Referrals provided:

Follow-up:



NAVY FAMILY OMBUDSMAN PROGRAM

Ombudsman Qualities and Attributes

Desirable Qualities	Remarks/Notes
Prior volunteer experience, especially as an ombudsman	
Time and energy for the job (10-15 hours a week)	
Able to balance work, family, volunteer responsibilities	
Mature, patient, flexible	
Stable, no evident severe personal or family problems (including neglect/abuse)	
A team player, friendly, confident, a “doer”	
Intelligent, good communication skills —oral and written, able to talk to strangers	
Caring and non-judgmental, works well with other people	
Able to problem-solve but set appropriate boundaries	
Well-organized	
Good role model	
Positive and optimistic, does not complain	
Demonstrates support of Navy goals and the command mission	
Possesses at least basic computer skills	
Does not gossip or moralize about others; can keep personal information confidential.	
Service member/spouse should be in “good standing” at the command	
Other	



REGION OMBUDSMAN ADVISORY BOARD (ROAB)

ACTION ITEMS

ACTION ITEM:

Date: _____

1. PURPOSE:

2: ISSUE RECOMMENDATION:

3. FACTS:

4. ROAB POSITION:

Name/Phone number: (submitted by:)

CNIC Response:

Respectfully submitted,

CNIC Ombudsman Program Analyst

Region Ombudsman Advisory Board (ROAB) Reporting Process and Timeline



Region Ombudsman Advisory Boards:

- Are appointed and convened by Region Commander, or designee
- Support and advise area assemblies
- Are not policy-making or supervisory bodies
- Do not interfere with the operation of individual command ombudsman programs

ROAB Membership:

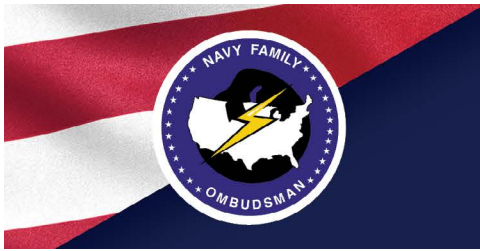
- Identified by Region Commander
- May include:
 - Active and reserve personnel that are members of the family alliance network
 - Spouse of senior military member (officer/enlisted)
 - Chaplain
 - CMCs and ombudsmen representing commands within the AOR
 - Assembly chairpersons
 - FFSC Ombudsman Coordinators
 - Sponsor's staff action officer
 - Staff legal officer
 - Other interested and appropriately positioned persons

Purpose:

- Review Ombudsman Program implementation within the region
- Provide feedback from local Ombudsman Assemblies on:
 - Policy
 - Implementation
 - Other programmatic issues

Action Required:

- Meet as needed, at least semi-annually (Sept/March)
- Submit ROAB minutes to CNIC Ombudsman Program Coordinator
- Complete ROAB Action Items Report
- Chairperson will forward all recommended changes and observations requiring higher level review or action to CNIC Ombudsman Program Analyst



NAVY FAMILY OMBUDSMAN PROGRAM

Sample Letter of Appointment

Dear [name of ombudsman],

Congratulations on your selection as an ombudsman for (name of command)'s Family Ombudsman Program. As such, you will play a critical role in helping to maintain family readiness.

Your term of appointment is (length of time) including a probationary period of (number) months. You are expected to attend Ombudsman Basic Training (OBT/eOBT). Information about upcoming class dates is available at www.ffsp.navy.mil or through the FFSC Ombudsman Coordinator. Please report back to the command upon completion of OBT/eOBT.

Commander, Navy Installations Command provides OBT Orientation On-Demand training, in the event you are unable to attend Ombudsman Basic Training within the first six weeks of appointment. Go to [http://www.cnic.navy.mil/Ombudsman Program Training](http://www.cnic.navy.mil/Ombudsman%20Program%20Training) to access this training.

To ensure (name of command) families have the most current information and resources available to them, you are expected to attend the local Ombudsman Assembly Meetings and Advanced Trainings. The information and resources obtained should be shared with command families via newsletter, emails and command briefs, as appropriate.

You may also be asked to provide an update at Command Family Readiness Group meetings. Your information has been added to the Ombudsman Registry at <http://ombudsmanregistry.cnic.navy.mil>. Data from the ombudsman monthly/quarterly worksheets is required to be entered in the automated ombudsman data collection system at the same site. My door is always open to you. Your command point of contact is (insert name). S/he can be reached at (XXX) XXX-XXXX.

When mailing or receiving mail in your official position as command family ombudsman, please use the official command address:

(Ombudsman Name), Command Family Ombudsman

(Command Name)

(Address)

Sincerely,
(CO)

Copy to:

File

Fleet and Family Support Center Ombudsman Coordinator or RCC Warrior and Family Support Specialist
Local Ombudsman Assembly Chair

TRAVEL VOUCHER OR SUBVOUCHER

Read Privacy Act Statement, Penalty Statement, and Instructions on back before completing form. Use typewriter, ink, or ball point pen. PRESS HARD. DO NOT use pencil. If more space is needed, continue in remarks.

1. PAYMENT		SPLIT DISBURSEMENT: The Paying Office will pay directly to the Government Travel Charge Card (GTCC) contractor the portion of your reimbursement representing travel charges for transportation, lodging, and rental car if you are a civilian employee, unless you elect a different amount. Military personnel are required to designate a payment that equals the total of their outstanding government travel card balance to the GTCC contractor. NOTE: A split disbursement is only necessary when a GTCC is used while on official travel for the Government.	
<input type="checkbox"/> Electronic Fund Transfer (EFT)	<input type="checkbox"/> Payment by Check	<input type="checkbox"/>	Pay the following amount of this reimbursement directly to the Government Travel Charge Card contractor: \$

2. NAME (Last, First, Middle Initial) (Print or type)		3. GRADE	4. SSN	5. TYPE OF PAYMENT (X as applicable)	
				<input type="checkbox"/> TDY	<input type="checkbox"/> Member/Employee
				<input type="checkbox"/> PCS	<input type="checkbox"/> Other
				<input type="checkbox"/> Dependent(s)	<input type="checkbox"/> DLA

6. ADDRESS. a. NUMBER AND STREET		b. CITY	c. STATE	d. ZIP CODE
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e. E-MAIL ADDRESS			10. FOR D.O. USE ONLY		
7. DAYTIME TELEPHONE NUMBER & AREA CODE			a. D.O. VOUCHER NUMBER		
8. TRAVEL ORDER/AUTHORIZATION NUMBER			b. SUBVOUCHER NUMBER		
9. PREVIOUS GOVERNMENT PAYMENTS/ADVANCES			c. PAID BY		

11. ORGANIZATION AND STATION			13. DEPENDENTS' ADDRESS ON RECEIPT OF ORDERS (Include Zip Code)		
12. DEPENDENT(S) (X and complete as applicable)			14. HAVE HOUSEHOLD GOODS BEEN SHIPPED? (X one)		
<input type="checkbox"/> ACCOMPANIED		<input type="checkbox"/> UNACCOMPANIED	<input type="checkbox"/> YES		<input type="checkbox"/> NO (Explain in Remarks)
a. NAME (Last, First, Middle Initial)	b. RELATIONSHIP	c. DATE OF BIRTH OR MARRIAGE			

15. ITINERARY						d. COMPUTATIONS	
a. DATE	b. PLACE (Home, Office, Base, Activity, City and State; City and Country, etc.)		c. MEANS/MODE OF TRAVEL	d. REASON FOR STOP	e. LODGING COST		f. POC MILES
DEP							
ARR							
DEP							
ARR							
DEP							
ARR							
DEP							
ARR							
DEP							
ARR							
DEP							
ARR							

16. POC TRAVEL (X one) <input type="checkbox"/> OWN/OPERATE <input type="checkbox"/> PASSENGER		17. DURATION OF TRAVEL				e. SUMMARY OF PAYMENT	
		<input type="checkbox"/> 12 HOURS OR LESS		<input type="checkbox"/>		(1) Per Diem	
		<input type="checkbox"/> MORE THAN 12 HOURS BUT 24 HOURS OR LESS		<input type="checkbox"/>		(2) Actual Expense Allowance	
		<input type="checkbox"/> MORE THAN 24 HOURS		<input type="checkbox"/>		(3) Mileage	
						(4) Dependent Travel	
						(5) DLA	
						(6) Reimbursable Expenses	
						(7) Total	
						(8) Less Advance	
						(9) Amount Owed	
						(10) Amount Due	

18. REIMBURSABLE EXPENSES				19. GOVERNMENT/DEDUCTIBLE MEALS			
a. DATE	b. NATURE OF EXPENSE	c. AMOUNT	d. ALLOWED	a. DATE	b. NO. OF MEALS	a. DATE	b. NO. OF MEALS

20.a. CLAIMANT SIGNATURE			b. DATE		
c. REVIEWER'S PRINTED NAME		d. REVIEWER SIGNATURE		e. TELEPHONE NUMBER	
21.a. APPROVING OFFICIAL'S PRINTED NAME		b. SIGNATURE		c. TELEPHONE NUMBER	

22. ACCOUNTING CLASSIFICATION					
23. COLLECTION DATA					

24. COMPUTED BY	25. AUDITED BY	26. TRAVEL ORDER/AUTHORIZATION POSTED BY	27. RECEIVED (Payee Signature and Date or Check No.)	28. AMOUNT PAID

PRIVACY ACT STATEMENT

AUTHORITY: 5 U.S.C. Section 301; Departmental Regulations; 37 U.S.C. Section 404, Travel and Transportation Allowances, General: DoD Directive 5154.29, DoD Pay and Allowance Policy and Procedures; Department of Defense Financial Management Regulation (DoDFMR) 7000.14.R., Volume 9; and E.O. 9397 (SSN), as amended.

PRINCIPAL PURPOSE(S): To provide an automated means for computing reimbursements for individuals for expenses incurred incident to travel for official Government business purposes and to account for such payments.

Applicable SORN: T7333 (<http://privacy.defense.gov/notices/dfas/T7333.shtml>).

ROUTINE USE(S): Certain "Blanket Routine Uses" for all DoD maintained systems of records have been established that are applicable to every record system maintained within the Department of Defense, unless specifically stated otherwise within the particular record system notice. These additional routine uses of the records are published only once in each DoD Component's Preamble in the interest of simplicity, economy, and to avoid redundancy. Applicable SORN: <http://dpcllo.defense.gov/privacy/SORNS/component/dfas/preamble.html>.

DISCLOSURE: Voluntary; however, failure to furnish the requested information may result in total or partial denial of the amount claimed. The Social Security Number is requested to facilitate the possible collection of indebtedness or credit to the DoD traveler's pay account for any residual or shortage.

PENALTY STATEMENT

There are severe criminal and civil penalties for knowingly submitting a false, fictitious, or fraudulent claim (U.S. Code, Title 18, Sections 287 and 1001 and Title 31, Section 3729).

INSTRUCTIONS

ITEM 1 - PAYMENT

Member must be on electronic funds (EFT) to participate in split disbursement. Split disbursement is a payment method by which you may elect to pay your official travel card bill and forward the remaining settlement dollars to your predesignated account. For example, \$250.00 in the "Amount to Government Travel Charge Card" block means that \$250.00 of your travel settlement will be electronically sent to the charge card company. Any dollars remaining on this settlement will automatically be sent to your predesignated account. Should you elect to send more dollars than you are entitled, "all" of the settlement will be forwarded to the charge card company. Notification: you will receive your regular monthly billing statement from the Government Travel Charge Card contractor; it will state: paid by Government, \$250.00, 0 due. If you forwarded less dollars than you owe, the statement will read as: paid by Government, \$250.00, \$15.00 now due. Payment by check is made to travelers only when EFT payment is not directed.

REQUIRED ATTACHMENTS

1. Original and/or copies of all travel orders/authorizations and amendments, as applicable.
2. Two copies of dependent travel authorization if issued.
3. Copies of secretarial approval of travel if claim concerns parents who either did not reside in your household before their travel and/or will not reside in your household after travel.
4. Copy of GTR, MTA or ticket used.
5. Hotel/motel receipts and any item of expense claimed in an amount of \$75.00 or more.
6. Other attachments will be as directed.

ITEM 15 - ITINERARY - SYMBOLS 1

5c. MEANS/MODE OF TRAVEL (Use two letters)

GTR/TKT or CBA (See Note)	- T	Automobile	- A
Government Transportation	- G	Motorcycle	- M
Commercial Transportation		Bus	- B
(Own expense)	- C	Plane	- P
Privately Owned		Rail	- R
Conveyance (POC)	- P	Vessel	- V

Note: Transportation tickets purchased with a CBA must not be claimed in Item 18 as a reimbursable expense.

15d. REASON FOR STOP

Authorized Delay	- AD	Leave En Route	- LV
Authorized Return	- AR	Mission Complete	- MC
Awaiting Transportation	- AT	Temporary Duty	- TD
Hospital Admittance	- HA	Voluntary Return	- VR
Hospital Discharge	- HD		

ITEM 15e. LODGING COST

Enter the total cost for lodging.

ITEM 19 - DEDUCTIBLE MEALS

Meals consumed by a member/employee when furnished with or without charge incident to an official assignment by sources other than a government mess (see *JFTR*, par. U4125-A3g and *JTR*, par. C4554-B for definition of deductible meals). Meals furnished on commercial aircraft or by private individuals are not considered deductible meals.

29. REMARKS

- a. INDICATE DATES ON WHICH LEAVE WAS TAKEN:
- b. ALL UNUSED TICKETS (including identification of unused "e-tickets") MUST BE TURNED IN TO THE T/O OR CTO.

VOLUNTEER AGREEMENT FOR

 APPROPRIATED FUND ACTIVITIES NONAPPROPRIATED FUND INSTRUMENTALITIES

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 1588, Authority to accept certain voluntary services; 5 U.S.C. 3111, Acceptance of volunteer service; and DoDI 1100.21, Voluntary Services in the Department of Defense.

PRINCIPAL PURPOSE(S): To acknowledge and document Volunteer Agreement for Appropriated Fund Activities or Nonappropriated Fund Instrumentalities before a statutory individual is allowed to provide volunteer services.

ROUTINE USES: There are no specific routine uses anticipated for this information; however, it may be subject to a number of proper and necessary routine uses that are identified in each of the following systems of records notices: (1) A0608b DFSC, Personal Affairs: Army Community Service Assistance Files (at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DoD-wide-SORN-Article-View/Article/570084/a0608b-cfsc/>); (2) NM01754-2, DON Family Support Program Volunteers (at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DoD-wide-SORN-Article-View/Article/570427/nm01754-2/>); and (3) F036 AFDPC, Family Services Volunteer and Request Record (at <http://dpcl.d.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/569815/f036-af-dp-c/>).

DISCLOSURE: Voluntary; however, lack of a signed Volunteer Agreement will limit Government support and eliminate certain benefits to individuals donating voluntary services to Appropriated Fund Activities and Nonappropriated Fund Instrumentalities.

PART 1 - GENERAL INFORMATION

1. NAME OF VOLUNTEER (Last, First, Middle Initial)	2. NAME OF PARENT/GUARDIAN (If volunteer is under age 18) (Last, First Middle Initial)	3. VOLUNTEER IS (Select one) <input type="checkbox"/> AGE 18 OR OVER <input type="checkbox"/> UNDER AGE 18
4. TELEPHONE NUMBER (Include Area Code)		5. E-MAIL ADDRESS

PART II - VOLUNTEER ASSIGNMENT (to be completed by Accepting Official)

6. INSTALLATION/COMPONENT ACTIVITY	7. ORGANIZATION/UNIT WHERE SERVICE OCCURS	8. PROGRAM WHERE SERVICE OCCURS	9. ANTICIPATED DAYS OF WEEK	10. ANTICIPATED HOURS
11. DESCRIPTION OF VOLUNTEER SERVICES				

PART III - VOLUNTEER CERTIFICATION

12. CERTIFICATION

I expressly agree that my services (or those of my minor child) are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, to participate in any training required to perform assigned voluntary duties, and to follow all installation, unit and organization rules and procedures applicable to the voluntary services I (or my minor child) will be providing.

a. SIGNATURE OF VOLUNTEER	b. SIGNATURE OF PARENT/GUARDIAN (if volunteer is under age 18)	c. DATE SIGNED (YYYYMMDD)
13.a. NAME OF ACCEPTING OFFICIAL (Last, First, Middle Initial)	b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR AND SIGNED BY VOLUNTEER

14. AMOUNT OF VOLUNTEER TIME DONATED	a. YEARS. (2,087 hours = 1 year)	b. WEEKS	c. DAYS	d. HOURS	15. SERVICE END DATE (YYYYMMDD)
16.a. VOLUNTEER SIGNATURE	b. PARENT/GUARDIAN SIGNATURE (If volunteer is under age 18)	17.a. NAME OF SUPERVISOR (Last, First, Middle Initial)	b. SUPERVISOR'S SIGNATURE	c. DATE SIGNED (YYYYMMDD)	

**VOLUNTEER AGREEMENT FOR APPROPRIATED FUND ACTIVITIES or NONAPPROPRIATED
INSTRUMENTALITIES INSTRUCTIONS FOR COMPLETING DD FORM 2793**

DD Form 2793, Volunteer Agreement for Appropriated Fund Activities and Nonappropriated Fund Instrumentalities, is available online at, <http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2793.pdf>. A Volunteer Agreement must be completed and signed by both Volunteer (or Parent/Guardian of volunteer under the legal age of majority) and Government Accepting Official (Installation Volunteer Coordinator or similar) before volunteer begins voluntary service. The accepting official will furnish the volunteer a copy of DD Form 2793, and retain the original in accordance with *DoD Instruction (DODI) 1100.21, Voluntary Services in the DoD* and the Military Departments' Records Disposition Issuances.

VOLUNTEER AGREEMENT FOR APPROPRIATED FUND ACTIVITIES or NONAPPROPRIATED INSTRUMENTALITIES. To be completed by Government official applicable to the volunteer's assignment.

PART I - GENERAL INFORMATION *(to be completed by Volunteer or Parent/Guardian as specified)*

1. **NAME OF VOLUNTEER.** *(Last, First, Middle Initial)*
2. **NAME OF PARENT/GUARDIAN.** *(if volunteer is under legal age of majority) (Last, First, Middle Initial)* Parent/guardian signature is required only if volunteer is under the legal age of majority.
3. **VOLUNTEER IS: AGE 18 OR OVER OR UNDER AGE 18.** Check applicable box to indicate whether volunteer is an adult or minor child *(under the legal age of majority)*.
4. **TELEPHONE NUMBER.** *(Include Area Code)* List number where volunteer prefers to be contacted.
5. **E-MAIL ADDRESS.** List address where volunteer prefers to be contacted.

PART II - VOLUNTEER ASSIGNMENT *(to be completed by Accepting Official)*

6. **INSTALLATION/COMPONENT ACTIVITY.** List the installation/component activity where voluntary service will be performed or that assumes primary responsibility for the volunteer program.
7. **ORGANIZATION or UNIT WHERE SERVICE OCCURS.**
8. **PROGRAM WHERE SERVICE OCCURS.** List organization or unit program or location where voluntary services will be performed.
9. **ANTICIPATED DAYS OF WEEK.** List anticipated day(s) volunteer will be donating services.
10. **ANTICIPATED HOURS.** List anticipated times or number of volunteer hours to be provided per specified time period.
11. **DESCRIPTION OF VOLUNTEER SERVICES.** Briefly describe assigned voluntary service duties.

PART III - VOLUNTEER CERTIFICATION

12. **CERTIFICATION.** Certification must be signed and dated by both Volunteer and Government Official accepting volunteers providing voluntary services. Accepting Official must check either Appropriated Fund Activity or **Non-appropriated** Fund Instrumentality at the top of DD Form 2793.
 - a. **SIGNATURE OF VOLUNTEER.**
 - b. **SIGNATURE OF PARENT/GUARDIAN.** *(if Volunteer is under legal age of majority)*.
 - c. **DATE SIGNED (YYYYMMDD).** List date signed by Volunteer.
13. **NAME OF ACCEPTING OFFICIAL.**
 - a. *(Last, First, Middle Initial)*.
 - b. **SIGNATURE.** Signature of Accepting Official.
 - c. **DATE SIGNED (YYYYMMDD).** List date signed by Accepting Official.

PART IV - COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR AND SIGNED BY VOLUNTEER

14. **AMOUNT OF VOLUNTEER TIME DONATED.**
 - a. **YEARS.** *(2,087 hours = 1 year)*
 - b. **WEEKS.**
 - c. **DAYS.** This may apply to volunteers designated as Special Government Employees. Consult Ethics Counselor for details.
 - d. **HOURS.** Total number of voluntary service hours donated.
15. **SERVICE END DATE (YYYYMMDD).** Volunteer Supervisor lists final day of voluntary service.
16. **VOLUNTEER SIGNATURE.**
 - a. **Volunteer's signature verifies voluntary service time donated.**
 - b. **PARENT/GUARDIAN SIGNATURE.** *(if Volunteer is under legal age of majority)*.
17. **NAME OF SUPERVISOR.**
 - a. *(Last, First, Middle Initial)* **of Volunteer Supervisor.**
 - b. **SUPERVISOR SIGNATURE.** Signature of Volunteer Supervisor or Accepting Official verifies total amount of voluntary service time donated.
 - c. **DATE SIGNED (YYYYMMDD).** Date signed by Volunteer Supervisor or Accepting Official.

Appendix III: References

Title 5 U.S. Code §552a: Records Maintained on Individuals

<https://www.govinfo.gov/app/details/USCODE-2020-title5/USCODE-2020-title5-partI-chap5-subchapII-sec552a>

Title 10 U.S. Code §1588: Authority to Accept Certain Voluntary Services

<https://www.govinfo.gov/app/details/USCODE-2021-title10/USCODE-2021-title10-subtitleA-partII-chap81-sec1588>

Ombudsman Program Manual (2023)

<https://ombudsmanregistry.cnic.navy.mil/>

OPNAVINST 1750.1H, *Navy Family Ombudsman Program*

<https://ombudsmanregistry.cnic.navy.mil/>

OPNAVINST 5380.1C, *Acceptance and Use of Voluntary Services in the Navy*

<https://www.secnav.navy.mil/doni/Directives/05000%20General%20Management%20Security%20and%20Safety%20Services/05-300%20Manpower%20Personnel%20Support/5380.1D.pdf>

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