Ombudsman Registry Instruction Guide for Ombudsmen

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This instruction guide provides procedures required for the CNIC Ombudsman Registry.

OMBUDSMAN REGISTRATION

<u>Ombudsmen are not able to register themselves or access the Ombudsman Registry due to a CAC-enabled website</u>.

All resources that an ombudsman will need can be found on the Ombudsman Registry homepage. https://ombudsmanregistry.cnic.navy.mil

Please contact one of the following personnel, as they are the only individuals who may register ombudsmen to a command:

- Commanders/Command Designees or Designated Point of Contact (POC).
- Region/FFSC Ombudsman Coordinators and RCC Warrior and Family Support Specialist.
- Ombudsman Registry Program Analyst.

1. Ombudsmen do not have access to their profiles under the CAC enabled registry. However, ombudsmen will be able to access the following features without having to login.

    - <u>Support Case feature</u> to request assistance or advice when needed.
    - The <u>Contact Your Ombudsman feature</u> is intended to provide service members and their families, as well as Ombudsman Coordinators, the opportunity to have access to their ombudsmen for services, receive updated information, and participate in discussions regarding the Fleet and Family Support Programs. Ombudsmen use this feature to contact other ombudsmen in order to accomplish warm handoffs of families that are moving to a new location. This feature is not intended to be used as an emergency feature.
    - The <u>Instructions & Procedures feature</u> can be used to download instruction guides, program instructions, FAQ's, Ombudsman Program Manual, Ombudsman Monthly and Quarterly Worksheet templates for both Active and Reserve commands, OPNAVINST 1750.1H, Ombudsman Program Commander's Guide, and the Ombudsman Coordinator's Desk Guide. If you experience any problems or have questions, please contact the Ombudsman Program Analyst by using the Support case feature located on the login page of the registry.
    - <u>Ombudsman Training Schedules</u> will also be accessible from the login page of the Ombudsman Registry. You will also find a link for accessing the Learning Management System for more training opportunities at www.mynavyfamily.com

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Welcome

Welcome to the Navy Family Ombudsman Registry. The Ombudsman Registry was established by Task Force Navy Family in August 2005 in response to the hurricanes in the Gulf Coast region. The registry allows CNIC to deliver real time communication and information to Commanders, Ombudsmen, and Ombudsman Coordinators. Commands are required to register their ombudsman, and ensure that required worksheet data is submitted per OPNAVINST 1750.1G CH-2.

Commanders, Commanding Officers, or Command Designees shall update the registry as changes occur. Assistance is also available by going to the "Support" tab above.

Instructions & Procedures

The following instructions and procedures for the Ombudsman Registry can be downloaded and used as guidance. If you experience any problems or have questions, please contact the Ombudsman Registry Administrator by using the Support contact system located on your dashboard.

Ombudsmen
Ombudsmen Program Manual
Commanders/Command Designees
Ombudsman Coordinators
OPNAVINST 1750.1G CH-2
Ombudsman Monthly / Quarterly Worksheet FAQs
Ombudsman Program Commander's Guide - 2018
Ombudsman Coordinator's Desk Guide - 2016

Download Worksheet Templates

[ACTIVE DUTY WORKSHEET]

[RESERVE WORKSHEET]

Ombudsman On-Demand Orientation

This 60 minute online orientation provides an overview of Ombudsman Basic Training (OBT) for ombudsmen who are unable to complete the full OBT/eOBT course within

Register

| Commander | Coordinator | Ombudsman | COT | CLS |

Commander/Command Designee

Commanders or Command Designees must be registered in order to access the registry. The registration form can be accessed by clicking on the "Register" link below. Once you have completed the registration form your account request will be forwarded to the Ombudsman Registry Administrator for approval. You will be notified by email once your account is approved.

[NEW ACCOUNT REGISTRATION]

Contact Your Ombudsman

This feature of the Ombudsman Registry does not require you to login to locate your ombudsman and will enable the user to send an email to the registered command ombudsman. Click on the "Contact Your Ombudsman" link to begin your search. If the command you are looking for does not have an ombudsman registered, or is not listed in the registry database, you will be contacted by the Ombudsman Coordinator of the supporting Fleet and Family Support Center (FFSC) for active duty commands, or the Reserve Component Command (REDCOM) Warrior and Family Support Specialist for Reserve Commands. These individuals will provide assistance in contacting your command ombudsman.

[CONTACT YOUR OMBUDSMAN]

Ombudsman Training Schedules

Ombudsman Training Schedules

Ombudsmen are required to attend Ombudsman Basic Training (OBT) within six weeks of their appointment, per OPNAVINST 1750.1G CH-2. OBT schedules are posted by state and installation at the Ombudsman Training Schedules link. Some classes are offered in remote

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OMBUDSMAN MONTHLY/QUARTERLY WORKSHEETS

1. Once ombudsmen are appointed to their command, they must begin submitting their Ombudsman Monthly/Quarterly Worksheets. (See Notes, 1, 2, and 3 on page 13, for additional guidance) as required by OPNAVINST 1750.1H.

   - Deadlines for submission of worksheets are as follows effective for the submission of worksheet for February 2026 example:

     o Active Duty Ombudsmen will submit their monthly worksheets to their command POC no later than (NLT) the 5th of each month following the end of the reporting month. (i.e. February worksheets will be submitted to their Command POCs NLT the 5th of March but no earlier than 1 March).

     o This will allow Command POC five days to upload the worksheet into the registry NLT the 10th of the month following the end of the reporting month. (i.e. February worksheets will be uploaded NLT the 10th of March).

     o Reserve Ombudsmen will submit their quarterly worksheets to their command POC no later than (NLT) the 5th of each month following the end of the reporting quarter. (i.e. January – March worksheets will be submitted to their command POC NLT 5 April but no earlier than 1 April).

     o This allows the command POC five days to upload the worksheet in the registry NLT the 10th of the month following the end of the reporting quarter. See Note 3, Page 13. (i.e. 2nd Quarter FY 25 worksheets will be uploaded by the Command POCs NLT the 10th of April 202).

   - Worksheets are archived by calendar year for Active Duty and fiscal year for Reserve commands.

   - Worksheets must be submitted, to include negative responses (zero data).

   - Reserve submission requirements to the registry are listed as follows:

     o 1st Quarter FY2026 (Oct-Dec) – will be uploaded into the registry NLT 10 Jan
     o 2nd Quarter FY2026 (Jan-Mar) – will be uploaded into the registry NLT 10 Apr
     o 3rd Quarter FY2026 (Apr-Jun) – will be uploaded into the registry NLT 10 Jul
     o 4th Quarter FY2026 (Jul-Sep) – will be uploaded into the registry NLT 10 Oct

2. All Monthly/Quarterly worksheets will be submitted using Microsoft Excel.

- **Note:** Only the Ombudsman Monthly/Quarterly Worksheet Templates, located on the login page of the Ombudsman Registry, can be used. No other forms of the worksheets will be accepted. Do not use Google Sheets, PDFs, OSD, Numbers, Google Docs or create any other spreadsheet. These will not upload electronically and commands will have to enter the worksheets manually.

- **Do not alter the excel worksheet or add sheets to it. This will cause an error when uploading into the registry. The worksheet will automatically total the values.**

COMPLETING THE OMBUDSMAN MONTHLY/QUARTERLY WORKSHEET

1. Ombudsmen will complete a worksheet for each command to which they are registered, as follows:

   - Download the appropriate worksheet in Excel format from the login page of the Ombudsman Registry that is located in the lower left corner under Instructions and Procedures. There are two separate Excel worksheets, one for Active Duty, and one for Reserves. NRC Ombudsmen should read the Special Note located on Page 13 of this instruction guide for submission of worksheets for units they support that fall under the NRC.

2. Details Section:

   - Select the correct month and year (Active Duty) or select the correct quarter and year (Reserves) from the dropdown menus.

Worksheet Detail   OMB 0703-0070 Exp 30 June 2025

Details		
Month		January ▼
Year		2023
Command UIC		0
	Total Events	Time Spent

Worksheet Detail   OMB 0703-0070 Exp 30 June 2025

Details		
Quarter		Quarter 1 ▼
Year		2024
Command UIC		0
	Total Events	Time Spent

   - Enter the Unit Identification Code (UIC) in the UIC block for Active Duty and the Reserve Unit Identification Code (RUIC) for Reserve. Contact the command POC to get this information, if unknown. The UIC/RUIC will also be used when saving the worksheet, covered in page 10. The UIC/RUIC must match the UIC/RUIC listed in the Registry for the command(s). Do not place an "N" or "R" in front of the UIC/RUIC.

3. Professional Development Section:

- This section pertains to with Meetings Attended, Presentations/Briefs, and Training Attended during the month/quarter.

- Complete the total numbers for the month or quarter in Meetings Attended, Presentation/Briefs, and Trainings Attended. (Example: You provided 3 separate presentations that took 1 hour each to deliver. You would then enter 3 in the Total Events block and 3 in the Time Spent block.)

- Repeat the same steps for Meetings Attended and Training Attended.

January 2023		
Professional Development		
Meetings Attended	3	3
Command Leadership/Command Support Team, Ombudsman Assembly, etc.		
Presentations/Briefs	0	0
Command Indoc briefs, deployment, FRG meeting updates, CO/XO/CMC briefs, etc.		
Trainings Attended	0	0
OBT / eOBT, advanced trainings, Certified Ombudsman Training (COT), webinars, on-demand trainings, etc.		

4. Administrative Duties:

- Administrative duties consist of preparing Command Newsletters, Command Social Media Maintenance, and other duties such as completing the Monthly/Quarterly worksheet, updating Careline messages, command rosters, contact logs, forms, reimbursement claims, managing resources, photocopies, printing and all travel time while performing official ombudsman duties, etc.

- Under Administrative Duties, enter the number of events in Total Events and the number of hours that you performed in the Time Spent. The number of events counts as one per duty. For example, creating a command newsletter only counts as one event and updating the social media page counts as one event. Please see the "Easy Approach" guide for specific documentation of events and times.

Administrative Duties		
Command Newsletter	1	2
Research, design, writing, distribution, etc.		
Command Social Media Maintenance	1	1
Updates, maintenance, research, etc.		
Other Duties	1	1
Monthly/quarterly worksheet completion, updating Careline messages and/or rosters, contact logs and forms, reimbursement claims, managing resources, photocopies, printing, all travel time, etc.		
PROFESSIONAL DEVELOPMENT AND ADMINISTRATIVE TOTALS:	6	7

- Professional Development and Administrative Duties will total automatically.

5. Information & Referral and Social Media Contacts:

- All contacts, both incoming and outgoing, will be recorded in this section. Enter the total number of incoming and outgoing contacts. For example, if you had 25 incoming contacts for Deployment/FRG and 35 outgoing, you would enter 25 in the Incoming and 35 in the Outgoing blocks under this category.

Note: One email to 100 people on your roster is counted as one outgoing contact. If you have a command website or private Facebook command site, you will only list it as one Social Media contact in the Outgoing Contact column no matter how many people are registered for your site. If they come back with questions on your post, then you would count them as incoming contacts under the Social Media column or under the subject topic of their inquiry.

- If you have additional entries to complete during the month/quarter, return to your Excel worksheet and update your totals. Do not just enter the number of new contacts, number of events or hours spent in the blocks. You will need to add all new contacts, events, and hours to your previous totals and enter that number in each block to ensure your previous numbers are not lost.

Information & Referral and Social Media Contacts Providing communication and referrals via email, phone, in-person, mail, text message, outreach, Facebook, Twitter, command blog, command website, etc.		
Categories		
Childcare	0	0
Deployment/FRG	25	35
Education	0	0
Emergency/Crisis (American Red Cross, NMCRS, Accidents)	0	0
Employment (Spouse/Family Member)	0	0
Exceptional Family Member Program (EFMP)/Special Needs	0	0
Financial/Pay/Budget	0	0
Individual Augmentee	0	0
Legal (Wills, Divorce, Adoption, Power of Attorney)	0	0
Medical (Tricare, Dental, Child Birth, Psychological)	0	0
Military Records (PSD, ID Cards, DEERS, NFAAS)	0	0
Morale, Welfare & Recreation	0	0
Newsletters (Command, Ombudsman, FFSP, Base, etc.)	0	0
Relocation/Housing/Sponsor Program	0	0
Sexual Assault Prevention & Response/Family Advocacy/Reportables/Counseling	0	0
Social Media	0	0
Other Information & Referral Calls/Contacts	0	0

6. Estimated Total Time Spent:

- This section is used to enter your estimated time spent on both incoming and outgoing contacts. This section only applies to the time spent on Information & Referral and Social Media Contacts. Time spent on the Professional Development section has already been recorded when you entered them on the top sections of the worksheet.

Note: When entering your estimated time be sure to use .25 (15 minutes), .50 (30 minutes), and .75 (45 minutes). Highly recommend that you round up or down to make it easier to enter your estimated time for each category or event.

- Enter the estimated amount of time you spent on all incoming and outgoing contacts such as emails, phone, in-person, mail, or text message, etc.

- Enter the total number of estimated hours that you spent on all incoming and outgoing contacts.

- If you have additional estimated hours to enter during the month/quarter, return to your saved worksheet and update your total numbers.

	Hours
Estimated Total Time Spent	
The Estimated Total Time Spent is the total of:	
# of Incoming Contacts and # of Outgoing Contacts	2

	Incoming Contacts	Outgoing Contacts	Hours
INFORMATION & REFERRAL AND SOCIAL MEDIA CONTACT TOTALS	25	35	2

	Hours
Total Hours Spent	9

7. Total Hours Spent:

   • This section will show the total number of hours that ombudsmen have spent for the month or quarter from both the Professional Development and Administrative Totals and the Information & Referral and Social Media Contact Totals sections.

   • For both Active Duty and Reserve ombudsmen see Note 1, Page 13 for commands with more than one ombudsman registered.

SAVING AND SUBMITTING YOUR WORKSHEET FOR SUBMISSION

Save the worksheet as follows:

- Save the file name as UIC, Month and Year (Example: 12345Feb2026) for Active Duty.

- Reserve Ombudsmen will save their worksheets with file name as RUIC, Quarter, and Year (Example 123452ndQtrFY2026).

- The UIC is the Unit Identification Code for each command in the registry. Reserve commands will have an RUIC which is the same thing as a UIC but identifying the command as a Reserve command or unit.

- Make sure you have the correct UIC/RUIC or the worksheet will not be populated to the correct command. The worksheet may also not populate if you change, modify, or save the worksheet in any other file name other than Excel Workbook.

- If you are not sure of your UIC/RUIC, check with your command POC.

- Email your completed final worksheet to your command POC for uploading to the Ombudsman Registry per OPNAVINST 1750.1H and a copy to ombudsman.registry@us.navy.mil on the same email you send to your Command POC. The Ombudsman Program Analyst will be the backup for the Command should they be deployed, TAD, on leave or having technical problems uploading your worksheet to your command.

- If your command is deployed or your POC is TAD, on leave, or not available to upload by the NLT date, please state that on your email when you submit your worksheet. Your worksheet will be uploaded by the Ombudsman Program Analyst until your command POC returns.

- Recommend that you also send a copy to your CO, XO, or other designated POC's,

SUBMITTING A SUPPORT CASE REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry, you can contact your FFSC Ombudsman Coordinator, Warrior and Family Support Specialist (Reserves), Point of Contact, or the Ombudsman Program Analyst by submitting a support case request. To submit a support case request:

   • Click on the Support tab located at the top of the Ombudsman Registry homepage.

   • Fill in Name, Email Address, and Subject and place your comments or questions in the block below the subject. Click on the Request Support button when you are finished. Support Case request are typically responded to within 24- 72 hours of submission.
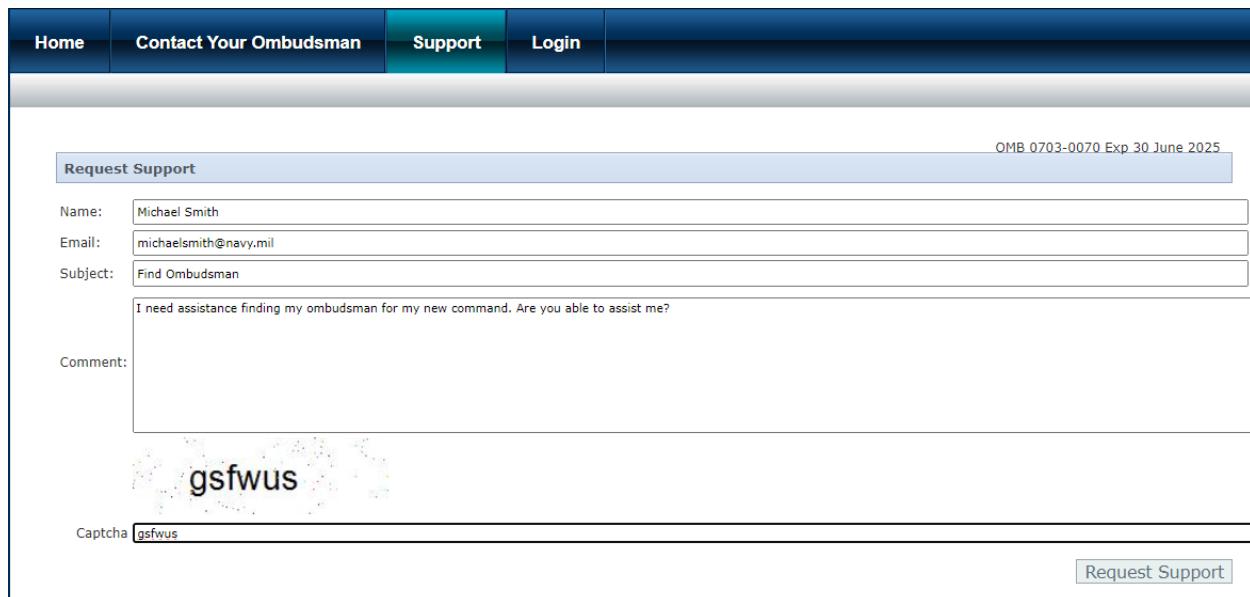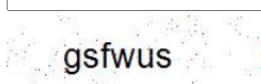
NOTES

1. Commands having multiple ombudsmen will submit one Ombudsman Monthly/Quarterly Worksheet per command/UIC. For example, an aircraft carrier may have five or more registered ombudsmen. All of the ombudsmen will combine their data into one worksheet. The Commander/Command Designee will determine which ombudsman will submit the worksheet to the command.

2. Ombudsmen who are registered to more than one UIC/Command must do a separate Ombudsman Monthly Worksheet for each command to which they are registered. (For active duty ombudsmen, only.) For example, a commander and his or her ombudsman have agreed to support the families at a smaller command (ten or less active duty command members and families assigned). The tenant command must be registered, and register the ombudsman to the smaller command. The ombudsman will then submit a worksheet to the smaller command, as well as to their service member's command.

3. Reserve Ombudsmen are only required to submit a quarterly worksheet. Most reserve units are supported by a Navy Reserve Center (NRC). These centers vary in size and support from 5 units to 100 or more units each. Unit ombudsmen will complete their own worksheets if registered. If a unit does not have an ombudsman, the NRC Ombudsman will provide support to the Navy Reserve families of that unit and must be registered to the unit(s) they are supporting. The NRC Ombudsman will submit the unit(s) worksheets in a combined worksheet for the NRC.

4. If a Reserve unit does not have an ombudsman, the NRC Ombudsman will provide support to the Navy Reserve families of that unit and must be registered to the unit(s) they are supporting. The NRC Ombudsman will combine the units(s) worksheet numbers into the NRC worksheet for submission. This way they do not have to submit a worksheet for each unit since the units fall under the NRC.

OMBUDSMAN REGISTRY CONTACT INFORMATION

For assistance with the registry or Ombudsman Monthly/Quarterly Worksheets, please contact:

Name	Position	Email	Phone #
Mrs. Holly Schefcik	Ombudsman Program Analyst	holly.d.schefcik.naf@us.navy.mil	(901) 307-1859

COMNAVRESFORCOM OMBUDSMAN PROGRAM

For questions regarding the ombudsman program for reserve commands, please contact below.

Name	Position	Email	Phone #
Mr. Todd Shively	Warrior and Family Support Program Manager	todd.c.shively.civ@us.navy.mil	(619) 705-4091
Ms. Susan Hare	Warrior and Family Support Specialist	susan.m.hare2.civ@us.navy.mil	(619) 705-4091
Mr. Eric Harris	Warrior and Family Support Specialist	eric.t.harris.civ@us.navy.mil	(757) 341-5891
Mr. Shannon Heberling	Warrior and Family Support Specialist	shannon.k.heberling.civ@us.navy.mil	(847) 688-4198