

<b>Mrs. Stockdale Ombudsman of the Year 2024 - Score Sheet</b>	
Utilize this score sheet to rate candidate's eligibility for consideration as Ombudsman of the Year. N/A = Not Observed; 1 = Does not meet requirement; 2 = Meets requirement; 3 = Exceeds requirement	
<b>Familiarity of Ombudsman Roles and Responsibilities</b>	<b>Score</b>
Demonstrate understanding of Ombudsman Program Structure/Governance per OPNAVINST 1750.1G (CH 2)	
Demonstrates awareness of ombudsman roles and responsibilities and executes to the highest level	
<b>Administrative Duties and Command Responsibilities</b>	<b>Score</b>
Has completed Ombudsman Basic Training (OBT/eOBT), as required	
Attends on-going training and support - Ombudsman Assembly Meetings, Advanced Trainings, etc.	
Protects command records in compliance with Privacy Act of 1974 and maintains updated Roster	
Collects required data in compliance with all required reports submitted on behalf of the command	
<b>Ombudsman Code of Ethics</b>	<b>Score</b>
Represents the Ombudsman Code of Ethics by maintaining confidentiality	
Treats all family members and command with respect	
Represents the command with the highest standards of professionalism	
Avoids conflicts of interest in dealing with command and family members	
<b>Command Relationships</b>	<b>Score</b>
Understands command priorities and effectively communicates them to families	
Meets regularly with Command Support Team (individually/collectively)	
Recognizes and adheres to the Ombudsman's role in relation to the Family Readiness Group (FRG)	
<b>Communication Skills</b>	<b>Score</b>
Practices good customer services skills - telephone, email, face-to-face, social media	
Markets program through command approved newsletter and social media as appropriate	
Communicates effectively creating a good climate among families and the command	
Initiates new ways to communicate with families	
<b>Information and Referral Source</b>	<b>Score</b>
Contacts families upon arrival to the command and provides information	
Empowers families by providing a variety of helpful resources before issues become problems	
<b>Role in Crisis and Disaster Plan</b>	<b>Score</b>
Recognizes, refers and reports crisis calls relating to domestic abuse, child abuse sexual assault, suicide and death of a loved one	
Assists families during times of crisis and maintains communication with the command	
<b>Deployment and Mobilization Support</b>	<b>Score</b>
Familiar with Navy Communities; coordinates services during deployment and geographic separation	
Recognizes stress/issues among families and provides resources to mitigate	
Attends pre-deployment briefs and ensures all families have access to the Ombudsman	
<b>One bonus point awarded for serving as ombudsman at 2 or more commands</b>	
<b>Total Score</b>	

Ombudsman: \_\_\_\_\_ Command: \_\_\_\_\_

Panel Representative: \_\_\_\_\_ Date: \_\_\_\_\_