DEPARTMENT OF THE NAVY
CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON DC 20350-2000

IN REPLY REFER TO

OPNAVINST 1750.1F
CNO
30 Mar 07

OPNAV INSTRUCTION 1750.1F

From: Chief of Naval Operations

Subj: NAVY FAMILY OMBUDSMAN PROGRAM

Ref: (a) U.S. Navy Regulations, 1990
(b) OPNAVINST 3120.32C
(c) 5 U.S.C., Chapter 81, Subsection 552a
(d) SECNAVINST 5211.5E
(e) 18 U.S.C., Chapter 11
(f) DOD 5500.7-R of Aug 93
(g) SECNAVINST 1752.3B
(h) 10 U.S.C., Chapter 81 and Section 1588
(i) OPNAVINST 5380.1
(j) 28 U.S.C.
(k) OPNAVINST 5218.7B
(l) BUPERSINST 1710.11C
(m) Joint Federal Travel Regulations, Appendix E
(n) NAVSO P-1000, Department of the Navy Financial Management Policy Manual, Vol 9, Ch 5
(o) COMNAVCRUITCOMINST 1754.1
(p) SECNAVINST 1754.1B
(q) SECNAVINST 1752.4A

Encl: (1) Policy Waiver Request Procedures
(2) Chief of Naval Operations Ombudsmen-at-Large Duties
(3) Fleet and Family Support Center Duties in Support of Ombudsmen
(4) Ombudsman Program Advisory Group and Regional Ombudsman Advisory Boards
(5) Ombudsman Assembly
(6) Program Support
(7) Reporting Requirements for Child Abuse, Domestic Abuse, and Sexual Assault

1. Purpose. To provide policy and assign responsibility for the Navy Family Ombudsman Program. References (a) through (q) apply. This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. OPNAVINST 1750.1E.

3. Applicability. The provisions of this instruction apply to all Navy commands/units.

4. Discussion

a. The Navy Family Ombudsman Program is a Navy-wide program established to improve mission readiness through improved family readiness. A strong command Ombudsman Program, both ashore and afloat, will help ensure that families have the information necessary to meet the challenges of a military lifestyle. Per references (a) and (b), commanding officers/commanders are charged with the responsibility for the morale, health, and welfare of command personnel and inherently their families. The Ombudsman Program helps commanding officers/commanders have a better understanding of the welfare of the command's families. It also assists commands and their families to be better prepared to meet emergency situations. Every Command, afloat and ashore, is required to appoint an Ombudsman. Fleet, Force, and Regional Commanders, as well as their staffs, should appoint Ombudsmen for their staffs only. There is no such position as a Fleet, Force, or Regional Ombudsman. There is no hierarchy within the Ombudsman Program and there are no prescribed supervisory roles over other Ombudsmen within the Recruiting Command or throughout the Navy.

b. The Ombudsman Program was introduced to the U.S. Navy by Z-gram 24 on 14 September 1970 by the Chief of Naval Operations, Admiral Elmo Zumwalt. Admiral Zumwalt adapted this program from a 19th century Scandinavian custom originally established by the King to give ordinary private citizens an avenue to express their grievances to high government officials. To improve family readiness, the primary focus of the Navy Family Ombudsman Program is command communications, information, and referral, while still providing an avenue for hearing about the welfare of command families.

c. Ombudsman Appreciation Day is 14 September (or the Friday preceding the 14th, if it falls on a weekend). While the 14th is of significance to the history of the program, commands are authorized to celebrate the event at any time deemed appropriate during the month of September or as soon as possible thereafter.

d. The Command Ombudsman is a volunteer who is the spouse of an active duty or selected reserve command member. If the commanding officer/commander is unable to select the spouse of an active duty or selected reserve command member, refer to enclosure (1) for waiver procedures. The Ombudsman supports the command mission by providing communications, outreach, resource referral, information, and advocacy to and for command families.

e. For the purpose of this instruction, the term command master chief also includes a chief of the boat or a command senior enlisted advisor.

5. Action

a. The Chief of Naval Operations may appoint in writing one or more Navy-wide Family Ombudsmen-at-Large. The spouse of the Master Chief Petty Officer of the Navy and the Chairman of Naval Services FamilyLine have been appointed to fill these positions. Support for Ombudsmen-at-Large will be specified in their appointing letters and at enclosure (2).

b. Commander, Navy Installations Command will:

(1) Maintain policy, establish procedures, and implement the Navy Family Ombudsman Program.

(2) Publish and maintain the Navy Family Ombudsman Program Manual and post additional guidance and procedures for operation to the Ombudsman website at http://www.ffsp.navy.mil.

(3) Ensure the program effectively addresses family readiness issues.

(4) Adequately resource the program at management, regional, and local levels to provide sufficient training supported through Fleet and Family Support Centers, materials, website maintenance, and marketing. For a complete list of Fleet and Family Support Center support requirements, see enclosure (3).

(5) Establish training requirements and ensure sufficient training is held to support requirements. Training

will only be provided by Commander, Navy Installations Command qualified trainers using approved curriculum.

(6) Coordinate Ombudsman Basic Training with regional commanders, recruit commands, and the Navy Reserve Forces Command to ensure that Command Ombudsmen are normally able to receive this training prior to (or within six weeks of) appointment.

(7) Provide guidance on Ombudsman Advanced Training topics, curriculum, and delivery.

(8) Train, certify, and decertify Certified Ombudsman Trainiers. All training must be approved by Commander, Navy Installations Command. Conduct an annual conference with program trainers to obtain recommendations for changes to program curriculum or delivery.

(9) Establish an Ombudsman Program Advisory Group. The Group will serve as a working group and will include augmentation by representatives of other activities as needed to advise on policy, special projects, and curriculum development.

(10) Provide guidance in the establishment of Regional Ombudsman Advisory Boards. The chairperson will forward recommendations and/or issues to the Commander, Navy Installations Command Ombudsman Program manager for the Ombudsman Program Advisory Group's review.

(11) Establish and maintain an Ombudsman website and registry at http://www.ffsp.navy.mil. The purpose is to provide additional information on the program and to provide an Ombudsman locator. Also, establish and maintain an automated Ombudsman data collection system located at this website to collect program statistics and workload data.

(12) Develop a comprehensive outreach and marketing plan to educate servicemembers and their families about the Ombudsman Program, to include the family readiness alliance network. This network bundles key support services, e.g., Fleet and Family Support Programs, Child Development Centers, chaplains, School Liaison Officers, and Family Readiness Groups, as well as Ombudsmen at the local installation level to provide coordinated services in support of servicemembers and their families. This

network optimizes marketing efforts with an end-state that maximizes family readiness.

(13) In the event of a nationwide national disaster or emergency, stand up a centralized Ombudsman Resource Center to augment official Navy response efforts. The Center will be staffed by volunteers for the purpose of communicating with local Ombudsmen and family members to assist in locating and providing services to families.

c. Regional Commanders shall:

(1) Establish a Regional Ombudsman Advisory Board to support and provide advice on issues relating to the Navy Family Ombudsman Program. The Board will provide feedback to Commander, Navy Installations Command on trends and issues in their region concerning the ombudsman program. Board composition and duties are described in enclosure (4) and the Navy Family Ombudsman Program Manual.

(2) Coordinate with type and local commanders to ensure that sufficient Ombudsmen Assemblies exist in their region to support the area Ombudsmen. Procedures for establishing Ombudsmen Assemblies can be found in enclosure (5) and the Navy Family Ombudsman Program Manual.

(3) In coordination with the Fleet and Family Support Centers, be responsible for conducting Ombudsman Basic Training and Advanced Training. Navy Reserve Forces Command shall offer Ombudsman Basic Training at remote sites within the Continental United States.

(4) Ensure that appropriate roles for Ombudsmen are included in regional and installation plans for disaster preparedness (especially in the establishment of emergency Community Support Centers and/or Family Assistance Centers) and Ombudsmen are included in disaster preparedness exercises.

(5) Ensure outreach and marketing plan includes the family readiness alliance network at each installation.

d. Commanding officers and commanders shall:

(1) Establish and execute the Navy Family Ombudsman Program per this instruction and the Navy Family Ombudsman Program Manual.

(2) Ensure that command family members have access to the services of an Ombudsman. Commanding officers and commanders (ashore and afloat) will vector crew/staff and families to appropriate providers within the family readiness alliance network.

(a) Appoint sufficient command Ombudsmen to provide required services to command families.

1. Guidance for selecting, appointing, and supervising Ombudsmen is included in the Navy Family Ombudsman Program Manual. All Ombudsmen must be appointed per references (h) and (i).

2. Small commands having few family members, or tenant commands, may arrange with one or more other commands, or the installation command, to share the Ombudsman services of the other or host command. Such agreements must be at the concurrence of all commands involved and should be specified in writing, including any agreed-upon provisions for support of the combined Ombudsman program as stipulated in enclosure (6).

(b) Ensure their Command Ombudsman information is added to the Ombudsman Registry (as soon as official appointment is made) at www.ffsp.navy.mil. The registry shall be updated as changes occur.

(3) Accept volunteer services from the Ombudsman per reference (i) by completing DD 2793 (Rev. 2-02), Volunteer Agreement for Appropriated Fund Activities and Non-appropriated Fund Instrumentalities with the Ombudsman.

(4) Ensure that the Command Ombudsman receives required training and provide him/her with a copy of this instruction, the Navy Family Ombudsman Program Manual, and a letter of appointment containing other specific instructions.

(a) Ombudsman Basic Training is required for all Ombudsmen and must be documented per reference (i). This training provides the information and skills training necessary for an Ombudsman to properly execute the duties required by this instruction and the commanding officer/commander.

(b) The Ombudsman should attend Ombudsman Basic Training before assuming Ombudsman duties, but not later than six weeks after appointment. If the Ombudsman is unable to attend training prior to assuming Ombudsman duties, the command will ensure that the Ombudsman completes the on-line orientation of must-know information/orientation at www.ffsp.navy.mil.

(5) Ensure that the command Ombudsman receives a regularly updated command roster to include inbound personnel and families. References (c) and (d) 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.

(6) Communicate regularly with the Command Ombudsman.

(a) Commanding officers and commanders should assign a point of contact for the Ombudsman; this is often the command master chief. Decide what issues and events are to be handled through the point of contact and which should come directly to the commanding officer/commander.

(b) Introduce the Ombudsman to other chain of support members (e.g., the command chain of support, also known as the Command Support Team, is generally comprised of the commanding officer, executive officer, command master chief and their spouse, chaplain (if one is assigned), and the Ombudsman), and to any other advocates assigned to work with the program. Although not in a supervisory role, other members of the command chain of support can help the Ombudsman by virtue of their Navy experience. It is recommended that leadership spouses and others in advocacy roles attend Ombudsman Basic Training with the Command Ombudsman if space is available and at no extra cost to the government. This training will provide important guidelines and direction in assisting the Ombudsman, and cover the requirements of confidentiality. Also, in the event an Ombudsman leaves suddenly, for any reason, a trained member of

the Command Support Team can then fill the position until another Ombudsman is selected and trained.

(7) Ensure the Command Ombudsman receives adequate equipment, material, and funding support per enclosure (6).

(8) Establish specific funding resources for support of the Command's Family Ombudsman Program. References (h) and (i) authorize use of Appropriated Funds or Non-Appropriated Funds in support of the Ombudsman Program. Pursuant to reference (m), reimbursable items may include childcare, mileage, parking, tolls, and communication equipment when used in an official capacity. Travel and training expenses may also be paid by the command or reimbursed per enclosure (6). Commanding officers/commanders must ensure their Ombudsman is reimbursed for authorized expenses in a timely manner.

(9) Ensure that current and reporting command personnel (including single personnel) and their family members are aware of who the Command Ombudsman is, what services they can provide, and how to contact them. Include the Ombudsman in the command indoctrination program. Provide a generic command e-mail address for the Ombudsman or Ombudsmen.

(10) Ensure the Navy Family Ombudsman Program is included in appropriate command inspections and reviews.

(11) Ensure that appropriate role(s) for the operational unit Ombudsman is/are included in the operational unit disaster preparedness plan as well as including roles for operational unit Ombudsmen in installation plans for disaster preparedness. This includes roles for Ombudsmen in the establishment of emergency Family Assistance Centers or Community Support Centers. All Ombudsmen should be included in disaster preparedness exercises.

(12) Ensure that data from the Ombudsman monthly worksheets is entered in the automated Ombudsman data collection system at www.ffsp.navy.mil by the Ombudsman or command designated personnel. Reserve unit commanding officers shall ensure Reserve Unit Ombudsmen send quarterly reports to the Family Support Program Manager at the Navy Reserve Forces Command. Commanding officers and Type Commanders should monitor

workload data to ensure sufficient Ombudsmen have been appointed to provide required services.

(13) Be aware of the following provisions for appointing ombudsmen:

(a) Probation Periods. A probationary term may be established when appointing an Ombudsman. The recommended probation periods are six months for a first time Ombudsman and three months for an experienced Ombudsman.

(b) Term of the Ombudsman Appointment. The Ombudsman's term of service automatically expires when the Ombudsman's spouse transfers from the command, is discharged, transfers to the Fleet Reserve, or retires. A letter of resignation is also required whenever there is a change of command; however, the new commanding officer/commander may request the current Ombudsman remain until a new Ombudsman is trained and in place, or may offer to reappoint the incumbent.

(c) Ombudsman Resignation. A letter of resignation from the Ombudsman to the command is required as stated above, or at any time the Ombudsman can no longer fulfill the duties of the position.

(d) Termination of Service for Cause. The commanding officer/commander should terminate the appointment when the Ombudsman violates the Code of Ethics, knowingly fails to execute their responsibility regarding the issues required to be reported, knowingly submits an unauthorized claim for Ombudsman funds outside the boundaries established by regulation and the commanding officer/commander, or if the commanding officer/commander considers the Ombudsman's behavior to be detrimental to the command.

(14) Be aware of additional considerations for appointing command Ombudsmen serving outside of the Continental United States, and those serving at recruiting and reserve commands/units.

(a) Outside of the Continental United States. Living overseas presents different challenges and rewards for an Ombudsman. Major challenges involve language, isolation, communication, transportation, and cultural differences. These

factors should be taken into consideration when appointing an Ombudsman.

(b) Recruiting Commands. At a minimum, an Ombudsman is to be appointed for each Navy Recruiting District headquarters. An Ombudsman will be appointed for Commander, Navy Recruiting Command; Navy Recruiting Orientation Unit; and each Navy Recruiting Region headquarters. Due to the varying geographic characteristics of each Navy Recruiting District, more than one command Ombudsman may be required to adequately serve the needs of command families. Where additional Ombudsmen are deemed necessary, one Ombudsman should be designated to coordinate the family newsletter and serve as a central point of contact for general information; however, additional command Ombudsmen shall report to their commanding officer/commander, not the designated Ombudsman. Reference (o) provides supplemental guidance for the Recruiting Command Family Ombudsman Program.

(c) Navy Reserve Ombudsmen. At a minimum, an Ombudsman is to be appointed for each Navy Operational Support Center. Additional Ombudsmen may be assigned to Navy Reserve units within the Navy Operational Support Center. The Navy Operational Support Center Ombudsman should serve as a central point of contact for general information; however, additional unit Ombudsmen shall report only to their commanding officer/commander.

(15) Be knowledgeable about personal protections afforded to Ombudsmen. An Ombudsman, while providing services under this instruction, shall be considered to be an employee of the government only for the purposes designated in references (c) and (i) concerning compensation for disability or death of employees resulting from personal injury sustained while in the performance of their duty, and claims for damages or losses for property loss, personal injury, or death per reference (j) (see the Navy Family Ombudsman Program Manual for additional guidance).

(16) Be familiar with the Navy Family Ombudsman Program Manual which includes sample forms, appointment and termination letters, and additional guidance for management of the Ombudsman program.

(17) Ensure the Regional Ombudsman Advisory Board has support as needed, including materials and clerical assistance, to perform their designated duties as described in enclosure (4).

e. Ombudsmen shall:

(1) Attend Ombudsman Basic Training prior to beginning duties (required) and advanced training to expand knowledge and improve skills. If a former Ombudsman is reappointed, the Ombudsman Basic Training course must be completed as a refresher if more than 18 months have passed since the last assignment or if more than three years have elapsed since attending the Ombudsman Basic Training course.

(2) Serve as the liaison between command families and the command, keeping the commanding officer/commander informed regarding the general morale, health, and welfare of the command's families.

(3) Communicate regularly with command and command family members. Contact families upon arrival as soon as possible to introduce themselves and explain how they can be of help to the family. Ombudsmen can greatly facilitate the relocation of new families by working with the Command Sponsor Program Coordinator to receive advance information on arriving families.

(4) Develop and distribute a command-approved monthly or quarterly newsletter, or if not possible, contribute to a command-approved column in appropriate publications. Additional guidance for newsletter preparation is in the Navy Family Ombudsman Program Manual.

(5) Obtain command approval on all official correspondence before printing, distributing, or mailing.

(6) Establish and maintain an up-to-date and timely telephone tree or use the Careline to rapidly distribute and gather information.

(7) Become knowledgeable about all programs offered from the local Fleet and Family Support Center, chaplains, and other support agencies to be able to keep family members informed of

available resources and confidently recommend the services. Reference (p) gives Ombudsmen the authority to request and receive support from Fleet and Family Support Centers.

(8) Represent the command at local Ombudsman Assembly meetings.

(9) Maintain well-organized, active, and up-to-date communication records on the performance of Ombudsman duties. The Ombudsman will comply with the provisions of reference (d).

(10) Serve as a source of emergency and crisis information. Perform other official roles, functions, or duties assigned by the commanding officer/commander.

(11) If directed by the commanding officer/commander, assist with the formation and facilitation of the command Family Readiness Group, and may serve as liaison between the command and the group. Ombudsmen are not responsible for coordinating and conducting command-sanctioned homecoming activities.

(12) Provide immediate action when reportable issues or life endangering situations come to their attention by reporting to the appropriate official/organization and the commanding officer/commander. Additional guidance for required reporting can be found at enclosure (7), in the Navy Family Ombudsman Program Manual, and during Ombudsman Basic Training. Mandatory reporting is required for:

(a) All suspected child abuse/neglect,

(b) Alleged domestic abuse,

(c) Suspected/potential homicides, violence, or life endangering situations,

(d) All suspected/potential suicidal risks, and

(e) Other issues identified by the commanding officer/commander as reportable.

(13) Adhere to the strictest code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program. For issues requiring

immediate attention, the safety and well-being of every individual takes precedence over their right to confidentiality. The Ombudsman must be trained on the provisions of the Privacy Act and reference (d), in proper referrals, and maintaining a current resource list.

(14) Avoid conflicts of interest in their dealings with the command and family members. Criminal laws and regulations relating to conflicts of interest are described in references (e) and (f).

(15) Collect data on services provided and time expended, and provide this data monthly to the commanding officer/commander. A copy of the Ombudsman telephone log is to be provided to the command as directed. Data from the Ombudsman monthly worksheets will be entered into the automated data reporting system by the Ombudsman or command designated point of contact.

(16) Coordinate services for families during mobilization or geographic separation. In any situation in which family members remain in one community while the service member reports to another location for duty, such as mobilization of a unit, executing individual augmentation orders, or executing permanent change of station orders, the losing command retains responsibility for local support services to family members remaining in their area and for assisting family members in connecting with the gaining Command Ombudsman, Family Readiness Group, or other family support activity. The gaining command assumes responsibilities for official command communication with the Sailors and their family members.

(a) The Navy Reserve or losing Command Ombudsman shall contact the gaining command's Ombudsman to coordinate services to ensure the family receives services to which they are entitled. Contact information can be obtained from the Ombudsman Registry or from the Fleet and Family Support Center Ombudsman Coordinator at the gaining command. The Fleet and Family Support Center Ombudsman Coordinator's contact information may be found on the Ombudsman Program website at www.ffsp.navy.mil.

(b) Ombudsmen from both the losing and gaining commands will coordinate or share responsibility for those

family members who do not accompany the Sailor to the area of the active duty assignment.

(17) Perform other assigned duties. In addition to responding to the needs of the command's families, the commanding officer/commander may direct the Ombudsman to:

(a) Assist in the organization and implementation of the command welcome program (Command Sponsor Program), and participate in the indoctrination and orientation programs for new command members.

(b) Represent the command on committees, boards, and working groups in the military or serve as a military family liaison to civilian community organizations that are providing service and support to command families.

(c) Work closely with the other members of the Command Support Team.

(d) Establish, maintain, or contribute an up-to-date and timely command telephone "Careline" to provide information to families.

(18) Submit a letter of resignation to the commanding officer/commander when the Ombudsman's spouse transfers from the command, is discharged, transfers to the Fleet Reserve, or retires. A letter of resignation is also required whenever there is a change of command.

(a) The Ombudsman may be reappointed by the new commanding officer/commander or requested to remain until a new ombudsman can be appointed.

(b) The Ombudsman will confer with the commanding officer/commander or point of contact about turnover of any personal notes or records on unresolved issues to the incoming Ombudsman. All other correspondence, personal notes, and records will be destroyed per command procedures for handling personal-confidential, Privacy Act-protected information.

(19) Be familiar with the Navy Family Ombudsman Program Manual, which includes sample forms, letters, and additional guidance for performing Ombudsman duties.

f. CNO (N13) will provide a representative to serve as a member of the Ombudsman Program Advisory Group to stay abreast of family readiness issues that have application to other family-related programs.

g. Commander, Naval Education and Training Command will:

(1) Work with the Commander, Navy Installation Command Ombudsman Program Manager and other commands to develop, maintain, and distribute Navy Family Ombudsman Program standardized training to include:

(a) Ombudsman Basic Training curriculum and training workbook.

(b) Ombudsman Advanced Training syllabus and curriculum guides.

(c) Command Leadership Training for all members of the Command Leadership and Command Support Teams.

(2) Incorporate Ombudsman program training in applicable curricula as necessary to ensure Navy leadership is aware of the importance of the program and able to carry out their responsibilities to achieve a successful command Ombudsman program.

(3) Incorporate Ombudsman program awareness into other Navy training to ensure Sailor awareness and understanding of the Ombudsman program.

(4) Provide a representative to serve as a member of the Ombudsman Program Advisory Group to review and update training procedures and curriculum as required.

6. Forms and Reports

a. DD 2793 (Rev. 2-02), Volunteer Agreement for Appropriated Fund Activities and Non-Appropriated Fund Instrumentalities, is available at www.dtic.mil/whs/directives/infomgt/forms/ddforms2500-2999.htm

b. SF 1164 (Rev. 11-77), Claim for Reimbursement for Expenditures on Official Business, is available at

www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm. This form is also available at www.gsa.gov/Portal/gsa/ep/formslibrary.do?formType=SF.

c. DD 1351-2 (Jul 04), travel voucher or sub-voucher will be used for reimbursement of travel expenses is available at www.dtic.mil/whs/directives/infomgt/forms/ddforms1000-1499.htm or automated travel programs used by a command may be substituted.

d. Ombudsman monthly data worksheets are available in the Navy Family Ombudsman Program Manual or online at www.ffsp.navy.mil. Data collection requirements described in the program manual are exempt from reports control per SECNAV M-5210.1.

M. G. MULLEN
Admiral, U.S. Navy

Distribution:
Electronic only, via Department of the Navy Issuances website http://doni.daps.dla.mil//

POLICY WAIVER REQUEST PROCEDURES

1. 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 the command or selected reserves. However, it is recognized that there are circumstances in which it may be in the best interest of the command to name another individual. To request a waiver from the eligibility requirements for Ombudsman appointment and other issues within the Ombudsman Program, the following applies:

a. The requesting command will forward a letter to the Ombudsman Program Manager at Commander, Navy Installations Command requesting a waiver. The request should contain the reasons for the request and any extenuating circumstances that necessitate a waiver to the policy (per guidance below). The letter, including a point of contact with phone number and e-mail address, should be forwarded via the appropriate chain of command.

Family Readiness Programs
Commander
Navy Installations Command (N9121)
2713 Mitscher Road SW, Suite 300
Anacostia Annex, DC 20373-5802

b. The Ombudsman Program Manager will approve or deny the waiver request. For Reserve Commands, it is also requested that an endorsement to the waiver request be obtained from the Commander, Navy Reserve Forces Command Ombudsman Program point of contact.

Family Support Program Manager
Commander
Navy Reserve Forces Command
4400 Dauphine Street
New Orleans, LA 70146

2. Requests for waivers of the requirement that only spouses of active duty members of the command or selected reserves be appointed as Ombudsman will be considered, if criteria for Ombudsman eligibility appointment waiver are met. Waivers will be issued for the remainder of the commanding officer's/commander's assignment, unless otherwise specified and

will not exceed three years. Waivers may be requested for the following persons and the command should address the candidate's ability to meet the requirements (requirements noted with an "*" are not negotiable):

a. Parent/family member of single members:

(1) Lives in vicinity of the command, or has a close connection with the command.

(2) Has experience as a recent (within five years) military member or family member.

(3) Has demonstrated an interest in the command and the ability to attend training and perform duties of the role. *

(4) Application to command demonstrates appropriate attributes, skills, and volunteer experience.

(5) Is nominated by the command, not self-nominated. *

(6) Command demonstrates that other efforts to recruit spouse volunteers have not been successful.

b. Active duty, former active duty, civilian, or spouses of civilian members of the command:

(1) Currently an active member or recently retired (within two years) from the command.

(2) Has demonstrated unique abilities to perform the role of liaison between families and the command. *

(3) Has demonstrated an interest in the command and the ability to attend training and perform duties of the role. *

(4) Is nominated by the command, not self-nominated. *

(5) Command demonstrates that other efforts to recruit spouse volunteers have not been successful.

c. Family member of retired members of the command:

(1) Was formerly an Ombudsman or an Ombudsman at the time of retirement.

(2) Has demonstrated an interest in the command and the ability to attend training and perform duties of the role. *

(3) Is nominated by the command, not self-nominated. *

(4) Command demonstrates that other efforts to recruit spouse volunteers have not been successful.

CHIEF OF NAVAL OPERATIONS OMBUDSMEN-AT-LARGE DUTIES

1. The Chief of Naval Operations may appoint, in writing, one or more Ombudsmen-at-Large. They are the spouse of the Master Chief Petty Officer of the Navy and the Chairman of the Naval Services FamilyLine. The Ombudsman-at-Large is responsible for advising the Chief of Naval Operations and/or Master Chief Petty Officer of the Navy on matters affecting Sailors and their families. The Ombudsman-at-Large will report directly to Chief of Naval Operations. Specific duties will be addressed in the letter of appointment. Additional duties that may be performed by the Ombudsman-at-Large are:

a. Act as a focal point for the important flow of information to Navy Ombudsmen, Sailors, and their families.

b. Be an advocate of the Navy and the Navy Family Ombudsman Program.

c. Understand available Navy family programs and provide vital, timely, and responsive information to the Navy community.

d. Serve as a member of the Ombudsman Program Advisory Group.

2. Per reference (i), the Commander, Navy Installations Command Ombudsman Program Manager shall be the accepting official for any additional volunteers assisting the Ombudsman-at-Large in the performance of official duties. The Ombudsman-at-Large shall supervise the volunteers as part of their official duties.

3. The Ombudsman-at-Large may travel to Navy sites with the Navy Inspector General and Master Chief Petty Officer of the Navy. They may also visit commands, meet with command Ombudsmen and family members, and attend meetings and conferences. During these visits, information important to the successful operation and improvement of the Ombudsman Program may be learned and Ombudsmen-at-Large are encouraged to share this information with the Commander, Navy Installations Command Ombudsman Program Manager per guidance from the Chief of Naval Operations.

4. The Ombudsman-at-Large will be provided training and support per the provisions of reference (i).

a. An Ombudsman-at-Large not currently familiar with the Ombudsman Program is encouraged to attend Ombudsman Basic Training prior to or as soon as possible after appointment, and other training to ensure continued familiarization with the Ombudsman Program.

b. Commander, Navy Installation Command's and the Master Chief Petty Officer of the Navy's offices have been designated by the Chief of Naval Operations to provide support to the Ombudsmen-at-Large per the provisions for command support of Ombudsmen in this instruction.

5. The term of service for the Ombudsman-at-Large automatically expires and a letter of resignation is required when their spouse retires from active duty or transfers to the Fleet Reserve. A letter of resignation is also required when a new Chief of Naval Operations is appointed. The new Chief of Naval Operations may request the current Ombudsman-at-Large remain until a replacement can be found or reappoint the incumbent.

FLEET AND FAMILY SUPPORT CENTER DUTIES IN SUPPORT OF OMBUDSMEN

1. The Fleet and Family Support Center shall provide a variety of services to support and enhance the effectiveness of local command Family Ombudsman Programs as required by reference (p). Specific services to be provided are as follows:

a. Coordinate and offer the standardized Ombudsman Basic Training course per assessment of local requirements. This includes advertising the schedule, providing classroom space, arranging for certified Ombudsman Basic Training trainers, and furnishing students with a copy of all current training materials, as needed. The student will be required to have a copy of this instruction. The student's sponsoring command is responsible for printing and issuing it prior to the first day of class. Only those trainers certified by Commander, Navy Installations Command to instruct Ombudsman Basic Training should do so. To the maximum extent possible, these trainers should include non-Fleet and Family Support Center staff. The use of outside guest speakers is not authorized during Ombudsman Basic Training.

b. Report non-completion of Ombudsman Basic Training to the sponsoring command and explain the circumstances.

c. Help arrange and provide speakers and trainers for advanced training. Advanced training is defined as that which takes place after successful completion of Ombudsman Basic Training. Outside guest speakers are permitted during advanced training.

d. Coordinate topical speakers for Ombudsman Assembly meetings.

2. A member of the Fleet and Family Support Center staff is to be assigned the function of Ombudsman Program Coordinator. In addition to the training requirements, the coordinator serves as an advisor/consultant to local Ombudsmen, the Ombudsman Assembly, and to commands. The coordinator will not serve as the chairperson for the Assembly. Additionally, other Fleet and Family Support Center staff members should provide advice to Ombudsmen regarding interventions and approaches to be used with families.

3. The Fleet and Family Support Center will:

a. Maintain a current roster of local Ombudsmen, including Navy Reserve Ombudsmen.

b. Provide space for Ombudsman Assembly meetings, if available.

c. Provide personal support and counseling for Ombudsmen.

d. Provide office space, supplies, and assistance with newsletter preparation for Ombudsmen and Assembly Chairs/ Coordinators, if required.

e. Coordinate training for Ombudsmen Assemblies that support Ombudsmen educational and informational needs.

f. Consistent with other Fleet and Family Support Center priorities, provide assistance to local Ombudsmen.

g. Provide program guidance, policy clarification, and recommendations for Ombudsman recognition to commands if requested.

h. If issues arise that appear to be negatively affecting the local program/family members, the Fleet and Family Support Center Site Manager or Ombudsman Coordinator shall notify the respective command. By providing accurate and timely information, the respective commanding officer/commander may then take appropriate action.

i. Provide information and forms regarding Navy and community resources, including updates and changes.

j. Be a source of many services for Navy families, thereby serving as a major referral resource for Ombudsmen.

k. Refer command families to their Ombudsman, provide information to new arrivals about the Ombudsman Program, and assist the out-of-area Ombudsman in connecting with the gaining Command Ombudsman for mobilizing and geographically separated members.

4. Additional information can be found in the Navy Family Ombudsman Program Manual and at the Ombudsman Program website, www.ffsp.navy.mil.

OMBUDSMAN PROGRAM ADVISORY GROUP AND REGIONAL OMBUDSMAN ADVISORY BOARD

1. The Ombudsman Program Advisory Group will be a working group of individuals, convened at the discretion of Commander, Navy Installations Command (N91), to include the Ombudsmen-at-Large; a CNO (N13) representative; Commander, Navy Installations Command Force Master Chief; Fleet and Family Support Program Director; Ombudsman Program Manager; and Navy Reserve Force Family Support Program manager. The Ombudsman Program Advisory Group will include augmentation by representatives of other activities as needed to advise on policy, special projects, and curriculum development, based on input received from the Regional Ombudsman Advisory Board.

2. Regional Ombudsman Advisory Boards shall:

a. Be appointed and convened by the Regional Commander, or designee, for the purpose of reviewing Ombudsman program implementation within the region, and providing feedback from local Ombudsman Assemblies on policy, implementation, or other programmatic issues to the Commander, Navy Installations Command Ombudsman Program Manager.

b. Membership will be identified by the Regional Commander and may include both active and reserve personnel that are members of the family alliance network, a spouse of a senior military member(s)(officer/enlisted), a chaplain, command master chiefs and Ombudsmen representing commands within the area of responsibility, assembly chairpersons, Fleet and Family Support Program Ombudsman Coordinator(s), an action officer from the sponsor's staff, staff legal officer, and any other interested and appropriately positioned person(s).

c. Responsibilities of the Regional Ombudsman Advisory Board will be to support and advise area assemblies. They are not policy making or supervisory bodies and will not interfere with the operation of individual Command Family Ombudsman programs.

d. The Regional Ombudsman Advisory Board shall meet as needed, but at least semi-annually. The chairperson will forward all recommended changes and observations requiring higher level review or action to the Commander, Navy Installations Command

Ombudsman Program Manager for action by the Program Manager and/or the Ombudsman Program Advisory Group as applicable. Recommendations and observations from the Board should be forwarded to the Commander, Navy Installations Command Ombudsman Program Manager.

OMBUDSMAN ASSEMBLY

1. The local Ombudsman Assembly is an important component of the Ombudsman Program. The Assembly is an excellent forum for sharing and exchanging successful practices. As with all informational exchanges, confidentiality must be maintained. Established by the sponsoring command (base commander, commanding officer, regional commander, or area coordinator) in support of tenant commands, the Assembly functions only under the supervision and guidance of the sponsor. Ombudsman Assemblies should be included in the installation(s) family readiness alliance network. The Assembly may:

a. Serve as a resource for an Ombudsman's professional growth by arranging advanced training.

b. Serve as a liaison for policy discussion and clarification by appropriate local authorities regarding issues of interest to Ombudsmen and command family members.

c. Provide such functions as peer mentoring and sharing of common information of interest to all commands.

d. Provide assistance to commands to recognize/show appreciation to their Ombudsmen.

e. In the absence of a local Fleet and Family Support Center, maintain a current roster of all area Ombudsmen.

f. Perform other functions as directed by the sponsoring command (e.g., provide resource handbooks and materials, publish newsletters, distribute assembly meetings minutes, and maintain a calendar of events).

2. Assemblies are not policy making or supervisory bodies and will not interfere with the operation of individual command Family Ombudsman Programs; however, they may make recommendations about community matters affecting the well being of command family members in the area.

3. Because of the structure and diversity of Navy communities and installations, there may be more than one assembly within a geographic area. Assemblies are not hierarchical and do not have authority over another assembly regardless of the rank of

the sponsor. Local commanders may decide that one area assembly consisting of all Ombudsmen within the geographic location is sufficient.

4. Each sponsoring command shall have a local Ombudsman Assembly instruction. An example is provided in the Navy Family Ombudsman Program Manual.

5. Assemblies are information-sharing groups and do not function as social clubs. Assemblies shall not establish or maintain treasuries or collect dues for the purpose of sponsoring Assembly activities.

6. All appointed Ombudsmen of local commands will participate in the Assembly. Others, such as senior leadership and senior leadership spouses, command master chiefs, and command chaplains, are encouraged to attend. Representatives of other military or civilian organizations may be invited to attend meetings to share information about their activities and respond to concerns of the membership.

7. Assembly leadership should be selected and appointed in writing by the sponsoring command for a specified term. A sample description of the duties of the Assembly Chairperson is provided in the Navy Family Ombudsman Program Manual.

8. The Chairperson must be a current or former Ombudsman whose spouse is an active duty or reserve member of a command that is a member of the Assembly. A Fleet and Family Support Center Ombudsman Coordinator cannot serve as the Chairperson, but can serve as an advisor to the assembly. Duties can include:

a. Representing the sponsoring command as a member of committees, boards, or group meetings (those organizations desiring this representation should submit a request through the Assembly's sponsoring command).

b. Providing information and referral liaison with other military and community organizations.

c. Providing input and feedback to the Regional Ombudsman Advisory Board via the Assembly Chairperson regarding the operation and policies of the Navy Family Ombudsman Program and

offer recommendations to improve support and standardization of the program worldwide.

9. The sponsoring command shall ensure the Assembly has any support needed, including materials and clerical assistance, to perform their designated duties.

PROGRAM SUPPORT

1. Funding. Every command will establish specific funding resources for support of the Command's Family Ombudsman Program. References (h) and (i) authorize use of the command's Appropriated Funds or Non-Appropriated Funds in support of the Ombudsman Program. This includes reimbursement of personal expenses incurred during performance of Ombudsman duties, when appropriate. It is important for the commanding officer/commander and the Ombudsman to discuss the budget and determine what support can be provided and what will be reimbursed. The Ombudsman, based on the authorized budget, must document their expenses and submit SF 1164, Claim for Reimbursement for Expenditures on Official Business, to the command for reimbursement. This form can be found at www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm. When applicable, receipts must also be submitted.

2. Reimbursable Items. The Ombudsman must be acting in an official capacity as directed by the commanding officer/commander to receive reimbursement for:

a. Childcare, by any provider, but not to exceed the local rate that would be charged by the Child Development Center. Currently established Child Development Center usage priorities apply to the Ombudsman.

b. Mileage, parking, and tolls paid at the current Government privately-owned vehicle rate. Mileage must be documented and parking and tolls require receipts.

c. Communication equipment such as a computer, cell phone, pager, or other electronic devices, long distance calling cards or plans, or internet service are authorized. Command pre-authorization/approval of equipment expenditures is required for reimbursement. Command-owned equipment may be issued to the Ombudsman at the discretion of the commanding officer/commander if they decide the command program will function more effectively. This equipment must be accounted for and returned when the Ombudsman resigns the position. The Ombudsman must limit use of these items to execution of official duties only.

d. Telephone lines and any necessary telecommunication equipment may be installed in the private residences of persons

who provide voluntary services per reference (h). In the case of equipment installed under this authority, the commanding officer/commander may pay the charges incurred for the use of the equipment, for authorized purposes, using Appropriated Funds or Non-Appropriated Funds. Installation of such equipment must not be done routinely, but only after careful consideration and subsequent decision that to do so is necessary for the command Family Ombudsman Program to function effectively.

e. Travel expenses incurred during command-directed/ authorized participation in training, conferences, etc., will be paid.

(1) Local commands may reimburse the Ombudsman for costs of childcare and mileage incurred during Ombudsman Basic and Advanced Training. To be eligible for reimbursement, the Ombudsman must have a letter of appointment and have signed the volunteer agreement. In locations where training is not available, a command may issue Invitational Travel Orders, per reference (f), to enable the Ombudsman to complete the course at another installation. To obtain a list of approved training sites, contact Commander, Navy Installations Command at (202) 433-4620/DSN 288. Additionally, all Fleet and Family Support Center Ombudsman Training Schedules, including the Reserve Ombudsman Mobile Training Team, can be found at www.ffsp.navy.mil. When Ombudsman Basic Training is not available in your area, use reasonable effort to find the closest training in order to minimize travel expenses.

(2) Travel expenses incurred during command-directed/ authorized participation in other training, conferences, or meetings, will be paid by the command. The command is authorized, budget permitting, to issue Invitational Travel Orders and fund the associated travel, berthing, meals, and incidental expenses for Ombudsmen to attend non-local training that will improve their effectiveness, per reference (f). Expenses may be reimbursed or travel advances may be authorized per reference (n). DD 1351-2, Travel Voucher, Subvoucher, or other command approved travel claim process must be used to claim travel reimbursement. Local travel expenses are to be reported on SF 1164, Claim for Reimbursement for Expenses on Official Business. Receipts must be submitted as required by the command.

3. Other Incidental Expenses. Other incidental expenses may be paid from Appropriated Funds, per reference (i). The expense can only be incurred and paid directly by the command at the discretion of the commanding officer/commander. These expenses are not reimbursable to the Ombudsman.

4. Other Support. Administrative support such as paper, envelopes, pens, copier service, clerical assistance, command telephone cards, use of government mail, and government vehicle transportation should be budgeted and may be provided from Appropriated Funds or Non-Appropriated Funds, as command resources permit.

5. Newsletter Expenses. The command will assume all costs for production and delivery of the Ombudsman newsletter. The newsletter content must be approved by the command prior to printing or electronic distribution. If produced solely within the command, it is responsible for providing technical/ administrative support, paper, printer access, and delivery costs (stamps/bulk mail, etc.) If it is printed/delivered by the Document Automation and Production Service, the command must approve and provide the funding. The local printing officer can provide guidance. Use of government mailing privileges is authorized for official information such as mailing of newsletters, per reference (k). For definitions and additional guidance on use of official mail privileges, see the Navy Family Ombudsman Program Manual.

6. Responsibility for Supervision of the Ombudsmen. Navy has the responsibility for the primary supervision of Ombudsmen when they are providing services to Navy. This responsibility may be delegated to authorized supervisors per reference (i).

a. The commanding officer/commander and the Ombudsman, at the time of appointment, must complete a DD 2793, Volunteer Agreement for Appropriated Fund Activities and Non-Appropriated Fund Instrumentalities. A copy of the signed agreement should be given to the volunteer prior to commencing volunteer services. Part II of the form will be completed at the end of the Ombudsman's term of service in order to document the dates of the volunteer service. A copy of the completed volunteer agreement shall be given to the Ombudsman upon termination of service. A sample of this form can be found in the Navy Family

Ombudsman Program Manual, or online at www.dtic.mil/whs/directives/infomgt/forms/ddforms2500-2999.htm. Volunteer records shall be retained for three years following the termination of volunteer service by the command receiving the service.

b. Commanding officers/commanders shall ensure that neither they nor their paid or volunteer staff violate the provisions of reference (c). By law, no Department of Defense official shall directly or indirectly impede or otherwise interfere with the right of a spouse of a military member to pursue and hold a job, attend school, or perform volunteer services on or off a military installation. Moreover, no official shall use the preferences or requirements of the command to influence or attempt to influence the employment, education, or volunteer decisions of a spouse.

7. Ombudsmen Appreciation/Recognition. Each command will establish a program to recognize the volunteer contributions of their Navy Family Command Ombudsman. Some general guidelines include:

a. Personally support the program, especially with their time.

b. Value the Ombudsman's opinion and advice.

c. Let the Ombudsman know they have done a good job, in writing or in person, and look for opportunities to provide official recognition at command functions and in publications.

d. Celebrate Ombudsman Appreciation Day in an appropriate and timely way.

e. Present a personally written letter of commendation or certificate of appreciation at the end of service.

f. Issue an official nametag with command emblem attached, inscribed with the Ombudsman's title and name.

g. Purchase an Ombudsman pin through the Navy Uniform Service of the Navy Exchange and present to the Ombudsman.

While it is usually worn separately from the nametag, it can also be attached to it.

h. Include the Ombudsman's name and e-mail address in the plan of the day/week.

i. The commanding officer/commander may use Non-Appropriated Funds, if available, for individual Ombudsman appreciation dinners and Ombudsman plaques and awards. Per reference (l), the Non-Appropriated Funds limitation is $50 per Ombudsman per year, not to exceed a total of $500 (multiple Ombudsmen) per Morale, Welfare, and Recreation fund per year. Cash awards are not authorized.

**REPORTING REQUIREMENTS FOR
CHILD ABUSE, DOMESTIC ABUSE, AND SEXUAL ASSAULT**

1. Child and Spouse Abuse. Incidents of child and domestic abuse must be reported per reference (g). When allegations of child or domestic abuse come to the attention of a command, the Family Advocacy Program shall be notified. The Family Advocacy Program staff shall inform the member's command and law enforcement officials, as indicated by case circumstances.

a. Child abuse is defined as the physical or mental injury, sexual abuse or exploitation, or negligent treatment of a child. It does not include discipline administered by a parent or legal guardian to their child, provided it is reasonable in manner and moderate in degree and otherwise does not constitute cruelty.

b. A child's safety and well-being is protected by Federal and State law. All States and U.S. territories have mandatory child abuse reporting laws. All Department of the Navy personnel, including Ombudsmen (with the exception of chaplains and attorneys having privileged communication), must report to the Family Advocacy Program any incident or suspected incident of child abuse occurring on a military installation or involving persons eligible for Family Advocacy Program services. The threshold for reporting is very low in that even the suspicion of child abuse/neglect must be reported. The Family Advocacy Program will report suspected child abuse incidents to the responsible state child protective services agency.

c. Abuse occurring between spouses or adult intimate partners merits the same concern as similar incidents between unrelated persons. Domestic abuse is defined as:

(1) domestic violence, or

(2) a pattern of behavior resulting in emotional/ psychological abuse, economic control, and/or interference with personal liberty when such violence or abuse is directed toward a person of the opposite sex who is:

(a) a current or former spouse,

(b) a person with whom the abuser shares a child in common, or

(c) a current or former intimate partner with whom the abuser shares or has shared a common domicile. Domestic violence is an offense under United States Code, the Uniform Code of Military Justice, and State law that involves the use, attempted use, or threatened use of force or violence or the violation of a lawful order of protection directed toward one of the persons identified above.

d. Ombudsmen should be aware that victims of domestic abuse now have two avenues for reporting abuse to the Navy. Victims who want to pursue an official investigation should disclose that they are a victim of domestic abuse to appropriate command, base security, Naval Criminal Investigative Service, or Family Advocacy Program personnel. This process is referred to as unrestricted reporting and results in command, Family Advocacy Program, and law enforcement notification. Victims who would like to receive support, advocacy, and care while deciding whether they would like to pursue an official investigation may now disclose domestic abuse to a Family Advocacy Program victim advocate, Fleet and Family Support Program clinical counselor, or military medical/dental healthcare provider. This restricted report may not be disclosed to a command, law enforcement personnel, or to the Family Advocacy Program (for clinical assessment, case management, and Case Review Committee review) unless the victim authorizes disclosure in writing or another exception applies.

e. All allegations of domestic abuse shall be reported by the Ombudsman to the Family Advocacy Program. As a guide, the Ombudsman should consider domestic abuse to have been alleged if the spouse discloses to the Ombudsman an incident of abuse, a third party (e.g., a child) discloses to the Ombudsman that they witnessed domestic abuse, or the Ombudsman has first-hand knowledge of an incident of domestic abuse. Trained professionals will determine the validity of allegations, not the Ombudsman or the command.

f. An Ombudsman who suspects that domestic abuse might be occurring should advise the individual of the restricted reporting option and provide information on contacting a Family Advocacy Program victim advocate or Fleet and Family Support Program clinical counselor. It is the responsibility of the Fleet and Family Support Program clinical counselor or Family

Advocacy Program victim advocate to meet with the individual, fully inform them of the benefits and limitations of each reporting option, and provide a safety assessment, safety planning, and other support.

g. If at any time the Ombudsman believes that the life, health, or safety of an individual is in imminent danger of domestic abuse, the Ombudsman is required to report the situation immediately to the Family Advocacy Program and appropriate command officials. Safety is the ultimate concern for anyone involved in an abusive situation.

2. Sexual Assault. When an adult discloses sexual assault outside the marital or intimate partner relationship, the Ombudsman should be aware of the victim's rights and provide information on available assistance through the Sexual Assault Victim Intervention program or through community sexual assault resources. Sensitivity to the victim's privacy is paramount. If the assault occurred on Navy property or was perpetrated by an active duty member, the incident must be reported to the installation Sexual Assault Response Coordinator, who will take further action per current Navy sexual assault requirements in reference (q).

SUMMARY OF CHANGES
OPNAVINST 1750.1F

This instruction was extensively revised to incorporate recommendations of the Ombudsman Quality Management Board, the CNO Ombudsmen-at-Large, and the NAVINSGEN 2006 Navy Ombudsman Program Study. Major changes follow:

- Instruction was streamlined to only include policy actions. Some enclosures were removed from the current instruction for inclusion into the revised Navy Family Ombudsman Program Manual to be issued fall 2006 by CNIC.

- The instruction's provisions now apply to all active duty and Navy Reserve commands/units. ***(CNO requirement)***

- Clarified responsibilities to be in line with recent program alignment. Establishes CNIC as the primary owner and manager for policy and program responsibility.

- Established new requirements for CNIC to:
  - Publish and maintain the Navy Family Ombudsman Program Manual.
  - Maintain an ombudsman program website to post additional guidance and procedures.
  - Develop an Ombudsman Registry/Locator. ***(IG recommendation)***
  - Develop an automated data collection system to collect program statistics.
  - Develop and maintain a web-based introductory/ orientation course for new ombudsmen.
  - Adequately resource the program at all levels to provide training, materials, website maintenance, and marketing. ***(IG recommendation)***
  - Train, certify, and decertify program trainers.
  - Conduct an annual conference of ombudsman trainers to obtain recommendations for changes to curriculum or delivery. ***(IG recommendation)***
  - Establish an Ombudsman Program Advisory Group (OPAG).
  - Develop a comprehensive outreach and marketing plan. ***(IG recommendation)***

- Added responsibilities for CNETC for curriculum development and maintenance for Ombudsman Basic and Advanced Training and Command Leadership Training; incorporation of ombudsman program training into all applicable curriculum for Navy leadership and ombudsman program awareness into other Navy training to ensure Sailor awareness. ***(IG recommendation)***

- Added requirements for including ombudsman participation at all levels for disaster assistance through implementation of central Ombudsman Resource Center for national disasters or emergencies, and inclusion of ombudsman role in regional and command disaster plans, exercises, and standup of Community Service Centers or Family Assistance Centers in response to localized disasters or emergencies. ***(IG recommendation)***

SUMMARY OF CHANGES
OPNAVINST 1750.1F

- Clarified roles of Fleet, Force, and Regional ombudsmen to serve as ombudsman for staff families and advisors to the command on matters affecting sailors and families within the area of command responsibility. Stressed that the program is not hierarchical and there are no proscribed supervisory roles for Fleet, Force, or Regional ombudsmen over other commands' ombudsmen.

- Adds new and clarifies requirements for commanding officers and local programs.
    - Requires CO's to ensure that command family members have access to the services of an ombudsman. Includes provisions for small or tenant commands to share ombudsman services with host or other commands. ***(IG recommendation)***
    - Stipulates mandatory use of DD 2793 for official acceptance of volunteer services.
    - Requires attendance at Ombudsman Basic Training, preferably before assuming ombudsman duties, but no later than 6 weeks after appointment, and completion of a web-based introductory course before beginning duties.
    - Clarifies requirement for commands to update and provide official command rosters to ombudsmen and cites Privacy Act exemption for official use by ombudsmen. ***(IG recommendation)***
    - Requires commands to establish specific funding resources for ombudsman support and provides detailed listing of command support requirements for equipment use and reimbursement of expenses.
    - Requires inclusion of ombudsman program in appropriate command inspections and reviews.
    - Requires commands to provide ombudsman information to the CNIC Ombudsman Registry and to ensure that monthly worksheet data is entered into CNIC automated data collection system.
    - Provides additional guidance on appointment of ombudsmen for OCONUS, Recruiting, and Reserve commands.

- Cites SECNAVINST 1754.1B as the authority for ombudsman to request services from FFSCs and stipulates specific responsibilities for FFSCs in support of the Ombudsman Program. ***(IG recommendation)***

- Expands and clarifies FFSC responsibilities regarding the Ombudsman Program.

- Establishes responsibilities for losing and gaining commands in situations where family members remain in one community while servicemember reports to another location for duty (e.g., mobilization, individual augmentation, geographic separation).

- Establishes waiver request procedures and selection criteria for commands requesting to name persons other than active duty spouses as ombudsmen. ***(IG recommendation)***

- Revises policy on CNO Ombudsmen-at-Large as requested by CNO OALs.

SUMMARY OF CHANGES
OPNAVINST 1750.1F

- Removes requirement for data collection and reporting from the Ombudsman Assembly and clarifies role of Assembly members for peer mentoring and sharing of command information of interest to commands.

- Concept of the local family readiness alliance network and general definition has been added.

- Clarifies communication equipment and services that are authorized and may be provided or reimbursed by the command.

- Additional guidance on funding of travel expenses for required and optional job-related travel.

- Newsletter expenses section expanded to include guidance for both local or DAPS printing.

- Disestablishes Ombudsman Quality Management Board and annual meeting requirement. Establishes Regional Ombudsman Advisory Boards (ROAB) to align with actual program users. The ROAB also provides for means to assess and resolve program users concerns and recommendations at lowest level and to communicate systemic concerns and recommendations to CNIC Program Manager through established regional chain of command structure.

- With these changes the instruction has been streamlined and decreased from approximately 60 pages of text to approximately 39.

SYNOPSIS OF CHOPS
OPNAVINST 1750.1F

CNIC – Deleted all reference to CNIC (N2). Provided additional guidance for paragraph 5b(11). Added examples of "chain of support" in paragraph 5e(5)(b). Rewording of paragraphs 5e(11) and (12) to make clear. Removed restriction from para 2b(2) in enclosure (10).

MCPON – CONCUR, NO CHANGES

OAL – CONCUR, NO CHANGES

COMNAVRESFORCOM – CONCUR, NO CHANGES

COMNAVCRUITCOM – CONCUR, NO CHANGES

CNO (N097) – DOES NOT CONCUR WITH ENCLOSURE (7). Response from Sponsor:

Request from Chaplain Shimotsu (N973) to include exemption of chaplains from statement that "All DON personnel are required to report any incident or suspected incident of child abuse…. His suggestion was to change it to read "All Navy ombudsmen must report…" CNIC FAP program manager, Dr.Terri Rau, did not concur as this wording made it sound as if only ombudsmen were required to report child abuse. She proposed a longer version excerpted from a FAP instruction. A compromise version was reached which reads "All DON personnel, including ombudsmen (with the exception of chaplains and attorneys having privileged communication), must report to FAP… This compromise meets both the Chaplain's request that the exemption for chaplains be noted, and notes that all others, except those with privileged communications, are required to report and the changed wording was made to Encl (7).
CNO (N097) - In response to questions about listing sexual assault as a mandatory reporting requirement for ombudsmen, I conferred with Dr. Terri Rau, CNIC Sexual Assault program manager, and that requirement was removed from the list of mandatory reporting requirements at 5.e.(12) and she provided revised wording for Encl (7) which provides simplified reporting guidance on sexual assaults. The revised Encl (7) was substituted for the original Encl (7). These transactions are recorded in e-mails of 02,08, 09 and 12 June, between Chaplain Shimotsu, Mr. Griggs, Dr. Rau and Kit Decker.

NAVCRIMINVSVC – CONCUR, NO CHANGES

NAVINSGEN – Sec. 5.d.(5)(b): Concur. Chain of support members are identified (e.g….)
Sec. 5.d.(11): Concur. Paragraph rewritten to clarify including both operational unit and installation ombudsmen in appropriate disaster preparedness plans.
Sec. 5.d.(12): Concur. Paragraph rewritten as recommended to clarify that second sentence is addressing Reserve Unit COs' responsibilities WRT data collection.
Sec 5.e.(11): Did not concur with recommendation to delete sentence two. Sentence two is clarifying that coordinating and conducting Homecoming Activities is responsibility of the FRG (if there is an active one), ombudsman may liaison between command and FRG on Homecoming plans, but is not responsible for Homecoming Activities. (This is described in greater detail in the FRG instruction 1754.5 (Draft).

SYNOPSIS OF CHOPS
OPNAVINST 1750.1F

Sec. 5 f. Concur. Deleted inclusion of Ombudsman Program in NAVINSGEN area visits as requested.
Encl (1) Sec. 2.b.(2) Concur. Deleted restrictive list of examples.
Encl (6) Sec. 2.e.(2). Paragraphs (1) and (2) rewritten to clarify that paragraph (1) is about expenses for required training; paragraph (2) is about expenses for other authorized training, conferences or meetings. Changed may to will in paragraph two as recommended.

Other corrections which were made:
Sec. 5.b.(8). Changed Ombudsman Family Program Manual to Navy Family Ombudsman Program Manual.
Sec. 5.c.(4)(B). Changed ombudsman to ombudsmen.
Sec. 5.d.(5)(11) Changed Community Service Centers to Community Support Centers
Sec. 5.e.(12) Added during OBT
Encl (3), Sec. 3.d. Added Ombudsmen and Assembly

NETC – CONCUR, NO CHANGES

NAVPERSCOM (PERS-00J) – CONCUR, NO CHANGES