Ombudsman Registry Instruction Guide for Ombudsmen

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This Instruction Guide provides procedures required for the CNIC Ombudsman Registry

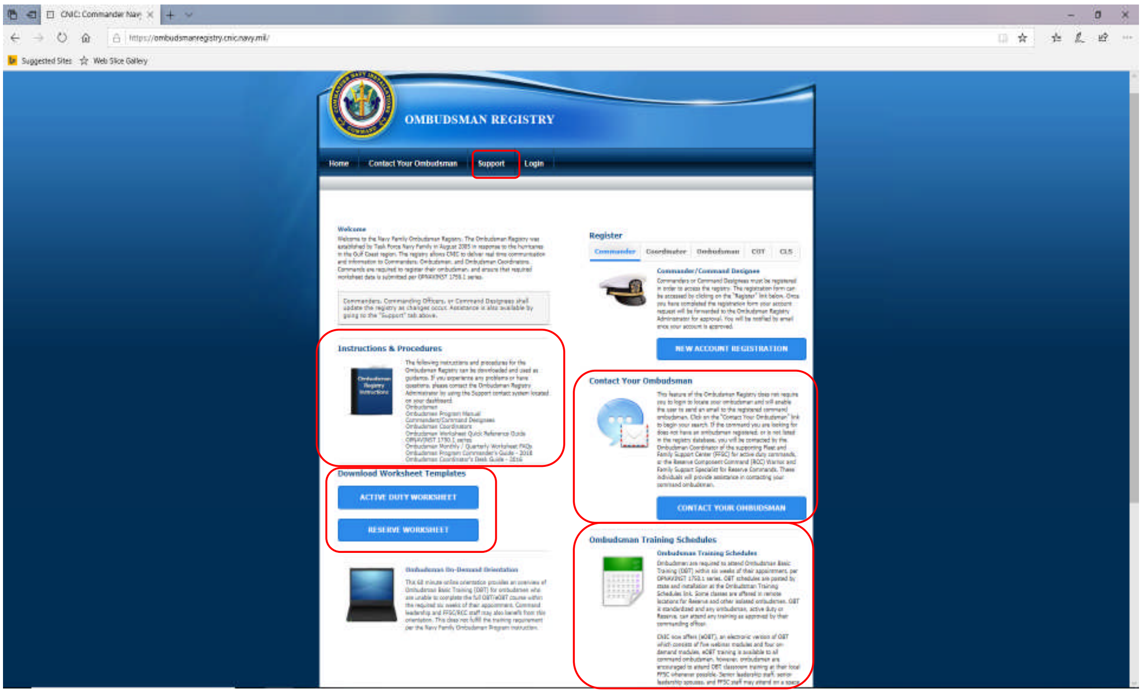
I. OMBUDSMAN REGISTRATION

Ombudsmen are not able to register themselves or access the Ombudsman Registry due to a CAC-enabled website. 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 Specialists
- Ombudsman Registry Administrators

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

- Support Case feature to request assistance or advice when needed.
- The Contact Your Ombudsman feature 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 to accomplish warm handoffs to families who are moving to a new location.
- The Instructions & Procedures feature can be used to download instruction guides, program instructions, FAQs, Ombudsman Program Manual, Ombudsman Monthly and Quarterly Worksheet templates for both active and reserve commands, OPNAVINST 1750.1G CH-2, Ombudsman Worksheet Quick Reference Guide, Ombudsman Program Commander's Guide, and the Ombudsman Coordinator's Desk Guide. If you experience any problems or have questions, please contact the Ombudsman Registry Administrator by using the Support case system located on the login page of the registry.
- Ombudsman Training Schedules will also be accessible from the login page of the Ombudsman Registry. You will also find a link for accessing the Learning Management System (LMS) for more training opportunities.



II. 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, & 3 on page 11 for additional guidance) as required by OPNAVINST 1750.1G CH-2.

- Deadlines for submission of worksheets are (the following examples illustrate the effective submission for February 2021 worksheets):
  - 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 **5 March** but **no earlier than 1 March**).
  - This will allow command POCs 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 10 March**).
  - 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**).
  - This allows the command POCs five days to upload the worksheet in the registry **NLT the 10th** of the month following the end of the reporting quarter (i.e., 2nd Quarter FY 2021 worksheets will be uploaded by the command POCs **NLT 10 April 2021**). See Note 3, Page 11.

- Worksheets are archived by calendar year for active duty and fiscal year for reserve commands.

- Worksheets must be submitted, **<u>including negative responses</u>** (this should be a rare occurrence).

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

  - 1st Quarter FY2021 (Oct-Dec) – upload to the registry NLT 10 Jan
  - 2nd Quarter FY2021 (Jan-Mar) – upload to the registry NLT 10 Apr
  - 3rd Quarter FY2021 (Apr-Jun) – upload to the registry NLT 10 Jul
  - 4th Quarter FY2021 (Jul-Sep) – upload to the registry NLT 10 Oct

2. All monthly/quarterly worksheets will be submitted using Microsoft Excel.

<u>Note:</u> 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. **<u>Do not use Google Sheets, PDFs, OSD, Numbers, Google Docs or create any other spreadsheet.</u>** These will not upload electronically and commands will have to enter the worksheets manually.

If you do not have Excel, your service member can get the discounted Microsoft Office 365 Home software for $69.99 or Personal for $48.99 per year as well as Projected Professional 2019 and Visio Professional 2019 for $14.99 each by going to the Navy's Home Use Program (HUP) at **https://www.homeport.navy.mil/management/microsoft-hup/**. CAC access is required to enter and use this program. They must use the access code for Navy noted on the website when ordering.

- The purchaser must have a navy.mil address in order to purchase or sign up for the Microsoft Home Use Program (HUP).

- Ombudsmen must have their military member place the order for them. You may have to cut and paste the URL to your web browser to access the website.

- Upon receipt, the service member will forward the link to the ombudsman to download the Microsoft Office 365 Home software on their personal computer.

- The software is available for both Macs and PCs.

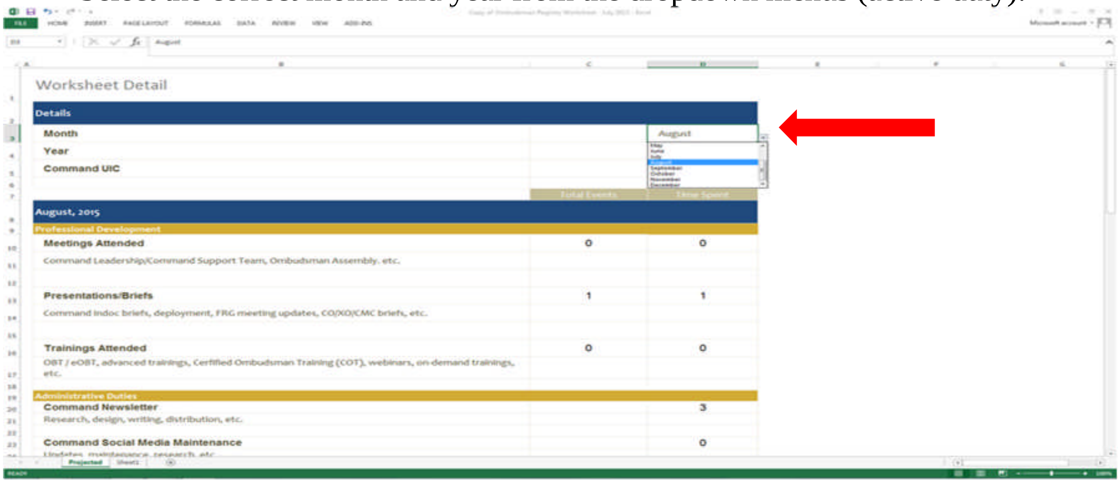
III. COMPLETING THE OMBUDSMAN MONTHLY/QUARTERLY WORKSHEET

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

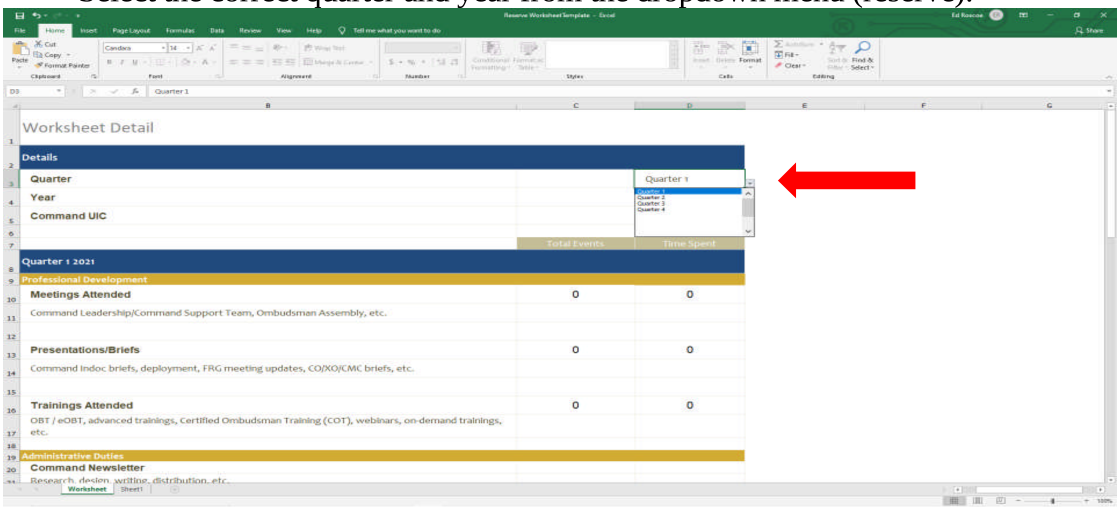
- Download the appropriate worksheet in Excel format from the login page of the Ombudsman Registry that is located in the lower left-hand corner under Instructions and Procedures. There are two separate Excel worksheets, one for active duty and one for reserve. NOSC ombudsmen should read the Special Note located on Page 11 of this instruction guide for submission of worksheets for units they support that fall under the NOSC.

2. Details Section.

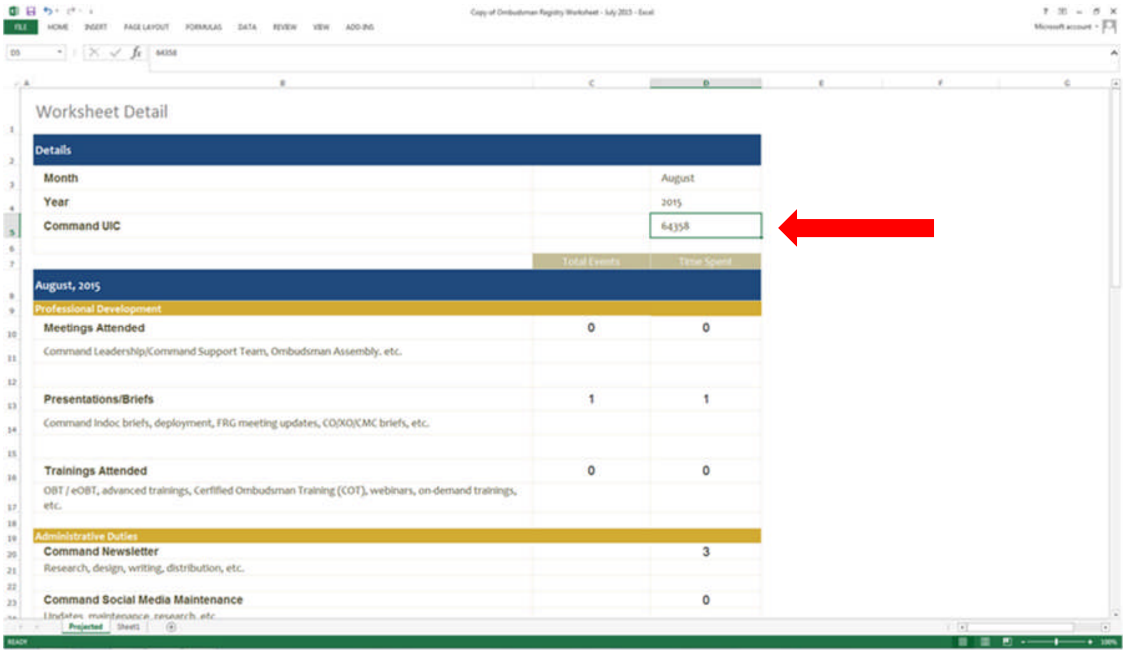
- Select the correct month and year from the dropdown menus (active duty).



- Select the correct quarter and year from the dropdown menu (reserve).



- 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 paragraph IV below. The UIC/RUIC must match the UIC/RUIC listed in the Registry for the command(s). Do not place an “N” in front of the UIC/RUIC.



3. Professional Development Section.

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

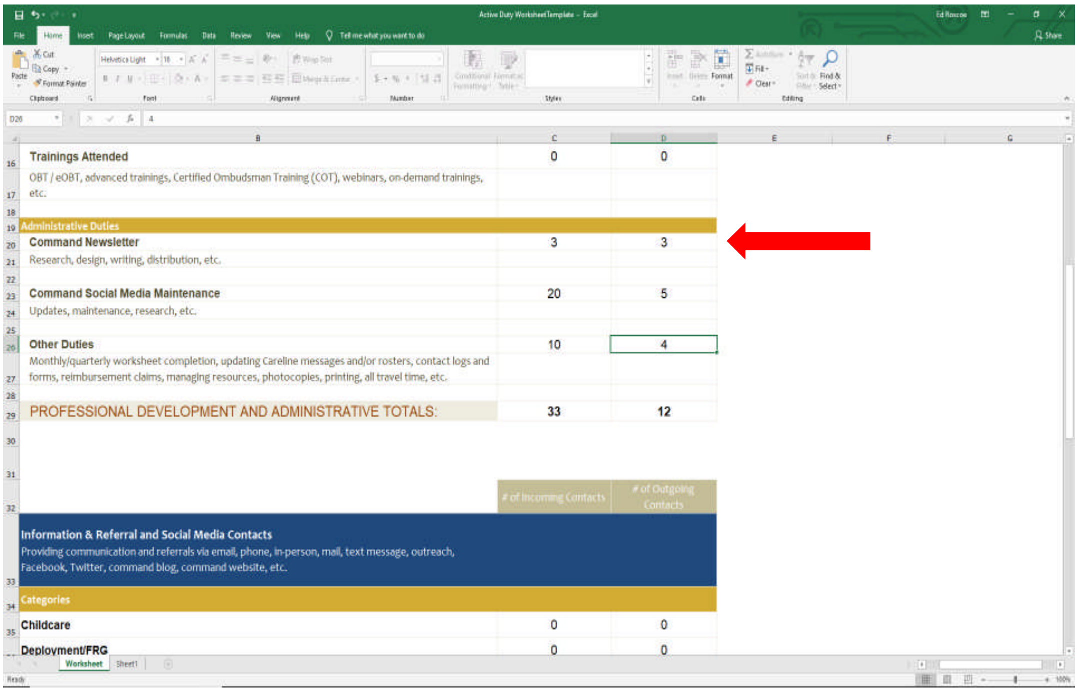
- Complete the total numbers for the month or quarter in Meetings Attended, Presentation/Briefs, and Trainings Attended. (For example, you provided 3 separate presentations that took 1 hour each to deliver. Enter 3 in the Total Events block and 3 in the Time Spent block.)

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

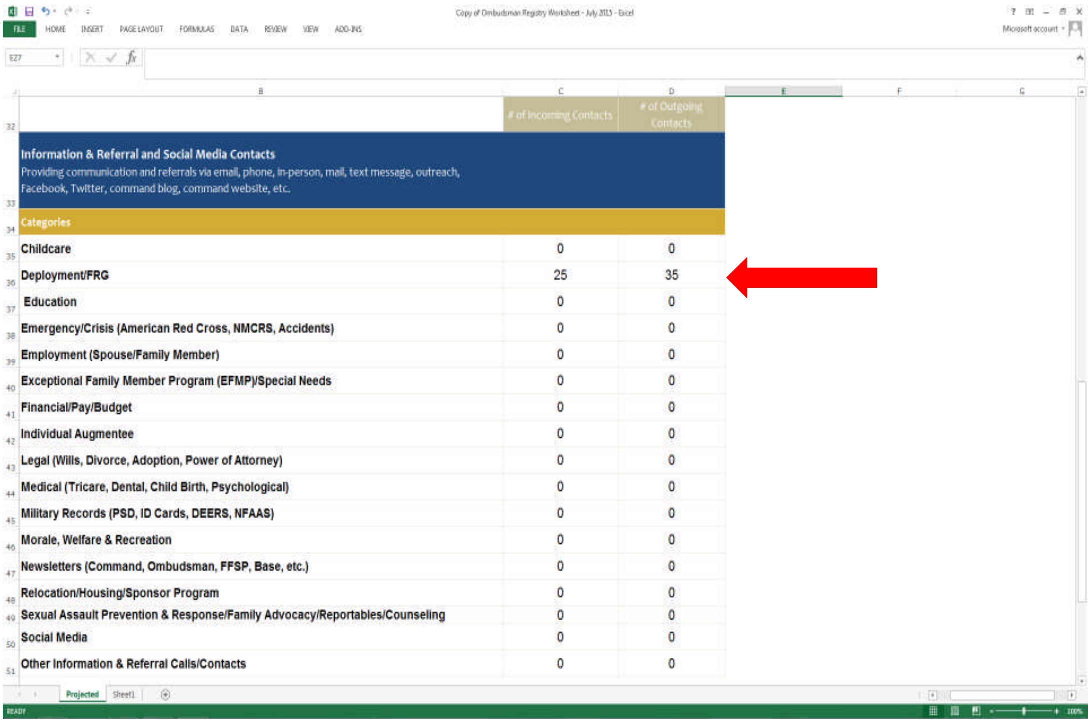
4. Administrative Duties.

- Administrative duties consist of preparing command newsletters, command social media maintenance, and other duties such as completing the monthly/quarterly worksheets, 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 the Total Events column (column C) and the number of hours that you performed in the Time Spent column (column D).



5. Information & Referral and Social Media Contacts.



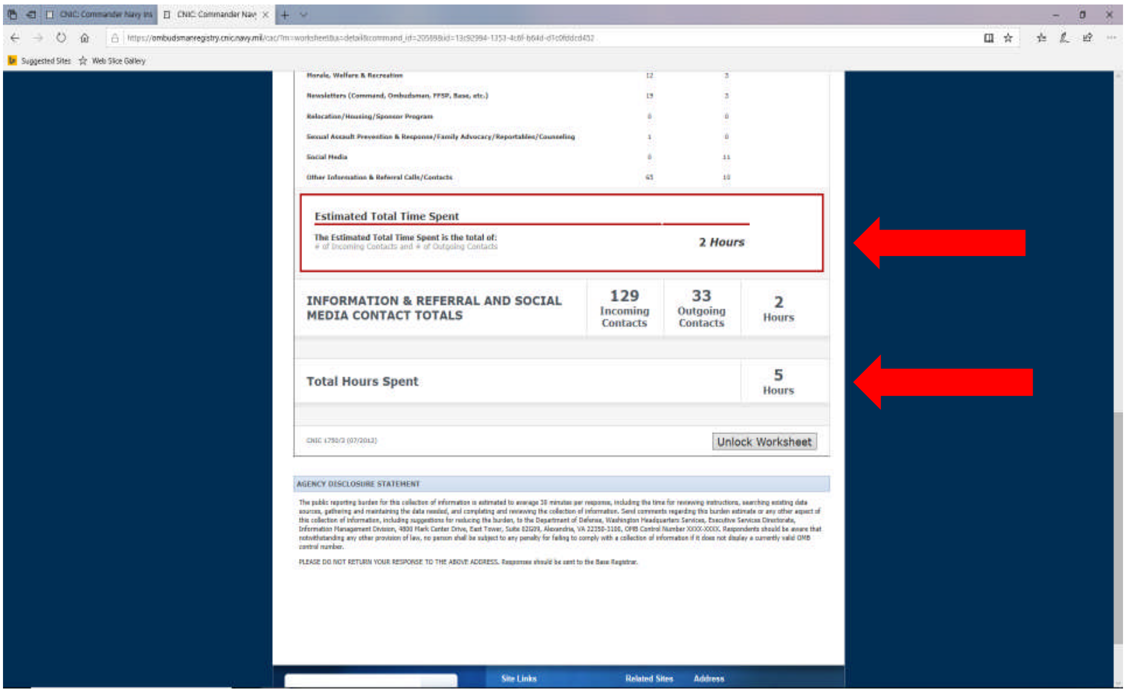
- All contacts, both incoming and outgoing, will be recorded in this section. Enter the total number of incoming and outgoing contacts. (For example, if you had 25 incoming contacts for Deployment/FRG and 35 outgoing, enter 25 in the Incoming block and 35 in the Outgoing block under this category.

Note: Example: 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. 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.

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 15-minute increments. For example, use .25 for 15 minutes, .50 for 30 minutes), and .75 for 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.

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 11** for commands with more than one ombudsman registered.

IV. SAVING AND SUBMITTING YOUR WORKSHEET FOR SUBMISSION

Save the worksheet as follows:

- Save the file name as UIC, month and year (e.g., 12345Feb2021) for active duty.
- Reserve ombudsmen will save their worksheets with file name as RUIC, quarter, and year (e.g., 123452ndQtrFY2021).
- 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 1750.1G CH-2 and a copy to ombudsman.registry.fct@navy.mil on the same email you send to your command POC. The Ombudsman Registry Administrator will be the backup for the command should they be deployed, TAD, on leave or having 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 Registry Administrator until your command POC returns.

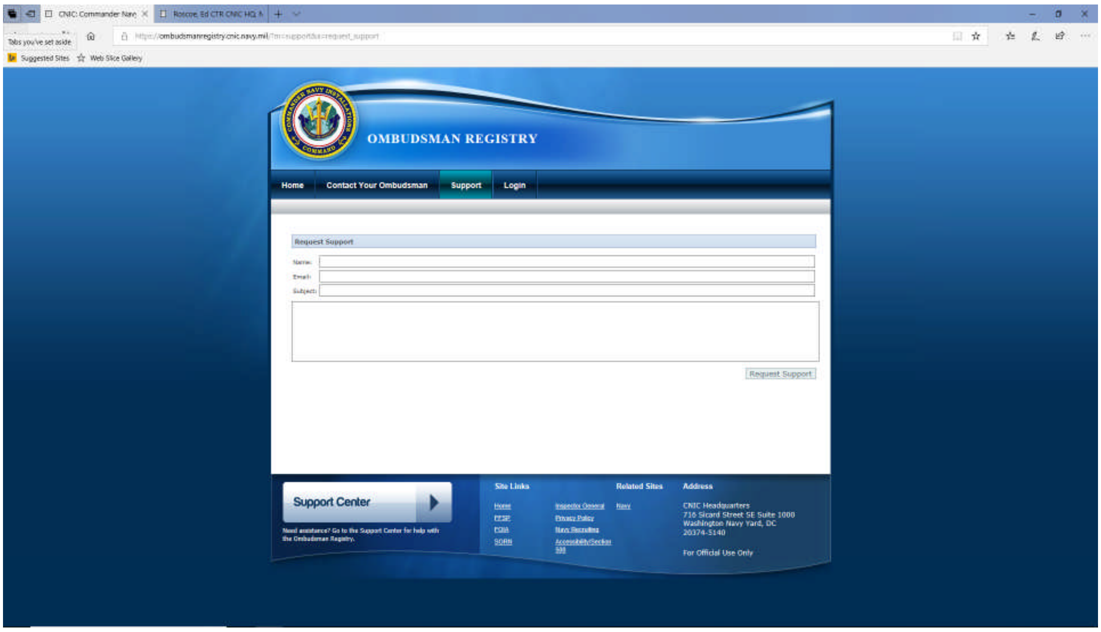
- Recommend that you also send a copy to your CO, XO, or other designated POCs.

V. SUBMITTING SUPPORT CASE REQUEST

1. If at any time you have problems or questions regarding the Ombudsman Registry, you can contact your FFSC Ombudsman Coordinator, Reserve Component Command (RCC) Warrior and Family Support Specialists or the Ombudsman Registry Administrator by submitting a support case request. To submit a support case request:

- Click on the Support tab located at the top of the login page.

- Fill in name, email address, 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 24-48 hours of submission.



NOTES

NOTE 1: Commands having multiple ombudsmen will submit one Ombudsman Monthly/Quarterly Worksheet per command/UIC/RUIC. 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.

NOTE 2: Ombudsmen who are registered to more than one UIC/command must do a separate Ombudsman Monthly/Quarterly 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.

NOTE 3: Reserve ombudsmen are only required to submit a quarterly worksheet. Most reserve units are supported by a Navy Operational Support Center (NOSC). These centers vary in size and support anywhere from 5 to 100 or more units each. Unit ombudsmen will complete their own worksheets if registered.

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

VI. OMBUDMSAN REGISTRY ADMINISTRATORS

1. For assistance with the Ombudsman Monthly/Quarterly Worksheet or registry problems please contact:

Name	Position	Email	Phone #
Mr. Ed Roscoe	Ombudsman Registry Administrator	ed.roscoe.ctr@navy.mil	(704) 857-0637
Mrs. Doreen Scott	Ombudsman Training Coordinator	doreen.scott.ctr@navy.mil	(402) 614-0550
Mrs. Brandy Littler	Ombudsman Program Analyst	brandy.littler@navy.mil	(202) 433-4701

VII. RCC WARRIOR AND FAMILY SUPPORT SPECIALISTS

Name	Region	Email	Phone #
Mrs. Luisa Fitzgerald	RCC Navy Region Southeast JAX	luisa.fitzgerald@navy.mil	(904) 542-3429
Mr. Eric Harris	RCC Navy Region Mid-Atlantic NORVA	eric.t.harris@navy.mil	(757) 341-5891
Mrs. Lisa Nelson	RCC Navy Region Mid-Atlantic GLAKES	lisa.s.nelson@navy.mil	(847) 688-4916 Ext. 226
Mr. Phillip Dobbins	RCC Navy Region Southeast FW	phillip.dobbins@navy.mil	(907) 947-6284
Mrs. Susan Hare	RCC Navy Region Southwest	susan.hare@navy.mil	(619) 532-4274
MACS Steve Batterson	RCC Navy Region Northwest	steve.batterson@navy.mil	(425) 304-3855