



## Ombudsman Monthly/Quarterly Worksheet FAQs

**Q: What is the Ombudsman Monthly/Quarterly Worksheet?**

**A:** The Ombudsman Monthly/Quarterly Worksheet is an automated database located on the Ombudsman Registry which tracks hours spent and types of contacts completed by ombudsmen.

**Q: When are worksheets due?**

**A:** Active Duty ombudsmen submit worksheets to their POC no later than the 5th of each month for the prior month. (i.e. October worksheets submitted NLT 5 November. Reserve Ombudsmen submit quarterly worksheets to their POC no later than the 5<sup>th</sup> of the month following each quarter (i.e. July – September worksheets submitted NLT 5 October). All command POC's must upload their worksheets NLT the 10<sup>th</sup> of the month following the end of the reporting month/quarter.

**Q: Are instructions available for completing worksheets?**

**A:** Instructions for completing the Ombudsman Monthly/Quarterly Worksheet are posted on the log in page of the Ombudsman Registry at <https://ombudsmanregistry.cnic.navy.mil> under the "Instruction and Procedures" section in the lower left hand corner titled "Ombudsmen".

**Q: Is training available for completing the Ombudsman Monthly/Quarterly Worksheet?**

**A:** Commander, Navy Installations Command (CNIC) hosts quarterly webinars on how to complete worksheets. Registration for these webinars can be completed on the Learning Management System (LMS) <http://learning.zeiders.refineddata.com/>. Webinars are recorded and accessible on the LMS or via the Ombudsman Registry Forum.

**Q: Is it a breach of PII to collect the data for the worksheet?**

**A:** No, there is no collection of names or details. Specifically, the worksheet only provides a count of contacts, categories, and hours completed by each ombudsman.

**Q: What is the benefit of the data collected on worksheets to the command/commanding officer?**

**A:** The data collected on the worksheets may provide the commanding officer with a snapshot of the command climate, both present and past. The report may assist the CO to identify:

- Issues and concerns of command families.
- Trends during deployment versus non-deployment periods among family members.
- Training which may be beneficial to the command and families.

**Q: How do ombudsmen benefit from the worksheet data?**

**A:** Ombudsmen may attend web based or face-to-face training offered through the Fleet and Family Support Center to increase knowledge and resources based upon the types of contacts they frequently encounter. They may also select material to include in the command newsletter and resource binder based upon needs identified by families.

**Q: What is the Navy-wide benefit of the worksheets?**

**A:** The metrics collected from the worksheets helps determine:

- Benefits and cost-avoidance to the Navy for utilizing the services of ombudsmen (volunteers), as opposed to assigning this function to a service member or a paid civilian employee.
- How program funding should be allocated.
- Specific region and Navy-wide training requirements.