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COMDTINST 1750.4D
10 MAR 2006

COMMANDANT INSTRUCTION 1750.4D

Subj: OMBUDSMAN PROGRAM

- Ref:
- (a) Authority to Accept Certain Voluntary Services, 10 U.S.C. § 1588
 - (b) Volunteer Protection Act of 1997, Public- Law 105-19
 - (c) Family Advocacy Program, COMDTINST 1750.7 (series)
 - (d) Restrictions on Employment of Relatives, COMDTINST 12310.3 (series)
 - (e) Invitational Travel, COMDTINST 12570.3 (series)
 - (f) Coast Guard Special Needs Program 1754.7 (series)
 - (g) Coast Guard Equal Opportunity Manual, COMDTINST M5350.4 (series)
 - (h) Joint Federal Travel Regulation (JFTR), Appendix E

1. PURPOSE. This Instruction provides policy and program guidance applicable to all Coast Guard units for the Ombudsman Program.
2. ACTION. Area and district commanders, commanders of maintenance and logistics commands, commanding officers of integrated support commands, commanding officers of headquarters units, assistant commandants for directorates, Judge Advocate General and special staff elements at Headquarters shall ensure compliance with the provisions of this Instruction. Internet release is authorized.
3. DIRECTIVES AFFECTED. Ombudsman Program, COMDTINST 1750.4C is cancelled
4. DISCUSSION.
 - a. The precursor to the Ombudsman program, the Coast Guard Command Family Representatives Program, was established in 1986. Like its precursor, the Ombudsman program serves as a link between Coast Guard units and families. Ombudsmen assist units and families by providing information about family services, sources of assistance, Coast Guard and unit policies, activities of interest to family members, family benefits, and other information to minimize disruption

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related to relocation and deployments. The program is not intended to provide counselors to Coast Guard families, but rather to provide a liaison between the Commanding Officer (CO) and/or Officer-in-Charge (OINC) and families.

- b. An effective Ombudsman program supports the CO/OINC in gaining insight on the state of the unit, thus allowing a proactive response that can minimize or preclude the impact family concerns may have on unit mission readiness.
- c. Appointed Ombudsmen are volunteers who donate their services directly to the unit. These volunteers are covered as federal employees in accordance with reference (a) and are provided some protection against litigation in accordance with reference (b). In addition, they are mandatory reporters of family violence as described in reference (c) and shall follow all guidance within this Instruction as well as guidance provided by the CO/OINC.
- d. This Instruction does not apply to volunteers who support the Ombudsman program but are not officially appointed as an Ombudsman. The donation of their services to public, private, or commercial organizations or contractors for the Coast Guard, even when such services are in direct support of the Ombudsman program, are appreciated by the Coast Guard, but are not authorized coverage under this Instruction.
- e. This Instruction does not establish any rights or benefits to family services at specific units throughout the Coast Guard. The program foundation is a collaboration among Coast Guard auxiliary and reserve forces, all Coast Guard units, the Department of Defense (DoD), federal, state and local agencies, and public and private civilian agencies. Collaboration ensures the maximum use of resources to provide family support services to Coast Guard members and their families and minimizes the duplication of services.

5. DESIGNATIONS.

- a. The Commandant will appoint, in writing, an Ombudsman-at-Large to represent all unit Ombudsmen and report on active duty and reserve family concerns. The Ombudsman-at-Large will write reports of any field visit and provide them to the Commandant as requested, with a copy to the Director of Health and Safety (CG-11).
- b. Commanding Officers/Officers-In-Charge are responsible for determining the need for an Ombudsman program at their unit and are accountable to their superior for this decision. Officers-in-Charge also have the option of either appointing a unit Ombudsman or ensuring that family members have access to an appointed Ombudsman within their geographic area.
- c. Work-Life Supervisors at Integrated Support Commands (ISCs) and Headquarters Support Command (HSC) shall serve as the Ombudsman Program Coordinator. The Work-Life Supervisor may delegate this responsibility in writing to a volunteer or Work-Life Specialist as a collateral duty.

6. GOALS.

a. The primary goals of the Ombudsman Program are to:

- (1) Support the unit mission by creating and maintaining lines of communication from the command to families as well as from families to the command. Communications are best conducted through the chain-of-command;
- (2) Assist in identifying unit needs for support services and provide appropriate referral services before family concerns and problems reach crisis proportions;
- (3) Reduce social isolation among family members by providing direct communication to families (i.e., newsletters or email news), thus enhancing a feeling of belonging, control, and self-esteem within Coast Guard families;
- (4) Provide information about available resources by referring family members to appropriate service providers in an effort to promote self-reliance;
- (5) Facilitate and promote a healthy sense of community among Coast Guard members and their family members within the unit;
- (6) Serve as a principal source of assistance and support to Coast Guard families during times of local or national emergency, mobilization, deployment or evacuation;
- (7) Support mission readiness by preventing or reducing family stressors and freeing Coast Guard personnel from family concerns so they are able to focus on the mission of the service; and
- (8) Maintain the highest standards of professionalism and confidentiality.

7. WHO MAY VOLUNTEER AS AN OMBUDSMAN.

- a. The appointed unit Ombudsmen normally should not be the spouse or family member of the Commanding Officer, Officer-In-Charge, Executive Officer, Executive Petty Officer or Command Master Chief, in accordance with reference (d). Voluntary service as an Ombudsman may be accepted from the spouse of a unit member, Coast Guard Reservists and/or their spouses, or a Coast Guard Auxiliarist;
- b. A Reserve or Auxiliary member may volunteer to serve as an Ombudsman if the CO/OINC so chooses. While Reservists cannot use drill time to complete Ombudsman duties exclusively, they may be assigned additional duties assisting the Ombudsman program or be appointed as the Ombudsman Coordinator at an ISC. COs/OINCs are encouraged to select other volunteers, such as active duty members, reservists, auxiliarists, and Work-Life staff members to assist with Ombudsman program management. In an area where units are collocated and there are several Ombudsmen, it can be beneficial to have one Ombudsman volunteer to assist the Ombudsman Program Coordinator.

- c. Voluntary services from host-nation or third country citizens may be accepted if the responsible CO/OINC determines that acceptance of such voluntary services will not subject the Coast Guard to potential liability for unacceptable expenses. This includes payment of employment benefits for a volunteer because of host-nation labor and voluntary service laws, United States/host nation treaties, or Status of Forces Agreement or other agreements. COs/OINCs should seek legal counsel for a review of the provision of voluntary services from host-nation and third-country citizens at overseas locations prior to appointment in the Ombudsman program. For example, the spouse of an active duty member holding host nation or third country citizenship.

8. EXCLUSIONS. In accordance with reference (a), Ombudsmen may not:

- a. Hold policy making positions, supervise paid employees or military personnel, or perform inherently governmental functions, such as determining entitlements to benefits, authorizing expenditures, or deciding rights and responsibilities of any party under Coast Guard requirements;
- b. Be used to displace paid employees or in lieu of filling authorized paid personnel positions;
- c. Be accepted in exchange for any personnel action affecting any paid federal employee or any military members; or,
- d. Perform case management or counseling services, even if professionally trained in these areas.

9. PROGRAM RESPONSIBILITIES.

- a. Area and District Commanders, commanders of maintenance and logistic commands and Superintendent of the Coast Guard Academy shall:

- (1) Implement policy and procedures described in this Instruction
- (2) Ensure appropriate support by providing funding and other resources necessary for the coordination and implementation of annual training throughout the district for appointed command Ombudsman and program management training for commanding officers
- (3) Ensure immediate reporting of all allegations and substantiated child/spouse abuse/neglect incidents to the servicing family advocacy specialist in accordance to Reference (c);
- (4) Ensure CO/ONIC coordinate program implementation and other support efforts with the program coordinator
- (5) Ensure invitational travel orders presented are provided with the approval of the Ombudsman Program Coordinator that the Ombudsman has been officially appointed to the program and that requirements for invitational travel orders (See reference (e)). Volunteers not officially appointed are not authorized the benefit of invitational travel or any other reimbursement benefit under the Ombudsman program. Ombudsmen shall not be placed on invitational travel without the presentation of an appointment letter.

- b. Commandant (CG-111). The Office of Work-Life is responsible for developing program policy, promoting program management efforts with the reserve and auxiliary force, and for funding the approved activities of the Ombudsman-at-Large. In addition, CG-111 is responsible for supporting the initiation of collaborative efforts between Coast Guard units with DoD and other federal, state, and local agencies, including both public and private, to ensure maximum use of resources for family support services to Coast Guard members and their families.
- c. Commandant (CG-1112). The Individual and Family Support Division serves as the Ombudsman Program Manager and is responsible for:
 - (1) Developing policy and guidance for program compliance;
 - (2) Actively seeking opportunities to exchange volunteer issues, trends, and programs among relevant offices within DoD and other federal, state, and local civilian volunteer components to maximize available support systems and avoid duplication;
 - (3) Coordinating, sharing, and collaborating services, training, and resources with reserve and auxiliary components supporting a total Coast Guard force; and
 - (4) Development of a standardized Ombudsman training curricula and promoting attendance at joint-service training programs by Coast Guard Ombudsmen.
- d. ISC/HSC Commanding Officers shall:
 - (1) Implement policy and procedures as described in this Instruction;
 - (2) Encourage support and implementation of volunteer services to assist in providing family members with an avenue to obtain information and referrals for services and benefits that will address their immediate concerns;
 - (3) Appoint the duties of Ombudsman Program Coordinator as described in this Instruction;
 - (4) Advocate for the support of the duties related to the Ombudsman program, to include monitoring compliance, promoting awareness, providing program guidance, and compiling document for reporting;
 - (5) Require immediate reporting of all allegations and substantiated child/spouse abuse/neglect incidents to the servicing ISC Work-Life Family Advocacy Specialist (FAS), and unit CO/OINC; if unable to contact the CO/OINC or the servicing ISC Work-Life FAS, contact the ISC Work-Life Supervisor in accordance with reference (c); and
 - (6) Report to appropriate authorities, ensuring privacy and confidentiality, any instances of any suicide, homicide, or possible intimate danger.

e. ISC and HSC Work-Life Supervisors shall:

- (1) Serve as the Program Coordinator for the Ombudsman program, unless delegated, throughout their area of responsibility (AOR), and assist unit COs/OINCs in learning about the benefits an Ombudsman volunteer could bring to their unit;
- (2) If delegated, assign the responsibilities of Program Coordinator in writing to a volunteer, such as a reservist, auxiliaryist, or appropriate member of the Work-Life staff. If a volunteer is appointed as the Ombudsman Coordinator, they shall be allowed to be reimbursed for the same items an Ombudsman may claim according to section 17 (a) of this Instruction;
- (3) Coordinate basic Ombudsman training, provide program guidance, and assist units with the appointment of an Ombudsman within their AOR;
- (4) Establish a system to collect information on AOR Ombudsman services provided on an annual basis, to include: number of Ombudsmen appointed for each unit, number of deployments or other informational group briefings, total number of hours of volunteer service, total amount of reimbursement and program related expenses, total number of requests for Ombudsman Program support, number of training sessions conducted for COs/OINCs and their Ombudsmen, along with a list of family concerns reported by the COs/OINCs throughout their AOR. The report should be forwarded to Commandant (CG-1112) by Oct 30 annually, or when requested;
- (5) Monitor compliance with this Instruction, ensure collaboration, promote awareness, promote joint-service programs, establish a recognition and reward system, provide program procedural guidance; provide training; compile documentation and provide funding support;
- (6) Compile and maintain an Ombudsmen roster within their AOR, updated or as changes occur. Forward each update to the ISC Commanding Officer, District Commander, District Chaplain, and District Command Center;
- (7) Identify and analyze local trends and provide advice to Ombudsmen in their AOR regarding information that affects the program;
- (8) Assist local units in the development of financial plans for budgeting their Ombudsman program;
- (9) Establish program budget, including annual training for COs/OINCs and their command Ombudsmen, with documented marketing efforts from recruitment to training;
- (10) Coordinate with other ISC Program Coordinators for Ombudsmen unable to attend training in their AOR. Every effort should be made to schedule the Ombudsman for the next available training, if space is available and if it is feasible to send the Ombudsman to the training location. Ombudsmen not attending scheduled training sessions shall be reported to the sponsoring CO/OINC;

- (11) Support the appointment of auxiliary members, reserve members, and experienced Coast Guard Ombudsmen to the management of the Ombudsman program; and
- f. Chaplains shall serve as a vital resource for the Ombudsman as a referral resource for Coast Guard families and serve as a support provider for all Ombudsmen within their AOR.
- g. Unit Commanding Officers (CO) and Officers-In-Charge (OINC) shall:
- (1) Make a determination for the need of an Ombudsman program at the local unit. COs and OINCs shall appoint a sufficient number of Ombudsmen necessary to ensure an effective asset for their unit, or ensure family members have access to an Ombudsman within their geographic area;
 - (2) Make a determination whether or not to assign a unit advisor to become the primary point of contact for the Ombudsman. However, responsibility for supervisory oversight of the unit Ombudsman will always remain with the CO/OINC;
 - (3) Be responsible for establishing priorities and deciding what concerns will be handled through the Ombudsman program. The program should address direct unit-specific needs and strive to include, but not be limited to, direct information and referral for: prevention and enrichment programs and services; child care assistance (including exploring family child care in government quarters); youth recreation and development; family advocacy; special needs; employee assistance; the mobile military life style at different stages; career development and relocation assistance; dependent education; substance abuse prevention; family health and fitness; financial management; sponsorship or emergency services support; and other family support services;
 - (4) When appointing an Ombudsman, as described in this Instruction, notify the appointee(s) that the position is considered a volunteer position. COs/OINCs are reminded that personnel management rules and procedures applicable to exercising authority, direction, and control over military personnel and paid employees are not applicable to volunteers;
 - (5) COs/OINCs are authorized to terminate an appointed Ombudsman when the CO/OINC determines that the Ombudsman no longer meets the needs of the unit and its Coast Guard families;
 - (6) Coordinate with the servicing ISC Work-Life Ombudsman Program Coordinator to ensure the Ombudsman attends training, at least annually. An Ombudsman unable to attend annual training for their AOR will be referred to the servicing ISC Work-Life Ombudsman Program Coordinator to reschedule for the next available training;
 - (7) Provide the Ombudsman with a current list of unit personnel, family members' names, addresses and phone numbers. Ombudsmen are designated as routine users under Privacy Act guidelines;
 - (8) Ensure the Ombudsman will not perform duties that render them unusually susceptible to injury or to causing injury to others;

- (9) Ensure undue influence protections are provided to the Ombudsman;
- (10) Ensure the Ombudsman is counseled that they are not authorized to maintain written case notes, records, files or any related information in any format involving family violence or make decisions regarding family violence. For technical assistance regarding family violence, the Ombudsman shall consult with the CO/OINC or the servicing ISC Work-Life FAS; and, if unable to contact the CO/OINC or the servicing ISC FAS, to contact the servicing ISC Work-Life Supervisor.
- (11) Ensure the Ombudsman is counseled that they are not authorized to develop or maintain records on individual family members beyond information and referral to services and programs. Information and referral data collection must be forwarded to the CO/OINC on a monthly basis. Confidentiality is a key in the Ombudsman program and names of referrals will not be included in this report, only the number of referrals and services used;
- (12) Obtain Ombudsman program management training from the servicing ISC for updates and guidance of compliance with this Instruction;
- (13) Encourage and approve the establishment of an Ombudsman Advisory Committee, if needed (enclosure (2)); and develop a regular meeting schedule at the CO's/OINC's discretion (example monthly, bi-monthly, after deployments, etc.);
- (14) Consider asking the Ombudsman to serve on boards or committees that provide support for the unit members and their families such as Morale Welfare Board or Housing Board;
- (15) Add the Ombudsmen to the standard distribution list for unclassified information and other information relevant to Ombudsman activities;
- (16) Coordinate unit-related or Coast Guard fundraising activities under the unit legal advisor's guidance to ensure the relationship of these activities to the Ombudsman program is appropriate;
- (17) Ensure the Ombudsman is invited to all-hands meetings, when appropriate;
- (18) Not use the Ombudsmen as the social chairperson or have Ombudsmen conduct formal or informal social events for the unit; and
- (19) Ensure the Ombudsman maintains an administrative record that documents on a monthly basis their Ombudsman training, work hours and duties, and supervision notes. Copies shall be sent to the servicing ISC Ombudsman Program Coordinator. Such records shall be secured and maintained in the same manner as civilian federal workers; e.g., retained for 3 years following the termination of volunteer service. After 3 years, a summary of each Ombudsman's service may be electronically maintained at the unit for historical purposes or until no longer needed.

h. Unit Ombudsman shall:

- (1) Serve as liaison between the command and families and report directly to the CO/OINC;
- (2) Work within the scope of responsibilities, functions and duties of this Instruction and the appointing CO/OINC. Ombudsmen working outside the scope of their responsibilities are not covered by this Instruction and are considered a liability to the Coast Guard. The CO/OINC has the authority to address such a breach with the Ombudsman through counseling or even removal of the appointment letter;
- (3) Provide information and referrals to families of available services and benefits and explain that all services may not be available in the identified geographical location but may be made available through other civilian, federal or military agencies. Ombudsmen should use the local unit and servicing ISC Work-Life Specialists as the first priority in their referral process;
- (4) Compile demographic information, by unit, number of families served, number of deployment or other informational group briefings, total number of service hours contributed, total amount of reimbursement and program related expenses, total amount of childcare reimbursement for children under the age of thirteen, request for unit program support, dates and locations of field training provided, and the number of personnel trained;
- (5) Inform the servicing ISC Work-Life Family Resource Specialist (FRS) whenever a family with special needs is identified, and encourage enrollment in accordance to reference (f);
- (6) Compile information maintaining accurate and complete records on assistance agencies, military and civilian, to include telephone numbers, location and point-of-contact;
- (7) Maintain an up-to-date phone tree and email addresses to inform unit families of immediate unit information. All contact information is covered by Privacy Act guidelines and shall be used for official purposes only;
- (8) Develop, within unit guidelines, newsletters, websites, care lines, and other methods to inform families of upcoming unit events, referral information and other needed information for families;
- (9) Promote general awareness of family readiness planning to ensure family members are prepared to deal with unique roles and responsibilities of service members;
- (10) Compile information on family concerns reflective of the entire unit and report such concerns directly to the CO/OINC;
- (11) Immediately report all allegations, suspicions and substantiated incidents of family violence along with any pertinent information, to the CO/OINC and servicing ISC Work-Life Family Advocacy Specialist (FAS). If unable to contact the CO/OINC or servicing ISC Work-Life FAS, contact the servicing ISC Work-Life Supervisor in accordance with reference (c).
- (12) Immediately contact the proper authorities in cases of any potential homicides, violence, or life endangering situation, and immediately contact the CO/OINC;

- (13) Not serve as a professional counselor or provide professional advice or counseling services, even if the Ombudsman is professionally trained to provide these services;
- (14) Not develop or maintain records on individual family members beyond information and referral to services and programs. Forward information and referral data collected, on a monthly basis, to the CO/OINC. Names of referrals will not be included in this report, only the number of referral and services used;
- (15) Ensure confidentiality of information provided by family members is maintained and information is provided to unit personnel strictly on a need-to-know basis;
- (16) Attend annual training for updates to this Instruction and guidance on implementation of the Ombudsman program;
- (17) Keep expense logs and receipts for reimbursement;
- (18) At the discretion of the CO/OINC, represent the unit on boards or committees that provide support for the unit and families;
- (19) Serve on an Ombudsman advisory committee (see enclosure (2)) when such committee is designated by the CO/OINC; and
- (20) Promote interagency cooperation and information sharing.

i. Ombudsman-at-Large shall:

- (1) Communicate regularly with the Ombudsman Program Manager (CG-1112) concerning the Ombudsman Program;
- (2) Serve as an advocate between the ISC Work-Life Ombudsman Program Coordinator and the Unit Ombudsmen within their AOR;
- (3) Submit an annual travel schedule reflective of visits to Coast Guard units, unit Ombudsmen and family members to the Ombudsman Program Manager (CG-1112) for approval and funding;
- (4) Attend training and/or meetings relevant to their role as lead Ombudsman and ensure invitational orders are approved prior to travel in accordance with reference (e);
- (5) Provide an informational trip report after any unit visit when requested by the Commandant and/or by the Ombudsman Program Manager (CG-1112). Copies shall be provided to both officials.

10. APPOINTMENT PROCESS.

a. Commanding Officers and Officers-in-Charge shall:

- (1) Solicit volunteers for Ombudsman positions from among unit spouses of active duty members, Coast Guard Reservists and their spouses, and Coast Guard Auxiliarists;
 - (2) Request candidates submit an application form and references and initiate a Family Advocacy check by submitting the applicant's name and Social Security Number to the servicing ISC Work-Life Family Advocacy Specialist (see enclosure (1));
 - (3) Interview the unit Ombudsman candidates;
 - (4) Appoint each unit Ombudsman with a designation letter outlining responsibilities, appointment duration, administrative and financial support, and establish a regular command meeting schedule (if the Ombudsman is to serve more than one unit, each CO or OINC shall sign the appointment letter);
 - (5) Assure that the Ombudsman completes DD Form 2793, Volunteer Agreement for Appropriated Fund Activities (see enclosure (3)). A copy of the signed DD Form 2793 shall be given to the unit Ombudsman and the original shall be maintained in the unit administrative file; and
 - (6) Introduce the Ombudsman to the unit members and their families at a unit function or via newsletter or correspondence. The CO/OINC may take this opportunity to present the unit Ombudsman with a nametag.
11. **TRAINING**. The Ombudsman shall attend initial unit briefings before the performance of their duties and attend basic Ombudsman training within 12 months of the date of their appointment letter to obtain updates and guidance on the compliance of this Instruction. The Ombudsman shall receive one-on-one training in person or over the phone, with the ISC Work-Life Ombudsman Program Coordinator or an experienced Ombudsman, within three weeks of their appointment. The Ombudsman may also take advantage of other training as appropriate, in either general Ombudsman skills or specific areas. Ombudsmen not attending annual training within 18 months of their previous training shall be removed from the program until completion of all required training.
12. **APPRECIATION**. Ombudsmen should be recognized at a unit luncheon, reception, all-hands meetings, annual Ombudsman training or other appropriate gatherings. This appreciation may be expressed in a letter of recognition, a certificate of performance, special mention in a unit newsletter or other appropriate acknowledgement of the services provided to unit families. The last Friday in March is traditionally designated as Coast Guard Ombudsman Appreciation Day, to publicly recognize the dedicated service of these volunteers, but units may set aside any day they find appropriate.
13. **OMBUDSMAN RESIGNATION**. When an Ombudsman expresses their intention to cease performing in this voluntary service, it shall be documented on DD Form 2793. A copy of DD Form 2793 shall be provided to the Ombudsman and a copy shall be forwarded to the servicing ISC Work-Life Ombudsman Program Coordinator.
14. **NONDISCRIMINATION POLICY**. In accepting Ombudsman volunteer services, COs/OINCs shall not discriminate based on race, creed, religion, age, sex, color, national origin, sexual orientation,

marital status, political affiliation, or disability. In addition, the Ombudsman shall not discriminate against members of the unit or families based on military paygrade, race, creed, religion, age, sex, color, national origin, sexual orientation, marital status, political affiliation, or disability (see reference (g)).

15. CONFIDENTIALITY. Confidentiality, in this context, does not create a privilege against providing information to the CO/OINC. Ombudsmen are unit representatives and must always represent themselves in that manner. As a unit representative, all information given by families to the Ombudsman is required to be disclosed to the CO/OINC. Information obtained by the Ombudsman shall be disclosed only to those unit personnel who, in the performance of their official duties, have a need to know. Ombudsmen are not authorized to withhold family information from the CO/OINC. Family members who wish to maintain complete confidentiality should be referred to the District Chaplain, their servicing ISC Work-Life Employee Assistance Program Coordinator (EAPC) or Family Advocacy Specialist (FAS) for appropriate guidance or referral. Ombudsmen are not authorized to develop or maintain records on individual family members beyond information about referral services and programs. Data collection from the unit Ombudsman shall be forwarded to the CO/OINC on a monthly basis. The names of families referred will not be included in the report, only the number of referrals and services used to keep the CO/OINC informed of multiple situations throughout the unit. The CO/OINC will determine whether there is a need to retain files at the local command.

16. OMBUDSMAN SERVICE HOURS.

- a. Each Ombudsman shall maintain a monthly record of volunteer service hours worked. Service hours worked will be recorded for the appropriate day and month that the work was performed and submitted to the CO/OINC. The volunteer service hours shall be verified by the CO/OINC and placed in the unit administrative file, with a copy forwarded to the servicing ISC Work-Life Ombudsman Program Coordinator, as requested.
- b. Credit will be given for each hour of voluntary service performed; including hours spent in orientation, basic Ombudsman training, annual training, meetings, and other training or approved activities by the appointing CO/OINC. The Ombudsman will travel using invitational travel orders for temporary duty at training conferences or training workshops and will be credited with 24-hours of voluntary service worked per day (see reference (e)).
- c. Ombudsmen performing on-call duties shall be awarded two hours of credit for each 24-hours spent on-call, in addition to any voluntary service performed during the on-call period.
- d. Extra credits will be awarded in the amount of 15 hours per month and entered into the monthly total column of the daily time record for appointed Ombudsmen who serve in additional program management positions in the following capacities: Ombudsman trainer; lead Ombudsman coordinator. Before an Ombudsman may be appointed to the position of lead Ombudsman coordinator, they must have the approval of the servicing ISC Work-Life Ombudsman Program Coordinator.

- e. Credit will be given for each hour of referral research, internet research, resource file maintenance, and development of web or newsletter to enhance program and participation.

17. PROGRAM SUPPORT.

- a. Funding. Every unit with an appointed Ombudsman shall establish a funding line item to support their Ombudsman program. Reference (a) authorizes use of appropriated or non-appropriated funds for this purpose. This includes reimbursement of expenses incurred during performance of Ombudsman duties, when appropriate and approved in advance by the CO/OINC. It is important for the CO/OINC and their Ombudsman to discuss the budget annually and determine what support can be provided and what expenses will be reimbursed. The unit Ombudsman, based on the authorized budget, must document their expenses and submit a Standard Form 1164, Claim for Reimbursement for Expenditures on Official Business, to the appropriate unit representative for reimbursement (see enclosure (7)).
- b. Reimbursable Items. Ombudsman must be acting in an official capacity as directed by the CO/OINC to receive reimbursement for the following items:
 - (1) Child care: Reimbursement may not exceed the local rate of the Coast Guard Child Development Center (CDC). If there is no local CDC, contact the servicing ISC Work-Life Family Resource Specialist (FRS) to obtain information on the local rate. Child care reimbursement for children under the age of thirteen shall be reported to the CO/OINC monthly and recorded in the unit administrative file. Total reimbursement of child care costs shall be reported to the servicing ISC Work-Life Ombudsman Program Coordinator.
 - (2) Mileage, parking, and tolls: Reimbursement shall be paid at the current government privately owned vehicle rate. Mileage, parking and tolls must be documented by the Ombudsman and receipts are required.
 - (3) Travel Expenses: Reimbursement for expenses incurred during participation in training, conferences, and other approved events are authorized. The travel must be approved in advance and reimbursement must be in accordance with reference (h). Invitational travel orders will be used for travel (see reference (e)).
- c. Incidental Expenses. At the discretion of the CO/OINC, incidental expenses may be paid from appropriated funds. Expenses can only be incurred and paid directly by the command; these are not expenses reimbursable to the Ombudsman. The CO/OINC can use non-appropriated funds for individual Ombudsman appreciation dinners (if the Ombudsman is not on invitational travel orders), plaques and awards, or refreshments provided for meetings or training, etc. The non-appropriated fund limitation is \$50 per Ombudsman per year, not to exceed a total of \$500.00 annually for appropriated or non-appropriated funds per command. Disbursement of cash awards is not authorized for this program.
- d. Communications. Options include:
 - (1) Authorizing government telephone use in the unit office, which is preferable if travel from the Ombudsman's residence to a government phone is within a reasonable distance. A

telephone log shall be maintained of official calls made including purpose, date and time. The call log shall be made readily available for review and verification upon the request of the unit CO/OINC.

- (2) Purchasing a telephone calling card for the Ombudsman's use during official duties is authorized. Telephone calling cards must be temporary in nature. Government FTS calling cards are not authorized for Ombudsman use. Calls shall be documented in the telephone log that includes the purpose, date and time. This log shall be made readily available for review and verification upon the request of the unit CO/OINC.
 - (3) Commands may reimburse toll calls on presentation of a home telephone company invoice. Ombudsmen shall keep a telephone log of all toll calls, including purpose, time, and date of such calls. A copy of this log shall be submitted in conjunction with the telephone company invoice for reimbursement. The original telephone log shall be made readily available for review and verification upon the request of the unit CO/OINC and/or their designee.
 - (4) When unit members are disbursed over a wide geographic area, causing numerous toll calls, the unit may obtain and fund a toll-free (800, 888, or other) number so families can contact the Ombudsman.
 - (5) The issuance of communication equipment, telephone service, or other electronic equipment in the home of an Ombudsman is at the discretion of the CO/OINC and should be discussed with a MLC/District legal officer before installation.
 - (6) Cell phones for Ombudsman duties may be loaned and must be documented by using a DD 1149 form. The loan must also be officially recorded on the unit's Oracle Fixed Asset Module property records as loaned property. Supplies such as briefcase(s), day timers and other materials may be issued for use by the Ombudsmen but must be documented by the unit property officer using a DD1149. All Coast Guard loaned materials shall be returned after the Ombudsman's tour of duty to the unit property officer for reuse or final disposition action.
- e. Newsletter Expenses. The unit will assume all costs for the production and delivery of an Ombudsman newsletter, if such a newsletter is produced. The Ombudsman must have the newspaper approved by the CO/OINC prior to distribution. If the newspaper is produced solely within the unit, the unit is responsible for providing technical/administrative support, paper, printer access, and delivery costs (stamps/bulk mail, etc.).
- f. Invitational Orders. Invitational travel orders are authorized in accordance with reference (e) for conducting Ombudsmen duties and training for officially appointed Ombudsmen. Invitational travel must be authorized in advance for duties or training related to the program. Commands are not authorized to issue invitational travel orders in regards to the Ombudsman program for persons not officially appointed. Other volunteers providing gratuitous services to the Ombudsman program are not authorized reimbursement of expenses under this program.

- g. Other Administrative Support. Support provided to the Ombudsmen for administrative equipment, paper, and office supplies as needed, including a typewriter, computer, copy machine, fax machine, and letterhead stationery to communicate with families and community resource agencies is authorized, as determined by the CO/OINC. Ombudsmen using computer-generated letterhead must have the design approved, in advance of use, by the CO/OINC. Procurement of work-related items such as briefcases, portfolios, and locking file cabinets are considered Coast Guard property for the Ombudsman's use; property must be returned to the unit upon relinquishing duties. Cos/OINCs providing supervision to Ombudsmen must follow equipment and oversight of government procured items in the same manner as required for active duty and civilian employees. Supplies materials may be issued for use by the Ombudsmen but must be documented by the unit property officer using a Requisition and Invoice/shipping Document (DD1149).

18. REPORTING REQUIREMENT.

- a. The ISC Work-Life Ombudsman Program Coordinator shall report the name of each unit Ombudsman within their servicing AOR by October 30th annually to the Ombudsman Program Manager (CG-1112).
- b. The report shall provide updated information regarding the Ombudsman Program and include demographic information by unit, number of families served, number of deployment or other informational group briefings, total number of service hours contributed, total amount of reimbursement and program related expenses; a separate break out of the total amount of reimbursement for childcare for children under the age of thirteen, requests for unit program support, dates and locations of field training; to include the number of personnel trained by the CO/OINC in an initial command briefing, the number of Cos/OINCs receiving training in program management of the Ombudsman program, the number of Ombudsmen receiving basic and other local unit training, and the number of command appointed Ombudsmen within the district.
- c. The Ombudsman Program Manager (CG-1112) shall verify that the information is current semi-annually.

19. ENVIRONMENTAL ASPECT AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this Instruction and have been determined to be not applicable.

20. FORMS AVAILABILITY. USCG Electronic forms: Application to Volunteer as a Coast Guard

Ombudsman (CG-6078), Volunteer Agreement (DD2793), Ombudsman Service Hours (CG-6076), and Claim for Reimbursement for Expenditures (SF 1164) are available on the Internet at <http://www.uscg.mil/ccs/cit/cim/forms1/welcome.htm> and the intranet at <http://cgweb2.comdt.uscg.mil/cgforms/>. All other forms and attachments can be locally reproduced.

PAUL J. HIGGINS /s/
Director of Health and Safety

- Encl:
- (1) Procedures for Appointing Ombudsmen
 - (2) Ombudsman Program Advisory Committee
 - (3) Forms
 - (4) Sample Application for Ombudsmen
 - (5) Sample Question for Interviewing Ombudsman Candidates
 - (6) Appointment Letter
 - (7) Termination Letter
 - (8) Release of Information
 - (9) Best Practices for the Unit Ombudsman Program

Procedures for Appointing Ombudsmen

1. Finding a qualified Ombudsman is critical to the success of the ombudsman program. Commands shall make every effort to recruit a volunteer that provides a good match between the skills and interests of the volunteer and the priorities of the command. These recruitment efforts will pay off in the quality of tasks performed and the Ombudsman level of satisfaction with the position.
2. Recruitment. Commanding officers may advertise at housing, through command or other newsletters, a letter to the command, website, job announcement or other methods. Whatever the method or combination of methods used to advertise the position, the desired qualities of the Ombudsman candidate should be included in the advertisement. Additionally, it is important to state the potential duties, eligibility criteria, contact information to obtain information about the position, training and travel requirements, application deadline, how to obtain an application to volunteer as a Coast Guard Ombudsman, and reference requirements. Advertisements for the Ombudsman program shall include: immediately report all allegations, suspicions and substantiated incidents of family violence; not serve as a professional counselor; provide information to families on the variety of services and benefits available; use local command and Coast Guard Work-Life Services as the first priority in their referral process; compile information on assistance agencies; compile information on requests from families concerns that address the total command; report identified issues to the command; attend annual training for updates to this program; provide leadership and advocacy for the ombudsman program and specific concerns; promote interagency cooperation and information sharing; ensure confidentiality of information given by family members is maintained and provided only to command personnel on a need-to-know basis and; compile demographic information for program reporting.
 - a. Selection. Matching the right ombudsman volunteer will be an important part of the success of the program. Making the match involves using a series of screening techniques that will allow the command and the potential Ombudsman volunteer to get to know each other and decide whether and how to best work together professionally. Commanding officers appointing Ombudsman shall use the following screening tools: application, central registry check, references, and interview.
 - b. Application. Prospective Ombudsman shall complete an application to volunteer as a Coast Guard Ombudsman. Commanding officers will need to decide after reviewing the application whether to continue with the screening process.
 - c. Central registry checks. Prospective Ombudsman shall be informed that the information on the first page of the application will be used for central registry verification. Potential Ombudsman with a family violence history shall not be appointed as a command ombudsman unless cleared by the servicing family advocacy specialist. Commanding officers shall submit the request though their assigned family advocacy specialist. Ombudsman may not be appointed before notification that the screen has been completed with results.

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- (d) References. Commanding officers shall conduct a personal or professional reference check. Commanding officers are to conduct reference checks from local commands of prospective Ombudsman who list previous experience as an Ombudsman. Reference verification shall include written documentation on the reference verification sheet.
- e. Interview. Commanding officers shall have a face-to-face interview with potential Ombudsman. This will give the commanding officer and the volunteer a chance to meet and discuss in detail the command's mission, vision, and goals, as well as the volunteer's interests, motivations, and concerns. It may be appropriate for the ombudsman volunteer to be interviewed by more than one person on the leadership team. A scripted list of questions based, in part, on information provided on the application or from the application itself. Additional guidance regarding questions for a better interview may be found at <http://www.uscg.mil/hq/cgpc/cpm/supvguid/spvyqfbi.htm> in the Coast Guard supervisory interview guide. The same formalities used to hire civilian employees shall be used to hire volunteer Ombudsmen. A fair, equal system of selecting staff shall be applied as the Coast Guard is in full view with the selection of volunteer positions. The interview is part of the selection process, and is subject to validation. Interview objectives must always be position related and well documented throughout the process. Commanding officers must ask all candidates the same job related questions and document all interviews.
4. The application, family advocacy check, reference checks and the interview should elicit enough information to determine whether the prospective Ombudsman is appropriate for the command position and, if so, how they may best serve the command. When commanding officers determine the need to appoint an Ombudsman it shall be documented in writing and reported to the Integrated Support Command Ombudsman supervisor. The appointment may create the position of a command Ombudsman, co-Ombudsman for the command or a lead command Ombudsman for local commands. In general, program management positions for the Ombudsman program shall be made by the Ombudsman program supervisor located at the Integrated Support Command (ISC). Commanding officers determining the need for the appointment of additional personnel other than a command Ombudsman, co-Ombudsman, or lead command Ombudsman should coordinate need with the ISC Ombudsmen supervisor. The Ombudsman program supervisor shall have the responsibility of appointing Ombudsman program management positions of lead Ombudsman coordinator, Ombudsman coordinator, or co-Ombudsman coordinators. Commandant (CG-1112) shall have the responsibility of coordinating the appointment of the ombudsman-at-large by the commandant and has the responsibility to appoint ombudsman trainers and program management ombudsman positions throughout the Coast Guard. Active duty or reserve members appointed to serve in ombudsman management positions without an appointed command Ombudsman shall actively market the ombudsman program and support the commanding officer in finding and selecting a command Ombudsman to represent the command. Active duty or active reserve members may not be appointed as command Ombudsman however may assist with program management. Auxiliary members may be appointed to serve as a

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command Ombudsman or in Ombudsman program management positions.

5. Appointment letter. Commanding officers shall provide an appointment letter in the selection of a command Ombudsman. It is recommended the first letter is for an initial appointment to give the commanding officer and the potential Ombudsman the opportunity to decide if they would like to continue with the program. The commanding officer has the authority to terminate services of the ombudsman program at any time it's determined by the commanding officers the services are no longer needed for the command. Commanding officers who determine the need to terminate or not establish an ombudsman program shall serve as the family programs representatives. The appointment letter shall include the following information: the ombudsman will be an official member of the command staff and have direct access to the commanding officer or the executive officer in the performance of their duties; the name of the ombudsman program supervisor at the servicing ISC Work-Life Staff; the requirement of the ombudsman to attend training; information obtained by the ombudsman shall not be disclosed other than to those command personnel who have a need to know in the performance of their official duties; family violence must be reported in writing to the Family Advocacy Program Specialist at the Work-Life Staff serving this geographic area and follow guidance in COMMANDANT INSTRUCTION 1750.7, Family Advocacy Program; the name and contact number for the Family Advocacy Program Specialist; a statement that ombudsman services are considered free and donated; however, they will be entitled to reimbursement for child care, telephone toll calls and local travel in the performance of your duties, if approved in advance by the commanding officer; the ombudsman is protected under Federal Law for liability and work related injury when serving as a ombudsman and performing duties as define in the policy provided in COMMANDANT INSTRUCTION 1750.4C, Ombudsman; a statement that authorized administrative support from this command for the program; time frame the beginning and ending date, it's recommended to provide an initial appointment or probationary period with the option of both parties to renew or not; and the process to discuss a permanent appointment unless terminated sooner by the ombudsman terminating services or by the command terminating services; a statement of thanks for volunteering for the program; and contact information for the commanding officer. The appointment letter shall have a signature block for the commanding officer, along with the commanding officer's signature and date. Commanding officers shall forward a copy of the appointment letter to the Ombudsman program supervisor, place a copy in the administrative file, and give the original of the letter to the ombudsman. After the appointment letter has been completed schedule an appointment with the potential ombudsman to issues the appointment letter and to complete the initial command briefing.
6. Initial command briefing. To ensure standardization and equity throughout the program a command briefing shall be given to each command ombudsman appointed. A facilitated discussion given by the commanding officer focused on educating the ombudsman about the command, their assigned duties, procedures to document their service hours, policies and procedures for obtaining reimbursement of incidental expenses and other relevant matters. This briefing does not duplicate ombudsman basic training but serve in a capacity to present an overview of the local command and provide the views of the commanding officer on the program. The intent of the briefing

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is to cover a wide range of subjects that are integrated to prepare the ombudsman to begin work for the command immediately. The briefing has been intentionally developed with the flexibility that each local command can input their specific goals for the program; however specific guidance is given to ensure standard program content is covered with each ombudsman throughout the Coast Guard. Commanding officers shall attach a copy of the completed initial command briefing, along with the appointment letter and forward to the intergrated support command ombudsman supervisor so the ombudsman can be officially processed and placed on the intergrated support command master roster.

7. Administrative files. Commanding officers following guidance of these procedures shall complete the appointing process using the initial command briefing checklist and the administrative file checklist; this will create a number of documents to be filed in an administrative file and maintained by the commanding officer as long as the ombudsman is assigned to the program. These procedures include the enclosures of the following documents: application to volunteer as a Coast Guard Ombudsman, ombudsman reference verification sheet, volunteer agreement, ombudsman initial command briefing checklist, ombudsman administrative file checklist, ombudsman service hours.

Ombudsman Program Advisory Committee (OPAC)

In carrying out the management of the Ombudsman Program, a command Ombudsman may request the establishment of an Ombudsman Program Advisory Committee (OPAC), as it deems desirable and necessary to address identified family readiness issues throughout local commands within their area of responsibility (AOR). The committee will function as a network to address specific family readiness issues, support Ombudsman training, and provide outreach to newly appointed Ombudsman. In addition, the committee will serve to promote the Ombudsman program throughout the Coast Guard. The command Ombudsman taking the leadership position for the advisory committee shall obtain written approval by their local command and forward approval to the Ombudsman program supervisor at the Integrated Support Command (ISC) and Headquarters Support Command (HSC). The establishment of such advisory committee must be in direct support of Ombudsman program and family readiness issues.

1. Sponsorship: commanding officers are encouraged to sponsor Ombudsman program advisory committees to address networking of the Ombudsman program and to address specific family readiness issues affecting the command. A Command Ombudsman will present the request to establish an OPAC for the sponsoring commanding officers' review and approval. The commanding officer will sign the request to sponsor the committee and forward a copy to the serving ISC or HSC Ombudsman coordinator with the quarterly report.
2. Membership: membership is open to all appointed command Ombudsmen within the area of responsibility. The committee will be composed Ombudsmen throughout the local area of responsibility with extended invitation for participation to other team Coast Guard members, for example, active duty, reserve, auxiliary, retirees and civilians in support of family readiness including total Coast Guard representation, for example, sector, district, ISC, HSC or any established Coast Guard command with an appointed Ombudsman or considering the appointment of an Ombudsman. Attendees of the advisory committee not appointed as a command Ombudsman are considered on an extended invitation to the committee.
3. Funding: reimbursement of expenses in the performance of Ombudsman duties relating to the committee, to the extent authorized by law, will be incurred by the local command the ombudsman is representing. Committee attendees shall have a current appointment letter as a command Ombudsman; have written approval from their appointing commanding officer for meeting attendance and have written approval for reimbursable expenses relating to each committee meeting attended. Attendees not appointed as command Ombudsman and without direct approval of their commanding officer are considered guest by extended invitation and are not authorized reimbursement for Ombudsman committee related expenses under the Ombudsman program. Military or civilian personnel providing support that result in travel or other authorized reimbursements shall seek approval from their command. If additional funding assistance is needed, coordinate these funding efforts through the ISC or HSC Ombudsman supervisor. The supervisor shall offer guidance in

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finding the responsible command for these funding requests however, is not responsible to provide funding and does not imply the approval of funding will be granted. The sponsoring command of the advisory committee shall not be responsible for funding travel or other authorized reimbursable expenses of the committee members. Individual commands shall be responsible to fund their appointed command Ombudsman for attendance.

4. Responsibilities OPAC:

- a. Identify and review submitted issues and make recommendations for the priority in addressing these issues to the commanding officer;
- b. Provide recommendations to improve Ombudsman support and standardization of the program within their command, for example, the structure of the Ombudsman program at the local command;
- c. Provide recommendations and support for program training efforts throughout their local area of responsibility;
- d. Provide outreach services to newly appointed Ombudsman, locating all Ombudsmen within the assigned area of responsibility and providing contact information for the committee;
- e. Assist in the development of the committee meeting report for submission to the sponsoring commanding officer for approval of next meeting, approval of issues to be addressed and for continued sponsorship of the advisory committee;

5. Responsibilities OPAC lead ombudsman:

- a. Advise and coordinate with their local commands on the sponsorship of the advisory committee including committee meetings and dates;
- b. Market the development of the advisory committee and explain the purpose and of the committee;
- c. Coordinate the request to establish advisory committee and submit to the commanding officer. Forward approved request to the Ombudsman program supervisor for approval at the ISC;
- d. Review make recommendations to the sponsoring commanding officer for identified command related family issues to be addressed by the committee;
- e. Coordinate training opportunities and agenda issues; coordinate with the integrated support command ombudsman coordinator on all training efforts related to the committee;

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- f. Provide advice on networking opportunities for all Ombudsmen in the AOR. Assist in establishing communication between members and encourage networking to all ombudsmen;
 - g. Promote the Ombudsman program and other Work-Life programs;
 - h. Promote and support issues identified by local command;
 - i. Ensure committee meetings are recorded in writing, including date, location of meeting with address, committee members present which command they are representing, identified issues addressed at the meeting, recommended resolution, recommended action plan for the resolution, printed name and signature of lead ombudsman and signature block of the sponsoring commanding officer;
 - j. Ensure committee meeting minutes are forwarded, as requested, to the intergrated support command ombudsman program supervisor;
6. Responsibilities sponsoring commanding commanders:
- a. Sign approval for the development of OPAC. If a designee will serve in the place of the commanding officer document in writing;
 - b. Review submitted family related issues to be addressed. Determine priorities for the local command, which issues would the commanding officer address first;
 - c. Request an advance copy of the meeting agenda for approval.
 - d. Request a copy of committee meeting minutes, grant approval or disapproval of meeting report, upon approval forward to the ombudsman program supervisor;
 - f. Consult with the lead command Ombudsman serving as the chairperson when approved agenda is not followed;
 - g. Assist and approve use of meeting rooms and other support in regards to the committee meeting;
 - h. Approve assistance of lodging support and other cost effective methods in reducing the cost of program related expenses;
 - i. Obtain advance budget request for future committee activities and ensure budgeting information is available for reporting to the ombudsman program supervisor;
 - j. Refer to the intergrated support command ombudsman program supervisor for assistance in the development and support of the program and;

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- k. Disapprove the establishment of the ombudsman advisory committee or order the termination of services by the advisory committee, after consultation with the lead ombudsman when the committee does not adhere to the approved agenda actions.

Ombudsman Advisory Committee Establishment Procedures

1. Develop a proposed name of the Ombudsman Advisory Committee.
2. Provide the name, address and contact numbers for the appointed command Ombudsman volunteering to be the lead for the committee, include name, Ombudsman contact number, mailing address, e-mail.
3. Collect the name and addresses of other potential committee members with an expressed interest in starting an Ombudsman program advisory committee for this area; include name, Ombudsman contact number, mailing address, e-mail.
4. List identified family related issues the committee will address? Limit issues to three, and list by priority of which issues should be addressed first.
5. If proposed solutions to any of the issues have been identified list the proposed solution. This is not required if no proposed solution has been discussed at this point.
6. Provide the name, address and contact number of the servicing Intergrated Support Command (ISC) or Headquarters Support Command Ombudsman (HSC) coordinator.
7. Schedule an appointment with the commanding officer to discuss goals of the committee, compile the commanding officer's list of family issues, if any, and explain a written request for the establishment of an Ombudsman advisory committee will be forwarded to the commanding officer.
8. Request written approval from the sponsoring commanding officer with each area address in these procedures for the establishment of the Ombudsman advisory committee. Obtain written approve from the commanding officer.
9. Request approval from the intergrated support command. After approval by the commanding officer a copy of the written approval shall be forwarded to the ISC or HSC ombudsman program supervisor for approval. The ISC or HSC ombudsman program supervisor will review the request and coordinate local commands establishment of Ombudsman advisory committees to be must cost effective for the Coast Guard.
10. Submit a copy of the approval for establishment of the Ombudsman advisory committee with quarterly reporting.

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| U.S. DEPARTMENT OF HOMELAND SECURITY U.S. COAST GUARD CG- 6078 (3-06) | APPLICATION TO VOLUNTEER AS A COAST GUARD OMBUDSMAN For use of this form, see Ombudsman Program, COMDTINST 1750.4 (series); the proponent agency is CG-1112 | DATE: |
|--|--|--------------|

PRIVACY ACT STATEMENT

AUTHORITY: Section 1588 of Title 10, U.S. Code, and E.O. 9397.

PRINCIPLE PURPOSE(S): to document voluntary services provided by an individual, including the hours of service performed, and to obtain agreement from the volunteer on the conditions for accepting the performance of voluntary service.

ROUTINE USERS(S): None.

DISCLOSURE: Voluntary; however failure to complete the form may result in an inability to accept voluntary services or an inability to document the type of voluntary services and hours performed.

GENERAL INFORMATION

| | |
|--|------------------------------------|
| 1. NAME OF VOLUNTEER (<i>Last, First, Middle Initial</i>): | 2. SOCIAL SECURITY NUMBER: |
| 3. PHONE NUMBER: | 4. DATE OF BIRTH: |
| 5. NAME OF SPOUSE: (<i>Last, First, Middle Initial</i>) | 6. SOCIAL SECURITY NUMBER: |
| 7. MAILING ADDRESS: | |
| 8. EMERGENCY CONTACT NAME:(<i>Last, First, Middle Initial</i>) | 9. EMERGENCY CONTACT PHONE NUMBER: |
| 10. IF EMPLOYED, EMPLOYER NAME AND ADDRESS: | |
| 11. YOUR POSITION: | |

BACKGROUND INFORMATION

| | |
|---|-------------------------------------|
| 1. DO YOU HAVE A VALID DRIVER'S LICENSE? <input type="checkbox"/> YES <input type="checkbox"/> NO | 2. ISSUING STATE: |
| 3. LICENSE NUMBER: | 4. EXP. DATE (<i>DD/MM/YYYY</i>): |
| 5. WITH THE EXCEPTION OF MINOR TRAFFIC VIOLATIONS, HAVE YOU EVER BEEN CONVICTED OF, OR ARE YOU CURRENTLY CHARGED WITH ANY MISDEMEANORS OR FELONIES? (IF YES, PLEASE EXPLAIN ON THE BACK OF THIS PAGE.) <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| 6. ANY PRIOR SUBSTANTIATED FAMILY ADVOCACY INVOLVEMENT? <input type="checkbox"/> YES <input type="checkbox"/> NO | |
| 7. DO YOU GIVE PERMISSION FOR THE COAST GUARD TO DO A FAMILY ADVOCACY REFERENCE CHECK? <input type="checkbox"/> YES <input type="checkbox"/> NO SIGNATURE OF VOLUNTEER: _____ DATE: _____ | |
| DO NOT WRITE IN THIS SPACE FOR FAMILY ADVOCACY SPECIALIST COMMENT ONLY: <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> CONTACT FOR ADDITIONAL GUIDANCE FAS SIGNATURE: _____ | DATE: _____ |

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PREVIOUS OMBUDSMAN/RELATED EXPERIENCE

8. HAVE YOU EVER BEEN A COMMAND FAMILY OMBUDSMAN BEFORE? YES NO
 IF YES, LIST BELOW:

| COMMAND: | DATES: | REASON FOR LEAVING: |
|----------|--------|---------------------|
| | | |
| | | |
| | | |

9. HAVE YOU PREVIOUSLY COMPLETED OMBUDSMAN BASIC TRAINING? YES NO
 DATE COMPLETED: _____ LOCATION OF TRAINING: _____

| | |
|--|--|
| | |
| | |

10. OTHER TRAINING/EXPERIENCE THAT WILL HELP YOU PERFORM THE DUTIES OF AN OMBUDSMAN:

MEDICAL HISTORY

11. DO YOU HAVE ANY MEDICAL PROBLEMS THAT MIGHT RESTRICT YOU FROM PERFORMING NECESSARY DUTIES (DEPENDING ON THE COMMAND, CAN REQUIRE GOING ABOARD A SHIP OR BOAT TO GIVE A BRIEFING): YES NO IF YES, PLEASE EXPLAIN:

REFERENCES (PLEASE READ CAREFULLY)

12. LIST THREE REFERENCES. INCLUDE NAME, COMPLETE ADDRESS AND PHONE NUMBER OF EACH. MEMBERS OF YOUR FAMILY AND INDIVIDUALS WHO RESIDE IN THE SAME HOUSEHOLD MAY NOT BE USED AS REFERENCES. PLEASE ADVISE YOUR REFERENCES THAT THEY MAY BE CONTACTED BY THIS COMMAND. REFERENCES MAY INCLUDE MEMBERS OF THIS OR FORMER COMMANDS AS WELL AS EMPLOYER, FORMER EMPLOYER, ETC.

| | |
|-----------------|-----------------|
| A. Name: | Phone #: |
| Address: | |
| B. Name: | Phone #: |
| Address: | |
| C. Name: | Phone #: |
| Address: | |

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13. I HEREBY CERTIFY THAT ALL ENTRIES ON THIS APPLICATION ARE TRUE AND COMPLETE. I UNDERSTAND THAT ANY FALSIFIED INFORMATION OR MISREPRESENTATION OF THE FACTS MAY RESULT IN THE DENIAL OF SELECTION OR REVOCATION OF APPOINTMENT REGARDLESS OF LENGTH OF SERVICE. I AUTHORIZE THE COMMANDING OFFICER, OR THEIR DESIGNEE(S), TO INVESTIGATE THE INFORMATION GIVEN IN THIS APPLICATION WITH THE PROPER AGENCIES/PERSONS. FURTHERMORE, I AGREE TO ABIDE BY THE APPLICABLE REGULATIONS AND POLICIES OF THE COAST GUARD COMMAND FAMILY OMBUDSMAN PROGRAM AS PRESCRIBED BY COMMANDANT INSTRUCTION 1750 UNDER THE SUPERVISION AND GUIDANCE OF THE COMMANDING OFFICER OF THIS COMMAND OR THEIR DULY APPOINTED REPRESENTATIVE.

NOTICE TO VOLUNTEER

14. I UNDERSTAND VOLUNTEERS ARE NOT CONSIDERED TO BE FEDERAL EMPLOYEES FOR ANY PURPOSES OTHER THAN TORT CLAIMS AND INJURY COMPENSATION. VOLUNTEER SERVICE IS NOT CREDITABLE FOR LEAVE ACCRUAL OR ANY OTHER BENEFIT. HOWEVER, VOLUNTEER SERVICE IS CREDITABLE FOR WORK EXPERIENCE.

_____ OMBUDSMAN INITIALS

PRINT NAME:

DATE:

SIGNATURE:

Ombudsman Reference Verification Sheet

Use this form to verify reference checks for the ombudsman. It shall be maintained in the Administrative file.

Reference Check # 1

Reference Name: _____ Date: _____

Comments: _____

Verified by: _____

Reference Check # 2

Reference Name: _____ Date: _____

Comments: _____

Verified by: _____

Reference Check # 3

Name: _____ Date: _____

Comments: _____

Verified by: _____

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| VOLUNTEER AGREEMENT FOR | | | |
|---|--|---|---|
| <input type="checkbox"/> APPROPRIATED FUND ACTIVITIES | <input type="checkbox"/> NON APPROPRIATED FUND INSTRUMENTALITIES | | |
| PRIVACY ACT STATEMENT | | | |
| <p>AUTHORITY: Section 1588 of Title 10, U.S. Code, and E.O. 9397.</p> <p>PRINCIPAL PURPOSE(S): To document voluntary services provided by an individual, including the hours of service performed, and to obtain agreement from the volunteer on the conditions for accepting the performance of voluntary service.</p> <p>ROUTINE USE(S): None.</p> <p>DISCLOSURE: Voluntary; however failure to complete the form may result in an inability to accept voluntary services or an inability to document the type of voluntary services and hours performed.</p> | | | |
| PART I - GENERAL INFORMATION | | | |
| 1. TYPED NAME OF VOLUNTEER <i>(Last, First, Middle Initial)</i> | | 2. SSN | 3. DATE OF BIRTH <i>(YYYYMMDD)</i> |
| 4. INSTALLATION | | 5. ORGANIZATION/UNIT WHERE SERVICE OCCURS | |
| 6. PROGRAM WHERE SERVICE OCCURS | | 7. ANTICIPATED DAYS OF WEEK | 8. ANTICIPATED HOURS |
| 9. DESCRIPTION OF VOLUNTEER SERVICES | | | |
| PART II - VOLUNTEER IN APPROPRIATED FUND ACTIVITIES | | | |
| <p>10. CERTIFICATION</p> <p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services, tort claims, the Privacy Act, criminal conflicts of interest, and defense of certain suits arising out of legal malpractice. I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services I will be providing.</p> | | | |
| a. SIGNATURE OF VOLUNTEER | | b. DATE SIGNED <i>(YYYYMMDD)</i> | |
| 11.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i> | b. SIGNATURE | c. DATE SIGNED <i>(YYYYMMDD)</i> | |
| PART III - VOLUNTEER IN NON APPROPRIATED FUND INSTRUMENTALITIES | | | |
| <p>12. CERTIFICATION</p> <p>I expressly agree that my services are being provided as a volunteer and that I will not be an employee of the United States Government or any instrumentality thereof, except for certain purposes relating to compensation for injuries occurring during the performance of approved volunteer services and liability for tort claims as specified in 10 U.S.C. Section 1588(d)(2). I expressly agree that I am neither entitled to nor expect any present or future salary, wages, or other benefits for these voluntary services. I agree to be bound by the laws and regulations applicable to voluntary service providers, and agree to participate in any training required by the installation or unit in order for me to perform the voluntary services that I am offering. I agree to follow all rules and procedures of the installation or unit that apply to the voluntary services that I am offering.</p> | | | |
| a. SIGNATURE OF VOLUNTEER | | b. DATE SIGNED <i>(YYYYMMDD)</i> | |
| 13.a. TYPED NAME OF ACCEPTING OFFICIAL <i>(Last, First, Middle Initial)</i> | b. SIGNATURE | c. DATE SIGNED <i>(YYYYMMDD)</i> | |
| PART IV - TO BE COMPLETED AT END OF VOLUNTEER'S SERVICE BY VOLUNTEER SUPERVISOR | | | |
| 14. AMOUNT OF VOLUNTEER TIME DONATED | | 15. SIGNATURE | 16. TERMINATION DATE <i>(YYYYMMDD)</i> |
| a. YEARS <i>(2,087 hours= 1 year)</i> | b. WEEKS | c. DAYS | d. HOURS |
| 17.a. TYPED NAME OF SUPERVISOR <i>(Last, First, Middle Initial)</i> | | b. SIGNATURE | c. DATE SIGNED <i>(YYYYMMDD)</i> |

Ombudsman Initial Command Briefing Checklist

| | |
|--|----|
| | on |
|--|----|

- _____ Interview date: _____;
- _____ Complete part I & II of DD Form 2793, Volunteer agreement (replace SF-50 Personnel Action Request);
- _____ Appointment letter from the command provide original to ombudsman, copy in administrative file, copy to ombudsman program supervisor;
- _____ Brief on local command structure and overview of missions of local command;
- _____ Provide command point of contact names and contact numbers;
- _____ COMDTINST 1750.4D Ombudsman Program – provide a copy of this instruction;
- _____ COMDTINST 1750.7 Family Advocacy Program – provide a copy of this instruction
- _____ Local reporting requirements for abuse issues, emergencies, etc. – name and contact information for family advocacy specialist; ombudsman are mandatory reporters; other emergency command numbers; when to notify the CO
- _____ Confidentiality – the protection of the command roster; and guidance of this instruction discussed;
- _____ Provide command roster - CO decides information on the roster, remove social security numbers, if necessary, replace with another confidential identifier such as employee ID numbers, if possible;
- _____ Administrative support – POC for ombudsman admin support, supplies; procedures to obtain supplies, work space and other support;
- _____ Expense reimbursements procedures – advance approval of reimbursable expenses
- _____ Ombudsman Coordinator and program supervisor – name and contact information
- _____ Annual ombudsman training is required; refer to ombudsman coordinator for date and time;
- _____ Order a name tag from the local uniform distribution center – blue military name tag with Ombudsman name on first list, and command name followed by the word ombudsman on the second line.
- _____ Ombudsman service hours and reporting data – ombudsman shall complete and forward to commanding officer monthly.

Other topics: _____

| | |
|--|-------|
| Ombudsman Printed Name | |
| Ombudsman Signature: | Date: |
| Command Representative Printed Name | |
| Command Representative Signature | Date: |

Ombudsman Administrative File Checklist

A separate file shall be maintained on each appointed command ombudsman. The file shall be maintained by the appointing commanding officers and shall include:

- Ombudsman application completed and signed by the ombudsman
- Department of Defense Form 2793, Volunteer agreement for appropriated fund activities
- Copy of appointment letter signed by the officer in charge, forward copy of letter and volunteer agreement to servicing ISC ombudsman coordinator immediately, give original to ombudsman
- Family advocacy check returned and signed by family advocacy specialist, this is the first page of the application
- Reference verification sheet
- Completed ombudsman command briefing checklist – complete with ombudsman before assignment of duties
- Documentation – place documentation in file for future reference and reporting, for example:
 - _____ Documentation of basic ombudsman training
 - _____ Documentation of ongoing or advance training
 - _____ Advance program planning
 - _____ Supervision notes
 - _____ Comments
 - _____ Other
- On-going documentation shall occur on a quarterly basis. Maintain administrative files for 3 years after date of last entry.
- Termination of Services, DD Form 2793, complete part IV give ombudsman a copy place in administrative file.

SAMPLE APPLICATION FOR OMBUDSMEN

Persons interested in serving the command as the Ombudsman should apply in writing requesting consideration for the position.

1. A formal application such as Optional Form 612 may be used.
2. A brief one-page resume relating skills and experiences to the responsibilities of the position may be submitted. The following format is helpful in preparing a resume.

NAME

ADDRESS

TELEPHONE NUMBER

OBJECTIVE - IMMEDIATE To become ombudsman

LONG-RANGE To become employed in a helping field

EDUCATION - School attended

Subjects studies

Any degrees received

OTHER TRAINING - Kind, length, year of workshops, seminars, or training attended

EMPLOYMENT HISTORY - Position, company, responsibilities

EXPERIENCE - Relevant volunteer work or life experiences (including those as CG spouse).

Include duties, achievements, skills acquired

HONORS/MEMBERSHIPS - Any awards received, memberships in organizations, offices held

REFERENCES - People who know you well or past employers who would be able to write of you character and/or work performance

3. A letter may be submitted explaining why the person wants the job

SAMPLE QUESTIONS FOR INTERVIEWING OMBUDSMAN CANDIDATES

1. The command shall give a copy of COMDTINST 1750.4D to any applicant not already familiar with the program.
2. In selecting an ombudsman for your command you will want to focus on experiences and attitudes that will help the applicant do an effective job for you. These questions will help in evaluating applicants.
 - a. Why do you want to serve as ombudsman at this command? Does your family support your desire to do so?
 - b. Tell me about your experiences helping others locate resources as a volunteer, employee, neighbor, or friend.
 - c. When you move, how do you locate new resources? How would you start locating resources for families here?
 - d. What does it mean to be an active listener? When have you been called on to be one?
 - e. [For persons who have been an Ombudsman before:] What kind of experience was it? What was the most positive thing(s) that happened? What was most disappointing?
 - f. What are the best and worst things about being a part of the Coast Guard?
3. Present these scenarios to each applicant and ask each how they think they would respond.
 - a. Ms. Smith says she has a doctor's appointment next Wednesday afternoon and needs you to get a babysitter for her children. How do you respond?
 - b. A spouse calls indicating the active duty member is away for an extended period, he has no money, bills are due, the food supply is running low. What kind of resources can you direct him to?
4. These are suggested questions for you, the command, to answer yourself about the applicants
 - a. Does the person have a positive outlook about things, the Coast Guard in particular?
 - b. Is the person able to communicate ideas clearly?
 - c. After speaking with references, does it seem the person respects others' confidentiality?
 - d. Does the person have the time and energy to devote to the job or the person already spread very thin?
 - e. Does the applicant seem mature, patient, flexible, and stable?

Enclosure (5) to COMDINST 1750.4D

- f. Have this applicant's experiences helped him or her to understand family needs?
- g. Does he or she know how to obtain resources within the community for families?
- h. Will this applicant have his or her family's support?
- i. Can you work well with this applicant?
- j. Is this applicant seen as a good role model?
- k. Is this applicant interested in becoming an ombudsman for the "right" reasons?

Enclosure (6) to COMDINST 1750.4D

Mrs. Josephine Coast Guard
1111 Main St., N.W.
Anywhere, US 12345

Dear Mrs. Coast Guard:

I take great pleasure in appointing you as Ombudsman for Group/Station Anywhere, My Town, State. The function of the Ombudsman is to serve as a link between the command and the unit's families, to assist the command, and to refer individuals with problems to the proper resources. The Ombudsman will also forward ideas from the families to the appropriate office. For those seeking guidance about particular problems, the Ombudsman attempts to find the best resources possible to assist the individual or the family.

All information provided to you as Ombudsman will remain confidential. However, you are required to report to me any information involving military personnel dealing with child abuse, spouse abuse, and drug and alcohol abuse. In addition, child and spouse abuse must be reported to the Family Program Administrator at the Work-Life Staff serving this geographic area, and drug and alcohol abuse must be reported to the Command Drug and Alcohol Representative.

As, Ombudsman, you will be an official member of my staff. You have direct access to me and/or my Executive Officer in the performance of your duties.

The Family Program Administrator for this Command is Ms. Mary Smith. She may be reached at (201) 123-4567. The Ombudsman Coordinator at the ISC Work-Life Staff is Mr. John Brown who will provide policy and guidance on the role and duties of the Ombudsman. In addition, we will request training for you as it becomes available.

Your services are considered free and donated; however, you will be entitled to reimbursement for child care, telephone toll calls and local travel in the performance of your duties as Ombudsman and for travel completed under Invitational Travel Orders. You are also protected under Federal Law for liability and work related injury when you are serving as a volunteer within the scope of your duties as define in the policy provided in Ombudsman Program, COMDTINST 1750.4D.

You are authorized use of office space, office supplies and equipment, and metered mail to conduct business directly related to your duties as Ombudsman.

The need to improve the quality of life in the Coast Guard has never been greater. I welcome you as the Ombudsman for this command and look forward to working with you. Your initial appointment is for six months (six months, or 1 year or other appropriate period of time selected by the command with the option of both parties to renew or not). At the end of this initial appointment we will discuss an appointment that will remain in effect unless terminated sooner by your resignation or by this command's action.

I thank you for your willingness to devote your time and talent to serve in this position.

Sincerely,

L.S. GOOD
Captain, U.S. Coast
Guard Commanding Office

Copy: Ombudsman Coordinator

Mrs. Josephine Coast Guard
1111 Main St., N.W.
Anywhere, US 12345

Dear Mrs. Coast Guard:

I thank you for your ____ years and ____ months of service to this command as Ombudsman. I have appreciated your creative ideas for keeping families informed of local resources and events.

However, as we discussed last week, your breach of confidentiality has made it difficult for you to continue to work effectively with command families. Effective this date you are relieved of your duties.

Sincerely,

L.S. GOOD
Captain, U.S. Coast
Guard Commanding Officer

Blind Copy: Ombudsman Coordinator

Enclosure (8) to COMDINST 1750.4D

Release of Information:

I authorize the Coast Guard to collect and maintain my address, telephone number, E-mail address, and FAX number for the purpose of creating and maintaining an Ombudsman communications network.

Name (print)

United States Coast Guard

Mailing Address

Telephone

E-mail (if available)

Fax (if available)

Cell Phone (if available)

Signature

Date

BEST PRACTICES FOR UNIT OMBUDSMAN PROGRAM

These are best practices for a quality unit Ombudsman Program.

1. Widely publicize the ombudsman's duties within the command.
2. Officially introduce the ombudsman at an "All Hands" or family meeting.
3. Present the appointment letter at a group function.
4. Introduce the ombudsman to arriving members by a letter in their Welcome Aboard packets and make him or her an integral part of the sponsor program.
5. Provide office space if available for communicating with members. Advertise the location and hours in the Plan of the Day or pass the information at muster.
6. Set a designated time, monthly when possible, for the ombudsman to meet with the commanding officer, officer-in-charge, executive officer, or executive petty officer to discuss routine matters.
7. Appoint the ombudsman to command advisory boards such as Patient Advisory; Morale Committee; Partners in Education (PIE); or others as appropriate.
8. Introduce the ombudsman to Coast Guard and community officials who provide family support services.
9. If appropriate invite the ombudsman to participate in unit training to better understand policies.
10. Recognize service through appropriate awards system and other forms of recognition, e.g., write a Letter of Appreciation, nominate the ombudsman for a national volunteer award, or give a Certificate of Performance or other Public Service award. Observe Coast Guard Ombudsman Appreciation Day on the last Friday of March by specially acknowledging the value the Ombudsman has contributed to supporting the mission by assisting the families. Do not use appropriated funds to buy gifts as a token of appreciation.
11. Contact the Ombudsman Coordinator at the servicing ISC/HSC for guidance and assistance.