



## DEPARTMENT OF THE NAVY

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

OPNAVINST 1750.1G  
CNO  
21 September 2011

### OPNAV INSTRUCTION 1750.1G

From: Chief of Naval Operations

Subj: NAVY FAMILY OMBUDSMAN PROGRAM

Ref: (a) U.S. Navy Regulations, 1990  
(b) OPNAVINST 3120.32C  
(c) Navy Family Ombudsman Program Manual, 2010  
(d) 5 U.S.C. §552a  
(e) 10 U.S.C. §1588  
(f) OPNAVINST 5380.1B  
(g) SECNAVINST 5211.5E  
(h) COMNAVCRUITCOMINST 1754.1E  
(i) 28 U.S.C.  
(j) SECNAVINST 1754.1B  
(k) 18 U.S.C.  
(l) DoD 5500.7-R, Joint Ethics Regulations, August 93  
(m) Joint Federal Travel Regulations, Appendix E  
(n) NAVSO P-1000, Vol. 9, Ch. 5  
(o) OPNAVINST 5218.7C  
(p) BUPERINST 1710.11C  
(q) SECNAVINST 1752.3B  
(r) SECNAVINST 1752.4A  
(s) OPNAVINST 1754.5B

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

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

2. Cancellation. OPNAVINST 1750.1F.

3. Applicability. The provisions of this instruction apply to all active and reserve Navy commands and units.

4. Discussion

a. The Navy Family Ombudsman Program is a Navywide program established to improve mission readiness through improved family readiness. A strong command ombudsman program, both ashore and afloat, will help ensure that families have the information necessary to meet the challenges of a military lifestyle. Per references (a) and (b), commanders and commanding officers are charged with the responsibility for the morale, health, and welfare of command personnel and inherently their families. The ombudsman program helps commanders and commanding officers have a better understanding of the welfare of the command's families. It also assists commands and their families to be better prepared to meet emergency situations.

b. Every command, afloat and ashore, is required to appoint an ombudsman. Fleet, force, and region commanders should appoint ombudsmen for their staff, and may also appoint an ombudsman who can advise the commander on fleet, force, and region-wide matters.

c. Appointed ombudsmen may serve in an advisory capacity to the commander on matters affecting Service members and families within their area of command responsibility, and are authorized to perform official funded travel in conjunction with this role. This is solely for the purpose of reporting current family status updates and emergent issues to the commander and commanding officer. Fleet, force and region ombudsmen may take a mentoring role to fellow ombudsmen if desired by the commander or commanding officer. However, there is no hierarchy within the ombudsman program and there are no prescribed supervisory roles over other ombudsmen. Supervision of ombudsmen is the responsibility of the commander or commanding officer.

d. The Ombudsman Program was introduced to the U.S. Navy by Z-gram 24 on 14 September 1970 by the Chief of Naval Operations (CNO), Admiral Elmo Zumwalt. Admiral Zumwalt adapted this program from a 19th century Scandinavian custom originally established by the King to give ordinary private citizens an

avenue to express their grievances to high government officials. To improve family readiness, the primary focus of the Navy Family Ombudsman Program is command communications, information, and referral, while still providing an avenue for hearing about the welfare of command families.

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

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

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

## 5. Action

a. The CNO may appoint in writing one or more Navywide family ombudsmen-at-large. The spouse of the Master Chief Petty Officer of the Navy and another spouse of a senior flag officer has been appointed to fill these positions. Support for ombudsmen-at-large will be specified in their appointment letters and at enclosure (2).

b. OPNAV Equal Military Personnel Plans and Policy (N13) will provide a representative to serve as a member of the Ombudsman Program Advisory Group (OPAG) to stay abreast of family readiness issues that have application to other family-related programs.

c. Commander, Navy Installations Command (CNIC) shall:

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

(2) Publish and maintain reference (c), and post additional guidance and procedures for operation to the ombudsman section of the Fleet and Family Support Program (FFSP) Web site at [www.ffsp.navy.mil](http://www.ffsp.navy.mil).

(3) Ensure the program effectively addresses family readiness issues, per reference (d).

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

(5) Establish training requirements and ensure sufficient training is held to support those requirements. Training will only be provided by CNIC qualified trainers using approved curriculum.

(6) Coordinate Ombudsman Basic Training (OBT) with region commanders, recruit commands, and the Navy Reserve Forces Command to ensure that command ombudsmen are normally able to receive this training prior to (or within 6 weeks of) appointment. Schedules can be found on the Ombudsman Registry at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org) or FFSP Web site at [www.ffsp.navy.mil](http://www.ffsp.navy.mil).

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

(8) Train, certify, and decertify Certified Ombudsman Trainers (COT), per enclosure (3).

(9) Conduct a bi-annual symposium with ombudsman program COT to obtain recommendations for changes to program curriculum, delivery, and to disseminate ombudsman program updates.

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

(11) Provide guidance in the establishment of Region Ombudsman Advisory Boards (ROAB).

(12) Establish and maintain an ombudsman Web site and registry at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org). The purpose is to provide additional information on the program and to provide an ombudsman locator. Ensure all official information, announcements and updates will be posted on the Ombudsman Registry. See Enclosure (4) for more information.

(13) Establish and maintain an automated ombudsman data collection system located at this Web site to collect program statistics and workload data.

(14) Develop a comprehensive outreach and marketing plan to educate Service members and their families about the ombudsman program. The plan will include key support services, e.g., FFSPs, child development centers, chaplains, school liaison officers, and family readiness groups, as well as ombudsmen at the local installation level to provide coordinated services in support of Service members and their families. Optimize marketing efforts with an end-state that maximizes family readiness.

d. Commander, Naval Education and Training Command will:

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

(2) Provide a representative from command leadership school to serve as a member of the OPAG to ensure the most up to date information is being taught to attendees of the leadership school courses.

e. Region commanders shall:

(1) Establish an ROAB to support and provide advice on issues relating to the Navy Family Ombudsman Program. The board will provide feedback to CNIC on trends and issues in their region concerning the ombudsman program. Board composition and duties are described in enclosure (5).

(2) Coordinate with type and local commanders to ensure that sufficient ombudsmen assemblies exist in their region to support the area ombudsmen. Procedures for establishing ombudsmen assemblies can be found in enclosure (6).

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

(4) Ensure that appropriate roles for ombudsmen are included in region and installation plans for disaster preparedness (especially in the establishment of emergency community support centers and or family assistance centers) and ombudsmen are included in disaster preparedness exercises.

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

f. Commanders and commanding officers shall:

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

(2) Ensure that command family members have access to the services of an ombudsman.

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

1. All ombudsmen must be appointed per references (e) and (f). Guidance for selecting, appointing, and supervising ombudsmen is provided in the Leadership Toolkit compact disc, available on the FFSP Web site at [www.ffsp.navy.mil](http://www.ffsp.navy.mil).

2. Small commands having few family members, or tenant commands, may arrange with one or more other commands, or the installation command, to share the ombudsman services of the other or host command. Such agreements must be at the concurrence of all commands and ombudsmen involved and should be specified in writing, including any agreed-upon provisions for support of the combined ombudsman program as stipulated in enclosure (7).

(b) Ensure their command ombudsman information is added to the Ombudsman Registry (as soon as official appointment is made) at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org). The commander or commanding officer, or designee, shall update the registry as changes occur.

(3) Accept volunteer services from the ombudsman per reference (f) by completing DD 2793 Volunteer Agreement for Appropriated Fund Activities and Non-appropriated Fund Instrumentalities with the ombudsman.

(4) Ensure that the command ombudsman receives required training and provide him or her with a copy of this instruction, reference (c), and a letter of appointment containing other specific instructions. Upon appointment, the sponsoring command is responsible for printing and issuing these documents to the ombudsman.

(a) OBT is required for all ombudsmen and must be documented per reference (f). This training provides the information and skills training necessary for an ombudsman to properly execute the duties required by this instruction and the commander or commanding officer.

(b) The ombudsman should attend OBT before assuming ombudsman duties, but not later than 6 weeks after appointment. If the ombudsman is unable to attend training prior to assuming ombudsman duties, the command will ensure that the ombudsman completes the OBT orientation Webinar training, an overview of OBT. Class schedules and registration links can be found at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org) or [www.ffsp.navy.mil](http://www.ffsp.navy.mil). This Webinar does not replace the requirement to attend OBT as soon as possible.

(5) Ensure that the command ombudsman receives a regularly updated command roster to include inbound personnel and families. References (d) and (g) provide for the release of roster information to the ombudsman without the consent of the individuals listed when the ombudsman is acting in an official capacity.

(6) Communicate regularly with the command ombudsman.

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

(b) Introduce the ombudsman to members of the command support team (CST). The CST is generally comprised of the commanding officer, executive officer, command master chief and their spouse, chaplain (if one is assigned), the ombudsman, and any other advocates assigned to work with the program. Although not in a supervisory role, other members of the command chain of support can help the ombudsman by virtue of their Navy experience. It is recommended that leadership spouses and others in advocacy roles attend OBT with the command ombudsman if space is available and at no extra cost to the government. This training will provide important guidelines and direction in assisting the ombudsman, and cover the requirements of confidentiality. Also, in the event an ombudsman leaves suddenly, for any reason, a trained member of the CST can fill the position until another ombudsman is selected and trained.

(7) Ensure the command ombudsman receives adequate equipment, material, and funding support per enclosure (7).

(8) Establish specific funding resources for support of the command's family ombudsman program. References (e) and (f) authorize use of appropriated funds or non-appropriated funds in support of the ombudsman program. Pursuant to reference (f) reimbursable items may include official travel by fleet, force, and region ombudsman; childcare; mileage; parking; tolls; communication equipment when used in an official capacity. Travel and training expenses must be paid by the command or reimbursed per enclosure (7). The command ombudsman's POC should be familiar with the reimbursement process and ensure that authorized reimbursements occur in a timely fashion. It is ultimately the responsibility of the commanders and commanding officers to ensure their ombudsman is reimbursed for authorized expenses in a timely manner.

(9) Ensure that current and reporting command personnel (including single personnel) and their family members are aware



of who the command ombudsman is, what services they provide, and how to contact them. Include the ombudsman in the command indoctrination program. Provide a generic command e-mail address for the ombudsman or ombudsmen.

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

(11) Ensure that appropriate role(s) for the operational unit ombudsman is(are) included in the operational unit disaster preparedness plan as well as including roles for operational unit ombudsmen in installation plans for disaster preparedness. This includes roles for ombudsmen in the establishment of emergency family assistance centers or community support centers. All ombudsmen should be included in disaster preparedness exercises.

(12) Ensure that data from the ombudsman monthly worksheets is entered in the automated ombudsman data collection system at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org) by the ombudsman or command designated personnel. Reserve ombudsmen are required to submit a quarterly worksheet. Unit ombudsmen will submit their own worksheets if assigned. If a unit does not have an ombudsman, the Navy Operational Support Center (NOSC) ombudsman or NOSC ombudsman coordinator will submit their worksheets in a combined worksheet for the NOSC. NOSC ombudsman and ombudsman coordinators will act as the unit's ombudsman to provide support to the Navy Reserve families. See enclosure (4) for additional guidance.

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

(a) Probation Periods. A probationary term may be established when appointing an ombudsman. The recommended probation periods are 6 months for a first time ombudsman and 3 months for an experienced ombudsman.

(b) Term of the Ombudsman Appointment. The ombudsman's term of service automatically expires when the ombudsman's spouse transfers from the command, is discharged, transfers to the Fleet Reserve, or retires. A letter of resignation is also required whenever there is a change of command; however, the new commander or commanding officer may

request that the current ombudsman remains until a new ombudsman is trained and in place, or may offer to reappoint the incumbent.

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

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

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

(a) Outside of the Continental United States. Living overseas presents different challenges and rewards for an ombudsman. Major challenges involve language, isolation, communication, transportation, and cultural differences. These factors should be taken into consideration when appointing an ombudsman.

(b) Recruiting Commands. At a minimum, an ombudsman is to be appointed for each Navy recruiting district headquarters. An ombudsman will be appointed for Commander, Navy Recruiting Command; Navy Recruiting Orientation Unit; and each Navy recruiting region headquarters. Due to the varying geographical characteristics of each Navy recruiting district, more than one command ombudsman may be required to adequately serve the needs of command families. Where additional ombudsmen are deemed necessary, one ombudsman should be designated to coordinate the family newsletter and serve as a central POC for general information; however, additional command ombudsmen shall report to their commander or commanding officer, not the

designated ombudsman. Reference (h) provides supplemental guidance for the recruiting command family ombudsman program.

(c) Navy Reserve Ombudsmen. At a minimum, an ombudsman is to be appointed for each NOSC. Additional ombudsmen may be assigned to Navy Reserve units within the NOSC. The NOSC ombudsman should serve as a central POC for general information; however, additional unit ombudsmen shall report only to their commander or commanding officer.

(15) Be knowledgeable about personal protections afforded to ombudsmen. An ombudsman, while providing services under this instruction, shall be considered to be an employee of the government only for the purposes designated in references (d) and (f) concerning compensation for disability or death of employees resulting from personal injury sustained while in the performance of their duty, and claims for damages or losses for property loss, personal injury or death per reference (i).

(16) Ensure support is provided to the ROAB as needed or requested by the region commander, including materials and clerical assistance, to perform their designated duties as described in enclosure (5).

g. Ombudsmen shall:

(1) Attend OBT prior to beginning duties (required) and advanced training to expand knowledge and improve skills. If a former ombudsman is reappointed at the current command or assigned to a new command, the OBT course must be completed if more than 18 months have passed since the last assignment or if more than 3 years have elapsed since attending the OBT course.

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

(3) Communicate regularly with command and command family members. Contact families upon arrival as soon as possible to introduce themselves and explain how they can be of help to the family.

(4) Develop and distribute a command-approved monthly or quarterly newsletter, or if not possible, contribute to a command-approved column in appropriate publications

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

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

(7) Become knowledgeable about all programs offered from the local Fleet and Family Support Center, chaplains, and other support agencies to be able to keep family members informed of available resources and confidently recommend the services. Reference (j) gives ombudsmen the authority to request and receive support from Fleet and Family Support Centers.

(8) Represent the command at local ombudsman assembly meetings.

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

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

(11) May collaborate with the family readiness group (FRG) on behalf of the command, but shall not serve as an FRG officer. Additionally, the ombudsman may participate in the FRG in a personal capacity, but not as the official ombudsman. Ombudsmen are not responsible for coordinating and conducting command-sanctioned homecoming activities.

(12) Provide immediate action when reportable issues or life endangering situations come to their attention by reporting to the appropriate official or organization and the commander or commanding officer. Additional guidance for required reporting can be found at enclosure (8). Mandatory reporting is required for:

- (a) All suspected child abuse and neglect,
- (b) Alleged domestic abuse,
- (c) Suspected and or potential homicides, violence, or life endangering situations,
- (d) All suspected and or potential suicidal risks, and
- (e) Other issues identified by the commander or commanding officer as reportable.

(13) Adhere to the strictest code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program. For issues requiring immediate attention, the safety and well-being of every individual takes precedence over their right to confidentiality.

(14) Receive training on the provisions of the Privacy Act and reference (g), in proper referrals, and maintaining a current resource list.

(15) Avoid conflicts of interest in dealings with the command and family members. Criminal laws and regulations relating to conflicts of interest are described in references (k) and (l).

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

(17) Coordinate services for families during mobilization or geographic separation. In any situation in which family members remain in one community while the Service member reports to another location for duty, such as mobilization of a unit, executing individual augmentation orders, or executing permanent change of station orders, the losing command retains responsibility for local support services to family members remaining in their area and for assisting

family members in connecting with the gaining command ombudsman, FRG or other family support activity. The gaining command assumes responsibilities for official command communication with the Sailors and their family members.

(a) The Navy Reserve or losing command ombudsman shall contact the gaining command's ombudsman to coordinate services to ensure the family receives services to which they are entitled. Contact information can be obtained from the Ombudsman Registry or from the Fleet and Family Support Center ombudsman coordinator at the gaining command. The Fleet and Family Support Center ombudsman coordinator's contact information may be found on the FFSP Web site at [www.ffsp.navy.mil](http://www.ffsp.navy.mil).

(b) Ombudsmen from both the losing and gaining commands will coordinate or share responsibility for those family members who do not accompany the Sailor to the area of the active duty assignment.

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

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

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

(c) Work closely with the other members of the CST.

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

(19) Submit a letter of resignation to the commander or commanding officer when the ombudsman's spouse transfers from

the command, is discharged, transfers to the Fleet Reserve, or retires. A letter of resignation is also required whenever there is a change of command.

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

(b) The ombudsman will confer with the commander, commanding officer, or POC about turnover of any personal notes or records on unresolved issues to the incoming ombudsman. All other correspondence, personal notes, and records will be destroyed per command procedures for handling personal-confidential Privacy Act-protected information. The command roster will be turned over to the command, or destroyed, and a new copy will be issued to the new ombudsman. The ombudsman's e-mail list will be deleted.

(20) Be familiar with reference (c), which includes sample forms, letters, and additional guidance for performing ombudsman duties.

6. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per Secretary of the Navy (SECNAV) Manual 5210.1 of November 2007.

## 7. Forms and Reports

### a. Forms

(1) The following forms are available for down load from the Department of Defense (DoD) Forms Management Program Web site at <http://www.dtic.mil/whs/directives/infomgt/forms/index.htm>.

(a) DD 2793 (May 2009) Volunteer Agreement for Appropriated Fund Activities and Non-Appropriated Fund Instrumentalities

(b) DD 1351-2 (May 2011) Travel Voucher or Sub-voucher (Automated travel programs used by a command may be substituted.

(c) DD 2606 (July 1998) Department of Defense Child Development Program Request for Care Record

(2) SF 1164 (Rev. 11-77) Claim for Reimbursement for Expenditures on Official Business is available for download via the General Services Administration Web site at <http://www.gsa.gov/portal/forms/type/SF>.

(3) Ombudsman monthly/quarterly worksheets are available online at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org).

b. Reports Control. Data collection requirements described in reference (c) are exempt from reports control per SECNAV Manual 5214.1 of December 2005.



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**POLICY WAIVER REQUEST PROCEDURES**

1. It is Navy personnel policy to hold firmly to the requirement that persons appointed as Navy family ombudsmen be the spouse of active duty members of the command or selected reserves. However, it is recognized that there are circumstances in which it may be in the best interest of the command to name another individual. To request a waiver from eligibility requirements for ombudsman appointment and other issues within the ombudsman program, the following applies:

a. The requesting command will forward a waiver request to the ombudsman program manager at CNIC. The request should contain the reasons for the request and any extenuating circumstances that necessitate a waiver to the policy (per guidance below). The letter, including a POC with phone number and e-mail address, should be forwarded via the appropriate chain of command.

Commander, Navy Installations Command (N913)  
Attn: Ombudsman Program Analyst  
716 Sicard St., SE, Suite 1000  
Washington Navy Yard, DC 20374-5140

b. For reserve commands, an endorsement from the Commander, Navy Reserve Forces Command ombudsman program POC must be obtained.

Family Support Program Manager  
Commander  
Navy Reserve Forces Command  
1915 Forrestal Drive  
Norfolk, VA 23551-4615

c. The Director, Fleet and Family Readiness or his or her designee will approve or deny the waiver request.

2. Waivers will be issued for the remainder of the commander's or commanding officer's assignment, unless otherwise specified and will not exceed 3 years. Waivers may be requested for the following persons and the command should address in the waiver request letter the candidate's ability to meet the requirements (requirements noted "\*" are not negotiable):

a. Parent and or family member of single members:

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

(2) Has experience as a recent (within 5 years) military member or family member.

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

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

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

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

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

(1) Currently an active member or recently retired (within 2 years) from the command.

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

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

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

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

c. Family member of retired members of the command:

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

(2) Was formerly an ombudsman or an ombudsman at time of member's retirement.

OPNAVINST 1750.1G  
21 September 2011

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

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

**CHIEF OF NAVAL OPERATIONS OMBUDSMEN-AT-LARGE DUTIES**

1. The CNO may appoint, in writing, one or more ombudsmen-at-large. They are the spouse of the Master Chief Petty Officer of the Navy and another spouse of a senior flag officer. The ombudsman-at-large is responsible for advising the CNO and or Master Chief Petty Officer of the Navy on matters affecting Sailors and their families. The ombudsmen-at-large will report directly to CNO. Specific duties will be addressed in the letter of appointment. Additional duties that may be performed by the ombudsmen-at-large are:

- a. Act as a focal point for the important flow of information to Navy ombudsmen, Sailors, and their families.
- b. Be an advocate of the Navy and the Navy Family Ombudsman Program.
- c. Understand available Navy family programs and provide vital, timely, and responsive information to the Navy community.
- d. Serve as a member of the OPAG.

2. Per reference (f), the CNIC ombudsman program manager shall be the accepting official for any additional volunteers assisting the ombudsman-at-large in the performance of official duties. The ombudsman-at-large shall supervise the volunteers as part of their official duties.

3. The ombudsman-at-large may travel to Navy sites with the CNO, Navy Inspector General and Master Chief Petty Officer of the Navy. They may also visit commands, meet with command ombudsmen and family members, and attend meetings and conferences. During these visits, information important to the successful operation and improvement of the ombudsman program may be learned. Ombudsmen-at-large are encouraged to share this information with the CNIC ombudsman program manager per guidance from the CNO.

4. The ombudsman-at-large will be provided training and support per the provisions of reference (f).

a. An ombudsman-at-large not currently familiar with the ombudsman program must attend OBT prior to or as soon as possible after appointment, and other training to ensure continued familiarization with the ombudsman program.

b. CNIC and the Master Chief Petty Officer of the Navy's offices have been designated by the CNO to provide support to the ombudsmen-at-large per the provisions for command support of ombudsmen in this instruction.

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

**FLEET AND FAMILY SUPPORT CENTER DUTIES  
IN SUPPORT OF OMBUDSMEN**

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

a. Coordinate and offer the standardized OBT course per assessment of local requirements. This includes advertising the schedule, providing classroom space and arranging for trainers. Only COT may conduct OBT. The use of outside guest speakers is not authorized. To the maximum extent possible, these trainers should include non-Fleet and Family Support Center staff.

b. Report non-completion of OBT to the sponsoring command and explain the circumstances.

c. Help to arrange and provide speakers and trainers for advanced training. Advanced training takes place after successful completion of OBT. Outside guest speakers are permitted during advanced training.

d. Work in conjunction with the ombudsman assembly chairperson to determine topics and coordinate speakers for ombudsman assembly meetings.

2. A member of the Fleet and Family Support Center staff is to be assigned the function of ombudsman coordinator. In addition to the training requirements, the coordinator serves as an advisor and or consultant to local ombudsmen, the ombudsmen assembly, and to commands. The coordinator will not serve as the chairperson for the assembly. Additionally, other Fleet and Family Support Center staff members should provide advice to ombudsmen regarding services offered at the Fleet and Family Support Center.

3. The Fleet and Family Support Center ombudsman coordinator shall:

a. Maintain a current roster of local ombudsmen, including Navy Reserve ombudsmen and recruiting command ombudsmen that are

geographically located near the installation. The roster shall reflect the assignments as listed in the Ombudsman Registry at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org).

b. Provide office space, supplies, and assistance with newsletter preparation for ombudsmen and assembly chairs and or coordinators, if required.

c. Provide space for ombudsmen assembly meetings, if available.

d. Provide personal support and guidance for ombudsmen.

e. Coordinate training for ombudsmen assemblies that supports ombudsmen educational and informational needs.

f. Provide commands with program guidance, policy clarification, and recommendations for ombudsmen recognition, if requested.

g. If issues arise that appear to be negatively affecting the local program and family members, the Fleet and Family Support Center site manager or ombudsman coordinator shall notify the respective command. By providing accurate and timely information, the respective commander or commanding officer may then take appropriate action.

h. Provide information regarding Navy and community resources.

i. Refer families to their ombudsman and provide information about the ombudsman program.

j. Assist geographically dispersed family members with gaining access to a local ombudsman.

4. COTs are a valuable resource to the ombudsman program, and CNIC has developed a transfer policy for COTs. CNIC's ombudsman training coordinator will be informed of all transferring COTs and will assist with the transfer process. Transferring COTs must meet the current eligibility requirements as listed on the COT application.

5. The outgoing Fleet and Family Support Center ombudsman coordinator or reserve family support administrator will provide the following information for the transferring COT to the incoming Fleet and Family Support Center ombudsman coordinator or reserve family support administrator:

- a. COT training dates,
- b. Copy of COT certificate,
- c. Date last taught OBT, and
- d. Letter of recommendation from site manager or director, and ombudsman coordinator. Ombudsmen COTs should have a letter of recommendation from their commanding officer.

6. The receiving site manager or director must inform CNIC's ombudsman training coordinator of their approval for the prospective COT to teach within their region. Acceptance of a COT transfer includes acceptance of any funding needs that may occur for training purposes. This responsibility may be by the incoming Fleet and Family Support Center or the commanding officer of the accepting command.

7. Guidance for decertification of a COT is located in the ombudsman coordinator's desk guide and in reference (c) located on [www.ffsp.navy.mil](http://www.ffsp.navy.mil).



### OMBUDSMAN REGISTRY

1. The Ombudsman Registry was established by Task Force Navy Family in August 2005 in response to the hurricanes in the Gulf Coast Region. Its initial purpose was to identify and manage command ombudsman assignments for recall purposes. Additionally, the registry allows CNIC to deliver real time communication and information to commanders, ombudsmen, and ombudsman coordinators. Commands are required to register, assign themselves and their ombudsmen, and ensure that required worksheet data is submitted per this instruction.

a. Every command, afloat or ashore, will ensure their command ombudsman information is added to the Ombudsman Registry at [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org) and will ensure that the registry is updated as changes occur.

b. Commanders or command designees should:

(1) Confirm that their command is listed in the Ombudsman Registry.

(2) Register in the Ombudsman Registry and assign themselves to their command.

(3) Assign the appointed command ombudsman or ombudsmen to the command.

c. Ombudsmen will receive an e-mail confirmation and a temporary password when they have been assigned. They may then update their profile and select a new password of their choice. They should begin collecting data for the ombudsman worksheet.

d. Ombudsman coordinators

(1) Should register in the Ombudsman Registry as ombudsman coordinators.

(2) Will have access to the commands in their area of responsibility (AOR) and should ensure that all commands have completed the actions listed above. They may provide assistance to commanders or command designees and ombudsmen, if needed.

2. Data from the ombudsman monthly and or quarterly worksheets will be entered into the data collection system located within the Ombudsman Registry Web site by the 10<sup>th</sup> of the month following the end of the reporting period. Reserve command ombudsmen will submit their worksheets quarterly, but may do a monthly worksheet if the commanding officer desires or the unit is mobilized. The commanding officer will determine who will submit the worksheets. In most cases, the ombudsman enters the information. If a command has more than one ombudsman, all monthly and or quarterly worksheets must be combined as the data collection system will only allow one worksheet per command, per month per unit identification code.

a. Statistics from the worksheets are used to help support the ombudsman program in various ways:

(1) Documents time spent and types of contacts that ombudsmen deal with on a daily basis so that resources can be made available to enable ombudsmen to deal with families more efficiently and effectively.

(2) Indicates which Fleet and Family Support Center programs are being utilized the most and which ones need updating.

(3) Indicates the programs the Navy needs to educate our Navy families on to help them become more self-reliant.

(4) Statistics demonstrate to Navy leadership the cost avoidance of having ombudsmen perform the types of services they deliver. The performance of these services by ombudsmen saves many man hours if the Navy had to use their manpower to perform these functions.

b. Ombudsmen cannot submit their required worksheets until they are assigned to their commands and all command information has been updated in the registry.

3. The Ombudsman Registry enables contact with ombudsmen from commands that are affected during national disasters or emergencies in order to provide support to families that need assistance.

4. Real time communication via E-Blast. Updates, program changes, alerts can be sent to all registered ombudsmen, commanding officers or designees, ombudsman coordinators and Fleet and Family Support Center directors via E-Blast.
5. Ombudsman Registry Forum provides a private venue message board for registered ombudsmen to share resources, best practices and advice. The rules of operations security and confidentiality must be followed on this forum.
6. The "Contact Your Ombudsman" feature, located on the login page of the registry, allows interested parties to contact the ombudsman from any registered command. In the event a command is not registered, a notice is sent to the site administrator who will establish contact.

**OMBUDSMAN PROGRAM ADVISORY GROUP AND  
REGION OMBUDSMAN ADVISORY BOARDS**

1. The OPAG is a working group of individuals, convened at the discretion of CNIC Family Readiness (N91), to include the ombudsmen-at-large, an OPNAV (N13) representative, CNIC force master chief, FFSP director; ombudsman program manager, Navy Reserve force family support program manager and a representative from the command leadership school. The OPAG will include representatives of other activities as needed to advise on policy, special projects, and curriculum development, based on input received from the ROAB.

2. ROABs shall:

a. Be appointed and convened by the region commander, or designee, for the purpose of reviewing the region's ombudsman program. The ROAB will provide feedback from local ombudsman assemblies on policy, implementation or other programmatic issues. Issues presented at the ROAB should be resolved at the local level, when possible. Unresolved questions or issues may be forwarded to CNIC's ombudsman program manager as action items for review. If further review is necessary, the action item will be presented at the next OPAG meeting for discussion.

b. Membership is identified by the region commander and may include both active and reserve personnel, spouses of senior military members (officer and enlisted), a chaplain, command master chiefs and ombudsmen representing commands within the AOR, assembly chairpersons, FFSP ombudsman coordinator(s), an action officer from the region commander, staff legal officer, and any other interested and appropriately positioned person(s).

c. Responsibilities of the ROAB will be to support and advise area assemblies. They are not policy making or supervisory bodies and will not interfere with the operation of individual command family ombudsman programs.

d. The ROAB shall meet semi-annually. The chairperson will forward meeting minutes and any action items, recommended changes and observations requiring higher level review or action to the CNIC ombudsman program manager.

### **OMBUDSMAN ASSEMBLY**

1. The local ombudsman assembly is an important component of the ombudsman program. The assembly is an excellent forum for sharing and exchanging successful practices. As with all informational exchanges, confidentiality must be maintained. Established by the sponsoring command (commanding officer, region commander, or area coordinator) in support of tenant commands, the assembly functions only under the supervision and guidance of the sponsor. The assembly may:

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

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

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

d. Provide assistance to commands to recognize and show appreciation to their ombudsmen.

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

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

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

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

the sponsoring commander. Local commanders may decide that one area assembly consisting of all ombudsmen within the geographic location is sufficient.

4. Each sponsoring command shall have a local ombudsman assembly instruction. An example is provided in reference (c).

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

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

7. Assembly leadership should be selected and appointed in writing by the sponsoring command for a specified term. A sample description of the duties of assembly chairperson is provided in reference (c).

8. The chairperson must be a current ombudsman whose spouse is an active duty or reserve member of a command that is a member of the assembly. The Fleet and Family Support Center ombudsman coordinator cannot serve as the chairperson but can serve as an advisor to the assembly. Duties can include:

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

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

c. Providing input and feedback to the ROAB regarding the operation and policies of the Navy Family Ombudsman Program and offer recommendations to improve support and standardization of the program worldwide.

OPNAVINST 1750.1G  
21 September 2011

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

### PROGRAM SUPPORT

1. Funding. Every command will establish specific funding resources for support of the command's family ombudsman program. References (e) and (f) authorize use of command's appropriated funds or non-appropriated funds in support of the ombudsman program. This includes reimbursement of personal expenses incurred during performance of ombudsman duties, when appropriate. It is important for the commander or commanding officer and the ombudsman to discuss the budget and determine what support can be provided and what will be reimbursed. The ombudsman, based on the authorized budget, must document their expenses and submit SF 1164 Claim for Reimbursement for Expenditures on Official Business to the command for reimbursement. When applicable, receipts must also be submitted.

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

a. Childcare. Ombudsmen are encouraged to utilize Navy-operated child care programs at no cost by completing DD 2606 Department of Defense Child Development Program Request for Care Record. However, when Navy-operated care is unavailable, reimbursement for childcare or babysitting will be paid with available command funds. Commanders and commanding officers are encouraged to establish caps of reimbursement based on local commercial child care market rates.

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

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



d. Telephone lines and any necessary telecommunication equipment may be installed in the private residences of persons who provide voluntary services per reference (e). In the case of equipment installed under this authority, the commander or commanding officer may pay the charges incurred for the use of the equipment, for authorized purposes, using appropriated funds or non-appropriated funds. Installation of such equipment must not be done routinely but only after careful consideration and subsequent decision that to do so is necessary for the command family ombudsman program to function effectively.

e. Pre-approved travel expenses incurred during command-directed and authorized participation in training, conferences, etc., will be paid.

(1) Local commands may reimburse the ombudsman for costs of childcare and mileage incurred during ombudsman basic and advanced training. To be eligible for reimbursement, the ombudsman must have a letter of appointment and have signed the volunteer agreement. In locations where training is not available, a command may issue invitational travel orders, per reference (l), to enable the ombudsman to complete the course at another installation. All Fleet and Family Support Center ombudsman training schedules, including the Reserve Ombudsman Mobile Training Team, can be found at [www.ffsp.navy.mil](http://www.ffsp.navy.mil) or [www.ombudsmanregistry.org](http://www.ombudsmanregistry.org). When OBT is not available in the area, reasonable effort should be used to find the closest training in order to minimize travel expenses.

(2) The command is authorized, budget permitting, to issue invitational travel orders and fund the associated travel, berthing, meals, and incidental expenses for ombudsmen to attend non-local training that will improve their effectiveness, per reference (m). Expenses may be reimbursed or travel advances may be authorized per reference (n). DD 1351-2 Travel Voucher, Subvoucher, or other Command approved travel claim process must be used to claim travel reimbursement. Local travel expenses are to be reported on SF 1164. Receipts must be submitted as required by the command.

3. Other Incidental Expenses. Other incidental expenses may be paid from appropriated funds, per reference (f). The expense

can only be incurred and paid directly by the command at the discretion of the commander or commanding officer. These are not expenses reimbursable to the ombudsman.

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

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

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

a. The commander or commanding officer and the ombudsman, at the time of appointment, must complete a DD 2793. A copy of the signed agreement should be given to the volunteer prior to commencing volunteer services. Part II of the form will be completed at the end of the ombudsman's term of service in order to document the dates of the volunteer service. A copy of the completed volunteer agreement shall be given to the ombudsman upon termination of service. A sample of this form can be found in reference (c) or the Command Leadership Toolkit - Appointing an Ombudsman at [www.ffsp.navy.mil](http://www.ffsp.navy.mil). Volunteer records shall be retained for 3 years following the termination of volunteer service by the command receiving the service.

b. Commanders and commanding officers shall ensure that neither they nor their paid or volunteer staff violates the provisions of reference (f).

7. Ombudsmen Appreciation and Recognition. Each command will establish a program to recognize the volunteer contributions of their Navy family command ombudsman. Some general guidelines include:

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

b. Value the ombudsman's opinion and advice.

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

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

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

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

g. Purchase an ombudsman pin through the Navy Uniform Service of the Navy Exchange and present to the ombudsman. While it is usually worn separately from the nametag, it can also be attached to it.

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

i. The commander or commanding officer may use non-appropriated funds, if available, for individual ombudsman appreciation dinners and ombudsman plaques and awards. Per reference (p), the non-appropriated funds limitation is \$50 per ombudsman per year, not to exceed a total of \$500 (multiple Ombudsmen) per morale, welfare, and recreation fund per year. Cash awards are not authorized.

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

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

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

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

c. Abuse occurring between spouses or adult intimate partners merits the same concern as similar incidents between unrelated persons. Domestic abuse is further defined in reference (q).

d. Ombudsmen should be aware that victims of domestic abuse now have two avenues for reporting in the Navy. Victims who want to pursue an official investigation should disclose that they are a victim of domestic abuse to appropriate command, base security, Naval Criminal Investigative Service, and Family Advocacy Program personnel. This process is referred to as unrestricted reporting and results in command, Family Advocacy Program, and law enforcement notification. Victims who would like to receive support, advocacy and care while deciding whether they would like to pursue official investigation may now

disclose domestic abuse to a Family Advocacy Program victim advocate, FFSP clinical counselor or military medical or dental healthcare provider. This restricted report may not be disclosed to a command, law enforcement personnel, or to the Family Advocacy Program (for clinical assessment, case management and Case Review Committee review) unless the victim authorizes disclosure in writing or another exception applies. Any report made to an ombudsman is classified as unrestricted, as the ombudsman is an official representative of the command.

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

f. An ombudsman who suspects that domestic abuse might be occurring should advise the individual of the restricted reporting option and provide information on contacting a Family Advocacy Program victim advocate or FFSP clinical counselor. It is the responsibility of the FFSP clinical counselor or Family Advocacy Program victim advocate to meet with the individual, fully inform them of the benefits and limitations of each reporting option, and provide safety assessment, safety planning, and other support.

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

2. Sexual Assault. When an adult discloses sexual assault outside the marital or intimate partner relationship, the ombudsman should be aware of the victim's rights and provide information on available assistance through the Sexual Assault Response Program or through community sexual assault resources. Sensitivity to the victim's privacy is paramount. If the assault occurred on Navy property or was perpetrated by an

OPNAVINST 1750.1G  
21 September 2011

active duty member, the incident must be reported to the installation sexual assault response coordinator, who will take further action per current Navy sexual assault requirements in reference (r).