



DEPARTMENT OF THE NAVY
NAVAL DISTRICT WASHINGTON
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NDWINST 1750.4
N00
21 Nov 14

NDW INSTRUCTION 1750.4

From: Commandant, Naval District Washington

Subj: NAVAL DISTRICT WASHINGTON REGION NAVY FAMILY OMBUDSMAN
PROGRAM

Ref: (a) OPNAVINST 1750.1G
(b) Navy Family Ombudsman Program Manual, 2010

1. Purpose. To establish policy and procedures for the Naval District Washington (NDW) Navy Family Ombudsman Program.
2. Cancellation. NDWINST 1750.3C
3. Background. The Navy Ombudsman Program was established to improve mission readiness through improved family readiness. Per reference (a), all Navy commands must participate in this program. Reference (b) is an important resource for the command ombudsmen and should be provided to all command ombudsmen by the commanding officer upon appointment.
4. Policy. Reference (a) directs regional commanders to coordinate with type and local commanders to ensure that sufficient ombudsmen assemblies exist to support area ombudsmen. NDW will utilize Fleet and Family Support Center (FFSC) appointed Ombudsman Coordinators, installation Ombudsman Assemblies, and the Regional Ombudsman Advisory Board (ROAB) to further the goals and objectives outlined in reference (a). The ROAB serves as an advisory panel, assembled to consult on issues impacting the effectiveness of ombudsman programs in the NDW area of responsibility. Issues that cannot be resolved at the installation or regional level will be elevated to the CNIC Ombudsman Program Advisory Group (OPAG).
5. Procedures
 - a. ROAB meetings will occur in the second (April - June) and fourth (October - December) quarters of the calendar year.
 - b. ROAB membership will include NDW Commanding Officers, Command Master Chiefs, Assembly Chairs, FFSC Ombudsmen

Coordinator(s), a chaplain, a staff legal officer, and an Action Officer from the Region.

c. Spouses of senior military members (officer and enlisted) and representation from reserve components may also attend.

6. Responsibilities/Action

a. Commandant, NDW will convene the ROAB, appoint an Action Officer, and direct attendance of a chaplain and legal officer.

b. Commanding Officers will:

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

(2) Ensure that sufficient ombudsmen are appointed and command family members have access to the services of an ombudsman.

(3) Advise tenant commands on the requirements of reference (a).

(4) Ensure ombudsmen are fully cognizant of their responsibilities.

(5) Issue each ombudsman a copy of this instruction, a copy of references (a) and (b), and an appointment letter at the time of appointment.

(6) Ensure Ombudsman Basic Training completion prior to their assuming ombudsman responsibilities.

(7) Per reference (a) ensure that the Command Ombudsman receives a regularly updated command roster to include inbound personnel and families.

(8) Provide the Command Ombudsman with regular communication, reimbursement for allowable expenses, an opportunity to participate in the Command Indoctrination, and facilitate the production and distribution of an ombudsman newsletter.

(9) Ensure compliance with the automated ombudsman data collection system (ombudsman registry) requirements.

(10) Support the NDW ROAB.

(a) Per reference (a), each sponsoring command shall have a local ombudsman assembly instruction.

(b) Provide recommendations for ROAB participation including the Ombudsman Coordinator, Assembly Chair, Command Master Chief, and tenant command representatives, annually to the appointed ROAB Action Officer.

(c) Consolidate and submit discussion items to the ROAB Action Officer when requested (usually the month prior to the ROAB meeting).

c. FFSC Ombudsmen Coordinators will:

(1) Assist commanding officers in providing ombudsman support for their families.

(2) Serve as an advisor\consultant to local ombudsmen, the Ombudsman Assembly, and Command.

(3) Conduct community training that expands family member understanding of the ombudsman program.

(4) Promptly advise the respective commander of negative issues affecting his ombudsman program or family members.

d. Command Appointed Assembly Chairs will:

(1) Coordinate and facilitate the Command's Ombudsman Assembly.

(2) Mentor Command Ombudsmen and facilitate the exchange of best practices.

(3) Serve as Ombudsman Liaison for policy clarification.

(4) Provide input and feedback to the ROAB, and be prepared to discuss family related issues that require higher level visibility at each ROAB.

e. Command Ombudsman shall:

(1) Comply with references (a) and (b).

(2) Communicate regularly with the command and command family members, keeping the commanding officer informed of the general morale, health, and welfare of command families.

(3) Submit required reports to the ombudsman registry, consistent with command guidance.

(4) Attend assembly meetings to remain current on information and policies that affect the welfare of Navy families.

f. Action Officer will:

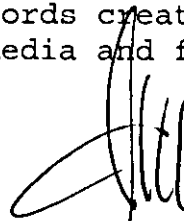
(1) Schedule ROAB meetings on behalf of the Commandant.

(2) Receive and consolidate participant input.

(3) Prepare an agenda and record meeting minutes.

(4) Submit observations, best practices, and recommend changes that require higher-level review or action to the CNIC Ombudsman Coordinator for consideration by the OPAG, as directed.

7. Records Management. Records created as a result of this instruction, regardless of media and format, shall be managed per SECNAV Manual 5210.1.



S. F. ADAMS
Chief of Staff

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