



DEPARTMENT OF THE NAVY

CHIEF OF NAVAL EDUCATION AND TRAINING

250 DALLAS ST

PENSACOLA FLORIDA 32508-5220

CNETINST 1750.1A

Code 003

JUL 31 1997

(R)

CNET INSTRUCTION 1750.1A

Subj: NAVY FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 3120.32B
(b) OPNAVINST 1750.1D
(c) NAVPERS 15571

1. Purpose. To promulgate policies and procedures for the function and coordination of the Navy Family Ombudsman Program within the Naval Education and Training Command (NAVEDTRACOM).
2. Cancellation. CNETINST 1750.1
3. Background. Reference (a) defines the morale, welfare, and efficiency of command personnel as an inherent responsibility of the commanding officer. The morale of Navy personnel is intimately linked to the welfare, morale, and general quality of life of their families. In order to give the Navy family a representative with direct access to the commanding officer, the Ombudsman Program was established by reference (b). The Chief of Naval Operations has directed that ombudsman positions be established at all Navy commands. The ombudsman is a valuable communications link and personal liaison between families and command, and serves as a Navy/community services information and referral source. Reference (c) further defines the roles and responsibilities of the command, the ombudsman and the Family Service Center in the program. The command family Ombudsman Program is structured to meet the needs of the command, as defined by the commanding officer. Reference (c) provides useful information and suggestions for structuring the Ombudsman Program in the various types of commands (i.e., surface, submarine, air, shore, recruiting, overseas, and reserve).
4. Policy. It is essential that each ombudsman receive active, visible, and ongoing command support in serving as a communication link between the command and the families of command members. Execution of Ombudsman Programs throughout the NAVEDTRACOM includes, but is not limited to, such efforts as establishing mutual assistance groups, calling collaborative attention to serious problems relating to medical care and housing, providing information to military dependents in the areas of benefits and privileges, ensuring supportive contact with families, and offering assistance in times of need. It is imperative that each

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ombudsman selected be properly educated in the personal services available through local family service centers, the Navy/Marine Corps Relief Society, chaplains office, and medical services that exist to help alleviate family problems.

5. Action

D)

a. Commanders/Commanding Officers and Officers in Charge will:

(1) Select an ombudsman from among the spouses of members of the command in compliance with reference (b).

(2) Appoint the ombudsman by official command letter, with a copy to the point of contact designated by the cognizant base commander/commanding officer or area coordinator to maintain the roster of area ombudsmen. Include the ombudsman's complete address and telephone number.

(3) Provide the ombudsman with a copy of references (b) and (c).

(4) Provide the ombudsman with an up-to-date roster of family addresses, within the constraints specified by the Freedom of Information and Privacy Acts. Reference (b) cites pertinent specifics.

(5) Keep the ombudsman informed of current unclassified command evolutions that impact on family life.

(6) Encourage the ombudsman to prepare and distribute a periodic newsletter to unit families. Provide material support and assistance as delineated in reference (b).

(7) Provide for the reimbursement of expenses incurred by the ombudsman in accordance with reference (a).

(8) Inform command personnel regarding the ombudsman function, and publicize the ombudsman's name and telephone number.

(9) Ensure suitable recognition for deserving ombudsmen at the conclusion of their appointments and other appropriate times. References (b) and (c) detail information relative to recognizing the contributions of the ombudsman.

b. Ombudsman councils/assemblies. Reference (b) details specifics relative to the establishment of councils/assemblies to provide support and information to area ombudsmen. Functions of the council/assembly can include maintenance of a roster of area ombudsmen. Commands sponsoring councils/assemblies will ensure that the Chief of Naval Education and Training (CNET) Ombudsman

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Advisor (CNET Code 003) is provided with a copy of current area rosters by the council/assembly or other point of contact designated to maintain area rosters.

(A)



E. M. DIEBEN, JR.
Vice ~~CNET~~

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