



DEPARTMENT OF THE NAVY

NAVY RECRUITING DISTRICT OHIO

P.O. BOX 3990

COLUMBUS, OHIO 43218-3990

NAVCRUITDISTOHIOINST 1750.1L
011

1 9 AUG 2014

NAVCRUITDISTOHIO INSTRUCTION 1750.1L

From: Commanding Officer, Navy Recruiting District Ohio

Subj: FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAVINST 1750.1G
(b) COMNAVCRUITCOMINST 1754.1F

Encl: (1) Sample Ombudsman Appointment Letter
(2) Postage Stamp Request Memorandum
(3) NAVCRUIT 5110/14 (9-93) Record of Commercial mail
Stamp Usage
(4) Quarterly Stamp Audit Memorandum

1. Purpose. To issue policy and procedures for the Navy Recruiting District Ohio Ombudsman Program per references (a) and (b).

2. Cancellation. NAVCRUITDISTOHIOINST 1750.1K.

3. Discussion. The morale and job performance of Navy personnel are reflective of the health and well-being of their families. Due to the large geographic area between many families and military support facilities within the command, the Ombudsman plays an especially important role in establishing and maintaining good communication between the command and our families.

4. Action. Specific duties of the NRD Ohio Ombudsman will include:

a. Serving as the primary link/liaison between families and the command, and to establish a reliable source of factual information between families and the command.

b. Contributing pertinent information to the command. Such information might include Civilian Health and Medical Programs of the Uniformed Services, Navy Relief, American Red Cross and current events.

c. Contacting newly ordered personnel and families to provide a point of contact at NRD Ohio at the earliest opportunity. Contact should be made by phone or email if possible. The Admin Office will provide information about newly reporting personnel to the Ombudsman. Information provided will

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include names of service member and spouse, children's names and ages, Navy Recruiting Station (NRS)/division assignment, phone number/email address for contacting purposes and estimated arrival date.

d. Meeting with the Commanding Officer/Command Master Chief each quarter. A meeting with the Commanding Officer may be arranged at any time through the Command Master Chief to discuss problems requiring immediate attention.

5. Upon selection of an Ombudsman, the command will provide him/her with the following material:

- a. An official letter of appointment (enclosure (1)).
- b. An Ombudsman name tag and pin.
- c. A copy of the Ombudsman Program Manual.
- d. A copy of the Family Ombudsman Program instruction.
- e. A roster containing contact information of service members and families in their assigned divisions. This roster is for official Ombudsman duties and will not be released in whole, or in part, to anyone not authorized access to this information.
- f. Supplies to include paper, envelopes, pens, tablets, postage stamps, command return address stamp, etc. may be obtained from the nearest NRS upon request.

6. The following support services will be available to the Ombudsman:

a. Copier services may be obtained from the district or NRS to reproduce small quantities (50 copies or less). All larger quantities may be printed upon the approval of the Command Master Chief.

b. Official Ombudsman mailings utilizing command funds (i.e. postage).

(1) Envelopes must carry the command return address and not the personal address of the Ombudsman.

(2) Ombudsman will be issued stamped envelopes, with the command's return address already affixed to the envelopes by the Official Mail Manager (OMM). The Ombudsman receiving the

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envelopes will also be required to sign for the receipt of the envelopes and stamps using enclosure (2).

(3) They will utilize the Record of Commercial Mail Stamp Usage form NAVCRUIT 5110/14 (enclosure (3)) that will track the usage of the envelopes. The stamp usage form will also be utilized as an inventory form and must be returned into NRD Ohio's OMM by the 5th of each month for tracking and accountability purposes.

(4) When the Ombudsman needs more stamped envelopes they will fill out their request using the Postage Stamp Request (enclosure (2)) and email it to the OMM and he will fill out their order and mail it back to them. Once they receive their order they will complete the bottom of the stamp request acknowledging receipt of the stamps and sign the form. They will then email it back to the OMM.

NOTE: The Ombudsman will be responsible for keeping the stamped envelopes in a locked container while not in use.

(5) A Quarterly Stamp Audit will be conducted by the commands Postal Fund Inspection and Verification Officer on the 15th calendar day of each fiscal quarter and submit findings to the CO via the XO utilizing enclosure (4).

7. Reimbursements can be requested for the following when acting in an Ombudsman capacity. Requests should be made to the Command Master Chief on Standard Form 1164 as per Ombudsman Manual.

a. Pre-approved Child Care.

b. Mileage when government vehicles are not used.

c. Parking and tolls.

d. Incidental expenses not to exceed \$25.00 per event may be paid from appropriated or non-appropriated funds (i.e. individual appreciation dinners, awards, and refreshments).

8. The Commanding Officer will select an Ombudsman after all volunteers have been interviewed. Command Ombudsmen will attend Navy Basic Ombudsman training prior to assuming duties. Prior to a Change of Command, all Ombudsmen will submit a resignation to allow re-assignment or selection of new candidates based on the desire of the prospective Commanding Officer.

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9. The Command Master Chief is the primary point of contact for Command Ombudsmen.



ERIC A. SHAFER

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SAMPLE OMBUDSMAN APPOINTMENT LETTER

Dear Mr./Mrs. Ombudsman:

After careful consideration of the Command Family Support Team's recommendation, and based on our personal interview, I am pleased to appoint you to the position of Navy Recruiting District Ohio, Command Family Ombudsman for Divisions _____. You are responsible for familiarity and compliance with applicable regulations and guidelines to include enclosures (1) through (8).

The role of Ombudsman is multifaceted. An Ombudsman must be prepared for any applicable situation that might arise. It is imperative you attend or have attended Ombudsman Basic Training. Please coordinate training through the Command Master Chief. He/she can be reached at (614) 693-3003. He/she is also your point of contact for routine matters.

You may obtain needed supplies to include paper, envelopes, pens, tablets, etc., from a local recruiting station and the headquarters.

Your official Command address is:

MR./MRS.
COMMAND FAMILY OMBUDSMAN
NAVY RECRUITING DISTRICT OHIO
NRD OHIO
P. O. BOX 3990
COLUMBUS, OH 43218-3990

Please use this address when mailing or receiving any mail in your official capacity as Command Family Ombudsman.

I expect you to contact each of your Division Leading Chief Petty officers to arrange a meeting and discuss their expectations and concerns. Feedback regarding these meetings should be brought to the attention of the Command Master Chief.

The Navy Recruiting District Ohio, Command Family Ombudsman Program is extremely important to me. As an Ombudsman, you are a

Enclosure (1)

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vital link between me, this command, its service members and their families. I welcome your input and appreciate your contribution to the command and the United States Navy.

Sincerely,

X. X. XXXXXXX
Commander, U.S. Navy
Commanding Officer

(Date)

MEMORANDUM

From: _____
NRS/NORS/NRPS/NRD HQ

To: Official Mail Manager

Subj: POSTAGE STAMP REQUEST

1. Request the following postage stamps:

<u>Quantity</u>	<u>Denomination</u>
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____
_____	\$ _____

TOTAL \$ _____

(SIGNATURE)

TO BE COMPLETED UPON RECEIPT OF REQUESTED STAMP ORDER.

From: _____
NRS/NORS/NRPC/NRD HQ

To: Official Mail Manager

1. I acknowledge and take custody of the above stamps.

(SIGNATURE/DATE)

Enclosure (7)

Enclosure (2)

