



DEPARTMENT OF THE NAVY
NAVY RECRUITING DISTRICT RICHMOND
411 E. FRANKLIN AVE STE 101
804-771-2001

NRDRICHINST 1750.1G

Code 10

OCT 30 2009

NAVCUITDIST RICHMOND INSTRUCTION 1750.1G

Subj: FAMILY REPRESENTATIVE (OMBUDSMAN) PROGRAM

Ref: (a) OPNAVINST 1750.1F
(b) NAVPERS 15571, Navy Family Ombudsman Manual
(c) COMNAVCRUITCOMINST 1754.1E
(d) NAVPERS 15519, Navy Family Ombudsman Training Guide

Encl: (1) Sample Appointing Letter
(2) Welcome Aboard Letter to Spouse and Family
(3) OMBUDSMAN Information & Referral Form

1. Purpose. To promulgate policy and procedures for the NRD Richmond's Family Ombudsman Program.

2. Cancellation. NRDRICHINST 1750.1F

3. Background. Detailed information on the Family Ombudsman Program is contained in references (a) through (d).

4. Discussion. Our Navy families are important members of our Recruiting Team. The job performance of service members assigned is enhanced when we pay particular attention to the professional and personal needs of our people.

5. Action. The Family Ombudsman Program is established in NRD Richmond. The following actions shall govern the operations of the program.

a. A Command Ombudsman shall be appointed for the district. An official letter of appointment, per enclosure (1), shall be prepared for the Command Ombudsman.

b. The Command Ombudsman will receive a copy of the Ombudsman section of reference (b) with the appointing letter.

c. The Ombudsman will be provided a roster containing the home addresses and phone numbers of service members. This list is for official Ombudsman duties and will not be released in whole or in part to anyone not normally authorized access to this list.

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d. Financial support will be provided to the Ombudsman for the following:

(1) Transportation. Ombudsman may be authorized use of government vehicles as a driver or passenger. Section 10 U.S.C., Chapter 81, Section 1588, states that Ombudsman and other volunteers of Family Support Programs are covered for liability in case of accidents. Ombudsman are designated such by official appointment letters issued by the Commanding Officer.

(a) As a driver, the Ombudsman must have in possession a valid state driver's license. Each usage of government cars must be approved in advance by the Executive Officer. Ombudsman must take the command-driving test before they will be allowed to drive government vehicles.

(b) As a driver or passenger, Invitational Travel Orders (ITOs) are not required for local travel within the commuting area or for trips performed outside of commuting area when completed same-day (no over-night involved); member is covered by virtue of appointed position.

(c) A privately owned vehicle may be used for official Ombudsman business when ITOs have been issued by the Commanding Officer. The exact mileage used for the travel must be recorded to permit reimbursement. Use of a government vehicle, when on invitational travel, is authorized by the Commanding Officer only.

(2) Travel. Ombudsman may be authorized overnight TAD trips outside of local commuting area. If authorized POV, member is entitled to mileage and per diem. If travel furnished by government, member entitled to per diem only. In each case, an ITO with cost data is required.

(3) Telephone Calls. Toll and long distance calls may be required in the performance of Ombudsman duties. These official calls may be made at any NRD office. Should the Ombudsman desire to use a private phone at their residence, a command calling card must be utilized.

(4) Supplies. Paper, envelopes, pens, paper pads, and other equipment and necessary supplies may be obtained by submitting a written request to the Executive Officer. Supplies will usually be replenished upon request.

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(5) Stamps. Ombudsmen are authorized to use official stamps on official ombudsman mailings which carry the command return address and not the personal address of the Ombudsman.

(6) Copier service. The District copiers may be used to reproduce small quantities (no more than 25 copies) of single page or double page items. Larger quantities may be printed upon request to the Executive Officer.

(7) Typing Assistance. Typing assistance may be obtained upon request to the Executive Officer.

(8) Requirements should be planned well in advance to allow time to establish a priority for accomplishment.

(9) To obtain reimbursement for expenses outlined above, accurate records on mileage, telephone bills and other approved expenses must be maintained. Reimbursable voucher forms may be completed monthly for claimed expenses.

f. The Ombudsman's will:

(1) Serve as a communicator between command and all families.

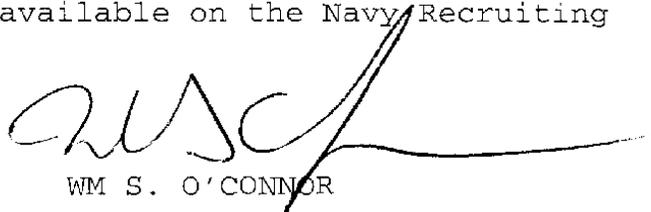
(2) Assist in providing information to the families about such programs as TRI-CARE, Navy Relief, Special Services, etc.

(3) Provide assistance to new members and their families.

(4) Meet with the Commanding Officer as often as necessary. A meeting with the Commanding Officer may be arranged at any time to discuss any problems, which require immediate attention.

g. Enclosure (2) will be executed by the Chief Administrator upon final determination of the ultimate duty assignment of the member concerned.

6. Forms. Enclosure (3) is available on the Navy Recruiting Command website.



WM S. O'CONNOR

Date

Mrs. Sara Anybody
12345 Seaside Way
Anytown, Anystate 54321

Dear Mrs. Anybody,

It is my pleasure to appoint you as Navy Recruiting District Richmond's Command Ombudsman. As an official representative of Navy Families, the Ombudsman plays an important role in families of personnel assigned to the command. Your willingness to step forward and assume this vital and challenging position is highly commendable and appreciated.

Your official Command address is:

Mrs. Sara Anybody
Command Family Ombudsman
NRD Richmond
411 E. Franklin St (Suite 101)
Richmond, VA 23219-2243

As Family Ombudsman, you are an official representative of Navy families as well as an official member of the Commanding Officer's staff of advisors. As such, you have direct access to the Commanding Officer and Executive Officer in the performance of your duties. The Command Master will, however, be your primary point of contact for routine matters. He can be reached at (804) 771-2001 ext. 147. His duties closely parallel, in the military community, your duties in the civilian community.

The need for improvement in the quality of the of Navy people has never been greater. I welcome you to a leadership role of great importance at this command and look forward to your counsel and assistance.

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

Sincerely yours,

WM. S. O'CONNOR
Commander, U. S. Navy
Commanding Officer

Enclosure (1)

Date

SPOUSE AND FAMILY
1234 Main Street
Anywhere, USA 23456

Dear

Welcome to Navy Recruiting District Richmond. As a vital member of the Navy family, your job can be the toughest the Navy has. During your time at NRD Richmond, your importance cannot be overstated. You will have many responsibilities, but do not feel you are alone.

The Navy has placed a great responsibility on your spouse, in order for the Navy to continue picking the finest people to join our ranks. It means long hours, hard work and dedication to the Command's mission, but your spouse is among the best the Navy has and is hand-picked for the Recruiting Command.

As you and your family become more familiar with Navy recruiting, you will realize that your support and understanding is a valuable asset to the success of the Command.

As we are aware, from time to time problems can arise with any family. First of all, the Navy Recruiting District Richmond has a Command Ombudsman. She's there to assist you and your family, should you have questions or problems. If there is a situation that you feel they can't help, we have District personnel who might be able to assist, should the problem be of a medical or financial matter. Finally, I make it a point to have an open door policy. If you have a problem that no one else can help you with, call the Command Master Chief or me personally. We are here to help you and your family. Welcome Aboard!

We urge you to make sure your spouse keeps the sponsor informed of all your family's needs. Should you need temporary housing, let the sponsor know, so reservations can be made. Also, if there are any changes in your travel plans, such as estimated arrival time in the area, please let us know.

WM. S. O'CONNOR

Enclosure (2)

OMBUDSMAN INFORMATION AND REFERRAL

PRIVACY ACT STATEMENT

AUTHORITY AND PURPOSE: 5 U.S.C. 301, Departmental Regulations; and E.O. 9397 (SSN). Provided information is used to assist officials and employees of the Navy in the management, supervision and administration of Navy personnel (officer and enlisted) and the operations of related personnel affairs and functions.

ROUTINE USES: To obtain background information provided by the applicant to ensure that the command OMBUDSMAN is notified and able to assist with your dependents change of duty station adjustment.

DISCLOSURE: Disclosure is voluntary; however, failure to provide the requested information as well as the social security number will result in a lack of information provided to the Command OMBUDSMAN and hamper their ability to assist your dependents.

The Ombudsman Program is designed to assist you and your family when transferring to a new duty station. Even though you may have filled out a sponsor information sheet, this information will be forwarded directly to the Ombudsman at your gaining command and will assist you with your move. Please complete this form and return it to instructor. Additionally, the Ombudsman is available to provide assistance while attending school.

1. Member (Name/Rank):

2. Ultimate Assignment:

NAVCROUTREG:

NAVCROUTDIST:

NAVCROUTSTA:

3. Est. Date Arrival at Duty Station:

4. Name of Spouse:

5. Spouse's Current Mailing Address:

6. Phone Number:

7. Single Parent: YES NO

8. Number/Age of Children:

9. Are Children traveling in route with you? YES NO

10. Children's mailing address if different from yours of spouse's:

11. Special Needs:

12. Name of Assigned Sponsor:

13. Date:

NAVCROUT 1754/1 (Rev 1-07)

For Official Use Only When Filled In

Enclosure (3)