**A Comparison Between**

**Navy Ombudsman Basic Training (OBT) (June 2016)**

**and**

**Coast Guard Policy and Practice**

Coast Guard Ombudsman Training (CGOT) is the standard 2-day training for Coast Guard ombudsmen and the preferred training method for ensuring CG ombudsmen are trained to perform their duties properly; however, due to the dispersed nature of Coast Guard units, attendance at this training may be difficult. To ensure all our CG ombudsmen receive adequate training, regardless of location, the Coast Guard Ombudsman Program Manager approved Navy Ombudsman Basic Training (OBT) as a suitable alternative to CGOT.

While the Navy and Coast Guard Ombudsman Programs are very similar, there are several distinct and important policy and resource differences. This guide will assist Coast Guard ombudsmen attending the Navy OBT with identifying and understanding these differences.

CG ombudsmen attending Navy OBT shall reference the table below, which outlines the difference between the Navy and the Coast Guard ombudsman programs as it pertains specifically to Navy OBT.

**NOTE**: All OBT scenarios and exercises are based on Navy policy and practices and may NOT accurately reflect or depict CG policy and practices.

Refer to the table below as you attend Navy OBT. Upon completion of the training, contact your Ombudsman Coordinator to clarify any questions or concerns regarding CG policy or practices.

| **Navy OBT**  | **Navy** | **Coast Guard Policy and Practice** |
| --- | --- | --- |
| All modules | Reference OPNAVINST 1750.1G | The Coast Guard Ombudsman Program instruction, COMDTINST 1750.4 (series) is available at:<https://media.defense.gov/2017/Mar/06/2001707762/-1/-1/0/CI_1750_4E.PDF> |
| All modules | Reference Navy Family Ombudsman Program Manual | Coast Guard ombudsmen may refer to the Coast Guard Ombudsman Training (CGOT) student guide for program clarification and understanding. |
| All modules | Carelines | The Coast Guard does not use Carelines or have any similar capability. |
| All modules | Reference ombudsman registry: <https://ombudsmanregistry.cnic.navy.mil>  | The Coast Guard Ombudsman registry is located at: [www.cgombudsmanregistry.org](http://www.cgombudsmanregistry.org)  |
| All modules | Ombudsman Assembly Meetings | CG ombudsmen attend District Community of Practice (CoP) meetings. Refer to page 4-5 of the CGOT manual for information on District CoPs. The CoP exists to support the appointed ombudsmen; it is not a policy-making or supervisory entity, but a forum for sharing and exchanging successful ombudsman practices and issues and/or concerns, and may serve as a venue for ongoing training. A CoP may meet monthly, quarterly or bi-annually. All ombudsmen within the district should attend to represent their unit and their families’ interests. |
| All Modules | Military OneSource | CG SUPRT offers a suite of confidential services that includes professional counseling, health coaching, education, a personal financial wellness program, legal assistance and services, and referral services for issues such as marital/family problems, depression/anxiety, career transition, personal development, and health improvement. To contact CG SUPRT, call 855-CGSUPRT (855-247-8778) or go to www.CGSUPRT.com |
| All modules | Family Readiness Groups (FRGs) | The CG equivalent are Spouses’ Clubs |
| Forms (Throughout) | 1. Contact Log/Matrix Sheet
2. Ombudsman Individual Contact Form
3. Monthly/Quarterly Worksheet
4. SF-1164
5. Training Record
6. DD-2793
 | 1. Ombudsman Activity Log (Enclosure 1)
2. Ombudsman Individual Contact Form (Enclosure 2)
3. Ombudsman Registry Monthly Report Directions (Enclosure 3)
4. Same
5. N/A
6. Same
 |
| Module 1Page 2 | States: There are more than 2000 ombudsmen.  | There are approximately 370 Coast Guard Ombudsman (August 2017). |
| Module 1 Page 2 | States: Command ombudsmen are part of the command support team (CST). | The Coast Guard does **NOT** have command support teams (CST); however, Coast Guard ombudsmen are members of the command staff. |
| Module 1Page 3 | States: Use social media to communicate with command families. | CG ombudsmen are not permitted to create a social media site on behalf of the unit or for the families of the unit. Refer to Enclosure (5) of COMDTINST 1750.4 (series) and the Coast Guard Social Media Handbook for additional guidance. <http://static.dvidshub.net/media/pubs/pdf_25224.pdf> |
| Module 1Page 3 | States: Are familiar with the services provided by and contact information for the Fleet and Family Support Centers and other support organizations available to Navy families. | In addition to these, CG ombudsmen should be aware of the services provided by the regional Health, Safety, and Work-Life offices.  |
| Module 1Page 3 | States: Represent the command on committees, boards and working groups in the military or civilian community. | At the discretion of the CO/OIC, CG ombudsmen may represent (as a consultant) the command on boards, committees, or family outreach events that provide support for the unit and families. |
| Module 1Page 4 | Navy Program History | CG Ombudsman program was established by Admiral Gracey in 1986. Refer to Unit 1 of the CGOT student guide page 1-5 for additional information.  |
| Module 1Page 4 | Ombudsman Recognition | CG Ombudsman Appreciation Day is March 26th.  |
| Module 1Page 4 | Mrs. Stockdale Ombudsman of the Year Award | CG equivalent is Wanda Allen-Yearout Ombudsman of the Year Award.  |
| Module 1Page 5 | Navy Family Ombudsman Logo | History of the CG logo is unknown.  |
| Module 1Pages 5/6 | Program Structure and Governance | Refer to CGOT Student Guide page 1-5 for CG Ombudsman Program Structure.  |
| Module 1Pages 7/8 | Standard and Advanced Training | CG provides Online Core training and CGOT. CG ombudsmen will:1. Complete the Ombudsman Online Core Training, initially within four weeks of receiving a Coast Guard Auxiliary Learning Management System (LMS) account and again annually while serving as an ombudsman.
2. Attend ombudsman training within three months of ombudsman appointment. The course is 16 hours long and contains seven units of training and a final review.

CG ombudsmen are permitted to attend any training offered by the Navy.  |
| Module 1Page 9 | Certified Ombudsman Trainer (COT) Training | CG does certify CGOT trainers. Ombudsmen interested in becoming a CGOT trainer should contact their ombudsman coordinator for eligibility requirements. |
| Module 1Page 9 | Region Train-the Trainers (RTT) | CG does not have RTTs. At this time the only individuals who can train COT trainers are the ROCs (Regional Ombudsman Coordinators) and the PM. |
| Module 1Page 9 | Certified Ombudsman Transfer Policy | CG does not have a transfer policy; contact your ombudsman coordinator if you are a CGOT trainer and transferring.  |
| Module 1Page 9 | Training record | COMDINSTINST 1750.4 (series) does not require commands to maintain a training record for ombudsmen. Ombudsmen are highly encouraged to maintain their own training record for use in resume writing and applying for future jobs. |
| Module 1Page 10 | Ombudsman Program Training Directory | CG does not have a training directory. Resources can be found in the CG ombudsman registry forum.  |
| Module 2Page 17 | Ombudsman Assembly Chairperson | CoP Chairs have no term of office.  |
| Module 2Page 17 | Getting Started Checklist | A CG “Getting Started” checklist is in development.  |
| Module 2Page 19 | Optional PII training  | CG ombudsmen can take the Navy training, however we recommend taking the DHS Protecting Personal Information training (course # 810015) that is available in the AUX LMS system. |
| Module 2Page 19 | States CO may use non-appropriated funds (NAF) for ombudsman appreciation. | COs may use NAF for appreciation, but funds are limited and must be coordinated by the command thru the unit morale officer. |
| Module 2Page 19 | Document Automation and Production Service (DAPS) | CG does **NOT** have DAPS. |
| Module 2Page 18/19 | States: Clarify with the CO that the local CDC may provide support for drop-in care. | CG ombudsmen are not eligible to receive free CDC drop-in care at CG CDCs or Navy CDCs. |
| Module 2Page 21 | List of approved training sites | CG CGOT training sites and dates are listed at [www.dcms.uscg.mil/ombudsman](http://www.dcms.uscg.mil/ombudsman) under Ombudsman Training Resources. |
| Module 2Page 21 | Ombudsman Reimbursement video | CG does not have an ombudsman reimbursement video. |
| Module 2Page 23/24 | Social Media | CG ombudsmen are not permitted to create a social media site on behalf of the unit or for the families of the unit. Refer to Enclosure (5) of COMDTINST 1750.4 (series) and the Coast Guard Social Media Handbook for additional guidance. Found under the Training Resources section at [www.dcms.uscg.mil/ombudsman](http://www.dcms.uscg.mil/ombudsman)  |
| Module 2Page 25 | Text messaging | At this time there is no CG guidance or policy regarding text messaging; therefore CG ombudsmen may use this form of communication.  |
| Module 2Page 27 | Resources for Burnout Prevention | CG ombudsmen may use work-life offices. CG does not have access to Military OneSource. CG uses **CG SUPRT**. To contact CG SUPRT, call 855-CGSUPRT (855-247-8778) or go to www.CGSUPRT.com |
| Module 3 (Throughout) | Ombudsman Code of Ethics* Maintain confidentiality
* Support the command’s mission
* Work within the chain of Command
* Maintain the highest standards of professionalism
 | CG has Ombudsman Code of Conduct* Maintain confidentiality.
* Support the command’s mission.
* Respect the command and family members: Ombudsmen will bring any disagreement and all matters affecting the unit directly to the command and follow the chain of command to the conclusion of the matter. If a matter can be handled more effectively elsewhere, the command will direct that action.
* Maintain the highest standards of professionalism.
* Avoid conflicts of interest: Ombudsmen will not use their public position or resources to solicit unit personnel, families, or others for personal gain, take any action or make recommendations inconsistent with law, CG policy, or the command, or coerce or attempt to coerce unit personnel and/or their families to implement their recommendations.
 |
| Module 3(Throughout) | References Family Advocacy Representative (FAR) | CG equivalent to a FAR is the Family Advocacy Specialist (FAS). |
| Module 3Page 31 and throughout | Ombudsman Registry Directions | As an ombudsman (including reserve units), you are required to report your activities on a monthly basis. This report should be submitted by the 10th of each month in the Ombudsman Registry at <https://cgombudsmanregistry.org> See enclosure 3 of this document to review the Ombudsman Registry User Guide and enclosure 4 to view the Ombudsman Registry Monthly Report Directions.  |
| Module 3Page 32 | Individual Contact Form | CG ombudsmen may use an Ombudsman Individual Contact Form to record information for contacts requiring research or multiple referrals. Refer to page 3-9 of the CGOT Student guide and enclosure 2 of this document for a template. |
| Module 3Page 33 | States: You can attend Web-based or face-to-face training offered through the FFSC.  | CG does not have Web-based or face-to-face training. Advanced trainings are offered during CoP meetings.  |
| Module 3Pages 33/34 | ***Ombudsman Registry Access***States: * Ombudsmen are not able to register or access the Ombudsman Registry.
* FFSC Ombudsman Coordinators
* Reserve Component Command (RCC)
 | * CG ombudsmen are able to access the CG ombudsman Registry.
* HSWL RP or Work-Life Ombudsman Coordinators are the equivalent.
* CG does not have this.
 |
| Module 3Page 36 | References Drug and Alcohol Program Advisor (DAPA) | CG equivalent to DAPA is the **Command Drug and Alcohol Representative (CDAR)** - Unit members who serve as consultants and advisors to their parent command in the administration of the of the unit Substance Abuse Prevention Program. CDAR's are not counselors and should not be perceived or utilized in a counselor capacity. |
| Module 3Page 38 | Non-confidential Information | All information disclosed to the ombudsman is confidential; however, confidentiality does not apply to all communications with the ombudsman; some information requires disclosure to the proper authority. This type of information is “reportable”, and involves situations where someone’s “safety” and “wellbeing” are at stake. CG ombudsmen MUST report: * All suspected or known child abuse and/or neglect. (FAS)
* Alleged domestic abuse. (FAS)
* Suspected or potential homicides and violent or life threatening situations. (911)
* All suspected/potential suicide risks. (911)
* Alleged sexual assault. (SARC)
* Any other issues identified by the CO as reportable.
 |
| Module 4(Throughout) | Command support team (CST). | The Coast Guard does **NOT** have command support teams (CST); however, Coast Guard ombudsmen are members of the command staff. |
| Module 4(Throughout) | OPNAVINST 1754.5 | Spouses’ Club is COMDINST 1750.6 (series) |
| Module 4Pages 54/55 | Pay Grade and Rank | FADM and CW05 are not used by the CGFor E1 – E3, in addition to Seaman, CG also has Fireman and Airman. See Enclosure 1 of the CGOT Student Guide for a complete listing.  |
| Module 5Page 81/83 | Social Media | CG ombudsmen are not permitted to create a social media site on behalf of the unit or for the families of the unit. Refer to Enclosure (5) of COMDTINST 1750.4 (series). |
| Module 5Page3 94 | Navy Mail Center | The CG does **NOT** have a mail center. Ombudsmen should discuss with their POC before incurring any expenses related to newsletter distribution.  |
| Module 6 |  | CG members and families are eligible to participate in many of the DoD resources and programs but not all. Some examples of DoD specific resources are Military OneSource, MyCAA, and SitterCity. See the resource list for additional information of CG specific and other resources. |
| Module 6Pages 101 - 108 | Lists several Navy specific programs and resources* Child Care Aware of America
* Defense Finance and Accounting Service (DFAS)
* Exceptional Family Member Program (EMFP)
* Fleet and Family Support Center (FFSC)
* Military OneSource
* Navy Criminal investigative Service (NCIS)
* Navy Gold Star Program
* Navy Housing
* Navy Marine Corps Relief Society (NMCRS)
* Personal Support Detachment (PSD)
 | CG equivalent program/resource* USCG Child Care Subsidy Program
* Pay and Personnel Center (PPC)
* Special Needs
* Health, Safety, and Work-Life offices
* CG SUPRT
* Coast Guard Investigative Services
* CG Gold Star Program [http://www.dcms.uscg.mil/PSD/fs/Gold-Star-Program/ CG Housing](http://www.dcms.uscg.mil/PSD/fs/Gold-Star-Program/%20CG%20Housing)
* <http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Reserve-and-Military-Personnel-CG-13/Military-Personnel/Housing-Division-CG-1333/>
* Coast Guard Mutual Assistance (CGMA)
* Servicing Personnel Office (SPO)
 |
| Module 7(Throughout) | References Family Advocacy Representative (FAR) | CG equivalent to a FAR is the Family Advocacy Specialist (FAS). |
| Module 7Page 141 | Casualty Assistance Calls Officer | Casualty Matters/CACO [http://www.dcms.uscg.mil/PSD/fs/Casualty-Matters/](http://www.dcms.uscg.mil/PSD/fs/Casualty-Matters/%20)  |
| Module 7Page 146 | Ready Navyhttp://www.ready.navy.mil/ | CG no longer has Ready CG, we refer people to [Ready.gov](file:///%5C%5CHQS-FS-STE-001%5CUsers1%5CCMDegraw%5CHome%5CDesktop%5COBT_CGOT%5Cready.gov)  |
| Module 7Pages 148/149 | Navy Family Accountability and Assessment System (NFAAS) | Coast Guard Personnel Accountability and Assessment System (CGPAAS) standardizes a method for the Coast Guard to account, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. CGPAAS provides valuable information to all levels of the Coast Guard chain of command, allowing commanders to make strategic decisions which facilitate a return to stability.CGPAAS allows Coast Guard Personnel to do the following: * Report Accounting Status
* Update Contact/Location Information
* View Reference Information
 |
| Module 7Page 150 | Emergency Family Assistance Center (EFAC) | CG does not have this. |
| Module 7Page 152 | Casualty Assistance Calls Program | Casualty Matters <http://www.dcms.uscg.mil/PSD/fs/Casualty-Matters/> |
| Module 7Page 153 | Navy Marine Corps Relief Society (NMCRS) | Coast Guard Mutual Assistance<http://www.cgmahq.org/> |
| Module 7Page 154 | Navy Public Affairs Guide for Ombudsmen | CG does not have a Public Affairs Guide for Ombudsmen and the Navy’s guide should not be used by CG ombudsmen.  |
| Module 8Page 169 | Return and Reunion Briefs | CG does not have Return and Reunion Briefs |
| Module 8Pages 170 | Activated reservists | Information on CG Reserves can be found at: <http://www.reserve.uscg.mil/><http://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Personnel-Service-Center-PSC/Reserve-Personnel-Management-PSC-RPM/><http://www.reserve.uscg.mil/Leadership/Master-Chiefs-Corner/> |
| Module 8Page 171 | Deployment Readiness Training (DRT) | CG Commands will schedule deployment workshops |
| Module 8Pages 174-178 | Individual Augmentees (IAs) | The CG does have IAs, however the CG does not have the processing or resources the Navy does in support of IAs. Many CG IAs deployed with one of the other services.  |
| Module 8Pages 179-182 | Additional Special Commands | CG units are categorized as Ashore and Afloat. Types of units include:* Base
* Sectors
* Air Stations
* Aids to Navigation (ANT) Team
* Stations
* Cutters
* Marine Safety Units (MSU)
 |
| Module 8Page 184 | Traumatic Brain Injury | <https://www.uscg.mil/h1n1/PH_TBI.asp>  |
| Module 8Page 185 | Returning Warrior Workshops (RWW) | CG has Yellow Ribbon Program. <http://www.uscg.mil/reserve/yellowribbon/default.asp> |
| Module 9Page 193 | US Navy Ombudsman Program Discussion Group | CG has an Ombudsman Facebook group. Contact your HSWL Ombudsman Coordinator for additional information.  |

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## Ombudsman Activity Log



**Ombudsman Activity Log**  Month & Year: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Contacts *(i.e., Incoming and outgoing contacts)*:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Name Incoming (I)/Outgoing (O)** | **Sp/FM/SO, SM, CG/DoD Civ, Comm, Other\*** | **E-mail/Phone Number** | **Type of I&Rs** | **Time Spent** | **Follow-Up\*\*** |
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***\*Sp (Spouse)/FM (Family Member)/SO (Significant Other), SM (Service Member), CG/DoD Civ (Coast Guard or DoD Civilian), Comm (Community)***

***\*\* For contacts that require follow-up, enter the date to follow-up.***

**Other Activities *(i.e., Newsletters, meetings, presentations, trainings, outreach, and administrative duties)*:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Activity** | **Time Spent** | **Description** |
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## Ombudsman Individual Contact Form



**Ombudsman Individual Contact Form**

 Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Caller’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Telephone/e-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Follow-Up: |  |  |  |  |
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| Additional Notes: |  |  |  |  |
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## CG Ombudsman Registry User Guide for Ombudsmen

**U.S. Coast Guard**

**Health, Safety, & Work-Life**

**Service Center**

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**CG Ombudsman Registry User Guide for**

**Ombudsmen**

Table of Contents

Ombudsman Registration………………………………………………………….… 1

[Ombudsman Login](#_Toc314217439) 1

Updating Profile 2

Monthly Worksheets 2

Complete and submit 4

Review individual monthly worksheets 4

Support………………………………………………………………………………. .4

Ombudsman Registry Forum 5

Access 5

View and reply to posts 5

Add a new topic 6

Registry Assistance 6

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**CG OMBUDSMAN REGISTRY USER GUIDE FOR OMBUDSMEN**

This user guide provides the procedures required for using the CG Ombudsman Registry. For the purposes of this guide, the term Commander refers to all command designees in the registry.

1. **Ombudsmen Registration. Ombudsmen cannot register or assign themselves to a command.** The Ombudsman Coordinator and the Commanding officer registration sections are only for HSWL RP Ombudsman Coordinators, commanding officer/officer-in-charge/command designees. Please contact one of the following as these are the only personnel that may register and assign ombudsmen to a command:
* The Commanding officer/officer-in-charge/command designees
* Health, Safety, and Work-Life Regional Practice (HSWL RP) Ombudsman Coordinators
* Area Regional Ombudsman Coordinators
* Ombudsman Program Manager
1. **Ombudsman Login.** Once you have been registered by your representative, you will receive an automatically generated email containing an activation link as shown in figure 1.



jane.ombudsman@mail.com

jane.ombudsman@mail.com

**Figure 1**

To login to the Ombudsman Registry, complete the following steps:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Click the **link** provided in the Ombudsman Registry email (figure 1) or type [**https://cgombudsmanregistry.org**](https://cgombudsmanregistry.org)into your browser. |

|  |  |
| --- | --- |
| **Step** | **Action** |
| 2 | From the **Ombudsman Registry** login screen, enter your **email address** and **password** from the Ombudsman Registry email, and then click **Login**.**Figure 2**

|  |  |
| --- | --- |
| **IF…** | **THEN…** |
| You have forgotten your passwordORYour temporary password does not work | Click the **Forgot Password** link, enter your **email address**, and then click **Send Password**. |
| You have forgotten the email addressORYour email address does not work |  Click the **Forgot Password** link, click the **Support** link, enter your **name** and **email**, and the **subject** and **description** of your request, and then click **Request Support**.  |

 |

1. **Updating Your Profile**. After you have received your temporary password and logged in to the registry, you will need to update your profile.

To update your profile:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | From the upper right corner of the **Ombudsman Detail** screen, click your **name**. |
| 2 | Complete profile **data** fields. |
| 3 | In the **Password** field, enter a new **password**. |
| 4 | Click **Save**.  |

If you have not logged into the registry or have not changed your password within two months, your account may be locked. If this happens, either contact your HSWL ombudsman coordinator or submit a support request.

1. **Monthly Worksheets**. Ombudsmen are required to submit monthly worksheets (figure 3). Ombudsmen will submit their monthly worksheets no later than the10th of each month following the report month. (i.e. June worksheets will be submitted NLT 10 July). Worksheets are archived by calendar year and all worksheets must be entered NLT 1 Feb of the following year. After 1 Feb no further worksheets can be entered (i.e. Dec 2012 worksheets must be entered by 1 Feb 2013).



**Figure 3**

The commanding officer may want to view the monthly worksheet prior to the ombudsman submitting it; therefore, he or she may direct the ombudsman to save the worksheet as a draft, then the commanding officer can submit the final document through the registry.

* If the worksheet is saved as draft, you can return to edit and make changes. Once the "Submit as Final" button has been selected, no further changes can be made to the worksheet.
* If you have submitted a final worksheet and discover you have made errors, you can submit a “Support Case” request and the erroneous worksheet(s) can be deleted.

Units can only submit one worksheet per month. For units with two or more ombudsmen, the worksheets must be combined.

An ombudsman assigned to more than one unit, must complete a separate Ombudsman Monthly Worksheet for each command assignment.

Detailed directions for completing the monthly worksheet can be found in the Ombudsman Registry Forum under Ombudsman Tool Kit (figure 4). To access the forum see section 6 of this user guide.



**Figure 4**

1. To complete and submit a monthly worksheet:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Click **Units**. |
| 2 | Click the **View Worksheets** link. |
| 3 | Click **Add Worksheet.** |
| 4 | Enter **data**. |
| 5 | Click **Submit As Final** or **Save As Draft.** |

1. To review individual monthly unit worksheets:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Click **Units**. |
| 2 | Click the **View Worksheets** link next to the unit you want to view. |
| 3 | From the **Worksheets** list, select the link for the **month** **and year** to view.**SEAWATER****Figure 5** |

1. **Support**. If at any time, you have problems or questions regarding the CG Ombudsman Registry you can submit a support case request.

To submit a support case request:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Click **Support**.Screen shot of support case view**Figure 6** |
| 2 | Click **Add Support Case**. |
| 3 | In the **Subject** field, enter the **subject of the support request**. |
| **Step** | **Action** |
| 4 | In the **Comment** field, enter **comments or questions** that describe the support request.  |
| 5 | Click **Save**. |

1. **Ombudsman Registry Forum**. The forum was developed to give Ombudsmen and Ombudsman Coordinators a secure venue to network, share ideas and best practices, ask questions, and comment on other threads that have been posted. This forum is monitored by the Ombudsman Program Manager and Ombudsman Coordinators to ensure that the Forum Policy is strictly followed.
2. To access the forum:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Click **Forum**. |
| 2 | Read **Forum Policy**. |
| 2 | Click **I Agree**. |

1. To view and reply to a post:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Select a **category**. **NOTE:** Categories are divided into a variety of subject areas such as General, Training, and Employment Opportunities.Categories**Figure 7** |
| 2 | Select a **topic**.TopicsSelected Category**Figure 8** |
| **Step** | **Action** |
| 3 | Click the **add reply** link or select the **reply with quote** link to reply with the message from that post quoted in your reply.**Figure 9** |
| 4 | Enter a **message**. |
| 5 | Click **Browse** to find and attach a document to your message. |
| 6 | Click **add message**. |

1. To add a new topic to the forum:

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | From the **General** list, select a **category**. |
| 2 | Click the **new topic** link. |
| 3 | In the **Subject** field, enter the **topic** of your message. |
| 4 | Enter a **message**.

|  |  |
| --- | --- |
| **IF…** | **THEN…** |
| You need to attach a document(s) to your message | Click **Browse** to find and attach a document. Repeat as necessary. |
| You want to ask a poll question  | Click the **create a poll** link, enter a **question** in the **Poll Question** field, enter a **response option** in the **Poll option** field, and click **add option** to create additional response options.  |

 |
| 5 | Click **preview** to view your message prior to posting. |
| 6 | Click **Add Message**.  |

1. **Registry Assistance.** For assistance with the CG Ombudsman Registry please contact your Health, Safety and Work-Life Regional Practice ombudsman coordinator. Their contact information can be found at [www.dcms.uscg.mil/ombudsman](http://www.dcms.uscg.mil/ombudsman).

**Ombudsman Registry Monthly Report Directions**

**March 2013**

|  |  |
| --- | --- |
| **Incoming Contacts:** **Spouse/Family Mbr/Significant**  **Other, etc**  **Service Member**  **CG/DOD Civilian Personnel** **Community**  **Other** | **Outgoing Contacts:****Total Contacts Made**  |
|  **Type of I&Rs Total I&Rs Provided****Childcare****Deployment****Education/Scholarship****Spouse Clubs/Associations****Financial****Housing****Legal (Divorce, Wills, POAs)** **MWR/ITT****ID Cards****Relocation/Sponsor****Reportables (Abuse, Sexual Assault****Suicide, Homicide)** **TRICARE/DENTAL/DEERS/Medical****Social Media (Facebook, Twitter, etc)****Health Promotion****CGSUPRT/Employee Assistance Program****Special Needs****Transition Assistance****Adoption****Chaplain****Life Skills (New baby, new spouse)****Pay****Other****Spouse Employment****Total** |  **Time Spent (1h 30 m = 1 hr 30 min)****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration****duration** |
| **Other:** **Number of Newsletters****Number of Meetings Attended****Number of Presentations Given****Number of Trainings Attended****Number of Outreach Events****Time Spent Performing Ombudsman****Duties****Total** | **duration****duration****duration****duration****duration****duration** |

**Incoming Contacts**: A Contact is defined as the individual(s) that contacted the ombudsman by any form of communication to include email, phone, fax, IM, text, social media, in person. The key here is that the ombudsman received an incoming contact from someone. Each incoming contact is counted, regardless if it is a repeat caller.

* Spouse/Family Mbr/Significant Other, etc – is defined as contacts received from anyone the command wants the ombudsman to include in this category. It could be parents, siblings, children, partners, girlfriends/boyfriends and fiancées. Ombudsmen should discuss with their POC. If the command only wants spouses included, all others would then be placed in the “other” category.
* Service Member – is defined as contacts received from the active duty service member. Active duty service member represents all service members, CG or DoD, to include active duty and reserve.
* CG/DOD Civilian Personnel – is defined as contacts received from any Coast Guard or DoD employees, including government, non-appropriated fund, contract.
* Community – is defined as contacts received from any individual, group or organization outside of the Coast Guard or DoD. It includes such agencies as, but is not limited to, YMCA, Blue Star Families, American Red Cross, etc.
* Other – is defined as contacts received from any individual that does not fall into any of the above listed categories. For example, a single active duty member is deployed and has a non-CG/DoD child care provider and the individual contacts the ombudsman looking for clinic hour information.

EXAMPLE:

Contacts received by the ombudsman:

* John Doe, service member, calls for information on childcare = 1 Service Member (Incoming) contact.
* John Doe, service member, calls again for more information on childcare = 1 Service Member (Incoming) contact.
* Jane Smith, spouse, calls for information on housing, childcare, and legal issues = 1 Spouse/Family Mbr/Significant Other, etc. (Incoming) contact.
* John Doe, service member, calls again for information on spouse employment = 1 Service Member (Incoming) contact.
* John Smith, childcare provider, calls for information on clinic hours = 1 Other (Incoming) contact.

Documented on the monthly report as:

Incoming Contacts:

|  |  |
| --- | --- |
| Spouse/Family Mbr/Significant Other, etc. | 1 |
|  |  |
| Service Member  | 3 |

|  |  |
| --- | --- |
| Other  | 1 |

**Outgoing Contacts:** This block captures any outgoing contacts made by the ombudsman. Enter the total number of emails (sent), phone, in-person, regular mail, text messages, Facebook posts an ombudsman makes when performing their official duties as an ombudsman.

Note – informational emails are considered administrative duties and time spent writing/researching is counted in the **Time Spent Performing Ombudsman Duties** and the distribution of informational emails that were sent to individuals is counted as an outgoing contact made. The distribution of a Newsletter is also counted as an outgoing contact in this section.

EXAMPLE:

* Sent newsletter to 23 persons = 23 outgoing contacts.
* A call made to John Doe to follow-up on childcare = 1 outgoing contact.
* An email sent to Jane Smith to follow up on housing = 1 outgoing contact.

Documented on the monthly report as:

Outgoing Contacts:

|  |  |
| --- | --- |
| Total Contacts Made  | 25 |

**Types of I&Rs** – This section is used to capture the type of information and referrals (I&Rs) provided by the ombudsman to an individual. To the best of their ability an ombudsman should categorize the information provided to an individual in one of the categories listed. If an individual contacts the ombudsman requesting information for a category not listed, the ombudsman should use the “other” category.

**Total I&Rs Provided** – these blocks are used to capture the number of information and referrals (I & Rs) provided by the ombudsman to an individual. One individual contacting an ombudsman could result in multiple types of contacts or I&R. The key here is that the ombudsman provided information and/or referral to an individual from an ***incoming contact***.

**Time Spent** – This category is defined as the total amount of time an ombudsman spent responding to the contact. Time spent should be entered as 15m for 15 minutes, 30m as 30 minutes, 45m as 45 minutes and 1h as 1 hour, etc. If an ombudsman incorrectly enters their time, the time entered will turn red and the ombudsman will not be able to save the document. The duration time should include any time spent researching a topic or issue for the incoming caller.

EXAMPLE:

Contacts received by the ombudsman:

* John Doe, service member, calls for information on childcare, call takes 10 minutes; researching information takes 20 minutes, follow-up call takes 10 minutes = 1 Childcare with 40 minutes time spent.
* John Doe, service member, calls again for more information on childcare, call takes 10 minutes = 1 Childcare with 10 minutes time spent.
* Jane Smith, spouse, calls for information on housing, childcare, and legal issues
	+ Initial call 10 minutes
	+ Housing research 30 minutes
	+ Childcare research 15 minutes
	+ Legal referral made as part of initial call
	+ Follow-up call to provide housing and childcare info 15 minutes

=1 housing with 30 minutes time spent, 1 childcare with 15 minutes time spent, 1 legal with 10 minutes time spent (i.e., time of the initial call). For follow-up call; 1 childcare with 5 minutes time spent, 1 housing with 10 minutes time spent.

* John Doe, service member, calls again for information on spouse employment; call takes 20 minutes = 1 Spouse Employment with 20 minutes time spent.
* Jane Smith, spouse, calls for information on unit Facebook page, call takes 5 minutes = 1 Social Media with 5 minutes time spent.

Types of I&Rs Total I&R Provided Time Spent

|  |  |  |  |
| --- | --- | --- | --- |
| Childcare | 3 |  | 1h 10m |
|  |  |  |  |
| Housing | 1 |  | 40m |
|  |  |  |  |
| Legal | 1 |  | 10m |
|  |  |  |  |
| Social Media | 1 |  | 5m |

|  |  |  |  |
| --- | --- | --- | --- |
| Spouse Employment | 1 |  | 20m |

**Other:** This section captures other duties performed outside of individual contacts or information and referral.

* **Number of Newsletters**: Defined as the number of newsletters an ombudsman develops each month and the time spent developing, researching and sending the newsletter. Note: Actual number of individuals sent the newsletter needs to be captured in "Total Contacts Made".
* **Number of Meetings Attended:** Defined as an ombudsman attending any meeting in an official capacity such as meeting with all or any member of the Command Cadre, Spouse Club, and Community of Practice, etc.
* **Number of Presentations** – Defined as an ombudsman giving any presentation about or for the Ombudsman Program. If an ombudsman attends a meeting and does a presentation an ombudsman would have two entries, one in the Number of Meetings Attended, and one in the “Number of Presentations Given”. An ombudsman would need to split the time for each category.
* **Number of Trainings Attended** – Ombudsmen will enter any training attended either in a classroom or virtual setting. Any LMS training should also be included.
* **Number of Outreach Events** – Any outreach event that does not fall into one of the other activities can be captured in this section. Ombudsmen will enter any outreach event attended in an official capacity.
* **Time Spent Performing Ombudsman Duties:** This block is used to capture time spent (hours and minutes) performing ombudsman duties not captured elsewhere such as time spent:
	+ Completing monthly reports
	+ Compiling a resource binder
	+ Working on the unit Facebook page

**Note: Only the Time Spent block will be completed**

In addition to the above contacts, the ombudsman completed the following duties.

* Developed 1 newsletter – 1 hour – 5 minute to email
* Conducted 1 presentation – 1 hour – 2 hours to research and develop presentation - 30 minute total drive time
* Attended CoP – 1 hour – 20 minute total drive time
* Set up a display and provided information at the unit picnic – 3 hours – 10 minute drive time
* 30 minutes spent completing the monthly report = 30 minutes performing ombudsman duties
* 1 hour spent working on the unit Facebook page = 1 hour performing ombudsman duties

**Other Total Time Spent**

|  |  |  |  |
| --- | --- | --- | --- |
| Number of Newsletters | 1 |  | 1h 5m |
|  |  |  |  |
| Number of Meetings Attended | 1 |  | 1h 20m |
|  |  |  |  |
| Number of Presentations Given | 1 |  | 3h 30m |
|  |  |  |  |
| Number of Trainings Attended |  |  |  |
|  |  |  |  |
| Number of Outreach Events | 1 |  | 3h 10m |

|  |  |
| --- | --- |
| Time Spent Performing Ombudsman Duties | 1h 30m |