



# OMBUDSMAN JOURNAL

*A Communications Link with Ombudsmen Worldwide*



**Issue #51  
Winter 2004**

**Published by Naval Services FamilyLine for  
the CNO Navy-wide Ombudsman-at-Large**

## **CNO Navy-wide Ombudsman-at-Large (Chairman, Naval Services FamilyLine)**

### *Thanks and Thoughts*

**Dear Ombudsmen worldwide:**

First, a **“Well Done”** and **“Thank You”** to **Melissa Worthey** for publishing her first issue of the Ombudsman Journal!

**Ombudsman Program Advisory Board (OPAB)** (planned to replace the Ombudsman Quality Management Board) Plan for the next OPAB in mid-July. I would be interested in any **issues or questions that you have** for discussion and consideration. Please send them to “[nsfamline@aol.com](mailto:nsfamline@aol.com)” Attn: OPAB.

### **Fleet Response Plan**

As many of you have heard, the Navy has developed a deployment and surge plan called the “Fleet Response Plan.” The purpose is to better use the Navy’s resources in support of our national defense. I have asked that more information be provided to our Navy families on this and when available will send it out. There are a number of rumors going around and the best way to overcome them is to get the right information out. If you haven’t already, I recommend that you:

1. Discuss the FRP with your CO and learn what it means for your command’s families so that you will be better able to answer any questions. Perhaps your CO has a letter or information that you could include in your newsletter.
2. Check with your FFSC. They are updating their information for deployments.

As always, it is important to have Family Deployment Readiness Guides up to date – key them to the events that require them to be updated – e.g., update a will when a new baby arrives. Do not wait until just before a deployment – the key is “constant readiness.” While the FRP does allow for planning, I would pass on some advice from my mother, a Marine wife of many years – **make the most of the time you have!**

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**Error Alert:** the wrong address to subscribe and unsubscribe to the Ombudsmen Group was printed last issue. We apologize for that error. **THE CORRECT ADDRESS IS:**  
[Ombudsmen-subscribe@yahoogroups.com](mailto:Ombudsmen-subscribe@yahoogroups.com) and  
[Ombudsmen-unsubscribe@yahoodroups.com](mailto:Ombudsmen-unsubscribe@yahoodroups.com)

## CNO Navy-wide Ombudsman-at-Large (MCPON SPOUSE)

One of the things I enjoy most about being Ombudsman-at-Large is getting to meet ombudsmen from all over the world. I am happy to say that everyone I meet exhibits the integrity and professionalism that we have come to expect from our ombudsmen. Their interest and passion for the program show in their words and actions. I feel very confident in knowing that we have such a high caliber of individuals looking out for our Navy families.

Most of my meetings with Ombudsmen are the “round table” variety – sitting around a conference table, or at a breakfast or lunch meeting. Everyone is usually very relaxed and it is easy to just chat as friends. I appreciate the honesty that everyone displays. My purpose is to listen and provide feedback on your concerns and questions. I do not always have answers for you, but I try to relay the issues to the appropriate people when I return home. I also enjoy hearing about the things that are working well for you. Some of you have come up with very creative ways to handle difficult situations and I love to pass your ideas along to others in the same situation.

**“...thank you for the work you do. You are very special and very much appreciated.”**

Our Navy is facing many changes these days due to the War on Terrorism and Fleet Readiness Plan (FRP) among other things. It is important for you, as ombudsmen, to stay up to date on the issues challenging our Sailors and families. I encourage all of you to talk to your CMC, COB or POC to discuss any issues that you may have questions about. The best way to diffuse rumors and confusion is with truth and understanding. By educating yourself on current issues, and understanding the command’s mission, you will be better prepared to respond to the concerns of your families.



***“It is important for you, as ombudsmen, to stay up to date on the issues challenging our Sailors and families.”***

As always, thank you for the work you do. You are very special and very much appreciated.

Doreen Scott  
CNO Ombudsman-at-Large



**Does NMCRS offer scholarships to children of Active Duty Navy and Marine Corps personnel?**

**Yes!** The VADM Travers Scholarship and Loan program provides scholarships up to \$2,000 and interest-free loans up to \$3,000 for full-time undergraduate education. It is available to children of active duty Sailors and Marines. NMCRS also offers other programs designed for active duty military and families. To find out more information about these programs, log onto [www.nmcrs.org/education.html](http://www.nmcrs.org/education.html).

## Bupers Forum

By, Ombudsman Program Manager



What a fantastic tool for the Ombudsman!

*Navy One Source offers assistance to married sailors and family members, as well as, single sailors with the most simple or challenging issues. The program can give information, advice and support on a wide range of topics that include: everyday issues, parenting and child care, education, relocation, financial and legal, deployment and return, midlife and retirement, international, work, emotional well-being, grief and loss, and addition and recovery.*

**Master Level Consultants will answer the telephone 24/7/365**

**U.S: 800-540-4123, International: 800-5404-1233 or International collect: 484-530-5914**

They have a dedicated research department backing the consultants, who answer the telephones. The sole purpose of the research department is to find the answer to callers' questions or to find someone who can answer the questions, and provide a referral. Additionally, Navy One Source has the capability to translate over 150 languages, and Navy One Source On-line ([www.navyonesource.com](http://www.navyonesource.com), user id: Navy, password: Sailor) is an award winning Web site with online articles, workshops, locators, and interactive self-assessments.

**Sailors and military family members can order no cost resource material such as booklets, audio recordings and other material to help get the answers needed in the format desired.**

Information anytime, anywhere just a telephone call, web site or e-mail away! You can get detailed information about the schools in the area, the sports programs available for children or the best place to live. Is your family deploying? Learn more about the "Emotional Cycle of Deployment", "Children and Deployment" or "Return and Reunion". Do you have questions about finances? Navy One Source offers CD's or cassettes with guidance from experts in the field of finances and investment. Again, all this information is just a phone call, web site or e-mail away and at NO COST to our families!

The training changes to the program are the next item on my list. We will update the training material with the new information from the instruction (Looking at 1 June for signature). The Navy [Ombudsman](http://www.persnet.navy.mil/pers66/ombudsman1/index.htm) website: <http://www.persnet.navy.mil/pers66/ombudsman1/index.htm> lists the training schedules at FFSCs from around the world. If you have, any questions just contact the POC or me. We are always looking for new ideals and of course better ways to do things, so don't hesitate to contact me with your suggestions.

Very Respectfully,  
ETC (SW) John Stockstill  
[Johnny.Stockstill@navy.mil](mailto:Johnny.Stockstill@navy.mil)  
(901) 874-4386  
DSN 882-4386



**COMPASS:** We are expanding the availability of COMPASS around the world. If it is in your area, I highly recommend you attend the course to see the resources that are available to your command's spouses and be able to better describe the course to them. Many Ombudsmen are already involved in COMPASS.

**A reminder: Sign up to receive information automatically!**

FamilyLine is hosting a Yahoo Group called "Ombudsmen" for me. I will periodically send information, including the *Ombudsman Journal* out to those who have subscribed. If you have information of interest to all Ombudsmen, please send E-mail to "nsfamline@aol.com" and mark it Attn: Ombudsman-at-Large. We will see how this works before moving to anything more sophisticated. **NOTE: The info in the last OJ was incorrect. The group name is "Ombudsmen." I apologize for the error. If you tried to sign up before, please sign up again using the following procedure:**

**To sign up:**

Send an Email to "Ombudsmen-subscribe@yahoo.com  
In the body of the E-mail put:

- (1) Your name (Required)
- (2) Command (Required)
- (3) Date appointed as Ombudsman
- (4) Date attended, or plans to attend Ombudsman Basic Training
- (5) Contact telephone number and address (***These will not be provided to anyone else and will not be available to Yahoo.com***)
- (6) Local Ombudsman Assembly
- (7) Name of the FFSC providing support

**(Note: You can unsubscribe at anytime by sending E-mail to "Ombudsmen-unsubscribe@yahoo.com")**

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**The Ombudsman-at-Large and FamilyLine – how they work together**

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FamilyLine hosts meetings, seminars, website, etc. and produces programs and information for the Ombudsman-at-Large to use in getting information out to the Navy Community. FamilyLine participants, volunteering in the Ombudsman Program under the supervision on the CNO Navy-wide Ombudsman-at-Large, provide that information and resource assistance to our Navy families.



**Publications and information:**

You will find publications that may be useful to your command's families on the following website: <http://www.Lifelines.navy.mil/Familyline>  
If there is additional information you would like to see or publications you need, please let me know (nsfamline@aol.com Subj line: Attn: Ombudsman-at-Large)

David Tuma  
CNO Ombudsman-at-Large

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**Naval Reserve Ombudsman News**  
**By Yonna Diggs**  
**Ombudsman-at-Large, Naval Reserve Force**

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Training is an essential tool in assisting Ombudsmen in the performance of their jobs to support the Commands. Ombudsmen on the average should attend training within the first 90 days of their appointment by the Commanding Officer when possible.

All Ombudsmen are required to attend the Ombudsman Basic Training Course that consists of 36 hours of classroom time. This course is offered in various locations around the country. Here is the schedule and points of contact for upcoming classes:



**30 APRIL 2004 - 03 MAY 2004**

(1) LOCATION/HOST ACTIVITY: NAS BELLE CHASSE, NEW ORLEANS, LA

(2) POC: CMDCM (AW) RAY, COMM (504) 678-3536  
DSN 678-3536

**20-23 AUGUST 2004**

(1) LOCATION/HOST ACTIVITY: NAS JRB WILLOW GROVE, PA

(2) CMDCM (SW) PENNINGTON, COMM (215) 443-6032  
DSN 991-6032

Travel funding for Ombudsmen are the responsibility of the Ombudsman's member's Command. Classes begin on Friday at 0730 and end on Monday around 1530. Students arrive on Thursday preceding the class and should not book departure flights before 1700 on the last day of class.

If your Ombudsman would like to attend either of the classes, consult the points of contact above to request reservations.

While Ombudsmen are waiting to attend Ombudsman Basic Training, I encourage you to visit Lifelines at <http://www.lifelines.navy.mil> and review the Ombudsman On-line training that is available. This training is designed to provide the Ombudsman with a working knowledge of their job requirements, but does not take the place of on-site training. You will find this new training presently on the Lifelines Homepage under the "Focal Point" section. In order to access the training, your computer must have the Real Player software installed on your computer.

***"Training is an essential tool in assisting Ombudsman in the performance of their jobs to support the Commands."***

Thanks for all your support and if you would like additional information about the Ombudsman Program, contact me at [Yonna.Diggs@navy.mil](mailto:Yonna.Diggs@navy.mil)



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## COMPASS – “A Course for Navy Life”

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If you were about to go on an extended journey to another country, you would want to do research and learn as much as you could to make your trip enjoyable and successful. You might need a passport, guidebook, map, and a knowledgeable and friendly tour guide to start you in the right direction. To a Navy spouse embarking on his or her journey for the first time, the Navy seems like a foreign land with its' own language, customs, traditions, inherent moves, and deployments.

Naval Services FamilyLine’s' standardized COMPASS program welcomes spouses to the Navy lifestyle. Experienced, trained volunteer Mentors teach COMPASS in three sessions. Mentors share real life tips, a positive attitude, available resources spouses can use, Navy customs and traditions and much more. The COMPASS program also provides spouses the opportunity to meet others and network with them.

Because experienced spouses pass on their Navy lifestyle insights, the concept of "helping others to help themselves" is clearly observable and becomes an on-going action-oriented process.

### **The COMPASS program offers you an opportunity to:**

- \* Make new friends and enjoy being a part of the Navy family
- \* Learn about the Navy Lifestyle from spouse mentors
- \* Acquire the knowledge and develop the skills to successfully meet the challenges ahead
- \* Develop realistic expectations, adaptability and a positive attitude

*“Naval Services FamilyLine’s' standardized COMPASS program welcomes spouses to the Navy lifestyle.”*

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### **COMPASS Sessions cover the following:**

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- \* Navigating the Maze - Benefits and Services
- \* Anchors Aweigh - Dealing with Deployment
- \* Local Insights: Exploring your Community
- \* I\$ That All There I\$? - Personal Finance
- \* Changing Ports-Moving - Be informed! Be prepared! Be flexible!
- \* Getting Along - Healthy Communications
- \* U.S. Navy - History and Traditions

COMPASS Teams are have been implemented in the following locations: Pearl Harbor, HI, Kings Bay, GA, China Lake CA, San Diego, CA, Norfolk, VA, Groton, CT, Beaufort, SC, Yokosuka, Japan and Guam. Compass Teams will be implemented in Naples, Italy in April and Millington, TN in May. For more information about the program, contact the COMPASS Project Director at [nsfamline@aol.com](mailto:nsfamline@aol.com) or visit FamilyLine’s website at [www.lifelines.navy.mil/Familyline](http://www.lifelines.navy.mil/Familyline).

## Ombudsman Journal Editor's Minute for Mission “New Editor Arriving”

Community service is the focus of my life and I am delighted with this amazing opportunity to positively affect our Navy families while supporting each Ombudsman with the best information and resources available. I bring experience with me to the *Ombudsman Journal* as a current and prior Ombudsman and Pers Certified Ombudsman Trainer. I have had the opportunity to serve six (6) Commanding Officers at four (4) different Navy Commands as Ombudsman since 1995. In 2000, I obtained my Pers certification and have enjoyed educating and learning from volunteers such as you in each Ombudsman Basic Training Class since.



*“How may we best serve you?”*

The *Ombudsman Journal* is an informative publication, which aims to assist you in your service to command and families. I am committed to making the publication all you need it to be. It is my pleasure to serve as editor. How may we best serve you? Are there training issues needing clarification? Have you found a great resource to share? What aspects of the job are most difficult for you? What do you find easiest to accomplish and share your tips of the trade. You may publish in your newsletters anything printed in the *Ombudsman Journal*. Just remember to give credit to the source (author or publication).

As Ombudsmen, we teach our families how to utilize their resources, both military and civilian. Let us do the same.

The *Ombudsman Journal* is a resource for you and you are a resource for the *Ombudsman Journal* as well. How you may be asking yourself can I possibly be a resource for one of my resources? **Communication is the key.** Share your experience by writing articles for the *Ombudsman Journal*. Another method is to send in your newsletters regularly. Most importantly, letting this editor know how she can best serve your needs in the field.



This is my first issue as your new editor. Please be patient as we get everyone and everything back on track to providing you the best information on a regular schedule quarterly. ***Service is my commitment to you.***

In your service,

Melissa A. Worthey  
Editor



## World Wide Websites

### Spouse and Dependent Scholarships/Financial Aid:

<http://navywivesclubsofamerica.org/nwc/>

<http://www.nmcrcs.org/education.html>

<http://fastweb.monster.com/ib/finaid-23f>

<http://www.finaid.com/>

### Relocation:

<https://www.smartwebmove.navsup.navy.mil/swm/>

<http://207.132.136.34/navsupphg/index.htm>

<http://www.surface spouses.navy.mil/>

<http://www.dmdc.osd.mil/>

<http://www.bupers.navy.mil/pers66/ombudsman1/index.htm>

[http://www.dod.mil/mtom/index\\_t.htm](http://www.dod.mil/mtom/index_t.htm)

### Information & Referral:

#### Sexual Assault

<http://www.bupers.navy.mil/pers66/savi.htm>

#### All purpose sites

<http://www.lifelines.navy.mil/>

<https://www.navyonesource.com/login/index.aspx>

#### Ombudsman Journal

<http://www.lifelines.navy.mil/Familyline>

#### Family Advocacy

<http://www.persnet.navy.mil/pers66/fap.htm>

## Ombudsman Network Advisory Committee (Hosted by Naval Services FamilyLine)

Navy-Wide Ombudsman-at-Large  
(Chairman, Naval Services FamilyLine)

Navy-wide Ombudsman-at-Large  
(MCPON Spouse)

Navy Ombudsman Program Manager PERS662e2  
Director, NAVRES Ombudsman Program  
NavResFor Ombudsman-at-Large  
SgtMaj, USMC Spouse  
HQMC Key Volunteer Coordinator  
USCG Ombudsman Coordinator  
Ombudsman Coordinator, NS FamilyLine  
Editor, Ombudsman Journal

Naval Services FamilyLine is a volunteer, non-profit Organization, dedicated to improving the quality of life for sea service families. All Navy, Marine Corps, and Coast Guard spouses may be participants and no dues are required.

*Our mission is to empower Sea Service families to meet the challenges of a military lifestyle with information and resource assistance.*

Naval Services FamilyLine participants, volunteering on the Ombudsman Program under the supervision of the Navy-wide Ombudsman-at-Large provide assistance, information or referral in all matters pertaining to the military or its lifestyle, and its chairman serves as one of the Chief of Naval Operations' Navy-wide Family Ombudsmen-at-Large. Naval Services FamilyLine publishes informational booklets, and hosts and coordinates educational seminars. Volunteers are at the office Monday through Friday from 10:00 am to 1:00 pm eastern time.

Naval Services FamilyLine  
1254 9th Street SE Suite 104  
Washington Navy Yard, D.C. 20374-5067  
Phone: 202 433-2333; Fax: 202 433-4622  
Toll Free: 1-877-673-7773 DSN: 288-2333  
E-mail: nsfamline@aol.com

#### On-line Homepage Address:

<http://www.Lifelines.navy.mil/Familyline>

The *Ombudsman Journal* is published quarterly online by Naval Services FamilyLine in conjunction with the Ombudsman Network Advisory Committee. Opinions expressed are not to be considered official statements of the United States Navy. Any part or all of this publication may be reproduced and utilized for individual Ombudsman or Command newsletters.

The *Ombudsman Journal* is emailed to FFSC Directors in pdf format for distribution to Ombudsmen and it is available for downloading on FamilyLine's website.