

Resources

Fleet and Family Support Center

www.ffsp.navy.mil

OPNAVINST 1750.1G – Navy Family
Ombudsman Program

OPNAVINST 1754.5B – Family Readiness Groups

Navy Reserve

www.navyreserve.navy.mil

Military OneSource

1-800-342-9647

www.militaryonesource.mil

Ombudsman Registry

www.ombudsmanregistry.org

U.S. Navy Ombudsman Discussion Group – Facebook

[https://www.facebook.com/
groups/242277432495/](https://www.facebook.com/groups/242277432495/)

Navy Family Assistance and Accountability System (NFAAS)

www.navyfamily.navy.mil



www.ffsp.navy.mil



Ombudsmen and Family Readiness Groups

**Working Together to
Support Navy Families**

Navy Family Ombudsman Program

Ombudsmen are dedicated volunteers who are appointed by the commanding officer to serve as the link between command leadership and Navy families. They are trained to assist families in navigating the challenges of the Navy lifestyle.

Ombudsmen:

- Disseminate official command information to families
- Adhere to the strictest code of confidentiality to protect the privacy of individuals and maintain the credibility of the Navy Family Ombudsman Program
- Provide military and community resources to empower families
- Are a source of official information during times of crisis and disaster

To learn more about the Ombudsman Program or to contact your ombudsman, visit www.ffsp.navy.mil.



Family Readiness Groups (FRGs)

FRGs are non-federal entities that provide family members with a support network that is informational and social.

Purpose of an FRG:

- Plan, coordinate and conduct social events, such as holiday celebrations, and informational activities designed to promote and improve family readiness
- Engage members in deployment and homecoming events
- Provide family support and networking opportunities during deployments
- Welcome members who are new to the Navy lifestyle and command

Membership includes:

- Command members (active-duty personnel, Reservists, and civilians) in their personal capacity
- Command members' spouses and children
- Other family members
- Other interested civilians associated with the command and its personnel

Ombudsmen and FRGs Working Together

- FRGs operate distinctly from the ombudsman; however, the ombudsman may collaborate with the FRG on behalf of the command, but shall not serve as an FRG officer.
- Ombudsmen advertise meetings and events in the ombudsman newsletter and ensure families are aware of FRG activities.
- FRGs invite the ombudsman to introduce him or herself at FRG meetings and provide members with official information from the command and other valuable resources.
- Both help families adjust to challenges and support one another in times of a personal, command or local crisis.

Family Readiness Groups and ombudsmen are an integral part of a support network that also includes Fleet and Family Support Centers (FFSCs), chaplains, school liaison officers, and Child Development Centers.