

Ombudsman Registry Monthly Report Directions

October 2024

Recently Added Features:

- Ombudsmen can edit submitted worksheets
- Ombudsmen can delete worksheets
- If more than one ombudsman is assigned, each ombudsman submits their own worksheet, and the registry will automatically combine once both have been completed

Month: Select the appropriate month for the information you are reporting on the worksheet.

Incoming Contacts: An incoming contact is defined as individual(s) that contacted the ombudsman using any form of communication to include email, phone, fax, instant message, text, social media, or in person. The key here is that the ombudsman received an incoming contact from someone else. Each incoming contact is counted, even if it is a repeat caller.

- Spouse/Family Member/Significant Other – defined as a contact received by the spouse, parent, sibling, child, partner, girlfriend/boyfriend, or fiancée of a service member.
- Service Member – defined as a contact received from an active duty/reserve service member. Active duty/Reserve service member represents all service members, CG or DOD, to include active duty and reserve members.
- Other – defined as any contact received from any individual that does not fall into either of the above listed categories. For example, a single active-duty member is deployed, and their childcare provider 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 a second time 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 Member/Significant Other (incoming) contact.
- John Doe, service member, calls a third time for information regarding spouse employment = 1 Service Member (incoming) contact.
- John Smith, childcare provider, calls for information on clinic hours= 1 Other (incoming) contact.

Monthly Report Documentation:

Incoming Contacts:

Spouse/Family Member/ Significant Other - total: 1

Service Member - total: 3

Other - total: 1

Outgoing Contacts: This block captures any outgoing contacts made by the ombudsman. This includes the total number of emails (sent), phone calls initiated, in person, regular mail, text messages, and/or 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** section, however the distribution of informational emails that were sent to individuals is counted here as outgoing contacts made. The same is true for newsletters in that the distribution of the newsletter is 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

Monthly Report Documentation:

Outgoing Contacts:

Number of outgoing contacts made by ombudsman total: 25

Types of I & R's – This section is used to capture the type of information and referrals (I & R's) 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 & R's Provided – these blocks are used to capture the number of information and referrals (I & R's) provided by the ombudsman to an individual. One individual contacting the ombudsman could result in multiple types of contacts or I & R's. The key here is that the ombudsman provided information and/or referral to an individual from and *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 for 30 minutes, 45m for 45 minutes, and 1h as 1 hour, etc. If an ombudsman incorrectly enters their time, a red indicator light will

pop up on the right side of the time box, and the information will not save. The time spent should also 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 the 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 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 information 15 minutes
=1 housing with 30 minutes spent, 1 childcare with 15 minutes spent, 1 other (for legal) with 10 minutes spent (i.e., time of initial call). For follow up call; 1 childcare with 5 minutes spent, 1 housing with 10 minutes spent.
- John Doe, service member, calls again for information on spouse employment; call takes 20 minutes = 1 employment (Spouse/Child) with 20 minutes time spent.
- Jane Smith, spouse, calls for information on unit Facebook page, call takes 5 minutes = 1 other with 5 minutes time spent

Monthly Report Documentation:

<u>Types of I&R's</u>	<u>Total I&R provided</u>	<u>Time Spent</u>
Childcare	3	1h 10m
Housing	1	40m
Employment (Spouse/Child)	1	20m
Other	2	15m

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

- **Meetings Attended (Command Leadership/CoPs):** Defined as an ombudsman attending any meeting in an official capacity such as meeting with all or any member of the Command Cadre, Spouses' Club, Community of Practice, etc.

Presentations/Briefings (By the ombudsman): Defined as an ombudsman giving any presentation about or for the Ombudsman Program. If any ombudsman attends a meeting and does a presentation, an ombudsman would have two entries, one in the Meetings Attended, and one in the Presentations/Briefings. An ombudsman would need to split the time for each category accordingly.

- **Number of Trainings Attended:** Ombudsmen will enter any training attended either in a classroom or virtual setting. Any online training should also be included.
- **Time Spent Performing Ombudsman Duties (Includes administrative activities such as newsletter development, completing forms/documents, travel time, etc. Note: First block does not need to be filled):** This block is used to capture time spent performing ombudsman duties not captured elsewhere. This includes time spent
 - Completing monthly reports
 - Compiling a resource binder
 - Working on the unit Facebook page

EXAMPLE:

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

- Developed 1 newsletter – 1 hour -5 minutes to email
- Conducted 1 presentation – 1 hour -2 hours to research and develop presentation – 30 minutes total drive time
- Attended CoP – 1 hour
- Set up a display and provided information at the unit picnic – 3 hours – 20 minutes 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

Monthly Report Documentation:

<u>Other</u>	<u>Total</u>	<u>Time Spent</u>
Meetings Attended (Command Leadership/CoPs)	1	1h
Presentations/Briefings (By the ombudsman)	1	3h 30m

Number of Trainings Attended

Time Spent Performing Ombudsman Duties (Includes, administrative activities such as newsletter development, completing forms/documents, travel time, etc. Note: First block does not need to be filled.) 2h 35m

When complete and accurate, you or your command POC can submit as final by the 10th of each month.