



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
NATIONAL COMMITTEE FOR EMPLOYER SUPPORT  
OF THE GUARD AND RESERVE  
1555 WILSON BOULEVARD SUITE 200  
ARLINGTON, VA 22209-2405

31 Jan 07

**MEMORANDUM FOR ALL REGIONAL DEPUTY DIRECTORS, STATE  
COMMITTEE CHAIRS, PROGRAM SUPPORT SPECIALISTS,  
AND OMBUDSMAN COORDINATORS**

**SUBJECT: 2007 Ombudsman of the Year Award**

This past year, the numbers of certified ESGR Ombudsman volunteers have grown to over 900; and when Calendar Year 2007 comes to a close, we will have more than 950 Ombudsmen working with service members and employers interpreting the Uniformed Services Employment and Reemployment Rights Act, better known as USERRA. I applaud our superb Ombudsmen who bring a vast wealth of knowledge and diversified backgrounds, as well as, donating thousands of hours, successfully working over 3,000 registered USERRA cases during the past 12 months. Our Ombudsmen are virtually on the front lines resolving a variety of complex service member and employer issues. We cannot thank them enough for the volunteer service they provide to ESGR and the Department of Defense.

Each year, you have the opportunity to nominate your best Ombudsman within your State or Territory to be recognized as the "Ombudsman of the Year". I invite each of you to nominate one individual from your Committee that is the epitome of your Ombudsman team for consideration for this prestigious award. As in years past, this year's winning 2007 Ombudsman of the Year nominee will be invited to attend, and be recognized at the Annual Leadership Conference to be held in Washington, DC, September 2007.

In selecting your nominee, the team recommends that you consider the following attributes that are required to be an outstanding Ombudsman Volunteer: commitment, dedication, initiative, tact, responsiveness, USERRA and Human Resource knowledge, case management skills, mediator, educator, problem solver, and trainer. Although these attributes are demonstrated regularly by many of our Ombudsman volunteers, they are omnipresent in the Ombudsman of the Year nominees.

The 2007 Ombudsman of the Year Award Criteria and Nomination Process are attached to this memorandum. If you have any questions, please contact Lt Col Kevin N. Little or LTC Cerie Kimball, (800) 336-4590 or via email: [Kevin.little@osd.mil](mailto:Kevin.little@osd.mil) or [cerie.kimball@osd.mil](mailto:cerie.kimball@osd.mil).

I challenge all 56 State and Territory Committees to submit their best Ombudsman Volunteer for this year's 2007 Ombudsman of the Year Award.

///signed///

HELEN L. GANT  
Colonel, U.S. Army National Guard  
Director, Ombudsman & Training

Encl

1. Ombudsman of the Year Award Criteria
2. Ombudsman of the Year Nomination Process

**2007 OMBUDSMAN OF THE YEAR AWARD**  
**Criteria and Nomination Process**

Objective: The objective of the Ombudsman of the Year Award is to recognize those volunteer Ombudsmen who have contributed to the mission of Employer Support of the Guard and Reserve (ESGR) by obtaining resolution to issues arising between protected citizens, service members and their employers and significantly improving the employee/employer relationship.

Criteria: The criteria used in the selection process will include weighted factors that are associated with the mission of ESGR and the Ombudsman Program, i.e:

- a. Qualification of Ombudsman (Maximum Points: 40)
  - 1) Ombudsman has completed the basic Ombudsman Course Certification 10
  - 2) Ombudsman has completed State annual Ombudsman refresher training 10
  - 3) Ombudsman has completed Mediation training 10
  - 4) Ombudsman has completed Advanced Ombudsman Training prior to FY 2005. Note: Advanced Ombudsman Training is no longer available. 10
  
- b. Average time to resolve assigned cases\* (Maximum Points: 30)
  - 1) 7 - 14 days 30
  - 2) 15 - 30 days 20
  - 3) 31 - 40 days 10
  - 4) 41 - 60 days 5
  
- c. Percentage of State's Assigned cases worked by the Ombudsman\*:  
(Maximum Points: 100)

(\* ) Accomplished at National Committee ESGR (NCESGR) utilizing Oracle Case Management System to analyze "Average time to resolve assigned cases" and the "Percentage of State's assigned cases worked by the Nominee."

- d. Successful resolution of significant and complex service request case issues by the Ombudsman as ranked against all other nominees. Each case submission will be accompanied by a narrative detailing the significant and complex issue and efforts by the Ombudsman to achieve a successful resolution between the service member and employer. Up to 10 significant service request case issues may be submitted for each nominee.

(Maximum Points: 100)

- e. Biographical Summary and Narrative Requirement. All nominations should include a short biographical summary and a narrative of not more than three pages describing the nominee's past calendar year's contributions as an Ombudsman in support of the ESGR mission.

### **2007 Ombudsman of the Year Nomination Process:**

1. Anyone may nominate an Ombudsman for consideration; however, State/Territory Ombudsman Coordinators are not eligible for this award. (Note: A separate NCESGR national award process is being designed to recognize Ombudsman Coordinators.)
2. All 2007 Ombudsman of the Year Award nominations will be submitted for performance in a Calendar Year period, i.e. 1 Jan 06 - 31 Dec 06. COL Helen Gant, Director, Ombudsman & Training will validate information contained on the nomination form before forwarding to the Ombudsman Subcommittee for review and ranking of nominees.
3. For coordination purposes, all 2007 Ombudsman of the Year Award Nomination packages must be sent to Lt Col Kevin N. Little via email: [kevin.little@osd.mil](mailto:kevin.little@osd.mil), or LTC Cerie Kimball, [cerie.kimball@osd.mil](mailto:cerie.kimball@osd.mil) or fax: (703) 696-1409 or U.S. Mail: 1555 Wilson Blvd, Suite 319, Arlington, VA 22209-2405. All 2007 Ombudsman of the Year Award nomination packages must be received at NCESGR by COB 31 March 2007.
4. If you have questions regarding this award or the nomination process, please contact Lt Col Little or LTC Kimball via phone: (800) 336-4590 x-553/552 or the above email. Ombudsman Coordinators will assist non-ESGR Committee members in development and submission of nomination packages.
5. The Ombudsman Subcommittee representing all five Regions will review and rank all 2007 Ombudsman of the Year nomination packages. Upon completion of nominee ranking, all nomination packages will be forwarded to the Director, Ombudsman & Training for final review prior to a formal announcement. Appropriate awards will be prepared for presentation at the annual National Leadership Conference.
6. Please ensure Chairs and Executive Directors are fully informed of nominees.

**2007 OMBUDSMAN OF THE YEAR AWARD**

**Nomination Form**

Name of Nominee: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

State Committee: \_\_\_\_\_

Number of Years as an Ombudsman \_\_\_\_\_

**A. Qualifications**

- 1) Date completed Basic Ombudsman Course \_\_\_\_\_
- 2) Date completed Annual State Ombudsman Refresher training \_\_\_\_\_
- 3) Date completed Mediation training \_\_\_\_\_
- 4) Date completed Advanced Ombudsman training \_\_\_\_\_

**B. Number of cases worked in Calendar Year (1Jan06-31Dec06)** \_\_\_\_\_

**C. Successful Resolution of Significant Service Request Case Issues**

Complete narrative on attached Significant Case Narrative page. If more than one case cited, use separate form for each additional case cited. Include employer identification, issue identification, and describe complexity of case worked and effort of Ombudsman to achieve successful resolution. Where possible assign a dollar value to results achieved, i.e., lost wages recouped, value of benefit packages, etc. Up to 10 service request case issues may be submitted per nominee.

**D. Short Biographical Summary of Nominee as well as a narrative of not more than three pages describing the Nominee's past calendar year's (1Jan06-31Dec06) contributions as an Ombudsman in support of Employer Support of the Guard and Reserve (ESGR) mission.**

