

SPONSOR'S GUIDEBOOK

**STEPS TO BECOMING
A GOOD SPONSOR**

APRIL 2017

QUALITY *is the*
HALLMARK OF SUCCESS

OBJECTIVE:

- *Ensure newcomers arrive feeling like members of the team.*
- *Ensure newcomers and their families have a positive first impression.*
- *Assist newcomers and their families with settling into their new command & community*

STRATEGY:

- *Provide proactive assistance to newcomers and their families.*
- *Pave the way for a smooth transition from losing to gaining unit/installation.*

TACTICS:

- *Assess the needs of the newcomer and family.*
- *Tailor services to their particular needs.*
- *Be responsive by following up on any requests.*

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**A MESSAGE FROM
ARMY COMMUNITY SERVICE (ACS)
RELOCATION READINESS PROGRAM**

Dear Sponsor,

You are not in this assignment alone. There are many people and resources to assist you in your sponsorship duties. Army Community Service (ACS) is a key source of information regarding the local area and the moving process.

To make your job easier, this guidebook is a summary of your sponsor tasks and contains helpful hints, step-by-step instructions and practical advice that will make your experience as a sponsor pleasant and rewarding.

In addition to regularly scheduled quarterly sponsorship training, unit/activity level sponsorship training is available by contacting the Relocation Readiness Program Manager at 608-388-2359. You may also take the DoD online eSponsorship Training and receive a certificate of completion by going to <https://myhub.militaryonesource.mil/MOS/f?p=SIS:2:0:>

Please let us know if we can assist you in any way.

Ann Wermer
Army Community Service
Relocation Readiness Program Manager
Fort McCoy, WI 54656
608-388-2359

TIPS FOR "MEETING THE NEED"

Quality customer service is the hallmark of a successful organization. Good sponsorship is quality customer service. Here are some pointers about being responsive and making the newcomer feel like an important part of the team.

Listen--many times a newcomer can reduce stress associated with a move by merely talking to someone who is already there.

Determine the need and meet it--sometimes newcomers may not know what to ask for, or feel as though they may be imposing if they do ask, so say nothing. A few questions on your part may trigger another response.

Be a sponsor to the entire inbound Family--ask questions about the newcomer's family and their background; get their spouses or children involved by talking to them, or have your family members do so.

If you miss a call, try to call back the same day or e-mail if there is a time difference--even if it's at home. This is considered an official call which can be placed through the installation operator using DSN. Tell the newcomer who to call if you are going TDY or will be otherwise unavailable for a period of time.

Be open and honest, and remain positive--let the newcomer form their own impressions about the unit, installation and local area.

If you can't respond to your newcomer's needs, get some help--your supervisor, first sergeant, and installation relocation program manager are ready to help you.

Don't despair if this is your first time as a sponsor. There is plenty of help available.

Keep in mind that being a sponsor is like being a friend. To understand your basic responsibility as a sponsor, think of the types of things most people would want to know when making a move and then strive to provide them. Also, take into account the specific needs of each individual.

Be an active sponsor. If you don't know how to respond to a particular issue, seek assistance from your Supervisor, First Sergeant, Commander, or ACS. Ignoring a problem doesn't make it go away, and it could have a devastating effect upon the person or family you're sponsoring.

THINGS TO DO

The needs of each newcomer and Family will be different, so find out what those needs are and respond to them. Good sponsorship is proactive!

Contact the newcomer as soon as possible but not later than 10 days after being appointed as a sponsor. Determine if they have any specific needs by using the Sponsorship Program Counseling & Information Sheet (DA FORM 5434) or the online e-Sponsorship Needs Assessment.

Make a trip to Army Community Service to pick up a welcome CD to mail to the newcomer along with your personal letter, unit/activity information, and any special information requested. You may request that ACS send a welcome CD to incoming personnel by providing their name and address.

The unit/activity information will address the mission, duty assignment, location, duty hours and TDY commitments. This information will normally be included in the unit/activity Commander's/Director's welcome letter which can be mailed as part of the package or sent separately.

Confirm transportation and lodging arrangements.

Providing information is a continuous process until the newcomer and Family are settled into the new community. There is a listing in this booklet to help you determine where to get answers for questions as they arise.

NEWCOMER'S ARRIVAL

Personally meet the newcomer upon arrival to the area. If work schedule prevents this, inform your supervisor so an alternate can be selected.

Assess any immediate needs the Family may have and ensure they are met.

Provide a brief tour of installation facilities to familiarize newcomer with where various offices are that are listed on the inprocess checklist.

Introduce newcomer to the Commander/Supervisor, First Sergeant, and co-workers.

Make sure the new member signs in with the Housing Office and Army Community Service to assess what other services may be needed.

Ensure newcomer and Family have made arrangements for transportation as needed.

Encourage the newcomer and Family to take advantage of the Newcomer Orientation. They will learn about various programs and services available on the installation and receive an installation tour.

Follow up with a phone call to see if the new member needs any additional assistance.

WHERE TO GET SOME ANSWERS

Whether it's the first or many times you are serving as a sponsor, you may not have all the answers. Here are some places to go for help:

Unit/Activity:

Commander/Supervisor welcome letter

Other unit/activity specific information

ID Cards/DEERS: 608-388-4563, B-35,
Common Access Cards, DEERS Update

In & Outprocess: 608-388-3960, B-2187
In and Out Process forms

Army Community Service Center: 608-388-3505, B-2111

Information and Referral on community resources

Welcome Packets/CDs

Lending Closet

In/Outprocess assessments

Employment Assistance

Financial Readiness

Military Installation Booklets

Newcomer Orientations

Exceptional Family Member Program

Volunteer Opportunities

Army Emergency Relief

Housing Office: 608-388-3704, B-6158 H Circle, South Post Housing area

Housing waiting list/applications Manage Unaccompanied Personnel Housing

Eligibility and policies for government quarters

Housing Services Office/ Community Rental listings

Inspect rental housing for suitability for incoming military personnel upon request

Lodging: IHG Army Hotels - 608-388-2107, B-51

<http://www.ihg.com/armyhotels/hotels/us/en/fort-mccoy/zyyma/hoteldetail>

Official Mail Distribution Center: 608-388-3205, B-1654

New personnel may obtain a General Delivery address if they will be living on the installation.

Child, Youth and School Services Central Registry: 608-388-8956, B-1668

Information on child care vacancies & policies Family childcare providers

School-age Services

School Liaison

Boys and Girls Clubs

Child Supervision Policy

Transportation Office:

Fort McCoy WI: 608-388-3060, 200 E. G Street (for La Crosse and Monroe counties)

Great Lakes IL: 800-637-5401 (for Juneau and Vernon counties)

Information on shipment/delivery of household goods and vehicles

Military Pay Office:

608-388-3608, B-2187, Room 134

PCS travel support, 608-388-4735

Civilian Pay Branch:

388-3994, B-1932 for Mil-Tech Civilians

388-3609, B-1913 for Garrison/CPAC/Contracting

Occupational Health: 608-388-3025, B-2669

Nursing Office

TRICARE Website: www.tricare.mil

TRICARE North Region: www.hnfs.com, 877-874-2273

CHECKLIST FOR SPONSOR'S PERSONAL LETTER

Be sincere and friendly. Provide the information they will need.

Use personal tone; write as if you were sending a letter to a friend.

The letter should include, but is not limited to the following:

Congratulate the transferee on their assignment to your installation. Mention that you have been appointed as their sponsor and point of contact until they have inprocessed and settled in.

Include your duty (with DSN) and home (with area code) telephone numbers as well as e-mail address and fax number. Your current resident mailing address may also be included.

Tell transferee a little about yourself and, if you are married, give spouse's name. You may provide names and ages of any children you have living with you.

Ask transferee if there are any questions or special concerns they may not have included during your initial contact. Offer to send additional information. Make sure you follow up on any requests.

Encourage transferee to call or e-mail you if they think of any other questions.

If the transferee wishes to request on-post housing, they must submit the following: DD Form 1746 – Application for Assignment to Housing and their PCS orders. Their DA Form 31 – Request and Authority for Leave is also necessary but can be submitted after the others are submitted.

Tell transferee about the unit/activity inprocessing procedures.

Ask transferee to keep you informed of any change of plans.

For your convenience, a sample letter is attached.

Once you report in to the unit, you will be provided with an inprocessing checklist to visit various activities on the installation. I can give you a brief tour of where the various places are.

Besides providing an inprocess assessment to see what information you may still need, Army Community Service provides a Newcomer Orientation the second Wednesday of each month that all newcomers should register to attend. Various installation agencies provide information on their programs and services and an installation tour is conducted.

If you will be living on post, your unit can arrange for general delivery mail prior to your arrival by calling 608-388-3205 and providing a copy of your orders.

The weather in Wisconsin has four distinct seasons with recreational opportunities suited to each. The area abounds with excellent outdoor activities from hunting and fishing to biking, swimming, skiing, boating, canoeing, hiking, horseback riding, and camping. There are excellent Family & Morale, Welfare and Recreation facilities and programs available on post for you and your Family to take advantage of.

I'm sure you may have many questions you would like addressed and I have probably only hit on a few of them. Please feel free to contact me with any of them and I will do my best to get you the answers.

Again, welcome to (unit/activity) and Fort McCoy. I look forward to meeting you soon.

Sincerely,