

SPONSOR'S GUIDEBOOK

**STEPS TO BECOMING
A GOOD SPONSOR**

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.*

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.*

CONTENTS

Introduction

A Message from the Relocation Assistance Program Manager

Sponsor Duties

Tips for "Meeting the Need"
Things to do
Newcomer's Arrival

Hints for Successful Sponsorship

Where to Get Some Answers
Checklist for Sponsor's Personal Letter
Sample Sponsor Letter
Sponsorship Program Counseling and Information Sheet (DA FORM 5434)

**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 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 973-724-5219.

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

Clarence Lacy
Army Community Service
Relocation Readiness Program Manager
Picatinny Arsenal, NJ 07806
973-724-5219

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) on the last page of this guidebook or the online e-Sponsorship needs assessment.

Make a trip to Army Community Service to pick up a welcome packet to mail. You might also send a Military Installations booklet to the newcomer along with your personal letter, unit/activity information, and any special information requested or send the information through the online e-Sponsorship application.

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.

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.

Remind transferee that to request installation housing, they must have a copy of their orders or Request and Authority for Leave (DA Form 31), and the Application for Assignment to Housing (DD Form 1746) that is available at <https://onestop.army.mil>.

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 at Attachment 1.

Sample Sponsor Letter

Your Name
Your Address
City, State & Zip

Dear _____:

Congratulations on your new assignment with _____ at Picatinny Arsenal, New Jersey. Located in Morris County, Picatinny is 35 miles northwest of New York. USAG Picatinny Arsenal provides effective and efficient installation capabilities and services that support the Joint Center of Excellence for Armaments and Munitions enabling continued firepower dominance by the United States Military and sustaining a community in which Service Members, Families, and Civilians will thrive

I have been assigned as your sponsor to help your transition go as smoothly as possible. The first order of business is to let you know where you can reach me:

Organization Name:
Duty Section:
Duty Phone: (DSN/Commercial)
E-mail: _____ Fax: _____
Home Phone: _____

(Insert a paragraph describing yourself--married, single, children (names & ages), how long you have been stationed here, unit's mission, & work center.)

I am sending you a welcome packet and MilitaryHOMEFRONT booklet that will hopefully answer many of your questions. You may also obtain more information at www.pica.army.mil and <http://www.pica.army.mil/mwr/ACS/acs.htm>.

By going to 'Plan My Move' at www.militaryhomefront.dod.mil, you can access planning tools, checklists, and points of contact at your new assignment.

Check in with the Housing Office prior to securing any kind of housing. They can provide an estimate of the wait time for government housing. You can also obtain a listing of rental units in the local communities by going to www.ahrn.com. I would recommend that you make Temporary Lodging reservations early. Guest facilities include an apartment, guest trailers, and cabins.

If renting, some of the fees you may incur are; the first months rent, security deposit (1 month rent), pet fee, credit screening fee, and utility deposits. Other costs to be aware of that may not be included in the rent are heat and electric. Talk to the Housing Office to get average apartment and home rental costs as well as availability. Picatinny housing information is available on the internet at www.picatinnyarsenalhomes.com or call 973-328-2992 for more information.

When you arrive at Picatinny Arsenal, you will need to register your vehicle at the Welcome Center just inside the main gate. You will need your state vehicle registration, driver's license and ID card.

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.

The weather in Morris County New Jersey 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 Morale, Welfare, & 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 Picatinny Arsenal. I look forward to meeting you soon.

Sincerely,