

21ST THEATER SUSTAINMENT COMMAND

SPONSORS GUIDE



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Introduction

Purpose of Sponsorship

This guide was created to assist individuals who are appointed sponsors. This guide will assist sponsors in the responsibilities prescribed in Army Regulation 600-8-8 and contains helpful hints, step-by-step instructions and practical advice that will make sponsorship pleasant and rewarding.

This regulation prescribes the Total Army Sponsorship Program (Active Army, civilian employees, and Reserve Component (RC)). It provides principles of support, standards of service, policies, functions, and tasks governing the program. A system is provided to help commanders exercise their basic responsibility to assist Soldiers, civilian employees, and Families successfully relocate into and out of their commands. Sponsorship is a commander's program in which commanders and individual sponsors are key to success.

Elements of the Total Army Sponsorship Program

a. According to AR 600-8-8 and AE 600-8-8 all sponsors are required to be trained via S-GATE. Please ensure that sponsors are trained prior to fulfilling his/her sponsorship duties. The link for Sponsorship Training is as follows: <https://www.updb.hqusaureur.army.mil/portal/Default.asp>

b. DA Form 5434. DA Form 5434 is used to transmit sponsorship requirements to gaining commands. It is completed by the departing Soldier during initial reassignment interview or by the civilian employee following selection notification and acceptance of a position. The completed form will be forwarded from—

- (1) The losing activity to the gaining MACOM or activity.
- (2) The gaining MACOM or activity to the unit of assignment (military) or supervisor (civilian).
- (3) The unit of assignment or supervisor to the sponsor.

c. Welcome letter. A welcome letter will be sent from the battalion (activity) commander (for officers), command sergeant major (for enlisted Soldiers), or commander or activity director (for civilian employees) to the incoming Soldier or civilian employee. The sponsor will also send a welcome letter.

d. ACS relocation readiness services. ACS will provide counseling, pre-move destination information (including Military HomeFront) www.militaryhomefront.dod.mil, and overseas orientation briefings. ACS will also provide welcome packets upon request. These packets will normally be obtained by the new arrival or the sponsor for the new arrival, rather than being mailed to the departing individual at the losing installation. Departing individuals should be encouraged to use, upon assignment alert, the Military HomeFront website or welcome packet files at their local ACS.

e. Reception. When possible, the sponsor should plan to greet the incoming Soldier or civilian employee and Family upon arrival. Specifics should be worked out between the sponsor and the incoming Soldier or civilian employee.

f. Orientation. The sponsor should familiarize the new Soldier or civilian employee and Family to the unit or activity and community, including an early visit to ACS. This general orientation should be in addition to the formal orientation briefings the new arrival receives during in processing.

g. In processing. The sponsor does not conduct in processing. The sponsor assists the new arrival with in processing only when necessary.

h. Garrison support. The Installation Management Agency (IMA) will ensure garrison support is provided to unit commanders when conducting sponsorship training and providing relocation information and assistance.

The Role of a Sponsor

- Provide Soldiers, Families and civilians a sense of belonging.
- Make new arrivals feel welcomed.
- Help Soldiers make informed decisions.
- Help Soldiers, Families and civilians get settled quickly.
- Provide newcomers with support materials and resources necessary for a smooth move.

How Sponsorship Works

Sponsors must receive training and be placed on appointment orders for a minimum of one week in order for sponsorship to work. Sponsors represent the first impression of a new assignment for an incoming Soldier or civilian employee. Only those individuals who can represent the gaining unit or activity in a positive manner will be selected as sponsors.

Commanders will ensure sponsors are adequately trained to perform tasks related to sponsorship. Commanders may request a training support package or other assistance from ACS to train sponsors.

ACS provides sponsorship training once a month (4th Tuesday of the Month from 3-4 PM at Bldg 2891, Pulaski Barracks) or at the individual unit's request.

Sponsors take the training via S-GATE. The link for Sponsorship Training is as follows:
<https://www.updb.hqsareur.army.mil/portal/Default.asp>

Relocating personnel can also formally request a sponsor by completing DA Form 5434 (Sponsorship Program Counseling and Information Sheet) or the newcomer is contacted by the sponsor via the S-GATE application.

The DA Form 5434 and the S-GATE application are the “trigger” that sets into motion the support mechanisms that provides help in relocating personnel. The form allows the newcomer

to request additional information.

When the sponsor receives DAForm 5434 or receives notification of a new Soldier, a sponsor will be appointed within ten calendar days after the DA Form 5434 is received.

Sponsor Duties

Requirements

- Must be trained.
- On appointment orders for a minimum of 1 week.
- Same rank
- Same marital status
- Same Military Occupation Specialty (MOS)
- Knowledgeable
- Available
- Positive

Responsibilities

- Provide initial contact.
- Provide a welcome packet and welcome letter.
- Encourage early lodging reservations and call Ramstein Inn first for on post lodging.
- Arrange for transportation.
- Give newcomers a view of new surroundings.
- Contact the local Relocation Readiness Program Manager at xxx-xxxx

Sponsorship Best Practices

Pre-Arrival Support

Goal: Provide information needed to make informed decisions and to identify special needs. Pre-arrival support may include:

- Initiate contact with incoming personnel within 24 hours of receiving their information from the Sponsorship Management system.
- Send an Army Community Service (ACS) welcome packet for the community.
- Complete training in S-Gate Application:
<https://www.updb.hqusareur.army.mil/portal/Default.asp>
- Personally email or phone newcomer within 48 hours to say hello and explain the electronic process.
- When you receive email notification that the newcomer's registration/needs assessment is available log into the S-GATE and retrieve the needs assessment.
- Discuss unit specifics and community details.
- Make temporary lodging arrangements for the newcomer and Family and communicate details by personal email or phone. If on-post lodging is unavailable then obtain a statement of non-availability (SNA) to stay in off post accommodations.
- Arrange a post office box for newcomer and communicate details by personal email or phone.
- Brief supervisor about sponsorship process details and if there are any problems that have been encountered.
- Inquire what specific needs and concerns the newcomer has. If they do not know, try to determine the need and meet it.
- Promptly provide any information requested. Ask for assistance if necessary. Do not ignore any request.
- Provide specific unit, mission, duties and in-processing details.
- Provide specific installation housing policies, and cost of living information.
- Sponsor the entire family. Initiate contact between spouses and children, as appropriate.
- Provide USAREUR driver's license booklet/ information.
- Tell the newcomers where you will meet them upon arrival.
- Promptly follow-up with the newcomer and all correspondence.
- Obtain travel and arrival itinerary

Arrival Support

Goal: To help the Soldier and Family get settled quickly and comfortably. This will smooth the way for a quick and efficient transition to the new location and the new job. Below is a checklist of arrival support:

Day 0

- Make a 1-2 week commitment.
- Meet the newcomers at the arrival point as planned and escort them to the temporary

lodging you have secured for them. Include family members, as appropriate.

- Make the newcomer feel welcome. Make sure you bring transportation that will accommodate the entire Family as well as pets.
- Provide a list of useful phone numbers or telephone directory. Sponsor home and duty phone.
- Ensure basic needs are met.
- Ensure the newcomer's basic needs are met, including meals, local currency, pet supplies, and emergency contact numbers. Assist with temporary transportation until other means are established.
- Escort the newcomer to the immediate chain of command, supervisors and coworkers, and orient them to the unit and mission.
- Introduce family members to the Family Readiness Group. Unaccompanied personnel should be introduced to the Better Opportunities for Single Soldiers (BOSS) program.
- Assist newcomers in obtaining a USAREUR driver's license, and inspection and registration of POVs, as necessary.
- Take newcomers to ACS for information on the Lending Closet and other available services.
- Acquaint newcomers
- Provide a tour of essential post and community locations including the Exchange, Commissary, banking facilities, thrift shop, hospital/clinic, schools, clubs and dining facilities. Also familiarize them with the local area.
- Personally take the newcomer to ACS and encourage them to make use of the Relocation Program.
- Accompany the newcomer to the Soldier Support Center in processing and check-in procedures.

Day 1

- Utilize the in processing checklist that was given by the Soldiers Support Center to ensure the family makes their appointment.
- Introduce newcomer to unit and FRG leader
- Assist with housing and barracks.
- Provide local utility companies information.
- Visit schools, daycare and education center.
- Visit medical treatment and dental facility.

Day 2-14

- Ensure transportation arrangements are made.
- Help Soldier and Family get settled.
- Tie loose ends.

Post Arrival

- Arrange a social gathering where the newcomer (and Family) can meet co-workers and

their Families.

- Escort the newcomer to base housing office and assist with house hunting.
- Offer assistance with vehicle registration.
- Offer to assist with transportation needs.
- Offer help getting settled into the newcomer's new home; obtain loan closet items, if appropriate, from Family Center.
- Ensure that Family has contact information for schools, medical care, child care, and other resources.
- Remind the newcomer to complete the evaluation "Sponsorship Program Survey". (Attached)
- Remember to complete the Sponsor evaluation . (Attached)

Army Community Service (ACS) Support

- Welcome Packets
- Lending Closet
- Information and Referral
- Financial and Army Emergency Relief (AER)
- Exceptional Family Member Program (EFMP)
- Volunteer Opportunities
- Employment Readiness Program

Tour Essential Location

PX – Post Exchange

Installation Gas Station

Commissary

PXtra

Thrift shop

ACS

Credit Union

Local banks

Medical Treatment Facility

Chapel

Area schools

Veterinary clinic

Child Development Center

Bowling Center

Gym

Judge Advocate

Value Added Tax (VAT) Office

Tricare Office

POV Registrations Office

TKS or Cable Deutschland

SPONSOR CHECKLIST

- _____ Confirm Lodging
- _____ Provide sponsor's telephone numbers.
- _____ Unit telephone numbers.
- _____ Section telephone directory.
- _____ Give written FRG POC, email and phone number.
- _____ Visit Unit
- _____ Take Newcomer to Housing Office/Barracks.
- _____ Obtain P.O. Box (30 Days out)
- _____ Visit Kleber Army Health Clinic
- _____ Kennel/Veterinary Services
- _____ PX/Shoppette
- _____ Vogelweh Bowling Center/Armstrongs, Popeyes , Burger King
- _____ Commissary
- _____ Better Opportunity For Single Soldiers (BOSS) (If, applicable)
- _____ Assist w/ children School or CYSS registration (Need copy of orders, shot records and an address)
- _____ Act as emergency contact person to enable Family to enroll children in school and CYS.
- _____ Visit ATM, Bank or Credit Union.
- _____ Provide newcomer w/ ACS Welcome Packet. Sponsorship is an authorized function, therefore a official business envelope should be used.

- ___ Inform the Chain of Command of any changes in the status of incoming personnel.
- ___ Meet the new arrivals as planned and help settle them into the accommodations you have secured for them.
- ___ Offer to arrange for the arrival's first meal.
- ___ Escort the new arrival to the Soldier Support Center for in-processing.
- ___ Take the Soldier and/or Family to Army Community Service for information on the Lending Closet and other ACS services.
- ___ Orient the Soldier to the unit and the mission.
- ___ Acquaint the Soldier and Family with the school liaison officer and child care, if necessary.
- ___ Assist in registration of POV and inspection of POV, if necessary.

SPONSORSHIP PROGRAM SURVEY

For use of this form, see AR 600-8-8: the proponent agency is ODCSPER

UNIT OR ACTIVITY

RANK/GRADE

This survey is being conducted as part of a continuing effort to improve the sponsorship program.

INSTRUCTIONS: Check the appropriate box for each question or write in the information requested.

1. Were you offered a sponsor either before or after arrival?

Yes

Yes, but I declined

No

2. If you had a sponsor, when did that sponsor first contact you?

a. 90 or more days prior to my arrival

b. Less than 90, but more than 30 days prior

c. 30 or less days prior

d. Upon arrival at the installation

4. How helpful was your new unit or activity during your PCS move?

a. Extremely helpful

b. Very helpful

c. Moderately helpful

d. Slightly helpful

3. How helpful was your sponsor during your PCS move?

a. Does not apply; I did not have a sponsor

b. Extremely helpful

c. Very helpful

d. Moderately helpful

e. Slightly helpful

f. Not at all helpful

5. How helpful was your old unit or activity during your PCS move?

a. Extremely helpful

b. Very helpful

c. Moderately helpful

d. Slightly helpful

e. Not at all helpful

6. Using the scale below, indicate how helpful each type of service below was for you (and your family)? Mark a response for each.

a. Did not need the service

b. Service was not available

c. Extremely helpful

d. Very helpful

e. Moderately helpful

f. Slightly helpful

g. Not at all helpful

a b c d e f g

Letter from your sponsor

Welcome packet

Installation newcomer orientation

Unit orientation

ACS overseas orientation briefings

ACS overseas video

ACS individual relocation counseling

ACS automated relocation information system

7. Overall, how satisfied are you with the sponsorship assistance you received at your current location?

a. Very satisfied

b. Satisfied

c. Neither satisfied nor dissatisfied

d. Dissatisfied

e. Very dissatisfied

8. Overall, how well is the sponsorship program working?

a. Very well

b. Well

c. Not sure

d. Poorly

e. Very poorly

9. Why is the sponsorship program not working well? Mark all that apply.

a. Does not apply; it is working well

b. Sponsors are not carefully selected

c. Sponsors are not well informed or trained

d. Sponsors do not take the job seriously

e. Commanders do not fully support the program

f. Soldiers or civilian employees do not know about it

g. Other reason

SPONSORS QUESTIONNAIRE

Sponsor Name:

Newcomers Name:

1. ___ Yes ___ No Did the incoming individual respond to your initial contact in a timely manner?

2. ___ Yes ___ No Were you given ample time or placed on appointment orders to fulfill your duties as a sponsor?

3. ___ Yes ___ No Did the newcomer give you their arrival date prior arriving to Germany?

4. ___ Yes ___ No Did any problems arise in obtaining temporary quarters for the newcomer?

5. ___ Yes ___ No Do you feel that you were adequately briefed at your unit regarding how to fulfill your sponsorship duties?

6. ___ Yes ___ No Did you encounter any unexpected problems during the course of fulfilling your duties as the sponsor? (If so, please explain fully in the remarks section)

REMARKS:

Please fill out this critique upon completing your sponsorship duties and return it to your Unit Commander/ 1SG. Your input will assist in making the unit sponsorship program more effective.