

QUALITY *is the* HALLMARK OF SUCCESS

OBJECTIVE:

- *Ensure newcomers arrived feeling like members of the team.*
- *Ensure newcomers and their families have a positive first impression.*

STRATEGY:

- *Provide proactive Readiness to newcomers and their families.*
- *Pave the way for a smooth transition from losing to gaining installations.*

TACTICS:

- *Assess the needs o the newcomer and family.*
- *Tailor the service and be responsive to the customer.*
- *Do the job right the first time.*

CONTENTS

Introduction

A Message from the Relocation Readiness Team

Sponsor Duties

Tips To "Meeting the Need"

Newcomer Needs Assessment

What You Need To Do

Sponsor Package

Hints for Successful Sponsorship

Where to Get Some Answers

Checklist for Sponsor's Personal Letter

The Newcomer's Arrival

Army Community Service Resources

Useful Telephone Numbers

Attachments

- 1 Sample Sponsor Personal Letter
- 2 Needs Assessment Checklist
- 3 Sponsorship Training Survey

A MESSAGE FROM THE RELOCATION READINESS TEAM

Dear Sponsor,

You are not in this job alone. There are many people and resources to assist you in your job of sponsorship. The Army Community Service/Relocation Readiness Program is a key source of information to you regarding the local area and the moving process. I can help you obtain any information you or your sponsor needs.

To make your task easier, I have provided this Guidebook with a summary of your sponsor tasks prescribed in AR 600-8-8. In addition to this booklet, sponsorship classes are offered monthly, or if you are unable to attend, a class, you may sign out the Sponsorship video that contains helpful hints and step-by-step instructions that will make your experience as a sponsor pleasant and rewarding.

Also, available is Fort Rucker's home page on the Internet. The address is <http://www.rucker.army.mil/>. If you have an e-mail address give it to the inbound individual as this will facilitate timely responses to any questions they may have.

Unit Level Sponsorship Training is available for unit training NCOs simply by contacting the Relocation Readiness at (334) 255-3735.

Please let me know if I can assist you in anyway.



Donna Mobley
Relocation Readiness Program Manager
Soldier Service Center, BLDG 5700
Fort Rucker, Alabama 36362
(334) 255-3735/3161

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 newcomers 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 "already there" who cares.

Determine the need and meet it--sometimes newcomers don't know what they need, so when they answer "nothing," be suspect, but don't go overboard either.

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

If you miss a call, always call back the same day--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 whom to call if you are going TDY or will be otherwise unavailable for a period of time.

Be open and honest, but stay positive--let the newcomers 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 nothing more than being a friend. To understand your basic responsibility as a sponsor, simply think of the kind of help you would want if you were making a move.

Be an active sponsor. If you don't know how to respond to a particular issue, seek Readiness from your supervisor, first sergeant, commander, or Army Community Service. Ignoring a problem doesn't make it go away, and it could have a devastating affect upon the person or family you're sponsoring.

WHAT YOU NEED TO DO

Contact Incoming Member. The needs of each newcomer and family will be different, so you must find out what those needs are and then respond to them. It's not good enough to just say, "let me know what you need" ...good sponsorship is proactive!

Contact the newcomer within **2 working days** of your appointment as sponsor. You can use a personal call, fax, or e-mail. When you contact the newcomer, determine their needs by using the *Needs Assessment Checklist (Attachment 2)*. Encourage them to visit the Relocation Readiness Manager at Army Community Service for information. They can obtain the most up-to-date information on your installation through the Standard Installation Topic Exchange Service (SITES) booklet. SITES can also be found on the Internet.

Send Sponsor Package. Due to cost constraints and the introduction of SITES, sponsor packages are no longer the monsters they used to be! The only items that are routinely included in a sponsor package are your personal letter, unit information, relocation information letter and special information requested by the newcomer that is not available to them elsewhere. The package should be mailed within **5 working days** of assignment as the sponsor.

The next page provides a detailed checklist to prepare your personal letter. You might encourage your spouse and children to write to the newcomer's family.

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

Provide Information. This 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.

Confirm transportation and lodging arrangements

Assist with the settling-in process. Tips for this process are also included in this booklet.

CHECKLIST FOR SPONSOR'S PERSONAL LETTER

Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in their place and provide the information you would need.

Don't overdose on letter writing; tailor it to what the newcomer needs to know.

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 newcomer on their assignment to your installation. Mention that you have been appointed as their sponsor and point of contact until they have in-processed and settled in.
- ☞ Include your duty and home telephone numbers as well as E-mail and fax numbers if available. Your current resident mailing address should also be included.
- ☞ Tell the newcomer a little about yourself and if you are married, give your spouse's name. Give names and ages of any children you have living with you.
- ☞ Ask for any information required on the Newcomer Needs Assessment Checklist that was not obtained during your initial contact.
- ☞ Encourage the newcomer to call and/or write you.
- ☞ Suggest the newcomer go to the local Army Community Service Center and ask for a SITES printout for your installation. Suggest attending a pre-departure class if one is offered at losing installation.
- ☞ Ask the newcomer if there are any questions or special concerns that need your Readiness. Offer to send additional information. Make sure you follow-up with request.
- ☞ Remind the newcomer to go to the local housing office and fill out an advance application if eligible for on-installation housing. If they do not have access to a housing office, volunteer to assist them with the process through your housing office.
- ☞ Tell the newcomer about in-processing procedures.
- ☞ Ask the newcomer to keep you informed of any change of plans. Provide your duty (DSN) and home (including area code) phone numbers and your mailing address so that the newcomer may easily contact you.

For your convenience, a sample letter is provided (*Attachment 1*).

WHERE TO GET SOME ANSWERS

Whether it's the first or 15th time you are serving as a sponsor, you're not going to have all the answers. Here are some places to go for help:

❖ **Army Community Service Center:**

- ☞ Relocation Readiness Program Manager--the first place to go for answers from trained relocation experts.
- ☞ Family Member Employment Readiness
- ☞ School information
- ☞ Army Emergency Relief for emergency financial help and/or Moving Readiness Program
- ☞ Personal financial planning
- ☞ Information and referral on all community resources
- ☞ Welcome Packages
- ☞ Lending Hangar items for temporary housing needs

❖ **Housing Office:** Installation housing list/policies, house hunting, finding an apartment, and barracks room assignment/policies.

❖ **Army Lodging:** Temporary lodging reservations.

❖ **Unit Orderly Room:** Commander's welcome letter and other unit-specific information.

❖ **Postal Service Center:** Obtain a temporary forwarding address.

❖ **Child Development Center:** Information on child care vacancies, policies, and home day care providers.

❖ **Transportation Management Office/Joint Personal Property Shipping Office (JPPSO):** Information on shipment/delivery of hold baggage/household goods, and privately owned vehicle shipment/pickup points.

❖ **Military Police:** Specific information on vehicle registration/insurance not addressed in SITES.

❖ **Youth Service Center:** Youth sponsorship program.

THE NEWCOMER'S ARRIVAL

- ★ Personally meet the newcomer upon arrival in the area. If TDY, exercises or work schedules prevent this, inform your supervisor so an alternate can be selected.
- ★ Accompany the newcomer to orderly room/duty section and Military Personnel Center or Civilian Personnel Office.
- ★ Introduce the newcomer to Commander, First Sergeant, and fellow coworkers.
- ★ Introduce the newcomer to the Relocation Readiness Program Manager at Army Community Service, Building 5700, Room 193.
- ★ Make sure the new member checks with the Housing Office, Building 5700, Room 160, prior to renting or buying a house.
- ★ Assist in securing housing.
- ★ Ensure the newcomer and family is provided transportation as needed. Help obtain rental car if needed.
- ★ Provide a tour of the installation and familiarize the newcomer with the local area.
- ★ Encourage the newcomer and family to take advantage of the Newcomers' Briefing. This is held every 3rd Friday at 0900 hours in the Aviators' Landing, Building 113. They will experience a warm welcome, become more familiar with the local community, and make friends with others new to the installation.
- ★ Follow-up with a phone call to see if the new member needs any additional Readiness.

NOTES

ATTACHMENT 1
Sample Sponsor Personal Letter

(This is an example of a letter for use when you have been unable to reach the sponsoree by other means)

Your Name
Your Address
City, State & Zip

Dear Service Member,

Welcome to your new assignment with (unit) at Fort Rucker. Fort Rucker, known as the Home of Army Aviation, is currently one of the (most requested/interesting/etc. installations in the Army. The weather is hot and humid, but don't think that stops us from doing anything. There is something to suit every taste. 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 during the next few months:

(Your Name & Rank)

Organization Name
Duty Section
Duty Phone (DSN/Commercial)
Home Phone

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

Now to business! Please contact the Relocation Readiness Program Manager at your installation Army Community Service Center to attend a pre-departure class and obtain a SITES booklet. The answers to most of your questions are in SITES. Here are some basics to get you started.

Transient quarters are available on a reservation basis- (# of days) days inbound with PCS orders. Other than that, they are on a space available basis only. Make those reservations early or tell me what you want and I can do it for you. You only get temporary living facilities for _ (# of days so it is imperative that your house hunting starts immediately. Don't do anything prior to checking with the housing or relocation office. You need that off-base briefing to acquaint yourself with Alabama state law and the areas which are best avoided.

If you are single, you can contact the first sergeant or me to secure a barracks room. If not, you need to stay in Army Lodging at (cost) per night.

This is considered a high cost area. The BAH will not generally cover your rent. Be prepared. There will be one month's rent, security deposit, pet fee, credit screening fee, and utility deposits to be incurred. The average two-bedroom apartment begins at \$390. Rental homes are more expensive and difficult to obtain. There are waiting lists in all categories of on-base quarters in all ranks.

Ensure you go to your housing office at your current location, now, with a copy of your orders and they will help you send an advance housing application. Current Fort Rucker housing information is available on the Internet at <http://www.rucker.army.mil>.

There are several utility companies. When you are about to rent, check what company the unit is serviced by and call them. Ask what type of plans they have to offer. For example, one of the most expensive offers a "budget plan." You pay the same summer and winter. That can be helpful. Whenever you ask for any service downtown, state you are active duty Army.

Childcare is another problem here. There is currently a waiting list of approximately (time frame or the installation child development center. We also have Family Child Care homes. These are on base quarters that have been licensed to do day care. For information, call DSN 558-3446 or (334) 255-3446.

If your spouse is seeking employment, be sure he or she goes to the Army Community Service Center at your installation and gets Readiness on preparing for employment at Fort Rucker. Army Community Service should be one of your first "ports of call" when you arrive. They offer all types of services such as employment, volunteerism, family counseling, relocation Readiness, and financial counseling. They are located in Building 5700, Room 390 North.

If you are coming here to retire or have only a short time left in the service, be sure to contact the ACAP Center at (334) 255-2558 or DSN: 588-2558.

The weather is hot in the summer, and somewhat cool in winter. The scenery is (describe--lots of hills, mountain, lakes, trees, parks, zoos, etc.) and there are all types of cultural and other activities.

I can arrange a general delivery post office box for you prior to your arrival with a copy of your orders. (Insert information regarding pets, kennels, etc.)

Installation decals for your vehicle may be obtained through the unit orderly room. Insurance is mandatory.

There is an excellent running/jogging track, first class gym, pool (not enclosed and open only in summer), Movie Theater, clubs, and outstanding Morale, Welfare, & Recreation opportunities on post.

I'm sure you have a million questions running around in your head and I have probably only answered a few of them. If you do, contact me or go to the Relocation Readiness Office at your installation. If you don't have a Relocation Readiness Manager, contact our Relocation Readiness Manager; Donna Mobley at DSN 558-3735/3161 or (334) 255-3735/3161 and we will do our best to get your answers.

Again, welcome to Fort Rucker, The Home of Army Aviation. I look forward to meeting you.

Sincerely,

ATTACHMENT 2
NEWCOMER NEEDS ASSESSMENT CHECKLIST

Duty/Home/Orderly Room/Leave Phone # _____

Will family members accompany you? _____

Names: _____

Ages/Sex: _____

Interests/Hobbies: _____

Is there an ACS or other military family service center near you? _____

If yes, direct them to go to the center to obtain a Fort Rucker SITES package and review our base brochure and video. If no, tell them you will send one in the Sponsor Package.

What type of housing will you be seeking?

On Post Housing: _____ Home Purchasing: _____ Rental House: _____

Rental Apartment: _____

Schools (College, High School, Elementary, Pre-School, Private):

Child Care (On-post, Off-post, Home Care Providers): _____

Special Medical/Educational Needs: _____

Billeting Requirements/Reservations (Temporary Lodging Facility/ Local Motel):

Pets: _____ Kennel Requirements: _____

P.O. Box: _____, if so, SSAN: _____

Do you want to be picked up at the airport? If so, date _____ time _____
airport _____ airline/flight # _____ number in party _____

If you drive, what date will you be arriving? _____
(Provide your phone # so you can be called immediately upon arrival).

Is there any specific information that you would like to be sent to you?

Encourage newcomer to contact the ACS Center Relocation Readiness Manager at their losing installation for any help they may require.

NOTES: _____

**REMEMBER, THE SPONSOR'S JOB
IS NOT DONE UNTIL THE NEWCOMER AND FAMILY
ARE SETTLED IN!!!!**

DATE COMPLETED: _____

Rank/Name of Inbound: _____

Sponsor's Signature: _____ Date: _____

NOTE: If you have any comments or suggestions for improving the sponsorship program, or if you encounter any problems while you are a sponsor, contact your orderly room or the Relocation Readiness Program Manager at the ACS Center. We are genuinely concerned and prepared to help.

TURNIN COPY OF NEWCOMER NEEDS ASSESSMENT TO ORDERLYROOM

ATTACHMENT 3
SPONSORSHIP TRAINING SURVEY

In our efforts to offer services that best meet the needs of our Army community; we are requesting that you take a few minutes to complete this survey. Rate the below listed items using the following scale:

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1. Information presented will enable me to be a good sponsor. _____
2. Information was presented in a professional manner. _____
3. The presenter was specific in what is expected of a sponsor. _____
4. Visual aids and handouts were relevant to the information presented. _____
5. The facility was comfortable for this type of presentation. _____
6. Recommend this training to others. _____
7. What did you like about this training? _____

8. What could be done to improve the value of this training? _____

USEFUL TELEPHONE NUMBERS

Newcomer's Work Phone: _____

Newcomer's Home Phone: _____

Unit Orderly Room: _____

Billeting Office (24 hours a day): (334) 598-5216

Airport Information: (334) 983-8100

Installation Post Office: (334) 598-6446/598-4995

Postal Service Center: 1-800-AEKUSPS

Red Cross: 255-1055

Finance:

Military Pay: 255-3900

Travel Pay: 255-3900

Post Hospital: 255-9000

Army Community Service (ACS) Center: 255-3161/3817

Financial Readiness Program: 255-3643

Employment Readiness Program: 255-3949

Family Advocacy Program: 255-3246

Relocation Readiness Program: 255-3161/3735

Army Emergency Relief: 255-2341

Housing Office: 255-1205/1852

Child Development Center: 255-2262

Military Personnel: 255-2700

Customer Service: 255-1830

Civilian Personnel: 255-3307/3200

Military Police: 255-2222

Youth Services Center: 255-9108

Chamber of Commerce: (334)774-9331 (Dothan)/598-6331 (Daleville)

Better Opportunities for Single Soldiers: 255-9284

Exceptional Family Member Program (EFMP): 255-9277

Traffic Management Office: 255-3456

POV Shipping Terminal: 255-3415

State Tourism Office: 1-800-ALABAMA

24- hour JOB LINE: 255-3375

Post Locator: 255-9148/3150

Relocation Readiness Program (RAP)



**COMMITTED TO
RELOCATION EXCELLENCE**

Compliments of Army Community Service