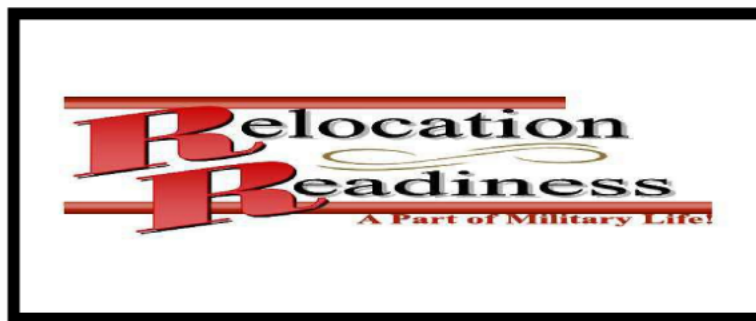




Fort Lee Army Community Service  
*Relocation Readiness Program*  
*presents*

# *The Fort Lee Sponsor's Guide*



## *Introduction*

Purpose of Sponsorship

Elements of the Total Army Sponsorship Program

Role of a Sponsor

How Sponsorship Works

## *Sponsor Duties*

Requirements

Responsibilities

## *Sponsorship Best Practices*

Pre-Arrival Support

Arrival Support

Post Arrival

**Army Community Service Support**

**Tour Essential Locations**

**Welcome Letter**

**Sponsorship Checklist**

# *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. eSponsorship Application and Training:* <http://apps.mhf.dod.mil/esat> is designed to provide online sponsorship training and provide immediate human contact by creating a transferee record on new personnel arriving to military installations.

*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](http://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 inprocessing.

*g. Inprocessing.* The sponsor does not conduct inprocessing. The sponsor assists the new arrival with inprocessing 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 every 3<sup>rd</sup> Tuesday of each month 1000-1200.

Sponsors take the eSponsorship Application and Training at <http://apps.mhf.dod.mil/esat> to become a sponsor. When sponsors receive notification of assignment for a new Soldier, Family member or civilian the sponsor input the new arrival information into the eSponsorship data system to establish contact.

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 esponsorship application.

The DA Form 5434 and the esponsorship application is 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. <http://www.armymwr.com/portal/travel/lodging>
- Arrange for transportation.
- Give newcomers a view of new surroundings.
- Contact the local Relocation Readiness Program Manager at 734-7589/6388.

# Sponsorship Best Practices

## Pre-Arrival Support

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

- Send welcome packet
- Complete training in eSponsorship Application: <http://apps.mhf.dod.mil/esat>.
- Create Newcomer Record in eSponsorship Application (an **automatic welcome letter** is generated and emailed to the newcomer with a link to their registration/needs assessment form) or send a welcome letter. (See attachment)
- Personally email or phone newcomer 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 eSponsorship Application <http://apps.mhf.dod.mil/ESAT> and retrieve the needs assessment.
- Discuss unit specifics and community details.
- Using the eSponsorship Application create eSponsorship Welcome letter (the Application creates a template letter based on Service and family status e.g. married, single which can be completely edited by the Sponsor before sending and allows for attachments to the letter)
- Once the letter is complete the eSponsorship Application will send an email to the newcomer notifying them that information is available.
- Make temporary lodging arrangements for the newcomer and Family and communicate details by personal email or phone.
- 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.
- Obtain travel and arrival itinerary

## Arrival Support

Goal: To help the Soldier and Family get settled quickly and comfortably. To 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 1

- Make a 1 week commitment.
- Personally meet newcomer at airport and take them to lodging.
- 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.
- Tour essential locations: Housing Office/Barracks, PX, Commissary, Soldier Support Center, Post Office, School Liaison Office.
- 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.
- Get transportation plans.

## Day 2

- Introduce newcomer to unit and FRG leader
- Visit finance.
- Assist with housing and barracks.
- Provide local utility companies information.
- Visit schools, daycare and education center.
- Visit medical treatment and dental facility.

## Day 3-5

- 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 in the eSponsorship Application  
<http://apps.mhf.dod.mil/ESAT>
- Remember to visit the eSponsorship Application and complete the Sponsor evaluation  
<http://apps.mhf.dod.mil/ESAT>

## 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

Commissary

Thrift shop

Credit Union

Medical Treatment Facility

Area schools

Child Development Center

Installation Gas Station

PXtra

ACS

Local banks

Chapel

Veterinary clinic

Bowling Center



Gym

Judge Advocate



**DEPARTMENT OF THE ARMY**  
**US ARMY INSTALLATION MANAGEMENT COMMAND**  
**HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEE**  
**1100 LEE AVENUE, SUITE 112**  
**FORT LEE, VA 23801-1720**

REPLY TO  
ATTENTION OF:

Date

Dear Sergeant Walters:

Congratulations on your new assignment. Welcome to Fort Lee. My name is (your name) and I would like to take this opportunity to introduce myself as your new sponsor. My job is to make your transfer here as easy as possible. I am sure that you have many questions about your new job and the surrounds community. I will do my best to research and answer all of your questions.

The first order of business is to provide me detailed information about you and your family. To do this, please complete a DA Form 5434 (Sponsorship Program Counseling and Information Sheet) and mail it to the address listed below. As you will see, the information on this form is very detailed. Please complete form so that I can assist you in making informed decisions.

In the meantime, if you have any questions on the sponsorship process or items that are not addressed in the needs assessment please contact me at [john.doe@us.army.mil](mailto:john.doe@us.army.mil) or 123-456-7890.

I look forward to hearing from you and helping with your transition to the Fort Lee community. I am sure your assignment here will provide you with many professional opportunities and wonderful memories. I am looking forward to meeting you when you arrive.

Sincerely,

Steve Jansen  
Staff Sergeant U.S. Army  
1234 Army Ave  
Fort Lee, VA 23801





## SPONSOR CHECKLIST



Newcomer's Name/Rank \_\_\_\_\_

Spouse Name \_\_\_\_\_

Children's Name \_\_\_\_\_

Teenager Name \_\_\_\_\_ Age \_\_\_\_\_ Male/ Female

Would your Teen like to have a sponsor? \_\_\_\_\_

\_\_\_\_\_ Confirm Lodging

\_\_\_\_\_ Provide sponsor's telephone numbers.

\_\_\_\_\_ Unit telephone numbers.

\_\_\_\_\_ Fort Lee telephone directory.

\_\_\_\_\_ Give written FRG POC, email and phone number.

\_\_\_\_\_ Visit Unit

\_\_\_\_\_ Take Newcomer to Housing Office/Barracks.

\_\_\_\_\_ Obtain P.O. Box

\_\_\_\_\_ Visit Kenner Army Health Clinic

\_\_\_\_\_ Kennel/Veterinary Services

\_\_\_\_\_ PX/Pextra

\_\_\_\_\_ Bowling Center/Regimental & Lee Club, ALU Cafeteria, Burger King

\_\_\_\_\_ Commissary

\_\_\_\_\_ Better Opportunity For Single Soldiers (BOSS)

\_\_\_\_\_ 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, inspection of POV and obtaining a Virginia driver's license, if necessary.



## NEWCOMERS QUESTIONNAIRE

**Sponsor Name:** \_\_\_\_\_

**Newcomers Name:** \_\_\_\_\_

1. \_\_\_\_ Yes \_\_\_\_ No Did you receive a "Welcome Packet"?
2. \_\_\_\_ Yes \_\_\_\_ No Did you receive a welcome letter?
3. \_\_\_\_ Yes \_\_\_\_ No Did your sponsor answer your questions?
4. \_\_\_\_ Yes \_\_\_\_ No Did your sponsor make temporary lodging arrangements?
5. \_\_\_\_ Yes \_\_\_\_ No Did your sponsor meet you or make other arrangements upon your arrival?
6. \_\_\_\_ Yes \_\_\_\_ No Did your sponsor escort you during in-processing?
7. \_\_\_\_ Yes \_\_\_\_ No Did your sponsor sufficiently acquaint you and your Family with the unit and locale?
8. \_\_\_\_ Yes \_\_\_\_ No Did your sponsor satisfy your Family needs by supplying the need-to-know information you requested?
9. \_\_\_\_ Yes \_\_\_\_ No Are the procedures for in-processing adequate? If not, please explain in the remarks section.
10. \_\_\_\_ Yes \_\_\_\_ No Were you provided sufficient time to in-process and "settle in"? If not, please explain in the remarks section.
11. \_\_\_\_ Yes \_\_\_\_ No Overall, were you satisfied with the help provided by the sponsor? If not, please explain in the remarks section.
12. \_\_\_\_ Yes \_\_\_\_ No Did you complete DA Form 5434 Sponsorship Counseling and Information Sheet?

**REMARKS:**

Please fill out this critique upon completion of the relocation process and return it to your Unit Commander/ 1<sup>st</sup> Sergeant. Your input will assist in making the unit sponsorship program more effective.



## 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 Fort Lee?
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/ 1<sup>st</sup> Sergeant. Your input will assist in making the unit sponsorship program more effective.



**FORT LEE ARMY COMMUNITY SERVICE**

*“Putting Soldiers and Families First!”*