



## Module 3:

# New Sponsor Orientation

## I. Introduction

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The goal of this module is to ensure designated command personnel have the necessary information and training to successfully fulfill their role as command sponsors. It presents an overview of the benefits of sponsorship, a checklist of sponsor duties and responsibilities, and information on resources.

By providing training to sponsors, *Sponsorship Orientation* is designed to ease the transition of service members and their families to a new working and living environment, to reduce the anxiety associated with any PCS move, and to expedite the newcomer's ability to become a productive member of the receiving command.

## II. Learning Objectives

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Upon completion of this module, participants will be able to do the following.

- Identify three ways an effective sponsor can assist newcomers.
- Demonstrate knowledge of Marine and Family Services relocation programs and services.
- Describe two pre-arrival, two arrival, and two-post arrival tasks that sponsors should complete.

### III. References

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The following materials were used in preparation of this module:

- SECNAVINST 1754.6 of 14 February 1991, Relocation Assistance Programs
- MCO P1320.11E of 21 July 1996, Personnel Sponsorship Program
- MCO P1700. 24B of 27 December 2001, Personal Services Manual
- Lifelines Services Network at <http://www.lifelines.navy.mil/>
- Sponsor's Guidebook at <http://www.ftruckermwr.com/Relocation%20Sponsorship.doc>

### IV. Preparation and Procedures

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- **Marketing/Target Audience:** This workshop is targeted to individuals new to the role of sponsorship. Sponsors are appointed by unit leadership and marketing efforts should be directed to leadership and new/potential sponsors.
- **Module Length:** Approximately 1 hour. Time may vary depending on the needs of a particular group and the length of the question/answer portion of the workshop.
- **Training Considerations/Options:** This workshop can be offered as a unit brief or as Professional Military Education (PME).
- **Registration:** Registration is recommended. All registrants should receive a reminder phone call or email at least three days prior to the workshop.
- **Training Materials and Tools:** All handouts should be placed at each seat or handed to participants at the beginning of the workshop. It is helpful to put handouts in the order that you will be using them. Needed materials and tools are listed below.

## Sponsor Orientation Training Materials/Tools

### Equipment/Materials

- Tables and chairs to accommodate all participants
- Separate table for resource materials
- Name tents or name tags (optional)
- Pencils
- Markers
- Projector and screen (PowerPoint capable)
- PowerPoint slides
- White board or chart paper
- Sign-in sheet

### Handouts (Should be available at each seat or handed to each participant upon arrival.)

- Pre-check/Post-check (At the end of this module.)
- Sample Sponsor Letter (Page A-6)
- Sponsor Checklist (Page A-7)
- Sample Sponsorship Questionnaire (Page A-8)
- Relocation Resources on the Web (Page A-9)
- Welcome Aboard Packet
- Program Evaluation (Page A-1)
- Certificate of Completion (Page A-11)

**NOTE:** Use of additional or alternative handouts is at the discretion of the local RAP. Handouts specific to your own locale are encouraged. See Module 1 *Welcome Aboard* and Module 4 *PCS Moves*.

### Resource Materials

May include multiple copies of handouts for participants to take with them or single copies of books, pamphlets, or videos for participants to look at. Suggested materials include:

- Selected handouts from PCS Move workshop. See list of handouts on page 60.
- SITES booklet for local area
- Local area newcomer's information
- Base and local maps
- Marine and Family Resources newsletter and brochure
- Brochures from community and military resources including for example, American Red Cross, Child Development Center, Navy and Marine Corps Relief Society, YMCA.

## V. Key Terms

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- Sponsor - Marine assigned to assist a transferring service member and their family prior to and upon arrival at the new duty station.
- Marine Corps Community Services (MCCS) - MCCS serves Marines and their families wherever they are stationed. Programs and services provide for basic life needs, such as food and clothing; social and recreational needs; and prevention and intervention programs.
- Marine and Family Services - Provide self-directed or intervention services for single and married Marines and their families. Services promote responsible living, good citizenship, and prevention of problems before they occur.
- SITES - Worldwide relocation information on major military installations for use by service members and their families during permanent change of station moves.

## VI. Curriculum Outline

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- Introduction (5-10 minutes)
- Administration (5-10 minutes)
- Sponsor's role (5 minutes)
- Sponsor's responsibilities (15 minutes)
  - Pre-arrival
  - Arrival
  - Post arrival
- Resources: Marine and Family Services, Military resources (10-15 minutes)
- Summary (10 minutes)
  - Questions
  - Post-check
  - Program Evaluation
  - Certificates

## VII. Curriculum Detail

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### Introduction

**1**

WELCOME participants to the *New Sponsor Orientation*.

TELL participants your name, position, and title. Include your experience with relocating military families.

ASK participants, How many of you have had a sponsor? How was this experience?

TELL participants We will briefly discuss the basics of the Sponsor program, the sponsor's role, the sponsor's responsibilities, and resources to help you in your role as a sponsor. Please feel free to ask questions and share your experiences. We can all learn from each other.

**2**

**NOTE:** If the group is not too large, spend a few minutes on participant introductions. There are several ways to do this. Participants can just state their name and something about themselves such as what he/she thinks makes someone an effective sponsor. Or participants can take a minute to talk with the person sitting next to him/her and then introduce that person to the group. If you have distributed name tags, check to see that everyone has one.

### Administration

REVIEW the following information with participants:

- Breaks. As this is a short workshop, a break is not needed.
- Restrooms. Provide directions to the restrooms.
- Coffee/snacks. If you provided refreshments, offer them to the participants. If you're in a classroom that does not allow food or drinks be sure to let participants know.
- Sign-in sheet. Ask participants to complete the sign-in sheet if they did not do so upon arrival.

- Participant materials. Tell participants that the materials they received will be reviewed during the workshop.
- Resource materials. Note that resource materials are available for participants to look at after the workshop. Indicate where the materials are located.

### Pre-check

REFER TO the pre-check.

SAY A pre and post-check will be given as we are interested in knowing not only how much you might have enjoyed the workshop but how effective we are at teaching. Please answer each question as I read it aloud and then set the paper aside. At the end of the workshop there will be a post-check and the papers will be collected. We are not asking for any identifying information.

**NOTE:** The correct answers to the pre-check are included here. The answers need not be given to the participants as the information will be covered during the workshop.

## New Sponsor Orientation Pre-Check

1. A sponsor should meet the newcomers when they arrive in town. (True)
2. A sponsor must baby-sit for the newcomer's children while the newcomers house hunt or move in. (False)
3. Each newcomer must complete a survey on their sponsorship experience. (True)
4. A sponsor is responsible for sending the newcomers information about the area. (True)
5. You can be a sponsor even if you are going TAD. (False)
6. Giving newcomers a tour of the community is one of the sponsor's responsibilities. (True)
7. Marine and Family Services operates a loan locker to provide basic household items until a newcomer's belongings arrive. (True)
8. A sponsor should share his/her opinions about the unit and community; whether positive or negative. (False)

### The Sponsor's Role

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SAY The Marine Corps has long recognized the value of minimizing the significant stress associated with relocation. Initially, the Sponsorship Program was exclusively for Marines moving overseas. But due to the great success of the program, it has since been expanded to include personnel on Permanent Change of Station (PCS) orders in CONUS as well. The program is mandatory for personnel in grades E-1 through E-6, WO-1 through CWO-2, and O-1 through O-3, and all overseas accompanied personnel.

Numerous surveys have confirmed that by providing personalized relocation support to service members and their families, they are more likely to have a positive moving experience, adjust faster to their new home/base, and provide for happier, more productive Marines on the job. Today's information is designed to give each of you the tools, resources and hopefully the incentive to be an effective, successful sponsor.

**ASK** Who remembers their first day at their first duty station? Was it a good day? Why or why not?

**NOTE:** Depending on the size of the audience and the time available you may want to either get verbal responses from a few participants or write responses on chart paper or white board. One column should be a list of what made it a good day and the second column a list of what made it not a good day.

**SAY** Thanks for sharing your experiences. Your satisfaction (or disappointment) with that first day was most likely based on the reception you received. The first co-workers you met, the first interaction with your supervisor, the willingness (or lack thereof) of someone to show you where things were — all of these people most likely set the tone for at least the first few weeks at that duty station. The critical point is that first impressions as well as initial support offered to new personnel are very important. Front-end support can make a huge difference as to whether someone will adjust quickly to a new setting and become productive, or cause a loss of productivity and possibly lost duty days due to a prolonged adjustment period.

**SAY** What is your role as a sponsor? A sponsor's role is to provide needed assistance to relocating Marines and their families. But what does this mean? What can you do to ensure that you are an effective sponsor? First be sure that you are:

- Not the same person the newcomer is replacing.
- Not going on TAD, training or extended leave.
- On board for at least 6 months after the newcomer arrives. You need to be available for an extended period of time to be an effective sponsor.

**SAY** If you have a concern about your assignment as a sponsor, please see the sponsor coordinator at your unit.

### **An Effective Sponsor**

**SAY** An effective sponsor is motivated and trained. To be an effective sponsor you will want to do the following.

- Ensure newcomers and their families have a positive first impression.
- Pave the way for a smooth transition.

- Assess the needs of the newcomer and family.
- Be responsive to your newcomer.

SAY Let's look at a few ways you can be responsive and make the newcomer feel welcome.

- Listen - Many times a newcomer just needs to talk to someone who cares.
- Determine the need - If your newcomer doesn't know what they need, ask some questions to help pinpoint what those needs might be. We'll discuss this more in a few minutes.
- Include the family - Ask about the newcomer's family and their needs.
- Respond promptly - If the newcomer leaves a message, return the call within 24 hours. If you know you'll be unavailable for a few days, let the newcomer know in advance.
- Just the facts - Be careful about sharing your opinions about the base and area (especially if they are not flattering). Although this may not be your idea of a utopian community, allow your newcomer and their family to decide this for themselves.

### The Sponsor's Responsibilities

REFER participants to the Sponsor Checklist. What is it exactly that you will need to do as a sponsor? Let's review the following responsibilities.

#### Pre-arrival

RECOMMEND that the following tasks be completed by the sponsor prior to the arrival of a newcomer.

- Contact the newcomer via a Welcome Letter. Once you've received the name and contact information of your newcomer, you should contact him or her promptly. Per DOD guidelines, the recommendation for initial contact is within 3 days if in receipt of Short Notice Orders, and within 15 days if in receipt of Regular Notice Orders.

**NOTE:** Short notice orders are those requiring the service member to report to his/her command within 60 days of receipt of written orders. These orders do not diminish the role of the sponsor, but rather mandate that prompt contact be initiated. Further pre-arrival assistance should be rendered in accordance with regular notice requirements (based on command instruction), with accommodations made for marked time restraints throughout the condensed transfer period.

ASK participants to look at the Sample Sponsor Letter.

SAY It is your responsibility to write to the newcomer. Your command may have a standard Sponsor Welcome Letter. If not, you can refer to this sample Sponsor Letter. Either way, be sure to customize and personalize your letter. Write somewhat informally – as if writing to a friend.

- CO Welcome Letter. Commands are responsible for sending a personalized letter from the Commanding Officer. A Welcome Aboard Packet should also be sent. Be sure to check with your newcomer to see if these have arrived.
- Phone or E-mail. Follow-up your letter with a phone call or e-mail to establish rapport and offer assistance with specific needs such as lodging or pet boarding. Offer to send local newspaper and school/housing information. Be sure to refer them to SITES.
- Find out what their needs are and meet them. REFER to the Sponsor Checklist. The first column covers many newcomer needs. Once you've established their needs, find out how these needs can be met.

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**NOTE:** PUBLIC LAW 104–106—FEB. 10, 1996 Section 1785 Youth Sponsorship Program. Mandates that each military installation has a youth sponsorship program to facilitate the integration of dependent children of members of the armed forces into new surroundings when moving as a result of a parent's permanent change of station. This program should be available at all installations. RAP staff should work with Children/Youth/Teen to ensure that this program is available. Make sure participants are aware of this program.

- Arrival Date and Time. Confirm the newcomer's arrival date and time. Make arrangements to meet them and ensure transportation.

### Arrival Tasks

RECOMMEND that the following tasks be completed by the sponsor when the newcomer(s) arrive:

- **Greet Newcomers.** Meet newcomer at a pre-arranged, easy to find location. Usually, this is at the airport or at the temporary lodging facility.
- **Transportation.** Assist newcomer with transportation needs and ensure adequate space and/or car seats are available if traveling with children. If cars are in transit, drive service member to local or base car rental agency.
- **Command Introductions.** Introduce service member to key personnel at the command. This may include, but is not limited to, the Commanding Officer, Executive Officer, First Sergeant or Sergeant Major. If a service member is married and accompanied, arrange for the spouse to meet or speak with someone from the Key Volunteer Program.
- **Community Tour.** Offer to take the newcomer on a driving tour of key base and community locations. Include Marine and Family Services, Housing Office, Medical/Dental clinics, Exchange and Commissary, TRICARE/HBA offices, Child Development Center, recreational facilities, area schools, malls, business district, and key government buildings.
- **Indoctrination.** Accompany the newcomer through any processing and indoctrination procedures.

### Post Arrival

RECOMMEND that the following tasks be completed by the sponsor within the first few weeks of the newcomer's arrival:

- **Vehicle Registration.** Offer assistance to register the vehicle(s), obtain safety inspection (if required by the state), obtain city or county stickers, and base pass and decals.
- **Home Finding.** Offer to escort the newcomer to the base housing office to obtain on-base and local housing information.
- **Social Gathering.** Arrange for a small get-together where the newcomer (and spouse) can meet coworkers. This can be an at-home potluck or meeting at a local eatery after work. This is a great way to make your newcomer and spouse feel welcome.

- Needs of the Family. Ensure that points of contact and phone numbers for family resources are provided to the newcomer and his or her spouse. Also, if possible, help arrange childcare to allow the spouse to look for employment or house hunt.
- Survey. It is required that each newcomer completes a satisfaction survey that is turned into the command. Be sure that your newcomer completes the survey. A copy of a sample survey is in your handouts.

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### Considerations

SAY Consider the following.

- Anticipate questions. Newcomers have so much on their minds that they may forget to ask (or may not want to burden you with) questions. If you are aware of important issues they need to address or resources they'll need to access, bring the subject up yourself and offer assistance.
- Be aware of unique needs. Utilize the *Sponsor Checklist* or one provided by your command to clarify specific needs and expedite the assistance process.
- Be prepared. It is important that every sponsor be equipped with knowledge of their surrounding military and civilian communities and the many resources they offer.

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### Resources

SAY The more you know about the resources, both military and civilian, in our community, the easier it will be to assist your newcomers and their families. Let's take a brief look at what's available.

DESCRIBE the services that Marine and Family Services offers:

- Welcome Aboard Packet
- Loan Locker
- Relocation Counseling
- Information & Referral
- Family Member Employment Assistance Program

- Personal Financial Management
- EFMP
- Retired Activities Office
- And more! (Add local program offerings.)

DESCRIBE the following components of Marine Corps Family Team Building.

- The Key Volunteer Network is the primary communication link between the commanding officer and the unit families. The Key Volunteer Network supports the spouses of the unit Marines by providing communication from the command, serving as a source for information and referral services and by helping foster a sense of community within the unit. 11
- L.I.N.K.S is a volunteer, team-mentoring program, designed by spouses for spouses. The curriculum focuses on spouses new to the Marine Corps community, but any spouse is welcome to attend. The program offers an orientation to the Marine Corps lifestyle, helping new spouses adapt to the unique challenges military life often presents.

DESCRIBE some of the additional resources available:

- Navy/Marine Corps Relief Society (NMCRS) 12
- Base Legal Office
- Chaplains and Base Chapel
- Semper Fit
- Single Marine Program
- Child Development Center

SAY The Internet is a great source for obtaining information. In addition to SITES, there are numerous websites with information on everything from housing to employment. Included in your handouts is a basic list of resources on the web.

**NOTE:** Be sure that all participants are knowledgeable about SITES. Also, you may want to supplement the generic handout with a list of the websites of local resources.

**SAY** If you'd like more information on resources and what's available for newcomers, you should attend our next *Welcome Aboard* workshop. (Give date/time) Also, please contact the Relocation Assistance Program if you have any questions or desire any assistance in the performance of your duties. Remember that we are here to serve you.

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### **Make a Difference**

**SAY** As a sponsor, you can make a significant difference. Remember the following:

- **Personal contact** - Personal contact goes a long way in making someone feel welcome and a part of their new workplace and community.
- **Positive first impression** - An effective sponsor will provide a positive first impression for incoming personnel. This is a direct reflection of your command. Plus, your involvement sets an example for the newcomer. He or she may later serve as a sponsor and will remember their own experience.
- **Reliable resource information** - You have heard that Marines take care of their own. What better way to do this than as a responsible, enthusiastic sponsor? Your participation and support represents the best the Marine Corps has to offer!
- **Warm welcome** - And last, any weary traveler needs to receive a sincere welcome after a long journey. The welcome he or she receives may very well set the tone for many months to come.

We've covered a lot of material. Before we conclude, does anyone have any questions?

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**SAY** If there are no more questions, could you please take a few minutes and complete the post-check and also the program evaluation. You will find the post-check on the back side of the pre-check. When you've completed these, please hand them in. In return, we have a certificate of completion for you. And, please stop by the resource table and look at the materials.

**THANK** the participants for attending.

## VIII. Quality Assurance Procedures

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To assure accurate and current information as well as a quality presentation, the following should be completed:

- Review and update the curriculum annually.
- Distribute program evaluations to participants after each workshop. Results should be tabulated and retained to measure the effectiveness of information disseminated, workshop content, and delivery of presentation.
- Evaluate pre and post-checks to determine if participants' knowledge increased.
- Observe and evaluate the program annually. This should be done by the RAP supervisor. Both program content and the presenter's effectiveness should be included in the evaluation.

## IX. PowerPoint Slides

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A PowerPoint slide presentation can be found directly after the following section. The slides are printed three to a page with space to the right of each slide for presenter's notes. The slides are designed to underscore the main points of the presentation. This brief can be presented without use of the slides.

## X. Instructional Materials

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- Pre-check/Post-check (At the end of this module.)
- Sample Sponsor Letter (Page A-6)
- Sponsor Checklist (Page A-7)
- Sample Sponsorship Questionnaire (Page A-8)
- Resources on Web (Page A-9)
- Welcome Aboard Packet
- Program Evaluation (Page A-1)
- Certificate of Completion (Page A-11)

