



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, 19TH THEATER SUPPORT COMMAND
UNIT #15015
APO AP 96218-5015

EANC-GP

1 AUG 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Letter # 8 – Sponsorship Program

1. REFERENCES.

- a. AR 600-8-8, 3 April 2002, The Total Army Sponsorship Program
- b. USFK 600-55, 19 March 1997, Korean Cultural Awareness Program
- c. Eighth Army Policy Letter #24, 7 December 2001, Sponsorship Program
- d. Eighth US Army Soldier Management System, 2 May 2003

2. PURPOSE. This memorandum provides my policy and procedural guidance regarding the command's Sponsorship Program.

3. APPLICABILITY. This policy applies to all personnel assigned to the 19th Theater Support Command.

4. POLICY AND PROCEDURAL GUIDANCE.

a. The Army Sponsorship Program is an essential part of helping soldiers and their families adjust to a new work and community environment. Effective sponsorship is also an important part of a soldier's first impression of his or her new unit.

b. Every soldier, in the ranks of Private through Colonel, undergoing a PCS move, will be offered the opportunity to participate in the advance arrival sponsorship program. Gaining commands will change pinpoint or ultimate assignments of sponsored soldiers only in rare or exceptional cases. When assignments of sponsored soldiers are changed, sponsorship responsibilities will be immediately transferred to the gaining command or activity.

c. The 19th Theater Support Command's sponsorship program will incorporate the use of the Soldier Management System (SMS), Eighth Personnel Command's Sponsorship website, as well as, written correspondence, e-mail and telephonic communication to disseminate pertinent information to incoming personnel.

d. There are four key components in the sponsorship program, the Unit Commander, the Unit Sponsorship Program Manager, the Sponsor and the Soldier. These individuals are integral parts to the success of the program with distinct duties and responsibilities.

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(1) Unit Commander Responsibilities.

(a) Appoint a Sponsorship Program Manager to coordinate and monitor sponsorship activities in their unit. Company, Battalion and Brigade level commanders will ensure that program managers receive sponsorship leader training using SMS.

(b) Ensure Sponsorship Program procedures are established to monitor and track sponsorship in the unit.

(c) Ensure sponsors and soldiers that are sponsored have adequate time away from assigned duties to perform sponsorship duties and complete inprocessing as appropriate.

(d) Provide sponsors and unit Sponsorship Program Managers with adequate resources to accomplish sponsorship duties.

(e) Ensure families are integrated into the unit and community through the use of family support groups and other community resources.

(f) Ensure families complete a survey upon arrival at installation of assignment.

(g) Ensure the sponsor completes a sponsor's checklist.

(2) Sponsorship Manager Responsibilities.

(a) Complete SMS sponsorship training.

(b) Coordinate and monitor the unit sponsorship program.

(c) Ensure sponsors meet certification requirements. Appoint certified sponsors in writing and maintain a file of all relevant certification documents (i.e. Sponsorship Training notification generated by SMS).

(d) Ensure that reactionary sponsors are trained in advance to serve as post arrival sponsors for personnel who arrive without a preassigned sponsor.

(e) Ensure sponsorship assistance is offered to departing personnel.

(f) Perform sponsorship counseling, as required, and maintain a copy of all counseling.

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(g) Keep commanders informed concerning their sponsorship program, its progress and certainly problems pertaining to sponsorship that may be solved at their level.

(h) Maintain copies of welcome letters and other forms of standard communication.

(i) Ensure that commanders conduct quarterly follow-up meetings with sponsors, soldiers and their families to receive feedback on how well the unit program is working.

(j) Maintain a roster of all sponsors who complete sponsorship training and annotate the date of completion.

(k) Prepare and maintain quarterly statistics on sponsorship progress in the unit.

(l) Maintain and file sponsorship surveys IAW regulatory guidance. (NOTE: All sponsorship related documents are subject to inspection, see the 19th TSC CIP checklist).

(3) Sponsor Responsibilities.

(a) Obtain training through SMS, or the unit Sponsorship Program Manager before performing sponsorship duties. Maintain a current copy of your Sponsorship Training completion notification generated by SMS.

(b) When possible, contact the newcomer by telephone, e-mail (via SMS), or fax (if known), within 72 hours after appointment as the sponsor. Use military resources when authorized by the unit commander or supervisor.

(c) Make immediate **email** contact (NLT 5 days) after being appointed as the sponsor (SMS will aid in this process). If your email is returned or no email address is provided, write and mail a welcome letter providing contact information within 10 calendar days. Sponsors should answer correspondence promptly, certainly within 72 hours, as research may be necessary to obtain answers to some of the newcomers questions.

(d) Sponsors will make themselves available to assist newcomers and their families during inprocessing.

(e) Sponsors will assist newcomers on a decreasing scale based on the newcomer's ability to function independently throughout the community.

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(f) Coordinate with the soldier and make sure questions from family members are answered promptly or referred to the appropriate individual or agency.

(g) Make every effort to personally greet the newcomer and their family upon arrival.

(h) Coordinate transportation during inprocessing. Government and public transportation should be used as the primary means of transportation, if available. Unit commanders may authorize the use of a nontactical vehicle (NTV) when no other travel modes are accessible.

(i) Ensure that newcomers are familiar with dining facilities at the new duty station, as well as its operating hours.

(j) Escort the newcomer to locations on the inprocessing checklist.

(k) Acquaint the newcomer and family members with facilities (for example, schools, hospital, clinic, childcare facilities, commissary, post exchange, ACS, banking facilities, thrift shop, vehicle registration office, drivers-testing station, employment office). In addition, the sponsor will inform the newcomer concerning off-limits establishments.

(l) Introduce the newcomer to the unit, its mission and unit/command policy letters.

(m) Assist the newcomer in finding adequate housing, if required.

(n) Assist the newcomer with requirements to obtain a drivers license, if applicable, and assist with finding, registering and insuring a POV.

(o) Ensure the soldier completes the sponsorship checklist and returns the completed form to the Sponsorship Program Manager.

(p) Always make recommendations to improve the sponsorship program.

(4) Sponsored Soldier.

(a) Upon arrival, make all special situations known to your assigned sponsor.

(b) Provide feedback on methods of improving the command's sponsorship program.

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(c) Identify those sponsors that go above and beyond to aid with your integration into the command and community.

(d) Complete the Sponsorship Checklist and return it to your sponsor.

e. Sponsorship is more than transmitting needed information. A properly managed program can resolve potential problems which otherwise may cause hardship to new arrivals. Additionally, a well-managed program will assist commanders and leaders in ensuring newly assigned soldiers understand 19th Theater Support Command standards, policies, and procedures. Sponsors, leaders, and commanders must understand that sponsorship is a “people program” which requires strong chain of command support. If personnel needs are fulfilled initially, new soldiers will be able to better commit themselves to the combat readiness of the 19th Theater Support Command and the United States Army.

5. This policy letter supersedes 19th TSC Policy Letter #8, 27 Nov 02.

6. The point of contact is the 19th TSC, ACofS, G1 (EANC-GP) at 768-7601.

TEAM 19!


JEANETTE K. EDMUNDS
Major General, USA
Commanding

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