

# Home of Army Aviation Fort Rucker, AL



**THE FIRST STEP  
TOWARDS BECOMING  
"A GOOD SPONSOR"**

QUALITY is the HALLMARK OF SUCCESS

**OBJECTIVE:**

- *Ensure newcomers arrive feeling like members of the new team.*
- *Ensure newcomers and their Families have a positive first impression.*

**STRATEGY:**

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

**TACTICS:**

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

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# ***A MESSAGE FROM THE RELOCATION READINESS PROGRAM***

Dear Sponsor,

You are not alone in this job. 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, you have been provided this booklet with a summary of your sponsor duties and hints for successful sponsorship. In addition to this booklet, sponsorship classes are offered quarterly, or if you are unable to attend a class, you may sign out the Sponsorship video, or take the training on-line on the Fort Rucker MWR website: [www.ftruckermwr.com](http://www.ftruckermwr.com).

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

Please let us know if the Relocation Readiness Program can assist you in anyway.

Relocation Readiness Program  
Soldier Service Center, Building 5700 Room 193  
Fort Rucker, AL 36362  
(334) 255-3735/2887/3161

## 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 the newcomer 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 ready to offer suggestion, 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 who 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 newcomer 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.
- \* **If for some reason you cannot complete your duties as a sponsor**--contact your supervisor, first sergeant and or installation Individualized Newcomers Treatment & Orientation (INTRO) program manager for appointment of a new sponsor.
- \* **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 assistance from your supervisor, first sergeant, commander, or the Family Support Center. 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 **10 calendar 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 at Attachment 2*. Encourage them to visit the Relocation Readiness Program Manager at their local Army Community Service. They can obtain the most up-to-date information on your installation through Plan My Move and Military Installations sites on the following websites: [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil), [www.planmymove.org](http://www.planmymove.org) and [www.militaryonesource.com](http://www.militaryonesource.com).

**\*Send Sponsor Package.** The only items which are routinely included in sponsor package are your personal letter, unit information, relocation information letter and special information requested by newcomer which is not available to them elsewhere. The Housing Services Office (HSO) is able to mail this information to the inbound member. 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 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 E-mail and fax numbers if available. Your current resident mailing address should also be included.
- \* Tell newcomer a little about yourself and if you are married, give 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 newcomer to call and/or write you.
- \* Suggest the newcomer go to his/her local Army Community Service Relocation Readiness Program Office and ask for an information packet on your installation. Suggest attending a pre-departure class if one is offered at losing installation.
- \* Ask newcomer if there are any questions or special concerns that need your assistance. Offer to send additional information. Make sure you follow-up.
- \* Remind newcomer to go to the local Housing Service 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 newcomer about in-processing procedures.
- \* Ask 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 at 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:** ([www.myarmyonesource.com](http://www.myarmyonesource.com))

-- Relocation Readiness Program Manager--the first place to go for answers from trained relocation experts

-- Spouse job search assistance

-- School information

-- Army Emergency Relief (AER)

-- Personal financial planning

-- Information and referral on all community resources (Military OneSource)

-- Newcomers Packages

-- Lending Hangar items for temporary housing needs

\* **Housing Service Office:** Installation housing list/policies, house hunting, finding an apartment ([www.AHRN.com](http://www.AHRN.com)) and dormitory room assignment/policies

\* **Billeting:** Temporary lodging reservations

\* **Unit & Duty Section:** 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 Office Division/Joint Personal Property Shipping Office (JPPSO):** Information on shipment/delivery of hold baggage/household goods, and privately-owned vehicle shipment/pickup points

\* **Vehicle Registration:** Specific information on vehicle registration/insurance

\* **Youth Services:** 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 newcomer to the unit and assigned duty section.
- \* Introduce newcomer to commander, first sergeant, and Soldiers / co-workers.
- \* Make sure the newcomer checks with the Housing Service Office (HSO) prior to renting or buying a house.
- \* Assist in securing housing.
- \* Ensure newcomer and Family are provided transportation as needed. Help obtain rental car if needed.
- \* Provide an orientation of the installation and familiarize newcomer with the local area.
- \* Encourage the newcomer and Family to take advantage of the Newcomers' Welcome. 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 newcomer needs any additional assistance

## NOTES

**ATTACHMENT 1**  
**Sample Sponsor Personal Letter**

**SPONSOR'S WELCOME LETTER**

(Enter office symbol)

SGT XXXXXXXX XXXXXXXXXXXX

Dear XXXXXXXX,

I would like to take this opportunity to introduce myself as your sponsor and welcome you (and your Family, if applicable) to (assigned unit). As your sponsor, I will assist you in making your move to Fort Rucker as trouble free as possible. To help you I am enclosing a welcome packet for you (and your Family).

If you have any questions that haven't been answered by the welcome packet, let me know and I will furnish you with necessary information.

Fort Rucker is located in the city of Daleville, in Alabama. (Describe unit location, mission, etc. Also describe job duties, and field duty, if applicable). As your sponsor it is important that I know of changes to your status and assignment if they occur. You can call or write me at the following address/phone number: (unit address and number). If you wish to call me at home; my number is \_\_\_\_\_ and the best time to call me is \_\_\_\_\_. (Inclusion of home telephone number is optional).

In order to be most helpful, it is important that I know when and how you will arrive at Fort Rucker. If you are arriving by air, I can meet you at the airport, if you so desire. If you are arriving by motor vehicle, I can meet you at \_\_\_\_\_ or elsewhere, if you prefer. Upon your arrival I can have temporary lodging available for you (and your Family) at a rate of \_\_\_\_\_dollars per day. If this is not acceptable, or if you have other plans regarding temporary lodging, please let me know. (If Soldier is single and will be immediately assigned to the barracks, note that here). You should be aware that there (is/is not) a waiting list for post housing for Soldiers of your grade level and

Family size with a projected waiting time of \_\_\_\_\_. (If the Soldier is single skip the previous sentence).

I am enclosing a response form for you to complete so that I can better assist you (and your Family). Again, welcome to Fort Rucker. I look forward to meeting you in person.

Sincerely,

(Sponsor's name)

**ATTACHMENT 2**  
**NEWCOMER NEEDS ASSESSMENT CHECKLIST**

**RESPONSE LETTER FROM SINGLE SPONSORED MEMBER**

DATE: \_\_\_\_\_

---

Rank/Name of Sponsor

---

Unit Address

---

City, State, Zip Code

Dear \_\_\_\_\_,

Thank you for your letter. To ensure we are on the same track, the following information is provided.

- A. I expect to arrive at Fort Rucker on \_\_\_\_\_ at \_\_\_\_\_.  
Date Time
- B. I will arrive at Fort Rucker by: Automobile \_\_\_\_\_ Air \_\_\_\_\_.
- C. Upon my arrival I will meet you at \_\_\_\_\_.
- D. I plan to take leave prior to my arrival at Fort Rucker.  
YES \_\_\_\_\_ NO \_\_\_\_\_
- E. My leave address will be: \_\_\_\_\_  
\_\_\_\_\_
- F. My leave will be from: \_\_\_\_\_ to \_\_\_\_\_  
Day/Month/Year Day/Month/Year
- G. My phone number is: \_\_\_\_\_ or \_\_\_\_\_
- H. Below I have listed some additional requests and specific questions that I would appreciate some information.

---

Incoming Member

**RESPONSE LETTER FROM SPONSORED MEMBER WHO IS MARRIED, OR WHO IS A SINGLE PARENT ACCOMPANIED BY CHILDREN.**

DATE: \_\_\_\_\_

---

Rank/Name of Sponsor

---

Unit Address

---

City, State, Zip Code

Dear \_\_\_\_\_,

Thank you for your letter. To ensure we are on the same track, the following is provided concerning my Family:

A. Spouse's Name: \_\_\_\_\_

B. Child's Name: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ School Grade: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ School Grade: \_\_\_\_\_

Child's Name: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ School Grade: \_\_\_\_\_

C. I have an exceptional Family member: Yes \_\_\_ No \_\_\_

D. Please arrange temporary lodging for \_\_\_\_\_ people. The lodging that you suggested in your letter is \_\_\_\_\_ is not \_\_\_\_\_ acceptable.

E. I will require a \_\_\_\_\_ bedroom home or apartment. (Note below any additional questions or comments you may have with regard to housing).

F. I plan to take leave prior to my arrival at Fort Rucker: Yes \_\_\_ No \_\_\_

My address will be: \_\_\_\_\_

G. My leave will be from \_\_\_\_\_ to \_\_\_\_\_

Day/Month/Year

Day/Month/Year

H. My phone number is: \_\_\_\_\_ or \_\_\_\_\_

I. I will arrive at Fort Rucker by: Automobile \_\_\_\_\_ Air \_\_\_\_\_

J. Upon my arrival I will meet you at \_\_\_\_\_

K. I expect to arrive at Fort Rucker on \_\_\_\_\_ at \_\_\_\_\_

Date

Time

Below I have listed some additional requests and specific questions that I would appreciate some information.

---

Incoming Member

**REMEMBER, THE SPONSOR'S JOB IS NOT DONE UNTIL 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 Army Community Service. We are genuinely concerned and prepared to help.

***TURN THIS PAGE INTO ORDERLY ROOM***

## INFORMATION AND REFERRAL QUICK REFERENCE TELEPHONE GUIDE

### Fort Rucker Information Line/Moral Calls 558-3400

<b>AAFES (Main Store)</b> _____	<b>503-9044</b>	Employment Readiness Program_	255-3949
Alteration Shop (AAFES) _____	598-1204	Equal Employment Opportunity_	255-2240
Barber Shop (BLDG 9214)_____	598-4484	Equestrian Center_____	598-3384
Barber Shop (BLDG 6600)_____	598-2498	Exceptional Family Member Program_	255-9277
Beauty Shop _____	598-4315	Education Center (Room 240)_____	255-2378
Cleaners (AAFES)_____	503-8088	Family Advocacy Program_____	255-3898
Flower Shop/AAFES_____	598-1678	FAP Hospital (Betty McCain)_____	255-7029
Adjutant General (AG)_____	255-1814	Financial Readiness Program_____	255-9631
Alcohol & Substance Abuse Program		Food Locker/_____	255-2149
POC: Ron Sorrels _____	255-7508	Golf Course_____	255-2449
American Red Cross Hospital_____	255-7215	Hospital, Lyster_____	255-7000
Anti Terrorism Training_____	255-3721	Appointments_____	255-7000/7151
Army Career Alumni Program_____	255-2546	Outpatient Med. Records_____	255-7110
Army Community Service_____	255-3817	Patient Representative _____	255-7337
Army Emergency Relief _____	255-2341	Tricare Service_____	1-800-444-5445
Army Family Action Plan_____	255-2382	<b>Triage Nurse_____</b>	<b>1-866-346-7672</b>
Army Flier_____	255-2028	Pharmacy_____	255-7175
Automotive Skills Center_____	255-9725	<b>Housing_____</b>	<b>255-9230</b>
Aviation Learning Center_____	255-3942	<b>PICERNE_____</b>	<b>503-3600</b>
Behavioral Medicine_____	255-7028	<b>WORK ORDERS:</b>	
Billeting_____	255-2840	<b>Bowden Terrace _____</b>	<b>503-3640</b>
BOSS_____	255-9284	<b>Munson Heights _____</b>	<b>503-3641</b>
Bowling Center/Pro Shop_____	255-9503	<b>Allen Heights _____</b>	<b>503-3642</b>
		Housing (con't.)	
Official Travel _____	255-9034	Family Housing_____	255-3705
Casualty_____	255-9311	Billeting _____	255-2840
Chapel, Main Post_____	255-3140	Guest House_____	255-2840
Chapel, Family Life Chaplain _____	255-3903	<b>ID Cards_____</b>	<b>255-2437</b>
Chapel of Wings_____	255-2051	IG_____	255-2118/1157
Child Development Center_____	255-3564	Leisure Travel_____	255-9517
<b>Civilian Personnel Advisory_____</b>	<b>255-1586</b>	JAG, Legal Assistance_____	255-3482
AF_____	255-1586	Job Assistance Center (ACAP)_____	255-2558
NAF_____	255-1265	Job Information Line (CPAC)_____	255-3375
Claims, SJA_____	255-3323	Lemon Lot Information_____	255-9020
Class Six_____	503-9044	<b>Libraries</b>	
Cleaners (PX Annex)_____	598-3417	Aviation Learning Center_	255-3942
Commissary_____	255-9177	Aviation Technical Library_	255-2944
Community Activity Center (CAC)	255-1452	Center Library_____	255-3885
Community Health Nurses_____	255-7332/7012	MOS Proficiency Library_	255-3256
Community Recreation Division_	255-9812	Managed Care Division (Referrals)_____	255-7233
Craft Center (SACS)_____	255-9020	Military Police_____	255-2222
Central Issue Facility_____	255-3063/3615	Mortuary Affairs (Funeral)_____	255-9181
CYSS Registration_____	255-9638	Museum, Aviation_____	255-3036
FCC_____	255-3446	<b>Clubs</b>	
DEERS_____	255-2182	NCO/EM Wives Club_____	598-6414
Delta Dental_____	1-800-322-7976	Rhonda Blair_____	774-1359
<b>Dental Appt Desk for AD _____</b>	<b>255-2367</b>	The Landing/_____	598-2426
<b>DFAS (Finance)_____</b>	<b>255-9963</b>	Ft Rucker Community Spouse Club:	
Pay Inquiries_____	255-9963		598-9301
Dietician (LAHC) _____	255-7401	Optical Shop_____	598-4373
DFMWR_____	255-2100	Outdoor Recreation_____	255-4305
DOIM_____	255-1363	<b>Physical Fitness Facility_____</b>	<b>255-2296</b>
EFMP Hospital_____	255-7049	Fortenberry/Colton_____	255-0308

**INFORMATION AND REFERRAL QUICK REFERENCE TELEPHONE GUIDE**  
**Fort Rucker Information Line/Moral Calls 558-3400**

**Pools**

Center_____	255-3998
Indoor_____	255-3386
The Landing_____	598-2428
Personnel Locator_____	255-3156
Post Office_____	598-6446
Public Affairs Office_____	255-2251/2252
Re-enlistment_____	255-6512/9869
Relocation/Lending Closet_____	255-3161
Retirement Services_____	255-9124
Spiritual Life Center_____	255-3692
<b>Staff Duty Officer_____</b>	<b>255-3400/3670/2642</b>
Tailor Alteration Shop (Automated)	503-9044
Teen Center_____	255-2583
Theater, AAFES_____	255-2408
Thrift Shop_____	598-9595
<b>Transportation Rm 270_____</b>	<b>255-9842</b>
TDY Travel_____	255-3111
<b>Household Goods</b>	
Inbound_____	255-2343
Outbound_____	255-3415
Passport_____	255-9016
<b>Travel (Official)_____</b>	<b>255-1574</b>
<b>TRIAGE NURSE LINE_____</b>	<b>1-866-346-7672</b>
Tricare Information_____	1-800-444-5445
TSC_____	255-2950
Utility Clearing House _____	255-3554
Vehicle Registration_____	255-3168
Veterinary Treatment Facility_____	255-9061
Victim Advocate Beeper_____	877-780-9659
Volunteer Coordinator_____	255-3815
Wellness Center_____	255-9896
Youth Services_____	255-9108

Fort Rucker Food Locker: 255-3272  
Building 8453

Military One Source: 1 (800) 342-9647  
Military Family Life Consultant:  
(334) 405-0353

# Website Resources

Inform the “Newbie/Battle Buddy”

Visit your local Army Community Service (ACS) Relocation Readiness Staff in preparation for the move. ACS pre-move information, counseling, and briefings, to include these resources: [www.myarmyonesource.com](http://www.myarmyonesource.com)

Military Home Front: <http://www.militaryhomefront.dod.mil>

\*Plan My Move: [www.planmymove.org](http://www.planmymove.org) (click on Military Installations on the left hand column)

Automated Housing Referral Network: [www.ahrn.com](http://www.ahrn.com)

\*Locates rentals and housing

Military Moving Station: [www.militarymovingstation.com](http://www.militarymovingstation.com)

\*Provides free information & resources in finding homes

Army OneSource Home Page: [www.myarmyonesource.com](http://www.myarmyonesource.com)

Military One Source: [www.militaryonesource.com](http://www.militaryonesource.com)

# RELOCATION READINESS PROGRAM (RRP)



**COMMITTED TO RELOCATION  
EXCELLENCE**



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