



**Headquarters, U.S.
Marine Corps**

**MCO P1320.11E
PCN 10201010000**

**PERSONNEL
SPONSORSHIP
PROGRAM**

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DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
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MCO 1320.11E
MHF
21 Jul 96

MARINE CORPS ORDER 1320.11E

From: Commandant of the Marine Corps
To: Distribution List

Subj: PERSONNEL SPONSORSHIP PROGRAM

Ref: (a) DoDInst 1338.19 Relocation Assistance Program
(b) MCO P1700.24A
(c) MCO 1754.3

Encl: (1) Sponsorship Request Form
(2) Family Registration Form
(3) Youth Sponsor Request Form
(4) Sponsorship Assignment Letter
(5) Command "Welcome Aboard" Letter
(6) Sponsor "Welcome Aboard" Letter (CONUS)
(7) Sponsor "Welcome Aboard" Letter (OCONUS)
(8) Sponsorship Questionnaire
(9) Sponsorship Checklist

1. Purpose. To provide guidance for the Marine Corps Personnel Sponsorship Program as required by references (a) through (c).

2. Cancellation. MCO 1320.11D.

3. Background

a. The welfare and morale of Marine families are essential factors which influence career motivation. An effective sponsorship program will benefit both the individual and the Marine Corps by enhancing readiness at the unit level.

b. Individual commands provide assistance to Marines and families relocating under PCS or TAD assignments through a program of individual sponsorship. Sponsorship assistance has been provided on a mandatory basis for OCONUS and a voluntary basis for CONUS. Although the program has been successful in aiding servicemembers and their families, its full potential has yet to be realized. This Order implements a mandatory Personnel Sponsorship Program for those personnel identified in paragraph 4c below.

c. Families of Marines assigned to unaccompanied tours often relocate to areas geographically isolated from a Marine Corps installation. Regional Marine Corps Family Service Centers (FSC) at MCB Camp Pendleton, CA, and MCCDC Quantico, VA, offer

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toll-free information/referral telephone lines and will provide timely advice, guidance, and assistance to these families.

4. Policy Information

a. The intent of this Order is to reduce the difficulties experienced with PCS orders.

b. The sponsorship program establishes procedures whereby a sponsor is assigned to assist a transferring servicemember and family members prior to arrival at the new duty station.

c. Personnel in the grades of E-1 through E-6, WO-1 through CWO-2, O-1 through O-3, and all overseas accompanied personnel will be assigned a sponsor. All other personnel will be assigned a sponsor upon request.

d. Marines assigned to overseas unaccompanied tours will be given the opportunity to register their family members with the appropriate regional FSC.

e. Commands are encouraged to establish a youth sponsorship program for school age children of military families. The voluntary programs already established at many commands significantly demonstrate the beneficial effects this program achieves.

5. Action

a. Major Commands will:

(1) Establish a command personnel sponsorship program. Enclosures (1) through (9) are provided to assist in this effort. The program will:

(a) Stress the importance of sponsorship.

(b) Monitor the activities of sponsors and provide assistance, as required.

(c) Ensure command review of all completed Personnel Sponsorship Program survey forms which are required to be maintained on file as part of the command inspection program.

(2) Utilize the Relocation Assistance Program within the FSC to the fullest extent. References (b) and (c) outline the various relocation services available through the FSC.

(3) Review the effectiveness of the personnel sponsorship program during command inspections.

(4) Provide resources as required. The Sponsorship Program is an official government program and reimbursement should be made to sponsors for official expenses such as mileage.

b. Transferring Commands will:

(1) Ensure a Sponsorship Request Form (enclosure (1)) or a Family Registration Form (enclosure (2)) and information on the benefits of participating in the program are provided at the time the member is notified about impending PCS orders. Servicemembers with school age children will also be provided with a Youth Sponsor Request Form (enclosure (3)).

(2) Brief each transferring servicemember on the importance of making his/her sponsorship needs known and that individual servicemembers, married or single, have primary responsibility for the welfare of themselves and their families.

(3) Provide the servicemember with the administrative support required to ensure the sponsorship request is provided to the gaining command in an expeditious and timely manner.

(4) Establish follow-up procedures to ensure servicemembers have been assigned a sponsor by the gaining command no later than 60 days before transfer.

(5) Establish command check-out procedures requiring transferring servicemembers to report to the installation FSC sufficiently in advance to attend a mandatory FSC relocation workshop.

c. Gaining Commands will:

(1) Assign by letter (enclosure (4)) a sponsor to servicemembers in receipt of PCS orders. Every attempt should be made to match sponsor grade and marital status to the sponsoree.

(2) Provide a command "Welcome Aboard" letter and Welcome Aboard packages detailing information about the base and local community. Enclosure (5) is provided as a sample command letter. Enclosures (6) and (7) are sample sponsor letters.

(3) Coordinate all youth sponsorship requests with the installation FSC.

(4) Establish command check-in procedures which ensure all incoming personnel check-in with the installation FSC and attend a mandatory Welcome Aboard/Newcomer's Orientation brief.

(5) Utilize the Sponsorship Questionnaire (enclosure (8)) as a tool to measure the effectiveness of the sponsorship program. These questionnaires are to be filled out by the incoming servicemember and

retained for a period of 2 years. They will be inspected as part of the command inspection program.

(6) Provide a Sponsorship Checklist (enclosure (9)) to assigned sponsors as suggested, but not all inclusive, activities.

(7) Ensure that an appropriate amount of time is given to the sponsor of an incoming servicemember to assist in familiarization with the new duty station and surrounding civilian area.

d. FSC Directors will:

(1) Assist commands as requested.

(2) Coordinate youth sponsorship requests.

(3) Conduct Welcome Aboard/Newcomers Orientation briefs and relocation workshops.

(4) Maintain a library of information on the base and local area.

e. CG's MCCDC MCB Camp Pendleton will:

(1) Maintain toll-free information/referral telephone lines in the FSC per reference (b). These telephone lines are available for CONUS-based military families who do not have local access to one of the established FSC's. Regional areas of responsibility are assigned as follows:

(a) Areas east of the Mississippi River (minus the state of Wisconsin) will be served by MCCDC, Quantico, VA, telephone: (800) 336-4663 (Virginia residents call collect to (703) 784-2650).

(b) Areas west of the Mississippi River (plus the state of Wisconsin) will be served by MCB Camp Pendleton, telephone: (800) 253-1624 (California residents call collect to (619) 725-5361).

(2) Upon receipt of the Family Registration Form (enclosure (2)), the command will send a Welcome Aboard Letter (enclosure (5)) to the family's new address. Included in the letter will be an explanation of the services available through the toll-free line.

6. Reserve Applicability. This Order is applicable to the Marine Corps Reserve.



G. R. CHRISTMAS
Deputy Chief of Staff for
Manpower and Reserve Affairs

DISTRIBUTION: PCN 10201080000
Copy to: 7000110 (55)
7000093/8145005 (2)
7000099, 144/8145001 (1)

SPONSORSHIP REQUEST FORM

Public Law 93-579 (The Privacy Act of 1974), effective September 27, 1975, requires that you be advised of the following: The AUTHORITY for soliciting the below-listed information is 5 U.S.C. 301. The PURPOSE for soliciting this information is to enable receiving commands to assist you in preparing for your change of station. The information solicited is VOLUNTARY; by providing this information, it will help the Marine Corps Personnel Sponsorship Program to adequately support you. COMPLETE ALL BLOCKS AND RETURN THIS FORM TO YOUR NEW UNIT ADDRESS:

1. _____
(GRADE) (NAME) SSN (MOS)
2. Current unit address: _____
3. Unit phone (commercial/DSN): _____
4. Current mailing address: _____
5. Estimated detachment date: _____ Arrival date: _____
6. Leave address: _____
7. MCC/RUC of new assignment: _____
8. Marital status: _____
9. Sex and age of accompanied child(ren): _____
10. Anticipated mode of travel: _____
11. Are you an Exceptional Family Member Sponsor (EFM): _____
12. I do (do not) desire Government quarters (unless mandated by base policy). My family size will require (circle one) 2, 3, or 4 bedrooms. I have/have not forwarded an Application for an Assignment to Military Family Housing, [DD form 1746](#), to the Housing Office.
13. I have _____ dog(s) and _____ cat(s).
14. Specific information/assistance requested: _____

(Signature)

ENCLOSURE (1)

FAMILY REGISTRATION FORM

Public Law 93-579 (The Privacy Act of 1974), effective September 27, 1975, requires that you be advised of the following: The AUTHORITY for soliciting the below-listed

information is 5 U.S.C. 301. The PURPOSE for soliciting this information is to enable receiving commands to assist you in preparing for your change of station. The information solicited is VOLUNTARY; by providing this information, it will help the Marine Corps Personnel Sponsorship Program to adequately support you.

1. _____

(GRADE) (NAME) (SSN) (MOS) (inbound to MCC)

2. Current mailing address: _____

3. Estimated detachment date and leave address: _____

4. Estimated date of arrival at new duty station: _____

family to fill out and mail to the appropriate Regional Family Service Center when settled.

5. Names of your family members and relationship: _____

6. Address where family will reside and telephone number: _____

7. If you do not know the new address, leave this form with your family to fill out and mail to the appropriate Regional Family Service Center when settled.

8. If residing east of the Mississippi River, except in the state of Wisconsin, mail the form to: Commanding General (Attn: Family Service Center), MCCDC, Quantico, VA 22134-5001. The telephone number is: 800-336-4663 (VA residents call collect to 703-784-2650.)

9. If residing west of the Mississippi River, including the state of Wisconsin, mail the form to: Commanding General (Attn: Family Service Center), Marine Corps Base, Camp Pendleton, CA 92055-5001. The telephone number is: 800-253-1624 (California residents call collect to 619-725-5361.)

ENCLOSURE (2)

YOUTH SPONSOR REQUEST FORM

"KIDS IN TOUCH WITH KIDS"

Public Law 93-579 (The Privacy Act of 1974), effective September 27, 1975, requires that you be advised of the following: The AUTHORITY for soliciting the below-listed information is 5 U.S.C. 301. The PURPOSE for soliciting this information is to enable receiving commands to assist you in preparing for your change of station. The information solicited is VOLUNTARY; by providing this information, it will help the Marine Corps Personnel Sponsorship Program to adequately support you.

I am moving to _____ on _____ from _____ and I am interested in having a sponsor.

My name is _____ and I am leaving where I live _____ on the following date _____ I am a boy/girl, _____ years old, and in the _____ grade.

I would like a boy/girl sponsor. My hobbies/interests are _____

_____ Some questions I have are _____

Thank you,

(signature)

FOR YOUR PARENTS:

I hereby give my consent to release my child's name and address for the purpose of participating in the Youth Sponsorship Program. I understand this is not an official government record and that this information will not be used for any other purpose.

PARENT'S SIGNATURE: _____

MAIL TO: Relocation Assistance Program, Family Service Center

(new duty station)

ENCLOSURE (3)

SPONSORSHIP ASSIGNMENT LETTER

From: (Organization/Unit Commander)
To: (Sponsor Nominee)

Subj: SPONSORSHIP ASSIGNMENT

Ref: (a) MCO 1320.11E
(b) Command/Unit Directive

1. You have been selected to sponsor the following inbound Marine who will be reporting to (command/unit.) References (a) and (b) provide guidance for this assignment.

Name:
Unit:
Mailing Address:

2. Designation as a sponsor is considered an honor, and as a sponsor you provide that initial important contact between the inbound Marine, the family, the new home, and/or the new duty station. Easing the transition to a new assignment makes your role all the more critical. You will provide the Marine with the first impression of our unit and installation. This initial impression is crucial to the Marine's long-term attitude and performance.

3. Within 1 week of receipt of this letter, you are directed to write a letter of introduction. Include a Personal Data Sheet and a government return envelope addressed to (G-1, admin, personnel.)

4. Please contact the Family Service Center regarding relocation services or resources that are available.

5. I urge you to express a genuine interest in the Marine's needs until the Marine settles into our unit and area. If you need assistance with your sponsorship duties or have any questions, please contact (enter name and phone number of person(s) to be contacted within the command and/or the FSC.)

ENCLOSURE (4)

COMMAND "WELCOME ABOARD" LETTER

(Date)

(Sponsored Marine's Grade and Name)
(Street address)
(City, State, ZIP code)

Dear (Grade and Name)

We are most pleased to have you as a member of our team. You are joining an exceptional group that performs its mission with skill and has great pride in its accomplishments. We look forward to working with you, and I am confident you will become a valuable member of (our command)

** If married add

I encourage you and your family to join in the many installation and community activities available to you.

I assure you that I consider the safety and well being of our Marines and their families to be of utmost importance. If you should need help or advice during the relocation process, contact your sponsor or the nearest Family Service Center.

Your sponsor is: Grade/Name: _____

Address: _____

Work Phone: _____

Sincerely,

(Signature block)

ENCLOSURE (5)

SPONSOR "WELCOME ABOARD" LETTER (CONUS)

(Date)

(Sponsored Marine's Grade and Name)
(Street address)
(City, state, ZIP code)

Dear (Grade and Name)

Welcome to (enter unit or activity). I have been assigned as your sponsor. (The remainder of this paragraph should contain a brief summary of the unit's mission and activities.)

I have been informed that a letter from the (unit commander) has been mailed with your welcome packet. If you have not received it within 21 days after receipt of this letter, contact me at (enter address and phone number), and I will send another. If you have any questions which have not been answered by the welcome packet, let me know and I will try to send you the necessary information.

(Enter appropriate personal information as deemed necessary. As a minimum, this should include information concerning items of interest.)

(If the base offers a Youth Sponsorship Program, include the following in your letter:)

If you have children between the ages of 5 to 18, the Youth Sponsorship Program provides a volunteer youth sponsor. Please fill out the attached request form and mail to: Family Service Center, (address).

I encourage you and (if married) your family to visit the nearest Family Service Center to receive information and assistance with your PCS move. The Relocation Assistance Program is designed to provide assistance to all servicemembers and their families who are relocating from one duty station to another. A highlight of the program is the computerized data system that contains current information on all military installations worldwide. Known as the Standard Information

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produces an extremely useful smooth-move-to- (location)
booklet that is yours to keep.

If I can be of any assistance, please do not hesitate
to write or call.

Sincerely,

ENCLOSURE (6)

SPONSOR "WELCOME ABOARD" LETTER (OCONUS)

Date:

Dear _____

I would like to welcome you and (if married) your family to (command/unit) . Whether you've been stationed here before or not, I think you'll be pleasantly surprised and will enjoy your tour of duty

here. As your sponsor, I will try to make your transition as smooth as possible.

A "Welcome Aboard Package" (provide status of package.) The package contains a self-addressed "Port Call Information Card." Please complete the card as soon as you know your flight number and date of arrival. If you haven't received the package by (allow 2 weeks for delivery), please let me know.

I encourage you (and your family) to visit the nearest Family Service Center to receive information and assistance with your PCS move. The Relocation Assistance Program (RAP) is designed to provide assistance to all servicemembers and their families who are relocating

from one duty station to another. A highlight of the program is the computerized data system that contains current information on all military installations worldwide. Known as the Standard Information

Topic Exchange Service (SITES), this system produces an extremely useful smooth-move-to- (location) booklet that is your to keep. The range of other assistance the RAP offers is quite substantial:

- * Pre-departure planning.
- * Determining needs and priorities.
- * Destination information (Sample Welcome Aboard Packages)
- * Sponsorship assistance.
- * Base and community information worldwide.
- * Automated Road Atlas.
- * Resource library, to include videos of Marine Corps installations.
- * Relocation workshops (Smooth Move)

(If known) You have been tentatively slated for assignment to (unit). Your official mailing address will be: (complete organizational

ENCLOSURE (7)

address). Your duty phone number Will be:
DSN XXX-XXXX, commercial 011-XX-XXXX-XXXXX.
Remember, this is a tentative assignment and may
be changed based on the needs of this command.

I have been informed that you are coming on an
unaccompanied/accompanied tour and will arrive
during (month).

(Accompanied tour paragraph) You will need an
area clearance and no-fee passport for each of
your family members, as well as medical screening
for you and your family members. Should any of
your family members have any exceptional needs,
e.g., special education, medical problems, physical
disabilities, etc., you should also make those
known so that I can direct you to the appropriate
resource agency. Additionally, please ensure that
if you and/or your family members have any
requirements for prescription medical drugs/
refills that have been entered into your/your
family member(s) health records.

Personal records which you should have in your
immediate possession while en route (unless
procedures from detaching base prescribe
otherwise) include: Officer Qualification
Record (OQR)/Service Record Book (SRB); dental
and health records; original orders with all
endorsements and modifications; area clearance;
shot records; and passport. If on an accompanied
tour, add the following: (as applicable) original
birth certificates; passports; marriage
certificate; and school records. Your area
clearance will provide modified weight allowances
for shipment of household goods and a statement
of available government-provided furnishings.

(Accompanied tour paragraph) Please call or drop
me a quick note with information on your family
(ages and gender of children) and whether you're
bringing a pet. This will assist me in ensuring
transportation has been arranged from the airport to
temporary billeting. When you have your port call
information (date, time of arrival, and flight number)
inform me immediately so that I can reserve temporary
lodging.

(Unaccompanied tour paragraph) Please call or drop
me a quick note when you have your port call
information (date, time of arrival, and flight number).
The procedure at the airport for inbound Marines is
(describe the processing procedure and how the Marine
will get from the airport to base.)

ENCLOSURE (7)

I will also need your current mailing address and phone number (to include your temporary leave address and phone number) along with two copies of your orders and area clearance. (Let the Marine know whether the Family Service Center has a lending locker and/or hospitality kit.)

Feel free to call me at DSN XXX-XXXX or commercial 011-XX-XXXXX-XXXXX. If you have access to EMAIL, my EMAIL address is: _____. My mailing address is: _____

Private phone service is available on base, but you will need a personal calling card as long distance calls cannot be charged to your home phone. However, you can place collect calls.

(Accompanied tour paragraph) Based on policy, housing assignment is determined by where you work, subject to availability and family size. There are single units, multiplex, and high-rise apartments. The high-rises are pet-restricted and you should be aware that having a pet is not a basis for declining housing. If you are planning to bring a pet, you should come prepared to live off-base on the local economy. Suitable off-base housing is small and expensive. Off-base utilities and phone service is also expensive. If you reside off-base, you will receive overseas housing allowance (OHA) to offset a good portion of your costs.

You must bring your full uniform allowance. The normal uniform of the day is _____

Finally, you should be prepared for incidental expenses while en route and upon arrival. You should have sufficient funds to cover food and shelter in the event you are delayed en route.

(Accompanied tour paragraph) You should also have sufficient funds to cover lodging/commissary/meals upon arrival, as Temporary Lodging Allowance (for lodging only) is paid at the end of 10 days

I hope you find this information helpful. It is not all-inclusive so I urge you to use the RAP in your base Family Service Center to discuss with trained personnel the many problems you may and probably will encounter whether you are single or married. Also, do not

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hesitate to call or write if you have any questions.
I look forward to meeting you (and your family) in
person, and working with you as a member of our team.

Sincerely,

ENCLOSURE (7)

SPONSORSHIP QUESTIONNAIRE

The purpose of this questionnaire is to ensure the Sponsorship Program is helping our Marines (and their families). Your input will help our

command improve this program in areas that are deficient. Please return this form to your command no later than five working days after

your arrival.

1. Did your sponsor contact you? YES NO

2. If contacted, was the contact by mail or phone?

PHONE MAIL BOTH

3. Was your sponsor helpful? YES NO

4. If the sponsor was not helpful, what areas could be improved?

5. Did your sponsor assist you in your initial check-in?

YES NO

6. Did your sponsor orient you to the entire base?

YES NO

7. Please make recommendations for improvements of this program or any comments you may desire below: (Please use reverse for additional comments.)

ENCLOSURE (8)

SPONSORSHIP CHECKLIST
PRE-ARRIVAL

Initial Communication:
Call or write the newcomer at his/her command immediately.
Include your home and work number (DSN as well as
commercial and fax if available.)

If there are family members, ask your spouse and children
to write.

Determine the number and ages of any children.
Determine if pets are involved in this relocation.
Welcome Aboard Packet:
Obtain and mail a Welcome Aboard Packet.
Visit the housing office for information on housing
availability.

Include information on the Key Volunteer Network
(what it is and the coordinator's name and number).

Include a local paper with the package for real
estate and local employment information (to assist
family members).

Other (nice but not required)
Offer to assist in arranging for temporary lodging.
If the newcomers are driving, designate a meeting
place and time (include a detailed map).

Offer to meet the newcomer at the airport
call to confirm orders and verify travel plans.

ARRIVAL

Meet the newcomer and/or family at the appointed
arrival location.

Escort the newcomer through the process of
checking in.

Escort newcomer to the Housing Referral Office.
This is a must!

Provide a tour of the base, pointing out the areas
of interest.

Help the newcomer check on household goods and
auto shipments.

Escort him/her to the BEQ, TEQ, or BOQ for room
assignment, if unaccompanied.

Other (nice but not required)
Assist in getting children registered for school.
Offer to take the newcomer to the laundry or offer
the use of your washer or dryer.

Arrange for pets to stay in kennel, if needed.
Assist with vehicle registration and driver's
license.

Avoid opinions. Let the newcomer form his/her own.
Answer questions honestly about the command, but
don't accentuate the negative.

Invite the newcomer to dinner.
Offer a ride to the commissary.
Keep a positive attitude

POST-ARRIVAL

Continue to assist newcomers any way you can.
Empower them to take charge of settling in.
Stay in contact.