

SPONSOR RESPONSIBILITIES

A. General. Sponsors will—

- (1) Attend sponsorship training provided by ACS. This training may be completed online at <http://apps.mhf.dod.mil/ESAT> or by calling the Grafenwoehr ACS.
- (2) Review AE Pamphlet 600-8-8 and other community sponsorship guidance.
- (3) Provide timely and accurate information, be available to provide assistance, and make new personnel and their Families feel welcome.

B. Before the New Employee Arrives. The sponsor will—

- (1) Initiate telephone or e-mail contact within 72 hours after being notified of sponsorship duties. Emphasize the importance of the employee sending his or her orders to you as soon as they are published and applying for passports as soon as possible.
- (2) Send the newcomer a follow-up welcome letter and welcome packet within 10 calendar days. Welcome packets are available from the ACS.
- (3) Refer the newcomer to the Civilian Human Resources Agency, Europe Region (CHRA-E), website (<http://cpolrhq.belvoir.army.mil/eur/overseas/index.htm>) for information about in-processing, relocation benefits, overseas entitlements, and other information about living in Europe.
- (4) Find out about specific needs and concerns the newcomer may have. Sponsors should try to determine sponsorship needs and meet them. For example, sponsors should ask whether the new employee—
 - (a) Is bringing pets. Sponsor should let them know that pets may not be able to stay in billeting and help make alternate pet-lodging arrangements if necessary.
 - (b) Is shipping a vehicle. Sponsor should provide information about public transportation, shuttle bus routes, and rental cars.
 - (c) Will be accompanied by school-age children. Sponsor should provide information about Department of Defense Dependents Schools (DODDS).
 - (d) Will need to place children in childcare. Sponsor should provide information about availability and waiting lists.
 - (e) Plans to arrive on a weekend. Sponsors are strongly encouraged to advise new personnel to arrive on a duty day. If this is not possible, sponsor must provide hints and realistic expectations of what to do in the community without having in-processed (for example, they will not be able to use military facilities without an ID card).

(5) Promptly provide information requested by the newcomer. Sponsors should ask for assistance when they need it.

(6) Provide details about the organization, its mission and duties, and in-processing.

(7) Provide specific local housing and cost-of-living information.

(8) Sponsor the entire Family and initiate contact between spouses and children when appropriate. This includes—

(a) Contacting ACS for spouse-employment information for Federal employment opportunities in the geographic area.

(b) Checking with Youth Services and DODDS to see if a youth sponsorship program is available.

(c) Checking with ACS to see what newcomer-orientation programs are available for Family Members.

(9) Provide driver's license information. If the incoming employee is a Government employee, provide a link to the driver's pamphlet at <https://aepubs.army.mil/pdfpubs/AEP190-34.htm>. If not, download the pamphlet from https://aepubs.army.mil/pdfpubs/AEP190-34_1000477.pdf and send it to the employee by e-mail. Vehicle registration and drivers license information is also available from website at http://www.bw.eur.army.mil/Newcomer_Information/vehicles_and_licensing.html.

(10) Tell newcomers where they will be met when they arrive.

(11) Send information on billeting accommodations and local hotels, get input from the incoming employee, and arrange temporary lodging and transportation based on the desires of the incoming employee.

(12) Inform the chain of command and CPAC of any change of status for the incoming person, such as—

(a) Travel status changed from “deferred” to “accompanied.”

(b) Change in marital status.

(c) Sudden changes in medical condition or illness.

(d) Change in Family status (for example, sudden illness, death, or emergency).

(13) Promptly follow-up with the newcomer and answer all correspondence and e-mail.

(14) Discuss travel plans, arrival date and number in party, confirmation of lodging, local currency, and pet arrangements.

(15) Locate the appropriate office to help the newcomer acquire a Government credit card or transfer an existing card when appropriate.

(16) Assist in determining up-front costs (such as housing, utilities, telephone, and similar expenses). The housing office can provide the latest average costs.

(17) Set up a mailbox account for the incoming employee and provide the employee with the mailing address and new office telephone number. Use the sample employee information sheet on page 18.

(18) Set up CPAC and housing appointments. (If applicable)

C. When the New Employee Arrives. The sponsor will—

(1) Welcome the new civilian employee at the airport (including Family members when appropriate). Sponsors will dispatch an NTV to travel to and from the airport to pick up new civilian employees and their Families. Because most new employees will arrive on a weekend, it is important that sponsors reserve the NTV as early as possible. If the sponsor does not have an NTV license, the supervisor may appoint another employee to be the driver. Supervisors will ensure that sponsors and drivers (when used) are compensated appropriately for the non-duty time spent for this travel. For the region staff, only the IMCOM-Europe Chief of Staff may approve using other than a NTV for picking up new employees.

(2) Escort the new employee and Family to temporary lodging and ensure immediate basic needs are met (meals, currency, pets, and emergency contact numbers).

(3) Assist with locating temporary transportation (for example, public transportation, carpool) until other means are established.

NOTE: Civilian personnel and their Family members are not authorized to drive rental vehicles in Germany until they get a U.S. Forces Certificate of License (AE Form 190-1F) or an exception to policy in accordance with AE Regulation 190-1.

(4) Be prepared for the unexpected. For example—

(a) If a Family member is ill, know which medical facility will treat the Family member.

(b) If a pet becomes ill, know which veterinary facility can provide service. Know how to contact an emergency host-nation veterinary service if a problem comes up during non-duty hours.

(5) Help newcomers make telephone calls to let their Family know they have arrived safely. Do this by explaining the local telephone system (for example, how to dial calls to the United States and how people in the United States dial to the overseas location).

(6) Ensure Family members know how to contact the sponsor or organization in case of emergency while the employee is in-processing.

(7) Ensure the newcomer has local contact information (home and work). Encourage newcomers to provide information to relatives in the United States in case the Red Cross needs to contact them.

(8) Encourage newcomers to establish an account with the community bank or credit union to make financial transactions.

(9) Escort the new employee to in-processing locations.

(10) Introduce the new employee to the immediate chain of command, supervisors, and coworkers.

(11) Provide a tour of essential post and community locations.

(12) Escort new personnel and their Families to billeting and other support agencies.

(13) Assist in POV registration and obtaining a U.S. Forces POV drivers license.

(14) Keep in touch with the newcomer. Remember to help newcomers settle in and take care of immediate needs.