



Civilian Sponsorship



Installation Management Command



“IMCOM will synchronize, integrate, and deliver installation services and sustain facilities in support of Senior Commanders in order to enable a ready and resilient Army”

We are the Army's Home



Agenda



- Purpose of a Sponsor
- Objectives
- ABCs of Sponsorship
- Selecting a Sponsor
- Rules for a Sponsor
- Sponsor Skills
- Training
- Onboarding Cycle
- Sponsorship Steps
- Sponsor Checklist





Purpose of a Sponsor



- To provide newcomer and family with:
 - Realistic expectations
 - Basic guidance
 - Information
 - Assist with transition to new area
- A good sponsor can do wonders for someone's first impression of the workplace / community
- A sponsor can help make it a positive experience

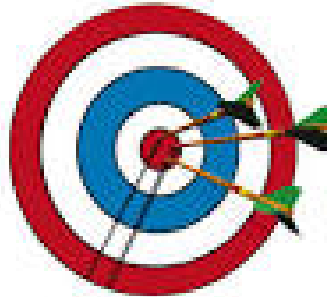




Sponsorship Objectives



- Objective
 - Ensure newcomers arrive feeling like members of the IMCOM 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 installation to Joint Base San Antonio



ABCs of Sponsorship



A

Always provide timely information

B

Be honest with incoming employee as you don't want to mislead them or give them a false impression

C

Care for them as if they were your own family member



Selecting a Sponsor



- ✓ A sponsor must be appointed as soon as possible. G1 must work closely with CPAC to ensure they are notified as soon as possible about incoming employees
- ✓ A sponsor must / should be of the same gender, marital status, GS level, career program and from the same section if possible
- ✓ A sponsor must have a positive attitude!!
- ✓ A sponsor must be familiar with IMCOM and San Antonio
- ✓ A sponsor must not be:
 - (1) The person being replaced by the new employee
 - (2) Within 60 days of PCS





Rules for a Sponsor



- ✓ Sponsor should be given reasonable duty time and administrative support
- ✓ Sponsor should send welcome letter within 5 days of being appointed and follow-up with a telephone call if possible
- ✓ Sponsor should respond to questions or follow up correspondence in a timely manner
- ✓ Sponsor should support the new employee throughout their in-processing/IMCOM Onboarding and into their integration into the IMCOM enterprise





Sponsor Skills



- Be able to assess the needs of the newcomer and family
- Be proactive - make the initial contact
- Be helpful and sincere - listen
- Be responsive but honest
 - If you don't know the answer, indicate you will find out
- Be productive - meet the needs of the family
 - Get your family involved if possible
- Be informative - but final decision rests with the newcomer



Army Community Services (ACS) Sponsorship Training



- Welcome Packets
- Relocation Readiness Program
- Employment Assistance Program
- Financial Readiness Program
- Family Advocacy Program
- Exceptional Family Member Program
- Army Volunteer Corps
- Information & Referral
- www.militaryonesource.mil
 - Click on the “Moving” link for Relocation Assistance
 - Plan My Move
 - Military Installations
- **ACS is your home away from home!**



ACS Can Help!!!

[221-9698/1372](tel:221-96981372)



Onboarding Cycle



1. Sponsor

Prior to Arrival (Sponsor)

- Get ACS Training
- Prepare all materials
- Use email for timely communication
- Have a Plan



2. Welcome

Arrival (Welcome)

- Ensure all prepared & ready for arrival
- Ensure smooth transition
- Ensure you follow up on all questions



3. In-process

After Arrival (In-process)

- Orient
- Introduce
- In-process
- Organize for work

4. Orientation

Orientation

- Attend Newcomer's Orientation
- Complete IMCOM Onboarding Survey



5. Integration

Integration

- Ensure TAPES/OER/NCOER counseling and objectives completed
- Integrate into IMCOM Workforce



6. Completion

Completion

- Finalize Annual Evaluations
- Do IMCOM Onboarding Survey



Steps for Sponsoring



1. Get sponsorship training from ACS, 221-9698/1372
2. Write and review welcome letter (Use IMCOM template as guide). Send in a timely manner--via email is ok
3. Ensure new employee has key links to:

IMCOM- <http://www.army.mil/info/organization/unitsandcommands/commandstructure/imcom/>

JBSA- <http://www.samhouston.army.mil/>

ACS- <http://www.military.com/base-guide/fort-sam-houston/relocation>

San Antonio- <http://www.sanantonio.gov/>

4. Reply to any questions quickly. Keep new employee aware of any changes
5. Keep chain of command informed of plan, any changes or special needs
6. Provide follow up information as requested
7. Arrange for temporary lodging or transportation as requested
8. Advise new employee of arrangements and plan
9. Greet new employee with a positive attitude
10. Assist new employee throughout the IMCOM Onboarding Program





Sponsorship Checklist



Sponsorship Checklist

Before Arrival

(1) Complete sponsorship training provided by ACS. Training is given once a quarter [221-9698/1372](tel:221-96981372) for dates.

(2) Review AR 600-8-8 Total Army Sponsorship. http://armypubs.army.mil/epubs/pdf/r600_8_8.pdf

(3) Provide timely and accurate information, assistance, and make new personnel and their Families feel welcome.

After being notified of Sponsorship duties: Contact the newcomer by telephone, fax, or e-mail within 5 days to include a welcome letter and inquire about and provide information on specific needs, such as:

Ask Newcomer if they need information on the following:

Children and their ages and special interests. Check with YS and DODDS to see if they have a youth sponsorship program

Childcare needs / Exceptional Family member requirements

Pet needs

Refer the newcomer to the JBSA website for in-processing information and community links: <http://www.samhouston.army.mil/> or <http://www.jbsa.af.mil/main/welcome.asp>).

Gather current information from agencies in your military community (for example, housing, schools) that will help the new person prepare for the new installation

Suggest the incoming person visit his or her local ACS relocation readiness website: <http://www.military.com/base-guide/fort-sam-houston/relocation>

Send welcome packet and garrison newspaper (<http://www.samhouston.army.mil/pao/pdf/current.pdf> from installation to the newcomer. (Note: most welcome packets are on CD now.)

Inform newcomers about the in-processing requirements. Send a copy of the training plan if available.

Make CPAC in-processing appointment if needed.

Send the employee information on requirements to get network access. Send the employee web links and appropriate forms: DD Form 2875 (Form title), access the following link, <https://ia.signal.army.mil>

If the employee has school-age children, contact the registrars of the schools and provide applicable e-mail addresses to the employee.

Ensure the employee's desk is set up with supplies. Ensure telephone, computer, and other office equipment are in working order.

Make arrangements to meet the newcomers. Let them know who will meet them and where they will be met.

Arrange temporary accommodations for arriving personnel and their Families if needed.



Sponsorship Checklist



Sponsorship Checklist (Continued)

On Arrival

Meet new employee and their Family upon arrival

Escort newcomers to their accommodations and ensure their immediate needs are met (for example, food, personal necessities, and emergency contact numbers).

Make arrangements for transportation and work schedule until the employee can get around on his or her own if needed.

After Arrival

Ensure temporary transportation is available until other means have been arranged (shuttle bus or public transportation).

Assist personnel during in-processing.

Escort new personnel and Families to the local ACS office and other support agencies. Let newcomers know about support agency programs and services.

Meet new arrival at building entrance the first day of work and escort him to office

Introduce new employee to all co-workers

Show new employee their new office location and any details he may need such as how to dial out or make long distance calls.

Introduce employee to supervisor

Pick-up in processing checklist from G1

Follow-up with new employee to see if there is anything needed



END OF BRIEF

INSTALLATION MANAGEMENT COMMAND



IMCOM

SOLDIERS • FAMILIES • CIVILIANS

“Sustain, Support and Defend”