

# SPONSOR GUIDEBOOK



THE FIRST STEP  
TOWARDS BECOMING  
A GOOD SPONSOR

QUALITY *is the*  
HALLMARK OF SUCCESS

## **OBJECTIVES:**

- Ensure newcomers arrive feeling like members of the team.
- Ensure newcomers and their families have a positive first impression.
- Ensure newcomers are made mission ready in an efficient and effective manner.

## **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.

## **EFFECTS OF GOOD SPONSORSHIP:**

- Eases transition
- Reduces culture shock
- Increases productivity
- Cultivates unit cohesiveness
- Improves morale

**“Committed to Sponsor Excellence”**

# CONTENTS

## *Introduction*

- 4 [A Note from the Airman & Family Readiness Center Director](#)

## *Sponsor Duties*

- 5 [Your Role](#)
- 6 [What You Need To Do](#)
- 8 [Sponsor Checklist—](#)
  - 8 [Administrative Issues](#)
  - 8 [Pre-Arrival Support](#)
  - 9 [Newcomer Arrival](#)
- 10 [Feedback on Sponsorship Program](#)
- 12 [Making Initial Contact: “The Telephone Call”](#)
- 13 [Newcomer Needs Assessment](#)
- 16 [Sponsor Welcome Letter: “Tips & Hints”](#)
- 19 [Sponsor Package](#)
- 19 [Where to Look for Answers](#)

## *Additional Information*

- 20 [Tips for “Meeting the Need”](#)
- 21 [No-Notice or Short-Notice Assignments](#)
- 22 [Useful Telephone Numbers](#)
- 23 [Example of Welcome Letter](#)
- 24 [Example of Welcome Letter](#)

***Sponsorship is a continuous process of providing information and assistance to relocating personnel and their family members from the time they receive their new duty assignment until they are settled in their new community.***

Revised October 2009

## **A NOTE FROM YOUR AIRMAN & FAMILY READINESS CENTER**

*Congratulations! You were selected to sponsor a new member of Team Barksdale. This is an extremely important role.*

*You represent the first glimpse this newcomer, and possibly his or her family, will have of the 2d Bomb Wing, Air Combat Command and Barksdale Air Force Base. The impression you make will be a lasting one and it is critical that it reflects the care and concern all members of our team deserve. You also represent your commander so only your best will do!*

*There are numerous resources to assist you with providing accurate and useful information to meet the needs of the newcomer and his or her family. We hope this booklet will assist you in planning for their arrival and providing them with a warm welcome and a great start for their tour at Barksdale.*

*We appreciate your commitment and know you will gain satisfaction from knowing you were a friend when a friend was needed. Please let us know how we can help.*

*Chief, Airman & Family Readiness Center*

## YOUR ROLE

Just as each of us is unique, so are our needs when it comes to relocation. Ideally, as a sponsor, you will share some common characteristics with the new team member. Such characteristics as age, marital status, children and residence (dorms or off base housing) help you recognize the potential needs and questions a newcomer might have.

Relocation for “first termers” is truly a new experience. It may take more time and effort to familiarize them with the base resources. Try to remember your first assignment and make every effort to help him/her feel welcomed and reassured. Information on resources, “how to” advice and simply being a friend goes a long way in making this first move a positive experience.

Those returning to the continental United States after being overseas for several years can experience a period of “culture shock.” Transportation may be an issue as well. The newcomer may have married a foreign-born spouse and the spouse may need special orientation to the US culture.

If a newcomer has a family member with special educational, medical or psychological needs, be sure to refer them to the Special Needs program operating through the Family Advocacy Office at their current base. This will assist with ensuring family member needs are met.

It is important not to worry about what you don’t know. Your role is to be a friend, a resource and a link to a new base and a new community. [Contact numbers](#) for specific questions are located on page 20 of this guide and you can always contact the A&FRC for assistance.

## WHAT YOU NEED TO DO

**Don't despair if this is your first time as a sponsor; there's plenty of help available.** Very likely, the person you are sponsoring is quite capable of handling their move without too much assistance, and will only require a basic orientation to their new surroundings.

**Keep in mind that being a sponsor is 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, responsive sponsor.** Ignoring a problem doesn't make it go away, and it could have a devastating effect upon the person or family you are sponsoring. If you don't know how to respond to a particular issue, get help from your supervisor, first sergeant, commander, or the Airman & Family Readiness Center.

**The "3 Cs" of effective sponsorship are:** *Communication* (providing information that is accurate, essential, and timely); *Concern* (portraying a positive attitude and being helpful); and *Creativity* (adding a little ingenuity, i.e., sending pictures of work center with personnel "hard" at work and "hard" at play).

**Explore your resources.** Familiarize yourself with the Barksdale information at [Military Homefront](#) so when you recommend this resource you know what information is available.

**Begin your Sponsor Checklist.** This reference will assist you in assuring you have completed your responsibilities and help identify areas of the sponsor program that need improvement. Provide feedback to the A&FRC.

**Call the newcomer within 2 duty days of your assignment as his/her sponsor.** Review the guidance for [Making Initial Contact](#).

**Complete the Newcomer Needs Assessment.** Depending on the interests and needs of the newcomer, you will want to provide specific information to address their questions. The A&FRC has a variety of brochures and area information to include in your personalized sponsor package and we can assist with finding resources and answering questions.

**Send the newcomer a welcome letter within 5 days.** Read the Sponsor Welcome Letter "[Tips and Hints](#)". Welcome letter [examples](#) can be reviewed on pages 23 and 24.

**Be sure to tell newcomers with children about the Child Care for PCS Program offered by the Air Force Aid Society.** Air Force Aid funds provide for 20 hours of free child care per child to be used within 60 days of arrival with PCS orders. This program is available to all ranks of active duty Air Force. Childcare will be provided by a licensed Family Day Care provider. Certificates of Eligibility and a list of providers are available at the A&FRC. Newcomers will

need to bring a copy of their orders. Remind them to check on the availability of this program at their departing base.

**Advise the newcomer to check with the Housing Office prior to signing any rental or purchase housing agreement.** The military clause should be included in all agreements. The Housing Office is an excellent resource for information related to housing in the local area. For information about Government Housing on Barksdale AFB refer to <http://www.barksdale.pinnaclefamilyhousing.com>. Here they will find floor plans for housing, the application for base housing, information about dorms and other helpful information not only about on-base but, off-base too.

**Emphasize attendance at Right Start.** Right Start is the newcomer's orientation for Barksdale and is held the first and third Wednesday of each month usually at the Barksdale Club. This orientation is **mandatory** for all active duty and newly assigned DOD Civilians. Civilian spouses are encouraged to attend.

**Encourage spouses to attend Heart Link.** This special Spouse Orientation is open to all spouses, whether new to the Air Force or just new to the base. This is a great opportunity to meet other spouses and gain a better understanding of the Air Force and the services/resources resources available.

**Spouses interested in local employment should be referred to the Airman & Family Readiness Center.** The extensive Discovery Resource Center and our professional staff can assist with resources such as the "Survival Guide to Local Employment" handbook, resume writing and more.

# SPONSOR CHECKLIST

(To be completed by sponsor)

**Your responsibilities as a sponsor are official duties.** You are the most important link in the Barksdale AFB sponsorship program. You have an opportunity to make an important contribution to someone's perception of this Wing and of the Air Force by being as helpful as possible during this important transition.

Once appointed as a sponsor, you should make the first two-way personal contact with the newcomer within **two duty days**. Establishing immediate contact with the newcomer is a critical step in the sponsorship process.

This sponsor checklist is provided for your convenience. You should complete it in phases and upon completion of your sponsorship duties, keep it handy for future reference. Once the newcomer arrives, he or she is given the opportunity to rate your performance as well as the overall sponsorship program. If there are ever any questions regarding your actions as a sponsor, you have a ready reference as to what happened and when.

Complete all items in full—a single check mark is not sufficient. Attaching all records of communication (e.g., faxes, e-mails, letters, etc.), will help you stay abreast of the newcomer's needs.

If you have specific questions about your sponsorship responsibilities, contact your unit INTRO monitor.

Unit INTRO monitor's name: \_\_\_\_\_  
Office symbol: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_

If your job/duties interfere with your ability to fulfill your sponsorship duties, or if you encounter problems getting information/support which interferes with your ability to perform your sponsorship duties, contact your supervisor, unit INTRO Monitor, first sergeant, or commander for assistance.

## PHASE I: ADMINISTRATIVE ISSUES

1. Date initial allocation notice/sponsorship appointment \_\_\_\_\_  
RIP was received by sponsor? (To be completed by unit INTRO monitor)

2. Date notified of selection as sponsor? \_\_\_\_\_

3. Date sponsor made two-way communication with newcomer? \_\_\_\_\_

4. Did Unit INTRO Monitor make you aware of and encourage you to attend initial sponsorship training conducted by the Airman & Family Readiness Center? YES NO

5. Did you attend sponsorship training within the past year? YES NO  
If yes, what date did you attend:  
\_\_\_\_\_

6. Date you completed online sponsor refresher training?  
\_\_\_\_\_

**PHASE II: PRE-ARRIVAL SUPPORT**

1. Date Newcomer/Sponsor Contact Survey completed.

\_\_\_\_\_ (Keep unit INTRO monitor informed of departure and arrival dates)

2. Date customized sponsor package mailed.

\_\_\_\_\_

3. Date personal welcome letter sent.

\_\_\_\_\_

4. Date unit commander’s letter sent.

\_\_\_\_\_ (Coordinate with the unit INTRO monitor about this)

5. Did you make lodging arrangements?                      Date: \_\_\_\_\_                      YES    NO

6. Did you provide general delivery mailing address?                      YES    NO

7. Did you obtain and provide newcomer requested information?                      YES    NO

8. Did you provide child care information/make arrangements (if required)?                      YES    NO

Encourage member to submit an Advance Application for Child Care (DD Form 2606) upon receipt of orders.

9. Did you make kennel/pet arrangements (if required)?                      YES    NO

10. Did you provide special needs information to newcomer? (e.g., medical, humanitarian, foreign-born spouse info, real estate/rental info, schools/education, sports info, family member employment, overseas returnees, first term assistance)                      YES    NO

11. Have you made arrangements to meet the newcomer/family upon arrival?                      YES    NO

**PHASE III: NEWCOMER ARRIVAL**

1. Did you meet the newcomer upon arrival and welcome them to Barksdale?                      YES    NO

2. If mission requirements (TDY, exercises, etc.) interfered with meeting newcomer upon arrival, did you discuss it with your supervisor and have an alternate selected to greet the newcomer?                      YES    NO

3. If newcomer is renting a vehicle, did you ensure they were able to acquire one?                      YES    NO

4. Did you assist member/family in getting to their reserved lodging facility?                      YES    NO

5. If newcomer had pet(s) and required use of a kennel, did you assist them in finding a kennel?                      YES    NO

6. If newcomer needed child care, did you assist them in finding child care (Child Development Center and/or Family Child Care Home Program)?                      YES    NO

- |  |     |    |
|--|-----|----|
| 7. If newcomer has children, did you tell them about free child care through the Airman & Family Readiness Center's "Child Care for PCS Program"?  | YES | NO |
| 8. Did you provide member a tour of duty section/building, base and community?   | YES | NO |
| 9. Did you introduce the newcomer around the duty section?   | YES | NO |
| 10. Did you assist newcomer with in-processing through your Commander's Support Staff (CSS)?   | YES | NO |
| 11. Did you ensure newcomer obtained an MPF/CPF in-processing appointment from the CSS?  | YES | NO |
| 12. Did you make sure the newcomer checked in with base housing prior to renting or buying a house?  | YES | NO |
| 13. If newcomer's spouse is non-military and looking for a job, did you encourage him/her to contact the Airman & Family Readiness Center for assistance with their job searches, resumes, cover letters, etc.?    | YES | NO |
| 14. Did you encourage the newcomer's spouse to take advantage of the Newcomers' Orientation (Right Start) held at the Barksdale Officer's Club?  | YES | NO |
| 15. If newcomer has a family member with a special needs, did you instruct the newcomer to make an appointment with the Special Needs Identification and Assignment Coordination Office by calling (318) 456-6595. | YES | NO |
| 16. Did you follow-up with phone calls or visits to see if the newcomer and their family had any additional need for assistance?   | YES | NO |

**PHASE IV: FEEDBACK ON SPONSORSHIP PROGRAM**

- |   |     |    |
|---|-----|----|
| 1. Was the address/phone number of the newcomer provided to you by the unit INTRO monitor correct?        | YES | NO |
| 2. Date you were provided with your sponsor information?<br>_____   |     |    |
| 3. What difficulties did you have building a customized sponsor package? _____<br>_____                   |     |    |
| 4. What problems did you have obtaining support to carry out your responsibilities as a sponsor?<br>_____ |     |    |
| 5. Was the newcomer responsive to your efforts at sponsorship?  | YES | NO |

6. What limitations did you encounter as a sponsor? (i.e., TDY, no vehicle, HHQ tasking, asked to respond to an unreasonable request)\_\_\_\_\_

7. If you could make any improvements in the sponsorship program, what would they be? (Forward any recommendations to the Base INTRO Manager at (318) 456-3710 or (318) 456-4584.)

\_\_\_\_\_

\_\_\_\_\_

Date Sponsor Duties Completed: \_\_\_\_\_

## **MAKING INITIAL CONTACT** *(The Telephone Call)*

Make two-way personal contact with newcomer within two duty days of your assignment as a sponsor. If the newcomer is unable to receive your call, leave a message. If you don't hear back within 2-3 working days, call again. When you speak to the newcomer, here are a few tips on how to do the job right the first time. Sometimes e-mail is the only way to communicate and this is acceptable.

- Be honest; be constructive; be positive.
- Introduce yourself and welcome the newcomer. Make sure you make the newcomer feel you want to help him or her and family members.
- It is not enough to say, "Let me know what you need." Be PROACTIVE! The needs of each newcomer and family will be different.
- Confirm data about the newcomer (name, rank, work and home mailing addresses, work and home telephone, fax, e-mail, accompanied/unaccompanied, etc.).
- Ask for the information needed to complete Newcomer Needs Assessment and try to get as much information as possible. If the newcomer doesn't already have a hard copy, be prepared to send a copy via fax, e-mail, etc.
- Ask the newcomer to keep you informed of any changes in plans.
- Provide the following information to the newcomer:
  - Your name/rank; work, home and e-mail address; and work, home and fax numbers
  - Supervisor's name, telephone and fax numbers, and e-mail address
  - First sergeant's name, telephone and fax numbers, and e-mail address
  - Unit commander's name, telephone and fax numbers, and e-mail address
  - Orderly room's telephone and fax numbers, and e-mail address
- Encourage the newcomer to visit the Airman & Family Readiness Center at their current installation for outbound information. Up-to-date information about Barksdale is available through the [Military Home Front](#) website. Videos of most bases are also available at the A&FRC.

**The sponsor package is to be sent within 5 duty days  
of your appointment as a sponsor!**

*Remember, as a sponsor you are the Commander's Ambassador...  
make sure our new team member gets a positive first impression!*

**NEWCOMER NEEDS ASSESSMENT**

**Principal Purpose:** To record information necessary to assist relocating personnel and their family members.

**Disclosure is Voluntary:** Failure to provide the necessary data will not result in the individual(s) being denied service.

- 1. Newcomer's Rank/Name: \_\_\_\_\_
- 2. Current Mailing Address: \_\_\_\_\_  
\_\_\_\_\_
- 3. E-mail address: \_\_\_\_\_
- 4. Duty Phone (DSN): \_\_\_\_\_
- 5. Home Phone: \_\_\_\_\_
- 6. Base/Unit from which you are departing: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 7. Departure date: \_\_\_\_\_
- 8. Anticipated arrival date in local area: \_\_\_\_\_
- 9. PCS plans:
  - a. Mode of transportation: \_\_\_\_\_
  - b. Itinerary (dates and locations): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

c. If taking leave enroute, what are your leave addresses and telephone numbers?

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**10. Family Members:**

**a. Family Member Information:**

<u>NAME</u>	<u>RELATIONSHIP</u>	<u>AGE</u>	<u>GRADE</u>
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b. Are they accompanying you to the new duty station? YES NO

c. If not accompanying you, where will they reside? \_\_\_\_\_

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d. Is spouse military or civilian? \_\_\_\_\_

e. Is child care needed upon arrival? YES NO

f. Do you wish information about area schools? (circle one) Public Private Parochial

g. Do any of your family members require any special assistance? YES NO

If yes, how can we help?

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**11. Do you have pets? How many? Type/Breed? How big? Do you need kennel arrangements?**

**12. Need temporary lodging reservations? For how long? If not, how can you be contacted after arrival? Any special requests (e.g., smoking, roll-away-bed, two double beds, etc.)?**

**13. Need transportation after arrival? YES NO**

**14. Have you sent in an advance application for on-base housing? YES NO N/A**  
(Applications are available at their current base housing office)

15. If you plan to live off base (e.g., purchase a home, rent, etc.), have you contacted the Barksdale AFB Housing Office to get real estate information or an Apartment Finder Magazine? YES NO

16. Did you contact the Airman & Family Readiness Center for information? YES NO

17. Did you make an appointment with the A&FRC Relocation Assistance Office? YES NO

18. Did you attend an A&FRC “Smooth Move” Seminar? YES NO

19. Did you check out the Child Care for PCS Program at the A&FRC (20 hours of free child care per child for all ranks who are within 60 days of PCSing)? YES NO N/A

20. Will you be requesting Child Development Center (CDC) services (ages 6 months - 5 years)? If so, please provide a copy of your orders and a completed DD Form 2606, “Request for Child Care,” (available at your current CDC) prior to your arrival so the CDC may place you on the waiting list. Contact the CDC at (318) 456-4139 or DSN 781-4139 for information.

21. Will you be requesting Family Child Care services (ages 6 weeks - 12 years)? Contact the Family Child Care office at (318) 456-8912 or DSN 781-8912 for information. They can provide a list of providers with possible vacancies.

22. Are you interested in establishing a Youth Sponsor for your school age child (children)? Contact the A&FRC at (318) 456-8400 for assistance.

23. Any special needs or concerns? If so, what are they? (e.g., Special Needs Identification and Assignment Coordination Process (formerly EFMP), first-termer, overseas, humanitarian, colleges, family member employment, sports sign-up dates, foreign-born family member, etc.). NOTE: Special needs issues related to educational, medical, or psychological needs must be coordinated through the Family Advocacy Office prior to departure.

**Additional Information:**

## **SPONSOR'S WELCOME LETTER TIPS & HINTS**

- 1. Be sincere and friendly.**
- 2. Make recommendations.**
- 3. Keep a positive tone.**
- 4. Put yourself in his/her place and provide the information you would need and want.**
- 5. Tailor your letter to meet the needs expressed by the newcomer.**
- 6. Use a personal tone—write as if you were sending a letter to a friend.**

### **BE SURE TO INCLUDE YOUR NAME, ADDRESS AND PHONE NUMBER**

- 1. Congratulate the newcomer on his/her assignment to your installation. Tell him/her who you are.**

*EXAMPLE: "Welcome to your new assignment at Barksdale AFB. It's one of the oldest and most respected in the Air Force. I've been appointed as your sponsor and point of contact until you have in-processed and settled in. I'm here to provide you with information and assistance to ensure you have a smooth transition from (his/her base) to Barksdale."*

- 2. Include your duty, home and fax telephone numbers as well as your e-mail address, if available. Also include your current residential address.**

*"The first order of business is to let you know where you can reach me during the next few (months/weeks)."*

*YOUR NAME & RANK:*

*ORGANIZATION NAME:*

*DUTY SECTION:*

*DUTY PHONE (DSN/COMMERCIAL):*

*HOME PHONE:*

*E-MAIL ADDRESS (if available):*

*FAX (if available):*

- 3. Tell the newcomer a little about yourself.**
- 4. Tell the newcomer a little about the base and area.**
- 5. Ask for any information required on the Newcomer/Sponsor Contact Sheet not obtained during your initial contact.**
- 6. Suggest the newcomer contact their local Airman & Family Readiness Center for relocation information and assistance. If you want, you can call your A&FRC and get a staff member's name at the newcomer's current base and include it in the letter.**

*EXAMPLE: "I recommend you contact your A&FRC soon. They have up-to-date information about the moving process. Be sure to check out [Military Homefront](#) as well. The A&FRC may also conduct programs on how to prepare for your move (usually called SMOOTH MOVE). The A&FRC can help you*

(and your family) by answering questions, providing information, preparing travel maps and much more—just ask!

*The A&FRC should also be your first stop when you arrive —the center offers a wide variety of services, such as information and referral, computer access in the Discovery Resource Center, employment assistance, volunteer opportunities and financial counseling. You can find answers to almost any question you can think to ask.”*

#### **7. Arranging a general post office box.**

*EXAMPLE: “With a copy of your orders, I can arrange a general delivery P.O. box for you prior to your arrival.”*

#### **8. Provide vehicle registration information.**

*EXAMPLE: “Insurance is mandatory and I can provide you with the details on required coverage. Base decals are no longer required to access Barksdale AFB.”*

#### **9. Ask the newcomer if there are any questions or special concerns that need your assistance. Offer to send additional information. Make sure you follow-up with the request.**

#### **10. Mention permanent housing and utilities.**

##### **a. If the newcomer is married:**

*EXAMPLE: “Remember to go to the housing office at your base with a copy of your orders and fill out an advance housing request application, if you’re eligible for on-base housing. If you do not have access to a housing office, let me know and I’ll assist you with the process through our base housing office. Be sure to review [Military Homefront](#) for information on local housing and utilities.”*

##### **b. If newcomer is single:**

*EXAMPLE: “Contact me or the first sergeant to secure a dorm room for you.”*

#### **11. If the newcomer has children needing child care:**

*EXAMPLE: “All families with PCS orders are eligible to participate in a program sponsored by the Air Force Aid Society called Child Care for PCS. Certificates are issued by the Airman & Family Readiness Center to active duty members or spouses on PCS orders. Contact Barksdale’s A&FRC by calling (318) 456-8400 or stopping by 413 Curtiss Road. Certificates are good for **free child care** (20 hours of care per child) within 60 days after PCS departure and arrival. NOTE: Child care will be provided in licensed Family Child Care homes. The Barksdale AFB Coordinator for this program can be reached at (318) 456-8912.”*

#### **12. Advise newcomer to visit the Health Benefits Advisor before leaving his or her base.**

*EXAMPLE: “Check with the hospital/clinic at your base to find out what you need to do about your TRICARE health plan enrollment and how to handle any medical emergency in transit.”*

**13. Tell newcomer about both base and unit in-processing procedures.**

**14. Conclusion.**

*EXAMPLE: "I'm sure you have a million questions running through your head and I have probably only covered a few of them. Contact me or go to the A&FRC on your base if you have any additional questions. Remember to keep me informed of any changes in your plans."*

## **SPONSOR PACKAGE**

Pick up a sponsor package from your unit Commander's Support Staff or Airman & Family Readiness Center and **mail within five duty days of making two-way contact with the newcomer**. As a minimum, ensure the sponsor package contains the following:

- A personal memorandum/letter from you that conveys a warm welcome and describes the organization and how the individual fits in. Send only original letters.
- Link information to the Military HomeFront website for planning their move and information about Barksdale AFB.
- A welcome memorandum/letter from the unit commander (this may be sent under separate cover at the commander's discretion).
- Maps of the base and local area.
- Information requested by the newcomer (e.g., local/base newspaper, job ads, kennel listings, real estate or rental information, special education/medical information, school information, etc.).
- Inform inbound civilians that AFP 40-18, Civilian Travel & Transportation Permanent Change of Station Travel, contains important travel information and can be obtained at the local civilian personnel office or online at <http://www.e-publishing.af.mil>.

Handwritten letters are fine, as long as your writing is legible. Handwritten notes at the top and bottom of typed letter are a nice personal touch. Encourage your spouse and children to write to family members.

## **WHERE TO LOOK FOR ANSWERS**

Remember to review available Internet resources and be familiar with the information the newcomer will already have as part of their sponsor package. In addition, here are some places to go for help:

- \* Airman & Family Readiness Center: The first place to go for answers from trained relocation experts; wide array of family support programs; spouse job search assistance; school information; Air Force Aid for emergency financial assistance and much more.
- \* Housing Office: Provides information on community housing (e.g., apartment rentals, houses for rent or purchase) and military family housing (waiting lists, waiting times, and dormitory policies).
- \* Airman's Attic: For temporary housing needs (futon, dishes, cooking utensils, coffee makers, irons, ironing boards, baby cribs, etc.). Items are available for up to 30 days free-of-charge.
- \* Lodging: Temporary lodging reservations.
- \* Unit Commander's Support Staff: Commander's welcome letter, sign-in policies and unit-level Sponsorship Program.
- \* Postal Service Center: Obtain a temporary forwarding address.
- \* Child Development Center: Information on child care vacancies, policies and home day care providers.
- \* Traffic Management Flight: Information on shipment/delivery of hold baggage/household goods and POV shipment/pickup points.

\* Security Forces: Information on vehicle registration/insurance and state driving laws.

\* Youth Programs Center: Youth sponsorship program.

## **TIPS FOR “MEETING THE NEED”**

Quality customer service is the hallmark of a successful organization, and good sponsorship is quality customer service. Below are some pointers about being responsive and making the newcomer feel like an important part of your team.

\* **Listen**--many times a newcomer can reduce the stress associated with a move by merely talking to someone who is “already there” and who cares about their relocation experience.

\* **Determine the need and meet it**--sometimes newcomers do not know what they need, so when they answer “nothing,” try asking some detailed questions. Do not go overboard. Some people are more private. Respect their individual preferences and needs.

\* **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 invite your family members to do so.

\* **If you miss a call, always call back the same day** - you can even call the newcomer at home. This is considered an official call which can be placed through the base operator using DSN. Tell the newcomer who to call if you are going TDY or will otherwise be unavailable for a period of time.

\* **Be open and honest, but stay positive**--let the newcomer form his or her 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 the A&FRC staff are ready to help you.

Remember, no one expects you to be a relocation expert. Contact the A&FRC, located at 413 Curtiss Road, or call (318) 456-8400 if you need additional assistance.

## **NO-NOTICE OR SHORT-NOTICE ASSIGNMENTS (60 Days or Less Notification)**

1. Overview: These assignments cause the most challenges for units. By the nature of their situation, these personnel demand special attention.
2. Definitions:
  - a. No-Notice Assignment: A newcomer arriving on base without the Military Personnel Flight (MPF)/unit receiving an initial allocation notice/sponsorship RIP.
  - b. Short-Notice Assignment: An initial allocation notice/sponsorship RIPS with a report-not-later-than-date of 60 days or less.
3. When a short-notice assignment/diversion action appears on Transaction Requests (TRs) or via message, the Base INTRO Manager contacts the gaining unit immediately for a sponsor to be appointed within 24 hours.
4. If sponsor has not been trained, Unit INTRO monitor will schedule the sponsor for training at the A&FRC.
5. Sponsor:
  - a. Contacts newcomer and provides assistance.
    - (1) Short-Notice Assignments: With leave or TDY enroute common to PCSing personnel, the newcomer may already be ready to depart from their losing unit; therefore, rapid two-way personal contact is critical (within 3 duty days). This may preclude the normal sequence of events and require interim contact to obtain critical information, such as, arrival date/time, transportation means, required lodging arrangements, pet/child care needs, and leave address/telephone number.
    - (2) No-notice Arrivals: Units will contact the newcomer immediately upon notification of arrival and assign a sponsor. Sponsor will assess needs and proceed with the applicable portions of the sponsor checklist.
  - b. Provides feedback, if necessary, to the supervisor and unit INTRO monitor.
  - c. Greets newcomer and assists with settling-in process.
  - d. Assists newcomer with in-processing.
  - e. Orients newcomer to unit.
  - f. Orients newcomer and family members to base and community.
6. Inform supervisor of actions taken and brief on issues still requiring attention.
7. Supervisor reviews actions with sponsor to ensure all needs are addressed in a timely manner. Supervisor should encourage newcomer to take spouse to the Wing Commander's Newcomers' Orientation (Right Start), held on the first and third Wednesday of each month at the Barksdale Club beginning at 0745.

## USEFUL TELEPHONE NUMBERS

Newcomer's Work/Home Phone	_____
Unit Commander's Support Staff	_____
Unit INTRO Monitor	_____
Lodging Office (24 hours a day)	456-3091
Airport Information (Military travel)	456-4575
Base Clinic	456-6555
Base Post Office	747-4361
Chamber of Commerce	
Shreveport	677-2500
Bossier City	746-0262
Child Development Center	456-4139
Civilian Personnel	456-3288
Family Child Care Program	456-8912
Airman & Family Readiness Center	456-8400
Finance:	
Military/Travel Pay/Customer Service	456-4733
Housing Office	456-4703
Legal Office	456-2561
Military	
Personnel/Customer Service.	456-3710
Base INTRO Manager	456-4584
Postal Service Center (Dorms)	456-3950
Red Cross	865-9545
Security Forces (Vehicle Registration)	456-4292
Special Needs Program/Family Advocacy	456-6595
Traffic Management Flight	456-2176
Youth Programs Center	456-3448
Additional numbers	_____

*Prepared by the Airman & Family Readiness Center  
2 FSS/FSFR  
413 Curtiss Road  
Barksdale AFB, LA 71110  
Comm Phone (318) 456-8400/FAX (318) 456-8031  
DSN Phone 781-8400/FAX 781-8031  
Email: [BarksdaleFSC@barksdale.af.mil](mailto:BarksdaleFSC@barksdale.af.mil)*

# SAMPLE SPONSOR LETTER

USE WING LETTERHEAD

1 Jan XX

XXX Security Forces Squadron  
XXX XXXXXXXX Street  
XXXXXXX AFB XX 29999

Amn Dean Jones  
774 Airlift Road  
Altus AFB OK 78900

Dear Amn Jones,

Welcome to XXXXXXXX, XXXXXX XXXXXXXX, home of the XXX<sup>th</sup> XXXXXXXX Wing and XXX<sup>th</sup> Security Forces Squadron. My name is Don Johnson and I have been assigned as your sponsor. I will do my best to make your move to XXXXXXXX a comfortable one. Currently, element personnel work 8 hour shifts, with 6 on and 3 off. Presently, day shift works from 0700 - 1500, swing shift works 1500 - 2300 and mid shift works from 2300 - 0700. Days and swings rotate and midshift is a permanent schedule and acts as our training flight. Initially, all new arrivals work for some period of time on midshift.

XXXXXXX is a historic city dating back to the pre-Civil War era. There are many places to visit and sightsee during your time off. The XXXXXXXX area is well equipped with outdoor activities such as hunting, camping, fresh and saltwater fishing, boating and numerous beaches. If that's not your interest, the night life in XXXXXXXX is suited for all tastes. If you have a car, it would be wise to bring it with you. Cost of insurance in XXXXXXXX XXXXXXXX is expensive, so plan accordingly.

When you arrive at XXXXXXXX AFB, you will need to report to Building XXX, the Security Forces Squadron during normal duty hours (0730 - 1630). If you arrive after duty hours, you should report to the Lodging Office for temporary lodging. The following morning, report to the squadron orderly room. I will be happy to meet you the first day you arrive and assist in any way I can. I will attempt to call you prior to your arrival. If you have not heard from me prior to receiving this package, please complete the enclosed needs assessment and return it to me either by mail, fax or e-mail ([don.johnson@xxxxxxxxxx.af.mil](mailto:don.johnson@xxxxxxxxxx.af.mil)) right away. I'll use this to send you additional information or make necessary arrangement. Also, please go to the Airman & Family Readiness Center at XXXXX AFB for important information about XXXX AFB.

Feel free to contact me at the squadron, duty phone: DSN XXX-xxxx, commercial (XXX) XXX-xxxx, fax XXX-xxxx, home phone: (XXX) xxx-xxxx. My home address is 444 XXXXXXXX Street, XXXXXXXX XX 99999.

Once again, I want to welcome you to XXXXXXXX AFB. I'm sure you will enjoy your assignment here. Please don't hesitate to contact me and please keep me up to date about your arrival plans.

Sincerely,

# SAMPLE SPONSOR LETTER

USE PLAIN BOND PAPER

8 Jan XX

Dear Marisa,

Congratulations on your assignment to [XXXXXXX] AFB! My name is Lisa Jones and I am your sponsor. I'd like to be the first to welcome you to the Lowcountry and am here to assist you as you transfer to the [XXX]<sup>th</sup> Maintenance Squadron avionics shop. I've been here for two years and enjoy both the job and the area.

Our shop is a Monday through Friday three-shift operation consisting of 25 military and 19 civilian employees. We test and repair units for the [F-117s]. The workload is heavy and we sometimes have to deploy to other areas of the world.

The city of [XXXXXXXX] has many interesting and entertaining attractions including [Fort XXXXXXX], Historic Downtown, the USS Yorktown, many parks and the beach! The weather is warm most of the time. If you like sports, [XXXXXXXX] is home of the Riverdogs (minor baseball league), the Stingrays (East Coast Hockey League) and much more. If you like shopping, there are two large malls and plenty of unique smaller shops. You also have a choice of many fine colleges, if you plan to further your education. [XXXXXXXX] is also known for its excellent dining, especially seafood. There is always a festival or something fun to do.

Please visit the Airman & Family Readiness Center at your current base. Also, check the resources at [Military Homefront](#). You'll find the answers to many of your questions. The website will give you up-to-date information about the installation, the community and services on the base. If we have not talked by the time you receive this sponsor package, please fill out the enclosed needs assessment and get it to me right away. This will help me make your arrangements and send any additional information. It is important that you let me know when you will be arriving, so that I can meet you and introduce you to the base and the squadron. You can get in touch with me either through the squadron or at home. All my addresses are as follows:

Duty Phone: DSN [XXX-XXXX]      Comm [XXX] [XXX]-XXXX      Fax [XXX] [XXX]-XXXX

Duty e-mail: [XXXXX.XXXXXXX]@[XXXXXXXXXXXXX].af.mil

Home Phone: \_\_\_\_\_ Home e-mail: \_\_\_\_\_

Duty Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Home Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I am looking forward to meeting you, Marisa, and again welcome to [XXXXXXXXXX] AFB.

Sincerely,