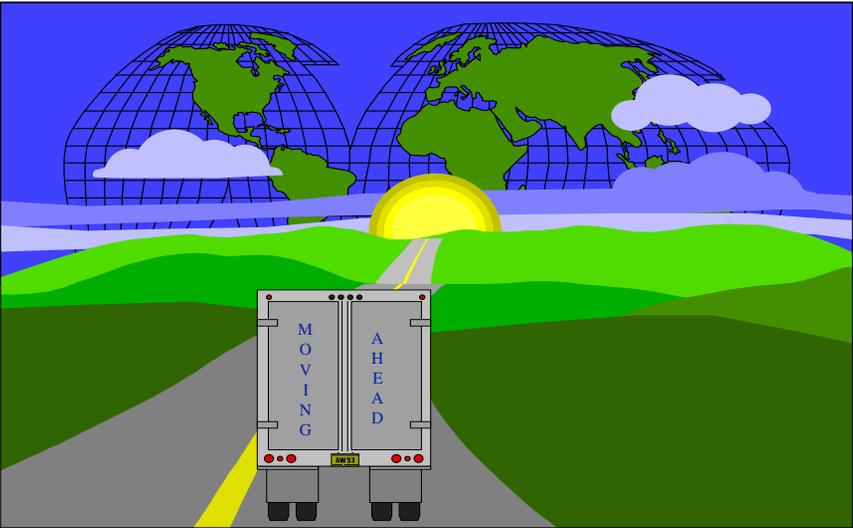


(510) 437-5920

Relocation Assistance Program (RAP)



COMMITTED TO RELOCATION EXCELLENCE

Published and Distributed by
Integrated Support Command
Alameda California
Work-Life Staff

U. S. Coast Guard

SPONSOR'S HANDBOOK

How to be an Excellent Sponsor



Sponsor: _____

Newcomer: _____

Newcomer's Unit: _____

Newcomer's Phone: _____

Date Assigned: _____

OBJECTIVE:

■ *Ensure newcomers arrive feeling like they are 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 the departing unit to the arriving unit.*

TACTICS:

■ *Assess the needs of the newcomer and family.*

■ *Tailor the service, be responsive to the customer.*

■ *Do the job right the first time.*

USEFUL TELEPHONE NUMBERS

Newcomer’s Work Phone: _____

Newcomer’s Home Phone _____

Unit Admin.: _____

Housing Office: _____

Red Cross: _____

Ombudsman: _____

PERSRU contact: _____

Active Duty Clinic: _____

Work-Life/Family Support Center: _____

Employee Assistance: _____

Family Programs: _____

Dependent/Child Care/Special Needs: _____

Career Information: _____

Spouse Employment, Transition, Relocation Assistance: _____

Chamber of Commerce: _____

Transportation Management Office: _____

Household Goods _____

POV: _____

THE NEWCOMER'S ARRIVAL

- * Personally meet the newcomer upon arrival in the area. If TAD, or work schedules prevent this, inform your supervisor so an alternate can be selected.
- * Accompany newcomer to PERSRU, for check-in and complete the check-in process.
- * Promptly introduce newcomer to his or her chain of command and fellow co-workers.
- * Introduce the newcomer to the Relocation Assistance Program Manager at the Work-Life Staff. This program will make your job much easier.
- * Make sure the new member checks with the appropriate housing office prior to renting or buying a house. However, please remember to inform the member that the Northern California area, especially the Bay Area is a high cost area to live. CG housing in the area is limited. At the present time members requesting to reside in CG housing may wait up to 12 months before a unit will be available.
- * You can assist in helping the member to secure housing by sending them local newspapers and rental guides in addition to the rental materials originally sent in the standard relocation packet.
- * Ensure newcomer and family are provided transportation as needed. Help obtain rental car if needed.
- * Provide a tour of the base and familiarize newcomer with the local area.
- * Follow-up with a phone call to see if the new member needs any additional assistance.

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**A MESSAGE FROM THE
COMMANDING OFFICER,
INTEGRATED SUPPORT COMMAND
ALAMEDA**

Thank you for getting involved as a sponsor for a new member assigned to your unit. Providing excellent sponsorship is our way of saying "welcome" to all newcomers. The time and effort you spend in fulfilling this role will pay big dividends in improving the quality of life and productivity of our people.

Don't underestimate the importance you play in this program. Your Commanding Officer and I are counting on you to welcome our new teammate and their families and to let them know we are glad to have them on our team. Remember what it was like when you reported to your unit and how much you would have or did appreciate having someone to help you with your move to a new job and geographic area. Please give them your best effort as we continue trying to make your new assignment as enjoyable as possible.

*Pamela A. Russell
Captain, USCG*

- * Inquire if newcomer is traveling alone or with family members and/or pets. If you are helping the member with transportation from the airport, ask him or her how much luggage and if any of it is very large so that you can determine if your vehicle will accommodate everyone and everything. If necessary, try to arrange for the use of the duty vehicle.
- * If pets are coming along, remind the member about the difficulty in renting a home if member chooses to bring pet.
- * Encourage newcomer to call and/or write you.
- * Ask newcomer if there are any questions or special concerns that you may help with. Make sure they have received the standard relocation package already. Offer to send additional information. Make sure you follow through.
- * Remind newcomer to fill out an advance application for Coast Guard government housing. GOVERNMENT HOUSING in the Northern California area is LIMITED. Current wait is up to 12 months. Contact the housing office for more information.
- * Tell newcomer about check-in procedures.
- * Ask newcomer to keep you informed of any change of plans. Provide your duty and home (including area code) phone numbers and your mailing address so that the newcomer may easily contact you.

CHECKLIST FOR SPONSOR'S LETTER

Contact the individual you are sponsoring by mail within 7 days. Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in his/her 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 his/her assignment to your unit. Mention that you have been appointed as his/her sponsor and point of contact until he/she has in-processed and settled in.
- * Tell newcomer a little about yourself and if you are single or married (give spouse's name). Give names and ages of any children you have living with you.
- * Mention how long you have been stationed at your unit, a little about the unit's mission, and their work center.
- * If you don't already have this information, ask for information listed on needs assessment checklist, pages 6-7.
- * Ask newcomer if he/she is single or married (ask for spouse's name), and whether any children are arriving with him/her.
- * Let newcomer know how/where to forward mail.
- * Offer your assistance in arranging for temporary lodging. Remember that there is a very limited supply of temporary housing.

A NOTE FROM THE WORK-LIFE RELOCATION ASSISTANCE MANAGER

Congratulations! You have just been selected to sponsor a new team member of our Coast Guard community. I cannot overemphasize the importance of your role as sponsor.

You represent the first glimpse this new team member, and possibly his or her family, will have of your unit. 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 have only one chance to make a favorable first impression, please take full advantage of this opportunity.

I encourage you to do your very best to make this move the smoothest ever for our new team member and to use all the resources available to you to achieve this objective.

*CJ Johnson,
Relocation, Transition & Spousal Employment Assistance
Manager*

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 needs and exceed them** -- sometimes newcomers don't know what they need, so when they answer “nothing,” be suspect, but don't go way 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 your unit phone. Tell the newcomer who to call if you are going TAD or will be otherwise unavailable for a period of time and give the name of an alternate sponsor while you are gone.
- * **Be open and honest, but stay positive**--let the newcomer form their own impressions about the unit and the local area.
- * **If you can't respond to your newcomer's needs, get some help**--your supervisor, unit yeoman and Work-Life Staff are ready to help you.

Remember, no one expects you to be a relocation expert. You can get expert assistance by contacting the Relocation Manager at the Work-Life Staff at (510) 437-5922.

WHERE TO GET SOME ANSWERS

Whether it's the first or 9th time you are serving as a sponsor, you're not going to have all the answers. Here are some references/places to go for help: www.uscgcaworklife.com

- * Work-Life Staff: The Relocation Assistance Manager compiles the relocation information and assists in spouse employment and transition assistance. Additional staff members assist in dependent (child care) issues, special needs, family problems, wellness, and career information.
- * Coast Guard Housing Office: Government owned and leased housing assignment list/policies. PLEASE remind member that CG housing is limited. Members requesting to reside in housing may wait up to 12 months before a unit will be available.
- * Unit Administrative Office
- * PERSRU Office
- * Coast Guard/JPPSO Transportation Office: Information on shipment/delivery of hold baggage/household goods, and POV shipment/pickup points.
- * Security Police: Information on vehicle registration/insurance and state driving laws.

For all units, the standard relocation package contains:

- ◆ Work-Life brochures
- ◆ Area and community information/booklets
- ◆ TriCare and United Concordia dental information
- ◆ State DMV information
- ◆ Renting and Relocating guide
- ◆ Rental guides
- ◆ Maps
- ◆ Information request forms
- ◆ Moving On and Moving In

Sponsor/Unit Welcome Aboard Package

After you talk with your newcomer, you should assemble a unit specific sponsor package that includes unit information, local materials, your personal letter, and a Welcome Letter/Copy of Welcome message from your command.

* Your personal letter should be detailed and convey a warm welcome. Include your address and home/duty phone numbers. If you and the newcomer have spouses, having your spouse add a personal letter can be greatly appreciated.

* Describe organization and how the individual fits in.

- 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 individual's family members.

REMEMBER, THE SPONSOR'S JOB IS NOT DONE UNTIL NEWCOMER AND FAMILY ARE HERE AND SETTLED IN!!!!

NEWCOMER NEEDS ASSESSMENT

The needs of each newcomer will be different, so you must find out what those needs are and respond to them. It's not good enough to just say "let me know what you need"...good sponsorship is proactive! As a minimum, you should accomplish the items in this checklist. Ensure a completion date is indicated for each item. If items are not applicable, so indicate.

Call the newcomer within 7 work days of your sponsor assignment. If the newcomer is unable to receive your call, leave a message. If you or the member is deployed, highlight the anticipated return date and call as soon as you can. When you speak to the newcomer, determine their needs by using the needs assessment provided. Confirm if the member has received a standard relocation package. These packages are mailed automatically from the Work-Life relocation office for all members assigned within the Northern California, Nevada and Utah area.

Obtain the following information:

Newcomer's rank and name: _____

Newcomer's unit: _____

Newcomer's mailing address: _____

Duty/Home Phone #: _____

Will you be accompanied by family members? _____

Names: _____

Ages/Sex: _____

Interests/Hobbies: _____

Do you need **additional** information (besides what is in the relocation packet)?

Government Housing: _____
Rentals: _____
Schools: _____
Child Care: _____
Special Medical/Educational Needs: _____
Employment (State/City, Federal, NAFA, etc.): _____
Hotel/BEQ/BOQ Reservations: _____
Pets: _____ Kennel Requirements: _____

Airport Arrival: Date _____ time _____
Airline/flight # _____ number in party _____

Encourage newcomer to read the relocation packet material. Many of their questions can be answered if he/she reads the material first!

NOTES _____

WHAT YOU NEED TO DO

Don't despair if this is your first time as a sponsor. Very likely, the person you are sponsoring is quite capable of handling a normal move without too much assistance. 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 sponsor. If you don't know how to respond to a particular issue, seek assistance from your Supervisor, Administrative YN, and Executive Officer, ISC support staff or the Work-Life Staff. Ignoring a problem doesn't make it go away, and it could have a devastating effect on the person or family you're sponsoring.

Standard Relocation Package

Many areas are transitioning to web relocation sites in order to provide you with the most current and accurate information possible. In some cases a standard relocation package may be still available from the new area that you are relocation to.

Either way, the relocation information that you receive ensures that the newcomer and his/her family have generic information on their new duty station and the surrounding area.

You can confirm if the member has received a standard relocation package -these packages are mailed automatically or by request (depending on prior unit) from the Work-Life relocation office for all members assigned within the ISC Alameda AOR.

If the newcomer has not received their packet, email the relocation office as soon as possible at: cj.johnson@uscg.mil