



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON KAISERSLAUTERN
UNIT 23152
APO AE 09227-3152

IMKA-ZA

DEC 05 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: United States Army Garrison Kaiserslautern (USAGK) Command Policy Letter #27
- Civilian Sponsorship

1. The purpose of this policy is to outline civilian sponsorship responsibilities for newly assigned personnel and their families. It also establishes procedures for sponsoring civilian employees and applies to all command-sponsored civilian personnel. The intent of this policy is to allow incoming personnel and families to develop their first—and perhaps most critical—impression of the organization and installation based on how well they are integrated into the community.

2. Responsibilities.

a. The Civilian Personnel Advisory Center (CPAC) will:

(1) Inform supervisors when a new civilian employee has accepted a position and requests a sponsor. The CPAC will provide name, address, e-mail address, work, and home telephone numbers needed to contact new employees.

(2) Send DA Form 5434 (Sponsorship Program Counseling and Information Sheet) to the new employee's supervisor upon receipt.

b. The supervisor will:

(1) Appoint a sponsor in writing within 5 calendar days after receiving DA form 5434 or other notification of a new employee's pending arrival.

(2) Ensure sponsors attend Army Community Service (ACS) sponsorship training.

(3) Complete the new employee checklist.

c. The sponsor will:

(1) Attend ACS sponsorship training.

(2) Follow the procedures in this policy memo.

(3) Greet newcomers and their families at their point of entry (usually the airport).

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d. Incoming command-sponsored civilian employees will:

(1) Complete and return the DA Form 5434 included in the inprocessing package provided by the CPAC. The form 5434 is also available at <http://cpolrhp.belvoir.army.mil/eur/index.htm>. Click on *Living/Working Overseas* in the left column, then *In processing Information* in the right column.

(2) Provide a written assessment of their sponsor's performance approximately 10 days after their arrival. A sponsorship survey will be provided by the CPAC when the new employee in-processes.

3. Appointing a Sponsor.

a. When possible, the sponsor will be in a grade equal to or higher than the incoming employee. Sponsors should be familiar with their organization and the community.

b. Only individuals who represent the organization in a positive manner will be selected as sponsors. Group sponsorship is prohibited. Sponsors will sponsor only one person at a time. Individuals specifically excluded from being sponsors are those:

- (1) Being replaced by the incoming person.
- (2) Out-processing or within 60 days before a change of station.
- (3) Projected to be absent during parts of the in processing period.

c. Persons scheduled to be absent during the first 60 days after a new employee's arrival generally should not be appointed as a sponsor. If a sponsor must be absent during the first 60 days after the new employee arrives, the sponsor will ensure the needs of the new employee are met in advance or arrange for a substitute sponsor to assist the incoming employee. Supervisors will appoint trained reactionary sponsors to help incoming employees whose sponsors go on emergency leave or other unexpected long-term absences, and/or when an appointed sponsor can no longer provide adequate sponsorship for other reasons.

4. Sponsor Duties and Responsibilities.

a. Sponsors will:

- (1) Attend sponsorship training provided by ACS.
- (2) Review AE Pamphlet 600-8-8 and other community sponsorship guidance.

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(3) Provide timely and accurate information, be available to provide assistance, and make new personnel and their families feel welcome.

5. Before the new employee arrives, the sponsor will:

a. Initiate telephone or e-mail contact within 72 hours of being notified of sponsorship duties.

b. Send the newcomer a letter and welcome packet (available from ACS) and the local current newspapers within 10 calendar days.

c. Refer the newcomer to the Civilian Human Resources Agency, Europe Region (CHRA-E), website (<http://cpolrhp.belvoir.army.mil/eur/index.htm>) for in processing information and community links.

d. Find out about specific needs and concerns the newcomer may have. Sponsors should try to determine sponsorship needs and address them. For example, sponsor should inquire from the new employee the following:

(1) Bringing pets: Sponsor should let the new employee know that pets may not be able to stay in billeting and help make alternate pet-lodging arrangements if necessary.

(2) Shipping a vehicle: Sponsor should provide information about public transportation and shuttle bus routes.

(3) Accompanied by school-age children: Sponsor should provide information about Department of Defense Dependents Schools (DODDS).

(4) Children needing childcare or support for special needs (Exceptional Family Member Program): Sponsor should provide information about availability and waiting lists.

(5) Determine if newcomer wishes to obtain a postal mailing box in advance of arrival. If so, the sponsor (with a copy of the newcomer's PCS orders) can reserve a postal box at the local postal service center.

e. Arrival date: Sponsors are highly 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 facilities without an ID card).

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

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- g. Provide details about the organization, its mission and duties, and in processing.
- h. Provide specific local housing and cost-of-living information.
- i. Sponsor the entire family and initiate contact between spouses and children when appropriate. This includes:
 - (1) Contacting ACS for spouse-employment, information for Federal employment, opportunities in the geographic area.
 - (2) Checking with Youth Services and DODDS to see if a youth sponsorship program is available.
 - (3) Checking with ACS to see what newcomer-orientation programs are available for family members.
- j. Provide driver's license information and website (<http://rmv.hqusareur.army.mil>).
- k. Tell newcomers where they will be met when they arrive.
- l. Arrange temporary lodging and transportation.
- m. Send information on billeting accommodations and local hotels.
- n. Inform the chain of command and CPAC of any change of status for the incoming person, such as:
 - (1) Travel status changed from "deferred" to "accompanied."
 - (2) Change in marital status.
 - (3) Sudden changes in medical condition or illness.
 - (4) Change in family status (for example, sudden illness, death, or emergency).
- o. Promptly follow-up with the newcomer and answer all correspondence.
- p. Discuss travel plans, arrival date, and number in party, confirmation of lodging, local currency, and pet arrangements.

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q. Assist the newcomer in acquiring a Government credit card or transferring an existing card when appropriate.

r. Assist in determining up-front costs (such as housing, utilities, telephone, and similar expenses).

s. Ensure the employee has an Army Knowledge On-Line (AKO) account and has completed all required information security training.

t. Notify Information Services that a new employee will be arriving and request assistance is establishing email and other required electronic accounts.

6. When the new employee arrives, the sponsor will:

a. Welcome the new employee at the arrival point (including family members when appropriate).

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

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

d. Be prepared for the unexpected. For example:

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

(2) 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.

(3) If the newcomers arrive without weather-appropriate clothing, direct them to the local Post Exchange.

(4) Help newcomers make telephone calls to let their family know of safe arrival. Explain how the local telephone system works (dial Stateside calls, dial overseas calls from the States).

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

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(6) 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.

(7) Refer employee to ACS Lending Closet for pots, pans, houseware goods, etc.

e. Introduce new employee to the immediate chain of command, supervisors, and coworkers.

f. Provide a tour of essential post and community locations.

g. Escort new personnel and their families to billeting and other support agencies.

h. Assist in Privately Owned Vehicle (POV) registration and obtaining a U.S. Forces POV drivers license.

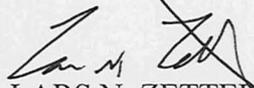
i. Be available to assist the newcomer with any related issues with moving to a new area.

j. Provide a copy of the enclosures to newcomers for completion.

(1) The Civilian Sponsorship Survey must be turned in to USAG K DHR no later than 30 days after arrival.

(2) The In-Processing Checklist for Civilian Employees guides newcomers to in-process with all required directorates and offices. The completed form is turned in to USAG K DHR.

7. Point of contact is the Directorate of Human Resources, DSN 493-4345


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LTC, EN
Commanding

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