

Personnel—General

How to Be a Good Sponsor



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United States Army Europe
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United States Army Installation
Management Command
Europe Region
Heidelberg, Germany**

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Document Management

Summary. This pamphlet provides information to help military and civilian sponsors in the European theater. It must be used with AR 600-8-8 and AE Regulation 600-8-8.

Summary of Change. This revision provides administrative updates.

Applicability. This pamphlet applies to military and civilian sponsors.

Forms. AE and higher level forms are available through the Army in Europe Publishing System (AEPUBS) at <https://aepubs.army.mil/ae/public/main.asp>.

This pamphlet is available at <https://www.aeaim.hqusareur.army.mil/library/>.

Records Management. Records created as a result of processes prescribed by this pamphlet must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil>.

Suggested Improvements. The proponent of this pamphlet is the USAREUR G1 (AEAGA-M, DSN 370-6816). Users may suggest improvements to this pamphlet by sending DA Form 2028 to the USAREUR G1 (AEAGA-M), Unit 29351, APO AE 09063-9351.

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CONTENTS

The Sponsorship Program.....	2
References.....	3
Abbreviations.....	3
Sponsorship Duties	
Sponsoring Accompanied Personnel.....	4
Sponsoring Unaccompanied Personnel.....	7
What Not to Do.....	7
ACS Relocation Services.....	8
Useful Websites.....	9

THE SPONSORSHIP PROGRAM



As Soldiers, civilian employees, and Family members living overseas, we understand the benefits of the sponsorship program to the individual, the unit, and the command. The intent of the sponsorship program is to make newcomers feel at home in their new unit and community. Newcomers who feel at home quickly become contributing members to the workplace and the community.

This pamphlet will help you meet your sponsorship responsibilities. This pamphlet must be used with AR 600-8-8, AE Regulation 600-8-8, and Army Community Service (ACS) sponsorship training.

AE Regulation 600-8-8 requires military and civilian sponsors to be appointed in writing. Appointed sponsors—

- Are responsible for the initial integration of new personnel and their Families into the unit and community.

- Should receive ACS sponsorship training. Military sponsors must also complete the Sponsorship Gateway to Europe (S-GATE) training at <https://www.updb.hqusareur.army.mil/portal/default.asp>.

REFERENCES

AR 25-400-2, The Army Records Information Management System (ARIMS)

AR 58-1 Management, Acquisition, and Use of Motor Vehicles

AR 600-8-8, The Total Army Sponsorship Program

AE Regulation 58-1 Management, Acquisition, and Use of Nontactical Vehicles

AE Regulation 190-1, Driver and Vehicle Requirements and the Installation Traffic Code for the U.S. Forces in Germany

AE Regulation 600-8-8, Military and Civilian Sponsorship

AE Circular 190-24, Consolidated List of Off-Limits Areas, Establishments, Firms, Individuals, and Organizations

ABBREVIATIONS

AAFES	Army and Air Force Exchange Service
ACS	Army Community Service
BOSS	Better Opportunities for Single Soldiers
CPF	central processing facility
DOD	Department of Defense
DODDS	Department of Defense Dependents Schools
NTV	nontactical vehicle
POV	privately owned vehicle
S-bus	sponsorship bus
S-GATE	Sponsorship Gateway to Europe
USAREUR	United States Army Europe
USEUCOM	United States European Command

SPONSORSHIP DUTIES

SPONSORING ACCOMPANIED PERSONNEL



Pre-arrival.

Before the newcomer arrives, the sponsor should—

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

- Send a welcome letter to the newcomer. The requirement is to send this letter within 10 days after being notified of sponsorship duties. The S-GATE webpage at <https://www.updb.hqusareur.army.mil/Portal/Default.asp> will be the primary source for contacting incoming military personnel. If the incoming person cannot be contacted through S-GATE, the sponsor must send the welcome letter by official mail. The letter should include information on the unit, the community, and the sponsor's telephone number, work address, and e-mail address. If the newcomer is in the military, the letter also should direct him or her to the S-GATE webpage.

- Contact the newcomer by telephone, fax, or e-mail to inquire about and provide information on the following:
 - Spouse employment. There are opportunities for employment in both the appropriated and nonappropriated fund areas. Civilian employment opportunities and application procedures are on the United States Civilian Human Resources Agency, Europe Region, webpage at <http://cpolrhp.belvoir.army.mil/eur/index.htm>.
 - Children and their ages and special interests.
 - Childcare needs.
 - Exceptional Family member requirements.
 - Pets.
 - Installation facilities.

NOTE: If the person you are sponsoring will be stationed in Germany, you must provide current information on the possession, registration, and transfer of privately owned firearms and on host-nation laws on dangerous dogs.

- Answer follow-up correspondence from incoming Soldier or civilian within 10 working days of receipt of correspondence.

- Gather current information from agencies in your military community (for example, housing, Government furniture) that will help the new person prepare for the overseas move.
- Suggest that the incoming person visit his or her local ACS relocation center to prepare for the move. ACS centers have information, workshops, and briefings that can be helpful.
- Send information from your local ACS to the newcomer.
- Inform newcomers about the necessary inprocessing requirements when they arrive. Military personnel who arrive at the Frankfurt International Airport must inprocess through the Soldier and Family Reception Center. Personnel who arrive in Italy must inprocess at the Marco Polo Airport (in Venice) or at the Aviano Air Base through the Vicenza Central Processing Facility (CPF) (in Davis Hall on Caserma Ederle).
- Discourage newcomers from arriving overseas on a weekend or non-duty day since in-processing facilities will be closed; encourage newcomers to arrive during a duty day.
- Arrange for transportation from the arrival point to the new community.
 - In Germany, transportation is available on the sponsorship bus (S-bus), which travels from the Soldier and Family Reception Center to the military communities. Civilian employees may ride the S-bus only on a space-available basis.
 - Commanders may authorize sponsors to use nontactical vehicles (NTVs) to pick up incoming military personnel and family if the commander determines the S-bus will not meet arrival or inprocessing requirements. Commanders may also authorize use of NTVs for inprocessing when the local military shuttlebus service or commercial transportation is not responsive to an immediate requirement (for example, long delays, poor connections).
 - Use of privately owned vehicles (POVs) is discouraged. If you use your POV when community transportation or an authorized NTV is available, you may not be reimbursed for expenses.

NOTE: Soldiers who arrive at Frankfurt International Airport must process through the Soldier and Family Reception Center before departing for their new community.

NOTE: Pets may be transported on the S-bus only if the pet carrier fits under the passenger seat or in the cargo compartment. If the pet carrier will not fit in the cargo compartment, alternate means of transportation must be arranged. In all cases, the bus driver has the final word and may refuse pets that cannot be accommodated or that pose a health or safety risk.

- Make arrangements to meet newcomers. Let them know who will meet them and where they will be met.
- Arrange temporary accommodations for arriving personnel and their Families. If accommodations are not available on post, you should make arrangements at an off-post guesthouse or hotel.
- Sponsors should plan on assisting newcomers during the initial inprocessing period. However after initial inprocessing is completed sponsors should provide decreasing levels of support based on the newcomer's ability to function independently. This period of time should last approximately 2 to 3 weeks after inprocessing is complete.



Arrival.

Making new personnel and their Families feel welcome and relaxed on arrival is important. Remember, arriving personnel will probably be tired. The sponsor is responsible for making sure that new arrivals are met, greeted, and taken care of. If you will not be able to meet the newcomer, a designated representative must be assigned according to AE Regulation 600-8-8.

- Meet civilian personnel (all grades) and their Families at their point of entry (for example, airport, train station).
- Meet senior military personnel (colonels, chief warrant officers 4, and above; and sergeants major) and their Families at their point of entry. Other inbound military personnel and their Families will be met at a designated place in the new community (generally at the CPF or inprocessing training center) or at their point of entry.

NOTE: Soldiers who arrive at Frankfurt International Airport must process through the Soldier and Family Reception Center before departing for their new community.

- Escort newcomers to their accommodations and ensure their immediate needs are met (for example, money exchange, food, personal necessities, emergency contact numbers).
- Introduce the new person to members of the chain of command and familiarize the new person with the unit/organization and its mission.

Post-arrival.

The sponsor will be available to the newcomers the first few weeks after they arrive to help them get oriented and solve problems that may arise. The sponsor should—

- Ensure temporary transportation is available until other means have been arranged. Newcomers should be taught how to use post transportation as soon as possible. Commanders may authorize the use of NTVs for local inprocessing activities when local military (for example, shuttlebus) or public transportation is not available or will not meet inprocessing or arrival requirements. Use of NTVs for transportation from domicile to duty is prohibited, except for taking newcomers to temporary quarters on arrival. In certain cases, commanders may authorize sponsor reimbursement for POV mileage (AE Reg 600-8-8). However, reimbursement will generally be restricted to locations required for inprocessing.
- Assist personnel during inprocessing when necessary. Escort the newcomer to inprocessing appointments and locations on the inprocessing checklist when needed. The sponsor will not conduct inprocessing for the newcomer.
- Escort new personnel and their Families to the local ACS office and other support agencies. Let newcomers know about available support agency programs, installation facilities and services such as childcare, commissary, bank, dental clinic, hospital, post exchange, schools, thriftshop, lending closet, and/or vehicle registration. Also be sure to inform new personnel and Family members of off-limit establishments (AE Cir 190-24).
- Assist the newcomer in finding adequate housing and transportation to housing appointments.

SPONSORING UNACCOMPANIED PERSONNEL

Unaccompanied personnel will also need help. In addition to the responsibilities in the accompanied personnel section, sponsors must do the following when assisting unaccompanied personnel:

- Check with the relocation program manager for specific installation housing policy for unaccompanied personnel.
- When escorting incoming Soldiers to the local ACS and other support agencies, include a visit to the representative of the Better Opportunities for Single Soldiers (BOSS) program.

WHAT NOT TO DO

- Do not lend a POV to incoming personnel who do not have a U.S. Forces certificate of license (AE Reg 190-1). Instead assist the incoming Soldier in obtaining a U.S. Forces certificate of license to drive and in registering their own POV.
- Do not lend newcomers money or pay their hotel bills.
- Do not become a chauffeur. Teach the newcomer how to use post and public transportation.
- The sponsor must encourage and teach new arrivals to function independently in the community as soon as possible. Sponsors are not responsible for performing such tasks as childcare, grocery shopping, laundry, house hunting, and other functions best performed by the new arrivals and not directly related to sponsorship.



ACS RELOCATION SERVICES

PRE-ARRIVAL ASSISTANCE

- Redeployment briefings.
- Sponsorship training for sponsors and leaders.

ARRIVAL ASSISTANCE

- Lending closet.
- Welcome orientations.
- Welcome packets.

POST-ARRIVAL ASSISTANCE

- ACS Outreach Program.
- Financial planning and counseling.
- Newcomers orientation and cultural adaptation classes.
- Youth Services Program.

OTHER ASSISTANCE

- ACS offices offer out-sponsorship and reentry training to help personnel and their Families readjust to living in the United States.
- Contact your local ACS office for more information on ACS programs, inprocessing, or sponsorship training.

USEFUL WEBSITES

<http://www.hqusareur.army.mil>

This is the United States Army Europe (USAREUR) homepage. It provides the USAREUR mission statement as well as information on news sources, leaders, policy, and issues that affect Soldiers, civilian employees, and Family members in Europe.

<http://www.mwr-europe.com>

This website provides information on ACS; arts and entertainment; child, youth, and school services; BOSS; libraries; restaurants; clubs; and more.

<http://cpolrhp.belvoir.army.mil/eur>

This website is for civilian personnel in the European theater. It provides information on civilian personnel issues, links to Federal job listings, and a valuable section on living and working overseas.

<http://www.aafes.com>

This is the Army and Air Force Exchange Service (AAFES) website. It provides information on AAFES services on various military installations.

<http://www.eucom.mil/english/index.asp>

This is the United States European Command (USEUCOM) homepage. It has extensive information on living in Europe and working for the Department of Defense.

<http://www.dodea.edu>

This website provides information on Department of Defense Dependents Schools (DODDS) and links to individual DODDS school districts.

<http://www.per.hqusareur.army.mil/postreintegration>

This website provides information to help leaders recognize and resolve Soldier, civilian employee, and Family member post-reintegration challenges.

<http://www.militaryonesource.com/skins/MOS/splash.aspx>

Military OneSource is a 24-hours-a-day, 7-days-a-week, toll-free information and referral telephone service. It is available worldwide to active duty, Reserve, and National Guard military members and their Families, and deployed civilians and their Families. Military OneSource provides information ranging from everyday concerns to deployment and reintegration issues.

<http://www.hqusareur.army.mil/rmv/>

The USAREUR Registry of Motor Vehicles (RMV) is a Non-Appropriated Fund Instrumentality (NAFI) with the mission of providing vehicle and firearms registration and operator's licenses for American forces in Germany as specified in the status of forces agreement (SOFA). The mission requires compliance with the German law as well as U.S. Forces regulations.