



DEPARTMENT OF THE NAVY

**NAVY PERSONNEL COMMAND
5720 INTEGRITY DRIVE
MILLINGTON TN 38055-0000**

COMNAVPERSCOMINST 1740.1B

PERS-00G

18 JUL 2001

COMNAVPERSCOM INSTRUCTION 1740.1B

From: Commander, Navy Personnel Command

Subj: NAVY PERSONNEL COMMAND (NAVPERSCOM) SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3A

Encl: (1) Sample Sponsor Notification Memorandum
(2) Sample Welcome Aboard Letter
(3) Sponsor Program Critique Sheet
(4) Sample Sponsor Letter
(5) Sponsor Checklist

1. Purpose. To provide administrative and management guidelines in support of NAVPERSCOM Sponsor Program. This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. COMNAVPERSCOMINST 1740.1A.

3. Background. Reference (a) establishes the requirements for a Command Sponsor Program and sets forth suggested elements and program objectives.

4. Discussion. Sponsor program is vital to our most important asset - our personnel. Every member of Navy Personnel Command (NAVPERSCOM) is responsible for ensuring a positive attitude is instilled in newly reporting personnel from the moment they receive orders to this command through the entire check-in process. Essential elements of a successful sponsor program are a welcome aboard letter, general information on the local area, assignment of a dedicated sponsor, completion of all sponsor duties, and indoctrination briefings.

5. Responsibilities. Individuals assigned as sponsors must be willing to accept the additional responsibilities and will be afforded necessary time to carry out their obligation. Following specific individuals are tasked with administering the command sponsor program.

a. Executive Officer/Military Adjutant. Executive Officer/Military Adjutant will provide oversight for the program and will assist the Sponsor Coordinator in assuring that NAVPERSCOM codes are notified of newly arriving personnel, both officer and enlisted. Military Support Office (MSO) shall ensure that prospective Training and Administration of the Reserves (TAR) officer gains are included in notification of PERS-codes.

b. Sponsor Coordinator. Sponsor Coordinator is responsible for administration, organization, and effective functioning of the sponsor program. Sponsor Coordinator is a collateral duty of the Command Career Counselor, but may be assigned to another code as deemed appropriate. Sponsor Coordinator will

(1) ensure a tracking list is maintained of all incoming personnel.

(2) coordinate with the appropriate PERS-code to assign sponsors for personnel reporting to that code. The PERS-code will use enclosure (1) to notify sponsors of their selection. Primary point of contact will be the LCPO for each PERS-code.

(3) coordinate with PERS-00BAC in preparation of the welcome aboard letters for Commander, Navy Personnel Command (COMNAVPERSCOM) signature. COMNAVPERSCOM will sign welcome aboard letters for all incoming personnel. Enclosure (2) is provided as a sample letter. Assistant Commanders, Staff Office Directors and Special Assistants may consider a follow-on letter to incoming personnel in addition to the initial welcome aboard letter from COMNAVPERSCOM.

c. Command Master Chief (CMC). CMC shall monitor the program to ensure compliance.

d. Military Support Office (MSO)

(1) MSO shall input names for prospective gains of enlisted personnel in the personnel database. Information on prospective TAR enlisted gains should be obtained from Naval Reserve Personnel Center (NRPC) and entered into the personnel database by MSO. This information will be consolidated and disseminated from MSO as necessary.

(2) Inform COMNAVPERSCOM, Executive Officer and CMC of all newly reporting personnel.

(3) Ensure each newly reporting member completes a critique sheet, enclosure (3), to assess the effectiveness of the sponsor program. Completed critique sheets will be routed to COMNAVPERSCOM, via Director, Administrative Office (PERS-01) and CMC. The critique sheet shall be completed when the new member checks in with MSO. A copy of the completed critique sheet will be forwarded to the appropriate PERS-code.

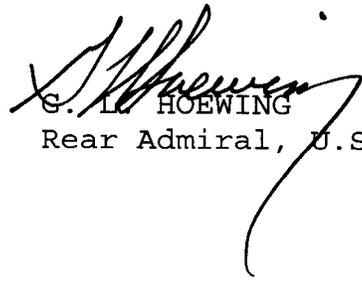
e. NAVPERSCOM PERS-Codes. PERS-code division to which gaining individual will report will provide name of the designated sponsor to the Sponsor Coordinator when requested. In no case will a sponsor be of a lower rank than the individual they are sponsoring. Designated sponsor must have a minimum of 6 months aboard NAVPERSCOM. It is preferred that the designated sponsor not be the person being relieved.

f. Designated Sponsor. Designated sponsor will

(1) take steps to initiate contact with the reporting member within 3 working days of receiving notification of becoming a sponsor. Telephone contact should be made whenever possible by using the Defense Switched Network (DSN).

(2) refer to enclosure (4) and prepare a personal letter to the new member within 1 week of receipt of orders. Perform sponsor duties as outlined in enclosure (5).

(3) mail a welcome aboard package with sponsor's personal letter to incoming personnel with relevant and current information concerning housing, transportation, recreation, and any other additional information available. Welcome aboard package should be obtained from the Sponsor Coordinator. Notify Sponsor Coordinator when the letter and package have been sent.


G. L. HOEWING
Rear Admiral, U.S. Navy

Distribution:
(See next page)

Distribution:

COMNAVPERSCOMINST 5218.1A

- 1A Commander, Special Assistants, Staff Office
Directors and Assistant Commanders
- 1B Division Directors, Special Assistants to Staff Office
Directors and Special Assistants to Assistant
Commanders
- 2A Branch/Staff Office Heads and Special Assistants to
Division Directors
- 2B Section and Unit Heads

SAMPLE SPONSOR NOTIFICATION MEMORANDUM

(This Notification May be Delivered via E-Mail)

Date _____

From: LCPO, PERS-
To: _____
Via: NAVPERSCOM, Sponsor Coordinator
Subj: SPONSORSHIP ASSIGNMENT
Ref: (a) COMNAVPERSCOMINST 1740.1B
Encl: (1) Sample Sponsor Letter
(2) Sample Checklist

1. You are hereby assigned as sponsor for _____. You will thoroughly familiarize yourself with reference (a) regarding your responsibilities, and utilize enclosures (1) and (2) in executing your sponsor duties.

(Signature)

(Name and mailing address of new member)

Enclosure (1)

SAMPLE WELCOME ABOARD LETTER

Name
Address
City, State, Zip Code

Dear _____

Congratulations on your assignment to Navy Personnel Command. I am certain that you will find this tour one of the most rewarding and challenging of your career. You can reach your sponsor, _____ at DSN: 882- or Comm: (901) 874- .

Our mission here is to support the needs of Navy by providing the Fleet with the right person in the right place at the right time. We also strive to satisfy our Sailors' personal goals and improve their quality of life and that of their families; we will provide them with meaningful and rewarding career opportunities, promote and retain the best, and ensure fair and equitable treatment of all hands, by all hands, at all times. I strongly endorse and expect each member of the command to provide the best possible "customer service" in our everyday dealings with Navy's most important asset, our people. You are soon to become part of this very important team and I'm pleased to welcome you onboard.

We are located in Millington, Tennessee, which is approximately 20 miles north of Memphis. To find more information concerning the Millington area, please log on to the following web site <https://www.dmdc.osd.mil>. If you haven't received your welcome aboard package within a couple of weeks, please contact our Sponsor Coordinator at (C) 901-874-4851/(DSN) 882.

Again, welcome to Millington and I look forward to having you as part of Navy Personnel Command team!

Rear Admiral, U.S. Navy

Enclosure: Welcome Aboard Information

WELCOME ABOARD INFORMATION

Navy Medical Clinic, Naval Support Activity (NAVSUPPACT) Mid-South provides primary health care to all active duty, and some family members who choose the clinic as their Primary Care Manager. TRICARE network, which is very robust, provides all specialty care. Additionally, there are eight network hospitals spread across the Memphis area. If you are enrolled in TRICARE Prime, DO NOT disenroll prior to leaving your command. You will transfer your enrollment to the Memphis area upon arrival, and the Health Benefits Advisors at the Navy clinic can help you. If you have a question, you can call 1-877-209-8169 and ask to speak to a Navy Health Benefits Advisor here in Millington. Also, remember to travel with the number of the Primary Care Manager with whom you are currently enrolled (active duty and family members), for they must authorize any urgent/emergent care you obtain en route to Memphis. If you do obtain health care en route, upon arrival in Memphis, make sure you stop by the TRICARE Liaison Office at the clinic and talk with a Health Benefits Advisor to make sure all the proper authorizations have been filed.

There is typically a waiting list for infant and toddler care at NAVSUPPACT Mid-South Child Development Program, which includes the Child Development Center (CDC) and certified Family Child Care (FCC) providers in on-base and off-base housing. Average time spent on the waiting list is 5 to 6 months for CDC, sometimes shorter for FCC. Parents can place their names on the waiting list prior to arrival at NAVSUPPACT Mid-South by calling the CDC at (C) 901-874-5745/(DSN) 882 for a Department of Defense Request for Care Record (DD 2206). The form is also available at any military CDC or FCC office.

Housing Welcome Center is located in the O'Kane Building (S-781), and is open weekdays from 0730 until 1600. Directional signs are posted to help newcomers find the building. All incoming personnel are directed to report to the Housing Referral Office before making any commitments for housing (rental or sales) in the community. For more information about housing you can call © 901-874-5547 or (DSN) 882.

Another source of vital information that may help make your forthcoming move smoother is the NAVSUPPACT Mid-South Fleet and Family Service Center's Relocation Coordinator at (C) 901-874-5381/(DSN) 882. Additionally, feel free to contact NAVPERSCOM via e-mail at p00cd01@persnet.navy.mil for additional information. Upon your arrival at Navy Personnel Command, please bring all your records and check in with our Military Support Office (MSO) which is located in the Whitten Building

18 JUL 2001

(Bldg. 791, Room B-117). Should you report after normal working hours, please check in with the NAVPERSCOM duty office which is located in Whitten Building (Bldg. 791, Room B-109). Access to the building after working hours will be through the South entrance located on Commitment Loop Drive. The duty office can be contacted by pressing the button next to the audio-visual camera located to the right of the door.

SPONSOR PROGRAM CRITIQUE SHEET

CODE _____
RANK _____

In an effort to improve Navy Personnel Command's Sponsor Program, any and all recommendations for improvement are desired. Please complete the following questions prior to leaving the Military Support Office:

1. Did you receive a welcome aboard letter/package?

YES/NO

2. Did you find the Welcome Aboard Package helpful in your efforts to relocate to the Memphis area?

YES/NO

3. What additional items would you have liked to see included in the Welcome Aboard Package?

4. Did you experience any problems concerning your transfer to NAVPERSCOM?

YES/NO

If yes, what problems:

5. How far in advance did you receive your orders prior to transferring?

6. What suggestions would you make to improve the command's Sponsor Program?

Please feel free to make any additional comments or remarks on the back.

SAMPLE SPONSOR LETTER

Date _____

A. B. Sea
U.S. Construction Battalion
FPO AA 34099-5021

Dear _____,

My name is _____, and I am your sponsor for your upcoming assignment to Navy Personnel Command, Millington, Tennessee. I'd like to take this opportunity to introduce myself and welcome you to the Memphis area, and specifically to our command.

(Note: A personal paragraph would be appropriate here, such as, if you are married, how long you have lived in the area, if you live off base, etc.).

The local area offers a wealth of cultural and recreational opportunities, including fresh water fishing and general sightseeing. There are several museums and parks, a great zoo, Elvis Presley's Graceland estate, shopping malls, and many fine golf courses located in the area. The area offers something for everyone, especially the military. The greater Memphis area has a large military population, both active duty and retired.

Let me know your travel arrangements, flight information (if applicable), and anticipated arrival time. I will be happy to assist you in any way I can to make your relocation as smooth as possible.

Please contact me at the following address:

My work telephone number(s) are: _____ or

_____.

I look forward to hearing from you.

Sincerely,

Enclosure (4)

SPONSOR CHECKLIST

- Review OPNAVINST 1740.3 (NAVY SPONSOR PROGRAM) and COMNAVPERSCOMINST 1740.1B (NAVPERSCOM SPONSOR PROGRAM) concerning sponsorship objectives and responsibilities.
- Obtain all pertinent information on the sponsored individual from the Sponsor Coordinator.
- Contact the person by letter/telephone within 1 week. Initiate a sponsor letter, a sample is available in enclosure (3) to COMNAVPERSCOMINST 1740.1B. Ensure all correspondence includes your mailing address and office telephone number(s).
- Send a Welcome Aboard Packet to sponsored individual along with your letter. Obtain the packet from the Sponsor Coordinator which can be mailed with the letter from you at government expense.
- Arrange lodging accommodations in a local hotel, Navy Lodge, BOQ, or BEQ as far in advance of arrival date as possible.
- Request the sponsored individual keep you advised of their travel and arrival plans. Keep your division informed of any changes the member may make.

• **Arrival**

- Help obtain rental vehicle if needed.
- Meet newcomers at the airport or other prearranged location and ensure transportation is available to the command or temporary lodging accommodations (recommended).
- Escort the individual through command check-in process including introductions to fellow co-workers. All newcomers must check in through MSO and complete the check-in sheet that they will be provided there.
- Introduce new member to the Fleet and Family Service Center's relocation specialist. This will make your job much easier.

- Ensure the new member checks into the Housing Welcome Center (Building S-781) prior to renting or buying a home.
- Provide a tour of the base and surrounding community.

- Post-Arrival

- Give newcomer (married personnel) the name and telephone number of the Command Ombudsman and make sure the Ombudsman has name, address, and telephone number of the new member's spouse. For unaccompanied new enlisted arrivals, ensure they have the phone number for the Command Master Chief's office.
- Follow-up with a telephone call to see if the new member needs further assistance, such as information regarding car registration, medical facilities, local schools, etc.
- Think back to your first days in Millington. Remember some of the feelings attached to your move into the area, and try to be as helpful to the new member as possible. You'll be surprised how much your efforts will be appreciated.
- Once your sponsor duties are completed, make notes (lessons learned), share them with other sponsors, and provide a copy to the command Sponsor Coordinator. Your comments about problems experienced and recommendations for improvements are critical to the continued success of the program.