



Hill Air Force Base Key Spouse Sponsorship Training

(Established Nov 5, 2009)

Key Spouse Sponsorship Training



The Importance of Effective Sponsorship

Sponsors are the most important link in the sponsorship program. As a sponsor they are a direct representative of their unit commanders and Hill AFB. They are responsible for making an important first impression to a very important person's perception of Hill AFB and the Air Force by being as helpful as possible during this important transition.

Sponsors should be matched with newcomers to the greatest extent possible. For instance, single with single, female with female, single parent with single parent.

Two-way communication is the most important component in being a sponsor. As soon as they are assigned as a sponsor, they should make contact with the person they are sponsoring and obtain their work and home addresses, phone numbers, and email addresses. They should also be sure to provide their own contact information.

Key Spouse Sponsorship Training



The Effects of Good Sponsorship

Relocating can be one of the most stressful aspects of military life. Moving yourself, your family, and all of your worldly possessions from one location to another can be a trying experience. Even those who are adventurous, and have positive attitudes, experience increased stress. A good sponsor can make a tremendous difference in helping a newcomer adjust to life at a new installation. Attitudes toward a new assignment are formed prior to, and shortly after, arrival at a new duty station. As a sponsor, you can paint a good picture of what's in store.

Financially, moving is expensive! Studies have shown that personnel who have received quality information better understand the moving process and are able to plan ahead, and spend less money when relocating. The assistance that sponsors provide might very well help to prevent financial hardship or distress.

Key Spouse Sponsorship Training



The Effects of Poor Sponsorship

Poor sponsorship is often “too little-too late”. This may be the result of lack of communication, inaccurate or insufficient information, or poor responsiveness.

These negatives can build up to the point where the mission is not being accomplished. It doesn't matter what any of our jobs are. When individuals are stressed about relocating, they cannot fully concentrate on accomplishing the Air Force mission. Sponsors have a big responsibility to do everything they can to lessen stress related to relocating.

Key Spouse Sponsorship Training



The Sponsor's Responsibilities

The sponsor is a sponsor for the entire family and must take into consideration the needs of all members of the newcomer's family. By their assignment as a sponsor, they are a resource for the newcomer...hopefully a useful resource!!

Remember that everyone they sponsor will be different and that is why it is so important they listen carefully. What worked last time may not work this time.

Newcomers should be encouraged to let sponsors know what their needs, interests, and concerns are.

Sponsors should be realistic and honest, letting the newcomer know what they can and cannot do. They should not make commitments they cannot keep.

Key Spouse Sponsorship Training



The Sponsor's Responsibilities

CONTACT INCOMING MEMBER. The needs of each Newcomer and his/her family will be different so the sponsor must find out what those needs are and then respond to them. It's not Good enough to just say, "Let me know if you need anything" Good sponsorship means being proactive. Sponsors must ask specific questions and volunteer services before being asked.

Sponsors must contact the newcomer within **7 days** after their appointment as a sponsor. They can make a personal or DSN call, fax, or email. They should determine the newcomer's needs by using the "Sponsor Contact Checklist" provided by the A&FRC. They should also assist with the family's lodging reservations.

Sponsor's should encourage a visit to the Airman & Family Readiness Center's Relocation Assistance Office at the losing base. Current information on Hill AFB can also be obtained from the following web-sites:

<http://www.militaryinstallations.dod.mil>

<http://www.militaryonesource.com>

Key Spouse Sponsorship Training



The Sponsor's Responsibilities

SEND A SPONSOR PACKET. Once the newcomer arrives, bring them by the Airman & Family Readiness Center's Relocation Assistance Program office (Bldg 150) to gather any additional information or resources that they might need.

PROVIDE NEEDED INFORMATION. This is a continuous thing until the newcomer and family are settled into the new community. The Relocation Assistance Program office can answer questions and recommend various base and community agencies that can assist the newcomer and family.

Key Spouse Sponsorship Training



Sponsoring Tips

Good sponsorship is simply quality customer service. Here are some tips to assist the newcomer and make them feel like an important part of Team Hill:

LISTEN. Oftentimes a newcomer can reduce stress associated with a move by merely talking to someone “already there” who listens and shows concern.

DETERMINE THE NEED AND MEET IT. Sometimes newcomers don’t know what they actually need. When they respond with, “nothing”, be suspect, but be careful to not insult them either. They may indeed be “PCS pros!” Ask if they have ever been to the new area before. If not, offer friendly advice on possible needs.

BE A RESOURCE FOR THE ENTIRE FAMILY. Ask non-intrusive questions about the newcomer’s family and background. Get spouses and children involved by including them in conversations and correspondence or have your family members do so. Help them to make the connection with the Youth Activities Services “Pen Pal Program” so that their children can begin making friends before arriving.

Key Spouse Sponsorship Training



The Newcomer's Arrival

Sponsors should meet the newcomer upon arrival. Meet them at the airport if they fly in. Assist w/luggage and transportation to the base. If they have conflicting TDY commitments, exercises, or work schedules, they should inform their supervisor so someone else can be appointed.

Sponsors should accompany the newcomer to the lodging office, duty section, and the Airman & Family Readiness Center . They should introduce the newcomer to the commander, first sergeant, supervisor, and co-workers.

They should also introduce the newcomer to the Airman & Family Readiness Center's staff . A&FRC staff will assist in obtaining maps of the base and local community, information on spouse employment , checking out household items from the Loan Locker, etc.

Key Spouse Sponsorship Training



The Newcomer's Arrival

Sponsor's should ensure that the newcomer checks with the Base Housing Office prior to renting or buying a house. The newcomer can also view the Automated Housing Referral Network website for homes listed for sale and rent in the local area at:

<http://www.ahrn.com/>

Sponsor's should assist them with house-hunting transportation needs as much as possible. They should also provide a tour of the installation and local community.

Key Spouse Sponsorship Training



The Newcomer's Arrival

The sponsor should accompany the newcomer to the Customer Support Center. First Term Airmen reporting to their first duty station will attend a week-long orientation at the First Term Airmen Center. Other military members will attend a 6-hr Newcomers Orientation at the A&FRC. These as well as the in-processing appointments will be scheduled through the Customer Support Center.

These actions will help the newcomer experience a warm welcome , and become familiar with Hill AFB and the local community, and result in a positive relocating/sponsorship experience.

IMPORTANT NOTE FOR SINGLE PARENTS AND DUAL MILITARY – Ensure that the Emergency Childcare Form (AF Form 357) is completed through the First Sergeant.

The sponsor should follow-up in a week or two with a phone call to see if the new member has settled in and does not need any additional assistance.

The sponsor's job is not done until the newcomer and his/her family has settled in!

Key Spouse Sponsorship Training



Helpful Sponsorship Tools

- Sponsorship Packet (mail as soon as possible)
- Base Guide and Telephone Directory (present upon arrival)
- Hill AFB web-site (via militaryinstallations.dod.mil)
- Military One Source (www.militaryonesource.com)

Key Spouse Sponsorship Training



THE TEST

Key Spouse Sponsorship Training



1. Why is Sponsorship Training mandatory?
 - A. To reduce the stress of moving to a new location
 - B. Effective sponsorship supports mission requirements and improves morale and unit cohesiveness
 - C. Required by AFI 36-3009
 - D. All of the above

Key Spouse Sponsorship Training



2. The best way to determine what to include in the sponsorship packet is to:
 - A. Send one of everything
 - B. Listen to the newcomer's needs and interests
 - C. Send what you would like to receive

Key Spouse Sponsorship Training



3. Each newcomer's needs will be different:

TRUE

FALSE

Key Spouse Sponsorship Training



4. The place to go to for gathering relocation information about Hill AFB and the surrounding area is:
 - A. MPF
 - B. Chapel
 - C. Airman & Family Readiness Center

Key Spouse Sponsorship Training



5. The sponsor's job is complete when:
 - A. Sponsorship information is sent
 - B. The newcomer is introduced to his duty section
 - C. The newcomer & family have arrived at the airport
 - D. The newcomer & family have settled into their new community

Key Spouse Sponsorship Training



6. One of the results of poor sponsorship is:
 - A. Decrease in mission readiness
 - B. Increase in morale
 - C. Reduced stress due to relocation

Key Spouse Sponsorship Training



7. How often should a sponsor receive sponsorship training?
 - A. Once a year
 - B. Every two years
 - C. Every six months

Key Spouse Sponsorship Training



8. Within how many days should you contact your newcomer once you are assigned as their sponsor?
- A. 30 days
 - B. 7 days
 - C. 14 days

Key Spouse Sponsorship Training



9. As a sponsor you are a direct representative of your unit commander and Hill AFB:

TRUE

FALSE

Key Spouse Sponsorship Training



10. If TDY commitments, exercises, or work schedules prevent you from being a good sponsor to your newcomer, inform your supervisor so that another sponsor can be appointed.

TRUE

FALSE

Key Spouse Sponsorship Training



SUMMARY

Thank you for reviewing this information provided to assist you in becoming familiar with effective sponsorship.

Questions may be directed to the
Airman & Family Readiness Center
777-4681