



# Joint Task Force National Capital Region Medical DIRECTIVE

NUMBER 1100.01

JAN 26 2010

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SUBJECT: Personnel In/Out-Processing and Sponsorship

- References:
- (a) Sponsor Assignment
  - (b) Sponsor Duties
  - (c) Sponsorship Questionnaire
  - (d) JTF CAPMED In/Out Processing (Military, Civilian, & Contractor)
  - (e) Command Sponsorship Letter

1. PURPOSE. To standardize the reception and in-processing procedures for newly arriving Soldiers, Sailors, Airmen, and Civilians to the JTF Headquarters.

2. CANCELLATION. DoDD 1100.01, 30 September 2009.

3. APPLICABILITY. This Directive applies to the relocation of incoming personnel and their families when transferred on Permanent Change of Station (PCS) orders. An effective Sponsor Program is an important element, in helping a reporting member form his or her initial opinion of the Command.

4. POLICY. It is JTF CAPMED policy that:

- a. New personnel will report immediately to their J-Code Supervisor.
- b. New personnel sponsors will escort them through the in-processing steps to ensure they complete each item on the in-processing checklist.

(1) The JTF CAPMED in-processing packet contains the following:

- (a) In-Processing Worksheet.
- (b) Personal Data Sheet.

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- (c) Request for IT Services and computer training.
- (d) INFOSEC Program User Agreement.
- (e) Telephone Access Request.
- (f) Installation and Hospital Map.
- (g) Mass transit information and application.
- (h) Vehicle Pass and ID Card Application.
- (i) Armed Forces Insignia/Rank Chart.
- (j) JTF Commanders Guidance/Background Information.
- (k) JTF Phone Directory.
- (l) Civilians access to MyBiz and supervisors have an account in Defense Civilian Personnel Data System (DCPDS).

#### 4. RESPONSIBILITIES

##### a. In-processing

##### (1) J-Code Director

- (a) Assign a sponsor for new personnel.
- (b) Provide initial counseling for new personnel.
- (c) Provide available work space for new personnel.

##### (2) Sponsor

- (a) Ensure new personnel complete the in-processing checklists (Enclosure 4).
- (b) Escort new personnel to the J-Code areas to greet the directors.
- (c) Escort new personnel to work area.
- (d) Escort new personnel through the in-processing process.

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- (a) Obtain sponsor name from appropriate directorate.
- (b) Send welcome letter and in-processing packet to new personnel to include the link to the WEB based "NEWCOMERS ORIENTATION."
- (c) Monitor and confirm completion of new personnel in-processing packet, file necessary documents.
- (d) Arrive in automated systems.
- (e) Establish local personnel file.
- (f) Maintain sponsorship program.

(4) J3

- (a) Verify security clearance.
- (b) Record readiness information.
- (c) Provide building access card to new personnel.

(5) J6

- (a) Establish phone, computer, and blackberry (if applicable).
- (b) Allow access to Share Point website.

(6) J7

- (a) Receive training certificates and input appropriate data.

(7) J8

- (a) Establish DTS account or transfer current DTS account to JTF CAPMED.
- (b) Ensure new personnel have government credit card.
- (c) Ensure civilian personnel are in Civilian Payroll System.

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(8) Headquarters Command Staff

- (a) Add to JTF CAPMED email distribution group.
- (b) Chief of Staff check-in.

b. Out-processing

(1) Departing Personnel

- (a) Complete the out-processing checklist (Enclosure 4).
- (b) Complete service out-processing requirements.

(2) J1

- (a) Depart in automated systems.
- (b) Provide local personnel file.
- (c) Monitor and confirm completion of out-processing.

(3) J3

- (a) Verify security clearance.
- (b) Retrieve building access card.

(4) J6

- (a) Retrieve phone, computer, and blackberry (if applicable).

(5) J7

- (a) Provide training certificates.

(6) J8

- (a) Transfer DTS account to new command.

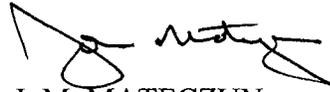
(7) Headquarters Command Staff

- (a) Remove from email distribution group.

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5. RELEASABILITY. This Directive is approved for public release and is available on the Internet from the JTF CAPMED Web Site at <http://www.jtfcapmed.mil>.

6. EFFECTIVE DATE. All provisions of this Directive are effective immediately.



J. M. MATECZUN  
Vice Admiral, MC, U.S. Navy  
Commander

Enclosures

1. Sponsorship Assignment
2. Sponsor Duties
3. Sponsorship Questionnaire
4. In-processing Checklist (Military, Civilian, & Contractor)
5. Command Sponsorship Letter

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**ENCLOSURE 1**

**SPONSOR ASSIGNMENT**

The J-Code will select the sponsor for the incoming member. The proper selection of the individual sponsor is the primary component needed to carry out an effective sponsor program. Experience has shown that highly effective sponsor programs not only take great care in the selection of sponsors, but also provide sponsors with support and incentives.

A good sponsor should have the following qualifications:

Be available to assist the newcomer during the first few days of arrival.

Be someone who believes in the value of the program.

Be someone whose attitude will create a positive first impression of the Command.

Be available for at least three months after the arrival of the incoming member.

Be willing to do as much as possible to assure the newcomer experiences a smooth transition to the new Command and location.

Be familiar with the Command.

Be thoroughly familiar with Command procedures and instructions.

Be knowledgeable about available resources, and know where to obtain needed information.

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## ENCLOSURE 2

### SPONSOR DUTIES

Knowing what to expect and having a specific contact person at a new duty station can make the difference between a good move and a bad one. The success of any program rests with those who are charged with the responsibility for implementation. The duties of a sponsor can be broken down into three phases:

- Pre-arrival. As soon as assigned, you as the sponsor should:

Become thoroughly familiar with the provision of this SOP.

Draw upon the knowledge gained from personal experience as a newcomer.

Draw on your own personal experience with the Sponsor Program, using these experiences to assist in doing the job right.

Contact the person being sponsored as soon as possible. Possible information exchange includes:

Sponsor's work location with both commercial and DSN telephone numbers.

Sale and rental real estate ads from the local paper.

Any other special information that you think might be helpful.

Consider a spouse-to-spouse note if the new member is married.

Act as a liaison between the expected arrival and base organizations; refer as necessary to an authoritative source.

Offer to make reservations at the local Military Lodges, motel, or hotel for arriving families, or Bachelor Officers Quarter / Bachelor Enlisted Quarter for single personnel.

Request the new member to keep you informed of his/her itinerary, reporting date, and special needs.

- Arrival. Once the new member arrives:

Meet the incoming new member and/or family at arrival point.

Accompany the member to temporary lodging.

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Arrange for needed temporary transportation.

Assist in getting the new arrival to an Exchange or Commissary for immediate needs.

Assist the new member with in-processing procedures.

Familiarize the new member with base facilities.

Introduce member to the appropriate personnel at the command.

Remember, the personal feelings and confusions experienced upon reporting and try to alleviate these for the new member.

- Post-Arrival. Once the relocation has taken place, consider the following:

Continue to assist the member during the first few weeks, or months, with other needs such as registering a car, moving into permanent housing, etc.

Do everything possible to help the new arrival settle in.

Use initiative and ingenuity to increase the effectiveness of this program. If the sponsorship program is effective, the following occurs:

A positive first impression is created which has a favorable impact on job performance.

The member's relocation will be facilitated, thus lessening the member stress.

As a Sponsor, you will have the personal satisfaction of having successfully completed a very important task in both a professional and personal manner.

Upon completion, you should make some notes and share them with others who will be acting as sponsors. Comments about problems experienced and recommendations for improvements are critical to the continued success of the program and should be submitted to the JTF Chief, Personnel Services.

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ENCLOSURE 3

SPONSORSHIP QUESTIONNAIRE

To help us continually improve our Sponsorship program, we need your feedback. Please take a few minutes to help us. Thank you.

Name / Grade (optional): \_\_\_\_\_

1. If you requested a sponsor, was one appointed before you left your last assignment?

- a. Yes
- b. No

Comments:

2. Which of the following did you receive before arriving at this station? (circle all that apply)?

- a. Welcome letter from new commander
- b. Welcome letter from sponsor
- c. Base information package (sponsor kit)
- d. Base fact sheet
- e. Phone call from sponsor

Comments:

3. If you received a base fact sheet, was it informative?

- a. Yes (explain briefly)
- b. No

Comments:

4. Did your sponsor meet you upon arrival?

- a. Yes
- b. No, my choice
- c. No, had to get help from other sources

Comments:

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5. Did your sponsor make you feel welcomed and help you settle in the area?

- a. Yes
- b. No

Comments:

6. How would you rate the overall information and assistance you received?

- a. Outstanding
- b. Good
- c. Poor

Comments:

7. What could your unit do to make you feel more welcomed?

Comments:

8. What could we do to improve our Sponsorship program?

Comments:

**ENCLOSURE 4**  
**JTF CapMed In / Out Processing**  
**(Military)**

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<b>Name (Last, First, MI):</b>				
<b>Service:</b>		<b>Rank:</b>		<b>In/Out Date:</b>
<b>In-processing</b>			<b>Out-processing</b>	
	<b>Initials</b>	<b>Date</b>	<b>Initials</b>	<b>Date</b>
Component Service / Unit				
<b>JTF/J-Codes/Installation</b>				
Chief of Staff				
- J1 (Personnel Services)				
- J3 (Senior Enlisted Advisor)				
- J4 (Deputy Director, Logistics)				
- J5 (Senior Enlisted Advisor)				
- J6 (Senior Enlisted Advisor)				
- J7 (Director)				
J7 - Training (Senior Enlisted Advisor)				
- J8 (Mr. Marlon Martin)				
JTF CapMed Senior Enlisted Leader (Enlisted only)				
Front Reception - JTF Email Distro, CoS Schedule Check-In				
Pass & ID Office, Bldg 2, Fl 1, Rm 1448 - Staff Badge / ID / DoD DECAL / Metro				
One Stop Shop (IM IT) Bldg 10, 2 Fl - Access to Network, Email & Phone Pin				
Exceptional Family Member Coord. (if applicable)				
TRICARE Notification (if applicable)				
Return In-processing / Out-processing sheet to J1 (Personnel Services)				
Home Address				
Office Phone #				
Office Email				
Home Phone #				
Home Email				
Cell Phone				

**ENCLOSURE 4**  
 JTF CapMed In / Out Processing  
 (DA Civilian)

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<b>Name (Last, First, MI):</b>				
<b>Service:</b>		<b>GS Rank / NSPS:</b>		<b>In/Out Date:</b>
<b>In-processing</b>			<b>Out-processing</b>	
	<b>Initials</b>	<b>Date</b>	<b>Initials</b>	<b>Date</b>
<b>JTF / J-Codes / Installation</b>				
Chief of Staff				
- J1 (Personnel Services)				
- J3 (Senior Enlisted Advisor)				
- J4 (Deputy Director, Logistics)				
- J5 (Senior Enlisted Advisor)				
- J6 (Senior Enlisted Advisor)				
- J7 (Director)				
J7 - Training (Senior Enlisted Advisor)				
- J8 (Mr. Martin)				
Front Reception - JTF Email Distro, CoS Schedule Check-In				
Common Access Card (CAC) - Bldg 8, 2 Fl (if applicable)				
Pass & ID Office, Bldg 2, 1 Fl, Rm 1448 - Staff Badge / ID / DoD DECAL / Metro				
One Stop Shop (IM IT) Bldg 10, 2 Fl - Access to Network, Email & Phone Pin				
Security Manager, Bldg 8, 2 Fl, Rm 2185 (if applicable)				
Return In-processing / Out-processing sheet to J1 (Personnel Services)				
Home Address				
Office Phone #				
Office Email				
Home Phone #				
Home Email				
Cell Phone				

**ENCLOSURE 4**  
**JTF CapMed In / Out Processing**  
**(Contractor)**

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<b>Name (Last, First, MI):</b>			<b>In/Out Date:</b>	
<b>In-processing</b>			<b>Out-processing</b>	
	<b>Initials</b>	<b>Date</b>	<b>Initials</b>	<b>Date</b>
- J1 (Personnel Services)				
Front Reception - JTF Email Distro, CoS Schedule Check-In				
Manpower Management Office, Bldg 8, 2 Fl, Rm 2186 (Inform them you are with the JTF				
Common Access Card (CAC) - Bldg 8, 2 Fl (if applicable)				
Pass & ID Office, Bldg 2, 1 Fl, Rm 1448 - Staff Badge / ID / DoD DECAL / Metro				
One Stop Shop (IM IT) Bldg 10, 2 Fl - Access to Network, Email & Phone Pin				
- J7 Training (Senior Enlisted Advisor)				
Return In-processing / Out-processing sheet to J1 (Personnel Services)				
Home Address				
Office Phone #				
Office Email				
Home Phone #				
Home Email				
Cell Phone				



ENCLOSURE 5

JTF CAPMED-D 1100.01

JOINT TASK FORCE  
NATIONAL CAPITAL REGION MEDICAL  
8901 WISCONSIN AVENUE, BUILDING 27  
BETHESDA, MD 20889-5605

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Dear First & Last Name,

It is my pleasure to welcome you to the Joint Task Force NCR Medical Headquarters and to the Washington, D.C. metropolitan area. I congratulate you on your recent selection to the JTF HQ Staff and welcome you as a valuable member of our team.

These are very exciting times for military medicine. We are the first joint medical command and have a very important mission for our country. We are blazing a new path, which will define the future of Military Healthcare through developing a world-class medical center at the hub of the nation's premier regional healthcare system.

The enclosed information is designed to serve as our introduction, and to provide resources that will assist you with a seamless transition. Your sponsor, Rank FName LName, at (301) 319-8031, is available to answer any questions and will be contacting you shortly.

It is a great honor and privilege for us to support those who provide medical services to America's fighting forces and their families. I look forward to meeting and working with you.

J. M. MATECZUN  
Vice Admiral, MC, U.S. Navy  
Commander

Enclosures

1. Commander's Guidance
2. In-processing Packet