



Joint Task Force National Capital Region Medical INSTRUCTION

NUMBER 1304.02
DEC 29 2011

Incorporating Change 2, June 11, 2012

J-1

SUBJECT: Command Sponsorship Program

- References:
- (a) Deputy Secretary of Defense Memorandum, “Establishing Authority for Joint Task – National Capital Region/Medical (JTF CapMed) and JTF CapMed Transition Team (Unclassified),” September 12, 2007
 - (b) Deputy Secretary of Defense Action Memorandum, “Civilian and Military Personnel Management Structures for the Joint Task Force National Capital Region – Medical,” January 15, 2009
 - (c) Comprehensive Master Plan for the National Capital Region Medical, April 23, 2010
 - (d) Supplement to the Comprehensive Master Plan for the National Capital Region Medical, August 31, 2010
 - ~~(e) JTF CAPMED Directive 5101.01 “Administration/Personnel Decision Making Committee (APDMC) Charter,” May 20, 2010~~
 - ~~(f) JTF CAPMED-D 1100.01, “Personnel In/Out Processing and Sponsorship,” January 26, 2010 (*hereby cancelled*)~~

1. PURPOSE. This Instruction, in accordance with (IAW) the authority in Reference (a) through ~~(f)~~ establishes policy and standardizes sponsorship responsibilities for newly arriving Soldiers, Sailors, Airmen, and Civilians to the Joint Task Force National Capital Region Medical (JTF CapMed) *and reissues the policy guidance within this Instruction cancelling Reference (e), renumbering it as JTF CapMed-I 1304.02, and updating it as a Change 2.*

2. APPLICABILITY. This Instruction applies to the JTF CapMed *Headquarters, and all Joint Medical Treatment Facilities (MTFs) and Centers in the National Capital Region (e.g., Fort Belvoir Community Hospital (FBCH), Walter Reed National Military Medical Center (WRNMMC) [hereafter, FBCH and WRNMMC are referred to as Medical Treatment Facilities (MTFs)], and the Joint Pathology Center.*

3. POLICY. It is JTF CapMed policy that Commands provide incoming personnel with meaningful pre-arrival communication, customized relocation assistance, and the resources

DEC 29 2011

necessary to successfully acclimate the new employee. The goal of the Command Sponsorship Program is to facilitate a smooth transition into the new Command, set clear goals for the employee, and to maintain an atmosphere for continued success. This, in turn, will precipitate the employee's productivity and improve employee engagement.

4. RESPONSIBILITIES. See Enclosure 1

5. RELEASABILITY. UNLIMITED. This Instruction is approved for public release and is available on the Internet from the JTF CapMed Web Site at: www.capmed.mil.

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



SCOTT WARDELL

Executive Director for Administrative Operations
By direction of the Commander

Enclosures

1. Responsibilities
2. *Sample* Command Sponsorship Letter
3. Sponsorship Assignment
4. Sponsor Duties
5. *Sample* Sponsorship Questionnaire

DEC 29 2011

ENCLOSURE 1

RESPONSIBILITIES

1. JOINT MTF COMMANDERS AND CENTER DIRECTORS. The Joint MTF Commanders and Center Directors will:

- a. Establish a Command Sponsorship Program IAW the guidelines of this Instruction.
- b. Appoint in writing a Command Sponsorship Coordinator (CSC).
- c. Ensure that incoming personnel are assigned sponsors. In addition to active component Personnel, all Reservists on Active Duty for Special Work or mobilization orders shall be provided a sponsor.

2. HUMAN RESOURCES DEPARTMENT. Human Resources Department shall:

- a. Maintain visibility of all incoming personnel through routine monitoring of gains/inbound rosters.
- b. Coordinate with each Department for sponsor assignments and standard name line.

3. CSC. The CSC shall:

- a. Receive incoming personnel roster/list from Human Resources Department.
- ~~b. Coordinate with each Department for sponsor assignments and standard name line.~~
- eb.* Prepare and send Command Welcome Letter (see Enclosure 2).
- ec.* Consolidate sponsorship questionnaires and provide the Command with routine feedback on the effectiveness of the sponsorship program.

4. JOINT MTFs and CENTERS. The Joint MTFs and Centers shall:

- a. Assign appropriate sponsor to incoming personnel as outlined in Enclosure 3. All efforts should be made to ensure sponsor is of equal or higher pay grade to arriving personnel; single sponsor for single arriving member, married sponsor with children for married arriving member and family.
- b. Ensure incoming personnel complete a sponsorship questionnaire (Enclosure 45), and forward to the CSC at the conclusion of in-processing.

DEC 29 2011

5. SPONSORS. The Sponsors shall:

- a. Fully understand their responsibilities upon sponsor assignment as outlined in Enclosure ~~54~~.
- b. Be enthusiastic, willing to help people, and have a positive attitude toward the Command and local community.
- c. Be familiar with the Command and its location, knowledgeable about available resources, and familiar with applicable Command procedures and instructions.
- d. Have at least 12 months remaining on station at the present Command and should not be the person that the incoming person is projected to replace.

ENCLOSURE 2

SAMPLE COMMAND SPONSORSHIP LETTER

JOINT TASK FORCE
NATIONAL CAPITAL REGION MEDICAL
8901 WISCONSIN AVENUE, BUILDING 27
BETHESDA, MD 20889-5605
(Use appropriate MTF or Center Letterhead)

Dear [First & Last Name],

Welcome to the [Joint MTFs and Center] and to the Washington, D.C. metropolitan area. Congratulations on your selection to the [JTF HQ Staff] and I 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 First name Last name], at [phone number], 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.

STEPHEN L. JONES
Major General, U.S. Army
Acting Commander

ENCLOSURE 3

SPONSORSHIP ASSIGNMENT

1. The Department/Directorate will select the sponsor for the incoming employee. The proper selection of an 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.

2. A good sponsor should:

- a. Be available to assist the newcomer during the first six months of arrival.
- b. Be someone who believes in the value of the program.
- c. Be someone whose attitude will create a positive first impression of the Command.
- d. Be available for at least six months after the arrival of the incoming employee.
- e. Be willing to do as much as possible to assure the newcomer experiences a smooth transition to the new Command and location.
- f. Be familiar with the Command.
- g. Be thoroughly familiar with Command procedures and instructions.
- h. Be knowledgeable about available resources, and know where to obtain needed information.

ENCLOSURE 4
SPONSOR DUTIES

1. PRE-ARRIVAL. As soon as assigned, the sponsor should:
 - a. Become thoroughly familiar with the provision of this Instruction.
 - b. Draw upon the knowledge gained from personal experience as a newcomer.
 - c. Draw on personal experience with the Sponsor Program, using these experiences to assist in doing the job right.
 - d. Contact the person being sponsored as soon as possible. Possible information exchange can include:
 - (1) Work location with both commercial and DSN telephone numbers.
 - (2) Sale and rental real estate ads from the local paper.
 - (3) Any other special information that might be helpful.
 - (4) A spouse-to-spouse note if the new employee is married.
 - e. Act as a liaison between the expected arrival and base organizations; refer as necessary to an authoritative source.
 - f. 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 if applicable.
 - g. Request the new employee provide his or her itinerary, reporting date, and special needs if applicable.
 - h. Ensure new employee receives a Command Welcome Letter and Sponsorship Package (MWR).
2. ARRIVAL. Once the new employee arrives, the sponsor shall:
 - a. Meet the incoming new employee and/or family at arrival point.
 - b. Accompany the employee to temporary lodging if applicable.
 - c. Arrange for needed temporary transportation.

- d. Assist in getting the new arrival to an Exchange or Commissary for immediate needs.
- e. Assist the new employee with in-processing procedures.
- f. Familiarize the new employee with base facilities.
- g. Introduce employee to the appropriate personnel at the command; ensure the employee meets with his/her manager during the first week of employment.
- h. Try to alleviate confusion for the new employee.

3. POST-ARRIVAL. Once the relocation has taken place, the sponsor shall consider the following:

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

- b. Do everything possible to help the new arrival settle in.

- c. Use initiative and ingenuity to increase the effectiveness of this program. If the sponsorship program is effective, the new employee will gain:

- (1) A positive first impression which has a favorable impact on job performance.

- (2) A facilitated relocation to lessen the stress of new military members and relocating civilians.

- (3) A support system and network of colleagues.

- (4) Increased knowledge of internal resources and tools.

- d. The sponsor will gain:

- (1) The personal satisfaction of having successfully completed a very important task in both a professional and personal manner.

- (2) Demonstrated leadership and mentorship.

- (3) Relationship building.

- e. Upon completion, make 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 Command Sponsorship Coordinator.

DEC 29 2011

ENCLOSURE 5*SAMPLE* 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:

DEC 29 2011

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: