

# USEFUL TELEPHONE NUMBERS

Newcomer's Work Phone: \_\_\_\_\_

Newcomer's Home Phone: \_\_\_\_\_

Newcomer's Email: \_\_\_\_\_

Unit Admin.: \_\_\_\_\_

Housing Office: \_\_\_\_\_

Red Cross: \_\_\_\_\_

Ombudsman: \_\_\_\_\_

SPO/ADMIN contact: \_\_\_\_\_

Active Duty Clinic: \_\_\_\_\_

Work-Life/Family Support Center: \_\_\_\_\_

Employee Assistance: \_\_\_\_\_

Family Programs: \_\_\_\_\_

Dependent/Child Care/Special Needs: \_\_\_\_\_

Career Information: \_\_\_\_\_

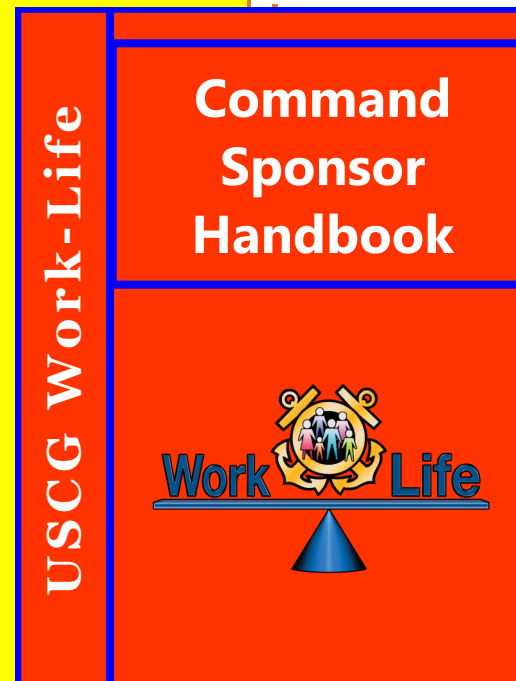
Spouse Employment, Transition, Relocation Assistance: \_\_\_\_\_

Chamber of Commerce: \_\_\_\_\_

Transportation Management Office: \_\_\_\_\_

Household Goods: \_\_\_\_\_

USCG Base LA/Long Beach  
Work-Life Division  
Relocation Assistance Program



**Date:** \_\_\_\_\_

**Command:** \_\_\_\_\_

**Sponsor Name:** \_\_\_\_\_

## OBJECTIVE:

*Ensure newcomers arrive feeling like they are members of the new team.*

*Ensure newcomers and their families have a positive first impression.*

## STRATEGY:

*Provide proactive assistance to newcomers and their families.*

*Pave the way for a smooth transition from the departing unit to the arriving unit.*

## TACTICS:

*Assess the needs of the newcomer and family.*

*Tailor the service, be responsive to the customer.*

*Do the job right the first time.*

## NOTES

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Produced by

USCG Base San Pedro Work Life Division

## A NOTE FROM THE WORK-LIFE RELOCATION ASSISTANCE PROGRAM MANAGER

*Congratulations! You have just been selected to sponsor a new team member of our Coast Guard community. I cannot overemphasize the importance of your role as sponsor.*

*You represent the first glimpse this new team member, and possibly his or her family, will have of your unit. The impression you make will be a lasting one and it is critical that it reflects the care and concern all members of our team deserve. You have only one chance to make a favorable first impression, please take full advantage of this opportunity.*

*I encourage you to do your very best to make this move the smoothest ever for our new team member and to use all the resources available to you to achieve this objective.*

*Jen Conole*

*Transition & Relocation Manager*

*USCG Base Los Angeles/Long Beach*

*Work-Life Division*

*Detachment San Diego*

## THE NEWCOMER'S ARRIVAL

\* Personally meet the newcomer upon arrival in the area. If TAD, or work schedules prevent this, inform your supervisor so an alternate can be selected.

\* Accompany newcomer to SPO/Admin, for check-in and complete the check-in process.

\* Promptly introduce newcomer to his or her chain of command and fellow co-workers.

\* Introduce the newcomer to the Relocation Assistance Program Manager at the Work-Life Office. This program will make your job much easier.

\* Make sure the new member checks with the appropriate housing office prior to renting or buying a house or apartment.

\* You can assist in helping the member to secure housing by sending them local newspapers and rental guides in addition to the housing information shared by the Housing Office.

\* Ensure newcomer and family are provided transportation as needed. Help obtain rental car if needed.

\* Provide a tour of the base and familiarize newcomer with the local area.

\* Follow-up with a phone call to see if the new member needs any additional assistance.

\_\_\_\_\_ \* Inquire if newcomer is traveling alone or with family members and/or pets. If you are helping the member with transportation from the airport, ask him or her how much luggage and if any of it is very large so that you can determine if your vehicle will accommodate everyone and everything. If necessary, try to arrange for the use of the duty vehicle.

\_\_\_\_\_ \* If pets are coming along, remind the member about the difficulty in renting a home if member chooses to bring pet.

\_\_\_\_\_ \* Encourage newcomer to call and/or write you.

\_\_\_\_\_ \* Ask newcomer if there are any questions or special concerns that you may help with. Make sure they have received the standard relocation package already. Offer to send additional information. Make sure you follow through.

\_\_\_\_\_ \* Remind newcomer to contact the Housing Officer to request government housing, or to request a release from housing. Most unmarried E4 and below will live in the barracks, but BAH will not be activated for any member without first contacting the Housing Office.

\_\_\_\_\_ \* Tell newcomer about check-in procedures.

\_\_\_\_\_ \* Ask newcomer to keep you informed of any change of plans. Provide your duty and home (including area code) phone numbers and your mailing address so that the newcomer may easily contact you.

## TIPS FOR “MEETING THE NEED”

Quality customer service is the hallmark of a successful organization. Good sponsorship is quality customer service. Here are some pointers about being responsive and making the newcomer feel like an important part of the team.

\* **Listen**--many times a newcomer can reduce stress associated with a move by merely talking to someone “already there” who cares.

\* **Determine needs and exceed them** -- sometimes newcomers don’t know what they need, so when they answer “nothing,” be suspect, but don’t go way overboard either.

\* **Be a sponsor to the entire inbound family**--ask questions about the newcomer’s family and their background, get spouses or children involved by speaking and writing to them, or have your family members do so.

\* **If you miss a call, always call back promptly**--even if it’s at home. This is considered an official call which can be placed through your unit phone. Tell the newcomer who to call if you are going TAD or will be otherwise unavailable for a period of time and give the name of an alternate sponsor while you are gone.

\* **Be open and honest, but stay positive**--let the newcomer form their own impressions about the unit and the local area.

\* **If you can’t respond to your newcomer’s needs, get some help**--your supervisor, unit yeoman and Work-Life Staff are ready to help you.

Remember, no one expects you to be a relocation expert. You can get expert assistance by contacting your Transition and Relocation Manager.

## NEWCOMER NEEDS ASSESSMENT

The needs of each newcomer will be different, so you must find out what those needs are and respond to them. It's not good enough to just say "let me know what you need"...good sponsorship is proactive! As a minimum, you should accomplish the items in this checklist. Ensure a completion date is indicated for each item. If items are not applicable, so indicate.

Call the newcomer within 7 work days of your sponsor assignment. If the newcomer is unable to receive your call, leave a message. If you or the member is deployed, highlight the anticipated return date and call as soon as you can. When you speak to the newcomer, determine their needs by using the needs assessment provided. Confirm if the member has received a standard relocation package. These packages are mailed automatically from the Work-Life relocation office for all members assigned within the Southern California, Arizona, and Las Vegas areas.

### Obtain the following information:

Newcomer's rank and name: \_\_\_\_\_

Newcomer's unit: \_\_\_\_\_

Newcomer's mailing address: \_\_\_\_\_

Duty/Home Phone #: \_\_\_\_\_

Will you be accompanied by family members? \_\_\_\_\_

Names: \_\_\_\_\_

Ages/  
Sex: \_\_\_\_\_

Interests/Hobbies: \_\_\_\_\_

## CHECKLIST FOR SPONSOR'S LETTER

Contact the individual you are sponsoring by mail within 7 days. Be sincere and friendly. Make recommendations and keep a positive tone. Put yourself in his/her place and provide the information you would need.

Don't overdose on letter writing; tailor it to what the newcomer needs to know.

Use personal tone; write as if you were sending a letter to a friend. The letter should include, but is not limited to the following:

\_\_\_\_\_ \* Congratulate the newcomer on his/her assignment to your unit. Mention that you have been appointed as his/her sponsor and point of contact until he/she has in-processed and settled in.

\_\_\_\_\_ \* Tell newcomer a little about yourself and if you are single or married (give spouse's name). Give names and ages of any children you have living with you.

\_\_\_\_\_ \* Mention how long you have been stationed at your unit, a little about the unit's mission, and their work center.

\_\_\_\_\_ \* If you don't already have this information, ask for information listed on needs assessment checklist, pages 6-7.

\_\_\_\_\_ \* Ask newcomer if he/she is single or married (ask for spouse's name), and whether any children are arriving with him/her.

\_\_\_\_\_ \* Let newcomer know how/where to forward mail.

\_\_\_\_\_ \* Offer your assistance in arranging for temporary lodging. Remember that there is a very limited supply of temporary housing.

WHERE TO GET SOME ANSWERS

Whether it’s the first or 9th time you are serving as a sponsor, you’re not going to have all the answers. Here are some references/places to go for help:

- \* Work-Life Staff: The Relocation Assistance Manager compiles the relocation information and assists in spouse employment, transition assistance, and financial counseling and education. Additional staff members assist in dependent (child care) issues, special needs, family concerns, mental and physical health and wellness, and career information.
- \* Coast Guard Housing Office: Government owned and leased housing assignment list/policies. PLEASE remind member that ALL incoming members, regardless of rank, must be released from CG housing prior to seeking community housing. Members requesting to reside in PPV or government-owned housing may be placed on a wait list before a unit will be available.
- \* Unit Administrative Office
- \* PERSRU/Servicing Personnel Office
- \* Coast Guard/Military Transportation Office: Information on shipment/delivery of hold baggage/household goods, and POV shipment/pickup points.
- \* DMV website: Information on vehicle registration/insurance and state driving laws.

Do you need **additional** information (besides what is in your emailed or mailed welcome package)?

Government Housing:\_\_\_\_\_

Rentals:\_\_\_\_\_

Schools:\_\_\_\_\_

Child Care:\_\_\_\_\_

Special Medical/Educational Needs:\_\_\_\_\_

Employment (State/City, Federal, NAFA, etc.):\_\_\_\_\_

Hotel/BEQ/BOQ Reservations:\_\_\_\_\_

Pets:\_\_\_\_\_

Kennel Requirements:\_\_\_\_\_

Airport Arrival: Date\_\_\_\_\_Time\_\_\_\_\_

Airline/flight #\_\_\_\_\_ number in party\_\_\_\_\_

Encourage newcomer to read the welcome package material. Many of their questions can be answered if he/she reads the material first!

NOTES: \_\_\_\_\_

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## WHAT YOU NEED TO DO

Don't despair if this is your first time as a sponsor. Very likely, the person you are sponsoring is quite capable of handling a normal move without too much assistance. Keep in mind that being a sponsor is being a friend. To understand your basic responsibility as a sponsor, simply think of the kind of help you would want if you were making a move.

Be an active sponsor. If you don't know how to respond to a particular issue, seek assistance from your Supervisor, Administrative YN, and Executive Officer, base support staff or the Work-Life Staff. Ignoring a problem doesn't make it go away, and it could have a devastating effect on the person or family you're sponsoring.

### Standard Relocation Package

Many areas are transitioning to web relocation sites in order to provide the most current and accurate information possible. A standard hard-copy relocation package is available upon request from the Relocation Program Manager at the Work-Life Office. A mailing address must be provided in order to request a hard-copy package.

Either way, the relocation information ensures that the newcomer and his/her family have general information on their new duty station and the surrounding area.

You can confirm if the member has received a standard relocation package-these packages are e-mailed automatically (hard copy by request) from the Work-Life relocation office for all members assigned within the Southwest U. S. AOR.

If the newcomer has not received an emailed welcome package, email the relocation office as soon as possible at: [jennifer.c.conole@uscg.mil](mailto:jennifer.c.conole@uscg.mil)

For all units, the standard relocation package contains:

- ◆ Work-Life brochures
- ◆ Area and community information/booklets
- ◆ TriCare and dental information
- ◆ State DMV information
- ◆ Housing Office information
- ◆ Household Goods information
- ◆ Maps
- ◆ Firearms registration information
- ◆ Financial Tips for PCS

### Sponsor/Unit Welcome Aboard Package

After you talk with your newcomer, you should assemble a unit specific sponsor package that includes unit information, local materials, your personal letter, and a Welcome Letter/Copy of Welcome message from your command.

- Your personal letter should be detailed and convey a warm welcome. Include your address and home/duty phone numbers. If you and the newcomer have spouses, having your spouse add a personal letter can be greatly appreciated.
- Describe organization and how the individual fits in.
- Handwritten letters are fine, as long as your writing is legible. Handwritten notes at the top and bottom of typed letter are a nice personal touch.
- Encourage your spouse and children to write to individual's family members.

**REMEMBER, THE SPONSOR'S JOB IS NOT DONE UNTIL NEWCOMER AND FAMILY ARE HERE AND SETTLED IN!!!!**