



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON FORT WAINWRIGHT
1060 GAFFNEY ROAD #6000
FORT WAINWRIGHT, AK 99703-6000

IMFW-HR

21 December 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

1. References:

- a. AR 600-8-8, The Total Army Sponsorship Program, 4 April 2006.
- b. AR 600-8, Military Personnel Management, 1 October 1989.
- c. AR 600-8-11 Reassignments, 1 May 2007.
- d. AR 600-8-101 Personnel Processing, 18 July 2003.

2. Applicability: This SOP is applicable to all IMCOM organizations within USAG Fort Wainwright to include the Army Support Activity (ASA), Fort Richardson located at Joint Base Elmendorf-Richardson (JBER).

3. Purpose: To provide Fort Wainwright Garrison organizations with useful information, guidance and direction to assist in executing The Total Army Sponsorship Program and its principles of support, standards of service, policies, functions, and tasks governing the program.

4. Goal: Fort Wainwright's command goal is to ensure that every newcomer who arrives at this installation is assigned a qualified sponsor for the newcomer; that the sponsor has the ability to assist and make the newcomer feel welcome and that the sponsor is the vital link to the success of the Commander's Sponsorship Program.

5. Scope: The sponsorship program is vital to maintaining a positive command climate. Commanders are charged with the arduous task of maintaining a fluid sponsorship program where all Soldiers, Civilians, and their Families are proficiently sponsored into the organization and are in the right spirit prior to beginning a new job. Commanders and senior Directors/Staff Activities should actively tailor their sponsorship programs to promote full regulatory compliance with all sponsorship requirements to promote and sustain the sponsorship program IAW AR 600-8-8. Although the regulation specifies minimum requirements, the Garrison's intent is that all IMCOM newcomers are welcomed and actively supported.

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

6. General: Sponsorship is a Commander's program in which Commanders, Directors, senior staff and individual sponsors are key to success. Sponsorship training for Directorate and senior special staff leadership is mandated for completion within 60 days of the publishing of this SOP. Additional sponsorship training within directorate and special staff cadre is as needed. Organizations should develop and tailor the Sponsorship Program requirements in accordance with AR 600-8-8 and at a minimum, have the following in their program resources:

- a. A copy of the Garrison Commander's Sponsorship SOP.
- b. A copy of AR 600-8-8 (Military and Civilian Sponsorship Program).
- c. An internal sponsorship tracking system.

7. Responsibilities:

a. Garrison Commander will:

(1) Appoint in writing a Sponsorship Program Manager to coordinate and monitor sponsorship activities within USAG Fort Wainwright. Ensure organizational managers receive information on the availability of sponsorship training and resources.

(2) Ensure Sponsorship Program procedures are established to monitor and track sponsorship within the organization.

(3) Ensure assigned sponsors and Soldiers and Civilians that are sponsored have adequate time away from assigned duties to perform sponsorship duties and complete in-processing as appropriate and receive adequate resources to accomplish sponsorship duties.

(4) Ensure Soldiers, Civilians and their Families are integrated into the organization, unit and community through Newcomers Orientation, Family support groups and other community resources.

b. The Sponsorship Program Manager will:

(1) Provide management and oversight of the Commander's Sponsorship Program.

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

(2) Provide assistance and support to Garrison Directorates/Special Staff/Headquarters Detachment (HHD) regarding this SOP and the Commander's Sponsorship Program.

(3) Maintain a master roster, updated quarterly, with all currently trained and available USAG sponsors.

(4) Monitor and evaluate the Garrison Sponsorship Program. Evaluation will include the use of DA Form 7274 (Sponsorship Program Survey) and the sponsorship questions for the Organizational Inspection Program, located in AR 600-8-8, Appendix B.

c. Directorates/Special Staff/HHD will:

(1) Assign an individual or manager, as required, to coordinate, manage and implement the organization's sponsorship requirements and establish internal policy, procedures, and administrative controls for the program.

(2) Obtain a gains roster of incoming personnel from military or civilian personnel channels and forward to the appropriate manager, supervisor or individual to either determine who will be specifically assigned or to provide sponsorship support to the incoming personnel, as required. All new IMCOM personnel will be offered sponsorship support whether officially requested or not.

(3) Provide a welcome letter from the Garrison Commander, CSM and senior management officials to the incoming Soldier or civilians through the most expedient channels (See samples in TABs A-C). If possible, telephonically contact the individual offering POC information, the opportunity to receive an ACS Newcomer's Welcome packet, the Garrison's official web-address link as well as other web-links of possible interest (TAB E). Also ask if the individual has any specific questions or special needs they may need information on in order to in-process into the community.

(4) Ensure the assigned sponsor completes a sponsor's checklist (TAB D).

(5) Ensure, Soldiers, Civilians and/or their Families complete a sponsorship survey upon arrival at the installation of assignment. Forward a copy of the survey to the Command Sponsorship Program Manager within 5 work-days for program assessment and tracking purposes.

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

(6) Monitor and evaluate the program. Use request sponsor (DA Form 5435) surveys (DA Form 7274), inspections, and reports.

d. Directorates/Special Staff/HHD Sponsorship Program Managers will:

(1) Coordinate and monitor the unit sponsorship program.

(2) Identify personnel to pinpoint and track inbound personnel prior to arrival.

(3) Appoint certified sponsors in writing and maintain a file of all relevant certification documents and ensure sponsors receive appropriate sponsorship training through Army Community Services (ACS).

(4) Ensure that pools of reactionary sponsors are trained in advance to serve as post-arrival sponsors for personnel who arrive without a pre-assigned sponsor. Perform sponsorship counseling, as required, and maintain a copy of all counseling.

(5) Afford the sponsor adequate amount of time to correspond and assist the inbound Soldier/Civilian.

(6) Keep commanders/leadership informed concerning their sponsorship program, its progress, and problems pertaining to sponsorship that may be solved at their level.

(7) Maintain copies of welcome letters and other forms of standard communication.

(8) Conduct quarterly follow-up meetings with Soldiers, Civilians, and their Families to receive feedback on how well the organizational program is working.

(9) Maintain a roster of all sponsors who complete sponsorship training and annotate the date of completion. Provide the roster, with updates, to the garrison's Sponsorship Program Manager by the 1st workday of each quarter.

(10) Prepare and maintain quarterly statistics on sponsorship progress within the unit/organization.

(11) Maintain and file sponsorship surveys IAW regulatory guidance (Appendix B, AR 600-8-8).

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

(12) Ensure all newcomers complete DA Form 7274. This form will be submitted to the servicing MPD and copies provided to the garrison's Sponsorship Program Manager within five (5) workdays of survey completion.

(13) Coordinate an organizational review of sponsorship process, policy letter and SOP annually or as needed in order to improve the program.

e. Sponsors will:

(1) Coordinate and take ACS Sponsorship training before performing sponsorship duties. Maintain a current copy of your sponsorship training completion notification.

(2) Use the Sponsorship Checklist from the Unit Sponsorship Program Manager.

(3) Contact incoming personnel by telephone and/or email within 24 hrs after appointment as the sponsor. Use military resources when authorized by unit commander or supervisor.

(4) Provide a welcome packet and a link to the garrison website as soon as possible but NLT 30 days prior to newcomer's arrival. Sponsors should answer correspondence promptly, usually within 72 hours, as research may be necessary to obtain answers to some of the newcomer's questions.

(5) Assist newcomer and their Family during in-processing.

(6) Coordinate with the newcomer and make sure questions from Family members are answered promptly or referred to the appropriate individual or agency.

(7) Make every effort to personally greet the newcomer and their family upon arrival.

(8) Spend an appropriate amount of time with the new arrival to introduce and familiarize newcomer with all installation facilities and available services.

(9) Coordinate, as required, for transportation support during in-processing and orientation. Government and public transportation should be used as the primary means of transportation, if available. The HHD Commander/Directors/Special Staff may authorize the use of a non-tactical vehicle (NTV) when no other modes are accessible.

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

(10) Acquaint the newcomer and Family members with facilities (for example, schools, hospital, clinic, childcare facilities, commissary, Post Exchange, ACS, banking facilities, vehicle registration office, drivers testing station, and MPD office). In addition, the sponsor will inform the newcomer concerning off-limits establishments.

(11) Introduce the newcomer to the unit/directorate/special staff, its mission, and unit/command policy letters.

(12) Assist the newcomer with requirements to obtain a driver's license, if applicable, and assist with finding, registering and insuring a POV.

(13) Assist newcomer with EFMP Family members when in-processing, if required.

(14) Assist the newcomer in finding adequate housing, as required.

(15) Ensure the newcomer completes the sponsorship program survey and returns the originally completed form to the MPD and a copy to the unit Sponsorship Program Manager.

(16) Provide recommendations to improve the sponsorship program.

f. Army Community Services (ACS) will:

(1) Ensure relocation readiness services—counseling, welcome packets, pre-move destination information (including the Standard Installation Topic Exchange Service), and overseas orientation briefings are provided to inbound personnel.

(2) Provide sponsor's welcome packet on request.

(3) Provide training for Sponsorship Program Managers.

g. Military Personnel Division will:

(1) Ensure the DA Form 5434 received for inbound personnel is completed and maintained in the newcomer's record and distributed to the gaining unit's proper supervisor or Sponsorship Program Manager.

(2) Provide the DA Form 7274 for all inbound personnel after they complete their in-processing.

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

(3) Collect and maintain originally signed DA Form 7274s for all newcomers in-processing the installation.

h. Civilian Personnel Advisory Center will:

(1) Receive completed DA Forms 5434 from all inbound civilian employees prior to arriving to duty station and distribute to their respective supervisors.

(2) Ensure supervisors appoint sponsors in writing for all inbound civilian employees unless assistance is declined.

(3) Monitor and evaluate the distribution of welcome letters sent to inbound civilian personnel.

(4) Reference inbound personnel to the following USAG Fort Wainwright and DFMWR home pages:

(a) <http://www.wainwright.army.mil>

(b) <http://www.ftwainwrightfmwr.com>

(5) Receive notification on outbound civilian personnel and counsel employee(s) about the sponsorship program.

(6) Ensure outbound civilian employees complete DA Form 5434. Ensure the original copy goes to the gaining CPAC and duplicates are placed in the employee's official personnel folder.

(7) Refer departing employees to the local ACS for relocation readiness services and assist with tasks essential for leaving the installation in addition to all other out-sponsorship requirements.

8. Sponsorship is more than transmitting needed information. A properly managed program can resolve potential problems which otherwise may cause hardship to new arrivals. Additionally, a well-managed program will assist commanders and leaders in ensuring newly assigned Soldiers and Department of Army Civilians understand USAG Fort Wainwright standards, policies, and procedures. Sponsors, leaders, and commanders must understand that sponsorship is a "people program" which requires strong chain of command support. If personnel needs are fulfilled initially, new Soldiers and Civilians will be able to commit themselves to the combat readiness of United States Army Garrison, Fort Wainwright and the United States Army.

IMFW-HR

SUBJECT: USAG Fort Wainwright Sponsorship Program Standard Operating Procedure (SOP)

9. The point of contact is the undersigned at DSN (317) or COMM (907) 353-7612.



Chris E. Putnam
Director, Human Resources

5 Encls

1. Tab A Director's Welcome Letter
2. Tab B Sponsor's Welcome Letter
3. Tab C Commander's/CG/CSM Welcome
4. Tab D Sponsorship Checklist
5. Tab E Web Links of Interest

TAB A
SAMPLE Director/Senior Leader WELCOME LETTER

FWA Letterhead

IMFW-XXX-XX

Date

MEMORANDUM FOR Name, Complete Mailing Address

SUBJECT: Welcome Letter

1. On behalf of the Soldiers, Civilians, and Family Members of Fort Wainwright and the United States Army Installation Management Command (IMCOM), I welcome you to the Fort Wainwright family. I have assigned Mr./Ms. (full name) as your sponsor; he/she will assist you during your transition and answer any questions you may have about your new assignment and the Command. Mr./Ms. (last name) will contact you prior to your arrival to assist you and answer any questions you may have. You can reach him/her at -XXX-XXXX or DSN XXX-XXXX. Once you arrive, he/she will assist you with local transportation, walk you through your in-processing, help set up any required appointments, and introduce you to your chain of command and co-workers.
2. Your assignment as a member of the Fort Wainwright team will be professionally and personally rewarding and challenging. We have a vital mission in the Army to provide equitable, effective and efficient management of Army installations worldwide. Our role is essential in supporting the Army's mission and enabling the well-being of Soldiers, Civilians and Family members. We look forward to your arrival and want to do everything possible to assist you in your new assignment.
- 3 In the event that you require any further assistance, please contact your assigned supervisor above or myself at XXX-XXX-XXXX. Again, welcome, and I look forward to meeting you personally.

Encl
Welcome Packet

JOE SAMPLE
Director, XXXXX

TAB B
SAMPLE Sponsor WELCOME LETTER

FWA Letterhead
<Date>

Individuals address (could be from resume)

Dear (Salutation):

On behalf of the Soldiers, Civilians, and Family members of the United States Army Installation Management Command, U.S. Army Garrison, Alaska, I welcome you to our family. I will be your sponsor to assist you during in-processing; help answer your questions about your new assignment; assist with appointments and introductions to the chain of command and coworkers, and help with local community orientation. I can be reached at (907) 3XX-XXXX or by email at xxxx.x.xxxx.xxx@mail.mil

The Installation Management Command (IMCOM) has a vital mission in the Army to provide equitable, effective and efficient management of Army installations worldwide. Its role is essential in supporting the Army's mission readiness and execution, to enable the well being of Soldiers, Civilians and Family members, to improve the Army's aging infrastructure, and to preserve our Nation's environment. I can assure that your assignment as a member of the garrison team will be professionally and personally challenging and rewarding.

We certainly look forward to your arrival and want to do everything possible to assist you in your new assignment.

I know you will be in Alaska about the xxxx in June and I am looking forward to meeting you. I will start sending local websites of interest (e.g. realtors, local newspaper, borough school system, University of Alaska, etc.) for you and your family to peruse at your convenience. In addition, my home email is xxxx@yahoo.com in case you have problems connecting with the Army email system.

Again, we welcome to USAG, Fort Wainwright, Alaska. We're glad that you chose to join our organization.

Sincerely,

Chris E. Putnam
Director Human Resources

TAB C

Copy of Commander's/CSM's/DCGs Welcome at:
<http://www.wainwright.army.mil/sites/commander/welcome.asp>

"Welcome to Fort Wainwright , Alaska , home of United States Army Garrison and units of the United States Army Alaska (USARAK) including the 1-25 Stryker Brigade Combat Team (SBCT), 16th Combat Aviation Brigade (CAB) (AK) and Medical Activity Alaska (MEDDAC-AK). Fort Wainwright offers soldiers and their families a special and unique place to live and serve. The Post is located in the Tanana River Valley just east of Fairbanks in the center of Alaska, America 's "Last Frontier."

Fort Wainwright is co-located with the great city of Fairbanks, which is home to more than 50,000 people and provides virtually everything you and your family would enjoy in any other city in America . The activities are endless. Nowhere else in the world will you see the display of the Alaskan Northern lights as they dance across the skies. Wildlife is prominent, beautiful and a part of every Alaskan's adventure.

Your assignment to Fort Wainwright provides opportunities for you to be on the cutting edge of Army Transformation, to grow in your profession, and to enjoy all the things that "the Great Land" offers to today's soldiers and their families.

We look forward to you joining us on top of the world.

Fort Wainwright, Alaska
Attn: IMPC-FWA-ZA
1060 Gaffney Rd #6000
Fort Wainwright, AK 99703-6000
Commercial (907) 353-7660

TAB D
SPONSORSHIP CHECKLIST

1. CONTACT THE MEMBER.

- Welcome newcomer to Fort Wainwright or Army Support Activity, as applicable.
- Preferably by telephone within 2 working days of your appointment as sponsor.
- Follow-up with email if possible. (Phone and personal email addresses are generally available for Civilians from their resumes during the selection process and after the individual has officially accepted the position offer from Civilian Personnel.)
- Determine any special needs of newcomer – if any and be prepared to provide local web-links (e.g. local real estate, newspaper, education, State of Alaska Department of Labor, medical, etc).
- Encourage newcomer to contact the ACS Relocation **Readiness (RRP)** @ 353-7908 / 4333
- Refer newcomer to the Fort Wainwright and DFMWR ACS homepage web sites at: <http://www.wainwright.army.mil> and <http://www.ftwainwrightfmwr.com/>

2. SEND OUT WELCOME PACKET.

- Obtain or download and send the Army Community Service Welcome packet and send it out within 5 working days of your assignment as sponsor.
- Include a personal letter, the commander's letter and any other special information requested by your newcomer.

3. KEEP IN CONTACT WITH YOUR NEWCOMER!

- Continue to communicate with your newcomer!
- Notify your personnel/admin office of any changes or problems that might arise.

TAB E

Although not all inclusive, other possible web-links of interest may be found at:

[Greater Fairbanks Chamber of Commerce](#)
[Fairbanks Convention and Visitors Bureau](#)
[Fairbanks Activities & Events](#)
[Creamer's Field - Migratory Waterfowl Refuge](#)
[City of North Pole](#)
[Fairbanks North Star Borough](#)
[FNSB School District](#)
[Noel Wien Public Library](#)
[University of Alaska Fairbanks](#)
[UAF Museum](#)
[Fairbanks Daily News Miner](#)
[Regional Job Search](#)
[NBC local affiliate](#)
[PBS/Alaska Public Radio](#)
[State of Alaska Homepage](#)
[Alaska Dept. of Fish & Game](#)
[Alaska DMV](#)
[Alaska Department of Transportation](#)
<http://ebooks.aqppublishing.com/publications/g31/Fairbanks%20Relocation%20Guide/#page0> - Relocation
http://www.bannerhealth.com/Locations/Alaska/Fairbanks+Memorial+Hospital/ FMH_D C Home.htm
http://www.realtor.com/realestateandhomes-search/Fairbanks_AK?source=hp
[USA Jobs](#)
[Alaska Jobs](#)
[Permanent Fund Dividend](#)
[MAC Federal Credit Union](#)
[The Milepost](#) - ALCAN & North Country Travel Planner
[AK Marine Highway](#)
[Canadian Travel Information](#)
[Canadian Customs Information](#) - Pets & other goods
[Canadian Firearms Regulations](#)
[Canadian Roads](#)
[Tour Yukon](#)
[Alaska Tourism](#)
[Alaskan Travel and Business Center](#)
[Anchorage Visitor's Info](#)
[Seward Resort](#)