

# THE AETC SPONSORSHIP PROGRAM

## AETCI 36-2104

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Airman & Family Readiness Center  
RELOCATION ASSISTANCE PROGRAM  
Building 314 / 213-7120

<http://www.vance.af.mil/airman&familyreadinesscenter.asp>



# WHY SPONSORSHIP TRAINING?

- **FIRST IMPRESSIONS ARE LASTING IMPRESSIONS!**



- AETC published instructions redefining the Sponsorship Program to improve support services for all inbound personnel and their families
- A negative relocation experience has long lasting impacts on the Air Force, while a positive relocation experience is linked with a positive attitude toward work and duty station
- Experience as a sponsor, or having been sponsored, is insufficient preparation to be an effective sponsor
  - Resources and information may have changed since your last experience
  - It is best to receive up-to-date training at your current base so you know the local resources



# ROLES & RESPONSIBILITIES

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- Wing Commander implements and monitors the sponsorship program
- Military Personnel Element ensures newcomers are assigned sponsors and sends sponsor RIPs to Airman and Family Readiness Center
- Airman and Family Readiness Center oversees sponsor training



# SPONSOR RESPONSIBILITIES

## (AETC 36-2104, SECTION 14)

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- UNDERSTAND OFFICIAL ROLE
- OBTAIN SIX-PART SPONSOR FOLDER FROM UNIT INTRO MONITOR
  - Follow AETC sponsor training guide
  - Personalize sponsor packages to fit newcomer's needs
    - Include personal letter, Relocation Manager letter, wing commander letter and squadron commander letter



# SPONSOR RESPONSIBILITIES

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- Complete individual sponsor training annually and within one week of being assigned as a sponsor
- Mail sponsor package as soon as possible
- Make two-way contact within 10 days of being assigned as sponsor
- Notify Airman & Family Readiness Center as soon as initial contact is made
- Guide newcomer and family through unit and base in-processing
- Assist personnel who are diverted to another unit until a new sponsor is appointed



# BEING A SPONSOR

TO THE INBOUND AIRMAN, YOU REPRESENT VANCE AFB

- You are Vance's point of contact
- You are a friendly face/voice
- You are the person who shows Vance cares

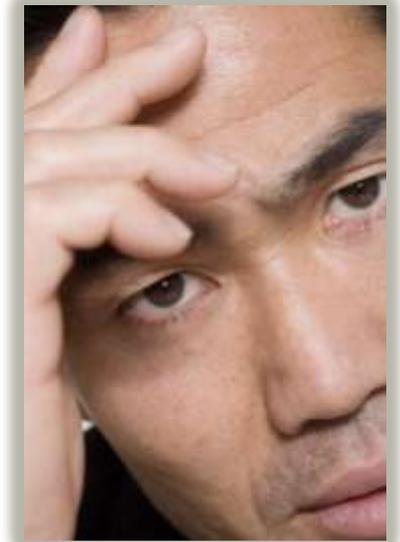




# BEING A SPONSOR

## WHY IS IT IMPORTANT?

- Reduces Relocation Stress
- Improves Morale
- Improves Productivity
- Builds cohesion in your unit





# BEING A SPONSOR

## WHY YOU?

- You should share similar characteristics with the person you are sponsoring
  - Grade/Rank
  - Family Status
  - Age
  - Gender
  - Job
- If you are PCSing, deploying, or going TDY before the member arrives, then you need to let your unit know you cannot fulfill your role as a sponsor



# ROLES & RESPONSIBILITIES



## TO-DO-LIST ESSENTIALS

- Write a personal letter (e-mail) of welcome to the newcomer and his/her family
- Call the newcomer
- Learn all you can about the newcomer – needs, questions, etc.
- Send a customized Sponsor Package (see next slide)
- Always be dependable and follow through



# SPONSORSHIP PACKAGE

- Your Personalized Welcome Letter (next slide)
- Your Unit CC Letter and Wing CC Letter
- Local Attractions and Tourism Information
- Base map, Enid map, Oklahoma map
- Local school information (if applicable)
- Any additional items requested by the newcomer
- The A&FRC (Bldg 314, 213-6330) has a pre-built sponsorship package ready for you to pick up





# PERSONALIZED LETTER

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- Be sincere, friendly, and positive
- Congratulate the newcomer on their assignment to Vance
- Include phone numbers: DSN, Commercial, Home, Cell Phone & Email Address
- Include something about yourself
- Ask for required information from checklist
- Request notification if change in arrival plans occurs



# PERSONAL CONTACT

## SPONSORSHIP ETIQUETTE

- A phone call is best for initial contact; can follow up via email
- Be considerate
- Offer assistance but don't push or insist
- Realize some people want/need more assistance than others
- Don't pry into personal affairs
- Be a good listener



# PERSONAL CONTACT

## SUGGESTED LOCAL ITEMS TO DISCUSS WITH MEMBER

- Community information (culture, activities, shopping, cost of living, etc.)
- Traveling to Enid





# PERSONAL CONTACT

## SUGGESTED LOCAL ITEMS TO DISCUSS (cont.)

- Refer them to the Housing Office for renting/buying resources and to the following sanctioned DoD website - [www.//ahrn.com](http://www.//ahrn.com)
- If they want to live in base housing, make sure they have the latest privatization information, along with current waiting times to get into base housing



# PERSONAL CONTACT

## SUGGESTED LOCAL ITEMS TO DISCUSS (cont.)

- Weather
- Cell phone service coverage (their current plan and if it is an available option here)
- Education options (for both children and spouses)
- Positive aspects of living in Enid (with extra emphasis on “positive” – you want the member to feel good about their relocation)



# PERSONAL CONTACT

## REFER MEMBER TO A&FRC AT CURRENT BASE

- They can get an Installation Pamphlet about Vance
- Spouse can utilize spouse employment services
- They can receive a PCS childcare voucher (20 free hours) – *only applies to Air Force members*
- Encourage them to attend a Smooth Move briefing



# SPONSORSHIP RESOURCES

## ON-BASE RESOURCES TO HELP YOU DO YOUR JOB

1. Lodging Office (Cherokee Lodge) 213-7358
2. Airman & Family Readiness Center (213-6330) and its website  
(<http://www.vance.af.mil/airman&familyreadinesscenter.asp>)
3. Traffic Management Office 213-7185
4. Legal Office 213-7404
5. Finance 213-7192
6. Equipment Rental 213-7348



# SPONSORSHIP RESOURCES

## OFF-BASE RESOURCES TO HELP YOU DO YOUR JOB

1. Military Homefront – [www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)
2. Enid Chamber of Commerce – [www.enidchamber.com](http://www.enidchamber.com)
3. Oklahoma Travel Agency – [www.travelok.com](http://www.travelok.com)
4. Air Force Crossroads – [www.afcrossroads.com](http://www.afcrossroads.com)
5. Enid Buzz – [www.enidbuzz.com](http://www.enidbuzz.com)
6. City of Enid – [www.enid.org](http://www.enid.org)
7. Military OneSource – [www.militaryonesource.com](http://www.militaryonesource.com)





# THE JOB CONTINUES

## ARRIVAL DAY!



- Arrange temporary lodging accommodations
- Tell them when and where you will meet them and make sure you are there early
- Give them a tour of the base and community
- Introduce them to other members of your unit
- Assist them with in-processing and escort them to agencies
- Take them to Equipment Rental if they need to borrow household items
- Make sure they sign up for the mandatory Newcomers Orientation through the A&FRC



# YOUR WORK WILL BE RATED

- All permanent party members are asked to complete the AETC Form 542 (AETC Newcomer Sponsorship Satisfaction Survey)
- Squadron Commanders are provided feedback from the survey
- Averages from survey items are presented at Wing Stand Up





# ASSESS WHAT YOU LEARNED

- **You must take and pass the following quiz (80% correct)**
- **Please type your answers into an email and send to [terri.presa@vance.af.mil](mailto:terri.presa@vance.af.mil) and [sue.lovings@vance.af.mil](mailto:sue.lovings@vance.af.mil)**

Answer “T” for “true” or “F” for “false” for each item:

1. Having PCS'd yourself means you are prepared to be a sponsor without additional training:
2. If you have received sponsorship training in the past 2 years then you do not have to repeat the training:
6. There are many reasons why you want to do a good job as a sponsor, but one key reason is the quality of your work is rated and the ratings are shared with the Wing:
4. Being a good sponsor has a positive impact on your unit's ability to complete the mission because it improves morale and productivity:
5. If the member does not want/need much assistance then you should not push them to receive your help:
6. If you are going to be deployed/TDY when the member arrives, then it would be best to let your unit know to assign a different sponsor:
7. If you hate being stationed at Vance then it is a good idea to let the member you are sponsoring know that :
8. The services you provide as a sponsor should be customized to the needs of the member (and their family) you are sponsoring:
9. Once the member departs their previous base then you have completed your job as a sponsor:
10. You will want to stop by the A&FRC (Bldg 314) to get a Sponsorship Package to mail to the member: