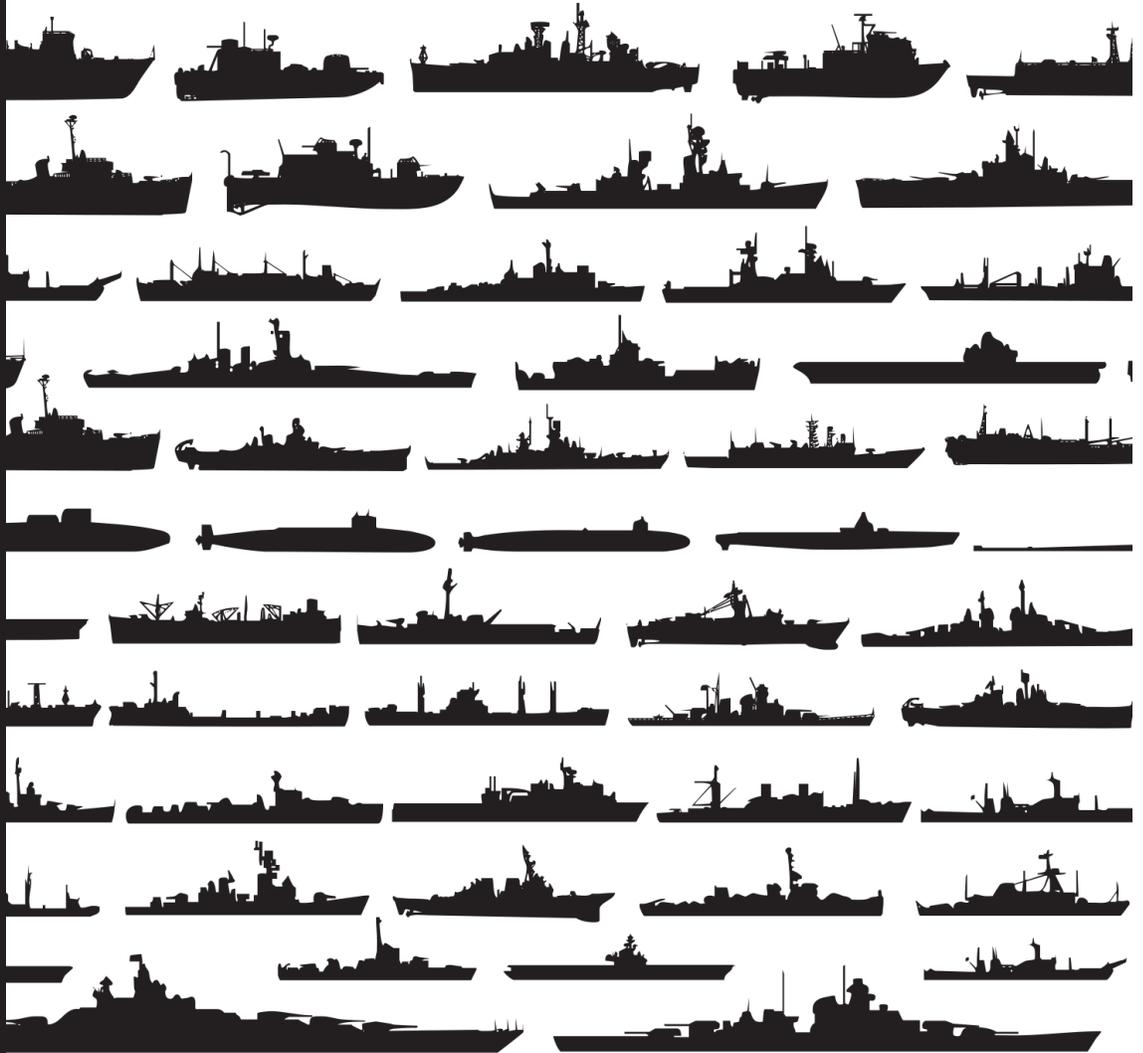


SPONSOR GUIDE

Be a Great
COMMAND SPONSOR!



6/18

FLEET & FAMILY SUPPORT CENTER

FFSC does not endorse the contained information, provided for informational purposes only.

CENTRALIZED SCHEDULING: 866-923-6478

SANDIEGO.NAVYLIFESW.COM/FFSC

WWW.FACEBOOK.COM/FFSCSD

BE A GREAT COMMAND SPONSOR

G = GOALS

R = RESOURCES

E = EXCITED

A = ASK QUESTIONS

T = TIME

BEFORE THEY ARRIVE ... 5 EASY STEPS

1. Call or email the new contact.
2. Email or mail the command authorized Welcome Letter or the sample provided in this booklet. *Ask FFSC or your Sponsor Coordinator for an electronic copy and fill in your personal information. Once you have the electronic copy, complete the following:
 - Look for brackets identifying where you will add your personal information and italics to denote sentences you may want to delete depending on the circumstances.
 - Provide your contact information, including a 24-hour number for you or your command.
 - If you choose, provide information from your spouse to their spouse.
3. Review the 20 questions with the incoming Service Member
4. Follow up if you don't hear back. Keep the command Sponsor Coordinator aware of your communication efforts.
5. Contact FFSC or Sponsor Coordinator for a free Welcome Aboard Package to mail. Recommend they use the FFSC website, sandiego.navylifew.com/ffsc to download our **FFSC Programs and Workshops** guide if they don't have time to receive a complete package by mail.

TIPS FOR SUCCESS:

- In two weeks, check to see if the incoming Service Member received the package and if they have any questions. Be informative and positive; you are their first link to the command, base and area.
- If necessary, help arrange temporary lodging and transportation from the airport.
- Don't make commitments on behalf of the command.
- If assisting with temporary accommodations, provide information on how to make reservations. Do not enter into any financial arrangements with or for the incoming Service Member.
- Tell the incoming Service Member where to report and arrange to meet with him/her.
- Stay apprised of travel changes and keep the command informed if changes do occur.

WHEN THEY ARRIVE ... 5 EASY STEPS

1. Greet the new member and his/her family at a location you've both selected and offer a base tour.
2. Introduce the person to the command and accompany through in processing.
3. Follow up to see how he/she is adjusting.
4. Encourage the Service Member to utilize MWR's Ticket Office to tour the area at a discounted rate and to schedule an appointment with FFSC for a Welcome to San Diego appointment, check out a Lending Locker, etc..
5. Ask for his/her feedback in one week to see how you can continue to be an excellent sponsor!

PLAY 20 QUESTIONS

1. Are you new to San Diego or transferring from a local command?
2. Are you familiar with our command? Provide the full name and location of command, the mission and size, the names of leadership, the type of work they'll be doing, and information about the work environment.
3. Do you have internet access?
If yes, check out base specific information at www.militaryinstallations.dod.mil. If you'll need internet access when you first arrive in San Diego, you can utilize the base Liberty Centers, the USO Downtown, or the Fleet and Family Support Center (FFSC).
4. When and how do you plan to begin your travel to our command?
5. When do you plan to arrive? If arriving by air, do you need transportation from the airport? What is your flight number and airline? Are you aware of the USO at every major airport? The USO validates short term parking for those with a military ID. If arriving by car, when and where can we meet?
6. Where may I mail your Welcome Aboard Package with San Diego area information?
7. What is your current address and phone number including your cell phone? Will you have different contact information during your leave/travel period?
8. Have you made reservations at the Navy Lodge or a local hotel? Are you aware you can make reservations at the Navy Lodge or the Marine Inn up to one year in advance with orders?
9. Do you need information on housing? Are you aware of www.lincolnmilitary.com for information on military family housing?
10. Are you bringing a vehicle? If yes, provide information regarding California DMV requirements (www.dmv.ca.gov). If no, recommend the FFSC Car Buying Workshop prior to purchasing a vehicle. The Transportation Incentive Program (TIP) also assists with fuel reimbursements for vanpools or public transportation. For additional information about TIP, have them visit www.icommutesd.com or call (619) 699-1904 and say "iCommute."
11. Do you need information on TRICARE or TRICARE Family Dental program? Don't forget to register in your new region with your updated address by calling (844) 866-9378.

- You can update your TRICARE Dental Program information at www.uccitdp.com. These are separate programs so you'll need to update both.
12. Do you need help setting up your move through Personal Property? Are you aware of the entitlements and pay you'll receive, including your potential eligibility for Dislocation Allowance? If no, contact FFSC for information.
 13. Are you married? Does your spouse need information about the FFSC Family Employment Readiness Program/ Career Center or the FFSC Spouse Workshop where he/she can learn more about military and community resources?
 14. If single or moving without dependents, how may I assist you in the relocation process?
 15. Do you have children? The Welcome Aboard Package has resources for parents and children. Check out our School Liaison Officers at www.facebook.com/sandiegoschoolliaison for all your educational needs or look at www.greatschools.org to review test scores and parent reviews for San Diego area schools.
 16. Are you required to have a Family Care Plan? If so, remember you have 60 days after checking into the new command to file an updated plan. If you have questions about the Family Care Plan, contact FFSC for resources and additional support.
 17. Do you have our Command Ombudsman contact information? Do you know how an Ombudsman can help you?
 18. Are you enrolled in the Exceptional Family Member Program (EFMP)? If so, contact our FFSC EFMP Case Liaisons for support as well as our Command EFMP POC.
 19. Are you familiar with the many activities San Diego has to offer? Check out the FFSC Welcome Aboard Package and MWR's **WaveWinds** magazine for upcoming events. You can also visit www.navylifsw.com.
 20. Do you have any questions for me?

NOTES

INFORMATION SHEET FOR SPONSOR

Full Name/Rate: _____

Email Address: _____

Phone Number: (Day) _____ (Evening) _____

Leave Email Address: _____

Leave Address: _____

Leave Phone Number: (Day) _____ (Evening) _____

Is the Service Member Driving or Flying: FLYING DRIVING

Arrival Date/Time: _____ Flight Number/Airline _____

Are Family Members Accompanying: YES NO

Spouse's Name (If Applicable): _____

Children's Names and Ages (If Applicable): 1. _____

2. _____

3. _____

4. _____

Are any Family Members Exceptional Family Member: YES NO

Does Service Member Require a Family Care Plan: YES NO

Pets: YES NO Weight of Pets: _____

Welcome Aboard Message Sent on: _____

Personal Letter/Email sent on: _____

Duty Van Available to Pick Service Member up from Airport (If Applicable): YES NO

Name/Phone Number of Hotel: _____

Dear { NAME },

My name is [FIRST NAME], and I am proud to serve as your sponsor for [COMMAND NAME]. I've included some information in this letter, and I am also mailing you a "Welcome Aboard" package, which will answer many of your questions.

As your sponsor I am available to help you with information and support. If I don't know the answer, I'll find out and get back to you. To make your arrival as smooth as possible, please call or email me with the following information:

- When do you plan to begin your travel and what date will you arrive in San Diego?
- When are you checking in to the command? When can we meet?
- Will you be driving or flying? If flying, would you like to meet at the airport?
- Do you have temporary and permanent lodging? Do you need information regarding housing?
- Will family members be accompanying you, arriving before you, or traveling after you?

Your Welcome Aboard Package was sent on [DATE]. If you don't receive it within two weeks, please let me know.

CONTACT INFORMATION YOU MAY NEED:

[Name of Command]
[Command's Address]
[City, State (FPO/APO) Zip]
[Work Commercial and DSN Phone Numbers]
[Home/Cell Phone Number]
[Email Address (Work)]
[Quarterdeck Phone Number]
[Command Duty Officer Phone Number]
[Sponsor Coordinator Name, Phone # / Email Address]

The command is located at Naval Base [San Diego/ Coronado/ Point Loma] in the greater San Diego area. San Diego County has over eighteen incorporated cities and towns, numerous unincorporated areas and hundreds of neighborhoods. You may find San Diego to be a high cost area, but there are many reasonable areas and ways to save money. Let me know if I can provide information and resources to assist you.

Since you will be arriving in the month of [_____], you will need to have your Service Dress [Blues/Whites] ready. Our winter uniform period runs from November to April. Winters here are mild, but we do have periods of cold temperatures in late winter.

Please let me know of any changes to your itinerary, emergency numbers, reporting date, special needs or other significant change in your circumstances.

HERE ARE SOME HELPFUL RESOURCES

Command Ombudsman:

Our Ombudsman is [NAME] and can be reached at [PHONE] or [EMAIL]. Command Ombudsmen are spouses who volunteer to help family members stay connected, find helping agencies and assist with emergency communications. They are an invaluable resource for Service Members and their families.

San Diego's Fleet and Family Support Center (FFSC):

Visit <https://sandiego.navylifew.com/ffsc/> for information on FFSC programs, including:

- Transferring Workshops and San Diego Information
- Lending Lockers (basic household items)
- Family Employment & Volunteer Information
- Deployment Support
- Personal Financial Management
- And More!

Your local FFSC may also be able to provide you with information to assist in your relocation.

Military One Source:

Military One Source is available 24 hours/day, 365 days/year. As you move, call 800-342-9647 for general relocation information and referrals or visit www.militaryonesource.mil

ADDITIONAL WEB SITES:

Command Website: [INSERT HERE]
Commander, Naval Region Southwest:
..... www.cnic.navy.mil/cnrsw/
Morale, Welfare, and Recreation: (Hotel Vouchers!)
..... www.navylifew.com
American Red Cross: (National) www.redcross.org
Navy-Marine Corps Relief Society: www.nmcrs.org
Tricare West Region: www.tricare-west.com
United Concordia (Dental Plan) www.uccitdp.com
USO San Diego: www.usosandiego.org
Military Installations (MI) information
..... www.militaryinstallations.dod.mil

Please do not hesitate to contact me to let me know how I can be of assistance to you. I look forward to working with you before your arrival and meeting you when you get here.

Very Respectfully,
Rank/Rate First & Last Name

KEY RESOURCES

FLEET & FAMILY SUPPORT CENTER (FFSC)

FFSC has information on Relocation, Deployment, Career Services, Counseling, Personal Financial Management and more. Call 866-923-6478 to book an appointment with an FFSC Consultant or visit sandiego.navylifefsw.com/ffsc/

NAVY-MARINE CORPS RELIEF SOCIETY (NMCRS)

NMCRS provides financial counseling, thrift shops, Budget for Baby workshops and scholarships. Financial assistance is available in the form of no-interest loans and support to qualifying individuals. Call 619-767-6800 or visit www.nmcrs.org

MILITARY ONE SOURCE

Military OneSource has helpful resources, products, articles and tips on numerous topics related to military life. Services are available 24 hours a day by telephone and online. Call (800) 342-9647 or visit www.militaryonesource.mil

211

By calling 211, client's needs are assessed and then connected to the best and closest resource in their community. Assistance is confidential and offered in more than 200 languages and dialects. Visit www.211sandiego.org for more information.

CHAPLAIN'S OFFICE

Get information on worship services at base Chapels, spiritual workshops, religious services, resource referrals, counseling and additional support from the caring Chaplain team. For information, call or visit Navy 311 at 855-628-9311 or www.navy311.navy.mil

UNITED SERVICE ORGANIZATION (USO)

USO provides ticket giveaways, holiday programs, community chest food program and FREE Tuesday night dinner. Call 619-235-6503 or visit www.usosandiego.org for more information.

WOMEN, INFANTS, & CHILDREN (WIC) PROGRAM

WIC provides vouchers, consulting, nutritional advice, and support to pregnant and new moms with children 5 and under. Eligibility is based on income. Call 800-500-6411 or visit www.sandiegowic.org

SAN DIEGO FOOD BANK

Call 866-350-3663 or visit www.sandiegofoodbank.org for information about food assistance.

CALFRESH PROGRAM/SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

For enrollment call 877-847-3663 or visit www.cdss.ca.gov/food-nutrition/calfresh

SAN DIEGO MILITARY OUTREACH MINISTRIES (SD MOM)

Call 619-461-4164 or visit www.sandiegomom.org for gently-used furniture warehouse information and a weekly food and bread distribution schedule.

SUPPORT THE ENLISTED PROJECT (STEP)

Provides emergency financial grants and transition assistance to junior enlisted military and their families. Call 858-695-6810 or visit www.stepsocal.org for more information.

TRICARE

Call 844-866-9378 or visit www.tricare-west.com for medical care concerns and enrollment questions

UNITED THROUGH READING

This program helps ease the stress of separation for military families by having deployed parents read children's books aloud via DVD for their child to watch at home. To learn more or participate visit www.unitedthroughreading.org/

AMERICAN RED CROSS

Call 24/7 for emergency messages, which can be sent for: death or serious illness, birth of a child and are needed for emergency leave situations. Call toll free: 800-RED-CROSS (800-733-2767) or visit www.redcross.org

OPERATION HOMEFRONT

Qualifying deployed military families can access assistance with car repairs, computers, moving costs, childcare costs, and commissary vouchers when available. Certain restrictions apply. Call 855-282-0960 or visit www.operationhomefront.org

UNITED STATES POSTAL SERVICE (USPS) CARE PACKAGE PROGRAM

Provides flat-rate postage when mailing packages to FPO or APO boxes. The USPS will send FREE packing materials to U.S. residents to use when mailing packages to their deployed Service Member. To order call: 800-610-8734 or visit www.usps.com/ship/apo-fpo-dpo.htm

SCHOOL LIAISONS PROGRAM

School liaison officers network, educate and work in partnership with local schools to enhance the education experience for military children. To find a School Liaison Officer for your child visit:

<https://sandiego.navylifew.com/fleet-family//fleet-family/child-youth-programs/school-liaison-officers>

ARMED SERVICES YMCA (ASYMCA)

ASYMCA provides in-home social work visits, emergency food, volunteer opportunities and other outreach. Operation Kid Comfort creates custom-made photo transfer quilts for children of deployed U.S. military service men and women. Call 858-751-5755 or visit www.militaryymca.org

MILITARY KIDS CONNECT (DEPLOYMENT SUPPORT WEBSITE)

Provides a website specifically designed to enhance the resilience of military children of all ages throughout the deployment cycle. It is a place for kids to connect online in a secure and private virtual environment. Visit www.militarykidsconnect.dcoe.mil/ for more information

FAMILIES OVER COMING UNDER STRESS (FOCUS) PROJECT

FOCUS provides resiliency training to military children and families. Teaching practical skills to meet the challenges of deployment and reintegration.

Call 619-556-6075 or visit www.focusproject.org

TUTOR.COM

Tutor.com offers one-to-one learning solutions for students and professionals. All of our services are live, on demand and online. Homework help, tutoring, peer coaching, professional development, training, career help - we do it all. Visit www.tutor.com/military

REGION LEGAL SERVICE OFFICE

Appointment only attorney services include wills, divorce information, adoption information, Service Member's Civil Relief Act and more. On a walk in basis they also provide special powers of attorney and notary services. General powers of attorney require an appointment. Appointment hotline 619-556-2211

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

The Navy EFM Program is a mandatory program that requires enrollment of all dependents (adults and children) that reside with their Active Duty Service Member and have special medical, educational, developmental, and/or emotional needs or concerns lasting six months or longer. The EFM Program ensures optimum use of PCS funds by taking into account the needs of the Navy, the Service Member, and the special needs of the family. All three of these priorities are balanced and considered in the detailing process. For questions regarding eligibility, enrollment, resources and EFMP events, contact an EFMP Case Liaison by calling FFSC at: 619-556-7404

READY. SET. MOVE!!!!

Did you know there is NO need to go into the local Personal Property Office to setup your move?

STEP 1: Go to:

www.navsup.navy.mil/household

This website provides helpful information/instruction.

STEP 2: Visit www.move.mil/ to create a login and submit your application. If you need help submitting your application or if you have questions regarding your move, please email householdgoods@navy.mil or call 855-HHG-MOVE (855-444-6683).

Additional information at:



www.pinterest.com/navyhhg



www.facebook.com/NavyHHG



www.youtube.com/NavyHHG