USCG Team Kodiak
Sponsor Handbook

Sponsorship is very important to our members, families and to our mission.

Support our personnel. Support our mission.

A MESSAGE FROM YOUR KODIAK
RELOCATION ASSISTANCE MANAGER

Congratulations!

You have been assigned to sponsor a new team member of our Coast Community. I cannot overemphasize the importance of your role in the relocation process as a sponsor and the need sponsor the entire family in the process. I look forward to helping you in your role as a new sponsor. Please make sure that the Active Duty Memeber you are sponsoring is providing the relocation handbooks received via e-mail to the family!

You represent the first glimpse a new team member, and his or her family, will have of your unit and Kodiak. 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.

I remind you to keep in mind that you may be sponsoring an individual (or family) on their first overseas tour or even a new member to Team Coast Guard. These individuals most of all need your help to have a successful relocation experience. I encourage you to do your very best to make this move the smoothest ever for our new team member and to use all of the resources available.

Kodiak Relocation Information:

- Member should receive by e-mail a "Customer Service Handbook" from Kodiak BASE SPO if not contact 907-487-5170 Ext. 6652, 6660, 6600 or by e-mail Lloyd.E.Tuchman@uscg.mil. This Handbook contains full transfer entitlement information, overseas screening and entry approval information.
- Member should receive by e-mail a "USCG Relocation Handbook" from HSWL Relocation Office POC Debbie Bower. This handbook contains housing information, MWR, base and community information. A mailed package with Kodiak Visitors Guide and Map may be requested by sponsor, member, or unit by calling or e-mailing the TRM: 907-487-5341 or Debbie.J.Bower@uscg.mil.

Information on Housing comes directly from the official office:

Assignment to government housing is MANDATORY
Unaccompanied Personnel Housing: 907-487-5260 or 5262
Government Owned Family Housing: 907-487-5170 Ext. 6642, 6641 or 6643

Cape May Graduates:

Members graduating from Cape May must provide a leave address for packet. For delays in travel or for any reason you can not contact an underway unit you may contact Kodiak BASE SPO at 907-487-5170 Ext. 6652, 6660, 6600

Sponsorship is a vital component of the mobile military lifestyle. Relocating is a very stressful experience for both the service member and their family. Your role as a Sponsor will help smooth the way for a quick and efficient transition to the new location and the new job.

The following Sponsorship Duties Checklist will help you successfully execute your duties as a Sponsor. Please keep it handy and review it often as you work through the sponsorship process. The checklist is divided into Pre-Arrival, Arrival, and Post-Arrival tasks.

Pre-Arrival

- Contact the newcomer via phone or email to say hello and explain the sponsorship process.
- Ask questions about the newcomer needs and family needs.
- Confirm member has received both Customer Service Handbook and Relocation Handbook by e-mail. If not help them contact POC's to request handbooks or mailed package.
- Compose and send a welcome letter (e-mail) based on the newcomer's needs and your unit's procedures.
- Assist with temporary lodging arrangements, mailing address or other details and communicate details by personal email or phone.
- Brief supervisor about sponsorship process details and if there are any problems encountered.
- Offer assistance with off base housing information and available rentals if needed.

Arrival

- Personally meet your newcomer upon arrival or arrange for someone to meet them due to duty commitments.
- Make sure that you directly email and/or phone them to tell them who will be meeting them upon arrival. Proving suggestions on transportation or directions from airport/ferry terminal.
- Make sure you bring transportation that will accommodate the entire family as well as pets when meeting newcomer.
- Make sure that the newcomer is met by a friendly face.
- Personally take the newcomer to lodging.
- Introduce the newcomer to his/her new unit, supervisor, key personnel and fellow co-workers.
- Show the newcomer/family around the base facilities such as commissary, MWR, chapel, Work Life and Housing.
- Give the newcomer a community tour.
- Accompany the newcomer through in-processing and check-in procedures.

Post-Arrival

- Offer assistance with vehicle registration.
- Offer assistance with transportation needs.
- Offer help getting settled into the newcomer's new home.
- Ensure that family has contact information for schools, medical care, child care, and other resources.
- If member is being deployed soon after arrival make sure spouse has proper power of attorney to handle details during absence of active duty member.

Sponsorship is a vital component impacting unit and family readiness.

The following Needs Assessment Checklist will help you successfully execute your duties as a Sponsor. Please use it as a guide when contacting your newcomer to collect the information you will need to help the family with a successful move.

Questions to Ask

- **Family Status:** single, single parent, married, married with children, other family members, any with special needs or circumstances
- **Number and Ages of Children**: special interests of children, provide resources available that may interest children: Area sports, MWR Boys & Girls Teen Center, etc.
- **Family Pets:** how many, travel arrangements, discuss any boarding needs.
- **Travel Information**: Car, plane, anticipated arrival date, transportation/pick-up/meeting arrangements, passport needs, shipping cars.
- **Contact Information:** Phone(s), email addresses, mailing address, alternate/emergency contact information.
- Do they need information on any of the following:
    - Cost of Living
    - Installation Housing
    - Local Community Housing
    - Apartment/Home Rentals
    - Pre-schools
    - Public or Private Schools
    - Home Schooling
    - Child Care (installation/home day care/other options)
    - Temporary Lodging
    - Employment (spouse/other family members)
    - Family Members with Special Needs
    - Temporary mailing address
    - Weather
    - Local Community Information (attractions)

Most of the items above are addressed in the Relocation Handbook sent to members by e-mail. A Kodiak Visitors Guide and Map can also be mailed if requested by contacting:

Relocation Assistance Manager
HSWL Work Life
debbie.j.bower@uscg.mil
907-487-5341

WHERE TO GET SOME ANSWERS

Whether it's the first or 9th time you are serving as a sponsor, you will not have all of the answers and remember information may have changed since your last PCS move. It is always better to use the subject matter experts to get valid answers to questions. Here are some references or places to contact for help:

Transition/Relocation Office-907-487-5341 debbie.j.bower@uscg.mil

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Family Resource Specialist – 907-487-5525 Ext. 6505 Vanessa.D.Bryant@uscg.mil

- Questions regarding families with special medical or educations needs.

Child Development Services Specialist – 907-487-5525 Ext. 6501

- Questions regarding childcare, home childcare, and schools in Kodiak for children under the age of 18 in Coast Guard families.

Base Kodiak Contact Number: 907-487-5170 Extensions below:
Base SPO: Ext. 6652, 6660, 6600, 6659
Base Housing Office Ext. 6641, 6642, 6643
Base Transportation/HHG Ext. 6661

Unit Ombudsman – Make sure new personnel (and family) know who Ombudsman is and how to contact

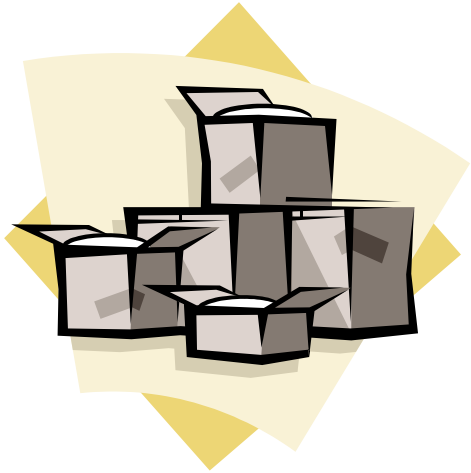
OTHER USEFUL NUMBERS AND WEB SITES

Guest House & RV Lots (Temporary Lodging) 907-487-5446 or www.kodiakmwr.com

Unaccompanied Personnel Housing Alaska: 907-487-5260 or 5262
Marine Highway System Ferry: 800-526-6731 or 800-642-0066 or https://www.dot.state.ak.us/amhs

Basic Allowance for Housing Calculator:
https://www.defensetravel.dod.mil/site/bahCalc.cfm Use Zip Code: 99615

Kodiak Visitors Center: www.kodiak.org
Kodiak Island Brough School District: www.kibsd.org
Kodiak College: www.koc.alaska.edu

SPOUSE EMPLOYMENT:
Alaska Job Services: www.jobs.alaska.gov
Federal Jobs: www.usajobs.gov
NAF Jobs on Base: www.cg-exchange.net/ijobs.nsf or MWR Page at www.kodiakmwr.com

Your assistance is vital in helping our single members and military families have a great move to their new home!