MARINE CORPS SPONSORSHIP PROGRAM HANDBOOK

Marine Corps Base Camp Butler Okinawa, Japan



March 2025

PURPOSE

> WHY TAKE THIS CLASS?

Numerous surveys have confirmed that by providing personalized relocation support to Service Members and their families, they are more likely to have a positive moving experience, adjust faster to their new homes/base and provide for happier and more productive Marines/Sailors on the job. Today's information is designed to give each of you the tools, resources and incentive to be an effective and successful sponsor.

> WHAT IS A SPONSOR?

A sponsor's role is to provide needed assistance and a warm "welcome" to personnel relocating to Okinawa. A sponsor should help newcomers "settle-in" by providing reliable information, introducing them to members of the unit and showing them around the base and local community.

A sponsor gives support and assistance during relocation and is knowledgeable about the command, facilities, programs and services that are available on military installations and in the local community. A sponsor is dependable and goes "above and beyond" to assure that the newcomer(s) is as comfortable as possible when he/she arrives on Okinawa. A sponsor does not have to be a relocation expert; they just need to be able to connect the newcomer with the appropriate services.

AN EFFECTIVE SPONSOR

- An effective sponsor provides a positive first impression for the newcomer.
- Personal contact goes a long way in making someone feel welcome and a part of their new workplace and community.
- An effective sponsor is motivated and trained.
- · Paves the way for a smooth transition.
- · Assesses the needs of the newcomer and family.
- · Has a backup sponsor in case of an emergency or TAD assignment.
- · Be responsive to your newcomer

LISTEN

Many times, a newcomer just needs to talk to someone who cares.

• DETERMINE THE NEED

If your newcomer does not know what they need, ask some questions to help identify what those needs might be.

- INCLUDE THE FAMILY Ask about the newcomer's family and their needs.
- RESPOND PROMPTLY

If the newcomer leaves a message or sends an e-mail, make sure you get back to him/her within 24 hours.

JUST THE FACTS

Make sure you only share facts about the installation and allow the newcomer and their family to make their own opinions.

HOW ARE SPONSORS ASSIGNED?

Sponsors are usually appointed by the command, or they can volunteer. Newcomers and sponsors are matched according to marital status, job specialty and rank/grade.

STAGES OF SPONSORSHIP

▶ PRE-ARRIVAL

As soon as you are assigned as a sponsor, make contact with the newcomer via e-mail, phone call, or a brief letter (sample letter on page 14).

- Introduce yourself
- Welcome the newcomerDescribe your unit or
- department
- Include your contact information
- E-mail address
- Phone number (DSN & home)
- Mailing address
- Provide instructions on how to call:
 - DSN 315- XXX-XXXX
 - Cell phone: 011-81-XX-XXXX-XXXX (<u>Omit</u> the first zero)

Suggest to the newcomer to visit their nearest Personal and Professional Development (P&PD) Resources office. Ensure that you register them for the next available Newcomers Welcome Aboard Orientation (NOWA) Brief held every Wednesday. Please email mcbb_newcomers@usmc.mil for assistance.

INFORMATION YOU WILL NEED

- Obtain a copy of the newcomer's orders and area clearance (if accompanied) as soon as possible
- Ask for the newcomer's mailing address
- · Obtain flight information, arrival date and time
- · Determine family status & number and ages of children
- · Determine if pets will be involved in the relocation

REQUIRED PAPERWORK

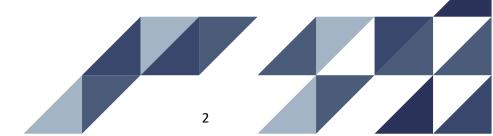
· Copy of Orders · Area Clearance - USMC & Civilians · Dependent Entry Approval - USN

OVERSEAS SCREENING, AREA CLEARANCE, DEPENDENT ENTRY APPROVAL

• The newcomer and any family members **MUST** go through an overseas screening and obtain area clearance or dependent entry approval before they leave their present duty station.

*** <u>Without</u> area clearance, family members cannot come to Japan *** *** The newcomer <u>will not</u> qualify for housing without an area clearance

- If the newcomer has family members with exceptional needs (e.g., special education, medical condition, or physical disability), the overseas coordinator must be notified so that it can be determined whether Okinawa can support those needs.
- Please stress the importance of obtaining an overseas screening, area clearance or dependent entry approval. For more information, contact MCIPAC at 645-9847 or Commander, Fleet Activities Okinawa Administration office at 634-8239 for Navy personnel.





Family Housing Office [] 634-0582

- Eligibility: All military personnel with accompanied orders, area clearance, and accompanying family members.
- DoD civilian employees placed on the Key and Essential Personnel List, centrally controlled by the 18th Wing with input from MCIPAC, USN and USAG-Okinawa, can contact the Military Family Housing office located on Kadena Air Base to determine eligibility for on-base housing and apply.
- Accompanying family members are those family members who have received dependency status and command sponsorship approval/area clearance, and who will reside with the sponsor for nine consecutive months or more each year.
- If member is traveling non-concurrent, the member must have an itinerary showing family member's arrival within 45 days before official offer can be made.
- Members who submit an advance housing application (DD 1746) and a copy of web orders/orders, will be placed on the appropriate waiting list in accordance to rank and family size, but will not activate until members physically check-in with copy of endorsed original orders and area clearance.
- The control date will be the date housing receives all required paperwork.
- If family members have special needs (ex: wheelchair, walker/cane, other disabilities, etc.) please make sure they contact Kadena Housing Office as soon as they have orders or when they expect to report to Okinawa. This is an Overseas Command, and all needs may not be accommodated.

WAITING LIST

- Your position on the waiting list is determined by date priority.
- Due to ongoing issues, assignment of government housing may exceed the normal 10-day window for assignment to Military Family Housing.
- Current mandatory policy requires authorized personnel to reside on-base; however, if sufficient inventory is unavailable, they will be authorized to reside in the local community.
- Contact Kadena Military Family Housing office for waiting times.

ON-BASE & OFF-BASE

- It is not recommended that newcomers bring heavy and/or oversized furniture.
 - Quarters both on and off base may be smaller than stateside homes.
 - Housing provides a stove, refrigerator, dishwasher, electric washer and dryer in on-base quarters.
- For command sponsored accompanied with dependent personnel who reside off- base, they can be provided a conventional oven, American stove, refrigerator and Japanese style washer and dryer (upon availability).
- Due to the high humidity on Okinawa, it is recommended you bring or purchase a dehumidifier.
- If your household goods have not arrived when you move into either on or offbase quarters, temporary furniture is available for up to 90 days (for command sponsored accompanied personnel only).
- Linens and televisions are not provided. You may want to put all items that would be immediately needed in your express shipment.

OFF-BASE HOUSING

- When newcomers move off-base they will receive Overseas Housing Allowance (OHA).
- If no units are available, your counselor will provide the "Request to Reside Off . Base" Memo. The request will need to be routed to your Commander for endorsement.
- If you are assigned to Military Family Housing but desire to live in town, you can seek to move off-post after 12 months. To be approved to move off-post. occupancy in your grade (rank) and entitlement (bedrooms) must be at or above 90% in both your primary and secondary assignment locations. Your command must concur with the move and the relocation considered a convenience move and the cost associated is not funded.



HOUSEHOLD GOODS INBOUND INFORMATION

Distribution Management Office (DMO) □ Foster: 645-0922; Courtney: 622-7561/9770; Hansen:623-7410/7029

- DMO will provide the newcomer all the necessary information to make their move a smooth one
- Newcomers can do an "express shipment," which averages approximately 30 days for delivery, and a "household goods shipment," which averages approximately 60 days for delivery.
- Please inform the newcomer not to ship his/her washer and dryer or large kitchen appliances.
- Once the newcomer arrives in Okinawa, ensure they check in with DMO.

THINGS TO INCLUDE IN THE "EXPRESS" SHIPMENT

- · Seasonal clothing
- Linens (sheets, pillows, towels, blankets)
- Set of dishes, pots & pans, cooking & eating utensils
- Baby items, if applicable (stroller, highchair, car seat, crib)
- · Children's favorite tovs
- Vacuum cleaner

THINGS YOU CAN DO FOR THE NEWCOMER POSTAL INFORMATION

All SOFA status personnel under Permanent Change of Station orders at MCB Camp Butler qualify for a PSC Box.

- With a copy of the newcomer's orders and area clearance, you can arrange for a post office box
- · Give the newcomer the new mailing address as soon as possible
- The newcomer should fill out a "Change of Address" card at current post office

TEMPORARY LODGING

Temporary Lodging Facility 645-2455

As soon as you know the newcomer's date of arrival, make reservations at the Temporary Lodging Facility for 60 days and inform the newcomer about the cost per night.

Information required by TLF to make reservations:

- Name, rank, & SSN
- Ages of children
- Total number of family members
 Check-in date



There is a two-pet policy for Military Family Housing residents, please visit the Military Family Housing, Okinawa, Japan webpage for more information

https://www.kadena.af.mil/Agencies/Okinawa-Family-Housing/ofhTest/. Personnel traveling with pets are eligible for reimbursement with the maximum reimbursable amount of \$2000 for OCONUS move. U.S. carriers flying to Tokyo (Narita Airport) and Osaka (Kansai International Airport) generally charge rates from \$90 to \$300, depending on the size of the pet. However, during the summer season, transportation may be refused, depending on temperatures at the point of departure or arrival.

IMPORT REQUIREMENTS TO HAND CARRY

- Microchip implantation
- Rabies vaccination
- Serological testing for rabies antibody (FAVN test)
- Advance notification of arrival to Japanese Animal Quarantine Service:
- Health Certification

For more information, please refer the newcomer to the following websites.

Okinawa Veterinary Activity

https://phcp.health.mil/Commands/P ublic-Health-Activity-Japan/Okinawa/ Animal Quarantine Service

- maff.go.jp/aqs/english/animal/dog/ind ex.html
- https://www.facebook.com/OkinawaVe terinaryActivity/

VETERINARY SERVICES

Okinawa has a permanent Veterinary Treatment Facility located on Kadena Air Base. The services provided are routine preventative medicine, daily sick call and routine surgical procedures as schedules allow. Office hours are Monday & Tuesday, Thursday & Friday from 8:00 AM - 4:30 PM; Wednesday 10:00 AM - 4:30 PM Appointments are required. After hours emergency services are not provided, however contacts for local veterinarians and symptom translation sheets are available.

Pet owners and sponsors are encouraged to call or email with any questions or concerns regarding import requirements and quarantine at 036-868-2263 or <u>usarmy.zama.medcom-ph-p.mbx.pha-j-okinawa-vetac@health.mi</u>l.

KARING KENNELS BOARDING FACILITY

966-7339

Hours: Monday - Friday | 10:00 AM - 6:00 PM

Please contact the staff for the current list of dog breeds ineligible for boarding at the facility.

Karing Kennels Boarding Facility is located on Kadena Air Base Building 4065. For more information about this policy, please contact your local housing office.

SCHOOL INFORMATION

If there are children, please tell the newcomer to hand-carry school records. These records are required to register children at all DoDEA schools on Okinawa.

Tell the newcomer to get the phone and fax numbers of their child(ren)'s school(s) in the event that he/she does not have their school records when they arrive in Okinawa. The schools here will then be able to contact the previous school(s) to obtain a copy of the school record(s).

DOCUMENTS REQUIRED

- Orders
- Area clearance/Dependent Entry Approval
- Social Security Card
- Immunization Records
- Original Birth Certificate (if child will be starting kindergarten)
- · School records from previous school (must be originally sealed to be valid)
- Housing assignment letter or lease
- · Remind the newcomer about online pre-registration

DoDEA Okinawa schools and online registration, please, visit the website http://www.dodea.edu/Pacific/south/schools-by-district.cfm

DOCUMENTS TO HAND CARRY

- Orders & Area Clearance
- · Valid Passport / Military ID card
- SSN cards
- Pet Records
- Immunization Records
- · Valid Driver's License
- · Birth & Marriage Certificates
- Family Care Plan
- EFMP Records
- Tax Records
- Education Records
- Employment Records
- Power of Attorney
- Medical/Dental Records





PARENT/GUARDIAN

Student's Birth Certificate * Student's Social Security Number * Student's Shot Record * Legal Documents, as needed (example; custody or guardianship) * Proof of Residency/Military Orders *

SCHOOL INFORMATION

Address, Phone Numbers, Other Contact Information Course Description Book/Grading Scale (if available, for grades 6 and above) Copy of the Cover of Each Textbook or the Title Page School Profile/Handbook School Web Page Other: ______

SCHOOL RECORDS

Copy of Cumulative Folder (only official if mailed between schools) Current Schedule Report Cards Attendance and Tardy Records Standardized Testing Records Withdrawal Grades or Progress Reports * Test Scores (Standardized or Special Program Testing, etc.) Activities Record (such as co/extracurricular) ROTC Records (if applicable/available) Fees Owed (if applicable/available) Alternative Schools Records (if applicable/available) Letters of Recommendations (especially for senior students) Writing Samples (if available) Portfolios (if available) Accelerated Reader Points (if applicable/available) Service Learning/community service Hours (if applicable/available) Other:

SPECIAL PROGRAMS RECORDS AS APPROPRIATE

Individual Education Plan (IEP)/Individual Accommodation Plan 504 * Gifted Program Description * English as a Second Language (ESL) or Bilingual Education * At-Risk or Other Action Plans for Classroom Modifications * Other: _____

* These documents will allow you to start the enrollment process.



OTHER DOCUMENTS & EXAMPLES

Other Work or Performance Examples Academic Recognitions and Competition Participation Other: _____

ADDITIONAL RECOMMENDATIONS FOR SCHOOL TRANSITION 3-6 MONTHS BEFORE THE MOVE

Research the new school district Call the school liaison officer to answer any questions you may have about the local schools

☐ 1-2 MONTHS BEFORE THE MOVE

Review - the list and gather any missing documents Copy - proof of residence or housing documents that show where you will be living Set up - a time to meet with a school counselor at the receiving school to go over school transcripts (note contact information for key school staff) Find out - what the withdrawal process is at the school and make a plan to withdraw your child from school

2 WEEKS BEFORE THE MOVE

Review checklist and ensure that all documents are as current as possible Remind school of student's last day

MOVING BEFORE THE END OF A SCHOOL YEAR

Make a copy of the front cover of your child's textbooks Copy course outlines or topics covered Know what to expect with the transfer of credits (your school liaison can help!). This step could reduce a lot of stress!

SCHOOL LIAISON MISSION

The mission of the School Liaison Officer is to mobilize and coordinate community resources to reduce the impact the mobile military lifestyle has on military school- age children and families; to implement predictable support services that assist children/youth with relocations, life transitions and achieving academic success; and providing a wide range of resources that facilitate school transitions to parent, students, schools, commanders and communities.

Camp Foster Bldg. 495 DSN: 645-3205 Stateside: 011-81-98-970-3205

Visit: www.okinawa.usmc-mccs.org/slo

V PRE-ARRIVAL CHECKLIST
Contact inbound Marine/Sailor
Email
Phone
Address
Get all relevant info (Full Name, Phone, Pets, Family, etc.)
Send Command Welcome Aboard Package (Command welcome letter, Sponsor welcome letter, Contact info, Youth Sponsorship) Send the electronic welcome aboard package
Request copy of orders, area clearance
Received Date
Orders
Clearance
Department's Approval
Request copy of dependent entry clearance
Received Date
Traveling with pets
Notify command of any status changes
Have a back-up sponsor
Info
Request PO Box
Box #
Notify inbound of PO Box
address Email
Phone
Address
Reserve billeting / TLF (TLF no less than 3 weeks out in summer
month) Location/Room #
Reserve kennel for pets
 Inquire about any needed items from commissary (i.e. milk, juice, bread, kid friendly items, etc.)
Lock on transportation for day of arrival POC
Register inbounds for Welcome Aboard Indoctrination
In-person Newcomers' Orientation Welcome Aboard (NOWA) Brief Registration
Date
Make appointment for housing brief
Provide copy of housing form: DD Form 1746

ARRIVAL ARRIVING TO OKINAWA

- Newcomers will be given a Port Call Date. This will either be an Air Mobility Command (AMC) flight, or it will be a commercial flight
- · Confirm flight information and arrival date/time
- If the newcomer is taking a military flight, you must meet them at Kadena AMC Terminal
- Meet and greet the newcomer at Naha International Airport if they come in commercially

IF THE NEWCOMER TAKES A COMMERCIAL FLIGHT WHAT IS REIMBURSABLE?

Official expenses the sponsor will incur

- Mileage
- Parking

NICE THINGS TO DO FOR THE NEWCOMER

- Before the newcomer and family arrive, you can purchase some food and drinks (the basics-milk, bread, juice, deli meat, peanut butter and jelly, for example) and put them in their TLF room
- · Find out about allergies
- · Invite them to dinner
- Offer to take the newcomer to the laundromat or offer the use of your washer and dryer
- · Assist the newcomer with finding a motor vehicle

EMPLOYMENT INFORMATION

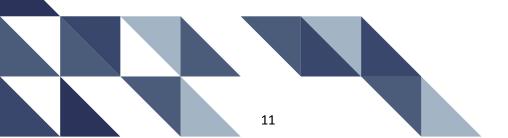
MCCS Human Resources 🗍 645-3052 Civilian Human Resources Office 🗍 645-2475

- Job listings are posted at the MCCS Human Resources and the Civilian Human Resources Offices.
- Many jobs are clerical/administrative, retail, and food service.
- The Family Member Employment Assistance Program (FMEAP) Advisor can assist spouses and working aged dependents seeking employment aboard MCB Camp Butler. For more information, please call 645-5074.

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✓ ARRIVAL CHECKLIST

Ensure transportation is still locked on and adequate
Ask about and resolve any immediate needs the newcomer and family may have (e.g., hunger) Take the newcomer and family to their permanent base housing or TLF
Take the newcomer to the Military Family Housing to sign up for housing
Take the newcomer to the commissary and Exchange to purchase basic necessities
Accompany the newcomer to all in-processing locations
Take the newcomer to DMO to check on their household goods
shipment Introduce the newcomer to members of the unit
Provide a map and tour of the air station
Remind the newcomer to check in with the Tricare office at the US Naval Hospital on Camp Foster to update his/her information and obtain a new card
Provide SOFA course information to be able to get a SOFA driving
license Assist with vehicle registration and driver's license
Inform the newcomer about the Lending Locker service



POST-ARRIVAL

- Keep in touch while the newcomer is settling in and continue to assist during the first few weeks or months with other needs.
- Newcomers are required to complete a Sponsorship Survey to provide valuable feedback on their experience. If a survey was not completed upon arrival, it is essential to ensure that the newcomer fills one out and submits it to their Unit Sponsorship Coordinator upon checking in. These surveys play a crucial role in allowing the installation to periodically assess the effectiveness of the Marine Corps Sponsorship Program and implement necessary improvements to enhance the overall newcomer experience.

ADDITIONAL TIPS

- Avoid opinions; let the newcomer form his/her own
- · Answer questions honestly
- Keep a positive attitude.
- Follow the sponsorship checklist
- · Have a backup sponsor

- · Get the whole family involved
- · Inform the command of any changes
- · Pay it forward
- Set an example for your unit by being an outstanding sponsor!



- Provide transportation and assistance to the newcomer and/or family to attend their (NOWA) brief.
- If family housing is still pending, assist the inbound service member with attending a housing brief at the Military Family Housing Office for in-processing.
- Have the inbound service member check-in with their gaining command's S1 or CPPA for in- processing. E-5 and below unaccompanied USMC personnel will check-in via Reception & Orientation.
- If accompanied with pets, ensure your inbound service member contacts the Kadena Veterinary Clinic upon arrival for pet check-in.
- If necessary, take the inbound member to check-in with the Kadena Military Family Housing Office.
- Assist the newcomer with obtaining a USFJ SOFA Driver's License; and purchasing a vehicle
- Assist newcomer with obtaining a Japanese cellphone (if necessary).
- Assist the newcomer with completing a P.O. Box registration process.
- Introduce the service member to key personnel at the command, including the Deployment Readiness Coordinator (DRC)/Uniformed Readiness Coordinator (URC), Command Financial Specialist (CFS), commander, supervisor, and fellow coworkers.

RESOURCES .

DESCRIBE THE SERVICES THAT MARINE & FAMILY PROGRAMS OFFERS AS WELL AS OTHER PROGRAMS AROUND OKINAWA

- Information, Referral & Relocation Program
- Family Member Employment Assistance Program
- Personal Financial Management Program
- Exceptional Family Member Program
- Marine Corps Family Team Building
- Navy Marine Corps Relief Society
- Semper Fit
- Base Chapel
- Single Marine Program

MARINE CORPS COMMUNITY SERVICES

- www.okinawa.usmcmccs.org
- Facebook: MCCS Okinawa

WELCOME ABOARD PACKAGE

www.okinawa.usmc-mccs.org/about

MCCS OKINAWA - RELOCATION

www.okinawa.usmc-mcs.org/relocation

ONESOURCE

militaryonesource.com

PER DIEM

defensetravel.dod.mil

OKINAWA COMMISSARIES

https://shop.commissaries.com



SAMPLE "WELCOME ABOARD" LETTER

SUBJECT: WELCOME ABOARD

Dear (Grade and Name):

I would like to welcome you and your family to (command/unit). Whether you've been stationed here before or not, I believe you'll enjoy your tour of duty here. As your Sponsor, I will try to make your transition as smooth as possible.

A Welcome Aboard Package has been sent to you (provide status of package). The package contains a self-addressed "Port Call Information Card." Please complete the card as soon as you know your flight number and date of arrival. If you haven't received the package by (allow two weeks for delivery), please let me know.

I encourage you and your family to visit the nearest Marine and Family Programs' Information, Referral and Relocation (IR&R) office to receive information and assistance with your Permanent Change of Station (PCS) move. The IR&R Program provides PCS workshops and relocation assistance to help all Service Members and their families who are relocating from one duty station to another. Also, you may check

<u>https://installations.militaryonesource.mil/</u> and <u>https://planmymove.militaryonesource.mil</u> for information on planning your move and learning about your destination. Relocation services available through the IR&R office include:

- Destination information
- Base and community information worldwide
- Relocation workshops (Welcome Aboard and PCS/OCONUS workshops)
- Lending Locker (if your installation has one)

(**If known**) You have been slated for assignment to (**unit**). Your official mailing address will be: (**complete organizational address**).

Your duty phone number will be: DSN _____, commercial 011-_____. Remember, this is a tentative assignment and may be changed based on the needs of this command.

I have been informed that you are coming on an accompanied tour and will arrive during (month).

You will need an approved area clearance and no-fee passport for each of your family members, as well as an Overseas Suitability Screening (OSS), which includes a dental and medical screening for you and your family members. Additionally, please ensure that if you and/or your family members have any requirements for prescription medical drugs/refills, that they have been entered into your/your family member(s) health records.

Personal records which you should have in your immediate possession while enroute (unless procedure from detaching base prescribes otherwise) include: dental endorsements and modifications; approved area clearance; shot records; and passport. Additionally, (add the following as applicable): original birth certificates; marriage certificate; divorce certificate; and school records. Your approved area clearance will provide modified weight allowances for shipment of household goods and a statement of available government-provided furnishings.

Please call or drop me a quick note with information on your family (ages and sex of children for housing assignment purposes) and whether or not you are bringing a pet(s). This will assist me in ensuring transportation has been arranged from the airport to temporary lodging. When you have your port call information (date, time of arrival, and flight number) inform me immediately so that I can assist you with the housing process or reserve temporary lodging.

I will also need your current mailing address and phone number (to include your temporary leave address and phone number).

Feel free to call me at DSN _____ or commercial 011-_____.

My email address is: _____. My mailing address is: _____

Based on policy, housing assignment is determined by location of work, availability, and family size. There also may be mandated "live on-base" policies established (Okinawa). If on-base housing on Okinawa is not available for your family based on work location, pay grade, and family size, you may be given the option to move off-base. There are single units, multiplex, and high-rise apartments available on-base, but they vary by work location, availability, and family size. In some locations (primarily Okinawa and Iwakuni), the high-rises have some pet-restrictions, and you should be aware that having a pet is not a basis for declining housing. On Okinawa, having a pet is NOT justification for moving off base. If you are bringing pets, please let me know immediately, so I can provide you with very important information on pet importation laws and requirements, along with installation pet breed restrictions policies for pets in on-base housing.

Suitable off-base housing is small and expensive. Off-base utilities and phone service are also expensive.

If you reside off-base, you will receive overseas housing allowance to offset a good portion of your costs.

You must bring your full uniform allowance. The normal uniform of the day is ______.

Finally, you should be prepared for incidental expenses while enroute and upon arrival. You should have sufficient funds to cover food and shelter in the event you are delayed enroute.

You should also have sufficient funds to cover lodging/commissary/meals upon arrival, as Temporary Lodging Allowance (for lodging only) is paid at the end of 10 days.

I hope you find this information helpful. It is not all-inclusive, so I highly recommend you make an appointment with the IR&R Program in the installation Marine and Family Programs office to discuss with trained personnel the many aspects of your move.

Also, do not hesitate to call or write if you have any questions. I look forward to meeting you and your family in person and working with you as a member of our team.

Sincerely,

(Signature block)

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