

20th Fighter Wing

Shaw AFB – Essentials of Sponsorship

(Sponsor Guide)





DEPARTMENT OF THE AIR FORCE

20th FIGHTER WING (ACC)

SHAW AIR FORCE BASE SOUTH CAROLINA

MEMORANDUM FOR 20 FW Sponsors

FROM: 20 FW/CC

SUBJECT: Sponsor Program Welcome

1. A good sponsorship program is the foundation to which our inbound Shaw AFB family will gauge their overall assignment experience. A good start can alleviate the stressors that come with moving. Therefore it is the sponsor's responsibility to ensure the transition is flawless, providing our members with the necessary information for their specific situation.
2. Use the guide below to help build a squadron sponsorship program or as a general guide to help welcome newcomers to Weasel Nation. Remember as a sponsor you are an ambassador to the 20th Fighter Wing and our inclusive culture.
3. A review of this guide will be conducted annually in April and changes will be published, as required, after coordination with all applicable agencies. This guide will be published electronically at <https://www.shaw.af.mil/Newcomers/> as well as the Wing Plans SharePoint at https://usaf.dps.mil/sites/20FW/Wing_Staff_Agencies/XP. For update requests, more information, or additional guidance, contact 20FW/XP at DSN 965-2370 or commercial (803) 895-2370.

LAWRENCE T. SULLIVAN, Colonel, USAF
Commander

Appendix

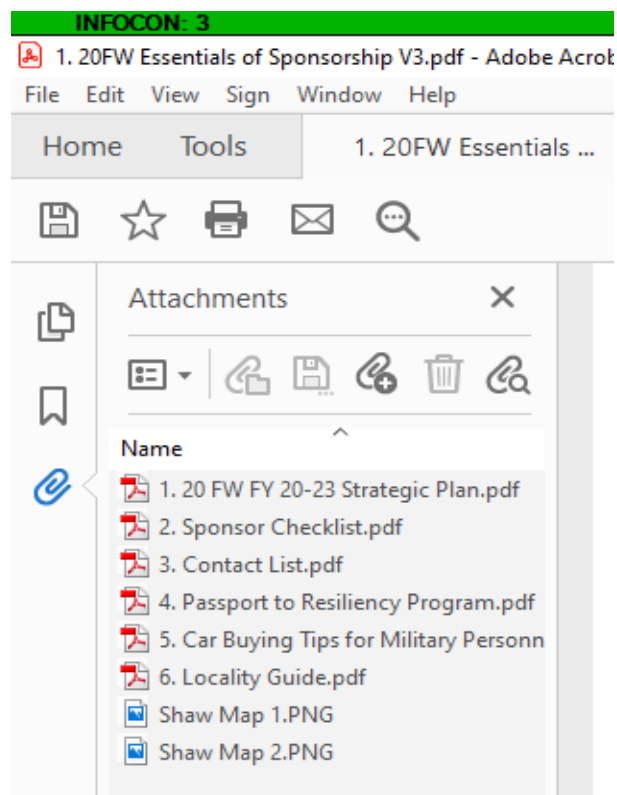
Appendix Note #1: Many of the categories below happen simultaneously. Please read the guide in its entirety

Appendix Note #2: Use the attachments to develop package for inbound member

Appendix Note #3: Use the Sponsors Checklist to help guide you through your requirements as a sponsor

Housing & Transportation.....	Chapter 1
Dependent Care.....	Chapter 2
Finance.....	Chapter 3
House Hold Goods (Including POV).....	Chapter 4

***Attachments – Left Area of PDF see screenshot below



1. General Information

Purpose: With the known stressors of moving, as a sponsor it is your responsibility to facilitate a smooth transition to Shaw AFB

- 1.1 Inform inbound member that they should contact Humana Military (TRICARE East) and ensure they and their families get moved to the correct TRICARE servicing agency for Shaw AFB
 - 1.1.1 Active Duty Military members will always be TRICARE Prime
 - 1.1.2 **Information in DEERS must be updated to reflect the most current demographics and can be done only once arriving to the gaining base; TRICARE uses DEERS information to filter TRICARE plans and PCM selection**
 - 1.1.3 PCSing is one of many Qualifying Life Events (QLEs) where non-ADSMs can make changes to their TRICARE plan; **Eligible members have 90 days to make any change to their policy**
 - 1.1.4 TRICARE Standard is now TRICARE Select effective 1 Jan 2018
 - 1.1.4.1 For more information on QLEs, inbound members are instructed to contact TRICARE or visit TRICARE.MIL
 - 1.1.5 Emergency visits are a covered benefit, families are instructed to call 911 or go to the nearest Emergency Room (ER)
 - 1.1.6 Beneficiaries should contact their PCM or regional contractor within 24 hours, or the next business day for claims processing and follow-up care, if needed; TRICARE may need copies of emergency treatment records to process the claim
 - 1.1.7 For specific information please have your inbound member visit <https://tricare.mil/LifeEvents/Moving>
- 1.2 You may show the inbound member around the base, but you should ensure they are able to navigate it
 - 1.2.1 At the very least ensure they know how to find the Base Exchange, Commissary, Unaccompanied Housing (dorms, if they live there), barbershop/airmen's attic, Medical Clinic, Dental Clinic, Education Center, Fitness Centers, All base tracks/trails, the Post Office, and the Visitors Center
 - 1.2.2 For a full list of all 39 items please see attachment, Base Map*
- 1.3 Sponsor should regularly check up on inbound members until they are satisfied they have a solid plan in-place, for all topics listed below
 - 1.3.1 You may use the Sponsor Checklist* to annotate and help you along the way
- 1.4 Ensure arrived member updates their personal contact information on Shaw AFB's Emergency Mass Notification System (AtHoc) and the local CSS, CCQ, or Orderly Room updates information in the Military Personnel Data System (MilPDS)
 - 1.4.1 Your local CSS, CCQ, or Orderly Room should provide an official checklist to the arrived member
 - 1.4.2 Your local CSS, CCQ, or Orderly Room have the ability to input contact information into both systems themselves if necessary
 - 1.4.2.1 If your unit does not have MilPDS gain actions capabilities, then arrived member's need to visit, the Shaw AFB Personnel Section
 - 1.4.2.2 If your unit does not have AtHoc update actions capabilities, then they need to contact the Command Post
- 1.5 All Air Force members must be fit-to-fight at all times; most inbounds like to know where they can run and workout on Shaw AFB
 - 1.5.1 2.8 Mile, ARCENT Trail – Patrol Road, Monument
 - 1.5.2 1.5 Mile, Shaw & Fitness Annex Trail – Outdoor Recreation (ODR) Fam Camp
 - 1.5.3 1.3 Mile, Memorial Lake Trail – Base Chapel
 - 1.5.4 Official Air Force PT Test Track – Behind Base Education Office
 - 1.5.5 Shaw & Fitness Health Center – 428 Shaw Dr.
 - 1.5.6 Fitness Center Annex – Behind the USARCENT Building
- 1.6 For additional Shaw AFB events visit: <https://www.thebestfss.com/military-support/welcome-to-shaw>

2. Housing & Transportation

PCS, Enlisted Technical School Graduate

- 2.1 The Unaccompanied Housing (UH) Office (Dormitory Management) is collaboratively located with the CMSgt Emerson Williams Dining Facility
 - 2.1.1 it is open between M-F from 0900-1500
 - 2.1.2 Staff can be reached at: 803-895-5627 or, DSN 965-5627
 - 2.1.3 Only single/unaccompanied Airmen E-4 and below, with less than three years Total Active Federal Military Service (TAFMS) are eligible for a dorm room
 - 2.1.4 Sponsor must confirm/provide inbounds marital status and sex to UH in order to secure a room
 - 2.1.5 An NCO or higher within the Airman's chain of command must be physically present at the UH Office in order to secure a room no earlier than 7 business days prior to Airman's arrival
- 2.2 If there is no availability, sponsor must immediately inform First Sergeant and provide the inbound member guidance
- 2.3 Sponsor should ask how the inbound member is arriving to Shaw AFB and ensure everything is correct with arrival and dates
 - 2.3.1 Sponsors must have inbound members try to apply for a Government Travel Card (GTC) at their Technical Training location
 - 2.3.1.1 At the very least, sponsors must have arrived members start the process immediately upon arrival within their gaining unit
 - 2.3.1.1.1 Multiple arrived members have in-processed with no dorm/lodging availability and without a GTC paying out-of-pocket for hotel/food
 - 2.3.1.1.2 This forced arrived members to request advance pay (depending on situation and type high likelihood of being denied) or take Air Force Association Falcon (AFAF) loans
 - 2.3.1.2 New Airmen do not always understand how things work; there have been examples of airmen paying out-of-pocket for cross-state taxis or other forms of transportation that are not re-reimbursable by the government
 - 2.3.1.3 Verify they are traveling appropriately and not paying out of pocket for a flight, etc...
- 2.4 Upon inbound member arrival, sponsor should ensure inbound member has adequate understanding of their mandatory appointments, guaranteed transportation to appointments, and access to adequate sustenance
- 2.5 Sponsor should ensure the inbound member has a plan for transportation
 - 2.5.1 While it is common for sponsors to show the arrived member around and help the arrived member out while they are getting settled, you are not the arrived member's taxi
 - 2.5.1.1 If you feel that arrived member is not taking steps to ensuring they have adequate transportation, contact their leadership
 - 2.5.1.2 While the situation is being worked, continue to ensure an arrived member gets fully in-processed and settled
 - 2.5.1.3 A government vehicle can be provided to the sponsor for official government business; speak with your leadership if you feel you may need one

Entitlements

- 2.6 If room is not available upon arrival, arrived member is entitled up to 10 days of Temporary Lodging Expense (TLE) or until one becomes available, see JTR, par. 050601
 - 2.6.1 Temporary stay at Shaw AFB UH is not authorized
 - 2.6.1.1 Coordinate with the Unaccompanied Housing Team & your First Sergeant

2. Housing & Transportation continued...

PCS, All others

- 2.7 Sponsor should ensure that the inbound member has plans for housing upon arrival
 - 2.7.1 Inbound members who are not experienced in Permanent Change of Station (PCS) may not know how to navigate this process
- 2.8 Sponsor may inform inbound member of on-base housing options and can provide additional information on the local area if the inbound member shows no interest in living on base
 - 2.8.1 If inbound member is looking for on-base housing, ensure they have completed an application
 - 2.8.1.1 Sponsor may periodically contact housing to check on the status of the application on inbound member's behalf
 - 2.8.1.2 Sponsor may periodically contact the inbound member to check status
- 2.9 TLF availability is limited; ensure inbound member has a scheduled stay well in advance of arrival
 - 2.9.1 The perfect time to schedule a stay in a TLF would be as soon as a flight is scheduled or the inbound member has a solid date of arrival
 - 2.9.2 The TLF on Shaw AFB is Carolina Pines Inn; please see Contact List*
- 2.10 If an inbound member is coming from an overseas location, ensure they have submitted everything they needed for Temporary Lodging Allowance (TLA) to their losing Finance
 - 2.10.1 Inbound members coming from overseas locations will utilize a TLF with TLA before their departure
 - 2.10.1.1 Many do not know they need to have this settled before they arrive
 - 2.10.1.1.1 Have them contact their Losing Finance and Losing Temporary Housing Office to situate their specific requirements
 - 2.10.1.1.2 This will ensure the inbound member's GTC gets reimbursed, avoiding the confusion and frustration of having to contact their losing unit after they have already arrived
 - 2.10.1.2 Ensure the inbound member understands that regardless of how much TLA they use overseas, they are still entitled to 10 days of TLE upon arriving state-side
 - 2.10.1.2.1 These are separate entitlements
- 2.11 Upon inbound member's arrival, sponsor should ensure inbound member has an adequate understanding of and transportation to appointments and access to adequate sustenance
- 2.12 Sponsor should ensure an arrived member has a plan for transportation
 - 2.12.1 Inbound members coming from Overseas may need to ship a POV...see Chapter 4

Entitlements

- 2.13 Arrived member is allowed 10-days of permissive TDY for house hunting with commander approval for Permissive Leave
- 2.14 Arrived member is entitled to up to 10 days of TLE
 - 2.14.1 Arrived member must stay at an on base TLF, or request a Letter of Non-availability from the TLF, to stay off base
 - 2.14.1.1 Arrived Members who stay off base and do not have a Letter of Non-availability will not be reimbursed
 - 2.14.2 Arrived member must maintain an itemized receipt for their stay and/or the letter of non-availability

3. Finance

- 3.1 It is highly recommended that you, as the sponsor, schedule an appointment for your inbound member as soon as they have solid arrival dates for the first available finance brief
 - 3.1.1 You want to ensure all your inbound member's entitlements are updated as soon as possible to avoid any erroneous debt
 - 3.1.2 Book appointments @ 20cpts.setmore.com/bookclass
 - 3.1.2.1 The appointment location changes; make sure you pay attention to the notification after booking
 - 3.1.2.2 This is a mandatory military appointment
- 3.2 Ensure all packages have a Finance Correspondence Pamphlet*
 - 3.2.1 Finance is now entirely virtual, there is no more counter
 - 3.2.1.1 Questions are answered virtually within 1 – 2 business days
 - 3.2.1.2 please visit usaf.dps.mil/teams/saffmCSP/portal on a government network

4. House Hold Goods (Including POV)

- 4.1 This is very dependent on the inbound member's situation and you should find out what their plan is to move
 - 4.1.1 For typical moves, their losing base should set them up for success
 - 4.1.1.1 You may find out if they have accessed www.move.mil and generated their move on the Defense Personal Property System (DPS)
 - 4.1.1.2 You may ask if their personal property has been picked up or for their pickup date
 - 4.1.1.3 You may ask when their expected delivery date is
- 4.2 For DITY/PPM moves, arrived members will need to have the documents below
 - 4.2.1 Arrived members need to call Shaw Travel for further guidance, please see Contact List*
 - 4.2.2 DD Form 1351-2 with valid mailing address for W-2 purposes
 - 4.2.3 DD Form 2278 – this form comes from TMO
 - 4.2.4 PCS orders and all amendments
 - 4.2.5 DITY Checklist and Certification of expenses – this form comes from TMO
 - 4.2.6 Direct Deposit form, if applicable
 - 4.2.7 Receipts and weight tickets to support certified expenses
- 4.3 If a member plans on shipping a vehicle it must be authorized on their orders
 - 4.3.1 In most situations a member is only authorized the shipping of one vehicle
 - 4.3.2 Typically you will only see this from an Overseas PCS
 - 4.3.3 Make sure the member understands they need to do this before they leave their vehicle's location and schedule it through, www.pcsmypov.com
 - 4.3.3.1 Make sure the member ships it to the closest VPC to Shaw AFB which is located @ 3601C Meeting Street Rd, North Charleston, SC
 - 4.3.3.1.1 You may need to facilitate their ability to pick their vehicle up since the closest VPC is about 2 hours away