



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
3000 MARINE CORPS PENTAGON
WASHINGTON DC 20350-3000

MCO 1320.11G
MFR
19 SEP 2016

MARINE CORPS ORDER 1320.11G

From: Commandant of the Marine Corps
To: Distribution List

Subj: MARINE CORPS SPONSORSHIP PROGRAM

Ref: (a) DoD Instruction 1342.22, "Military Family Readiness,"
July 3, 2012
(b) SECNAVINST 1754.1B
(c) MCO 1754.9A
(d) MCO P1700.27B W/CH 1
(e) MCO 1754.10A
(f) Joint Travel Regulations (JTR)
(g) SECNAV M-5210.1
(h) 5 U.S.C. 552a
(i) SECNAVINST 5211.5E

Encl: (1) Sample Sponsorship Coordinator Appointment Letter
(2) Sample Command "Welcome Aboard" Letter
(3) Sample Sponsorship Assignment Letter
(4) Sample Sponsor "Welcome Aboard" Letter (CONUS)
(5) Sample Sponsor "Welcome Aboard" Letter (Accompanied-OCONUS)
(6) Sample Sponsor "Welcome Aboard" Letter (Unaccompanied-OCONUS)

1. Situation. To provide policy and procedural guidance for the Marine Corps Sponsorship Program (MCSP), in accordance with references (a) through (i).

2. Cancellation. MCO 1320.11F.

3. Mission. This Order provides policy for the operation and sustainment of the MCSP, and establishes procedures to assign a sponsor to assist transferring Service Members and their families prior to arrival at the new duty station. The MCSP will also be in effect for those Selected Marine Corps Reserve (SMCR) Members, both prior and non-prior service and their families prior to their arrival at the SMCR unit. The MCSP complements the Unit, Personal and Family Readiness Program (UPFRP), established by reference (c), by nature of its proactive outreach and support to incoming unit Service Members and their families.

DISTRIBUTION STATEMENT A: Approved for public release; distribution is unlimited.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) The welfare and morale of the Service Members and their families are essential factors, which influence career motivation. The intent of this Order is to reduce the stress and challenges associated with relocating during Permanent Change of Station (PCS) moves. An effective MCSP benefits both the individual Service Member and the Marine Corps by easing anxieties inherent during PCS assignments, which, will lead to personnel readiness at the unit level.

(b) Individual commands provide assistance to Service Members and their families relocating under PCS assignments, as well as those affiliating with a SMCR unit through a program of individual sponsorship. Sponsorship assistance is mandatory for PCS assignments outside the continental United States (OCONUS) to include Hawaii and Guam, for personnel identified in paragraph 4b(3). Sponsorship assistance, while separate and distinct from the component of the UPFRP, shall be in collaboration with the UPFRP to ensure maximum leverage of family readiness support.

(c) Families of the Service Members assigned to unaccompanied tours often relocate to areas geographically isolated from a Marine Corps installation. The Marine Corps Community Services at Camp Pendleton, California, and Quantico, Virginia, offer toll-free information/referral telephone lines to provide timely advice, guidance, and assistance to these families. If residing east of the Mississippi River, except in the state of Wisconsin, call 800-336-4663. If residing west of the Mississippi River, or in the state of Wisconsin, call 800-253-1624.

(2) Concept of Operations

(a) Transferring Service Members are assigned a sponsor to assist prior to arrival at the new duty station or in the case of SMCR Marines, prior to their first drill period with the new SMCR unit.

(b) OCONUS personnel in the grades of E-1 through E-5, WO-1 through CWO-2, and O-1 through O-3 are assigned a sponsor. Accompanied OCONUS personnel of all ranks will be assigned a sponsor. Other personnel will be assigned a sponsor upon request.

(c) The Sponsorship Coordinator (SC) will assist the transferring Service Member in requesting a sponsor from the gaining command using NAVMC 11799, "Sponsorship Request."

(d) Sponsors and SCs are from military personnel and not civilian personnel. Sponsors are to be of equal or higher pay-grade to arriving Service Members. Commands are encouraged to match marital status (e.g., single sponsor for single arriving Service Member, married sponsor with children for married arriving Service Member and family, etc.).

(e) Settling In services are not Morale, Welfare, and Recreation events; however, per reference (d), non-appropriated funds may be expended, when available, in conjunction with Settling In services.

b. Subordinate Element Missions

(1) Deputy Commandant for Manpower and Reserve Affairs (DC M&RA),
Marine and Family Programs Division (MF)

(a) Administer the MCSP by providing guidance, policies, procedures, and required training support.

(b) Assess the MCSP to ensure applicable requirements of quality assurance, inspections, managers' internal control program, credentialing, and certification are met.

(c) Review this Order annually to ensure that it is necessary, current, and consistent with statutory authority.

(2) Installation Commanders

(a) Ensure Settling In services are provided that familiarize new arrivals to the installation and surrounding community, per reference (e).

(b) Ensure knowledgeable and qualified representatives support the Command Settling In services.

(c) Provide publicity and advertising support for the provision of Settling In services.

(3) Unit Commanding Officer

(a) Establish a Sponsorship Program in accordance with this Order.

(b) Appoint a SC in writing, preferably S-1, Administrative Chief, or Adjutant (sample letter provided in enclosure (1)) and ensure the SC's contact information is given to the installation's Information and Referral Program (I&R) Manager and the unit Family Readiness Officer (FRO). The SC appointment is a collateral duty.

(c) Ensure the SC completes all required training.

(d) Furnish a copy of the SC appointment letter to the host installation or supporting I&R Manager.

(e) Ensure incoming personnel are assigned a sponsor, and receive a "Welcome Aboard" letter (sample letter provided in enclosure (2)), upon receipt of NAVMC 11799. If the unit is located OCONUS and the personnel fall under the mandated sponsorship assignment criteria contained in this Order, assign a sponsor as soon as the web orders are received at the overseas unit.

(f) Establish follow-up procedures to ensure Service Members have been assigned a sponsor no later than 60 days before transfer and that the gaining unit FRO has been identified and appropriate notifications are made.

(g) Budget for anticipated sponsor reimbursable expenses to fulfill this official duty, per reference (f). Provide sponsor's reimbursement for allowable expenses, such as but not limited to, mileage performed with their privately owned vehicle in the execution of their official duties, airport parking, and toll fees paid during transit.

(h) Provide time during duty hours for the sponsor to assist the incoming Service Member with familiarization of the new duty station and surrounding community.

(i) Ensure NAVMC 11791, "Sponsorship Program Questionnaire," is maintained in accordance with reference (g). Periodically review Questionnaires to determine trends with the execution of sponsor's duties, and, when appropriate, discuss with the SC in order to enhance the unit's Sponsorship Program.

(j) Establish command check-out procedures requiring transferring Service Members to attend mandatory PCS services at least 60-90 days prior to transfer, coordinated by the installation I&R manager. Provide units not on a military installation with information about Military Community and Family Policy online relocation training tools, found on www.militaryonesource.mil.

(4) Sponsorship Coordinators (SCs)

(a) Complete sponsorship training prior to executing the assigned responsibilities. SCs will contact the installation or nearest I&R Manager to obtain a sponsorship training schedule and schedule sponsorship training for the assigned sponsor.

(b) As necessary, update contact information (i.e., Reporting Unit Code, email address, and phone number) with the installation and supporting I&R Manager to ensure accurate and current information is on all PCS orders for Service Members transferring to the gaining activity.

(c) Ensure sponsors have completed sponsor training and received a training completion certificate prior to performing sponsorship duties. The SC will ensure sponsors receive the training completion certificate after attending the I&R Manager's new sponsor orientation class, or the online e-Sponsorship class available at <https://myhub.militaryonesource.mil>.

(d) Upon receipt of NAVMC 11799, recommend an appropriate sponsor and prepare a Sponsorship Assignment Letter, (sample letter provided in enclosure (3)), for Commanding Officer's signature.

(e) Establish and maintain sponsor assignment tracking documentation and provide program utilization metrics to the installation or supporting I&R Manager at the end of the fiscal year.

(f) Ensure sponsor prepares Welcome Aboard letters for the inbound Service Members within 10 working days of assignment. Sample letters are provided in enclosures (4) through (6).

(g) Provide NAVMC 11791 to newly arrived Service Members and collect completed questionnaires. File and retain returned questionnaires in accordance with reference (g).

(5) Assigned Sponsors

(a) Required sponsor duties are as follows:

1. Complete sponsorship training prior to commencing duties as a sponsor. Annual sponsorship training refresher courses are recommended.

2. Contact the Service Member via a Welcome Aboard Letter, (sample letters provided in enclosures (4) through (6)).

3. Follow up via phone or email and ensure incoming Service Member received Command Welcome Letter, (sample letter provided in enclosure (2)), and identify what the Service Member's needs are.

(b) Recommended sponsor duties include:

1. Greet incoming Service Member(s).
2. Assist in arranging transportation as needed.
3. Introduce the Service Member to key personnel at the command.
4. Offer to take the incoming Service Member on a driving tour of key base and community locations.
5. Provide information and assistance for vehicle registration.
6. Provide information about local communities and housing market.
7. Help anticipate and meet the needs of the family.

(6) Information & Referral Program Manager

(a) Ensure sponsorship training classes are provided to SCs and assigned sponsors on the PCS process, relocation assistance, information, and referrals for continental United States (CONUS) and OCONUS.

(b) Collect end of fiscal year information on program utilization metrics and NAVMC 11791 responses to assess effectiveness of MCSP.

5. Administration and Logistics

a. Forward recommendations concerning contents of this Order to DC M&RA (MFR) via the appropriate chain-of-command.

b. Forms Management. Electronic forms contained in this Order can be downloaded from the Naval Forms On-Line website at:
<https://navalforms.documentservices.dla.mil>.

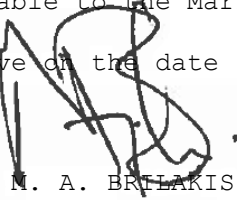
c. Privacy Act. Any misuse or unauthorized disclosure of Personally Identifiable Information (PII) may result in both civil and criminal penalties. The Department of Navy (DON) recognizes that the privacy of an individual is a personal and fundamental right that shall be respected and protected. The DON's need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities will be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII will be in accordance with the Privacy Act of 1974, as amended (reference (h) and implemented per reference (i)).

d. Records Management. Records created as a result of this Order shall be managed according to National Archives and Records Administration approved dispositions per reference (g) to ensure proper maintenance, use, accessibility and preservation, regardless of format or medium.

6. Command and Signal

a. Command. This Order is applicable to the Marine Corps Total Force.

b. Signal. This Order is effective of the date signed.



M. A. BRILLAKIS
Deputy Commandant for
Manpower and Reserve Affairs

DISTRIBUTION: PCN 10201080000

Sample Sponsorship Coordinator Appointment Letter

(Command Letterhead)

1320
DATE

From: (Organization/Commanding Officer)

To: Individual Assigned

Subj: SPONSORSHIP COORDINATOR APPOINTMENT LETTER

Ref: (a) MCO 1320.11G

1. You are hereby appointed as the Sponsorship Coordinator for this command. You will be guided in your duties by the reference.
2. Ensure all assigned sponsors are informed that in accordance with the reference, they are authorized reimbursement for allowable expenses incurred in performing their sponsor duties.
3. Utilize the Family Readiness Officer (FRO) for this unit as a resource in the execution of your duties. The FRO is a primary source of information for readiness of Marines and their families. Questions specifically related to sponsorship requirements should be directed to the installation Information & Referral (I&R) Program Manager.

Commanding Officer
(Signature block)

Sample Command "Welcome Aboard" Letter

(Command Letterhead)

1320
DATE

Name
Address
City, State, Zip

Dear (Grade and Name):

SUBJECT: WELCOME ABOARD

We are pleased to have you as a member of our team. You are joining an exceptional command that performs its mission with skill and has great pride in its accomplishments. I look forward to working with you and I am confident you will become a valuable member of our command.

I encourage you (and your family) to join in the many installation and community activities available to you.

You can obtain additional information about this installation and unit/command by visiting our installation and Marine Corps Community Services (MCCS) webpages _____ and <http://www.militaryinstallations.dod.mil/>. Or, you may contact me via email at _____ or call (____)_____.

I assure you that I consider the safety and well-being of our Marines and their families to be of utmost importance. If you should need help or advice during the relocation process, contact your sponsor, the nearest Information and Referral office in Marine and Family Programs, and/or the command's Family Readiness Officer (FRO).

Your sponsor is:
Grade/Name: _____
Work address: _____

Work phone: _____
Work email: _____

The Unit's FRO is: _____
Work phone: _____
Work email: _____

Sincerely,

(Signature block)

Sample Sponsorship Assignment Letter

(Command Letterhead)

1320
DATE

From: (Organization/Commanding Officer)
To: (Sponsor Nominee)

Subj: SPONSORSHIP ASSIGNMENT

Ref: (a) MCO 1320.11G
(b) Command/Unit guidance, if any
(c) Joint Travel Regulations (JTR)

1. You have been selected to sponsor the following inbound Marine who will be reporting to (command/unit). References (a) [and (b)] provide guidance for this assignment.

Name: _____
Unit: _____
Email: _____

2. Assignment as a sponsor is considered an honor, and as a sponsor you provide that initial important contact between the inbound Marine, the family, the new home, and/or the new duty station. Easing the transition to a new assignment makes your role all the more critical. You will provide the Marine with the first impression of our unit and installation. This initial impression is crucial to the Marine's long-term attitude and performance.

3. Within ten (10) working days of receipt of this letter, you are directed to send a letter or email of introduction. Include a description of yourself and the unit.

4. Please contact the Information and Referral (I&R) office in Marine and Family Programs for information on the relocation services that are available. For additional resources, feel free to contact the Family Readiness Officer (FRO) to coordinate a welcome aboard on behalf of the Unit, Personal and Family Readiness Program.

5. You will be authorized reimbursement for mileage if using your privately owned vehicle (POV) to transport your sponsor and his or her family from the airport to temporary lodging, to include tolls and parking expenses related to this activity, in accordance with reference (c).

6. I urge you to express a genuine interest in the Marine's needs while the Marine settles into our unit and area. If you need assistance with your sponsorship duties or have any questions, please contact (information for Sponsorship Coordinator and/or the installation I&R Manager.)

Sincerely,

(Signature block)

Sample Sponsor "Welcome Aboard" Letter (CONUS)

(Command Letterhead)

1320
DATE

Name
Address
City, State, Zip

Dear (Grade and Name):

SUBJECT: WELCOME ABOARD

Welcome to (enter unit or activity). I have been assigned as your sponsor. (The remainder of this paragraph should contain a brief summary of the unit's mission and activities.)

I have been informed that a letter from the unit commander was mailed with your welcome packet. If you have not received it within 14 days after receipt of this letter, contact me at (enter email address and phone number), and I will send another. If you have any questions which have not been answered by the welcome packet, let me know and I will try to send you the necessary information.

(Enter appropriate personal information as deemed necessary. As a minimum, this should include information concerning items of interest.)

Your Family Readiness Officer (FRO) can provide you with additional information about the base and the surrounding area

FRO Contact Information:

Name: _____
Work phone: _____
Work email: _____

I encourage you (and your family) to visit the nearest installation Information and Referral (I&R) Program Manager, Marine and Family Programs, to obtain information and assistance with your Permanent Change of Station (PCS) move. I&R services are designed to provide assistance to all Service Members and their families who are relocating from one duty station to another. Also, you may check <http://www.militaryinstallations.dod.mil> for information on planning your move and learning about your destination.

If I can be of any assistance, please do not hesitate to write or call.

Sincerely,

(Signature block)

Sample Sponsor "Welcome Aboard" Letter (Accompanied - OCONUS)

(Command Letterhead)

1320
DATE

Name
Address
City, State, Zip

Dear (Grade and Name):

SUBJECT: WELCOME ABOARD

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" (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 and Referral (I&R) office to receive information and assistance with your Permanent Change of Station (PCS) move. The I&R program is designed to provide assistance to all Service Members and their families who are relocating from one duty station to another. Also, you may check <http://www.militaryinstallations.dod.mil> for information on planning your move and learning about your destination. Relocation services available are:

- Destination information (Sample Welcome Aboard Packages)
- Sponsorship assistance
- Base and community information worldwide
- Relocation workshops (Settling In services, PCS/OCONUS)

(If known) You have been tentatively 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 area clearance and no-fee passport for each of your family members, as well as 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 en route (unless procedure from detaching base prescribes otherwise) include: dental endorsements and modifications; area clearance; shot records; and passport. Additionally, (add the following as applicable): original birth certificates; marriage certificate; and school records. Your area clearance will provide modified weight allowances for shipment of household goods and a statement of available government-provided furnishings.

SUBJECT: WELCOME ABOARD

Please call or drop me a quick note with information on your family (ages and gender of children) and whether you're bringing a pet. 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 reserve temporary lodging.

I will also need your current mailing address and phone number (to include your temporary leave address and phone number). (Let the Marine know whether the I&R office has a lending locker).

Feel free to call me at DSN _____ or commercial 011-_____. My email address is: _____ . My mailing address is: _____.

Private phone service is available on base, but you will need a personal calling card as long distance calls cannot be charged to your home phone. However, you can place collect calls.

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 en route and upon arrival. You should have sufficient funds to cover food and shelter in the event you are delayed en route.

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 urge you to use the I&R office in your base Marine and Family Programs office to discuss with trained personnel the many problems you may and probably will encounter. 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)

2

Sample Sponsor "Welcome Aboard" Letter (Unaccompanied - OCONUS)

(Command Letterhead)

1320
DATE

Name
Address
City, State, Zip

Dear (Grade and Name):

SUBJECT: WELCOME ABOARD

I would like to welcome you 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" (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 to visit the nearest Marine and Family Programs' Information and Referral (I&R) office to receive information and assistance with your Permanent Change of Station (PCS) move. The I&R program is designed to provide assistance to all Service Members and their families who are relocating from one duty station to another. Also, you may check <http://www.militaryinstallations.dod.mil> for information on planning your move and learning about your destination. The range of other assistance the I&R program offers is quite substantial:

- Pre-departure planning
- Determining needs and priorities
- Destination information (Sample Welcome Aboard Packages)
- Sponsorship assistance
- Base and community information worldwide
- Relocation workshops (Settling In services, PCS/OCONUS workshops)

(If known) You have been tentatively 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 unaccompanied tour and will arrive during (month).

Personal records which you should have in your immediate possession while en route (unless procedures from detaching base prescribe otherwise) include: dental endorsements and modifications; shot records; and passport.

Please call or drop me a quick note when you have your port call information (date, time of arrival, and flight number). The procedure at the airport for inbound Marines is (describe the processing procedure and how the Marine will get from the airport to base).

SUBJECT: WELCOME ABOARD

I will also need your current mailing address and phone number (to include your temporary leave address and phone number) along with two copies of your orders. (Let the Marine know whether the I&R office has a lending locker and/or hospitality kit.)

Feel free to call me at DSN _____ or commercial 011-_____. My email address is:_____. My mailing address is: _____.

Private phone service is available on base, but you will need a personal calling card as long distance calls cannot be charged to your home phone. However, you can place collect calls.

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

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

I hope you find this information helpful. It is not all-inclusive so I urge you to use the I&R office in Marine and Family Programs to discuss with trained personnel the many challenges you may and probably will encounter whether you are single or married. Also, do not hesitate to call or write if you have any questions. I look forward to meeting you in person and working with you as a member of our team.

Sincerely,

(Signature block)

2