



DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON DC 20350-2000

OPNAVINST 1740.3D
N170
2 Oct 2017

OPNAV INSTRUCTION 1740.3D

From: Chief of Naval Operations

Subj: COMMAND SPONSOR AND INDOCTRINATION PROGRAM

Ref: (a) OPNAVINST 1754.1B
(b) OPNAVINST 1750.1G
(c) OPNAVINST 1754.5B
(d) SECNAVINST 1754.6A
(e) OPNAVINST 5354.1G

Encl: (1) Command Sponsor Duties and Responsibilities
(2) Command Sponsor and Indoctrination Program Flowchart

1. Purpose

a. To publish policy and assign responsibilities for the implementation of the command sponsorship and indoctrination program.

b. This instruction is a complete revision and should be reviewed in its entirety. Major changes to this instruction are included in subparagraphs 1b(1) through 1b(4).

(1) Removal of Navy pride and professionalism training.

(2) Expansion of command sponsor eligibility.

(3) Addition of financial literacy education.

(4) Command flexibility in tailoring the command indoctrination class to support command mission, vision, location, and the rank and seniority of new arrivals.

2. Cancellation. OPNAVINST 1740.3C.

3. Applicability and Scope

a. Provisions of this instruction apply to all Navy personnel, commands, permanent detachments, and departments. Personnel of other Department of Defense components and U.S. Coast Guard are included when assigned to Navy commands.

b. Command sponsor and indoctrination programs are designed to facilitate the adaptation of Service members and their families into new working and living environments. These programs should minimize the anxiety associated with a permanent change of station (PCS) move while on active duty, executing orders to active duty from the Reserve Component, or transferring between Reserve Component units. Command sponsor responsibilities begin when a Service member receives PCS orders and continues through their integration into the new command. Sailors are integrated into a command when they are fully cognizant of all policies, programs, services, and responsibilities.

4. Responsibilities

a. Office of the Chief of Naval Operations (OPNAV), 21st Century Sailor Office (N17)

(1) Establish program policy to define requirements for command sponsorship and indoctrination.

(2) Provide program guidance and support.

b. Bureau of Naval Personnel, Career Development Programs and Policy (BUPERS-33). Maintain the Career Information Management System (CIMS) that provides command sponsor coordinator information.

c. Commander, Navy Installations Command

(1) Provide assistance to local commands with the command sponsor and indoctrination program through their fleet and family support centers (FFSC) as detailed in reference (a).

(2) Furnish sponsorship training to commands to help command sponsors assist inbound Service members achieve a cost-effective and efficient transition to their new community and unit.

(3) Provide guidance for Navy command ombudsmen and family readiness groups (FRG) when welcoming Service members and their families. Reference (b) outlines an effective communication strategy for ombudsmen to facilitate relocation of families by working with command sponsor coordinators. Reference (c) details FRGs' assistance with the command sponsor program. Reference (d) details the Department of the Navy Relocation and Assistance Program.

d. Navy Personnel Command (NAVPERSCOM), Distribution Management Division (PERS-45). Display command sponsor coordinator contact information provided by commands on PCS orders.

e. Commanding Officers

(1) Establish a command sponsor and indoctrination program as outlined in this instruction.

(2) Appoint a command sponsor and indoctrination program coordinator.

(3) Solicit feedback to ensure the effectiveness of the command sponsorship and indoctrination program.

(4) Ensure command Web site is up-to-date for points of contact (names and phone numbers), to include secondary points of contact in case of deployment.

(5) Ensure new arrivals are enrolled in the command indoctrination program within 30 days of reporting or within 3 drill weekends for Reserve Component personnel.

(6) Monitor the command sponsor and indoctrination program for effectiveness.

(7) Tailor the command indoctrination to command specific requirements such as location, mission, and vision. Command indoctrination is the commander's program and should be tailored to meet the command's needs. If not provided as part of the command check-in process or the installation relocation program, command indoctrination must include the topics contained in subparagraphs 4e(7)(a) through 4e(7)(l), when applicable.

(a) Housing options and home finding assistance (i.e., buying, selling, and renting).

(b) Child care.

(c) Exceptional family member programs (services for family members with special medical or educational needs).

(d) Spouse employment.

(e) Schools.

(f) Cultural adaptation.

(g) Immigration issues.

(h) Community orientation.

(i) Financial literacy education (required upon arrival at first duty station or Navy Reserve activity and arrival at subsequent duty stations for personnel in paygrades E-5 and below and O-3 and below).

(j) Shipment and storage of household goods, including motor vehicles and pets.

(k) Stress management as related to relocation.

(l) Personal behavior, to include social media in line with reference (e), chapter 1, subparagraph 2g(1), and chapter 2, subparagraphs 10a through 10f.

(8) Ensure the command indoctrination program considers the background, rank, and years of service of a new arrival when determining their indoctrination requirements. For example, a chief petty officer who has been in the same location as their new command may not require community orientation, relocation assistance, or financial literacy education. Senior personnel may not require financial literacy education designed for more junior personnel.

f. Command Master Chiefs, Command Senior Chiefs, and Senior Enlisted Leaders

(1) Oversee the command sponsor and indoctrination program per the guidelines of this instruction.

(2) Ensure the command sponsor and indoctrination program coordinator has access to coordinator tools (e.g., CIMS).

(3) Review CIMS to verify sponsor assignments.

(4) Advise command ombudsman of the prospective gain.

(5) Advise the command FRG president of new arrivals.

g. Command Sponsor and Indoctrination Program Coordinator

(1) Aid in the development of a command sponsor and indoctrination program per the guidelines of this instruction as outlined in enclosures (1) and (2).

(2) Provide NAVPERSCOM (PERS-45) via e-mail at mill_pers-455inbox@navy.mil with command sponsor coordinator contact information, including functional e-mail address, command Web site, and contact phone number to be placed on PCS orders.

(3) Ensure sponsors have completed sponsor training prior to being assigned as a sponsor. Sponsor training will include the video resource titled "The First 72 Hours" or

equivalent. The video is available on Commander, Navy Installations Command's Navy Family Readiness Channel located at <https://www.youtube.com/watch?v=biSpFLQ8DvI>.

(4) Ensure incoming personnel are assigned a sponsor, to include those executing PCS orders while on active duty or reservists being recalled to active duty or transferring between reserve units.

(5) Assign appropriate sponsor who:

(a) is of equal or higher paygrade;

(b) is at least an E-5 or a senior E-4 on their second tour of duty with a must promote or early promote on their most recent evaluation;

(c) is unmarried for single arriving members or married with children for arriving married members who also have children; and

(d) should have at least 12 months remaining on board the present command and should not be the person the incoming Sailor is slated to relieve.

(6) Ensure that personnel transferring to another command are assigned sponsors by the prospective gaining command.

(7) Ensure that all detaching personnel (including students detaching from a training command) have made contact with the gaining command sponsor prior to transfer.

(8) Maintain and track sponsor assignments in CIMS.

(9) Establish and maintain sponsor and indoctrination files for a minimum of 2 years to monitor program effectiveness.

(10) Liaise with local FFSC or other Service equivalent where available.

(11) Prepare welcome aboard letters from the commanding officer to incoming Service members and send within 10 working days of being informed of the prospective gain.

(12) Ensure that new arrivals are enrolled in the command indoctrination program within 30 days of reporting or within 3 drill weekends for Reserve Component personnel.

(13) Schedule and conduct command indoctrination.

(14) Maintain command indoctrination program rosters and attendance.

(15) Review the command sponsor and indoctrination program to include:

(a) number of incoming personnel who were assigned a sponsor prior to arrival at their new duty station;

(b) number of detaching personnel who were assigned a sponsor prior to transfer to new duty station;

(c) appropriate assignment of sponsors;

(d) number of personnel assigned as sponsors who have completed sponsor training;

(e) number of personnel assigned to a command completing indoctrination within 30 days of reporting or within 3 drill weekends;

(f) maintaining indoctrination rosters; and

(g) proper documentation of training conducted during command indoctrination.

h. Sponsors

(1) Fully understand that responsibilities begin upon sponsor assignment by the command sponsor coordinator or members of the chain of command, with assistance continuing until the transferring Service member has become an integral part of the new command and is fully cognizant of all policies, programs, services, and responsibilities. It is important for sponsors to be enthusiastic, willing to help people, and have a positive attitude toward the Navy, command, and local community. Sponsors should be familiar with the command and its location or homeport, knowledgeable about available resources, and familiar with applicable command procedures and instructions.

(2) Be designated in writing.

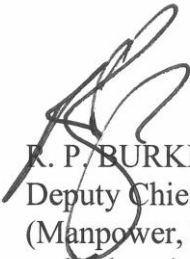
(3) Complete sponsor training provided by the local FFSC prior to executing sponsor related duties. Spouses of command sponsors are urged to attend sponsor training with the Service member.

(4) Execute sponsor duties as outlined in enclosures (1) and (2).

5. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy (SECNAV) Manual 5210.1 of January 2012.

6. Review and Effective Date. Per OPNAVINST 5215.17A, OPNAV N17 will review this instruction annually on the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 5 years, unless revised and or cancelled in the interim, and will be reissued by the 5-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

7. Information Management Control. The data collection contained in subparagraph 4e(3) of this instruction is exempt from Reports Control per SECNAV Manual 5214.1 of December 2005, part IV, subparagraph 7l.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via Department of the Navy Issuances Web site, <http://doni.documentservices.dla.mil>

COMMAND SPONSOR DUTIES AND RESPONSIBILITIES

1. Pre-arrival

a. Write a personal letter to the inbound Service member within 10 days of being assigned as a sponsor and provide a copy to the command sponsor coordinator and include a locally developed information sheet for prospective gains to facilitate a smooth transition. Provide a self-addressed envelope with the personal letter to obtain information from the new member (e.g., marital status, family members accompanying the arriving Service member, children's ages, mode of transportation, and estimated date and time of arrival at the new duty station).

b. Urge the sponsor's spouse (if married) to communicate with the gaining member's spouse (if married). A sample commanding officer welcome aboard letter to new member's spouse can be found at NAVPERSCOM's Command Sponsorship and Indoctrination Web site (http://www.public.navy.mil/bupers-npc/support/21st_Century_Sailor/sponsorshipandindoc/Pages/default.aspx). Remember, children are affected by the move; include them as much as possible. They may enjoy corresponding with other children regarding issues that are important to them.

c. Inform Service members of their new command mailing address and remind them to complete change of address forms.

d. Refer Service members to their prospective commands' Internet accessible accounts (e.g., Web page, Web site, Facebook).

e. Help Service members with any immigration issues (i.e., passports, driver's licenses, importation of vehicles), if applicable.

f. Refer arriving Service members to appropriate Web-based relocation resources (e.g., Military One Source, <https://www.militaryonesource.mil/>).

g. Refer the arriving Service member to the fleet and family support programs page on the Commander, Navy Installations Command Web site (https://cnic.navy.mil/ffr/family_readiness/fleet_and_family_support_program/relocation_assistance.html) for information and resources concerning their upcoming relocation.

h. Provide point of contact for programs provided by the local FFSC (or other similar programs offered by other Military Services). These programs include:

(1) relocation assistance;

(2) family employment readiness program;

- (3) exceptional family member program;
- (4) financial education and counseling;
- (5) family advocacy program;
- (6) personal and family clinical counseling;
- (7) new parent support programs;
- (8) deployment readiness;
- (9) ombudsman support; and
- (10) volunteer services.

i. Provide contact information for the school liaison officer for information concerning schools in the area. If a school liaison officer is not available, research and provide as much information as possible about schools in the local area (this is often a high priority for families with school-age children).

j. Provide information about the exceptional family member program to include contact information for the FFSC's exceptional family member program case liaison for family support resources.

k. Provide any other special information that would be helpful to a new arrival such as pets, utility information, power voltage conversion, driver license, banking information, telephone, Internet, or other special conditions.

l. Check on housing availability and inform members whether housing will be available upon reporting, or if temporary lodging arrangements will be needed and for how long. Provide a list that includes a range of cost, amenities, size, and relative location to work. If necessary, help members with arrangements or make reservations per the Service member's desires at military temporary lodging facilities or local motel or hotel, as applicable.

m. Confirm flight arrival time by contacting the airlines (if applicable).

n. Act as a liaison for the new command member. Direct the member to a command subject matter expert if personally unable to answer a question.

o. Request incoming Service members acknowledge receipt of forwarded materials and keep sponsor informed of itinerary, emergency numbers, reporting date, and special needs. Keep the chain of command and command sponsor coordinator updated on any changes.

p. Perform other duties recommended by the command that will make the Service member's relocation and integration process successful.

2. Arrival

a. Ensure transportation (e.g., government vehicle, base shuttle service) is available from place of arrival to the command and temporary lodging (if the Service member requires it).

b. Meet incoming Service members and their family at the point of arrival, if applicable.

c. Escort the new arrivals to temporary lodging.

d. Facilitate notification to Service member's family of their arrival, as appropriate.

e. Aid new arrivals in finding local and base dining facilities.

f. Furnish Service members and their families with a base map, indicating areas of interests. Familiarize new arrivals with base facilities.

g. Contact the FFSC to inquire about what necessities are available for loan while awaiting arrival of household goods (e.g., bedding, linens, dishes, and small appliances).

h. Ensure the Service member still has sponsor contact information.

i. Aid in the arrangement for temporary transportation, if required.

j. Aid member in locating the exchange or commissary for immediate needs.

k. Aid new arrivals with check-in procedures, to include processing of travel claim and verification of the Service member's pay account.

l. Ensure the Service member and their family is familiar with local medical and dental procedures.

m. Ensure Sailor and their family have visited www.tricare.mil/moving to review instructions on transferring their TRICARE Prime option (if necessary).

(1) Transfer of TRICARE Prime coverage should be made within 30 days of arriving at the Sailor's new duty station.

(2) Prior to transferring TRICARE enrollment, the Sailor must update the Defense Enrollment Eligibility Reporting System (DEERS) with their new home address and contact

information. Sailors and their family can visit <http://www.tricare.mil/Plans/Eligibility/DEERS> to learn more about how to update their contact information in DEERS.

(3) Sailors and their family can contact their respective regional or overseas TRICARE contractor for information regarding TRICARE coverage options, whose contact information can be found at <http://www.tricare.mil/contactus/callus.aspx>.

n. Provide information on options available to satisfy the religious denominational needs of the Service member and their family.

o. Introduce the new arrival to personnel in the command.

p. Remember the feelings and confusion experienced as a new arrival and be as helpful as possible to the Service member and their family.

q. Provide information on child care.

r. Provide information on legal assistance resources.

s. Provide information on volunteer services.

3. Post-arrival

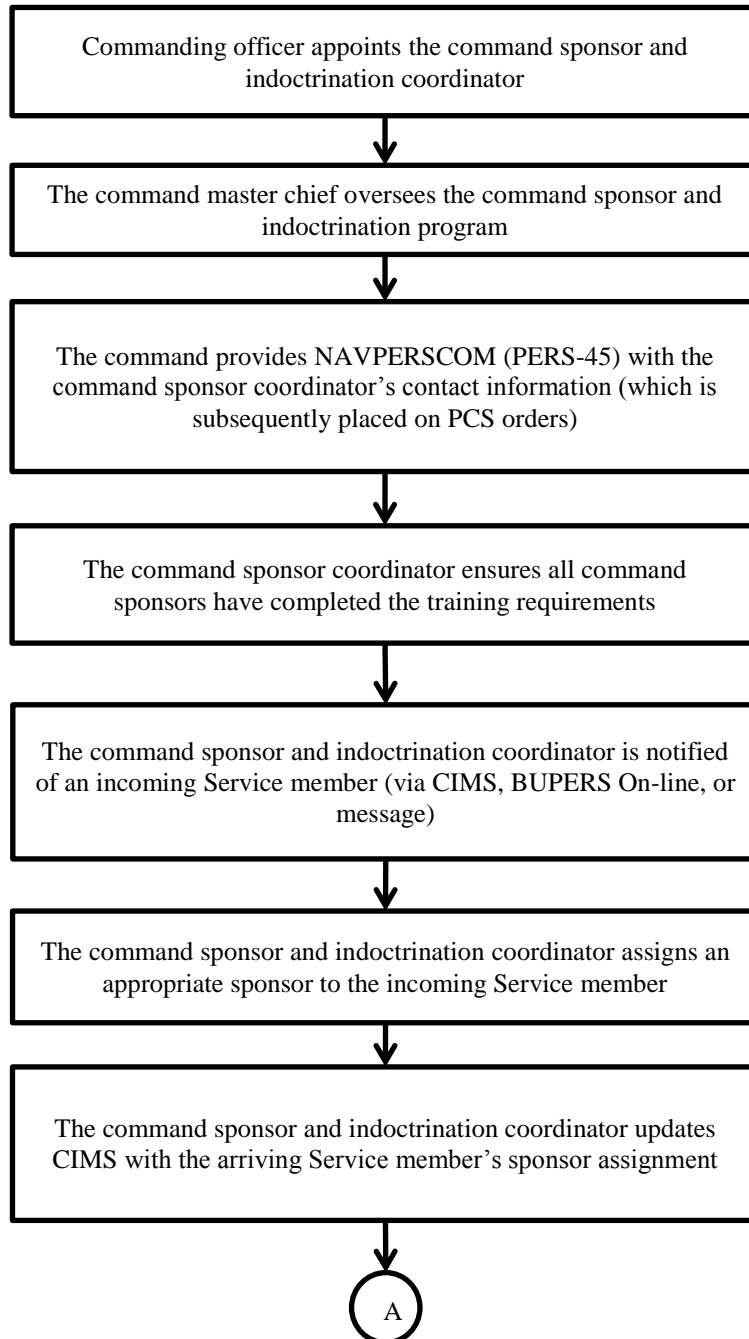
a. Continue to help members with their needs during the first few weeks (e.g., registering a car, moving into permanent housing).

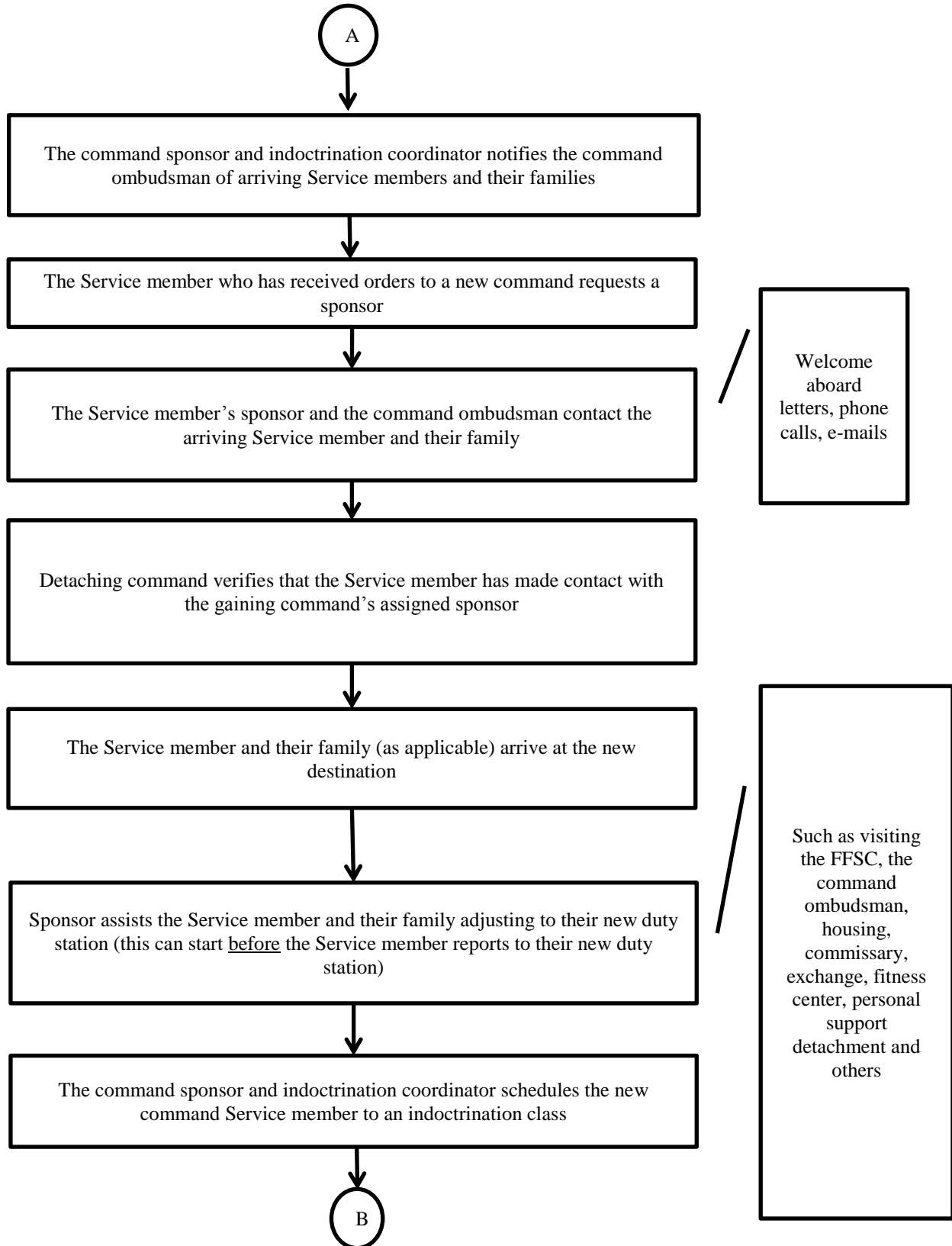
b. Do everything within reason to help new arrivals "settle in."

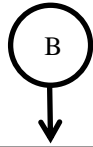
c. Ensure new arrivals to the command are enrolled in the command indoctrination program within 30 days of reporting.

4. Additional Information. Additional information for command sponsors is located at NAVPERSCOM's Command Sponsor and Indoctrination Web site at http://www.public.navy.mil/bupers-npc/support/21st_Century_Sailor/sponsorshipandindoc/Pages/default.aspx.

COMMAND SPONSOR AND INDOCTRINATION PROGRAM FLOWCHART







Determine new command Service members' attendance requirements

An example:

Day 1: All new arrivals

Day 2: Required personnel (required courses for personnel newly assigned to the command)

New arrivals at first duty station, personnel in paygrades E-5 and below, and O-3 and below

Commands have the discretion to tailor the command indoctrination class to support command mission, vision, location, etc.

Day One

Command leadership
Command specific policies and procedures
Stress management

Day Two

Financial literacy education (required upon arrival at first duty station or Navy Reserve activity and arrival at subsequent duty stations for personnel in paygrades E-5 and below and O-3 and below)

Additional days for command indoctrination can include community orientation. However, financial literacy education and stress management are mandatory.

Participants provide their command feedback on sponsor and indoctrination program

Record participation in Service member's training jacket
Maintain records for command file