



## DEPARTMENT OF THE NAVY

U.S. NAVAL SUPPORT ACTIVITY

PSC 817 BOX 1

FPO AE 09622-0001

NAVSUPPACT NAPLES INST 1740.2B

N1  
23 MAR 2015

### NAVSUPPACT NAPLES INSTRUCTION 1740.2B

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: U.S. NAVAL SUPPORT ACTIVITY (NAVSUPPACT), NAPLES, ITALY, COMMAND SPONSOR PROGRAM

Ref: (a) OPNAVINST 1740.3C

Encl: (1) Commanding Officer's Welcome Aboard Letter  
(2) Command Sponsor Coordinator Welcome Aboard Letter  
(3) Sponsor Program Evaluation Form  
(4) Sponsor Guidelines

1. Purpose. To set forth the guidelines for implementation of the sponsor program per reference (a).

2. Cancellation. NAVSUPPACT NAPLES INST 1740.2A.

3. Applicability. This instruction applies to all military personnel and all personnel assigned as sponsors to military personnel.

4. Background. Reference (a) requires every Navy command to maintain an effective sponsor program. The NAVSUPPACT Naples Sponsor Program ensures that all assigned personnel receive a personalized welcome and assistance in transitioning to their new command. An effective sponsor program contributes directly to the reduction of stress associated with a permanent change of station (PCS). It is important to the well-being and morale of personnel assigned to the NSA Naples area that assistance is provided by sponsors genuinely interested in the personal and cultural adjustment of new arrivals. Sponsor program training for the Naples Community is provided by the Fleet Family Service Center (FFSC) and provides sponsors the information necessary to successfully fulfill their responsibilities.

5. Policy. Assignment of sponsors will not be delegated below the department head level. The sponsor program is of sufficient importance at this command that positive, as well as negative, performance as an assigned sponsor may be noted in fitness reports and enlisted evaluations. The NAVSUPPACT Naples Sponsor Program is under the cognizance of the Command Sponsor Coordinator as a part of the Administration Department.

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a. The Command Sponsor Coordinator will have:

- (1) A clear record showing sustained good performance, perseverance, and problem-solving ability.
- (2) A positive attitude toward the command, its personnel, and the local area.
- (3) Enthusiasm for meeting and helping people.
- (4) Been on board NAVSUPPACT Naples for a minimum of one year.

5. Action. To accomplish this program, the following responsibilities are assigned:

a. The Command Sponsor Coordinator, upon notification of incoming personnel, will:

- (1) Coordinate with NAVSUPPACT Naples Manpower Division (N11) for verification of departmental assignment.
- (2) Track completion of key events to include:
  - (a) Transmission of Commanding Officer's welcome aboard message.
  - (b) Mailing of Commanding Officer's welcome aboard letter.
  - (c) Mailing of welcome aboard package.
  - (d) Identification of departmental sponsor.
- (3) Prepare the Commanding Officer's welcome aboard message for release by the Administration Department within ten working days of receipt of orders.
- (4) Prepare, process, and mail the Commanding Officer's welcome aboard letter (enclosure (1)) within ten working days of receipt of orders.
- (5) Mail a welcome aboard package to prospective gains within ten working days of receipt of orders. The welcome aboard package will contain the following:
  - (a) NAVSUPPACT Naples Benvenuti a Napoli, Welcome Aboard book.
  - (b) Commanding Officers welcome aboard letter

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(c) Letter from Command Sponsor Coordinator (enclosure (2)).

(d) Child Development Home Program (CHP) Information.

(6) Maintain an adequate supply of welcome aboard packages and conduct frequent reviews to ensure the accuracy of information.

b. Department Head will:

(1) Appoint a sponsor, per established guidelines, upon notification from Command Sponsor Coordinator. Sponsor information will be annotated on the notification form and returned to the Command Sponsor Coordinator within three working days.

(2) Select sponsors using the following guidelines:

(a) Same marital status and pay grade of prospective gain. In the event that a sponsor cannot be of equal pay grade, one above or one below may be appointed. (sponsorship for E-7 and above will be of equal or higher pay grade)

(b) Positive attitude towards the Navy and duty in Naples, Italy.

(c) Familiarity with command and local area. A member must have been on board for a minimum of 12 months and be scheduled to remain on board the command for at least six months.

(d) Individuals scheduled to transfer should not be assigned as sponsors for their own relief.

(e) Scheduled leave or TAD will not interfere with duties as a sponsor. If circumstances arise which require a sponsor's absence after assignment (i.e., emergency leave), a replacement will be assigned and the Command Sponsor Coordinator will be notified via e-mail.

(3) Provide sponsors adequate time to assist newcomers in making a smooth transition to the new area.

c. Designated sponsors will:

(1) Attend Fleet & Family Support Center sponsor training.

(2) Be familiar with the command and its mission.

(3) Be familiar with policies and procedures.

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(4) Know locations and services offered by all area support organizations (Naval Hospital, Branch Medical Clinic, Housing Office, Personnel Support Detachment, etc.).

(5) Be prepared to respond promptly to all requests for additional information or assistance. Use of e-mail, DSN telephones, and fax machines at government expense is authorized and encouraged to facilitate prompt response to questions.

(6) Be available to assist the new arrival with check-in procedures, familiarization with the immediate area and base facilities during the first few days after their arrival.

(7) Ensure child care needs and information are passed to the child and youth program (CYP) director.

d. Fleet and Family Support Center will conduct sponsor training quarterly, or more frequently as needed, and provide training completion data to the Command Sponsor Coordinator.

  
D. W. CARPENTER

Distribution:

NAVSUPPACT NAPLES INST 5216.4Y

Lists: I and II

Electronic via NAVSUPPACT Naples Web Site

<https://www.cnic.navy.mil/Naples/Departments/Administration/Instructions/index.htm>

NAVSUPPACT NAPLES INST 1740.2B

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Month Date, Year

YNSN Joe Sailor  
Address line 1  
Address line 2  
City State Zipcode

Dear YNSN Sailor,

Welcome aboard! Congratulations on your orders to U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy. As the premiere Naval Support Activity in the Mediterranean theater, we provide support to visiting and homeported SIXTH Fleet units; Regional Headquarters (NATO), Allied Joint Force Command Naples (JFC); and shore-based personnel in the Naples area. So, you can expect your tour to be exciting, challenging, and rewarding.

As for Naples itself, you couldn't ask for a more friendly or unique place to call home. Located on the west coast of southern Italy on the Tyrrhenian Sea, Naples is a mixture of both old and new. Naples is a cosmopolitan city with a temperate climate and friendly people.

First and foremost, communication between you and the command enables us to ascertain your specific needs, and how we can best assist you in your transition to Italy. The following contact information is provided to facilitate communication between you and the command.

The NAVSUPPACT Naples Command Sponsor Coordinator can be reached at COMM: 011-39-081-568-5544 or DSN: 314-626-5544, or e-mail: [nsa.cmdsponsor@eu.navy.mil](mailto:nsa.cmdsponsor@eu.navy.mil). Please note there is a (xx) hour difference from (current location) to Italy.

Your mailing address will be:

YNSN Joe Sailor  
PSC XXX BOX XXX  
FPO AE 09622-XXXX

Your sponsor is and can be contacted at:

YN3 William T. Door  
NAVSUPPACT NAPLES  
PSC XXX BOX XXX  
FPO AE 09622-XXXX  
PHONE: DSN: XXX-XXX-XXXX  
COMM: 011-39-081-568-XXXX  
EMAIL: [william.door@eu.navy.mil](mailto:william.door@eu.navy.mil)

Enclosure (1)

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Important phone numbers and websites for NAVSUPPACT Naples:

NAVSUPPACT Naples Quarterdeck  
Commercial: 011-39-081-568-5547  
DSN: 314-626-5547  
CNIC: [www.cnic.navy.mil/Naples](http://www.cnic.navy.mil/Naples)  
Facebook: [www.facebook.com/NSANaples](http://www.facebook.com/NSANaples)

If you are transferring with dependents, it is mandatory that they have "no fee" passports in their possession prior to your transfer. You may obtain these passports from your Navy Personnel Transportation Office or local Personnel Support Detachment (PSD). Although entry into Italy requires only a copy of PCS orders and military I.D. for the service member, I highly recommend you obtain a "Tourist" passport so you can enjoy the many travel opportunities associated with being stationed overseas. You should also obtain "Tourist" passports for your dependents as well.

If you plan to bring house pets with you, please ask your local Transportation Office to explain the specific requirements to ensure safe and legal passage for your small friend(s). You also should notify your sponsor of your intentions. This is very important, as the only kennel facilities offered to in-transit families are located on the economy and the kennel fees are not reimbursable by the government. Prior notification could possibly help you avoid paying kennel fees if your sponsor or someone else from your new command is willing to temporarily house your pet(s).

The NAVSUPPACT Naples Child and Youth program consists of the Child Development Center, school age care, teen programs, child development homes, youth sports and the school liaison officer program. Full time care and child care during Area Orientation can be processed upon receipt of orders by contacting: Mr. Chris Kasperek at COMM: 011-39-081-811-4390 or DSN: 314-629-4390, or e-mail: [christopher.kasperek@eu.navy.mil](mailto:christopher.kasperek@eu.navy.mil).

Be advised neither firearms nor ammunition are authorized. If you own a firearm or ammunition, you must make arrangements for proper storage prior to your household goods shipment or departing your current command. Italian customs scan incoming household goods shipments and if firearms or ammunition are found, the military member is subject to local prosecution and the weapons will be destroyed.

Welcome Aboard! I look forward to meeting you in the near future.

Sincerely,

C.O'S SIGNATURE

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Dear YNSN Sailor,

Congratulations on your orders to U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy!

My name is \_\_\_\_\_, the Command Sponsor Coordinator for NAVSUPPACT Naples. I will assist you in your transition and assign a sponsor to help make your transfer as smooth as possible.

Log on to our website at [http://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa\\_naples.html](http://www.cnic.navy.mil/regions/cnreurafswa/installations/nsa_naples.html) and browse around. It will give you information about NAVSUPPACT Naples, the surrounding area, and the services available here. Our home page should familiarize you with our command and answer any questions you may have. You can also join us on Facebook under "U.S. Naval Support Activity Naples, Italy," where you can keep abreast of the events going on with our military family members.

Please take a couple of minutes to complete the Prospective Gain Questionnaire on <https://nsipsprod.nmci.navy.mil/>. Click on Update PCS Travel and Gain Questionnaire. This questionnaire will help your sponsor understand your needs. Also make sure you have the following copies of the items listed below prior to arriving to Naples, Italy for Area Orientation.

- Four copies of your endorsed orders
- Flight Itinerary and/or Port Call Message
- Medical and Dental records
- Copy of your driver's license
- Travel Claim receipts
- Copy of passport and dependent(s) passport, if applicable
- Copy of page 2 for service members with dependent(s)

Your sponsor will contact you shortly by letter, e-mail, or telephone. Should you not hear from anyone in a reasonable amount of time, please notify me. You may reach me via e-mail at [nsa.cmdsponsor@eu.navy.mil](mailto:nsa.cmdsponsor@eu.navy.mil) or by phone at DSN: 314-626-5544, commercial: 011-39-081-568-XXXX, or you can write to me.

My address is: Commanding Officer  
NAVSUPPACT Naples  
ATTN: Command Sponsor Coordinator  
PSC 817 Box 101  
FPO AE 09622-0002

If you have any questions or concerns, do not hesitate to contact me. Welcome aboard!

Sincerely,  
//S//

Enclosure (2)

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**Sponsorship Program Evaluation Form**

Command Sponsor Coordinator

U.S. Naval Support Activity, Naples, Italy

Please answer the following questions and return this form to the Command Sponsor Coordinator. Reflect upon the recent experiences of your transfer to Naples. Your honest responses will allow us to better meet the needs of those personnel coming in after you.

Date Completed: \_\_\_\_\_ Date Reported: \_\_\_\_\_ Dept: \_\_\_\_\_

1. (Optional) My name and rate is: \_\_\_\_\_

2. I received the following material prior to my arrival:

a. Commanding Officer "Welcome Aboard" message: **Yes / No** (circle one)

b. Command Sponsor Coordinator "Welcome Aboard" letter: **Yes / No**  
(circle one)

c. Commanding Officer "Welcome Aboard" letter: **Yes / No** (circle one)

d. Sponsor "Welcome Aboard" letter: **Yes / No** (circle one)

e. "Welcome Aboard" package: **Yes / No** (circle one)

f. Benvenuti A Napoli: **Yes / No** (circle one)

3. Prior to my arrival, my sponsor maintained contact with me:  
**Yes / No** (circle one)

4. Upon arrival, I was met by my sponsor: **Yes / No** (circle one)

5. My sponsor made suitable lodging arrangements for me: **Yes / No** (circle one)

6. My sponsor was available for questions, problems, transportation, check-in, and general assistance until I was established: **Yes / No**  
(circle one)

7. My current contact phone number is: \_\_\_\_\_

8. I have the following comments/suggestions concerning the sponsorship program: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please contact the NAVSUPPACT Naples Command Sponsor Coordinator if you have any additional comments about your recent transfer. Their phone number is DSN: (314) 626-XXXX or commercial 011-39-081-568-XXXX. Thanks for your help!

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**Sponsor Guidelines**

1. Once initial communication has been established by the Command Sponsor Coordinator via the Commanding Officer's welcome aboard message and package, ensure any questions or concerns raised by the member are resolved in a thorough and timely manner.
2. Liaison via email, telephone and/or fax for further communication is encouraged; however, such communication is not to be used in lieu of initial message and Welcome Aboard package.
3. Ensure prospective gain is provided with all current information to make intelligent decisions on shipment of household goods, vehicles, housing, utility expenses, and travel.
4. Explain availability and restrictions of temporary lodging and particular entitlements to avoid unexpected financial expenses.
5. Serve as liaison between prospective gain and Child Development Center, Housing Office, Personal Property Office, Post Office, Administration Department, and any other functions as necessary.
6. Meet and assist prospective gain and their dependents, if applicable, upon arrival in the airport terminal.
7. Transport accompanied personnel and their families to temporary lodging. If possible, accompany families to Navy Exchange for purchase of basic necessities, as necessary.
8. Accompanied personnel reporting on weekends or holidays will be contacted daily until first working day after reporting to determine whether they require any additional assistance.
9. Ensure prospective gain completes check-in with all appropriate check-in points.
10. If necessary, assist accompanied personnel from temporary lodging to permanent quarters.
11. Serve as continuing source of information and point of contact for prospective gains for all service functions at NAVSUPPACT Naples until the prospective gain has comfortably settled in the local area and command.