



DEPARTMENT OF DEFENSE  
Defense Contract Management Agency

## INSTRUCTION

### Civilian Sponsorship Program

Human Capital Directorate  
OPR: DCMA-HCP

DCMA-INST 634  
May 15, 2014

*Administratively reissued, December 5, 2016*

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**1. PURPOSE.** This Instruction:

a. Establishes policy, assigns responsibilities, and provides instruction for the Civilian Sponsorship Program for incoming and outgoing personnel.

b. Is established in accordance with the authority in DoD Directive (DoDD) 5105.64, "Defense Contract Management Agency (DCMA)" (Reference (a)).

**2. APPLICABILITY.** This Instruction applies to all DCMA ~~Headquarters, Operations, Special Programs, International, Contract Management Offices (CMO), and their subordinate offices activities.~~

**3. MANAGERS' INTERNAL CONTROL PROGRAM.** In accordance with (IAW) DCMA Instruction (DCMA-INST) 710, "Managers' Internal Control Program" (Reference (b)), this Instruction is not subject to evaluation and testing. The process flow is located on the Policy Resource page for this Instruction.

**4. RELEASABILITY – UNLIMITED.** This Instruction is approved for public release.

**5. LABOR CODES.** Located on resource page.

**6. RESOURCE PAGE.** <https://360.dcma.mil/sites/policy/HC/SitePages/634r.aspx>.

**7. EFFECTIVE DATE.** By order of the Director, DCMA, this Instruction is effective May 15, 2014, and all applicable activities shall be fully compliant within 60 days from this date.

A handwritten signature in black ink, reading "Kathleen A. Butera".

Kathleen A. Butera  
Executive Director  
Human Capital

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## REFERENCES

- (a) DoD Directive 5105.64, "Defense Contract Management Agency (DCMA)," January 10, 2013
- (b) DCMA-INST 710, "Managers' Internal Control Program," April 21, 2014
- (c) DoD Directive 5124.02, "Under Secretary of Defense for Personnel and Readiness," June 23, 2008
- (d) DCMA-INST 632, "Onboarding Process," December 19, 2013

## CHAPTER 1

### POLICY

**1.1. OVERVIEW.** It is DCMA's policy that:

1.1.1. The Civilian Sponsorship Program will be used to ensure consistent agency sponsorship procedures are met.

1.1.2. The procedures prescribed will standardize the Civilian Sponsorship Program for all incoming and outgoing personnel.

1.1.3. DCMA is dedicated to having an Agency-wide Sponsorship Program that will ensure transitioning personnel and their families relocate to a new duty location as trouble-free as possible.

**1.2. GOAL.** The goal of this program is to care for the wellbeing of DCMA transitioning personnel and to provide a positive first impression that will influence morale and performance throughout their tenure in conjunction with DoDD 5124.02, "Under Secretary of Defense for Personnel and Readiness" (Reference (c)).

## CHAPTER 2

### ROLES AND RESPONSIBILITIES

**2.1. DIRECTOR, HUMAN CAPITAL.** DCMA Director, Human Capital (HC), Field Support Center (FSC) will have program management responsibility for the Civilian Sponsorship Program. Director HC, FSC must:

2.1.1. Provide a dedicated Sponsorship Program coordinator to oversee the program.

2.1.2. Evaluate and assess the health of the sponsorship program.

2.1.3. Coordinate with management to ensure all transitioning personnel are assigned a sponsor immediately upon selection.

2.1.4. Coordinate with DCMA International to establish and maintain separate sponsorship programs that are specific to the needs and requirements of each overseas location.

2.1.5. Ensure that sponsorship duties are “official” in nature and as such, sponsors will be given adequate time and sufficient administrative support to perform necessary sponsorship activities.

2.1.6. Provide sponsors with templates, adequate resources, and support to boost the quality of the Sponsorship Program and better assist transitioning personnel and their families.

**2.2. MANAGER/SUPERVISOR.** The manager/supervisor must:

2.2.1. Ensure all DCMA transitioning personnel (i.e., employees new to the Federal System, employees transferring from other DoD Components/Government Agencies, and DCMA employees changing duty locations) will be assigned a sponsor by the selecting official immediately upon selection.

2.2.2. Ensure that sponsorship is not limited to incoming personnel; managers/supervisors may provide assistance, as appropriate, to departing personnel for activities such as coordinating shipment of a vehicle, etc..

2.2.3. Assign a primary and alternate sponsor for transitioning personnel upon notification of an offer of acceptance by the selected applicant.

2.2.4. Assign a sponsor who is familiar with the duty station and the community.

2.2.5. Assign a sponsor with similar family requirements, career field, and grade (absent compelling reasons, sponsors should be of equal or higher grade).

2.2.6. Ensure sponsors and transitioning personnel are permitted adequate time away from assigned duties to perform sponsorship tasks and to assist the transitioning personnel with completing in/out-processing, respectively.

2.2.7. Limit the time that the transitioning personnel are required to travel away from the new duty station (e.g., temporary duty (TDY)) until such time as they have been able to secure permanent housing.

2.2.8. Maintain constant accountability of the transitioning personnel and sponsor expended sponsorship hours. Should they interfere with mission requirements, intervene as necessary by establishing reasonable time schedules.

**2.3. ARMY SERVICING TEAM (AST).** Director, AST will ensure the selected applicants are advised upon notification by the selecting official of the supervisor, sponsor, and onboarder point of contact (POC) information in the final job offer e-mail.

**2.4. SPONSOR.** Sponsors must:

2.4.1. Log online to the DoD Online Sponsor Program and complete the sponsor training. The link for this site is located on the resource page of this Instruction.

2.4.2. Consider the role as sponsors a high priority duty, ensuring all requirements of this policy are met to the maximum extent practicable.

2.4.3. Initiate contact with the transitioning personnel promptly (normally within 72 hours of the final job offer).

2.4.4. Provide as much information about the duty location and the local community as may be required, to include prompt responses to any questions raised by the transitioning personnel.

2.4.5. Refer to the sponsor questionnaire which is located on the resource page for this Instruction.

2.4.6. Send the duty location Welcome Letter to the transitioning personnel within 7 calendar days from initial contact. This letter should include detailed information on the organization, community, the sponsors' telephone number, e-mail address, and the address of the DCMA Web page.

2.4.7. Coordination with the local Army Community Service (ACS) Office or equivalent office for welcome packets is strongly recommended. These packets will contain specific information on the local area; demographics, tourism, etc. Information such as local Web sites (e.g., installation Web site, official Web sites for surrounding towns and cities, chamber of commerce Web site) may also be provided.

2.4.8. Ensure manager/supervisor is kept abreast of arrival dates, changes affecting arrival, and other pertinent updates.

2.4.9. Provide transitioning personnel with electronic copies and/or Web site links for information and available resources on temporary lodging options at least 30 calendar days prior to arrival to assist in locating adequate housing.

2.4.10. Provide electronic copies and/or Web site links for information on sources of transportation from the point of arrival to temporary lodging and additional information on other available modes of transportation in the area such as shuttle service, public transportation, or van pools.

2.4.11. Personally greet and be available to assist transitioning personnel upon arrival to duty station.

2.4.12. Familiarize transitioning personnel with facilities (e.g., schools, hospitals, childcare facilities, vehicle registration office, banking facilities), utilizing local Web sites and automated information.

**2.5. DCMA SPONSORSHIP PROGRAM COORDINATOR.** Sponsorship coordinator must:

2.5.1. Ensure the program is running IAW regulatory guidance.

2.5.2. Work closely with DoD as they provide specific guidance for using the program and with ACS as they have been utilizing the program for some time and can provide insight and recommendations regarding program implementation.

## **CHAPTER 3**

### **PROCEDURES**

#### **3.1. INITIAL SELECTION.**

3.1.1. The selecting official will provide to AST the selectee name for the position and identify the sponsor and onboarder POC information IAW DCMA-INST 632, "Onboarding Process," December 19, 2013 (Reference (d)) using USASTAFFING.

3.1.2. AST will then include the sponsor and onboarder POC information in the final job offer notification to the selectee IAW DCMA-INST 632 (Reference (d)).

3.1.3. The designated sponsor will make contact with the selectee within 72 hours of notification and maintain contact throughout the relocation/transition process.

3.1.4. The sponsor will provide all required information to transitioning personnel to ensure a smooth relocation through the next phase, onboarding IAW DCMA-INST 632 (Reference (d)).

#### **3.2. ONBOARDING.**

3.2.1. The sponsor will greet transitioning personnel and escort them through the onboarding process IAW DCMA-INST 632 (Reference (d)).

3.2.2. The sponsor/Supervisor will escort transitioning personnel throughout the workplace for introductions and familiarization.

3.2.3. The supervisor will provide initial duty station orientation and conduct informal welcome.

3.2.4. The sponsor will continue to provide support to the transitioning personnel throughout the relocation/transition process which may range between anywhere from 30 days to 6 months, depending on the needs of the transitioning personnel and their families.



## **GLOSSARY**

### **DEFINITIONS**

**Onboarder.** Assigned individual designated to in-process newly arriving personnel and administer the oath of office to new federal employees.

**Sponsor.** Individual designated to assist transitioning personnel with the relocation to their new duty location and integration into their new position. This responsibility includes such duties as: making initial contact, providing local and agency information, assisting with transportation, and providing support throughout the entire onboarding process.

**Sponsorship Program Coordinator.** Individual assigned to oversee the DCMA Sponsorship Program.

**Transitioning personnel.** DCMA employee in-processing within the Agency.

**GLOSSARY**

**ACRONYMS**

ACS	Army Community Services
AST	Army Servicing Team
DCMA-INST	DCMA Instruction
DoDD	DoD Directive
FSC	Field Support Center
HC	Human Capital
IAW	in accordance with
PLAS	Performance Labor Accounting System
POC	point of contact