

INFORMATION PAPER

IMWR-FP
7 July 2009

SUBJECT: Soldier Family Assistance Center (SFAC)

1. PURPOSE: To provide information on the Soldier Family Assistance Center

2. FACTS:

a. The SFAC provides tailored integrated support services in a centralized one-stop location for support to Warriors in Transition (WT) and their Families at installations with Warrior Transition Units (WTU's).

b. The centers are located near WTUs in a campus setting which provide specific support services and information. Centers provide a safe haven where Warriors in Transition, wounded DOD Civilians, and their Families can gather for mutual support and comradeship to aid physical, spiritual, and mental healing.

c. Services are to equip and aid WTs and their Families in making life changing decisions as they transition back to duty or to a new life in the private sector. The services provided by SFACs include: information and referral, military personnel, transition and employment assistance, education, coordination of entitlements and services with local, regional, state and other federal agencies, social services, to include financial counseling, stress management, and Exceptional Family member services, coordination of substance abuse information and referral for Family members, coordination of child care and youth supervision options, school transition services, legal assistance, pastoral care, assistance in identifying lodging resources for non-invitational travel order Family members, registration of vehicles and coordination of installation access for non-medical attendants without ID cards, ID card renewal, coordination of translator services, processing of invitational travel claims for Families, and acting as an information conduit to Non-Governmental Organizations.

d. Service providers from the Veterans Affairs Administration, Traumatic Service Members Group Life Insurance Program, Army Wounded Warrior Program, and Defense and Finance Accounting Service are collocated in the SFACs with large WT populations.

e. The Assistant Chief of Staff for Installation Management approved the SFAC Standard Facilities designs for small and large SFAC's on 18 January 2008. Five new buildings were approved in FY 08 (Ft Riley, Ft Campbell, Ft Stewart, Ft Carson, and Ft Polk) and nine for FY 09 (Ft Sam Houston, Ft Bragg,

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Ft Belvoir, Ft Hood, Ft Lewis, Ft Bliss, Ft Drum, Ft Benning, and Schofield Barracks).

f. Those wishing to make a donation to the SFAC may do so at their local SFAC or on giftstoarmy.army.mil.

g. Virtual SFAC is an online service that connects WTs and their Families to resources on installations and in the civilian community via the www.armyonesource.com site.

h. The first permanent course at the MWR academy for SFAC directors was instituted in April 2009.

i. The staffing concept plan is under revision and SFAC guidance and procedures are incorporated into revisions of the ACS Regulations.

j. Coordination with Non-Governmental Organizations is ongoing.

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