

Helpful Information & Phone Numbers :

- Powless Guest House...210-357-2705 ext 2000
- Tricare 210-808-2729
210-808-2726
- Fisher House..... 210-916-6000
- 502d Warfighter & Family Readiness..210-221-2705
210-221-2418
- Survivor Outreach Services (SOS)..... 210-221-1841
- American Red Cross..... 210-224-5151
- USO (Automated Directory).....210-227-9373
- BAMC Dining Facility....Open 7 day a week, located
in lower level : Hours of operation
- Breakfast 6:00-9:30am,
Lunch 11:00am-2:00pm,
Dinner 4:00-6:00pm
- Grab N Go (located next to BAMC Dining Facility)
Mon– Sun. 1800-0600
- Warrior Transition Battalion (WTB)
(210) 916-9730
DSN: 429-9730
- BAMC Information.....210-916-4141
- Personnel In & Out Processing, 210-221-9274
- Carlson Travel Network, 210-225-5370
- DEERS 210- 221-0415/2278



Phone: (210) 916-7322
DSN: 429-7322
FAX: (210) 916-6331
0700 to 1630 Monday to Friday

VISITOR'S GUIDE

**SOLDIER AND
FAMILY
ASSISTANCE
CENTER(SFAC)**



Ft. Sam Houston, Texas
Soldier and Family Assistance
Center
3931 Okubo Barracks
Fort Sam Houston, TX
78234-7659

Soldier and Family Assistance Center

A one-stop location for Warriors in Transition (WT), their Families and Surviving Spouses

Human Resources:

Provides Retirement, Transition Management, Military Benefits, and Review of Records.

Provides ID Cards and CAC for WT

Information, Referral and Follow-Up (IR&F):

Provides reception services and a general orientation

Conducts initial intake and make referrals

Maintain resource listings on services provided in local community

Outreach Services:

Coordinates and provides education and training on SFAC services,

Provides Community Outreach Services and Referrals based on the needs of member

Performs ACS referral services (EFMP, Respite Care, other special needs, etc.)

Social Services Assistance:

Provides comprehensive prevention education, intervention, information and referral assistance for social services

Veterans' Service Officer (VSO):

Provides counseling and representation for the DoD/VA Disability Evaluation System (DES)

Provides assessment of medical records, preparation for and understanding of the medical evaluation board and physical evaluation board administration, hearings and if required preparation and representation during appeals

Social Security Administration:

Provides one-on-one personalized service in the preparation of documents for active duty soldiers to file for disability benefits as a result of a physical and/or mental disability.

Financial Services:

Provides Prevention and Education Classes, Credit Management, Budget Development, Consumer Information and Awareness, Financial Counseling and Assistance

Provides emergency financial assistance in the form of a loan or grant, and monetary assistance for undergraduate education of dependent children

Staff Judge Advocate (SJA)/Paralegal:

Provides information on the Medical Evaluation Board (MEB)/Physical Evaluation Board (PEB) process, procedures and assistance

Provides legal assistance services (Powers of Attorney, Notary Services, Wills and Estates, and claims processing)

Office of Personnel Management (OPM):

Provides Federal Employment Assistance thru Federal Career Exploration, Resume Classes/Assistance, Application for Veterans Preference, Career Fairs, and Federal Agency Liaison Assistance

Defense Finance & Accounting Service (DFAS):

Provides full range of services (Military Pay, Travel Pay Issues, and Family Member Travel actions)

Texas Veterans Commission (TVC):

Provides one-on-one personalized employment services (including targeted job information, career counseling, case management specific to individual needs, job referrals and job placement)

Counsels and advocates for personnel separating from the military under medical disability, completion of service and retirement

Army Continuing Education System (ACES):

Provides education counseling services, Basic Skills Improvement testing services when available (CLEP, DANTES and AFCT), VA Education Benefits counseling, evaluation of military experience for college credit, and GoArmyEd portal procedures for Army Tuition Assistance

Army Career and Alumni Program (ACAP):

Provides assistance in mandatory pre-separation counseling

Provides one on one transition and employment counseling

Child, Youth & School Services (CYSS):

Provides all registration services for Child, Youth & School Services programs including Sports and Family Child Care (FCC) homes. Manage all WT child care issues

Army Wounded Warrior Program (AW2):

Provides assistance in obtaining full VA and Army benefits

Assist in obtaining healthcare upon retirement

Provides financial counseling (purchase of home, food for holidays). Ensure awards duly earned are received

Traumatic Servicemember Group Life Insurance (TSGLI):

Provides educational briefings on program guidelines, eligibility and claims processing.

Provides one-on-one claims application assistance and appeal support.

Provides educational briefings to Chapter 61 Medical Retirees on Combat Related Special Compensation (CRSC) and assistance with application preparation

Inter-Net Café:

Providing free long distance telephone service and computer access

SFAC Mission Statement

We sponsor mutual support, comradeship, and healing for Warriors in Transition, their Family members and Surviving Spouses by providing the best social, financial, educational, vocational, legal, military, and information/referral services available. We create a supportive environment for Warriors in Transition and their Family members to receive these services. Our efforts are aimed at fostering dignity and independence, enabling the Warrior in Transition to move back to duty or to serve as a vital member of their home civilian community.