

**Helpful Information & Phone Numbers :**

- IHG hotel.....210-357-2705
- Fisher House..... 210-916-6000
- 502d Warfighter & Family Readiness..210-221-2705  
210-221-2418
- Survivor Outreach Services (SOS)..... 210-221-0956
- American Red Cross..... 210-224-5151
- USO (Automated Directory).....210-227-9373
- BAMC Information.....210-916-4141



**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 makes referrals. Maintains resource listings on services provided in the local community.

## **Outreach Services:**

Coordinates and provides education and training on SFAC services. Provides community outreach services and referrals based on the needs of service 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.

## **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.

## **Veterans Affairs Vocational Rehabilitation Counselor (VRE):**

Provides counseling to service members and Veterans and their eligible dependents on chapter 31, vocational rehabilitation services to include interest, aptitude and ability testing for suitable employment goals and labor market.

## **Veterans Affairs Military Coordinator(MSC):**

Provides VA benefits counseling to severely injured and ill service members and/or their families and establishes for early benefits to include automobile and housing grants if applicable. Provides assistance to service members being processed through the Integrated Disability Evaluation System (IDES) on their rights, benefits, and obligations.

## **Financial Services:**

Provides prevention and education classes, credit management, budget development, consumer information / 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.

## **Office of Personnel Management (OPM):**

Provides federal employment assistance through federal career exploration, resume classes/assistance, application for veterans preference, career fairs, and federal agency liaison assistance.

## **Defense Finance & Accounting Service (DFAS):**

Provides a full range of services (military pay, travel pay issues, and family member travel actions).

## **Army Continuing Education System (ACES):**

Provides education counseling services, basic skills improvement testing (BSEP) 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):**

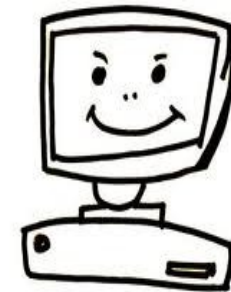
Provides assistance in mandatory pre-separation counseling. Provides one on one transition and employment counseling.

## **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.

## **Inter-Net Café:**

Provides 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.*