



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
UNITED STATES ARMY GARRISON SCHWEINFURT  
UNIT 25850, Box 10  
APO AE 09033

IMEU-SWF-ZA

JAN 28 2010

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Memorandum 6-10, Priority Servicing of Warriors in Transition (WT).

1. Reference: HQ IMCOM NETCALL 2007-26, Soldier and Family Assistance Center (SFAC) Activation
2. Purpose: To establish garrison policy for providing priority services to WTs and their Families on a priority basis.
3. Applicability: This policy applies to US Army Garrison Schweinfurt agencies under garrison control.
4. Policy:
  - a. Support to wounded Soldiers and Department of the Army Civilians (DAC) is of utmost concern to our Nation and our Army. As one of many initiatives under the Army Medical Action Plan, IMCOM has directed the garrisons to establish a Soldier and Family Assistance Center (SFAC) to provide critical support services to Warriors in Transition and DACs that have sustained injuries in the Global War on Terrorism (GWOT).
  - b. SFACs will be established at garrisons that are home to a Warrior Transition Unit (WTU) and will be a branch under the Army Community Service (ACS) Division. The SFAC will house multidisciplinary providers and these individuals will receive their day-to-day supervision and guidance from the SFAC Coordinator /ACS Officer. The services identified to date to be present or coordinated in the SFAC are: Entitlement and Benefits Counseling, Military Personnel Services, Educational Services, Employment Assistance, Transition Services, ACS Family Services, travel pay for Family members on Invitational Travel Orders (ITO), Substance Abuse Information and referral for Family members, and coordination of Legal and Pastoral Services.
  - c. The intent is to provide first class, priority service to WTs and their Families in a Family-friendly setting. The delivery of these services will be provided in three ways. Some services will be present in the SFAC location in order to maximize the convenience to Warriors and their Families. Other services requiring less than fulltime presence will be brought forward to the SFAC at designated times (either live or via web-cam link). Still other services will be provided through priority off-site appointments which are coordinated by the SFAC staff. The key is, regardless of service delivery, that the SFAC Coordinator /ACS Officer and all servicing agencies contacted provide priority in scheduling, handling of cases/referrals and follow through to warriors in Transition and their Families to the maximum extent possible.
5. The proponent for this policy memorandum is the ACS Officer, at DSN 354-6811 or CIV 09721-966811.

EVERETT S. P. SPAIN  
LTC, EN  
Commanding