

How to Create a Soldier and Family Assistance Center Plan My Move File

We have created spaces in Plan My Move for Army installations that have new Soldier and Family Assistance Centers (SFAC). Fort Campbell is the first installation to create a file. It is active on Plan My Move and you can view it here:

http://apps.mhf.dod.mil/pls/psgprod/f?p=107:6:3577646883072495::NO::P6_INST_ID:20015

The file consists of:

- An Overview Article (screen shots and text follow)
- A lead photo for the article (there could be as many photos as you want for the gallery)
- Contacts for various Directories (content follows)
- Major Unit Listings can also be included if you wish.

In order to create a file:

Simply send the content attached to a DIMS message(s) and we will load and activate your file.

For assistance, please call Linda Rothleder at 301-384-5696 or Linda.Rothleder@mhf.dod.mil

Sample File Fort Campbell

Installation Overview - Windows Internet Explorer

http://apps.mhf.dod.mil/pls/psgprod/f?p=107:6:3577646883072495::NO::P6_INST_ID:20015

File Edit View Favorites Tools Help

Google Go Bookmarks Popups okay Check AutoLink AutoFill Send to Settings

Installation Overview

Plan My Move > My Planning Calendars > Overview of Fort Campbell SFAC

[Jump down to the Overview](#) [Select another Overview](#) [To see photos of this installation, click here.](#)

Fort Campbell SFAC

2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6000
Fax 270-412-6022
[Email](#)
[Website](#)
Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays - Closed

Local Day, Time & Weather Conditions

Wednesday April 09, 2008 11:00 CST

Fort Campbell U. S. Army Airfield, United States

Updated Wed, 09 Apr 2008 10:43:03 EDT

	59°F	Wind From N (0°) at 6.89 mph
Feels Like 55°F	Humidity 100%	Pressure 30.11 in.
Light rain.	Dew Point 59°F	Visibility 2.00 miles
Fog. Cool.		

[Contact Information](#) [Print Booklet](#) [Community Information](#)

Fort Campbell Soldier and Family Assistance Center (SFAC)

Done Internet 100%

start Americ... 6 Mic... 2 Ora... 10 In... 3 Mic... 3 Mic... 62 47° 11:00 AM

Installation Overview - Windows Internet Explorer

http://apps.mhf.dod.mil/pls/psgprod/f?p=107:6:3577646883072495::NO::P6_INST_ID:20015

File Edit View Favorites Tools Help

Google G Go Popups okay Check AutoLink AutoFill Send to Settings

Installation Overview

Contact Information Print Booklet Community Information

Fort Campbell Soldier and Family Assistance Center (SFAC)

Overview



The [Soldier and Family Assistance Center \(SFAC\)](#) was created to provide compassionate, coordinated services to Warriors in Transition (WTs) and their Family Members. SFAC is a one-stop shop for services that partners with the Warrior Transition Unit (WTU) as a friendly supportive team dedicated to encouraging self-development, wellness and to meet the unique needs of WTs and their Families.

Fort Campbell's SFAC provides a warm, relaxed environment where WTs and their Families can gather to foster physical, spiritual and mental healing. The facility itself includes a central reception area, a computer for guest with internet access and a child care center. The SFAC also serves as a resource center for information and referral services. Most services will be present in the SFAC location in order to maximize the convenience to the WTs and their Families. Other services requiring less than a full-time presence will be brought forward to the SFAC at designated times. Still other services will be provided through priority off-site appointments coordinated by the SFAC staff.

Army Leaders recognized the need for immediate services in one central location for WTs and their families. A vital part of a patient's recovery is to have a resolution on pay, personnel issues, future employment and an understanding of the benefits available from military and Federal/community resources. In November 2007, the Fort Campbell SFAC opened its doors for the first time. It has been steadily working to provide what the WTs, their families and the community needs to be an integral part of the WTs recovery and rehabilitation program. Partnered with the WTU, the SFAC supports the needs of the WTs and their families with support services as they prepare to transition back to their unit or into a productive civilian workforce.

Blanchfield Army Community Hospital (BACH) physicians and the SFAC team recognize the need for Family Members to be directly involved in the healing process of their Service Members. A vital part of a patient's recovery is to have a familiar environment where they can feel comfortable with other Service and Family Members and receive mutual encouragement. The SFAC serves as a place for our WTs and their Families to do just that.

As the Global War on Terrorism continues, injured and ill Soldiers, Marines, Sailors, and Airmen are assigned to [Warrior in Transition Units \(WTU\)](#) for rehabilitation and medical care. Their sole mission is simple -- to heal. The SFAC mission is likewise simple-to streamline and deliver essential services to our Warriors and their Families, while motivating them for improving their lives. The SFAC also serves as a venue to connect a caring community to our Warriors and their Families.

Mission

Internet 100%

start Americ... 6 Mic... 2 Ora... 10 In... 4 Mic... 3 Mic... 60 47 11:02 AM

Overview

The [Soldier and Family Assistance Center \(SFAC\)](#) was created to provide compassionate, coordinated services to Warriors in Transition (WTs) and their Family Members. SFAC is a one-stop shop for services that partners with the Warrior Transition Unit (WTU) as a friendly supportive team dedicated to encouraging self-development, wellness and to meet the unique needs of WTs and their Families.

Fort Campbell's SFAC provides a warm, relaxed environment where WTs and their Families can gather to foster physical, spiritual and mental healing. The facility itself includes a central reception area, a computer for guest with internet access and a child care center. The SFAC also serves as a resource center for information and referral services. Most services will be present in the SFAC location in order to maximize the convenience to the WTs and their Families. Other services requiring less than a full-time presence will be brought forward to the SFAC at designated times. Still other services will be provided through priority off-site appointments coordinated by the SFAC staff.

Army Leaders recognized the need for immediate services in one central location for WTs and their families. A vital part of a patient's recovery is to have a resolution on pay, personnel issues, future employment and an understanding of the benefits available from military and Federal/community resources. In November 2007, the Fort Campbell SFAC opened its doors for the first time. It has been steadily working to provide what the WTs, their families and the community needs to be an integral part of the WTs recovery and rehabilitation program. Partnered with the WTU, the SFAC supports the needs of the WTs and their families with support services as they prepare to transition back to their unit or into a productive civilian workforce.

Blanchfield Army Community Hospital (BACH) physicians and the SFAC team recognize the need for Family Members to be directly involved in the healing process of their Service Members. A vital part of a patient's recovery is to have a familiar environment where they can feel comfortable with other Service and Family Members and receive mutual encouragement. The SFAC serves as a place for our WTs and their Families to do just that.

As the Global War on Terrorism continues, injured and ill Soldiers, Marines, Sailors, and Airmen are assigned to [Warrior in Transition Units \(WTU\)](#) for rehabilitation and medical care. Their sole mission is simple -- to heal. The SFAC mission is likewise simple-to streamline and deliver essential services to our Warriors and their Families, while motivating them for improving their lives. The SFAC also serves as a venue to connect a caring community to our Warriors and their Families.

Mission

To support our Warriors in Transition (WTs) and their Family Members as they transition either back to their unit or to a productive civilian workforce. SFAC provides a USO type atmosphere providing 11 support services promoting the healing and well being of our WTs: mentally, physically and spiritually.

SFAC Services

Listed below are SFAC's 11 services to include point of contact numbers.

Military Personnel

For Military Personnel questions, the number is 270-412-6017. This office provides:

1. Conducts In/out processing services ensuring a comfortable and pleasant environment. Family members are welcomed during the WTs in-processing of the SFAC to inform them of the different services provided within SFAC.
2. Schedule priority appointments for WT Common Access Cards (CAC), and identification cards to eligible Family members. Provide DEER's updating or enrollment. SFAC will soon be an ID Card issuing facility.

3. Inform and provide WTs separating from military service appropriate transition services and decision support assistance. Coordinate assistance for WTs Transition and/or Separation.
4. Coordinate and ensure WTs are provided timely Orders Processing within five duty days of notification.
5. Assist and coordinate WT Retirement Services IAW AR 600-8-7.
6. Update Soldier's Military Personnel File to include, DD Form 93, SGLV, ERB/ORB updates. If applicable, forward documents to upcoming centralized boards.
7. Update official records to reflect any awards not posted to file. Research and obtain any missing awards to include Purple Heart.
8. Assist WTs in updating promotion information Semi-Centralized and Centralized.

Information, Referral and Follow Up

The Information, Referral and Follow Up number is 270-412-6000. Information, Referral and Follow Up is your first point of contact within the SFAC. During your first visit an initial needs assessment is conducted. From this needs assessments, appointments for SFAC and outside services are made as necessary. All the information and contacts for services throughout Fort Campbell as well as the local community and state and federal government agencies are available.

Finance

For financial questions call 270-412-6016. The Wounded Warrior Pay Management Team (WWPMT) is part of Defense Finance and Accounting Service (DFAS). They provide accurate and timely services to WTs and their Family Members assigned/attached to the WTU. Finance Services will provide WTs completion of travel vouchers for Warriors returning from the combat zone to include a variety of handouts which explain various entitlements for WTs. Answers to questions dealing with pay/entitlements are provided and WTs are directed to the appropriate agency when necessary. They work closely with Legal Services discussed below.

Financial Counseling and Consumer Services

Questions other than allowances and entitlements should be directed to Financial Counseling and Consumer Services at 270-412-6023. The Financial Advisor, will assist WTs with financial advice, budget counseling, consumer/vendor mediation, and Army Emergency Relief Assistance. Other services include assisting WTs with money management procedures that include: LES interpretation, CAR Fax/Kelly Blue Book Information, and Credit Report revision and disputes. From, small to large purchases, assistance is available to review contracts, credit cards percentage rates and disputes with collection agencies. SFAC Financial Advisor is there to get the best results for WTs and their Family Members. All information is confidential and legally protected.

Education

For future education and training questions call 270-412-6004. The SFAC Guidance Counselor provides education counseling to WTs, Cadre and Family Members. Education counseling includes assistance with GoArmyEd online, researching college programs and assistance with choosing a degree program. Services also include information how to obtain college credits based on military experience, financial aid information, such as Pell Grant and scholarships, and educational assistance information after leaving active duty, such as Montgomery GI Bill, Vocational Rehabilitation.

Outreach Program Coordinator

The Outreach Program Coordinator can be reached at 270-412-6013. The concept of the Outreach Program Coordinator is to deliver services to the following populations: all assign WTs and their Family Members. This includes Homebound WTs, other Service Personnel and their Family Members that are stationed far away from Fort Campbell. Services include the following: one-on-one counseling to include home visits, network delivery, exported outreach services and satellite centers.

Outreach provides a link between WTs needs and community agencies. The outreach program

provides SFAC marketing and website support. The Outreach Program conducts research and submitting for grants for non-profit service for WTs and their Family Members to include schedule of activities through support agencies such as MWR.

Outreach establishes partnership with agencies both on and off the installation to ensure a continuum of care for our WTs and their Families.

ACAP

The Army Career Alumni Program (ACAP) can be reached at 270-412-6014. The Army Career and Alumni Program is dedicated to delivering a world-class transition program for America's Army that empowers members to make informed career decisions through benefits counseling and employment assistance. To achieve its mission, ACAP ensures all eligible transitioner's have the knowledge, skills and self-confidence necessary to be competitive in the global workforce.

As part of the SFAC, ACAP works diligently to achieve the mission of the Army Career and Alumni program in its service to WTU Soldiers and their Family members.

The ACAP process encompasses three steps that will assist the WTU Soldier and their Family Members to successfully transition out of the military into the civilian workforce.

1. Mandatory Pre-separation Briefing which introduces you to your transition services and benefits. This briefing is mandated by law and requires all transitioning military personnel to attend.
2. A three and a half day Transition Assistance Program (TAP) workshop. The workshop includes a VA benefits briefing and The Disabled Transition Assistance Program (DTAP) briefing. In addition, TAP attendees will learn skills such as resume writing, job search strategies, interviewing techniques, networking and dressing for success.
3. Utilize Follow-on Services. Upon completion of the TAP workshop, we encourage you to take advantage of SFAC ACAP services. Receive one on one counseling, attend one of our many enrichment seminars, utilize our resource center, or get assistance executing a job search.

The SFAC ACAP is committed to providing quality service to WTU Soldiers and their Families and we look forward to assisting you in your transition.

Social Services Coordinator

The Social Services Coordinator can be called on 270-412-6023. The Coordinator provides preventive information, education, confidential initial assessment, short term crisis counseling and referral services to WTs and their Family Members who request services for Alcohol and Drug Abuse, Behavioral Health, Marital, Social Work and Family Advocacy Issues. They coordinate with both on and off post agencies to ensure WTs and their Family Members are provided appropriate treatment services. This program provides prevention information and education to Cadre and SFAC staff as needed.

Chaplain Services

The SFAC Chaplain can be reached on 270-412-6011. The SFAC Chaplain provides the following services:

1. Provide ministry of presence and advocacy to WTs, staff, cadre and their Family Members assigned to the WTU, SFAC, WCC and the Fisher House community in effort to build a sense of community by being present throughout the day.
2. Provide pastoral care and counseling related to personal, family, relational and professional needs, crisis intervention, personal and professional advocacy, grief, loss, life transitions, PTSD, trauma and suicide.
3. Assist in discovering ways to approach, understand and begin to answer their questions concerning the meaning and purpose of their life through life mapping and spiritual exploration as a means to achieve holistic wellbeing.

4. Conduct services as a spiritual director and mentor to help one in the assessment, formation, and development of a spiritual core to enable one the strength and resiliency to face the challenges and changes of life and to embrace the opportunities and blessings of life.
5. Provide resources such as religious and spiritual literature, counseling materials, religious items and other materials that meet the religious needs of the requestor.
6. Provide referrals to other installation and community assisting agencies in addressing the needs of WTs and their Family Members.
7. Develop relationships with local ministerial associations to train local clergy leaders to address the WTs and their family needs.
8. Provide training and instruction to cadre and staff as requested.

Veterans Administration

The VA program can be reached at 270-412-6018 for questions related to compensation, pension, medical and dental benefits, home guarantee program, life insurance, death and burial benefits and dependency indemnity compensation.

Legal Counsel and Services

The legal team is an integral part of the Wounded Warrior Pay Management Team (WWPMT) discussed above and can be reached at 270-412-6000. They will provide accurate and timely services to Wounded Warriors and Warriors who are assigned/attached to the WTU. The Services include: completion of travel vouchers for Warriors returning from the combat zone; handouts which explain various entitlements for Wounded Warriors; monitoring the ETS dates of Wounded Warriors; answering questions dealing with pay/entitlements of all Warriors assigned to the WTU; and direct the Warrior to the appropriate agency when necessary.

NCOIC

The NCOIC is the Liaison between the SFAC and the WTU. The NCOIC's phone number is 270-412-6026. The NCOIC provides information and guidance to the SFAC Staff, WTs, and their Families on trends, problems, and concerns affecting WTs. The NCOIC offers first hand experience in understanding the process of the MEB, MMRB, and Transitioning back into a work site.

Contacts

2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6000
Fax 270-412-6022

[Email](#)

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays - Closed

Adult Education Centers

Adult Education Centers
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6004

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

Chapels

Chapels
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6011

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

Family Advocacy Program

Family Advocacy Program
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6023

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

Finance Office

Finance Office
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6016

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

Personal Financial Management Services

Personal Financial Management Services
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6023

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

Personnel Support Office

Personnel Support Office
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6017

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

Transition Assistance Program

Transition Assistance Program
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223
Phone 270-412-6014

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.
Saturday, Sunday and Holidays – Closed

VA Facilities

Veterans Administration
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223

Welcome/Visitors Center

Welcome Center
2703 Michigan Avenue
PXTRA Strip Mall
Adjacent to Commissary
Fort Campbell, KY 42223

Phone 270-412-6018

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Saturday, Sunday and Holidays – Closed

Phone 270-412-6026

[Website](#)

Monday - Friday 7:30 a.m. - 4:30 p.m.

Saturday, Sunday and Holidays – Closed