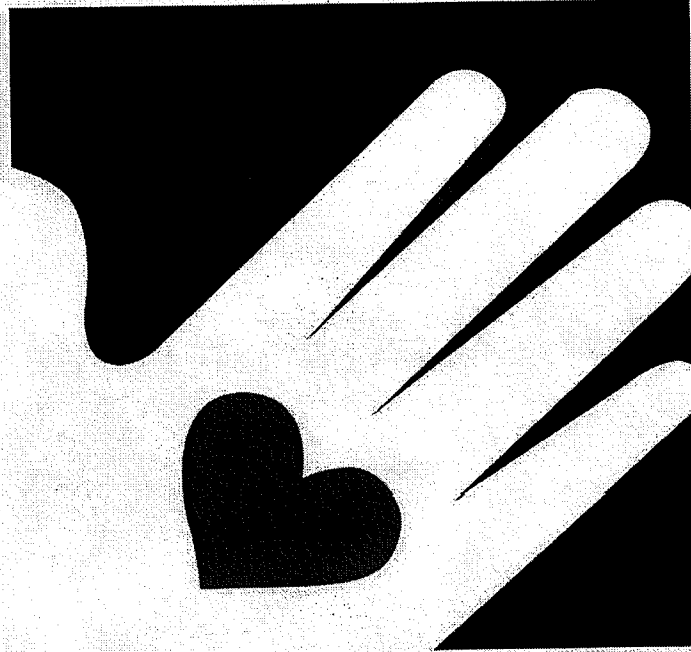


Warrior and Family



Support Center

1 April 2012

INFORMATION PAPER

SUBJECT: Warrior and Family Support Center (WFSC) formerly known as the Soldier and Family Assistance Center

1. **PURPOSE:** To provide information on the establishment and operation of the WFSC located in building 3628 on the Brooke Army Medical Center (BAMC) side of Ft. Sam Houston.

2. **FACTS:**

a. As the Global War on Terrorism (GWOT) continued, seriously injured Soldiers, Sailors, Airmen and Marines were evacuated from the theater of operations to major medical facilities located on military installations. BAMC is one of the world's foremost trauma centers and many of these Wounded Warriors received their medical care there. Due to the seriousness of their injuries, these Wounded Warriors remained at BAMC for an extended period of time which, in many cases, can exceed 12 months.

b. BAMC physicians noticed a need for Family members to be intimately involved in the rehabilitation of their sons, daughters, or spouses (Wounded Warriors), and that a vital part of their recovery meant a need to have a "safe" environment away from the hospital. At the physician's initiative, a committee was established to support Operation Iraqi Freedom (OIF), Operation Enduring Freedom (OEF), Operation Noble Eagle (ONE), and currently Operation New Dawn (OND) troops on their road to recovery. Members of this committee included the Chief of the BAMC Chaplain Program, Physical Therapy, Occupational Therapy, Mental Health, Behavioral Medicine, Army Community Service (ACS), Social Work Services and Case Management, the Program Manager for ACS Mobilization and Deployment Readiness, the Program Manager for ACS Family Advocacy, and the BAMC Troop Commander.

c. The concept of the WFSC was developed by this committee, led by ACS, and authorized by the Garrison Commander. The Standing Operating Procedures (SOP) for the FSH Family Assistance Center (FAC) served as a model for establishing the policies and procedures for the WFSC. On 8 Dec 2003, the conference rooms on the second floor of the Powless Hall Guest House were converted to the WFSC and the doors were opened. On 8 December 2008, through the extraordinary generosity of the greater community the doors opened to the new facility located in a beautiful 12,500 square foot building. The WFSC on FSH is the only one of its kind, offering a safe environment for military Families to reconnect following military operations and restart their lives with the full support of the military community. The WFSC, an Army Support Activity (ASA), is open from 0800 to 2100 hours Monday – Friday, and 0900-2100 hours Saturday – Sunday and is staffed by Civilian Personnel, Volunteers and Wounded Warriors. Oversight of the facility and all operations of the WFSC is the responsibility of the ASA. The WFSC Director, Assistant Directors, and Program Support Assistants are full time staff members. The WFSC staff members report to the WFSC Director. The WFSC Director reports directly to the ASA. Total WFSC attendance from opening day through 1 April 2012 is 580,256 individual visits.

d. The WFSC Director is responsible for the day-to-day operation of the WFSC, to include creating and maintaining a staffing schedule, creating and maintaining an activity calendar, maintaining the learning center and scheduling computer based classes, and scheduling transportation for activities. The WFSC staff members receive donations which include expendable and durable items and complete contribution forms for processing to generate a certificate of appreciation in recognition from the ASA for those contributors. The WFSC Director coordinates with the Army North Public Affairs Officer for any off-post publicity. The WFSC staff members in-process every Wounded Warrior and/or Family member if the Wounded Warrior is an inpatient and work with unit commanders visiting their Wounded Warrior. The WFSC staff members assist the WFSC Director daily.

e. The WFSC is supported by donations from businesses, organizations and the community. These donations have been monetary, purchases made for use in the WFSC, or home-baked refreshments. Wounded Warriors and their Family members visit the WFSC to maintain contact with other military members or extended Family members, to receive emotional support and answers to their questions, and to extend their rehabilitation away from the hospital. The rehabilitation involves learning to cope with war related disabilities as individuals, as couples, and as Families. As part of the healing process Wounded Warriors and their Families venture out into the community through WFSC sponsored activities.

f. Funding for operational expenses is secured from the Army Support Activity. All furniture and computers in the learning center have been funded through donations. WFSC statistics are recorded and submitted into the Client Tracking System.

g. The idea of a program to support Family members of Wounded Warriors and then the Wounded Warriors themselves as they recuperate is as old as the military itself. However, the concept of the WFSC, where Wounded Warriors and Families can heal together and transition from combat separation and injuries, to military medical facilities and long treatment regimens, to adapting to life, as it will be from this point on, is unique. The WFSC on FSH is the only one of its kind, offering a safe environment for military Families to reconnect following military operations and restart their lives with the full support of the military community.

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