



FOR YOUR INFORMATION

Subject: Remote services to be provided while on COVID-19 work conditions

1. SFL-TAP Center began providing remote or virtual services Friday, March 20. We are doing this to protect the force and help prevent the transmission of the corona virus.
2. Contact us at 703-696-0973 or 703-794-5986, and via email: usarmy.jbmhh.asa.mbx.sfl-tap-center-myer@mail.mil with any questions.
3. Counselors will conduct business via phone, email, or videoconferencing.
4. Services provided remotely or virtually are as follows:
 - a. Initial counseling (one on one counseling)
 - b. Pre-separation briefing
 - c. Financial counseling
 - d. VA Benefits counseling
 - e. Capstone (completion of DD 2648)
 - f. Provide guidance to complete any requirements through JKO online
 - g. Respond to any inquiries via email or phone
 - h. Soldiers completing capstone while the center is closed will be automatically cleared by the Program Manager (Mr. Rodriguez) once DD 2648 is processed and signed electronically. They will not have to come to the center. Military Personnel office will be notified by Mr. Rodriguez. Soldiers will ensure they get a copy of DD 2648 during their capstone appointment.
 - i. VA Claims assistance information and orientation.
5. POC information:
 - a. SFL-TAP Manager and Counselors – call 703-696-0973 or 703-794-5986
Email: usarmy.jbmhh.asa.mbx.sfl-tap-center-myer@mail.mil
 - b. VA Benefits call Ms. Eleonore Richards at Office Phone: 202-641-6481,
Email: Eleonore.Richards@serco-na.com
 - c. VA Claims orientation and information call Mr. Chris Guthrie at 202-480-0077,
Email: cguthrie@vfw.org

**Juan Carlos Rodriguez
SFL-TAP Manager**