MEMORANDUM FOR COMMANDERS, United States Army Regional Health Commands and Warrior Transition Units

SUBJECT: Warrior Care and Transition Program Career and Education Readiness Transition Coordinator Training Policy

1. References:
   b. AR 350-1, Army Training and Leader Development, 10 December 2017.
   c. AR 600-81, Soldier for Life-Transition Assistance Program, 17 May 2016.
   e. OTSG MEDCOM OPORD 15-75 (Warrior Transition Unit Cadre Training) and FRAGO 1, 21 October 2016.

2. Purpose: To properly identify Warrior Transition Units Transition Coordinator (WTU TC) and Regional Health Command (RHC) Warrior Transition Office (WTO) Transition Coordinator Program Manager (TC-PM) training requirements for effective management of standardized Career and Education Readiness (CER) program elements across the Warrior Care and Transition Program (WCTP). All Transition Coordinators (TC) and TC-PMs will be trained to a uniform standard of knowledge whereby they will have the refined skills and techniques necessary to successfully assist WTU Soldiers and cadre with managing the transitional elements of a Comprehensive Transition Plan (CTP) and CER transition program.
3. Proponent: The proponent for this policy is the Deputy Chief of Staff, Warrior Transition Command (DCS WCT), Soldier Services Directorate, Career and Education Readiness Division.

4. Applicability: This policy applies to all RHC WTOs and all WTUs.

5. Definition: CER is a disciplined, purposeful approach that prepares WTU Soldiers for success in a long-term career that is personally meaningful, rewarding, and enables the Soldier to achieve financial independence.

6. Policy:

   a. Regional Health Commands (RHCs) oversee WTU operations and ensure WTU military and civilian cadre and staff attend identified training courses, including distributed learning (DL) courses, U. S. Army Medical Department Center and School, Health Readiness Center of Excellence resident courses, and DCS, WCT-hosted training events.

      (1) Each RHC WTO has oversight of the region's Warrior Transition Battalions and WCTP. The WTO TC-PM is responsible for oversight of the region's CER and transition program.

      (2) The WTO TC-PM manages day-to-day regional WTU operational transition issues and concerns in relation to CER and transition readiness training, which include:

          (a) Enforcement of TC training requirements for TC-PM staff and all subordinate units as outlined in this policy.

          (b) Recommendation for correcting deficient or out of date TC Training or new training which may benefit CER program. Analysis and recommendations will be provided to DSC, WCT CER for review, discussion, and potential inclusion into policy.

          (c) Development of training recommendations and/or lessons and briefings to DCS, WCT CER which may correct training deficiencies or improve WCTP and CER policy implementation.

             i. WTU TCs will forward recommendations and all training/briefing materials to their respective RHC WTO TC-PM.

             ii. The TC-PMs will review the packet of recommendations and materials, and forward a written analysis with the packet, and a concur/non-concur to DSC, WCT CER.

             iii. DCS, WCT CER will either return packet for additional information or then share packet with other RHC WTO TC-PMs within seven business days, who will then have 14 business days to return comment.
b. The WTU TC manages the WCTP CER program at the WTU and ensures all WTU Soldiers are engaged in CER activities selected or customized for their individual circumstances.

c. All TCs (company (CO-TC), brigade/battalion (BN-TC), and region (TC-PMs)) will be scheduled for, and complete several training events specifically structured to accomplish increasing TC’s and TC-PM’s knowledge of TC roles, responsibilities and duties. These events are:

(1) Initial Transition Coordinator Training Course. All newly assigned TCs and TC-PMs will attend and complete the Initial Transition Coordinator Training Course, which consists of a distributed learning (Phase 1) DL course and a resident (Phase 2) course.

(a) Each TC or TC-PM will complete Phase 1 of the Initial TC Training Course. This DL course is a mandatory prerequisite for all TCs who will be attending the resident course. DCS, WCT-CER staff personnel will enroll new TC or TC-PM in the course and email the individual an instruction letter.

(b) A grace period of 30 days after Entering On Duty will be allowed for the TC or TC-PM to accomplish in-processing requirements, including the acquisition of a common access card, before starting Phase 1 of the Initial TC Training Course. Until enrollment functionality in the course is available via ATTRS, the DCS, WCT CER Division will provide the TC or TC-PM a Letter of Instruction to start the DL course. The course will be started as soon as practical, pending any unit commander needs, but no later than 30 days after Entering On Duty.

(c) Once the DL TC Training course is started, the TC or TC-PM will have 30 days to successfully complete the DL TC Training Course. Successful completion is defined as passing all module exams with an average grade of 80% or higher, and passing the end of course exam with a minimum grade of at least 80%. When completed, the TC or TC-PM can then attend the next available WTU Staff Training Course. (The TC or TC-PM will not attend the WTU Staff Training Course until the Initial TC DL Course is successfully completed.)

(d) TC or TC-PM supervisors (WTU Company Commanders, BN Executive Officers, and/or RHC WTOs) should give every consideration to permitting TCs to accomplish the DL course during regular duty hours. DCS, WCT and the CER Division will not recommend authorizing overtime or compensation time in order to allow for course completion.

(e) Phase 2 of the Initial TC Training Course is a two week resident course where additional and more detailed CER concepts and practical applications of the DL training materials instructed in a collaborative environment. This course will normally occur after completion of the WTU Staff Training Course (see below). Successful
completion of the Phase 2 course is defined as having attended at least 80% of the total hours of the training scheduled, actively participating in the training classes, and passing the end of course exam with a minimum grade of at least 80%.

(f) A Phase 2 class may not be available until the expected class size has reached a minimum number of students as determined by DCS, WCT – CER Division Chief based on available resources, venues and forecast number of new TCs or TC-PMs. Phase 2 class dates will be announced a minimum of six months prior to any anticipated class date.

(g) A Phase 2 Initial TC Training Course resident class may occur at or near the same time as a WTU Staff Training Course. Because of the reduced availability of the Phase 2 classes, TCs will be scheduled to attend the Phase 2 TC class before the Staff Training Course. The TC will be rescheduled, as necessary, for the next available WTU Staff Training Course. Should a scheduling conflict occur and cannot be resolved, the point of contact is named below for guidance.

(2) Warrior Transition Unit Staff Training Course. Each TC will attend and complete the Warrior Transition Unit Staff Training Course as per Reference 1.a.

(a) Newly assigned TCs must attend this course, and should normally complete the course within 120 days after assuming duties. However, The TC or TC-PM will not attend the WTU Staff Training Course until the Initial TC DL (Phase 1) Course is successfully completed.

(b) Newly assigned TCs who completed this training in the previous two years prior to Entering On Duty, and while assigned to a different position in a WTU for at least one year after completing that training, may be exempt from attending.

(c) Each TC, except those exempt above, must enroll in and complete the corresponding Warrior Transition Unit Cadre Orientation distributed learning course before attending the resident Unit Staff Training Course in person, but after completing the Initial TC DL (Phase 1) Course.

(3) The Senior Leader and Clinician Course (SLCC). Newly assigned Brigade/Battalion (BN) TCs will attend this week long course as per Reference 1.a. Newly assigned RHC TC-PM who have not previously attended SLCC should also attend.

(a) New BN TCs are required to attend SLCC within the first 6 months (or soon thereafter) of assuming their duties. Company TCs will not normally attend SLCC. BN TCs will participate in a collaborative learning process with newly assigned WTU brigade, battalion, and separate company commanders, CSMs, 1SGs, battalion surgeons, lead social workers, PCMs, NCM supervisors, OTs and Physical Therapists (PTs).
(b) Newly assigned BN-TCs must complete Phase 1, DL portion of the Initial TC Training Course before attending SLCC.

(4) **TC Sustainment Training Course.** The TC Sustainment Training Course is a week long, advanced training event held annually or bi-annually at locations to be determined by DCS, WCT CER.

(a) All TCs and TC-PMs who meet all of the following eligibility requirements by the first day of the training event will attend the course:

(b) The TC or TC-PM has completed the Unit Staff Training Course resident course.

(c) The TC or TC-PM has completed the Phase 2 Initial TC Training resident course. If the TC or TC-PM has been in the position for 15 months and did not complete the Phase 2 Course because a class was not scheduled during the tenure, DCS, WCT-CER will approve the TC or TC-PM attendance on a case by case basis.

(d) Sustainment Training Course dates will be announced by OPORD at least six months before the event date.

(5) **Monthly TC Training.** Monthly TC Training is normally held via a telephonic/video conference training meeting in order to introduce new mission essential topics, present an opportunity for clarification or discussion of existing CER related issues, or address evolving workforce performance requirements and resources.

(a) All TCs and TC-PMs are required to participate in this scheduled training, currently conducted every third Thursday of the month. Roll Call will be conducted and attendance recorded. All TCs or TC-PMs who have an excused absence will not be counted as absent.

(b) The training will be conducted using Defense Connect Online and a separate teleconference line.

(c) Each TC and TPM will be notified by DCS, WCT-CER at least two weeks prior to each scheduled meeting, with a Teleconference dial in number, pin code, DCS web-link, the start and end time of training session, and an agenda of topics, discussion items, and any attachments that will be discussed.

(d) TCs and TC-PMs are urged to submit training topics of interest to DCS, WCT CER for any monthly training period.

(6) **Civilian Education System (CES) Courses.** CES courses are the core leader development courses for most TCs and TC-PMs based on grade and equivalent
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(6) Civilian Education System (CES) Courses. CES courses are the core leader development courses for most TCs and TC-PMs based on grade and equivalent
pay band level as they progress through their careers. TCs and TC-PMs should complete the CES development training IAW Chapter 4 of Reference 1.b.

7. CER is a holistic program. Soldier participation is key to ensure proper preparation to transition back to duty or out of the Army as a successful Veteran. The TC and TC-PM are CER program managers, but WTU Cadre and Staff have equally important and significant roles and responsibilities to support CER. Proper training provides the TC and TC-PM with the necessary critical thinking tools to manage an effective program, become a transition expert for the WTU commander, and establish a credible relationship with each cadre team member.

FOR THE COMMANDER:

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