

# North Carolina National Guard

## Soldier Support Services

# RUCKSACK



“Always Ready, Ready Team”



# NCNG Soldier Resources

Army Substance Abuse Program (ASAP): (984) 664-7015  
Chaplin Services: (984) 661-5132  
Education Office: (984) 664-6272  
Employment Office: (984) 664-6463  
Equal Opportunity: (984) 664-6127  
ESGR: (800) 336-4590 opt 1  
Family Readiness: (984) 664-6053  
IBHS Helpline: (855) 322-3848  
ID Cards/ DEERS: (984) 664-6190  
Inspector General (IG): (984) 664-6182  
Legal Office: (984) 664-6220  
NCTAP: (704) 391-4426  
Red Cross: (877) 272-7337  
Resilience, Risk, Reduction & Suicide Prevention: (984) 664-6714  
Retirement Office: (984) 664-7892  
SHARP/ SARC: (984) 664-6909  
Student Loan Repayment: (984) 664-6331  
TRICARE: (800) 444-5445

## Helpful Links

DTS: <https://dtsproweb.defensetravel.osd.mil/>  
iPERMS: <https://iperms.hrc.army.mil/login/>  
IPPS-A: <myaccess.dmdc.osd.mil>  
Joint Service Transcript: <https://jst.doded.mil/jst/>  
MilConnect: <https://milconnect-pki.dmdc.osd.mil/>  
Military OneSource: <https://www.militaryonesource.mil/>  
MyPay: <https://mypay.dfas.mil/#/>  
NCNG Homepage: <ng.nc.gov>  
NCNG Splash Page: <https://ncguard.nc.ngb.army.mil/>

# North Carolina National Guard App

Search: “NC National Guard”

Stay digitally up to date with MOS vacancies, full time jobs, promotion lists, and more.



## NEWS

Find the latest information on inclement weather, local events, articles, the Hornet Magazine, videos and much more.

## JOBS

Find the latest openings for Technician (Title 32/Title 5), AGR postings, ADOS, and Employment Center contact information.

## FIND US

Find the closest armories, Family Program centers, and Education and Employment centers to your location with contact information.

# SAPR/SHARP

The Sexual Assault Prevention and Response (SAPR)/ SHARP program helps to achieve the goal of the Secretary of Defense to eradicate sexual assault and sexual harassment from the military. SAPR helps to create a military culture where all Service Members have the values, tools, and skills to prevent sexual violence. SAPR also provides sensitive care and confidential reporting for victims of sexual assault.

**North Carolina National Guard  
JFHQ SAPR Officer and Lead SARC  
Office Phone: (984) 664-6909  
Confidential SARC Cell: (919) 410-1960**

**North Carolina National Guard  
JFHQ Victim Advocate (VA)  
Office Phone: (984) 664-6707  
Confidential VA Cell: (919) 410-2284**

**North Carolina Air National Guard  
WING SARC  
Office Phone: (794) 398-4800  
Confidential SARC Cell: (704) 806-8678**



# Equal Opportunity Office

The North Carolina Equal Employment Office covers all matters related to Equal Employment for our technicians and M-Day Soldiers. We provide all levels of yearly training or address any needs that fall within annual requirements. We are committed to building the roster of Equal Opportunity Leaders (EOLs) throughout the ranks. The EOLs are the frontline for advising and educating the force. We offer courses over the training year.

If you are an EOL and are interested in moving to the next level, please contact this office. Promotable E6's are eligible to be placed in an Equal Opportunity Advisor (EOA) role at the Brigade Level. Aspiring EOAs attend the Defense Equal Opportunity Management Institute in Florida. If you are interested in filling the role of an Equal Employment Counselor, contact our office as well. You will have the chance to work directly with civilian member organizations, providing information about the EEO process, gathering information, and assisting in resolving EEO matters.

## **Our Mission:**

The Equal Opportunity/ Equal Employment Opportunity programs strive to achieve an organizational culture where equal opportunity, diversity management, and inclusion are valued as key personnel readiness multiplier and are critical to accomplishing the mission.

Be an organization where Soldiers, Airmen, and civilians can start at any level and achieve any goal based solely on merit, attitude, and capability.

## **Contact Us:**

North Carolina National Guard  
State Equal Employment Manager  
984-664-6127

HR EO Senior Enlisted Advisor  
JFHQ NCNG  
704-690-5247



# Education Services

The North Carolina National Guard Education Services Office provides Soldiers and Airmen with a variety of services to include:

- Counseling for Service Members on transferring their GI Bill benefits
- Counseling Service Members on benefits while pursuing a degree
  - Managing Federal Tuition for Soldiers
  - Managing GI Bill Eligibility
- Managing NC Tuition Assistance Program (NCTAP) for Soldiers and Airmen
  - Processing college transcripts for Officers and Enlisted
  - Providing general education briefings to units upon request

## **Services:**

NCTAP

Federal Tuition Assistance

Credentialing Assistance

GI Bills

Testing

Transcripts

## **Contact Us:**

1636 Gold Star Drive, Raleigh, NC 27607

<https://ng.nc.gov> > Services and Support > Education Services Office

[Ng.nc.ncarng.mbx.education-service-office@army.mil](mailto:Ng.nc.ncarng.mbx.education-service-office@army.mil)

Office: (984) 664-6272



# Yellow Ribbon Program

The Mission of the Yellow Ribbon Reintegration Program (YRRP) is to provide information, service, referrals, and outreach opportunities for Service Members and their families throughout each unit's deployment cycle.

## **Learn About:**

Education and Employment  
Family Programs  
Physical and Mental help  
Soldier and Family Readiness  
And Much More!

Four events are held throughout the three phases of the deployment cycle for Service Members and their families to obtain all the available information about resources and entitlements.

Pre-Deployment  
Family Pre-Deployment  
Post 1 Event  
Post 2 Event

## **Contact Us:**

For information about resource providers or upcoming events, please contact Yellow Ribbon staff.

<https://ng.nc.gov> > Programs and Benefits > Yellow Ribbon



# Resilience, Risk Reduction & Suicide Prevention Program

Resilience, Risk Reduction & Suicide Prevention (R3SP) is the Army's strategy for strengthening individual and unit Personal Readiness and fostering a culture of trust. R3SP provides training and resources to the Army Family to enhance resilience and optimize performance. R3SP reinforces the Army Values, beliefs, and attitudes. It educates members of the Army team about the importance of building connections with each other, taking care of one another, and supporting fellow Soldiers.

## **R3SP Programs:**

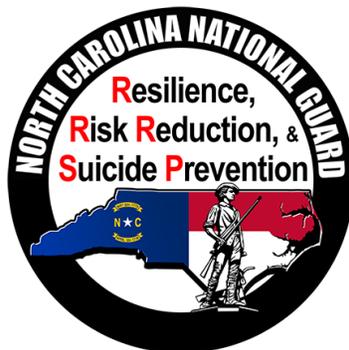
Resilience Program  
Suicide Prevention Program  
Risk Reduction Program  
Substance Abuse Program

## **Guard Knowledge Network (GKN):**

Resources > Resilience Risk Reduction & Suicide Prevention

## **R3SP Microsoft Teams:**

NGNC-PER-SSS R3SP (access code: 7iby5rl)



# R3SP

The primary mission of the R3SP Program is to ensure the force is properly trained by using:

- Substance Abuse Prevention Training through Target Prevention Training and Deterrence Education (**TPT**)
- Assessment of unit readiness and personnel well-being through the Unit Risk Inventory/Reintegration Unit Risk Inventory (**URI/R-URI**)
  - Deployment Cycle Readiness Training by a Master Resilience Trainer certified in DCRT (**DCRT**)
  - Resilience Skills provided by a certified Master Resilience Trainer (**MRT**)
    - Suicide Intervention Skills provided by LivingWorks' Applied Suicide Intervention Skills Training (**ASIST**).
  - Suicide Intervention Skills through the Army's Ask, Care, Escort - Suicide Intervention (**ACE-SI**)
  - Suicide Prevention Skills using the Army's Ask, Care, Escort (**ACE**) model.

For more information about R3SP resources, upcoming classes, URI scheduling or training opportunities, please contact the **R3SP** staff below:

## Contact Us:

<https://ng.nc.gov> > Services and Support > Crisis Intervention

**R3SP Program Coordinator:** (984) 664-6714

**State Resilience Coordinator (SRC):** (984) 664-6696

**Risk Reduction Coordinator (RRC):** (984) 664-7015

**Suicide Prevention Coordinator (SPC):** (984) 664-6376

**R3SP Inbox:** [ng.nc.ncarng.mbx.g1-sss-r3sp@army.mil](mailto:ng.nc.ncarng.mbx.g1-sss-r3sp@army.mil)

**SAP Inbox:** [ng.nc.ncarng.mbx.g1-sap@army.mil](mailto:ng.nc.ncarng.mbx.g1-sap@army.mil)



# Employment Center

The mission of the Employment Centers is to increase career opportunities for North Carolina Guardsmen and Veterans by developing proactive and positive relationships. The Employment Centers assist our citizen Soldiers and Airmen with finding professions through all available channels to obtain stable careers and optimal retention.

## Services:

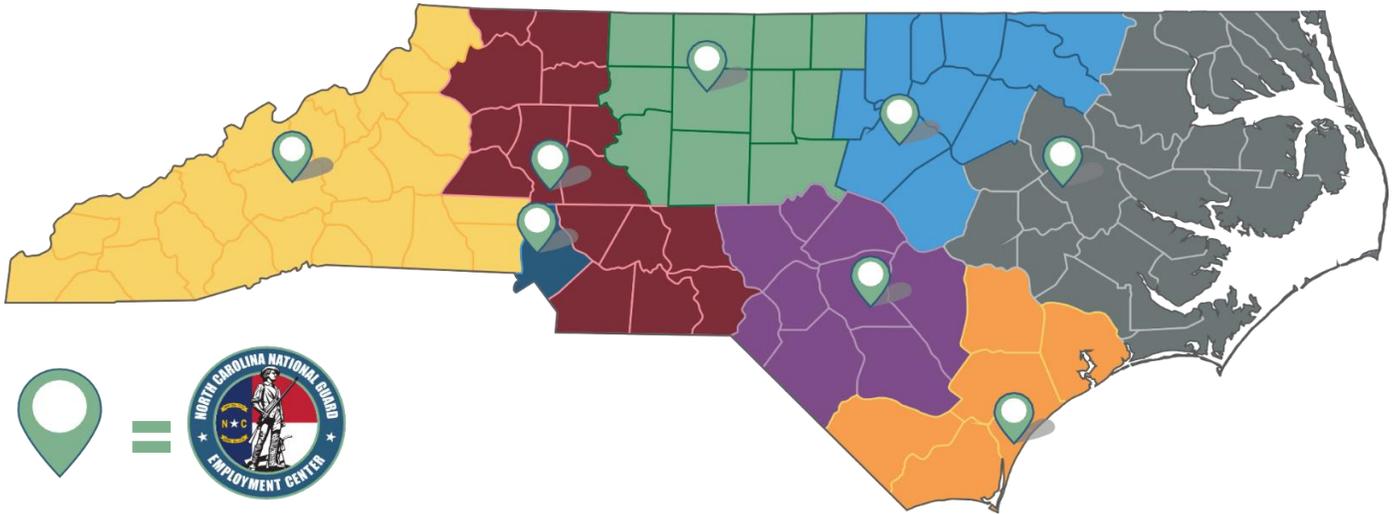
- Career Counseling
- Host Networking Events
  - Interview Prep
  - Resume Preparation
- Social Media Job Postings
- State-wide Employment Assistance

Employment Centers collaborate with North Carolina employees seeking reliable, dedicated, skilled, and disciplined Soldiers and Airmen to utilize their military training, experience, and education to maximize the employer's organization.

The Employment Office strives to meet with all our clients based on their needs or availability. Building a relationship of trust and personifies our organization. Meeting with our members also gives our counselors a chance to discover interpersonal qualities that the client might possess that can be beneficial for interview preparation.



# Employment Center



## Employment Center Location

Asheville: (984) 661-4339

Charlotte: (984) 661-4645

Fayetteville: (984) 661-4917

Greensboro: (984) 661-5608

Mooresville: (984) 661-2102

Raleigh: (984) 664-6463

Wilmington: (984) 661-6919

Winterville: (948) 661-3190

## Contact Us:

<https://ng.nc.gov> > Services and Support > Employment Center

[www.ncngemploymentcenter.com](http://www.ncngemploymentcenter.com)

Office: (984) 664-6463



# Family Programs

The mission of Family Programs is to establish and facilitate ongoing communication, involvement, support, and recognition between our Guard Families and the Guard in a partnership that promotes the best in both.

National Guard members and their families often lose track of the benefits and services they are eligible for. Some processes can be confusing and may seem overwhelming. Family Assistance Centers are disbursed across North Carolina to benefit Service Members and their families. Our centers are equipped with trained specialists to assist Soldiers and Airmen with benefits, information, and referrals.

## Family Assistance Centers

Soldier Family Readiness Specialists (SFRS) are employees who provide confidential assistance to Service Members and their Families individually regardless of deployment status or branch of service. Contact a Soldier Family Readiness Specialist today.

## Contact Us:

1636 Gold Star Drive, Raleigh, NC 27607

<https://ng.nc.gov> > Programs and Benefits > Family Programs

Office: (984) 664-6324



# Family Assistance Centers

## **North Carolina National Guard Family Programs**

1636 Gold Star Drive, Raleigh, NC, 27607 (984) 664-6935

## **East Flat Rock Readiness Center**

2025 Spartanburg Hwy, East Flat Rock, NC, 28726

## **Greenville Readiness Center**

1401 N. Memorial Dr, Greenville, NC 27834 (984) 661-1151

## **Greensboro Readiness Center**

110 Franklin Blvd, Greensboro, NC, 27401 (984) 661-5651

## **Goldsboro Readiness Center**

700 US Hwy 117 S. Bypass, Goldsboro, 27530 (984) 661-5423

## **JFHQ/ Raleigh Readiness Center**

1636 Gold Star Dr., Raleigh NC, 27607 (984) 664-7100

## **Lenoir Readiness Center**

1535 Beecher Anderson Rd, Lenoir, NC, 28645 (984) 661-1242

## **Morrisville Readiness Center**

2050 National Guard Dr., Morrisville, NC, 27560 (984) 661-6377

## **Southern Pines Readiness Center**

500 Morgan Rd, Southern Pines, NC, 28387 (984) 661-2863

## **Wilmington Readiness Center**

2221 Carolina Beach Rd, Wilmington, NC, 28401 (984) 661-6918

# Retirement Services Office

The Mission of the Retirement Services Office is to provide the most effective guidance to those planning, applying, updating, or discontinuing and retirement benefits.

Final Formation events are held five times a year and are open to any Soldier or Airmen approaching 20 years of credible service and beyond. You will learn about the benefits that may be available to you, as well as prepare you for the retirement process.

## **Learn About:**

Final Formation  
Retirement Benefits  
Retirement Options  
Retirement Points  
State Pension  
And much more.

For information about resource providers, upcoming events, or benefits please contact the Retirement Service Office

## **Contact Us:**

1636 Gold Star Drive, Raleigh, NC, 27607  
<https://ng.nc.gov> > Services and Support > Retirement Services  
[ng.nc.ncarng.mbx.g1-retirement@army.mil](mailto:ng.nc.ncarng.mbx.g1-retirement@army.mil)  
Office: (984) 664-7892



# ID Card Facilities

ID Card Facilities staff use RAPIDS to access, query, and modify (when authorized) personnel's Defense Enrollment Eligibility Reporting System (DEERS)/ benefits information for Active, Retired, Reserve, and National Guard uniformed service personnel and their eligible family members.

## State Footprint

- **Asheville:** 100 Minuteman Drive, Asheville NC 28806
  - **Charlotte:** 4240 West Blvd, Charlotte NC 28208
- **Greensboro:** 110 Franklin Blvd, Greensboro NC 27401
  - **Raleigh:** 1636 Gold Star Drive, Raleigh NC 27607

## How we assist with Individual/Unit Readiness?

We ensure enrollment in the Defense Enrollment Eligibility Reporting System (DEERS) and provide Common Access Cards (CAC) and/or Official Identification Cards to Soldiers and their family members.

## How to make an appointment?

Visit our link to schedule your appointment at the nearest ID Card Facility.

<https://idco.dmdc.osd.mil/idco>

## Contact Us:

1636 Gold Star Drive, Raleigh, NC, 27607

<https://ng.nc.gov> > Services and Support > ID Cards and Deers

Office: (984) 664-6190



# Judge Advocate General

The legal assistance program provides legal assistance to all eligible Service Members, their families, and retirees regardless of branch or component. Our Legal Assistance Attorneys can provide you with confidential advice and assistance pertaining to a wide variety of legal issues to include:

- Consumer Law: automobile issues, scams/identity theft, debtor and creditor problems, landlords/ tenant disputes,
  - Estate planning: wills, SGLI trusts, powers of attorney, living wills,
  - Family Law: separations, child-related issues, adoptions, paternity,
- Military Administrative Law: FLIPLs, referred OERs, reprimands, physical disability evaluation processing, recoupment issues.

If you don't see your problems here, just ask. If we can't help you directly, we'll refer you to someone who can.

## **Appointments:**

Appointments are available Monday through Friday  
0900 to 1600 at Joint Force Headquarters

## **Contact Us:**

1636 Gold Star Drive, Raleigh, NC, 27607  
Ng.nc.gov > Services and Support > Legal Services  
ng.nc.ncarng.mbx.legal-assistance-office@army.mil  
Office: (984) 664-6220



# Casualty Operations

The mission of Casualty Operations is to honor and care for the men and women of the North Carolina Army National Guard and their families in the event of a severe injury or death of a Service Member, regardless of duty status. We will demonstrate the Adjutant General of the North Carolina National Guard's unwavering commitment to the surviving family members by ensuring that no one carries the burden of loss alone.

## How we Support Soldier, Airmen, and Families

- Coordinate Casualty Assistance for families who experience a loss,
  - Train and certify Casualty Assistance Officers (E7-E9, O3-O6, WO2-WO5)
- Report all known Department of Army casualties via approved DOA channels,
- Coordinate the submission of Servicemembers Group Life Insurance (SGLI), Family Servicemembers Group Life Insurance (FSGLI), and Traumatic Servicemembers Group Life Insurance (TSGLI).

To report the death of a Service Member, spouse, or Service Member's dependent child, contact the Soldiers unit or the North Carolina National Guard Casualty Office.

## Contact Us:

1636 Gold Star Drive, Raleigh, NC, 27607  
ng.nc.gov > Services and Support > Casualty Affairs  
ng.nc.ncarng.mbx.j9-casualty@army.mil  
Office: (984) 664-6566



# Military Funeral Honors

Military Funeral Honors provide resources to Funeral Directors, families, and loved ones on how to request military funeral support while also serving as a reference on all matters related to regulations, functions, and requirements for military funeral operations.

MFH offers support for funeral services of deceased honorably discharged veterans at no charge to funeral homes or families and loved ones of veterans.

Training to Veteran Service Organizations (VSOs) to become AP3 certified to perform dignified funeral services such as flag folding and presentation of Colors to family, firing party, and pall bearing sequences. Also, provide ongoing training to Funeral Directors and funeral home personnel in order to maintain funeral service certifications.

## Services

Veteran Honors designated for eligible deceased veterans. The ceremony may consist of two personnel to conduct the sounding of TAPS, military flag fold, and presentation of the flag to the primary/ designated next of kin.

## Contact Us:

4105 Reedy Creek Rd, Raleigh, NC, 27607  
ng.nc.gov > Services and Support > Casualty Affairs  
ng.ng.ncarng.mbx.mfh@army.mil  
Office: (984) 664-6273



# Survivor Outreach Service

The RC-SBP allows a Soldier to leave 55% of their retired pay amount to their beneficiary for a cost based on the length of time covered, type of beneficiary, and overall covered pay amount. The covered amount can be between \$300 to the full gross retired pay amount, and the plan can be calculated using the SBP calculator provided by the U.S. DoD Office of the Actuary.

The coverage selected will carry forward past age 60, after which payment will be taken by allotment from DFAS. Further, costs for the Survivor Benefit Plan also begin at retirement.

## **I've had a significant life change; what do I need to do with my SBP coverage?**

To change to your SRB/RC-SBP coverage, use DD Form 2656-6 for beneficiary changes and DD Form 2656-1 to deem an election for a former spouse. Changes using DD Form 2656-6 must be made within one year of the change taking place. (i.e., before the first anniversary of a new marriage, the first birthday of a new child, etc.)

Coverage under the SBP can later be terminated after 24 months of retired pay has been received and only between the 25<sup>th</sup> and 36<sup>th</sup> month after that, using DD Form 2656-2.

### **Contact Us:**

4105 Reedy Creek Rd, Raleigh, NC, 27607  
ng.nc.gov > Services and Support > Casualty Affairs  
Office: (984) 664-6724



# Integrated Behavioral Health System (IBHS)

## Suicide and Crisis Line: 988 opt 1.

IBHS offers connection and professional case management services to internal military resources and federal, state, and community resources for clinical and non-clinical needs.

### **To include:**

- Assistance with entitlements and insurance enrollments,
  - Emergency funds,
  - Employment,
- Food, utility, and mortgage relief,
  - Housing,
- Intensive outpatient programs,
- Outpatient mental health treatment,
- Psychiatric and substance abuse hospitalization
  - PTSD and TBI screenings,

The IBHS clinical staff are regionally located throughout the state and are housed in NCNG Armories and Family Assistance Centers to give Service Members full access to care.

### **Contact Us:**

[ng.nc.gov](http://ng.nc.gov) > Services and Support > Crisis Intervention Services

Office: 1 (855) 322-3848

24 hours a day, 365 days a year



# Transition Assistance

The Reserve Component Transition Assistance Advisors (RCTAA) program provides advisors in each state as a single point of contact to assist Service Members, families, and Veterans with obtaining earned benefits and entitlements through the Veterans Affairs System and community resources.

## RCTAA helps with:

- Career Change
- Disability Benefits
- Education and Training
- Employment Assistance
- Financial Assistance
- Health and Life Insurance
- Legal Assistance
- Physical/Mental Health Asst.
- Relocation Assistance
- State Benefits

Use the QR Code to connect with an RCTAA.



## Contact Us:

[ng.nc.gov](http://ng.nc.gov) > Services and Support > Transition Assistance

**Raleigh-Durham-Chapel Hill area to the NC Coast**

Office: (984) 664-6573

**Piedmont/Greensboro area and Sandhills**

Office: (703) 731-8179

**Charlotte-Metro area to the NC Mountains**

Office: (202) 987-3987



**Thank you for serving...  
...Now let us serve you!**

# Your Rights as a Guardsman

## **Employer Support of the Guard and Reserve (ESGR)**

ESGR is a Department of Defense office established to promote cooperation and understanding between Guardsmen and their civilian employers and to assist in resolving conflicts arising from an employee's military commitment.

ESGR informs and educates Service Members and their civilian employers regarding their rights and responsibilities governed by USERRA. ESGR does not enforce USERRA but is a neutral, free resource for employers and Service Members.

## **Uniformed Services Employment and Reemployment Rights Act (USERRA)**

USERRA is a Federal law intended to effect Service Members in the Armed Forces, National Guard, and Reserves. USERRA affects employment, reemployment, and employment retention when employees serve in the Armed Forces.

### **Contact Us:**

#### **Employer Support of the Guard and Reserve**

Website: [www.esgr.mil](http://www.esgr.mil)

Office: (800) 366-4590

#### **Uniformed Services Employment and Reemployment Rights Act (USERRA)**

Website: [www.dol.gov](http://www.dol.gov)



# Interactive Customer Evaluation

**We want to hear from you!**

North Carolina National Guard ICE Survey is a way for you to interact and let sections in the North Carolina National Guard know your direct feedback to help us improve the services available to you and your Soldiers.



Casualty Affairs



Funeral Honors



IBHS



R3SP



Education Services



Retirement Office



Yellow Ribbon



Employment Office



ID Cards/ Deers



Family Programs



SHARP



ICE Homepage

“Always Ready, Ready Team”



Joint Force Headquarters  
1636 Gold Star Drive  
Raleigh, NC 27607

Claude T. Bowers  
4105 Reedy Creek Rd  
Raleigh, NC 27607

April 2023

This product was produced by G-1 SSS. For any changes, corrections, or concerns,  
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Created and edited by SSG Nicholas Campoli