

North Carolina National Guard
Soldier Support Services
RUCKSACK



“Always Ready, Ready Team”



Name:

“Before you can learn a new way of doing things, you have to unlearn the old way. So, beginnings depend on endings.”

Rick Maurer

Using the Rucksack

1. Treat the Rucksack as a living document. Highlight in it, write in it, and apply it to your career. Set your personal goals and training opportunities to make *this Your Rucksack*.
2. Share this booklet with your Soldiers, Team Members, and peers.
3. Use this booklet to gain as much information and knowledge offered to Soldiers from the North Carolina National Guard.
4. The resources in this booklet exist to serve you, your team, and the Soldiers in the North Carolina National Guard. Reach out with the contact information on each page for any services or help that you or your peers may need.

For a Digital copy of the G1-SSS Rucksack

Scan the QR Code below:



Resources for the North Carolina National Guard can be found on the NCNG Homepage at: ng.nc.gov

The G1-SSS Rucksack was produced and is controlled by G-1 SSS. For any changes, corrections, or concerns, please email G1-SupportServices@army.mil.

Goal Setting

Goal Setting is a process to deliberately energize, direct, and sustain behavior to ensure progress.

Write down your personal and professional goals in the blocks below. If you ever feel overwhelmed, or want to give up, re-read your goals and remember why you are here.

What are my Short-Term goals for the NCNG and Myself?

- 1.
- 2.
- 3.

What are my Long-Term goals for the NCNG and Myself?

- 1.
- 2.
- 3.

What resources do I need to help me reach my goals?
EX: Personal Financial Counselor

- 1.
- 2.
- 3.

NCNG Soldier Resources

Army Substance Abuse Program (ASAP): (984) 664-7015
Chaplain 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: (984) 664-6272
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/>
MyArmyBenefits: <https://myarmybenefits.us.army.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 multipliers 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
919-812-2069



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
 - Counseling for Service Members and Dependents
 - Military and civilian career counseling

Services:

NC Tuition Assistance Program

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

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. Through YRRP events, Service Members and loved ones connect with local resources before, during, and after deployments. Commanders and leaders play a critical role in ensuring that the NCNG Service Members and their families attend YRRP events where they can access information on healthcare, education, employment, and financial and legal benefits.

YRRP hosts four events throughout the three phases of the deployment cycle for Service Members and their families to obtain all the available information about resources and entitlements.

Learn About:

Education and Employment opportunities
Family Programs/ child and youth
Physical, mental, and financial help
Soldier and Family Readiness
And Much More!

YRRP Events:

Pre-Deployment
Family Pre-Deployment
Post 1 Events
Post 2 Events

Contact Us:

For information about resource providers or upcoming events, please contact the 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 Service Members and 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

SAP Inbox: ng.nc.ncarng.mbx.g1-sap@army.mil



Employment Center

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

Services:

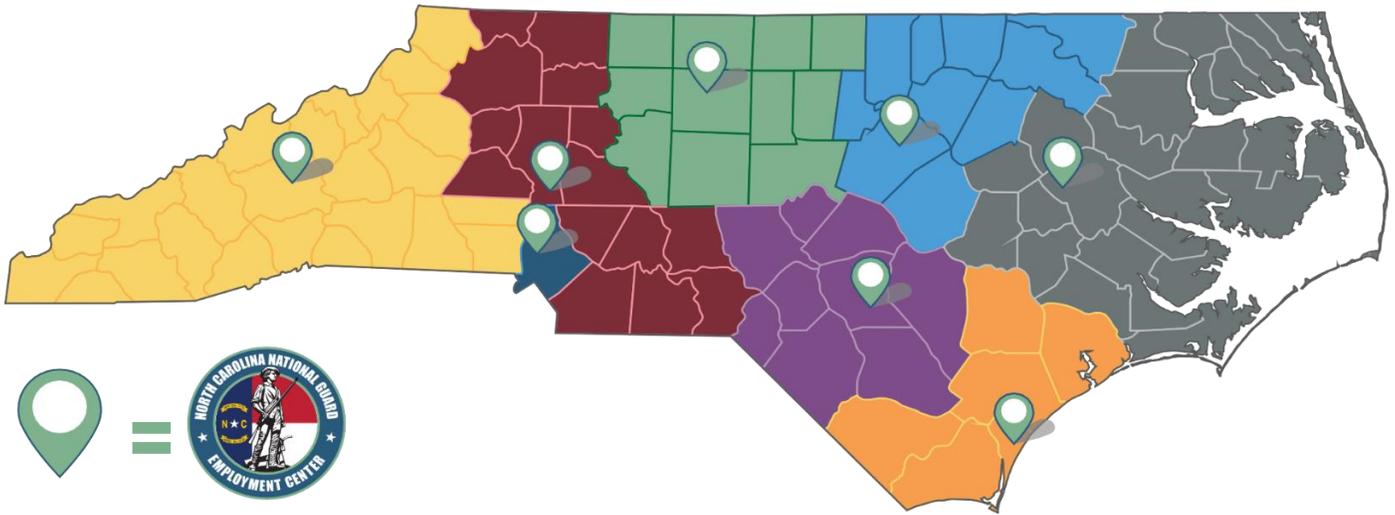
- Career Counseling
- Host Networking Events
 - Interview Prep
 - Resume Preparation
- Social Media Job Postings
- State-wide Employment Assistance

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 Center strives to meet with all our clients based on their needs or availability. Building a relationship of trust enhances and improves 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:

1636 Gold Star Drive, Raleigh, NC 27607
<https://ng.nc.gov> > Services and Support > Employment Center
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.

Soldier and Family Readiness

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.

Child and Youth Services

The Child and Youth (CYS) team provides educational and resilience focused activities for K-12 aged dependent children. These include teamwork and personal development centric programs that enables a resilient and supportive community network across the state.

Personal Financial Counselors

The Personal Financial Counselor (PFC) team is there to support the financial education and well-being of Soldiers, Airmen, and Families in line with the Office of the Secretary of Defense guidelines and to provide insight and assistance throughout the course of a Service Members career.

Contact Us:

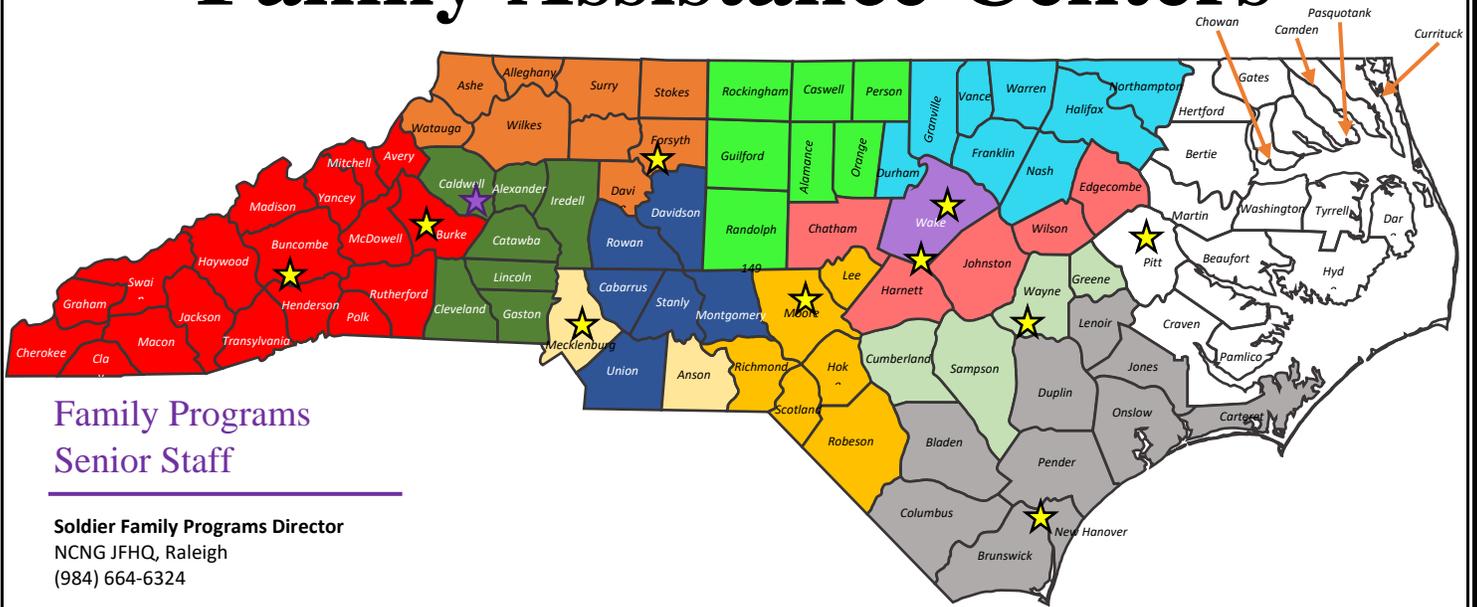
1636 Gold Star Drive, Raleigh, NC 27607

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

Office: (984) 664-6324



Family Assistance Centers



Family Programs Senior Staff

Soldier Family Programs Director
NCNG JFHQ, Raleigh
(984) 664-6324

Lead Soldier Family Readiness Specialist
NCNG JFHQ, Raleigh
(984) 664-6935

Lead Child and Youth
NCNG JFHQ, Raleigh
(984) 661-4761

Outreach Coordinator
NCNG JFHQ, Raleigh
(984) 664-6721

Airman Family Readiness Program Manager
NCNG JFHQ, Raleigh
(704) 398-4949

Family Assistance Center Coordinators

-  (West) Lenoir
(984) 661-1267
-  (Central) Greensboro
(984) 661-5649
-  (East) Greenville
(984) 661-1150

Child and Youth Services

- Child and Youth Services**
NCNG JFHQ, Raleigh
(984) 661-1267
- Child and Youth Services**
Winston-Salem
(984) 664-6676

Soldier and Family Readiness Team

 **East Flat Rock**
(984) 661-0565

 **Winston Salem**
(984) 661-7123

 **Charlotte**
(984) 661-4547

 **Charlotte**
(984) 661-4548

 **Charlotte**
(984) 661-4573

 **Greensboro**
(984) 661-5651

 **Morrisville**
(984) 661-6377

 **Raleigh**
(984) 664-7100

 **Raleigh**
(984) 664-6078

 **Goldsboro**
(984) 661-5423

 **Greenville**
(984) 661-1151

 **Southern Pines**
(984) 661-2863

 **Wilmington**
(984) 661-6918

Personal Financial Counselors

 **Charlotte**
(909) 601-2762

 **Wilmington**
(910) 612-3832

 **Greensboro**
(336) 470-0670

Retirement Services Office

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

- Final Formation events are held five times a year and are open to any Soldier or Airmen approaching 18-20 years of credible service and beyond. Learn about the benefits that may be available to you, as well as preparing you for the retirement process.
- RSO assist in your transition to retirement; and keeps you and your families updated on benefits and entitlements after retirement.

Learn About:

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

Required Documents:

Retirement Checklist
DD Form 108
DD Form 2656
Notice of Eligibility
Retirement Point Statement
Retirement Orders
NGB Form 22
Social Security Card

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
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.

Units/ Service Members can submit a CRM ticket to the NGNC Deers provider group to inquire about loss of benefits during status changes.

How to make an appointment?

Visit our link to schedule your appointment at the nearest ID Card Facility. (Online appointment scheduler is only open 30-60 days out due to availability)

<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) 664-6250



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:

4105 Reedy Creek Road, Raleigh, NC 27607
ng.nc.gov > Services and Support > Casualty Affairs
ng.nc.ncarng.mbx.j9-casualty@army.mil
On call 24/7: (984) 664-6566

SharePoint: <https://armyeitaas.sharepoint-mil.us/sites/NGNC-Resources/SitePages/Casualty-Operations.aspx>



Military Funeral Honors

Military Funeral Honors (MFH) 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

Survivor Outreach Services (SOS) is the official Department of the Army program designed to provide long term support to surviving Families of Fallen Soldiers. Survivor Outreach Services is an all-Army program. NGB SOS Coordinators support Active, Reserve, and National Guard families.

The loss of a loved one often results in tremendous grief, which can be overwhelming. When faced with a tragedy, Survivors may be wondering what direction to take. SOS Coordinators are the link to finding the resources and answers that will work best for surviving family members.

Survivor Outreach Services (SOS) supports the surviving Spouse, children, parents, and siblings of any Army Service Member that died, regardless of duty status, while currently in Uniform. We can assist Retiree widows on a case-by-case basis with referrals, but Retirees should contact local Retirement Services Office.

SOS Coordinators provide direct services as well as information, referrals, and recommendations to support groups, spiritual resources, bereavement and financial counselors, help obtain copies of documents, navigate local, state, and federal agencies, and conduct monthly events for all Army survivors regionally.

Contact Us:

4105 Reedy Creek Rd, Raleigh, NC, 27607

ng.nc.gov > Services and Support > Casualty Affairs

Office: (984) 664-6724 (Raleigh)

Office: (984) 661-5860 (Kinston)

Office: (984) 664-6724 (Raleigh)



Integrated Behavioral Health System (IBHS)

24/7 Help Line: 1-855-322-3848

IBHS offers 24-hour connection to in-house licensed psychotherapists and professional wellness advocates for crisis intervention, assessment and resource connection for behavioral health needs as well non-clinical needs exacerbating current mental health obstacles that impact overall wellness.

IBHS services include but are not limited to:

- 24/7 professional help and crisis intervention
- Free for all Reserve Component Service Members and their Families
- Thorough assessment of needs including PTSD and TBI screenings
 - Immediate consultative guidance for Command and Families
 - Psychiatric and substance abuse hospitalization
 - In-house evidenced based behavioral health treatment
- Virtual tele-mental health and external referral connections available
 - Assistance with entitlement and benefit enrollment
 - Emergency funds
 - Food, utility, and mortgage relief
 - Housing and emergency shelters
 - Parenting, marital resources
 - Religious, employment, legal referrals
 - Etc.

The IBHS Psychotherapists are regionally located throughout the state and are housed in NCNG armories to give Service Members full access to care.

Contact Us:

ng.nc.gov > Services and Support > Crisis Intervention Services



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 > 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

Office: (800) 366-4590

Uniformed Services Employment and Reemployment Rights Act (USERRA)

Website: 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

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The G1-SSS Rucksack was produced and is controlled by G1-SSS. For any changes, corrections, or concerns, please email G1-SupportServices@army.mil.

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