



North Carolina Department of Public Safety



North Carolina Army National Guard

Roy Cooper, Governor
Eddie Buffaloe Jr, Secretary

Todd Hunt, The Adjutant General

MEMORANDUM

To: Chairs of the House Committee on Justice and Public Safety Appropriations
Chairs of the Senate Committee on Justice and Public Safety Appropriations
Chairs of the House Cmte. on Homeland Security, Military, & Veterans Affairs

From: Eddie M. Buffaloe Jr., Secretary, Department of Public Safety 
~~Marvin T. Hunt, The Adjutant General, North Carolina Army National Guard~~ 

Subject: National Guard Family Assistance Centers Report

Date: September 1, 2024

Pursuant to § 127A-64 (b) the Department of Public Safety shall report annually no later than September 1 to the Chairs of the House of Representatives and Senate Appropriations Committees on Justice and Public Safety and to the House of Representatives Committee on Homeland Security, Military, and Veterans Affairs on the activities of the National Guard Family Assistance Centers during the previous fiscal year. This report shall include information on services provided as well as on the number and type of members of the active or reserve components of the Armed Forces of the United States, veterans, and family members served:

The North Carolina Army National Guard Family Readiness Program provides the eight essential services for Service Members and their families, this includes: ID cards and DEERS updates; Tricare information; Financial support; Legal support; Crisis intervention; Emergency Family Assistance Center Operations; Exceptional Family Member Program; Community Information and Outreach Services.

The Family Assistance Centers, staffed by the Soldier & Family Readiness Specialist team and State Family Assistance Coordinators, work with a total of roughly 11,000 currently serving Service Members and all retired veterans from Active Duty and Reserve Components that are local to their area. They also work with all family members for each of the actively serving and retired military personnel.

The Soldier and Family Readiness Specialist also work with Mobilizing units and ensure their family members are taken care of with the support they need while their Soldiers are deployed. They attend and brief at Yellow Ribbon events, Soldier Readiness Events, Family Day events, and Community Outreach Activities.

The Point of Contact (POC) for this report is CSM Robert T. Shook who can be reached at robert.t.shook.mil@army.mil or 984-664-6324.

State	SRFS Region	# of Events per year	# of Briefings per year	# of Cases per year	# of Contacts per year	# of Mobilization related outreaches per year (NCARNG Mobilizations Only)
NC	Morrisville	9	6	40	367	7
NC	Raleigh x2 Team Members	42	30	81	1067	96
NC	Greensboro	13	3	66	346	5
NC	Wilmington	4	2	8	170	No Mobilized units for Outreach
NC	Goldsboro	14	9	29	258	3
NC	Charlotte x 3 Team Members	90	41	196	1248	233
NC	Asheville	14	3	49	670	383
NC	Southern Pines	7	9	25	484	202
NC	Greenville	21	7	53	401	143
NC	Winston Salem	28	4	26	351	No Mobilized units for Outreach
NC	Lenoir (State Funded PSN)	39	36	37	1569	57
NC	Greensboro (State Funded PSN)	3	3	9	44	70
NC	Greenville (State Funded PSN)	20	2	12	346	No Mobilized units for Outreach
TOTAL	Data represents activity from: 1 Sept 2023 through 30 Aug 2024					1199
		304	155	631	7321	