

## WHAT IS A FAMILY ASSISTANCE CENTER (FAC)

### References:

- DOD Instruction 1342.22, Family Centers
- Army Regulation 608-1, Army Community Service Program
- Air Force Instruction 36-3009, Family Support Center Program
- FORSCOM Regulation 500-3-1, FORSCOM Mobilization and Deployment Planning System
- National Guard Regulation 600-12, National Guard Family Programs

The mission of every Family Assistance Centers (FACs) is to provide information, referral, and outreach for Service Members and Families. FACs will be activated as a multi-disciplinary humanitarian response to major events.

FACs are established in times of natural or man-made disasters, contingency call-up, mobilization and large-scale deployments to provide a —one-stop shop for support and assistance to National Guard and other service members and their families.

The FACs are critical links for families, service members, commands, and community. FACs are the primary entry point for assistance for all service members regardless of service components and provide information, referral, and outreach to service members and families during the deployment process — a process that encompasses preparation (pre-deployment), sustainment (actual deployment), and reunion (reintegration).

FACs are not just an indispensable pillar of support for families of deployed service members — they also provide critical assistance to demobilizing soldiers and promote long-term health and welfare of the military family. A FAC offers to persons affected by an event a single place to receive reliable information, crisis/grief support, and benefits information. FACs are modular and scalable, incorporating disciplinary cells deemed necessary for support.

FACs are located in each state and territory to minimize the geographic dispersion of both Active and Reserve Component Families from centralized, installation-based service providers. FACs are intended to facilitate and simplify the process of accessing needed services and support for Guard families called to active duty for an extended period, as well as families of other military services. During these times of crisis, the FACs becomes a point to coordinate available resources, such as Chaplain Services, American Red Cross (ARC), Veterans Service Organizations and a host of other agencies with direct and indirect interests in assisting and supporting military families.

The FAC provides the following 6 essential services to Family members residing within the support area:

#### (1) Crisis Intervention & Referral

Provide assistance with the following Duty to Warn situations:

- Domestic Abuse
- Child Abuse/Neglect
- Danger to Self and/or Others
- Abuse/Neglect of a Vulnerable Adult

(2) Legal Resource/Information & Referral

- Assistance with Power of Attorney/Wills
- Information and assistance with Service Members Civil Relief Act
- Assistance with referral for ESGR

(3) Financial Resource/Information & Referral

- Understanding Military Pay
- Assistance with Financial assistance and loan application through the American Red Cross and other agencies.
- Referral to the availability of outside grants
- Provide referrals for budgeting classes

(4) TRICARE Resource/Information & Referral

- Provide general information on insurance benefits
- Assist with TRICARE Medical and Dental Applications
- Assist with finding local participating providers
- Assist with challenging claim denials

(5) ID cards and DEERS Information & Referral

- Provide information on DEERS Rapids centers
- Assist with obtaining an ID card

(6) Community Resource/Information and Referral, with Family Outreach

Provide a list of local Community resources including but not limited to the following:

- Assist with Child care resources and referral
- Assist with referral to local financial resources
- Assist with finding a local FRG to assist with Family Readiness

FAC Operations are available 24 hours a day, 7 days a week and 365 days a year.

- FAC Coordinator

340-332-3625 (c), 340-712-8023 (w), [FACcoordinatorVI@ng.army.mil](mailto:FACcoordinatorVI@ng.army.mil)

- FAC Specialist – St. Croix

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- FAC Specialist – St. Thomas

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