

## WHAT IS A FAMILY ASSISTANCE CENTER (FAC)

Family Assistance Centers (FAC) are established in times of 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.

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.

### FAC Services

Information & Referral	Outreach & Follow-Up
ID Cards & DEERS Enrollment	TRICARE
Financial & Legal Services	Deployment Support
Crisis Intervention & Referral	

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

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## **Family Readiness Assistant (FRA) PROGRAM**

The core function of the FRA is to work with Family Readiness Groups (FRGs). Regulation requires Commanders to establish and support FRGs. Too often commanders are busy with preparing the unit for mission success; as a result they struggle to supply sufficient command support to the family unit. To help these groups prosper and to increase their effectiveness, the National Guard has provided Family Readiness Assistants (FRA) to each state and territory. The FRA's main functions are to coordinate FRG development and sustainment. We train and support FRGs in their outreach programs, coordinate activities with the State Family Program Director (SFPD), and we assist the FAC in developing FRG state plan programs and coordinate formal training of volunteers and command personnel.

FRAs train unit and FRG personnel on meeting management, development of communication line, phone trees and phone circles. We also assist in scheduling pre-deployment and reunion briefings (Operation Ready materials). It is the responsibility of the Family Readiness Assistant to plan and schedule technical briefings, orientation workshops for commands, readiness groups, deployments and reunions. We coordinate between family programs and staff office within the state. We also assist with the FRG newsletter; we assist FRGs in the developing of unit rosters, membership rosters and volunteer rosters. The FRA also provides material and social support to families and refers them to the Family Assistant Center.

### **Contact information:**

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## **Family Readiness Support Assistant (FRSA)**

The Family Readiness Support Assistant (FRSA) provides assistance in executing Soldier and Family wellbeing responsibilities at the state/territory and command level throughout the seven phases of the deployment cycle: train-up and preparation, mobilization, deployment, employment, redeployment, post-deployment, and reconstitution.

The FRSA operates as a liaison with other support entities including Rear Detachments, Family Readiness Groups, Family Assistant Centers, and Employer Support for the Guard and Reserve (ESGR) representatives. The FRSA also provides guidance, assistance, and day-to-day support and continuity for the Commander's Family Readiness Program, operations, and initiatives.

### **Contact information:**

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## Family Program Calendar of Activities

- Military Family Month - Activities Nov 2010
- Strong Bonds Seminar 19-21 Nov 2010
- VING Children's Christmas Party – STX/STT 11/18 Dec 2010
- 786<sup>th</sup> 30-Day Reintegration 11-12 Dec 2010
- 786<sup>th</sup> 60-Day Reintegration 8-9 Jan 2011
- Strong Bonds Seminar 4-6 Feb 2011
- AG Fair/Care Package Drive 12-14 Feb 2011
- 51<sup>st</sup> PAD 30-Day Reintegration 19-20 Feb 2011
- 51<sup>st</sup> PAD 60-Day Reintegration 12-13 Mar 2011
- Volunteer Recognition Week 18-22 Apr 2011
- Easter Egg Hunt – STT/STX 9/23 Apr 2011
- Strong Bonds Seminar 6-8 May 2011
- FRG Annual Workshop & Awards Ceremony 20-22 May 2011
- Youth Development Camp 19-24 Jun 2011
- Family Wellness 8-10 Jul 2011
- Annual GYTB Workshop 19-21 Aug 2011
- Strong Bonds Seminar 26-28 Aug 2011