

North Carolina National Guard

Soldier Support Services

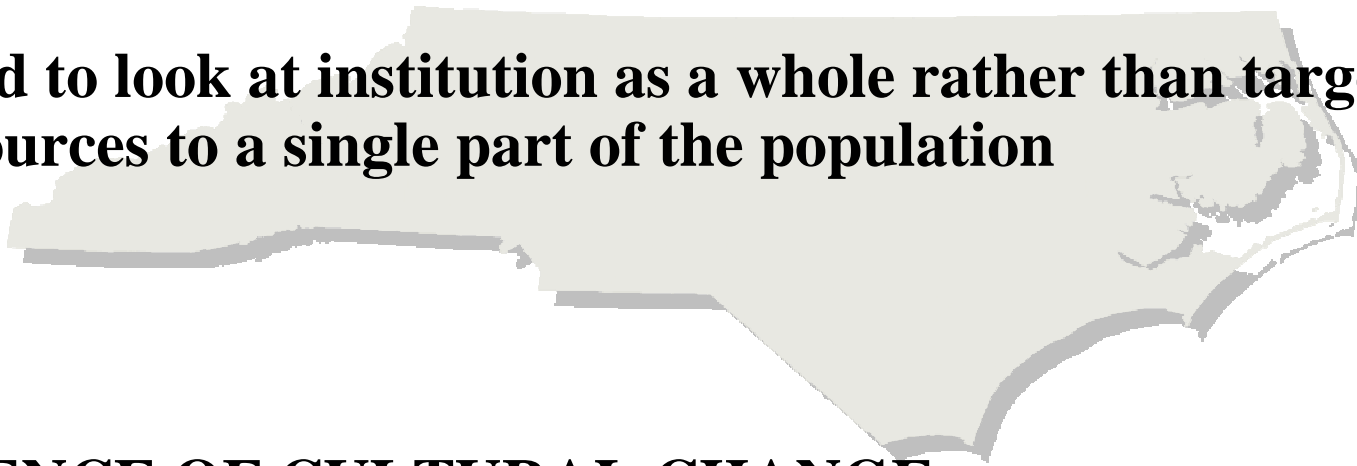


*North Carolina Army National Guard
J-9 Soldier Support Services*

NGB Psychological Health Program

A Year in Review... DPH Observations

- **The military is spearheading historical cultural change with regard to “mental”, “psychological”, and “behavioral” health.**
- **Need to look at institution as a whole rather than target resources to a single part of the population**



EVIDENCE OF CULTURAL CHANGE:

Piloted NCNG Reconstitution Center at Ft. Stewart, GA

A year in review and way ahead

- **Culture of change**
 - **Policy**
 - **Practice**
- **Ensuring the help is there**
- **How many lives have been saved?**
- **How many lives have been lost?**



Observations- Family Readiness Program

- **The Family Readiness Program has become an integral part of the NCNG.**
- **Commanders, Servicemembers, and Families have realized the importance of accurate and timely information re: activities, benefits & entitlements**
- **Building partnerships within the NCNG, Veterans' Service Organizations and the Community is the foundation of a regional statewide care network for Families and Servicemembers.**
- **Piloted NC Reconstitution Center for returning 30th HBCT Soldiers at Ft. Stewart, GA**
- **The stigma of accessing mental health resources is changing.**
- **Utilization of Military Family Life Consultants and Personal Financial Counselors has increased from 1-2 contacts per week to 35 + contacts per week.**
- **On-going community support for Servicemembers and Families will continue to be a challenge in the future.**

Observations – Yellow Ribbon Program

- **The DoD Yellow Ribbon (YR) program is an asset to the Servicemembers and their Family that are geographically located throughout North Carolina. We take the program to them.**
- **Servicemembers and Families recognize the importance of receiving Information about their benefits and entitlements that will sustain them as Veterans.**
- **The YR Program is structured to be Family Friendly; encouraging spouses, parents, and children to attend the event.**
- **Having all resources in one location provides on the spot assistance for Servicemembers and Spouses to gather information.**

Observations – Yellow Ribbon Program (Cont.)

- **Servicemembers or Family Member's may feel the information is repetitious, therefore, Servicemembers with multiple deployments have not always informed their spouse of YR Events.**
- **Limited Program visibility to Servicemembers and Families.**
- **VA is enrolling more Servicemembers as a result of the Yellow Ribbon Program Events**

Observations – Casualty Operations

- **Casualty operations prior to our involvement vs current operations**
- **Family geographical differences from Active Duty vs National Guard**
- **Benefits for Active Duty vs Traditional Guardsmen**
- **Overall, the NCNG has experienced 52 deaths within the past two years**

NC SOS Observations since Inception 10/5/09

- **Transition from CAO/CNO cases – 38**
- **Referrals from other states/sources – 6**
- **Phone calls – 55**
- **Home visits – 2**
- **Counseling Referrals – 8**
- **Financial Referrals (DFAS, SS, SGLI/VGLI, DIC, etc) – 10**
- **Other Referrals (wills, JAG, Vet Center, Certified Death Certificates, Educational Benefits, Headstone Markers, etc) – 40**
- **Co-coordinating Memorial events (i.e. NC Gold Star, Lost Heroes Art Quilt, Memorial Photos, Bereavement Facilitator Course (Date TBD), Developing grief support group for western part of state) -- 5**

In Conclusion

"We have a job where we meet human needs. Every life we touch with healing and compassion is a victory. We can't take away the problems people face, we can only help make things better no matter what our gifts may be."

Leslie J Summers, JR., Chaplain, Lt Col, USAF

The Way Forward

- **Ft. Stewart, GA will be the new model of Soldier re-integration**
- **We are working to:**
 - Add permanent MFLCs to replace rotational personnel
 - Grow a mental health team to get a 1:2500 Soldier ratio
- **Gain baseline research, data, and analysis for:**
 - Resiliency program effectiveness
 - Deployment related issues
 - Generational issues and how they affect the military
- **Define/clarify benefits to survivors at the State level**
- **Continue/grow education programs to teachers, counselors, educators and day care personnel on military child issues**