



# CHIEF NATIONAL GUARD BUREAU INSTRUCTION

NG-J1  
DISTRIBUTION: A

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## NATIONAL GUARD FAMILY PROGRAM

References: See Enclosure B.

1. Purpose. This instruction implements policy and assigns responsibilities for the National Guard Family Program (NGFP). This instruction also will assist The Adjutants General (TAG) of the States and Territories, and the Commanding General (CG) of the District of Columbia, in establishing State Family Programs (SFP), which function in regard to Service-specific culture and mission requirements. This instruction directs staff to collect and maintain information subject to the Privacy Act of 1974, authorized in accordance with (IAW) references a, b, and c.

2. Cancellation. This instruction cancels NG Regulation 600-12/AF Instruction 36-3009, "National Guard Family Program," 04 August 2011.

3. Applicability. This instruction applies to the Army National Guard (ARNG) and Air National Guard (ANG) of the States, Territories, and the District of Columbia, hereafter referred to as "States," in conjunction with respective Major Army Command or Major Air Command directives, as applicable.

4. Policy. It is National Guard Bureau (NGB) policy that:

a. Each of the States will develop and implement an SFP to inform families of the important role of the National Guard in national security and State and local emergencies.

b. The SFP will provide efficient and effective services and resources to Service members and their families that support readiness and retention.

c. The Yellow Ribbon Reintegration Program (YRRP) is a delivery mechanism for Family Programs (FP) during deployment.

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d. The FP will be free of discrimination based on race, color, national origin, religious or political preference or affiliation, gender, age, handicap, or Service affiliation. All active, reserve, and retired uniformed Service members; their family members; civilian employees; and surviving family members of military personnel are eligible for assistance. The NGFP will provide appropriate and reasonable accommodations to all employees and persons receiving services in accordance with Federal standards.

e. All information obtained from individuals must be appropriately safeguarded to protect an individual's privacy. Disclosure of any records must be IAW references b and c. Release of any personal information must be requested by an appropriate agency or individual "FOR OFFICIAL USE ONLY" and the request or release of information must be documented in writing. Before obtaining information, FP staff must inform clients that their information may be released under limited circumstances.

f. The use of volunteers will be IAW reference d. Statutory volunteers may have access to Privacy Act information IAW reference e.


5. Definitions. See Glossary.

6. Responsibilities. See Enclosure A.

7. Summary of Changes. None.

8. Releasability. This instruction is approved for public release; distribution is unlimited. NGB directorates, TAGs, the CG of the District of Columbia, and Joint Force Headquarters-State (JFHQs-State) may obtain copies of this instruction through <<http://www.ngbpdc.ngb.army.mil>>.

9. Effective Date. This instruction is effective upon publication.

  
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General, USA  
Chief, National Guard Bureau

Enclosures:

- A -- Responsibilities
- B -- References
- GL -- Glossary

ENCLOSURE A

RESPONSIBILITIES

1. Director of Manpower and Personnel, National Guard Joint Staff (NG-J1).  
The NG-J1 director will:

- a. Serve as the primary point of contact for the Office of the Secretary of Defense (OSD), the ARNG and ANG directorates, TAGs, and the CG.
- b. Establish and maintain an interdependent collaboration with other Service Components to further develop and refine policies to reflect the needs of Service members and their families.
- c. Coordinate, consult, and partner with Federal Government and national, public-profit and non-profit entities to maximize the opportunities for the necessary support services to be provided to Service members and their families, whenever possible.
- d. Coordinate and synchronize national-level service support providers for FP, YRRP, Employer Support of the Guard and Reserve (ESGR), psychological health providers, sexual assault response coordinators, suicide prevention program managers, Survivor Outreach Services, and transition assistance advisors (TAA).
- e. Work with OSD and all Service secretaries, in conjunction with the ARNG and ANG directorates, to help develop standards for FPs that reflect the needs of all Service members and their families.
- f. Encourage lines of communication among TAGs and the CG to ensure top-level input and support of FP, promote active solicitation of the needs of National Guard personnel and their families, and ensure the most effective implementation of FPs.

2. Director of the Army National Guard (DARNG) and Director of the Air National Guard (DANG). The DARNG and DANG will each:

- a. Operate and resource Service Component family programs that serve Soldiers/Airman and their families.
- b. Provide the necessary resources to ensure that TAGs and the CG can implement FPs in their respective States.
- c. Encourage Service members and their families to participate in FPs.

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- d. Assist States in meeting the recommended minimum standards for FPs by researching and outlining the minimum standards.
- e. Budget for appropriated and non-appropriated, as applicable, FP funding to support the participation of Service members and their families in FP events and activities.
- f. Budget, as necessary, for the costs associated with conducting activities and events under FP, to include providing invitational travel orders for family members and volunteers, as appropriate.
- g. Provide JFHQs-State with information on Army and Air Force programs that complement National Guard FPs, and assist with activity coordination.
- h. Coordinate with Service Reserve Components in FP execution at the State-level.
- i. Coordinate with other Services to coordinate events and services to support all Service members and families, to include those that are geographically dispersed, whenever possible.
- j. Coordinate with the NGFP office to develop a tailored FP to meet any special needs of personnel and family members.
- k. Coordinate with Army and Air Force respectively through the ARNG and ANG FP offices to best resource SFP.
- l. When appropriate, coordinate NGFP resources with the OSD Joint Family Resource Center.
- m. Collaborate with the NGFP office on FP service updates to ensure the issuance of guidance and instructions.
- n. Send FP representatives to monthly, or as needed, planning and coordination meetings called by the NGFP office to provide input, receive informational updates, discuss issues and initiatives, solidify implementation, and share best practices.
- o. Conduct annual and quarterly performance evaluation assessments of FP implementation within their Components, to include Service member and family satisfaction, and provide all performance assessments to the NGFP office.

3. Chief of the National Guard Family Program. The NGFP chief will:

- a. Be responsible for policy development in coordination with ARNG and ANG FP staff.
- b. Be responsible for Joint Staff policy and guidance for FP.
- c. Ensure compliance with Department of Defense (DoD), Army, and Air Force policies and procedures.
- d. Provide broad policy, plans, and program guidance to the States to outline and administer an effective and efficient program.
- e. Ensure both the ARNG and ANG are included in DoD Total Force Family Readiness planning and implementation, including policies, guidance, technical assistance, consultation, and resources to support the NGFP development.
- f. Ensure that NGFP, ARNG, and ANG FP personnel routinely interface with active Components seeking inclusion in training, policy, and applicable directives.
- g. Be responsible for continuous submission, integration, and analysis of data and reporting of observations on NGFP.
- h. Develop and oversee a single training program, both online and in classrooms, in consultation with DoD and the ARNG and ANG directorates, for National Guard military and civilian personnel responsible for implementing FPs.
- i. Conduct, at a minimum, quarterly planning and coordination meetings with ARNG and ANG FP representatives to receive input, review implementation practices, and share best practices.

4. TAGs and the CG. TAGs and the CG will each:

- a. Implement a comprehensive FP that supports the needs of both the ARNG and ANG in their State, to the extent of funding provided by the Services.
- b. Ensure an SFP director (SFPD) is selected, trained, and supported.
- c. Ensure the appropriate oversight of fiscal, manpower, facilities, and program standards.
- d. Provide command support.

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e. Ensure the SFP is informed and included in the activation, mobilization, or deployment of units, individuals, or personnel in the State.

5. SFPDs. SFPDs will:

a. Serve as the State advisor to the TAG or CG on family readiness, quality of life, and other FP matters.

b. Serve as policy advisor in the development and implementation of work/life services and activities for the NGFP program.

c. Develop, direct, manage, implement, coordinate, and evaluate the human service delivery system to ensure FP elements and support services are provided to military and family members, including any family of deployed military personnel.

d. Initiate, develop, prepare, and implement policy and guidance on assigned programs.

e. Interpret and adapt guidance, regulations, instructions, and policies, tailoring them to the State's needs.

f. Direct the SFP through coordination, communication, and collaboration with all family support personnel within the SFP; other Service Components; and State and national-level support organizations.

g. Ensure the effectiveness of providing family assistance to all Service members and their families, regardless of deployment cycle status.

h. Provide Service members and their families with an annual FP briefing, which includes information on pay, benefits, entitlements, and a current listing of applicable toll-free phone numbers, for example, to Family Assistance Centers (FACs), national and local community resources, ESGR, health benefits, and the American Red Cross.

i. Oversee, as directed by the TAG or CG in coordination with the United States Property Fiscal Office, the budget aspects for the SFP, to include forecasting, procuring, and executing Army-appropriated or non-appropriated funds for FP, youth programs, volunteer programs, and contracting. Air Force appropriated funds are managed and administered by NGB/A1SA and executed at the Wing level.

j. Provide guidance on locally-generated funds and corporate sponsorship.

k. Provide guidance and training for commanders and Family Readiness Group (FRG) leadership on the FRG informal fund.

1. Ensure full use of funds and compliance with all regulatory guidelines.
  - m. Ensure that Invitational Travel Authorizations and Invitational Travel Orders are used appropriately for non-military participants when supporting official FP activities and events.
  - n. Collaborate, network, and participate with inter- or intra-Service and civilian agencies to provide adequate resources to all Service members and their families.
  - o. Establish and promote programs to assist in the resolution of issues that may or may not be a result of military service, such as YRRP, TAA, ESGR, SAPR, health and psychological health, and other DoD programs.
  - p. Ensure implementation of all volunteer management requirements, including an award recognition program, volunteer-hour tracking, background checks, and training for specified volunteers.
  - q. Assess military family quality-of-life issues and implement recommendations to improve well-being.
  - r. Implement and promote a State Child and Youth Program using available resources.
  - s. Implement and promote a community outreach program throughout the State.
  - t. Develop a marketing plan to increase Service member and family awareness of all available programs.
  - u. Ensure liaison and coordination between the SFP, unit commanders, and local military, government, and civilian agencies.
  - v. Ensure and maintain a current list of resource points of contact and volunteers.
  - w. Develop a resource management plan to maximize support of service delivery.
  - x. Provide information, assistance, training, referral, and follow-up services for military families, as requested, throughout the entire deployment cycle.
  - y. Oversee the management of volunteer recruitment, training, and support.

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- z. Identify, assess, and brief the TAG or CG on military family issues, trends, needs, program priorities, and program effectiveness.
- aa. Identify the needs of Service members and their families, use military and community resources to determine the appropriate assistance, and follow-up to ensure that the needs were addressed.
- bb. Ensure development and maintenance of a community resource guide.
- cc. Ensure that the SFP provides consultation to commanders, and assists them in developing and executing policies, programs, and processes that enhance individual, family, and community readiness for newcomer orientation, mobilization, pre-deployment, reunion and reintegration, and demobilization, as required.
- dd. Promote the SFP and its services to Senior Enlisted Groups, the Officers Association, and other applicable forums.
- ee. Serve as FP advisor.
- ff. Ensure ongoing family readiness training for commanders, senior enlisted leaders, First Sergeants, unit leaders, Service members, and the FRG/Airmen and Family Readiness Program Managers (A&FRPMs)/Key Volunteer Network (KVN) members.
- gg. Develop, test, and implement plans for state, regional, and national catastrophic events, in coordination with local, military, and community agencies.
- hh. Ensure the effectiveness of briefings and activities IAW NGB guidance, in collaboration with the State YRRP, as directed by the TAG or CG.
- ii. Ensure the effectiveness of the Joint Family Support and Assistance Program in meeting the needs of Service members and their families.
- jj. Ensure that SFP events and activities are conducted in a timely manner, and in geographically centric locations, to ensure maximum participation by Service members and their families.

6. Commanders. Commanders will:

- a. Ensure military family readiness and preparedness through the support of FP missions, goals, and objectives.
- b. Consult with FP personnel to support quality of life, readiness, and retention.



- c. Provide program vision and guidance to their respective FRGs, A&FRPMs, and KVNs.
  - d. Designate a Family Readiness Liaison or Military Point of Contact for military families, unit members, and the chain of command, and require that he or she is formally trained by the SFP.
  - e. Ensure that all unit members are aware of their responsibility to prepare their families for military life.
  - f. Encourage Service members and their families to participate in activities sponsored by the FP.
  - g. Conduct a minimum of one Family Readiness information briefing for unit members and their families on an annual basis.
  - h. Appoint, in writing, a statutory volunteer or group of statutory volunteers to implement an active volunteer program. Provide the appropriate logistical and command support needed for the volunteers to carry out their mission within the unit.
  - i. Ensure that volunteer activity funds are properly accounted for and that Government-owned property is safeguarded at all times.
  - j. Ensure that applicable Service members comply with family care plans.
  - k. Ensure that mobilization, pre-deployment, deployment, reunion and reintegration, and post-mobilization briefings are conducted for military families.
  - l. Ensure accountability for each deploying and redeploying Service member in the YRRP.
  - m. Participate in FP training, and ensure that senior enlisted members attend FP training.
7. Service Members. Service members will:
- a. Ensure that command is informed of any changes in family status, including current family contact information.
  - b. Ensure that the appropriate mobilization or deployment documents and required emergency data are updated in personnel files.
  - c. Prepare the required family care plan.

- d. Encourage family member attendance at information briefings.
- e. Provide families with FP, FRG, and A&FRPMs contact information, key unit-personnel information, phone numbers, and locations.
- f. Ensure that qualifying family members are aware of the YRRP.
- g. Self-identify all family member special needs IAW references f and g.

ENCLOSURE B

REFERENCES

- a. 5 USC § 552
- b. AR 340-21, 05 July 1985, "The Army Privacy Program"
- c. AF Instruction 33-332, 16 May 2011, "Air Force Privacy Program"
- d. DoD Instruction 1100.21, 26 December 2002, "Voluntary Services in the Department of Defense"
- e. DoD 5400.11-R, 14 May 2007, "Department of Defense Privacy Program"
- f. AR 608-75, 24 February 2011, "Exceptional Family Member Program"
- g. AF Instruction 40-701, 15 February 2012, "Medical Support To Family Member Relocation and Exceptional Family Member Program (EFMP)"
- h. AR 608-1, 13 March 2013, "Army Community Service"
- i. AF Instruction 36-3009, 18 January 2008, "Airman and Family Readiness Centers"

## GLOSSARY

### PART I. ABBREVIATIONS AND ACRONYMS

A&FRPM	Airman and Family Readiness Program Manager
ANG	Air National Guard
ARNG	Army National Guard
CG	Commanding General
DANG	Director of the Air National Guard
DARNG	Director of the Army National Guard
DoD	Department of Defense
ESGR	Employer Support of the Guard and Reserve
FRG	Family Readiness Group
IAW	In Accordance With
JFHQs-State	Joint Forces Headquarters-State
KVN	Key Volunteer Network
NGB	National Guard Bureau
NGFP	National Guard Family Program
NG-J1	Directorate of Manpower and Personnel
OSD	Office of Secretary of Defense
SFP	State Family Program
SFPD	State Family Program Director
TAG	The Adjutant General
YRRP	Yellow Ribbon Reintegration Program

### PART II. DEFINITIONS

The Adjutant General -- The commander of the Army and Air National Guard in a State or Territory.

Commanding General --The commander of the Army and Air National Guard in the District of Columbia.

Department of Defense Personnel and Their Families -- Includes all military members, Services, Reserve Components, the National Guard, military retirees, Department of Defense civilians, and their eligible immediate family members.

Family -- The family is the spouse or children of the military member or anyone who meets the military dependency criteria outlined in references h and i. For information briefings and activities, the definition of “family” is expanded to encompass persons who have influence over the member’s attitude toward military service, for example, parents, siblings, fiancés, fiancées, or common-law spouses.

Family Assistance Center -- A center with the primary mission of providing information, resources, and referrals to Service members and families in need.

For the purposes of the National Guard, a Family Assistance Center may be located in brick and mortar facilities, such as armories, Air Wings, and other readiness centers. The Family Assistance Center may not be a 24-hour support center.

Family Readiness Liaison -- A unit member designated by command as its Family Program representative.

Joint Family Support Assistance Program -- A mobile support service that partners with military, State, and local resources to facilitate an integrated service-delivery system, community support, and outreach for geographically dispersed Service members and their families.

Military Point of Contact -- A unit member designated by command as its Family Program representative.

Mobilization -- The accelerated expansion of active Components by ordering the National Guard and Reserves to active duty to prepare for, or operate in, war or a national emergency. There are five phases: preparatory, alert, mobilization and home station, movement to mobilization station, and operational readiness improvement.

Other Uniformed Services -- Includes members of the U.S. Coast Guard, the National Oceanic and Atmospheric Administration, uniformed State Department personnel, Public Health Service personnel, and members of foreign military units assigned or attached to a military installation in or outside the United States.

State Family Program Director -- The individual in the State identified as the primary point of contact to The Adjutant Generals or the Commanding General for coordination and implementation of the State Family Program.

State Child and Youth Program Coordinator -- The individual in the State identified as the primary point of contact for coordination and implementation of the Child and Youth Program.

State -- The 50 States, four Territories, and the District of Columbia.

Yellow Ribbon Reintegration Program -- A program that networks military services, veteran service organizations, state government departments, and other agencies to provide information, resources, referrals, and proactive outreach to Service members, spouses, employers, and youth throughout mobilization phases.