

# Survivor Outreach Services



## Survivor Outreach Services (SOS)

# Survivor Outreach Services



## Agenda

- Background
- Organizational Structure – Program Elements
- SOS Website
- Way Ahead

# Survivor Outreach Services



- **CSA's Guidance:** Develop a Program that...
  - ✓ Connects Families to the Army for as long as they desire
  - ✓ Increases population reached, assistance provided, and length of support available to foster resiliency
  - ✓ Creates a multi-agency approach and standards of support
  - ✓ Ensures access to all entitled benefits for Families
  - ✓ Leverages non-profit organizations

- **Survivor Outreach Services (SOS) Working Group Informs and Monitors Process and Progress:**

- ✓ Representatives from across multiple Army Agencies, Survivors, Army Commands and Army Components
- ✓ Provide strategic oversight
- ✓ Developed charter
- ✓ Developed organizational framework, identified policies/legislation, recommend program improvements, changes to policies and programs

Beneficiaries – those designated persons who receive benefits consistent with regulation, Public Law and the elections of the Soldier

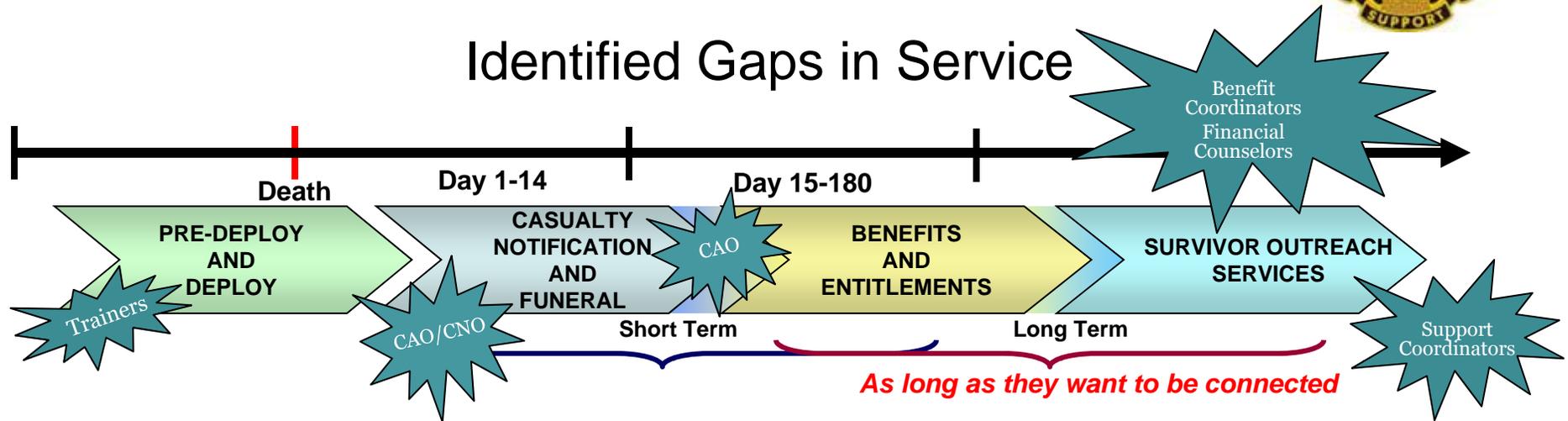
Surviving Family members/SOS – includes Primary and Secondary Next of Kin. Primary and Secondary Next of Kin are defined as spouse, children, parents, persons in loco parentis, siblings, and designated beneficiaries.

Fallen Soldier: A Soldier death occurs while on Active duty status

# Survivor Outreach Services



## Identified Gaps in Service



GAPS IDENTIFIED
<p><b>Pre-Deployment Training</b></p> <ul style="list-style-type: none"> <li>• Lack of standardized training</li> <li>• Little focus on disability / estate planning</li> </ul>
<p><b>Casualty Notification Through Funeral</b></p> <ul style="list-style-type: none"> <li>• Overwhelming number of contacts during difficult time</li> <li>• CAOs largely compassionate and supportive, but lack depth regarding benefits and entitlements</li> </ul>
<p><b>Benefits &amp; Entitlements</b></p> <ul style="list-style-type: none"> <li>• Lack of focused, specialized benefits expertise</li> <li>• Limited financial advice counseling available – counseling limited to household finances</li> </ul>
<p><b>Long Term Support</b></p> <ul style="list-style-type: none"> <li>• Disparity in access across the Army</li> <li>• Perception that support ends six months following the death of the Soldier</li> </ul>

# Survivor Outreach Services



## CLOSING THE GAPS

### **Pre-Deployment and Deployment**

- High impact, standardized training
- Include survivors in training
- Execute training at the local level while meeting minimum, centralized standards
- Increased focus on disability and estate planning

### **Casualty Notification through Funeral**

- Improved manning at all Casualty Assistance Centers
- Expert benefits and finance counselors available at CACs to team with Retirement Services Officers and assist Survivors
- Quality up front to minimize problems later

### **Benefits & Entitlements**

- Trained Support Coordinators, Benefits Specialists, and Financial Counselors
- Resource Reserve Components to provide support to geographically dispersed

### **Long Term Support – Survivor Outreach Services**

- Push System -- Centralized Control -- Decentralized Execution
- Improve responsiveness, decrease inquiries
- Provide comprehensive, integrated web-based access to resources
- Increased partnerships focused on Survivor population
- Responsive quality assurance for immediate problems and programmatic direction

# Survivor Outreach Services



## Mission (Draft)

*Embrace Survivors and give them reassurance that they are connected to the Army Family through sustainment of a coordinated multi-agency Survivor support program that maximizes cooperative efforts with NGOs, ensures Survivors receive all benefits to which they are entitled, and allows them to remain an important part of the Army for as long as they desire*

# Survivor Outreach Services



## Program Elements

### **Support Coordinator (108)** **Must possess Bachelors degree**

- ✓ Support Groups
- ✓ Advocacy/Outreach
- ✓ Information & Referrals
- ✓ Life Skills Education
- ✓ Coordinate with benefit counselor  
financial counselor, NGO's, others

### **Financial Counselors(108)** **Accreditation**

- ✓ Budget/basic financial management
- ✓ Investment education
- ✓ Estate planning and education
- ✓ Coordinate with benefits coordinator

### **Benefits Coordinator (30)** **Certification**

- ✓ SME on all benefits; state, local, federal
- ✓ Coordinate with support coordinator  
and financial counselor
- ✓ Initial POC for CAO

### **Trainers (30)** **Certification**

- ✓ CAO/CNO
- ✓ Pre Deployment Training for Family  
member/Service member
- ✓ Train the Trainer
- ✓ Pre-deployment training

# Survivor Outreach Services



## Program Elements

### Family and Morale Welfare Recreation Command

– Army Community Service (Support Coordinators and Financial Counselors)

- Total Staff: 100 contracted positions
  - 98 resumes forwarded to ACS Directors for review
  - 0/100 contract staff hired
  
- Training:
  - Three day, 21.5 hours
  - Training will commence as soon as staff is on-board

# Survivor Outreach Services



## Program Elements Installation Management Command - Human Resources

### ➤ Casualty Assistance Centers (Benefit Coordinators and Trainers)

Total Staff: 60 Department of Army civilian positions

- 27/60 GS positions filled
- 8 installations have 100% staffing (Huachuca, Sill, Riley, Dix, Stewart, Campbell, Benning and Carson)

Training:

- Benefit Coordinator Training - 5 days (40 Instructional hours) The course will train the Benefit Coordinator on the roles and responsibilities associated with benefits and entitlements based upon the unique requirements, goals, objectives, family structure and economic circumstances of each beneficiary

# Survivor Outreach Services



## Program Elements Installation Management Command - Human Resources

### ➤ Casualty Assistance Centers (Benefit Coordinators and Trainers)

#### Training Continued:

- Benefit Coordinator Training - 5 days (40 Instructional hours) The course will train the Benefit Coordinator on the roles and responsibilities associated with benefits and entitlements based upon the unique requirements, goals, objectives, family structure and economic circumstances of each beneficiary

# Survivor Outreach Services



## Program Elements Army National Guard (ARNG)

- Total Staff: 108 contracted positions
  - Location: State TAG to determine location
  - 0/108 contract staff hired
  - ARNG combined Support Coordinator and Financial Counselor positions
    - ✓ SOS Coordinator will be trained to perform both functions
    - ✓ Decision based on geographical dispersion and workload
  
- Training:
  - ARNG SOS staff training will be conducted in conjunction with FMWRC SOS staff training

# Survivor Outreach Services

## Program Elements Army Reserve (USAR)



- Total Staff: 8 Department of Army civilian positions
  - Location: USAR Regional Support Centers (4)
  - 1 Support Coordinator and 1 Financial Counselor at each location
  
- Training:
  - Training will commence as soon as staff is on-board
  - Staff training will be conducted in conjunction with FMWRC SOS staff training

# Survivor Outreach Services

## Improvements to Policy (Updates based on feedback from SOS )



## Institutionalizing Change Across the Army

- Travel for Casualty Assistance Officers (CAO) to interment
- Group Interment policies modified
  - More sensitive to Families after prolonged periods of grief
- Distribution of flags at graveside to larger group
  - Maintain dignity of honors – meet Family desires
- Enhanced procedures for investigating suicides
- Emphasis on policy for Friendly Fire Incidents
  - Improved process to keep Families informed
  - Improved process to ensure appropriate investigations are conducted and results shared with Survivors
- Move Survivors to long term case management earlier if they desire

# Survivor Outreach Services

## Training Initiatives

(Since the Start of SOS – Feb 08)



### Training Before Tragedy – Improving Readiness

- “Taking Care of Business” -- pre-deployment personal readiness
  - Released online Army-wide – video, checklists and Commander’s briefing
  - Required for pre-deployment and annual readiness training
  - Follow-on video to educate Soldiers and families on the SGLI program in development
- “The Record of Emergency Data (DD93): What You Need to Know” video and step-by-step instructions completed and released online Army-wide
- Training for SOS positions at CACs (Trainer and Benefits Coordinator)
- Improved training product for use at Pre-Command Course
  - Additional emphasis on what Commanders need to know
- Additional high quality, on line products for refresher training

# Survivor Outreach Services



## Quality Assurance

(Immediate and Long Term Response)

### Feedback and Action

- Improved Quality Assurance (QA) Process
  - Immediate referral to Long Term Case Management for problem resolution whenever possible
  - Modified Survivor telephonic feedback survey
  - Feed QA survey results to SECARMY and directly back into SOPs
  - Sharing lessons learned from Staff Assistance Visits (SAVs) to Casualty Assistance Centers (CACs)

### Latest Challenge

- Media Coverage at Dover
  - Responding to change in policy while keeping Families first

# Survivor Outreach Services



## SOS Website

The screenshot shows a web browser window displaying the Survivor Outreach Services website. The browser's address bar shows the URL: <https://www.myarmylifetoo.com/skins/malt/display.aspx?ModuleID=8cde2e88-3052-448c-893d-d0b4b14b31c4&CategoryID=01512fd5-4faa-477f-b900-0989d8b95a54&Ot>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The browser's toolbar includes a search bar, navigation buttons, and a status bar showing the current page as "Page Builder: Preview Page".

The website content is as follows:

- Survivor Outreach Services**  
Dedicated to Survivors of the Fallen
- Program Manager**  
The Family, Morale, Welfare, & Recreation Command has created Survivor Outreach Services Program within the Family Programs Directorate. We are in the process of creating this landing page. Please [Click Here](#) to contact the program manager for additional information or to provide suggestions as to what you would like to see on this site.
- Mission Statement**  
Our Mission: Embrace Survivors and give them reassurance that they are connected to the Army Family through a multi-agency Survivor support program. The sustainment of coordinated efforts maximizes cooperation with NGOs, ensures Survivors receive all entitled benefits, and allows them to remain an important part of the Army for as long as they desire.
- Helpful Links**
  - Publications for Surviving Spouses
  - [Army Long Term Family Case Management](#)
  - [Veterans Administration Survivor web page](#)
  - [Gold Star Wives Organization](#)
  - [Fine Young Widows](#) (begun by an Army widow)
  - [Tragedy Assistance Program for Survivors](#)
  - [Soldier's Angels](#)
  - [Patriot Guard Riders](#)
  - [Veterans of Modern Warfare](#)
  - [Military.Com](#)
- Bookshelf Resources**  
**Books for Adults**  
**Living on the Seabed - A Memoir of Love, Life and Survival** by Lindsay Nicholson . Vermillion ISBN 009190015-8 £9.99  
This is a very honest account of how Lindsay Nicholson (Editor of Good Housekeeping magazine) suffered the loss of her husband (he was only 36 years old) and then several years later the death of her eldest daughter from leukaemia. Lindsay was pregnant with her second daughter at the time of her husband's death. I cried my eyes out on reading her account of what had happened to her, her fight for survival and just how to manage everyday life. She is also very honest about moving on in her life and how, when she least expected it, the man who is now her second husband walked into her life. So many truths and offering advice which I found many parallels with. This is a powerful and emotional book. It may well make uncomfortable reading to anyone who has not suffered the loss of a very close relative at a young age. I could not put it down and finished it on the second day of reading at 1.30am She has proved not only to herself just how strong she could be but to others that she could survive to provide a life for herself and her daughter.  
**Michael Rosen's Sad Book** : ISBN 0-7445-9898-2  
Michael Rosen's comments about missing his son Eddie who died. Great pictures by Quentin Blake. All about moods, behaviour etc and how you feel. Possibly also suitable for older children and teenagers. There isn't a story as such which may not be appropriate for all ages.

# Survivor Outreach Services

## SOS Website



### – Status

- Hosted on Army OneSource
- Marketing Plan updated to reflect SOS Website
- Capabilities
  - ✓ Resource Directory/Educational Materials section
  - ✓ Links to agencies/support services
  - ✓ Live Chat/Blogs/Forums
  - ✓ Feedback loop/venue to ask questions
  - ✓ Virtual World to host meetings

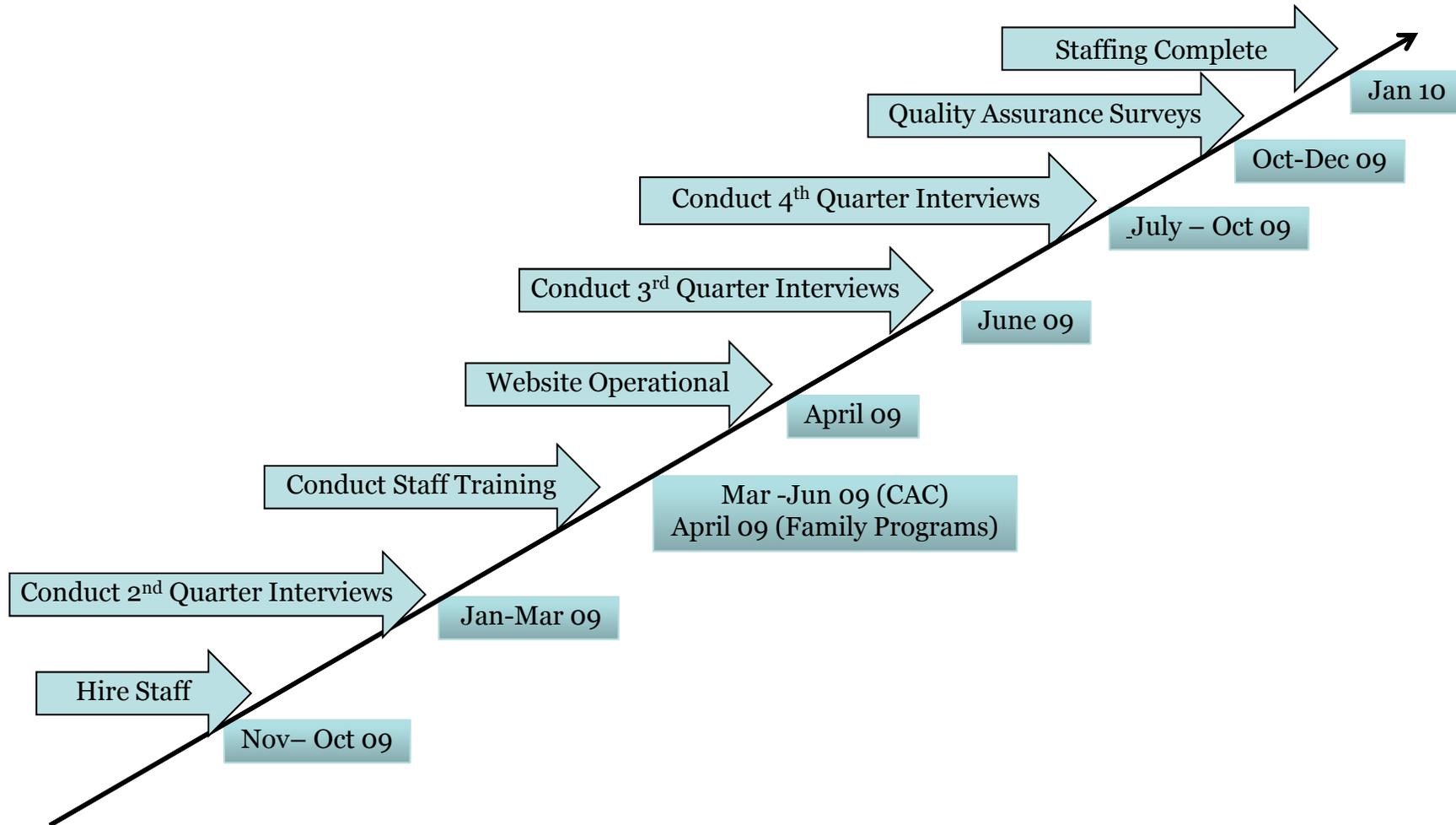
### –Way Head

- Exploring opportunities to host on-line meetings to create social environment – expected implementation April 09
- Exploring opportunities to upload SOS Work Group materials

# Survivor Outreach Services



## Way Ahead



# Survivor Outreach Services



# BACK UP SLIDES

# Survivor Outreach Services

## Staff Locations



- Hood
- Bragg
- Campbell
- Stewart
- Carson
- Schofield Barracks
- Riley
- Myer
- Lewis
- Jackson
- Drum
- Bliss
- Sill
- Sam Houston
- Richardson
- Polk
- Meade
- Leavenworth
- Leonard Wood
- Lee
- Knox
- Camp Zama
- Eustis
- Huachuca
- Dix
- Gordon
- Buchanan
- Belvoir
- McPherson
- Rucker
- Benning
- Germany

# Survivor Outreach Services



## SOS Training Initiatives

- Taking Care of Business, the pre-deployment personal readiness training video:
  - Released online Army-wide and announced as a new requirement in the train-up phase of the Deployment Cycle Support Checklist
  - Follow-on video on completing the Record of Emergency Data completed and awaiting DCS, G-1 approval
  - Follow-on video to educate Soldiers and families on the SGLI program in development
- Training POIs for CAC Trainer and CAC Benefits Coordinator:
  - CAC Trainer POI completed
  - CAC Benefits Coordinator POI in final stages of completion
- Casualty Overview Training for other SOS personnel:
  - Training Module Completed

# Survivor Outreach Services



## Program Framework Imperatives

- CMAOC maintains DA level centralized casualty operations: policy development, standardized training materials for CNOs/CAOs, operate 1-800 line, and institutes a quality assurance process
- IMCOM-HR supports CMAOC mission with short term support through its 31 CONUS and 2 OCONUS CACs: provide technical supervision/support to the CACs, supervision and training of the CNO/CAOs, funeral honors and protocol, reporting, mass casualty, mortuary affairs
- Army Commands, to include all components, support IMCOM CAC mission for CNO/CAO operations, funeral honors and protocol, reporting, mass casualty, and mortuary affairs through the 54 ARNG HQs, 325 FACs and 4 Regional Support Commands and 13 Operational and Functional Commands
- Integrate and decentralize casualty assistance support by resourcing CAC operations to include funding for trainers and benefits/entitlements specialists
- Decentralize SOS services to surviving Families across the Army: standardizes services (e.g., Information and Referral, Child and Youth Services, Chaplain Support, Strong Bonds, Army Community Service, Life Skills Education, Supportive Counseling, Treatment/Therapy, Financial and Legal Assistance, Relocation Assistance, Respite Care Services)