



VA/DoD Suicide Awareness Conference

Army Installation Management Command (IMCOM) Survivor Outreach Services



IMCOM will synchronize, integrate, and deliver installation services and sustain facilities in support of senior commanders in order to enable a ready and resilient Army.

We are the Army's Home









Survivor Outreach Services



- Our Fallen Warriors have paid the ultimate sacrifice
- The Army has a commitment to their Families
- Families deserve our respect, gratitude and the very best we can provide

The purpose of Survivor Outreach Services is to deliver on that commitment

- By providing access to support, information and services
- At the closest location to where the Survivor resides
- When and for as long as they desire

Mission Statement

Build a unified program which embraces and reassures Survivors that they are continually linked to the Army Family for as long as they desire

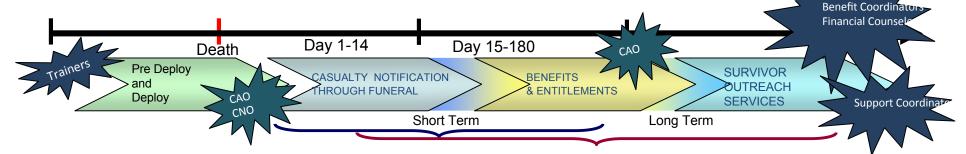


Survivor Outreach Services



Chief of Staff, Army's (CSA) Guidance (JAN 08): Develop a program that...

- -Connects Families to the Army for as long as they desire
- -Fosters resiliency
- -Leverages non-profit organizations



Pre-Deployment and Deployment Training

High impact, standardized training for Families and Soldiers Increased focus on disability and estate planning

Casualty Notification through Funeral

Improved manning at all Casualty Assistance Centers (CAC) Trainers at CACs to standardize training to CAO/CNO Expert benefits and finance counselors available to Survivors

Benefits & Entitlements Coordinators

Trained Support Coordinators, Benefits Coordinators, and Financial Counselors Support to USAR, ARNG and geographically dispersed

Long Term Support – Survivor Outreach Services

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

Closing the Gaps – Program Elements



Survivor Outreach Services Program



Implementation of SOS

- ➤ Support services provided to Surviving Family members regardless of the Fallen Soldier's Army service component or cause of death
- Staffing strategically mapped to ensure broadest coverage for Survivors

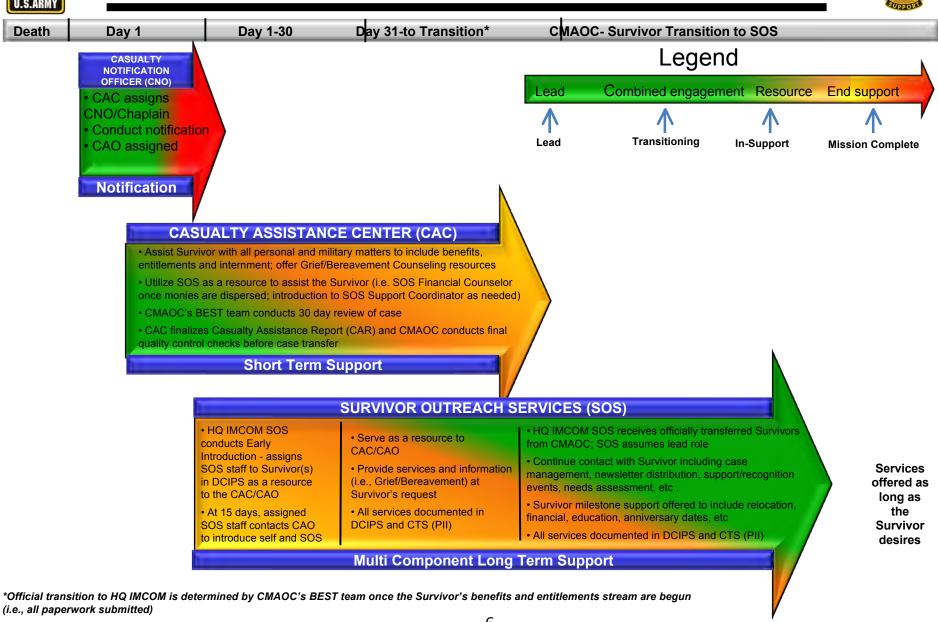






Survivor Support Process







Survivor Outreach Services



What is the Army's goal for the SOS program?

Survivors remain part of the Army Family

What other outcomes are desired?

Promote resilience and foster Survivor well-being across time



SOS Program Framework



- Framework comprised of two key documents:
 - A logic model
 - Guiding principles
- Logic model depicts program theory (i.e., how the program is intended to work)
- Guiding principles reflect philosophical tenets of the program





Outcomes SOS Program SOS Activities (Army goals) Results Survivors get and remain connected to and feel supported Case by SOS Management Survivors and remain part of Survivors understand the grief **Nonclinical Army Family** process and are able to manage Support their grief Survivors are able to move forward and manage life **Promote** changes throughout Survivors' resilience and life foster Survivor **Financial** Stabilize or minimize loss of well-being Education Survivors' financial resources across time Military and civilian SOS staff know agencies are aware about and can Community of Survivors' needs coordinate with Outreach and provide support and/or refer to SOS and Survivors to Survivors agencies





Promote Survivor resilience

<u>Definition</u>: The extent to which a Survivor is able to adapt over time to the loss of their deceased Soldier within the context of an ongoing supportive relationship with the Army.

Resilient adaptation process involves:

- Adjusting to loss and moving forward with life
- Coping with grief
- Having positive emotions and/or experiences





- Survivors get and remain connected to and feel supported by SOS – involves impacting Survivors':
 - Knowledge of SOS program and services
 - Relationship with SOS staff
 - Engagement with SOS program
- sample indicators for this result:
 - All Survivors know about SOS
 - Survivors feel they can contact SOS at any time





- Survivors understand the grief process and are able to manage their grief (regulate emotions throughout Survivors' life) – involves impacting Survivors':
 - Knowledge about grief
 - Thoughts and beliefs (i.e., cognitive appraisal)
 - Adaptive coping strategies
 - Optimism and self care/ Support resources
 - Expression of positive emotion
 - Stressors



SOS Program Guiding Principles



- SOS offers assistance and support to Survivors that is:
 - Offered to Survivors of all components
 - Caring and compassionate support
 - Individualized and tailored to Survivor needs
 - Always available throughout Survivor's life
 - A strengths-focused approach
 - Based on current scientific and clinical practice literature



SOS Program Guiding Principles



- SOS can enhance community support for Survivors by:
 - Developing partnerships with and a network of military and civilian agencies
 - Educating agencies



SOS Program Staffing



Staffing (by component):

11 = HQ IMCOM G9

91 = Active Component DAC at 50 garrisons

114 = Army National Guard contractors at 96 locations

35 = US Army Reserves contractors at 19 locations

251



SOS Partners in Support



Honor and Remember	Children of Fallen Patriots	Snowball Express YMCA
Blue Star Salu	ute Foundation Operation Give-A	A-Hug Trevor Romain Foundation
Grief Solutions TAPS	Patriot Guard Riders	Compassionate Friends
Big Brothers Big Sisters		Wreaths Across America
Special OPS Warrior Foundation	SOS	Gold Star Wives
Wear Blue – Run to Remember	Making	Hero Miles
	Connections	Fallen Heroes Project
Professional Tutors of America		American Widow Project
Operation Military Kids		<u></u>
uso /	Gold Star Dads	Folds of Honor Bereaved Parents of the USA
Pat Tillman Foundation Give	an Hour Gold Star M	
Beaumont Foundation Be	yond the Yellow Ribbon	Spartacraft
Beyond the Folded Flag	Travis Manion	Foundation
		And Many More





BACKUP SLIDES



Public Service Announcements



30 production crew members
more than a hundred extras
35 Survivors
10 scenes
80 hours of effort
more than 20 hours of film
Condensed into three 30 second spots
Narration by Gary Sinise

The Pin The Pledge Unsung Heroes

C. BLUM

Day Nite Int Ext Mos







Partners in Support



Casualty and Mortuary Affairs Operation Center (CMAOC) - Coordinate action with responsible CAC - Support Upylined Transfer (DT) - Oordinate Family Uransportation - Overalic case management - Overalic case - Ove	Death	Day 1-30	Day 30-90	Day 90 to Transition	Long Term Support
- Coordinate action with responsible CAC - Support Dignified Transfer (DT) - Coordinate Family transportation - Overall case management - Benefits and Entitlements - Coordinate Family transportation - Overall case management - Benefits and Entitlements - Coordinate final payments - Manage processing of request for Frequent of Frequent of Final Payments - Manage processing of request for Frequent of Frequents - Manage processing of request for Frequent of Frequents - Manage processing of request for Frequent of Frequents - Manage processing of request for Frequent of Frequents - Manage processing of request for Frequents - Manage proces			•		<u> </u>
- Support Dignified Transfer (DT) - Coordinate Family transportation - Overall case management - Benefits and Entitlements - Casualty Assistance Center (CAC) - Dignified Transfer (DT) - Plane side honors - Interment - Transportation - Transportation - Transportation - Transportation - Official Notification - Offici			Casualty	and Mortuary Affairs Ope	eration Center (CMAOC)
Casualty Assistance Center (CAC)	Resources Command	• Support Dign • Coordinate F • Overall case	ified Transfer (DT) Family transportation management	 Verify DD93/issue DD1300 Submit claims to appropriate agencies 	 Manage processing of request for Freedom of Information requests Conduct Survivor survey and Quality Assurance Manage Defense Casualty Information Processing System (DCIPS)
Installation Mngt Command (IMCOM) G1 Chaplain Corps Chaplain Chaplain Chaplain Chaplain Chaplain Chaplain Chaplain Chaplain				Short Term Sup	pport
Installation Mngt Command (IMCOM) G1 Chaplain Corps Chaplain			Casualty Assista	nce Center (CAC)	
Chaplain Services Official Notification Organizational support Corps Chaplain Services Worship services Workshops Counseling Counseling Counseling Survivor Outreach Services (SOS) Conducts Early Introduction - assigns SOS staff to Survivor(s) in DCIPS At 15 days, assigned SOS staff contacts CAO to introduce self and SOS program COMOG and all non reportable cases Counseling Survivor Outreach Services (SOS) Survivor Outreach Services (SOS) - Conducts Early Introduction - assigns SOS staff to Survivor(s) in DCIPS - All assistance documented in DCIPS and CTS (PII) - Survivor milestone support offered to include relocation financial, education, anniversary dates, etc.	Mngt Command (IMCOM)	• Plane side h • Funeral hono • Interment	onors • Ini onors • Br • Co	otain DD 93 tiate claims ef unit leadership ordinate Brigade Commander brief	
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• Conducts Early Introduction - assigns SOS staff to Survivor(s) in DCIPS • All assistance documented in DCIPS and • At 15 days, assigned SOS staff contacts CAS to incoduce self and SOS program • CMACC and all non-reportable cases					
SOS staff to Survivor(s) in DCIPS • All assistance documented in DCIPS and • At 15 days, assigned SOS staff contacts CAO to introduce self and SOS program • Lead on cases officially transferred from CAO and all non-reportable cases					Services (SOS)
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Multi-Component Long Term Support	307 ii t	1		Multi-Component Lo	



Casualty Continuum of Care



