



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

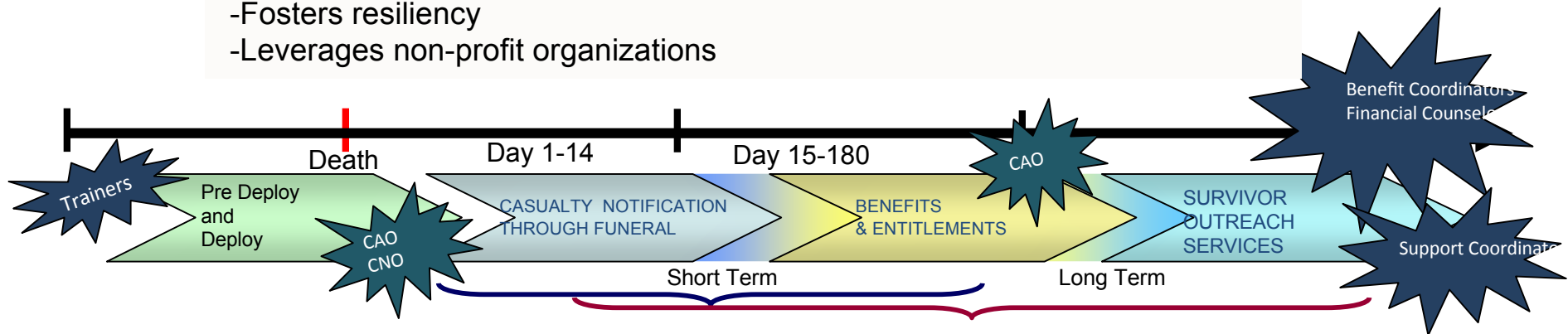


Survivor Outreach Services



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



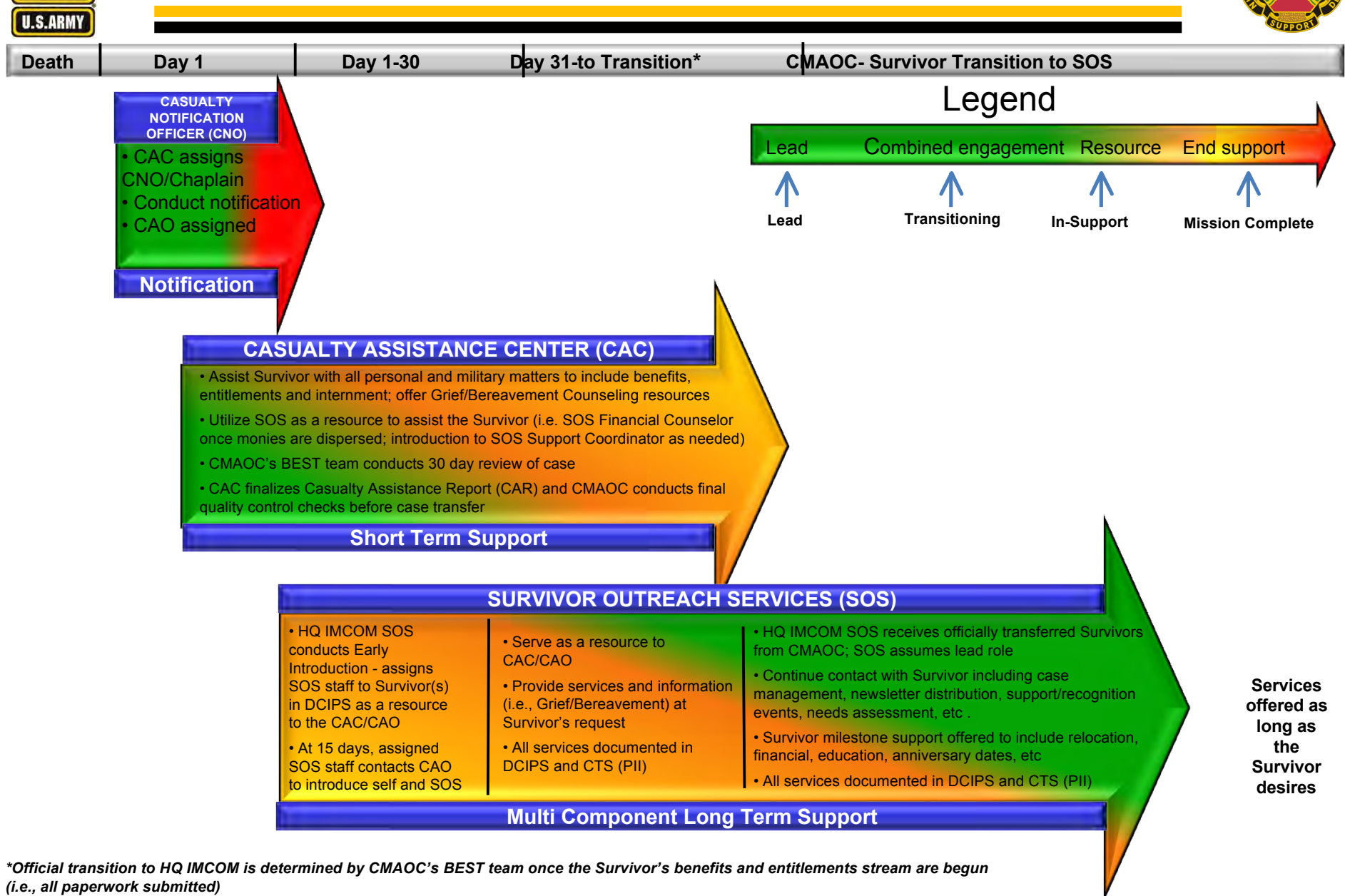
Implementation of SOS

- 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



**Official transition to HQ IMCOM is determined by CMAOC's BEST team once the Survivor's benefits and entitlements stream are begun (i.e., all paperwork submitted)*



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**



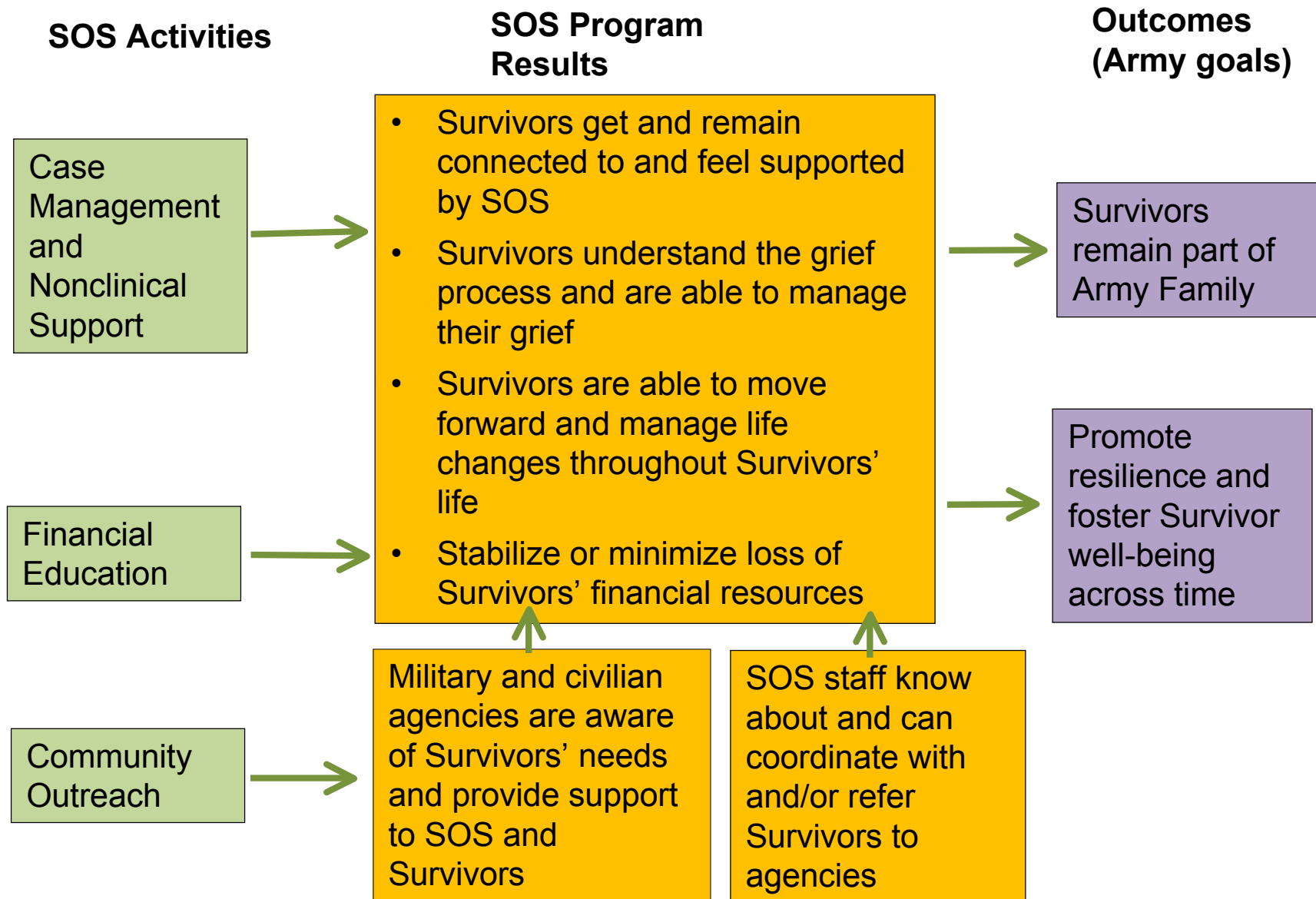
SOS Program Framework



- 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



SOS Program Logic Model





SOS Program Logic Model



Promote Survivor resilience

Definition: 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



SOS Program Logic Model



- **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



SOS Program Logic Model



- **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

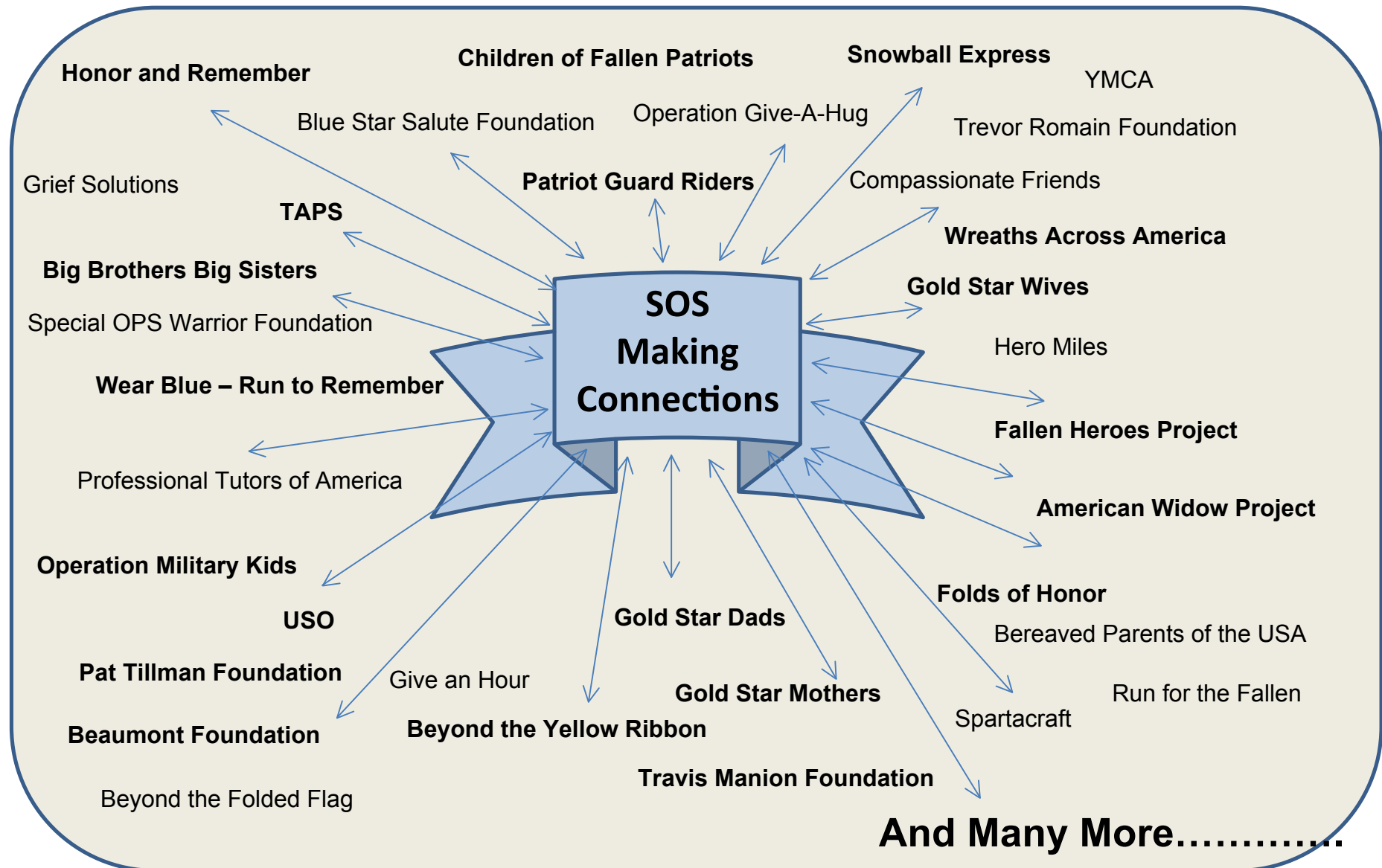
114 = Army National Guard contractors at 96 locations

35 = US Army Reserves contractors at 19 locations

251



SOS Partners in Support





BACKUP SLIDES



Public Service Announcements



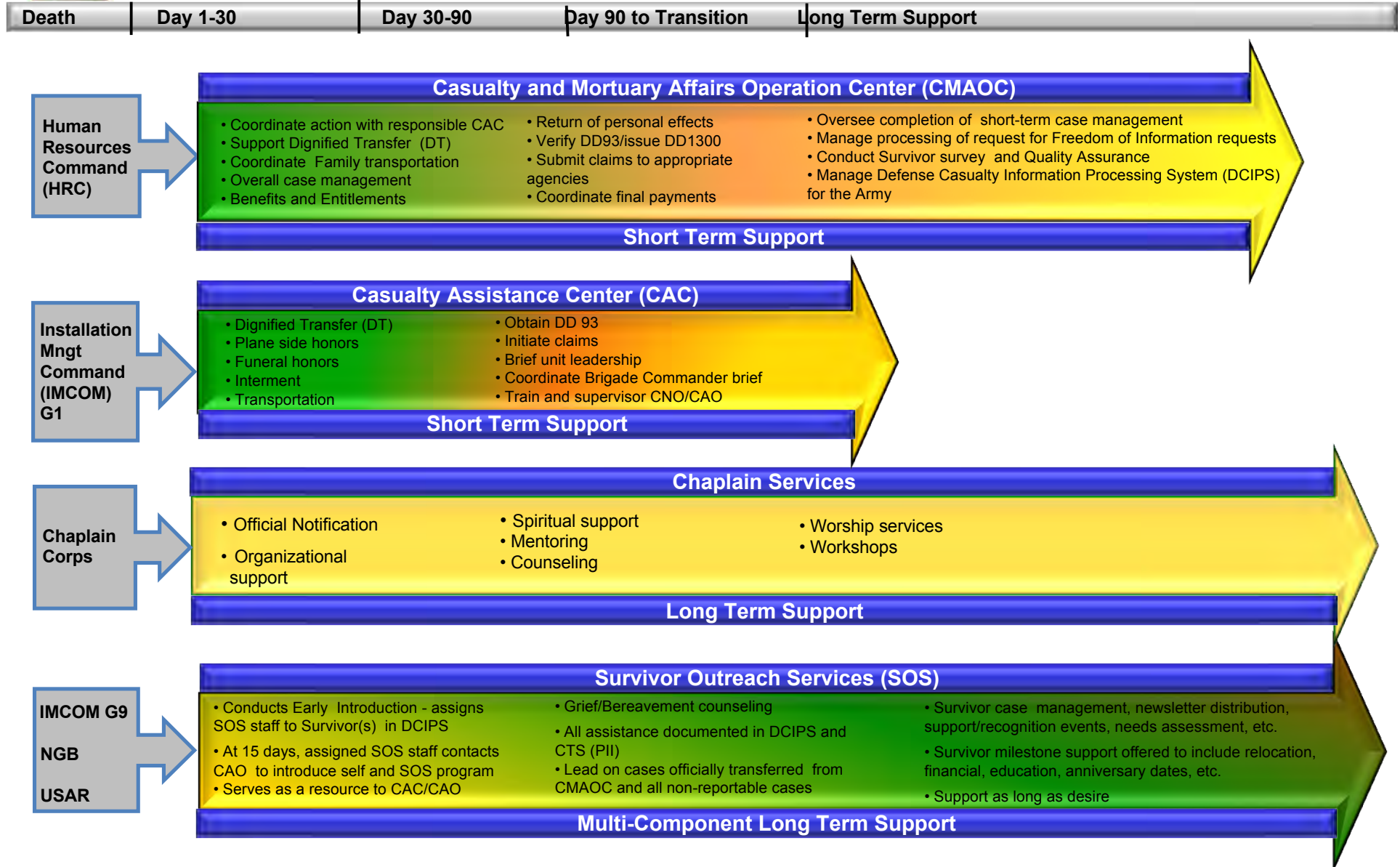
30 production crew members
more than a hundred extras
35 Survivors
10 scenes
80 hours of effort
more than 20 hours of film
Condensed into three 30 second spots
Narration by Gary Sinise

The Pin
The Pledge
Unsung Heroes





Partners in Support





Casualty Continuum of Care

