

Survivor Outreach Services (SOS) Coordinator User Guide

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1. Welcome

The purpose of the Survivor Outreach Services (SOS) program is to manage new and existing Survivors, import Survivors from existing spreadsheets, assign Survivors to SOS Coordinators, to track contacts with Survivors and to track the services provided.

The Survivor Outreach Services Coordinator User Guideprovides detailed descriptions of the procedures used to access and manage cases in the SOS program.

	Acronym	Definition
1	ACS	Army Community Service
2	SOS	Survivor Outreach Services
3	FMWRC	Family and Morale, Welfare and Recreation Command
4	CAC	Casualty Assistance Center
5	NOK	Next of Kin
6	DCIPS	Defense Civilian Intelligence Personnel System

Below is a list of Acronyms that will be used throughout the guide.



2. Accessing the SOS Program

To access the **Survivor Outreach Services** application, navigate to the ACS Staff website at <u>https://www.acsstaff.org</u>.



Figure 1 ACS Staff website

If you are not registered with the ACS Staff website, click the **Get Started !** button to go to the **Registration** screen and click the **Click here to register now** link.

Registration	
Please select a registration form.	
Register Now	
Click here to register now.	
Click here to register now. Why Register?	Need Help?
Click here to register now. Why Register? 1. Registration is free and easy.	Need Help? Contact Site Administrator
Click here to register now. Why Register? 1. Registration is free and easy. 2. Gain full access to information and resources.	Need Help? Contact Site Administrator Go to Login Area

Figure 2 Registration now

Next, you will need to fill out the registration form:

gister for this site.		
egistration Form		
lease note: Password complexity requiremen	ts are in place for this site with the followi	ng conditions:
assword requires at least 10 characters. assword requires at least 2 lowercase charac assword requires at least 2 uppercase charac assword requires at least 2 numeric characte assword requires at least 2 special characters	ters. ters. rs. ; (!*@#\$%^&+=?(){}[]<>_:.,).	
Account Information		
* First Name		
* Last Name		
* User Name		
* Password		
* Confirm Password		
* Email		
* Component		
Component	Please Select 💌	
Age Range	Please Select 💌	
* Military Community	Please Select	
* Proximity to Nearest Installation	© 0 - 14 miles	
	0 15 - 24 miles	
	© 25+ miles	
Position Title		
Position Title		

Figure 3 Site registration page



To enter the ACS Staff site, you will need to log in.

1) Enter your **Username** and **Password** and then click the **Login** button to enter the ACS Staff site.

Or

Log in with your Common Access Card (CAC) by clicking the
 CAC Login button. You will need to have your CAC authenticated first.

ACS Staff Army Community Service Welcome to the Army Community Service	Staff System
If you are a new user and have an account on either Army FRG or Army OneSource, please username and password. Already a Member? Log in using your Username and Password Username: Password: Login Forgot your password? CAC Login CAC Login	Attempt to login below with the same Not a Member yet? Create an account now Get Started! Having Trouble? Contact Us
 *** Security Warning *** YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PR ONLY. By using this IS (which includes any device attached to this IS), you consent to the fi The USG routinely intercepts and monitors communications on this IS for purposes in testing, COMSEC monitoring, network operations and defense, personnel misconduc counterintelligence (CI) investigations. 	OVIDED FOR USG-AUTHORIZED USE ollowing conditions: ncluding, but not limited to, penetration : (PM), law enforcement (LE), and
 At any time, the USG may inspect and seize data stored on this IS. Communications using, or data stored on, this IS are not private, are subject to rout search, and may be disclosed or used for any USG-authorized purpose. This IS includes security measures (e.g., authentication and access controls) to prot benefit or privacy. 	ine monitoring, interception, and act USG interestsnot for your personal
 Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI the content of privileged communications, or work product, related to personal repre- psychotherapists, or clergy, and their assistants. Such communications and work pro User Agreement for details. 	investigative searching or monitoring of sentation or services by attorneys, ducts are private and confidential. See

Figure 4 Logging in the ACS Staff website



The ACS Staff homepage is displayed:

	S Staff nmunity Service	Calendar Contact Us Online Trainin		Home L Download C Forum Store	ogout enter 3 Ø
APPLICATIONS: CTS SOS PROGRAM PAGES: Select a Program Page - REPORTS: Select a Report - RESOURCES: Services Locator Transitional Compensation Photo Gallery AOS Insiders	FEATURED ANNOUNCEMENTS 1 PUNKE Now Accepting Applications for ACS Core Trainers! FOR anyone interested in becoming an Army Community Service (ACS) Core Trainer, no time to apply. Last month Family and Morale, Welfare, and Recreation Command (FMWR released a message to the field with information on how to apply. The application packet due to FMWRC Family Programs (FP) Directorate by the 15 September 2008 deadline. He NEWS Image: Comparison of the Computer Passed Training Wolunteer Management Information System Computer-Based Training Volunteer Management Information System Computer-Based Training Control Computer Management Information System Computer-Based Training Volunteer Management Information System Computer-Based Training Provide Computer Management Information System Computer-Based Training Computer System Provide a new community & an important wa Army Families strong! CTS Demo URL Change The URL for the Demo site has been changed Fort Hood Opens New Soldier and Family Readiness Center The [Fort Hood] directorate of Morale, Welfare, and Recreation unveiled the Oveta Culp is Soldier and Family Readiness Center Mew Personnel System presents opportunity, program officer says	3 4 5 w is the C) s are powever, Read more fraining Introduced! Introduced!	POLL what C We C CB C Use SUPF = FAI = 0ai	- type of tra rials do you obinars T er Manuals PORT Q line Trainin er Guides	ining u prefer? yote
Logout Feedback Privacy	y and Security Notice				

Figure 5 ACS Staff homepage

From the left navigation bar, on the ACS Staff homepage, click the

🌍 sos

button to access the Survivor Outreach Services

application.



3. SOS Features

The **Survivor Outreach Services Application Dashboard** will display cases/survivors that have been assigned.



Figure 6 SOS program dashboard

The following appears on the SOS homepage:

Dashb	ooard Item	Description
1	Personal Information	The SOS program displays your current garrison, your name, and today's date.
2	Search/ Advance Search	Search for Survivors Cases by Last Name or use the Advance Search to filter your search results with additional fields like Soldier Last Name, NOK CAC, Case Status, and more.



3	Clients	The Clients tab is the default tab that displays when you enter the SOS program. The Clients tab displays any cases which are currently assigned to you, both new and ongoing.
4	Follow Up	The Follow Up tab allows you to view cases flagged for follow up. You are able to track additional meetings, calls, and other services related to your cases.
5	Create Case	The Create Case tab allows you to enter a new case into the SOS.
6	Newly Assigned Clients	Newly Assigned Clients displays new cases that have been assigned to the SOS Coordinator Staff.
7	Assigned Clients	Assigned Clients displays ongoing active cases.

3.1 Clients

The **Clients** tab is the default tab. To access cases click the

Clients tab. The **Clients** dashboard will display **new** and **currently assigned** cases sorted alphabetically by survivor last name.

STATES TATES TATES TATES STATES STATES	Survivor Outreach Services Fort Buchanan Dashboard for Emma Johnson Tuesday, July 12, 2011 Search Advanced			
Clients	Fo	bliow Up	Create Case	
NEWLY ASSIGNED CL	IENTS			
New Case	Survivor Info	(Casualty Info	
DCIPS ID:267208 Case Status: New CAC: Ft. Buchanan, G	Bryant, Candic Puerto Rico, Pue A Ok to Contact: I <u>Survivor Deta</u>	c e erto Rico No <u>ils </u>	Bryant, Jackson Date of Death: 5/28/2009 Relation: Father C <mark>asualty Details</mark>	
New Case	Survivor Info	(Casualty Info	
DCIPS ID:90987 Case Status: New CAC: Ft. Buchanan, G	Walter, Mary Puerto Rico, Pue A Ok to Contact: 1 <u>Survivor Deta</u>	erto Rico Yes fi ils (Walter, Henry Date of Death: 5/14/2002 Relation: Wife C <u>asualty Details</u>	
ASSIGNED CLIENTS				
Case	Survivor Info	(Casualty Info	
DCIPS ID:267203 Case Status: Active CAC: Ft. Buchanan, G	Rodgers, Genr Puerto Rico, Pue A Ok to Contact: 1 <u>Survivor Deta</u>	ny I erto Rico I Yes I ils (Rodgers, John Date of Death: 1/12/2007 Relation: Nephew <u>Casualty Details</u>	
Case	Survivor Info	(Casualty Info	
DCIPS ID:242404 Case Status: Active CAC: Ft. Buchanan, G	Edwards, Tom Douglas, Puerto A Ok to Contact: Y <u>Survivor Deta</u>	Rico I Yes I ils I	Edwards, William Date of Death: 9/17/2009 Relation: Father Casualty Details	

Figure 7 Clients tab view



New cases will filter to the top section labeled **Newly Assigned Clients** and current **Cases** will filter to the bottom section labeled **Assigned Clients**.

3.2 Newly Assigned Clients

Newly Assigned Clients are cases that have been assigned to you by Headquarters or cases that you have entered in manually.

3.2.1 View Survivor Record

To view a new case, click on a **Survivor Details** link to display the survivor record.

From the View Survivor Record page you can Add Contact or Edit.

View Survivor Record	
View survivor record details	
Mary Walter	
	Add Contact Edit
Survivor Information	
First Name	Mary
Middle Name	Elizabeth
Last Name	Walter
Care of:	
CAC Center	Fort Buchanan
Is it OK to contact this survivor?	Yes
Soldier Information	
Casualty Full Name	Walter, Henry
Relationship	Wife
Date of Death	5/14/2002
Case Number	90987
Home Address	
Address	985 Rio Way
Address cont.	unit 78
City or Town	Puerto Rico
State or Province	Puerto Rico
Zip or Postal Code	00610
Contact details	
email address	mwalter@aol.com
Primary Phone:	787-555-5555
	Edit

Figure 8 Survivor record view



3.2.2 Add Contact

To add a new contact on a survivor case record complete the following steps:

1. Click the **Add Contact** button from the **Survivors Record** page. The **Contact Details** page will open.

View Survivor Record	
View survivor record details	
Mary Walter	
	Add Contact
Survivor Information	
First Name	Mary
Middle Name	Elizabeth
Last Name	Walter
Care of:	

Figure 9 Selecting the Add Contact button

- 2. Enter in the specifics of the contact like Contact Date, Duration, Contact Type, and Category. Use the tabs to navigate between Discussion, Assessment, Outcome, Location, and Follow Up.
- 3. Once the **Contact Details** are completed, click the **Add Contact** button to save the information.

The following is a description of the **Contact Details** page for **Add Contact**.

Contact Dot	ails for Rodgers, Genn	×			
Contac	t Date	Duration:			
6/9/20	11 Calendar	Hours 1 💌	Minutes 0 💌	_	
Contac	t Type	Category	alar -	<u> </u>	
Discussion	n Assessmen	Outcome	Location	Eollow Un	N
Description				γ	
Needs fina	ncial counselor for del	ot help			× + + +
				10	
1					
		Einen 40 Oracla	at data'la fan al'ant	Add Contac	Spell Check Cancel

Figure 10 Contact details for client record



Contact Details Option		Description
1	Contact Date	Enter the date the contact took place. Manually enter the date or click the Calendar button to open the calendar and select a date.
2	Duration	Use the dropdowns to enter the length of time of the contact. Enter in hours and minutes.
3	Contact Type Please Select Please Select CNO/CAO Conference Call Email Facebook In Person Regular Mail SOS Training Telephone Text Message Webinars / Other	How did support coordinator contact the client? Use the dropdown menu to select an option from the provided list. Options include: Email, In Person, Regular Mail, SOS Training and more.
4	Please Select Please Select Army One Source Benefits Counseling Burial Info/Expenses/Markers Child Care Coordination Death Gratuity DEERS/RAPIDS/ID Cards Dep & amp; Indemnity Comp Education Benefits (Federal) Financial Counseling Financial Counseling MFLC / Psychological Health Military Chaplains Military One Source My Army Benefits My Army Life Too Obtaining Military Records SGLI / TSGLI / VGLI / FSGLI Social Security State Benefits Survivor Benefit Plan TAPS Tricare / Health Insurance VA Home Loan VA Services	What was the category of the contact? Use the dropdown menu to select the reason for the contact with the client. Options include: Benefits Counseling, Financial Counseling, Military Chaplains and more.



5	Discussion	Use the Discussion tab to record the details of the conversation in the text box provided.
6	Assessment	Use the Assessment tab to record the evaluation of the individuals need during the contact.
7	Outcome	Use the Outcome tab to record the conclusion(s) of the contact session with the client.
8	Location Discussion Assessment Outcome Location Check here if the outreach is off site 🔽 Off-Site Location	Use the Location tab to record the place of the meeting. If the contact of the meeting was offsite use the Off-Site Location feature to enter specific location.
9	Follow Up Discussion Assessment Outcome Location Follow Up Click to add follow up Method In Person Date 77/29/2011 Calendar Subject Financial Help We will discuss the resources available to help assit the family Location Follow Up Add Contact	Use the Follow Up tab to record notes or tasks needed to perform or follow up with the client. Set the preferred method of future contact, date, subject, and details of the follow up. Click on Add Contact when the Follow Up is complete. The follow up will be accessible from the SOS. Click on the Follow Up tab to view.
10	Add Contact	To save the Contact Details click on the Add Contact button.

3.3 Case Follow Up

To view cases flagged for follow up, click the Follow Up tab from the SOS dashboard. The **Follow Up** page will display.

The **Follow Up** page displays the Due Date, Subject, Survivor name, Status, and Method of follow up for assigned cases.

To view the details of a Follow Up:

- 1. Locate the **Survivor** name to follow up with.
- 2. Under the **Subject** column, locate the subject name.
- 3. Click on the subject name link under the **Subject** column.



ITED STATES A	Survivor Ou	Itreach Services		
	Fort Buc	hanan		
TOP OUTREACH	Dashboard for Em Friday, July 08, 2011	ma Johnson	Advanced	Search
Clier	nts	Follow Up	Crea	te Case
Due Date	Subject	Survivor	Status	Method
7/29/2011	Financial Help	Rodgers, Genny	Assigned	In Person
7/12/2011	Mail Out Information	Edwards, Tom	Assigned	Regular Mail
Viewing 1-2 of 2 Items				

Figure 11 Follow up dashboard

- 4. The Follow Up Item page will open.
- 5. Add final notes and changes to the **Details** section.
- 6. Click the **Create Extended Contact** button to complete the follow up.

Follow Up Item	
Follow up item details	
Follow Up Item	
Method Date Subject	In Person 7/29/2011 12:00:00 AM Financial Help
Details	We will discuss the resources avaliable to help assit the family
	Create Extended Contact Spell Check Cancel

Figure 12 Follow Up item page

3.4 Creating a New Case

To enter in a new case complete the following steps:

- 1. Click the Create Case tab.
- 2. When the **Create Case** window opens complete all required fields. Required fields are indicated with a **"*"** symbol next to the field name.
- 3. Fill in availabe case information by using the text boxes and dropdown menus.
- 4. Click the **Create SOS Case** to save the case to the system.



Soldier Information		
* Case Number	90987	
* Casualty First Name:	Henry	
Casualty Middle Name:	lamos	
	pames	
" Casualty Last Name:	Walter	
Date of Death	5/14/2002	Calendar
Survivor Information		
* Survivor First Name:	Mary	
Survivor Middle Name:	Elizabeth	
* Survivor Last Name:	Walter	
Care of:		
* Casualty Assistance Center	Fort Buchanan 💌	
Is it OK to contact this survivor?	€Yes CNo	
* Relation	Wife 💌	
Survivor Address		
Address	985 Rio Way	
Address cont.	unit 78	
City or Town	Puerto Rico	
State or Province	Puerto Rico 💌	
Zip or Postal Code	00610	
Contact details		
Email Address	mwalter@aol.com	
Primary Phone	787-555-5555	
Secondary Phone		
		Create SDS Case

Figure 13 Creating an SOS case

The new case will now display in the **Newly Assigned Clients** section of the **Clients** tab. The case can now be viewed, edited or have new contacts added.

3.4.1 Edit a Survivor Record

To update information on a Survivor record, complete the following steps:

- 1. From the SOS dashboard click on the **Clients** tab.
- 2. Locate the case and **Survivor Info**.



- 3. Click on the **Survivor Details** link to display the **View Survivor Record** page.
- 4. Click the **Edit** button.
- 5. Update the information and click **Save Survivor** to save the record.

	Survivor Outreach Services
Survivor Information	
* First Name	Genny
Middle Name	М
* Last Name	Rodgers
Care of:	
* CAC Center	Fort Buchanan 💌
Is it OK to contact this survivor?	⊙ Yes C No
Soldier Information	
Casualty Full Name	Rodgers, John
Relationship	Nephew
Date of Death	1/12/2007
Case Number	267203
Home Address	
Address	5434 Ingraham Street
Address cont.	
City or Town	Puerto Rico
State or Province	Puerto Rico
Zip or Postal Code	00601
Contact details	
email address	GennyRodgers@aol.com
Primary Phone:	787-234-5555
	Save Survivor Delete Return
	Figure 14 Editing a survivor



3.4.2 Edit a Casualty Record

The **Update Casualty Record** information includes the Case Number, First Name, Middle Name, Last Name, and Date of Death. It also includes Military Information and Family Members linked to the casualty.

To update information on a Casualty record, complete the following steps:

- 1. From the SOS dashboard click on the **Clients** tab
- 2. Locate the case and **Casualty Info**.
- 3. Click on the **Casualty Details** link to display the **Update Casualty Record** page.
- 4. Update the information and click on the **Update Casualty Record** button to save the record.

Case Number			
267208			
First Name	Middle Name	Last Name	
Jackson	William	Bryant	
Date of Death 5/28/2009 Calendar			
4ilitary Information (if known)			
Branch of Service: Rank	Personnel Cate Active Duty	egory	
[:::::]			
Family Members			
<u>lame</u>			Relationship
Iryant, Candice			Father
			Brother
Bryant, Jason			
Bryant, Jason			

Figure 15 Updating a causality record

3.5 Search and Advance Search

3.5.1 Search

Use the **Search** box on the SOS homepage to search for cases using survivor last names. Type in a **last name** and click the **Search** button to display results.

Williams	Search
Advanced	

Figure 16 Last name search



3.5.2 Advance Search

The **Advance Search** is used to further filter search results based on information like Case ID, NOK CAC, Solider Last Name and more.

The more information placed in the **Advance Search** fields the more restricted the search results will become.

- 1. From the SOS dashboard, click the Advanced link below the **Search** box.
- 2. Enter in the information to search.
- 3. Click the **Search** button to display search results.

Search		8	
Survivor Last Name:	Williams	Search	Basic
2 Soldier Last Name:	Williams	DCIPS ID:	6
NOK CAC:	Ft. Polk, LA	Relation:	Brother
Case Status:	All - 4	Staff Assignment:	All 7

Figure 17 Advance search screen

Advanced Search Details:

	Advanced Search Filters	Description
1	Survivor Last Name	Use the Survivor Last Name field to search for a Survivor case by last name.
2	Soldier Last Name	Use the Soldier Last Name field to search for a Casualty Solider case by last name.
3	NOK CAC All Ft. Polk, LA Ft. Buchanan, GA Ft. Benning, GA Ft. Stewart, GA Fort Rucker, AL Ft. Hamilton, GA Ft. Knox, KY	Use the NOK CAC dropdown menu to search for a specific CAC location or garrison and the records associated with it. Note: Depending on your SOS access level you will be restricted to the CAC locations or garrisons available in the dropdown list.
4	Case Status	Use the Case Status dropdown menu to filter your case search



	Advanced Search Filters	Description
	All All New Active	results by All, New, or Active status.
5	Case ID	Use the Case ID or the DCIPS ID field to search by case number.
6	All Aunt Brother Cousin Daughter Father Friend Granddaughter Granddaughter Granddaughter Grandson Husband Mother Nephew Niece Other Sister Son Uncle Unknown Wife	Use the Relation dropdown menu to filter search results by relationship to the Casualty Soldier.
7	Staff Assignment All All Assigned Un-Assigned	Use the Staff Assignment to filter case search results by All, Assigned, or Un-Assigned status.
8	Search	Click the Search button to perform the search.



4. For Additional Assistance

For any additional questions that this guide did not answer, contact the ACS Staff Technical Support Team at support@acsstaff.org.

Please do not hesitate to contact us regarding your comments, thoughts, or ideas on how we can continue to meet your needs.

You can also email us through the **Feedback** link located at the bottom of the screen.



Figure 18 ACS Staff feedback link

You can also access the Feedback screen by clicking on the Contact Us button in the top right of the ACS Staff Homepage:



Figure 19 ACS Staff homepage