

## Survivor Outreach Services

Losing a loved one is an especially difficult time for those left behind by a fallen soldier. In addition to the grief the family will suffer, they will also be faced with several issues and questions about a life built around the Army. Some of these will be addressed immediately by the Casualty Assistance Officer, but some will not surface for many months or years – long after the Casualty Assistance process has ended. Survivor Outreach Services (SOS) can help.

SOS is a holistic, multi-agency approach to delivering services specifically to Survivors. We offer a personal touch by providing these services locally, at the garrisons and the communities closest to where the families live.

The overall goal of SOS is to epitomize the Army's solemn commitment to the Families of the Fallen.



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ADVOCACY,  
COUNSELING AND  
FINANCIAL PLANNING  
ESPECIALLY TAILORED  
TO SURVIVING FAMILY  
MEMBERS OF FALLEN  
SOLDIERS

COMPASSION,  
SUPPORT, DIGNITY  
& HONOR



The friendly staff at Survivor Outreach Services is here to assist Survivors of Fallen Soldiers with whatever issues they might have. Our mission is...

*“To embrace and reassure Survivors that they are continually linked to the Army Family through a unified support program that enables them to remain an important part of the Army Family for as long as they desire.”*



#### WHO DO WE PROVIDE SERVICES TO?

Our clients consist of ANY Primary or Secondary Next of Kin of the fallen soldier. Generally, this includes immediate family members (spouses, children, parents), however we may take on other clients on a case-by-case basis.

#### WHEN DO WE BEGIN TO PROVIDE OUR SERVICES?

While there is no fixed time frame at which we must engage a client, our goal is to begin communication with them, at the latest, when their appointed CAO is released. We can, however become involved as early as needed or when requested by the Casualty Assistance Center.

#### HOW LONG ARE CLIENTS ELIGIBLE FOR OUR SERVICES?

In short, we will provide our services as long as the surviving family members need us or request our involvement. Clients are eligible no matter the length of time since their loved one has passed on. We strive to be an important part of a surviving family's support system for many years to come.

## IN THIS, YOUR TIME OF LOSS...

you can depend on us to give you a helping hand. We will provide compassionate and competent service to help you and your family focus on moving forward.



#### FINANCIAL COUNSELORS

Financial Counselors are adjunct specialists in the program. They will partner with support coordinators to provide financial and estate planning support and education to surviving family members. This support can be limited in scope or comprehensive depending on the needs of the family. This support will also be provided on an ongoing basis as requested by the family. They will work closely with the Benefits Coordinator and Legal to ensure all financial and estate issues are addressed.

#### SUPPORT COORDINATORS

Support Coordinators are the main points of contact for surviving family members. They will work closely with CAC to ensure a smooth transition for the family after the Casualty Assistance process is completed. They will initiate the new client engagement and will ensure that continuous outreach is provided to the family as long as it is needed or wanted.

They function as long term support personnel for the program by coordinating support groups, presenting briefings to the community and leadership, and providing life skills and supportive counseling. They will partner with the Benefits Coordinator and with the CAO to ensure the survivor receives all necessary services.