



DIRECTORATE OF PREVENTION, RESILIENCE AND READINESS

SURVIVOR OUTREACH SERVICES

FACTSHEET

Program Overview

Survivor Outreach Services (SOS) is the official Army program designed to provide long-term support to surviving Families of fallen Soldiers. This is a program, conceived of and developed by survivors, that is continually refined based on survivor feedback and involvement by Army senior leaders. Army National Guard, US Army Reserve and active component Families are served by SOS staff located across the country. Regardless of the Survivor's loved one's Army component, duty status, location or manner of death, SOS staff provide outreach and support. Services are portable and, where available, may be provided at an Army location (including joint installations, National Guard installations or State headquarters and Army Reserve centers) closest to the survivor's current residence.

The casualty assistance officer (CAO) works with the Casualty Assistance Center (CAC) to identify the SOS coordinator who supports the AOR in which the survivor lives. The Army has a network of SOS coordinators at locations across the country. Contact phone numbers are listed by state and county, or by country at <https://dcs9.army.mil/safr/sos/sos-find.html>. Use the drop-down lists to find survivor coordinators by state/county or country/region.

Services

The SOS program offers survivors long-term case management through a menu of services to support their needs. The critical services are milestone management, annual outreach and referral. The goal is to educate survivors on available resources, assist them with concerns with military benefits and help them maintain a connection to the Army. The services offered are based on the individual survivor's needs and eligibility. The SOS program may provide the following services to eligible survivors which include but are not limited to:

- Milestone management such as changes in benefits, entitlements, financial stability and recertification of enrollment of children in full-time education.
- Liaison to DOD agencies and benefit coordinators, such as the Defense Health Agency, Veterans Affairs, and Defense Finance Accounting Service.
- Liaison with nongovernmental organizations such as Tragedy Assistance for Survivors, Gold Star Wives/ Mothers/Fathers and others.

More information and Resources

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