



# SURVIVOR OUTREACH SERVICES



# MISSION

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

Delivering the Army's Commitment to Survivors  
"Never Forgotten...Never Alone."

# WHO DO WE SERVE?

## **Surviving Family Members of Fallen Soldiers**

- **Spouse**
- **Parents**
- **Children**
- **Siblings**
- **Guardians**

# WHO PROVIDES SURVIVOR TASKINGS?

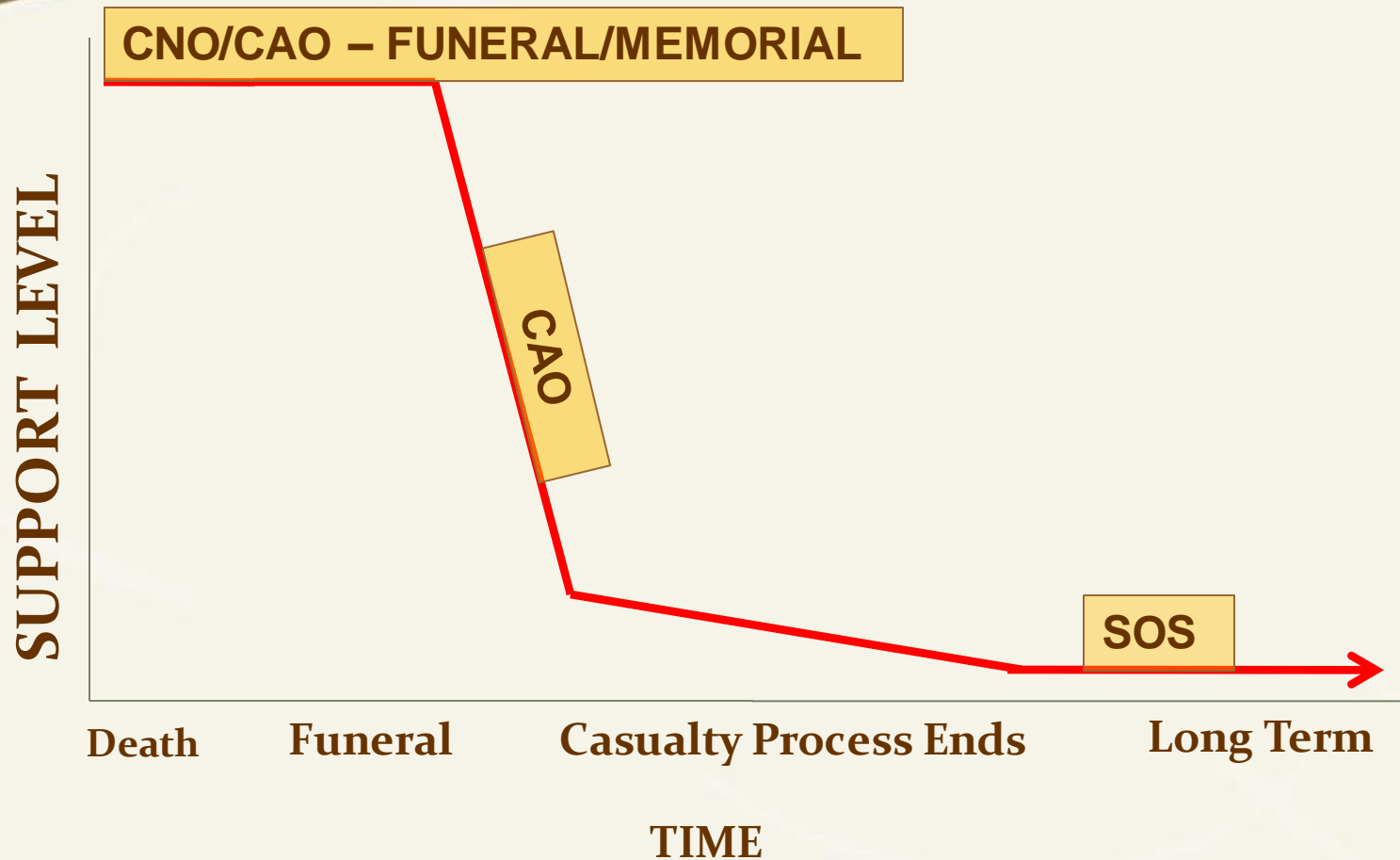
**SOS Coordinators are tasked to provide support from several different sources**

- **State JFHQ CAC Office**
- **Installation CAC Offices**
- **IMCOM G-9**
- **Casualty & Mortuary Affairs Opns Center**
- **Other Survivors**

# SURVIVOR OUTREACH SERVICES COORDINATOR ROLES AND RESPONSIBILITIES

- **Advocate and Liaison** for surviving Families, providing long-term support for as long as they desire
- **Information and Referral** - Assisting surviving Families in accessing benefits and entitlements and meeting needs of surviving Family members
- **Connecting/Linking** Survivors to local community resources, supportive counseling (grief counseling, financial counseling, Family/group counseling) and support groups
- **Casualty Assistance Officer** – Collaborative effort in the support of surviving Family members

# THREE PHASES OF CASUALTY SUPPORT



# SURVIVOR OUTREACH SERVICES LOCATIONS

## **SURVIVOR OUTREACH SERVICES COORDINATORS**

- Army AC Installations - Global
- US Army Reserve MSCs - Regional
- Army National Guard Each State & Territory

## **TENNESSEE SURVIVOR OUTREACH SERVICES**

Jeanette Foster  
SOS Coordinator  
253 Don May Drive  
Johnson City, TN 37615

423-328-6894 (cell)  
423-467-2131 (office)

[loretta.j.foster.ctr@army.mil](mailto:loretta.j.foster.ctr@army.mil)

Nathan Cox  
SOS Coordinator  
1801 Holtzclaw Ave  
Chattanooga, TN

423-280-5134 (cell)  
423-634-3811 (office)

[nathan.r.cox.ctr@army.mil](mailto:nathan.r.cox.ctr@army.mil)

Shelia Brigham Jones  
SOS Coordinator  
3041 Sidco Drive  
Nashville, TN 37204

615-278-4810 (cell)

[shelia.b.jones.ctr@army.mil](mailto:shelia.b.jones.ctr@army.mil)

Charles "Chuck" Holifield  
SOS Coordinator  
2610 E. Holmes Road  
Memphis, TN 38118

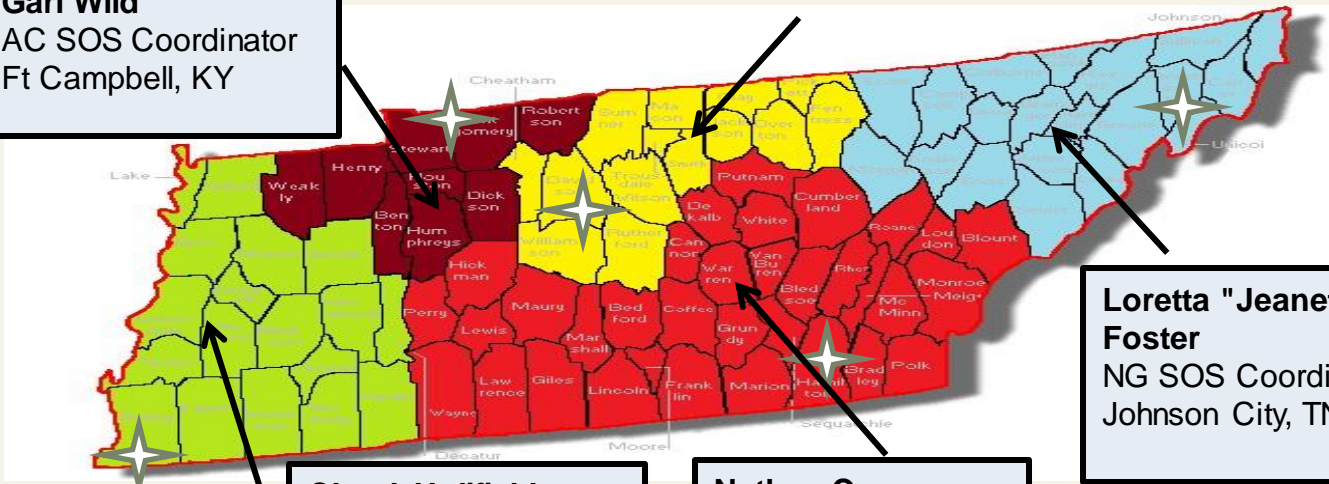
901-653-4088 (cell)  
901-395-5931 (office)

[charles.l.holifield.ctr@army.mil](mailto:charles.l.holifield.ctr@army.mil)

# TENNESSEE SOS AREA OF RESPONSIBILITY

**Gari Wild**  
AC SOS Coordinator  
Ft Campbell, KY

**Shelia Brigham Jones**  
NG SOS Coordinator  
Nashville, TN



**Chuck Holifield**  
NG SOS Coordinator  
Memphis, TN

**Nathan Cox**  
NG SOS  
Coordinator  
Chattanooga, TN

**Loretta "Jeanette" Foster**  
NG SOS Coordinator  
Johnson City, TN



# SURVIVOR BENEFITS

- **Serviceman's Group Life Insurance (SGLI)**
- **Survivor Benefit Plan (SBP)**
- **Death Gratuity**
- **VA Dependents' Education Assistance (DEA)**
- **VA Dependent Indemnity Compensation (DIC)**
- **Bereavement Counseling**
- **Financial Counseling**
- **Individual/Family Counseling**
- **Legal Counsel**
- **Survivor Decal for Installation Access**
- **Military Funeral Honors**

# PARTNERSHIP ORGANIZATIONS

- **Tennessee Department of Veterans Affairs**
- **Department of Veterans Affairs**
- **American Legion**
- **AMVETS**
- **Veterans of Foreign Wars**
- **County Veterans Service Offices**
- **Military One Source**
- **Gold Star organizations**
- **Blue Star Mothers of America**
- **Tragedy Assistance Program for Survivors (TAPS)**
- **American Red Cross**



# SURVIVOR OUTREACH SERVICES

## Questions?

**Delivering the Army's Commitment to Survivors  
Never Forgotten...Never Alone**