



**Survivor Outreach Services
3387 Patch Road, Ste A
San Antonio, TX 78234
(210) 221-1841**

March 2, 2012

Please allow me an opportunity to introduce myself and a program created for you by the U.S. Army specifically to provided support to Survivors and Families of our Fallen Soldiers.

Many times there are unresolved issues or questions that remain or arise long after the Casualty Assistance Officer (CAO) has concluded his or her duties. In order to assist you, the Army established the Survivor Outreach Services (SOS) program. This support program encompasses all components and demonstrates the Army's commitment to Families of the Fallen by providing support and standardized services for Active, Reserve and National Guard Families. The SOS program connects you with people who can help you cope with your loss, answer questions concerning benefits and put you in touch with other Survivors. The program uses a holistic and multi-agency approach to deliver services to Survivors and Families of all components across the nation.

As your SOS Coordinator, I intend to demonstrate the Army's commitment to you as a member of the Army Family and honor your loved one's service by assisting you in every way possible. I will assist you in understanding and accessing benefits and entitlements, obtain counseling, connecting you with others who have suffered loss or assist with any other issue that resulted from the loss of your service member.

Please take a moment to fill out the enclosed survey and return it to me at the above address. Your input will help to shape our program so that we can provide the best possible support to our Survivor Family. Please consider sharing any thoughts or comments on how we can shape this program to better serve the needs of our Survivors.

I am available for you as long as you desire. If I can ever be of assistance, please do not hesitate to contact me at (o) 210-221-1841 (c) 210-885-3907 or e-mail felicia.a.seals-hilliard.civ@mail.mil.

Respectfully,

Felicia Hilliard

Felicia Hilliard
Survivor Outreach Services Coordinator
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