



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON BAVARIA
UNIT 28130
APO AE 09114

AMIM-BAW-A (100)

MEMORANDUM FOR All USAG Bavaria Military and Civilian Personnel

SUBJECT: USAG Bavaria Policy Memorandum #33, Priority Services for Surviving Spouses and Next of Kin Family Members of Our Fallen

1. References:

- a. AR 608-1, Army Community Service (ACS).
- b. US Army Survivor Outreach Services Operations Manual, updated January 2023.
- c. ALARACT 126/2008, Support for Families of the Fallen.
- d. NETCALL 2008-54, Surviving Children of Fallen Soldiers.
- e. NETCALL 2008-41, Support for Surviving Spouses and Families.
- f. NETCALL 2008-99, Survivor Outreach Services Interview Process.

2. This command policy establishes guidelines for each directorate, agency, and activity to integrate a comprehensive continuum of care and services for surviving spouses, and the Family Members of our Fallen. These services should match the quality of service the Soldiers, Civilians, and Families have provided to the Nation. The processes to ensure this quality are outlined in the Enclosure to this Memorandum.

3. POC is the USAG Bavaria Army Community Service, 599-1101.

A handwritten signature in black ink, appearing to read "S. C. Flanagan", written in a cursive style.

STEPHEN C. FLANAGAN
COL, SF
Commanding

Enclosure

USAG Bavaria Policy Memorandum #33, Priority Services for Surviving Spouses and Next of Kin Family Members of Our Fallen

1. This command policy establishes guidelines for each directorate, agency, and activity to integrate a comprehensive continuum of care and services for surviving spouses, and the Family Members of our Fallen. These services should match the quality of service the Soldiers, Civilians, and Families have provided to the Nation.
2. This policy applies to all Garrison organizations supporting the USAG Bavaria Survivor Outreach Services (SOS) Program. All services provided will be conducted in an organized, professional, and compassionate manner.
3. Guidance:
 - a. Survivor Outreach Services (SOS) was established to provide long-term support and resources to the Spouses and Families of our Fallen. Spouses and Families of our Fallen include surviving Family Members of uniformed service members, Department of Defense Civilians, and Department of the Army Civilians who gave their lives during active Federal service.
 - b. Services are intended to provide continued support for as long as required by Families of our Fallen.
 - c. An effective working relationship with the Casualty Assistance Center (CAC) and SOS Program is imperative to the success of the program mission. Program staff will work closely with the CAC and SOS staff to ensure that Survivors of Fallen Soldiers are familiar with the SOS program and available services. This may include escort or directional assistance from one office to another. Signage will clearly identify where assistance can be obtained.
 - d. Garrison agencies providing services will give referrals top priority. Referral services will be provided by the next available provider. Each agency will establish a Standing Operating Procedure that will delineate priority service delivery for Surviving Spouses and Family Members of Fallen Soldiers.
 - e. Notification for priority of service will include specific language which stipulates that Next of Kin Survivors of Fallen Soldiers will receive priority.