



ARMY MEDICINE

Serving to Heal...Honored to Serve

AW2 Contact Status

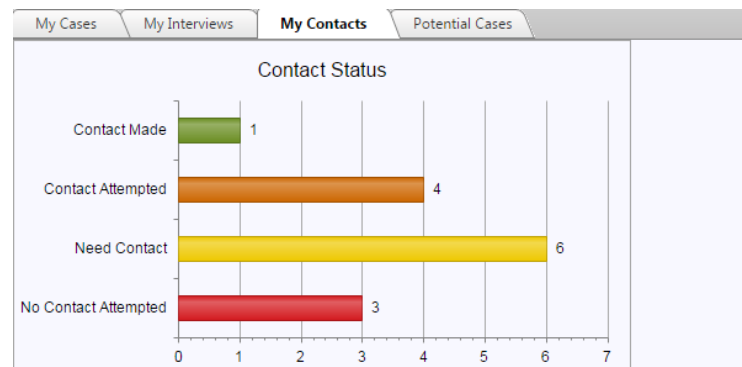
AWCTS v.2.8.10

19 NOV 2016



Contact Status Colors

- Contact Made - Green
 - “Contact Made” logged in AWCTS by assigned Advocate
- Contact Attempted - Orange
 - “Contact Attempted” logged in AWCTS by assigned Advocate
 - Will remain orange for 10 weekdays
 - On weekday 11, if no updates are logged, status will change to red, “No Contact Attempted”
- Needs contact - Yellow
 - Newly assigned cases
 - Cases within 10 days of contact requirement (from Contact Made)
(ex. for 30 day, LCMP 1 cases, status changes to “Needs Contact” at day 21)
- No Contact Attempted - Red
 - Cases in “Contacted Attempted” for 11 weekdays or more
 - Days since last Contact Made exceeds LCMP days (30,90,180)





Contact Status Grid

Soldier ▲	SSN	Case Status	Advocate	Date Assigned	Days Advocate Assigned	Contact Auth	Contact Status	Days Last Contact Attempt	Days Last Contact Made	LCMP Phase
DAY, BROWN S	1290	Interviewed	advocate2, aw2	15 Sep 2016	60	Yes	Contact Attempted	9	202	3-Supportive
DOE, SAM G	0011	Interviewed	advocate2, aw2	15 Sep 2016	60	Yes	Contact Made	3	5	1-Management
FUN, BEACH A	0001	Interviewed	advocate2, aw2	15 Sep 2016	60	Yes	No Contact Attempted	14	45	1-Management
GOAT, BILLY J	3344	Advocate Assigned	advocate2, aw2	15 Sep 2016	60	Yes	Need Contact	18	26	1-Management

- Days Last Contact Attempted
 - Counted in weekdays (M-F)
 - Does not account for Holidays
- Days Last Contact Made
 - Counted in calendar days