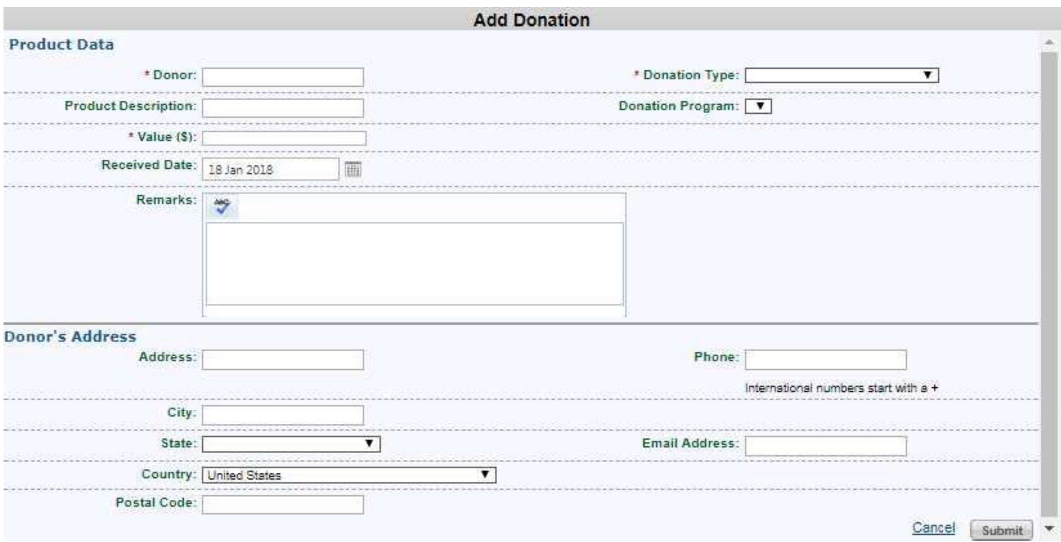
Add Donation

NOTE: Adding a donation automatically adds a case log entry to the case log.

To add a donation:

1. Click the **Add** icon.

The Add Donation screen opens.



2. Enter information for all required fields. Required fields are marked with an asterisk (*).
3. Click **Save** to save the donation or **Cancel** to return to the Donations screen without saving.

View Donation

To view a donation:

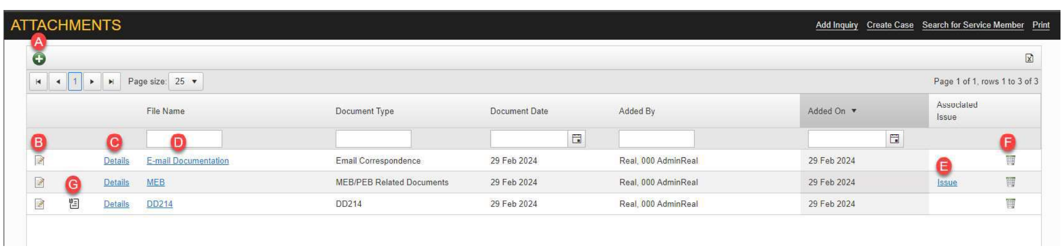
1. Click a **Select** hyperlink.

The Donation Information screen opens.

2. Click **Cancel** to return to the Donations screen.

Attachments

Use the Attachments screen to attach documents to a Soldier's case as a reference for yourself and other users to track and view information related to a Soldier's case.



Attachments Screen

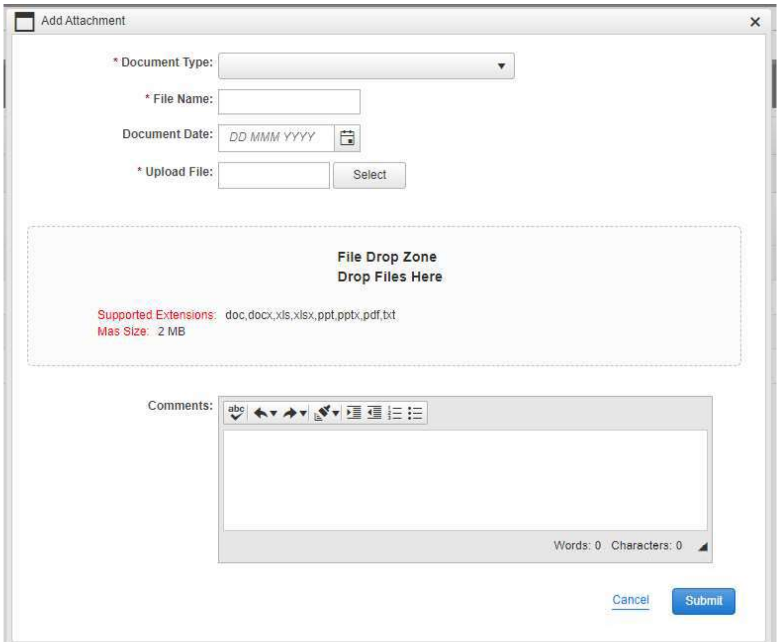
Label	Name	Description
A	Add icon	Click **Add** to add an attachment (see Add Attachment).
B	Edit icon	Click **Edit** to edit the attachment (see Edit Attachment).
C	Details hyperlink	Click **Details** to view the attachment details (see View Attachment Details).
D	File Name hyperlink	Click the file name hyperlink to download the attachment (see Download Attachment).
E	Associated Issue hyperlink	Click the **Issue** hyperlink to open the associated issue for the attachment (see Issue Details Tab). **NOTE: Only attachments added from an issue will have an associated issue.**
F	Delete icon	Click **Delete** to delete the attachment (see Archive Attachment).
G	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up. (see View PDF Attachment).

Add Attachment

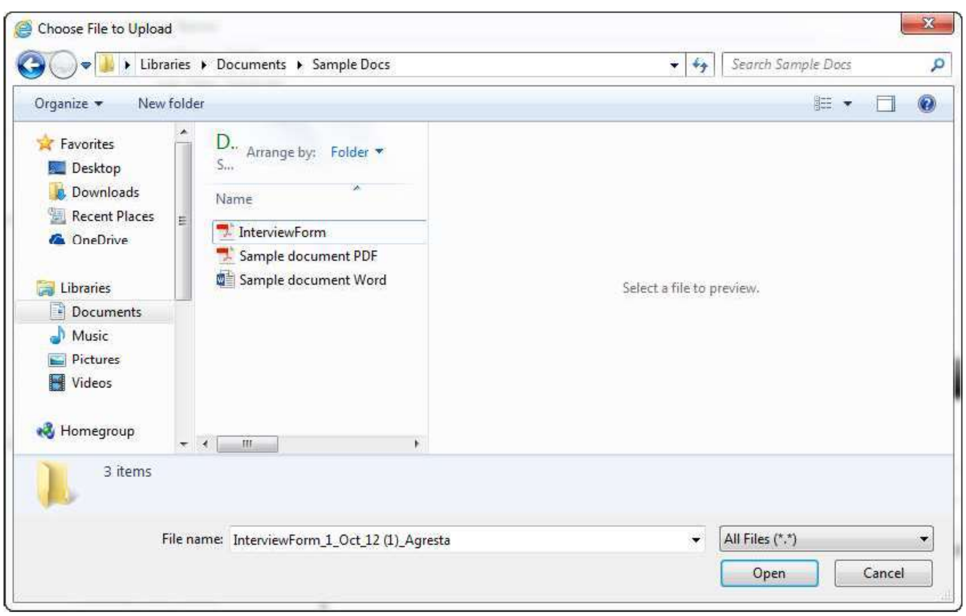
NOTE: Adding an attachment automatically adds a case log entry to the case log.

To add an attachment:

1. Click the Add icon .
2. The Add Attachment window opens.



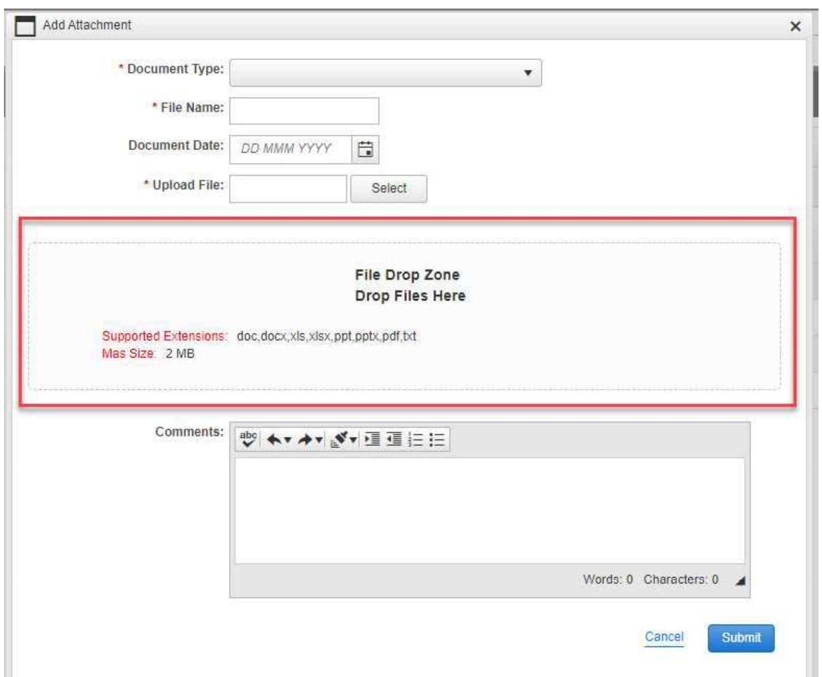
3. Click **Select**.
4. The Open dialog box opens.



5. Select a file and then click **Open**. When the file is done uploading, the circle icon will turn green.
6. If the wrong file is selected, select **Remove**.
7. Enter information for all required fields. Required fields are marked with an asterisk (*).
8. Click **Submit** to add the attachment or **Cancel** to close the window without saving.

To Drag and Drop an Attachment:

1. Open the file location folder next to the ARCS window.
2. Click a file to select it.
3. Left-click and hold the file selection.
4. Drag the cursor to ARCS in the File Drop Zone gray area.



5. When the file is done uploading, the circle icon will turn green.

6. If the wrong file is selected, select **Remove**.
7. Enter information for all required fields. Required fields are marked with an asterisk (*).
8. Click **Submit** to add the attachment or **Cancel** to close the window without saving.

Edit Attachment

To edit an attachment:

1. Click the Edit icon  to the left of the attachment.
2. The Edit Attachment window opens.
3. Make any changes.
4. Click **Save** to save the attachment or click **Cancel** to close the window without saving.

View Attachment Details

To view details for any attachment:

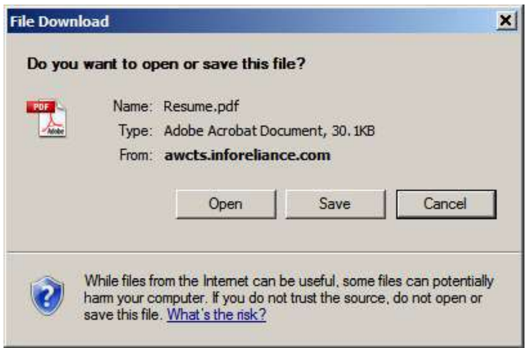
1. Click the **View** hyperlink:
2. The Attachment Details window opens.

3. Click the **Close** hyperlink to close the window.

Download Attachment

To download an attachment:

1. Click the **file name** hyperlink.
2. The File Download dialog box opens.

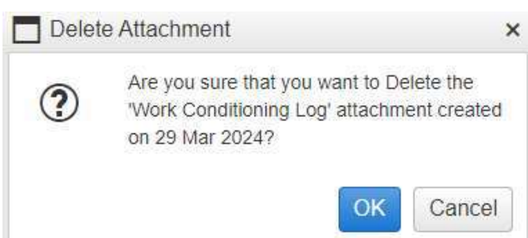


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Archive Attachment

To archive an attachment:

1. Click the Delete icon  to the right of the attachment.
2. The Delete Attachment dialog box opens.



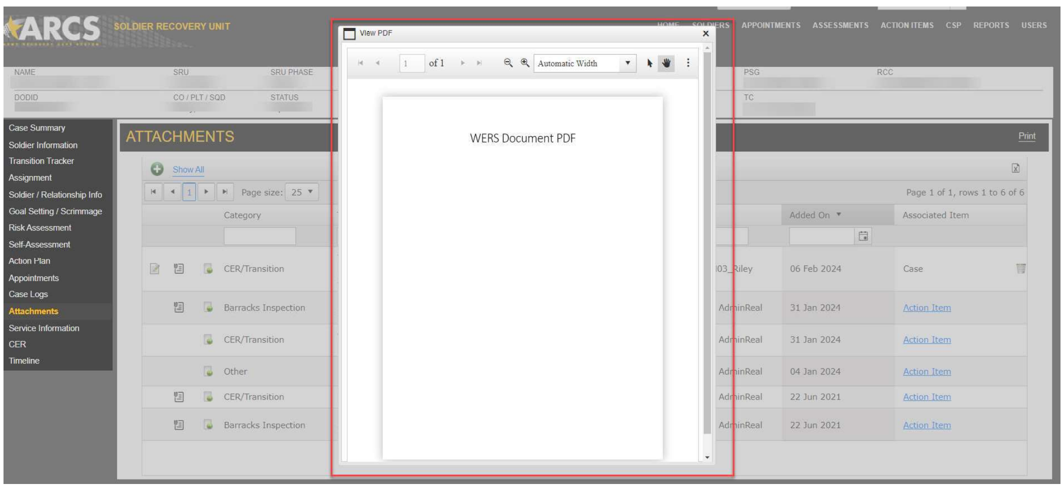
3. Click **OK** to delete the attachment or click **Cancel** to return to the Attachment screen.

NOTE: To permanently delete a file from a Soldier's case, please submit a ticket to the ARCS service desk.

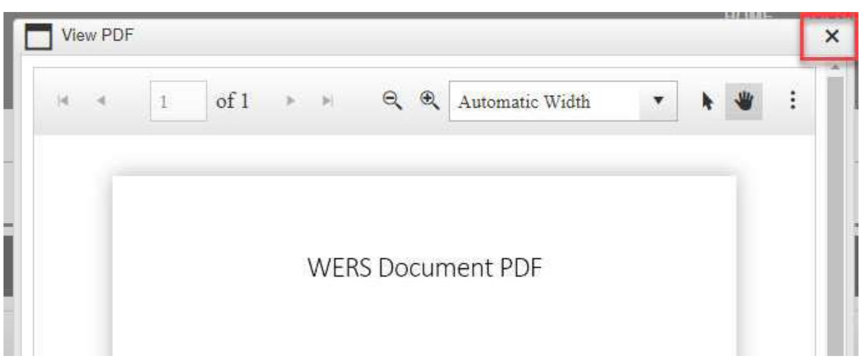
View PDF Attachment

To view the PDF in a pop-up window:

1. Click the  icon
2. The View PDF window opens



3. Select the X icon to close the window

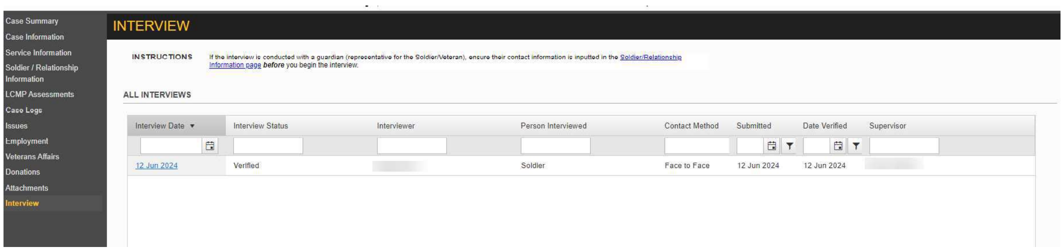


Interviews

The Automated Interview page allows Recovery Care Coordinators (RCCs) to conduct interviews directly within ARCS, eliminating the need for the previous paper-based method. This feature integrates seamlessly with other ARCS pages.

Use the Interviews page to complete a new interview for the Service Member or their guardian (representative). You can also view in-progress or completed interviews.

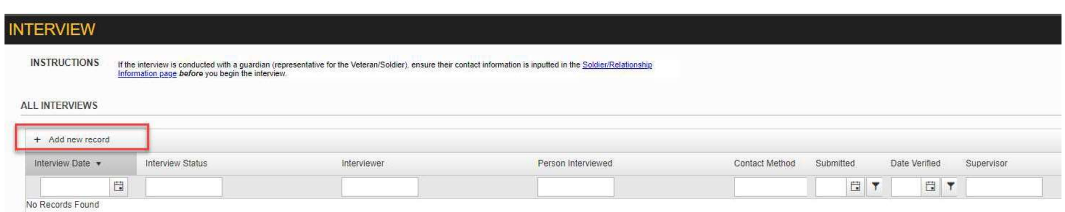
Interviews are initiated by the RCC or Regional Supervisor when the case is in the RCC Assigned Status. Once completed and approved by the Regional Supervisor, the interview becomes available in a read-only format.



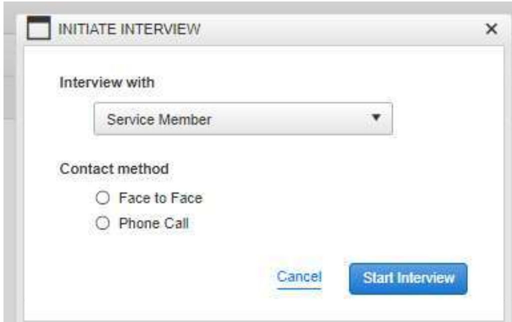
Initiate Interview

To initiate an Interview:

1. Select the + **Add new record** icon



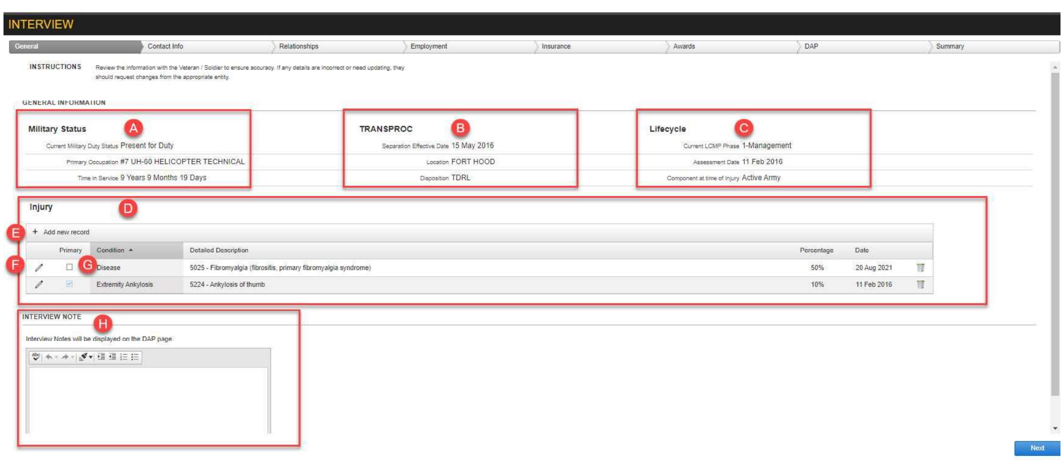
The Initiate Interview pop-up will appear



1. Select the **Interview With**
    - If the interview is conducted with a guardian, ensure their contact information is inputted in the Soldier/ Relationship Information page. Once it is, their name will be available in the drop-down selection.
2. Select the **Contact Method**
3. Select **Start Interview** to proceed

General Tab

This section describes how to view and manage the General Page within the Interview.



General Screen

Label	Name	Description
A	Military Status	Read-only from the Service Information Page
B	TRANSPROC	Read-only from the Service Information Page
C	Lifecycle	Read-only from the Case Information Page
D	Injury	Information is from the Case Information Page. When the Injury information is updated within the Interview, it will update on the Case Information Page.
E	Add New Injury Record	Select the **+ Add new record** to input a new injury record. When this is completed, the new record can be viewed on the Case Information Page.
F	Edit Injury Record	Select the **pencil icon** to update the Injury details (Condition, Detailed Description, and Percentage).
G	Make Injury Record Primary	Check within the **Primary box** to set the Injury as the Primary. At least one injury must be marked as primary.
H	Interview Notes	Interview notes will be displayed on the DAP page.

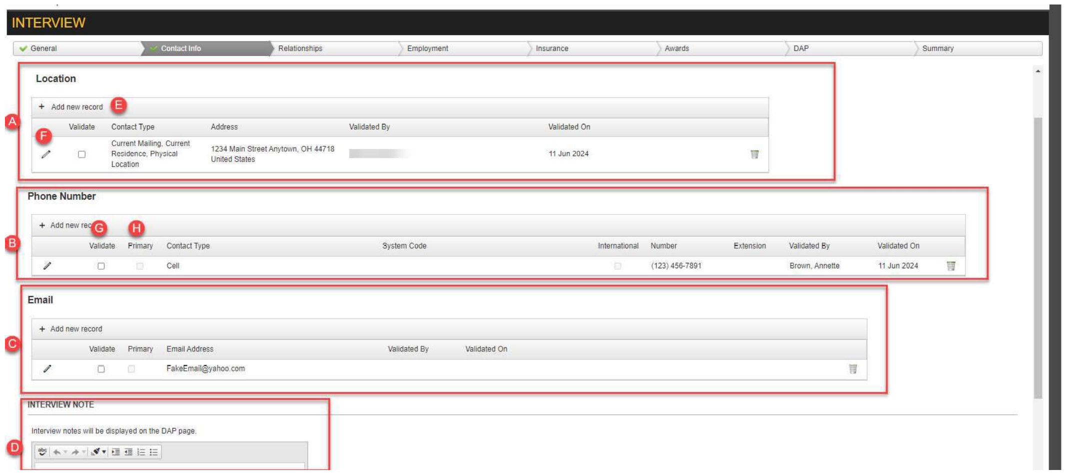
Next Up: Contact Info Tab

Contact Info Tab

This section describes how to view and manage the Contact Info page within the Interview.

The Contact Information tab displays data from the Soldier / Relationship Information page. After information is entered in the Interview, it will also be visible on the Soldier / Relationship

Information page. The Location and Phone Number must be validated to proceed to the next step.



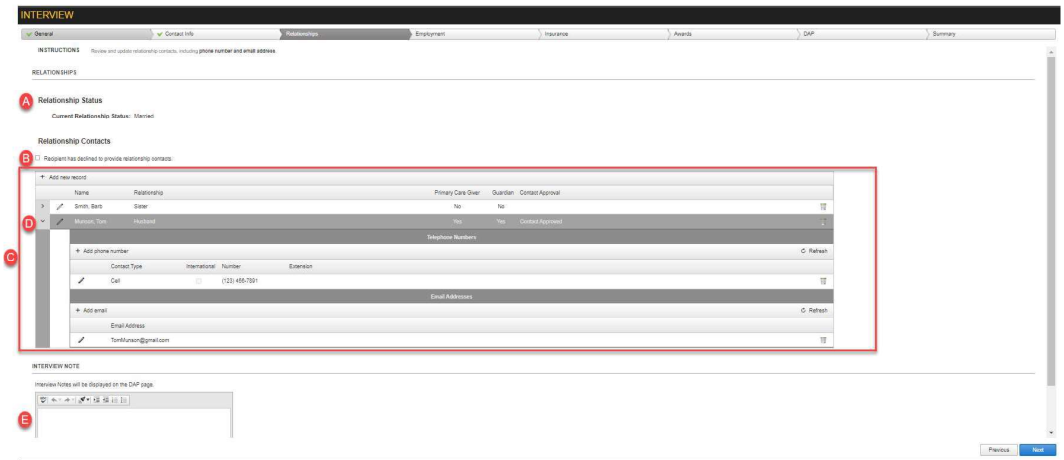
Contact Info Screen

Label	Name	Description
A	Location	• Must include a Current Mailing, Current Residence, and Physical Location. • Must be validated.
B	Phone Number	• Must have at least one phone number entered. • Must be validated.
C	Email	• Optional to enter. • Optional to validate.
D	Interview Notes	Interview notes will be displayed on the DAP page.
E	Add New Record	Select the **+ Add New Record** to input a new location, phone number, or email record. When this is completed, the new record can be viewed on the Soldier / Relationship Information page of the Service Member's record.
F	Edit Record	Select the **pencil icon** to edit the existing record. When this is completed, the modified record can be viewed on the Soldier / Relationship Information page of the Service Member's record
G	Validate	Select the **validate checkbox** to validate a record.
H	Primary	Select the **primary checkbox** to set a phone number or email as the primary record.

Next Up: Relationships Tab

Relationships Tab

This section describes how to view and manage the Relationships Page within the Interview.



Relationships Screen

Label	Name	Description
A	Relationship Status	Read-only from the Service Information Page
B	Refused to Provide Relationship Contacts	Select the check box if the Service Member has declined to provide relationship contacts The check box will remain selected if it this option was selected on the Soldier/ Relationship Page.

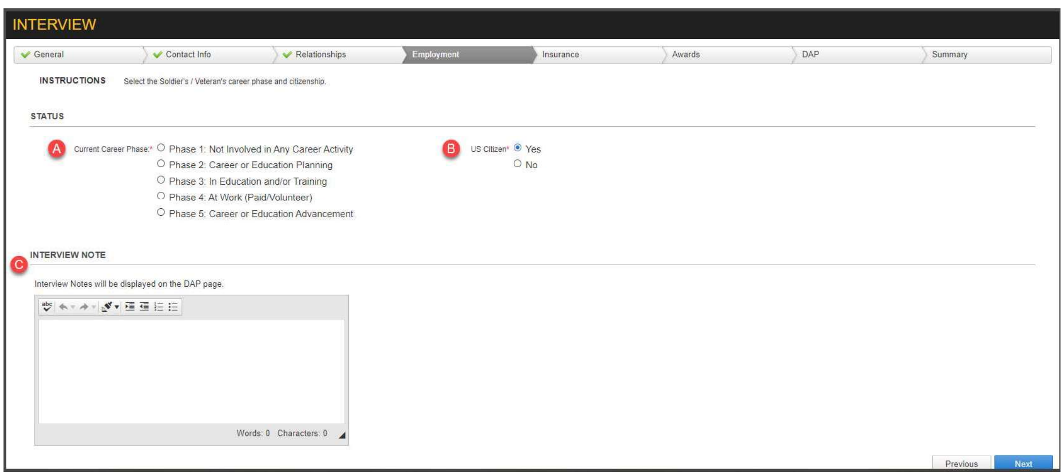
Label	Name	Description
C	Contacts	Includes the Contacts phone number and/or e-maill address. This information comes from the Soldier/ Relationship Page. If a new record is added or modified within the interview, it will also update on the Soldier/ Relationship Page.
D	Expand Icon	Select the arrow to expand to view the phone and email of the Relationship Contact

Label	Name	Description
E	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [Employment Tab](#employment-tab)

Employment Tab

This section describes how to view and manage the Employment Page within the Interview. The page displays data retrieved from the Employment Page on the Service Member's case.



Employment Screen

Label	Name	Description
A	Current Career Phase	This information comes from the Employment page on the Service Member's case. If modified it will automatically update the corresponding fields on the Employment Page on the Service Member's case

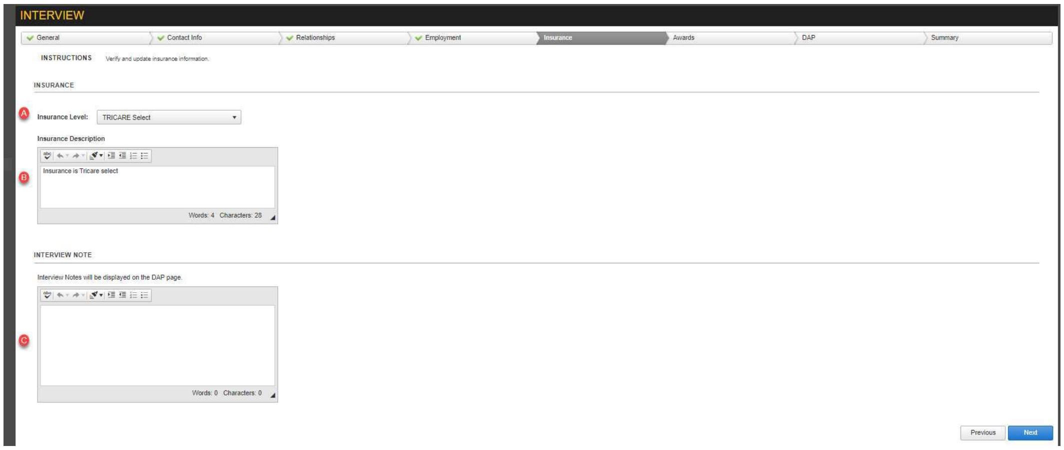
Label	Name	Description
B	US Citizen	This information comes from the Employment page on the Service Member's case. If modified it will automatically update the corresponding fields on the Employment Page on the Service Member's case
C	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: Insurance Tab

Insurance Tab

This section describes how to view and manage the Insurance Page within the Interview.

The Insurance tab displays data Case Information page. After information is entered in the Interview, it will also be visible the Case Information page.


INTERVIEW
General
Contact Info
Relationships
Employment
Insurance
Awards
DAP
Summary
INSTRUCTIONS
Verify and update insurance information.
INSURANCE
Insurance Level:
TRICARE Select
Insurance Description
Insurance is Tricare select
INTERVIEW NOTE
Interview Notes will be displayed on the DAP page.
Previous
Next

Insurance Screen

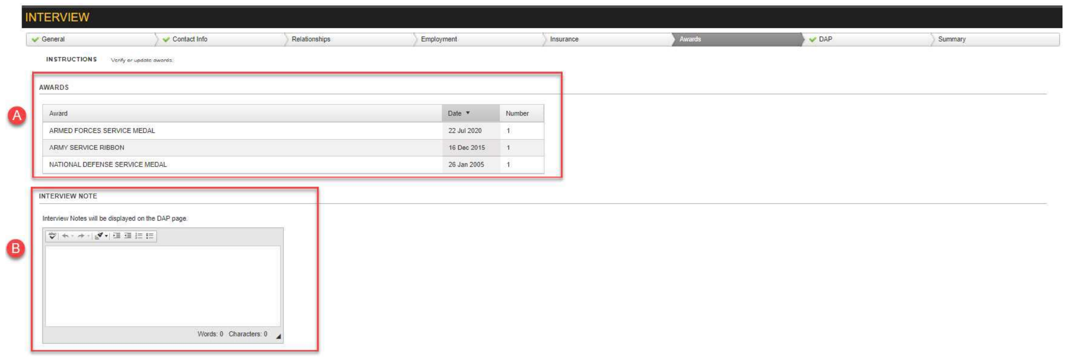
Label	Name	Description
A	Insurance Level	This information comes from the Insurance tab on the Case Information page on the Service Member's case. If modified within the Interview, it will automatically update the corresponding fields on the Insurance tab on the Case Information page on the Service Member's case.

Label	Name	Description
B	Insurance Description	This information comes from the Insurance tab on the Case Information page on the Service Member's case. If modified within the Interview, it will automatically update the corresponding fields on the Insurance tab on the Case Information page on the Service Member's case.
C	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: Awards Tab

Awards Tab

This section describes how to view and manage the Awards Page within the Interview.



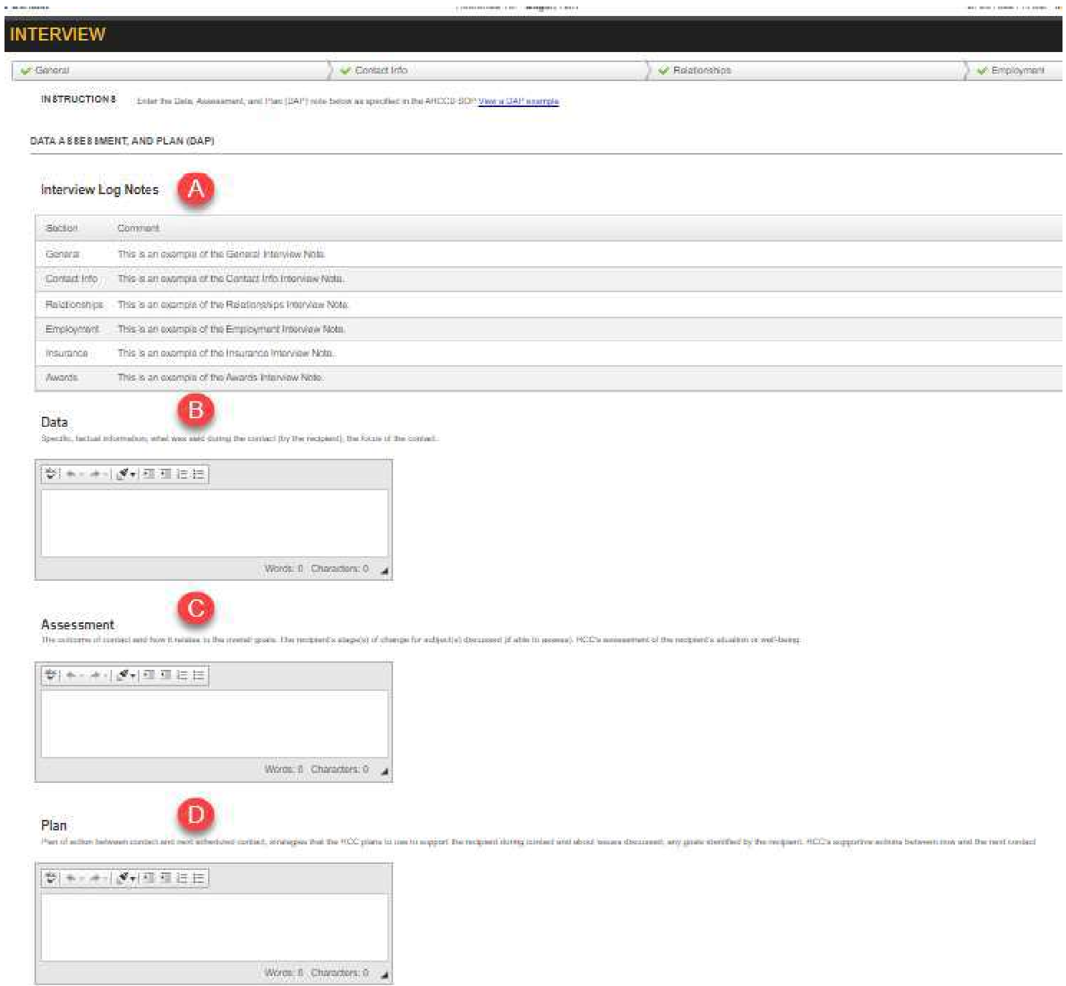
Awards Screen

Label	Name	Description
A	Awards	Read-only from the Service Information Page
B	Interview Notes	Interview notes will be displayed on the DAP page.

Next Up: [DAP Tab]

DAP Tab

This section describes how to view and manage the DAP Page within the Interview.


INTERVIEW
General
Contact Info
Relationships
Employment
INSTRUCTIONS
DATA ASSESSMENT, AND PLAN (DAP)
Interview Log Notes
A
Section
Comment
General
This is an example of the General Interview Note.
Contact Info
This is an example of the Contact Info Interview Note.
Relationships
This is an example of the Relationships Interview Note.
Employment
This is an example of the Employment Interview Note.
Insurance
This is an example of the Insurance Interview Note.
Awards
This is an example of the Awards Interview Note.
B
Data
C
Assessment
D
Plan

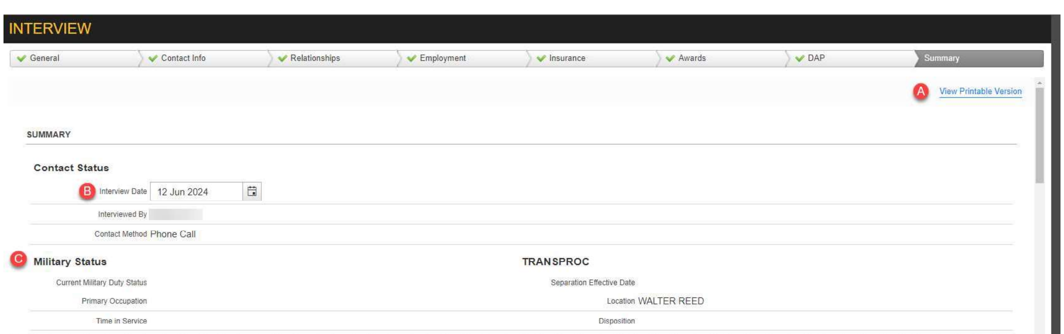
DAP Screen

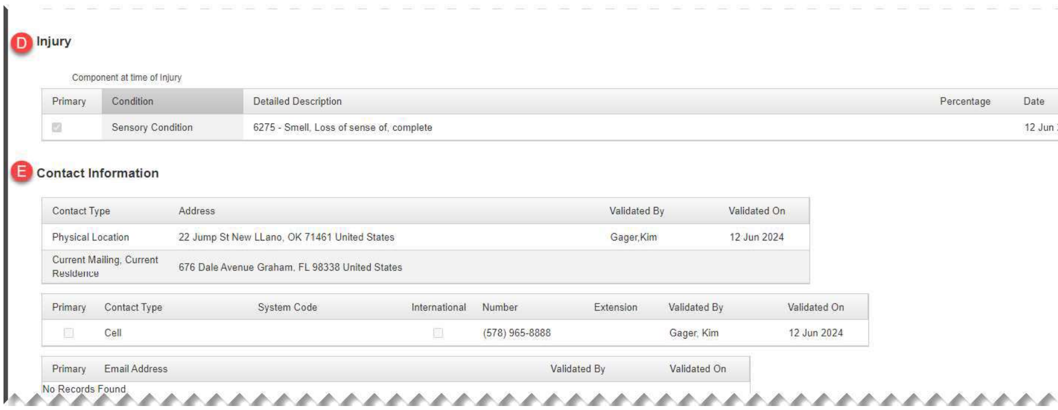
Label	Name	Description
A	Interview Log Notes	Read-only notes from the Interview Tabs.
B	Data Notes	The RCC can enter the Data notes within this area. Data: Specific, factual information; what was said during the contact (by the recipient); the focus of the contact.
C	Assessment Notes	The RCC can enter the Assessment notes within this area. Assessment: The outcome of contact and how it relates to the over-all goals. The recipient's stage(s) of change for subject(s) discussed (if able to assess). RCC's assessment of the recipient's situation or well-being.
D	Plan Notes	The RCC can enter the Plan notes within this area. Plan: Plan of action between contact and next scheduled contact, strategies that the RCC plans to use to support the recipient during contact and about issues discussed; any goals identified by the recip-ient. RCC's supportive actions between now and the next contact

Next Up: Summary Tab

Summary Tab

This section describes how to view and manage the Summary Page within the Interview.




D
Injury
Component at time of Injury
Primary
Condition
Detailed Description
Percentage
Date
Sensory Condition
6275 - Smell, Loss of sense of, complete
12 Jun 2
E
Contact Information
Contact Type
Address
Validated By
Validated On
Physical Location
22 Jump St New LLano, OK 71461 United States
Gager,Kim
12 Jun 2024
Current Mailing, Current Residence
676 Dale Avenue Graham, FL 98338 United States
Primary
Contact Type
System Code
International
Number
Extension
Validated By
Validated On
Cell
(578) 965-8888
Gager, Kim
12 Jun 2024
Primary
Email Address
Validated By
Validated On
No Records Found


F
Employment
Current Career Phase PHASE2
US Citizen Y
G
Insurance
Insurance Level none
Insurance Description
H
Awards
Award
Date
Number
No Records Found

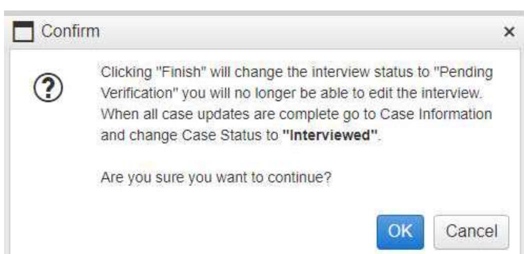

I
DAP
DATA: This is an example of a data note.
ASSESSMENT:
This is an example of a assessment note.
PLAN:
This is an example of a plan note.
Previous
Finish

Summary Screen

Label	Name	Description
A	View Printable Version	Select the link to access the printable Interview form.
B	Interview Date	Input the date in which the interview took place.
C	Military Status	Read-only from the General tab of the Interview.
D	Injury	Read-only from the General tab of the Interview.
E	Contact Information	Read-only from the Contact Info tab of the Interview.
F	Employment	Read-only from the Employment tab of the Interview.
G	Insurance	Read-only from the Insurance tab of the Interview.
H	Awards	Read-only from the Awards tab of the Interview.
I	DAP Notes	Read-only from the DAP tab of the Interview.

To send the interview to the Regional Supervisor for review:

1. Select **Finish** on the bottom right- hand corner of the Summary Page.
2. A Confirm Pop-Up will appear.



3. Select **OK.**
4. Select **Case Information** on the Service Member's Case.
5. Select **Edit.**

6. Update the Case Status from RCC Assigned to **Interviewed.**

7. Select **Save.**

Approve or Return Interview

This section describes how to approve or return an Interview.

PERMISSIONS: Regional Supervisor

Regional Supervisor Review

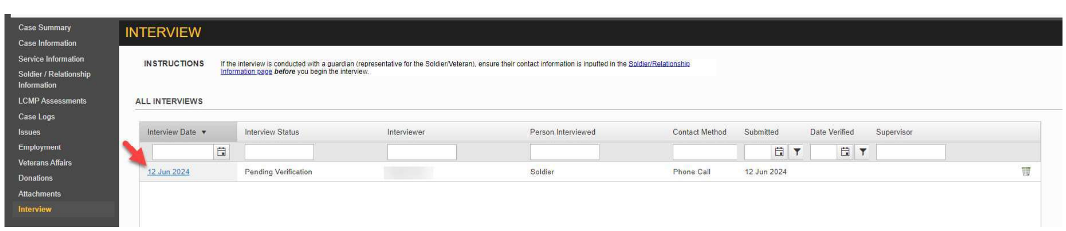
After the RCC finishes the interview and updates the Case Status to Interviewed, the Regional Supervisor can review the completed interview. Supervisors will receive a new notification after the case status is updated. Interviews pending approval can also be found in the Completed Interviews Tab within the Cases page.

To view the Interview:

1. Go into Service Member's Case

2. Select Interview on the left menu

3. Select the hyperlink date for the pending verification interview



4. The Summary page of the Interview will load

Approving an Interview

1. Select the **Approve** radio button on the Summary page
2. Select **Finish** located on the bottom of the page
3. The Confirm pop-up will appear

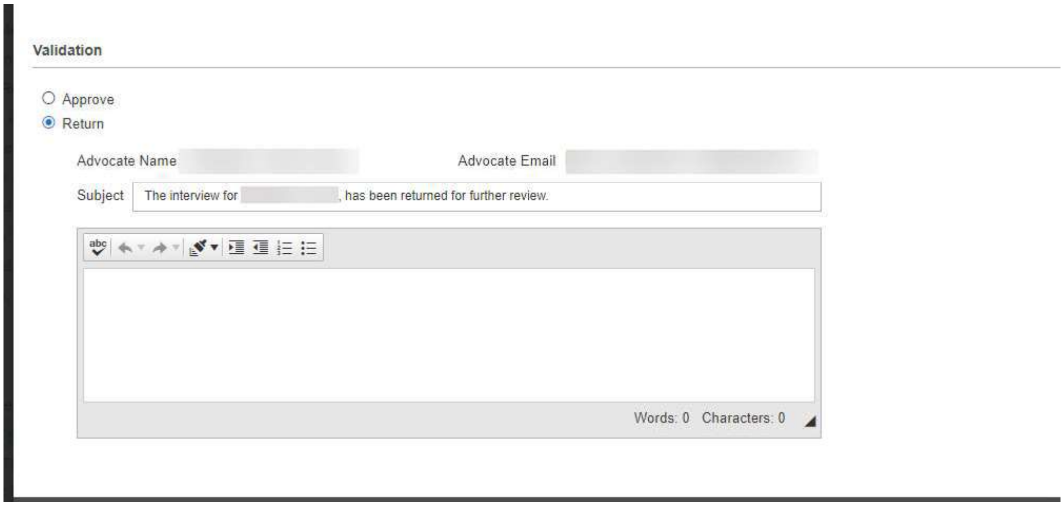
4. Select **OK**

The Interview Status will be updated to **Verified** and the Case Status will be automatically to **Active**.

Returning an Interview

1. Select the **Return** radio button on the Summary page
2. The page will load a return form. The return form will include the Advocate's Name that is assigned to the case, the Advocate's Email. These fields cannot be modified.

   The Supervisor can modify the subject and enter the text that will appear in the body of the email.



3. Select Finish located on the bottom of the page. When finish is selected, the e-mail will be sent to the RCC. The e-mail validation section will disappear from the Interview.

4. The Confirm pop-up will appear

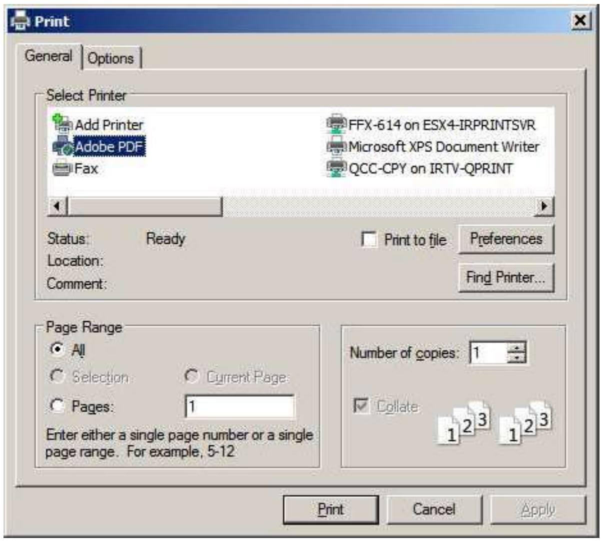
5. Select **OK**

The Interview Status will be updated to **Returned** and the Case Status will be automatically updated back to **RCC assigned.**

Print Case Section

To print the current case section or screen:

1. Click Print in the upper right of the screen.
2. The Print dialog box opens.



3. Select the print options.
4. Click **Print** to print the section click **Cancel** to close the dialog box without printing.

Close Case

You can close a case for Soldiers no longer eligible or needing RCD support. Setting the status to “Recommend Closure” will notify the Supervisor and Medical Eligibility to review the case to determine if it should be closed.

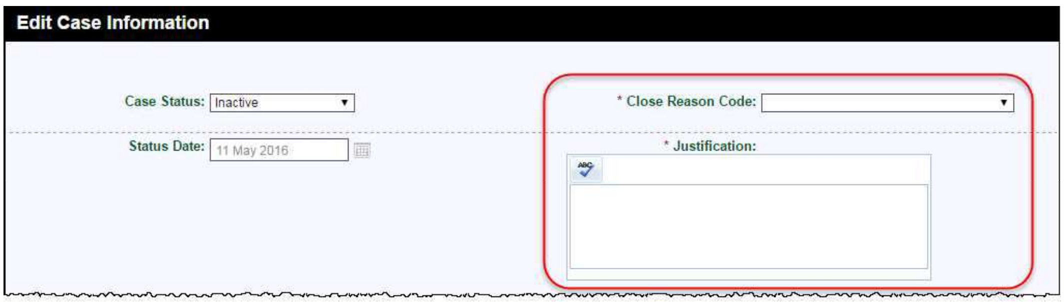
NOTE: You can only close a case if you have a Medical Eligibility role. See RCD Case Status Rules for a detailed list of all case status rules.

To close a case:

1. Go to the My Cases Tab of the Cases Dashboard.
2. Click on a Name hyperlink to open the case with a “Recommend Closure” status.
3. Click **Case Information** from the Navigation Sidebar.
4. On the Main Data tab, click the **Edit** button.
5. Select **Inactive** from the Case Status list box.

NOTE: The "Inactive" option will not appear in the list box if the case has any open issues. Close any issues, then repeat steps 1-5.

The Close Reason Code and Justification fields open.



6. Select a reason code and enter a justification.

7. Click **Save**.

Re-open Case

To reopen a closed case:

1. Go to the inactive case.
2. Click the **Case Information** hyperlink from the Navigation Sidebar.

The Case opens to the Main Data tab.

3. Click **Reopen Case**.

A Confirmation dialog box opens.

4. Click **Yes** to reopen the case or **No** to close the dialog box without reopening the case.
5. The case status is changed to “Recommend Re-open” and sent to Medical Eligibility.

Assign, Re-assign, or Transfer Cases

Permissions: Regional Supervisors and Contact Center Supervisors have the Assign Cases Tab.

Once a Soldier has been determined to be medically eligible for RCC support, an Regional Supervisor or Contact Center Supervisor assigns the case to an RCC or CC Operator for follow-up and management. The Supervisor is also responsible for re-assigning cases when needed.

1. Click the **Assign Cases** tab.

The Assign Cases tab opens. Regional Supervisors will have cases in *Pending Assignment* and *Recommend Reassignment* status. Center Supervisors will have cases in *Confirmed* and *Unable to Contact* status.

2. Select an ARCC/CC Operator from the **Assign To** list box.

- OR -

Select a region from the **Transfer To** list box.

NOTE: You can select either Assign To or Transfer To for each case but not both.

3. Click **Save** to save the changes.

The cases are transferred to the assigned RCCs/CC Operators, who receive notifications on their Home screens (see Notifications).

NOTE: To transfer multiple cases between RCCs/CC Operators within a region, use the Mass Re-Assign tab.

Case Regions by State

Region	State
EAST	FL
EAST	GA
EAST	KS
EAST	NC
EAST	PR
EAST	SC
EAST	VA
NORTH	AE
NORTH	CT
NORTH	DC
NORTH	DE
NORTH	IA
NORTH	KY
NORTH	MA
NORTH	MD
NORTH	ME
NORTH	MI

Region	State
NORTH	NH
NORTH	NJ
NORTH	NY
NORTH	OH
NORTH	PA
NORTH	RI
NORTH	VT
NORTH	WV
SOUTH	AL
SOUTH	AR
SOUTH	LA
SOUTH	MS
SOUTH	NM
SOUTH	OK
SOUTH	TN
SOUTH	TX
SOUTH	VI
WEST	AK
WEST	AP
WEST	AS
WEST	AZ
WEST	CA
WEST	CO
WEST	GU
WEST	HI
WEST	IA

Region	State
WEST	ID
WEST	IL
WEST	MN
WEST	MO
WEST	MP
WEST	MT
WEST	ND
WEST	NE
WEST	NV
WEST	OR
WEST	SD
WEST	UM
WEST	UT
WEST	WA
WEST	WI
WEST	WY

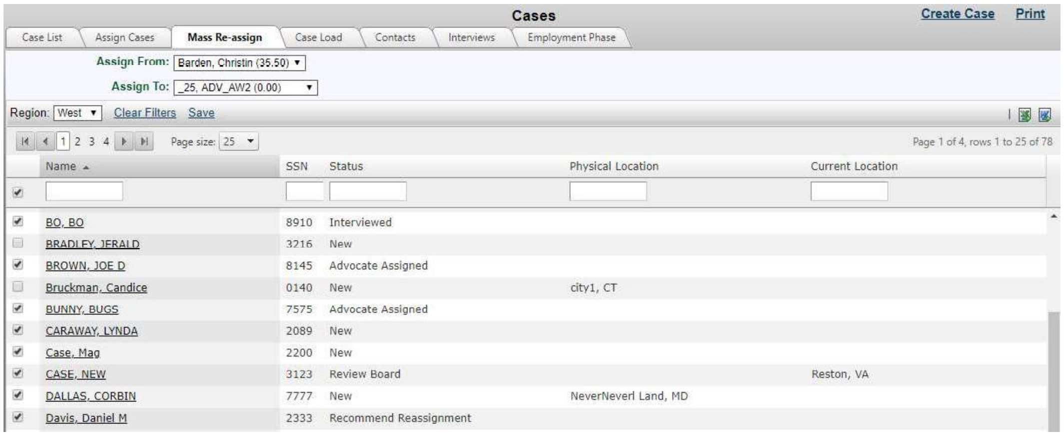
Mass Re-Assign

PERMISSIONS: Regional Supervisor, CC Supervisor

NOTE: Cases may only be re-assigned in mass to RCCs/CC Operators within the same region.

1. Click the **Mass Re-assign** tab.

The Mass Re-assign tab opens.



2. Select an RCC/Contact Center Operator from the **Assign From** list box. The number in parentheses indicates the current case load.
3. Select an RCC/Contact Center Operator from the **Assign To** list box. The number in parentheses indicates the current case load.
4. Select the check box for each case to re-assign or use the select all check box.
5. Click **Save** to save the changes.

NOTE: Notifications are sent to both the losing and gaining RCCs/Contact Center Operators to notify them of the re-assignment.

RCD Case Status Rules

Case Status Rules

Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
New	Medical Eligibility	Inactive Confirmed Pending Assignment Needs Review Review Board	Medical Eligibility	Auto set upon completion of intake.
Confirmed	Contact Center (CC) Supervisor	Pending Assignment Unable to Contact Recommend Inactive	CC Supervisor	Medically eligible for RCD, but Soldier does not have contact information available.
Pending Assignment	Regional Supervisor	RCC Assigned Active Unable to Contact Recommend Inactive	Regional Supervisor	Regional Supervisor will assign Soldier to an RCC.

Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
Unable to Contact	CC Supervisor CC Rep-resentative	Active RCC Assigned AWAP Pending Assignment Recommend Inactive	CC Supervisor Regional Super-visor CC Rep-resentative	RCC is unable to contact the Soldier using available con-tact inform-ation. Case will default to LCMP 1. Case is removed from RCC case-load and assigned to Contact Center for mange-ment.
Active	RCC	Unable to Contact Recommend Inactive Recommend Reas-signment	RCC Supervisor RCC	
RCC Assigned	RCC	Unable to Contact Interviewed Recommend AWAP Recommend Inactive Recommend Reas-signment	RCC Regional Super-visor	RCC has been assigned and must complete the interview process.

Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
Inactive	None	Recommend Reopen	Any user	Unable to select Inactive if there are open Issues associated with case. Inactive cases are "Closed".
Interviewed	Supervisor	Active RCC Assigned Unable to Contact Recommend Inactive Recommend Reassignment	Regional Supervisor	Interview has been completed and requires Supervisor review.
Needs Review	Medical Eligibility	Confirmed Pending Assignment Inactive Review Board	Medical Eligibility	Additional review required before eligibility determination. Automatically sends referring RCC (if applicable) an email asking for more information.

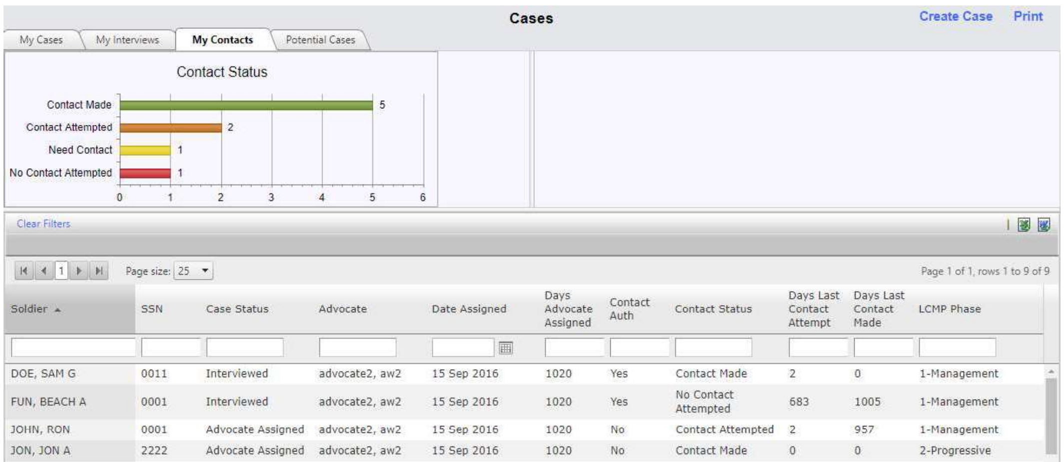
Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
Recommend Inactive	Supervisor Medical Eligibility	Active Pending Assignment Confirmed Needs Review Review Board Inactive	Medical Eligibility	Used if the Soldier no longer requires or desires RCC support, Soldier cannot be contacted using all available means, or Soldier is deceased. All Issues must be closed or "Recommend Inactive" cannot be selected.
Recommend Reassignment	Supervisor	Active RCC Assigned Pending Assignment Pending CC Assignment Unable to Contact Recommend Inactive	Regional Supervisor CC Supervisor	Soldier is moving to another region, or RCC needs to be reassigned.

Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
Recommend Re-open	Medical Eligibility	Inactive Confirmed Pending Assignment Needs Review Review Board	Medical Eligibility	A case was inactive, but needs to be reassigned to an RCC as a managed case. Cases automatically reopened due to medically retiring out of an SRU have this status.
Review Board	Medical Eligibility	Inactive Confirmed Pending Assignment	Medical Eligibility	Case requires review board to determine RCD eligibility. Cases autogenerated due to medically retiring out of an SRU have this status.

Case Status	Assigned To	Status Change Options	May Be Changed By	Additional Information
AW2 Alumni Program (AWAP)	None	Pending Assignment Recommend Inactive	ARCS System	Set by ARCS when LCMP Phase = AWAP. Unable to select if there are open Issues associated with the Soldier's case.

My Contacts

The Contacts tab provides a snapshot of your assigned cases (or active cases by Region/CC) with the contact status for each Soldier. The contact requirements are based on the LCMP Phase for each Soldier.



Click on a name to open the case. Right-click on a row to open the case in a new window.

See Grid Controls for more information on filtering/sorting columns on the grid.

Issues

This section describes how to manage issues and tasks created by you and/or assigned to you by another ARCS user. Issues and tasks are created and managed from within individual cases, and can also be accessed from the case (see Issues).

RCCs and CC Operators will see all open issues for Soldiers assigned to them. Supervisors will see all open issues for Soldiers that fall under their domain.

Overview Tab

The Overview tab is available to some user roles. It displays three charts: Issues by Status, Issues by top 5 Categories, and ASB SME Workload.

Issues by Status

	North	South	East	West	Contact Center	Total
Coordination Complete	3	2	2	2	5	14
In Progress	42	50	26	41	32	198
Returned For Further Information	0	0	0	0	1	1
Total	45	52	28	43	38	213

Issues by top 5 Categories

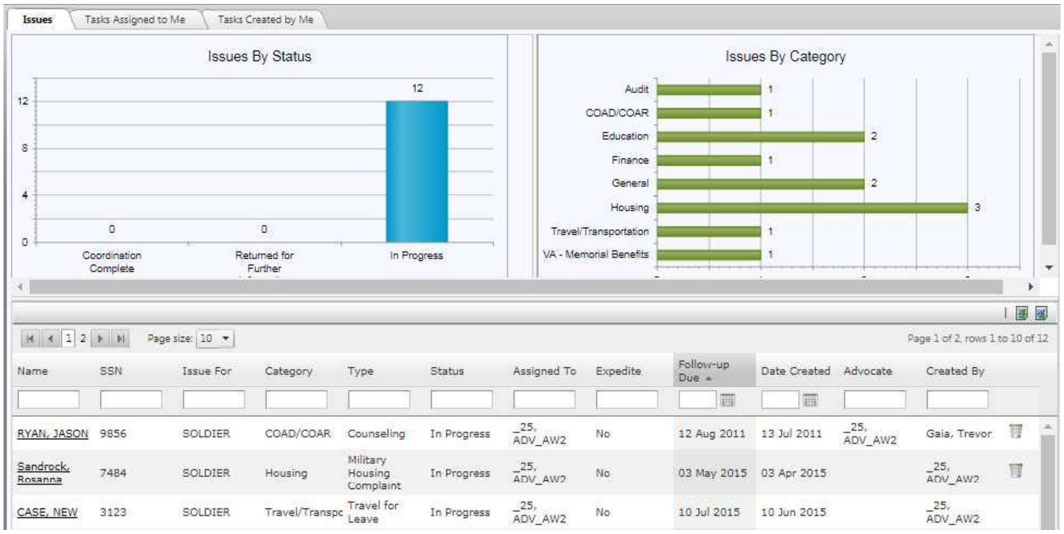
	North	South	East	West	Contact Center	Total
Education	5	4	2	5	0	16
Medical	5	1	0	1	9	16
Employment	3	8	4	2	1	18
Housing	3	6	2	3	2	20
Finance	6	10	5	11	6	39
Total	22	29	13	22	18	109

ASB SME Workload

Role	Issues	Tasks
COAD/COAR Coordinator	5	2
Education Coordinator	12	0
Employment Coordinator	4	0
Finance Coordinator	17	0
HR Coordinator	4	1
Medical Coordinator	7	0
Medical Eligibility	4	0
StratComm Specialist	1	0
Symposium Coordinator	0	0
VA Liaison	8	0

Issues Tab

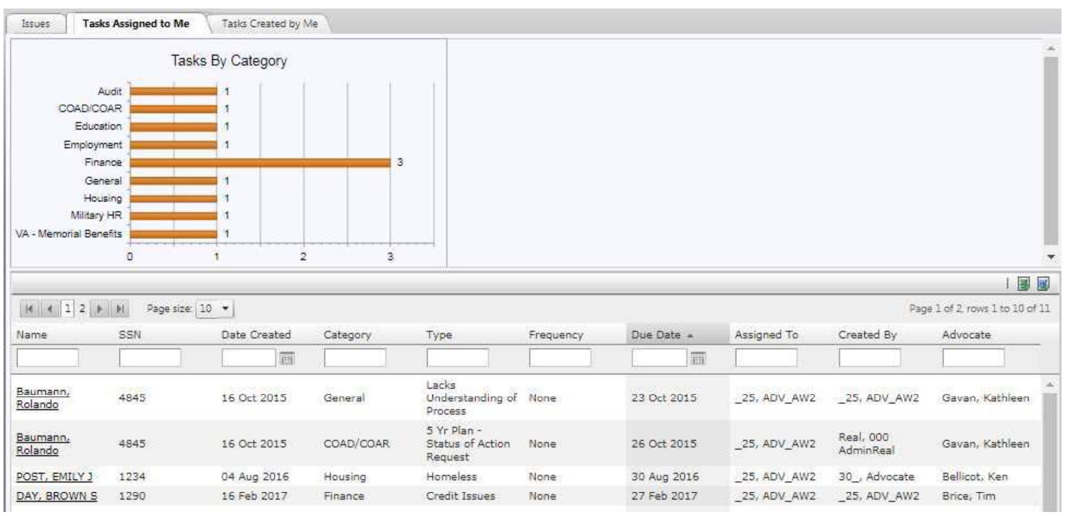
Once you are assigned issue, you are responsible for following up on the issue and providing a resolution. Charts and graphs will vary depending on your ARCS user role.



Click a Name hyperlink in the Soldier column to open the case.

Tasks Assigned to Me Tab

In order to resolve an issue, you may need to complete multiple tasks. The **Tasks Assigned to Me** displays all tasks assigned to you and identifies the due date, and creator of the task.

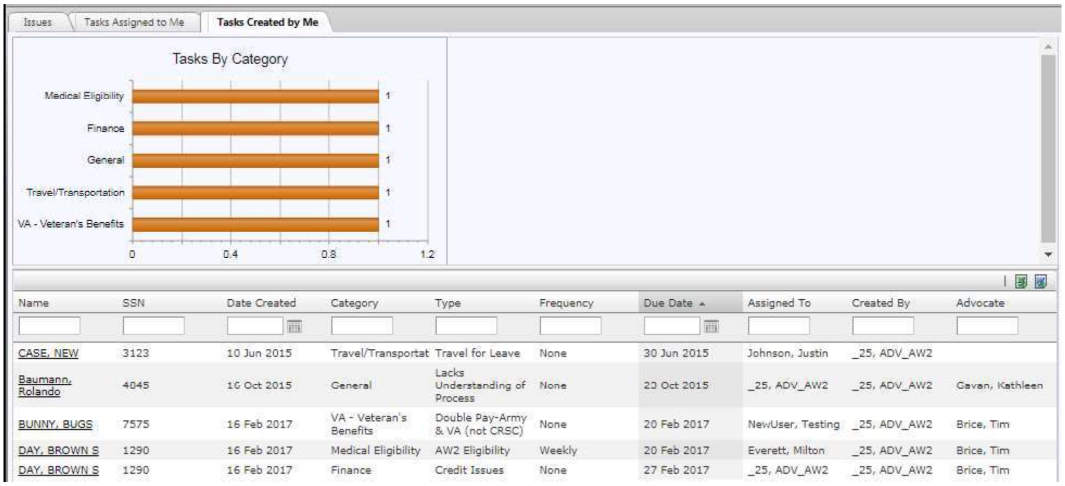


Click a Name hyperlink in the Soldier column to open the task within a case.

Related Topics: Add Task Log Entry, Edit Task

Tasks Created by Me

In order to resolve an issue, you may need to assign tasks to other users or SMEs. The **Tasks Created by Me** allows you to track all tasks previously created by you.



Click a Name hyperlink in the Soldier column to open the task within a case.

New tasks are added within the Issues section of a Soldier's case.

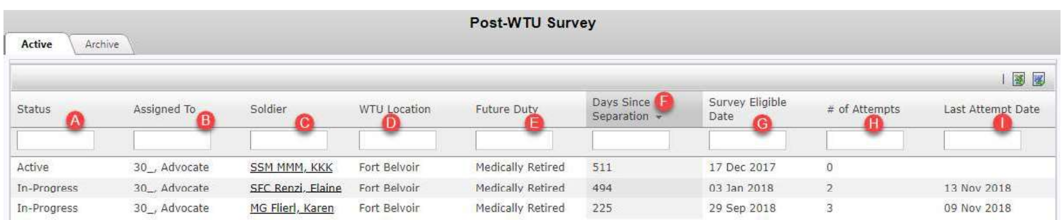
SRU Survey

The Post-SRU Survey is administered by RCCs (Soldiers with managed RCD cases) and Contact Center Representatives (unmanaged or non-RCD Soldiers). To view the grid, select SRU Survey from the top menu.

Post-SRU Survey Grid

Active

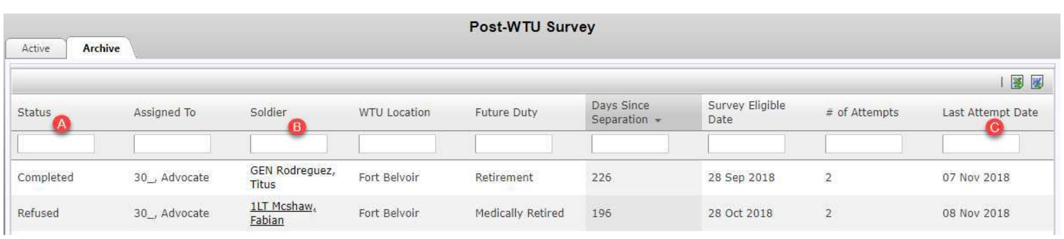
The Active grid contains records of upcoming and active surveys



Label	Name	Description
A	Status	• Pending - Soldiers out-processed from a SRU between 150-179 days ago • Active - Soldiers out-processed from a SRU 180 days ago or greater
B	Assigned To	RCC name (active RCD Soldier) or Contact Center (non-RCD Soldier or unmanaged RCD case)
C	Soldier	Soldier's name and rank - click on the name to Log Survey
D	SRU Location	SRU the Soldier was out-processed from
E	Future Duty	Disposition of the Soldier's SRU case
F	Days Since Separation	Days since the Soldier was out-processed from the SRU
G	Survey Eligible Date	Date the surveyor may begin attempting to contact the Soldier for the survey (180 days +)
H	# Attempts	Number of survey attempts logged in ARCS
I	Last Attempt Date	Date of the last survey attempt logged in ARCS

Archive

The Archive grid contains records of surveys that are no longer active.



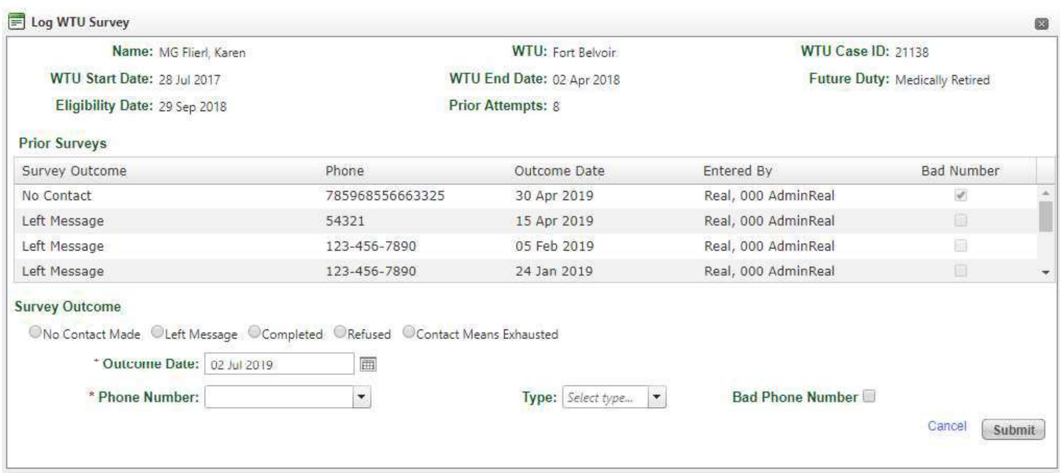
Label	Name	Description
A	Status	• Complete - A survey has been completed for this Soldier • Refused - The Soldier refused to completed the survey* • Exhausted - The surveyor attempted to reach the Soldier at least twice and all contact means have been exhausted* * Refused and Exhausted surveys are still available for new logging if the Soldier become available for the survey in the future
B	Soldier	Soldier name and rank - completed surveys are no longer active
C	Last Attempt Date	Date of the last survey attempt logged in ARCS. For completed surveys, the date reflects "survey completed on" date.

Log Survey

Permissions: RCC, Contact Center Representative

To log a survey attempt:

1. Click on the Soldier's name from the dashboard.

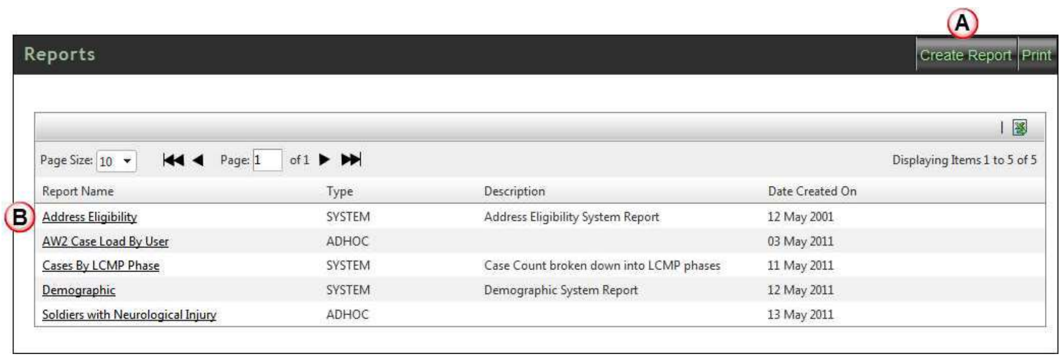


2. Enter a survey outcome.
    - No Contact Made - no answer or could not leave a message
    - Left Message - left a voice mail or message with a person
    - Completed - Soldier completed the survey (moves Soldier name to archive page)
    - Refused - Soldier is not want to speak to the surveyor, or does not want to be surveyed (moves Soldier name to archive page)
    - Contact Means Exhausted - unable to contact the Soldier after at least 2 attempts (moves Soldier name to archive page)
3. Select an Outcome Date for the survey attempt - default is today's date
4. Select a phone number from the drop down, or add a new phone number and phone type.
    - If the phone number attempted is not a good number, select the "Bad Phone Number" check box to remove it from the drop down in the future and tag the number as bad.
5. Click Submit to save, or Cancel to close without saving.

Reports

Click **Reports** on the Menu bar to go to the Reports screen. The reports screen can be filtered into three views:

- My Reports (default)
- System Reports
- Other Reports



Reports Screen

Label	Name	Description
A	Create Report button	Click **Create Report** to create a new Ad Hoc report (see Create New Ad Hoc Report).
B	Report Name hyperlink	Click a report name hyperlink to view a system or saved Ad Hoc report: • View System Report • View Ad Hoc Report

My Reports

This is the default view when accessing reports and is customizable by the user. My Reports contains:

- All reports created by the user
- System and ad-hoc reports added to My Reports

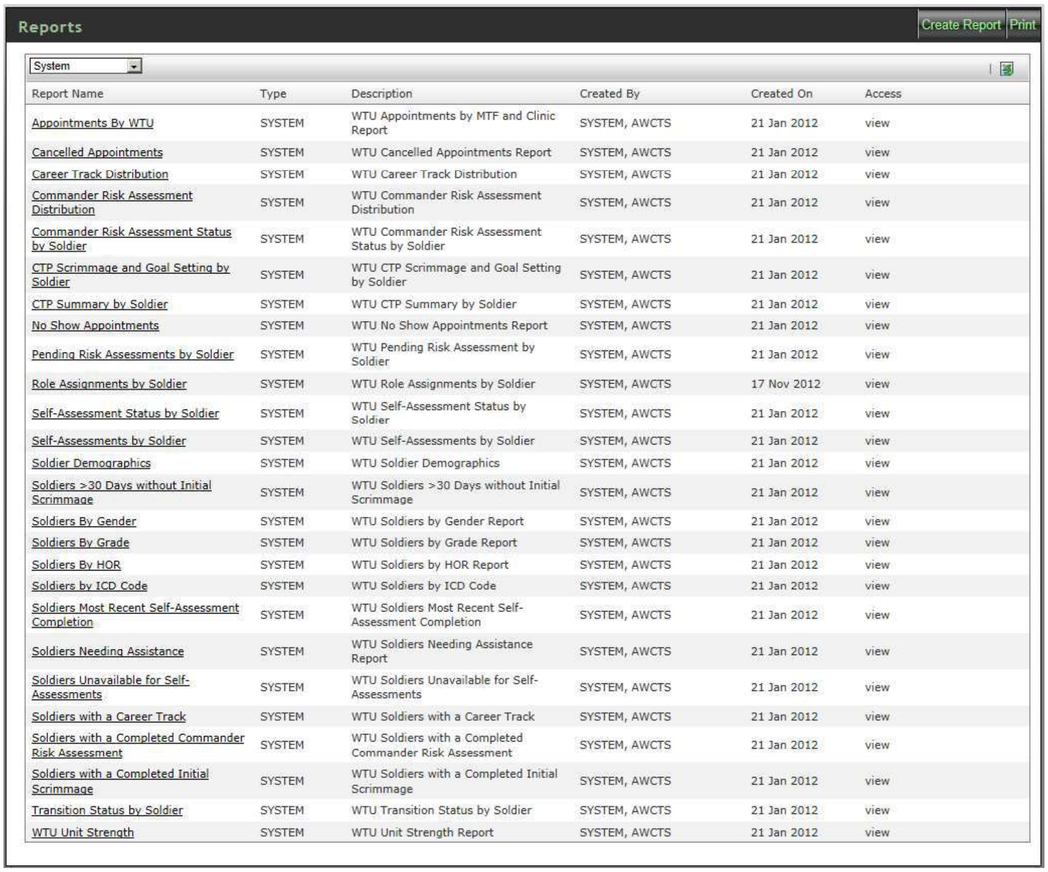
My Reports Screen

Label	Name	Description
A	Report Name hyperlink	Click a report name hyperlink to view a system or saved Ad Hoc report:
B	Remove	Click to Remove a report from the My Reports screen.
C	Delete	Click to Delete an Ad-Hoc report from ARCS. Most users can only delete reports they created. Administrators can delete any ad-hoc report. **NOTE: Delete will permanently remove an ad-hoc report from ARCS.**

System Reports

System reports are created by the ARCS development team for the use of all system users and cannot be modified or deleted.

Users can add these reports to “My Reports” by clicking on “Add to My Reports.”



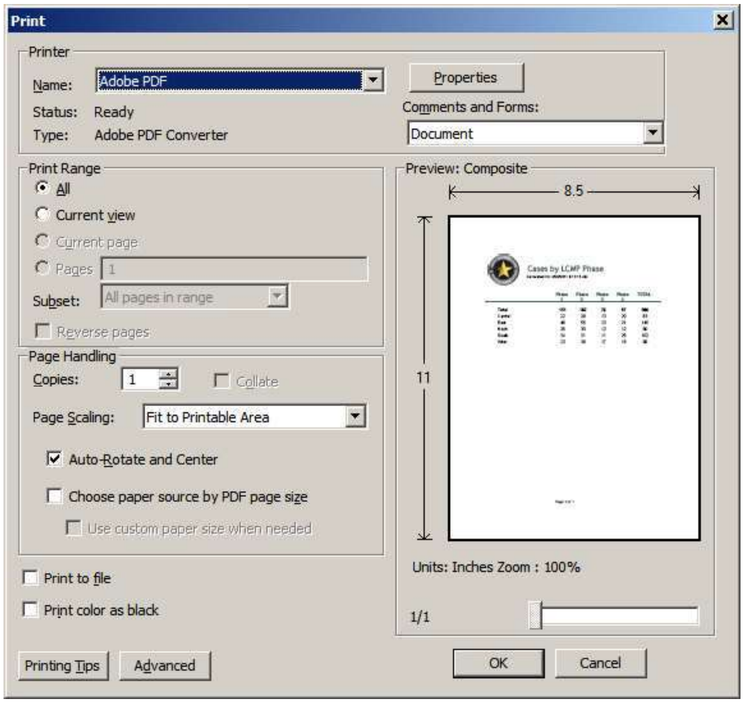
Report Name	Type	Description	Created By	Created On	Access
Appointments By WTU	SYSTEM	WTU Appointments by MTF and Clinic Report	SYSTEM, AWCTS	21 Jan 2012	view
Cancelled Appointments	SYSTEM	WTU Cancelled Appointments Report	SYSTEM, AWCTS	21 Jan 2012	view
Career Track Distribution	SYSTEM	WTU Career Track Distribution	SYSTEM, AWCTS	21 Jan 2012	view
Commander Risk Assessment Distribution	SYSTEM	WTU Commander Risk Assessment Distribution	SYSTEM, AWCTS	21 Jan 2012	view
Commander Risk Assessment Status by Soldier	SYSTEM	WTU Commander Risk Assessment Status by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
CTP Scrimmage and Goal Setting by Soldier	SYSTEM	WTU CTP Scrimmage and Goal Setting by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
CTP Summary by Soldier	SYSTEM	WTU CTP Summary by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
No Show Appointments	SYSTEM	WTU No Show Appointments Report	SYSTEM, AWCTS	21 Jan 2012	view
Pending Risk Assessments by Soldier	SYSTEM	WTU Pending Risk Assessment by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
Role Assignments by Soldier	SYSTEM	WTU Role Assignments by Soldier	SYSTEM, AWCTS	17 Nov 2012	view
Self-Assessment Status by Soldier	SYSTEM	WTU Self-Assessment Status by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
Self-Assessments by Soldier	SYSTEM	WTU Self-Assessments by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
Soldier Demographics	SYSTEM	WTU Soldier Demographics	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers >30 Days without Initial Scrimmage	SYSTEM	WTU Soldiers >30 Days without Initial Scrimmage	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers By Gender	SYSTEM	WTU Soldiers by Gender Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers By Grade	SYSTEM	WTU Soldiers by Grade Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers By HOR	SYSTEM	WTU Soldiers by HOR Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers by ICD Code	SYSTEM	WTU Soldiers by ICD Code	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers Most Recent Self-Assessment Completion	SYSTEM	WTU Soldiers Most Recent Self-Assessment Completion	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers Needing Assistance	SYSTEM	WTU Soldiers Needing Assistance Report	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers Unavailable for Self-Assessments	SYSTEM	WTU Soldiers Unavailable for Self-Assessments	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers with a Career Track	SYSTEM	WTU Soldiers with a Career Track	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers with a Completed Commander Risk Assessment	SYSTEM	WTU Soldiers with a Completed Commander Risk Assessment	SYSTEM, AWCTS	21 Jan 2012	view
Soldiers with a Completed Initial Scrimmage	SYSTEM	WTU Soldiers with a Completed Initial Scrimmage	SYSTEM, AWCTS	21 Jan 2012	view
Transition Status by Soldier	SYSTEM	WTU Transition Status by Soldier	SYSTEM, AWCTS	21 Jan 2012	view
WTU Unit Strength	SYSTEM	WTU Unit Strength Report	SYSTEM, AWCTS	21 Jan 2012	view

Print System Report

To print a system report:

1. Click the **Print** icon.

The Print dialog box opens.



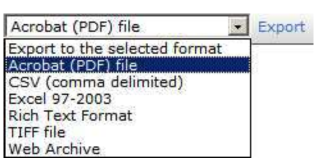
2. Choose print options.

3. Click **OK** to print the report.

Export System Report

To export a report:

1. Select a format (e.g., PDF, TIFF, Excel) from the list box.



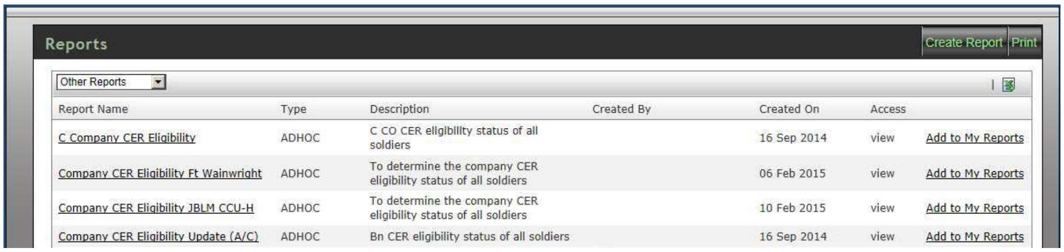
2. Click the **Export** hyperlink.

NOTE: The Export hyperlink will be unavailable until an export format is selected.

Other Reports

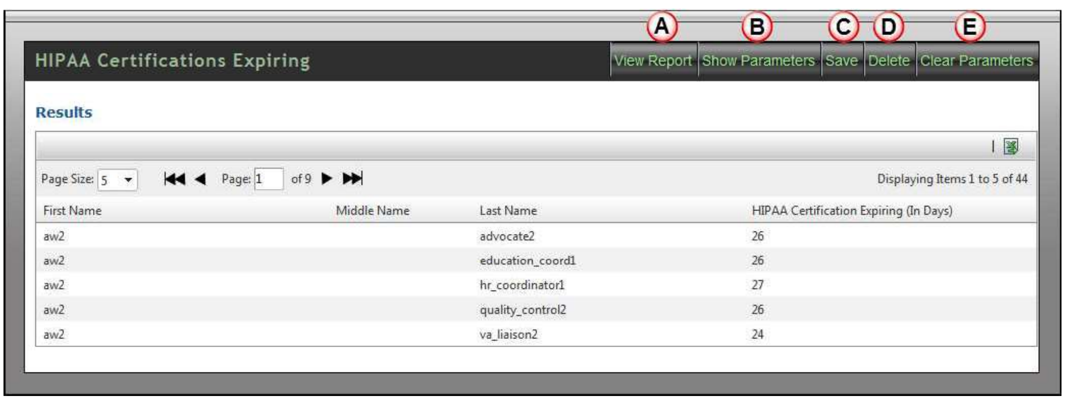
Displays all ad hoc reports created by system users (see Create Report). All users have the capability to use reports in this dashboard.

Users can add these reports to "My Reports" by clicking on "Add to My Reports."



View Ad Hoc Report

Click an Ad Hoc report name hyperlink to generate the report.



View Ad hoc Report

Label	Name	Description
A	View Report button	Click **View Report** to view the report.
B	Show Para-meters but-ton	Click **Show Parameters** to view the parameters of an Ad Hoc report.
C	Save button	Click **Save** to save the report definition (see Save Ad Hoc Report).
D	Delete button	Click **Delete** to delete the report definition (see Delete Ad Hoc Report).
E	Clear Para-meters but-ton	Click **Clear Parameters** to clear all selections from the Select Entit-ies, Include Columns, and Specify Conditions sections.

Creating a New ARCS Ad Hoc Report

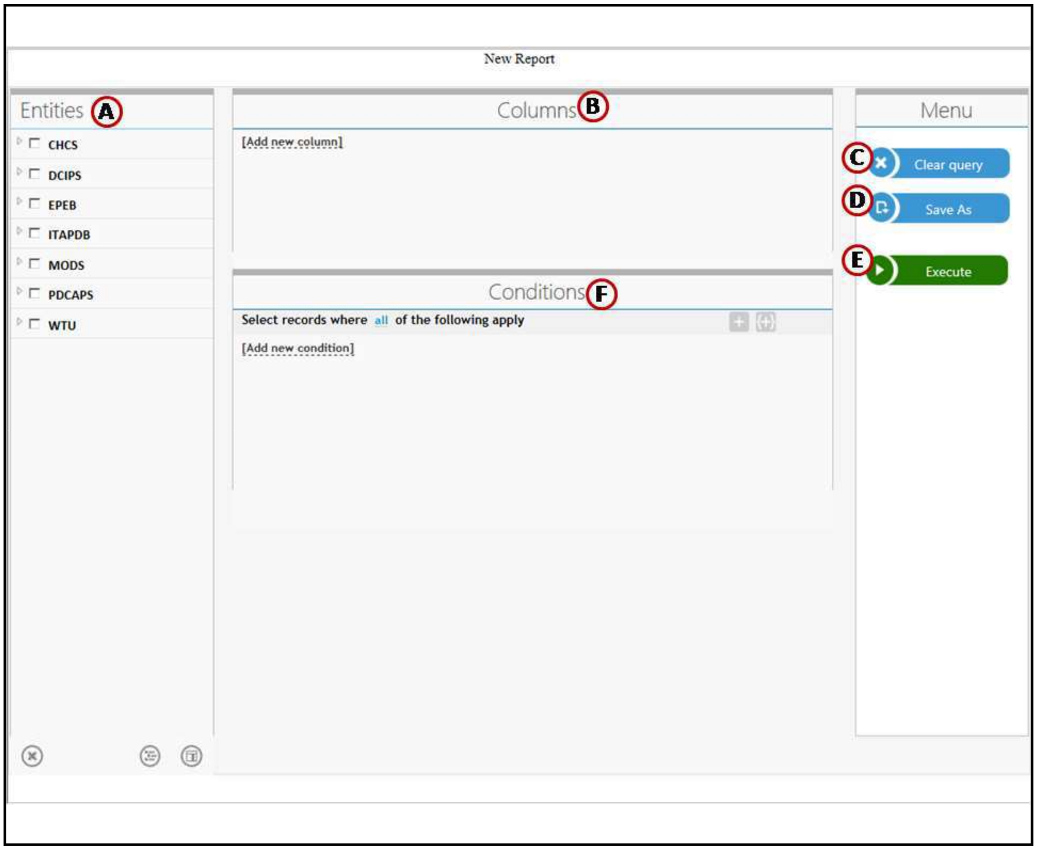
There are five steps to creating a new Ad Hoc Report:

1. Select Create Report
2. Select Entities to be reported
3. Organize Columns to display the desired information
4. Specify Conditions for the report
5. Save the Report

See Delete Ad Hoc Report for information on deleting reports from ARCS.

Create Report

1. Open the REPORTS screen in from the upper right of the header
2. Click **Create Report**
3. The Ad Hoc Report Creation Tool screen opens.

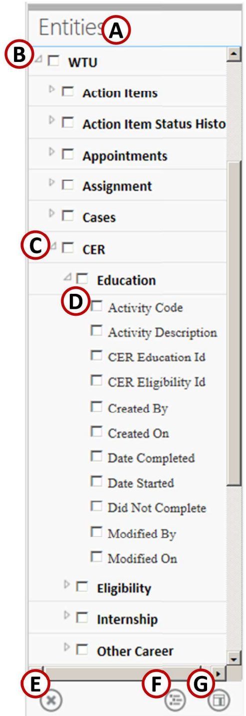

New Report
Entities
A
CHCS
DCIPS
EPEB
ITAPDB
MODS
PDCAPS
WTU
Columns
B
[Add new column]
Conditions
F
Select records where all of the following apply
[Add new condition]
Menu
C
Clear query
D
Save As
E
Execute

Ad-Hoc Report Builder

Label	Name	Description
A	Entities	Lists the data fields that are available to use in the report as displayed columns or as conditions
B	Columns	Lists the selected data fields that have been selected for reporting. The columns can be reordered and sorted.
C	Clear Query button	Clears the selected information from Columns and Conditions (clean re-start)
D	Save As button	Click Save As to save the report definition
E	Execute button	Click Execute to run the report
F	Conditions	Use this section to add, delete, and define the conditions used to customize the report

Select Entities

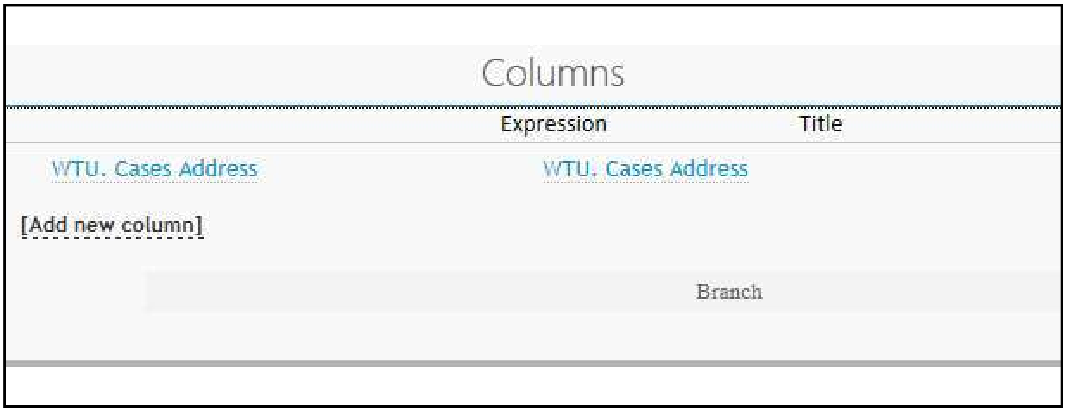
The reporting entities that you select will be the building blocks of your report. You can arrange them the way you like by setting up columns and conditions. Each selected entity can be added to the report as a column, a condition or both.



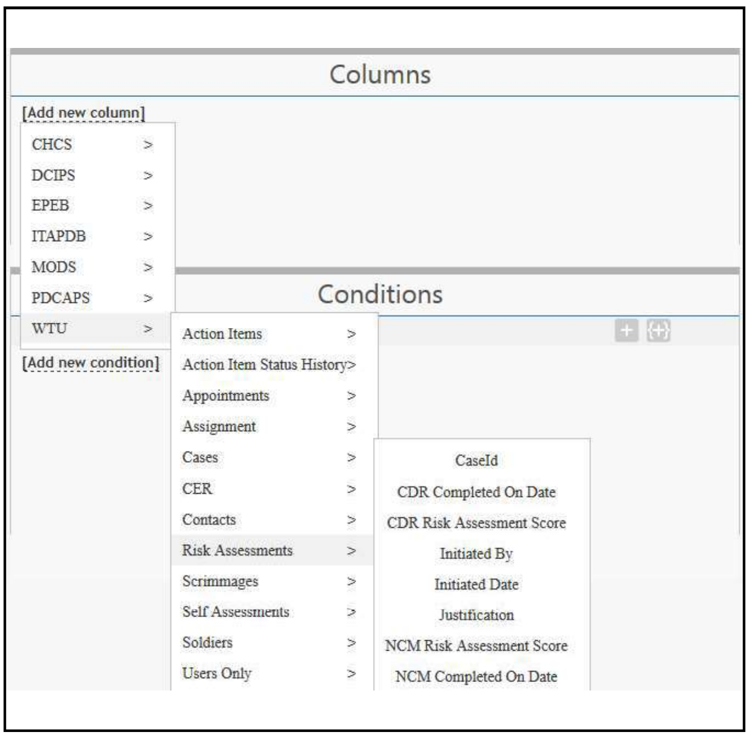
Entity Selection Screen

Label	Name	Description
A	Entities	Entities – Reportable data fields that may be selected for the ad-hoc report.
B	Expand/ Collapse Arrow	Click to expand or collapse entities sub groups
C	Subgroup	Expand the top-level entity to show all related sub-entities.
D	Entity	Specific data fields
E	Clear	Clear all selections
F	Move to Condi-tions	Moves selected entities to the Conditions window
G	Move to Columns	Moves selected entities to the Columns window

Another way to add entities to Columns and Conditions, is by using “drag and drop”. Click an entity without releasing the mouse button, drag the entity to the Column or Condition window, and then release the mouse button. The picture below shows “Branch” being dragged into the Columns window.



The last way to add columns or conditions is to click on the [Add new column] or [Add new condition] links. Clicking on the links will open selection menu to choose the data item. Click on the data field to select.



Specify Conditions

Conditions can be added, added to groups, defined, and deleted.


Conditions
A
B
C
Select records where all of the following apply
D
E
F
WTU. Soldiers Birth Date is equal to Today
G
H
and WTU. Cases AWCTS In-Processing Date is equal to Today
I
[Add new condition]

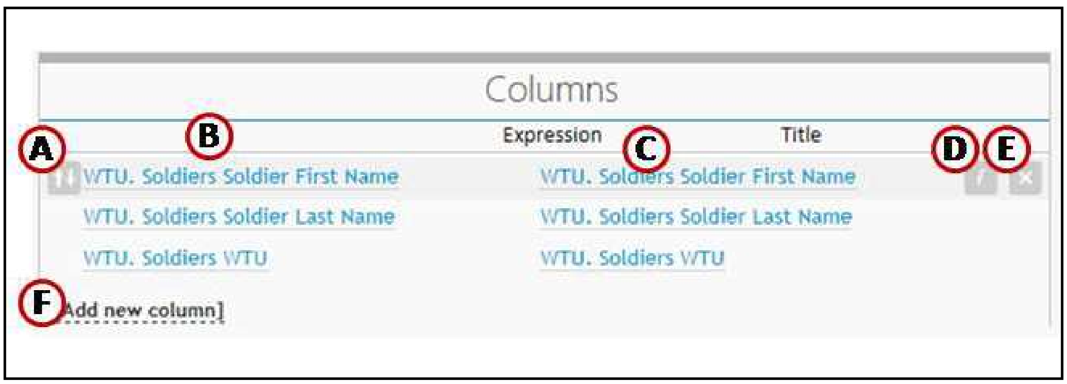
Specify Report Conditions Screen

Label	Name	Description
A	Conditions options	Click the hyperlink to view a menu of available options, including: • all (AND) • any (OR) • none • not all
B	Add new condition	Select to view a multi-level menu to select conditions to add to report, e.g., case is active and in-processing date is between April and May.
C	Add group of con-ditions	Allows compound conditions. For example, “Show all cases that are active and (M2 Eligibility is Y or CDR Eligibility is Y).”
D	Entity	Selected condition(s) for the report
E	Operation	Click the hyperlink to view a menu of available operations, includ-ing: • starts with • contains • is equal to • does not start with • does not contain • is not equal to • in sub query • is null • is not null **NOTE: The options in this menu will change, depending on the type of condition (data field) selected.**

Label	Name	Description
F	Value	Click the hyperlink to enter or edit a value, such as an amount, number of days, date range, etc. **NOTE: This will change, depending on the condition and operation selected.**
G	Toggle	Turn condition on or off (helps in troubleshooting)
H	Delete	Delete the condition from the report
I	[Add New Condition]	Select to view a multi-level menu to select conditions to add.

Organize Columns

Once you have selected entities for your report, you can determine how you want your columns to display, e.g., in what order they should appear on the report and how each individual column should be sorted.



Report Selected Columns Description

Label	Name	Description
A	Sorting/Move Options	Sorting (Currently, only one column at a time may be sorted) • Not Sorted • Ascending • Descending Moves (re-order the columns) • Move to the top (make it the first item) • Move up (move up one position) • Move down (move down one position) • Move to the bottom (make it the last item)
B	Expression	Name of the entity.
C	Title	Same as Expression: Name of the entity.
D	Change to Aggregate Column	Changes the data field from reporting system data to aggregating, e.g., count, sum, average, minimum, maximum.
E	Delete	Remove (delete) data field from the report
F	Add New Column	Another option to add columns to the report. Opens list of all data fields for individual selection

Save Ad Hoc Report

To save a report definition:

1. Click **Save As.**
2. A pop-up window opens

3. Enter a name for the report and click **OK**
4. Another pop-up window opens

5. Enter a description for the report (optional) and click **OK**
6. A Report save message is displayed.

7. Click **OK** to close the window

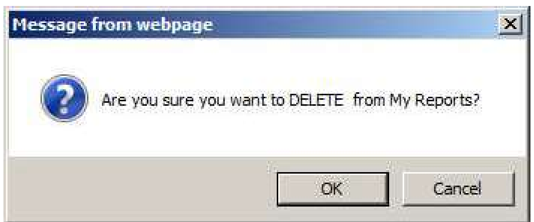
Delete Ad Hoc Report

Note: Only the creator of the ad hoc report or an Administrator has permission to delete that report.

To delete a report.

1. Go to **Reports**
2. The Reports page is displayed showing "My Reports"

3. Click the **Delete** hyperlink of the report to be removed
4. A warning message is displayed

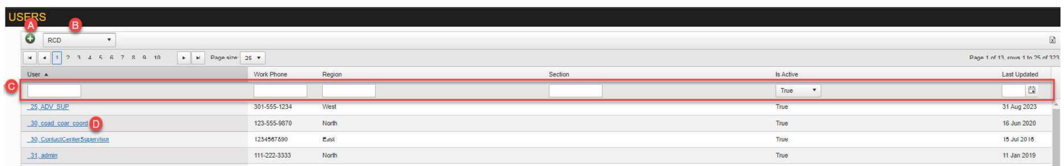


5. Click **OK** to delete the report or click **Cancel** to close the dialog box without deleting.

RCD Users Grid

This section describes how to use the Users Dashboard to manage ARCS users. Administrators are responsible for managing user access to the ARCS features, functionality, and data.

Click **Users** on the Menu Bar header.



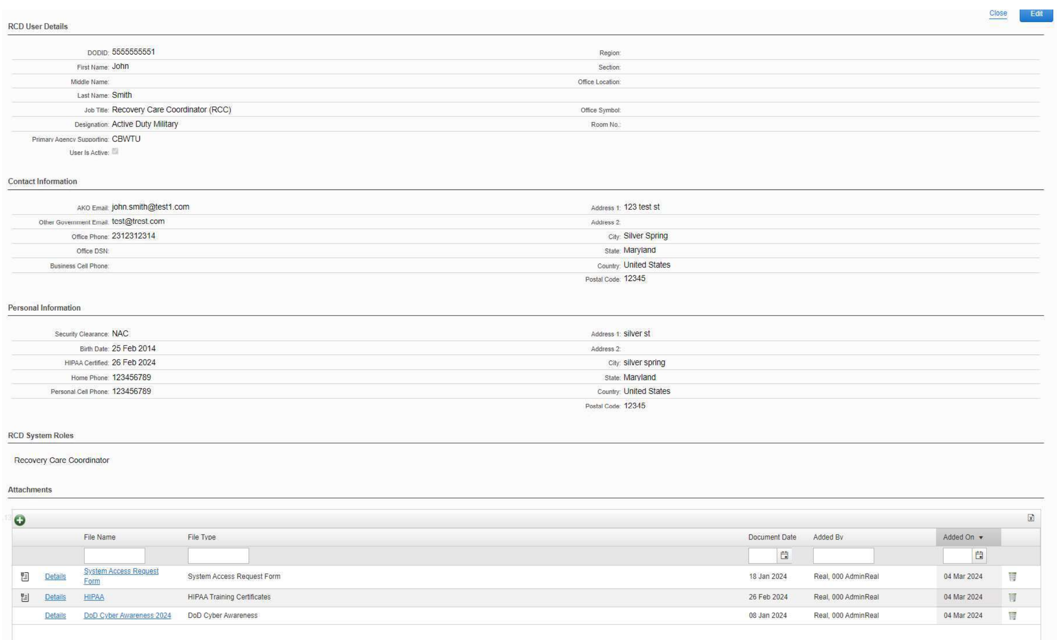
User Dashboard Items

Label	Name	Description
A	Add icon	Click the Add icon to add a new user
B	Module drop down	Select the module to view users
C	Filters	Search or sort users based on grid information
D	Name hyperlink	Click a user hyperlink to open the User Details screen for viewing or editing

View RCD User Details

To open an existing user account for viewing or editing, click the name hyperlink from the Users Dashboard

The RCD User Details screen opens.



Add New RCD User

New ARCS account requests require a signed DD 2875 System Access Request and current HIPAA Certificate.

After receiving the required documentation from a user, you can create a new user account. To add a new user:

1. Click the Add icon .

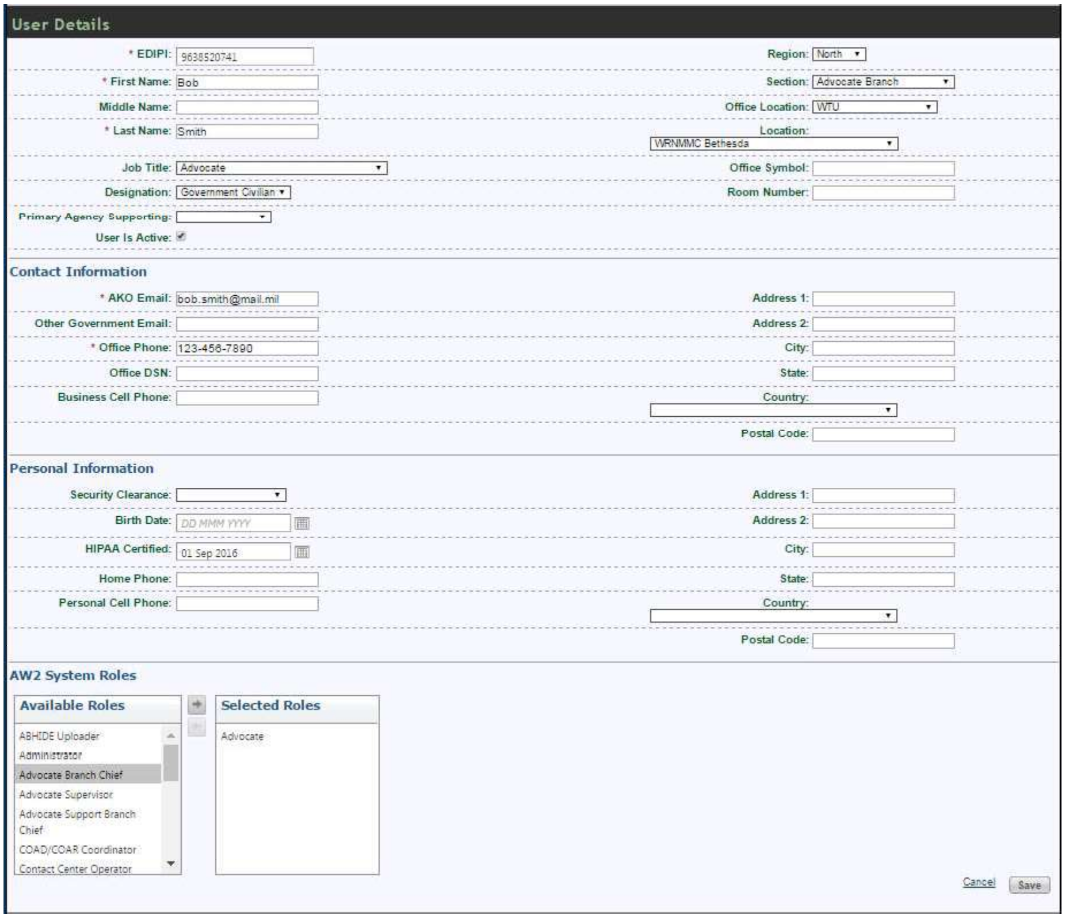
The Add New User screen opens.

2. Enter the User's EDIPI from their ID card. **Do not make up a number as a placeholder.**

3. Click **Add** to continue, or **Cancel** to quit without saving.

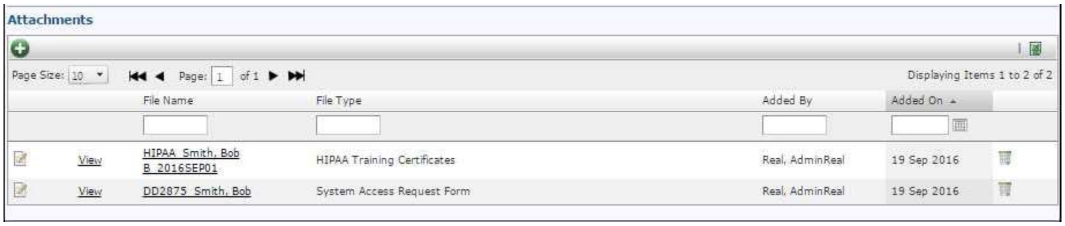
The RCD User Details screen opens.

NOTE: If the User has had an ARCS account, the record will open. Update the existing information and ensure the User is Active box is checked.



4. Enter the required information. All required fields are marked with an asterisk (*).
5. Add at least one RCD System Role from the pick list.
6. Click **Save** to save the new user's account, or **Cancel** to return to the User Dashboard without saving.
7. Open the new users profile.

8. Add the User's DD 2875 System Access Request, and HIPAA Certificate to the attachments section.



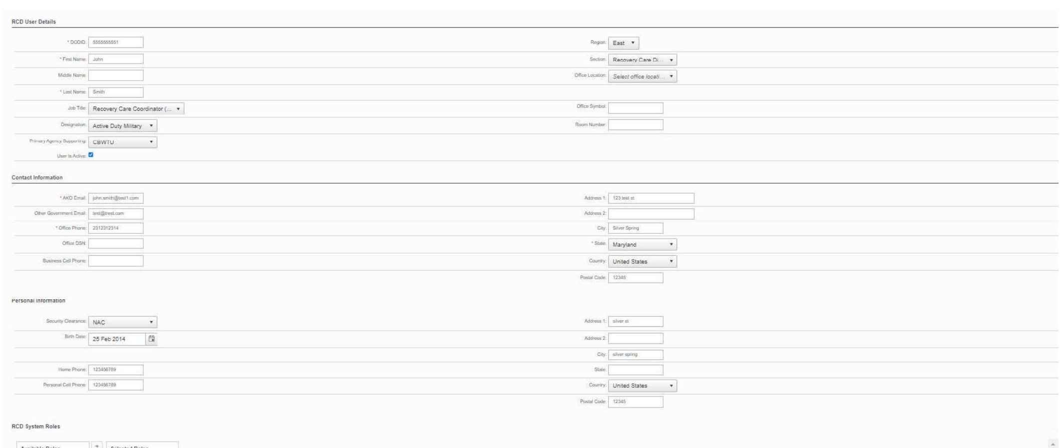
NOTE: HIPAA Certificates should be updated annually in attachments.

Edit RCD User

To edit an existing user account:

1. Click Edit.

The RCD User Details screen opens:



2. Update user details and/or permissions.
3. Click **Save** to save the changes, or **Cancel** to close the window without saving.

User Profile Attachments

Use the Attachments section of the profile to upload required DD 2875 system Access Request and HIPAA Certificates.

Attachments Screen Items

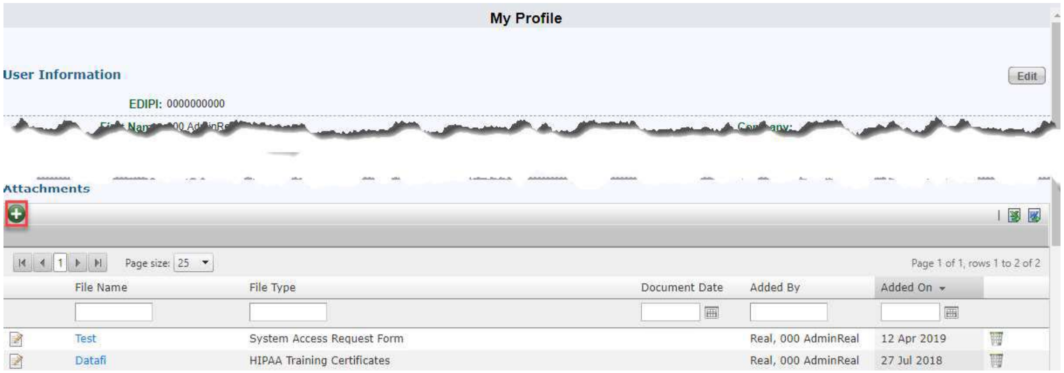
Label	Name	Description
A	Add Attachment icon	Click the Add icon to add a new attachment. This adds a case log entry in the case log.
B	View PDF Attachment	Click the View PDF icon to view the attachment in a pop-up.
C	View Attachment Details hyperlink	Click the View hyperlink to view the attachment details
D	File Name hyperlink	Click the file name hyperlink to download the attachment
E	Delete Attachment icon	Click the Delete icon to delete the attachment

Update HIPAA Certificate

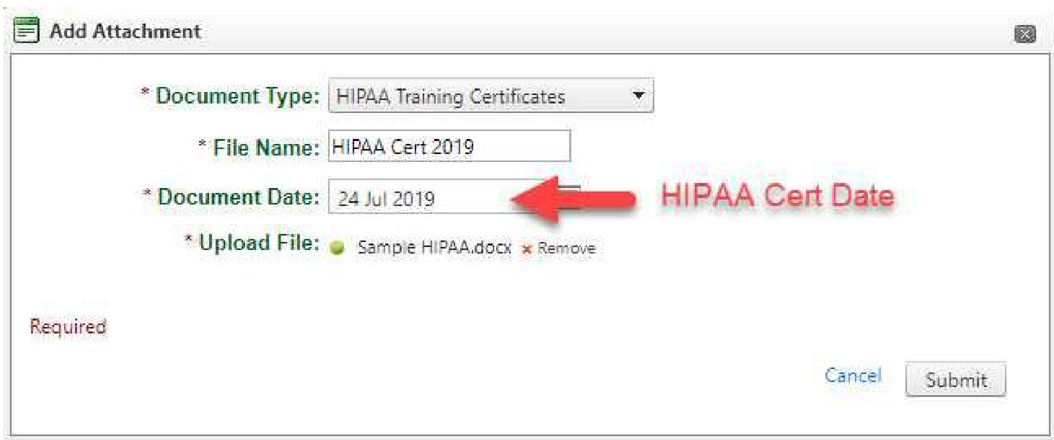
HIPAA certification is required for ongoing access to ARCS. Accounts are suspended automatically on the first of the month following the expiration of the current HIPAA Trained date. When a user's HIPAA Certification is within 1 month of expiration, a warning message will be displayed at each log in indicating the pending suspension from ARCS.

To update a the HIPAA Certificate from "My Profile:

1. Click the Add Attachment icon .



2. Complete the fields - Document Date = Date Completed on HIPAA certificate.

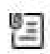


3. Click Submit.

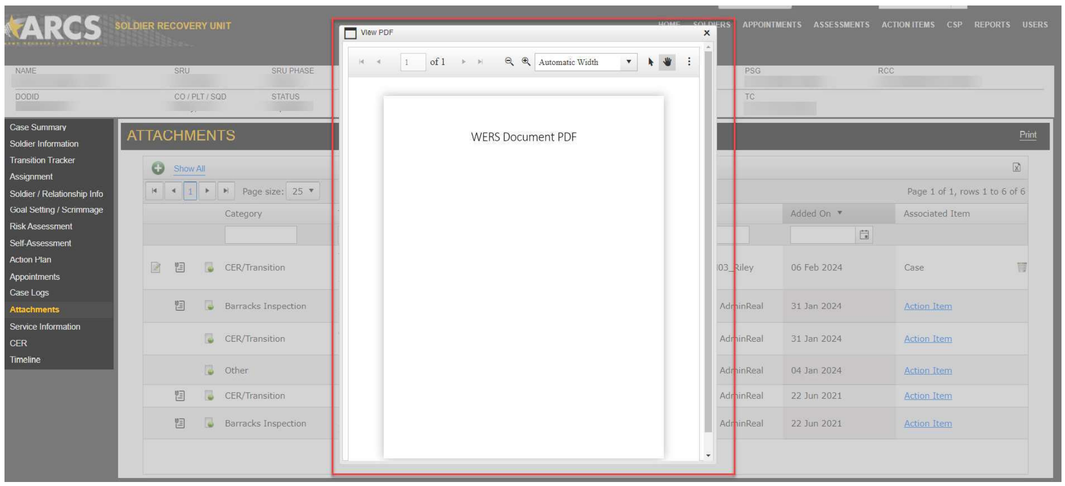
The HIPAA Trained or HIPAA Certified Date will automatically update to match the Document Date indicated in the upload.

View PDF Attachment

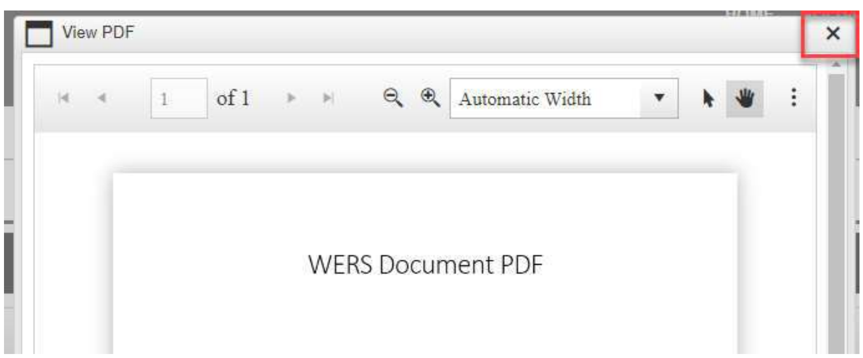
To view the PDF in a pop-up window:

1. Click the  icon

2. The View PDF window opens



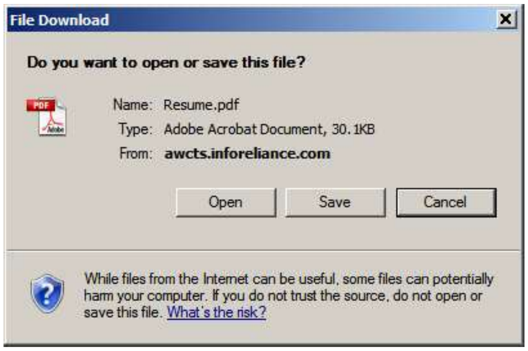
3. Select the X icon to close the window



Download Attachment

To download an attachment:

1. Click the **file name** hyperlink.
2. The File Download dialog box opens.

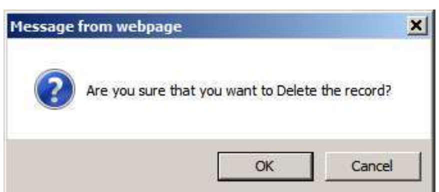


3. Click **Open** to open the attachment, **Save** to save the file to another location (e.g., hard drive), or **Cancel** to stop the download.

Delete Attachment

To delete an attachment:

1. Click the Delete icon to the right of the attachment.
2. The Delete Attachment dialog box opens.

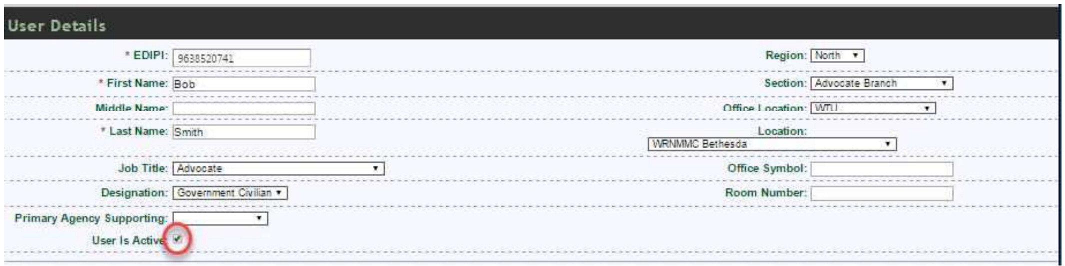


3. Click **OK** to delete the attachment or click **Cancel** to return to the Attachment screen.

Deactivate RCD User

To deactivate a User account:

1. Open the User's record by selecting **Edit**.
2. Un-check the **User is Active** check box.



3. Click **Save** to deactivate the user, or **Cancel** to close the window without saving.

Re-activate RCD User

To enable a suspended User account:

1. Open the User's record by selecting **Edit.**
2. Check the **User is Active** check box.

3. Click **Save** to activate the user, or **Cancel** to close the window without saving.

Contact ARCS Support Team

For assistance with ARCS, call or email the ARCS Service Desk:

- Hours: Monday - Friday, 0700 - 1900 (ET)
- Email: support@awcts.zendesk.com
- Phone: (855) 813-8867
- Help Center: https://awcts.zendesk.com/hc/en-us

Glossary

A

ACES

Army Continuing Education System

Action Item

Item within a Soldier's case that someone needs to take action on. Includes tasks, attachments and a log file for each Action Item. Action Items are created for a variety of reasons and may be assigned to other members of the Soldier's IDT.

Ad-Hoc Report

Report created with user selected entities. Ad Hoc reports can be run one time, so the report can be saved and run again in the future.

AHLTA

Armed Forces Health Longitudinal Technology Application. (DoD electronic Medical Record system; interfaces with CHCS, DEERS, etc.)

AKO

Army Knowledge Online

AMRAP

Army Medical Readiness Assistance Program

AOC

Area of Concentration

ARC4

Army Recovery Care Coordination Contact Center

ARCP

Army Recovery Care Program

ARCS
Army Recovery Care System (formerly AWCTS)

ASAP
Army Substance Abuse Program

AW2
Army Wounded Warrior

AWCTS
Army Warrior Care and Transition System (now ARCS)

C

CAC
Common Access Card - required for login to ARCS

CCU
Community Care Unit (no longer used)

CDR
Commander

CER
Career and Education Readiness

CHCS
Composite Health Care System

CO
Company

CO CDR
Company Commander

CTP
Comprehensive Transition Plan

D

DCIPS
Defense Casualty Information Processing System

DEERS
Defense Enrollment Eligibility Reporting System

DMDC
Defense Manpower Data Center

DOB
Date of Birth

DoD
Department of Defense

DODID
Department of Defense identification number

E

EDIPI
Electronic Data Interchange Personal Identifier (CAC Number)

ER
Emergency Room

ET
Eastern Time

F

FOIA
Freedom of Information Act

FTR

Focused Transition Review

H

HIPAA

Health Insurance Portability and Accountability

HR

Human Resources

I

ICD

International Classification of Diseases

IDES

Integrated Disability Evaluation System

IDT

Inter-disciplinary Team

IPPS-A

Integrated Personnel and Pay System - Army

ITAPDB

Integrated Total Army Personnel Database

M

M2

Medical Management

MAG

Medical Assistance Group (no longer used)

MEB
Medical Evaluation Board

MEDCOM
US Army Medical Command

MEDITT
Medical Evaluation Board Internal Tracking Tool

MOS
Military Occupational Specialty

My Term
My definition

MyTerm

N

NCM
Nurse Case Manager

O

OMB
Ombudsman ARCS Ombudsman Module

OT
Occupational Therapist

P

PCM
Primary Care Physician (now SRU Provider)

PDF
: Portable Document Format

PEB
: Physical Evaluation Board

PIN
: Personal Identification Number

POC
: Point of Contact

PSG
: Platoon Sergeant

R

RCC
: Recovery Care Coordinator (also serves as the Lead Coordinator)

RHC
: Regional Health Command

RIAWA
: Remain in the Army Work Assignment

S

SCAADL
: Special Compensation for Assistance with Activities of Daily Life

Scrimmage
: Meeting with SM and SRU personnel for goal setting and case review.

SFAC
: Solider Family Assistance Center

SFL
Soldier for Life

SFL TAP
Soldier for Life, Transition Assistance Program

SL
Squad Leader

SM
Service Member

SMART
Specific, Measurable, Attainable, Realistic, and Time-based

SME
Subject Matter Expert

SRU
Soldier Recovery Unit

SSN
Social Security Number

ST
Soldier in Transition

STARTC
Soldier Transfer and Regulation Tracking Center

SW
Social Worker

T

TC
Transition Coordinator

TFA
Transition from the Army

TRANSPROC
Military Personnel Transition Point Processing System

TSGLI
Traumatic Servicemember's Group Life Insurance

V

VA
Veterans Affairs

VR&E
Vocational Rehabilitation and Employment

W

WCT
Warrior Care and Transition (now ARCP)

WII
Wounded, Ill, and Injured

WSFH
Wounded Soldier Family Hotline

WT
Warrior Transition

Index

E

G

H

I

L

M

P

R

S