

ARMS

Reviewer/Area Commander/ Divisional Social Services User Handbook

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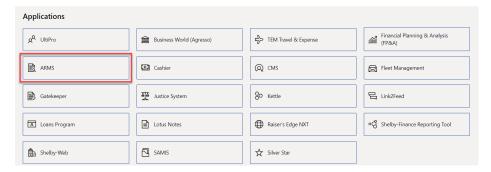
Overview

The Accreditation Review Management System (ARMS) Program is used to manage, schedule, and monitor the Social Services accreditation process. The Salvation Army's internal accreditation process provides an assessment of social service ministry units using standards which reflect organizational policy, legislative requirements, and best practices. These standards describe processes and systems in the areas of governance, employee relations management, facility management, spiritual and religious care, and program delivery.

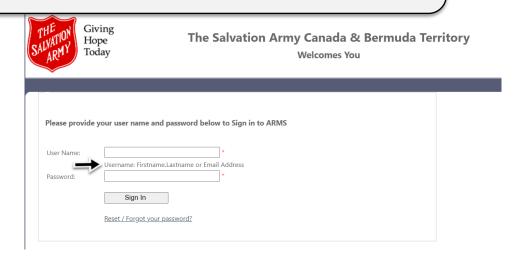
The program is accessible via a secure internet connection through a server located at THQ.

Sign In

- 1. Open My Army > http://myarmy.can.salvationarmy.org
- 2. Scroll down to Applications
- 3. Click on the ARMS tile



- 3. Type your username
 - Your username has two format options
- 4. Type your password
 - Your password is the same as you use to log in on your computer/laptop
- 5. Click Sign In



The Banner

The common functions for ARMS are contained in the top banner (as shown below).



User Access Levels

There are several levels of access within ARMS for various users; users with different roles and responsibilities for the review will have access to different menu items.

Access Level	Roles
ARMS Coordinator	 THQ social services personnel Oversees TSA Social Services Accreditation Review Program including rating, submit, approve, release review and approve action plan after proposed by MU Schedules reviews, assigns chapters for reviews, selects review team and assigns chapters to reviewers In charge of all maintenance functions of the application (chapters maintenance, review configuration maintenance, review document maintenance, & application maintenance)
Review Scheduler	 THQ social services Personnel Schedules reviews Views and updates schedule tracking procedure
Team Leader	 THQ social services personnel Manages the accreditation review process cycle for accreditation reviews of ministry units that have been assigned to them View documents submitted by MU Able to re-select review team and reassign chapters to reviewers Submits and approves completed ratings for reviews assigned to them
Area Commander/Divisional Social Services Secretary	 DHQ personnel Review team member for reviews of ministry units that are under their jurisdiction Submit completed ratings for chapters assigned Approves & monitors resulting action plans; DHQ may also assign another DHQ approver for the action plan
Reviewer	 Submits completed ratings for chapters assigned to them Views documents submitted by MU
MU Personnel	 Manages all documents and information that are required for their accreditation review process Downloads template documents Submits required documents prior to the accreditation review Responsible for the development of the corresponding action plan resulting from the review

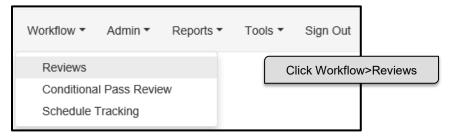
Review Process Management - Review

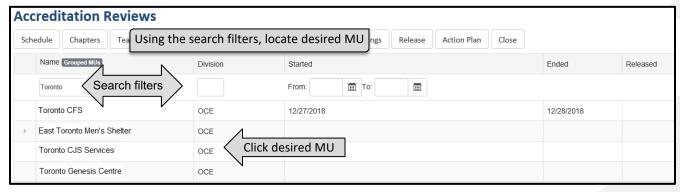
Review process management provides tools for organizing ministry unit reviews. THQ personnel are responsible for scheduling the review process. Once a Ministry Unit has a review scheduled in ARMS, it will be displayed in the reviews list.

The Ministry Unit undergoing the review process provides the required information and documents for the review. If there are standards that do not meet accreditation expectations, the ministry unit will design an action plan to address those standards.

Reviews List

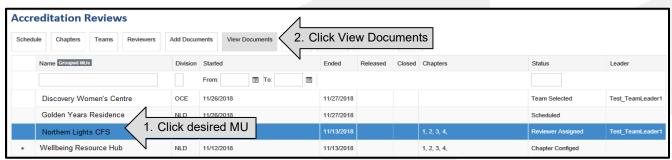
All members of the review team will be able to view the reviews list. However, you will only see the reviews for the Ministry Units assigned to you in the review list once the review has been scheduled in ARMS.



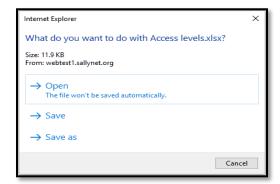


View Documents

If a document has been submitted by the Ministry Unit Personnel, it can be viewed by the Reviewers and Area Commander/Divisional Social Services Secretary in View Documents.







4. Click open, save or save as

Open – opens document
Save – saves document to downloads folder
Save as – saves document to location of user choice
Cancel – cancels the download process

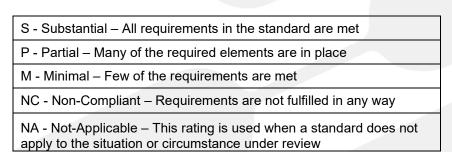
**If you select save as, you will have to select a location to save the document

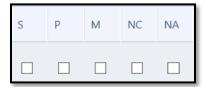
Ratings

There are standard rating sheets with each review that must be completed by the reviewers. The sheets are available and will be maintained within the system. The reviewer must assign a rating to the ministry unit. If a rating other than Substantial (S) is assigned to a particular standard, a comment explaining the rating must be inputted. To achieve accreditation status, a total of 80% must be earned in each and every chapter.

The rating box presents the compliance scale providing choices for the reviewer. All ratings besides Substantial and Not Applicable require the ministry unit to develop an action step.

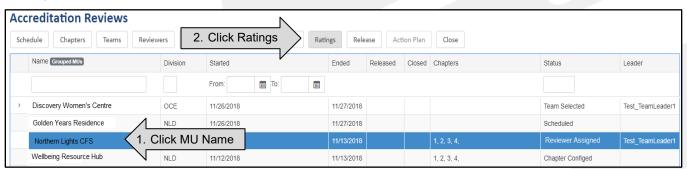
Rating





Access Ratings

ARMS reviewers are required to enter ratings for each of the standards for the chapters they have been assigned to complete for the review.



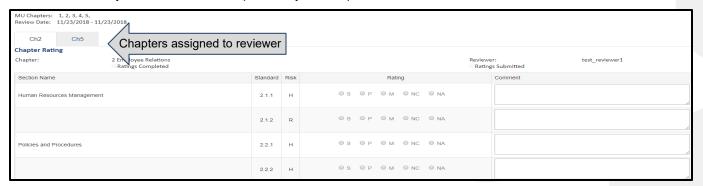
If reviewers have not been assigned to chapters, and you try to access ratings, you will get a message similar to the messages below depending upon where you are in the review process.



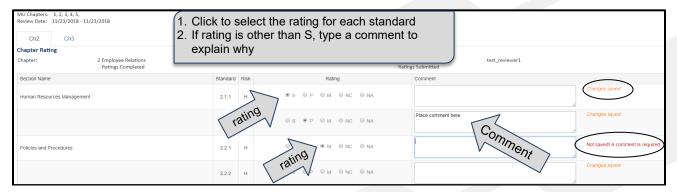


Complete Ratings

A reviewer will only see tabs for the chapters they are responsible to review



Reviewrs will enter ratings for all standards for the chapter. The information is saved automatically; if the reviewer selects a rating other than S, a comment is required to save the rating. If the reviewer does not input a comment for a rating other than S, the data is not saved. To confirm all ratings and comments have been entered, click Refresh.





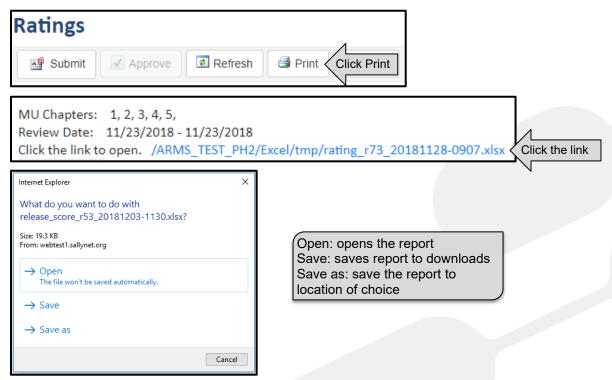
When the page has been refreshed, if all ratings and required comments have been entered, you will see a check in ratings completed. If you do not get a check in this box after refreshing, review the standards to ensure all information has been entered.



Complete the above process for each chapter assigned to you as a reviewer. ARMS auto saves the ratings as you work through the system, so it is possible to exit and re-enter the Rating Sheet.

Print Details

If you would like to print the summary sheets for the review, you can complete this process in Review Sheets and Scores.



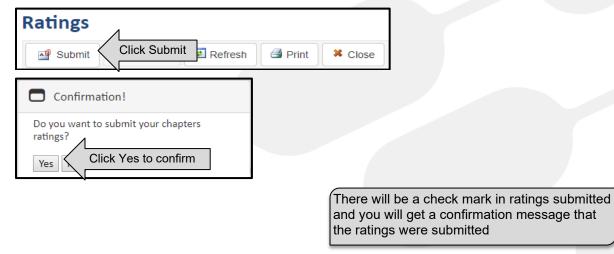
The file will open in Microsoft Excel; you can treat this as any Microsoft Excel document.

Submit Ratings

As a reviewer, you are responsible to complete ratings for each standard and for all chapters that have been assigned to you. All chapters assigned to the reviewer are to have completed ratings and required comments before the chapters can be submitted. Otherwise, the submit button is greyed out.

Once you have submitted review ratings, you will not be able to modify them. You are to be in review ratings to

Once you have submitted review ratings, you will not be able to modify them. You are to be in review ratings to submit the ratings.





Scores can no longer be modified and all selections and comments are greyed out.



The status on Accreditation Reviews page shows status as Chapter Rated.



Action Plan

After a review has been released, the Ministry Unit will review the ratings. The Ministry Unit personnel will be responsible for developing an action plan to address any ratings that were not rated substantial or not applicable.

When the plan has been formulated by the Ministry Unit personnel, the action plan reviewer (typically a DHQ representative) will review the action plan as outlined by the Ministry Unit. The action plan reviewer then decides to approve or decline the action plan.

Divisional Approval of Action Plan

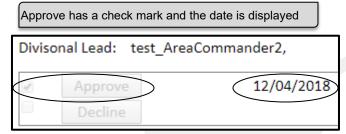
The DHQ action plan reviewer must approve the action plan so that it is then available to THQ team lead. If a team member attempts to access the action plan before it has been approved by the DHQ action plan approver, a message similar to the message below will be displayed.



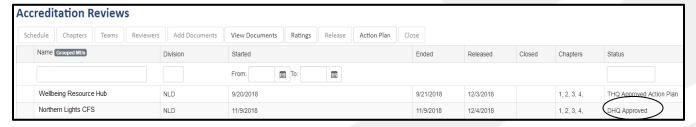
The DHQ action plan reviewer will select the Ministry Unit from the reviews list, and click action plan. The DHQ action plan reviewer will review the action plan as outlined by the Ministry Unit personnel and will approve the action plan once they are satisfied with it.



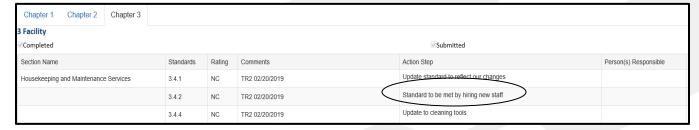




The status is updated to show DHQ Approved.

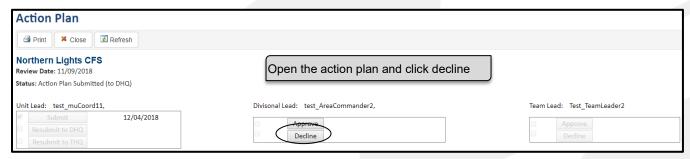


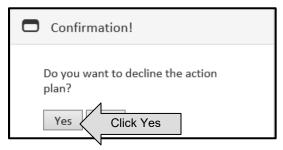
If you now go into action plan, everything is greyed out and cannot be edited.

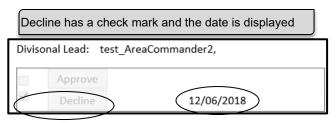


Divisional Decline of Action Plan

The DHQ action plan approver can decline the action plan outlined by the Ministry Unit if it is not satisfactory.







The status is updated to show DHQ Declined and further developement is required from the Ministry Unit on the action plan.



Action plan standards can now be edited in preparation for resubmitting the action plan to DHQ.



THQ Approval/Decline of Action Plan

When the DHQ action plan reviewer has approved the Ministry Unit action plan, the action plan will be available to the team lead for review. The THQ representative will review the action plan as outlined by the Ministry Unit and approved by the DHQ Representative and decide to approve or decline the action plan.

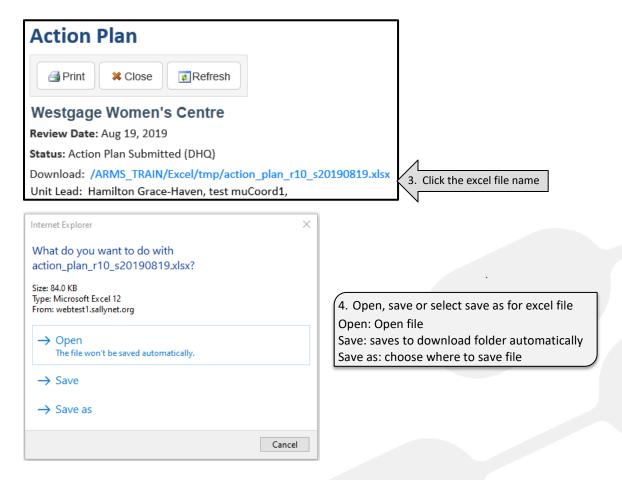
If the action plan is approved by the THQ representative, the review will be closed. If the action plan is declined by the THQ representative, the Ministry Unit is given the opportunity to update the action plan based on comments from the THQ team lead.

Download Action Plan

If you want to view the action plan outside of the application, it can be downloaded as an Excel file.

1. Open the action plan by clicking Action Plan button





Action Plan Notes

DHQ and THQ review team members can enter notes for the Ministry Unit if they want to question or make a recommendation on the action plan. The notes can then be viewed by Ministry Unit personnel.

Create Action Plan Notes



The note is now available for Ministry Unit, DHQ and THQ to view

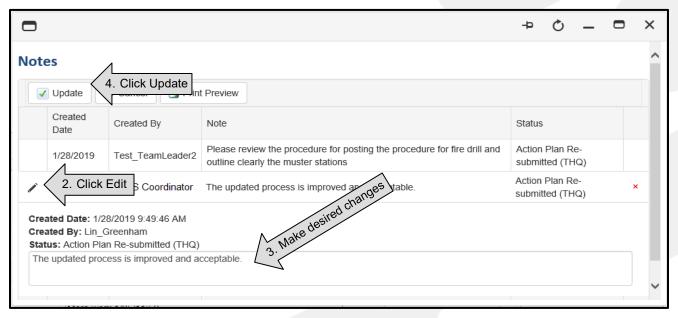


Edit Action Plan Notes

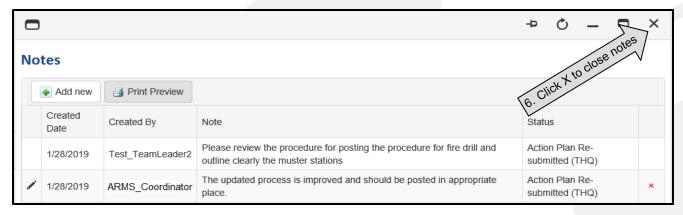
Action plan notes can be edited by the individual that created the note. No person can edit notes created by another person.



1. Open the action plan and click Note

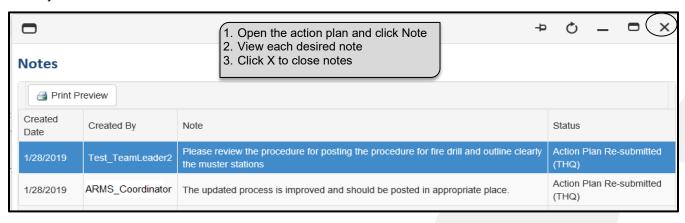


You will now be able to view your changes to notes



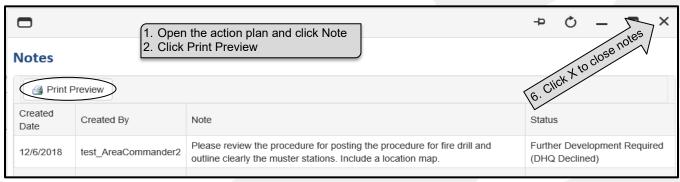
View Action Plan Notes

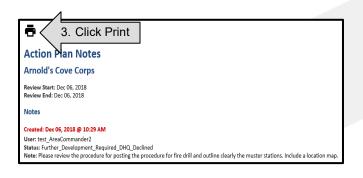
The Ministry Unit, DHQ and THQ can view action plan notes. DHQ and THQ can enter action plan notes but the Ministry Unit cannot.

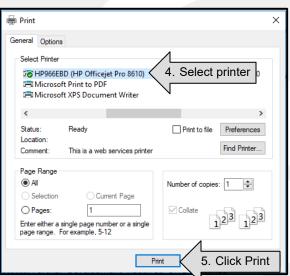


Print Action Plan Notes

All review team members can print the action plan notes.





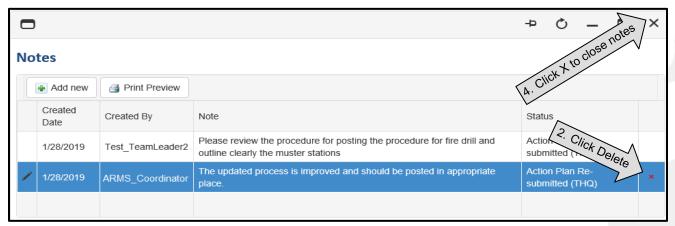


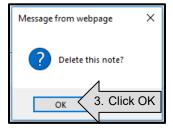
Delete Action Plan Notes

Action plan notes can be deleted by the individual that created the note. No person can delete notes created by another person.



1. Open the action plan and click Note

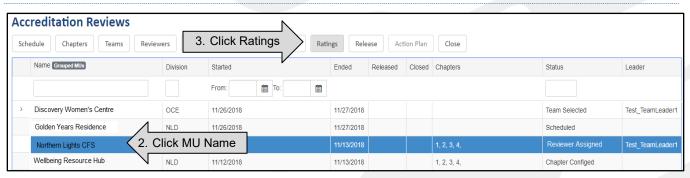


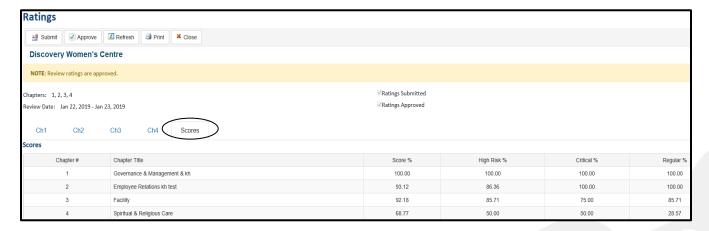


Review Scores

When the ARMS Coordinator has closed the review, the Area Commanders and Social Services Secretary are able to view the scores.

Access Scores



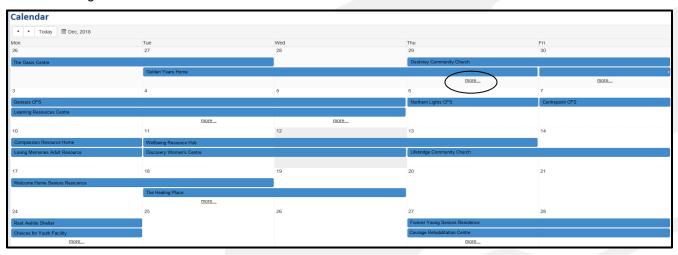


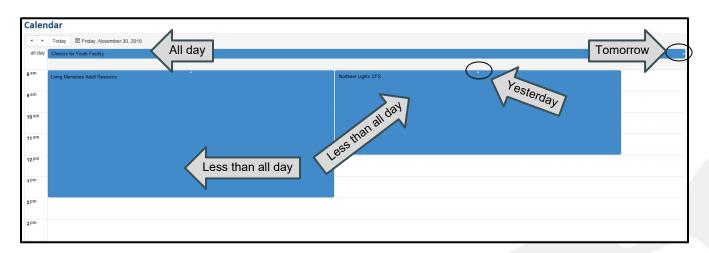
Calendar

The calendar provides an easy way to view scheduled reviews. You cannot modify calendar entries in this view. You will only be able to see the reviews assigned to you in the calendar view.



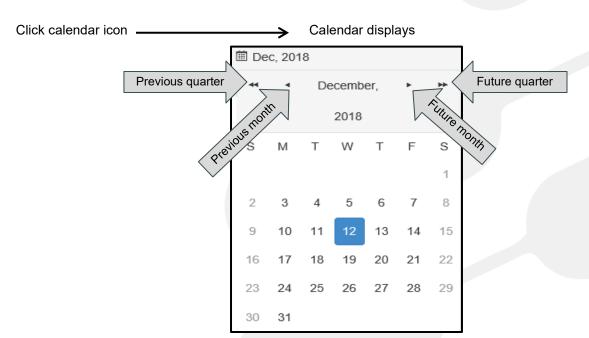
Click more to get a timeframe view

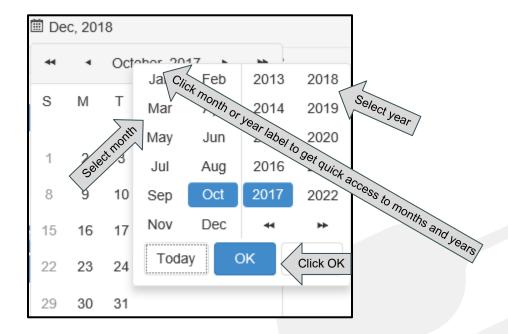




Calendar Controls







Sort

Sorting means you can change the order in which items are displayed. Labels are used as sorting fields. Typically you can sort alphabetically and numerically. You can click the label name to sort. You can only sort on one field at a time. In ARMS you can sort on many different screens.

Reviews List



Filters

Filters are used to make it easier to find information. When you filter information, you search text that fit a certain criteria. In ARMS you can filter on many different screens. Any screen where you see a text box below the label or there is a drop-down, you can filter on that field. You can filter on more than one field at a time.

Text Box Filters



Example of part of word for search



Example of entire word for search



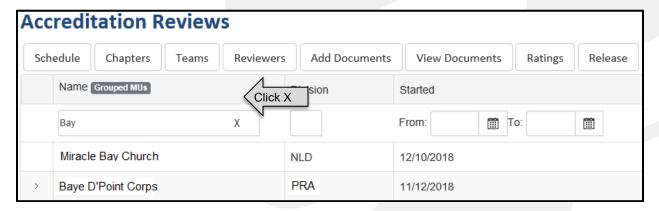
As well you can use more than one filter at a time.

Example of using more than one filter



Remove Filter

To remove the filter, you can highlight the contents of the filter, and press Delete on the keyboard or you can click the x in the filter field. Then press Enter on keyboard.



Sign Out

