



**INFORMATION  
TECHNOLOGY**  
Canada and Bermuda Territory

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# ARMS

## Ministry Unit Handbook

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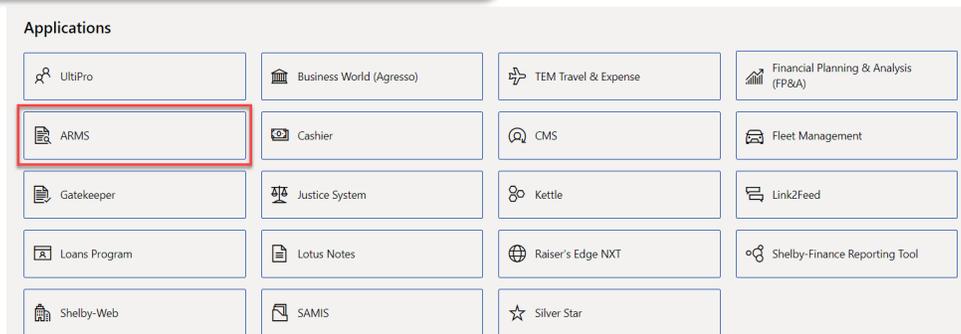
## Overview

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.

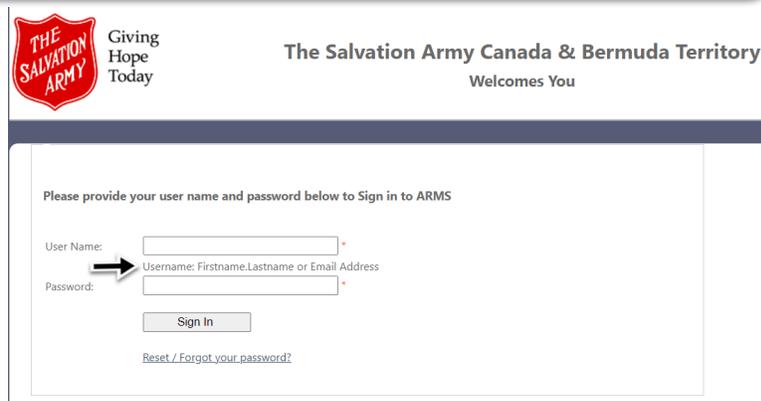
The program is accessible via a secure internet connection through a server located at THQ.

## Sign In

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



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

A screenshot of the ARMS sign-in page. At the top left is the Salvation Army logo with the text 'Giving Hope Today'. To the right, it says 'The Salvation Army Canada & Bermuda Territory Welcomes You'. Below this is a sign-in form with the instruction 'Please provide your user name and password below to Sign in to ARMS'. The form has two input fields: 'User Name:' and 'Password:'. An arrow points to the 'User Name:' field with the text 'Username: Firstname.Lastname or Email Address'. Below the fields is a 'Sign In' button and a link for 'Reset / Forgot your password?'.

## 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	<ul style="list-style-type: none"> <li>• THQ social services personnel</li> <li>• Oversees TSA Social Services Accreditation Review Program including rating, submit, approve, release review and approve action plan after proposed by MU</li> <li>• Schedules reviews, assigns chapters for reviews, selects review team and assigns chapters to reviewers</li> <li>• In charge of all maintenance functions of the application (chapters maintenance, review configuration maintenance, review document maintenance, &amp; application maintenance)</li> </ul>
Review Scheduler	<ul style="list-style-type: none"> <li>• THQ social services Personnel</li> <li>• Schedules reviews</li> <li>• Views and updates schedule tracking procedure</li> </ul>
Team Leader	<ul style="list-style-type: none"> <li>• THQ social services personnel</li> <li>• Manages the accreditation review process cycle for accreditation reviews of ministry units that have been assigned to them</li> <li>• View documents submitted by MU</li> <li>• Able to re-select review team and reassign chapters to reviewers</li> <li>• Submits and approves completed ratings for reviews assigned to them</li> </ul>
Area Commander/Divisional Social Services Secretary	<ul style="list-style-type: none"> <li>• DHQ personnel</li> <li>• Review team member for reviews of ministry units that are under their jurisdiction</li> <li>• Submit completed ratings for chapters assigned</li> <li>• Approves &amp; monitors resulting action plans; DHQ may also assign another DHQ approver for the action plan</li> </ul>
Reviewer	<ul style="list-style-type: none"> <li>• Submits completed ratings for chapters assigned to them</li> <li>• Views documents submitted by MU</li> </ul>
MU Personnel	<ul style="list-style-type: none"> <li>• Manages all documents and information that are required for their accreditation review process</li> <li>• Downloads template documents</li> <li>• Submits required documents prior to the accreditation review</li> <li>• Responsible for the development of the corresponding action plan resulting from the review</li> </ul>

## 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

To view your Ministry Unit, you will be required to go to the Ministry Unit list. Your Ministry Unit is the only one visible in the list.

Workflow ▾ Admin ▾ Reports ▾ Tools ▾ Sign Out

Reviews  
Conditional Pass Review  
Schedule Tracking

Click Workflow>Reviews

### Accreditation Reviews

Schedule Chapters Teams Reviewers Add Documents View Documents Ratings Release Action Plan Close

Name	Division	Started
Grouped MUs		
		From: <input type="text"/> To: <input type="text"/>
> Discovery Women's Centre	NLD	

## Ratings

There are standard rating sheets with each review that will be completed by the reviewers. The sheets are available and will be maintained within the system. The reviewer will assign a rating to the ministry unit. If a rating other than Substantial (S) or Not Applicable (NA) is assigned to a particular standard, a comment explaining the rating will be inputted.

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

S - Substantial – All requirements in the standard are met
P - Partial – Many of the required elements are in place
M - Minimal – Few of the requirements are met
NC - Non-Compliant – Requirements are not fulfilled in any way
NA - Not-Applicable – This rating is used when a standard does not apply to the situation or circumstance under review

S	P	M	NC	NA
<input type="checkbox"/>				

## Access Ratings

When the accreditation review has been released, the ministry unit can view the ratings; however they will not be able to view the scores.



The screenshot shows the 'Accreditation Reviews' interface. At the top, there are several tabs: Schedule, Chapters, Teams, Reviewers, Add Documents, View, Ratings, Release, Action Plan, and Close. An arrow points to the 'Ratings' tab with the text 'Click Ratings'. Below the tabs is a table with columns: Name (Grouped MUs), Division, Started, Ended, Released, Closed, and Chapters. The first row of the table contains the following data: Name: Discovery Women's Centre, Division: NLD, Started: 1/15/2019, Ended: 1/16/2019, Released: (empty), Closed: (empty), Chapters: 1, 2, 3, 4. There are also search and filter options below the table.

## 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 standards that were not rated substantial or not applicable.

If the Ministry Unit Personnel has not been assigned to the action plan, the ratings have not been submitted and approved, or the review has not been released, individuals will not be able to access the action plan and will receive a message similar to the one below.



The screenshot shows the 'Accreditation Reviews' interface with a yellow warning message box. The message reads: 'NOTE: You can not view this review until it is released. Current status is 'Reviewer Assigned''.

## Create Action Plan

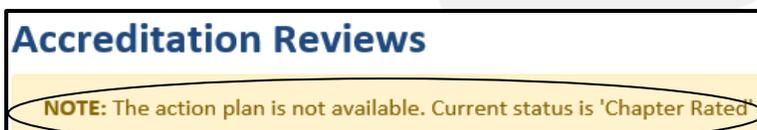
After the Ministry Unit Personnel responsible for the action plan has been assigned to the review, the ratings have been submitted and approved, he/she can access the action plan.

The assigned personnel would log into the ARMS application and click Action Plan.

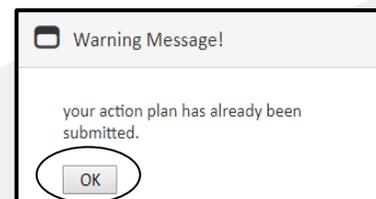


The screenshot shows the 'Accreditation Reviews' interface. At the top, there are several tabs: Schedule, Chapters, Teams, Reviewers, Add Documents, View, Action Plan, and Close. An arrow points to the 'Action Plan' tab with the text 'Click Action Plan'. Below the tabs is a table with columns: Name (Grouped MUs), Division, Started, Ended, Released, Closed, and Chapters. The first row of the table contains the following data: Name: Discovery Women's Centre, Division: NLD, Started: 1/15/2019, Ended: 1/16/2019, Released: (empty), Closed: (empty), Chapters: 1, 2, 3, 4. There are also search and filter options below the table.

If the action plan is not ready to access because all chapters have not been rated, or you have already submitted the action plan, you will get a message. Click OK to dismiss any messages.



The screenshot shows the 'Accreditation Reviews' interface with a yellow warning message box. The message reads: 'NOTE: The action plan is not available. Current status is 'Chapter Rated''.



The screenshot shows a warning message dialog box. The message reads: 'Warning Message! your action plan has already been submitted. OK'. The 'OK' button is circled.

The ministry unit personnel will see the chapters that require an action plan. Each standard in the chapter that requires action will be listed.

**Action Plan**

Discovery Women's Centre  
Review Date: Feb 25, 2019  
Status: Initial Action Plan

Unit Lead: Vancouver\_CFS, Divisional Lead: test\_AreaCommander4

Standards that are required  
Chapter 1 Chapter 2 Chapter 3

**3 Facility**

Completed Submitted

Section Name	Standards	Rating	Comments	Action Step	Person(s) Responsible	Target Date	Completion Date
Housekeeping and Maintenance Services	3.4.1	NC	TR2 02/20/2019	Update standard to reflect our changes			
	3.4.2	NC	TR2 02/20/2019	Standard to be met by hiring new staff			
	3.4.4	NC	TR2 02/20/2019	Update to cleaning tools			
	3.4.5	P	TR2 02/20/2019	Carts to be updated to include moving arms			

Input the action step information for each of the standards to address the comments from the reviewers. You may assign the action step to a specific person and create a target completion date if desired. However, in order to save, the action step is the only requirement; save happens automatically

Submit Resubmit to DHQ Resubmit to THQ

Approve Decline

Note

Saved

Action step

### Ministry Unit Submit Action Plan

When you have entered an action step for each of the required standards, you can submit the action plan to DHQ.

**Action Plan**

Discovery Women's Centre  
Review Date: Feb 25, 2019  
Status: Initial Action Plan

Unit Lead: Vancouver\_CFS, Divisional Lead: test\_AreaCommander4, Team Lead: test\_teamleader2

Standards that are required  
Chapter 1 Chapter 2 Chapter 3

**3 Facility**

Completed Submitted

Section Name	Standards	Rating	Comments	Action Step	Person(s) Responsible	Target Date	Completion Date
Housekeeping and Maintenance Services	3.4.1	NC	TR2 02/20/2019	Update standard to reflect our changes			
	3.4.2	NC	TR2 02/20/2019	Standard to be met by hiring new staff			
	3.4.4	NC	TR2 02/20/2019	Update to cleaning tools			
	3.4.5	P	TR2 02/20/2019	Carts to be updated to include moving arms			

Submit Resubmit to DHQ Resubmit to THQ

Approve Decline

Note

1. Click Submit

Action step

You will get a message confirming the action plan has been submitted and there will be a check mark in submit

**Confirmation!**

Do you want to submit your action plan?

Yes

2. Click Yes

**Action Plan**

Discovery Women's Centre  
Review Date: Jan 22, 2019  
Status: Action Plan Submitted (DHQ)

Unit Lead: test\_muCoord10, Jan 24, 2019

Submit Resubmit to DHQ Resubmit to THQ

The status is updated to show action plan submitted to DHQ.

Accreditation Reviews									
Schedule	Chapters	Teams	Reviewers	Add Documents	View Documents	Ratings	Release	Action Plan	Close
Name	Grouped MUs	Division	Started	Ended	Released	Closed	Chapters	Status	
>	Discovery Women's Centre	NLD	1/22/2019	1/23/2019	1/23/2019		1, 2, 3, 4	Action Plan Submitted (DHQ)	

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

Chapter 1 Chapter 2 Chapter 3						
3 Facility						
<input checked="" type="checkbox"/> Completed			<input checked="" type="checkbox"/> Submitted			
Section Name	Standards	Rating	Comments	Action Step	Person(s) Responsible	
Housekeeping and Maintenance Services	3.4.1	NC	TR2 02/20/2019	Update standard to reflect our changes		
	3.4.2	NC	TR2 02/20/2019	Standard to be met by hiring new staff		
	3.4.4	NC	TR2 02/20/2019	Update to cleaning tools		

If you try to submit the action plan and have not completed all requirements for chapters of the action plan, you will get a message similar to below. Review the action plan to ensure each listed standard has a action step listed.

### Action Plan

#### Discovery Women's Centre

**Review Date:** Jan 15, 2019  
**Status:** Initial Action Plan

**NOTE:** The action plan is not ready. You must complete all action plan items in each chapter.

If you are not a Ministry Unit personnel assigned to the action plan, a DHQ action plan reviewer, team lead for the review or an ARMS coordinator, you will not be able to access the action plan until it is submitted, and will receive a message similar to the one below.

### Accreditation Reviews

**NOTE:** You are not authorized to access the Action Plan.

## Resubmit Action Plan to DHQ

If the original action plan is not approved by DHQ personnel, the Ministry Unit can update the action plan based on comments from DHQ. When the Ministry Unit Personnel has made the changes to the action plan as requested, the action plan can be resubmitted to DHQ for another assessment.

### Action Plan

Print Close Refresh

#### Northern Lights CFS

Review Date: 12/06/2018  
Status: Further Development Required (DHQ Declined)

Unit Lead: test\_muCoord7,      Divisonal Lead: test\_AreaCommander2,

Submit 12/06/2018

Resubmit to DHQ ← Click Resubmit to DHQ

Resubmit to THQ

Approve

Decline 12/06/2018

Standards that are required

Chapter 1 Chapter 2 Chapter 3 Chapter 4

### Confirmation!

Do you want to re-submit your action plan to DHQ?

← Click Yes to confirm

Resubmit to DHQ has a check mark and the date is displayed

Unit Lead: test\_muCoord7,

Submit

Resubmit to DHQ

Resubmit to THQ

12/06/2018

12/06/2018

The Accreditation Review list will be updated to indicate the action plan has been resubmitted to DHQ.

### Accreditation Reviews

Schedule Chapters Teams Reviewers Add Documents View Documents Ratings Release Action Plan Close

Name	Grouped MUs	Division	Started	Ended	Released	Closed	Chapters	Status
>	Discovery Women's Centre	NLD	1/15/2019	1/16/2019	1/25/2019		1, 2, 3, 4	Action Plan Re-submitted (DHQ)
>	Destiny Community Church	PRA	12/6/2018	12/6/2018	12/6/2018		1, 2, 3, 4	Conditional Pass accepted
>	Northern Lights CFS	ABD						

The DHQ action plan reviewer will again review the action plan from the Ministry Unit and approve the plan by clicking the approve button. There will be an update to show the action plan was approved.

Divisonal Lead: test\_AreaCommander2,

Approve

Decline

12/10/2018

12/06/2018

## Resubmit Action Plan to THQ

If the action plan is approved by DHQ and submitted to THQ, THQ can decline the action plan. When Ministry Unit Personnel has made the changes to the action plan, the action plan can be resubmitted to THQ for another assessment. The action plan is submitted directly to THQ.

### Action Plan

Print Close Refresh

#### Northern Lights CFS

Review Date: 12/06/2018  
Status: Further Development Required (THQ Declined)

Unit Lead: test\_muCoord7,      Divisional Lead: test\_AreaCommander2,

<input checked="" type="checkbox"/>	Submit	12/06/2018
<input checked="" type="checkbox"/>	Resubmit to DHQ	12/06/2018
<input type="checkbox"/>	Resubmit to THQ	

Click Resubmit to THQ

<input checked="" type="checkbox"/>	Approve	12/06/2018
<input checked="" type="checkbox"/>	Decline	12/06/2018

Standards that are required

Chapter 1 Chapter 2 Chapter 3 Chapter 4

### Confirmation!

Are you sure you want to resubmit your action plan to THQ?

Yes

Click Yes to confirm

Resubmit to THQ has a check mark and the date is displayed

Unit Lead: test\_muCoord7,

<input checked="" type="checkbox"/>	Submit	12/06/2018
<input checked="" type="checkbox"/>	Resubmit to DHQ	12/06/2018
<input checked="" type="checkbox"/>	Resubmit to THQ	12/07/2018

### Accreditation Reviews

Schedule Chapters Teams Reviewers Add Documents View Documents Ratings Release Action Plan Close

Name	Grouped MUs	Division	Started	Ended	Released	Closed	Chapters	Status
>	Corner Brook CFS	NLD	1/15/2019	1/16/2019	1/25/2019		1, 2, 3, 4	Action Plan Re-submitted (THQ)

The THQ Team Leader will again review the action plan from the Ministry Unit and approve the plan by clicking the approve button.

Team Lead: Test\_TeamLeader2

<input type="checkbox"/>	Approve	
<input checked="" type="checkbox"/>	Decline	12/07/2018

### Confirmation!

Do you want to approve the action plan?

Yes No

Click Yes

There will be an update to show the action plan was approved.

Team Lead: Test\_TeamLeader2

<input checked="" type="checkbox"/>	Approve	Jan 28, 2019
<input checked="" type="checkbox"/>	Decline	Jan 25, 2019

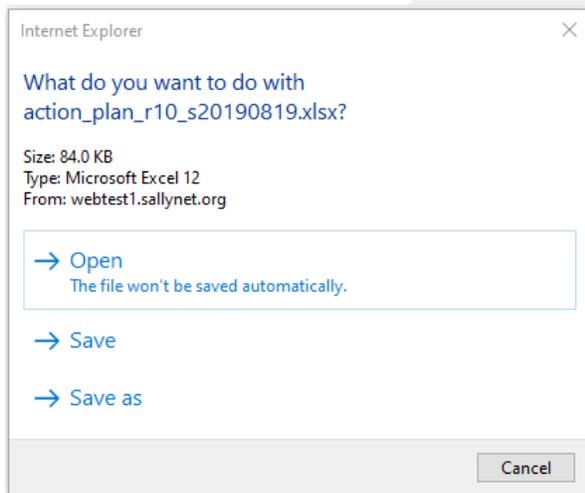
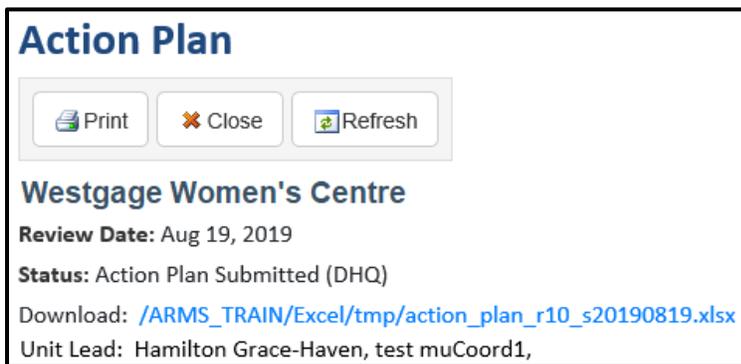
The status is updated to show THQ Approved.

Accreditation Reviews									
Schedule	Chapters	Teams	Reviewers	Add Documents	View Documents	Ratings	Release	Action Plan	Close
Name	Grouped MJA	Division	Started	Ended	Released	Closed	Chapters	Status	
			From: <input type="text"/>	To: <input type="text"/>					
Wellbeing Resource Hub		NLD	9/20/2018	9/21/2018	12/3/2018		1, 2, 3, 4,	THQ Approved Action Plan	
Northern Lights CFS		NLD	11/9/2018	11/9/2018	12/4/2018		1, 2, 3, 4,	DHQ Approved	

## 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



4. Open, save or select save as for excel file  
Open: Open file  
Save: saves to download folder automatically  
Save as: choose where to save file

## 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.

### 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.

1. Open the action plan and click Note  
2. View each desired note  
3. Click X to close notes

Created Date	Created By	Note	Status
1/28/2019	Test_TeamLeader2	Please review the procedure for posting the procedure for fire drill and outline clearly the muster stations	Action Plan Re-submitted (THQ)
1/28/2019	ARMS_Coordinator	The updated process is improved and should be posted in appropriate place.	Action Plan Re-submitted (THQ)

### Print Action Plan Notes

All review team members can print the action plan notes.

1. Open the action plan and click Note  
2. Click Print Preview

6. Click X to close notes

Created Date	Created By	Note	Status
12/6/2018	test_AreaCommander2	Please review the procedure for posting the procedure for fire drill and outline clearly the muster stations. Include a location map.	Further Development Required (DHQ Declined)

3. Click Print

**Action Plan Notes**  
Arnold's Cove Corps

Review Start: Dec 06, 2018  
Review End: Dec 06, 2018

Notes

Created: Dec 06, 2018 @ 10:29 AM  
User: test\_AreaCommander2  
Status: Further\_Development\_Required\_DHQ\_Declined  
Note: Please review the procedure for posting the procedure for fire drill and outline clearly the muster stations. Include a location map.

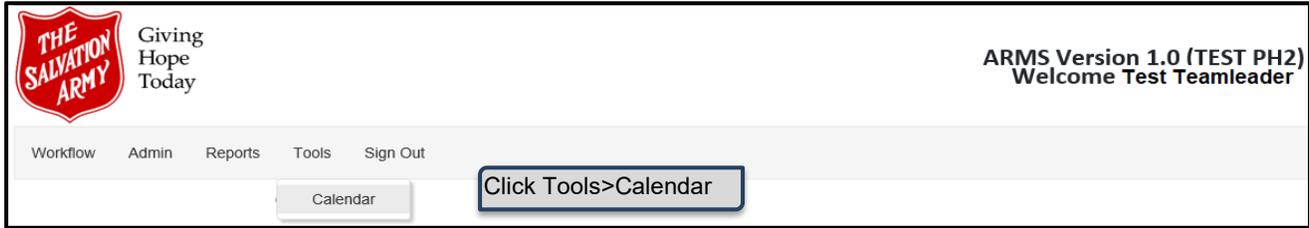
4. Select printer

5. Click Print

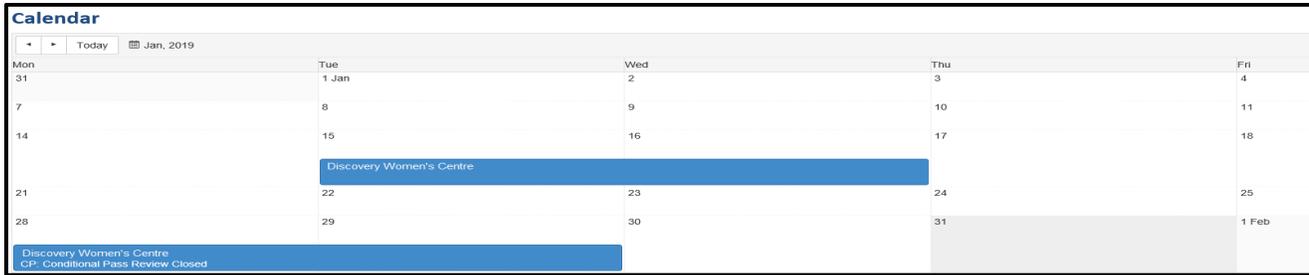
Print dialog box showing printer selection and options.

## Calendar

The calendar provides an easy way to view your scheduled review. You will be able to see the review date for your ministry unit review in the calendar view.



The screenshot shows the top navigation bar of the ARMS application. On the left is the Salvation Army logo with the text "Giving Hope Today". On the right, it says "ARMS Version 1.0 (TEST PH2) Welcome Test Teamleader". Below this is a navigation menu with "Workflow", "Admin", "Reports", "Tools", and "Sign Out". A "Calendar" button is highlighted under "Tools", and a callout box points to it with the text "Click Tools>Calendar".



The screenshot shows the calendar interface. The title is "Calendar" and it shows "Today" and "Jan, 2019". The calendar grid displays dates from Monday 31st to Friday 4th. A blue bar highlights the date Tuesday 22nd, with the text "Discovery Women's Centre" overlaid. A legend at the bottom left indicates "Discovery Women's Centre CP: Conditional Pass Review Closed".

## Sign Out



The screenshot shows the top navigation bar of the ARMS application. On the left is the Salvation Army logo with the text "Giving Hope Today". On the right, it says "ARMS [TEST] Sign Out test muCoord10". Below this is a navigation menu with "Workflow", "Admin", "Reports", and "Tools". A "Click Sign Out" callout box with an arrow points to the "Sign Out" text in the top right corner.