

Department of the Army
Pamphlet 638-8

Casualty and Mortuary Affairs

Procedures for The Army Casualty Program

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SUMMARY

DA PAM 638-8

Procedures for The Army Casualty Program

This new Department of the Army Pamphlet, dated 23 June 2015--

- o Outlines the casualty report flow for the continental United States and contingency operations casualties (para 4-15).
- o Implements procedures to accomplish Army Directive 2009-02, authorizing travel to Dover Air Force Base for the dignified transfer of remains for primary next of kin at the Government's expense (para 5-7).
- o Separates casualty procedure from policy listed in AR 638-8 (throughout).

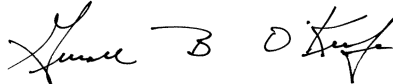
Casualty and Mortuary Affairs

Procedures for The Army Casualty Program

By Order of the Secretary of the Army:

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General, United States Army
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History. This publication is a new Department of the Army Pamphlet.

Summary. This pamphlet prescribes procedures and mandated tasks governing U.S. Army casualty operations, to include casualty reporting, casualty notification, and casualty assistance. It provides information to Casualty Assistance Centers and to Soldiers designated to perform the duties of a casualty notification officer or casualty assistance officer. This pamphlet also provides information pertaining to

casualty related documentation, specifically the DD Form 93 (Record of Emergency Data), as well as Servicemembers' Group Life Insurance, and other life insurance programs administered by the Department of Veterans' Affairs.

Applicability. This pamphlet applies to the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated. Also, it applies to the U.S. Army civilian workforce.

Proponent and exception authority. The proponent of this pamphlet is the Deputy Chief of Staff, G-1. The proponent has the authority to approve exceptions or waivers to this pamphlet that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this pamphlet by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be

endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25-30 for specific guidance.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, U.S. Army Human Resources Command, Dept. #450, 1600 Spearhead Division Avenue, Fort Knox, KY 40122-5405.

Distribution. This pamphlet is available in electronic media only and is intended for command levels C, D, and E for the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve.

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Glossary

Chapter 1 Introduction

1-1. Purpose

This DA Pam prescribes the procedures for the Army Casualty Program's policies, and mandated responsibilities, outlined in AR 638-8. This DA Pam provides an operating source document for field personnel. It is binding for all communities involved in Army casualty operations.

1-2. References

See appendix A.

1-3. Explanation of abbreviations and terms

See the glossary.

1-4. Requirements control exemption

The reports, notifications, and verifications prescribed in this DA Pam are exempt from requirements control action under AR 335-15.

1-5. Policy and procedural assistance

Questions concerning the Army Casualty Program's policy and procedures should be referred to Commander, U.S. Army Human Resources Command (AHRC-PDC), 1600 Spearhead Division Avenue, Fort Knox, KY 40122-5405.

Chapter 2 Defense Casualty Information Processing System

2-1. General

Defense Casualty Information Processing System (DCIPS) is the Department of Defense's (DOD's) authoritative system of record for casualty and mortuary affairs reporting and case management, in accordance with DODI 1300.18, AR 638-8, memorandums, and other instructional policies. DCIPS is the only system authorized for reporting of casualties, and casualty and mortuary affairs case management, in support of Soldiers and Family members. All information put into DCIPS becomes part of the official historical record. Casualty report flow is depicted in figure 2-1.

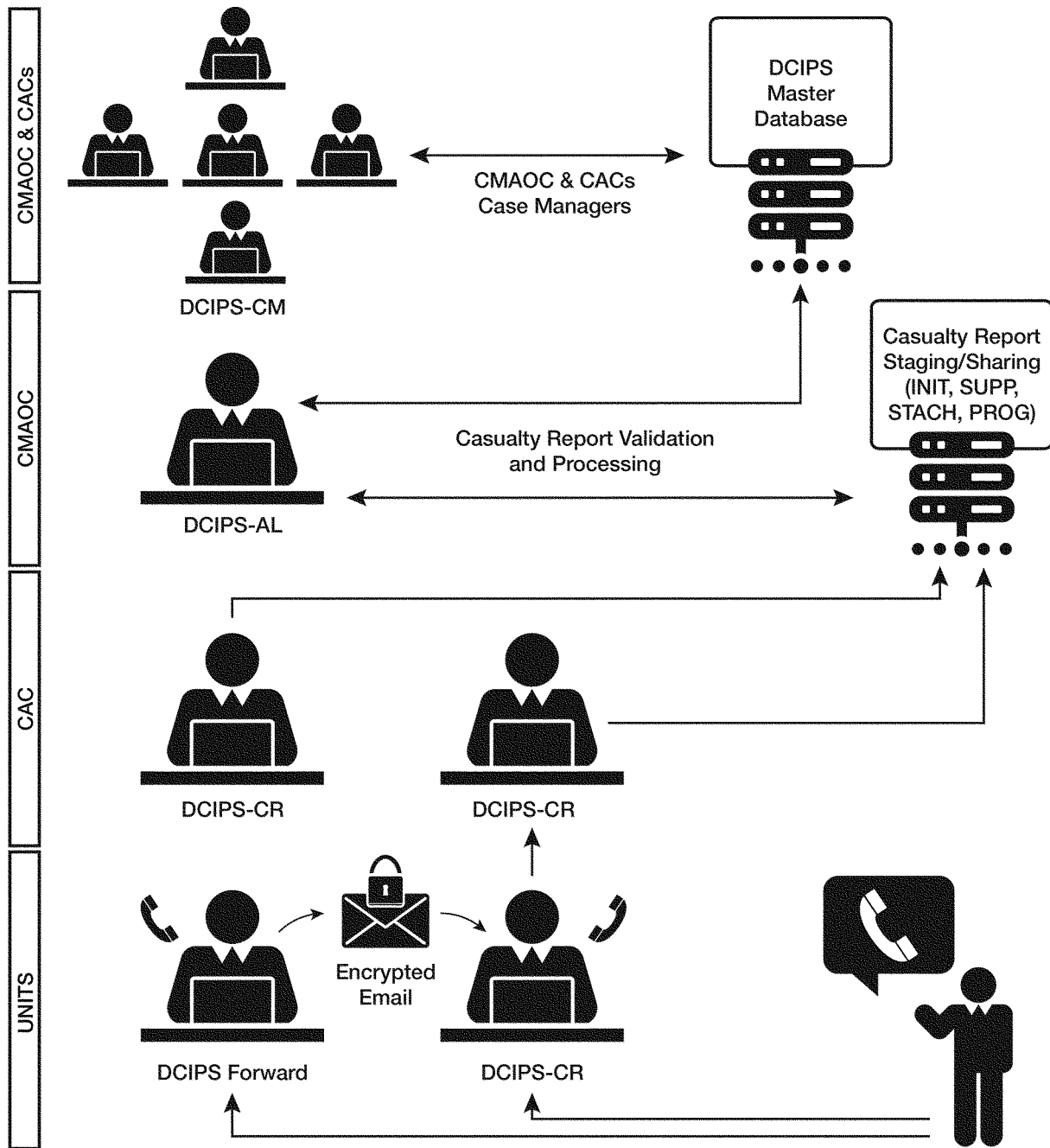


Figure 2-1. Casualty report flow

2-2. Use of the Defense Casualty Information Processing System

a. DCIPS has four components that generally correspond to reporting organization levels—

(1) DCIPS-Forward (or DCIPS-Casualty Forward (CF)) is used by field organizations or other units that do not have consistent non-secure internet router network (NIPRNET) capability.

(2) DCIPS-CR (Casualty Reporting) provides Web-based DCIPS' common access card encrypted, casualty reporting capability to theater commanders and Casualty Assistance Centers (CACs).

(3) DCIPS-AL (Autoload) is used by the Casualty and Mortuary Affairs Operations Center (CMAOC) to receive

and review all casualty reports submitted by DCIPS–CF (or DCIPS Forward). It provides CMAOC with a quality-control-and-prioritization capability, for processing casualty reports.

(4) DCIPS–CM (Case Management) provides CMAOC, CACs, and other authorized organizations, with full case-management visibility over all cases.

b. DCIPS–CR must be used by CACs to submit casualty reports. Other theater casualty reporting organizations may use DCIPS–CR provided requests for access are submitted through the theater commander’s designated casualty reporting chain-of-command to CMAOC.

c. DCIPS–Forward should only be used when reliable NIPRNET connectivity is not available or other factors preclude its use. When used, DCIPS–Forward will only be used on authorized U.S. Government equipment and must be placed in a folder using Encrypted File System settings when used on unclassified computer equipment.

d. When necessary, casualty reports sent through email must be encrypted. Additionally, sending reports outside the designated casualty reporting flow can compromise the sensitive for official use only data being transmitted and should only be sent to those with a need-to-know.

e. DCIPS maintains four redundant Web sites to ensure 24/7/365 availability. The Web sites are—

(1) <https://dcsa.hrc.army.mil>.

(2) <https://dcsb.hrc.army.mil>.

(3) <https://dcsc.hrc.army.mil>.

(4) <https://dcsd.hrc.army.mil>.

f. The continuity of operations site is also available; information about the site is available on the above primary DCIPS portal sites.

g. Users request access to DCIPS by logging on to one of the above Web sites using the common access card, entering the requested information and uploading a DD Form 2875 (System Authorization Access Request (SAAR)). DCIPS support will evaluate the request and grant or deny access, as appropriate, based on current policy. At a minimum, users must—

(1) Be a U.S. citizen.

(2) Have a completed favorable national agency check with credit check or security clearance.

(3) Have a need-to-know.

(4) Have a DD Form 2875, signed by the requestor, his or her supervisor, other information owners as determined by the DCIPS support team, and the requester’s security manager. Contractors must indicate the name of their company, the contract number, and the expiration date of the contract. A U.S. Government military or civilian exercising oversight over the contractor’s duties must also sign for contractors.

(5) Questions, problems, or other communications for the DCIPS team may be sent to usarmy.knox.hrc.mbx.tagd-dcips@mail.mil.

Chapter 3

Training

3–1. Training introduction and purpose

The first step in the casualty process is to ensure all personnel involved with making notification or casualty assistance are properly trained and certified. As the Army continues to respond to the needs of surviving Families, new casualty-related training requirements periodically arise. The personal notification and casualty assistance to the Families of Soldiers who become injured, ill, unaccounted for, or deceased while in a reportable duty status is one of the most difficult and important duties a Soldier may ever perform. Training these personnel is a critical element in accomplishing the mission.

3–2. Casualty and Mortuary Affairs Operations Center

The CMAOC, under the U.S. Army Human Resources Command, is the lead agency for the Army Casualty Program and has technical supervision and oversight of the training curriculum. The CMAOC—

a. Develops and implement new training products to address identified training gaps.

b. Publishes and distributes additional training guidance, as necessary.

c. Updates any online courses sponsored on the CMAOC Web site.

d. Enables the train-the-trainer program by certifying instructors to teach the CMAOC standardized curriculum for the Casualty Notification Officer (CNO) Course and Casualty Assistance Officer (CAO) Certification Course.

3–3. Casualty Assistance Centers’ training and procedures

CACs—

a. Provide certified CNOs and CAOs to accomplish the mission of casualty assistance established by AR 638–8 and this pamphlet.

(1) Work with commanders to establish a recurring training schedule for CNO and CAO training.

(2) Analyze the geographic area of responsibility (AOR) to determine an adequate amount of CNOs and CAOs required.

(3) Inform the local commanders when there is a shortage of trained and certified CNOs or CAOs within the CAC's geographic AOR.

b. Maintain a list of certified instructors for CNO and CAO training.

c. Ensure CAC personnel are trained in the use of the DCIPS.

d. DCIPS information can be downloaded from the DCIPS Web portal.

3–4. Commander's training

Army units are responsible for supplying Soldiers for CNO and CAO training. Additionally, the garrison commander should work with the CAC to determine the adequate number of trained personnel needed to support casualty operations within their geographic AOR. Installation and unit commanders must be aware of, and support, the CNO and CAO.

3–5. Soldiers' training

Active Duty (AD) and Reserve Soldiers are encouraged to use the online training modules on the CMAOC training page, at <https://www.hrc.army.mil/TAGD/training>. Current certified CNOs and CAOs should—

a. Review training materials on a quarterly basis and when assigned a case.

b. Attend classroom training to recertify when the Soldier has not completed the online recertification by the 12th month of his or her initial certification. Soldiers can recertify online twice before having to attend the classroom training for certification.

Chapter 4

Casualty Reporting

4–1. Introduction to casualty reporting

For purposes of casualty reporting, a casualty is defined as any person lost to an organization by reason of having been declared deceased, duty status-whereabouts unknown (DUSTWUN) or excused absence-whereabouts unknown (EAWUN), missing, injured or ill, and other categories as directed by CMAOC. Casualty information listed on DA Form 1156 (Casualty Feeder Card) will be reported by the affected unit expeditiously, through command channels, to the CAC responsible for the geographic AOR where the incident occurred. Casualty reports sent from the CACs to CMAOC will be used as the basis for notifying the next of kin (NOK), preparing letters of sympathy, and awards documentation.

4–2. Preparing the DA Form 1156

Timely and accurate casualty reporting is the unit commander's responsibility. The DA Form 1156 provides a template for collecting data required for the initial casualty report (INIT) and is used during contingencies or peacetime. Record all known data elements accurately and legibly on DA Form 1156 without error. Data fields marked by an asterisk (*) indicate minimum requirements to send a casualty report forward. Fill in as much information as available, to include weapons causing injury and vehicle information.

4–3. Heads-up

The purpose of a heads-up is to alert the casualty workforce or higher headquarters that a casualty has occurred. Heads-up is a term used in the CMAOC to represent the initial notification of a casualty. There are two types of a heads-up. Type One Heads-up is usually received via a non-secure telephone line and the information obtained from the reporting CAC is recorded on a heads-up worksheet and then journalized. Type Two Heads-up consists of a notification that an injured Soldier is now deceased, or shifting from very seriously ill/injured (VSI) to seriously ill/injured (SI) status change casualty report (STACH). All information will be annotated in the unbound journal, to be resolved upon receipt of the initial report. The following information must be recorded when receiving a heads-up:

a. Person receiving the heads-up.

b. Date/time in which call is received.

c. The person providing the heads-up information.

d. If call is not coming from a CAC, annotate the organization where the heads-up is coming from. If the call is coming from a Family member or a non-Army organization, direct them to contact the CAC that covers the area where the incident occurred.

e. Try to obtain as much information about the incident as possible. In some cases, much of the required information may not be available at the time the heads-up report is sent. Record all information available from the CAC. At a minimum, you must obtain the Soldier's name, social security number (SSN), and component. With this minimum information, personnel documents can be obtained using various resources at your disposal.

f. When recording the assigned unit, ensure to record the unit identification code.

g. Be sure to find out if the incident is hostile, non-hostile, pending, non-theater, and/or released from active duty within a 120 days. (It is possible to circle more than one of the above options. For example, the case could involve a non-hostile incident for a 120-day release from active duty).

h. Date/time when the casualty occurred. This information may or may not be available at this time. Some of the information that is not available at the time of the heads-up may be available once the INIT is received. If not, it can be submitted in a supplemental casualty report (SUPP) later.

i. Circle the appropriate casualty status (deceased, DUSTWUN, captured or other). If you circle "other," you must explain in the space provided.

j. Determine if the heads-up you are receiving is a STACH. Circle YES or NO.

k. If the CAC knows the preliminary cause of death, circle "YES" and select from the list of options provided. If the cause of death is not listed, write the cause in the "other" block.

l. Was the casualty positively identified? If so, circle "YES." If no, ask the caller to give details about why they assume they have the correct name for the casualty. This may cause the case to be handled as "believed to be."

m. Were there multiple casualties? (Multiple casualties are defined as two or more personnel involved in the same incident.) If so, are the other casualties deceased, wounded, or ill? If the additional casualties are wounded or ill, you must alert everyone involved in the notification process.

n. NOK info. Were any of the NOK present at time of incident/death or already notified by local authorities? If so, ensure the casualty notification officer knows he or she will be conducting condolences and not notification. In cases where the primary NOK has been notified by outside sources, the CNO may serve as the casualty assistance officer.

Note. Condolences will not be extended until CMAOC has received the initial casualty report.

4-4. Casualty Assistance Center-level reporting responsibilities

The CAC responsible for the geographic AOR where the incident takes place is the reporting CAC. It is responsible for issuing the INIT and any SUPPs until casualty reporting requirements have been met, or the Soldier is transferred to a location outside the CAC's jurisdiction.

a. Within 12 hours of the casualty incident, the reporting CAC will transmit an INIT for each individual involved. Operational requirements of the affected unit may preclude the CAC from meeting this time requirement.

b. Record custodians will provide the home station CAC with the following items as applicable:

- (1) DD Form 93 (Record of Emergency Data).
- (2) SGLV 8286 (Servicemembers' Group Life Insurance Election and Certificate).
- (3) Inactive duty training (IDT) or other training schedule.
- (4) Copy of orders to AD.
- (5) Command contact numbers.

c. The home station CAC will review the individual's personnel record to locate missing personal data and transmit the missing information in a SUPP to CMAOC. No SUPP is required if CMAOC already has the source document.

d. The reporting CAC and the home station CAC will supply and verify any data required.

4-5. Preparing an initial casualty report for a theater casualty

The INIT is the first report submitted by the CAC having responsibility for the geographic AOR where the incident occurred, normally using information listed on the DA Form 1156. This report will include personal data on the casualty being reported, as well as information about the circumstances surrounding the incident. The INIT should answer who the casualty is, what the casualty was doing when the incident occurred, and what protective gear was the casualty wearing (if applicable), when it happened, why it happened, what caused the casualty, and where it happened. The INIT will also include cause of death (if known) for deceased; and a preliminary diagnosis for injured or ill casualties, as well as information on where the casualty is hospitalized.

a. The Soldier or unit must complete a DA Form 1156's minimum required fields and other information, if available.

b. The unit or battalion (BN) adjutant (S1) or brigade (BDE) S1 must receive, review, and authenticate DA Form 1156. Telephonically alert the next reporting level of casualty incident.

c. The casualty liaison team (CLT), BN S1, or BDE S1 must prepare a casualty report using DCIPS (see para 2-2), and transmit it electronically to next reporting level.

d. The corps or theater Army area command must review and prepare report to send forward using DCIPS (see para 2-2), and transmit it to the theater CAC.

e. The theater CAC will dispatch the casualty report within 12 hours of incident to Army Human Resources Command-Casualty and Mortuary Affairs Operations Center (AHRC-CMAOC).

f. The CMAOC will review and submit the casualty report into DCIPS. Transmit the report to the home station CAC (HSCAC) and any supporting CACs to prepare for notification and any additional reports.

g. The HSCAC staff, upon receipt of telephonic notification of incident, must create a DCIPS casualty report, attach DD Form 93 and SGLV 8286, and other pertinent documents, and submit to CMAOC. Use the personnel data compare function in DCIPS-CR to pull personnel information from personnel systems into DCIPS to prepare the INIT. Other documentation may be attached to the DCIPS-CR casualty report.

h. The CMAOC, HSCAC, and supporting CAC must prepare for notification and assistance, as appropriate.

4-6. Preparing an initial casualty report non-theater

The INIT is the first report submitted for each person involved in a casualty incident, whether hostile or non-hostile. This report will include personal data on the casualty being reported, as well as information about the circumstances surrounding the incident. The INIT should answer who the casualty is, what the casualty was doing when the incident occurred, and what protective gear was the casualty wearing (if applicable), when it happened, why it happened, what caused the casualty, and where it happened. The INIT will also include cause of death (if known) for deceased; and a preliminary diagnosis for injured or ill casualties, as well as information on where the casualty is hospitalized. This is the process to prepare the INIT—

a. The unit or BN S1, hospital, or Provost Marshal's Office receives information concerning a casualty incident.

b. The unit or BN S1, hospital, or Provost Marshal's Office passes the casualty information to the CAC.

c. The CAC staff verifies the facts of the incident; obtains personnel data from records or the Interactive Personnel Records Management System (iPERMS).

d. The CAC telephonically informs the commander (CDR) and CMAOC of the casualty incident, providing names and SSNs of individuals involved in incident.

e. The CMAOC, CAC, or HSCAC staff electronically attach DD Form 93 and SGLV 8286 to DCIPS, and submit the report to CMAOC using DCIPS-CR to pull personnel information from personnel into DCIPS, to prepare the INIT. Other documentation may be electronically attached to the DCIPS-CR casualty report. CAC prepares the casualty report by reviewing for accuracy and completeness. Transmit within 12 hours. Establish suspense for SUPPs, progress casualty reports (PROGs), and STACHs as needed.

f. The CAC or HSCAC prepares for notification and assistance, in accordance with AR 638-8.

g. The CMAOC will review casualty reports submitted in DCIPS for completeness and accuracy. Then the CMAOC transmits the report to the HSCAC and any supporting CACs. The CMAOC oversees the notification and assistance process.

4-7. Preparing a status-change casualty report

Submit STACHs when there is a definite change in the person's status from the initial report. Take the following required steps for preparing a STACH:

a. Upon notification that a change has occurred in the previously reported status of a casualty, verify the new status.

b. Once verified, prepare a STACH.

c. Review the report for accuracy and completeness, and dispatch in accordance with paragraph 4-3.

d. File a copy of the STACH in the appropriate casualty file for the Soldier.

4-8. Preparing a supplemental casualty report

The SUPPs are used to provide updated or amended, non-medical information. Prepare a SUPP as follows:

a. Verify, prepare, and submit a SUPP immediately upon receiving additional or corrected information, especially changes or updates to the circumstances of the casualty incident. Submit a SUPP if friendly fire is suspected or whenever an investigation is initiated. These changes may significantly change information necessary for the NOK. File a copy of the SUPP with the original in case file.

b. Supplemental reports should not include medical information reported on the PROG.

c. Supplemental reports should only include excerpts of a Criminal Investigation Command (CID) report, or other investigative reports, to update any changes of previously submitted reports.

(1) If additional or corrected information changed any information previously furnished to the NOK, determine if the CAO should return to the primary next of kin (PNOK) and secondary next of kin (SNOK) to provide the new information. (For example, date of death changed, or the status changed from DUSTWUN to deceased.)

(2) If the notifier should revisit PNOK and SNOK, he or she will coordinate with the appropriate CAC for a briefing of the changed information, and revisit NOK immediately.

d. Review the completed SUPP for accuracy and completeness; dispatch in accordance with paragraph 4-3 immediately.

4-9. Preparing a prognosis or progress report

Prepare a PROG as follows:

- a. Use the DCIPS progress screen for the prognosis of an injured or ill Soldier on an initial report. Contact the medical treatment facility or hospital for an update of medical status. At a minimum, do this every 5 days for not seriously injured/ill (NSI). For VSI or SI, every 24 hours in order to provide NOK with an up-to-date status.
- b. Use DCIPS, replicating the latest report, SUPP, or PROG for a specific casualty, and update medical information.
- c. Each PROG will deal with only one casualty.
- d. Reporting commands will include all relevant details about the health, well-being, and medical progress of patients.
- e. Review the PROG for accuracy and completeness, and submit.
- f. The final report will be clearly identified as such.
- g. Place a copy of the PROG in the case file.

4-10. Reporting multiple casualties

a. Multiple casualties involve two or more casualties in a single incident. Create a multiple casualty template with information common to all casualties involved. The following items are normally the same for all involved:

- (1) Casualty type.
- (2) Incident date/time.
- (3) Place of incident.
- (4) Circumstances.
- (5) Inflicting force (hostile only).
- (6) Remarks.

b. Multiple casualty codes will reflect the two character abbreviation for country or state of incident, fiscal year, and numeric sequence. (For example, IZ70192 Security patrol on MSR Tampa encountered IED. IZ is Iraq; 7 is fiscal year; 0192 is the sequence number for the multiple casualty.) Descriptions will briefly describe the event, including the location and date/time group. CMAOC will manage the notification process for all multiple casualty events, ensuring that all deceased casualty PNOKs are notified first, along with any VSIs where death is imminent. Complete SUPPs, PROGs, or STACHs as needed for each individual casualty. Casualties later determined to be part of a multiple casualty are added in DCIPS by selecting the “multiple casualty code” drop-down menu on the casualty screen and selecting the multiple casualty template previously created describing the incident. High visibility and Joint force casualties must be coordinated carefully and quickly to ensure swift and complete NOK notification and news release.

4-11. Required casualty report data elements

For DCIPS, the required elements are—

a. *Report type.* INIT is displayed automatically for an initial report. Other report types are a drop-down option. This field is pre-selected for an initial report. These are the options you will see: “INIT” for initial report; “SUPP” for supplemental report; “STACH” for status change report; and “PROG” for progress report.

b. *Report number.* This field is for basic record keeping of the casualty reports that are created by the reporting element. Numbers may be based on the fiscal year with reporting element alpha characters, and supplemental type reports should include the report type abbreviation and the number (SUPP01). The initial report number will display on the each supplemental report for the casualty to ensure the chain of reports for a specific casualty is intact.

c. *Casualty type.* Casualty type characterizes the casualty incident. Casualty type is crucial connecting to the next two data elements. Select from the drop-down menu one of the following options:

(1) “HOSTILE” for circumstances of terrorism, or combat, or relating thereto, characterized as “in action” as a combat mission or friendly fire. See the definition for “hostile” in the glossary.

(2) “NON-HOSTILE” is for circumstances not directly attributable to hostile action or terrorist activity. Casualties due to the elements, self-inflicted injuries, and combat fatigue are non-hostile casualties.

(3) “PENDING” is for when circumstances are insufficient to make a selection between “hostile” and “non-hostile.” This type must be updated to “hostile” or “non-hostile” upon receiving sufficient information.

d. *Casualty status.* Select status from dropdown as reported. “DECEASED” is, obviously, when the individual casualty is dead; either hostile or non-hostile. “DUSTWUN” means the duty status whereabouts are unknown; either hostile or non-hostile. “NSI” is for not seriously ill, wounded, or injured; either hostile or non-hostile. “SI” is for seriously ill, wounded, or injured; either hostile or non-hostile. “VSI” is for very seriously ill, injured, or wounded; either hostile or non-hostile. “MISSING” is a category that is not usually used on an initial report. “Missing” status is a board determination after weighing information available. “Returned to Military Control” is used often to denote apprehension of absent without leave (AWOL) or escaped personnel. This status may be used for any Soldier of unknown whereabouts now returned to military control; either hostile or non-hostile.

e. *Casualty category.* Select from the dropdown the closest category for the cause of the casualty. Category options are keyed to casualty type and status. See the combinations below—

- (1) Non-hostile, any status (except “Missing” and “Returned to Military Control”)—
 - (a) Accident.
 - (b) Homicide.
 - (c) Illness.
 - (d) Self-inflicted.
 - (e) Undetermined.
 - (f) Pending.
- (2) Non-hostile, “Missing” or “Returned to Military Control”—
 - (a) Missing.
 - (b) Detained.
- (3) Hostile, “Missing” or “Returned to Military Control”—
 - (a) “BESIEGED” if besieged by a hostile force; choose the casualty code for hostile.
 - (b) “BELEAGURED” if beleaguered by a hostile force; choose the casualty code for hostile.
 - (c) “CAPTURED” if captured by a hostile force; choose the casualty code for hostile.
 - (d) “INTERNED” if an individual is interned in a foreign country.
 - (e) “MIA” is used for an individual whose whereabouts and status are unknown but are attributable to hostile activity. The casualty code must be hostile.
 - (f) “Pending” is for an undetermined status.
- (4) Hostile, any other status—
 - (a) “KIA” is used when someone is killed in action.
 - (b) “DWRIA” is used when someone died of wounds received in action.
 - (c) “WIA” means wounded in action.
 - (d) “Terrorist” is for hostile circumstances other than combat-related.
- f. *Personnel type/component*. Select from the drop down menu.
 - (1) Civilian.
 - (2) Regular.
 - (3) Reserve.
 - (4) Guard.
- g. *Personnel affiliation*. Select from the drop down menu. The options are triggered by the choice from *Personnel type* (subpara f, above).
 - (1) Civilian Regular/Reserve/Guard.
 - (2) DOD Active Duty.
 - (3) Federal Not-Active Duty.
 - (4) Non-Federal Retired/Separated.
 - (5) Dependent.
- h. *Personnel Category*. Select from drop-down menu. Selections are triggered by previous selection of *Personnel affiliation* subpara g, above).
 - (1) Obligated/Voluntary.
 - (2) Reserve Commission/Designation.
 - (3) Employee.
 - (4) Selected Service. Drill/Training/Special Work.
 - (5) Contractor.
 - (6) Recalled/Mobilized.
 - (7) Foreign national employee.
 - (8) “Full Time Support” Active Guard Reserve (AGR).
 - (9) Non-Governmental Org.
 - (10) Active duty member.
 - (11) DOD employee.
 - (12) Retired military member.
- i. *SSN*. Enter the “9 digit social security number” of the casualty. Enter into pre-formatted data field.
- j. *Name*. Last, first, middle, suffix. Only the last and first name are required for an INIT. Middle name may be an initial, if provided. Suffix is an addition to last names, such as Jr., Sr., III. This is a critical field to ensure the correct person is reported and the correct Family members are notified.
- k. *Service*. Select from the dropdown menu the Service of the casualty.
- l. *Duty status*. Select the duty status from the dropdown menus ensuring it reflects the actual status of the casualty at the time of incident. Theater, Hostile, casualties are “Present for Duty;” DUSTWUN could not be AWOL as there is no determination of status.

m. Military Unit of Assignment. Enter the casualties unit of assignment at the time of incident. Be as specific as possible including the higher headquarters (HQ) if known. This data field may have to be supplemented.

n. Unit identification code. Used only in the *Full Report* and in DCIPS-CR. Enter the UIC for the military unit of assignment.

o. Date/Time of incident. Enter the date and local time of the incident in the following format: yyyy/mm/dd hh:mm. This field is preformatted.

p. Inflicting force. Select from the dropdown menu. This is *only* for hostile incidents. The field is only available in "blue" when hostile casualty type is selected. AMIGO means Allied Forces, 15-6 investigation required. BUDDY means U.S. Forces, 15-6 investigation required. ENEMY is for an enemy force. UNK is used when the type of force unknown, so a 15-6 investigation is required.

q. Circumstances. This is a free-text field. Report all known facts. If circumstantial evidence exists that cannot be confirmed, include it, but clearly show where fact ends and supposition begins. Provide as much information as possible addressing the five Ws (who, what, when, where, and why). Do not delay initial reports to gather more details. Submit SUPPs as circumstances become clear and complete. During hostilities, include as much unclassified information about the mission and purpose as possible. Type of protective gear (individual body armor) worn, and details regarding protective armor level on any vehicle involved, may be entered in this field. (The "full" report has a separate tab for personal protective equipment.) Only edit for errors in spelling or grammar. Do *not* change content provided by the originator, the witness record, or any other approved incident statement. Include names of persons who pronounced and identified the deceased, and provide the name of field grade officer who authenticated the information if required by command.

Note. Format example: Soldier was the vehicle commander of a Stryker (M1126) on a convoy en route north to FOB Warrior. After passing the Iraqi National Guard checkpoint, an IED exploded. The lead vehicle proceeded through the blast area, after which the element encountered small arms fire. The vehicle was split from the rest of the convoy with COMMS knocked out by the blast. They proceeded to the forward rally point, where the Soldier was evacuated to the battalion aid station, where he died of his wounds. Soldier was officially pronounced deceased by MAJ Dubose (of the 120th BN Aid Station, FOB Warrior, Kirkuk) on 8 OCT 06 at 1515 local hrs. Soldier was positively identified by COL Will Haven, Support Team Commander by visual means Incident occurred IVO GRID: MD 4929 8753. TAWUQ, Iraq.

r. Remarks. Casualty Service HQs may have a standard text to enter. Normally, this field record data or additional information is not captured elsewhere in the report but it is important to pass on. All remarks should remain in the report through all levels of review. Additional remarks may be added at each level, but NO remarks should be deleted or changed.

4-12. Reporting suspected friendly fire casualties

Friendly fire is death or injury mistakenly or accidentally inflicted by "Buddy" (U.S. Forces) or "Amigo" (Allied Forces) fire directed at a hostile force or what is thought to be a hostile force, or when the inflicting force is not clear. Reporting units must report all suspected friendly fire incidents to CMAOC as soon as evidence leads personnel on the ground to believe that enemy fire might not have caused a casualty incident during hostilities. Suspected friendly fire incidents will require—

a. Immediate telephonic heads up to CMAOC.

b. An INIT or SUPP with detailed circumstances. Inflicting force will be "Amigo" (Allied Forces), "Buddy" (U.S. Forces), or "UNK" (unknown force) on the casualty report. If a casualty results from suspected friendly fire, but is unconfirmed, the casualty report will state "Unknown." In the event the suspected friendly fire is discovered after submitting the INIT or feeder report, the reporting unit must immediately submit a SUPP to the CMAOC to update or correct the information provided in the INIT.

c. Notification of incident through command channels to the combatant CDR.

d. Notification of incident to Combat Readiness Center.

e. The CDR who has general courts-martial jurisdiction over the unit to which the casualty was assigned (or a higher authority designated by the combatant CDR or intermediate CDR authorized to make such designation) will initiate a collateral investigation, under AR 15-6, and appoint an officer or a board of officers, in accordance with AR 15-6, to inquire into the suspected friendly fire incident. If a board is appointed, the board will consist of not less than three commissioned officers (field grade recommended). The investigating officer or board will conduct the inquiry, in accordance with AR 15-6, and once approved by the combatant CDR, will submit proceedings, with the appropriate attachments, to CMAOC on DA Form 1574 (Report of Proceedings by Investigating Officer/Board of Officers).

f. As soon as the inflicting force is determined by the AR 15-6 or other investigation, the reporting unit must submit a SUPP to CMAOC, updating circumstances and inflicting force, as well as provide a detailed explanation in the "Remarks" area.

4-13. Determination of date and time of death

a. Date and time of death will be the official date and time the deceased was pronounced by medical personnel, or as determined by the medical examiner.

b. Explain any discrepancy between date and time of incident and date and time of death in the "Circumstances"

area. (For example, a Soldier dies at an incident site and must be transported to a medical facility a distance away to be officially pronounced deceased by medical personnel.)

c. When all available evidence cannot establish an actual date and time of death, select the latest date that death can reasonably be presumed to have occurred. (For example, the death occurred in a particular month but you cannot determine the day. Select the last day of that month as the date of death or use the date determined by the Armed Forces Medical Examiner or coroner.)

d. When a Soldier on authorized leave disappears, and an exact date of disappearance cannot be established, select the last day of authorized leave, so the Soldier will not be considered AWOL if determined to have died.

e. The date of death for individuals determined to be brain dead by the attending medical authorities will be the date the Soldier was removed from life support. Notification to the PNOK, however, will occur as in any other death or per the governing statutes of the country where the death occurred.

f. Medical personnel will not, under any circumstances, contact the NOK until after they receive confirmation from the responsible CAC that notification to the NOK is completed.

4-14. Reporting “believed to be” cases

When remains recovered are not or cannot be visually identified, include a “believed to be” statement in the “Circumstances” area. Conduct a “believed to be” notification. This type of notification to the NOK will include an explanation as to why the remains are “believed to be” the deceased, based on—

a. A witness.

b. The manifest.

c. The fact that there are no known, suspected, or possible survivors.

d. Keep NOK updated on any findings concerning identification. If a “believed to be” notification is rendered, an update to the Family is mandatory upon positive identification.

4-15. Casualty report flow

a. Casualty reports are the foundation of a casualty case managed at the Service Branch Casualty Headquarters using DCIPS-CM.

b. The CAC responsible for the geographic AOR where the incident occurred will submit the INIT within 12 hours of the incident. Non-theater casualty information flow is represented in figure 4-1.

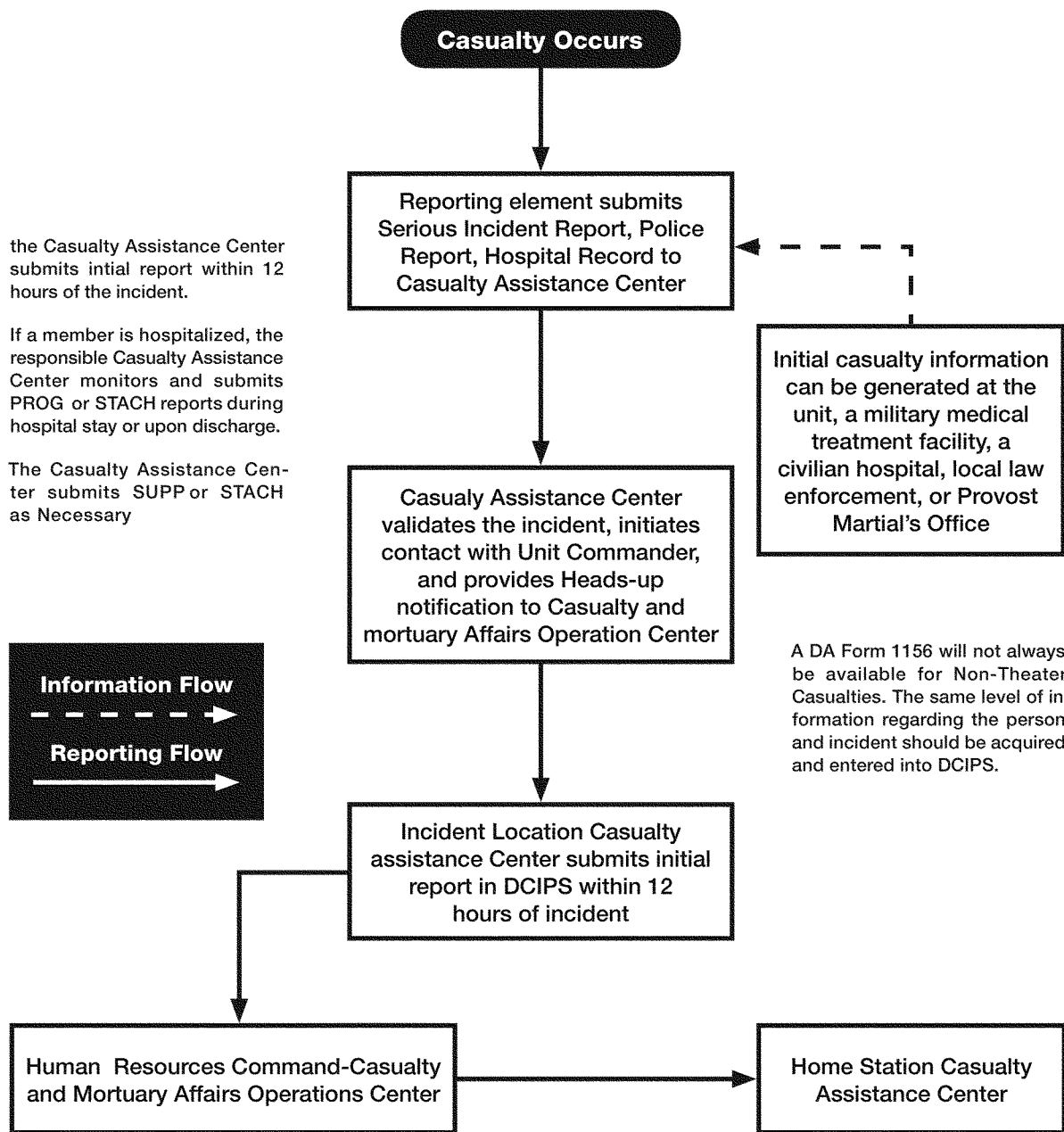


Figure 4-1. Non-theater casualty reporting flow

c. Casualty reports flow through channels in accordance with casualty headquarters designation. Combat theater channels can be a combination of both casualty HQs and theater command designations. Sending reports outside the designated flow could compromise the sensitive for official use only (FOUO) data being transmitted. DCIPS-CR will be used whenever possible. Theater casualty reporting starts at the point of injury with the preparation of the DA Form 1156. Data required to properly prepare this form is transmitted to the company headquarters and subsequently to the BN S-1 section by the most expedient means available; messenger, voice (frequency modulation or in some cases tactical satellite), or data (free text Force XXI Battle Command, Brigade-and-Below, Blue Force Tracker, or Enhanced Position Location and Reporting System). The BN S-1 receives the data, verifies the data using unit Soldier readiness processing folders, and forwards the data to the BDE/brigade combat team (BCT) S-1 section, on the DA Form 1156. The BDE/BCT S-1 section prepares the DCIPS casualty report. The BDE/BCT S-1 section then ensures the DCIPS

reports are accurate and complete, and forward them to the Personnel & Administration Staff at Corps & Division (G-1). It is possible that a casualty liaison team will initiate an initial DCIPS report prior to the S-1 verifying data. The S-1 must still verify casualty information. Ultimately, all casualty reports are processed at the theater CAC (formed from the Human Resources Sustainment Center's Casualty Operations Division) and are forwarded to the CMAOC at HRC. DCIPS reports prepared by the BDE/BCT S-1 section are reviewed by several levels of command, but they are the basis for the report submitted to Army leadership. Accuracy and timeliness are critical. The BDE/BCT S-1 section may place an ad hoc CLT in the BDE's medical support company's medical treatment facility (MTF) in the BDE support area, to ensure proper reporting of casualties received at that location. This team is normally taken from the personnel services team of the BDE/BCT S-1 section and can be augmented by members of BN S1 sections, as required. Supporting human resources companies locate CLTs at all combat support hospitals and with the division G-1, as directed by the Human Resources Sustainment Center's Casualty Operations Division. DCIPS is the official means of casualty reporting and is a NIPRNET-based system, although certain elements use secure internet protocol router to transmit DCIPS-Forward casualty reports. Theater casualty information flow is represented in figure 4-2.

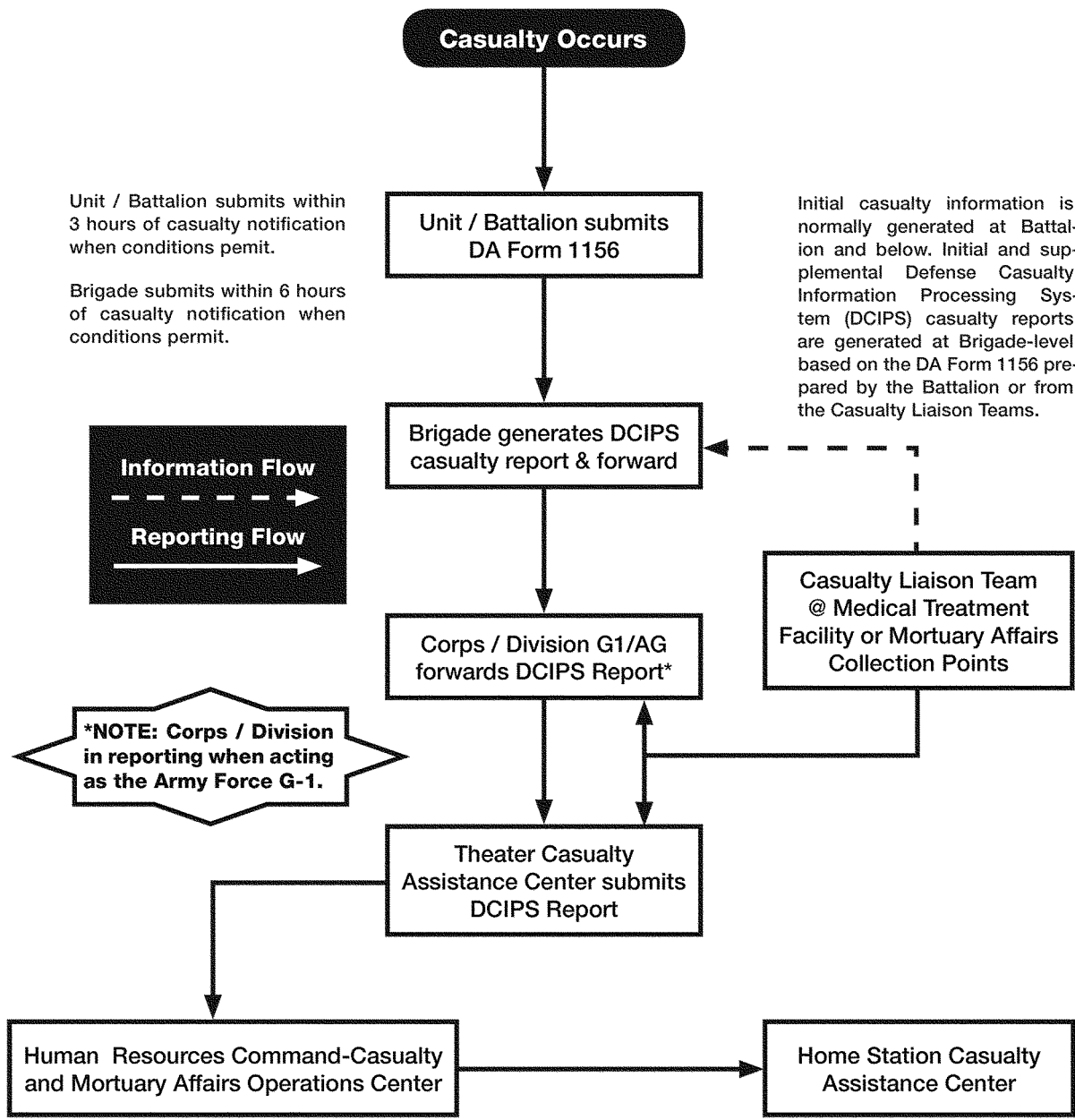


Figure 4-2. Theater casualty reporting flow

Chapter 5 Casualty Notification

5-1. The importance of casualty notification

The person charged with making notification, whether in-person notification of a death or telephonic notification of an injury or illness, is doing so on behalf of the Secretary of the Army. The personal notification to the Families of Soldiers who become injured, ill, unaccounted for, or deceased, while in a reportable duty status, is one of the most difficult and important duties a Soldier may ever perform.

5-2. Unit commanders' casualty notification officer selection procedures

Notifications are not to be confused with reporting procedures. Units will not notify any NOK without permission from CMAOC or CAC personnel.

a. For selection of a qualified CNO, CDRs will ensure—

(1) The Soldier is trained and certified as a CNO, and is emotionally mature, courteous, helpful, and compassionate and will reflect the Army's concern for Families while performing this sensitive mission.

(2) The CNO selected is captain and higher, warrant officers in the rank of chief warrant officer two and higher, and noncommissioned officers in the rank of sergeant first class and higher.

(3) The CNO selected will be equal rank or higher than the casualty.

(4) In circumstances where the rank requirement cannot be met, inform the CAC as they can request an exception to policy thru CMAOC.

(5) The CNO must be prepared to cope with a wide range of emotions Family notification might elicit.

b. The unit will inform the CAC of the CNO selection and furnish the appropriate CAC personnel with the CNO's contact information within 30 minutes of the CAC's request. The unit must always be prepared to support CNO duties to enable the Army to succeed in its mission to notify the PNOK first, ahead of any other source.

5-3. Casualty Assistance Center notification procedures for death cases

The responsible CAC must insure that notification of the PNOK is completed within 4 hours of receiving a casualty report from CMAOC. The PNOK is notified first, whenever possible. CACs must coordinate notifications, as NOK are located in many different regions across the country and overseas. Garrison commanders and CACs must make coordination that allows advance notice to units of their future mission to conduct CNO duties. Once identification of the CNO has been established, the CAC will execute the following procedures:

a. CAC briefing will occur either—

(1) At the CAC.

(2) At a location accessible by both the CNO and chaplain.

(3) By telephone using information supplied by email or fax.

b. The briefing will cover or provide the following:

(1) Casualty report. Details the circumstances surrounding the incident resulting in the casualty.

(2) DD Form 93. Details the Soldier's Family structure.

(3) Record of Casualty Notification Action Worksheet. Pre-populated by the CAC; CNO completes the date/time of notification, place of notification, 45-day address, date of birth (DOB), and telephone contact information.

(4) Notification script. CNO internalizes this script; never read the script verbatim to the Family or give the notification script to the Family.

(5) All local procedures. Including phone contact with the CAC, when to return (for example, documents, cell phone use, and Government vehicle availability).

(6) Introductions. Meeting the chaplain or the person accompanying you on the notification

(7) Other information. Specific to your case.

c. For apparent self-inflicted death cases, the CAC will provide the CNO with a copy of the notification script provided by CMAOC. It is important to note that all Family members will be notified based on the same script. The script will contain only information concerning the incident. If the CNO has any questions about the script, this is the time to ask the CAC. The Army stresses the use of the term "apparent self-inflicted." Never use the term "suicide." At this point, the incident is still under investigation.

d. Publish an appointment memorandum for Soldiers appointed as CNOs (see fig 5-1 for sample appointment memorandum for CNOs).

e. The CACs conducting the notification will coordinate with their installation chaplain's office to appoint a chaplain to accompany the appointed CNOs. If a military Service chaplain is not available to accomplish the notification within 4 hours, the CAC will contact CMAOC immediately.

f. The CAC will publish an appointment memorandum for the chaplain on notification missions (see fig 5–2) for sample appointment orders for chaplains).

g. Maintain the sequence of notification, the CAC responsible for notifying the PNOK will report to the CMAOC as soon as that notification is complete. Unless otherwise directed by CMAOC, the CACs responsible for notifying other NOK will have staged notification teams near the NOK’s location, where they delay notification until they receive instructions from the CAC.

h. If the 4-hour notification requirement can’t be met, contact CMAOC immediately and explain the delay.


| | |
|--|---|
|  | DEPARTMENT OF THE ARMY U.S. ARMY HUMAN RESOURCES COMMAND 1600 SPEARHEAD DIVISION AVENUE FORT KNOX, KY 40122-5400 |
| (Office symbol) | (Date) |
| MEMORANDUM FOR Director, CAC, (Address) | |
| SUBJECT: Announcement of Duty Appointment for Casualty Notification Officer | |
| 1. Effective (Date) , (Name of Appointee) , (Address of CAC) , is appointed as a Casualty Notification Officer. | |
| 2. Authority: AR 600-8-1. | |
| 3. Purpose: To provide casualty notification to (NOK) , (relationship) of (Name of Deceased) . (Deceased). | |
| 4. Period of duty: (Date) until notification is complete or until released from further appointment by the Casualty Assistance Center. | |
| 5. Special Instructions: | |
| a. You will perform official duties in Army Service Uniform (ASU). | |
| b. You are authorized reimbursement of expenses in accordance with the joint federal travel regulation (JFTR) incurred in direct connection to casualty notification team duties. Claim for reimbursement must be submitted within 5 days of release from notification duty. | |
| 6. Upon completion of notification, you will brief the Casualty Assistance Center and the Casualty Assistance Officer appointed to assist the Family member notified. | |
| 7. Point of contact at the (CAC Location) (POC Name, phone, email) . | |
| DISTRIBUTION: CAC (1) Individual (1) DCIPS (1) | (Signature Block) |

Figure 5–1. Duty appointment for casualty notification officer



DEPARTMENT OF THE ARMY
U.S. ARMY HUMAN RESOURCES COMMAND
1600 SPEARHEAD DIVISION AVENUE
FORT KNOX, KY 40122-5400

(Office symbol)

(Date)

MEMORANDUM FOR Director, CAC, (Address)

SUBJECT: Announcement of Duty Appointment for Casualty Notification Team

1. Effective **(Date)**, **(Name of Appointees)**, **(Address of CAC)**, is appointed as a Casualty Notification team member.
2. Authority: AR 600-8-1.
3. Purpose: To provide casualty notification to **(NOK)**, **(relationship)** of **(Name of Deceased)**. (Deceased).
4. Period of duty: **(Date)** until notification is complete or until released from further appointment by the Casualty Assistance Center.
5. Special Instructions:
 - a. You will perform official duties in Army Service Uniform (ASU).
 - b. You are authorized reimbursement of expenses in accordance with the Joint Federal Travel Regulation (JFTR) incurred in direct connection to casualty notification team duties. Claim for reimbursement must be submitted within 5 days of release from notification duty.
6. Upon completion of notification, you will brief the Casualty Assistance Center and the Casualty Assistance Officer appointed to assist the Family member notified.
7. Point of contact at the **(CAC Location)** **(POC Name, phone, email)**.

(Signature Block)

DISTRIBUTION:
CAC (1)
Individual (1)
DCIPS (1)

Figure 5–2. Duty appointment for casualty notification team

5–4. Casualty and Mortuary Affairs Operations Center's notification procedures for death cases

The CMAOC validates and or determines the PNOK and other NOK as indicated from the most recent DD Form 93 in iPERMS. In the event there is no designation made on the DD Form 93, CMAOC will use the line of succession as stated in AR 638–8. CMAOC tracks casualty reports received on all casualties and affected NOK until positive notification is made by the CNO. Notification is not complete until the CNO reports a confirmed notification to the CAC and the CAC has updated CMAOC.

a. Identify the location of all persons requiring notification and alert the supporting CACs (the CACs within the geographic AOR where the NOK reside).

b. Track the succession of notification to ensure the PNOK is notified first. There are three exceptions—
(1) When the PNOK is a minor.

- (2) The PNOK has not been located, and the other NOK are assisting in locating the PNOK.
- (3) Locating the PNOK will cause long delays in notification and therefore prevent other beneficiaries or Family members to not receive a timely notification.
- (4) CMAOC will determine when to make notification to the SNOK.
 - c. Alert affected CACs to notify NOK once PNOK has been notified.
 - d. Provide the CAC with a script for all deceased notifications (except in the cases where the Family is aware of the Soldier's passing). Army policy is to inform Family members with all factual, releasable information concerning the loss of their loved one. The script will include all factual and releasable, reported information concerning the incident. It is essential to provide as complete a description of the circumstances of the death, as possible. However, the script will take care not to mention gory or embarrassing details.
 - e. Ensure the proper U.S. Army Reserve (USAR) or Army National Guard (ARNG) HQs is notified when USAR or ARNG Soldiers become reportable casualties while in an AD status.

5-5. Casualty notification officer's responsibilities and notification process

The CNO directly represents the Secretary of the Army and is responsible for conducting the notification to the PNOK. Conduct notifications between 0500-2400 local time; exceptions must be approved by CMAOC. The CNOs must—

- a. Prepare themselves both mentally and emotionally for the mission they are about to undertake while en route to the residence to make notification by—
 - (1) Internalizing and rehearsing the notification script.
 - (2) Speaking with the chaplain about any prior notification experience you or the chaplain may have had and lessons learned from those experiences.
- b. Call the CAC and or CMAOC prior to making contact with the PNOK and/or SNOK, because they may be eligible to attend the dignified transfer (DT) of remains for theater cases.
- c. Obtain PNOK decisions for travel to DT; provide the point of contact (POC) for CMAOC if they plan to travel (see para 5-7).
 - (1) Read the DT PNOK script verbatim; emphasize that if they select "yes" to media coverage, then ultimately anyone can request a copy under the Freedom of Information Act (FOIA). The SNOK is read the same script that was read to the PNOK. The CAO for the SNOK will inform the SNOK if the PNOK chose the SNOK as an authorized traveler.
 - (2) Follow up with a phone call to CMAOC or CAC as soon as possible to inform them of the Family member's intentions.
- d. Remember to—
 - (1) Leave notification script in the vehicle.
 - (2) Place cell phone on silent or "airplane mode."
 - (3) Stay calm, speak slowly, and be natural in the delivery.
 - (4) Disclose only information approved by the CAC or CMAOC.
 - (5) Use words that the NOK can understand; do not use acronyms.
 - (6) When requested to notify children, speak with children at their physical and age-appropriate level.
 - (7) Identify yourself with rank and last name, and the chaplain, including the installation the notification team is operating from.
 - (8) Verify the person you are speaking with is the PNOK, SNOK, or NOK.
 - (9) Request permission to enter the residence.
- e. If the PNOK is not at home when the CNO arrives—
 - (1) Move vehicle from PNOK's residence.
 - (2) Contact the CAC for guidance.
 - (3) Leave the immediate area until you have received permission from the CAC to return, or guidance to travel to an alternate location.
 - (4) The CAC may direct the CNO to visit neighbors, law enforcement agencies, or the PNOK's place of employment.
- f. If the person who answers the door does not speak English, the CNO will do their best to communicate with them and then contact the CAC for guidance.
- g. If the PNOK asks the CNO team to leave immediately following the notification, the chaplain will ask permission for the team to stay until an adult arrives to be with the PNOK. If the PNOK still insists on being left alone, provide them with the CAC contact information and explain to them that a CAO will contact them shortly. Then contact the CAC for guidance.
 - h. Use professionalism and empathy when conducting notification.
 - (1) Be in the Army Service uniform (ASU).
 - (2) Be respectful and courteous to the Family.

- i.* Provide support to PNOK, as they are an important part of the Army Family.
- j.* Complete the date and time of notification, place of notification, 45-day address, DOB, and telephone contact information.
- k.* When notification is based on “believed to be” identification, the CNO will assure the PNOK they will be immediately updated as soon as identification is completed.
- l.* Disclose information only authorized by Section 552a, Title 5, United States Code (Freedom of Information Act) (5 USC 552a), and AR 340–21 and safeguard personal information to prevent unauthorized use, access, disclosure, alteration, or destruction.
- m.* Determine the appropriate time to depart the residence; there is no predetermined time of when to depart; use good judgment when making this decision.
 - (1) Inform the PNOK that a CAO will be assigned to them and will be contacting them.
 - (2) Leave the CAC’s telephone number and points of contact.

5–6. Casualty notification officers should not—

- a.* Touch the PNOK unless necessary for their safety.
- b.* Rush through the notification.
- c.* Impose personal opinions or personal experiences to the Family.
- d.* Use embarrassing or gory details, as they may cause unnecessary stress to the Family.
- e.* Discuss benefits and/or entitlements. These are for the CAO to discuss.
- f.* Discuss disposition of remains. This will most likely not be known at this time.
- g.* Use the terms like “passed away.” Always use definitive terms such as “killed,” “died,” or “dead” when making the notification.
- h.* Never discuss questions related to errors in judgment or line of duty (LOD) cases of multiple casualties.

5–7. Dignified transfer of remains script (theater only)

- a.* The PNOK and two additional Family members of a Soldier who dies in theater are authorized to travel to Dover Air Force Base (AFB) to witness the DT. The CNO notifying the PNOK of a Soldier who died in theater will be provided a DT script to read after the notification to the PNOK has been delivered. The DT script has to be read as soon as practical, following the notification.
 - (1) Do not pressure the Family, but explain the urgency surrounding travel to the DT.
 - (2) The chaplain will help the CNO identify an appropriate time to read the second script.
 - (3) The CNO will read this script word-for-word (verbatim) while staying engaged with the Family. Make eye contact with the Family while reading the script.
- b.* The PNOK will make the Family decision regarding media access to the DT.
 - (1) Media access to the DT is permitted only when approved by the PNOK. Media contact, filming, or recording of Family members will be permitted only when specifically requested by the PNOK, and then only after completion of the DT, at a location away from the flight line.
 - (2) Media access approved by PNOK will waive the current DOD policy on the delay in release of casualty information to the media, general public, and elected officials for that specific casualty.
 - (3) In cases that involve the return of commingled or subsequent remains, no media access to the DT will be authorized. The PNOK involved will not be asked for a decision and no invitational travel order (ITO) will be offered for the DT of subsequent remains.
- c.* Does the PNOK desire to travel to observe the DT?
 - (1) If “Yes,” place the PNOK in direct contact with CMAOC.
 - (2) If “No,” ask if the PNOK wants to designate anyone to travel to observe the DT in his or her place.
 - (3) CMAOC drafts the invitational orders for PNOK and approved Family members. The CAC drafts the orders for CAO or CNO as applicable.
- d.* Make it clear to the PNOK that the DT is not a ceremony or memorial service.
- e.* If the Family elects to travel, ideally they will travel with their CAO. However, the CNO needs to be prepared to go, if logistics make it impossible for the CAO to accompany the Family to Dover AFB.
- f.* The CNO will explain the three options regarding media coverage of the DT. The CNO will annotate the PNOK decision and sign and date the media coverage document.
- g.* The CNO will immediately notify the CMAOC travel section of the NOK’s decision to attend the DT by calling 1–888–331–9369 and faxing the completed script to CMAOC using fax number 1–502–613–4516.

5–8. Casualty notification officer duties, after notification

The CNO must return to the CAC, or a predetermined location, to turn in all notification documents and conduct an after action review with the CAO. The after action review should cover—

- a.* Language requirements.

- b. Feelings toward the Army.
- c. Illness of any NOK.
- d. Grief actions.
- e. Family dynamics.
- f. Any other issues the CNO determines to be important.

5–9. Notification of injured or ill casualties outside the continental United States/theater

The primary purpose for notifying NOK of Soldiers in an SI or VSI status is to inform the Family when serious medical conditions occur which could warrant bedside travel, in accordance with AR 638–8. Unit commanders and CMAOC share the overall responsibility for notifying PNOK and/or SNOK (parents) for SI, VSI, and NSI. (PNOK is the only notification required for NSI.) However, the unit, CMAOC, affected CACs, and rear detachment of parent command will coordinate notification.

a. Telephonic notification is the only means of conducting injured or ill notifications. Notifications must be made within 2 hours of the time the agency making notification receives the INIT. Information to be included on telephonic report—

- (1) Circumstances surrounding the incident.
- (2) Date and time of incident.
- (3) Place of incident.
- (4) Initial diagnosis.
- (5) Current hospital location of casualty.

b. Information concerning other Soldiers wounded or injured in the incident will not be released.

c. Injured and ill notification will be made between 0500 and 2400 local time in the area of the PNOK. The CMAOC must approve any requests for exceptions to this time period.

(1) Unit personnel in the rear detachment may make a personnel visit after the notification is complete.

(2) Once notification is complete, CMAOC will arrange for ITO when proper medical authorities, per AR 638–8, request bedside travel.

d. Notification is not required when—

(1) PNOK is physically present at the time of incident or accompanies the casualty to a MTF.

(2) Soldier requested the Family not be notified or annotated this request in the remarks portion of the DD Form 93. Unit CDR and or CMAOC will abide by whatever the Soldier wants when he or she is NSI. If the Soldier is SI and/or VSI, NOK will be notified because of the inherent bedside travel authorized. However, if the Soldier does not want the NOK at the bedside, Soldier informs his or her doctor, who should submit a DA Form 2984 (Very Seriously Ill/Seriously Ill/Special Category Patient Report) indicating “NO NOK REQUESTED.”

5–10. Notification of injured or ill casualties in continental United States

In the United States, responsibility for notification rests with the CDR of the MTF in which the casualty is located, or with the MTF CDR having administrative responsibility for the non-military medical facility in which the casualty is located.

Note. When the responsible MTF CDR cannot notify the PNOK/SNOK, the MTF CDR will relay the casualty information to the CAC and CMAOC.

a. The MTF will inform CMAOC when a positive notification has been made.

b. Collect and report information listed in paragraph 4–11. The CMAOC will inform the appropriate USAR or ARNG HQs when a mobilized USAR or ARNG Soldier becomes injured or ill.

c. Notification should be completed within 2 hours of an INIT. If the notification is not completed within 2 hours of an official report being filed, the MTF will inform the CMAOC immediately.

(1) Explain any reasons for the delay in notification.

(2) Inform the CMAOC if there is reason to believe that NOK could have been alerted by social media or any other means.

d. Notification is not required as stated in paragraph 5–9c.

e. If the CAC or garrison commander becomes aware of a casualty located in a civilian hospital, they will immediately relay the information to the MTF and CMAOC to coordinate notification.

5–11. Notification information

a. Unit or CMAOC will notify PNOK and/or SNOK (parents) of the information contained in the INIT, excluding embarrassing or gory details. Notification will disclose as much information as possible in order to lessen the immediate concern and anxiety of the PNOK and/or SNOK (parents). The following is the list of casualty items to disclose:

- (1) Circumstances surrounding the incident.

- (2) Date and time of incident.
- (3) Place of incident.
- (4) Initial diagnosis.
- (5) Current hospital location of casualty.

b. The CMAOC or the CAC will update the PNOK and/or SNOK (parents) as quickly as possible when the casualty's condition changes. The CMAOC or the CAC will continue to update the PNOK and/or SNOK (parents) of VSI and SI casualties at a minimum every 24 hours. The CMAOC or the CAC will continue to provide updates even when the casualty's condition is stable, until the PNOK/SNOK have reached the Soldier's bedside or Soldier is released from the hospital.

5-12. Chaplain support to casualty notification

a. A chaplain will accompany the CNO on all notification missions. The installation chaplain's office, along with the CMAOC chaplain, is responsible for assisting or supporting the CAC in locating a chaplain, for all notifications within the CAC AOR (ARNG, USAR, other military Service), as requested by the CAC. Supervisory chaplains from ARNG and USAR are the POCs between CACs, installation chaplains, their respective civilian personnel operations center, and individual chaplains requested to assist in a notification. Chaplain POCs from all components will coordinate with installation chaplain's offices, CACs, and other components to locate the geographically closest available chaplain for notification missions. Travel expenses and per diem incurred by a chaplain, in accordance with notification duties, will be paid from the Casualty and Mortuary Affairs Disposition of Remains (DOR) Fund. Duty pay, when applicable, will be the responsibility of the chaplain's unit.

- (1) The CAC will publish orders for chaplains upon appointment to missions.
- (2) The CAC will enter the following chaplain information in DCIPS:
 - (a) Chaplain's name.
 - (b) Contact number.
 - (c) Component.
 - (d) Full address of unit location.

b. The ARNG casualty operations POC within each state will maintain, at a minimum, the following resources to complete the casualty notification missions, and these minimum resources will be handed off during all temporary duty, training, deployment, and leave situations to the secondary POC for casualty operations:

(1) A roster of chaplains within their state's geographic AOR with name, rank, and contact information. This information is updated on a quarterly basis and provided to the National Guard Bureau (NGB) casualty officer, and the State's Joint Forces Headquarters chaplain.

(2) The State casualty operations POC and tasking chaplain, if involved to coordinate casualty support, should be given a dedicated telephone so the number that CACs call never changes and is answered 24 hours-a-day, 7 days-a-week. This telephone will be handed off to the temporary or permanent replacement for each POC.

(3) A state map showing locations of chaplains by place of residence.

(4) A roster of other Service chaplains (Air National Guard, Army Reserve, Navy, Air Force Reserve, and so forth) in areas where ARNG chaplain coverage is limited.

(5) A roster of casualty operations POCs in adjoining states that may be contacted, as needed, for notifications near state lines (for example, casualty missions in northern Mississippi may require chaplains from Memphis, Tennessee, or missions in southern Idaho may require chaplains from Utah to complete).

(6) The NGB casualty officer will manage and monitor the overall ARNG casualty training requirements and coordinate with each State casualty coordinator. Each State casualty operations POC will coordinate with respective CACs for help with training requirements.

c. USAR chaplains will support the notification of NOK involving casualties with all components as requested, per the guidance in paragraph *a*, above. Each regional support command, mission support command, and the civil support command will develop and implement a casualty notification program within the command chaplain's office. This program must meet the following minimum requirements:

(1) Maintain a dedicated telephone number for casualty operations within the command's geographical region, with adequate redundancy to ensure 24 hours-a-day, 7 days-a-week coverage. This number may be the command's staff duty officer, if adequate training is provided, to ensure a timely response is made to request chaplain support and the command maintains 24 hours-a-day, 7 days-a-week coverage.

(2) Maintain a roster of USAR (Troop Program Unit, Individual Mobilization Augmentee, and Individual Ready Reserve) chaplains who reside within their AOR. This roster will—

(a) Be updated quarterly.

(b) Annotate chaplains who have volunteered to react on short notice, sorted by geographical location, for use in emergency situations; however, all chaplains are subject to be called upon for this duty.

(c) Be coordinated with operational, functional, and training command chaplain's office for commands with lower echelon chaplains within their AOR.

(3) Coordinate with the installation chaplain at all AD installations within their AOR, the installation CAC, and the ARNG's State Joint Forces Headquarters chaplain of each state within their AOR. This coordination is to ensure appropriate redundancy within the casualty notification system and a timely response on the part of the USAR.

d. If for any reason there are problems contacting a chaplain, or if there is significant risk the notification requirement of 4 hours will not be met, call CMAOC immediately.

e. The affected CAC will enter circumstances on why a chaplain did not accompany the CNO in the bound journal in DCIPS.

f. The affected CAC will prepare an after action report, providing a detailed account of the circumstances, personnel, and procedures used to obtain a chaplain and where the shortfall existed.

Chapter 6 Casualty Assistance

6-1. Casualty assistance

Nothing is more vital to the Warrior Ethos than the solemn covenant the Army holds with Soldiers and their Families. There is no greater way for a Soldier to render that honor than by assisting the Family members in the aftermath of their loss. Appointment as a CAO is one of the most demanding and rewarding duties a Soldier may ever perform. The assistance process begins immediately after notification and remains in place until all benefits, entitlements, investigations, and possible unit briefings are complete. The CAO must complete the casualty assistance report (CAR), get the report signed by the NOK, and turn the report into the CAC Chief.

6-2. Casualty and Mortuary Affairs Operations Center casualty assistance procedures

The CMAOC has the overall responsibility for coordinating casualty assistance for every reportable deceased casualty. This is done through the assignment of case managers within CMAOC with the duty of remaining in constant communication with CACs, CAOs, and beneficiaries or Family members. The following tasks are completed by a CMAOC:

- a.* Assign a case manager to coordinate and or monitor casualty assistance.
- b.* Confirm beneficiary(ies) on the DD Form 93, and designate CACs to assign a CAO for each beneficiary.
- c.* Confirm beneficiary(ies) on SGLV 8286, and assign a CAC to designate a CAO and assist the beneficiary(ies).
- d.* Contact the CAC daily for 10 days after completion of the dignified transfer (theater cases only) to assist in any issues if applicable. Monitor and ensure prompt processing occurs of financial benefits and entitlements.
- e.* Access iPERMS, Defense Enrollment Eligibility Reporting System (DEERS), Integrated Web Services (IWS), Electronic Military Personnel Office (eMILPO), and other systems to verify personnel data of deceased Soldiers.
- f.* Monitor and verify data entries in DCIPS for completion and accuracy.
- g.* Serve as liaison between Dover Port Mortuary, CACs, and CAOs to communicate the location of remains, condition, and ability to view the remains, restorative arts, dressing, preparing, casketing, and shipment of remains.
- h.* Serve as liaison between Dover Port Mortuary, CACs, and CAOs regarding special circumstances, such as religious customs requiring a prescribed preparation of the remains.
- i.* Together with CACs, help activate escorts for movement to Dover Port Mortuary, to commence escort missions for Soldiers killed in theaters of combat operations.
- j.* Communicate with CACs and CAOs regarding mortuary support to Family members.
- k.* Monitor the coordination and movement of deceased Soldiers' remains, from Army-contracted funeral homes to the funeral homes designated to receive the remains by the person authorized to direct disposition of remains (PADD). This is done to ensure that smooth transfers occur and to resolve and/or mitigate any issues that arise during the remains-transfer process.
- l.* Serve as the liaison between Joint Personnel Effects Depot, CACs, and CAOs regarding matters concerning personal effects (PE) of Soldiers killed in theaters of combat operations.
- m.* Communicate with CACs, CAOs, and summary courts-martial officers to monitor the care and disposition of PE.
- n.* Communicate with U.S. Citizenship and Immigration Services for a posthumous citizenship eligibility determination of a deceased Soldier, if relevant.
- o.* Communicate with DA Junior/Senior Enlisted Promotions Branches and the Officer Promotions Branch, for posthumous promotion eligibility determination and posthumous promotion actions.
- p.* Serve as liaison between units deployed in theaters of combat operations and the DA Awards Branch for completion of posthumous awards.
- q.* Help CACs complete ITOs for Family members, in their area of operation, who are authorized invitational travel to interment services.

r. Serve as liaison between Arlington National Cemetery Scheduling Office, CAOs, and CACs, to help schedule Soldiers authorized interment at Arlington National Cemetery.

s. Help direct any required exception to policy actions through the CMAOC chain of command and, if required, The Adjutant General (TAG).

t. Serve as liaison between the General Officer Management Office, CACs, CAOs, and funeral homes to relay service schedules in coordination of general officer assignments. These officers are assigned to serve as the Army Chief of Staff representative, rendering honors at interment services of Soldiers killed in theaters of combat operations.

u. Track Army initiated investigations conducted to examine circumstances surrounding the death of a Soldier, and in accordance with Section 164.524, Part 164, Title 45, Code of Federal Regulations (Health Insurance Portability and Accountability Act of 1996 (HIPAA)) (45 CFR 164.524). Generate FOIA requests for NOK authorized to receive copies of investigations, once concluded.

v. Serve as liaison between the Office of The Chief of Legislative Liaison, the CMAOC Congressional liaison, CACs, CAOs, and units regarding Congressional inquiries generated by NOKs.

w. Help with denial-of-honors actions by communicating with units, the CMAOC Director, TAG and the approving authority; and the Assistant Secretary of the Army (Manpower and Reserve Affairs) (ASA (M&RA)). Once the ASA (M&RA) denies honors, the Case Management Affairs Branch action officer will notify all applicable DA, HRC, unit leaders, CACs, and the Director of the National Cemetery Scheduling Office.

6-3. Unit commanders' casualty assistance procedures

Commanders must—

- a. Coordinate any assistance given to the Family through the CAO.
- b. Have a large role in the casualty assistance process.
- c. Have an adequate number of qualified Soldiers for CAO duty, as directed in AR 638-8.
- d. Not allow unit activities to interfere with CAO duties.
- e. Ensure the CAO is prepared to cope with any of the wide range of emotions that could arise as the Family members are in the grieving process.
- f. Inform the CAC of the CAO selection, and furnish the appropriate CAC personnel with the CAO's contact information within time limits established by local policy.

6-4. Casualty Assistance Center procedures

The CACs—

- a. Develop procedures to ensure commanders are aware of which unit or individual is tasked for CAO duty.
- b. Verify Family members and beneficiaries, using DD Form 93 and SGLV 8286 residing in iPERMS.
- c. Contact responsible unit for CAO, or the CAO directly, to confirm assignment and enter assignment in DCIPS.
- d. Arrange for a brief that will include a back brief from the CNO and the chaplain.
- e. Verify eligibility of posthumous promotion or awards with unit and/or CMAOC and documents in DCIPS.
- f. Provide CAO with a packet that includes, at a minimum—
 - (1) Headquarters, Department of the Army CAO Guide.
 - (2) Physical location, email addresses, and telephone number of the nearest Veterans Affairs (VA) and Social Security Administration (SSA) offices and the centralized expedited claims offices of the VA and SSA.
 - (3) Telephone numbers and email addresses of officials who can provide information on all aspects of the Army Casualty Assistance Program.
 - (4) References and forms included in AR 638-8.
 - (5) A business card with contact numbers of information and help that is available 24 hours a day, 7 days a week.
 - (6) Up-to-date lists of resources and support organizations available in the CAC's geographic AOR that can provide services, the locations of the nearest Army Emergency Relief office and national organizations, such as the American Red Cross.
 - (7) A disclaimer about the list of service organizations, explaining that the Army does not endorse any particular organization over another.
 - (8) The Defense Finance and Accounting Service (DFAS) CAO Guide.
 - (9) List of all Internet Web sites to obtain assistance and support for VA, DFAS, and other resources related to the Army Casualty Assistance Program.
 - (10) DOD Survivor's Guide to Benefits.
 - (11) Appointment memorandum for CAO (see fig 6-1).
- g. Monitor the CAO's progress on the CAR, and provide progress updates to CMAOC every 30 days, until all benefits have been received and/or applied for, and the CAR is submitted to CMAOC.



DEPARTMENT OF THE ARMY
U.S. ARMY HUMAN RESOURCES COMMAND
1600 SPEARHEAD DIVISION AVENUE
FORT KNOX, KY 40122-5400

(Office symbol)

(Date)

MEMORANDUM FOR Commander, (Address)

SUBJECT: Announcement of Duty Appointment for Casualty Assistance Officer (CAO)

1. Effective (Date), (Rank Name), (Address) is appointed as a Casualty Assistance Officer and Class "A" Agent.
2. Authority: AR 600-8-1.
3. Purpose: Provide casualty assistance to (NOK), (PNOK) of (Name of deceased) who died in (Location) on (Date). The Secretary of the Army charges (Name of CAO) to render all reasonable assistance to settle the claims for, and receive payment of, survivor benefits, entitlements, requested reports and other casualty-related assistance.
4. Period of duty: One Hundred and Eighty (180) days from the date of this memorandum, unless sooner relieved by proper authority. The Family member you are assisting will be contacted by the Casualty Assistance Center to ensure the Family member is completely satisfied and feels that the Army has taken care of submitting applications for all of their benefits and entitlements prior to releasing the appointed Casualty Assistance Officer.
5. Special Instructions:
 - a. Class "A" Agent will not entrust funds to any other person or persons for any reason.
 - b. Coordinate requests for Leave or TDY with the Casualty Assistance Center prior to final approval by the unit commander.
 - c. Casualty Assistance duties will take precedence over all other duties, to include TDY, duty roster and detail assignments, training, ordinary leaves and passes, and field exercise requirements, until properly released.
 - d. You will wear the Army Service Uniform (ASU) for official duties (i.e., initial contact with the Family member and attendance at the funeral or memorial services).
 - e. You are authorized reimbursement of expenses in accordance with the joint federal travel regulation (JFTR) incurred in direct connection to casualty assistance officer duties.
6. Claims for reimbursement of expenditures, must be submitted every thirty (30) days until released from casualty assistance duty to the Casualty Assistance Center for reimbursement. Final claim must be submitted within 5 days of release from casualty assistance duty.

Figure 6-1. Sample casualty assistance officer announcement memorandum

7. Prior to submission of the Casualty Assistance Report (CAR) to the Casualty Assistance Center (CAC), you will review the CAO Checklist and CAR with the Family you are assisting to be certain that all areas of concern have been addressed.

8. CAR will be submitted to the Casualty Assistance Center in conjunction with completion of duties and termination of orders. The Casualty Assistance Center will contact the Family member after receipt of the final CAR to confirm that the Family member is satisfied that all needed assistance has been rendered and to ensure the Family member has the CAC's and Survivor Outreach Services phone numbers for future use. At this time, you will be released from casualty assistance duty.

9. Point of contact for this action is **(POC Name)**, Casualty Assistance Center, **(Address)**, **(Phone number)**.

FOR THE COMMANDER:

(Signature Block)

DISTRIBUTION:
 1 – CAO
 1 – Casualty File
 1 – MNNG
 1 – DCIPS

Figure 6–1. Sample casualty assistance officer announcement memorandum—continued

6–5. Casualty assistance officer's impact and procedures

a. A CAO's impact on the survivors will be long lasting and may reach far beyond the borders of the supported Family. The CAO will be in direct contact with a deceased Soldier's Family for months after interment of the Soldier. The CAO represents the Soldier's legacy and the Army, for this Family. A CAO directly represents the Secretary of the Army and is responsible for assisting the NOK. In doing so, a CAO must—

- (1) Ask questions during the back brief to prepare himself, or herself, for the initial contact with the Family.
- (2) Show dignity and honor to the survivors.
- (3) Be caring and committed, and display concern and compassion.
- (4) Use professionalism and empathy when assisting survivors with all matters.
- (5) Be patient with Family members and CAC personnel.
- (6) Provide support to NOK, as they are an important part of the Army Family.
- (7) Maintain the CAR and DA Form 1594 (Daily Staff Journal or Duty Officers' Log) to ensure all entitlements and benefits are not bypassed for the Family.

b. Be prepared to receive special attention from the chain of command, Congress, and additional oversight from the CAC and/or CMAOC. The CAO may be assigned a NOK that is, or that may develop into, a high profile or special interest case.

c. Not make decision on benefits, entitlements, or requests for information. The CAO will pass all requests through the CAC and or CMAOC to obtain answers. Do not speculate and try to tell the NOK what they want to hear or what you think is the answer.

d. Maintain situational awareness of everyone involved in the case. There may be other CAOs involved, and all CAOs must communicate with each other and speak as one voice.

e. Follow directions given by the CAC.

6–6. Preparing for casualty assistance officer duty

The CAO must—

- a. Have Army combat uniform (ACU) and ASU uniforms ready, and be prepared to travel to Dover Port Mortuary, Delaware for the DT.
- b. Review CAO training handouts.
- c. Review CMAOC Web site for updates.
- d. Review casualty-related regulations—
 - (1) AR 638–8.
 - (2) AR 638–2.
 - (3) DA Pam 638–2.
 - (4) AR 638–34.
- e. Be prepared to report to the CAC or designated location after receiving the call from the CAC.

6–7. Casualty assistance officer assignment

The CAO may serve a variety of NOKs including the following situations:

- a. The PNOK will be assigned a CAO who will assist until released by the CAC, or if the PNOK moves out of the CAC area, where a new CAO will be assigned.
- b. The SNOK will be assigned a CAO. It is important to note that when parents are SNOKs, their notification officer often remains with them as their assistance officer. Some of the support provided to the SNOK includes updates on the status of remains and funeral arrangements.
- c. The PADD will be assigned a CAO, if one is not already assigned, based on Family structure.
- d. An interment CAO is assigned when the interment location is different from where the Family resides.
- e. A courtesy CAO used in instances when selected Family members are authorized travel to the interment location, but are not assigned a CAO. Upon their return, the courtesy CAO will assist those Family members in completing and filing travel vouchers and receiving authorized reimbursements from the Army.
- f. A courtesy CAO at Dover, Air Force Base will assist the NOK CAO in travel from the airport to the DT, and with securing lodging for the Family.
- g. Other support CAOs will also be assigned, based on Family needs and guidance provided by the CAC.
- h. Viewing the Apparent Self-Inflicted Death Primer (as applicable).
- i. CAO to a survivor of a variety of Army personnel types—
 - (1) Active duty military, mobilized Army National Guard, or Army Reserve.
 - (2) Reserve or National Guard performing inactive duty training.
 - (3) Army retirees.
 - (4) Soldiers separated from the Army within 120 days.
 - (5) Eligible civilian employees of the Army.
 - (6) Others as per AR 638–8.

6–8. Initial phone call with Family

- a. *Preparation.*
 - (1) The initial contact will be made within 4 hours of the notification, and between the hours of 0600 and 2200, unless the Family member requests a different time.
 - (2) The purpose of the initial phone contact is to express condolences, confirm an address for the initial visit, and schedule a time for the initial visit.
 - (3) The CAO should write down the key points to cover during the telephone conversation.
 - (4) Rehearse to better prepare for this critical first contact.
- b. *Conduct.*
 - (1) The CAO will identify themselves and confirm they are speaking to the correct person.
 - (2) Express condolences and explain that you will be assisting them.
 - (3) Confirm the address and arrange a time for the first visit.
 - (4) Ask if there are any immediate concerns.
 - (5) Refer to the Soldier either by name or as “your spouse,” “your son,” “your daughter,” and so forth.
 - (6) Do not use terms like “remains,” “body,” or “deceased.”

6–9. Initial visit with Family

- a. The CAO will identify themselves and confirm they are speaking to the correct person.
- b. Express condolences, ensure this is a good time to talk, and ask to speak in a quiet place.
- c. Determine if any additional special needs (such as financial or physical) have arisen since the initial phone call.
- d. Provide contact information.
- e. Confirm the NOK’s 45-day address.

f. Account for all children: this may be a delicate subject to address, but the CAO must confirm that all children—illegitimate, natural, and adopted—are accounted for.

g. The CAO will not make any promises or speculate on issues that they are not sure of, or have not been given authorization to disclose.

h. Be prepared to discuss the following topics, if applicable:

(1) If assisting a PNOK or SNOK who has elected to travel to Dover AFB to witness the dignified transfer, the CAO should have information concerning the trip and the expected time the Soldier should arrive at Dover AFB. (This is only applicable to theater deaths.)

(2) Death gratuity. (If the beneficiary declines payment, notify the CAC as soon as possible.) If the PNOK or SNOK is not the beneficiary of the death gratuity, do not disclose who the beneficiary is.

(3) Posthumous citizenship for non-citizen Soldiers only.

(4) Authorization of disclosure of information.

(5) Status of remains.

i. Schedule the next visit with the NOK

j. Annotate all issues on the DA Form 1594.

k. Review the CAR for appropriate entries or updates, and make entries or corrections as needed.

l. Update any addresses that may have changed.

m. Update information concerning additional dependents, birth dates, SSNs, and so forth, as applicable.

n. Call the CAC to provide a synopsis of what was covered during this initial meeting.

o. Provide the CAC with any confirmed information that may have been received. For example—

(1) Has the 45 day address changed or been confirmed?

(2) Are there any immediate financial needs that should be addressed?

(3) Are there any Family dynamics that you see as a challenge to your assignment?

(4) What questions did the Family have that you did not answer?

6–10. Dignified transfer of remains (theater only)

The CAO will be in constant contact with the CMAOC Travel and Transportation Section to ensure the correct timing of the Soldier's return to Dover AFB and to ensure the Family is kept abreast of the latest information.

a. The CAO will be provided with an appointment memorandum and/or travel orders, if applicable, by the CAC prior to departing for the NOK's residence.

b. The CAO will be provided a point of contact for Dover AFB by CMAOC. This contact person will keep the CAO abreast of any last minute changes and be the CAO's source of information once arrived at Dover AFB.

c. The CAO will communicate with the PNOK and ensure that he or she is ready to travel mentally. The Family is your responsibility at this time.

(1) Ask if all travelers are physically able to travel. If not, alert the CAC of your concerns.

(2) If the PNOK requires a medical attendant to travel with them, alert the CMAOC Travel and Transportation Section and request approval of a medical attendant for the traveler. If a Family member who is traveling can help the other Family member, no medical attendant is needed. The CAO will have the Family procure a medical statement from a doctor if a medical hardship exists.

(3) Ensure all special needs are covered concerning the travel to Dover AFB.

d. The CAO will continue to coordinate with the courtesy CAO at Dover AFB, prior to, and throughout the, DT. The CAO needs to be aware that—

(1) The NOK will receive a debit card upon arrival to Dover AFB to cover daily expenses, such as meals.

(2) Lodging will be at the Fisher House, which is a program that provides a unique private-public partnership that supports America's military in their time of need. There will also be local lodging, if the Fisher House is at full capacity.

(3) The PNOK can also elect to travel to Dover AFB via ground transportation, based on their residence location.

(4) The PNOK will not be able to see the Soldier. The DT is not a ceremony, but a transfer of a Soldier from theater back to the United States with honor and respect.

(5) The media will be in the area but will not have access to the survivors.

(6) The NOK will need to return home in one to two days.

e. The CAO will assist the PNOK or PADD in completing the DD Form 1351–2 (Travel Voucher or Subvoucher), upon returning from Dover AFB and update any CAR requirements.

6–11. Subsequent visits

When the CAO makes subsequent visits, the CAO will be in the Class B uniform or ACUs. In certain unique cases, the Family may object to the presence of a military uniform. The CAO will gain the CAC's approval prior to wearing appropriate civilian attire to the Family member's residence.

- a. The CAO will schedule all subsequent visits with the NOK as needed.
- b. The number and frequency of subsequent visits will be determined by the role of the NOK receiving assistance.
- c. The CAO will use the CAR in setting up the daily actions with the NOK. The CMAOC case manager and CAC will assist the CAO in tracking daily actions with the NOK.
- d. The CAO must move at the speed of the Family when accomplishing each task.
- e. Never pressure the NOK to discuss topics he or she is not ready to discuss.
- f. Be aware, each visit may not be as productive as a prior visit.
- g. Before making each visit with the NOK, get an update on any ongoing investigations and the status of remains, and provide this information to the NOK.
- h. At the conclusion of each visit with the NOK, contact the CAC, provide a synopsis of the actions taken place, and update any CAR requirements.

6-12. Assisting the person authorized to direct disposition

The PADD is the person selected by the Soldier who is authorized to make decisions concerning the funeral and interment services. This is a critical role and, as such, this person is assigned a CAO to complete the many tasks under his or her charge. The CAO will work closely with him or her until the funeral is completed. In addition, the CAO will work closely with the mortuary affairs coordinator at the CAC and the CMAOC case manager. These duties are covered in detail in the AR 638-2 and the DA Pam 638-2, as these are mortuary processes.

6-13. Planeside honors

Planeside honors focus on the events that occur when a Soldier's remains arrive at the receiving airport.

- a. The CAO will always meet the remains at the airport.
- b. The CAO will be in the ASU with all authorized awards and decorations.
- c. The CAO and the escort will perform a positive identification check of the "identification tag" affixed to the front of the casket to ensure that the remains offloaded from the plane are the correct remains, prior to proceeding from the airport to the funeral home. If the CAO cannot perform this check with the escort, the non-commissioned officer in charge (NCOIC) of the Planeside Honors Team or the pilot will conduct this two-person check.
- d. The CAC will inform each CAO attending the planeside honors of their responsibilities.
- e. The CAO/CAOs will provide the CAC feedback on the planeside honors.

6-14. Viewing preparation of remains

- a. The CAO will obtain the Soldier's personal information from the CAC.
- b. The CAO will view the remains at the funeral home and conduct the positive identification check with the funeral home representative or CAC staff member.
- c. The CAO will conduct the inspection of remains at the receiving funeral home prior to the Family's initial viewing. The CAO should look for—
 - (1) Damage to the casket.
 - (2) Obvious odors.
 - (3) Stains on the uniform.
 - (4) Body placement within the casket.
 - (5) Correct preparation of the uniform.
 - (6) Correct display of all awards.
- d. Verify that approved, posthumous promotions and awards are included on the uniform and correctly displayed. The CAO(s) may remain with the Family while they view their loved one for the first time, if asked. However, if remains are classified non-viewable and the Family still wishes to view the remains, the CAO(s) may decide not to stay with the Family, even if asked.

6-15. At the funeral

- a. The CAO will wear his or her ASU uniform.
- b. The CAO will be prepared to assist in any way.
- c. The CAO will allow the Family the space to grieve and say their final farewells to their loved one.
- d. Ensure the flag presentation is accomplished, per DA Pam 638-2.

6-16. After the funeral

- a. The CAO will allow the NOK to have a couple of days to recover from all that has occurred; however, it is advisable to stay in contact with the NOK via telephone.
- b. The CAO will schedule the next in-person meeting at a time that is good for the NOK.
- c. Assist them in completing DD Form 1375 (Request for Payment of Funeral and/or Interment Expenses) during their first meeting after the completion of the funeral.

- (1) Be present at the brief to assist the PADD with completion.
- (2) Allow Family to settle differences regarding funeral or interment expenses.
- (3) Do not show preference towards any Family member. Remember, you represent the Secretary of the Army.
- (4) Return form to CAC when completed and signed by the PADD.

6–17. Benefits assistance

This is a rebuilding period for the NOK. The CAO—

- a.* Schedules all appointments with applicable agencies and attends those appointments with the NOK.
- b.* Attends all telephonically-conducted appointments.
- c.* Makes non-Government and local Government establishments aware that you are making an appointment for a survivor.
- d.* Takes the survivor to see the CAC benefits coordinator, if the CAC is in proximity of the survivor.
- e.* Keeps track of all appointments and accomplishments using the CAR.
- f.* Tracks all completed and submitted documents using the CAR.
- g.* Follows-up on all benefits applied for, and ensures benefit payments are started and received.
- h.* Requests copies of the DD Form 1300 (Report of Casualty) to help settle claims and applications for benefits. You should receive 10 copies of DD Form 1300 within 10 days of the Soldier's death.

6–18. The casualty assistance report

The CAR is a document that will capture key milestones in the casualty assistance efforts. The detailed instructions for the CAR can be found on Army Knowledge Online (AKO) or will be supplied by the CAC. The information will help the CMAOC follow up with outside agencies, and ensure that all of the benefits and FOIA requests applied for by the survivor are promptly processed and received by the survivor. In addition, the information is entered into the DCIPS to help transfer information to Survivor Outreach Services Headquarters at Installation Management Command, for long-term case management, via the decentralized Survivor Outreach Services Program. The information is also aggregated and included in summary CARs requested by the Office of the Secretary of Defense.

- a.* The CAC must download a new CAR from the AKO folder for every new case.
- b.* The CAO and the CAC are responsible for submitting an initial CAR at the 30-day mark, and interim CARs to CMAOC every 30 days until the CAR is complete. Interim reports may be submitted more frequently to ensure that CMAOC begins following up with outside agencies as soon as possible. There are no signature requirements for interim CARs. When the CAR is not complete, and there have been no changes, the CAO or CAC will submit the most recent CAR and annotate on the top of the checklist, "NO CHANGE FROM PREVIOUS REPORT."
- c.* When a survivor changes CAOs, or moves from one CAC AOR to another, a transfer CAR will be submitted to CMAOC and the receiving CAC. If the CAO is released from an assignment prior to completing the entire CAR, the CAO will submit a transfer CAR, and not a final CAR. The departing CAO's status will be changed in DCIPS from "active" to "inactive." The new CAO, and CAC if applicable, will assume responsibility for the incomplete CAR and for submitting interim CARs to CMAOC every 30 days.
- d.* The CAC and CAO will use one CAR when assisting multiple Family members in the same household (such as the spouse and minor children). Make annotations in the "comments" field accordingly. The CAC will input submission data accordingly in DCIPS for all survivors in a particular household when submitting an initial, interim, transfer, or final CAR.
- e.* Use separate CARs when assisting Family members in separate households (such as the wife, and the Soldier's parents).
- f.* The CAO will review the completed CAR with the survivor he or she is assisting, once all of the actions contained on the CAR have been addressed—meaning that the CAR reflects thorough and accurate documentation that the survivor has received, been officially denied, or has declined to pursue each applicable item on the CAR. The duties of a CAO and the responsible CAC are not concluded until the entire CAR is complete and the CAC releases the CAO from their duties. The survivor and Survivor Outreach Services support coordinator sign the final CAR. The CAO needs to obtain the survivor's future address, if applicable, before submitting the final CAR to the CAC.
- g.* The CAC Chief will review the CAR for completeness, and then sign the final CAR and upload it to DCIPS.

Chapter 7

Travel and Transportation Orders

7–1. Casualty Assistance Program for travel and transportation for bedside travel orders

The CMAOC provides ITOs so that authorized Family members of wounded, injured, or seriously ill Soldiers may travel to installations and MTFs at Government expense. Bedside travel is limited to non-hostile areas and the CMAOC may deny, delay, or revoke ITOs based on requests by the Soldier, Soldier's doctor, or legal issues. The initial ITO

issues for VSI or SI should not be more than 30 days for theater and not more than 15 day for continental United States (CONUS). The commander of an active duty Army Soldier eligible for bedside travel must submit a memorandum of approval to CMAOC before the order would be published. Procedures for requesting ITOs are as follows:

a. For contingency operations or OCONUS Soldiers who are injured or ill, the CMAOC will initiate ITOs and make arrangements to move the Family member(s) or designated traveler(s) to the bedside.

b. For CONUS Soldiers who are injured or ill, the CAC will initiate ITOs and make arrangements to move the Family member(s) or designated traveler(s) to the bedside.

c. The CAC must complete the DA Form 2984 for an authorization control number. The completed DA Form 2984 states that the presence of the identified traveler is beneficial. CMAOC will determine eligibility for travel; submission of a DA Form 2984 by the MTF does not constitute approval of an ITO by CMAOC. To be valid, the DA Form 2984 must be signed by—

(1) The attending physician.

(2) The patient administrator or administrative officer of the day.

(3) The MTF CDR or deputy CDR of clinical services exercising control over the Soldier.

(4) The traveler's name, mailing address, telephone number, SSN, and relationship to the hospitalized Soldier.

d. Where death is expected, CMAOC may provide voice approval to allow immediate travel; however, a completed DA Form 2984 is still required.

e. To complete the bedside travel, the CAC is required to—

(1) Provide a copy of the completed and signed travel order to CMAOC within 24 hours.

(2) Update the DCIPS ITO/Expense screen for all travelers, attach orders, and journalize actions taken. The ITO/expense screen needs to be completed when orders are complete and should display as follows:

(*a*) The ITO-approved and travel-completed area needs to be marked "YES."

(*b*) The sub-code should show, for example, TRAVEL–Bedside and DTR.

(*c*) The accounting code is Disposition of Remains (DOR).

(3) Assist MTFs and travelers with travel vouchers to ensure traveler receives reimbursement for travel expenses, to include per diem and travel costs; record payments in the DCIPS ITO screen.

(4) Maintain an ITO log that includes, at a minimum—

(*a*) Soldier's name, grade, and SSN.

(*b*) Traveler's name, mailing address, telephone number, SSN, and relationship to the hospitalized Soldier.

(*c*) Start date and end date of travel.

(*d*) CMAOC control number.

(*e*) Payments received information.

f. The ITOs will be effective the date the control number is issued.

g. Early movement by the NOK prior to the date and time the MTF processes the DA Form 2984 is not authorized and non-reimbursable.

h. Once a valid DA Form 2984 is received from the MTF, movement of requested travelers will start within 24 hours.

i. The ITO provides—

(1) Monetary allowance for the official distance between home and the MTF, if travel is made by privately-owned conveyance. In-and-around-transportation reimbursement is not authorized.

(2) Reimbursement for expenses incident to travel (for example, excess baggage fees, baggage handler tips, taxi fares to the transportation terminal), in accordance with the Joint Travel Regulations.

(3) Government-funded round-trip travel every 60 days until the Soldier is discharged from the MTF, or if death occurs.

j. When the Family member is not at bedside, the Family member is considered to be on leave and will not receive per diem nor Government-funded lodging. The ITO remains in effect for the duration of the Soldier's stay at the MTF.

k. The MTF will not submit a DD Form 1351–2 (Travel Voucher or Subvoucher) to DFAS until date of discharge or date of death. The final travel voucher ends both the orders and the travel authorization associated with that particular casualty incident.

7–2. Casualty Assistance Program for travel and transportation to the unit memorial

Unit commanders will conduct a memorial service for eligible deceased Soldiers. Commanders will inform Family members of the deceased Soldier of any unit memorial event the unit has held or will hold while deployed. Commanders will invite the Soldier's Family to attend unit memorial events at the home station. Commanders have the leeway to invite Family members to additional unit memorial events if more than one event is conducted.

a. Commanders should provide any required in-and-around transportation, assist Families with making all travel and hotel arrangements, provide unit escorts as needed, and ensure all invited Family members receive assistance in filing a travel claim for reimbursement of authorized expenditures upon completion of travel.

b. Only one memorial service shall be eligible for Government-funded transportation and allowances, unless the original service for the deceased Soldier was limited to a memorial service, because no remains had been recovered.

c. All eligible Family members are authorized travel and transportation allowances for one round trip to the installation or unit memorial service. This round trip is in addition to the burial ceremony. Reimbursable expenses are limited to travel and transportation to and from the memorial service plus 2 days of per diem at the memorial site.

d. Memorial service locations are limited to the CONUS, Alaska, and Hawaii, U.S. territories, and the last permanent duty station. Family members are not authorized transportation to memorial services conducted in a theater of combat operation.

e. Funded memorial service is limited to a 2-year period following the loss of the Soldier; this limitation may be waived by the Secretary of the Army.

f. The CAC with the geographic AOR for the designated unit memorial will—

- (1) Provide Family contact information to the unit.
- (2) Prepare ITOs for travelers.
- (3) Input required information into DCIPS.
- (4) Confirm reimbursement of all travelers.

Chapter 8

Letters of Sympathy, Condolence, and Concern

8-1. Preparing letters of sympathy

Letters of sympathy are intended to extend compassion and inform the PNOK of the details and factual circumstances surrounding the person's death or missing status. Use AR 25-50 as the primary reference for preparing correspondence. Procedures for preparing letters of sympathy—

a. Normally, it is most appropriate for the first field-grade CDR in the chain of command (usually the BN CDR) to prepare and send the official letter of sympathy.

b. When an individual dies while in a transient status, the CDR from where the Soldier just left will prepare the letter of sympathy. If the Soldier signs in and belongs to the gaining unit, that unit CDR will prepare the letter of sympathy.

c. If the NOK expresses a desire to receive a letter of sympathy from the decedent's previous unit commander, the CAO will relay this request to the CAC concerned for further action.

d. In cases of homicide or apparent self-inflicted death, include a brief, carefully worded statement of the circumstances of death. Write this statement so the addressee will not misconstrue the cause and manner of death. Be factual, but do not attempt to explain the situation or provide information that will unfavorably reflect on the decedent unless required to explain the cause of death. When appropriate, tell the Family that the Army is conducting an investigation into the death and that the CAO will keep them informed as the investigation progresses; help them obtain a redacted copy of the investigation results. In the case of suicides, the unit CDR will prepare the letter of sympathy and include the Soldier's contribution to the unit.

e. Supervisors or commanders will write a letter of sympathy to the PNOK and parents who are SNOK, within 7 days after the time of death or submission of the INIT. The preparing CDR will coordinate the mailing with the appropriate CAC to ensure that all aspects of the letter are proper and correct, and that all NOK notifications have been completed.

f. When the casualty is the result of contingency operations, the preparing CDR will coordinate with the deployed G-1 to ensure that all aspects of the letter are proper and correct before sending it.

g. If death status results from an aircraft accident, see AR 385-10 and DA Pam 385-90 for the procedures to follow.

h. Keep letters sincere and free of military acronyms, times, and terms such as LOD or 1300 for 1:00 p.m.

i. Include details concerning the date, geographic location, and type of mission. Carefully describe how the incident occurred and, if appropriate, show that medical aid was immediately available. If the casualty occurred during combat action, explain what was accomplished, describe the Soldier's contribution to this and other actions. Figure 8-1 Sample commander's letter of sympathy to next of kin (non-hostile) Figure 8-1 Sample commander's letter of sympathy to next of kin (non-hostile)-Continued Figure 8-2 Sample commander's letter of sympathy to next of kin (hostile) Figure 8-2 Sample commander's letter of sympathy to next of kin (hostile) Continued



DEPARTMENT OF THE ARMY
ORGANIZATION
STREET ADDRESS
CITY STATE ZIP

Addressee
Street Address
City State Zip

Dear Mrs. Doe:

Please accept my deepest sympathy on the loss of your husband, Private John Doe, who recently volunteered to serve his country as an American Soldier, and who was a good man to all who knew him. This tragedy has taken this fine young man from his Family and his friends. Words cannot and will not describe to you how sorry I am about this tremendous loss and how much John's death has and will continue to impact those of us still serving.

As you know, John had recently arrived here in Bravo Company, 52nd Infantry Battalion from Advanced Individual Training at Fort Benning, Georgia. John was extremely proud to now be wearing his black beret, and eager to join his new unit and Family--the Bravo Company Bulldogs. He had settled into his new barracks room and was preparing for the unit's first big training exercise at the Joint Readiness Training Center at Fort Polk, Louisiana. As John probably told you, the unit was training hard in preparation for this exercise. The First Infantry Division conducts three Warfighter exercises each year in order to stay finely honed for combat, and this was the first for John. As a member of the second squad of the 3rd platoon, he was setting the example for others as a fine rifleman and Soldier.

On Monday, December 13, 2005, the Soldiers of Bravo Company awakened early for an esprit de corps physical training run. John proudly carried the guidon for his platoon that morning, leading the other 35 Soldiers on a 5-mile run through Fort Riley. After breakfast, the company boarded buses for the ride to Range 31 to qualify with their individual weapons one last time before the trip to Fort Polk. John was in the third firing order at the seventh firing point, and his roommate, PFC Compton, was next to him. The Soldiers fired their familiarization rounds and then cleared their weapons in preparation for qualification. As the Soldiers left their firing positions and moved downrange to check their targets, another Soldier's weapon accidentally fell to the ground and discharged. The bullet struck John in the head, killing him instantly. The other Soldiers, his battle buddies, rushed to his side. A combat medic trained in life-saving techniques was there on the range and in an ambulance. Although he tried extensively, he was unable to revive John. A medical evacuation helicopter from the post hospital was on site within 15 minutes and transported John to Irwin Army Community Hospital, where the doctors declared him deceased.

At this time, the incident is under investigation to determine how this tragic accident occurred and how to prevent a recurrence. Once the investigation has been completed, I will ensure that you have an opportunity to be briefed on the results of the investigation.

I think that it is important that you know how much John loved the Army and what he was doing. Although he was only in our unit for a short time, he already stood out as one of my most motivated and promising young Soldiers. He was always first to volunteer for missions, kept his uniform and boots immaculate, and never missed a formation or a work call. He was an extremely promising Soldier, well-liked by all others in the platoon and the company. I have a

Figure 8-1. Sample commander's letter of sympathy to next of kin (non-hostile)

very clear memory of John carrying the platoon guidon that last morning as the companies passed in review before me and my battalion staff. I remember how proud he was and how tall he marched carrying the Bulldog 3 flag. John was an American Soldier and an Infantryman—doing the job that he signed on to do. I am proud to have been associated with this outstanding American.

I cannot even begin to imagine the impact that this loss will have on you, his Family. I don't know how much peace this will bring you, but I know that the Soldiers with whom John served have a great deal of respect and love for him. We had a memorial service at 10:00 a.m. today, where we remembered John and his fighting spirit. The comments made by those who served closely with John were spoken from the heart with a great deal of emotion. I think that Corporal Freeman, his squad leader, best summarized John's service when he said, "I am going to miss the sharpest, most motivated Soldier in my squad, the one who always yelled 'Yes, Corporal' the loudest, the one who I could always count on to get things done. But most of all, I'll miss the potential he had and all he could have been." Following the formal service, as bagpipes played "Amazing Grace" in the background, each Soldier in turn rendered a solemn salute to an M16, laden with a set of John's identification tags that had been secured between a pair of his boots, and placed on a pedestal in front of us.

It is very important to me that you know two things. First, John loved what he was doing. Second, John loved the Soldiers with whom he served; and they loved him. I wish you and your Family the very best as you deal with this unthinkable tragedy. If there is anything I can do to help ease your pain during this time, I welcome that opportunity. Please know that you are, and always will be, part of the 52nd Battalion, 1st Brigade, 1st Infantry Division, the "Big Red One."

With Deepest Sympathy,

ROBERT E. XXXX
Lieutenant Colonel, US Army
Commanding

Figure 8–1. Sample commander's letter of sympathy to next of kin (non-hostile)—continued



DEPARTMENT OF THE ARMY
ORGANIZATION
STREET ADDRESS
CITY STATE ZIP

Mr. James J. Doe and Family
Street Address
City State Zip

Dear Mr. Doe:

Please accept my most personal regards and deepest sympathy on the recent death of your son, Sergeant Jason Warren Doe, a Non-Commissioned Officer, an American Soldier, and a good man. This tragedy has taken a nephew from his aunt, a son from his father, a brother from his siblings, a friend from hundreds here in Iraq, and untold hundreds back home, as well. Jason's death has and will continue to impact those of us still serving.

As you know, Jason's unit was alerted on February 11, 2004. He mobilized on May 12, 2004, and went with the rest of the battalion to Fort Sill, Oklahoma, where we trained in preparation for deployment in support of Operation Iraqi Freedom III. Jason arrived at Forward Operation base Salem, near Najaf, Iraq, on September 1, 2005. The battalion began displacement operations from Forward Operating Base Salem on September 20, 2005, and has been assigned to our current duty location of Camp Ramadi, Ar Ramadi, Iraq, since that time.

On Tuesday, February 27, 2005, at 7:12 a.m., 3rd Platoon, Company C, 123rd Engineer Battalion, reinforced with Soldiers from Headquarters and Headquarters Company, 456th Engineer Battalion, a United States Marine Corps Explosives Ordnance Disposal Team, departed Camp Anzio, which is on the East Side of Ar Ramadi, to conduct route clearance operations in support of the 2nd Battalion, 9th Infantry, 2nd Brigade Combat Team (Task Force Steel). The purpose of this operation was to clear improvised explosive devices and mined areas in the City of Ar Ramadi. At 9:50 a.m., two 155 millimeter howitzer rounds, primed but with no initiating system detected, were discovered by the scanning team. These rounds were placed by insurgents into a pothole in the road. As our primary ordnance removal vehicle, called a Buffalo, began retrieving these pieces of ordnance so that they could be detonated, both our advance guard and security team began pulling 360 degree perimeter security. Jason was one of our Soldiers in the M113A3 Armored Personnel Carrier, Bumper #C12, positioned approximately 200 meters in front of the Buffalo, scanning for snipers, vehicle-borne improvised explosive devices, and other activity in the area. At 10:03 a.m., Jason was engaged by one round from a sniper while standing in the troop hatch of the M113A3. Jason's Squad Leader was within two feet of Jason when he was shot. A combat Medic assigned to the Platoon was on the site within two minutes, as were Jason's Platoon Leader and Platoon Sergeant. Jason was evacuated by the 3rd Battalion, 151st Ground Medical Evacuation Team very quickly, and received immediate care, but his wounds proved too severe to save his life.

I think it is important that you know how your loved one spent his last days. As the Battalion Commander, I participated in this mission with Company C in support of Task Force Steel. We linked up with this Task Force at Camp Anzio, on Sunday, February 25, 2005, and cleared routes in this City on the evening of the 25th and early morning of the 26th. The platoon then had approximately 36 hours of down time between missions, where they had time to enjoy each others' company. I hung out with these Soldiers for this 36-hour period, and remember clearly seeing Jason with a very content smile on his face on numerous occasions. The platoon

Figure 8-2. Sample commander's letter of sympathy to next of kin (hostile)

enjoyed cooling off by swimming in a converted irrigation pond in the afternoon, joining Soldiers from the 2-9 Infantry. They sat around watching movies on the portable DVD player, listening to music, and most of all talking amongst themselves. I do not recall Jason saying very much—at least when I was around. But, I do remember him glancing from person to person as his platoon communicated amongst themselves, hanging on the words that they used, and clearly being among people whom he truly loved, and who loved him. He was an American Soldier and a Combat Engineer—doing the job that he signed on to do. I am proud to be associated with this outstanding American.

I cannot even begin to imagine the impact that this loss will have on you, his family. I don't know how much peace this will bring you, but I know that the Soldiers with whom Jason served have a great deal of respect and love for him. We had a memorial service at 10:00 a.m. today, where we remembered Jason and his contributions to this battalion. The comments made by those who served closely with Jason were spoken from the heart with a great deal of emotion. I think that Specialist Basker's comments best summarized the service when he said, "I am going to miss the person I ate every meal with, the person who would always bring me a cold drink when I needed one, the person who had so many great stories to tell and such a talent for telling them; but, most of all I am going to miss my friend." Following the formal service, I was provided the honor of rendering the first salute to an M16, laden with a set of Jason's identification tags (dog tags) that had been secured between a pair of his boots, and placed on a pedestal in front of us. As bagpipes played "Amazing Grace" in the background, I watched each Soldier follow suit over the next 15 minutes; I saw many tears—shed from Soldiers representing all of our companies, truly an indicator that he will never be forgotten.

Please know that an officer has been appointed to secure and inventory all of Jason's personal effects. Once that inventory is complete, his effects will be forwarded to you, as the person eligible to receive his effects, through the Joint Personal Effects Depot in Maryland. We will include in those effects pictures and a DVD of the memorial service.

It is very important to me that you know two things. First, Jason loved what he was doing. Second, Jason loved the Soldiers with whom he served; and they loved him. I wish you and your Family the very best as you deal with this unthinkable tragedy. If there is anything I can do to help ease your pain during this time, I welcome that opportunity. Please know that you are, and always will be, part of the Idaho Army National Guard Family. Know also that there are 503 Soldiers who will never forget Sergeant Jason Warren Doe.

With Deepest Sympathy,

JACOB T. XXXX
Lieutenant Colonel, US Army
Commanding

Figure 8–2. Sample commander's letter of sympathy to next of kin (hostile)

8-2. Purpose of condolence letters

Letters of condolence convey sympathy and compassion on a Soldier's death from other levels of command. They do not describe the circumstances surrounding the death. All echelons of command, other than the CDR completing the letter of sympathy, should prepare letters of condolence to the NOK. All echelons of command will not mail letters of condolence until after receiving confirmation that all NOK have been notified. Do not mail any other letters of condolence until at least 24 hours after mailing the letter of sympathy.

8-3. Letters of concern

If they desire, commanders of Soldiers reported as DUSTWUN, EAWUN, missing, or hospitalized, and listed as VSI, SI, or NSI, may correspond with the Soldier's Family. If they write, they must follow the procedures for preparing and reviewing letters of sympathy.

Chapter 9

Death Investigation Reporting Requirements

9-1. General

Army commanders, who initiate death investigations into the cause or circumstances surrounding the death of a Soldier, will immediately notify the CMAOC and the nearest CID office. The CDR will review requirements in DA Pam 600-24 to prepare the DA Form 7747 (Commander's Suspected Suicide Event Report). For use of the casualty reporting system for unit-level investigations, and for other commands or agencies, directly contact CMAOC at 1-800-626-3317 or e-mail usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil.

9-2. Requirements

Commanders will provide the CMAOC with the following:

- a.* Name of unit, command, or agency conducting the investigation.
- b.* Type of investigation(s) being conducted.
- c.* Existence and releasable reports that have been, or will be, issued as a result of the investigation.
- d.* Unit or command POC and contact information to provide status of the completion of the investigative report(s), at 30-day intervals, until the investigation report is complete.

Chapter 10

Report of Casualty

10-1. Department of Defense Form 1300

The DD Form 1300 provides an official record of the death or missing status and serves as the official certificate of casualty. It may be used for any matter that requires proof of death. Government agencies use the completed DD Form 1300 as the basis for paying benefits, collecting casualty data, and closing out active personnel files. When required to settle claims, HRC may provide a copy of this form to non-Government organizations.

10-2. Procedures and requirements for the form

The agencies listed below will prepare DD Form 1300, in accordance with DODI 1300.18—

- a.* The CMAOC, for all individuals reportable, as defined in AR 638-8.
- b.* The office of the State Government's Adjutant General, in death cases of an ARNG Soldier who is not on AD. ARNG will scan and or email a copy of the DD Form 1300 to CMAOC, within 14 calendar days, to usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil.
- c.* For non-AD deaths, the National Guard office of the State Government's Adjutant General will submit a certified (when required) copy of the DD Form 1300 to Office of Servicemembers' Group Life Insurance, iPERMS, and CMAOC at usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil and specific Family members, if requested.

Chapter 11

Procedures for Casualties Involving Missing Persons (Non-Hostile and Hostile)

11-1. Procedures to report personnel as duty status-whereabouts unknown or excused absence-whereabouts unknown

a. If, after 24 hours, the person's status is still unknown, the CAC calls the CMAOC for permission to submit a DUSTWUN/EAWUN report. Normally, a person is retained in a DUSTWUN/EAWUN status for a maximum of 10 days. If an involuntary absence cannot be determined from the facts, the person will be reported as AWOL, as required by AR 630-10. The CAC will submit a supplemental casualty report immediately when additional or corrected information becomes available. The CAC and CMAOC should maintain telephonic contact.

b. The CAC coordinates with the responsible CDR of the missing person for submission of DD Form 2812 (Commander's Preliminary Assessment and Recommendation Regarding Missing Person), and an informal investigation, within 10 days of the incident.

c. The responsible CDR initiates DD Form 2812 and an informal investigation under the provisions of AR 15-6. Within 10 days, the CDR will forward the DD Form 2812 and the informal investigation, through the CAC, to the CMAOC. The Secretary of the Army (SECARMY) or designee can grant an extension on any time limit.

d. Upon receipt of the DD Form 2812 and the AR 15-6 investigation report, the SECARMY or designee appoints an initial board of inquiry, as outlined in section II, below.

e. The DD Form 2812 is required in both hostile and non-hostile cases.

f. Units are responsible for providing any information needed for the Board of Inquiry.

11-2. Implementation

This chapter provides guidance for implementing the provisions of Sections 1501 through 1513, Title 10, United States Code (10 USC 1501-1513); Sections 551 through 553, Title 37, United States Code (37 USC 551-553); DODI 1300.18; and DODI 2310.05.

a. Only the SECARMY, or the SECARMY's designee, may make a status determination. This authority includes responsibility to make the determination of death, status, and essential facts and dates necessary to administer 10 USC 1501 (Missing Service Personnel Act). The SECARMY's, or designee's, determinations are conclusive for all Departments and Agencies of the United States.

b. Appointing an initial Board of Inquiry is not always required. For instance, evidence regarding a "covered person" may be received through news coverage or discovered through diplomatic channels. This may be sufficient evidence to enable the SECARMY or designee to make a determination regarding the "covered person's" whereabouts and status and whether the absence of the person is involuntary. In all cases, however, record and preserve the evidence upon which this determination is made. Receipt of additional evidence could require the SECARMY, or his designated representative, to appoint an initial Board of Inquiry. DODI 2310.05 contains further clarification regarding conditions requiring an initial Board of Inquiry.

c. The number of board members will correspond to the number of individuals whose whereabouts are unknown, except that no board is required to consist of more than three members.

d. Appoint to the board at least one individual who has experience with, and understanding of, military operations or activities similar to the operation or activity in which the persons disappeared. This individual will be a military officer in the case of an inquiry regarding a member of the U.S. Army, or a civilian in the case of an inquiry regarding a civilian employee or DOD contractor.

e. Appoint at least one military officer and one civilian to the board for an inquiry regarding one or more members of the Army and one or more civilian employees or DOD contractors. The ratio of such officers to such civilians on the board will be roughly proportional to the ratio of the number of members of the Army and the number of civilian employees or DOD contractors who are the subjects of the board's inquiry.

f. Individuals appointed as members of the board must have a security clearance that allows them access to all information relating to the whereabouts and status of the personnel covered by the inquiry.

g. For a board that will inquire as to the whereabouts and status of one or more military personnel (and no civilians or contractors) the SECARMY or designee will appoint at least three officers in the rank of major or above. The senior board member will be president of the board.

h. For a board that will inquire as to the whereabouts and status of one or more civilian employees or contractors of the Army (and no military personnel), the board will comprise three civilian employees equal to, or greater than, the grade of GS-13.

11-3. Subsequent Board of Inquiry

a. Appoint a subsequent Board of Inquiry to inquire as to the whereabouts and status of a missing person, on or about the anniversary date of the incident. However, a subsequent Board of Inquiry may be convened if any credible evidence becomes available that may change the missing person's status.

b. The board will have at least three members as follows:

(1) For a board that will inquire as to the whereabouts and status of one or more military personnel (and no civilians), the board members will be in the rank of major or above. At least one officer will be senior to the person whose status is being reviewed. The senior board member will be president of the board.

(2) For a board that will inquire as to the whereabouts and status of one or more civilian employees or DOD contractors (no military personnel), the board members will be civilian employees in the grade of GS-13 or above. At least one member will be senior in grade to the most senior individual whose status the board is reviewing. The board may include military members as the SECARMY or designee considers advisable. The senior board member will be president of the board.

(3) For a board that will inquire as to the whereabouts and status of one or more military personnel and one or more civilians, the board will include at least one military member in the rank of major or above and one civilian employee in the grade of GS-13 or above. The ratio of such officers to such civilians on the board will be roughly proportional to the ratio of the number of military personnel and civilian personnel who are the subjects of the board's inquiry. The senior board member will be president of the board.

(4) The board will include at least one member with an occupational specialty similar to that of one or more of the persons covered by the inquiry. This member must also have an understanding of, and expertise in, the type of official activities in which one or more such persons were engaged at the time such persons disappeared.

c. The provision of this regulation relating to Board of Inquiry actions, and to the SECARMY or his designated representative actions on those reports, will cease to apply in the case of a missing person, at the time the person becomes accounted for, or if the Board of Inquiry otherwise determines the person to be in a status other than missing.

11-4. Procedures to extend next of kin rights

a. The individual who is PNOK of any person covered by DODI 2310.05 may designate another individual to act on his or her behalf as the PNOK. The person who made the designation may revoke it at any time.

b. For Boards of Inquiry under DODI 2310.05, the PNOK of a missing person, and any other previously designated person, will have the identity of the missing person's counsel made known to him or her. Also, the PNOK and a previously designated person have the right to submit information to the missing person's counsel about the disappearance or status of the missing person.

c. The proceedings of a board during an initial Board of Inquiry, under DODI 2310.05, is closed to the public (including the PNOK, other members of the immediate Family, and the previously designated person of the missing individual).

d. Dependents of a person in a missing status who are receiving the person's pay and allowances (including allotments benefiting these dependents), which could be reduced or terminated by the contemplated status change (such as a change from "missing" to "AWOL" or "deceased"), are entitled to notice that the status will be reviewed.

e. The SECARMY or designee will notify each individual referred to in paragraphs *a* through *d*, above, by certified, return-receipt mail, that an initial Board of Inquiry will convene.

f. For subsequent Boards of Inquiry under DODI 2310.05, the PNOK of a missing person, other members of the immediate Family, and any other previously-designated person of the missing individual, may attend the proceedings of the board during the inquiry with private counsel, if desired, at no cost to the Government. Not less than 60 calendar days before the convening of the board, the SECARMY or designee will notify each individual referred to in *d*, above, by certified, return-receipt mail, of the opportunity to attend the proceedings of a subsequent Board of Inquiry. The notification will include a letter of election to attend or not to attend the board. If they attend, they will—

(1) Have access to the case resolution file of the missing person, unclassified reports of the initial Board of Inquiry, and to any other unclassified information or documents relating to the whereabouts and status of the missing person.

(2) Be allowed to present information to the board that such individual considers relevant to those proceedings.

(3) Be allowed to submit, in writing, objections to any recommendation of the board by providing the board a letter of intent not later than 15 calendar days after the date on which the recommendations are made. They must submit written objections to the president of the board no later than 30 calendar days after the date on which the recommendations are made.

(4) Not be entitled to reimbursement by the Government for any costs (including, but not limited to, travel, lodging, meals, local transportation, legal fees, transcription costs, witness expenses, and other expenses that the individual incurred attending such proceedings).

11-5. Board procedures

a. The Army is required to place before the board all relevant evidence in its possession on the absence or status of the missing member. If it appears that the absence or missing status of two or more persons is factually related, the SECARMY or designee may appoint a single board to conduct the inquiry into the whereabouts and status of all such persons. Neither the Army nor those having board rights are required to call witnesses.

b. The board will—

(1) Collect, record, and safeguard all facts, documents, statements, photographs, tapes, messages, maps, sketches,

reports, and other information (classified and unclassified) relating to the whereabouts and status of each person the inquiry covers.

(2) Gather information relating to actions taken to find the persons, including any evidence of the whereabouts and status arising from such actions.

(3) Arrive at its findings and recommendation by majority vote, and ensure that a preponderance of the evidence supports its findings.

(4) Maintain a record of its proceedings.

(5) Submit to the SECARMY or designee a complete report, using DD Form 2811 (Report of Proceedings by Initial/Subsequent Board of Inquiry or Further Review Board), which will include—

(a) A discussion of the facts and evidence the board considered.

(b) The board's recommendation about each person the report covers.

(c) Disclosure of whether the board reviewed or otherwise used classified documents and information to form its recommendations.

(d) The missing person's counsel's independent review of the board's report.

(e) A legal review of the board's report.

11-6. Legal advisor and counsel for missing persons

For the purposes of a Board of Inquiry conducted in accordance with DODI 2310.05, inquiry into hostile cases, the SECARMY or designee will—

a. Provide a legal advisor by assigning a judge advocate, or appointing an attorney who has expertise in the law relating to missing persons, the determination of death of such persons, and the rights of Family members and dependents of such persons. The legal advisor will represent the interests of the United States, advise the board on questions of law or procedures pertaining to the board, instruct the board on governing statutes and directives, and monitor the deliberations of the board.

b. Appoint counsel to represent each person the Board of Inquiry names. If the absence or missing status of two or more persons may be factually related, the SECARMY or designee will appoint one counsel to represent all such persons. If a conflict of interest results, then the missing person's counsel will report this to the SECARMY or designee, who will appoint additional counsel as necessary.

(1) Counsel appointed under this paragraph may be referred to as "missing person's counsel" and represents the interest of the missing persons and not those of any member of the person's Family, previously designated person, or any other interested parties.

(2) Qualifications and duties are prescribed by DODI 2310.05.

11-7. Final action

a. The board will forward its findings and legal reviews to the SECARMY or designee not later than 30 calendar days after its appointment.

b. Once the SECARMY or designee determines the report is complete and free of administrative errors, a determination on the status and whereabouts of each person the report covered is made. The SECARMY or designee will declare the person dead or missing. If declared missing, the SECARMY or designee will designate the appropriate missing category in which to place the person, issue a DD Form 1300, and notify the CAC concerned, of the determination.

c. If the SECARMY or designee determines that the report is incomplete, or that the report is not free of administrative error, the SECARMY or designee may return the report to the board for further action.

d. The SECARMY or designee will review the report not later than 30 calendar days following its receipt.

e. Not later than 30 calendar days after the date on which the SECARMY or designee determines the status, he or she will provide to the PNOK, other immediate Family members, and any other previously designated person—

(1) An unclassified summary of the DD Form 2812.

(2) DD Form 2811, including the names of the board members.

(3) In the case of the initial Board of Inquiry, a notice that the Army will conduct a Board of Inquiry into the whereabouts and status of the missing persons—

(a) On or about 1 year after the date of the first official notice of the disappearance.

(b) When information becomes available that may result in a change in status.

(c) In the case of a subsequent Board of Inquiry, a notice that the Army will conduct a further review board into the whereabouts and status, if the board receives information in the future that may change the missing person's status.

Appendix A References

Section I Required Publications

Except where otherwise indicated, publications are available at the U.S. Army Publishing Directorate Web site (<http://www.apd.army.mil>). DOD directives and instructions are available at <http://www.dtic.mil/whs/directives/infomgt/forms/index.htm> and the United States Code is available at <http://uscode.house.gov/search/criteria.shtml> .

AR 15-6

Procedures for Investigating Officers and Boards of Officers (Cited in para 4-12e.)

AR 25-50

Preparing and Managing Correspondence (Cited in para 8-1.)

AR 385-10

The Army Safety Program (Cited in para 8-1g.)

AR 638-8

Army Casualty Program (Cited in para 2-1.)

AR 638-2

Care and Disposition of Remains and Disposition of Personal Effects (Cited in para 6-6d (2).)

AR 638-34

Army Fatal Incident Family Brief Program (Cited in para 6-6d(4).)

DA Pam 638-2

Procedures for the Care and Disposition of Remains and Disposition of Personal Effects (Cited in para 6-6d (3).)

DODI 1300.18

Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures (Cited in para 2-1.)

DODI 2310.05

Accounting for Missing Persons-Boards of Inquiry (Cited in para 11-2.)

NGR 350-1

Army National Guard Training (Cited in para glossary.)

5 USC 552a

Public information; agency rules, opinions, orders, records, and proceedings (Cited in para 5-51.)

10 USC 1501

System for accounting for missing persons (Cited in para 11-2.)

10 USC 1502

Missing persons: initial report (Cited in para 11-2.)

10 USC 1503

Actions of Secretary concerned; initial board inquiry (Cited in para 11-2.)

10 USC 1504

Subsequent board of inquiry (Cited in para 11-2.)

10 USC 1505

Further review (Cited in para 11-2.)

10 USC 1506

Personnel files (Cited in para 11-2.)

10 USC 1507

Recommendation of status of death (Cited in para 11-2.)

10 USC 1508

Judicial review (Cited in para 11-2.)

10 USC 1509

Program to resolve preenactment missing person cases (Cited in para 11-2.)

10 USC 1510

Applicability to Coast Guard (Cited in para 11-2.)

10 USC 1511

Return alive of person declared missing or dead (Cited in para 11-2.)

10 USC 1512

Effect on State law (Cited in para 11-2.)

10 USC 1513

Definitions (Cited in para 11-2.)

37 USC 551

Definitions (Cited in para 11-2.)

37 USC 552

Pay and allowances; continuance while in a missing status; limitations (Cited in para 11-2.)

37 USC 553

Allotments; continuance, suspension, initiation, resumption, or increase while in a missing status; limitations (Cited in para 11-2.)

Section II

Related Publications

A related publication is a source of additional information. The user does not have to read it to understand this regulation. Except where otherwise indicated, publications are available at the U.S. Army Publishing Directorate Web site (<http://www.apd.army.mil>), Public Laws are available at <http://thomas.loc.gov>, and the U.S. Code is available at <http://uscode.house.gov>.

AR 1-20

Legislative Liaison

AR 20-1

Inspector General Activities and Procedures

AR 25-30

The Army Publishing Program

AR 25-400-2

The Army Records Information Management System (ARIMS)

AR 40-400

Patient Administration

AR 190-45

Law Enforcement Reporting

AR 195-2

Criminal Investigation Activities

AR 335–15

Management Information Control System

AR 340–21

The Army Privacy Program

AR 360–1

The Army Public Affairs Program

AR 600–8–24

Officer Transfers and Discharges

AR 630–10

Absence Without Leave, Desertion, and Administration of Personnel Involved in Civilian Court Proceedings

DA Pam 385–90

Army Aviation Accident Prevention Program

DA Pam 600–24

Health Promotion, Risk Reduction, and Suicide Prevention

The Joint Travel Regulations

Uniformed Service Members and DOD Civilian Employees

P.L. 89–214

Servicemembers Group Life Insurance Program

PL 102–484

Survivor Notification and Access to Reports Relating to Service Members Who Die

PL 109–163, Section 562

National Defense Authorization Act for Fiscal Year 2006, Policies and Procedures on Casualty Assistance to Survivors of Military Decedents

PL 109–364, Section 566

John Warner National Defense Authorization Act for Fiscal Year 2007, Additional Elements of Policy on Casualty Assistance to Survivors of Military Decedents

PL 110–181, Section 645

National Defense Authorization Act for Fiscal Year 2008, Modification of Authority of Members of the Armed Forces to Designate Recipients for Payment of Death Gratuity

PL 111–32, Section 1002

Supplemental Appropriations Act, 2009; Marine Gunnery Sergeant John David Fry Scholarship

45 CFR 164.524

Access of individuals to protected health information

10 USC 1219

Statement of origin of disease or injury: limitations

10 USC 1476

Death gratuity: death after discharge or release from duty or training

10 USC 1480

Death gratuity: miscellaneous provisions

32 USC 303

Active and inactive enlistments and transfers

32 USC 316

Detail of members of Army National Guard for rifle instruction of civilians

32 USC 502

Required drills and field exercises

32 USC 503

Participation in field exercises

32 USC 504

National Guard schools and small arms competitions

32 USC 505

Army and Air Force schools and field exercises

37 USC 411h

Travel and transportation allowances: transportation of family members incident to the serious illness or injury of members

37 USC 554

Travel and transportation; dependents; household and personal effects; trailers; additional movements; motor vehicles; sale of bulky items; claims for proceeds; appropriation chargeable

37 USC 555

Secretarial review

37 USC 556

Secretarial determinations

37 USC 557

Settlement of accounts

37 USC 558

Income tax deferment

Section III

Prescribed Forms

This section contains no entries.

Section IV

Referenced Forms

Unless otherwise indicated, DA Forms are available on the Army Publishing Directorate Web site (<http://www.apd.army.mil>); DD Forms are available on the Office of the Secretary of Defense Web site (http://www.dtic.mil/whs/directives/info_mgt/forms/formsprogram.htm).

DA Form 1156

Casualty Feeder Card

DA Form 1574

Report of Proceedings by Investigating Officer/Board of Officers

DA Form 1594

Daily Staff Journal or Duty Officers' Log

DA Form 2028

Recommended Changes to Publications and Blank Forms

DA Form 2984

Very Seriously Ill/Seriously Ill/Special Category Patient Report

DA Form 7747

Commander's Suspected Suicide Event Report

DD Form 93

Record of Emergency Data

DD Form 1300

Report of Casualty

DD Form 1351-2

Travel Voucher or Subvoucher

DD Form 1375

Request for Payment of Funeral and/or Interment Expenses

DD Form 2811

Report of Proceedings by Initial/Subsequent Board of Inquiry or Further Review Board

DD Form 2812

Commander's Preliminary Assessment and Recommendation Regarding Missing Person

DD Form 2875

System Authorization Access Request (SAAR)

SGLV 8286

Servicemembers' Group Life Insurance Election and Certificate (Available at: <http://www.benefits.va.gov/insurance/forms/8286.htm>.)

Appendix B**Casualty Assistance Centers****B-1. Geographic areas of responsibility**

Geographic AORs are detailed on the CMAOC Web site: <https://www.hrc.army.mil/TAGD/CMAOC>.

B-2. Casualty Assistance Centers in the United States

- a. Fort Belvoir, VA 22060-5016 (BEL).
- b. Fort Benning, GA 31905-4543 (BNG).
- c. Fort Bliss, TX 79916-0058 (BLI).
- d. Fort Bragg, NC 28307-5000 (BRA).
- e. Fort Campbell, KY 42224-5000 (CAM).
- f. Fort Carson, CO 80913-5014 (CAR).
- g. Joint Base McGuire-Dix-Lakehurst, Fort Dix, NJ 08640-5162 (JBMDL).
- h. Fort Drum, NY 13602-5009 (DRU).
- i. Joint Base Langley-Eustis, VA 23603-5082 (JBLE).
- j. Fort Gordon, GA 30904-5020 (GOR).
- k. Fort Hood, TX 76543-5056 (HOD).
- l. Fort Huachuca, AZ 85613-6000 (HUA).
- m. Fort Jackson, SC 29207-5240 (JAC).
- n. Fort Knox, KY 40121-5000 (KNO).
- o. Fort Leavenworth, KS 66027-5080 (LEA).
- p. Fort Lee, VA 23801-5152 (LEE).
- q. Fort Leonard Wood, MO 65473-5000 (LEO).
- r. Joint Base Lewis McChord, WA 98433-5000 (JBLM).
- s. Fort George G. Meade, MD 20754-5073 (MEA).
- t. Joint Base Myer-Henderson Hall, VA 22211-1116 (JBSA).
- u. Fort Polk, LA 71459-5000 (POL).
- v. Fort Riley, KS 66442-6621 (RIL).

- w. Fort Rucker, AL 36362–5127 (RUC).
- x. Joint Base San Antonio, TX 78233–5000 (JBSA).
- y. Fort Sill, OK 73503–5100 (SIL).
- z. Fort Stewart, GA 31313–5000 (STE).

B–3. Casualty Assistance Centers outside the United States

- a. Alaska (JB Elmendorf-Richardson) (JBEW).
- b. Hawaii (Schofield Barracks) (HAW).
- c. Europe (Sembach, Germany (EUR)/Africa (AFR).
- d. Japan (Camp Zama) (JAP).
- e. Korea (Yongsan, Korea) (KOR) (8th Army)
- f. Kuwait (KUW)–Contingency (Central Command controlled areas).
- g. Puerto Rico (Fort Buchanan, PR) (PUE).

Glossary

Section I Abbreviations

ACU

Army combat uniform

AD

Active Duty

ADOS

active duty for operational support

ADT

active duty for training

AFB

Air Force Base

AGR

Active Guard Reserve

AKO

Army Knowledge Online

AOR

area of responsibility

AR

Army Regulation

ARNG

Army National Guard

ASA (M&RA)

Assistant Secretary of the Army (Manpower and Reserve Affairs)

ASU

Army Service uniform

AWOL

absent without leave

BCT

brigade combat team

BDE

brigade

BN

battalion

CAC

Casualty Assistance Center

CAO

casualty assistance officer

CAR

casualty assistance report

CDR

commander

CID

Criminal Investigation Command

CLT

casualty liaison team

CMAOC

Casualty and Mortuary Affairs Operations Center

CNO

casualty notification officer

COL

colonel

COMMS

communications

CONUS

continental United States

DA

Department of the Army

DA Pam

Department of the Army Pamphlet

DCIPS

Defense Casualty Information Processing System

DCIPS-AL

Defense Casualty Information Processing System-AutoLoad

DCIPS-CF

Defense Casualty Information Processing System-Casualty Forward

DCIPS-CM

Defense Casualty Information Processing System-Case Management

DCIPS-CR

Defense Casualty Information Processing System-Casualty Reporting

DD

Department of Defense (forms)

DEERS

Defense Enrollment Eligibility Reporting System (US DOD)

DFAS

Defense Finance and Accounting Service

DOB

date of birth

DOD

Department of Defense

DODD

Department of Defense Directive

DODI

Department of Defense Instruction

DOR

date of rank

DT

dignified transfer

DUSTWUN

duty status-whereabouts unknown

EAWUN

excused absence-whereabouts unknown

eMILPO

electronic military personnel office

FOB

forward operating base

FOIA

Freedom of Information Act

FOUO

for official use only

FTNGD

full-time National Guard duty

GS

general schedule

HIPAA

Health Insurance Portability and Accountability Act of 1996

HQ

Headquarters

HSCAC

home station Casualty Assistance Center

HRC

U.S. Army Human Resources Command

IDT

inactive duty training

IED

improvised explosive device

INIT

initial casualty report

iPERMS

Interactive Personnel Records Management System

ITO

invitational travel order

IVO

in vicinity of

IWS

Integrated Web Services

JFTR

Joint Federal Travel Regulations

LOD

line of duty

MAJ

major

MTF

medical treatment facility

NCOIC

non-commissioned officer in charge

NGB

National Guard Bureau

NGR

National Guard regulation

NIPRNET

non-secure internet router network

NOK

next of kin

NSI

not seriously ill/injured

OCONUS

outside the continental United States

PADD

person authorized to direct disposition of remains

PE

personal effects

PL

public law

PNOK

primary next of kin

POC

point of contact

PROG

progress casualty report

S1

adjutant

SECARMY

Secretary of the Army

SGLI

Servicemembers' Group Life Insurance

SI

seriously ill/injured

SNOK

secondary next of kin

SSA

Social Security Administration

SSN

social security number

STACH

status change casualty report

SUPP

supplemental casualty report

TAG

The Adjutant General

UIC

unit identification code

USAR

U.S. Army Reserve

USC

United States Code

VA

Veterans Affairs

VSI

very seriously ill/injured

Section II**Terms****Active duty**

Full-time duty in the active military Services of the United States. A general term applied to all active military Service with the Active Forces without regard to duration or purpose. Also applies to Reserve Officers' Training Corps applicants, cadets, and midshipmen participating in practical military training, and to Service academy cadets, midshipmen, and members of the USAR and ARNG serving on AD, annual training, active duty for training (ADT), or active duty for operational support (ADOS).

Active duty for operational support

Authorized for projects supporting active or Reserve Component programs when such duties are essential to the organization. Projects supporting study groups, training sites and exercises, short-term mission projects, and administrative support functions also are included. However, ADOS should be categorized using both Title 10 and Title 32 of the USC for authority. Title 10 ADOS normally applies to functions to be performed OCONUS or in situations requiring a Soldier to perform in states other than his or her assigned state. Title 32 ADOS normally applies to functions

performed by the Soldier within his or her assigned state. ADOS tours exceeding 180 days are accountable against AGR end strengths. DOD policy is that tours are normally limited to 139 days or less in any single fiscal year. Tours exceeding 139 days but less than 180 days may be approved on a case-by-case basis by the TAG. Tours exceeding 180 days must be approved by NGB. ADOS is authorized for ARNG per NGR 350-1.

Note. The USAR uses the term active duty for special work.

Active duty for training

A tour of AD used for training members of the USAR and ARNG to provide trained units and qualified persons to fill the needs of the Armed Forces in time of war or national emergency and such other times as national security requires. The tour of duty is under orders that provide for return to non-AD status when the period of ADT is completed. It includes annual training, special tours of ADT, school tours, and the initial tour performed by non-prior military Service enlistees.

Active Guard Reserve

AD performed by a member of a Reserve Component of the Army, Navy, Air Force, or Marine Corps, or full-time National Guard duty (FTNGD) performed by a member of the National Guard pursuant to an order to FTNGD, for 180 consecutive days or more, for organizing, administering, recruiting, instructing, or training the Reserve Components.

Active service

Service on AD or FTNGD.

Active status

The status of a member of a Reserve Component who is not in the inactive National Guard or inactive Air National Guard, on an inactive status list, or in the Retired Reserve.

Adopted child

Individual whose adoption has been legally completed before the child's 21st birthday. A child for whom the member has a final decree of adoption.

Adoptive parent

A person who has a final decree of adoption of the military member or the member's spouse.

Adult next of kin

The adult highest in the line of succession.

Annulment

The status of an individual whose marriage has been declared annulled by a court of competent jurisdiction. This restores unremarried status to a widow, widower, or former spouse for purposes of reinstatement of benefits and privileges.

Age of majority

The age at which a person acquires all the rights and responsibilities of being an adult. Age 18 for purposes of this publication.

Beneficiary

The person (or persons) who, according to law or written designation by the Soldier, is entitled to receive certain benefits. A beneficiary may be one person for the death gratuity, while another person may receive the decedent's unpaid pay and allowances. The designation of beneficiaries for death gratuity and unpaid pay and allowances does not, for instance, affect the designation of beneficiaries of life insurance, either commercial or Government sponsored, or for benefits administered by agencies outside the Army. Beneficiaries for life insurance are designated by the insured person on the policies.

Casualty Assistance Center

The organization assigned the geographic AOR in which the casualty occurs; the NOK, PADD, person eligible to receive effects, or person authorized funeral travel resides; mortuary services are provided; the receiving funeral home is located; the interment will take place; or military burial honors will be performed; and who has casualty reporting responsibilities to HRC. This term applies to both CONUS and OCONUS CACs.

Captured (sub-category of missing)

The casualty has been seized as the result of action of an unfriendly military or paramilitary force in a foreign country.

Casualty

Any person who is lost to the organization by having been declared, dead, DUSTWUN, EAWUN, missing, injured, or ill.

Continuously hospitalized

Hospitalization beginning on the date of retirement, discharge, or release from AD and ending with the Soldier's death. During this period, the Soldier must be carried in an inpatient status by a MTF. Transfer between MTFs, or between types of patient care (inpatient subsisting out, domiciliary care, or custodial care) does not interrupt the continuity of the hospitalization.

Deceased

A casualty status applicable to a person who is either known to have died, determined to have died on the basis of conclusive evidence, or declared dead on the basis of a presumptive finding of death. The recovery of remains is not a prerequisite to determining or declaring a person deceased.

Defense Casualty Information Processing System

DCIPS is the DOD's functional information system for casualty and mortuary business information processes. DCIPS is a single standard system supporting uniform procedures, accounting, and accurate reporting of casualties, ensuring support of Family members, benefits tracking, coordinating mortuary affairs, and the return of PE and human remains. The DCIPS Configuration Control Board approves DCIPS functional requirements (see para 2-2 and DODI 1300.18). Detained (a category of "missing" status) The casualty is prevented from proceeding or is restrained in custody for alleged violation of international law or other reasons claimed by the Government or group under which the person is being held.

Disability

Any type of injury or disease, whether mental or physical.

Duty status-whereabouts unknown

A transitory or temporary casualty status used when the reason for a member's absence is uncertain and it is possible that the member may be a casualty whose absence is involuntary, but there is not sufficient evidence to make a determination that the member's actual status is missing or deceased.

Excused absence-whereabouts unknown

An administrative status, applicable only to civilian personnel that is used when the responsible commander suspects the employee may be a casualty, whose absence is involuntary, but does not feel sufficient evidence currently exists to make a determination of missing or deceased.

Friendly fire

A circumstance in which members of a U.S. or friendly military force are mistakenly or accidentally killed or injured in action by U.S. or friendly forces actively engaged with an enemy or who are directing fire at a hostile force or what is thought to be a hostile force.

Full-time National Guard duty

Training or other duty, other than inactive duty, performed by a member of the ARNG or the Air National Guard of the United States in the member's status as a member of the National Guard of a State or territory, the Commonwealth of Puerto Rico, or the District of Columbia under sections 316, 502, 503, 504, and 505, Title 32, United States Code, for which the member is entitled to pay from the United States or for which the member has waived pay from the United States.

Home station Casualty Assistance Center

CAC with the geographic AOR for the Soldier's assigned unit.

Hostile casualty

A person who is the victim of a terrorist activity or who becomes a casualty "in action." "In action" characterizes the casualty as having been the direct result of hostile action, sustained in combat or relating thereto, or sustained going to or returning from a combat mission provided that the occurrence was directly related to hostile action. Included are persons killed or wounded mistakenly or accidentally by friendly fire directed at a hostile force or what is thought to be a hostile force. However, not to be considered as sustained in action and not to be interpreted as hostile casualties are injuries or death due to the elements, self-inflicted wounds, combat fatigue and, except in unusual cases, wounds or death inflicted by a friendly force while the individual is in AWOL, deserter, or dropped from the rolls status, or is

voluntarily absent from a place of duty are not to be considered as sustained in action and are not to be interpreted as hostile casualties.

Immediate Family member

In the case of a missing person, immediate Family includes the following—

- a. Spouse.
- b. Natural children, adopted children, stepchildren, or illegitimate children (if acknowledged by the person or parenthood has been established by a court) of the person, unless said child has not attained the age of 18 years of age, then the term means the surviving parent or legal guardian of such child.
- c. Biological parent of the person, unless legal custody of the person by the parent has been previously terminated by a court decree.
- d. Brother or sister if he or she has attained the age of 18.

Inactive duty training

Authorized training performed by a member of the USAR or ARNG not on AD or ADT and consisting of regularly scheduled unit training assemblies, additional training assemblies, periods of appropriate duty or equivalent training, and any special additional duties authorized for Reserve Component personnel by the Secretary concerned, and performed by them in connection with the prescribed activities of the organization in which they are assigned with or without pay. Does not include work or study associated with correspondence courses.

Initial active duty for training

Includes basic military training and technical skill training as applicable for USAR or ARNG.

Interned (a category of “missing” status)

Any person definitely known to have been taken into custody of a non-belligerent foreign power as the result of and for reasons arising out of any armed conflict in which the Armed Forces of the U.S. are engaged.

Missing

Casualty is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown.

Missing person’s counsel

Counsel appointed by the SECARMY to represent the interests of the person covered by the inquiry (excluding any member of the person’s Family or other interested parties).

Next of kin

For purposes of casualty notification and assistance, the person most closely related to the casualty. This is normally the spouse of married persons and the parents of single persons who have no children. The precedence of NOK with equal relationships to the member is governed by seniority (age). The rights of minor children will be exercised by their parents or legal guardian. The below order of precedence is used to identify the PNOK. All other persons are considered SNOK. For the order of precedence used concerning the disposition of remains and PE, consult appropriate statutes and Service regulations.

- a. Spouse.
- b. Natural, adopted, step, and illegitimate children (if acknowledged by the member or a judicial decree determines paternity or maternity).
- c. Parents, unless legal exclusive (sole) custody was granted to a person by court decree or statutory provision.
- d. Persons standing in loco parentis.
- e. Persons granted legal custody of the member by a court decree or statutory provision.
- f. Brothers or sisters, to include half-blood siblings and those acquired through adoption.
- g. Grandparents.
- h. Other relatives in order of relationship to the member according to civil laws.
- i. If no other persons are available, the secretary of the military department may be deemed to act on behalf of the member. In those cases involving missing Service members found dead, pursuant to 37 USC, the remarried surviving spouse should be notified when remains are recovered. Although the remarried surviving spouse has no blood relationship to the member, the prior marital relationship and the continuing interest in the member are the determining factors. The term “remarried surviving spouse” does not include one who obtained a divorce from the member or who remarried before a finding of death pursuant to 37 USC 551 through 558.

Non-hostile casualty

A person who becomes a casualty due to circumstances not directly attributable to hostile action or terrorist activity. Casualties due to the elements, self-inflicted wounds, and combat fatigue are non-hostile casualties.

Not seriously injured

The casualty status of a person whose injury or illness requires medical attention may or may not require hospitalization, and medical authority classifies as less severe than SI.

Office of Servicemen Group Life Insurance

The administrative office of SGLI and Veterans' Group Life Insurance for veterans, located at Office of the Servicemembers' Group Life Insurance, 80 Livingston Avenue, Roseland, NJ 07068-1733.

Overseas

All locations, including Alaska and Hawaii, outside the continental United States.

Loco parentis

Someone in the place of or instead of a person charged with a parent's duties and responsibilities. The natural father or mother, father or mother through adoption, or person who stood in relationship of a parent to the deceased for a period of at least 1 year prior to the Soldier reaching 18 years of age.

Part-time coverage

A Soldier who has part-time coverage is insured only during the specified duty periods and while proceeding directly to or from the place of duty. Coverage is not provided during work or study in connection with correspondence courses or while attending educational institutions in an inactive status.

Personnel records work center

The location where Soldiers' local records are maintained.

Presumptive finding of death

A declaration by the military service secretary or designee of the military service concerned, based upon a recommendation by a board or other official body that a person who was placed in a missing casualty status is dead.

Previously designated person

The person(s) (other than the missing person's PNOK or immediate Family) who the missing person specified in writing on the DD Form 93 to receive information on the whereabouts and status of the missing person.

Primary next of kin

A person of any age most closely related to the individual according to the line of succession. Seniority, as determined by age, will control when the persons are of equal relationship. In the case of a missing Soldier, the PADD is the PNOK by law (see DODI 1300.18 for additional information).

Posthumous promotion

Promotion to a higher grade following a casualty's death; however, this promotion is not for pay purposes.

Reporting Casualty Assistance Center

CAC having the geographic AOR for submitting the INIT to Commander, HRC (AHRC- PDC-M).

Responsible commander

Commander having summary courts-martial jurisdiction over the unit to which the missing individual is assigned (or a higher authority designated by a commander authorized to make such a designation).

Return to military control

The status of a person whose casualty status of DUSTWUN or missing has been changed due to the person's return or recovery by U.S. military authority.

Secondary next of kin

Any NOK other than the PNOK.

Seriously ill/injured

Casualty status of a person whose illness or injury requires medical attention and medical authority declares that death is possible, but not likely, within 72 hours and/or the severity of the injury is such that it is permanent and life altering.

Service-connected

A Service-connected death must have occurred in the LOD, and not as a result of the deceased Soldier's willful misconduct or negligence. It is not necessary that death occur while actually performing military duties or during military operations to be Service-connected.

State active duty

Response of National Guard personnel in support of natural or man-made disasters or homeland defense missions at the directive of the Governor. State active duty is based on State statute and policy as well as State funds; and the Soldiers remain under the command and control of the Governor.

Supporting Casualty Assistance Center

Any CAC other than the home station or reporting CAC that provides additional assistance or information for the casualty case.

Uniform resource locator

A Web site address, for example, <https://dcsa.hrc.army.mil>.

Unmarried spouse

A widow or widower who has remarried and through annulment, divorce, or death is no longer married.

Unremarried spouse

A widow or widower of a deceased Soldier who has not remarried.

United States Army Reserve and Army National Guard overnight training rule

Participating in or traveling to or from approved IDT in Federal service at the time of death. This period includes overnight stays immediately before the commencement of IDT or remaining overnight, between successive periods of IDT, at or in the vicinity of the site of the IDT.

Section III**Special Abbreviations and Terms**

This section contains no entries.

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