



SECRETARY OF THE ARMY
WASHINGTON

11 FEB 2021

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Army Directive 2021-04 (Casualty Support for Dependent Children)

1. References.

a. National Defense Authorization Act for Fiscal Year 2006, Public Law 109-163, Section 562, 119 Statute 3267 (2006)

b. Department of Defense Instruction 1300.18 (Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures), 8 January 2008, incorporating Change 1, effective 14 August 2009

c. Army Directive 2021-01 (Army Survivor Outreach Services Program), 7 January 2021

d. Army Regulation (AR) 638–8 (Army Casualty Program), 7 June 2019

2. Purpose. People are the Army's greatest strength, and we hold imperative the care of the Total Army Family. This directive expands the population authorized to receive the support of a Casualty Assistance Officer (CAO) and clarifies expectations and responsibilities for CAOs.

3. Applicability. The provisions of this directive apply to the Regular Army, Army National Guard/Army National Guard of the United States, and U.S. Army Reserve.

4. Policy.

a. Effective immediately, dependent children of personnel listed in AR 638–8, paragraphs 5–2a(1), (2), (9), and (10), are authorized a CAO on the death of their non-military parent or legal guardian. Appointment of a CAO to a dependent child can occur at any time after the death of their non-military parent or legal guardian.

b. The CAO will assist with the following:

(1) obtaining installation access for the guardian

(2) updating dependent child enrollment in Defense Enrollment Eligibility Reporting System and obtaining a new identification card

(3) updating dependent child enrollment in TRICARE

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(4) applying for any outstanding benefits and entitlements authorized pursuant to Federal statute

(5) coordinating for legal assistance

c. On completion of all the immediate responsibilities, the CAO will transfer the dependent child and the child's guardian to the servicing Survivor Outreach Services (SOS) coordinator for continued long-term case management pursuant to reference 1c. SOS coordinators will provide milestone management, such as changes in benefits, entitlements, financial stability, and recertification of enrollment of children in full-time education. SOS coordinators will refer dependent children and guardians who require changes to Federal entitlements or benefits, including the Survivor Benefit Plan, TRICARE elections, and education benefits, to the appropriate agency.

5. Proponent. The Deputy Chief of Staff, G-1 is the proponent for this policy and will incorporate the provisions of this directive into AR 638-8 within 2 years of the date of this directive.

6. Duration. This directive will be rescinded on publication of the revised regulation.



John E. Whitley
Acting

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