

**Army Regulation 638-8**

**Casualty and Mortuary Affairs**

# **Army Casualty Program**

**Headquarters  
Department of the Army  
Washington, DC  
23 June 2015**

**UNCLASSIFIED**

# ***SUMMARY of CHANGE***

AR 638-8

Army Casualty Program

This major revision, dated 23 June 2015--

- o Changes the publication's series and number from 600-8-1 to 638-8 (cover).
- o Removes the use of a Soldier and other clergy to accompany and assist the casualty notification officer (para 1-10).
- o Clarifies responsibilities of The Surgeon General and the Armed Forces Medical Examiner System for the Army Casualty Program (paras 1-19 and 1-20).
- o Establishes responsibility for the Chief of Chaplains (installation chaplain's office) to appoint and coordinate chaplain support to the notification mission throughout the Casualty Assistance Center areas of responsibility (para 1-24).
- o Establishes responsibility for commanders of garrisons and overseas communities to conduct a fatality review board for unattended deaths (para 1-32c and app J).
- o Establishes responsibilities for unit commanders to conduct unit memorials (paras 1-35e and 6-9).
- o Adds Reserve personnel in an authorized stay at their residence during inactive duty training to reportable personnel (para 2-6).
- o Identifies casualty reporting requirements for Department of Defense and Department of the Army Civilian personnel who become casualties (paras 2-6n, 2-6o, 2-6p, 2-6q, and 2-6r).
- o Implements new statutory requirements regarding death investigations and fatality reporting (chap 3).
- o Establishes procedures for rendering condolences when next of kin is already aware of Soldier's death (paras 4-4s and t).
- o Establishes requirements for casualty notification and casualty assistance training (paras 4-6 and 5-5).
- o Implements Army Directive 2009-02 (hereby superseded) authorizing travel to Dover Air Force Base for the dignified transfer of remains for the primary next of kin at Government's expense (paras 4-14, 4-15, 4-16, and 4-17).
- o Replaces casualty assistance officer report with casualty assistance report (paras 5-6, 5-8, 5-10, 5-11, 5-14, and 5-15).

- o Provides new data requirements for DA Form 4475 (Data Required By the Privacy Act of 1974 Personal Information From the NOK of a Deceased Service Member) (para 5-9).
- o Updates guidance requiring Soldiers to designate a person authorized to direct disposition of remains on DD Form 93 (Record of Emergency Data) (chap 8).
- o Establishes identical processing requirements for hostile and nonhostile missing person cases (chap 11).
- o Adds Army National Guard duty statuses (app I).



Effective 23 July 2015

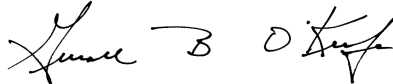
## Casualty and Mortuary Affairs

### Army Casualty Program

By Order of the Secretary of the Army:

**RAYMOND T. ODIERNO**  
*General, United States Army*  
*Chief of Staff*

Official:



**GERALD B. O'KEEFE**  
*Administrative Assistant to the*  
*Secretary of the Army*

**History.** This publication is a major revision.

**Summary.** This regulation prescribes policies and mandated tasks governing U.S. Army casualty operations, to include casualty reporting, casualty notification, and casualty assistance. It provides policy guidance and information to Casualty Assistance Centers and to Soldiers designated to perform the duties of a casualty notification officer or casualty assistance officer. This regulation also provides policies and information pertaining to casualty-related documentation, specifically the Department of Defense Form 93 (Record of Emergency Data), Servicemembers'

Group Life Insurance, and other life insurance programs administered by the Department of Veterans Affairs.

**Applicability.** This regulation 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. It also applies to the civilian workforce of each component.

**Proponent and exception authority.** The proponent of this regulation is the Deputy Chief of Staff, G–1. The proponent has the authority to approve exceptions or waivers to this regulation 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 regulation 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.

**Army internal control process.** This regulation contains internal control provisions in accordance with AR 11–2 and identifies key internal controls that must be evaluated (see appendix L).

**Supplementation.** Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from the Deputy Chief of Staff, G–1 (DAPE–ZA), 300 Army Pentagon, Washington, DC 20310–0300.

**Suggested improvements.** Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, U.S. Army Human Resources Command (AHRC–PDC–P), 1600 Spearhead Division Avenue, Fort Knox, KY 40122–5405.

**Distribution.** This publication is available in electronic media only and is intended for command levels A, B, 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.

#### Contents (Listed by paragraph and page number)

#### Chapter 1 Introduction, page 1

##### Section I

General, page 1

Purpose • 1–1, page 1

References • 1–2, page 1

Explanation of abbreviations and terms • 1–3, page 1

Responsibilities • 1–4, page 1

Policies overview • 1–5, page 1

Requirements control exemption • 1–6, page 1

\*This regulation supersedes AR 600–8–1, dated 30 April 2007; and Army Directive 2009–02, dated 3 April 2009.

## **Contents—Continued**

Casualty and Mortuary Affairs Operations Center • 1–7, *page 1*  
Casualty Assistance Centers • 1–8, *page 2*  
Principles of casualty support • 1–9, *page 3*  
Peacetime standards of service • 1–10, *page 3*  
Wartime standards of service • 1–11, *page 4*  
Public release of casualty information • 1–12, *page 4*  
Casualty and Mortuary Affairs Open Allotment • 1–13, *page 4*  
Defense Casualty Information Processing System • 1–14, *page 4*

### *Section II*

#### *Responsibilities, page 4*

Assistant Secretary of the Army (Manpower and Reserve Affairs) • 1–15, *page 4*  
Chief, National Guard Bureau • 1–16, *page 5*  
Deputy Chief of Staff, G–1 • 1–17, *page 5*  
Chief, Army Reserve • 1–18, *page 5*  
Office of the Surgeon General • 1–19, *page 5*  
Armed Forces Medical Examiner • 1–20, *page 6*  
Commanding General, U.S. Army Criminal Investigation Command • 1–21, *page 6*  
Commander, U.S. Army Combat Readiness/Safety Center • 1–22, *page 6*  
Commanding General, U.S. Army Human Resources Command • 1–23, *page 6*  
Chief of Chaplains • 1–24, *page 6*  
Commanding General, U.S. Army Installation Management Command • 1–25, *page 7*  
Director, G–9, Family and Morale, Welfare, and Recreation Programs, U.S. Army Installation Management Command • 1–26, *page 7*  
The Adjutant General • 1–27, *page 7*  
Commanders • 1–28, *page 7*  
Chief, General Officer Management Office • 1–29, *page 8*  
Commandant, Adjutant General School • 1–30, *page 8*  
Commanders, Continental United States Replacement Centers • 1–31, *page 8*  
Commanders of garrisons and overseas communities • 1–32, *page 8*  
Brigade-level commanders • 1–33, *page 8*  
Battalion commanders • 1–34, *page 9*  
Unit commanders • 1–35, *page 9*

## **Chapter 2**

### **Casualty Reporting, page 9**

Purpose • 2–1, *page 9*  
Privacy of casualty reports • 2–2, *page 10*  
Purpose of casualty reports • 2–3, *page 10*  
Types of casualty reports • 2–4, *page 10*  
Responsibility for reporting personal information • 2–5, *page 10*  
Reportable personnel • 2–6, *page 11*  
Unit-level reporting responsibilities • 2–7, *page 12*  
Casualty heads-up • 2–8, *page 12*  
Casualty Assistance Center level reporting responsibilities • 2–9, *page 12*  
Defense Casualty Information Processing System components • 2–10, *page 13*  
Reporting personnel as deceased • 2–11, *page 13*  
Reporting personnel as injured or ill • 2–12, *page 13*  
Reporting personnel as missing • 2–13, *page 13*  
Reporting suspected friendly fire casualties • 2–14, *page 14*  
Reporting military prisoners, other than enemy prisoners of war or interned enemy aliens • 2–15, *page 14*  
Reporting enemy prisoners of war and civilian internees • 2–16, *page 14*  
Reporting multiple casualties • 2–17, *page 14*  
Determining date and time of death or disappearance • 2–18, *page 14*  
Reporting deaths of individuals located overseas • 2–19, *page 15*

## **Contents—Continued**

Reporting deceased past and present Army general officers, Sergeants Major of the Army, and Medal of Honor recipients • 2–20, *page 15*

Casualty reporting during field training exercises • 2–21, *page 15*

### **Chapter 3**

#### **Death Investigation and Fatality Report Reporting Requirements, *page 15***

Informing casualty assistance and mortuary affairs of death investigations and/or fatality reports • 3–1, *page 15*

Updating Family on investigation progress • 3–2, *page 15*

Redaction requirements and guidance for death investigation and fatality reports provided to Families • 3–3, *page 16*

Coordination with civilian investigations • 3–4, *page 16*

### **Chapter 4**

#### **Casualty Notification, *page 17***

##### *Section I*

*Notification Tradition/Notification Requirements for Deceased, page 17*

Casualty notification for deceased • 4–1, *page 17*

Line of succession to establish primary next of kin • 4–2, *page 17*

Notification desires of casualty • 4–3, *page 18*

Rules for making notification for death casualty • 4–4, *page 18*

Selection of casualty notification officer • 4–5, *page 19*

Casualty notification officer training, certification, and recertification • 4–6, *page 20*

Chaplain support to casualty notification • 4–7, *page 20*

Hours of notification • 4–8, *page 21*

Notification scripts • 4–9, *page 21*

Cautions for personal notification • 4–10, *page 22*

##### *Section II*

*Notification Requirements for Injured or Ill, page 22*

Injured or ill casualty status requiring notification • 4–11, *page 22*

Rules for notification of injured or ill casualties • 4–12, *page 22*

Notification information • 4–13, *page 23*

##### *Section III*

*Dignified Transfer of Remains and Media Access, page 23*

Dignified transfer of remains • 4–14, *page 23*

Briefing the primary next of kin • 4–15, *page 23*

Dover Port Mortuary media access to dignified transfer of remains • 4–16, *page 23*

Family travel to the dignified transfer of remains • 4–17, *page 24*

### **Chapter 5**

#### **Casualty Assistance, *page 24***

Objectives of the Program • 5–1, *page 24*

Persons entitled to a casualty assistance officer • 5–2, *page 24*

Selection of casualty assistance officer • 5–3, *page 25*

Casualty assistance center responsibilities for selection, certification, and appointment of the casualty assistance officer • 5–4, *page 26*

Casualty assistance officer training and certification • 5–5, *page 26*

Casualty assistance officer packets • 5–6, *page 27*

Continuity of casualty assistance officer activities • 5–7, *page 27*

Execution of the casualty assistance mission • 5–8, *page 27*

Privacy of personal information • 5–9, *page 29*

Casualty assistance report • 5–10, *page 29*

Transfer to new casualty assistance officer • 5–11, *page 29*

Assisting next of kin of deceased retired Soldiers • 5–12, *page 30*

Assistance to next of kin of deceased Department of the Army Civilian employees • 5–13, *page 30*

## **Contents—Continued**

Release from casualty assistance duties • 5–14, *page 30*  
Disposition of documentation • 5–15, *page 30*  
Posthumous awards and decorations • 5–16, *page 30*

### **Chapter 6**

#### **Travel and Transportation Orders, *page 31***

Casualty assistance program for travel and transportation orders • 6–1, *page 31*  
Casualty status eligible for bedside travel • 6–2, *page 31*  
Individuals eligible for travel and transportation orders • 6–3, *page 31*  
Requesting travel and transportation orders for bedside travel • 6–4, *page 31*  
Travel and allowances for bedside travel • 6–5, *page 32*  
Duration of travel and transportation orders for bedside travel • 6–6, *page 32*  
Active duty Soldiers traveling on travel and transportation orders for bedside travel • 6–7, *page 32*  
Travel to dignified transfer of remains • 6–8, *page 32*  
Family travel to unit memorial event • 6–9, *page 33*

### **Chapter 7**

#### **Letters of Sympathy, Condolence, and Concern, *page 33***

##### *Section I*

##### *Letters of Sympathy, *page 33**

Description of letters of sympathy • 7–1, *page 33*  
Preparing letters of sympathy • 7–2, *page 33*  
Content of letters of sympathy • 7–3, *page 34*  
Review of letters of sympathy • 7–4, *page 34*

##### *Section II*

##### *Letters of Condolence and Concern, *page 34**

Purpose of condolence letters • 7–5, *page 34*  
Mailing condolence letters • 7–6, *page 34*  
Review of condolence letters • 7–7, *page 35*  
Letters of concern • 7–8, *page 35*

### **Chapter 8**

#### **DD Form 93, *page 35***

Overview • 8–1, *page 35*  
Confidential data • 8–2, *page 35*  
Importance of DD Form 93 • 8–3, *page 35*  
Commanders' responsibility for DD Form 93 • 8–4, *page 35*  
Use of the continuation and remarks section of DD Form 93 • 8–5, *page 36*  
Update, review, and disposition of DD Form 93 • 8–6, *page 36*  
Eligibility for death gratuity • 8–7, *page 36*  
Designation of beneficiary(ies) for the death gratuity • 8–8, *page 37*  
Nonpayment of the death gratuity • 8–9, *page 37*  
Designation of beneficiary(ies) for and payment of unpaid pay and allowances • 8–10, *page 37*

### **Chapter 9**

#### **Report of Casualty, *page 37***

DD Form 1300 • 9–1, *page 37*  
Preparation of DD Form 1300 • 9–2, *page 37*  
Certification and distribution of DD Form 1300 • 9–3, *page 37*

### **Chapter 10**

#### **Government Provided Insurance Programs for Military Families, *page 38***

Establishment of Servicemembers' Group Life Insurance • 10–1, *page 38*  
Changes to Servicemembers' Group Life Insurance programs • 10–2, *page 38*



## **Contents—Continued**

Insurance claims for deceased Soldiers and Family members • 10-3, *page 38*  
Proof of death and verification of insurance • 10-4, *page 38*  
Enrollment in and application for payments under Servicemembers' Group Life Insurance • 10-5, *page 39*  
Claims for traumatic injury protection under Servicemembers' Group Life Insurance • 10-6, *page 39*  
Servicemembers' Group Life Insurance and Veteran's Group Life Insurance • 10-7, *page 39*  
Termination of coverage • 10-8, *page 39*  
Restoration of terminated coverage • 10-9, *page 40*

## **Chapter 11**

### **Procedures for Casualties Involving Missing Persons (Nonhostile and Hostile), *page 40***

#### *Section I*

*General, page 40*

Implementation • 11-1, *page 40*

Explanation of terms • 11-2, *page 40*

Reporting personnel as duty status-whereabouts unknown or excused absence-whereabouts unknown • 11-3, *page 41*

Personnel files • 11-4, *page 41*

#### *Section II*

*Boards of Inquiry, page 41*

Appointment of boards of inquiry • 11-5, *page 41*

Initial board of inquiry • 11-6, *page 41*

Subsequent board of inquiry • 11-7, *page 42*

Next of kin rights • 11-8, *page 42*

Board procedures • 11-9, *page 43*

Legal advisor and counsel for missing persons • 11-10, *page 43*

Board findings and recommendations • 11-11, *page 45*

Record of board proceedings and legal review • 11-12, *page 45*

Final board action • 11-13, *page 45*

Further review board • 11-14, *page 46*

## **Appendixes**

**A.** References, *page 48*

**B.** Casualty Assistance Centers, *page 55*

**C.** Survivor Benefit Plan and Reserve Component Survivor Benefit Plan, *page 56*

**D.** Social Security Payments, *page 56*

**E.** Education Benefits, *page 58*

**F.** Civil Service Employment for Survivors, *page 59*

**G.** Department of Veterans' Affairs Interment Allowances and Death Pension, *page 59*

**H.** Lapel Buttons, *page 60*

**I.** Army National Guard – Casualty and Mortuary Affairs Process, *page 61*

**J.** Fatality Review Board, *page 62*

**K.** Casualty Training, *page 63*

**L.** Internal Control Evaluation, *page 65*

## **Table List**

Table I-1: Army National Guard status and benefits/entitlements table, *page 61*

## **Contents—Continued**

### **Figure List**

Figure 11-1: Letter of election board procedures, *page 44*

Figure 11-2: Flow chart of the missing reporting process, *page 47*

### **Glossary**

# Chapter 1 Introduction

## Section I General

### 1–1. Purpose

This Army regulation prescribes the policies and mandates responsibilities, operating tasks, and procedures for the Army Casualty Program. Casualty operations include casualty reporting, casualty notification, assisting Family members and beneficiaries with any associated benefits and entitlements, and working in conjunction with the Army Mortuary Affairs Program.

### 1–2. References

See appendix A.

### 1–3. Explanation of abbreviations and terms

See the glossary.

### 1–4. Responsibilities

See section II of this chapter.

### 1–5. Policies overview

In accordance with DODI 1300.18, the casualty procedures specified in this regulation are uniform with those of the other military departments except to the extent necessary to reflect the traditional practices and customs of the Army. This regulation provides an operating source document for field personnel. Everyone providing information to the casualty system should be aware that documentation, reports, board findings, or investigative reports may be released under the Freedom of Information Act (FOIA), Section 552, Title 5, United States Code (5 USC 552). All materials pertaining to a casualty should be well documented, properly filed, and stored for immediate retrieval upon request, in accordance with AR 25–400–2.

### 1–6. Requirements control exemption

The reports, notifications, and verifications prescribed in this regulation are exempt from management information control requirements under AR 335–15.

### 1–7. Casualty and Mortuary Affairs Operations Center

The Casualty and Mortuary Affairs Operations Center (CMAOC), U.S. Army Human Resources Command (HRC) (AHRC–PDC) is the lead agency for the Army Casualty Program and has technical supervision and oversight of Casualty Assistance Centers (CACs) worldwide. The CACs administer and operate the Army Casualty Program within a designated geographic area of responsibility (AOR) as listed in appendix B. A summary of the major functions of the Army Casualty Program is as follows:

*a. Casualty reporting.* Casualty reports are the source for information provided to the next of kin (NOK). They also track a casualty from the time of the incident until application for all benefits and entitlements is complete. It is of the utmost importance to provide CMAOC casualty information accurately, promptly, and in as much detail as possible. Reporting CACs will submit the initial casualty report (INIT) to CMAOC as soon as they receive key casualty information, normally within 12 hours from the time of the incident.

*b. Casualty notification.* This regulation specifies the notification mission including qualifications for casualty notification officers (CNOs), CMAOC training, and CNO certification. The CNO is appointed to notify the NOK of casualties who are deceased, duty status-whereabouts unknown (DUSTWUN) Soldiers, and excused absence-whereabouts unknown (EAWUN), Department of Defense (DOD) and Department of the Army (DA) Civilians. The CMAOC, the CAC, or the Soldier's rear detachment or parent command will notify NOK when Soldiers or DA and DOD Civilians become injured or ill.

*c. Casualty assistance.* The Army provides benefits and entitlements to eligible Family members and designated beneficiaries of deceased Soldiers or DA Civilians through their appointed casualty assistance officer (CAO). The CAO serves as the focal point for communication between the Army and the Family. The CAO assists beneficiaries who have need for ongoing communication with DA until the case is transferred to the Director, U.S. Army Installation Management Command (IMCOM), G–9. The objectives of casualty assistance are to assist the NOK—

- (1) During the period immediately following a casualty.
- (2) In settling claims, including application for, and receipt of, survivor benefits.
- (3) With other personal affairs related to the casualty.

*d. Army Fatal Incident Family Briefing.* Assists in briefing the Family on the results of the legal accident

investigation into a military-related accident causing a Soldier or DOD and/or DA Civilian's death. This includes self-inflicted deaths (see AR 638–34 and AR 600–8–4).

*e. Death investigations and fatality reports.* Fully and promptly inform the Family when an investigation into the Soldier's death is initiated, regularly provide updates on releasable investigation information, and coordinate with the release authority to provide the Family with redacted copies of investigations upon request. All updates to the Family will be coordinated among the investigating entities. All reportable deaths will be reported immediately to the Armed Forces Medical Examiner System (AFMES).

*f. Mortuary affairs.* The Army's Mortuary Affairs Program provides care and disposition of remains and the disposition of personal effects (PE). This program is closely related to, and dependent upon, the Army Casualty Program (see AR 638–2 and DA Pam 638–2).

*g. Line of duty determination.* The Army's Line of Duty (LOD) Program establishes a Soldier's or surviving Family member's eligibility for the Survivor Benefits Plan (SBP), disability payments, and benefits provided by the Department of Veterans Affairs (VA) (see AR 600–8–4).

*h. Military Funeral Honors Program.* Under provisions of AR 600–25, the Army provides military funeral honors (MFH) for eligible deceased Soldiers, Army retirees, and veterans.

*i. Family travel.* Publish and provide invitational travel authorization (ITA) for Family members eligible to travel at Government expense in the following circumstances:

(1) Travel to the bedside of eligible very seriously ill/injured (VSI), seriously ill/injured (SI), and not seriously ill/injured (NSI) Soldiers.

(2) Travel to attend unit memorial services.

(3) Travel to attend dignified transfer (DT) of remains.

(4) Travel to attend burial ceremony.

## **1–8. Casualty Assistance Centers**

The CACs manage casualty reporting, notification, assistance, funeral honors, training, and mortuary affairs within their geographic AOR and must have the capability to operate 24 hours a day, 7 days a week. The list of CACs and the geographic AOR that each serves is located on the CMAOC Web site (<https://www.hrc.army.mil/TAGD/CMAOC>) and in appendix B of this regulation. The CACs will—

*a.* Coordinate with other CACs and CMAOC to provide services, as necessary.

*b.* Establish 24 hours a day, 7 days a week operations points of contact (POCs) with appropriate civil authorities and local civilian or military treatment facilities (MTFs) to coordinate activities and exchange casualty information including procedures to receive DA Form 2984 (Very Seriously Ill/Seriously Ill/Special Category Patient Report) and to transmit them to CMAOC.

*c.* Provide CMAOC-certified CNOs and CAOs, escorts, summary court-martial officers (SCMOs), and so forth, as established by this regulation and AR 638–2.

*d.* Establish and operate procedures to obtain and verify Soldier and civilian emergency personal information and personnel records for casualty reporting and management.

*e.* Assist installation commanders (CDRs) in all aspects of casualty reporting during a civil disturbance.

*f.* Assist task force CDRs to establish casualty-reporting procedures for training exercises, contingency operations, and civil disturbances to ensure that casualty information flows quickly and accurately at all times. Duties of the casualty-reporting element will include the following:

(1) Institute effective procedures to ensure that casualty information flows quickly and accurately from the location of the incident, through the reporting chain, and up to the casualty-reporting unit.

(2) Establish immediate communication with the CDR in whose area the casualty-reporting element is deployed; the CDR from whose area Soldiers, DOD, DA Civilian personnel, or contractors authorized to accompany the Force are deployed; and the home unit CDR of Army National Guard (ARNG) and U.S. Army Reserve (USAR) Soldiers.

(3) Implement casualty reporting that includes use of the Defense Casualty Information Processing System (DCIPS) to prepare and submit casualty reports.

*g.* Manage casualty notification and assistance within assigned geographic AOR.

*h.* Coordinate with local CDRs to establish, execute, and maintain CMAOC standardized CNO and CAO training and certification programs for active duty, USAR, and ARNG personnel located in the CAC's geographic AOR.

*i.* Provide support to CNOs, CAOs, chaplains, unit escorts, SCMOs, and other funeral support personnel.

*j.* Maintain a roster of trained and certified personnel to provide CNO and CAO services. The CACs will utilize only currently trained and certified personnel to conduct CNO and CAO missions.

*k.* Perform DCIPS operations (for example, data entry, retrieval, and support).

*l.* Prepare and periodically review procedures for casualty-reporting operations to determine effectiveness.

*m.* Reconcile casualty status by comparing casualty information with military and civilian personnel records such as DD Form 93 (Record of Emergency Data), strength reports, and so forth.

*n.* Contingency CACs will also use military police and straggler reports, prisoner of war reports, MTF admission

and disposition reports, graves registration and mortuary interment reports, and intelligence information reports to reconcile casualty status.

*o.* In preparation for mass casualty incidents, CAC chiefs—

(1) Maintain a memorandum of agreement with the Mortuary Affairs Collection Point and MTFs within the CAC's geographic AOR allowing casualty liaison team involvement in administration, processing, and evacuation of casualties.

(2) Periodically review procedures to ensure that the following processes are in place:

*(a)* An effective mass casualty-reporting system.

*(b)* A timely determination of LOD status.

*(c)* A cut-off date and disposition instructions for casualty files.

*p.* Coordinate requests for ITAs for Family travel to the bedside for eligible Soldiers, unit memorial, and burial.

*q.* Obtain a memorandum of record from the unit CDR verifying the DD Form 93 and/or SGLV Form 8286 (Servicemembers' Group Life Insurance Election and Certificate) is the most current version on hand if the Soldier's signature on either form is over 1 year old.

*r.* Support CAOs providing death investigation and fatality report updates and briefings.

*s.* Support CDRs required to invite Family members to attend unit memorial services or events, to include:

(1) Identification (ID) of Family members who should be invited to attend all unit memorial services.

(2) Preparation of ITs for Family members eligible to travel to a unit memorial service at Government expense (see para 6-9).

### **1-9. Principles of casualty support**

*a.* The Army—

(1) Operates the casualty-reporting system in peacetime and wartime to ensure that CACs expeditiously report all individuals who become casualties to the CMAOC.

(2) Provides CMAOC 24 hours a day, 7 days a week operations. The CMAOC manages the flow of all casualty information and coordinates notification and assistance to the Families of Soldiers and Families of reportable DOD and DA Civilians.

(3) Develops procedures for all eligible casualties to ensure timely notification of the primary next of kin (PNOK) and secondary next of kin (SNOK), the person authorized to direct disposition of remains (PADD), and other designated beneficiaries.

(4) Provides casualty assistance to PNOK and PADD, parents who are SNOK, and other designated beneficiaries when individuals are reported officially as deceased, DUSTWUN, or EAWUN.

(5) In the event of an attack on, or natural disaster in, the United States, its territories or possessions, DOD may be required to provide support to civil authorities. When directed by proper authority to provide support to civil authorities, the Army through the CMAOC provides written guidance as that support pertains to the Army Casualty Program.

*b.* Other agency support—

(1) The Director, Department of Veterans Affairs monitors all veteran and retirement insurance programs listed in this regulation.

(2) The Director, Office of Servicemembers' Group Life Insurance (SGLI) oversees SGLI, Family Servicemembers' Group Life Insurance (FSGLI), Traumatic Servicemembers' Group Life Insurance (TSGLI), and Veterans' Group Life Insurance (VGLI) payments.

### **1-10. Peacetime standards of service**

*a.* When a reportable casualty occurs, each level of command will initiate an initial informational telephone call to the next higher level in the reporting chain up to the reporting CAC, which will continually reconcile, verify, and consolidate incoming information before passing it to the CMAOC.

*b.* A field-grade officer from the casualty's unit will review and approve the detailed circumstances of the incident that are reported to the CAC unless the initial incident report is coming from local civilian authorities.

*c.* The CACs will expeditiously document casualties, perform notification, and account for every reportable casualty.

*d.* A team composed of a uniformed Service representative and an active duty, USAR, ARNG chaplain, or other military Service chaplain will notify the individual's PNOK, SNOK, and other designated beneficiaries in person in the event of death, missing, or DUSTWUN cases.

*e.* Family notification by a trained and certified CNO will include all known information concerning the date, location, and detailed circumstances under which the casualty occurred.

*f.* A representative from either CMAOC or the unit's rear detachment or parent command will notify the PNOK by telephone for VSI and SI Soldiers and reportable DOD and DA Civilians.

*g.* An appointed, trained, and certified CAO will assist those receiving benefits and entitlements, or otherwise entitled to casualty assistance service.

*h.* Standards of service are the same during wartime and peacetime unless the number of casualties exceeds the one-on-one notification and assistance capabilities of the Army, at which time the CMAOC may modify standards.

### **1–11. Wartime standards of service**

During wartime, units will report all casualties found on the battlefield to include American civilians, DOD or DA Civilians, contractors, and personnel of other Services (see para 2–6 for a detailed list of reportable personnel).

- a.* Units will immediately report all suspected or confirmed incidents of friendly fire.
- b.* Units will record casualties that result from contingency operations on DA Form 1156 (Casualty Feeder Card). To ensure accuracy without delay or as the battlefield allows, units will verify information on the DA Form 1156 before forwarding it to the appropriate adjutant (S1) or division G–1.
- c.* A field-grade officer from the casualty's battalion (BN) level unit will review and approve the completed DA Form 1156, INIT, and supplemental casualty report for deceased, DUSTWUN, or EAWUN with particular focus on timeliness of reports, detailed circumstances, and verification of the inflicting force.
- d.* When a reportable casualty occurs, every level of command will initiate an initial informational heads-up telephone call to the next higher level and pass casualty information to the contingency CAC. The CAC will continually reconcile, verify, and consolidate incoming information before passing it to CMAOC.
- e.* The verified casualty report will be transmitted to CMAOC as quickly as possible.
- f.* The casualty liaison teams will be assigned to field hospitals, Mortuary Affairs Collection Points, and other locations best suited to capture casualty information.

### **1–12. Public release of casualty information**

AR 360–1 provides guidelines for public release of casualty information. Casualty information will not be released to the public until 24 hours after the Army notifies all appropriate NOK. In cases where there is or may be news media or public interest, the CAC must advise CMAOC, as well as the appropriate public affairs officer concerned, after completing notification of NOK. When multiple deaths occur in a single incident, the 24-hour clock does not start until the last NOK is notified. The 24-hour clock starts over each time the NOK is notified of a change in the casualty's status.

### **1–13. Casualty and Mortuary Affairs Open Allotment**

The CMAOC is the lead proponent and has oversight over the Casualty and Mortuary Affairs Open Allotment. Open Allotment provides funding for expenses directly related to casualty operations, disposition of remains and PE, travel in support of certain casualty and mortuary affairs requirements, operational supplies, and equipment during contingency and military operations. Open Allotment is used only for those expenses that cannot be foreseen or programmed in advance. It is not intended to be used for normal or routine operating expenses. See AR 638–2 for detailed information concerning the Casualty and Mortuary Affairs Open Allotment. Refer questions concerning the use of this allotment to CMAOC (see Open Allotment authorization in annually distributed memorandum for authorized expenditures).

### **1–14. Defense Casualty Information Processing System**

- a.* DCIPS is the system of record for all casualty and mortuary affairs information.
- b.* Development or use of any other automated system to report or record casualty and mortuary affairs information is unauthorized except for the MFH database. This does not preclude CACs or units from using approved office desktop applications on U.S. Army approved desktop personal computers for temporary local record keeping purposes.
- c.* DCIPS is the DOD functional information system for casualty and mortuary affairs information processes. DCIPS enforces uniform casualty reporting and case management procedures, accounting, and accurate reporting of casualties, ensuring Family members, benefits and entitlements tracking, coordination of mortuary affairs, progress reports for injured/ill, and funeral claim adjudication for deceased personnel for current and past conflicts, DCIPS is the primary source of information when communicating with Family members and provides a real-time word-wide capability so the entire case history is immediately available to all authorized users.
- d.* All CAC personnel assigned to perform the multitude of casualty and mortuary affairs functions will be proficient in the use of DCIPS. DCIPS training guides are the official guides for users of all DCIPS components. Training guides are available on the DCIPS Web site (<https://dcsb.hrc.army.mil>).
- e.* Functional requirements for DCIPS are approved by the DCIPS Configuration Control Board.

## **Section II Responsibilities**

### **1–15. Assistant Secretary of the Army (Manpower and Reserve Affairs)**

The ASA (M&RA) has the principal responsibility for setting the strategic direction and providing overall supervision for the Army Casualty Program. The ASA (M&RA) will—

- a.* Exercise Army Secretariat oversight for the Army Casualty Program.

- b. Represent the Army with counterpart offices in the Office of the Secretary of DOD agencies.
- c. Formulate and oversee policies and programs within Army casualty operations, consistent with statutes and the objectives of the Secretary of the Army (SECARMY).
- d. Ensure effective coordination of policies and programs with DA.
- e. Is delegated responsibility and authority to act on behalf of the SECARMY concerning the denial of funeral honors in accordance with 10 USC 985.
- f. Maintain a small Secretariat staff for oversight of Army Casualty Program's performance, assist with development of policy and strategy, and promote communication of the policy and strategy to both internal and external audiences.

#### **1-16. Chief, National Guard Bureau**

The Chief, NGB ensures the Director, ARNG—

- a. Under the oversight of the ASA (M&RA), and in conjunction with, the DCS, G-1 will develop policies and procedures within the ARNG to support the Army Casualty Program, consistent with this regulation, for all casualties.
- b. Support CMAOC and IMCOM garrisons in the execution of the Army Casualty Program.
- c. Establish a program in conjunction with supported CACs to train and certify CNOs and CAOs in accordance with CMAOC standards in support of the Army Casualty Program and provide those trained and certified Soldiers for notification and assistance to Soldiers' Families of all components.
- d. Implement the Army Casualty Program within the ARNG to support ARNG Soldiers who die while not in an active duty status. Ensure Families of Soldiers in this category are provided the assistance necessary to apply for SGLI and any other benefits associated with the duties that the state provides to the ARNG Soldier.
  - (1) Properly dispose of the Soldier's personnel records according to AR 600-8-104.
  - (2) Issue, or have issued at State level, DD Form 1300 (Report of Casualty) for all deceased ARNG Soldiers except those who are managed by CMAOC.
  - (3) Establish policies and procedures to ensure Soldiers are informed of their SGLI benefits and to ensure that their SGLI premiums are paid. For detailed information, visit the VA Web site (<http://www.insurance.va.gov/miscellaneous/index.htm>).
  - (4) Certify Soldier eligibility for SGLI and Family member eligibility for FSGLI to the Office of SGLI.
- e. Be in compliance with additional responsibilities under the Survivor Outreach Services Program (SOS).

#### **1-17. Deputy Chief of Staff, G-1**

The DCS, G-1 is the Army Staff proponent for all aspects of the Army Casualty Program, to include the SGLI, FSGLI coverage, TSGLI, and VGLI programs. Under the oversight of the ASA (M&RA), the DCS, G-1 will develop personnel policies relating to the Army Casualty Program, to include publication of any supplement(s) to this regulation. This supplement will further outline policy and procedures for notification and assistance to Families of DOD Civilian and DA Civilian employees who become reportable casualties.

#### **1-18. Chief, Army Reserve**

The Chief, Army Reserve (USAR) will—

- a. In conjunction with the DCS, G-1 develop policies and procedures within the USAR to support the Army Casualty Program, based on this regulation, for all casualties.
- b. Support CMAOC and the IMCOM garrisons in the execution of the Army Casualty Program.
- c. Establish a program in conjunction with the supported CACs to train and certify CNOs and CAOs in support of the Army Casualty Program and provide those trained and certified Soldiers for notification and assistance to Soldiers' Families of all components.
- d. Implement the Army Casualty Program within the USAR to support Soldiers who die while not in an active duty status. Ensure Families of Soldiers in this category are provided the help necessary to apply for SGLI and any other benefits associated with the duties as a Reservist.
  - (1) Properly dispose of the Soldier's Army Military Human Resource Record (AMHRR) according to AR 600-8-104.
  - (2) Establish policies and procedures to ensure Soldiers are informed of their SGLI benefits and to ensure that their SGLI premiums are paid. For detailed information, visit the VA Web site (<http://www.insurance.va.gov/miscellaneous/index.htm>).
- e. Be in compliance with additional responsibilities under SOS.

#### **1-19. Office of the Surgeon General**

The Surgeon General will establish procedures to ensure the CMAOC is notified of the initiation of a DOD suicide event report or other fatality report pertaining to a deceased Soldier, DOD Civilian, DA Civilian, or authorized contractor who accompanies the Force in accordance with chapter 3.

*Note.* The MTFs make timely notifications to installation CACs in accordance with chapter 2.

### **1–20. Armed Forces Medical Examiner**

The Armed Forces Medical Examiner will establish procedures to notify CMAOC of forensic investigations.

### **1–21. Commanding General, U.S. Army Criminal Investigation Command**

The CG, CID will—

*a.* Inform CMAOC of initiation of all CID investigations involving deceased Soldiers, DOD Civilians, DA Civilians, or authorized contractors who accompany the Force, comply with requirements outlined in chapter 3, and provide electronic notification of the final investigative findings to the CDR, HRC (AHRC–PDC–M) [usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil).

*b.* Ensure the CID investigating officer coordinates with the investigating officer conducting the unit AR 15–6 investigation of a Soldier's suicide prior to presentation of the results of either investigation to the Family. This ensures that any conflicting information can be explained to the Family. CID and the unit will coordinate with the Family's CAO for scheduling of Family briefings to minimize the emotional toll on the Family. This regulation is not intended to provide the PNOK with information not otherwise releasable under the FOIA (5 USC 552); The Privacy Act (5 USC 552a); or the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (Public Law (PL) 104–191). When necessary, this copy can be redacted to limit confidential information.

### **1–22. Commander, U.S. Army Combat Readiness/Safety Center**

The CG, USACR/Safety Center will inform CMAOC (AHRC–PDC–M) ([usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil)) of initiation of all accident investigations involving a deceased Soldier, DOD Civilian, DA Civilian, or authorized contractor who accompanies the Force and comply with requirements outlined in chapter 3.

*Note.* The release of information from accident investigation reports is limited. See AR 385–10 for additional information on the proper release of information from accident investigation reports.

### **1–23. Commanding General, U.S. Army Human Resources Command**

The CG, HRC establishes standards and mandatory operating tasks for the Army Casualty Program. The CG, HRC will—

*a.* Publish peacetime and wartime policies and procedures, and establish standards for the Army Casualty Program.

*b.* Ensure accurate and timely casualty reporting through continuous monitoring and reconciliation with secondary sources.

*c.* Coordinate and monitor for prompt, accurate, and professionally executed casualty notification.

*d.* Administer all aspects of the Army Casualty Program to include, but not limited to, establishment of minimum training and performance standards for CACs, CNOs, CAOs, SCMOs under provisions of AR 638–2, and unit escorts.

*e.* In coordination with IMCOM, designate CACs by geographic AOR.

*f.* Provide technical support and guidance to CACs worldwide.

*g.* Issue a DD Form 1300 on those categories of casualties identified in paragraph 2–6.

*h.* Posthumously promote Soldiers according to applicable promotion regulations, and issue a DA Form 3168 (Posthumous Promotion Certificate (Enlisted)).

*i.* Disseminate guidance on any new policies and procedures related to the Army Casualty Program incurred through changes in law, DODIs, Army Directives, Army leadership initiatives, VA, and other applicable regulations and policies.

*j.* Certify eligibility for SGLI and FSGLI to the Office of SGLI for those persons listed in paragraph 10–1.

*k.* Prepare letters of condolence for the SECARMY and the Chief of Staff of the Army signatures for all military-related deaths.

*l.* Execute policy and provide program development guidance relating to fatal training/operational accident presentations defined by AR 638–34.

*m.* Manage the casualty ITA program for the Army.

*n.* Ensure that performance evaluation regulations state that supervisors are encouraged to record comments relating to their Soldier's CAO duty annotated on their evaluation reports.

*o.* Develop and field standardized training media to support all aspects of the Army Casualty Program.

*p.* Provide for and oversee short-term casualty support to surviving Families and beneficiaries. Coordinate with IMCOM, G–9 to ensure a seamless transition of cases to long-term assistance.

### **1–24. Chief of Chaplains**

The Chief of Chaplains will establish standards and training requirements for chaplains assigned to serve with CNO teams and will coordinate such standards and training with CMAOC.



## **1–25. Commanding General, U.S. Army Installation Management Command**

The CG, IMCOM will—

- a.* Ensure all garrisons and communities within its purview are resourced to carry out all aspects of the Army Casualty Program.
- b.* Coordinate with CMAOC, as needed, to modify CAC designations identified in appendix B to this regulation to include designation of installations or commands as CACs in support of contingency operations, as required upon mobilization, activation, or deactivation of installations.
- c.* Ensure prompt corrective action is taken for any identified CAC-related performance deficiencies.

## **1–26. Director, G–9, Family and Morale, Welfare, and Recreation Programs, U.S. Army Installation Management Command**

The Director, G–9, IMCOM will—

- a.* Maintain program oversight and case management for all aspects of long-term casualty assistance under SOS.
- b.* Coordinate with CMAOC to ensure a seamless transition of cases from short-term to long-term assistance.

## **1–27. The Adjutant General**

The Adjutant General (TAG) will coordinate all requests for denial of funeral honors. The TAG consolidates the recommendations from the Soldier's chain of command, coordinates with the Director of the Army Staff (DAS), and submits the recommendation to the DASA–MP. The recommendation is then forwarded to ASA (M&RA), who acts on behalf of the SECARMY to render a decision regarding denial of MFH.

## **1–28. Commanders**

CDRs at all levels will—

- a.* Monitor and assist in the administration of the Army Casualty Program to ensure compliance with policies and mandatory tasks of this regulation.
- b.* Ensure that subordinate CDRs train basic casualty-reporting procedures and standards, down to the individual Soldier.
- c.* Ensure that deploying units include personnel trained in the following:
  - (1) Casualty reporting including data requirements.
  - (2) Use of the DA Form 1156, DCIPS formats specified for casualty reporting.
  - (3) The Army Casualty Program.
- d.* Support all Army Casualty Program taskings from CACs to include provision of personnel qualified for training and assignment as CNOs, CAOs, chaplains, escorts, SCMOs, and MFH teams.
- e.* Establish procedures to ensure Soldiers understand the purpose of SGLI and FSGLI programs and the need to maintain current beneficiary information on applicable SGLI forms.
- f.* Provide Soldiers the opportunity to apply for, or decline, SGLI and FSGLI.
- g.* Monitor the designated human resource personnel to ensure that Soldiers prepare DD Form 93 and SGLV forms.
- h.* Ensure that Soldiers keep DD Form 93 and SGLV Form 8286 up-to-date at all times.
- i.* Assist supported CAC to maintain accurate rosters of trained and certified CNOs, CAOs, and chaplains by providing CACs with regular updates concerning the availability and deployment of certified Soldiers.
  - (1) The CDR having 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 investigations (formal or informal) in accordance with AR 15–6 for all hostile deaths, deaths resulting from military-related accidents, deaths and injuries resulting from suspected friendly fire, and deaths resulting from suspected suicide. The CDR will notify the local CID office when an AR 15–6 investigation is initiated. For military-related accidents, CDRs will initiate separate safety investigations in accordance with provisions of AR 385–10. This does not preclude CDRs from initiating an investigation into a death whenever circumstances warrant. Once a death investigation of any type is initiated, CDRs are required to notify CMAOC and to comply with reporting provisions outlined in chapter 3. The CDR will review requirements in DA Pam 600–24 to prepare the CDR's Suspected Suicide Event Report.
  - (2) For suspected or confirmed incidents of friendly fire, the CDR will notify CMAOC, USACR/Safety Center, and CID of the incident. All CDRs will forward progress reports while the investigation is underway and a copy of all completed investigation reports (accident, LOD, hostile, or other) to CDR, HRC (AHRC–PDC–M) or electronically (usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil) and comply with other requirements of chapter 3.
- j.* Establish procedures within personnel work centers to ensure spouses of married Soldiers are notified, in writing, whenever the Soldier elects to name a beneficiary for SGLI or for receipt of the death gratuity (DG) in addition to or other than the spouse.
- k.* Establish procedures (at garrison and community level) to ensure that all installation support activities provide

prioritized and expedited casualty-related support (for example, ID card activities, benefits counseling, legal and tax assistance, bereavement counseling, and so forth) to CAOs and surviving Family members.

### **1–29. Chief, General Officer Management Office**

The GOMO will coordinate with CMAOC and Army leadership for the appointment of a CAO, when requested by the Family, upon the death of an active duty general officer or a retired four-star general officer, regardless of component.

### **1–30. Commandant, Adjutant General School**

The Commandant, AG School will—

- a.* Appoint a casualty operations subject matter expert and doctrinal proponent.
- b.* Publish doctrinal literature for Army casualty reporting.
- c.* Serve as the Service proponent for teaching the Army Casualty Program.
- d.* Develop doctrine, and establish and conduct personnel training to support casualty operations in coordination with CMAOC and this regulation.

### **1–31. Commanders, Continental United States Replacement Centers**

The CDRs of CONUS Replacement Centers will—

- a.* Ensure the following documents are properly updated and filed in the AMHRR (interactive Personnel Electronic Records Management System (iPERMS)) for each deploying Soldier: DD Form 93, SGLV Form 8286, mobilization orders, enlisted record brief, DA Form 4037 (Officer Record Brief), or DA Form 2–1 (Personnel Qualification Record). Create a personnel file for each deploying DOD or DA Civilian or contractor consisting of an up-to-date DD Form 93, verification of employment document, and other documents, as directed.
- b.* Ensure all Soldiers' casualty documents (applicable SGLV forms and DD Form 93) are uploaded into iPERMS.

### **1–32. Commanders of garrisons and overseas communities**

Only those installations or commands identified in appendix B are authorized to implement and operate the Army Casualty Program (casualty reporting, notification, and assistance) within their designated geographic AOR. The office that executes the Army Casualty Program within the installations or commands will be called the CAC. These CDRs will—

- a.* Be responsible to task all active duty, USAR, and ARNG units within the CAC's geographic AOR for support to all aspects of the Army Casualty Program, to include CAOs, CNOs, MFH teams, escorts, chaplain support, and other support deemed necessary to accomplish the objectives of the Army Casualty Program.
- b.* Establish, resource, and operate a casualty operations and assistance program that accomplishes the requirements established by this regulation.
- c.* Establish and operate installation or community fatality review board responsible for performing the tasks described in appendix J.
- d.* In anticipation of mass casualty events—
  - (1) Develop and maintain an operations plan that identifies responsibilities in the event of a mass casualty within the CAC's geographic AOR.
  - (2) Identify and train Soldiers and designated civilians from local commands to serve as casualty liaison teams at the installation hospital or clinic, Mortuary Affairs Collection Points, and local area hospitals to assist as augmentees when the number of casualties exceeds the normal operating capacity of the CAC.
  - (3) Garrison CDRs who have CACs will ensure that key installation activities (for example, Defense Military Pay Office, Military Personnel Division, and Installation Chaplain Office) that support the Army Casualty Program have on-call capability for 24 hours a day, 7 days a week operations. The CACs will manage the Casualty and Mortuary Affairs Open Allotment in accordance with AR 11–2, AR 11–7, and AR 638–2.

### **1–33. Brigade-level commanders**

Brigade (BDE)-level CDRs will monitor and coordinate all aspects of deceased casualty case management, to include but not limited to—

- a.* Ensure the accuracy and completeness of casualty reports.
- b.* Validate the accuracy of casualty and casualty incident information in comparison to what is reported on serious incident reports through operational channels.
- c.* Initiate and report through casualty channels of any and all investigations surrounding a death, to include periodic updates until investigations have been completed.
- d.* Confirmation of completion of LOD determinations.
- e.* Written and telephonic contact with the NOK by the chain of command to ensure that the Family's questions have been addressed, focusing particularly on the letter of sympathy that contains a detailed description of the events surrounding the death, letters of condolence from other echelons in the chain of command, and the BN CDR's telephone call within 72 hours of completion of all notifications. Coordination among the investigating agencies (CID,

AR 15–6 investigating officer, and LOD investigating officer) prior to contact with the NOK will ensure a consistent message is communicated to the NOK.

- f.* Prompt processing of any posthumous awards or promotions within the CDR’s discretion.
- g.* Ensure letters of condolence, sympathy, and concern are completed.
- h.* Ensure that unit memorial services or events take place.
- i.* Secure, account for, and expedite return of all PE in accordance with AR 638–2.
- j.* Ensure all Soldiers review and update their DD Form 93, SGLI coverage, and DA Form 4037 or enlisted record brief in preparation for deployment and at regular intervals during peacetime.
- k.* Ensure all BDE human resources professionals comply with the requirements of 38 USC 1967 regarding spousal notification of SGLI benefits.

#### **1–34. Battalion commanders**

Battalion (BN) CDRs or a BN field-grade designee will—

- a.* Ensure the accuracy, completeness, and timeliness of the casualty information submitted to the CAC during peacetime, military, and contingency operations, with particular focus on detailed circumstances which capture the essential information used in making NOK notification.
- b.* Request the local police or civilian medical authority to provide an accurate account of the circumstances surrounding all other deaths.
- c.* Report any investigations concerning the casualty incident to the CAC, which will report it to CMAOC in accordance with chapter 3.
- d.* Request exceptions from CMAOC if units cannot meet above requirements.
- e.* Send a letter of sympathy that provides a detailed description of the circumstances surrounding the death (see chap 7).
- f.* Establish procedures that limit unofficial communication of information prior to completion of NOK notification.
- g.* Establish procedures with rear detachments and parent commands to facilitate notification of injured or ill Soldiers or DOD and/or DA Civilians in coordination with CMAOC and the supporting CAC during military and contingency operations.
- h.* Contact the Family by telephone or other electronic means within 72 hours of completion of all notifications to offer their condolences and to relay the circumstances, as they are known at the time, concerning the incident that resulted in the Soldier’s death, consistent with AR 638–34.
- i.* Report any investigations concerning the casualty to CMAOC. At all times, the CDR will be mindful of operational security. When an investigation is still pending, inform the Family of such and contact the Family again as soon as the investigation is complete.

#### **1–35. Unit commanders**

In support of notification and assistance missions, local Army CDRs will—

- a.* Designate a sufficient pool of qualified personnel for the responsible CAC to train, certify, and appoint for CNO or CAO duties.
- b.* Release the CAO from all conflicting duties and requirements until the CAC releases the CAO back to the unit. In accordance with applicable Army guidance, rating officials of Soldiers with substantiated issues incidents regarding Army performance objectives and/or command special interest items during this rating period will include such information on evaluation reports. Written comments with regard to Soldier’s performance as CAO may be considered.
- c.* Ensure all personnel are trained in the proper completion and use of DA Form 1156.
- d.* Implement procedures to preclude unauthorized communication with the NOK concerning casualty incidents until after official notification has been completed.
- e.* Conduct a memorial event (memorial ceremony or memorial service, as required by AR 600–20) for a Soldier who dies while assigned to their unit. CDRs will notify the supporting CAC of the time and place of unit memorial events.

## **Chapter 2 Casualty Reporting**

### **2–1. Purpose**

For purposes of casualty reporting, a casualty is defined as any person lost to an organization by reason of having been declared deceased, DUSTWUN or EAWUN, missing, injured, or ill. This chapter discusses policies and guidance governing casualty reporting to include reportable personnel, incidents, and status requiring casualty reports and use of DCIPS. Casualty information listed on DA Form 1156 is reported 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 NOK, preparing letters of sympathy, and awards documentation. In addition, these reports become part of the permanent historical record in DCIPS.

## **2-2. Privacy of casualty reports**

Casualty reports will be unclassified to the maximum extent possible in accordance with DODI 1300.18. Casualty reports will be marked For Official Use Only (FOUO) unless a proper classification authority determines another classification level should be used. Regardless, casualty information is considered personal, private, and is protected by the Privacy Act of 1974 (5 USC 552a), and may be exempt from disclosure pursuant to FOIA. However, certain elements of the case are releasable to the public. The CAC's servicing Public Affairs Office and staff judge advocate should be consulted prior to the public release of any personal information.

## **2-3. Purpose of casualty reports**

The casualty report is a management tool used to document and track reportable individuals who become casualties. Information contained in the report is used to update the NOK, supporting CACs, casualty personnel, DA, and other agencies that have a need to know. In most cases, when a person becomes a casualty, the NOK is not nearby and cannot obtain information directly. As a result, particularly during the early and usually most critical period of medical treatment, CMAOC personnel depend on the casualty-reporting process to keep the NOK informed.

## **2-4. Types of casualty reports**

There are four types of casualty reports, each designed to contain different categories of information. The four types are:

*a.* 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 DA Form 1156. The CAC reports the circumstances of the casualty incident and includes the initial medical diagnosis, if available. Essential information includes—

- (1) First and last name.
- (2) Social security number (SSN).
- (3) Casualty type, status, and category.
- (4) Personnel type, affiliation, and category.
- (5) Field report number.
- (6) Military unit of assignment.
- (7) Date and time of incident.
- (8) Circumstances and remarks.

*b.* At times, it may be necessary to forward the INIT before all information has been collected or verified. Delay will defer notification and may cause additional burdens for the Family. However, missing or unverified information must be identified as such in the "Remarks" data field. Indicate that additional information or verification is forthcoming. A BN-level field-grade review is required for all deceased, DUSTWUN, and EAWUN casualty reports.

*c.* Supplemental casualty reports are used to provide updated or amended, nonmedical information.

*d.* A status change casualty report is required only when a reported person's status changes from—

- (1) Any status to deceased.
- (2) Missing to return to military control.
- (3) DUSTWUN or EAWUN to any other status.

*e.* Progress casualty reports are used to update medical progress of hospitalized, injured, or ill persons in an NSI, SI, or VSI casualty status in order to keep the NOK (not at bedside) informed of the medical condition of casualties. A progress casualty report is required at least every 24 hours for VSI and SI and whenever the medical condition changes from one status to another. A progress casualty report is also required upon discharge from a MTF or transfer to another MTF until the case is closed.

## **2-5. Responsibility for reporting personal information**

*a.* Up-to-date personal data is essential for accurate casualty reporting. Incorrect contact information will delay notification. Ultimately, the Soldier or DOD and/or DA Civilian is responsible for ensuring that his or her DD Form 93 is current and accurately reflects his or her wishes.

*b.* For purposes of casualty reporting, responsibility for providing personal data is assigned to the organization most likely to have control of the required records. In the case of Soldiers transitioning from one duty station to another, the losing CAC will submit personal data for Soldiers who have signed out of their command, but who have not yet signed into the gaining command.

*c.* The CMAOC case manager has overall responsibility for ensuring that the casualty record is complete and that the home station CAC supplies and verifies any data that is not available to CMAOC.

## 2-6. Reportable personnel

Casualty reports are required when military and civilian personnel listed below become deceased, DUSTWUN, EAWUN, injured, or ill.

*a.* All active duty Soldiers are reportable. The term active duty includes Soldiers in an Active Guard Reserve (AGR) status, USAR, and ARNG Soldiers mobilized under 10 USC, Soldiers serving in a “Sanctuary” status, and recalled retired Soldiers.

*b.* All USAR and ARNG Soldiers staying at their residence when so authorized by proper authority during the period of such inactive duty training or between successive days of inactive duty training, and/or while en route to or from, or while participating in the following authorized training activities (see app I for additional ARNG duty status information):

- (1) Annual training.
- (2) Active duty for training (ADT).
- (3) Full-time National Guard duty (FTNGD). National Guard Soldiers serving pursuant to state active duty orders are not reportable.
- (4) Temporary tour of active duty.
- (5) Initial ADT.
- (6) Scheduled inactive duty training (IDT).

*Note.* Refer to the NGR 350-1 for additional details relevant to the various types of IDT periods and assemblies for ARNG Soldiers (for example, readiness management periods, additional training periods, and additional unit training assemblies, MFH details).

- (7) Active duty for operational support (ADOS) (ARNG/USAR).
  - (8) Contingency operations-active duty for operational support.
  - (9) Special ADT.
- c.* Individuals traveling to and from or at a place for final acceptance for entry on active duty with the Army. This includes personnel in the Future Soldier Training Program participating in U.S. Army Recruiting Command approved activities.
- d.* Cadets and students enrolled in Reserve Officers’ Training Corps (ROTC) performing authorized training or travel (see 5 USC 8140 or 36 USC 2110).
- e.* United States Military Academy cadets.
- f.* Soldiers in an absent without leave (AWOL) status.
- g.* Soldiers in a deserter status.
- h.* Members of other Services. When a person from another Service becomes a casualty and the sponsoring Service is not in the immediate area, the CAC that would submit a report for Army personnel will handle the initial reporting.
- i.* Deceased retired general officers, regardless of component.
- j.* Deceased retired Soldiers who held the office of Sergeant Major of the Army.
- k.* Deceased Medal of Honor recipients.
- l.* All other retirees who die, including temporary disability retired list and permanent disability retired list retirees and those covered in accordance with 10 USC 12731 (for example, retirees not yet receiving retirement pay).
- m.* Soldiers that are separated or discharged from Service and who die within 120 days of separation from the Army. This includes those ARNG and USAR Soldiers who are released from active duty upon demobilization. This does not include Soldiers who were activated for training duty and remain with a Reserve unit after their separation from active duty even though they received a DD Form 214 (Certificate of Release or Discharge from Active Duty).
- n.* DA Civilian employees paid from appropriated funds that die during travel status or temporary duty (TDY) within the United States.

*Note.* When a reportable deceased civilian is found to be a retiree of any Service or current USAR or ARNG member after the INIT is transmitted, the responsible CAC will notify CMAOC of the retired, USAR, or ARNG status.

*o.* DA Civilian employees paid from appropriated funds and DOD Civilian employees of the agencies listed below while assigned, deployed, or TDY outside the United States—

- (1) Defense Policy Board.
- (2) Advisory Committee Office of Net Assessment.
- (3) Office of Inspector General.
- (4) Defense Criminal Investigative Service.
- (5) European Command.
- (6) Southern Command.
- (7) Joint Special Operations Command.
- (8) U.S. Forces, Korea.
- (9) Defense Commissary Agency.
- (10) Defense Contract Audit Agency.

- (11) Defense Contract Management Agency.
- (12) Defense Legal Services Agency.
- (13) Defense Security Cooperation Agency.
- (14) Defense Security Service.
- (15) Defense Threat Reduction Agency.
- (16) Pentagon Force Protection Agency.
- (17) Defense Prisoner of War/Missing Personnel Office.
- (18) DOD Education Activity.
- (19) DOD Dependents Schools.
- (20) Washington Headquarters Services.

*p.* DOD or DA Civilian employees who become casualties as the result of hostile activity within the United States.

*q.* Family members of DA Civilian employees paid from appropriated funds residing with the employee stationed outside of the continental United States or while in transit to or from the United States.

*r.* Other U.S. civilians who become casualties outside the continental United States and are—

- (1) Nonappropriated fund employees of DA.
- (2) Contract field technicians or other contract employees working in support of the Armed Forces of the United States or other U.S. Government agencies in a deployed contingency operation.
- (3) Visiting dignitaries.
- (4) Representatives of DA-sponsored non-Government organizations (such as the American Red Cross, the United Services Organization, and banking facilities).
- (5) U.S. citizens for whom State Department officials have requested Army assistance.
- (6) Contract representatives of the VA and the Department of Labor.
- (7) Reporters who are embedded with deployed U.S. Armed Forces.
- (8) Any other category of interest that CMAOC designates as reportable.

*s.* All Family members of active duty personnel. (Family members are those who are entitled to military ID cards or are claimed as dependents in the Defense Enrollment Eligibility Reporting System (DEERS).

*t.* Allied government personnel who die in the United States.

*u.* Foreign military trainees who die in the United States.

*v.* Retired personnel and their Family members who are entitled to military ID cards who die in a MTF located within the United States or overseas.

## **2-7. Unit-level reporting responsibilities**

Timely and accurate casualty reporting is the unit CDR's responsibility. DA Form 1156 provides a template for collecting data required for the INIT and may be used in contingencies or during peacetime. To ensure accuracy, persons with first-hand knowledge of the incident should complete DA Form 1156 and confirm the following:

- a.* Data elements on DA Form 1156 marked with an asterisk (\*) are required to transmit an INIT via DCIPS.
- b.* Data must be entered in the format specified by DCIPS.
- c.* Accuracy of casualty data must be verified by a field-grade officer.

## **2-8. Casualty heads-up**

During contingencies and other situations where time is limited, to avoid delay in contacting the NOK, CDRs will provide a heads-up to expedite casualty reporting. The heads-up travels upwards through the chain of command until it reaches the reporting CAC, which will generate the INIT. The heads-up provides the basic information on DA Form 1156 (who, what, where, when, and why or how) and should be as detailed and accurate as possible. Any unverified or missing information should be identified as such. The heads-up will initiate preparation for notification, however the notification will not take place until after the CAC receives the INIT.

## **2-9. Casualty Assistance Center level reporting responsibilities**

*a.* 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 supplemental casualty report until casualty-reporting requirements have been met or the Soldier is transferred to a location outside of the CAC's jurisdiction.

*Note.* Soldiers who have departed their unit will be the responsibility of the losing installation CAC, until the Soldiers have reported to their gaining unit.

*b.* Within 12 hours of the casualty incident, the reporting CAC will transmit an INIT for each individual involved. If operational requirements prevent units from meeting this time requirement, the INIT will be transmitted as soon as possible.

- c.* Record custodians will provide the home station CAC with the following items as applicable:
  - (1) DD Form 93.

- (2) SGLV Form 8286.
- (3) IDT or other training schedule.
- (4) Copy of orders to active duty (for example, ADOS).
- (5) Command contact numbers.

*d.* The home station CAC will review the individual's AMHRR to locate missing personal data and transmit the missing information in a supplemental casualty report to CMAOC. No supplemental casualty report is required if CMAOC already has the source document.

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

## **2-10. Defense Casualty Information Processing System components**

The DCIPS components and their purposes are—

*a.* DCIPS-CR is the Web-based casualty-reporting component of DCIPS. Except as specified in subparagraph 2-10*b*, below, reporting units will use DCIPS-CR to report casualties through command channels to their supporting CAC. Use of DCIPS-CR below CAC level requires coordination with CMAOC to obtain access.

*b.* DCIPS-Case Forward (DCIPS-CF) is the stand-alone casualty-reporting component used by reporting units in a theater of operations or as a backup capability when DCIPS-CR is not available for any reason. Reporting units can obtain DCIPS-CF through the Army Knowledge Online (AKO) Web site, or obtain it through their supporting CAC.

*c.* DCIPS-Auto Load is the Web-based staging area for all casualty reports submitted to CMAOC via DCIPS-CR.

*d.* DCIPS-CM is the overarching case management component that provides total management of casualty and mortuary affairs information. Casualty reports received at CMAOC in DCIPS-CF and DCIPS-CR are processed in DCIPS-CM.

*e.* For additional information and support, email the DCIPS support team at [usarmy.knox.hrc.mbx.tagd-dcips@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-dcips@mail.mil).

## **2-11. Reporting personnel as deceased**

Reportable personnel, as determined by paragraph 2-6, are reported as deceased in the following situations:

*a.* When remains recovered are visually identified.

*b.* When remains have not been recovered or are not identifiable, but conclusive evidence of death exists. In such situations, CMAOC may make the determination to make a "believed to be" initial notification pending official ID (see chap 4). To assist in that determination, reporting element explains why the remains are believed to be the individual's, based on—

(1) Witness accounts.

(2) Manifest records.

(3) No known, suspected, or possible survivors.

(4) Verification by personnel assets inventory.

(5) Other circumstantial evidence such as ID tags, ID card, weapon serial number, and so forth.

## **2-12. Reporting personnel as injured or ill**

To report a person as injured or ill, medical authorities must properly classify the individual in one of the categories listed below. The MTF CDR will establish procedures for MTF medical personnel to identify patients requiring casualty reports.

*a.* VSI and SI casualties are always reportable.

*b.* Reporting requirements for NSI casualties vary depending on the circumstances surrounding the casualty when—

(1) Injury or illness is incurred as the result of hostile activity to include friendly fire, NSI must be reported.

(2) Soldiers and civilians who become NSI as the result of nonhostile activity and are evacuated from theater and admitted as inpatients to hospitals in the United States are reportable.

(3) All other NSIs are nonreportable.

## **2-13. Reporting personnel as missing**

When a reportable individual's whereabouts are unknown for more than 24 hours and the responsible CDR has reason to believe that the absence is not voluntary, the individual should be reported as a DUSTWUN Soldier or an EAWUN Civilian to provide the CDR with time to make a determination as to whether or not the absence is voluntary or involuntary. Chapter 11 provides guidance on handling missing person incidents.

*a.* If after 24 hours, a person's status is still unknown, the CAC will coordinate telephonically with CMAOC for permission to submit a DUSTWUN or EAWUN report.

*b.* If an involuntary absence still cannot be determined from the facts, the person will be reported as AWOL, as required by AR 630-10.

*c.* The CAC will submit a supplemental casualty report immediately as additional or corrected information becomes available.

d. The CAC and CMAOC should maintain telephonic contact as additional information becomes available.

#### **2-14. Reporting suspected friendly fire casualties**

Friendly fire refers to death or injury mistakenly or accidentally inflicted by U.S. or Allied force personnel while firing at a hostile force, or at what is thought to be a hostile force. In some cases, friendly fire is not suspected until after the INIT has already been sent. For example, friendly fire may not be suspected until evidence is discovered during the course of the autopsy.

a. The reporting CAC will immediately telephone a heads-up to CMAOC including the suspected inflicting force (U.S., Allied, or unknown) and whether the source has been verified. The INIT will be transmitted to CMAOC after a BN-level field-grade review.

b. When friendly fire is not suspected until after the INIT has been transmitted, the reporting unit will telephone a heads-up to CMAOC as soon as the suspicion arises and submit a supplemental casualty report. Unverified information must be identified as such.

c. An additional supplemental casualty report will be submitted when the inflicting force is finally determined by the investigation.

d. The CMAOC will ensure that all information passed by the reporting unit regarding an incident of suspected or confirmed friendly fire is immediately communicated to the AFMES, CID, and USACR/Safety Center.

e. The General Court Martial Convening Authority (GCMCA) (or higher authority designated by the combatant CDR or intermediate CDR authorized to make such designation) will initiate investigation(s) into the incident in accordance with guidance contained in AR 15-6, AR 385-10, AR 638-34, and DODI 6055.07. The GCMCA will also notify the USACR/Safety Center, and local CID of the death investigation. In addition, the GCMCA will notify CMAOC when the investigation is initiated and comply with procedures specified in chapter 3.

#### **2-15. Reporting military prisoners, other than enemy prisoners of war or interned enemy aliens**

Military prisoners (inmates) who have not been discharged and die while in U.S. Army custody will be reported via a casualty report to CMAOC by the local servicing CAC. Prisoners that are executed while in U.S. Army custody will be reported to CMAOC by the Fort Leavenworth CAC regardless of execution site location. For more information see AR 638-2.

#### **2-16. Reporting enemy prisoners of war and civilian internees**

a. In the case of enemy prisoners of war, the camp or hospital CDR, or other officers charged with the custody of the enemy prisoners of war will report in accordance with AR 190-8. See AR 638-2 for further guidance on mortuary affairs for enemy prisoners of war and interned enemy aliens.

b. When a civilian internee in U.S. Army custody dies or becomes seriously ill because of injury or disease, the camp or hospital CDR will report in accordance with AR 190-8.

#### **2-17. Reporting multiple casualties**

A multiple casualty event occurs when two or more individuals are involved in a single casualty incident. Some incident information will be the same for each person, for example, the time and place of the event.

a. The CMAOC will manage a multiple casualty as a group, ensuring the notification process for NOK of all deceased and VSI casualties is synchronized with the responsible CAC.

b. For hostile incidents, report all persons involved in a multiple casualty event regardless of the individual's desire, severity of the illness or injury sustained.

c. When multiple deaths occur in a single incident, the 24-hour clock does not start until the last NOK is notified. The 24-hour clock starts over each time the NOK are notified of a change in casualty's status.

d. Each mass casualty incident is designated a casualty code, which will be listed on the INIT.

#### **2-18. Determining date and time of death or disappearance**

a. *Official date and time of death.* Official date and time of death is pronounced by authorized medical personnel or as determined by the medical examiner or coroner. Reporting element explains any discrepancy between the official date and time of death and any other dates and times previously reported (for example, individual dies at incident site and must be transported to a medical facility to be officially pronounced deceased).

b. *Presumed date and time of death.* When all available evidence cannot establish the actual date and time of death the date and time of death will be the date and time of recovery.

c. *Disappearance while on leave.* When a Soldier on authorized leave disappears and an exact or approximate date of disappearance cannot be established, the last day of authorized leave will be selected so the Soldier will not be considered AWOL if determined to have died.

d. *Brain death.* When authorized medical authorities determine that an individual on life support is brain dead, the date and time of death will be the date and time the individual was pronounced deceased by the medical personnel.



## **2-19. Reporting deaths of individuals located overseas**

When reportable casualties occur in geographic AORs that do not fall within the jurisdiction of any CAC, CMAOC will coordinate with the American Embassy or consulate officials to provide casualty notification and assistance for Family members.

- a.* When the NOK is not within reasonable distance to a CAC, CMAOC may request the Embassy or consulate personnel to make notification and provide assistance, as needed.
- b.* If death occurs in a designated contingency area, the contingency CAC will report the death to CMAOC.

## **2-20. Reporting deceased past and present Army general officers, Sergeants Major of the Army, and Medal of Honor recipients**

When notified, CMAOC will coordinate with Headquarters, Department of the Army (HQDA) Protocol Office (DACS–DSP) and GOMO to release an Armywide message announcing the death of general officers, Sergeants Major of the Army, and Medal of Honor recipients.

- a.* If the Family of a deceased active duty general officer or retired four-star general officer, regardless of component, requests a CAO, the Army leadership, the GOMO, CMAOC, and the CAC will coordinate the appointment of an active duty general officer as the CAO. The Director, CMAOC may grant exceptions to this policy, but only when it is clearly not feasible to appoint an active duty general officer.
- b.* Casualty reports for these personnel will include the following information:
  - (1) Date, time, and location of the funeral.
  - (2) Date, time, and location of interment.
  - (3) The desires of the PNOK concerning expressions of sympathy, contributions, or memorials.
  - (4) The HQDA Protocol Office (DACS–DSP) will announce the death of the Soldier with the preceding information in an Armywide message.

## **2-21. Casualty reporting during field training exercises**

Field exercises provide an opportunity to test casualty-reporting procedures. Casualty reporting also adds depth and realism to command exercises.

- a.* Prior to the training exercise, the maneuver director or designated Army representative will coordinate with the CAC and CMAOC to establish a central casualty-reporting agency to accept casualty reports during the training event. This central agency will prepare and process reports for the responsible CAC on actual casualties incurred during the exercise on DA Form 1156 and forward to the nearest CAC.
- b.* For simulated casualties, the reporting agency will use DA Form 1156 marked “FOR EXERCISE ONLY” at the top and bottom of the simulated report to ensure that exercise messages remain within exercise channels. Training event casualty reporting is available using DCIPS training applications. Access to training applications must be coordinated with CMAOC DCIPS help desk.

## **Chapter 3**

### **Death Investigation and Fatality Report Reporting Requirements**

#### **3-1. Informing casualty assistance and mortuary affairs of death investigations and/or fatality reports**

- a.* Army CDRs who initiate death investigations (including AR 15–6, CID, LOD, Safety, and DOD Suicide Event Report) into the cause or circumstances surrounding the death of any reportable personnel as defined in paragraph 2–6, will immediately notify the CMAOC and the nearest CID office. The CDR will review requirements in DA Pam 600–24 to prepare the CDR’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 telephone 800–626–3317 or email at [usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil). CDRs will provide CMAOC with the following:
  - (1) Name of unit, command, or agency conducting the investigation.
  - (2) Type of investigation(s) being conducted.
  - (3) 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.
- b.* The procedures for Family members to obtain a copy of the completed report(s), to the extent such reports may be furnished, consistent with the FOIA and the Privacy Act (see 5 USC 552 and 5 USC 552a). Procedures for Family members to obtain answers to their questions on the completed investigation from a fully qualified representative.
- c.* CMAOC will ensure early coordination between the various investigating agencies.

#### **3-2. Updating Family on investigation progress**

To ensure the Family is kept informed while the investigation is ongoing, CDRs will inform the CMAOC through the

casualty-reporting system for unit-level investigations and by direct contact for agency investigations. This continues while the investigation is still ongoing.

a. Monthly updates by email on the progress of the investigation(s) and the estimated completion dates must be provided to CMAOC at [usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil). FOIA office notifies CMAOC of updated information regarding the denial or fulfillment of a FOIA request by email at [usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil).

b. For criminal investigations, CID will provide monthly updates to both CMAOC and to designated Family members after coordinating with the CAO. CID may withhold information to protect the due process concerns of potential criminal defendants, the Privacy Act concerns of other parties, the integrity of the investigation, and the viability of remaining investigation leads. Prior to releasing any information to CMAOC, CID will consult with the servicing staff judge advocate.

c. When the AR 15–6 death investigation is approved by the appointing authority, a copy, with the appropriate attachments, will be provided to the CMAOC on DA Form 1574 (Report of Proceedings by Investigating Officer/Board of Officers). Unclassified reports will be sent via email to [usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil) and classified reports via a secure account to [knoxhrccmaoc@conus.army.smil.mil](mailto:knoxhrccmaoc@conus.army.smil.mil). CMAOC will provide redacted suspected and/or confirmed suicide investigation reports to the Army suicide prevention office. That office will consolidate lessons learned and disseminate them to the field as well as to CID and the AFMES.

d. For deployed units and commands, the release authority's letter of transmittal of the report(s) to the Family should include the following wording: "If you have questions about the enclosed report of investigation, please contact the CMAOC investigations section by—

(1) Telephone at 800–626–3317.

(2) Email to [usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-cmaoc-csb-casualty@mail.mil).

(3) U.S. Mail to Commander, U.S. Army Human Resources Command (AHRC–PDC–M), 1600 Spearhead Division Avenue, Department 450, Fort Knox, KY 40122–5405. That office will coordinate with this command to ensure your questions are promptly answered."

e. Provide CMAOC with the name and contact information of a field-grade officer who is knowledgeable within the command to address any questions the Family may have about the investigation results or process.

f. For units and commands that are not deployed, the release authority's letter of transmittal of the report(s) to the Family should include the name and contact information for a knowledgeable field-grade officer to serve as the unit or command POC who can address any questions the Family may have about the investigation results or process.

g. For agencies fulfilling a FOIA request for a Family member, the redacted death investigations or fatality reports will be delivered in the manner specified by the requesting Family member, with the preferred method to be through the CAO. Therefore, release authorities must contact the investigation's POC for CMAOC to coordinate for delivery of a redacted copy of the report through the CAO to the Family. Once the CAO or CMAOC receives the redacted report of an investigation, CMAOC will assume all statutory time requirements for delivering FOIA requested investigations to the Family.

h. For CID investigations, the release authority's letter of transmittal will identify a central POC who can locate and query the assigned investigating agents.

i. Release authorities will withhold any public release of the death investigation results until it has been confirmed the Family has been informed said results. Units and agencies must coordinate with CMAOC to provide the investigation results to the Family prior to making any public release. Prior to release of any information, the public affairs officer and servicing staff judge advocate will be consulted.

### **3–3. Redaction requirements and guidance for death investigation and fatality reports provided to Families**

a. The redaction process is intended to protect the privacy of third parties who may be mentioned in the report and to safeguard information that pertains to national security or that would jeopardize unit operations and the safety of other individuals if made public. The release authority cannot withhold information merely because it may be emotionally difficult for the surviving Family member to see or hear.

b. Potentially upsetting information should be segregated from the body of the report and made available in a separate sealed envelope that is clearly marked as potentially upsetting information. Examples of such content include suicide notes, accusations against Family members by the deceased or third parties, photographs, gruesome descriptions of the death scene, and any other content that the release authority deems as potentially upsetting to the surviving Family member(s).

c. Before providing the investigation report to the Family, the FOIA office will ensure the report(s) is redacted in accordance with FOIA provisions and the servicing staff judge advocate will be consulted.

### **3–4. Coordination with civilian investigations**

CMAOC will inform the PNOK and parents, through the Family member's CAO, of known ongoing civilian investigations surrounding the death of the Soldier. However, this information may be limited as the CMAOC may not

be aware of all civilian investigations that occur. In cases where civilian reports are not releasable to military investigators, the nonavailability of such reports should be a matter of record in the report of investigation.

## **Chapter 4 Casualty Notification**

### **Section I**

#### **Notification Tradition/Notification Requirements for Deceased**

Personal notification to the Families of Soldiers or DOD and/or DA Civilians who become injured, ill, unaccounted for, or deceased while in a reportable duty status is a long standing Army tradition and obligation. The person charged with making notification is doing so on behalf of the SECARMY. It is one of the most difficult and important duties a Soldier may ever perform.

#### **4-1. Casualty notification for deceased**

It is DOD policy to make personal notification to NOK for deceased, DUSTWUN, and EAWUN cases. Notification or condolences are required for all reportable casualties in accordance with DODI 1300.18. A uniformed Service representative (except for notification of contractors) will promptly notify the NOK in an appropriate and dignified manner. They will also make personal notification to the PNOK of separated and retired personnel when these personnel become a casualty overseas and the PNOK is located in the United States or vice versa, if requested. When a Soldier or DOD and/or DA Civilian is reported as deceased, DUSTWUN, or EAWUN, the following actions apply:

- a.* The CMAOC will identify the location of all persons requiring notification and alert the supporting CACs (the CACs with the geographic AOR where the NOK reside). Notification will not be made until after the CAC receives the INIT and authorization from CMAOC. CMAOC may make exceptions to this policy on a case-by-case basis.
- b.* The CACs will publish an appointment memorandum for Soldiers appointed as CNOs.
- c.* The CACs conducting the notification will coordinate with their installation chaplain's office to appoint chaplains to accompany the appointed CNOs.
- d.* The CAC will publish an appointment memorandum for the chaplain on notification missions.
- e.* 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.
- f.* Following notification of the PNOK, CMAOC will authorize notification of the SNOK, PADD (if not already notified), and so on until all appropriate notifications are made.
- g.* When USAR or ARNG Soldiers become casualties while in an active duty status, the CMAOC will ensure that the proper USAR or ARNG headquarters is notified.
- h.* The CMAOC will apprise the Assistant G-1 for Civilian Personnel (DAPE-CPZ) POC for DA Civilian casualties.
- i.* For DOD Civilian casualties belonging to the DOD Components listed in DODI 1300.18, paragraph E6.1.2, CMAOC will notify the respective designated military Service and provide any necessary casualty assistance. If the respective agency requests Army assistance in making notification, CMAOC will coordinate with the appropriate CAC to arrange for a notification team.
- j.* For contractor personnel, CMAOC will notify the appropriate employer who will notify the NOK and provide any necessary follow-on assistance.

#### **4-2. Line of succession to establish primary next of kin**

*a.* The person most closely related to the deceased individual is considered the PNOK for casualty notification and assistance purposes. This is normally the spouse of a married person or parents of unmarried individuals who have no children. When parents are divorced, the older parent will be notified first as long as it does not delay subsequent notification. The parent or legal guardian will exercise the rights of their minor children. At a minimum, the spouse, children not residing with the spouse, parents of married deceased individuals, and the PADD will be notified. The following order of precedence will be used to identify the PNOK:

- (1) Spouse, even if a minor.
- (2) Natural, adopted, step, and illegitimate children (if acknowledged by the deceased or a judicial decree determines paternity or maternity). Children are considered PNOK along with spouse.
- (3) Eldest parent, unless legal exclusive (sole) custody was granted to a person by a court decree or statutory provision.
- (4) Person standing in loco parentis for a period of not less than 1 year immediately prior to the Soldier's entry into the U.S. Army.
- (5) Persons granted legal custody of the deceased individual by a court decree or statutory provision.

- (6) Brothers and sisters, to include half-blood and those acquired through adoption.
  - (7) Grandparents.
  - (8) Other relatives in order of relationship to the individual according to the laws of the deceased's state of domicile.
  - (9) If no other persons are available, the SECARMY may act on behalf of the individual.
- b.* SNOK are any NOK other than the PNOK. Use the line of succession in paragraph 4–2*a* to determine SNOK. For example, the parents of a deceased Soldier who has a surviving spouse are considered SNOK.

#### **4–3. Notification desires of casualty**

- a.* A person may specify on the DD Form 93 (block 8a) not to notify a NOK due to ill health of the NOK listed. The individual must identify an alternate person to be notified (block 8b) instead of the named NOK. Unless circumstances dictate otherwise, the casualty's wishes will be honored.
- b.* For casualties that are hostile NSI returned to duty, notification normally will not be made unless the casualty specifically requests notification.
- c.* The attending physician will notify NOK of individuals under psychiatric care or who have attempted suicide. In such cases, the casualty's unit must implement procedures to preclude unauthorized, unofficial notification from the casualty's unit to NOK.

#### **4–4. Rules for making notification for death casualty**

- a.* Notification duty takes precedence over all other responsibilities.
- b.* A uniformed Service representative in Army Service Uniform will make personal notification to the PNOK, SNOK, and others as applicable, in all death, DUSTWUN, and EAWUN cases to include DA Civilians listed in paragraph 2–6. The CNO will be accompanied by a chaplain.
- c.* Only Soldiers trained and certified for CNO duty will be used.
- d.* The CMAOC will prepare a script based on the INIT and forward it to notifying CACs for distribution to respective notification teams. The CACs will use the same approved script to ensure consistency of information provided to Family members concerning the casualty incident.
- e.* The CNO must notify the PNOK within 4 hours of the time the CAC receives the INIT from CMAOC. The CACs will notify CMAOC immediately and the supporting notification CACs as soon as the PNOK has been notified. This would affect proper coordination for other notifications. In cases where the PNOK cannot be found, CMAOC will direct the CAC to make notification to SNOK, who may know the whereabouts of the PNOK. The CAC will also update DCIPS–CM with notification information.
- f.* A qualified translator should be obtained, if available at the time, to accompany the CNO team if it is known that the NOK is not fluent in the English language. Instruct the translator to interpret only what is said by the CNO and the NOK. If a translator is not available to accompany the notification team, the CAC will coordinate with Military OneSource to have a person available by telephone to translate to the Family in the presence of the CNO. Contact information for Military OneSource is—
  - (1) Online at <http://www.militaryonesource.mil/>. Registered members can access the Military OneSource Web site with an ID and password, available from the assigned unit.
  - (2) Telephonically at 1–800–342–9647.
- g.* The CAC will promptly explain any delay in notification to CMAOC.
- h.* The CNO visit will be as inconspicuous as possible, without calling undue attention to the notification process.
- i.* The CNO should have a list of the names and telephone numbers for the local hospital, ambulance service, police department, and fire department rescue squad on hand, provided by the CAC.
- j.* If the NOK is not at home, the CNO will immediately notify the CAC. The CNO will request location information from the neighbors, friends, clergy, postmaster, or the police, if possible. The CNO should take care not to disclose the full purpose of the mission except to the NOK. If the NOK's absence is temporary, the CNO may await their return. If the NOK is out of town or is not expected to return shortly, the CAC should be contacted for further guidance.
- k.* When conducting a notification, the CNO should be as natural as possible in speech, manner, and method of delivery.
- l.* The CNO should be alert for adverse reactions to the news. If no other adult appears to be at home and the news produces a shock, he or she should ask, "Is there anything I can do to assist you?" or "May I call someone for you or ask a neighbor to step in?" The assisting chaplain will simultaneously be alert for the NOK's grief reactions during the notification and will respond appropriately to assist the NOK and CNO.
- m.* The CNO will—
  - (1) Use good judgment and will not pass on gory or embarrassing details about the casualty incident.
  - (2) Internalize the script provided by CMAOC and the facts available from the casualty report. Do not engage in speculation or provide the Family with personal opinions concerning the incident.
  - (3) Inform the PNOK that a CAO will contact him or her as soon as possible to provide assistance.

(4) Inform parents who are SNOK that he or she will assume the role of CAO, per paragraph 4-5f, and provide them with information on all aspects of the death, such as—

(a) Return of the remains.

(b) The funeral.

(c) Assistance in applying for associated benefits and travel reimbursements. Requesting copies of all investigations.

n. Unless otherwise instructed, inform the PADD that the CAO will assist in making interment arrangements and will answer questions concerning the status of remains, ID, and interment entitlements.

o. When notification is based on “believed to be” ID, the CNO will assure the NOK that they will be immediately updated as soon as ID is completed.

p. The CNO will inform the PNOK that military personnel will personally notify the SNOK. The SNOK will be informed that military personnel have already informed the PNOK. (Always notify the PNOK first, unless all efforts to contact PNOK have been unsuccessful. In cases where the PNOK is a minor child (minor spouses are excluded), notify the SNOK before the minor child PNOK. Notification to a minor child will be made in accordance with the wishes of the surviving parent or guardian.

q. Should a NOK suffer an adverse medical reaction that appears to be directly attributable to the casualty notification, the CNO will immediately contact the appropriate emergency personnel, and then notify the CAC.

r. As soon as possible after making notification, the CNO will look for an opportunity to step away from the NOK, and make the call to the CAC from another room or outside while leaving the chaplain with the survivor, informing them of the date and time that notification was made so the CAC can coordinate for other NOK notifications. When the CNO steps away to notify the CAC, the chaplain will assess the situation to determine how best to assist the NOK. In some cases, the chaplain allows Family members, friends, or civilian ministers to assist the NOK. In other cases, the chaplain offers appropriate care or assistance during this time of transition. If the situation allows, the chaplain may offer religious or spiritual care, dependent upon the NOK’s religious or non-religious persuasions. After departing the immediate area, the CNO again will call the CAC and provide as much detail about the Family situation as possible so the CAC can update the CAO. This information should include the 45-day address (residential and postal) and telephone number of the NOK. When possible, the CNO should contact the CAO directly to inform him or her of the Family situation and how they responded to the notification.

s. When the NOK(s) is located at the bedside of a Soldier whose passing was expected, a senior military official (E-7 and above) may render condolences on behalf of the SECARMY. Military doctors and chaplains are both authorized to render condolences under these circumstances.

t. When the NOK has been notified outside of Army channels (for example, by law enforcement, hospital officials, and so forth), condolences may be considered complete during the Family’s first meeting with the CAO assigned to them. A chaplain and other personnel are not required during this initial meeting.

u. It is important to spare the NOK the shock of learning of the casualty through public information or unofficial sources. Therefore, CMAOC may make exceptions to personal notification when—

(1) The news media may release specific casualty information before the CNO can personally notify the NOK (due to time and distance).

(2) There is a strong likelihood that the NOK will learn of the casualty through unofficial sources, such as a NOK of another Soldier who was involved in the same casualty incident.

#### **4-5. Selection of casualty notification officer**

Whenever requested by the CAC, CDRs are responsible for the quality of candidates selected for CAO or CNO duties and training. The CNO represents SECARMY. He or she must be a currently trained and certified CNO, and will be emotionally mature, courteous, helpful, and compassionate toward the NOK and will reflect the Army’s concern for its personnel and their Families while performing this sensitive mission. The CNO will be prepared to cope with any of the wide range of emotions notification might elicit.

a. Only trained and certified CNOs in the rank of 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 can be tasked to serve as a CNO and notify NOK of the deceased. This group includes Army personnel assigned to DOD, USAR, and ARNG advisors, and ROTC instructors. All CNOs must—

(1) Be knowledgeable, competent, dependable, and sympathetic.

(2) Be mature Soldiers with 6 or more years of Service.

(3) Be released from all conflicting duties and requirements by their CDR as this is the CNO’s primary duty.

b. The rank of the CNO will be equal to or higher than the rank of the casualty. If the PNOK is known to be a Soldier or a retiree from any branch of Service, assign a CNO in a rank equal to or higher than the rank of the PNOK. Direct requests for exceptions to the Notification Cell at CDR, HRC (AHRC-PDC-C).

c. Do not use the following personnel as CNOs:

(1) Personnel assigned to the U.S. Army Recruiting Command.

(2) Personnel assigned to the Retention and Transition Force (USAR and ARNG).

- (3) Personnel assigned to the U.S. Army Military Entrance Processing Command.
- (4) Students at military or civilian schools.
- (5) Soldiers scheduled for release from active duty within the next 6 months.
- (6) Personnel whose duties do not normally require them to wear a uniform (for example, CID personnel).
- (7) Inspectors General.
- (8) Chaplains per AR 165–1. However, a chaplain will accompany the CNO as the second member of the casualty notification team.
- (9) CDRs for Soldiers under their command.
- (10) Members of the Army Medical and Dental Corps, except when they and the NOK are both present at the place of death.

*Note.* This does not include other personnel assigned to medical department activity commands and are not in the Army Medical Corps (doctors) or Dental Corps (dentist).

- (11) Officers of the Judge Advocate General Corps per AR 27–1.
  - (12) Personnel assigned to joint command billets.
  - (13) A close personal friend or relative of the deceased or the Family.
- d.* For DOD Civilian personnel, the garrison CDR of the installation nearest to the NOK’s residence will assign DOD Civilian casualty notification personnel to notify the PNOK. Where possible, they will abide by the same guidelines as for military casualty notification.
- e.* Contracting agencies are responsible to provide their own casualty notification personnel to assist the PNOK of their employees.
- f.* With the exception of parents who are SNOK, and the PNOK of DUSTWUN or EAWUN personnel, CACs will not assign the same Soldier as the CNO to the same NOK.

#### **4–6. Casualty notification officer training, certification, and recertification**

The CNOs must be currently trained and certified prior to conducting a casualty notification mission. Certification will be completed by attending the CMAOC standardized classroom training presented by CMAOC-certified trainers. Initial classroom certification expires 1 year after completion of training. Recertification may be obtained by completing the training module provided on the CMAOC Web site at <https://www.hrc.army.mil/TAGD/training> within 365 days of certification or by re-attendance at the classroom training.

*a.* The CACs will maintain a roster of trained and certified CNOs residing within their geographic AOR. The roster with name, rank, and contact information will be updated electronically using DCIPS or any other format prescribed by CMAOC. Supporting commands must assist in maintaining these rosters by providing CACs with regular updates on their certified Soldiers’ nonavailability due to deployment, reassignment, or other circumstances. ARNG casualty coordinators within each state will maintain a roster of trained and certified CNOs and CAOs within their geographic AOR and will provide an updated roster with name, rank, and contact information on a quarterly basis to the NGB casualty officer and the state’s Joint Forces Headquarters chaplain. The NGB casualty officer will manage and monitor the overall ARNG casualty training requirements and coordinate with each state casualty coordinator. Each state casualty coordinator will coordinate with respective CACs for assistance with training requirements.

*b.* Official appointment memorandums are required for Soldiers on CNO duty. This order protects the Soldier from being appointed or assigned to other duties during the time of assistance and authorizes him or her to incur certain expenses in the conduct of official duties.

- c.* CNO training and certification must include the following areas:
- (1) Locating the NOK, delivering notification, responding to questions, and post-notification contact.
  - (2) Preparing for common reactions to casualty notification including panic, shock, anger, guilt, as well as cultural differences and spiritual sensitivities.
  - (3) Guidelines for notifying spouses, parents, and children.
  - (4) Notification when children are present, including guidelines for NOK who ask advice on informing their own children.
  - (5) Knowledge and understanding of the Army Casualty Program and all updated DA regulations relating to casualty assistance.
  - (6) Knowledge of the potential for Family travel to Dover Air Force Base (AFB) to witness the DT.

#### **4–7. Chaplain support to casualty notification**

*a.* A chaplain will accompany the CNO on all notification missions. All notifications are required to be made within the 4-hour window, beginning when the CAC receives the INIT from CMAOC.

(1) This is a multi-component mission. The installation chaplains office is responsible for assisting/supporting the CAC in locating a chaplain for all notifications within their CAC AOR (ARNG, USAR, other military Service), as requested by the CAC. Supervisory chaplains from ARNG and USAR are the POC between CACs, installation

chaplains, their respective civilian personal operations center, and individual chaplains requested to perform a notification. Chaplain POC's from all components will coordinate with installation chaplain's offices, CACs, and other components to locate the geographically closest available chaplain for notification missions.

(2) Travel expenses and per diem incurred by a chaplain in accordance with notification duties will be paid from the Casualty and Mortuary Affairs Open Allotment fund. Duty pay, when applicable, will be the responsibility of the chaplain's unit.

(3) The CAC will publish orders for chaplains upon appointment to missions.

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

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

(2) The state casualty operations POC and tasking chaplain, if utilized for coordinating casualty support, should be given a dedicated telephone so the number 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.

(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 assistance with training requirements.

c. USAR chaplains will support the notification of NOK involving casualties with all components as requested per the guidance in paragraph 4-7a. 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 will 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 active duty installations within their AOR, the installation CAC, and the ARNG 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.

#### **4-8. Hours of notification**

The PNOK must be notified in person within 4 hours of the CAC's receipt of the casualty report, except when the NOK was physically present at the place of death. Notification must be made in person between the hours of 0500 and 2400 local time. The CMAOC must approve exceptions to this time period. The CACs will maintain the capability to report and coordinate notification duties 24 hours a day, 7 days a week. When casualty reports are received during non-notification hours, the CAC will prepare the CNO to be dispatched in time to make a notification at 0500. The intent is to notify the NOK while at home, not while at their place of employment. However, there may be times when it is necessary to conduct notification at the NOK place of employment. These notifications must be approved by CMAOC.

#### **4-9. Notification scripts**

The CMAOC will provide the CAC with a script for all deceased notifications (except in the cases where the Family is aware of the Soldier's passing). The CAC will provide the CNO with the script based on information provided in the INIT. In accordance with Army policy, 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. Use the templates provided by the CMAOC to provide the casualty notification team with individualized scripts tailored to the situation.

#### **4-10. Cautions for personal notification**

The notification process is intended to fully inform the Family in a calm and dignified manner. Casualty notification teams will not—

- a.* Notify PNOK by telephone unless CMAOC authorizes it or unique circumstances dictate spontaneous telephonic release (for example, a Soldier who was VSI, just died, and Family calls for status update).
- b.* Call for an appointment prior to making the initial notification.
- c.* Refer to or carry along notes or a prepared speech when meeting with the NOK.
- d.* Park in front of the NOK's home for an extended period of time before knocking on the door.
- e.* Disclose any information about the casualty except to the NOK concerned.
- f.* Release information concerning other Soldiers involved in the incident.
- g.* Leave word or notes with neighbors or other persons to have the NOK call you.
- h.* Speak hurriedly.
- i.* Use code words, acronyms, or language the NOK may not understand.
- j.* Touch the NOK in a manner that may be misunderstood. If the NOK faints or has an extreme emotional response, assist him or her, as required, and request appropriate support personnel.
- k.* Discuss entitlements for death cases at this time. If asked, advise the NOK that a CAO will contact them shortly to discuss such matters.
- l.* Discuss disposition of remains or PE at this time.
- m.* Commit to a given time to carry out an action or obtain particular information. Promptly forward all requests for information or other assistance to the proper agency or through the casualty-reporting chain of command.
- n.* Engage in speculation to answer NOK questions.

## **Section II**

### **Notification Requirements for Injured or Ill**

#### **4-11. Injured or ill casualty status requiring notification**

The unit will make notification unless unit CDR defers to CMAOC. When the unit defers, the CMAOC will make notification to PNOK and/or SNOK (parents) for VSI and/or NSI and only PNOK for all NSI.

#### **4-12. Rules for notification of injured or ill casualties**

*a.* Notification for injured and ill casualties will be accomplished telephonically, unless the NOK does not have a telephone. Units may pay personal visits to the NOK after notification is complete. 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.

*b.* Notification is not required if the—

- (1) PNOK is physically present at the time of incident or accompanies the casualty to a MTF.
- (2) Soldier has requested the Family not be notified or annotated this request in the remarks portion of the casualty report. If a Soldier does not want his or her NOK to know about an NSI, hostile or not hostile, he or she needs to ensure that it is in the casualty report (Remarks Section). 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, but if the Soldier does not want the NOK at the bedside, the casualty informs his or her doctor, who either does not submit a DA Form 2984 or submits a DA Form 2984 indicating "NO NOK REQUESTED."

*c.* The attending physician or CMAOC will notify PNOK of persons who attempt suicide. Notification for attempted suicides will not be made at the unit level.

*d.* CAC will notify CMAOC immediately if—

- (1) The PNOK cannot be identified or located.
- (2) The DD Form 93 is unavailable or illegible.
- (3) Notification causes an apparent adverse medical reaction.

*e.* Primary responsibility for notification rests with the following officials:

(1) 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 nonmilitary medical facility in which the casualty is located. When the responsible MTF CDR cannot notify the PNOK the MTF CDR will relay the casualty information to the CAC.

(2) The CAC in conjunction with the CMAOC when the MTF CDR does not complete notification.

(3) Outside the United States, responsibility for notification rests with the CDR of the major overseas command within whose geographic AOR the casualty is located.

*f.* Rules for notification during hostilities—

- (1) CMAOC is responsible for ensuring that notification of NOK of injured and ill Soldiers or DOD and/or DA



Civilians is accomplished in a timely, dignified, and professional manner telephonically. Prompt notification will maximize the amount of time the NOK has to communicate with the casualty or travel to his or her bedside.

(2) The CMAOC, responsible CAC, Soldiers, DOD Civilians, and DA Civilian's rear detachment or parent command will coordinate responsibility for notification. Telephonic notification must be made within 2 hours of the time the agency making notification receives the INIT.

(3) Rear detachment or parent command has priority for making notification for injured and ill Soldiers or DOD and/or DA Civilians unless the nature of the injury requires urgent and immediate contact with the NOK, such as in cases of imminent death, when CMAOC will connect NOK directly with the MTF physician. When the rear detachment or parent command declines notification responsibility, CMAOC assumes responsibility for notifying the NOK.

(4) Notification for Soldiers or DOD and/or DA Civilians listed as VSI will be made without delay by CMAOC.

(5) When 2 hours have elapsed with no indication that the PNOK has been notified, the CAC or CDR of the rear detachment or parent unit will contact CMAOC and—

(a) Explain the reason for the delay.

(b) Describe actions initiated to preclude further delay.

g. CMAOC will inform the appropriate USAR or ARNG headquarters when a mobilized USAR or ARNG Soldier becomes injured or ill.

h. CMAOC will inform the Assistant G-1 for Personnel for DA Civilian casualties when a DA Civilian becomes injured or ill.

#### **4-13. 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.

(6) Information concerning other Soldiers wounded or injured in the incident will not be released.

b. CMAOC or the CAC will update the PNOK and/or SNOK (parents as quickly as possible when the casualty's condition changes. CMAOC will continue to contact regularly the PNOK and/or SNOK (parents) of VSI and SI casualties at a minimum every 24 hours, even when the casualty's condition is stable, until they have reached the casualty's bedside or the casualty is returned stateside.

### **Section III**

#### **Dignified Transfer of Remains and Media Access**

#### **4-14. Dignified transfer of remains**

The DT is not a formal Army ceremony. The DT is a solemn movement of the Soldier's remains from the returning aircraft to a mortuary vehicle for transport to the Port Mortuary. For remains arriving at the Dover AFB Port Mortuary, from a combat theater of operations, the Army invites the PNOK to observe the DT. The Army authorizes the PNOK to invite two additional Family members to attend, and authorizes the PNOK to allow the news media to cover the DT of their loved one. Family will not be able to see their Soldier's remains at this time.

#### **4-15. Briefing the primary next of kin**

The CAC will inform the CNO when the DT will occur, if known, and provide the CNO with the required script. The CNO must read the script verbatim to the PNOK. The CNO should be prepared to travel to the Port Mortuary with the Family, if necessary.

a. The CNO or CAO will immediately contact the CMAOC casualty notification cell after the PNOK completes the DT travel and media option document. The CNO, CAO, or the appointing CAC will email the Family's DT travel and media document to the CMAOC travel and transportation cell.

b. The PNOK's CAO will be authorized to travel with the Family in lieu of the appointed CNO, if most advantageous for the Family.

#### **4-16. Dover Port Mortuary media access to dignified transfer of remains**

a. The PNOK will make the Family decision regarding media access to the DT.

b. 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 ITAs will be offered for the DT of subsequent remains.

*c.* 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.

*d.* Media access approved by PNOK will waive the DOD mandated 24-hour delay in release of casualty information to the media, general public, and elected officials for that specific casualty.

#### **4-17. Family travel to the dignified transfer of remains**

*a.* The PNOK plus two additional Family members of the deceased Soldier, chosen by the PNOK, may travel to the Dover AFB Port Mortuary to attend the DT at Government expense. Travel expense is limited to transportation costs, per diem for 1 day to attend the DT at the Dover AFB Port Mortuary, and allowable round-trip travel time to and from the Dover AFB Port Mortuary.

(1) The PNOK may designate another Family member to serve as the PNOK's representative to attend the DT in his or her place in the event that the PNOK is unable to travel.

(2) The additional Family members selected must be relatives of the deceased Soldier who fall within eligible relatives in 37 USC 411f (c). When the PNOK is a minor (except for spouses), or has been declared legally incompetent, the PNOK's custodial parent or guardian will exercise the PNOK decision rights.

(3) In the event that the special escort, as outlined in AR 638-2, is present at the DT, CMAOC will amend the designated special escort's travel order to allow per diem for the necessary days at the Dover AFB Port Mortuary before the remains are transported to the place of interment. CMAOC also will amend the travel order to include the place of interment and subsequent travel home.

(4) The deceased Soldier's remains will be recovered from the theater of combat operations and returned to Dover AFB Port Mortuary without delay unless specific extenuating circumstances, presented by the immediate Family, dictate otherwise and can be reasonably accommodated by DOD. If remains are traveling from Ramstein AFB, a maximum delay of 12 hours, requested by the PNOK, will be considered provided the remains have not yet departed Ramstein AFB and the delay will enable the designated Family members to arrive at Dover AFB in time to observe the DT. Prior approval for delay must be obtained from the Armed Forces medical examiner.

*b.* Travel and per diem for travelers for DT to Dover AFB will be charged to the Casualty and Mortuary Affairs Open Allotment.

*c.* When nonpremium seating availability will not enable the designated Family members to reach Dover AFB in time for the DT, the CG, HRC may authorize business-class airfare. The DCS, G-1 may authorize first-class airfare.

*d.* The Director, CMAOC may authorize—

(1) Travel and per diem for additional Family members when necessary due to extenuating circumstances.

(2) Additional days of per diem when unexpected delays occur en route to or from Dover AFB or while at Dover AFB that are beyond the control of the traveler. An attendant to accompany an authorized traveler, if the authorized traveler is unable to travel unattended or unescorted because of age, physical condition, or other justifiable reason, and there is no other authorized traveler traveling to the DT at Dover AFB who is qualified to serve as the attendant or escort.

## **Chapter 5 Casualty Assistance**

### **5-1. Objectives of the Program**

- a.* Assist the PADD with coordinating funeral honors support, remains information, and filing of interment claims.
- b.* Assist the PADD and NOK receiving benefits or entitlements during the period immediately following a casualty.
- c.* Assist in settling claims and payment of survivor benefits to the NOK.
- d.* Assist the PNOK in other personal affairs.
- e.* Assist personnel eligible to receive effects (PERE) with shipping status and delivery of the PE.
- f.* Assist in keeping NOK informed on status of any ongoing investigations and assist with obtaining copies of final investigation reports.

### **5-2. Persons entitled to a casualty assistance officer**

*a.* The Army will appoint a CAO to eligible NOK and beneficiaries of the following categories of personnel who are deceased, DUSTWUN, EAWUN, or missing:

(1) All Soldiers on active duty. The term "active duty" includes USAR and ARNG members in an AGR status and USAR and ARNG Soldiers mobilized under 10 USC.

(2) USAR and ARNG Soldiers who are listed as reportable in paragraph 2-6.

(3) Recruits who die while en route to, from or at a place for final acceptance for entry on active duty with the Army, to include personnel in the Future Soldier Training Program attending approved U.S. Army Recruiting Command activities.

(4) Cadets and students under contract enrolled in ROTC performing authorized training or travel (5 USC 8140 or 36 USC 2110).

(5) U.S. Military Academy cadets.

(6) Separated or discharged Soldiers, to include temporary disability retired list or permanent disability retired list less than 100 percent, who die within 120 days of separation from the Army. This does not include Soldiers who were activated for training or duty and remain with a Reserve Component unit after their separation from active duty, even though they received a DD Form 214.

(7) Soldiers with 100 percent temporary disability retired list or permanent disability retired list that die within 1 year of discharge or separation.

(8) Soldiers continuously hospitalized since date of discharge or separation.

(9) Soldiers in AWOL or absent over leave status.

(10) Soldiers who die while in a suspected desertion status. The CDR, U.S. Army Deserter Information Point will determine the Soldier's status and forward the findings to CMAOC. If a Soldier is found to be a confirmed deserter, the CAC serving the geographic AOR where the NOK is located will notify the Family of the decision and casualty assistance will be withdrawn. Soldiers that were suspected of desertion that are not in the U.S. Army Deserter Information Point database will be treated as active duty deaths.

(11) Retired Army general officers.

(12) Retired Soldiers who held the office of Sergeant Major of the Army.

(13) Retired Soldiers collecting retired pay when the Family requests assistance.

(14) Current DOD or DA Civilian personnel who are listed as reportable in paragraph 2-7.

(15) Medal of Honor recipients.

(16) Anyone as directed by Director, CMAOC.

b. Eligible NOK are the PNOK, parents who are SNOK, PADD, PERE, and others receiving benefits or entitlements.

c. When a Soldier and spouse stationed overseas both die, are incapacitated, or unavailable and their minor children are being returned to the United States, the deceased Soldier's CDR will designate a CAO to accompany the children to their final destination.

### **5-3. Selection of casualty assistance officer**

Whenever requested by the CAC, CDRs are responsible for the quality of candidates nominated for CAO training and certification. The CAO represents the SECARMY. He or she must be a currently trained and certified CAO, and will be emotionally mature, courteous, helpful, and compassionate toward the NOK and will reflect the Army's concern for its personnel and their Families while performing this sensitive mission. The CAO will be prepared to cope with any of the wide range of emotions notification might elicit.

a. Only trained and certified CAOs in the rank of 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 can be tasked to notify NOK of fallen Soldiers. This group includes Army personnel assigned to DOD, USAR, and ARNG advisors, and ROTC instructors. All CAOs must—

(1) Be knowledgeable, competent, dependable, and sympathetic.

(2) Be mature Soldiers with 6 or more years of Service.

(3) Accept casualty assistance as their primary duty.

b. The rank of the CAO will be equal to or higher than the rank of the casualty. If the PNOK is known to be a Soldier or a retiree from any branch of Service, assign a CAO in a rank equal to or higher than the rank of the PNOK. Direct requests for exceptions to the Casualty Cell at CDR, HRC (AHRC-PDC-C).

c. Upon appointment as a CAO, CDRs will release Soldiers from conflicting duties and requirements so they can give the NOK all necessary assistance. CAO duties will take precedence over all military duties to include TDY, duty roster and detail assignments, ordinary leave and passes, and field exercise requirements. CDRs will ensure that rating officials comment on Soldier's performance as a CAO on the Soldier's DA Form 67-10-1 (Company Grade Plate (O1 - O3; WO1 - CW2) Officer Evaluation Report); DA Form 67-10-2 (Field Grade Plate (O4 - O5; CW3 - CW5) Officer Evaluation Report); DA Form 67-10-3 (Strategic Grade Plate (O6) Officer Evaluation Report); and DA Form 67-10-4 (Strategic Grade Plate (O7) Officer Evaluation Report); or DA Form 2166-8 (NCO Evaluation Report).

d. Do not use the following personnel as CAOs:

(1) Personnel assigned to the U.S. Army Recruiting Command.

(2) Personnel assigned to the Retention and Transition Force (USAR and ARNG).

(3) Personnel assigned to the U.S. Army Military Entrance Processing Command.

(4) Students at military or civilian schools.

(5) Soldiers scheduled for deployment within the next 6 months or reassignment, released from active duty, or retirement in the next 12 months.

(6) Personnel whose duties do not require them to wear a uniform.

(7) Inspectors General.

(8) Chaplains per AR 165-1.

(9) CDRs for Soldiers under their command.

(10) Members of the Army Medical and Dental Corps, except when they and the NOK are both present at the place of death.

*Note.* This does not include other personnel assigned to medical department activity commands and are not in the Army Medical Corps (doctors) or Dental Corps (dentist).

(11) Officers of the Judge Advocate General Corps per AR 27-1.

(12) Personnel assigned to joint command billets.

(13) A close personal friend or relative of the deceased or the Family.

(14) Civilian personnel and retirees for CAOs for Army personnel without prior coordination with Director, CMAOC.

(15) The CNO.

*e.* For DOD Civilian personnel, the garrison CDR of the installation nearest to the PNOK's residence will assign DOD Civilian casualty assistance personnel to notify the PNOK. Where possible, they will abide by the same guidelines as for military casualty assistance.

*f.* Contracting agencies are responsible to provide their own casualty assistance personnel to assist the PNOK of their employees.

#### **5-4. Casualty assistance center responsibilities for selection, certification, and appointment of the casualty assistance officer**

*a.* The CACs will maintain a roster of trained and certified CAOs residing within their geographic AOR. The roster with name, rank, and contact information will be updated electronically using DCIPS, unless otherwise directed by CMAOC. Supporting commands must assist CACs in maintaining these rosters by providing CACs with regular updates on their certified Soldiers' nonavailability due to deployment, reassignment, or other nonavailability circumstances.

*b.* The CAC with responsibility for the geographic AOR where the NOK, PERE, PADD, and other beneficiaries reside will appoint CMAOC-certified CAOs, as needed.

*c.* The CAO should be able to communicate in the same language as the person receiving assistance. The CDR, HRC (AHRC-PDC-C) may approve exceptions to qualifications. More than one CAO may be appointed when persons residing at different addresses require assistance. Detailed coordination in cases with multiple CAOs is extremely important.

*d.* Official appointment memorandums are required for Soldiers on CAO duty. This order protects the Soldier from being appointed or assigned to other duties during the time of assistance and authorizes him or her to incur certain expenses in the conduct of official duties.

(1) The appointment memorandum will be for a period of no less than 180 days, with amendments in increments of 30 days, as needed.

(2) If the CAO completes the assignment in less than 180 days, the memorandum will be amended to reflect the appropriate length of appointment.

*e.* With the exception of parents who are SNOK, and the PNOK of DUSTWUN or EAWUN personnel, CACs will not assign the same Soldier as the CAO to the same NOK. The CAO appointed to parents who are SNOK will assist them through the funeral and investigation process. The CAO of DUSTWUN or EAWUN personnel will assist the PNOK until the case is resolved.

*f.* Upon death of an Active Army general officer or a retired four-star general officer, regardless of component, the CAC will coordinate with CMAOC and appoint an active duty general officer as CAO. The Director, CMAOC may grant exceptions to this policy only when it is not feasible to appoint an active duty general officer. When assigning a general officer to be a CAO, the CAC must also assign a CAO certified field-grade officer to be the assistant CAO.

#### **5-5. Casualty assistance officer training and certification**

The CAOs must be trained and certified prior to conducting a casualty assistance mission. Certification is obtained by attending CMAOC standardized classroom training. Certification expires 1 year after training. Recertification and refresher training is available on the CMAOC Web site at <https://www.hrc.army.mil/TAGD/training>. The CAO training and certification must include the following areas:

*a.* Roles and responsibilities of the CAO.

*b.* An overview of benefits and forms preparation.

- c. Assistance to the PADD with coordinating disposition of remains, funeral honors support, and filing of interment claims.
- d. Assistance to those eligible to receive benefits or entitlements.
- e. Settling claims and payment of survivor benefits to the NOK.
- f. Assistance to the PNOK in settling other personal affairs brought on by the death of the Soldier.
- g. Assistance to the PERE with shipping status and delivery of the PE.
- h. Assistance to NOK concerning death investigations as described in chapter 3.
- i. Preparation for common reactions to the grief and trauma of a loss. Awareness of potential cultural differences and spiritual sensitivities.
- j. Privacy Act as it applies to casualty assistance.
- k. Public affairs matters relating to the Army Casualty Program.
- l. Availability of various resources for survivors within DOD, other Federal agencies, and non-governmental entities.
- m. General knowledge and understanding of the Army Casualty Program and DA requirements and regulations relating to casualty assistance.
- n. Roles and responsibilities involving media access to the DT.

### **5-6. Casualty assistance officer packets**

a. CACs will prepare a standard resource packet to provide to the CAO at the initial briefing. Use of the packet will ensure consistency and appropriate standards among CAOs throughout the CAC's geographic AOR. It also promotes efficiency when the CAO meets with the NOK. The CAO packet will contain current forms required to complete the CAO's mission and up-to-date contact information for local government and private support organizations. Most of these materials are listed on the casualty assistance report (CAR) and in appendix A.

b. These packets will include at a minimum the following:

- (1) HQDA CAO guide.
- (2) Physical location, email addresses, and telephone number of the closest VA and Social Security Administration (SSA) office 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 appendix A.
- (5) A business card with contact numbers that are operational 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 (AER), and national organizations such as the American Red Cross.
- (7) The list of service organizations will include a disclaimer that the Army does not endorse any particular organization over another.
- (8) The Defense Finance and Accounting Service (DFAS) CAO guide.
- (9) List of Internet Web sites to obtain assistance, forms, and support for VA, DFAS, and other resources related to the Army Casualty Assistance Program.
- (10) DOD Survivor's Guide to Benefits.

### **5-7. Continuity of casualty assistance officer activities**

The CAO must keep a log of their activities on a case, using the DA Form 1594 (Daily Staff Journal or Duty Officer's Log). The CAC will update DCIPS, as needed, to supplement the DA Form 1594. DA Form 1594 and DCIPS entries are particularly important when coordinating activities between CACs or other personnel. Entries will include all contact with Family members, activities done on behalf of the Family, communication with CMAOC and case managers, unresolved issues or tasks, and so forth.

### **5-8. Execution of the casualty assistance mission**

The CDR with regional responsibility for the Army Casualty Assistance Program appoints the CAO as the SECARMY's representative to the NOK and ensures that the resources of the entire installation are available to help the CAO carry out his or her duties, including but not limited to, office of the staff judge advocate, chaplain, provost marshal, director of emergency services, public affairs officer, retirement services office, finance, housing, and transportation offices. The SECARMY charges the CAO to provide all reasonable assistance to the Family in their time of need.

a. Unit CDRs will—

- (1) Release Soldiers on CAO duty from all conflicting duties and requirements.
- (2) Monitor the Soldier's performance as a CAO.
- (3) Comment on CAO duties performed in the Soldier's evaluation report.

b. The CAC chief directs and supervises the CAO's assistance mission and will ensure each CAO briefing checklist is annotated to reflect which benefits and entitlements apply to each case.

- c. The CAC and CMAOC will be the main sources of information and guidance for the CAO.
- d. The CAO will be the focal point for all official communications with the Family. The CAO will coordinate with all appropriate installation activities (to include CID) and outside agencies such as the VA, SSA, AER, and American Red Cross to provide all necessary assistance to the person(s) requiring assistance.
- e. The VA and SSA provide specific information directly to the survivor. The CAO will encourage the NOK to use the centralized expedited call centers. However, the CAO will make necessary appointments with VA and SSA for NOK who prefer not to use the centralized call centers, and accompany the NOK in those cases. The CAO should call on these local services and support activities, when necessary.
- f. The quality of service must reflect attention to duty and to the NOK. It will lessen the emotional and financial strain born by the NOK. The CAO should pursue the assignment with a keen sense of urgency but conform to the NOK's time preferences. The CAO should take pride in conduct, military appearance, and services rendered. Moreover, the CAO should keep the thoughts, feelings, and position of the NOK uppermost in mind.
- g. The CAO will read and follow all of the guidance contained in the CAO guide that the CAC will provide.
- h. The CAO will assist the NOK on all matters pertaining to the deceased. The CAO will—
  - (1) Make daily entries on the CAR to ensure that appropriate benefits and services are applied for by the NOK. The CAR will be updated via DCIPS, unless otherwise directed by CMAOC (see para 5–10).
  - (2) Communicate directly with the person making the initial notification to ensure that the first and subsequent contacts with the NOK are productive.
  - (3) Telephone the NOK within 4 hours (but not between 2200 and 0600) following initial notification to schedule an appointment. The NOK will expect the telephone call, so any delay will cause them needless anxiety. Timing of the first visit should be based on the desires of the NOK. Comply with any request to delay the first visit, but make a log entry to record their preference.
  - (4) Obtain copies of legal documents (for example, adoption papers or divorce decree), as necessary, and information on dependent children not previously reported after consultation with the local staff judge advocate.
  - (5) Confirm the 45-day residence address and mailing address obtained by the CNO.
  - (6) Annotate immediate financial and emotional needs or problems facing the NOK.
  - (7) Inform parents of available civilian programs and services, as necessary.
  - (8) Direct all inquiries on nonrecovered remains or validity of ID of remains to CMAOC.
  - (9) Advise the DG beneficiary(ies) on the status of DG payment(s) and assist the beneficiary in obtaining payment of the DG.
  - (10) Assist in arranging for the funeral, MFH, and planeside honors where applicable, if desired by the PADD. If the funeral will occur in a different geographic location, the PADD's CAO will assist in coordinating funeral arrangements and Family travel with the CAO appointed by the CAC at the funeral location. Upon request from the Family, the CAO for the PNOK, and parents who are the SNOK, may accompany the Family to the interment location to assist the interment CAO with arrangements and other support at the interment location. If the PADD is other than the spouse or parents, CMAOC may approve a request from the PADD for the PADD's CAO to accompany the PADD to the funeral as an exception on a case-by-case basis.
  - (11) Participate in the transfer of the remains to the receiving funeral home or cemetery. Inspect the remains, with the escort and the funeral director, to ensure all is in order for the Family to view the remains if they choose.
  - (12) Keep the Family and PADD informed as to the return of remains, funeral arrangements, etc.
  - (13) Advise the NOK of monetary, educational, and bereavement benefits and entitlements for which they are eligible based on the annotated CAO checklist. Use local facilities such as the legal assistance office and Government copying equipment in developing and supporting claims for benefits.
  - (14) When possible, use the VA and SSA expedited benefits processing call center or accompany the NOK to the VA office and the SSA office to discuss survivor benefits and to assist in completing applications for benefits.
  - (15) Assist the designated beneficiary(ies) in obtaining all unpaid pay and allowances.
  - (16) Inform eligible NOK about the period of entitlement for transportation and shipping of household goods and about procedures for requesting extension of entitlements.
  - (17) Immediately notify the CAC of any change of address the NOK makes or contemplates so that the CAC can immediately notify CMAOC.
  - (18) Immediately notify the CAC if the NOK requests a letter of sympathy from the deceased Soldier's previous unit CDR in cases where another officer would normally prepare the letter. The CAC will immediately notify CMAOC.
  - (19) Assist eligible Family members in seeking expedited, prioritized legal assistance from military attorneys on matters arising from the deaths of active duty Soldiers, to include tax matters.
  - (20) Assist the Family with locating accounts (for example, Thrift Savings Plan, bank accounts, individual retirement account, and so forth) for which the Army may have knowledge of.
  - (21) Coordinate with military and civilian investigation representatives to keep Family members informed on the status of all death investigations concerning their Soldier.

(22) Assist Family members in requesting and obtaining copies of all requested releasable reports of investigation or fatality reports in accordance with FOIA. Reports other than results of legal accident investigations that are briefed to the Family in accordance with AR 638–34 should be hand-delivered to the Family by the CAO whenever possible.

(23) Schedule a Family brief, when requested, for categories of investigations that require a briefing offer.

(24) Monitor the status of the delivery of the Soldier's PE. The CAO will hand-deliver the PE to the PERE, except those PE shipped as household goods in transportation channels.

(25) Assist parents who are SNOK with requests for investigation reports, filing of travel claims and bereavement assistance. The CAO will contact parents who are SNOK at least monthly until relieved from CAO duty.

### **5–9. Privacy of personal information**

Personal information protected by the Privacy Act of 1974 is usually required to initiate survivor benefits and to settle the decedent's personal affairs and financial accounts. Members of Congress and private organizations providing letters of condolence, financial relief, grants, and gifts may also require personal information belonging to the beneficiary. Before requesting personal information, the CAO must obtain the NOK's signature and consent on the DA Form 4475 (Data Required By the Privacy Act of 1974 Personal Information From the NOK of a Deceased Service Member).

### **5–10. Casualty assistance report**

The CAO will use the CAR as a working document to record and track the benefits and services provided to the NOK. The CAR provides a standardized list of all benefits and services available under the Army Casualty Program. This ensures that all personnel involved in the casualty assistance process have access to the same information to determine which benefits and services are appropriate to the NOK. The signed CAR serves as the after action report. It also provides information for aggregated reports on casualty benefits and services to the SECARMY.

*a.* The CAO will record assistance activities performed for individuals living within a single residence on the same CAR. Separate CARs are used when the NOK reside in separate residences. Each CAO involved in a case will complete a separate CAR.

*b.* The CAR will be updated as events occur. The CAR will be reconciled by CMAOC case managers 30 days after the initial meeting with the NOK. This review and all other subsequent actions will be accomplished via DCIPS unless otherwise directed by CMAOC. CARs will be reviewed and updated at 30-day intervals until the CAO is released from the case. Case managers will use the CAR to ensure that benefits and services are provided promptly.

*c.* The CAR ensures continuity and coordination of casualty assistance if more than one CAO becomes involved in the case or when responsibility for assisting the survivor is transferred to SOS.

*d.* In preparation for completing CAO duties and transferring responsibility for assisting the survivor to SOS, the CAO will coordinate an introduction between the NOK and a SOS support coordinator located nearest to where the NOK resides. If the NOK declines to meet a support coordinator, inform the NOK of the support coordinator's name and contact information. Include the support coordinator's name, information, and date of introduction (or briefing, if applicable) to the NOK on the CAR.

*e.* When out-briefing the Family, the CAO will request that the NOK verifies the contact information provided and sign the CAR, documenting agreement with the benefits and services listed. The CAR signed by the NOK is required for release from CAO duty (see para 5–14).

### **5–11. Transfer to new casualty assistance officer**

At times, it is necessary to replace the CAO assisting a Family before casualty assistance is completed. The NOK may move outside of the CAC's jurisdiction, the CAO may be reassigned or incur extended absence, or the Family may request a change in personnel. To ensure that assistance continues without interruption, the CAC should appoint the new CAO with enough time to become thoroughly familiar with the case before the current CAO departs.

*a.* Prior to appointing a new CAO, inform CMAOC of the reasons for making the change and document that reason in the application in DCIPS Journal.

*b.* Current CAO will ensure that the NOK is prepared for the change before the new CAO is introduced.

*c.* When the NOK moves to a new CAC's jurisdiction, the losing CAC will notify CMAOC of the change by telephone. The losing CAC will also send a follow-up email to CMAOC with a copy to the gaining CAC. The follow-up email will include all information necessary to provide a smooth transition for continuing casualty assistance to the NOK. The email will contain the following:

(1) NOK's time and date of departure.

(2) Estimated time of arrival.

(3) Mode of travel and address at destination.

(4) A copy of the NOK's itinerary and the nature of any assistance needed. The NOK may need assistance at intermediate points while en route to the final destination.

(5) A copy of the most current CAR and other documentation concerning assistance already in place, and activities requiring further action.

d. When possible, the CAO accompanies the new officer on initial contact with the NOK. Prior to the initial visit, the incoming and outgoing CAO will communicate directly with one another and conduct handovers that include:

- (1) Status of any benefit requests.
- (2) Review contact list.
- (3) Any questions the Family has raised.

#### **5-12. Assisting next of kin of deceased retired Soldiers**

a. In honor of their Service, CACs will provide assistance to the NOK of a retiree who dies. When contacted concerning a deceased retiree, the CAC will communicate with the NOK to determine the extent of assistance needed.

b. When Families of deceased retired Soldiers request assistance, CACs will assign a CAO.

c. Retired military personnel may be entitled to certain mortuary benefits as discussed in AR 638-2.

d. When an overseas CAC reports the death of a military retiree in a foreign country, CMAOC will contact the American Embassy or consulate responsible for the geographic area regarding disposition of remains, the estate, and so forth.

e. The CAC responsible for casualty assistance to the NOK should contact Retired Pay Operations, DFAS in Cleveland, Ohio to obtain information concerning survivor benefits, allotments, and so forth.

#### **5-13. Assistance to next of kin of deceased Department of the Army Civilian employees**

The Army will provide casualty assistance to the PNOK of DA Civilians who die while assigned outside the continental United States (OCONUS) (to include Hawaii and Alaska), while deployed, or while TDY, to include the overseas PNOK of all overseas-stationed DA Civilians who die while TDY in CONUS. In addition, casualty assistance will be provided to OCONUS DA Civilians with reinstatement rights to CONUS positions. Garrison CDRs of the responsible CAC will ensure that the Civilian Personnel Advisory Center (CPAC) designated by the Civilian Human Resources Agency (CHRA), in coordination with the local CAC, identifies a DA Civilian to provide casualty assistance to the NOK. This assistance will be comparable to that prescribed in this regulation for military Family members.

a. If a DA Civilian is not reasonably available to serve as a CAO, the responsible garrison CDR can direct the appointment of a military CAO to provide assistance.

b. The CHRA, the employee's servicing CPAC, and the other CPACs as designated by CHRA, and the Army Benefits Center-Civilian will assist the military or DA Civilian CAO in-processing all civilian benefits and entitlements.

c. After the Family members enter CONUS, the CPAC designated by CHRA, in coordination with the local CAC, will provide any additional assistance that may be necessary.

#### **5-14. Release from casualty assistance duties**

When the NOK has applied for all applicable benefits and services, the CAO and the NOK will review the CAR. The NOK will sign the CAR, signifying agreement that the CAO provided the indicated assistance. The CAO will ensure that the NOK understands the availability of additional assistance and has contact information for a SOS support coordinator and the CAC. The CAO will provide the signed CAR to the CAC. Prior to releasing the CAO, the final CAR must be signed by the NOK, CAO, a SOS support coordinator, and CAC chief before it is submitted to CMAOC. The CAC will contact the NOK to verify they are satisfied.

#### **5-15. Disposition of documentation**

After verifying the NOK's satisfaction with casualty assistance, the CAC will—

a. Notify the case manager that the CAO has been released from duty; update CAO data field in DCIPS and upload the signed CAR into the DCIPS case record.

b. Upload additional case-related documents (for example, DD Form 397 (Claim Certification and Voucher for Death Gratuity Payment), SF 1174, final SCMO report into DCIPS).

#### **5-16. Posthumous awards and decorations**

Diseased Soldiers may be eligible and recommended for posthumously awarded decorations and badges. Refer to AR 600-8-22 for detailed information concerning eligibility, preparation of award elements (orders, certificates and medals), and presentation of awards to NOK, and special provisions during periods of armed hostilities.

a. *Role of the casualty assistance officer.* The CAO should never indicate to the NOK that a specific level of award has been recommended, only that the Soldier is being considered. If the CAO receives official notification that a decoration has been approved, the CAO should contact the CAC or CDR, HRC (AHRC-PDP-A) to determine if a formal ceremony is authorized.

b. *Replacement and duplicate issue of medals.* Replacement medals will only be issued to the PNOK to whom the original medals were issued when medals are lost, destroyed, or become unfit for use without fault or neglect by the PNOK. Proof of relationship will be submitted along with the request. Replacement Medals of Honor, Distinguished



Service Crosses, and Distinguished Service Medals will be replaced without charge. The PNOK should address questions to National Personnel Records Center, 1 Archives Drive, St. Louis, MO 63138-1002.

## **Chapter 6**

### **Travel and Transportation Orders**

#### **6-1. Casualty assistance program for travel and transportation orders**

The CMAOC provides ITAs so that qualified Family members of eligible Soldiers may travel to MTFs at Government expense. The following guidelines apply for bedside travel, travel in connection with missing Soldiers, and travel to unit memorial services:

- a.* Movement to areas of hostile fire is not authorized.
- b.* The CMAOC can approve ITAs for the NOK of captured, missing, or detained Soldiers and can determine the duration of such orders.
- c.* The CMAOC will publish all ITAs that result from all OCONUS (excluding Hawaii and Alaska) and contingency operations for illness and injuries. All other bedside ITAs are issued through the CAC. The CACs, in coordination with the servicing patient administration division, Warrior Transition Unit, and the casualty's unit, will arrange for the driver, escort, and lodging for all Family members arriving at the MTF. Soldier and Family assistance centers at MTFs will assist authorized travelers with submission of DD Form 1351-2 (Travel Voucher or Subvoucher) to DFAS.
- d.* The attending physician or surgeon and the CDR or head of the MTF exercising control over the Soldier makes the determination as to whether the presence of the authorized individual would contribute to the Soldier's health and welfare. The MTF will document this determination on a DA Form 2984. To be valid, this form must reflect Soldier's status and requires two signatures:
  - (1) The attending physician.
  - (2) The patient administration division or administration officer of the day.
- e.* There must be an INIT in DCIPS-CM before an ITA can be authorized.
- f.* All orders cease when a Soldier leaves inpatient status at the MTF or when the PNOK leaves the bedside of the casualty.
- g.* For DT travel, CMAOC will arrange travel and lodging for Family members and CAOs, and issue all ITAs for travel to Dover AFB for the Family. The accompanying CAO will receive travel orders from the servicing CAC. The CMAOC will coordinate the travel plans with personnel at Dover AFB who will arrange ground transportation between the airport and Dover AFB Port Mortuary.

#### **6-2. Casualty status eligible for bedside travel**

To be eligible for an ITA, a military physician must designate the Soldier as—

- a.* VSI or SI, and Soldier must be hospitalized for illness or injury, whether or not tests show electrical brain activity or brain death.
- b.* NSI must have been injured or become ill in a combat zone or combat operation and be hospitalized in the United States.

#### **6-3. Individuals eligible for travel and transportation orders**

The CMAOC can authorize up to three individuals, per the Joint Travel Regulations (JTR), Section 7315 to travel to the bedside of a Soldier. Designated travelers must be identified in Block 9, "Remarks," on DA Form 2984.

#### **6-4. Requesting travel and transportation orders for bedside travel**

- a.* For contingency operations or OCONUS Soldiers who are injured or ill, the CMAOC will initiate ITAs 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 ITAs and make arrangements to move the Family member(s) or designated traveler(s) to the bedside.
- c.* The CAC must submit the following for an authorization control number:
  - (1) The completed DA Form 2984 stating 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 ITA by CMAOC. To be valid the DA Form 2984 must be signed by—
    - (a)* The attending physician.
    - (b)* The patient administrator or administrative officer of the day.
  - (2) 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 while awaiting receipt of the DA Form 2984.
- 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 DCIPS ITO screen for all travelers, attach orders, and journalize actions taken.
- (3) Assist MTFs and travelers with travel vouchers to ensure travelers receive reimbursement for travel expenses, to include per diem and travel costs; record payments in DCIPS ITO screen.
- (4) Maintain an ITA 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.

#### **6-5. Travel and allowances for bedside travel**

- a. The ITAs will be effective the date the control number is issued.
- b. Movement at Government expense by the NOK prior to the date and time the MTF processes the DA Form 2984 is not authorized.
- c. Upon receipt of a valid DA Form 2984 from the MTF, movement of requested travelers will be initiated within 24 hours.
- d. The ITA provides:
  - (1) Monetary allowance for the official distance between home and the MTF if travel is performed by privately owned conveyance. In-and-around transportation reimbursement is not authorized.
  - (2) Reimbursement for expenses incident to travel (excess baggage fees, baggage handler tips, taxi fares, and so forth) in accordance with JTR, section U5246.
  - (3) Government-funded round-trip travel every 60 days until the Soldier is discharged from the MTF or if death occurs.
  - (4) When the Family member is not at the casualty's bedside, the Family member is considered to be on leave and will not receive per diem nor Government-funded lodging. The ITA remains in effect for the duration of the Soldier's stay at the MTF.
- e. The MTF will not submit a final travel voucher to DFAS until the 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.

#### **6-6. Duration of travel and transportation orders for bedside travel**

- a. Initial ITAs for VSI or SI will not extend beyond 30 days unless approved by CMAOC. The MTFs will forward DA Form 2984 for extension of VSI or SI initial orders through the CAC to CMAOC.
- b. The ITA issued for eligible NSI will be for 15 days and not extended beyond 30 days, unless the Soldier status changes.
- c. All orders will terminate when a Soldier is discharged from inpatient status at the MTF.
- d. The CMAOC may approve a short leave of absence from the Soldier's bedside at the Family member's expense. However, such departure must be coordinated with CMAOC before the NOK departs from the MTF or hospital caring for the Soldier.
- e. The ITA will not follow a Soldier to a VA or specialty care center. When a Soldier is discharged to an outpatient status or transferred to a VA Polytrauma Center or other rehabilitation facility, the hospital determines if a nonmedical attendant is needed. Orders for the nonmedical attendant will come from the patient administration division of the MTF.

#### **6-7. Active duty Soldiers traveling on travel and transportation orders for bedside travel**

- a. Active duty Army personnel who are NOK may be moved to the bedside of eligible injured or ill Soldiers. The NOK must provide a memorandum of approval from the NOK's unit CDR to CMAOC before the order will be published. The memorandum must state the number of days released for the period of the ITA.
- b. The CMAOC will complete a DD Form 1610 (Request and Authorization for TDY Travel of DOD Personnel) for the active duty NOK. The NOK who are active duty personnel from other branches of Service will be provided travel orders to the bedside of an Army casualty by their respective Service.

#### **6-8. Travel to dignified transfer of remains**

The PNOK and up to two additional SNOK are authorized travel to Dover AFB to observe the DT. Travel of additional Family member(s) may be authorized on a case-by-case basis. The CAO accompanies the PNOK to the DT. Due to the short time allowed for travel to Dover AFB, the CMAOC will provide an ITA and construct travel for the Family member. The CAC and the associated CAO provide assistance, as required.

## **6–9. Family travel to unit memorial event**

*a.* Unit CDRs will conduct a memorial service for eligible deceased Soldiers. CDRs will inform Family members of the deceased Soldier of any unit memorial event the unit has held or will hold while deployed. CDRs will invite the Soldier's Family to attend unit memorial events at the home station. CDRs have the authority to invite Family members to additional unit memorial events if more than one event is conducted; however, only one event will qualify for Government-funded travel.

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

*c.* Only one memorial service will 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.

*d.* All eligible Family members as defined in 37 USC 411f 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.

*e.* Memorial service locations are limited to the CONUS, Alaska, 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 operations.

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

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

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

## **Chapter 7**

### **Letters of Sympathy, Condolence, and Concern**

#### **Section I**

#### **Letters of Sympathy**

##### **7–1. Description of letters of sympathy**

Letters of sympathy are intended to extend sympathy 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.

##### **7–2. Preparing letters of sympathy**

When preparing letters of sympathy, CDRs will use the following guidance:

*a.* Send a letter of sympathy to the PNOK of all deceased Soldiers, including those who die while in an AWOL status. The CMAOC will determine whether to send a letter to the PNOK of deserters.

*b.* Send a letter of sympathy to the PNOK of all DOD and DA Civilians who become casualties while—

- (1) Assigned or deployed overseas.
- (2) In the United States and in a TDY status.
- (3) Supporting contingency operations.

*c.* Send a letter to the PNOK and SNOK. For separated or divorced parents, prepare and send individual letters.

*d.* Prepare letters of condolence in place of letters of sympathy for a NOK who, by his or her presence or through an appropriate source other than official casualty notification, is already fully aware of the circumstances surrounding the casualty.

*e.* 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.

*f.* 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.

*g.* In the case of suicides, the unit CDR will prepare the letter of sympathy and include the Soldier's contribution to the unit.

*h.* Supervisors or CDRs 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, whichever is shorter. 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.

*i.* 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.

### **7-3. Content of letters of sympathy**

CDRs will keep letters sincere and use simple language. Extend sympathy and refer to the circumstances surrounding the individual's death, DUSTWUN, or EAWUN status with as much detail as possible.

*a.* Avoid use of military terms such as "line of duty," abbreviations, or Army jargon (for example, 1300 hours should be expressed as 1 p.m.).

*b.* 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 and help them obtain a redacted copy of the investigation results.

*c.* Do not include any statements that might be the basis for a claim against the Government or another agency or person. Also, avoid disclosing information protected by FOIA or other security regulations.

*d.* CDRs will make certain that the details given correspond with the INIT and the findings of a completed investigation.

*e.* Be sensitive to the NOK and give a factual and logical explanation of the circumstances. Answer the "5Ws" (who, what, when, where, and why or how) and provide answers to any questions that the Family might ask, giving pertinent facts that will comfort the NOK. These facts may be stated, when applicable—

(1) Casualty did not suffer.

(2) Casualty received the last rites of his or her faith.

(3) Casualty's memorial services were held.

(4) Statement(s) on the casualty's work, his or her adaptation to Service life, and contributions to the unit (when appropriate, add this information).

*f.* The CDR may include photographs and/or a recording of the memorial service. The CDR will not send photographs depicting the casualty incident.

*g.* The CDR will avoid unfitting compliments and ghastrly descriptions.

*h.* In cases of death from hostile action, when security restrictions permit, provide facts describing the combat operation or action and other circumstances concerning the casualty's status.

*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. While the letter(s) should provide these details, CDRs should be mindful of operational security concerns.

*j.* Do not state or discuss Soldier's recommendation for a posthumous promotion, decoration, or award.

*k.* Ensure that letters to members of the same Family agree on circumstances surrounding the casualty, but change them as to ensure each is personalized.

### **7-4. Review of letters of sympathy**

The BDE S1, parent unit CDR, or agency director will review all letters of sympathy for compassion, clarity, accuracy, and agreement with the facts reported on the INIT or most recent casualty report before they are sent to NOK. In cases of suspected or apparent homicide, the servicing judge advocate will also review the letter(s) before they are sent to the NOK. The preparing command will also provide a copy of the letter to the CAC, to be included in the permanent case file and for upload into DCIPS.

## **Section II**

### **Letters of Condolence and Concern**

#### **7-5. Purpose of condolence letters**

Letters of condolence convey condolence on a Soldier's or DOD and/or DA Civilian's death from a higher level 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.

#### **7-6. Mailing condolence letters**

No letters of condolence will be sent until after receipt of 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.

## **7-7. Review of condolence letters**

The BDE CDR will review the letter of condolence to ensure compassion, clarity, accuracy, agreement with the facts reported on the INIT or most recent casualty report, and compliance with paragraph 7-3. In cases of suspected or apparent homicide, the servicing judge advocate will also review the letter(s) before they are sent to the NOK. The preparing command will provide the CAC with an information copy of all letters of condolence.

## **7-8. Letters of concern**

If they desire, CDRs of personnel 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 8**

## **DD Form 93**

### **8-1. Overview**

Soldiers and DOD and/or DA Civilians use the DD Form 93 to provide information related to the names and contact information for those individuals whom a Soldier or Civilian wants to have contacted in case of an emergency. Soldiers also make the following designations on the DD Form 93 as prescribed in DODI 1300.18:

*a.* The person authorized to direct disposition of remains. The Soldier may designate any person regardless of the relationship of the designee to the Soldier. In the event the Soldier does not designate a PADD, the following order of precedence will be used to determine the PADD:

- (1) Surviving spouse.
- (2) Children who have reached the age of majority in order of seniority (age).
- (3) Parents in age order of seniority (age).
- (4) Blood or adoptive relative who was granted legal custody of the Soldier.
- (5) Brothers or sisters of legal age in order of seniority (age).
- (6) Grandparents in order of seniority (age). Adoptive relatives.
- (7) Other adult blood relatives in order of relationship to the individual under laws of the deceased's domicile.
- (8) Remarried surviving spouse.
- (9) Person's standing in loco parentis.
- (10) Legal representative of the estate (legally appointed).

*b.* The DG beneficiary(ies). The Soldier may designate up to 10 individuals in increments of 10 percent as DG beneficiary(ies). If the Soldier is married and designates anyone in addition to or in place of the Soldier's spouse, the Soldier's records manager will send a letter to the spouse at the last known address of record to advise the spouse that the Soldier has designated another beneficiary to receive all or a portion of the DG benefit.

*c.* Unpaid pay and allowances.

*d.* It is essential to maintain complete and up-to-date contact information for PADD and beneficiary(ies) designations on the DD Form 93.

*e.* All Soldiers (active duty, USAR, and ARNG) are required to have a current, completed DD Form 93 on file (AMHRR Service folder (iPERMS)) at all times.

*f.* All DOD and DA Civilians will complete the DD Form 93 in preparation for each deployment to an overseas theater of operations.

### **8-2. Confidential data**

Data collected on the DD Form 93 is "For Official Use Only," consistent with 5 USC 552a.

### **8-3. Importance of DD Form 93**

*a.* When completed and signed, a DD Form 93 becomes an official legal document that designates the PADD and beneficiaries of certain benefits if the Soldier/DA Civilian is deceased.

*b.* The form provides the name, address, and telephone number of the persons to be notified in case of emergency, injury, illness, or death of Soldiers and deployed DOD and/or DA Civilians.

### **8-4. Commanders' responsibility for DD Form 93**

The CDRs will ensure that—

- a.* Individuals execute a new, signed, and verified DD Form 93 when there is a change in any item except unit.
- b.* Individuals carefully read and fully understand the instructions and statements before they sign the form.
- c.* Individuals seek legal advice prior to naming a minor child as a beneficiary.

*d.* Unit human resource specialists review documented evidence of marriage, divorce, birth of Family member, adoption of Family member, or any other significant change prior to verifying the DD Form 93.

*e.* Spouses of married Soldiers are notified, in writing, whenever that Soldier designates one or more beneficiaries for DG in addition to or other than the spouse.

*f.* CONUS replacement center coordinators show the DD Form 93 training video during Soldier Readiness Processing readiness checks.

*g.* Provide the CAC a memorandum of record verifying the DD Form 93 is the most current version on hand if the Soldier's signature on DD Form 93 is over 1 year old.

### **8-5. Use of the continuation and remarks section of DD Form 93**

The DD Form 93 dated January 2008 includes a block in which to designate a PADD. Soldiers must designate the PADD in the continuation/remarks section of the DD Form 93 in accordance with statute and AR 638-2. Soldiers, DOD, and DA Civilians may use the continuation/remarks section of the DD Form 93 to capture additional important information that may assist the Army and the Family in carrying out the individual's wishes should a casualty occur. Some optional uses may include:

*a.* Designation of in loco parentis.

*b.* Designation of a nonmedical attendant.

*c.* Location of last will and testament.

*d.* Location of living will, medical power of attorney, and other important legal documents including:

(1) Location and policy number of any insurance policies.

(2) Desired location for rehabilitation from an illness or injury after the period of critical care, if incapacitated.

(3) Specific travel directions to the physical location of any individual identified on the DD Form 93 in those instances where the mailing address does not identify the individual's physical location, such as a post office box, rural route number, or highway contract route.

### **8-6. Update, review, and disposition of DD Form 93**

*a.* Soldiers and deployed DOD and DA Civilians will update the DD Form 93 any time there is a change to any item except unit.

*b.* active duty Soldiers will review the form—

(1) During out-processing for permanent change of station and pre-separation processing.

(2) Upon arrival at a new duty station.

(3) In conjunction with the Soldier Readiness Program.

(4) Annually.

*c.* The USAR and ARNG Soldiers will review the form—

(1) During in-processing to a new troop program unit.

(2) In conjunction with mobilization in support of contingency operations, state ARNG mobilization activation, or mobilization readiness exercise.

(3) Annually.

*d.* All DOD and DA Civilians deploying in support of military operations will complete or review the DD Form 93—

(1) Prior to deployment while at the CONUS replacement center/individual deployment site or other central processing facilities.

(2) In conjunction with an emergency deployment readiness exercise.

*e.* The human resource specialist will verify and process all DD Forms 93 to include whenever the form is completed in hard copy.

(1) For Soldiers, append the completed DD Form 93 to the Soldier's record in iPERMS.

(2) For DOD and DA Civilians, who fall under Army for reporting purposes, digitally send the completed DD Form 93 to CDR, HRC (AHRC-PDC-C) at [usarmy.knox.hrc.mbx.tadg-cmaoc-csb@mail.mil](mailto:usarmy.knox.hrc.mbx.tadg-cmaoc-csb@mail.mil).

### **8-7. Eligibility for death gratuity**

*a.* A beneficiary may be eligible for a DG and/or the unpaid pay and allowances of a deceased Soldier. There are special rules to determine each category of beneficiary. For further information on DG eligibility, consult DODFMR 7000.14-R, Volume 7A and consult the local staff judge advocate's office.

*b.* Soldiers who die within 120 days of separation, retirement, or discharge from Service, to include retirement for disability or length of Service, may be eligible for payment. The 120-day period begins on the day following the date of discharge or separation from the Army and the—

(1) Character of Service must be under honorable conditions.

(2) VA must determine that death resulted from disease or injury, which was incurred or aggravated, while the

Soldier was on active duty or under the terms stated in 10 USC 1476 and 10 USC 1480 to include USAR and ARNG assigned to Reserve Component units.

c. An AWOL or absent over leave status at the time of death does not disqualify the payment of the DG. The DG is payable when the Soldier is in this unauthorized status at the time of death including when in the custody of civil authorities.

### **8–8. Designation of beneficiary(ies) for the death gratuity**

a. On and after 1 July 2008, Soldiers have the ability to designate up to 10 persons to receive all or a portion of the DG. Soldiers must designate amounts payable in 10 percent increments. If a Soldier designates a person other than the spouse to receive all or a portion of the DG, the human resources specialist must provide the spouse written notification of the action.

b. If a Soldier does not make a designation or designates only a portion of the amount payable, DFAS will pay the amount of DG not covered by a designation as follows:

- (1) To the surviving spouse of the Soldier, if any.
- (2) To any surviving children of the decedent and the descendants of any deceased children by representation in equal shares.
- (3) If there is none of the above, to the surviving parents or the survivor of them.
- (4) If there is none of the above, to the duly appointed executor or administrator of the Soldier's estate.
- (5) If there is none of the above, to other NOK of the Soldier entitled under the laws of domicile of the Soldier at the time of the Soldier's death.

c. When a minor child is a designated or nondesignated beneficiary and a guardian has been appointed by a court for the child's property (as distinguished from being awarded physical custody), DFAS will require a certified copy of this appointment order for payment.

### **8–9. Nonpayment of the death gratuity**

a. The DG is not payable to a beneficiary or survivor who is suspected in the death of the Soldier, unless there is evidence that clearly absolves such beneficiary or survivor of any felonious intent. The CMAOC will coordinate with the CMAOC for approval to suspend DG payment pending clarification of criminal involvement.

b. The DG is not payable in the case of a Soldier who is a declared deserter at the time of death, unless it is later found that the declaration was in error.

c. The DG is not payable in the case of a Soldier whose death is the result of a lawful punishment for a crime or military offense, except when such death was inflicted by any hostile force with which the Armed Forces of the U.S. had engaged in armed conflict.

d. Soldiers cannot designate an agency, corporation, association, or so forth to receive any portion of the DG. If so designated, the portion of the DG so designated will be dispersed according to paragraph 8–9b.

### **8–10. Designation of beneficiary(ies) for and payment of unpaid pay and allowances**

The Soldier may designate any individual(s) to receive unpaid pay and allowances. If the Soldier designates two or more beneficiaries, the Soldier must state the percentage paid to each individual. Where there is no designation, DFAS will determine the eligible beneficiary and make payment.

## **Chapter 9 Report of Casualty**

### **9–1. DD Form 1300**

The DD Form 1300 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.

### **9–2. Preparation of DD Form 1300**

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 paragraphs 2–6a through g and 2–6j through p, and USAR Soldiers not on active duty.

b. The office of the state adjutants general in death cases of an ARNG Soldier who is not on active duty.

### **9–3. Certification and distribution of DD Form 1300**

a. For active duty deaths, the CMAOC will submit a certified (when required) copy of the DD Form 1300 to Office

of SGLI, VA, DFAS, interested CACs, and others with a need to know. In addition, preparing officials will send 10 certified copies of the completed DD Form 1300 stamped with an official raised seal to the PNOK, PADD, and all beneficiaries (through the CAO, when applicable).

b. For non-active duty deaths, the office of the state National Guard adjutants will submit a certified (when required) copy of the DD Form 1300 to the Office of SGLI, iPERMS, and specific Family members, if requested.

## **Chapter 10**

### **Government Provided Insurance Programs for Military Families**

#### **10-1. Establishment of Servicemembers' Group Life Insurance**

a. Government provided insurance programs for military Families are group insurance policies purchased by VA from a commercial insurance company. These programs are operated under an arrangement with commercial companies through the Office of SGLI. For detailed information, visit the VA Web site at <http://www.insurance.va.gov/miscellaneous/index.htm>. The SGLI is the life insurance currently available to—

(1) All Servicemembers of the Uniformed Services.

(2) Soldiers of the Individual Ready Reserve or individual mobilization augmentee, attached for training in a nonpay status to units that are scheduled for at least 12 periods of IDT annually, that is, reinforcement training unit, mobilization designation detachment, or an Army Reserve Forces School student detachment.

b. The FSGLI is a program automatically extended to the spouse and Family members of a Soldier insured under the SGLI Program. The FSGLI provides up to a set limit of insurance coverage for spouses who are enrolled, not to exceed the amount of SGLI the insured member has in force. Premiums are based on the spouse's age. For detailed information, visit the VA Web site at <http://www.benefits.va.gov/INSURANCE/fsgli.asp?expandable=0>.

c. The TSGLI Program coverage applies to active duty members, Reservists, ARNG members, funeral honors duty, and one-day muster duty who have SGLI. For detailed information regarding the TSGLI program, contact the VA or go to the VA Web site at <http://www.insurance.va.gov/miscellaneous/index.htm>.

d. The preferred system to establish and update SGLI coverage and beneficiary information is the Army's personnel system, electronic military personnel office (eMILPO). Although the forms do exist on the VA Web site at <http://www.benefits.va.gov/INSURANCE/resources-forms.asp>, the preferred system is online. USAR and ARNG units should also use eMILPO to update SGLI coverage and beneficiary information.

#### **10-2. Changes to Servicemembers' Group Life Insurance programs**

Whenever the SGLI or FSGLI Program is modified, CMAOC will provide instructions via ALARACT and MILPER messages that will explain fully all changes.

#### **10-3. Insurance claims for deceased Soldiers and Family members**

The agencies listed below will process and submit claims for SGLI and FSGLI:

a. The CMAOC for all individuals reportable as defined in paragraphs 2-6a through f and 2-6m through p, and USAR Soldiers not on active duty.

b. The CMAOC for eligible temporary disability retired list and permanent disability retired list Soldiers in paragraph 2-6 who are entitled to continued coverage.

c. The Office of the State Adjutants General in death cases of an ARNG Soldier or Family member of an ARNG Soldier who is not on active duty.

#### **10-4. Proof of death and verification of insurance**

When a claim is filed for insurance, one of the following types of evidence will establish proof of death and verification of the amount of insurance in force at the time of death if:

a. The death of a Soldier occurs while on active duty, ADT, IDT, or in an active duty status as a USAR or ARNG Soldier, CMAOC will send the DD Form 1300 to the Office of SGLI as proof of death.

b. A Ready Reserve or Title 32 Soldier, other than those identified in paragraph 10-4a who is insured under full-time coverage dies within the period the insurance is in force following expiration term of service, the state adjutants general or CMAOC Reserve Casualty (AHRC-PDC-C) will submit a final DD Form 1300, certified copy of the death certificate, and a copy of the DD Form 214.

c. An insured under part-time coverage dies within the 120-day period following a period of duty during which a disability was incurred or aggravated, state adjutants general and TAG (AHRC-PDC-C) will send the SGLV Form 8283 (Claim for Death Benefits (SGLI/VGLI)), a certified copy of the death certificate, and a DD Form 1300 to the Office of SGLI.



## **10-5. Enrollment in and application for payments under Servicemembers' Group Life Insurance**

Soldiers must—

*a.* Use the SGLV Form 8286, dated November 2010 to apply, reduce, or decline SGLI coverage, or to designate or update the beneficiary and/or contingency on a SGLI policy. SGLV Form 8286 is also used to restore or increase previously declined or reduced overages. The SGLV Form 8286 is preferred when applying for SGLI and FSGLI coverage or submitting coverage updates. SGLV Form 8286 can be found on the VA Web site at [http://www.benefits.va.gov/INSURANCE/forms/SGLV\\_8286\\_ed2013-04.pdf](http://www.benefits.va.gov/INSURANCE/forms/SGLV_8286_ed2013-04.pdf) and within the Army's personnel system, eMILPO.

*b.* Use the SGLV Form 8286A (Family Coverage Election (SGLI)) to—

(1) Reduce or decline FSGLI coverage.

(2) Request FSGLI coverage when it previously has been declined.

*c.* Use the SGLV Form 8283 to claim SGLI or VGLI proceeds for a deceased policyholder.

*d.* Use the SGLV Form 8283A (Claim for Family Coverage Death Benefits (SGLI)) to claim FSGLI proceeds for a deceased spouse or Family member.

*e.* Use the SGLV Form 8284 (Servicemember/Veteran Accelerated Benefits Option Form) to request an advance insurance payment for a Soldier or veteran who is terminally ill.

*f.* Use the SGLV Form 8284A (Family Coverage Accelerated Benefits Option Form) to request an advance insurance payment for a spouse who is terminally ill.

*g.* Use the SGLV Form 8715 (Application for Servicemembers' Group Life Insurance (SGLI) Disability Extension) to apply for a free extension (up to 2 years) of SGLI coverage if the Soldier is totally disabled at time of discharge.

*h.* Follow the instructions that accompany each form in order to ensure a proper enrollment, disenrollment, or insurance claim.

*i.* If electing SGLI coverage, designate each principal and contingent beneficiary by name. Although the SGLV Form 8286A may authorize individuals to indicate payment "BY LAW," the Army does not allow Soldiers to designate beneficiaries "BY LAW" or "BY WILL."

## **10-6. Claims for traumatic injury protection under Servicemembers' Group Life Insurance**

*a.* The HRC Combat-Related Special Compensation Office (AHRC-PDC) is the Army proponent for the TSGLI Program.

*b.* To file a claim, complete SGLV Form 8600 (Application for TSGLI Benefits) and submit to the Office of SGLI. Procedures for completing the form are provided at the HRC Web site at <https://www.hrc.army.mil/tagd/tsgli>.

## **10-7. Servicemembers' Group Life Insurance and Veteran's Group Life Insurance**

Soldiers transferred to the inactive National Guard lose their SGLI coverage 120 days after being separated from active Service in the ARNG; they are entitled to and can apply for part-time SGLI and VGLI coverage. See NGR 37-104-3 for entitlements and administrative processing. Additional guidance and cost is provided by the VA on their Web site at <http://www.insurance.va.gov/miscellaneous/index.htm>.

## **10-8. Termination of coverage**

Insurance terminates as stated below, unless the insured aggravates or incurs a disability during his or her period of coverage (see para 10-8d(3)).

*a.* Full-time coverage will terminate 120 days after transition from duty. This does not apply if the Soldier is eligible for transfer to Retired Reserve for having completed 20 years of satisfactory Service creditable for retirement purposes. The Soldier must send an application to the Office of SGLI before the end of the 120-day period.

*b.* Part-time coverage terminates as stated below. (The insurance continues in force while the Soldier is returning directly from the place of duty.)

(1) At midnight, local time, on the last day of a period of active duty, ADT, ADOS, temporary tour of active duty for 31 days or less.

(2) At the end of IDT scheduled in advance by competent authority.

*c.* No insurance will be payable for death inflicted as a lawful punishment for crime or for military or naval offenses. However, it will be paid for death inflicted by an enemy of the United States.

*d.* The full and part-time insurance will cease if terminated or forfeited under the following condition:

(1) When a Soldier is determined to be AWOL, the CDR will promptly submit DA Form 4187 (Personnel Action) to DFAS. DFAS will automatically terminate the Soldier's pay if the AWOL continues for 31 consecutive days. The SGLI coverage is terminated at the end of the 31st day of absence. Deductions for SGLI will also cease as of the 31st day of absence.

(2) The SGLI coverage terminates at the end of the 31st day of continuous confinement when a Soldier is under court-martial sentence, including total forfeiture of all pay and allowances. (As an exception, see offenses listed in para 12-7, which would result in prompt termination of coverage.)

(3) Arrest or confinement by military authorities does not terminate SGLI coverage, except as stated in paragraph *c*, above.

(4) The SGLI coverage terminates at the end of the 31st day of civilian confinement if a Soldier is confined under a sentence adjudged by a civilian court.

(5) The persons will forfeit all rights to SGLI due to the following:

(a) Guilt of mutiny, treason, spying, or desertion.

(b) Refusal to perform service in, or wear the Armed Forces uniform because of conscientious objections.

*e*. The automatic insurance coverage of a Soldier who either cancels or elects reduced coverage will end at midnight of the last day of the month in which the custodian of the local personnel records received the newly completed SGLV Form 8286.

### **10-9. Restoration of terminated coverage**

The CDR will ensure that the DA Form 4187 is forwarded to DFAS so that premium deductions can be resumed for any insurance terminated under the provisions listed in paragraph 10-8*d*. DFAS will automatically restore coverage as of the date the Soldier is returned to duty with pay. Beneficiary designations or elections of settlement in effect at the time of termination will remain the same as before coverage termination.

## **Chapter 11**

### **Procedures for Casualties Involving Missing Persons (Nonhostile and Hostile)**

#### **Section I**

##### **General**

#### **11-1. Implementation**

This chapter provides guidance for implementing the provisions of 10 USC 1501 through 1513, 37 USC 551 through 37 USC 558, DODI 1300.18; and DODI 2310.05.

*a*. Only the SECARMY or designee may make a status determination. The SECARMY delegates authority to TAG for making status determinations. The authority includes responsibility to make determination of death, status, and essential facts and dates necessary. The SECARMY's, or designee's, determinations are conclusive on all departments and agencies of the United States.

*b*. The board of inquiry instructions apply to any member of the Army on active duty, USAR, and ARNG performing prescribed duties, a U.S. civilian officer or employee of the Army and any other person the Under Secretary of Defense for Policy determines to be a "covered person" as defined by DODI 2310.05, paragraphs E2.1.7 and E3.1.5 who serve in direct support of or accompany the Army in the field under orders and who become involuntarily absent as a result of hostile action or under circumstances suggesting that the involuntary absence is a result of hostile action and whose status is "undetermined" or who is "unaccounted for" as defined by DODI 2310.05, enclosure 2.

*c*. While DODI 2310.05 implements the provisions resulting from an involuntary absence as a result of a hostile action, for purpose of this regulation, the implementing instructions found in DODI 2310.05 also apply to involuntary absences that result from a nonhostile action.

*d*. Civil authorities will handle CONUS nonhostile missing cases that involve DOD and/or DA Civilians or DOD and/or DA contractors.

#### **11-2. Explanation of terms**

The explanation of terms below only applies to terms used in this chapter.

*a. Primary next of kin.* In accordance with and 10 USC 1513(4), in the case of a missing person, PNOK means the PADD as that term is defined in 10 USC 1482(c). The designated PADD is responsible for the disposition of remains. In accordance with 10 USC 1482(c), order of precedence is:

(1) The person identified on the DD Form 93, regardless of relationship of that person to the decedent.

(2) The surviving spouse of the decedent.

(3) Blood relatives of the decedent.

(4) If none of the above can be found or exist, a person standing in loco parentis to the decedent.

*b. Immediate Family member.* In the case of a missing person, immediate Family members are the following:

(1) Spouse.

(2) Natural child, adopted child, stepchild, or illegitimate child (if acknowledged by the person or parenthood has been established by a court) of the person, except that if such child has not attained the age of 18 years, the term means surviving parent or legal guardian of such child.

(3) Biological parent of the person, unless legal custody of the person by the parent has been previously terminated by a court decree.

(4) Brother or sister, if they have attained the age of 18.

*c. Previously designated person.* The person or persons (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.

*d. Missing person's counsel.* The Secretary concerned appoints counsel to represent the interests of the person covered by the inquiry (excluding any member of the person's Family or other interested parties).

*e. Responsible commander.* The CDR having summary court-martial jurisdiction over the unit to which the missing Soldier is assigned (or a higher authority designated by a CDR authorized to make such a designation).

*f. Duty status-whereabouts unknown.* The DUSTWUN is an interim or temporary status only designated to allow the responsible CDRs enough time to recommend a person's duty status. The CAC should submit supplemental reports as additional information or corrected information becomes available.

### **11-3. Reporting 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 will coordinate telephonically with 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 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 will appoint an initial board of inquiry, as outlined in section II, below.

*e.* The DD Form 2812 is not always required.

### **11-4. Personnel files**

The CDR will forward a copy of the following documents to the CDR, HRC (AHRC-PDC-M):

*a.* Soldier's records, to include:

(1) Enlisted record brief or DA Form 4037, as applicable.

(2) Record of court-martial conviction.

(3) Any other forms of personnel records used by the Service component or home station civilian personnel office.

*b.* Original health and dental records.

*c.* A copy of unit assignment orders for Active Army or mobilization orders for ARNG and USAR personnel.

*d.* The Soldier's DD Form 93 and SGLV Form 8286.

## **Section II**

### **Boards of Inquiry**

#### **11-5. Appointment of boards of inquiry**

*a.* The SECARMY or designee appoints boards of inquiry (including a legal advisor who provides counsel to the board and counsel for the missing person or persons) reviews board's findings and makes status determinations in accordance with 10 USC 1503 through 1505.

*b.* DODI 2310.05 contains further clarification regarding the appointment and conduct of boards of inquiry.

#### **11-6. Initial board of inquiry**

*a.* Appointment of 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, which 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, CMAOC will record and preserve the evidence upon which this determination is made. Receipt of additional evidence could require SECARMY or designated representative to appoint an initial board of inquiry. DODI 2310.05, contains further clarification regarding conditions requiring an initial board of inquiry.

*b.* 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.

*c.* On behalf of the SECARMY, TAG will 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 field-grade officer in the case of an inquiry regarding a member of the U.S. Army or a general schedule (GS) 13 or above in the case of an inquiry regarding a civilian employee or DOD contractor.

*d.* On behalf of the SECARMY, TAG will appoint at least one military officer and one Civilian to the board in the case of 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.

*e.* 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.

*f.* In the case of a board that will inquire into 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 serve as president of the board.

*g.* In the case of a board that will inquire into the whereabouts and status of one or more Civilian employees or contractors of the Army (and no military personnel), the board will be comprised of three civilian employees equal to or greater than the grade of GS-13.

#### **11-7. Subsequent board of inquiry**

*a.* On behalf of the SECARMY, TAG will appoint a subsequent board of inquiry to inquire into 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 be composed of at least three members as follows:

(1) In the case of a board that will inquire into 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 of these officers will be senior to the person whose status is being reviewed. The senior board member will serve as president of the board.

(2) In the case of a board that will inquire into 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 of these members 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 serve as president of the board.

(3) In the case of a board that will inquire into 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 serve as the president of the board.

(4) The board will include at least one member who has an occupational specialty similar to that of one or more of the persons covered by the inquiry and who has 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 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.

#### **11-8. 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, and have the right to submit information to the missing person's counsel relative to the disappearance or status of the missing person.

*c.* The proceedings of a board during an initial board of inquiry under DODI 2310.05 will be 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 currently 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 person's missing status will be reviewed.

*e.* The SECARMY or designee will notify each individual referred to in 11-8a through *d* by certified, return-receipt mail that an initial board of inquiry is going to 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. No less than 60 calendar days before the convening of the board, the SECARMY or designee will notify each individual referred to in paragraph 11–8*d* 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 (see fig 11–1). 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 no 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).

### **11–9. 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 and Subsequent Boards 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 with respect to each person the report covers.

(*c*) Disclosure of whether the board reviewed or otherwise used classified documents and information in forming 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.

### **11–10. 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 (such as wards of the state) 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 of “missing person's counsel” are prescribed by DODI 2310.05.

---

Commander  
U.S. Army Human Resources Command  
Chief, Fatal Incident Section (AHRC-PDC-C)  
1600 Spearhead Division Avenue  
Fort Knox, KY 40122-5405

In regard to *(rank and name of missing person)*, I am *(please select the appropriate option from below)*:

Option A: The primary next of kin

Option B: A member of the immediate Family

Option C: The previously designated person

I understand that the Army will conduct a review of *(rank and name of missing person)* whereabouts and status on *(insert date of hearing which will be no less than 60 calendar days before the first meeting of the board)*. I further understand that I am entitled to attend the proceedings of the review board as long as I return this notice to you within 21 calendar days after I received it. If I am the primary next of kin or the previously designated person, I understand that I may attend with private counsel. I also understand that I am entitled to reasonable access to the information upon which the review will be based and that I will have the opportunity to present information to the board that I consider relevant to the proceedings. I also understand that I can file a written objection to the board's recommendation, so long as I notify you in writing of this within 15 calendar days after the board enters its recommendation and that I submit it within 30 calendar days after entry of the recommendation. Finally, I understand that I will not be entitled to reimbursement by the United States for any costs (including, but not limited to, travel, lodging, meals, local transportation, legal fees, transcription costs, and witness expenses) incurred by me attending the proceedings.

Please select the appropriate option from below:

Option A: I intend to be present at the review board

Option B: I waive my right to attend the review board

Signature:

Date: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
(Printed Name)

---

**Figure 11–1. Letter of election board procedures**

---

## **11-11. Board findings and recommendations**

*a. Findings.* The board may determine the following findings:

- (1) The person is declared missing.
- (2) The person is declared to have deserted.
- (3) The person is declared to be AWOL.
- (4) The person is declared to be dead.

*b. Recommendations.* A preponderance of evidence must support a finding of missing, deserted, or AWOL. The board may not recommend a finding of dead unless—

- (1) Credible evidence exists to suggest that the person is dead.
- (2) The United States possesses no credible evidence that suggests the person is alive.
- (3) Representatives of the United States have made a complete search of the area where the person was last seen and have examined the records of the government or entity having control over the area where the person was last seen (unless, after making a good faith effort to obtain access to the area or to the records, the representatives are not granted access).

*c. Submittal of information of death.* If a board appointed under DODI 2310.05 recommends that a missing person be declared dead, the board must include the following in the report with respect to the missing person:

- (1) A detailed description of the location where the death occurred.
- (2) A statement of the date on which the death occurred.
- (3) A description of the location of the body, if recovered.
- (4) A certification by a forensic pathologist that the body recovered is that of the missing person, if the body has been recovered and is not identifiable through visual means.

## **11-12. Record of board proceedings and legal review**

*a.* Any member of the board or missing person's counsel may request a verbatim record for any part of the proceedings or the entire proceedings. The SECARMY or designee is the approval authority for such requests. In those cases, CMAOC will record the hearing with a mechanical recording device and prepare a verbatim transcript of the proceedings. The legal advisor will certify the record as accurate before it is distributed to anyone and will resolve any disagreement as to the accuracy.

*b.* The legal advisor will prepare a legal review for each board conducted.

## **11-13. Final board action**

*a.* The board will forward its findings and legal reviews to the SECARMY or designee no later than 30 calendar days after its appointment.

*b.* The SECARMY or designee will determine whether the report is complete and free of administrative error. 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. If the SECARMY or designee determines that the report is complete and free of administrative error, the SECARMY or designee will make a determination concerning the status and whereabouts of each person the report covered. 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, will issue a DD Form 1300, and will notify the CAC concerned of the determination.

*c.* The SECARMY or designee will review the report no later than 30 calendar days following its receipt.

*d.* No 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.

#### **11–14. Further review board**

*a.* Following a subsequent board of inquiry, the SECARMY or designee will appoint a further review board to inquire into the whereabouts and status of the person whenever—

- (1) The U.S. Government receives information.
- (2) Additional information may result in a change to the missing person's status.
- (3) The SECARMY or designated representative deems it appropriate.

*b.* The procedures for further review boards are identical to those of the subsequent board of inquiry see fig 11–2 for flow chart of the missing report process).



# Missing Status Reporting Workflow

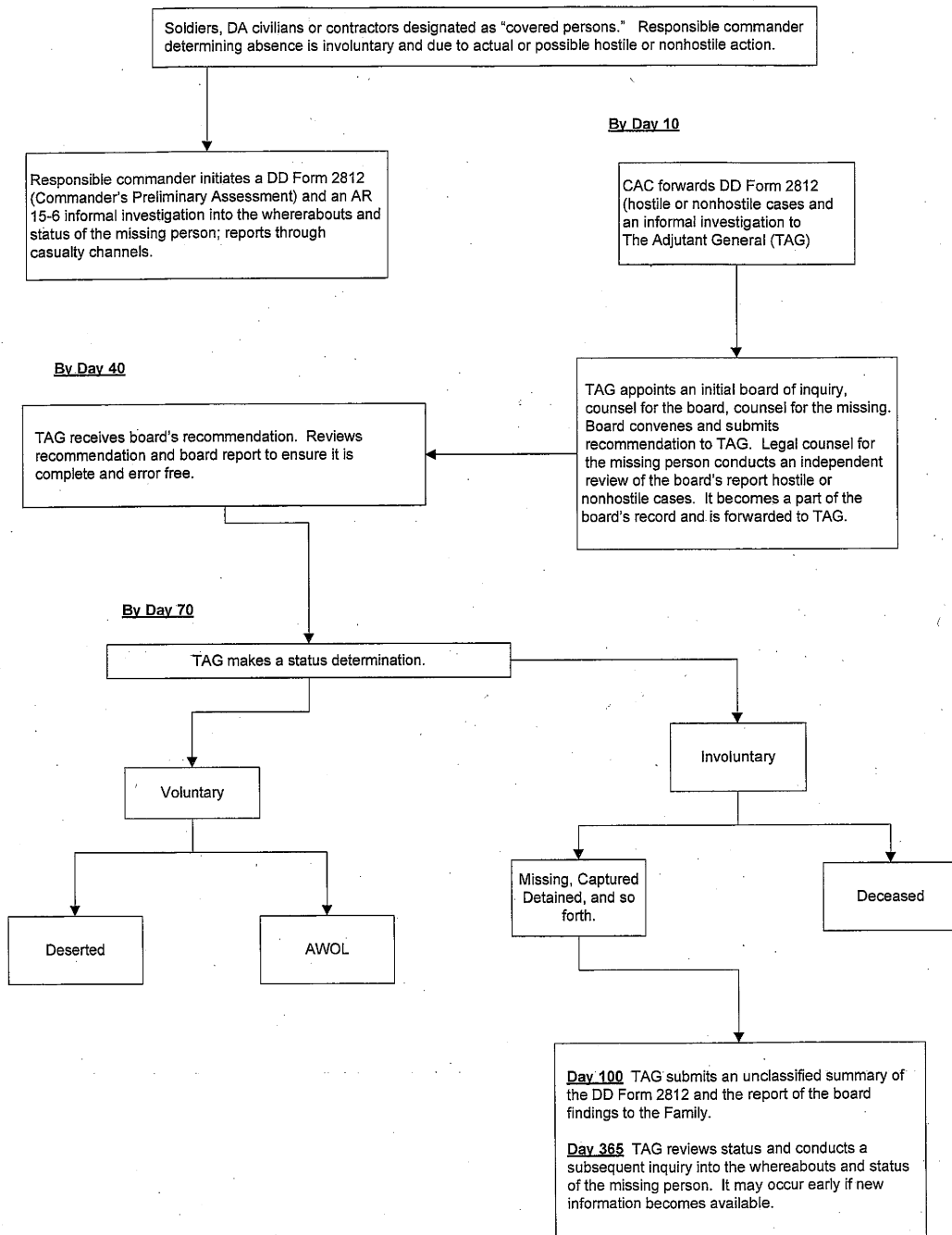


Figure 11-2. Flow chart of the missing reporting process

## **Appendix A References**

### **Section I Required Publications**

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

#### **AR 11-2**

Managers' Internal Control Program (Cited in para 1-32*d*(3).)

#### **AR 11-7**

Army Internal Review Program (Cited in para 1-32*d*(3).)

#### **AR 15-6**

Procedures for Investigating Officers and Boards of Officers (Cited in para 1-21*b*.)

#### **AR 25-50**

Preparing and Managing Correspondence (Cited in para 7-1.)

#### **AR 25-400-2**

The Army Records Information Management System (ARIMS) (Cited in para 1-5.)

#### **AR 165-1**

Army Chaplain Corps Activities (Cited in para 4-5*c*(8).)

#### **AR 190-8**

Enemy Prisoners of War, Retained Personnel, Civilian Internees and Other Detainees (Cited in para 2-16.)

#### **AR 335-15**

Management Information Control System (Cited in para 1-6.)

#### **AR 360-1**

The Army Public Affairs Program (Cited in para 1-12.)

#### **AR 385-10**

The Army Safety Program (Cited in para 1-22 (note).)

#### **AR 600-8-4**

Line of Duty Policy, Procedures, and Investigations (Cited in para 1-7*d*.)

#### **AR 600-8-104**

Army Military Human Resource Records Management (Cited in para 1-17*d*(1).)

#### **AR 600-20**

Army Command Policy (Cited in para 1-35*e*.)

#### **AR 600-25**

Salutes, Honors, and Visits of Courtesy (Cited in para 1-7*h*.)

#### **AR 638-2**

Care and Disposition of Remains and Disposition of Personal Effects (Cited in para 1-7*f*.)

#### **AR 638-34**

Army Fatal Incident Family Brief Program (Cited in para 1-7*d*.)

#### **DA Pam 600-24**

Health Promotion, Risk Reduction, and Suicide Prevention (Cited in para 1-28*i*(1).)

**DA Pam 638-2**

Procedures for the Care and Disposition of Remains and Disposition of Personal Effects (Cited in para 1-7f.)

**DODI 1300.18**

Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures (Cited in para 1-5.)

**DODI 2310.05**

Accounting for Missing Persons-Boards of Inquiry (Cited in para 1-27.)

**DODI 6055.07**

Accident Investigation, Reporting, and Record Keeping (Cited in para 2-14e.)

**JTR**

Transportation and Per Diem of Family Members of an Ill or Injured Member (Cited in para 6-3.) (Available at <http://www.defensetravel.dod.mil/site/travelreg.cfm>.)

**NGR 37-104-3**

Military Pay and Allowances Policy and Procedures - Army National Guard (Cited in para 10-7.) (Available at <http://www.ngbdc.ngb.army.mil>.)

**NGR 350-1**

Army National Guard Training (Cited in para 2-6b(6).) (Available at <http://www.ngbdc.ngb.army.mil>.)

**NGR 614-1**

Inactive Army National Guard (Cited in para I-2 (table note 4).) (Available at <http://www.ngbdc.ngb.army.mil>.)

**PL 104-191**

Health Insurance Portability and Accountability Act of 1996 (Cited in para 1-21b.) (Available at <http://www.gpo.gov/fdsys/>.)

**5 USC 552**

Public information; agency rules, opinions, orders, records, and proceedings (Cited in para 1-5.)

**5 USC 552a**

Records maintained on individuals (Cited in para 1-21b.)

**5 USC 8140**

Members of the Reserve Officers' Training Corps (Cited in para 2-6d.)

**10 USC 1482**

Expenses incident to death (Cited in para 11-2a.)

**10 USC 1501**

System for accounting for missing persons (Cited in para 11-1.)

**10 USC 1502**

Missing persons: initial report (Cited in para 11-1.)

**10 USC 1503**

Actions of Secretary concerned; initial board inquiry (Cited in para 11-5a.)

**10 USC 1504**

Subsequent board of inquiry (Cited in para 11-1.)

**10 USC 1505**

Further review (Cited in para 11-1.)

**10 USC 1506**

Personnel files (Cited in para 11-1.)

**10 USC 1507**

Recommendation of status of death (Cited in para 11-1.)

**10 USC 1508**

Judicial review (Cited in para 11-1.)

**10 USC 1509**

Program to resolve preenactment missing person cases (Cited in para 11-1.)

**10 USC 1510**

Applicability to Coast Guard (Cited in para 11-1.)

**10 USC 1511**

Return alive of person declared missing or dead (Cited in para 11-1.)

**10 USC 1512**

Effect on State law (Cited in para 11-1.)

**10 USC 1513**

Definitions (Cited in para 11-1.)

**10 USC 12731**

Age and service requirements (Cited in para 2-6*l*.)

**36 USC 2110**

Claims against the commission (Cited in para 2-6*d*.)

**37 USC 411f (c)**

Travel and transportation allowances: transportation for survivors of deceased member to attend member's burial ceremonies; transportation for survivors of member dying overseas to attend transfer ceremonies (Cited in para 4-17*a*(2).)

**37 USC 551**

Definitions (Cited in para 11-1.)

**37 USC 552**

Pay and Allowances; continuance while in a missing status; limitations (Cited in para 11-1.)

**37 USC 553**

Allotments; continuance, suspension, initiation, resumption, or increase while in a missing status; limitations (Cited in para 11-1.)

**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 (Cited in para 11-1.)

**37 USC 555**

Secretarial Review (Cited in para 11-1.)

**37 USC 556**

Secretarial determinations (Cited in para 11-1.)

**37 USC 557**

Settlement of accounts (Cited in para 11-1.)

**37 USC 558**

Income tax deferment (Cited in para 11-1.)

**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.

**AR 1–20**

Legislative Liaison

**AR 20–1**

Inspector General Activities and Procedures

**AR 55–46**

Travel Overseas

**AR 40–400**

Patient Administration

**AR 190–45**

Law Enforcement Reporting

**AR 195–2**

Criminal Investigation Activities

**AR 340–21**

The Army Privacy 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

**AR 715–9**

Operational Contract Support Planning and Management

**ATP 1–0.2**

Theater-Level Human Resources Support (Available at <http://armypubs.army.mil/doctrine/index.html#Product>.)

**ATTP 1–0.1**

S–1 Operations (Available at <http://armypubs.army.mil/doctrine/index.html#Product>.)

**DODD 5200.2–R**

DOD Personnel Security Program

**DODD 5400.11**

DOD Privacy Program

**DODFMR 7000.14–R**

Military Pay Policy – Active Duty and Reserve Pay (Available at <http://comptroller.defense.gov/fmr/>.)

**FM 1–0**

Human Resources Support (Available at <http://armypubs.army.mil/doctrine/index.html#Product>.)

**PL 89–214**

Servicemembers Group Life Insurance Program (Available at <http://www.gpo.gov>.)

**PL 102–484**

Survivor Notification and Access to Reports Relating to Service Members Who Die (Available at <http://www.gpo.gov>.)

**PL 109–163, Section 562**

National Defense Authorization Act for Fiscal Year 2006, Policies and Procedures on Casualty Assistance to Survivors of Military Decedents (Available at <http://www.gpo.gov>.)

**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 (Available at <http://www.gpo.gov>.)

**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 (Available at <http://www.gpo.gov>.)

**PL 111–32, Section 1002**

Supplemental Appropriations Act, 2009; Marine Gunnery Sergeant John David Fry Scholarship (Available at <http://www.gpo.gov>.)

**10 USC**

Armed Forces

**10 USC 1126**

Gold star lapel button: eligibility and distribution

**10 USC 1219**

Statement of origin of disease or injury: limitations

**10 USC 1331**

Reference to chapter 1223

**10 USC 1476**

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

**10 USC 1480**

Death gratuity; miscellaneous provisions

**10 USC 12301**

Reserve components generally

**10 USC 12302**

Ready Reserve

**10 USC 12304**

Selected Reserve and certain Individual Ready Reserve members; order to active duty other than during war or national emergency

**10 USC 12305**

Authority of President to suspend certain laws relating to promotion, retirement, and separation

**10 USC 12310**

Reserves: for organizing, administering, etc., reserve components

**32 USC**

National Guard

**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**

National Guard Training

**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 481h**

Travel and transportation allowances: transportation of designated individuals incident to the hospitalization of members for treatment of wounds, illness, or injury

**38 USC 1967**

Persons insured; amount

**Section III****Prescribed 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/forms/index.htm>).

**DA Form 1156**

Casualty Feeder Card (Prescribed in para 1–11.)

**DA Form 3168**

Posthumous Promotion Certificate (Enlisted) (Prescribed in para 1–23*h*.) (Available through the Casualty and Mortuary Affairs Operations Center.)

**DA Form 4475**

Data Required By the Privacy Act of 1974 Personal Information From the NOK of a Deceased Service Member (Prescribed in para 5–9.)

**DD Form 93**

Record of Emergency Data (Prescribed in para 1–8*m*.)

**DD Form 1300**

Report of Casualty (Prescribed in para 1–17*d*(2).)

**SGLV Form 8286**

Servicemembers' Group Life Insurance Election and Certificate (Prescribed in para 1–8*q*.) (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8286A**

Family Coverage Election (SGLI) (Prescribed in para 10–5*b*.) (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8714**

Application for Veteran's Group Life Insurance (Prescribed in glossary (terms).) (Available at <http://www.va.gov/vaforms/>.)

**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/infomgt/forms/index.htm>).

**DA Form 2–1**

Personnel Qualification Record

**DA Form 11–2**

Internal Control Evaluation Certification

**DA Form 31**

Request Authority for Leave

**DA Form 67-10-1**

Company Grade Plate (O1 - O3; WO1 - CW2) Officer Evaluation Report

**DA Form 67-10-2**

Field Grade Plate (O4 - O5; CW3 - CW5) Officer Evaluation Report

**DA Form 67-10-3**

Strategic Grade Plate (O6) Officer Evaluation Report

**DA Form 67-10-4**

Strategic Grade Plate (O7) Officer Evaluation Report

**DA Form 1594**

Daily Staff Journal or Duty Officer's 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 2166-8**

NCO Evaluation Report

**DA Form 4037**

Officer Record Brief

**DA Form 4187**

Personnel Action

**DD Form 3**

Application for Goldstar Lapel Button

**DD Form 1610**

Request and Authorization for TDY Travel of DOD Personnel

**DD Form 214**

Certificate of Release or Discharge from Active Duty

**DD Form 397**

Claim Certification and Voucher for Death Gratuity Payment

**DD Form 1351-2**

Travel Voucher or Subvoucher

**DD Form 2064**

Certificate of Death Overseas

**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

**Internal Revenue Service Form W-2**

Wage and Tax Statement (Available at <http://www.irs.gov>.)



**SF 1174**

Claim for Unpaid Compensation of Deceased Member of the Uniformed Services (Available at <http://www.gsa.gov/portal/forms/type/TOP>.)

**SGLV Form 8283**

Claim for Death Benefits (SGLI/VGLI) (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8283A**

Claim for Family Coverage Death Benefits (SGLI) (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8284**

Servicemember/Veteran Accelerated Benefits Option Form (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8284A**

Family Coverage Accelerated Benefits Option Form (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8600**

Application for TSGLI Benefits (Available at <http://www.va.gov/vaforms/>.)

**SGLV Form 8715**

Application for Servicemembers' Group Life Insurance (SGLI) Disability Extension (Available at <http://www.va.gov/vaforms/>.)

**VA Form 21-4138**

Statement in Support of Claim (Available at <http://www.va.gov/vaforms/>.)

## **Appendix B Casualty Assistance Centers**

### **B-1. Geographic areas of responsibility**

Geographic AORs are detailed on the CMAOC Web site at <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).

## **Appendix C**

### **Survivor Benefit Plan and Reserve Component Survivor Benefit Plan**

#### **C–1. General**

The SBP was established by Congress in 1972 to allow military retirees to voluntarily elect to receive a reduced amount of retired pay in order to provide an annuity for qualified survivors. The qualified survivors of all Soldiers who die on active duty in the LOD are eligible to receive SBP. Retirement services officers are trained and experienced in SBP counseling and assisting survivors. Congress established the Reserve Component SBP (RCSBP) in 1978 to allow Reservists who qualified for retired pay (received a 20–Year Letter), but were not yet age 60 to leave a percentage of their future retired pay as a monthly annuity to their beneficiaries. The monthly annuity is based on the Reservist's future retired pay. HRC, Reserve Component Retired Pay Branch (AHRC–PDP–T) provides assistance to eligible beneficiaries with applying for RCSBP benefits.

#### **C–2. Role of the Casualty Assistance Centers**

The CAC will direct survivors of retirees to the installation retirement services office for assistance with applying for the SBP annuity and arrears of pay. The CAC ensures that the survivors of all Soldiers who die on active duty are counseled on SBP by a retirement services officer, who will assist qualified survivors with the completion of the SBP annuity paperwork. The CAC will review the completed SBP annuity request and forward it to the CDR, HRC (AHRC–PDC–M) for establishment of the SBP annuity. The CAC will direct survivors of Reservists who qualified for retired pay, but are not yet of age 60, to contact Commander, U.S. Army Human Resources Command, Reserve Component Retirements Branch (AHRC–PDP–TR), 1600 Spearhead Division Avenue, Fort Knox, KY, 40122–5405, for assistance with applying for the RCSBP annuity.

## **Appendix D**

### **Social Security Payments**

#### **D–1. Lump sum payments**

A surviving spouse or child may receive lump sum death payment of \$255 if they meet certain requirements as determined by the SSA. The CAO will use the expedited system to assist the NOK in obtaining the lump sum payment. The lump sum death payment is paid in the following order of priority:

- a. The widow(er) living in the same household of the deceased at the time of death.
- b. The widow(er) who was eligible for benefits based on the deceased Soldier's social security record for the month of death. If living separate from spouse, the widow(er) who was receiving certain social security benefits on the deceased Soldier's social security record.
- c. In equal shares to each child who was eligible for benefits based on the deceased Soldier's social security record for the month of death.

#### **D–2. Eligibility**

Social security payments may be made to eligible survivors of deceased Soldiers if survivors meet the following requirements:

- a. Widow or widower of the decedent at any age if he or she has care of a natural or legally adopted child under the age of 16 or a disabled child.
- b. Widow or widower on reaching age 60 or disabled widow or widower as early as age 50.
- c. Surviving divorced husband or wife at age 60 if he or she was married to the Soldier for at least 10 years.

- d. Spouse (no matter the length of marriage).
- e. Surviving divorced mother or father of a natural or legally adopted child who is under age 16 or disabled adult child in care, and entitled to social security benefits on the Soldier's social security record. Remarriage has no effect on the benefits being paid to children.
- f. Dependent parents on reaching age 62 or older if they were receiving at least one-half of their support from the deceased Soldier.
- g. Unmarried children under 18, or up to age 19 if they are attending high school full time, or children at any age who were disabled before age 22 and remain disabled. Under certain circumstances, benefits can be paid to stepchildren, grandchildren, or adopted children.

### **D-3. How to apply**

Eligible beneficiary should call the toll-free number (800-772-1213) to file for the benefit. The widow(er) may need some of the following documents:

- a. DD Form 214, if the Soldier did not die on active duty.
- b. Previous year's Internal Revenue Service Form W-2 (Wage and Tax Statement) or Federal self-employment tax return.
- c. Birth certificate or other proof of birth.
- d. Civilian death certificate, DD Form 2064 (Certificate of Death Overseas), or DD Form 1300.
- e. Proof of U.S. citizenship or lawful alien status.
- f. Bank account information for direct deposit.

### **D-4. Preparation for visit to the Department of Veterans' Affairs and Social Security offices**

If the NOK needs assistance with VA or social security benefits, eligible beneficiaries may contact the VA and social security sections and departments of the nearest Embassy or consulate for assistance with survivors' benefits under their programs.

a. CAO or CAC will prepare the widow or widower for the visit to VA and social security offices by making certain he or she has the following:

(1) VA claim number if the deceased Soldier has ever filed a VA claim. This will permit VA to identify the Soldier quickly and expedite processing of claims. If the widow or widower cannot locate the claim number, VA can identify the Soldier by name, original Service serial number or SSN, and date of birth. If no prior claim has been filed with VA, the data below will be necessary for the widow or widower to complete the required claim forms.

- (2) Full name of the deceased.
- (3) Original Service serial number or SSN (whichever is applicable).
- (4) Rank, branch of Service, organization.
- (5) Date and place of birth, place, and cause of death.
- (6) Date and place of interment. Total expense of interment, funeral, transportation, and, if claimed, interment plot.
- (7) Dates entered into and separated from active Service.
- (8) Dates all expenses paid.
- (9) Data relating to marriage of Soldier.

(a) *Marriage certificate.* This will only be necessary if the widow or widower or deceased Soldier had a prior marriage. However, proof of marriage may be requested.

(b) *How often married.* The number of times that the Soldier was married.

(c) *Date and place of marriage(s).* Name(s) of person(s) to whom the Soldier was married.

(d) *How the marriage ended.* (Take documents relating to dissolution of marriage. The same data will be required relating to marriage of the widow or widower.)

(10) If legally separated, a certified copy of the court order.

(11) Data concerning children.

(a) Names of children.

(b) Dates of birth.

(c) SSNs.

(d) Names of those not in custody of the widow or widower and name and the address of persons having custody.

(e) Children's birth certificates.

(12) Annual income and life insurance (including life insurance policy numbers) if the Soldier was retired at the time of death.

(13) The Soldier's birth certificate if the Soldier's parents wish to establish eligibility.

(14) Copies of DD Form 1300 or the civilian death certificate. The DD Form 1300 is the official record of death and is prepared by the CMAOC; the CDR, HRC (AHRC-PDC-M); or the state adjutant general, depending on the status of the Soldier at the time of death.

*b.* Veterans' benefits.

- (1) For active duty, Soldiers are paid retroactive to the date of death if the claim is received within 1 year of death.
- (2) Veteran's benefits for retirees are paid from the date the claim is received by the VA.
- (3) Normally the application can be submitted immediately, and additional supporting documentation, such as a death certificate, can be added at a later date.

#### **D-5. Social security offices**

The Social Security Administration Web site is <http://www.ssa.gov/>. The 24-hour toll-free number (800-772-1213) provides customer service representatives from 0700-1900, Monday to Friday in all time zones. The 24-hour automated operator, activated by voice or touch-tone phone, can answer many questions. People who are deaf or have difficulty hearing may call dial 1-800-325-0778, Monday to Friday, between 0700 to 1900 and file a claim for benefits using a teletypewriter/telephone devices for the deaf (TTY/TDD) machine which enables the person to communicate directly with a representative without the need for a local relay system.

*a.* For additional help, see the SSA Web site (<http://www.ssa.gov/>) or write to the Office of Public Inquiries: Social Security Administration Office of Public Inquiries, Windsor Park Building, 6401 Security Boulevard, Baltimore, MD 21235-0001.

*b.* Before the NOK can receive any social security benefits, they must apply for them. If the NOK is a surviving spouse, he or she should not delay filing a claim.

## **Appendix E Education Benefits**

### **E-1. Eligibility**

- a.* These benefits generally apply to—
- b.* Survivors of deceased veterans.
- c.* Spouses of living veterans.
- d.* Children of either paragraph E-1*a* or E-1*b* who are between age 18 and 26, when the death or permanent and total disability was the result of Service in the Armed Forces after the start of the Spanish-American War (21 April 1898).
- e.* Spouses and children of Soldiers are eligible if the Soldier has been listed as missing in accordance with the definition of missing in DODI 1300.18 and remains in one of the following categories for more than 90 days (see chap 3):
  - (1) Missing in action.
  - (2) Captured in line of duty.
  - (3) Forcibly detained or confined in line of duty by a foreign power.
  - (4) Under age 18 have graduated from high school or are above the age of required school attendance.
  - (5) Death occurs within 1 year of discharge and release from active duty after 28 October 1992.

### **E-2. Programs**

*a. Veterans Education and Assistance Program.* If the Soldier initially entered the Service after 1 January 1977, the CAO should review the deceased member's military pay information to determine if he or she was enrolled in the Veterans Education and Assistance Program (VEAP). VEAP is administered by VA. For reimbursement of the Veterans Education and Assistance Program deposits, the NOK may apply, in writing, to Veteran's Affairs Regional Office, 400 South 18th Street, Special Projects, 3rd Floor, St. Louis, MO 63131-2265. The request may be in a letter or on VA Form 21-4138 (Statement in Support of Claim) and must include a copy of the final DD Form 1300.

*b. Army Emergency Relief Educational Assistance Program.* AER has an undergraduate level educational assistance program for spouses and unmarried Family member children of deceased Soldiers (active or retired). The program includes loans and a limited number of scholarships. AER has a post-secondary education assistance program for spouses and unmarried Family member children of Soldiers. The scholarships for widows and widowers are based on financial need; and for Family member children based on financial need, academic achievement, and leadership qualities. Obtain detailed information from Army Emergency Relief National Headquarters, Spouse Education Program, 200 Stovall Street, Alexandria, VA 22332-0600 or on the AER Web site (<http://www.aerhq.org/dnn563/Home.aspx>).

*c. The Montgomery GI Bill.* The Montgomery GI Bill established a program of education benefits for individuals entering military Service after 1 July 1985. Soldiers entering active duty after that date had their basic pay reduced by \$100 a month for 12 months of their service, unless they specifically elected not to participate in the program. An additional \$600 contribution may be elected. The additional \$600 contribution is an optional program that provides an extra \$150 monthly payment to the GI Bill disbursement for students who are enrolled full time in post-secondary

schools. The extra payment is prorated if the Soldier chooses to attend school less than full time. The additional \$600 contributed to the fund is also reimbursable to eligible beneficiaries upon the death of the Soldier.

*d. The Post-9/11 GI Bill.* The Post-9/11 GI Bill is separate from the Montgomery GI Bill. It provides financial support for education and housing to individuals with at least 90 days of aggregate service on or after 11 September 2001, or individuals discharged with a Service-connected disability after 30 days. The individual must have received an honorable discharge to be eligible for the Post-9/11 GI Bill. This benefit provides up to 36 months of education benefits with a housing allowance and books and supplies stipend. Generally benefits are payable for 15 years following release from active duty. Soldiers enrolled in the Post-9/11 GI Bill program will be able to transfer unused educational benefits to their spouses or children starting 1 August 2009. For information on Family member's benefits, go to the VA Web site for the GI Bill (<http://gibill.va.gov/>).

*e. Post-9/11 GI Bill: Marine Gunnery Sergeant John David Fry Scholarship.* PL 111-32 (the Marine Gunnery Sergeant John David Fry Scholarship) amends the Post-9/11 GI Bill to include the children of Soldiers who die in the LOD after 10 September 2001. The benefit is effective 1 August 2009, the same day the Post-9/11 GI Bill takes effect. Children of an active duty Soldier of the Armed Forces, who has died in the LOD on or after 11 September 2001, are eligible for this benefit. A child may be married or over 23 and still be eligible. For more information regarding this specific benefit, go to the VA Web site for this information ([http://www.gibill.va.gov/documents/factsheets/fry\\_scholarship.pdf](http://www.gibill.va.gov/documents/factsheets/fry_scholarship.pdf)).

## **Appendix F**

### **Civil Service Employment for Survivors**

#### **F-1. Employment preference**

Unmarried widow or widowers are entitled to a 9-point preference for Federal Civil Service employment if the Soldier served on active duty—

*a.* During any war, campaign or expedition for which a campaign badge is authorized or during the period 28 April 1952 through 1 July 1955.

*b.* In a campaign or expedition for which a campaign or Service medal was authorized.

#### **F-2. Employment information**

For more information, contact the Federal Job Information Center nearest the home of the survivor.

## **Appendix G**

### **Department of Veterans' Affairs Interment Allowances and Death Pension**

#### **G-1. General**

To receive VA interment allowances, the deceased veteran must have received a discharge other than dishonorable. The allowances described in the following paragraphs are applicable for deaths occurring after 31 October 1990.

#### **G-2. Interment allowance for Service-connected death**

*a.* If a veteran dies as a result of a Service-connected disability or disabilities, an amount, not to exceed \$2000, may be paid toward the veteran's funeral and interment expenses, including the cost of transporting the body to the place of interment.

*b.* Payment of the interment allowance for a Service-connected death is in lieu of payment of any benefit authorized under paragraphs G-2 through G-4.

#### **G-3. Interment allowance for non-Service connected death**

If a veteran's death is not Service-connected, an amount not to exceed \$300 may be paid toward the veteran's funeral and interment expenses, including the cost of transporting the remains to the place of interment.

*a.* To qualify for this entitlement, the veteran must be eligible for a VA pension or compensation.

*b.* Eligibility may be established if an original or reopened claim for pension or compensation is pending.

*c.* When death occurs during hospitalization in a hospital or nursing home, the interment allowance is authorized by VA.

*d.* If a veteran dies from non-Service connected causes while hospitalized by the VA, an allowance not to exceed \$300 is payable for the actual cost of the veteran's funeral and interment, and an additional amount for transportation of the body to the place of interment. If the hospitalized veteran's death is Service-connected, entitlement to interment benefits falls under paragraph G-3a.

#### **G-4. Plot or interment allowance**

*a.* When a veteran dies from non-Service connected causes, \$300 may be paid as a plot or interment allowance. Entitlement is subject to the following conditions:

- (1) The deceased veteran is eligible for the \$300 interment allowance.
  - (2) The veteran either served during a period of war or was discharged from active military Service for a disability incurred or aggravated in LOD (or at time of discharge had such a disability, shown by official Service records), which in medical judgment would have justified a discharge for disability.
  - (3) The veteran is not interred in a national cemetery or other cemetery under the jurisdiction of the United States.
- b.* The VA will furnish a Government headstone or marker, when requested.

#### **G-5. How to apply for Department of Veterans' Affairs interment allowance**

The funeral director will normally complete claim forms and send them to VA; otherwise, the NOK may apply to any VA office within 2 years of interment or cremation. Eligible NOK may contact the nearest VA regional office for additional information.

#### **G-6. Department of Veterans' Affairs death pension**

*a.* When a retired Soldier's death is not the result of a Service-connected disability, the unmarried widow(er) or the minor children may receive a death pension from VA, if they are eligible.

*b.* The veteran must have had 90 days wartime Service, unless discharged or retired sooner for Service-connected disability, and must have been discharged under conditions other than dishonorable.

*c.* If the veteran died in Service but not in LOD, benefits may be paid by the VA if the veteran had completed at least 2 years of honorable active service. For informational VA fact sheets, go to the VA Web site (<http://www.vba.va.gov/vba/benefits/factsheets/>).

*d.* Eligible NOK may contact the nearest VA regional office for additional information.

## **Appendix H Lapel Buttons**

### **H-1. Gold Star Lapel Button**

The CAC will stock the Gold Star Lapel Button and ensure the CAOs are provided them for issue to eligible NOK.

*a.* The Gold Star Lapel Button was established by Act of Congress (10 USC 1126), 1 August 1947, in order to provide an appropriate identification for widows, widowers, parents, and NOK of members of the Armed Forces of the United States who lost their lives during the following periods:

- (1) World War I, 6 April 1917 to 3 March 1921.
- (2) World War II, 8 September 1939 to 25 July 1947.
- (3) Any subsequent period of armed hostilities in which the United States was engaged before 1 July 1958 (United Nations action in Korea, 27 June 1950 to 27 July 1954).
- (4) After 30 June 1958, while engaged in an action against an enemy of the United States.
- (5) While engaged in military operations involving conflict with an opposing foreign force.
- (6) While serving with friendly foreign forces engaged in an armed conflict in which the United States is not a belligerent party against an opposing Armed Force.
- (7) Who lost or lose their lives after March 28, 1973, as a result of an international terrorist attack against the United States or a foreign nation friendly to the United States, recognized as such an attack by the Secretary of Defense.

(8) While serving in a military operation while serving outside the United States (including the commonwealths, territories, and possessions of the United States) as part of a peacekeeping force.

*b.* One Gold Star Lapel Button will be furnished without cost to the widow or widower, to each of the parents, each child, stepchild, child through adoption, brother, half brother, sister, and half sister of a member of the Armed Forces who lost his or her life while in the active military service during the periods indicated above. The term "widow or widower" includes those who have since remarried, and the term "parents" includes mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents who stood in loco parentis. Request for replacement of the Gold Star Lapel Button (lost, destroyed or unserviceable) will be submitted on DD Form 3 (Application for Gold Star Lapel Button) to National Personnel Records Center, 1 Archives Drive, St. Louis, MO 63138-1002. For additional information on how to request a replacement Gold Star Lapel button, go to the National Archives and Records Administration Web site at <http://www.archives.gov/veterans/replace-medals.html#nok>.

## H-2. Lapel Button for Next of Kin of Deceased Personnel

The CAC will stock the Lapel Button for Next of Kin of Deceased Personnel and ensure the CAOs are provided them for issue to eligible NOK.

a. The Lapel Button for Next of Kin of Deceased Personnel is provided to widows and widowers, parents, and primary NOK of members of the Armed Forces who lost their lives while serving on active duty or while assigned in an Army Reserve or Army National Guard unit in a drill status.

b. One lapel button will be furnished without cost to the widow or widower, to each of the parents, each child, stepchild, child through adoption, brother, half brother, sister, and half sister of a member of the Armed Forces who lost his or her life while on active duty. The term widow or widower includes those who have since remarried, and the term parents includes mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents who stood in loco parentis.

c. The Lapel Button, Next of Kin of Deceased Personnel is authorized for issue retroactive to 29 March 1973. The NOK of Soldiers who died since that date may request issue of the button by writing to the National Personnel Records Center, 1 Archives Drive, St. Louis, MO 63138-1002. Furnish the name, grade, SSN, and date of death of the deceased Soldier. The names and relationships of the NOK must also be provided. For additional information on how to request a replacement Lapel Button for Next of Kin of Deceased Personnel, go to the National Archives and Records Administration Web site at <http://www.archives.gov/veterans/replace-medals.html#nok>.

## Appendix I Army National Guard – Casualty and Mortuary Affairs Process

### I-1. General

ARNG Soldiers serve in various duty statuses that are governed either by Title 10 USC and/or Title 32 USC and subsections, which determines the entitlements and benefits for which a deceased Soldier and his or her Family may be eligible.

### I-2. Explanation of Army National Guard duty statuses

Table I-1 captures the various duty statuses within the USC and references the sections that govern ARNG Soldiers. This information is located on the Soldier's orders under: FOR ARMY/ARNG USE (if applicable). Soldiers attending IDT do not require individual orders, as the command training schedule is the official source document. Table I-1 below serves as a guide that may assist with determining when a deceased ARNG Soldier is reportable to CMAOC and what entitlements/benefits may be awarded based on information outlined in chapters 2 and 8.

**Table I-1**  
**Army National Guard status and benefits/entitlements table**

Duty status	Statute	Benefits/entitlements
AGR	10 USC 12301(d) and 12310	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
FTNGD - AGR	32 USC 502 (f)(1)	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
ADOS-Reserve Component	10 USC 12301(d)	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
FTNGD-operational support	32 USC 502(f)(2)	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
FTNGD for training (also ADT)	32 USC 505	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
Initial active duty training	32 USC 502(4)	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
Annual training	32 USC 502(c)	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>1</sup>
IDT	32 USC 502(e)	Casualty/Mortuary Affairs Reporting, DG, SGLI <sup>2,1,4</sup>
State active duty	State statute	SGLI <sup>3,1</sup>
Mobilized Soldiers	10 USC 12301, 12302, 12304, and 12305	Casualty/Mortuary Affairs Reporting, DG, SGLI

**Table I-1**  
**Army National Guard status and benefits/entitlements table—Continued**

Contingency operations-active duty for operational support	10 USC 12301(d)	Casualty/Mortuary Affairs Reporting, DG, SGLI
Inactive National Guard (Enlisted Soldiers only)	32 USC 303	SGLI <sup>5</sup>

Notes:

<sup>1</sup> SGLI is processed by the Soldier's respective state military personnel office.

<sup>2</sup> Refer to paragraph 2-7: Stipulations relevant to coverage regarding Soldiers in an IDT status (drills). ARNG Soldiers' are covered while traveling directly to and from duty, or while participating per training schedule and will impact the eligibility for Casualty Assistance/Mortuary Affairs Reporting and DG.

<sup>3</sup> Refer to paragraph 2-7: ARNG Soldiers called or ordered to state active duty service by the Governor under State active duty authorities and are entitled to pay under state statute, are not reportable to CMAOC; and do not qualify for DG.

<sup>4</sup> Refer to NGR 350-1 for additional details relevant to the various types of IDT periods and assemblies for ARNG Soldiers (for example, readiness management periods, additional training periods, additional unit training assemblies, and MFH details).

<sup>5</sup> Inactive National Guard Soldiers and SGLI/VGLI: NGR 614-1: applicable to enlisted Soldiers only. Enlisted Soldiers transferred from active Service to the inactive National Guard will lose SGLI coverage 120 days after being separated from active Service. To continue insurance coverage, Soldiers are entitled to and can apply for part-time SGLI and VGLI coverage. Refer to NGR 37-104-3 for entitlements and administrative processing. Additional guidance and cost are provided by the VA on their Web site at <http://www.benefits.va.gov/BENEFITS/factsheets.asp>. References: NGR 350-1 and NGR 614-1.

## Appendix J

### Fatality Review Board

#### J-1. Installation and community fatality review board actions

These boards will coordinate staff actions associated with casualty reporting of reportable unattended deaths within their geographic AOR. Unattended deaths are defined as those deaths occurring outside of a medical facility or physician's care to include criminal acts, accidents, suicides, and deaths in the course of training, exercises, or military operations.

a. Board members will discuss required actions, exchange information, and furnish the CAO with information to update the Family.

b. Key personnel or their representatives will be on-call and available to work 24 hours a day, 7 days a week. Augmentees will be appointed, trained, and on-call to assist during emergencies or when requirements exceed normal operational capabilities.

#### J-2. Fatality review board functions

Functions are to—

a. Ensure that the PNOK is notified promptly of the death and that a single POC is designated to communicate with the Family to avoid passing inaccurate conflicting or erroneous information. This POC is normally the appointed CAO in the case of an active duty death or the Soldier's chain of command in the case of a Family member death.

b. Ensure that the whereabouts of the deceased, location of the incident, and duty status at the time of death are validated properly.

c. Ensure that additional information is transmitted as required in follow-up supplemental casualty reports.

d. Ensure that necessary steps are taken to recover and identify the remains.

e. Ensure that all required investigations are initiated, investigation officers are assigned, and final determinations are validated (chap 3).

f. Ensure that a SCMO is appointed to inventory PE and property and promptly transfer the PE to the PERE in accordance with AR 638-2. When release of certain items must be delayed, the SCMO will explain to the person eligible to receive effects the reasons why.

g. Ensure that letters of sympathy and condolence, and other case documents are prepared properly, consistent internally, and dispatched promptly.

h. Coordinate travel for the Family member, as needed.

i. Ensure that all public statements are coordinated and released through the public affairs officer and comply with paragraph 1-9 and AR 360-1 concerning withholding of the names of active duty casualties from the public until 24-hours after completion of NOK notification. The garrison CDR or chairperson, fatality review board should approve the release of all casualty-related information outside the Army.

j. Ensure available chaplain support is offered to the Family and other personnel affected by the incident.

k. Ensure that the CAO (for active duty deaths) assists the NOK with obtaining investigative reports or records pertaining to the deceased Soldier if desired by the NOK. Through the CAC, ensure that the CAO is trained and performs the duties and responsibilities described in this regulation.



*l.* Convene at the call of the chairperson or designee and meet as often as necessary to review required actions, exchange information, and ensure that the NOK have the most accurate current information and support available.

### **J-3. Fatality review board composition**

The fatality review board, depending on circumstances, may consist of the following persons on standing appointment memorandums:

- a.* Chairperson.
- b.* Garrison director of human resources and/or installation adjutant general. The staff officer responsible for casualty and mortuary affairs should serve as alternative chairperson; this is normally the garrison director of human resources or designated representative.
- c.* CAC chief.
- d.* Unit CDR of deceased.
- e.* Chaplain.
- f.* Public affairs officer.
- g.* MTF CDR.
- h.* Provost marshal and director of emergency services.
- i.* Staff judge advocate.
- j.* CDR of local CID activity.
- k.* CAO(s), when available, for active duty deaths.
- l.* Suicide prevention coordinator.

## **Appendix K Casualty Training**

### **K-1. References**

- a.* AR 638-8.
- b.* DODI 1300.18.

### **K-2. Responsibilities for training**

This document clarifies roles and responsibilities for administration of the Army Casualty Program training, and provides consolidated course content, requirements, and prerequisites for all casualty-related training. The DCS, G-1 is the proponent for the Army Casualty Program. CMAOC is responsible for developing, fielding, and maintaining standardized training media in support of all aspects of the Army Casualty Program.

### **K-3. Casualty and Mortuary Affairs Operations Center coordination**

- a.* Ensure that CACs coordinate with local commands to establish and execute CMAOC standardized CNO and CAO training and certification programs for active and Reserve Component personnel located within each CAC's assigned geographic AOR.
- b.* Periodically offer casualty-related training courses for newly assigned CAC personnel.
- c.* Ensure CAC personnel (CAC operations manager, casualty benefits coordinator, mortuary affairs coordinator, CAC trainer, and memorial affairs coordinator) participate annually in CMAOC directed professional development training.

### **K-4. Required training courses**

The following training course policies and procedures apply to both current and anticipated CMAOC training courses. As the Army continues to respond to the needs of surviving Families, new casualty-related training requirements periodically arise. Consequently, CMAOC will continuously review current training materials in addition to develop and implement new training products designed to address identified training needs. When new courses are introduced, CMAOC concurrently will publish and distribute additional training guidance, as necessary.

- a. Casualty Notification Officer course.*
  - (1) The CMAOC CNO course provides CNO candidates with standardized instruction on minimum qualifications, duties, responsibilities, and steps of the notification process, grief reactions, the Privacy Act of 1974, and the potential for Family travel to Dover AFB to witness the DT.
  - (2) CNOs will be trained and certified prior to conducting casualty notification missions.
    - (a)* Initial CNO certification will be completed by attending the CMAOC standardized classroom training presented by CMAOC-certified trainers.
    - (b)* CNO certification expires 1 year after completion of training.

(c) Annual CNO training recertification is accomplished by completing the training modules provided on the CMAOC Web site at <https://www.hrc.army.mil/TAGD/training>.

(d) When more than 12 months have elapsed since participation in either the initial or online recertification training, casualty training certifications are no longer valid and CNOs can only recertify by attending the in-person classroom training.

*b. Casualty Assistance Officer course.*

(1) The CAO course provides CAO candidates with CMAOC standardized classroom instruction that includes CAO roles and responsibilities, grief and trauma awareness, the Privacy Act of 1974, initial case research, subsequent visits with the Family, funeral assistance, benefits and entitlements, survivor support agencies, return of PE, and Family briefs following an investigation.

(2) CAOs will be trained and certified prior to conducting a casualty assistance mission.

(a) Initial CAO certification will be completed by attending the CMAOC standardized classroom training presented by CMAOC-certified trainers.

(b) CAO certification expires 1 year after completion of training.

(c) Annual CAO training recertification is accomplished by completing the training modules provided on the CMAOC Web site at <https://www.hrc.army.mil/TAGD/training>.

(d) When more than 12 months have elapsed since participation in either the initial or online recertification training, casualty training certifications are no longer valid and CAOs can only recertify by attending the in-person classroom training.

(3) CACs will maintain a roster of trained and certified CAOs within their geographic AOR and will send an updated roster with name, rank, and contact information on a quarterly basis to CMAOC (AHRC-PDC-P) using the format prescribed by CMAOC. Supporting commands will assist in maintaining these rosters by providing CACs with regular updates on their certified Soldiers' nonavailability due to deployment, reassignment, or other circumstances.

*c. Train-the-Trainer sub-course.*

(1) The CMAOC Train-the-Trainer (T3) sub-course consists of an overview of classroom presentation skills, adult learning theories, answering questions, creating an active learning environment, team teaching, promotion of training events, and a practical exercise.

(2) The T3 sub-course precedes a CMAOC standardized CNO/CAO course taught by T3 graduates, or "field trainers," to an audience consisting of prospective CNOs and CAOs.

(3) Field trainers are active duty or Reserve Component Soldiers jointly selected as T3 instructors by mutual agreement between their command and the servicing CAC. Individuals selected as field trainers will meet the same military rank and maturity requirements as CAOs. Each State or overseas CAC location is authorized a maximum of two field trainers.

(a) CACs will maintain field trainer rosters and ensure that field trainers receive casualty-related policy and training material updates.

(b) CMAOC will verify CAC oversight of field trainers during scheduled staff assessment visits or Casualty and Mortuary Affairs Assessment Program visits.

(c) Field trainers will normally only present CNO and CAO standardized training to units located more than 200 miles from their assigned CAC.

(d) Minimum class size for CMAOC to present the T3 training course is 10 students. Military units will coordinate with their servicing CAC to schedule regional T3 training sessions. Soldiers located outside the regional T3 training location may also attend with command approval. In all cases, funding for travel and per diem is a unit responsibility.

(e) When neither the CAC trainer nor the field trainers can conduct training, the CMAOC training team will be contacted to support unit CNO and CAO training requirements.

*d. Benefits Coordinator course.*

(1) The CMAOC benefits coordinator course provides the full-time CAC benefits coordinator with a thorough introduction to the casualty operations process. This course includes information on common benefits and entitlements offered to survivors and beneficiaries to assist the CAO through the benefits and entitlements phase of casualty assistance. The course is also available to support coordinators and final specialists under SOS.

(2) Although there is no expiration date or recertification required after completion of this course, CAC personnel will participate in a minimum of one CMAOC-sponsored professional development event per year.

*e. Casualty Assistance Center Trainer course.*

(1) The CMAOC CAC Trainer course includes an overview of the Army Casualty Program, preparation and processing of casualty-related forms and records, ID of remains, SCMO duties and responsibilities, funeral assistance, casualty reporting, casualty notification and assistance, DCIPS, instructional system design, grief and bereavement, and a practical exercise.

(2) As with the other training courses for CAC personnel, there is no expiration date or recertification required after completion of this course. However, CAC personnel will participate in a minimum of one CMAOC-sponsored professional development event per year.

*f. Mortuary Affairs Coordinator course.*

(1) The CMAOC Mortuary Affairs Coordinator course includes an overview of the Army Casualty Program, mortuary affairs coordinator duties and responsibilities, contracting officer representative duties and responsibilities relating to casualty missions, disposition of remains, funeral entitlements, assistance and benefits, funeral travel costs and arrangements, casualty-related forms, escort duties and responsibilities, SCMO duties and responsibilities, mass casualty procedures, and a mortuary affairs practical exercise.

(2) Although this course has no expiration date or recertification requirement, CAC personnel will participate in a minimum of one CMAOC-sponsored professional development event per year.

*g. Memorial Affairs Coordinator course.*

(1) The CMAOC Memorial Affairs Coordinator course includes an overview of the Army Casualty Program, how the program relates to various CAC job positions, MFH procedures, coordination of active duty and Reserve Component Soldiers and veteran support organizations in support of MFH, authorization of veterans military burial honors and veterans remains open allotment funding, preparation and processing of ITAs for survivors, Army cemetery operations in CAC-assigned cemeteries and requirements for establishment of appropriate memorials to fallen Soldiers.

(2) This course has no expiration date or recertification requirement. However, CAC personnel will participate annually in a minimum of one CMAOC-sponsored professional development course or event.

## **Appendix L Internal Control Evaluation**

### **L-1. Function**

The function covered by this evaluation is the Army Casualty Program.

### **L-2. Purpose**

The purpose of this evaluation is to assist HRC, CAC chiefs, and garrison CDRs in evaluating the key internal controls listed below. It is intended as a guide and does not cover all controls.

### **L-3. Instructions**

Answers must be based on the actual testing of key internal controls (for example, document analysis direct observation, random sampling, simulation, or other). Answers that indicate deficiencies must be explained and corrective action identified in supporting documentation. These internal controls must be evaluated at least once every 5 years. Certification that the evaluation has been conducted must be accomplished on DA Form 11-2 (Internal Control Evaluation Certification).

### **L-4. Test questions**

- a.* Does the CAC provide full access to a room/area for privacy when meeting with survivors?
- b.* Are internal controls in place to ensure open allotment expenditures are used for expenses directly related to the casualty operations, disposition of remains, and disposition of PE programs; travel in support of certain casualty and mortuary affairs requirements as authorized by AR 638-2, AR 638-8, and AR 638-34; and operational supplies and equipment during contingency and military operations?
- c.* Does the CAC have a viable standard operating procedure related to obtaining and verifying casualty-related information?
- d.* Is the initial casualty report for active duty casualties submitted to CMAOC as soon as possible but no later than 12 hours following the incident?
- e.* Is the home station CAC obtaining deceased Soldier's authorized awards and badges from the military personnel office or unit S1 responsible for maintaining the deceased Soldier's personnel file?

### **L-5. Supersession.**

Not applicable.

### **L-6. Comments**

Help make this a better test for evaluating internal controls. Submit comments to Commander, U.S. Army Human Resource Command (AHRC-PDC), 1600 Spearhead Division Avenue, Fort Knox, KY 40122-5400.

## **Glossary**

### **Section I Abbreviations**

**ADOS**

active duty for operational support

**ADT**

active duty for training

**AER**

Army Emergency Relief

**AFB**

Air Force base

**AFMES**

Armed Forces Medical Examiner System

**AGR**

Active Guard Reserve

**AKO**

Army Knowledge Online

**ALARACT**

all Army activities

**AOR**

area of responsibility

**AMHRR**

Army Military Human Resource Record

**AR**

Army regulation

**ARNG**

Army National Guard

**ASA (M&RA)**

Assistant Secretary of the Army (Manpower and Reserve Affairs)

**AWOL**

absent without leave

**BDE**

brigade

**BN**

battalion

**CAC**

Casualty Assistance Center

**CAO**

casualty assistance officer

**CAR**

casualty assistance report

**CDR**

commander

**CG**

commanding general

**CHRA**

Civilian Human Resources Agency

**CID**

Criminal Investigation Command

**CMAOC**

Casualty and Mortuary Affairs Operations Center

**CNO**

casualty notification officer

**CONUS**

continental United States

**CPAC**

civilian personnel advisory center

**DA**

Department of the Army

**DCIPS**

Defense Casualty Information Processing System

**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

**DCS**

Deputy Chief of Staff

**DD**

Department of Defense (forms)

**DEERS**

Defense Enrollment Eligibility Reporting System

**DFAS**

Defense Finance and Accounting Service

**DG**

death gratuity

**DOD**

Department of Defense

**DODD**

Department of Defense Directive

**DODI**

Department of Defense Instruction

**DT**

dignified transfer of remains

**DUSTWUN**

duty status-whereabouts unknown

**EAWUN**

excused absence-whereabouts unknown

**eMILPO**

electronic military personnel office

**FOIA**

Freedom of Information Act

**FSGLI**

Family Servicemembers' Group Life Insurance

**FTNGD**

full-time National Guard duty

**GCMCA**

General Court Martial Convening Authority

**GOMO**

General Officer Management Office

**GS**

general schedule

**HQDA**

Headquarters, Department of the Army

**HRC**

U.S. Army Human Resources Command

**ID**

identification

**IDT**

inactive duty training

**IMCOM**

U.S. Army Installation Management Command

**INIT**

initial casualty report

**iPERMS**

Interactive Personnel Records Management System

**ITA**

invitational travel authorization

**JTR**

Joint Travel Regulations

**LOD**

line of duty

**MFH**

military funeral honors

**MILPER**

military personnel (message)

**MTF**

military treatment facility

**NGB**

National Guard Bureau

**NGR**

National Guard regulation

**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

**PERE**

person eligible to receive effects

**PL**

public law

**PNOK**

primary next of kin

**POC**

point of contact

**RCSBP**

Reserve Component Survivor Benefit Plan

**ROTC**

Reserve Officers' Training Corps

**S1**

adjutant

**SBP**

Survivor Benefit Plan

**SCMO**

summary courts-martial officer

**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

**T3**

train-the-trainer

**TAG**

The Adjutant General

**TDY**

temporary duty

**TSGLI**

Traumatic Servicemembers' Group Life Insurance

**USACR/Safety Center**

U.S. Army Combat Readiness/Safety Center

**USAR**

U.S. Army Reserve

**USC**

United States Code

**VA**

Veterans Affairs

**VEAP**

Veterans Education and Assistance Program

**VGLI**

Veterans' Group Life Insurance

**VSI**

very seriously ill/injured

**VWL**

victim/witness liaison

**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 Force without regard to duration or purpose. Also applies to ROTC applicants, cadets, and midshipmen



participating in practical military training, and to Service academy cadets, midshipmen, and members of the USAR and ARNG serving on active duty, annual training, ADT, or 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 Titles 10 and 32 USC. 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. All ADOS exceeding 180 days in a fiscal year must be reported to NGB on a quarterly basis. ADOS is authorized for ARNG per NGR 350-1.

### **Active duty for training**

A tour of active duty 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-active duty 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**

Active duty performed by a member of a Reserve Component of the Army, Navy, Air Force, or Marine Corps, or FTNGD performed by a member of the National Guard pursuant to an order to FTNGD, for a period of 180 consecutive days or more for the purpose of organizing, administering, recruiting, instructing, or training the reserve components.

### **Active service**

Service on active duty 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 Reserves.

### **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 unmarried 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 DG, while another person may receive the decedent's unpaid pay and allowances. The designation of beneficiaries for DG 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 active duty 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 DODs 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 (DODI 1300.18). See also paragraph 2-2.

### **Detained (a category of missing)**

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.

### **Documentation**

The following list is not all inclusive:

- a. Properly certified birth certificate (of live birth) which includes the names of both parents or certificate of live birth with the name of at least one parent issued from the hospital.
- b. Marriage certification; includes the names of both parents.
- c. Final decree of divorce, dissolution, or annulment of marriage.
- d. Court order for adoption or guardianship.
- e. Statement of incapacity from physician.
- f. Retirement orders (providing entitlement to retired pay is established) or DD Form 214.
- g. DD Form 1300.
- h. Certified death certificate.
- i. Certification from the VA of 100 percent disabled status.
- j. Order awarding Medal of Honor.
- k. Civilian personnel records.
- l. Military personnel records.
- m. DD Form 93.
- n. SGLV Form 8286.
- o. SGLV Form 8714 (Application for Veteran's Group Life Insurance).
- p. Unit training orders.
- q. TDY orders.
- r. Training schedules.

s. ITA.

t. DA Form 31 (Request Authority for Leave).

**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 CDR 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**

Circumstances 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, 505 of Title 32 USC, 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.

**Immediate Family member**

In the case of a missing person, immediate Family includes:

- a. Spouse.
- b. Natural children.
- c. Adopted children.
- d. Step children.
- e. Illegitimate children, if acknowledged by the person or parenthood has been established by a court.
- f. Biological parent, unless legal custody has been previously terminated by a court decree.
- g. 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 active duty 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. IDT 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)**

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 United States are engaged.

**In loco parentis**

Any person(s) or institution who acted in place of the member's parent(s) for a period of not less than 1 year at any time before the member joined the military. Seniority in age will control when the persons are of equal relationship.

**Missing**

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

**Missing in action**

The casualty is a hostile casualty, other than the victim of a terrorist activity, who 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 missing person at a missing person board of inquiry.

**Next of kin**

The person most closely related to the casualty is considered primary NOK for casualty notification and assistance purposes. 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 shall 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 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 37 USC 558.

**Nonhostile 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 nonhostile 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 Servicemembers' Group Life Insurance**

The administrative office of SGLI and VGLI 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, OCONUS.

**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 a 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**

The legal NOK. That 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. For additional information, see DODI 1300.18.

**Posthumous promotion**

A promotion to higher rank following a casualty's death. This promotion is not for pay purposes.

**Reporting Casualty Assistance Center**

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

**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 death**

A death that occurs 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**

The status of National Guard personnel in support of natural or man-made disaster response or Homeland Defense missions at the direction 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.

**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.

**Very seriously ill/injured**

The casualty status of a person whose illness or injury is such that medical authority declares it more likely than not that death will occur within 72 hours.

**Section III**  
**Special Abbreviations and Terms**

**TDD**

telephone devices for the deaf

**TTY**

teletypewriter

**UNCLASSIFIED**

**PIN 105267-000**