



**DEPARTMENT OF THE NAVY**  
COMMANDER NAVY INSTALLATIONS COMMAND  
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CNICINST 1770.2C  
N00  
23 Mar 2023

CNIC INSTRUCTION 1770.2C

From: Commander, Navy Installations Command

Subj: CASUALTY ASSISTANCE CALLS PROGRAM

Ref: (a) DoD Instruction 1300.18 of 14 August 2009  
(b) NDAA for Fiscal Year 2021 of 11 Dec 20  
(c) OPNAVINST 1770.1B  
(d) MILPERSMAN 1770 series, Casualties and Survivor's Benefits  
(e) CNICINST 1754.5  
(f) OPNAVINST 1770.2B  
(g) DoD memo, Enhanced Honors for Deceased Service Members  
(h) CNICINST 4000.1B  
(i) NETCINST 1510.1A, Navy Training Management

Encl: (1) Funeral Honors and CACO Monthly Report Template  
(2) Casualty Assistance Calls Officer Training  
(3) Defense Casualty Information Processing System Navy Standards Guide  
(4) Casualty Assistance Calls Officer Responsibilities  
(5) Casualty Assistance Report-Navy  
(6) Lesson Learned Template

1. Purpose

a. Per references (a) through (i), to issue Commander, Navy Installations Command (CNIC) policy for the execution of the Navy Casualty Assistance Calls Program (CACP).

b. To issue CACP requirements for Navy Service Members and Department of the Navy (DON) Civilian employees.

c. To outline integration of the Navy Gold Star Program (NGS) and its role in the Navy Casualty Assistance continuum of care. CACP and NGS will work in partnership in order to provide timely and compassionate care to those who have suffered a loss.

2. Cancellation. CNICINST 1770.2B.

### 3. Policy

a. CACP exists to provide dignified, professional and compassionate care for next of kin (NOK) when a casualty occurs within the DON. Providing this care is not just the right thing to do, but a vital and enduring mission that requires dedicated focus and teamwork.

b. Reference (a) establishes the Department of Defense (DoD) Casualty Program and discusses the duties of Casualty Assistance Calls Officers (CACOs). Reference (c) establishes CNIC's responsibility for training and assigning CACOs. Reference (d) establishes and places primary responsibility for implementation of CACP with Navy Region Program Managers (RPMs).

c. This instruction does not relieve Commanders of the responsibilities for reports or related actions required by reference (d), or other pertinent regulations or directives.

d. Per references (a) through (d), CNIC is responsible for the execution, funding and technical support of CACP. This policy applies to commands and Service Members assigned as CACO in support of CNIC.

e. In coordination with Navy Personnel Command (PERS-00C), CNIC Headquarters (HQ) will use public affairs outlets and commander's input to determine incident details (as soon as practical) and prepare a summary of releasable details and provide to CACOs or other designated personnel to brief family members.

f. In cases where other Service members are involved, Navy will ensure communication with and maintain alignment with other Service component(s) involved to ensure quality care of impacted Navy-related personnel. CACOs may work in conjunction with other Service CACOs with affected Navy family members. The CACO shall maintain contact with the primary next of kin (PNOK) to keep them informed until all matters relating to the case have been answered.

g. Commanders will maintain awareness of incidents resulting in death or serious injury within their respective area of responsibility (AOR). High visibility cases may require additional assistance for assigned CACOs, and may create heightened public affairs situations. The CACP will serve as the commander's first line of assistance and guidance in all cases.

h. Commanders will validate assignment of their personnel to CACO duty at the time of case assignment. This requires the Commander to ensure the CACO being assigned is properly trained, suitable, and available for the particular assignment the parent command of the deceased must be engaged throughout the entire process. Command leadership shall assist assigned CACOs when necessary to ensure benefits are processed in a timely manner and to help obtain answers to any questions or concerns the family may have. Commands will assign appropriate personnel to conduct property and personal effects inventories as needed.

i. Regions shall use Casualty Assistance Report – Navy to document completed critical steps in the performance of CACO duties. CACOs will update the checklist every 30 days until all items are complete. Regions shall liaise with regional NGS coordinators (RNGSC) to ensure seamless transfer of services between CACOs and the installation NGS coordinators (INGSC) utilizing named document.

#### 4. Responsibilities

a. CNIC CACO/Funeral Honors Support (FHS) (N00K) Headquarters Program Director (HPD) will:

(1) Implement and manage execution of CACP policy. Conduct bi-weekly teleconferences with RPMs to discuss the health and effectiveness of CACP.

(2) Ensure RPMs update the Casualty Assistance Program Tracker prior to the bi-weekly teleconference. The tracker is available on Gateway 2.0 (G2) at <https://g2.cnic.navy.mil/tscnichq/CACO/Lists/CasualtyAssistanceProgramTracker/Regional.aspx>.

(3) Budget and distribute adequate resources in support of CACP.

(4) Manage and implement the CACO training program.

(5) Interview, certify and provide training and briefs to current and prospective trainers.

(6) Ensure CACO training curriculum is reviewed and approved by CNIC, provided at least quarterly, and annual training schedules are posted and made available to Region commands.

(7) Conduct an annual quality assurance assessment of CACP training curriculum and classes, including observation of facilitators, no later than the second quarter of each fiscal year.

(8) Issue a consolidated checklist to assist CACO process execution.

(9) Provide guidance and support to Enterprise information management systems including Defense Casualty Information Processing System (DCIPS), and CNIC monthly reports (enclosure (1)) which are available on G2 at <https://g2.cnic.navy.mil/tscnichq/CACO/Metrics/Lists/FHCMM/Regional%20View.aspx>.

(10) Ensure DCIPS is maintained up-to-date to reflect CACO assignments, notifications of PNOK and other required NOK, and all relevant beneficiary information within 72 hours of the incident. Use bound journal entries to maintain a chronological, historical and legal record for each casualty case.

(11) CNIC HPD shall provide written guidance which outlines the casualty programmatic framework to guarantee Survivors receive dedicated and comprehensive support services. The Casualty QA process will assess whether program standards are implemented and performed consistently across CACP offices. CNIC N00K will periodically complete QA reviews of any cases deemed appropriate. Results will be shared with applicable coordinators and teleconferences scheduled by CNIC N00K to discuss program QA as needed.

(12) Monitor and analyze CACP data to determine key performance metrics and identify program trends that indicate best practices or areas of focus/concern and coordinate implementation and update of CACP policy and services with PERS-00C.

(13) Establish a contingency plan, including continuity of operations, for executing CACP functions during major disasters or mass casualty events and after action reporting.

(14) Receive, review, and forward to PERS-00C lessons learned submitted from commands and CACOs.

b. Region Commanders (REGCOMs) will:

(1) Assign a RPM and execute a Region CACP. The CACP provides assistance and guidance to families of Service Members upon whom tragic circumstances have fallen. Regardless of the circumstances of the casualty, support to these families will be handled with priority and the utmost understanding and sensitivity. CAC/FHS RPMs and/or the Region Operations Center (ROC) Watch Officer, working in conjunction with Commanders and Commanding Officers at all levels, are to ensure and demonstrate the intended spirit and humanistic approach as every effort is made to help those families.

(2) Ensure support of the Region CACP by tasking installations and requiring tenant commands to provide resources including manpower and logistical support.

(3) Coordinate with other Navy regions to ensure continuity of CACP functions and services for individual cases that affect multiple geographic regions (e.g., PNOK in Navy Region Southwest, secondary NOK in Navy Region Southeast). This coordination must include a personal handoff between REGCOMs if primary CACO duties shift to a different region.

(4) Determine and validate budget requirements to CNIC HQ per budget/data calls and the authorized allocation of funds in support of CACP.

(5) Ensure reimbursement of authorized personal expenses incurred by individuals supporting CACP. Reimbursable expenses include mileage for privately owned vehicles, tolls and parking fees.

(6) Support assigned Flag Officers who represent the Chief of Naval Operations in support of honors for combat and combat related casualties as directed.

c. Commandant, Naval District Washington (NDW) will:

(1) Ensure proper honors are rendered when the remains of Sailors killed in action (KIA), or whose death occurred while supporting combat operations overseas, arrive in the Continental United States Dover Air Force Base.

(2) Direct the Navy Ceremonial Guard to render appropriate plane-side honors at Port Mortuary Dover DE for the arrival of fallen Active Duty Service Members.

(3) Ensure funeral information, including family member attendance, if known, is provided to Flag Officers who are designated to attend funerals of Sailors KIA and interred at Arlington National Cemetery (ANC). Provide Flag Officers assigned as the Escort Commander/Flag Presenter at ANC with instructional guidelines to include protocol and details surrounding the interment of Sailors KIA.

d. RPMs will:

(1) Ensure proper execution of the CACP within their Region.

(2) Supervise and assign trained CACOs to NOK and other eligible beneficiaries upon notification of a casualty incident. Report when a CACO is assigned, including the individual's information in a bound journal entry, to PERS-00C and CNIC via DCIPS. Do not assign CACO duties to relatives or close personal friends of the deceased, or to any Service Member scheduled for deployment, reassignment, retirement, or release from Active Duty within six months of the incident.

(a) Notification requirements. Notification of NOK by a CACO of a death is required to be made IN PERSON, normally between 0500-2359. In the case of unusual circumstances (such as NOK travel to foreign areas not supported by trained CACOs), PERS-00C may authorize an initial contact by other acceptable means. In the case of a high-visibility mishap, PERS-00C may authorize CACOs to contact the NOK between 2359-0500 in order to ensure that the initial notification comes via the CACO vice national media or social networking.

(b) When a reportable DoD civilian casualty occurs, the responsible Region will make personal notification to the emergency point of contact reflected on the Record of Emergency Data form (DD Form 93) or the electronic civil service equivalent of the DD Form 93. The Region will facilitate follow-on assistance with the appropriate civilian personnel or human resources office for survivor benefits and entitlements.

(c) When a reportable DoD contractor casualty occurs, the responsible Region will notify the appropriate contracting agency, who will be responsible for notifying the contractor's NOK.

(3) Establish and maintain relationships with installations and tenant commands in their Region to advise and assist with casualty incidents.

(4) After hours/24/7 Support. Train and equip after-hours duty office/personnel to respond to CACO cases. This action includes, but is not limited to, providing assistance to commands for Personnel Casualty Report (PCR) completion, identification and assignment of CACO, resource and referral to PERS-00C Staff Duty personnel. Correspondence (email) containing CACO Assignment – rate/rank, name, contact info, time of official notification complete, noted issues or concerns shall be shared with affected stakeholders.

(5) Manage and execute an effective CACP training program, including budgeting and administering funds. The CACO represents the Secretary of the Navy. CACO training must be conducted using the training provided by CNIC HQ. The goal of the training is to equip and assist the CACO to be courteous, helpful and compassionate toward the NOK while performing this sensitive mission.

(a) Using enclosure (2), ensure Region facilitators are certified by CNIC to conduct CACO training.

(b) Schedule training to support CACP requirements, and make and post the schedule available to all tenant commands.

(c) Ensure CACOs receive proper training prior to assuming duties.

(d) Issue a formal training schedule for each calendar year via Corporate Enterprise and Training Activity Resource System (CETARS), which can be viewed in Catalog of Navy Training Courses (CANTRACS).

(e) Training for CACOs will include:

1. A minimum of eight hours of classroom instruction on the duties, responsibilities and knowledge required of a CACO. Requalification is required every three years.

2. Duties involved with notification, funeral arrangements, benefits and entitlements applications, counseling and reporting requirements.

3. An overview of benefits claims and processing, as well as other entitlements. Training will include associated consultable resources to assist with specific concerns with this processing. Training should ensure each trained CACO possesses sufficient knowledge of each process, and the available Navy and Federal Agency resources.

4. Grief and trauma awareness.

5. Public affairs as it pertains to established policy on the release of casualty information to the media or general public, referral of inquiries to trained public affairs officials, and how to obtain public affairs support for family members upon request.

6. Points of contact for support from the Navy, Department of Defense, and other Federal Agencies and non-profit organizations per the DoD Joint Ethics Regulation.

(f) Conduct CACO Training will be conducted in-person unless requested and approved by CNIC HQ HPD. Monitor training to ensure effective facilitation to course attendees and only standardized CNIC training modules are used. Ensure deviations to training are approved by CNIC HQ HPD. JKO refresher training will be aligned with classroom training, or just in time when assigned CACO duties, as applicable.

(g) Assess the effectiveness of CACO training by reviewing pre-tests, post-tests and course evaluations.

(h) Ensure student information is entered in CETARS within three business days of the completion of training.

(i) Report the number of training classes conducted and the number of CACOs trained through regional monthly reports to CNIC HQ.

(j) Ensure trained CACOs complete the annual SIMMersions training requirements via Joint Knowledge Online (JKO) at <https://jkodirect.jten.mil/Atlas2/faces/page/login/Login.seam>. CACOs will need to create a JKO account prior to course enrollment. The three required SIMMersions training course numbers and titles are: (1) OSD-SIMM01 - Casualty Notification Training; (2) OSD-SIMM02 - Casualty Assistance First Visit Training; and (3) OSD-SIMM03 - Casualty Assistance Benefits and Entitlement Training. JKO refresher training will be aligned with classroom training, or just in time when assigned CACO duties, as applicable.

(k) Provide training to tenant commands on casualty reporting requirements and assist commands when necessary in drafting PCRs.

(l) Maintain an up-to-date master list of trained CACOs within each Region.

(m) Maintain, validate and ensure currency of CACO qualifications (i.e., requalification every three years and SIMMersions training).

(6) Per enclosure (3), ensure NOK or beneficiary notification is completed, and date and time of notification is reported in DCIPS using a bound journal entry.

(7) Make DCIPS entries to reflect CACO assignments, current NOK or beneficiary information, and other information relevant to the case. Per enclosure (3), RPMs will ensure the information logged in DCIPS is current, comprehensive and entered within one business day.

(8) Upload Casualty Assistance Report-Navy (enclosure (5)) to document completed critical steps in the performance of CACO duties. CACOs will update the checklist every 30 days until all items are complete.

(9) Per enclosure (3), upload completed OPNAV Form 1770/1 (Consent to Release Personal Information) and OPNAV Form 1770/3 (NOK Identification) to DCIPS.

(10) Per reference (g), coordinate dignified transfer and plane-side honors.

(11) Ensure funeral arrangements are completed and involved Regions and participants are informed. Enter information in the appropriate database.

(12) Ensure PERS-00C is provided with funeral information to include family member attendance of immediate NOK or Person Authorized to Direct Disposition (PADD).

(13) Provide guidance, coaching and assistance to the CACO while completing and submitting NOK or beneficiary benefits and entitlements package. Ensure benefits and entitlement documentation is completed per references (a) and (d), and forwarded to PERS-00C.

(14) Track the investigation status for the incident. Ensure the CACO or NGS provides updates to the NOK as information is obtained. Ensure the CACO or NGS delivers final copies to the NOK, upon request. A courtesy CACO may be requested to conduct delivery of reports based on special circumstances.

(15) Provide notice of NOK or beneficiary change of address to higher level authority via DCIPS.

(16) When multiple Regions are involved in an individual case, forward information to appropriate RPMs upon completion of CACO duties and CACP responsibilities.

(17) Maintain accurate files utilizing DCIPS and ensure all required reports are submitted per references (a) through (d).

(18) Submit Region monthly reports to CNIC no later than the 10<sup>th</sup> of each month using enclosure (1).

(19) Conduct quarterly QA assessments on at least ten percent of cases to ensure standardized delivery of services and report findings to CNIC no later than the 10<sup>th</sup> day of the second month following the end of the quarter (i.e., 10 February, 10 May, etc.).



(20) Liaise with Region NGS coordinators (RNGSC) to ensure seamless transfer of services between CACOs and the installation NGS coordinators (INGSC).

(21) When contacted by RNGSCs, provide the CACO with contact information for the INGSC assigned to the NOK. NGS can engage with the family while the CACO is still involved in completing the case. INGSCs will provide support to survivors concurrently, as well as be a resource for the CACO. Once CACO duties are complete, inform RNGSCs of pending transfer from short-term to long-term responsibilities and update DCIPS to reflect the change of CACO assignment, per reference (f). RPMs will remain available for future case management, as applicable.

(22) Per references (a) through (e), complete enclosure (5), as well as all other required forms and applications. Upon completion, ensure all forms are uploaded in DCIPS.

(23) Provide support and promote self-care to CACOs. Encourage CACOs to complete the Psychological First Aid Course at [http://www.ptsd.va.gov/professional/continuing\\_ed/psych\\_firstaid\\_training.asp](http://www.ptsd.va.gov/professional/continuing_ed/psych_firstaid_training.asp), and additional optional self-care training at <http://deploymentpsych.org/online-courses/self-care>. Provide additional resources, as appropriate, via Military OneSource.

(24) Review CACP operations to reinforce compliance with governing laws, policies and regulations, including confidentiality, Personal Identifiable Information (PII) and Privacy Act Standards. PII is any information that can be used to uniquely identify, contact or locate an individual, or can be used with other sources to uniquely identify a person, and should be safeguarded appropriately.

(a) Use the DoD Secure Access File Exchange (DoD SAFE) for transferring files containing PII. This site allows both common access card (CAC) enabled and non-CAC enabled users to upload privacy protected documents and send to .com, .mil or .gov e-mail addresses. A user guide for this system can be found on the DoD SAFE website at <https://safe.apps.mil/>.

(b) Documents (i.e., memos, spreadsheets, briefings) containing PII must only be accessible to those with an official need to know and must contain the Controlled Unclassified Information (CUI) statement. Electronic transmission of PII must be digitally signed and encrypted.

(25) Participate in bi-weekly teleconferences with CNIC CACO/FHS HPD to include providing updated Casualty Assistance Program Trackers.

(26) Develop Region-level standard operating procedures that address local procedures for program implementation to include, but not limited to CACP and CACO responsibilities per references (a) through (g), quality assurance and unplanned loss of assigned CACO.

(27) Submit lessons learned monthly (due by the 10<sup>th</sup>) via e-mail to Casualty Assistance and Funeral Honors Program Specialist (N00K, using enclosure (6). Negative responses will be

referred to the respective REGCOM. Lessons learned are required for cases involving the following:

(a) Extraordinary circumstances. Factors not normally incident to or foreseeable during the casualty process. This includes circumstances beyond RPM and/or CACO control that normal prudence and experience could not foresee, anticipate or provide for per provisions of references (a) through (c). Such extraordinary circumstances may include, but shall not be limited to, incorrect or outdated emergency recall data, pandemic restrictions, weather related conditions and acts of God.

(b) Multiple casualty incidents. Although many have attempted to put numbers to what constitutes a mass casualty incident (MCI), perhaps the best definition is any number of casualties that exceed the resources normally available from local resources. This is based upon available resources, number of injuries, and severity of injuries. Such multiple casualty incidents may include, but are not limited to, Service Members assigned to or operating in a joint-service environments.

(c) Submit lesson learned overview via e-mail within 30 days; with an interim report within 15 days for high visibility cases/situations. Lessons learned will be used to affect program improvement and to assist other commands that encounter similar situations. Selected lessons learned may be modified in the interest of privacy and incorporated into CACO training curriculum as case studies.

e. Commands will:

(1) Maintain two fully trained CACOs.

(a) When possible, maintain at least one commissioned officer and one senior enlisted (E-7 or higher) trained for CACO duties. An E-6 may be assigned/approved at the command's discretion.

(b) Candidates will be mature, professional, and able to communicate effectively.

(c) CACOs when assigned, will dedicate their time to the assignment and not be assigned if they have less than six months left onboard the command.

(2) Inform Region Casualty office of pending transfer of qualified CACOs.

(3) Assign CACO(s) for efficient execution of their command's program and when directed by the RPMs.

(4) Ensure CACOs have full support while fulfilling their duties. When assigning a CACO, Commanding Officers (CO) are responsible for ensuring the CACO executes his/her responsibilities from beginning to the end. This includes ensure all necessary paperwork for

travel, entitlements, etc. associated with the assigned case. The CACO shall be treated as if he/she is a member assigned to the CO's unit, regardless to whether or not the CACO is assigned to the unit.

(5) CACO to remain assigned and providing updates until ALL related actions are complete; to include, associated investigations and Line of Duty determination. Elevate status/updates every 60-days. Consider assigning CACOs on 30 day TAD orders to RPMs to ensure CACO duties are prioritized appropriately during casualty assistance.

(6) Ensure program execution and sufficient number of CACOs are maintained for assignment.

(7) Notify RPM and Region of CACO assignments, NOK notifications, and any information pertinent to the program's operation.

(8) Maintain accurate and current files on cases and ensure required reports are submitted.

f. CACOs will:

(1) Fulfill CACP responsibilities per references (a) through (g).

(2) Use enclosure (5) Regions to use Casualty Assistance Report – Navy to document completed critical steps in the performance of CACO duties. CACOs will update the checklist every 30 days until all items are complete. Regions shall liaise with regional NGS coordinators (RNGSC) to ensure seamless transfer of services between CACOs and the installation NGS coordinators (INGSC) utilizing named document.

(3) Use Defense Travel System (DTS) for all travel related claims. Submit DTS travel claims within five days of the travel event.

(4) Complete the following Courtesy CACO duties when assigned, per reference (c).

(a) Assist NOK or designated individuals when traveling to the bedside of a seriously or very seriously ill or injured Service Member.

(b) Make a one-time personal visit to NOK to notify them of the death of a deserter or of the death of a DON civilian employee.

(c) Meet NOK or designated individuals who travel to the local area for a funeral, memorial service or dignified transfer.

(d) Assist NOK or designated traveler with completing travel claims.

(e) Accompany spouse or minor child guardian to personal property offices to assist with final moving arrangements.

(f) Support courtesy CACO assignment of the NOK when Service Member's remains are found from past wars and conflicts and are repatriated to the U.S.

1. Attend the initial Identification Briefing
2. Assist NOK with funeral arrangements
3. Support outbound/inbound escort duties, as applicable.

(5) Protect PII of Survivors and beneficiaries. Information recorded in DCIPS should not be shared unless it applies directly to the family member being assisted and the recipient of such information has a 'need-to-know'. If the family member is not designated as a beneficiary, the name of the actual beneficiary will not be disclosed to that person for any reason.

(6) Complete all required duties (all benefits submitted for processing, funeral services completed and travel claims submitted, as applicable), and, with concurrence from the RPM, execute a turnover of duties with the INGSC, which will include a discussion regarding family dynamics, remaining needs, and any other relevant topics to ensure no gap in services.

## 5. Investigations

a. Investigating agencies will provide a monthly update to PERS-00C until all active investigations are completed.

b. Family members will be informed in a timely manner of the initiation of an investigation into the death of a Service Member.

c. The period for completing the administrative investigation report/record into a death (e.g., Line of Duty) will not normally exceed 20 calendar days from the date of death or its discovery. The convening authority (CA) and subsequent reviewers have 20 calendar days to review and endorse the investigation. Noncompliance with these time requirements must be explained in the endorsement of the deviating command and all subsequent endorsements.

d. Do not delay completion and forwarding of investigations to await final autopsy reports, death certificates, or similar documents unless their inclusion is absolutely essential to the completion of the investigative report.

6. Lessons Learned. RPMs will submit via email to Casualty Assistance and Funeral Honors Program Specialist (N00K), a monthly lesson learned overview of the cases, due by the 10<sup>th</sup> of each month. RPMs will submit a lessons learned overview via e-mail within 30 days; with an interim report within 15 days for high visibility cases/situations. Each lessons learned entry will

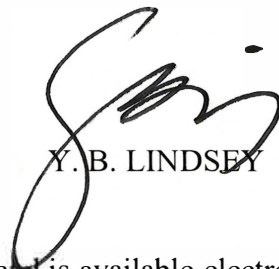
include a topic, observation, discussion, recommendation and implications. Lessons learned will be used to affect program improvement and to assist other commands that encounter similar situations. Selected lessons learned may be modified in the interest of privacy and incorporated into CACO training curriculum as case studies.

7. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned per the the records disposition schedules located on the Department of the Navy Assistant for Administration, Directives and Records Management Division portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, contact your local records manager or the OPNAV Records Management Program (DNS-16).

8. Review and Effective Date. Per OPNAVINST 5215.17A, CNIC (N04C) will review this instruction annually on the anniversary of its effective date to ensure applicability, currency and consistency with Federal, DoD, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40, Review of Instruction. This instruction will be in effect for 10 years unless revised or cancelled in the interim and will be reissued by the 10-year anniversary date if it still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



Y. B. LINDSEY

Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC G2, <https://g2.cnic.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>

**FUNERAL HONORS AND CACO MONTHLY REPORT TEMPLATE**

Funeral Honors and CACO Monthly Metrics Collection Tool			
This template is used to collect metrics related to the Funeral Honors program. NOTE: Use the Submit button on the toolbar to save your inputs when you are complete.			
Report Header			
Point of Contact:	<input type="text"/>	Region:	<input type="text" value="Region..."/> MM/YYYY: <input type="text"/> / <input type="text"/>
CACO Metrics			
# CACOs Assigned (Deceased):	<input type="text"/>		
# CACOs Assigned (SI/VSI):	<input type="text"/>		
# of Benefits Packages Received within 10 Business Days (After DoD):	<input type="text"/>		
# of Benefits Packages Received After 10 Business Days (After DoD):	<input type="text"/>		
# of Training Classes Held:	<input type="text"/>		
# of Students Trained:	<input type="text"/>		
Funeral Honors Metrics			
Funeral Honor Support			
# of Funerals Requested:	<input type="text"/>		
# of Funerals Supported:	<input type="text"/>		
# of Plane Side Honors Supported:	<input type="text"/>		
# of Funerals Missed:	<input type="text"/>		
# of Funerals "Made Up":	<input type="text"/>		
Reason(s) Funerals Were Missed (one per line):	<input type="text"/>		
Status of Funeral Honor Recipients			
# of Active Duty or MOH Services:	<input type="text"/>		
Reason(s) Funerals Were Missed (one per line):	<input type="text"/>		
Status of Funeral Honor Recipients			
# of Active Duty or MOH Services:	<input type="text"/>		
# of Personnel Certified:	<input type="text"/>		
Recruiting Efforts			
Component	New Commands	# of Contacts Made	Additional Personnel Available
Active Duty	<input type="text"/>	<input type="text"/>	<input type="text"/>
SELRES	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Resources	# of Contacts Made	Additional Personnel Available	# AP3 Certified
VSOs	<input type="text"/>	<input type="text"/>	<input type="text"/>
Retirees	<input type="text"/>	<input type="text"/>	<input type="text"/>
Describe Additions, Closures, or Unusual Events			
<input type="text"/>			

CASUALTY ASSISTANCE CALLS OFFICER TRAINING

1. Casualty Assistance Call Officer (CACO) training is a standardized, continuously recurring action that will be conducted by designated Region Casualty Assistance Calls Program Certified Trainers. Personnel will not be approved to conduct field training until they meet the following eligibility requirements:

a. Commands at all levels shall have at least one commissioned officer, with no less than two years active duty service, not of the Chaplain Corps, and one senior enlisted (E-7 and above) trained for CACO duties.

b. Observe at least two CACO training classes within their assigned Region and at least one CACO training class conducted by a trainer in a different Region. These class observations must be completed before co-facilitating a CACO training class within their own Region.

2. Delivery of training will only be conducted per the CNIC CACO training manual. Changes to the subject matter are not authorized unless directed by CNIC HQ. Requests for deviation from approved course material will be submitted in writing via e-mail to the CNIC CACO/FHS HPD and address the following items:

- a. Topic or issue to be covered.
- b. Reason for requested change or deviation.
- c. Value added.
- d. Length of time required.
- e. Curriculum to be added or deleted and reason.

3. Considerations for deviation to the aforementioned eligibility requirements must be submitted in writing via e-mail to the CNIC N00K.

DEFENSE CASUALTY INFORMATION PROCESSING SYSTEM  
NAVY STANDARDS GUIDE  
*Active Duty Deaths*

**A. Purpose and Scope**

The Defense Casualty Information Processing System (DCIPS) is the primary and historical record for all Navy Casualties, as required by DOD Instruction 1300.18. It is imperative that case information logged into this system be comprehensive, reliable and prompt.

This guide delineates mandatory and optional data elements, and provides required timelines for data input. It also establishes standards for completion of data fields, to maintain uniformity throughout the database.

The standards set in this guide apply to active duty death cases and are limited to those sections within DCIPS requiring input by users at Commander, Navy Installations Command (CNIC) Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Regional Offices. A standards guide encompassing all sections within DCIPS will be issued separately.

**B. General Guidelines**

CAC/FHS Regional Offices shall input next of kin (NOK) and Casualty Assistance Calls Officer (CACO) information within one business day of initial case entry by Navy Personnel Command, Casualty Operations Branch (CASOPS). Upon completion of data entry, provide the assigned CASOPS Case Manager, via email, the names of the NOK and CACOs whose information was updated. If address and notification information is not available for input within this time frame, provide the explanation in the DCIPS Bound Journal. If the casualty case has not been created within two business days following the date of death, notify the CASOPS Branch Head and CNIC CAC/FH Headquarters Program Director via email.

Update NOK and CACO information as changes occur. This may include CACO transfers, NOK address changes or NOK death.

In addition, CAC/FHS Region Offices shall:

- Use title or sentence case, as appropriate. Do not use all uppercase letters, unless using acronyms or appropriate abbreviations.
- Validate all addresses at <https://tools.usps.com/go/ZipLookupAction!input.action> prior to input within DCIPS.
- Verify entries are error-free and match information provided on OPNAV 1770/3 (Primary/Secondary Next of Kin Information)



C. **File Attachments**

CAC/FHS Region Offices shall upload to DCIPS File Attachments the following documents for the NOK within their AOR:

- OPNAV 1770/1 (Consent to Release Personal Information)
- OPNAV 1770/2 (Next of Kin Travel Request)
- OPNAV 1770/3 (Next of Kin Information)

D. **Data Element Standards**

CAC/FHS Region Offices shall conduct the initial information review and update for both the NOK residing within their area of responsibility and CACOs assigned within their AOR.

Data elements are color-coded:

- Red:** Required; to be entered by CAC/FHS Regional Office
- Orange:** Required if applicable; to be entered by Regional office
- Black:** Required; to be entered by CASOPS
- Next of Kin>>Next Of Kin** (Next of Kin tab)

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DCIPS Case Management Version: 8.0.0.0 Logged In: Main | Portal | Help | Logoff | Production

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

Next Of Kin (Wife of Casualty: Mrs. [Name]) Add Delete Show List

Next Of Kin

Next of Kin | Appoint CAO | Notification History | Fatal Incident Brief | Follow Up | Edit

Last Name \* First Name Middle Name Suffix

NOK Type Primary Relationship \* Wife Deceased? Living Sponsor

SSN EDIPI Birth Date Condolence Letter sent on --/--

Authorized To Direct Disposition  Eligible To Receive Personal Effects  DoD Survey

Title (Refer to as) Mrs. Address fully as Mrs. On Active Duty?

Notified By Notifying CAC/Org Date/Time Notified

Notif Method Personal Visit NOK Notif. Remarks

NOK Remarks MIA Remarks

Notification Method: In Person

**Last Name:** NOK last name

**First Name:** NOK first name

**Middle Name:** NOK middle name. Enter full middle name; if none, leave blank

**Suffix:** NOK suffix; abbreviation preferred (examples: Sr., Jr., III). If none, leave blank

**NOK Type** (*entered by CASOPS*): Indicate whether Primary or Secondary; if neither, select most appropriate from drop list

**Relationship:** Relationship to deceased Sailor

**Deceased?:** Indicate whether NOK is living, deceased or unknown

**SSN:** NOK Social Security Number

**EDIPI:** Required for NOK who are military, whether Active Duty or Reserve

**Birth Date:** NOK date of birth

**Condolence Letter sent on** (*entered by CASOPS*): Not applicable.

**Authorized To Direct Disposition** (*entered by CASOPS*): Select if NOK is PADD

**Eligible to Receive Personal Effects** (*entered by CASOPS*): Select if NOK is Person Eligible to Receive Effects (PERE)

**DoD Survey** (*entered by CASOPS*): Select if NOK is PNOK (Note: if the PNOK is a parent of the Sailor, and not married to the other parent, select BOTH parents to receive the DoD Survey)

**Title (Refer to as):** NOK salutation, comprised of title and surname (examples: Mr. Smith, Senior Chief Smith)

**Address fully as** (*entered by CASOPS*): NOK address title, comprised of title and full name; military rank abbreviated (examples: Mr. John A. Smith, HMCS Jane A. Smith). In case of an incapacitated adult or a minor child not residing with the surviving spouse, include both the NOK and custodian's information (example: Miss Sue A. Smith, c/o Mrs. Jane A. Doe)

**On Active Duty?:** If Active, indicate branch of service

**Notified By:** Rank and name of Navy representative who conducted notification (example: HMCS Jane A. Johnson)

**Notifying CAC/Org:** Select CNIC Region which appointed the Navy representative conducting notification

**Date/Time Notified:** Date and time NOK was notified by a Navy representative

**Notif Method:** Method of notification

**NOK Notif. Remarks:** Amplifying information, as appropriate

**NOK Remarks:** Amplifying information, as appropriate

**MIA Remarks:** Not applicable

## Next of Kin>>Address and Contact (under Next Of Kin Secondary Details)

The screenshot shows a web-based form titled "Next of Kin Secondary Details" with a sub-tab "Address and Contact". The form is for a "Primary (Wife)". It has several sections: "Home" (selected) and "Mailing" (radio buttons); "Preferred Address" and "45 Day Address" (checkboxes); "Verification Date" and "Status" (text boxes); "In Care Of" (text box); "Address" (Street, Street Cont., City, State, Zip, County, Region, Country); and a right-hand column for "Bus. Phone", "Cell Phone", "Email Address", "Fax", "Home Phone", and "Other". An "Individual Address" field is at the bottom right. The form is partially filled with redacted information.

### VALIDATE ALL ADDRESSES AT

<https://tools.usps.com/go/ZipLookupAction!input.action>.

**Home/Mailing:** Select as appropriate. If NOK's mailing and residential addresses are different, include both

**Preferred Address:** Indicate whether NOK prefers to receive correspondence at this address

**45 Day Address:** Select "yes" if NOK confirms this address will be valid for the 45 day period following the date of death. If "no," obtain and include NOK's follow-on address

**Verification Date:** Enter date CACO and CNIC Region verified NOK address, as indicated on OPNAV 1770/3

**Status:** Indicate "Verified" or "Verification Needed"

**In Care Of:** In case of an incapacitated adult or a minor child not residing with the surviving spouse, enter custodian's name (example: Jane A. Doe)

**Street:** Number and street of NOK address

**Street Cont.:** If applicable.

**City:** City of NOK address

**State:** State of NOK address

**Zip:** Enter 9-digit postal code (ZIP+4) as verified at USPS website

**County:** Not required

**Region:** Select CNIC Region in which address is located

**Country:** Country of NOK address

**Bus. Phone:** NOK business phone number

**Cell Phone:** NOK cell phone number

**Email Address:** NOK email address

**Fax:** NOK fax number

**Home Phone:** NOK home phone number

**Other:** Other NOK contact (phone or email)

*Initial address and contact information should match information provided on OPNAV 1770/3.*

## Next of Kin>>Appoint CAO

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**DCIPS Case Management** Version: 8.0.0.0 Main | Portal | Help | Logoff  
Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet  
Name: Case: SSN: Status: Incident Date: Incident Location: Show List

Next Of Kin  
Wife (Wife of Casualty: ) Add Delete Show List

Next Of Kin  
Next of Kin | Appoint CAO | Notification History | Fatal Incident Brief | Follow Up

Add CAO From Pool Edit Collapse

	SSN	Last Name	First Name	Grade or Rank	Unit	CAC/Org	Registered
<input type="checkbox"/>							No
<input checked="" type="checkbox"/>							No

If the CACO's information has already been entered in DCIPS, their information may be viewed in the **Next of Kin>>Appoint CAO** screen.

To appoint a CACO to an individual NOK, retrieve that NOK's record. Under the **Appoint CAO** tab, click the box next to the appropriate CACO's name.

To assign CACOs to multiple NOK, use the **CAO>>Assign CAO** screen. (See item 6.)



“Household” groups link NOK address information. Users may enter or modify an address once; the addresses of all members of the same household will be automatically updated.

To add an individual to a Household group, click “Update.” In the “Add to Household of:” column, a drop menu will appear.

Select	NO	Name	Relationship	Home: [Redacted] Mailing: N/A	Save Cancel	(Select) ▼	No	Son	Secondary	Living	[Redacted]
--------	----	------	--------------	----------------------------------	-------------	------------	----	-----	-----------	--------	------------

Select any NOK with the same residence, then click “Save.” Note that NOK screens will indicate all other Household members.

**Next Of Kin Secondary Details**

Address and Contact | Checklist | DNA Records | DNA Tracking | Legal Documents | Document Tracking | Archived Address

Home  Mailing Edit Add

**Home / Home (Wife) - Primary (Wife)** Send Correspondence - No

Preferred Address	45 Day Address
<input type="text"/>	<input type="text"/>
Verification Date	Status
<input type="text"/>	<input type="text"/>
In Care Of	<input type="text"/>


**Address**

Street	Street Cont.	
<input type="text"/>	<input type="text"/>	
City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>
County:	Region:	Country:
<input type="text"/>	<input type="text"/>	United States <input type="text"/>

Bus. Phone	<input type="text"/>	<span>Edit</span>
Cell Phone	<input type="text"/>	
Email Address	<input type="text"/>	
Fax	<input type="text"/>	
Home Phone	<input type="text"/>	
Other	<input type="text"/>	

**Other NOK in Household**

- [\[Name\] \(Son\)](#)
- [\[Name\] \(Son\)](#)
- [\[Name\] \(Son\)](#)



CAO>>CAO

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DCIPS Case Management Version: 8.0.0.0 Logged In: Main | Portal | Help | Logoff | Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

Casualty Assistance Officer

( Casualty - ) Add Delete Show List

Casualty Assistance Officer Add to CAO Pool Collapse

CAO Assign NOK Edit

Last Name First Name Middle Name Suffix

SSN EDIPI CAO Type Primary CAO CAO Status Active

Rank Unit Name

Base/Organization Report Type

Assistance Report Received Date Assistance Package Sent Date

CAO Secondary Details - Address and Contact Collapse

Add Delete Show List Edit

Address Type \* Business Address Expiration Date

Street Verification Date

Street (cont.) City

State Zip

Country United States

Contact Type	Text
Cell Phone	
Duty Phone	
Email Address	
Fax	
Home Phone	
Other	

**VALIDATE ALL ADDRESSES AT**

<https://tools.usps.com/go/ZipLookupAction!input.action>.

**Last Name:** CACO last name

**First Name:** CACO first name

**Middle Name:** CACO middle name or initial, if applicable

**Suffix:** CACO suffix, if applicable

**SSN:** Not required.

**EDIPI:** Not required.

**CAO Type:** "Courtesy CAO," "Notification," or "Primary CAO"

**CAO Status:** "Active" or "Non Active"

**Rank:** CACO's abbreviated rank (examples: PSC or LCDR)

**Unit Name:** CACO command; abbreviated name may be used

**Base/Organization:** Select CNIC Region which assigned the CACO

**Report Type:** Not applicable

**Assistance Report Received Date:** Not applicable

**Assistance Package Sent Date:** Not applicable

**Address Type:** Indicate “Business” or “Home” address

**Expiration Date:** Indicate expiration date of address, if applicable (example: CACO’s retirement or transfer date)

**Street:** Number and street of CACO address

**Street Cont.:** If applicable

**Verification Date:** Enter date CNIC Region verified CACO address

**City:** City of CACO address

**State:** State of CACO address

**Zip:** Enter 9-digit postal code (ZIP+4) as verified at USPS website

**Country:** Country of CACO address

**Cell Phone:** CACO cell phone number (duty or personal)

**Duty Phone:** CACO office phone number

**Email Address:** CACO official email address

**Fax:** If available

**Home Phone:** If available

**Other:** Other CACO contact, if available (phone or email)

## CAO>>CAO

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**DCIPS Case Management** Version: 8.0.0.0 Main | Portal | Help | Logoff  
Logged In: | Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

<< 1/1 >>

Casualty Assistance Officer

( Casualty - ) Add Delete Show List

<< 1/2 >>

Casualty Assistance Officer Add to CAO Pool Collapse

CAO Assign NOK Edit Collapse

	SSN	Last Name	First Name	Type Of	Relationship	DOB	Deceased?
<input type="checkbox"/>				Primary	Wife		Living
<input checked="" type="checkbox"/>				Secondary	Father		Living
<input checked="" type="checkbox"/>				Secondary	Mother		Living
<input type="checkbox"/>				Secondary	Son		Living
<input type="checkbox"/>				Secondary	Son		Living
<input type="checkbox"/>				Secondary	Son		Living

To assign the selected CACO to NOK, click the box next to the appropriate NOK's name



CASUALTY ASSISTANCE CALLS OFFICER RESPONSIBILITIES

1. CACOs have many responsibilities to fulfill in the course of providing assistance to the NOK and beneficiaries of deceased Sailors. These responsibilities are many and varied depending on the benefits that are being received by the NOK or beneficiary the CACO is assisting.
2. Personnel assigned as CACOs shall complete their duties per reference (a) and the following guidance:
  - a. Notify assigned NOK or beneficiary in a prompt, dignified, and professional manner.
  - b. Report completion of NOK or beneficiary notification to the RPM in an expeditious manner.
  - c. Complete and verify pertinent information and address on the OPNAV Forms 1770/1 and 1770/3 with NOK or beneficiary. Provide completed forms to the RPM.
  - d. Provide support, information, and assistance to the NOK or beneficiary with the benefits and entitlements applications, forms, and procedures, per references (a) and (b).
  - e. Deliver appropriate copies of the Report of Casualty (DD Form 1300) to the assigned NOK or beneficiary.
  - f. Complete the initial Casualty Assistance Report-Navy report within 30 days of assignment to the case. Concerns of NOK must be clearly noted and all actions taken to alleviate those concerns shall be part of the each report. Forward completed initial report to the RPM.
  - g. Complete interim Casualty Assistance Report-Navy reports every 30 days until the case is closed. Forward completed interim reports to the RPM.
  - h. Once all benefits and entitlements have been received by the assigned beneficiary, schedule a final visit or call with the beneficiary to close out CACO duties and facility turnover to the Navy Gold Star (NGS) Program.
  - i. Provide NOK or beneficiary with contact numbers and mailing addresses for future assistance or to provide comments on the quality of the assistance provided.
  - j. Provide NOK or beneficiaries change of address and relocation plans to the appropriate RPM.
  - k. Complete a final Casualty Assistance Report-Navy report and forward to the RPM.

**CASUALTY ASSISTANCE REPORT-NAVY**

**Initial and Interim CAR Submission Dates:** *Initial Date Assigned to CACO* \_\_\_\_\_

30 Days - Date: \_\_\_\_\_ 240 Days - Date: \_\_\_\_\_

60 Days - Date: \_\_\_\_\_ 270 Days - Date: \_\_\_\_\_

90 Days - Date: \_\_\_\_\_ 300 Days - Date: \_\_\_\_\_

120 Day s- Date: \_\_\_\_\_ 330 Days - Date: \_\_\_\_\_

150 Days - Date: \_\_\_\_\_ 360 Days - Date: \_\_\_\_\_

180 Days - Date: \_\_\_\_\_ 390 Days - Date: \_\_\_\_\_

210 Days - Date: \_\_\_\_\_ Final/Transfer Date: \_\_\_\_\_

To: Region Casualty Assistance Program Manager:

**RE (decedent):**

<input type="text"/>	<input type="text"/>	<input type="text"/>
RANK	LAST NAME	FIRST NAME MI
<input type="text"/>	<input type="text"/>	
UNIT	HOME STATION	
<input type="text"/>	<input type="text"/>	
DATE OF BIRTH	DCIPS CASE NUMBER (CAC Completes)	

**From Casualty Assistance Calls Officer (CACO):**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
RANK	LAST NAME	FIRST NAME	MI
MILITARY EMAIL ADDRESS	<input type="text"/>		
CELL PHONE NUMBER	<input type="text"/>	WORK PHONE NUMBER	<input type="text"/>

**Next of Kin (by household) Assisted:**

_____	_____	_____	_____
LAST NAME	FIRST NAME	MI	RELATIONSHIP
_____	_____	_____	_____
LAST NAME	FIRST NAME	MI	RELATIONSHIP
_____	_____	_____	_____
LAST NAME	FIRST NAME	MI	RELATIONSHIP
_____	_____	_____	_____
LAST NAME	FIRST NAME	MI	RELATIONSHIP

Phase I (Notification)						
#	Action	Date Counseled	Date Applied	Date Received	Not Applicable	Comments
1	Did the CACO provide the Survivor with a business card with 24/7 contact numbers?	YES	NO			If no, explain:
2	Posthumous Citizenship, N-644, if applicable					
3	Death Gratuity (DG), DD Form 397					
4	Unpaid Pay and Allowances (UPPA), SF 1174, SF 1199A optional					List UPPA beneficiaries in this household
5	Financial Counseling					
6	Provide completed PNOK DT Script or SNOK DT Script and an Invitational Travel Order issued (PNOK plus two additional travelers)					List traveler(s)
7	Survivors provided Privacy Act Statement, OPNAV FORM 5211/12					List Survivor(s)
8	"The Days Ahead" binder delivered to the PNOK (brief "A Survivor's Guide to Benefits," the Benevolent and Philanthropic agencies list, and Military OneSource's DoD counseling upon delivery)					
9	Navy Gold Star (NGS) Support Coordinator Introduction (Respite Care, Survivor events, etc.)					
10	"Survivorship" Ask if any other Family members are serving in the Military					List Survivor(s) with branch of Service

11	Is in Loco Parentis documentation required?	YES	NO			
12	Disposition of Remains Instructions (PADD only), DD Form 3045 / CJMAB Form 4					
<b>Notes:</b>						
<b>Phase II (Funeral/Interment)</b>						
	<b>Action</b>	<b>Date Counseled</b>	<b>Date Applied</b>	<b>Date Received</b>	<b>Not Applicable</b>	<b>Comments</b>
13	Invitational Travel Orders Issued for Authorized Interment/Funeral Traveler(s)	YES	NO			List traveler(s)
14	Funeral Honors Rendered (PADD)	FULL	MODIFIED			
15	Burial Flag w/Hard Wood Flag Case presented to eligible Survivor					List Survivor
16	Flags w/Vinyl Case presented to eligible Survivors					List Survivor(s)

17	Posthumous Award Certificate and Medal Set presented to PNOK				
18	Posthumous Promotion Certificate presented to PNOK				
19	Gold Star Lapel Button ( <b>purple background</b> ) presented to eligible Survivor(s) ( <b>Theater related only</b> )				List Survivor(s)
20	Next of Kin Lapel Button ( <b>gold background</b> ) presented to eligible Survivor(s) ( <b>when not theater related</b> )				List Survivor(s)
21	Initial DD 1300 provided to eligible Survivor(s)				List Survivor(s)
22	Standard Government Headstone/Grave Marker, or Medallion for privately purchased headstone, VA Form 40-1330 (VA Form is usually only necessary for private cemeteries)				List Survivor(s)
23	Was a Last Will and Testament available?	YES	NO		
<b>Notes:</b>					

Phase III (Benefits & Entitlements)						
#	Action	Date Counseled	Date Applied	Date Received	Not Applicable	Comments
24	Travel vouchers paid for ITOs issued for Dover Travel (Theatre Only), DD Form 1351-2					List Traveler(s):
25	Travel vouchers paid for ITOs issued for Funeral Travel, DD Form 1351-2					List Traveler(s):
26	Payment received for Funeral and/or Interment Expenses, DD Form 1375 (PADD only)					
27	Travel vouchers paid for ITOs issued for Unit Memorial Travel, DD Form 1351-2					List Traveler(s):
28	Claim for Service Members' Group Life Insurance (SGLI), SGLV 8283					
29 **	Claim for Family SGLI, SGLV 8283A					
30 **	Spouse's conversion of Family SGLI to commercial policy					
31	Claim for Traumatic SGLI, SGLV 8600					
32	Commercial life insurance					
33	VA benefits appointment					
34	Beneficiary Financial Counseling Service (SGLI recipient only)					
35	Montgomery GI Bill or VEAP Refund					
36*	Dependency and Indemnity Compensation (DIC) (spouse and children when service connected), VA Form 21-534a					

37 *	Parental Dependency and Indemnity Compensation (DIC), VA Form 21-535					
38 *	Presidential Memorial Certificate received , VA Form 40-0247					
39 *	Fry Scholarship (children only), Dependent Education Assistance (spouse and children)					
<b>Notes: * Counseling provided at VA benefits appointment</b> <b>** Includes dual military</b>						
Phase III (Benefits & Entitlements) continued						
#	Action	Date Counseled	Date Applied	Date Received	Not Applicable	Comments
40	VA Bereavement Counseling					
41 *	Heroes Earnings Assistance and Relief Tax Act of 2008 (HEART)					
42 **	Establishment of separate bank accounts					
43	Navy/Marine Corps Relief Society (NMCRS) briefed					
44	Survivor Benefits Report URL: <a href="https://myarmybenefits.us.army.mil/prebuilt/usn/Casualty/login.aspx">https://myarmybenefits.us.army.mil/prebuilt/usn/Casualty/login.aspx</a>					List Survivor(s)
45	Survivor Benefit Program (SBP)/Special Survivor Indemnity Allowance (SSIA)					

46	Thrift Savings Plan funds transfer, TSP-U-17					
47	Social Security Administration (SSA) survivors (monthly) benefits					
48	SSA lump sum death payment (spouse or children)					
49	Final Leave and Earnings Statement provided by DFAS to UPPA beneficiaries					List LES beneficiaries in this household
50	Basic Allowance for Housing (BAH), SF 1174 , SF 1199A optional					
51	Per Diem/Travel Voucher payment (CONUS & OCONUS)					
52	Funds withdrawn from Savings Deposit Program (UPPA beneficiaries)					
53***	Savings Bonds in safe keeping					

**Notes: \* Counseling provided by Financial Counselor**  
**\*\* FDIC/NCUA insures only up to \$250K per depositor per bank**  
**\*\*\* Savings bond purchased before 31 July 2010, call the Bureau of the Fiscal Service Department of Treasury at 304-480-7711 and Treasury Direct at 1-800-553-2663 for bonds purchase after 1 August 2010**



<b>(Medical)</b>						
<b>#</b>	<b>Action</b>	<b>Date Counseled</b>	<b>Date Applied</b>	<b>Date Received</b>	<b>Not Applicable</b>	<b>Comments</b>
54	Updated Uniformed Services Identification and Privilege Card (ID Card)					
55 *	TRICARE Dental Program Enrollment					
56 *	TRICARE Medical Transitional Survivor Program (may also need to update Primary Care Provider)					
<b>(Personal Effects)</b>						
57	PERE Receipt of Theatre Personal Effects (Theatre cases only)					
58	PERE Receipt of Personal Effects/Household Goods (other than Theatre)					
59	Is there retained PE?	YES	NO			Agency(s) holding PE
60	Shipment of POV to PERE					
61	Claim for loss/destruction of Personal Effects (PNOK)					
62**	Final government move – Home of Selection					
63	Mail handling procedures					
<b>(Legal)</b>						
64	Legal Assistance Pertaining to Sailor's Estate					
65	Income Tax Assistance/Forgiveness Briefed					
66	Is a Natural Guardian Affidavit required?	YES	NO			
67	Is Guardianship of Estate (Legal Guardian/Conservatorship) required for a minor child's proceeds?	YES	NO			

<b>(Miscellaneous)</b>						
68	Autopsy Report request (when performed by AFME)  <i>Return request with a copy of a government issued identification</i>					List Survivor(s)
<p><b>Notes: *Detailed counseling provided by DEERS/TRICARE</b>  <b>** Insert Transportation Management Office POC who briefed Survivor on final government move in remarks block</b></p>						
<b>Phase Three Actions (Miscellaneous)</b>						
<b>#</b>	<b>Action</b>	<b>Date Counseled</b>	<b>Date Applied</b>	<b>Date Received</b>	<b>Not Applicable</b>	<b>Comments</b>
69	FOIA Request: Line of Duty Investigation					List Survivor(s)
70	FOIA Request: Collateral Investigation (Hostile, Fatal Accident, and Suicides only)					List Survivor(s)
71	FOIA Request: Criminal Investigation Division (CID)					List Survivor(s)

72	FOIA Request: Safety (Legal) Investigation					List Survivor(s)
73	PNOK Brief on Fatal Incident Family Brief Program					List Survivor(s)
74	Civil Service Job Preference (spouse and certain mothers)					
75	State-Specific Benefits ( <a href="https://militarybenefits.info/state-veterans-benefits/">https://militarybenefits.info/state-veterans-benefits/</a> )					
76	Final Report of Casualty, Final DD 1300					List Survivor(s)
77	Transcript of Military Records, JST Technology Operations Center. E-Mail: jst@doded.mil (PERS-4 )(PNOK only)					
78	Overseas Death Certificate (OCONUS deaths), DD Form 2064					List Survivor(s)
79	Death Certificates received from civilian entities (CONUS deaths)					
<b>NOTES:</b>						

**Uniformed Survivor Specific Benefits/Entitlements**

CACO, most Sailors have no knowledge of "Survivor Benefits" and must be treated as a "Survivor" and not as a Sailor. As the CACO to a "Uniformed Survivor," there are specific benefits/entitlements available to the uniformed Survivor. Insure you inform the uniformed Survivor of the available benefits/entitlements listed below.

- Enlisted/Officer Separations
- Stabilization Policy
- Officer Active Duty Service Obligations (Commissioned Only)
- Leave (Emergency)/pass/PTDY in conjunction with a family member's death in order to prepare/plan for funeral, attend appointments, counseling, and other needs as a Survivor.

**SURVIVOR'S SIGNATURE:**

My Casualty Assistance Program Manager and/or Casualty Assistance Officer have explained the applicable items on this Casualty Assistance Report. I understand that if I need further assistance, a Navy Gold Star is available to assist me for as long as I desire.

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**Survivor's Current Address:**

\_\_\_\_\_  
STREET ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
STATE

\_\_\_\_\_  
ZIP CODE

\_\_\_\_\_  
HOME PHONE

\_\_\_\_\_  
CELL PHONE

\_\_\_\_\_  
EMAIL ADDRESS

**Survivor's Future Address:**

**Projected Move Date:** \_\_\_\_\_

**CACO Required After Move:**  Yes  No

\_\_\_\_\_  
STREET ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
STATE

\_\_\_\_\_  
ZIP CODE

\_\_\_\_\_  
HOME PHONE

\_\_\_\_\_  
CELL PHONE

\_\_\_\_\_  
EMAIL ADDRESS

**PRIVACY ACT INFORMATION**

The personal information pertaining to you as a Survivor of a deceased Service Member becomes official information when released and is used by Navy Casualty (PERS-00C) in the settlement of the deceased's personal affairs and financial accounts.

The information provided to the person(s) assisting you will be forwarded to Navy Casualty (PERS-00C) for use in settling the personal and financial affairs of the Service Member. The information requested may be a valid address for you and your children (if applicable), your desires as to the disposition of the deceased's remains, factual information as to your marital status in relation to the deceased, and other such information which will enable the Navy to settle the deceased's personal affairs. It may also be used by other government agencies and selected agencies such as an insurance company or bank.

**CACO SIGNATURE:**

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**CACP RPM SIGNATURE:**

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**NOTES:** If Survivor is moving or this is a Transfer CAR, has notification to the gaining CACO been made? Yes \_\_\_\_\_ No \_\_\_\_\_

Date \_\_\_\_\_

LESSONS LEARNED TEMPLATE

**OBSERVATIONS & RECOMMENDATIONS**

**1) Topic/Issue:**

**Observation:**

**Discussion:**

**Recommendation:**

**Implications:**