

HONOR ■ COURAGE ■ COMMITMENT



CASUALTY ASSISTANCE CALLS OFFICER TRAINING STUDENT MANUAL



Effective as of February 2026
CNIC Casualty Assistance Calls
Program (N00K)

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COMMANDER, NAVY INSTALLATIONS COMMAND CASUALTY ASSISTANCE CALLS OFFICER

As a Casualty Assistance Calls Officer (CACO), you face one of the most demanding and emotionally challenging duties of your career, deeply enriching the meaning of "Honor, Courage, and Commitment."

In this role, you have the solemn honor of assisting the family of a sailor who made the ultimate sacrifice for our Nation. You represent the Secretary of the Navy and embody the values of our institution. The Navy has a sacred covenant with its fallen and their families, and your actions as a CACO are vital in fulfilling it. Remember, your performance will likely shape the family's lasting impression of the Navy as an institution that truly cares.

This duty is among the most profound we undertake as sailors. The Navy provides comprehensive support and resources to equip you for this complex and sensitive mission. This manual is your primary guide, assisting families from notification to accessing all entitled benefits. Prepare to embrace this mission immediately when placed on the roster. Familiarize yourself with this manual and training to best support a Navy family during their most difficult time.

We, as Americans, deeply respect the memory of those sailors who gave their lives in service to our country and yearn to alleviate the pain of their families during their time of grief. As a CACO, you have the unique and sacred opportunity to embody this respect and support through your dedicated service. You are not merely performing a duty; you are extending a lifeline of compassion and practical assistance, honoring both the fallen sailor and the family left behind.

On behalf of all your shipmates, I extend my deepest respect, sincere admiration, and unwavering support as you assume this critical leadership role. Your dedication to this mission reflects the highest ideals of our Navy and strengthens the bonds that connect us all.

A handwritten signature in blue ink, appearing to read 'C. S. Gray', is positioned above the printed name and title.

C. S. GRAY
Vice Admiral, U.S. Navy

Module 1: The Role of the CACO

Key Terms

Casualty assistance calls officer (CACO): The person assigned by the service or DoD component to provide help to the families of ill, injured, DUSTWUN, EAWUN, missing or deceased members.

Duty status – whereabouts unknown (DUSTWUN): A temporary status used when the responsible commander suspects a service member may be a casualty whose absence is involuntary but sufficient evidence does not exist to make a definite determination of current status as unauthorized absence (UA), missing or deceased.

Excused absence – whereabouts unknown (EAWUN): An administrative status for civilian personnel only; used when the responsible commander suspects the employee may be a casualty and whose absence is involuntary but does not feel sufficient evidence exists to make a definite determination of current status as missing or deceased.

Seriously wounded, ill or injured (SI): Casualty status when the medical authority declares that death is possible for an individual but not likely to occur within 72 hours, or that the conditions may be permanent, life-altering or require extended hospitalization.

Very seriously wounded, ill or injured (VSI): Casualty status when the medical authority declares that death is more likely than not to occur within 72 hours.

Content Outline

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2. Casualty Assistance Calls Program
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 - B. Regions of Responsibility
3. CACO Process
4. The Role of the CACO
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 - B. Activity: *Role of the CACO Discussion*
5. Communication Principles
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 - B. Barriers to Communication
 - C. Tips for Productive Communication
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6. Grief
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 - D. Activity: *Grief Discussion*
7. CACO Health and Wellness
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 - D. Activity: *Self-care Plan*
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Welcome and Introduction

Welcome

Module 1 is an interactive introduction and orientation to the Casualty Assistance Calls (CAC) Program. You will begin by exploring your own experience with loss. Then you are going to look at the Casualty Assistance Calls (CAC)/Funeral Honors Support (FHS) Program to learn the function of the CACO, and finally you will learn about communication principles, grief and how to ensure you take care of yourself while serving as a CACO.

Activity: My Experience of Loss

Purpose: This exercise is a self-assessment of your personal experience with loss. There are no right or wrong answers.

To prepare yourself for the tasks of a CACO, consider these prompts and note your answers.

- At this point in my life, I would describe my personal experience with death as:
 - None
 - Very limited
 - Some experience
 - Extensive
- I would say that my primary feeling about death is:

- A death that has affected me most was:

- When I witnessed or heard about that death, my first reaction was:

- To me, the most difficult part of adjusting to and recovering from that death was:

- At this point, my biggest fear about making a notification visit is:

- For me, the most difficult next of kin (NOK) reaction to respond to would be:

- I think I would handle that type of reaction by:

- I have have not had the experience of telling another person that a loved one has died.
- I volunteered to be CACO. I was directed to be CACO.

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Casualty Assistance Calls Program

The Casualty Assistance Calls (CAC) Program was created in 1955 after the end of the Korean War and is the overall program that establishes and carries out the policies, procedures and responsibilities for notifying and helping the families of deceased, missing, seriously ill or injured service members.

The CACO Program is the personnel portion of the CAC Program. CACOs are the individuals who represent the CAC Program and are trained to perform the casualty notifications and provide help to next of kin.

PERS-00C, Navy Casualty Assistance Branch, has technical and administrative control of the program. In each region, a program manager has the responsibility of training CACOs and managing casualty cases. The program manager is also responsible for the Funeral Honors Program.

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Lines of Authority and Responsibility



PERS-00C, based in Millington, Tennessee, sets policy and provides guidance and oversight for the casualty assistance process.

CNIC N00K, CNIC Casualty Assistance and Funeral Honors Program manager, ensures the program is carried out and provides all necessary technical support.

Regional program managers (RPMs) are responsible for casualties and funerals in their respective area of responsibility, ensuring command CACOs are trained and ready to support NOK.

Module 1: The Role of the CACO

Regional Program Manager: _____

Regions of Responsibility



A current [region map](#) is available on the CNIC website.

My region: _____

Regional contact information: [Flankspeed Sharepoint](#).

PERS-00C is available to help CACOs 24/7 by telephone at 800-368-3202.

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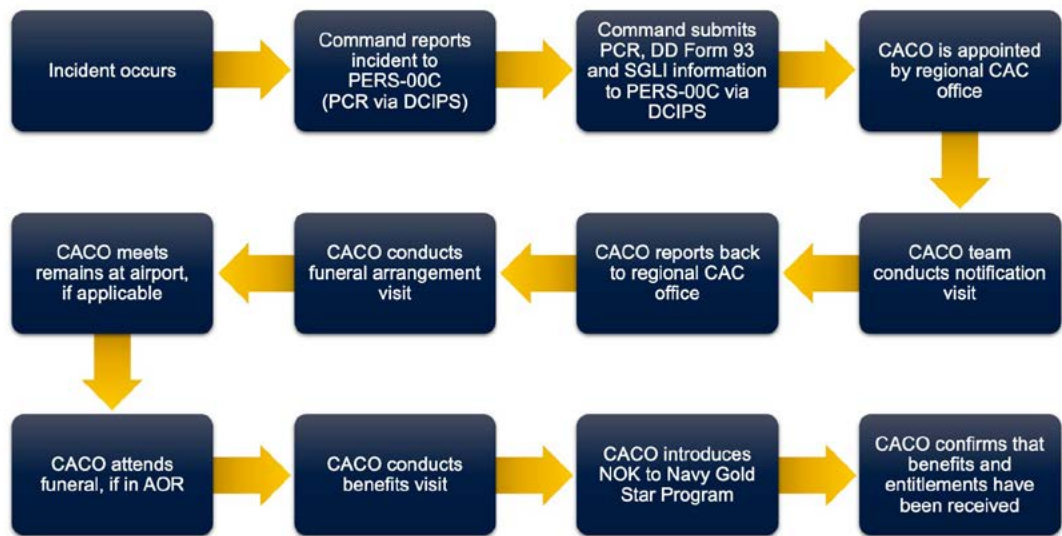


CACO Process

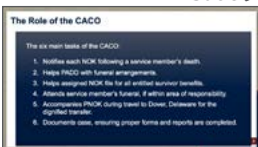
The Navy Casualty Assistance Program involves three key elements: the command, the CACO, and Navy Gold Star (NGS). It is imperative that all three coordinate together to provide accurate, efficient service to the NOK. The Navy follows a very specific process when there is a casualty.

The CACO's involvement begins relatively early in the process and continues until the case is closed and transferred to NGS. You will learn about the specific steps in this process throughout this training, and it is important that you understand each step.

You will not go through this process alone. The RPM and regional CAC office are available as a resource and to offer support, as are other casualty support services.



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The Role of the CACO

As a CACO, you function as the Navy's representative to families of deceased service members. Officers with at least two years of active duty and senior enlisted members (petty officer first class and above) can be assigned to CACO duty.

There are six main tasks of the CACO.

1. A CACO is assigned to notify each next of kin (NOK), in person, following a service member's death. Because there may be multiple NOK, living in multiple regions, efforts are made to notify the primary next of kin (PNOK) first, if possible. There is only one PNOK for each deceased service member, but there can be multiple secondary next of kin (SNOK) including children, parents and siblings.
2. The CACO assigned to the person authorized to direct disposition (PADD) of remains helps with funeral arrangements. There is only one PADD for each deceased service member.
3. Each CACO helps their assigned NOK file for any survivor benefits they are entitled to receive.
4. The CACO attends the service member's funeral, if it is within their area of responsibility (AOR).

Module 1: The Role of the CACO

5. The CACO accompanies the PNOK during travel to Dover, Delaware, for the dignified transfer of the service member's remains.
6. The CACO documents the case, ensuring that proper forms and reports are completed.

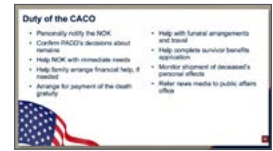
When assigned to a case, CACO duty becomes your primary responsibility. Details of the duty will be discussed in the upcoming modules but typically include:

- ▶ Personally notifying the NOK of the casualty and informing them of the circumstances surrounding the casualty, based on the facts that are available.
- ▶ Confirming with the PADD how they wish the remains to be handled (options will be discussed in Module 3) and notifying the RPM and Mortuary Affairs Office.
- ▶ Asking about the needs of the decedent's immediate family and offering help as appropriate and allowed under instructions.
- ▶ Helping the family contact the Navy-Marine Corps Relief Society, American Red Cross and other service organizations, if they need financial help.
- ▶ Arranging for payment of the death gratuity and helping the NOK fill out the necessary forms.
- ▶ Helping with funeral arrangements, including funeral honors, chaplain services and NOK transportation.
- ▶ Offering help completing the survivor benefits applications and getting or photocopying necessary documents.
- ▶ Monitoring shipment of the deceased's personal effects and household goods, and keeping the NOK notified of the shipping status.
- ▶ Referring questions from the news media to the local public affairs office and protecting personally identifiable information (PII) as stated in the Privacy Act of 1974.

Types of CACO Assignments

1. **CACO (Deceased Sailor):** Discussed above. This is the role that CACOs will fill most frequently.
2. **CACO (DUSTWUN or missing Sailor):** When assigned to a NOK in cases of duty status—whereabouts unknown (DUSTWUN) or missing, CACOs have additional responsibilities and procedures. They must:
 - A. Notify the NOK of the casualty status of their family member.
 - B. Provide updates on the search for the family member.
 - C. Notify the NOK of any change to their family member's status.
 - D. Ensure the proper forms and reports are completed to document the case.
3. **Courtesy CACO (Ill or injured Sailor):** The courtesy CACO provides help to eligible family members traveling under Invitational Travel Orders to the bedside of eligible ill or injured Sailors. The courtesy CACO meets the family at their point of arrival and escorts them to the location where the service member is hospitalized or provides directions to the facility. The courtesy CACO may also help arrange lodging at or near the medical facility.
4. **Courtesy CACO (Funeral attendance):** A courtesy CACO will attend the service member's funeral as the Navy's representative when the location of the funeral is not in the local area of the NOK's assigned CACO.

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CACO Training Student Manual

5. **CACO (POW/MIA – repatriation case):** A courtesy CACO will be assigned to the NOK of service members whose remains are found from past wars and conflicts and repatriated to the United States. The CACO will:
 - A. Accompany the Navy Identification Team for the initial identification briefing.
 - B. Support missions in the absence of an authorized escort for outbound and inbound movement of human or cremated remains.
 - C. Help the NOK with funeral arrangements.
6. **DoD civilian decedents.** After a reportable DoD civilian casualty, the respective region will make a personal notification to the emergency point of contact reflected on DD Form 93, *Record of Emergency Data*, or the electronic civil service equivalent. The region will then coordinate the follow-on help with the appropriate civilian personnel or human resources office for survivor benefits or entitlements.
7. **DoD contractor decedents.** After a reportable DoD contractor casualty, the respective region will notify the appropriate contracting agency, which will be responsible for notifying the contractor's NOK.
8. **Isolated personnel (DUSTWUN, Missing, POW).** When Sailors are possibly captured or detained by unfriendly forces and defined as "isolated personnel" by the DoD, the actions of the CACO and other team members are critical in supporting the Sailor's family. The CACO is the family's immediate source for calming their fears, answering their questions and providing initial help and guidance to deal with the media and limit the information that is disclosed to protect the Sailor. After completing the notification, the CACO's ability to educate the family on the danger of disclosing information to the media that may be exploited by potential captors is critical to help the family adjust to the situation and help them protect the Sailor.

Assignment of a CACO to the family of a Sailor designated as an isolated personnel follows the procedures for Sailors in a DUSTWUN or missing status except that a public affairs officer (PAO) is required to join the initial CACO notification team. After the notification is complete, it is important for the CACO and PAO to discuss the implications of the situation with the family and discuss the following topics.

- A. **PAO help and media.** PAO help is critical in these cases because the media may have an interest in the story. It is important for the family to understand how personal information could be used against their loved one. The CACO and the PAO will provide guidance and information to the family on the dangers of using media and social networking sites. It should be reiterated that any information the family or friends of the Sailor share publicly may be used against their loved one in possible interrogations. This should also be communicated to other relatives and friends that the CACO is helping.
- B. **Joint Personnel Recovery Agency (JPRA) and the repatriation process.** In the event of the recovery of the isolated person, the JPRA has a repatriation plan and a recovery team that will be activated. The JPRA will train and help the CACO with the specific information to provide the family about the repatriation process. The CACO will be critical in ensuring that family members understand the repatriation process and providing the details and answers that the family needs.

Additional information about the repatriation process can be found in DoDD 3022.01, *Personnel Recovery in the Department of Defense*, and Joint Publication 3-50, *Joint Doctrine for Personnel Recovery*.

Module 1: The Role of the CACO

9. **Response to a mass casualty incident.** A mass casualty incident with significant casualties would saturate the existing casualty and mortuary processes at the very moment that the public's attention becomes focused on the deceased's families. While the current process is designed to maximize direct support to the survivors throughout the process, in a mass casualty incident, the focus will be on notification and awarding death gratuity in each case.

During a mass casualty event, the CACO's role will not change, but the number of required CACOs will surge, depending on the number of NOK in a particular region. CACOs from other region commands may be recalled and placed in a standby status until activated by the RPM or notified that their services are no longer required. All commands should be made aware that CACOs may be required to travel outside their usual AOR to perform their duties during a mass casualty incident.

A CACO will be assigned to every NOK of a deceased service member. Depending on the number of casualties, a CACO may be assigned to more than one NOK. NOK of Sailors who have been injured may be assigned a CACO for travel coordination, if travel is permitted during the event. Once initial notification is complete, CACOs will continue to help their assigned NOK with the benefits and mortuary process, bearing in mind that the mortuary process may not be immediate.

Every case is unique. Success depends on the CACO's ability to calmly face the unexpected and remain flexible and positive. CACOs must be empathetic to the emotions of the NOK and how those emotions affect the NOK's communication, reactions and decisions.

Activity: Role of the CACO Discussion

Communication Principles

Effective communication is the most important tool in a CACO's toolbox. CACOs serve as a direct link between the Navy and a grieving family. Clear, compassionate communication ensures that sensitive information is delivered accurately and that the family feels respected and supported.

Active Listening

Listening is a key component of communication and is an active — not passive — process. Becoming an effective listener requires skills and practice.

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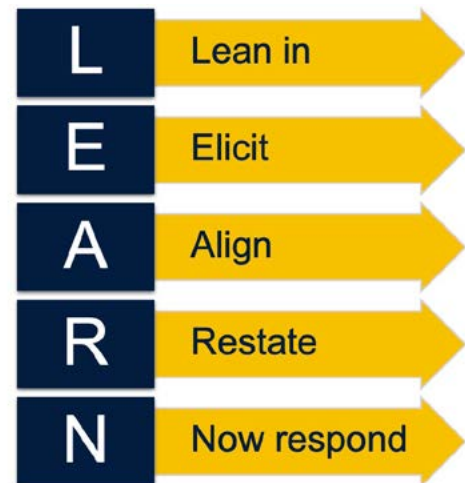


Listening is more than just hearing someone's words or watching their body language; it involves using a variety of skills to understand the message being communicated. "Listening to L.E.A.R.N" is a handy acronym to help remember active listening skills. These skills help you listen effectively to an individual while offering appropriate support and services.

L.E.A.R.N is a model for respect and understanding. You gain information and perspective by listening first, asking questions to gather information, checking for understanding and responding appropriately.

Lean In

Physically engage yourself in the conversation. Put away all distractions and turn your body toward the person you are speaking with. Stop writing or typing and listen completely. Be aware of the physical distance from the individual; being too close or too far may make them uncomfortable. Individuals, as well as cultures, have acceptable physical distance levels. It is OK for you to ask what physical distance is appropriate if you are unsure.



Elicit

Ask clarifying questions if there is any confusion, to ensure there are no misunderstandings. Do not guess or interpret what the NOK is saying. You should routinely ask family members if they have questions as well.

Align

You should align yourself as an ally to the family or NOK. Use verbal and nonverbal communication to show your support and understanding. Examples include nodding and positive facial expressions, as well statements such as:

- ▶ "I understand."
- ▶ "I see."
- ▶ "I know this is difficult for you."
- ▶ "I am here to support you."

Restate

Restating information verifies for the speaker and listener that the correct information has been received. You can use this active listening technique to help individuals feel understood and ensure that their wishes are respected. Rephrase information in your own words without adding new information.

Module 1: The Role of the CACO

Now Respond Appropriately

Using active listening techniques, you can respond to the family and NOK effectively, with compassion and support, guiding them through this difficult process.

Barriers to Communication

Poor communication causes confusion, mistrust or additional distress for families after a casualty. Barriers to effective communication include:

- ▶ **Strong emotions.** A normally calm person, who expresses ideas clearly, may have trouble doing that when experiencing a strong emotion, such as grief, frustration or anger. Emotional individuals may also have difficulty hearing suggestions that do not reflect their point of view.
- ▶ **Distracted listening.** Distracted listeners do not give their full attention to a conversation. They may allow their mind to wander or be distracted by their own thoughts and miss part of the message.
- ▶ **Controlling the conversation.** People who control the conversation are not quiet long enough to listen and, as a result, communication is blocked. Speakers who do not listen send the message that they are interested only in expressing their own thoughts and do not care about what others have to say.
- ▶ **Self-protective listening.** Self-protective listeners avoid topics or content that make them uncomfortable or that they feel unable to acknowledge.
- ▶ **Planning a response before the speaker is finished.** As a listener, it can be challenging not to respond to a speaker who says something that brings out strong feelings. However, when this happens, the listener stops hearing anything that is said from the moment they begin to plan their response.
- ▶ **Assuming everyone thinks the same way.** Everyone has beliefs, convictions or assumptions that are so strong they think that others share them, whether they do or not.
- ▶ **Selective listening.** Selective listeners only hear the parts of a conversation that are of interest to them and ignore everything else.
- ▶ **Not allowing silence.** Individuals in stressful situations may not have immediate answers and simply may not want to talk. If, as a listener, you feel uncomfortable with silence or try to force answers and fill silence with empty words, you are not allowing the person you are working with to set the tone or may be perceived as disrespectful. You may also need a moment to process the individual's words, gather your thoughts and respond appropriately.
- ▶ **Social role assumptions.** Differences in rank or rate can create a sense of unequal social status. As a result, someone may hold back or be less open when interacting with a person they view as having higher rank or authority.

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- ▶ **Focusing too much on wording.** Meanings of words and phrases can vary, and when individuals assume that words mean the same to everyone, they block effective listening. Always remember to ask clarifying questions if there is any doubt and to rephrase answers in your own words to verify understanding.
 - ▶ **Challenging communication methods.** Using a notification method that is not ideal, such as delivering a notification over the phone.
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Tips for Productive Communication

For successful, effective communication, each person has an active role in the process. The person speaking must ensure that the message is delivered with clarity. Remember that grief and trauma may affect someone's ability and willingness to communicate.

Tips for effective communication include:

- ▶ **Getting the attention of the listener.** There are many ways to get and keep a listener's attention, including using their name or establishing eye contact.
 - ▶ **Considering the listener's frame of reference.** A person's frame of reference is specific and personal. Remember that the individuals you are helping may not be knowledgeable about the military; avoid technical terms, abbreviations and acronyms.
 - ▶ **Discussing one topic at a time and checking for understanding.** Changing from one topic to another frequently makes it difficult for others to understand your message. Ensure that the person you are speaking to understands fully before you start to talk about something else.
 - ▶ **Checking nonverbal cues.** Pay attention to an individual's nonverbal cues, such as blank stares or puzzled looks; they may not understand or be listening to you. If you are concerned that there is a misunderstanding, ask clarifying questions, such as, "Do you understand?" or encourage the individual to restate the information to ensure the communication is clear.
 - ▶ **Avoiding too much detail.** You want the people you help to remember the information they receive. If someone is unable to concentrate, ensure that the information is clear and concise and avoid unnecessary details.
 - ▶ **Encouraging questions.** Questions show whether an individual understands what you are saying. They may have difficulty asking questions, so check for clarity often. It is important that they feel in control and empowered to ask questions.
 - ▶ **Being aware of barriers to sending the message.** Be careful not to use words, phrases or a tone that can be interpreted as an order, warning or threat and might cause an individual to put up a wall to communication.
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Module 1: The Role of the CACO



ACTIVITY: Active Listening Role-play

One person will be the NOK; the other will be the CACO. The NOK will role-play the scenario and the CACO will respond, practicing their active listening skills. After completing the first scenario, you may switch roles to practice with the second scenario.

NOK Scenario 1

“The funeral director just called about the cost of the headstone. I was told all of this was covered, but the bill is twice as much as I expected, and they want payment right now. I don’t know how I’m going to pay it or who to trust or what to do next!”

NOK Scenario 2

“I just got off the phone with the insurance office, and they said some of the paperwork is missing. I don’t understand — I sent everything to them last week. Now they’re saying it could delay the payment for months. I’m already behind on bills, and I don’t know how I’m supposed to make it until then.”

Grief

Grief also directly affects communication. As a CACO, it is important to understand that grief is complex and that no two people will experience grief the same way. However, it is important to understand the basic grief process so you can recognize when you may need to refer a family member or NOK for additional services or support. By understanding how grief affects emotions, behavior and communication, you can provide effective, compassionate support, respond appropriately to different reactions and ensure families feel respected and cared for throughout the process.

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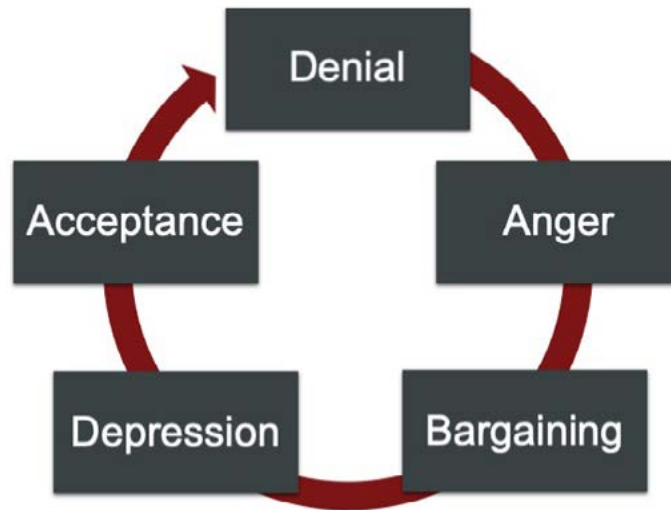
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Stages of Grief



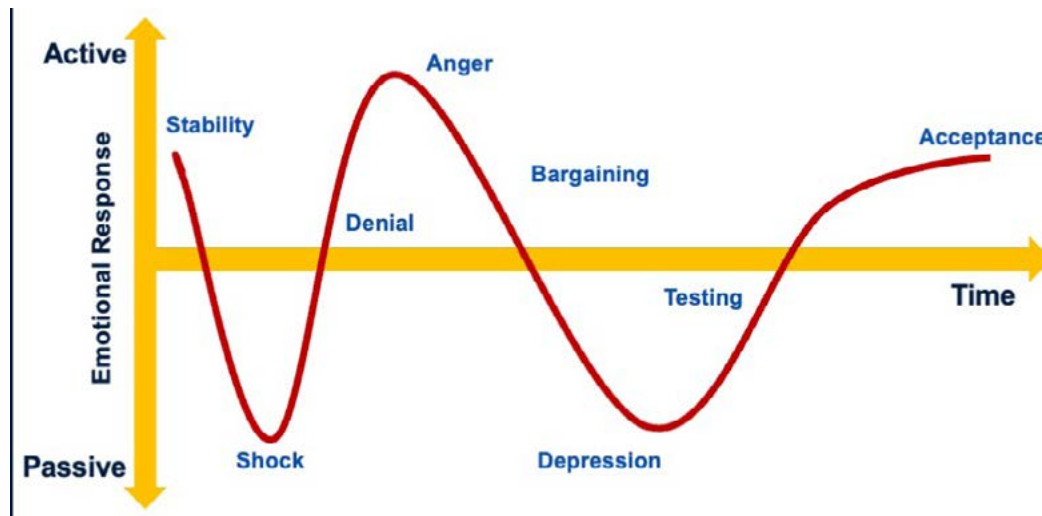
In her 1969 book, "On Death and Dying," Elisabeth Kübler-Ross introduced the five stages of grief, based on her years of working with terminal cancer patients. Originally, these stages represented the feelings of people who were, themselves, facing death. The five stages of grief are now often used to explain how people feel after different kinds of loss, like a breakup, losing a job or the death of a loved one.

According to Kübler-Ross, the stages of grief are:

- ▶ Denial: "This cannot be happening to me."
- ▶ Anger: "Why is this happening? Who is to blame?"
- ▶ Bargaining: "Make this not happen, and in return I will ..."
- ▶ Depression: "I'm too sad to do anything."
- ▶ Acceptance: "I'm at peace with what is going to happen or has happened."

Kübler-Ross, however, never intended for these stages to be a rigid framework that applies to everyone who mourns. In 2004, she wrote that the five stages "were never meant to help tuck messy emotions into neat packages. They are responses to loss that many people have, but there is not a typical response to loss, as there is no typical loss. Our grieving is as individual as our lives" (Kübler-Ross, 2005, p. 7).

The Grief Cycle



Because grief is such an individual and unique process for everyone, it can be beneficial to think of it as a cycle, rather than as stages. There is no timetable for grief. Some people may seem to recover from grief quickly, while others may seem to grieve for long stretches of time. Still others may seem to slip back into grief long after they seem to have accepted the loss.

Most people experience grief in waves. As time passes, the period between waves may lengthen, and eventually people are able to feel peace, renewed optimism and look forward to future events. Other individuals endure years of relentless waves of grief.

As shown in the graph, grief cycles between activity and passivity over time. The initial state before the cycle is stable. After receiving news of the death, an individual may experience significant fluctuations and stages including:

- ▶ Shock or immobilization: The initial paralysis at hearing the bad news.
- ▶ Denial: Trying to avoid the inevitable.
- ▶ Anger: Frustration, or an outpouring of bottled-up emotion.
- ▶ Bargaining: Struggling to find a way forward.
- ▶ Depression: The reality of the loss sets in, often bringing deep sadness or feelings of emptiness.
- ▶ Testing: Looking for realistic solutions.
- ▶ Acceptance: Finally finding a way forward.

The timeline of these stages and height of the waves are different for everyone. Because CACOs work directly with people experiencing grief, there are situations where individuals should be referred for support or services with Fleet and Family Support Center (FFSC) or other local resources for counseling services, such as:

- ▶ Depression lasting longer than six months.

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- ▶ Individuals who appear stuck in either the bargaining or testing stages, or who may be considering suicide.
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Grief and Communication

A Swedish study of stroke patients, their caregivers and NOK gives insight into best practices when communicating with individuals experiencing grief (Berg, 2019).

When death is sudden and unexpected, it is essential for you to create a trust-based relationship with the NOK. That first meeting will set the tone for all subsequent meetings, so it is essential that you set a positive tone from the beginning.

- ▶ Honest, sincere communication is the key. The NOK can tell when empathy is false or forced.
 - ▶ Communication should be direct. Tell the NOK what they know and allow them to ask questions. Be someone the NOK can rely on to tell them the truth, even when the truth is difficult.
 - ▶ Do not rush any meeting with the NOK. Give them as much time as they need to process the information, ask questions and fill out any forms. If they need to gather information, give them time to do so, allowing them to return forms at a later visit, if possible.
 - ▶ The message should be the same regardless of which CACO an NOK talks to. Ensure that case notes are thorough so that if another CACO must step in, the NOK does not need to repeat themselves or go over information they have already shared with you.
 - ▶ Individuals experiencing grief may find it difficult to make decisions. Resist the urge to make decisions for the NOK. Rather, encourage them to take time to make decisions they may be struggling with and to talk with other relatives who may be able to help them determine what the service member may have wanted.
 - ▶ While the CACO process is standardized, it is important for the experience to feel personalized for the NOK.
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Module 1: The Role of the CACO



Activity: Grief Discussion

The Other Side of CACO

The following is a first-person account of a widow's experience with the CAC process.

I want to thank you for the opportunity to be here today to share my story. My name is Jane Smith and on Saturday, April 7th of this year, I became a military widow. My husband, John Smith, was a Naval Supply Corps officer on an I/A assignment in Iraq for six months. He died over the Easter weekend holiday as a result of a roadside bomb. He was scheduled to return home at the end of May. He had a little over 19½ years in the Navy. After his return from Iraq, we were heading to his last and final tour so that we could retire. We have three children, ages 14, 12, and our youngest is 5.

The weekend that John was killed, the kids and I were not at home in Anytown, Pa., but in a remote area of Virginia at a good friend's house. We were meeting three other military families that we have known throughout our career. On the drive down that Friday, John called and we had a long and great conversation. Little did I realize it would be our last.

When John took on this assignment, the whole I/A process in Anytown was in its infancy stages of "what to do in case of emergency." Unlike a ship, there was no ombudsman, so sponsoring of families of active-duty personnel was informal and not a defined process. So... I was not in Anytown..., John is killed over the Easter holiday..., the Associated Press now has the information and no one at the command knew where I was.

By sheer luck, I had talked to a fellow Navy wife the previous day regarding my plans for the Easter holiday. She had my cell number to reach me if needed. This chance meeting ended up being the lifeline contact for the CACO to get a hold of me.

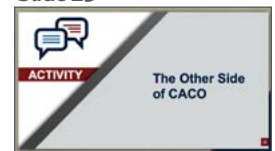
It was about 9 o'clock on Saturday night and we had about five families all outside by the bonfire. The kids were roasting marshmallows and one of my girlfriends and I was getting the s'mores prepped for the kids.

So we were joking, laughing, and watching the kids make absolute messes. As with any large gathering, people were inside the house, out by the bonfire and all enjoying themselves wherever they landed. My oldest daughter was inside the house at the time when my cellphone was ringing. She came running out and handed me the cell phone saying someone had called but hadn't reached it in time. I took the phone and looked at the number. The number looked familiar but I could not recall the name to which it belonged.

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Ironically, I can still remember that phone number to this day. I hit redial... something I normally do not do but decided if someone needed to reach me the day before Easter, it must be important. I was surprised that Judy answered, the same woman I spoke to the day before I left for Virginia. She handed over the phone to a male voice I didn't recognize. He identified himself as a Chaplain Jones and then he said those fated words, "Mrs. Smith, I am so sorry that I have to do this over the phone, but ma'am, your husband, John, was killed today by a roadside bomb." I remember having the makings of the s'mores in my lap and kids still wanting my help. I was trying to keep what I thought was a composed face... and calmly tried to focus on the voice coming through the phone. He was using foreign words like "dispatching a CACO" as if they were terms I would use in my everyday conversation. All of this is happening in seconds. My friend, Bob, came over to me when he realized my face was one of horror and absolute despair. Things I didn't see or comprehend at the time but were told to me afterward. I remember trying to eloquently get up from my seat without making a mess as well as be as unobtrusive to the festivities around me. Bob was immediately in my face asking what was wrong. He looked at me as if I was completely messing with him when I told him John has just been killed in Iraq and you need to get me out of here immediately before the kids see me. He was holding me up and walking quickly into the house so we could talk to the chaplain on the phone more discreetly. All we knew at that point was that John had been killed by a roadside bomb. They still insisted that a CACO team from Norfolk be dispatched to come out with official notification. I remember I handed the phone over to Bob because I knew I couldn't process what the chaplain was saying. He took over the conversation and was in discussion about the logistics of this being accomplished. While he was talking, I was looking down at my hands, seeing graham crackers, chocolate and the feeling of stickiness from marshmallows. I kept opening and shutting my hands remembering the sensation of my skin coming together and pulling apart. I could still hear my friend talking and giving directions, but I felt I was a spectator to a horror show and the voices were so quiet. I could see lips moving but not hearing anything. The room is filling up with my close friends to see how they could help. I remember having a rational moment where I was coming back into the reality of the situation. I turned to Bob and told him, "No, tell the chaplain to not send the team here." I felt the logistics of the CACO team being dispatched from Norfolk and driving the three-plus hours to the lake house, the holiday weekend being here, and actually finding this place in the middle of the night, were going to be challenges that would not change the outcome.

My oldest daughter was hovering outside the door, knowing something has happened but was not sure why I was so upset. Months later when we talked about that night, she told me her first thought was Grandma had died. The women quickly dispersed guests to rooms and children to bed. I unfortunately had to tell my daughter what had happened but I spared giving the younger ones the news until the following day. I decided they should have one more normal night before I blew their world apart in the morning.

After telling Mary and comforting her, I realized I had to start calling family. Since we were not home, the only source of phone numbers I had was on my cellphone. I called my side of the family first. Both sides of the family live in Idaho and needed as much advance warning for traveling even though I only had sketchy details. My other concern was the possibility of media getting to them first. I immediately called my brother.

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I knew I could count on him to notify the rest of the family and be able to handle the families' grief on my behalf. He could restore calm after I had created the chaos. I dreaded calling John's mom and dad. No one wants to be the person responsible for informing anyone of their son's death. Children are supposed to outlive their parents. This was going to be beyond devastating for them all. I called John's sister first, since he was closest to her. I can still remember the screams coming into the phone from her that sounded like a high pitched animal that had been mortally wounded. I remember saying again and again into the phone, "I am so sorry. I am so sorry." His sister took over the duties of informing John's side of the family. I was so mentally exhausted.

I was blessed that my friend, at whose house I was visiting, was a senior medical officer and was able to help me thru the initial stages of shock and grief that took over my body and emotions. I still think back to how my body provided an insulated barrier to handle the waves of shock that would hit me continually. I still marvel at how the human body handles the trauma of grief. We all expect to experience shock when you receive notice of the death of a spouse, but I was not prepared for the physical toll it takes and how you have no control. I remember seeing some of my friends' faces at the lake house and seeing horror reflected in their eyes. They were so unsure what to do in my state because I was shaking violently, vomiting, speaking incoherently and at times sitting in a catatonic state. I barely ate for two weeks, had difficulty sleeping and continually had bouts of shaking that I couldn't control. It helped to understand the clinical side of what was happening due to my friend's medical expertise and know it was normal, but unfortunately I had to ride it out.

His wife drove me back to Pennsylvania with the kids early the next morning. I wanted to get back as quickly as possible. Home felt safe and I so wanted to be there. I needed to regroup and understand more of the details of what had happened and what was yet to come. Keeping the communication lines open was essential and things could easily spiral out of control if it wasn't managed. When we arrived at home, there was an unfamiliar car parked in front. I didn't recognize the person inside and hoped they weren't media.

It ended up being the PAO who was stationed outside the home in the event the media did make an appearance that day. None arrived on Easter; however the next day was chaos. Starting at 8 a.m. the following morning, the house phone never was silent, all cellphones going off, working with the schools about the kids and checking email to see the official command notice go out, which then resulted in more phone calls. In addition, we had the CACO and other members of the Navy coming to the house and we were filling out all sorts of paperwork. All walks of the media arrived at my home; television, radio stations and newspapers. They walked the neighborhood looking for a story when we declined to be interviewed. At about 10 a.m. that morning, the command gave the news media an interview acknowledging the death of one of their own. Then began the real siege... We logged in about 175 phone calls the first day at my home. I had to recharge the battery on my cellphone twice due to the multitude of calls that kept coming. The middle school where my oldest attended decided to release the information to the kids so when school let out, we had a multitude of them show up to see Mary or call the house to speak with her. I was blessed to have close family friends with me during the first week. Three sets of families were with me in my home through the absolute chaos. All were military families and were able to see to my needs, my children's needs, fielding questions from the media that were coming to our home and children's schools, understanding the military lingo that we were wading thru to ultimately scheduling his funeral and interment at Arlington.

CACO Training Student Manual

I don't know how other widows have handled this whole life-altering situation without some support system from military friends. John had been prior enlisted for four years and as a naval officer for almost 16 years.

Throughout your naval career, you meet so many people that become professional acquaintances and lifelong friends. Many of these friends were calling the CACO wanting status updates and to help where needed. Sometimes their "help" caused a few hiccups. Again, all well intentioned but did add another layer of pressure for the CACO. All were calling the CACO, who was a lieutenant, and asking what was happening, wanting feedback immediately and compromising his tasks of trying to take care of the task at hand. I couldn't imagine the pressure that he was under with all of the "help" he was receiving. All things I discovered when we were able to take a step back later on and evaluate the situation. It helped my CACO that I had one military member in my home who could deflect some of the "help" and still keep things on track. My CACO, James, had the foresight to see that I was swimming in details due to the high profile of John's death that little details could be presented to me through a trusted friend. Also one who could repeat again what was said if I failed to capture the information the first time around. In the end, John's funeral was a little over a week later in Pennsylvania and he was interred in Arlington the following morning. We had a receiving line at the church two hours before the service where I greeted over 1,500 people from the military, family, friends and the community. The following day at Arlington was equally overwhelming with the number of people attending to pay their final respects. To say it was chaotic is an understatement. But the one underlying theme was teamwork and communication. We had one central logbook that kept every bit of information, no matter how trivial. Many times I couldn't remember information that I know was clearly given to me. My hope with telling you my story is to realize and understand the following:

My CACO did not witness the telling of John's death to me. He missed the phone calls to family where they were screaming, crying, hysterical, etc. You may witness that and need to be prepared for things being out of control.

Sometimes the procedural manual that you are reading is a "guide." I was not notified in person, as is customary. I was told over the phone by a chaplain and not the CACO. Due to the circumstances of being in a remote location and that it was a high-profile media case, it was the right decision at the right time. When a service member has been in the military for a long period of time, many of his co-workers are going to want to "help." You will face some difficult challenges, especially if they outrank you. Iraq-related deaths are high-profile cases for the community and the media. Having the PAO was vital to my case. If you have the opportunity to use one, do it. Not only do they want to speak with the widow, but they also are trying to contact his parents. It can be an overwhelming task to face for parents of their son or daughter.

I received a lot of phone calls from John's co-workers and friends stationed on the front lines. I received a multitude of misinformation due to the circumstances of his death. You may have a widow who could challenge you with the official information that you were given.

Be prepared for shock and grief way beyond your comfort zone. Have your phone handy in case you need to call medical personnel. I was blessed to have a doctor with me at the time I was notified of John's death. Did I need one? I don't think so, but it was reassuring to those around me that I was taken care of by a professional.

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Our funeral director was familiar with the structure of military funerals and handling the large crowds efficiently. Our funeral director worked well with the military funeral home, and when any hiccups were encountered, they helped to iron out the details. You may want to make sure that the funeral home chosen is asked a few questions about size of the funeral, managing the crowd, dealing with the military coroners in case they cannot meet their own self-imposed deadlines. Bottom line: Use them.

The widow who is standing before you is not thinking clearly and needs someone who can help make the decisions that have to be made. Know the job and be prepared. Exhibit confidence, even if you don't feel it. Fake it until you make it.

Whoever is in the widow's closest support network, use them as another listening ear. If they are military, even better. My family had no clue as to how the inner workings of the military runs; it is overwhelming for them. Decisions sometimes need to be made quickly, and having the intuition to recognize who is a stable force in the home will help to keep everything on track. I have to give kudos to my CACO in recognizing who was my biggest help and keeping it to a small number who were a part of the communication chain. I would recommend that there is one central book for the family that records everything. It is so confusing during that time, and if there is one central communication device that can be used, it takes away some of the chaos. If there is a possibility of suggesting a journal or spiral notebook to the widow and her family, do it. It helps you in the long run.

It has been my pleasure to share my life-altering experience with you. It is my hope that providing the details surrounding my experience can be of value to the CACO situation that you may one day face. When my husband took this class almost 10 years ago, there was a widow in the class that impressed him with a few pieces of her story that he used when he was faced with the challenges of being a CACO.

CACO Health and Wellness

Self-care is critical to your success and effectiveness. Routinely taking care of physical and emotional needs will help prevent symptoms that could prevent you from serving your community. Helping others who are experiencing grief can be highly satisfying work. Over time, it can also cause symptoms such as anxiety, sleeplessness, irritability and feelings of helplessness that interfere with everyday life and work.

Compassion Fatigue

Compassion fatigue occurs when professionals feel the pressure and suffering of the people they work with who have experienced stress, grief or trauma. If left untreated, compassion fatigue can lead to burnout and other conditions that may not go away on their own. When working with individuals who have experienced grief, you must learn to recognize, limit and treat these effects.

Symptoms of compassion fatigue can include chronic stress, trouble performing well at work and compromised objectivity and judgment. Practicing self-care consistently is critical for your mental well-being. You should be sure to talk with your RPM if you feel overwhelmed or are concerned that you have symptoms of compassion fatigue that could negatively affect your work.

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Suggestions for Self-care

Suggestions for self-care include:

- ▶ Checking in with your RPM if you are experiencing symptoms of burnout.
- ▶ Requesting to remove yourself from the watchbill if you need to take a break from CACO duties.
- ▶ Talking with a counselor at the FFSC or another therapist.
- ▶ Using meditation, mindfulness or breathing exercises for relaxation.
- ▶ Saying “no” to extra obligations or unnecessary chores.
- ▶ Watching a comforting, funny or lighthearted TV show or movie.
- ▶ Taking a walk outside.
- ▶ Getting seven to nine hours of sleep per night.
- ▶ Eating healthy and nutritious meals and staying hydrated.
- ▶ Developing relaxing morning and evening routines for yourself.

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Wellness Activities

Healthy coping strategies are any activities that build physical and mental resilience to help individuals take care of themselves in stressful situations. Developing and nurturing supportive relationships in and out of the workplace and creating a calming environment at home are important and help foster mental resilience. CACOs should not provide services when their mental or physical wellness or judgment is impaired.

Examples of wellness activities include:

Cognitive

- ▶ Read for 20 minutes before bed.
- ▶ Start learning a language.
- ▶ Reduce screen time.

Emotional

- ▶ Take time to laugh, have fun and socialize with others.
- ▶ Call or write a letter to someone who positively influenced your life.
- ▶ Start a daily gratitude journal.
- ▶ Get involved in a local community social group or club.

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Physical

- ▶ Stop drinking coffee after 3 p.m.
- ▶ Try at least one new, healthy recipe every week.
- ▶ Increase your movement; take the stairs instead of the elevator or add five minutes to your workout.

Wellness Resources

There are a variety of wellness resources available within the military community. Local resources, such as community centers, gyms, parks and recreation departments, green spaces and hiking trails may also be available.

Fleet and Family Support Programs

Attend a Mind Body Mental Fitness session at your [installation FFSC](#) or on the [Fleet and Family Support Program \(FFSP\) learning management system \(LMS\)](#). The FFSC and FFSP LMS offer training in stress management, mindfulness, resilience, health and wellness. For the current class schedules, visit your installation FFSC or the FFSP LMS and click on the calendar icon.

FFSCs also offer clinical and nonclinical counseling and the ability to refer to off-base professionals as needed.

FFSC phone number: _____

Apps

There are many apps for smartphones and tablets that can help CACOs take care of their cognitive, emotional and physical needs. Taking time to relax and practice mindfulness can help CACOs stay healthy and support individuals experiencing grief.

- ▶ [Breathe2Relax](#)
- ▶ [Chill Drills](#)
- ▶ [Military Meditation Coach podcast](#)
- ▶ [VA Mindfulness Coach](#)
- ▶ [Virtual Hope Box](#)
- ▶ [Warrior Toughness](#)

Military OneSource

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Emotional

- ▶ What helps me process my emotions in a healthy way?
- ▶ Who or what supports my emotional resilience?

Physical

- ▶ What physical activities make me feel strong or relaxed?
- ▶ What habits help me maintain good sleep, nutrition and energy?

Actions I will take to support my well-being:

Strategy: _____

Frequency: _____

Start: _____

Strategy: _____

Frequency: _____

Start: _____

Strategy: _____

Frequency: _____

Start: _____

Summary and Conclusion

You have an important role notifying and helping the families of deceased, missing or seriously injured service members. Understanding how to help families with compassion and empathy will not take away a family's grief, but it can help them navigate this difficult time.

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Module Links

Breath2Relax: www.militaryonesource.mil/resources/mobile-apps/breathe2relax

Chill Drills: www.applocker.navy.mil/#!/apps/3A9FB9B5-9D49-474B-91BC-914489EDF276

Fleet and Family Support Center Directory: <https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/FFSC-Directory>

FFSP LMS: <https://www.mynavyfamily.com>

Flankspeed Sharepoint: <https://flankspeed.sharepoint-mil.us/sites/CNICHQHub/FOaSA/SitePages/CACO.aspx>

Military Meditation Coach podcast: <https://soundcloud.com/militarymeditationcoach>

Military OneSource Resilience Tools: <https://www.militaryonesource.mil/benefits/resilience-tools>

Military OneSource Health and Wellness: <https://www.militaryonesource.mil/health-wellness>

Professional Quality of Life website: <https://proqol.org/compassion-fatigue>

ProQOL Measure self-test: <https://proqol.org/proqol-measure>

VA Mindfulness Coach: <https://mobile.va.gov/app/mindfulness-coach>

Virtual Hope Box: <https://www.militaryonesource.mil/resources/mobile-apps/virtual-hope-box>

Warrior Toughness: <https://www.applocker.navy.mil/#!/apps/C1AF02C4-DD4D-4877-BA7A-8AACB0A96AEF>

Module 1: The Role of the CACO

Module 1 Key Terms

Match the terms on the left to the correct definition on the right.

<p>A. Very seriously wounded, ill or injured (VSI)</p>	<p>1. A temporary status used when the responsible commander suspects a service member may be a casualty whose absence is involuntary but sufficient evidence does not exist to make a definite determination of current status as unauthorized absence (UA), missing or deceased.</p>
<p>B. Excused absence – whereabouts unknown (EAWUN)</p>	<p>2. The person assigned by the service or DoD component to provide help to the families of ill, injured, DUSTWUN, EAWUN, missing or deceased members.</p>
<p>C. Seriously wounded, ill or injured (SI)</p>	<p>3. Casualty status when the medical authority declares that death is more likely than not to occur within 72 hours.</p>
<p>D. Duty status – whereabouts unknown (DUSTWUN)</p>	<p>4. An administrative status for civilian personnel only; used when the responsible commander suspects the employee may be a casualty whose absence is involuntary but does not feel sufficient evidence exists to make a definite determination of current status as missing or deceased.</p>
<p>E. Casualty assistance calls officer (CACO)</p>	<p>5. Casualty status when the medical authority declares that death is possible for an individual but not likely to occur within 72 hours, or that the conditions may be permanent, life-altering or require extended hospitalization.</p>

A. _____

B. _____

C. _____

D. _____

E. _____

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Module 2: The Notification Visit

Key Terms

Defense Casualty Information Processing System (DCIPS): The DoD's functional information system for casualty and mortuary business information processes. DCIPS is a single standard system supporting uniform procedures, accounting and accurate reporting of casualties, ensuring support of family members, benefits tracking, coordinating mortuary affairs and the return of personal effects and human remains.

Dignified transfer (DT): The process the DoD uses to transfer cases containing human remains from an aircraft at Dover Air Force Base, Delaware, into a mortuary transfer vehicle for ground transportation to the Port Mortuary.

Personnel Casualty Report (PCR): The initial report that records the service member's casualty and all relevant, known information. At a minimum, a PCR should include the type of casualty, rank, name, Social Security number, location of the body and factual circumstances. PCRs should be submitted within four hours by the commander, commanding officer or immediate superior in command of a service member who suffers a casualty. The PCR will be submitted electronically using the web-based PCR on the DCIPS portal.

Primary next of kin (PNOK): The person most closely related to the casualty, typically the unremarried surviving spouse; the surviving spouse cannot have gotten a divorce from the service member at any time. If there is no surviving spouse, next of kin (NOK) are recognized in the following order: eldest natural and adopted children, parents, blood or adoptive relatives with legal custody, siblings, grandparents, other relatives of legal age, persons standing in loco parentis. For additional information, see DoDI 1300.18, *DoD Personnel Casualty Matters, Policies, and Procedures*.

DD Form 93, Record of Emergency Data (RED): A form service members use to designate beneficiaries for important financial entitlements and to specify the person authorized to direct disposition (PADD) in the event of the service member's death. The DD Form 93 specifies the names and addresses of individuals the service member wants notified in case of emergency or death.

Secondary next of kin (SNOK): A relative who is not the PNOK. This can include a person's parents, and extended family, with the exact order depending on state law and whether the person has a spouse or children. Unlike the PNOK (usually a spouse or adult child), an SNOK has no inherent legal authority until granted by a will, power of attorney or court order.

Content Outline

1. Welcome and Agenda
2. The Personnel Casualty Report (PCR)
3. Preparing for the Notification Visit
4. Making the Notification Visit
 - A. Time of Notification
 - B. In-person Contact with Next of Kin
 - C. Death Gratuity Information
 - D. Activity: *CACO Check-in*
5. Follow-up and Reporting
 - A. Follow-up Information
 - B. Additional Contacts
 - C. Administration
 - D. Activity: *Practice Forms*
6. Sample Forms
7. Summary and Conclusion

Module 2: The Notification Visit

Welcome and Agenda

This module will focus on the notification visit — the first part of the casualty assistance calls officer's (CACO's) duty with the next of kin (NOK). This module will begin with how to prepare for the notification visit — the information you can have prepared ahead of time and what you need to gather before you leave to meet with family members. Then, we will focus on meeting with the NOK and the specific information to share with and collect from the NOK. Finally, we will focus on the specific reporting and follow-up requirements for the initial notification.

The Personnel Casualty Report (PCR)

The PCR begins the notification process.

Upon learning of a service member's casualty, commanders make an official report through the Defense Casualty Information Processing System (DCIPS). The report includes essential details about the individual and the incident, such as the person's name, rank and identification number, as well as the date, time, location and circumstances of the event. Supplemental reports can be submitted, as necessary.

MILPERSMAN 1770-030, *Personnel Casualty Report Procedures*, details the reporting requirements and procedures for completing the PCR.

PCRs are submitted using DCIPS, so all CACOs should be familiar with PCR submission.

Preparing for the Notification Visit

The first section of the *Casualty Assistance Calls Officer Notification Checklist* is a guide to preparing for the notification visit.

- ▶ The command designates the CACO assignment, consulting with the regional program manager (RPM) as needed.
- ▶ The RPM or assigned case manager will contact you with specific guidance before you begin the notification visit.
- ▶ Navy Casualty (PERS-00C) will identify the current DD Form 93, *Record of Emergency Data*, and Servicemembers' Group Life Insurance (SGLI) election form. During the notification visit, you will not discuss benefits with the NOK, with the exception of the death gratuity.
- ▶ Never conduct a notification visit alone. Arrange for a chaplain, if available, to accompany you on the notification visit. If a chaplain is not available, take another person from the command who is a chief petty officer or above, if available.
- ▶ Contact the RPM or the command to get the most recent details about the casualty.
- ▶ Secure government transportation.
- ▶ Contact the RPM for a refresher briefing.
- ▶ Review the *Casualty Assistance Calls Officer Notification Checklist*.
- ▶ Prepare several CACO calling cards. A template for calling cards is included on the [CNIC Casualty Assistance website](#).
- ▶ Wear the appropriate uniform: service dress whites in summer and service dress blues in winter. Keep your uniform in your office and ready to go.

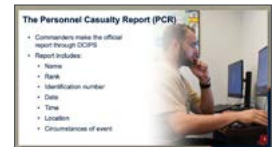
Slide 1



Slide 2



Slide 3



Slide 4



Slide 5

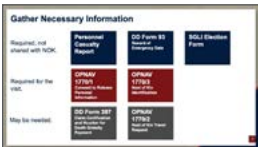


Base Chaplain Office: _____

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Making the Notification Visit

The next section of the *Casualty Assistance Calls Officer Notification Checklist* is a guide through the notification process when in-person contact is made with the NOK.

Information that is necessary, but not to be shared with the NOK, includes:

- ▶ The PCR.
- ▶ The DD Form 93.
- ▶ The SGLI election form.

Other forms required for the visit include:

- ▶ **OPNAV 1770/1, Consent to Release Personal Information.** The form signed by the NOK to authorize the release of their personal information to individuals and organizations offering support, condolences, gifts, grants and financial relief, including members of Congress. Every adult must sign their own form, but minors can be listed under a guardian.
- ▶ **OPNAV 1770/3, Next of Kin Identification.** The form CACOs use to verify personal information about the NOK, including their address. The NOK's address cannot be an FPO or APO.

Forms that may be needed include:

- ▶ **DD Form 397, Claim Certification and Voucher for Death Gratuity Payment.** The form used to process and authorize the one-time, lump-sum death gratuity payment provided to the eligible survivors of a service member who has died. Only bring this form when approved by the RPM; it might be completed at a later visit. Two adults are required to witness and sign DD Form 397.
- ▶ **OPNAV 1770/2, Next of Kin Travel Request.** The form used to document requests for official NOK travel arrangements due to a casualty. Travel entitlements will be discussed in Module 3.

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Time of Notification

Notifications are made between the hours of 5 a.m. and midnight, local time. Media interest or social media activity may require an exception to traditional notification hours. Consult with the RPM for guidance before making a notification outside normal hours.

Module 2: The Notification Visit

Contact with Next of Kin

Notifications are made in person, unless you are instructed otherwise by the region. Notification should be made at home whenever possible.

Identify Yourself

Speak quietly, clearly and slowly. Identify yourself and anyone who is accompanying you.

“Mrs. Brown, I am Lieutenant Green, and this is Chaplain Blue. We have some important news about your husband, Chief Warrant Officer Frank Brown. May we speak with you?”

Confirm the Identity of the NOK

Confirm that you are speaking to the NOK before you make the notification. If someone else answers the door, ask for the NOK by name.

“Let me make sure our information is correct. Are you Jane Brown, the wife of Chief Warrant Officer Frank Brown, who is stationed on the USS Kitty Hawk?”

Ask to Enter the Home

Make every professional effort to get approval to enter their home.

“Mrs. Brown, may we please step inside? We need to speak with you privately.”

Be Simple and Direct

Avoid euphemisms or vague language. Use plain language and say the word “dead.” The words “death” and “dead” have a finality that has been found to help the NOK accept the loss.

“On behalf of the Secretary of the Navy, I regret to inform you that your husband, Chief Warrant Officer Frank Brown, was in a traffic accident this morning and was reported dead at 8 a.m. I am deeply sorry.”

Make clear and factual statements about the incident. Consult the PCR before beginning the notification visit to familiarize yourself with the circumstances. Do not show the PCR to the NOK as it may contain language that is unsuitable for them.

When making the notification to the primary next of kin (PNOK), you will need to share additional information, such as informing the PNOK and PADD of the current location of the deceased’s remains.

Additionally, let the PNOK know that a condolence letter will arrive from the Sailor’s commanding officer and that you can help them get the results of any relevant investigations into the death.

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Notification at Place of Employment

If the notification must be made in a workplace, speak with a manager or someone in charge and try to arrange for a private space to make the notification, then arrange to get the NOK home safely.

“Mr. Johnson, I am Lieutenant Green and this is Chaplain Blue. We have some important information for Mrs. Brown. Is there somewhere that we may speak with her privately?”

You *should not* make the official notification to the manager. You are there to notify the NOK.

Condolence Call

When a notification of death to the PNOK is made by sources other than the Navy, such as other family members, hospital staff, law enforcement or the death occurs in the home, the visit becomes a condolence call.

“On behalf of the Secretary of the Navy, I offer condolences on the death of your husband, Chief Warrant Officer Frank Brown. I am deeply sorry.”

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Dignified Transfer

The dignified transfer (DT) is a solemn movement of the transfer case from the aircraft to a suitable transfer vehicle. When a death occurs overseas, either in a theater of operations or when the Armed Forces Medical Examiner (AFME) directs the remains to Dover Air Force Base, Delaware, there is a family travel entitlement.

The PNOK and two others may be granted travel to view the DT.

If your case meets this criteria, this should be covered during the notification visit. It is not mandatory, as it may take several days to move the remains out of theater, but a subsequent visit should be set at the soonest available date to discuss.

It should be noted that the family members are there to view the transfer only; there will be no opportunity view the remains.

Regardless of travel intentions, the PNOK will be asked to approve or disapprove media coverage at the DT. This is solely the decision of the PNOK.

Air Force Mortuary Affairs Operations (AFMAO) values the partnership with Navy and branch of service (BoS) liaisons as it collectively cares for deceased service members and their families. Remains arriving for a DT at Dover Air Force Base will receive one of three services rendered options. These options are identified as SR-1, SR-2 or SR-3 by the operations center.

There are different scripts for the specific services rendered.

- ▶ PNOK Script Services Rendered One.
- ▶ PNOK Script Services Rendered Two, for deaths that occur outside an area of responsibility (AOR) that may be eligible for internal coverage and funded family travel.
- ▶ PNOK Script Services Rendered Three, for deaths not eligible for internal public affairs or media coverage but may be eligible for funded family travel.

Module 2: The Notification Visit

PNOK SCRIPT FOR DIGNIFIED TRANSFER AT DOVER AFB

Services Rendered - Option One

Name of Service Member: First _____ MI _____ Last _____ Suffix _____

Rank/Grade: _____ Home of Record (city and state): _____

Service: _____ Operation: _____

Name of PNOK: _____ Relationship to Fallen: _____

FAMILY TRAVEL AND MEDIA DECISION

All U.S. military services will use the following script to obtain the PNOK's decision regarding media coverage of the dignified transfer for deaths occurring in a theater of combat operations.

Your loved one will return to the United States through Dover Air Force Base, Delaware. While we do not currently know when he/she is scheduled to arrive, I can tell you we will do everything necessary to return him/her in the most expeditious way possible.

Upon arrival, your loved one will receive a dignified transfer that moves him/her in a flag-draped transfer case from the aircraft he/she arrived on to the mortuary transfer vehicle to be transported to the mortuary. The dignified transfer takes approximately 15 minutes and is not a formal ceremony.

FAMILY TRAVEL

You and two additional family members of your choosing are entitled to travel at government expense (arrangements and transportation expenses are covered and will be made for you) to witness the dignified transfer of your loved one.

Your loved one will be taken to the mortuary for positive identification, autopsy and preparation for his/her transportation to the receiving funeral home selected by the person authorized to direct disposition. Neither you, nor the members of your party will be permitted to enter the mortuary or view your loved one while at Dover AFB.

Do you wish to travel to witness the dignified transfer or designate individuals? (Circle one)

YES NO UNDECIDED

Designated Traveler Name: _____ Relationship to Fallen: _____

Designated Traveler Name: _____ Relationship to Fallen: _____

Designated Traveler Name: _____ Relationship to Fallen: _____

MEDIA COVERAGE

The Department of Defense (DoD) releases casualty information no sooner than 24 hours after primary and secondary next of kin notification has occurred.

The DoD will allow media coverage of the dignified transfer with your authorization regardless of whether or not you choose to attend the dignified transfer. Three options regarding media access and coverage are available to you. Please initial next to the option of your choice.

_____ **Option 1: Public media** - If you select this option, media will have access to your loved one's dignified transfer, and you will also receive a product from the Air Force Mortuary Affairs Operations (AFMAO) Public Affairs office with imagery from the dignified transfer. Public media is local and national media outlets and may include television, newspaper, radio and photography. The media will not be able to see, video/photograph, record or speak with family members during the dignified transfer.

Selecting this option will also mean consent to the public release of your loved one's casualty information (name, rank, service, hometown and location of death) to the media before the normal 24-hour window.

_____ **Option 2: Recording for family use only** - Public media will not have access to the dignified transfer. However, the AFMAO Public Affairs office will cover the dignified transfer and provide a product to you with imagery.

If you select this option, the internal coverage is subject to the Freedom of Information Act (FOIA). Under FOIA, the media as well as the general public may request a copy of the internal coverage through the Department of Defense. Although this footage would be of your loved one's dignified transfer, no personally identifiable information would be released to the media or general public.

_____ **Option 3: No coverage** - Public media access is not authorized and I do not wish to have it covered internally for a product to be provided to me for my personal use.

Name of PNOK: _____

PNOK Signature: _____

Name of Witness: _____

Witness Signature: _____

Module 2: The Notification Visit

PNOK SCRIPT FOR DIGNIFIED TRANSFER AT DOVER AFB

Services Rendered - Option Two

Name of Service Member: First _____ MI _____ Last _____ Suffix _____

Rank/Grade: _____ Home of Record (city and state): _____

Service: _____ Organization: _____

Name of PNOK: _____ Relationship to Fallen: _____

PNOK SCRIPT REGARDING DOD COVERAGE OF DIGNIFIED TRANSFER AT DOVER AIR FORCE BASE

All U.S. military services will use the following script to obtain the PNOK's decision regarding coverage of the dignified transfer for eligible CONUS deaths or OCONUS deaths that occur outside an AOR.

Your loved one will return to the United States through Dover Air Force Base, Delaware. While we do not currently know when he/she is scheduled to arrive, I can tell you we will do everything necessary to return him/her as quickly as possible with priority on the first available flight.

Upon arrival, your loved one will receive a dignified transfer that moves him/her in a flag-draped transfer case from the aircraft he/she arrived on to the mortuary transfer vehicle to be transported to the mortuary. The dignified transfer takes approximately 15 minutes and is not a formal ceremony.

While the transfer is not open to media, if you would like, Air Force Mortuary Affairs Operations Public Affairs (AFMAO/PA) is able to take video and photographs of the dignified transfer to provide to you. These are typically hand-carried by the military escort or mailed.

If you select this option, the coverage is subject to the Freedom of Information Act (FOIA). Under FOIA, the media as well as the general public may request a copy of the internal coverage through the Department of Defense. Although this footage would be of your loved one's dignified transfer, no personally identifiable information would be released.

In your capacity as the Primary Next of Kin, would you like to request AFMAO/PA coverage of the return of your loved one to Dover to be provided to you?

Yes No

Mailing Information:

Name: _____ Address: _____

City: _____ State: _____ Zip code: _____

PNOK Signature: _____ Relationship to Fallen: _____

Witness (Printed Name): _____

Witness Signature: _____ Date: _____

Module 2: The Notification Visit

PNOK SCRIPT FOR DIGNIFIED TRANSFER AT DOVER AFB

Services Rendered - Option Three

Name of Service Member: First _____ MI _____ Last _____ Suffix _____

Rank/Grade: _____ Home of Record (city and state): _____

Service: _____ Unit: _____

Name of PNOK: _____ Relationship to Fallen: _____

FAMILY TRAVEL AUTHORIZATION FOR OCONUS

All U.S. military services will use the following script to obtain the PNOK's decision regarding family travel for deaths returning from overseas directed to Dover AFB by the Armed Forces Medical Examiner.

Your loved one will return to the United States through Dover Air Force Base, Delaware. While we do not currently know when he/she is scheduled to arrive, I can tell you we will do everything necessary to return him/her in the most expeditious way possible.

Upon arrival, your loved one will receive a dignified transfer that moves him/her in a flag-draped transfer case from the aircraft he/she arrived on to the mortuary transfer vehicle to be transported to the mortuary. The dignified transfer takes approximately 15 minutes and is not a formal ceremony.

FAMILY TRAVEL

You and two additional family members of your choosing are entitled to travel at government expense (arrangements and transportation expenses are covered and will be made for you) to witness the dignified transfer of your loved one.

Your loved one will be taken to the mortuary for positive identification, autopsy and preparation for his/her transportation to the receiving funeral home selected by the person authorized to direct disposition. Neither you, nor the members of your party will be permitted to enter the mortuary or view your loved one while at Dover AFB.

Do you wish to travel to witness the dignified transfer or designate individuals? (Circle one)

YES NO UNDECIDED

Designated Traveler Name: _____ Relationship to Fallen: _____

Designated Traveler Name: _____ Relationship to Fallen: _____

Designated Traveler Name: _____ Relationship to Fallen: _____



Services Rendered #1, #2, and #3

(effective 1 Oct 24)



Dignified Transfer – Services Rendered #1	Dignified Transfer – Services Rendered #2	Dignified Transfer – Services Rendered #3
<p>Military and Civilian employees who are AFMES directed or SS directed AND die in a contingency operation in a designated theater of combat operations</p>	<p>Military, Civilian employees, or Contractors who are AFMES directed/SS directed who die of injuries as a result of a major incident (terrorist incident, MASFAT or other major incident with a large impact or consequences, conflict, property destruction, proximity, prominence, timeliness, or human interest) outside a designated theater of combat ops</p>	<p>Any other human remains that arrive to Dover AFB off an aircraft</p>
<ul style="list-style-type: none"> ▪ Funded family travel (Only for decedents who died OCONUS and are AFMES directed) ▪ BoS carry team ▪ BoS senior leader condolences ▪ BoS chaplain support ▪ Public Media, Internal PA Coverage, or No Media 	<ul style="list-style-type: none"> ▪ Funded family travel (Only for decedents who died OCONUS and are AFMES directed) ▪ BoS carry team ▪ BoS senior leader condolences ▪ BoS chaplain support ▪ Internal PA Coverage or No Media (Public Media may be requested as ETP approved by OASD-PA) 	<ul style="list-style-type: none"> ▪ Funded family travel (Only for decedents who died OCONUS and are AFMES directed) ▪ Family travel at own expense or through other means i.e. Hero Miles, etc. (CONUS or Not AFMES Directed) ▪ AFMAO carry team ▪ AFMAO family support team ▪ Senior leader condolences not required (BoS or AFMAO/CC) ▪ DT OIC as receiving official/BOS Representative (Liaison/alternative) ▪ No media coverage

AFMAO has done its best to categorize these options to make it easy to know which services rendered option will apply. If there is uncertainty regarding which category and services rendered apply, the AFMAO commander will make the final determination, which will be delegated to the DT officer in charge if the commander is not available.

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Notifying Other Active-duty Relatives

Inform the NOK that the [American Red Cross](#) can help notify any other active-duty relatives.

Investigations

All service member deaths and some service member illnesses and injuries require line-of-duty (LOD) investigations. The outcome of an LOD investigation may influence a few of the benefits in a death case.

As appropriate, inform the NOK that investigations will be conducted. Tell the NOK that they can help them complete the requests for information on a later visit and will keep the family informed of the status of any relevant investigations.

Module 2: The Notification Visit

Immediate Needs

Ask the NOK about any immediate needs they have, such as food or emergency financial needs. If there are needs, help the NOK get in touch with the local [Navy-Marine Corps Relief Society](#) office and the [American Red Cross](#). For additional needs, contact the RPM to get direction.

Personal Information and Forms

If the NOK is able, help them complete forms OPNAV 1770/1 and OPNAV 1770/3 and, if the NOK is the death gratuity beneficiary, complete DD Form 397. Email all forms to the region as soon as possible after the visit; do not fax them.

If unable to complete the forms, collect the following information from the NOK:

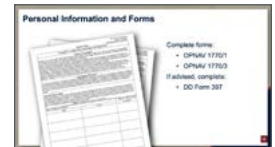
- ▶ Full first, middle and last names; no initials.
- ▶ Correct, current address and phone numbers.
- ▶ Social Security number, if the NOK is the death gratuity beneficiary as indicated on the deceased service member's DD Form 93.

If the deceased is an officer, additional information is needed. Collect the following information from the NOK:

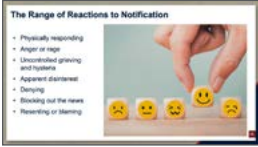
- ▶ Date of birth.
- ▶ Place of birth.
- ▶ Religion.
- ▶ Home of record.
- ▶ Place of entry.

Remember that grief affects everyone differently. Some NOKs will be able to help fill out forms and easily recall or find the information you request. Others may shut down or be unable to communicate clearly, or may be easily distracted, thinking about communicating the news to family members and friends.

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The Range of Reactions to Notification

Be prepared for a wide range of reactions and responses to the notification of a loved one's death. If the NOK remains silent, it is usually safe to continue with details.

Reactions may include:

- ▶ **Physically responding**, such as fainting, hyperventilating, nausea, vomiting, cardiac arrest or self-inflicted injuries.
- ▶ **Anger or rage** that may include screaming or attempts to strike the CACO or others.
- ▶ **Uncontrolled grieving and hysteria**, which may appear as crying, sobbing, tearing at clothing or pulling their hair.
- ▶ **Apparent disinterest**, acting as though the news does not affect them. This reaction may be a form of denial.
- ▶ **Denying** or an inability to process the news. The NOK refuses to believe the news is true and may actively try to disprove the truth. Acceptance of the truth may be debilitating.
- ▶ **Blocking out the news**, which may impair an NOK's ability to remember what they were told. Do not assume the NOK will hear or remember what you tell them.
- ▶ **Resenting or blaming** the Navy or others for their loved one's death.

You may need to be very patient with NOKs and family members. Remember to use empathy and active listening skills to determine when an NOK is ready to share information and when they are not. You have a job to do, but it is important not to push the NOK too hard; lead the conversation with empathy.

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Death Gratuity Information

The death gratuity is a lump-sum payment made by the DoD to the service member's survivors or other individuals identified before the service member's death on active duty, active duty for training or within 120 days after release from active duty if the death is due to a service-related disability. The value of the death gratuity is \$100,000.

A service member may designate one or more individuals to receive all or a portion of the death gratuity payment. Designations are made in 10% increments, and any amount not designated by the service member will be paid to or for the living survivors of the member in accordance with existing law and regulation.

The death gratuity is normally paid to the eligible beneficiary within 24 to 72 hours, though there may be some situations where it may be delayed, such as when legal conservatorship of a minor child must be established.

Module 2: The Notification Visit

When discussing death gratuity payments, explain that electronic funds transfer (EFT) is the primary payment method. Paper checks will only be offered as an alternative if the beneficiary requests a different form of payment. If families require any type of special handling, you should contact the RPM.

Although EFT is the preferred delivery method, if the beneficiary requests a paper check, the check is issued by the Defense Finance Accounting Service (DFAS) and sent overnight to you, as the assigned CACO, or to the regional CAC office. Whenever a check is issued in lieu of EFT, you will offer to accompany the beneficiary to the financial institution of their choice and provide help with transaction. Explain to any death gratuity beneficiary that many financial institutions have policies that prevent immediate access to deposited funds and that the delay may range from seven to 10 business days. An EFT payment improves the security and speed with which the funds are made available to the beneficiary.

Encourage beneficiaries to seek financial counseling and advice from a licensed financial counselor and help connect them with resources, including a warm handoff. Resources may include:

- ▶ [Fleet and Family Support Center](#) (FFSC) personal financial management specialists.
- ▶ [Navy Mutual Aid](#).
- ▶ [Navy-Marine Corps Relief Society](#).
- ▶ The beneficiary's local bank or credit union.

Additional information about death gratuity payments and procedures can be found in MILPERSMAN 1770-280, *Death Gratuity*.

Before the notification visit ends, make sure that the NOK is not alone. Arrange for someone to be with the NOK – such as family, friends, a religious adviser or the ombudsman – to provide continued help and support. Assure the NOK that you will continue to provide help and support and share your availability. Schedule a visit with the NOK, if they are the PADD, for the following day to make the funeral arrangements and leave several CACO calling cards with them.

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Activity: CACO Check-in

Spend a few minutes and anticipate your reactions to the notification and mentally prepare for the emotional demands of your role as a CACO.

1. When you imagine being present for a notification visit, what feelings do you think might come up for you?

2. What aspects of the notification process do you anticipate being the most challenging, and why?

3. What strengths do you already have, such as empathy or communication skills, that could help you support a grieving family?

4. What strategies can you use to stay grounded and professional while still showing compassion?

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Follow-up and Reporting

Review the follow-up steps from the *Casualty Assistance Calls Officer Notification Checklist*.

Follow-up Information

After the notification visit, information must be provided to several different stakeholders.

Regional CAC Office or Regional Operations Center

Information that must be immediately reported to the regional CAC office or regional operations center (ROC) includes:

- ▶ Date of notification.
- ▶ Time of notification.
- ▶ Verified name, address and phone of the NOK.
- ▶ Social Security number of the NOK, if applicable.

Module 2: The Notification Visit

Commanding Officer of Deceased Service Member

Information that must be reported to the deceased service member's commanding officer includes:

- ▶ Date of notification.
- ▶ Time of notification.

Additional Contacts

Mortuary Affairs Office

Contact with Mortuary Affairs and RLSO should be directed by the RPM or case manager. These numbers are for information only.

Active-duty Death Inquiries

Monday-Friday 7:30 a.m.-4 p.m. Central time Toll-free 1-800-368-3202

DSN 882-2307

After hours, weekends and holidays 901-634-9279

All Other Mortuary Related Issues

Monday-Friday 7:30 a.m.-4 p.m. Central time Toll-free 866-787-0081

Email: usn.mid-south.chnavpersmiltn.mbx.mill-navmort@us.navy.mil

Navy Mortuary Services: <https://www.mynavyhr.navy.mil/Support-Services/Casualty/Mortuary-Services>

Local MAO

Navy Region Legal Service Office

The local [Navy Region Legal Service Office](#) (RLSO) may be helpful to the NOK with probate or conservatorship issues. If the NOK would like to make an appointment, they can contact the RLSO office directly at: _____

Others

The RPM will keep PERS-00C, other involved CAC offices and any other CACOs assigned to the case informed of any issues as they happen.

Administration

Keep accurate and up-to-date notes case file while following the Privacy Act of 1974 and protecting personally identifiable information (PII). Document all activity fully. In addition to the information specified in the checklist, include travel notes and mileage records for travel claims.

Make two copies of all documents: one copy for the file and one for the PNOK or SNOK. If a family member or the NOK signs a document, they have a right to have a copy of that document.

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 *Activity: Practice Forms*

A large rectangular area with a blue border, containing 25 horizontal lines for writing.

Sample Forms

Casualty Assistance Calls Officer Notification Checklist

CASUALTY ASSISTANCE CALLS OFFICER CHECKLIST

There is a checklist to guide you through each phase of the CACO process. The checklists will be one of your primary tools to organize the information you need throughout your CACO assignment.

When you are assigned a case, start a binder (recommend a 2-inch, three-ring binder). Include several tabbed sections for organization and include a blank notebook for notes and diary entries. Include the checklist at the front of the binder.

Each checklist includes:

- ▶ Relevant forms, offices and agencies.
- ▶ Places to write important phone numbers, points of contact and other information.
- ▶ Steps for preparation, the visit and follow-up.

Casualty Assistance Calls Officer Notification Checklist

Preparation

- Contact the regional Casualty Assistance Calls (CAC) office.** The CAC office will share specific guidance about the case before you begin the notification visit.
- Gather necessary information.** Navy Casualty (PERS-00C) will provide:
 - Personnel Casualty Report (PCR)
 - DD Form 93, *Record of Emergency Data*
 - SGLV 8286, *Servicemembers' Group Life Insurance Election and Certificate* (SGLI election form)
 - *In accordance with the Privacy Act of 1974, next of kin (NOK) cannot see or be told who the other beneficiaries are on the DD Form 93 or the SGLI election form.
- Arrange the notification team.** Never conduct a notification alone. Arrange for a chaplain, if available, to accompany you on the notification visit. If a chaplain is not available, arrange for another uniformed service member to accompany you.
- Identify potential language barriers.** Before attempting the notification, if there are potential language barriers, arrange for an interpreter, if possible.
- Get up-to-date information.** Contact the casualty's parent command to receive a current brief about the casualty.
- Arrange transportation.** Secure a government vehicle, get directions or a map to the home of the NOK and verify the route.
- Prepare calling cards.** Print several CACO calling cards, using the template on the CNIC Casualty Assistance website.
- Prepare the appropriate uniform.** The uniform for notification visits is service dress whites in summer and service dress blues in winter. Your uniform should be in your office, clean and ready to wear.
- Forms you will need for the visit:**
 - OPNAV 1770/1, *Consent to Release Personal Information*
 - OPNAV 1770/3, *Next of Kin Identification*
 - Privacy Act Authorization
- Forms you may need for the visit (CAC office will advise):**
 - PNOK Script for Dignified Transfer at Dover AFB
 - DD Form 397, *Claim Certification and Voucher for Death Gratuity Payment*
 - OPNAV 1770/2, *Next of Kin Travel Request*

Module 2: The Notification Visit

Notification of Next of Kin

- Time of notification.** Notification will be made between 5 a.m. and midnight local time unless otherwise directed by your regional program manager (RPM) or PERS-00C.
- Media and public relations.** If you or the NOK are contacted by the media, have them contact your public affairs officer (PAO). If your command does not have a PAO, have them contact your immediate superior in charge (ISIC) PAO.
 - **PAO contact information:** _____
- Make contact with the NOK.** Identify and make in-person contact with the NOK immediately. If the notification must be made at their workplace, speak with a manager or someone in charge and try to arrange for a private location to make the notification, then arrange to get the NOK home safely.
- Make the notification.**
 - Identify yourself and present your calling card.
 - Confirm the identity of the NOK.
 - Confirm their relationship to the service member.
 - Ask to enter the home.
 - Deliver the notification, being simple and direct. Specific information is found as items Charlie and Delta on the PCR.
 - “On behalf of the Secretary of the Navy, I regret to inform you that your [relationship, name], died today [list any known circumstances]. I am deeply sorry.”
 - Inform the PADD of the current location of the remains. Update the PADD and the family as the status changes on the location of the deceased’s remains and the anticipated transportation dates.
- Dignified transfer (DT).** If a DT is taking place, inform the PNOK of the details and ask them about their preferences for media coverage. The PNOK should complete the PNOK Script for Dignified Transfer at Dover AFB as directed by the Air Force Mortuary Affairs Operations (AFMAO).
- Advise the PNOK:**
 - If there are relatives currently serving on active duty that need to be informed of the death, the NOK should contact the American Red Cross’ Emergency Communications website. (<https://www.redcross.org/get-help/military-families/hero-care-network/emergency-communication.html>)
 - A condolence letter will arrive from the Sailor’s commanding officer.
 - Investigations will be conducted as appropriate. You can help them get the results of any relevant investigations into the death.
 - Ask about their immediate needs, such as food and finances. If there are specific needs, connect them with resources such as:
 - The Navy-Marine Corps Relief Society _____
 - The American Red Cross _____
 - _____
 - _____

CACO Training Student Manual

Collect identifying information and help with forms. You will need to gather some information about the NOK and get them started on paperwork. If appropriate, help the NOK complete forms:

- OPNAV 1770/1.
- OPNAV 1770/3.
- DD Form 397, if the NOK is a death gratuity beneficiary.
- Email all forms to the regional CAC office as soon as possible after the visit.
- If unable to complete the forms, collect the following information from the NOK:

- Full first, middle and last name; no initials

- Correct, current address and phone number

- Social Security number, if the NOK is the death gratuity beneficiary

- If the deceased is an officer, you will also need to collect the following information:

- Date of birth

- Place of birth

- Religion

- Home of record

- Place of entry into the Navy

Do not leave the NOK alone. Arrange for someone to be with the NOK – family, friends, religious adviser or the ombudsman – to provide continuing help and support. Ensure the NOK that you will continue to provide support.

Arrange the funeral arrangements visit. If your assigned NOK is the PADD, schedule a visit the following day to make the funeral arrangements.

Leave calling cards. Leave several CACO calling cards with the NOK.

Module 2: The Notification Visit

Follow-up Information

- Contact the regional CAC office or the regional operations center (ROC), if after hours.** Information that must be reported includes:

- Date of notification

- Time of notification

- Verified name of NOK

- Address and phone number of NOK

- Accompanying chaplain's (or service member's) name

- NOK Social Security number, if applicable

- Contact the commanding officer of the deceased service member.** The CO's contact information is found in PCR item Bravo. Contact them and report the:

- Date of notification

- Time of notification

- If the NOK is the PADD, contact the Mortuary Affairs Office (MAO).** MAO will give you a detailed breakdown of the authorized benefits and guidance to help prepare for the funeral arrangements visit.

- Administration:**

- Keep PERS-00C, other involved CAC offices and other CACOs assigned to the case informed of issues as they happen.
- Keep accurate and up-to-date case notes in the case file, including travel notes with mileage.
- Make two copies of all documents, keeping one copy for the file and giving one copy to the NOK.

CACO Training Student Manual

OPNAVINST 1770.1 (Series)

OMB No. 0703-0076

CUI (when filled in)

OMB Approval Expires: 01/31/2026

CONSENT TO RELEASE PERSONAL INFORMATION

PRIVACY ACT STATEMENT

Authority: 5 U.S.C. 5013, DoDD 1300.15 Military Funeral Support; DoDD 1300.22 Mortuary Affairs Policy; DoDI 1300.18 Personnel Casualty Matters, Policies, and Procedures; Office of the Assistant Secretary of Defense Memorandum, Subject Defense Casualty Information Processing System, dated Oct 22, 1999; E.O 9397 (SSN), as amended; and SORN A0600-8-1c AHRC DoD.

Purpose: To provide DoD with a single joint military casualty information processing system; to provide support for the management of casualty and mortuary affairs by the Services Casualty and Mortuary Affairs Offices; to respond to inquiries; to provide statistical data comprising type, number, placer and cause of incident to DoD Services' members; and to support the families of service members. To obtain consent to release personal information of the next of kin of Service Members who are Duty Status Whereabouts Unknown (DUSTWUN), missing, or deceased.

Routine Uses: In addition to those disclosures generally permitted under Title 5 US Code Section 552a(b) of the Privacy Act of 1974, these records contained therein may specifically be disclosed outside the DoD as a routine use pursuant to Title 5 US Code Section 552a(b)(3) as follows: Information from these records may be disclosed to the Department of Veterans Affairs, and other Federal agencies in connection with eligibility, notification and assistance in obtaining benefits due, to third parties offering private victim relief and condolences as a result of a Service Member's death.

Disclosure: Voluntary. However, failure to provide the requested information may cause payments of benefits and entitlements to be delayed.

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information, **OMB 0703-0076**, is estimated to average .5 hours (30 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

AUTHORIZATION STATEMENT

I hereby authorize the U.S. Navy, through its agents including my Casualty Assistance Calls Officer, to release the personal information as identified for the individuals listed below to any individual(s) or organization(s), to include Members of Congress, making an offer of support and condolences in the form of letters, gifts, grants and financial relief. I understand this authorization may be revoked at any time, if requested in writing by me, except to the extent that action has already been taken. I am the individual, to whom the requested information or record applies, or the parent or legal guardian of a minor, or the legal guardian of a legally incompetent adult to whom the requested information or record applies. Each legally competent adult (*over the age of 18*) must complete a separate form and provide his or her signature.

I **DO NOT** authorize disclosure of my contact information.

Name of Deceased Service Member:		ADD ROW	DELETE ROW
Name	Address	Phone Number	
Name (Please Type or Print):	Signature:	Date:	

Module 2: The Notification Visit

OPNAVINST 1770.1 (Series)

OMB No. 0703-0076

CUI (when filled in)

OMB Approval Expires: 01/31/2026

NEXT OF KIN TRAVEL REQUEST				
PRIVACY ACT STATEMENT				
<p>Authority: 5 U.S.C. 5013, DoDD 1300.15, Military Funeral Support; DoDD 1300.22, Mortuary Affairs Policy; DoDI 1300.18, Personnel Casualty Matters, Policies, and Procedures; Office of the Assistant Secretary of Defense Memorandum, Subject: Defense Casualty Information Processing System, dated Oct 22, 1999; E.O 9397 (SSN), as amended; and SORN A0600-8-1c AHRC DoD.</p> <p>Purpose: To provide official travel services; determine eligibility for transportation; to authorize or deny transportation; and otherwise manage the Navy-wide passenger transportation system. Information is also used for audit or research purposes to obtain background information/data.</p> <p>Routine Uses: In addition to those disclosures generally permitted under Title 5 US Code Section 552a(b) of the Privacy Act of 1974, these records contained therein may specifically be disclosed outside the DoD as a routine use pursuant to Title 5 US Code Section 552a(b)(3) as follows: Information from these records may be disclosed to the Department of Veterans Affairs, and other Federal agencies in connection with eligibility, notification and assistance in obtaining benefits due, to third parties offering private victim relief and condolences as a result of a Service Member's death.</p> <p>Disclosure: Voluntary. However failure to provide the requested information may cause payments of benefits and entitlements to be delayed.</p>				
AGENCY DISCLOSURE NOTICE				
<p>The public reporting burden for this collection of information, OMB 0703-0076, is estimated to average .5 hours (30 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p>				
1. Service Member's Full Name (<i>Last, First, Middle</i>):			2. Date of Request:	
SECTION 1: INFORMATION OF TRAVELER				
<p>3. <input type="radio"/> MR Full Legal Name of Traveler (<i>last, first, middle</i>):</p> <p><input type="radio"/> MS</p> <p><input type="radio"/> MRS</p>				
4. Date of Birth:	5. Full SSN:	6. Gender:	7. Relationship to Service Member:	8. Telephone Number:
9. Address (<i>street address, city, state, and zip code+4</i>):			10. E-Mail Address:	
<p>11. Is Traveler in the Defense Travel System (DTS)? If YES proceed to field 12, if NO proceed to Section 2 field 13.</p> <p><input type="radio"/> YES <input type="radio"/> NO</p>			<p>12. Is Traveler <input type="radio"/> Military or <input type="radio"/> DoD Employee? Provide Command Travel Coordinator Contact Information below:</p>	
SECTION 2: TRAVEL SPECIFIC INFORMATION				
13. Purpose of Travel (<i>i.e. funeral, memorial, dignified transfer, bedside travel</i>):		14. Date of Event:	15. Location of Event (<i>city and state: if applicable, name of cemetery</i>):	
<p>16. Traveling via personally owned vehicle (POV)?</p> <p><input type="radio"/> YES <input type="radio"/> NO</p> <p>If YES, indicate as driver or passenger:</p> <p><input type="radio"/> DRIVER <input type="radio"/> PASSENGER</p>			<p>17. Traveling via commercial airline?</p> <p><input type="radio"/> YES <input type="radio"/> NO</p> <p>If YES, was flight scheduled by U.S. Navy or traveler:</p> <p><input type="radio"/> U.S. NAVY <input type="radio"/> TRAVELER</p>	
18. Preferred Airport for Departure to Event:			19. Date and Time of Departure:	
<p>20. Traveling via POV to Airport?</p> <p><input type="radio"/> YES <input type="radio"/> NO</p> <p>If YES, indicate as driver or passenger:</p> <p><input type="radio"/> DRIVER <input type="radio"/> PASSENGER</p>			<p>21. POV parked at Airport?</p> <p><input type="radio"/> YES <input type="radio"/> NO</p>	
22. Preferred Airport for Arrival to Event:			23. Date and Time of Return:	

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Additional Information:

- * Casualty Assistant Call Officer provides travel claims and receipts to Navy Personnel Command (PERS-00C) upon completion of travel liquidation. A separate travel claim must be completed for each traveler, including minors. *(Parents are authorized to sign travel claims for the minors.)*
- * All receipts must be in the traveler's name.
- * When POV is utilized, mileage will be computed per Defense Travel System (DTS) charts.
- * Reimbursement for self-procured airfare and lodging will be limited to government cost.
- * Rental cars are not an authorized expense.
- * Travel is authorized from residence to event site and back. Travelers are not authorized to visit other locations at government expense.
- * Electronic Funds Transfer (EFT) information must be provided as soon as possible for reimbursement unless payment is requested by check.

SAMPLE

Module 2: The Notification Visit

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NEXT OF KIN TRAVEL REQUEST INSTRUCTIONS

Field 1. Service Member's Full Name: Enter last name, first name, and middle name of the ill, injured, or deceased sailor.

Field 2. Date of Request: Enter date the traveler completes the form. Date format DD Mmm YYYY.

Section 1: INFORMATION OF TRAVELER

Field 3. Full Legal Name of Traveler: Check the block that applies to the traveler, enter last name, first name, and middle name of the traveler.

Field 4. Date of Birth: Enter traveler's date of birth. Date format DD Mmm YYYY.

Field 5. Full SSN: Enter traveler's full SSN number.

Field 6. Gender: Enter traveler's gender. (Male/Female)

Field 7. Relationship to Deceased: Enter traveler's relationship to the ill, injured or deceased sailor (i.e., spouse, mother, father, brother, sister, child, etc.).

Field 8. Telephone Number: Enter traveler's phone number (format 999-999-9999).

Field 9. Address: Enter traveler's full home address.

Field 10. E-Mail Address: Enter traveler's full e-mail address.

Field 11. Is Traveler in the Defense Travel System (DTS): Check either "Yes" or "No" check box. If "Yes" proceed to field 12, if "No" proceed to Section 2 field 13.

Field 12. Is Traveler Military or DoD Employee? Provide Command Travel Coordinator Contact Information below: Check either "Military" or "DoD Employee" check box. Enter traveler's Command Travel Coordinator contact information.

Section 2: TRAVEL SPECIFIC INFORMATION

Field 13. Purpose of Travel: Enter purpose of travel (i.e. funeral, memorial, dignified transfer, bedside travel, etc.).

Field 14. Date of Event: Enter date if the event from field 13.

Field 15. Location of Event: Enter the city and state where the event from field 13 is to be held, if applicable, enter name of cemetery.

Field 16. Traveling via personally owned vehicle (POV)? If "YES", indicate as driver or passenger.: Check either "Yes" or "No" check box, if check "Yes", check either the "Driver" or "Passenger" check box.

Field 17. Traveling via commercial airline? If "YES", was flight scheduled by U.S. Navy or traveler: Check either "Yes" or "No" check box, if check "Yes", check either the "U.S. Navy" or "Traveler" check box.

Field 18. Preferred Airport for Departure to Event: Enter name of airport, city and state.

Field 19. Date and Time of Departure: Enter day and time traveler wants to leave (format DD MMM YYYY, 0000).

Field 20. Traveling via POV to airport? If "YES", indicate as driver or passenger.: Check either "Yes" or "No" check box, if check "Yes", check either the "Driver" or "Passenger" check box.

Field 21. POV parked at Airport?: Check either "Yes" or "No" check box.

Field 22. Preferred Airport for Arrival: Enter name of airport, city and state.

Field 23. Date and Time of Return: Enter day and time traveler wants to travel back to place of departure (format DD MMM YYYY, 0000).

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NEXT OF KIN IDENTIFICATION				
PRIVACY ACT STATEMENT				
<p>Authority: 5 U.S.C. 5701; and 5702 et seq. Travel, Transportation and Subsistence; 10 U.S.C. 2631-2635 and Chapter 7; 37 U.S.C. 452, Allowable Travel and Transportation: General; and E.O 9397 (SSN), as amended; and SORN N04650-1.</p> <p>Purpose: To provide DoD with a single joint military casualty information processing system; to provide support for the management of casualty and mortuary affairs by the Services Casualty and Mortuary Affairs Offices; to respond to inquiries; to provide statistical data comprising type, number, place and cause of incident to DoD Services' members; and to support the families of service members. To obtain accurate information regarding the next of kin of deceased Sailors, to allow proper payment of benefits and entitlements concerning the current case.</p> <p>Routine Uses: Information may be disclosed to officials and employees of other departments and agencies of the Executive Branch of government, upon request, in the performance of their official duties related to the provision of transportation; diplomatic, official, and other no-cost passports; and visas to subject individuals.</p> <p>To Foreign embassies, legations, and consular offices to determine eligibility for visas to respective countries, if visa is required.</p> <p>To Commercial Carriers providing transportation to individuals whose applications are processed through this system of records.</p> <p>When required by Federal statute, by Executive Order, or by treaty, personnel record information will be disclosed to the individual, organization, or governmental agency as necessary.</p> <p>Disclosure: Disclosure of personal information is voluntary; however, failure to provide the requested information may delay or preclude timely authorization of travel entitlements</p>				
AGENCY DISCLOSURE NOTICE				
<p>The public reporting burden for this collection of information, OMB 0703-0076, is estimated to average 1 hour (60 minutes) per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p>				
Next of Kin Information is required of the Service Member's Parents, Minor Children, and All Others receiving benefits.				
1. Region:	2. Submitted By:	3. Submit Date:		
4. Decedent's Entire Full Name (Last, First, Middle):				
SECTION 1 - NEXT OF KIN INFORMATION				
5. <input type="radio"/> MR Full Name (Last, First, Middle): <input type="radio"/> MS <input type="radio"/> MRS				
6. Relationship to Deceased:	7. Date of Birth:	8. Full SSN:	9. Notification Time/Date:	10. Notified by:
11. Address (Street Address, City, State, and Zip Code+4):				
Address Type: <input type="radio"/> Base/Military Housing <input type="radio"/> Contract or Leased Housing <input type="radio"/> Privately Owned Housing				
12. Home Telephone Number:	13. Cell Telephone Number:	14. Work Telephone Number:		
SECTION 2 - CASUALTY ASSISTANCE CALLS OFFICER (CACO) INFORMATION				
15. CACO Full Name (Last, First, Middle):			16. Duty Station:	
17. Address (Street Address, City, State, and Zip Code+4):				
Address Type: <input type="radio"/> Personal Address <input type="radio"/> Official Address				
18. Home Telephone Number:	19. Cell Telephone Number:	20. Work Telephone Number:		

Module 2: The Notification Visit

OPNAVINST 1770.1 (Series)

OMB No. 0703-0076

OMB Approval Expires: 01/31/2026

CUI (when filled in)

SECTION 3 - DEPENDENT CHILD(REN) INFORMATION <i>(If under the age of 18 or legally incompetent, list the guardian's name and relationship)</i>		
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Full Name <i>(Last, First, Middle)</i> :	Date of Birth:	Full SSN:
Legal Guardian/Custodian Name	Relationship	
Notified By:	Notification Date:	
SECTION 4 - REGIONAL COORDINATOR VERIFICATION OF NEXT OF KIN INFORMATION		
I certify that all the information provided herein has been verified as correct.		
Regional Coordinator Name <i>(Last, First, MI)</i> and Rank:	Signature Date:	
PLEASE COMPLETE WITHIN 24 HOURS WHEN COMPLETED, FAX TO REGIONAL COORDINATOR		

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INSTRUCTIONS FOR OPNAV 1770/3 NEXT OF KIN IDENTIFICATION

Field 1. Region - Enter region in which next of kin lives.

Field 2. Submitted By - Enter name of the Casualty Assistance Calls Officer (CACO).

Field 3. Submit Date - Enter date submitted by CACO (DD MMM YYYY).

Field 4. Decedent's Entire Full Name - Enter last name, first name, and middle name of the deceased Sailor.

Section 1: NEXT OF KIN INFORMATION

Field 5. Full Name of Next of Kin - Check the box that applies to the next of kin, and enter last name, first name, and middle name of the next of kin.

Field 6. Relationship to Deceased - List specific relationship to deceased (e.g. Spouse, parent, step-parent, child, sibling, step-sibling, etc.)

Field 7. Date of Birth - Enter next of kin's date of birth (DD MMM YYYY).

Field 8. Full SSN - Enter next of kin's full social security number.

Field 9. Notification Time/Date - Enter time/date of the in person CACO notification (0000/DD MMM YYYY).

Field 10. Notified By - Enter name of person who notified next of kin (May be different than CACO).

Field 11. Address (Street Address, City, State, and Zip Code+4) - Enter next of kin home address, check applicable check box for address type.

Field 12. Home Telephone Number - Enter next of kin home telephone number (if applicable).

Field 13. - Cell Phone Number - Enter next of kin cell phone number (if applicable).

Field 14. Work Telephone Number - Enter next of kin work telephone number. Not required, if next of kin does not wish to be contacted at work.

Section 2: CACO INFORMATION

Field 15. CACO Full Name - Enter full name of the CACO (Last name, first name, middle name).

Field 16. Duty Station - Enter the CACO's duty station.

Field 17. Address (Street Address, City, State, and Zip Code+4) - Enter CACO's full address, check applicable check box for address type.

Field 18. Home Telephone Number: Enter CACO's home telephone number (if applicable).

Field 19. Cell Phone Number - Enter CACO's cell phone number (if applicable).

Field 20. Work Telephone Number - Enter CACO's work telephone number including extension.

Section 3: DEPENDENT CHILD(REN) INFORMATION - If under the age of 19 or legally incompetent, in the fields provided, enter:

Full Name of Dependent Child - Enter last name, first name, and middle name of the child.

Date of Birth - Enter child's date of birth (DD MMM YYYY).

Full SSN - Enter child's full social security number.

Legal Guardian/Custodian Name: Enter full name of legal guardian/custodian name (Last name, first name, middle name).

Section 4: REGIONAL COORDINATOR VERIFICATION OF NEXT OF KIN INFORMATION

Regional Coordinator Name and Rank - Enter last name, first name, and middle name and rank of regional coordinator.

Signature Date - Enter date of regional coordinator's signature.

Regional Coordinator Signature - Regional coordinator signature.

Module 2: The Notification Visit

Prescribed by: [DoD 7000.14-R](#)

CUI (when filled in)

(Updated 20250407)

CLAIM CERTIFICATION AND VOUCHER FOR DEATH GRATUITY PAYMENT <i>(10 U.S.C. 1475-1480 and regulations pursuant thereto)</i>		1. BUREAU VOUCHER NO.	2. D.O. VOUCHER NO.	OMB No. 0730-0017 OMB approval expires 20271031
<p>Return completed form to the appropriate Service Casualty Office or contact the Service Pay or Finance Office for direction on where to submit your completed form. DO NOT return your form to the address in the paragraph below.</p> <p>The public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p>				
PRIVACY ACT STATEMENT				
<p>AUTHORITY: 10 U.S.C. 1475-1478, Death Gratuity, et al. ; DoD 7000.14-R, Vol 7A, Chapter 36, Financial Management Regulation; and E.O. 9397 (SSN), as amended.</p> <p>PRINCIPAL PURPOSE(S): To record the name and address of the designated beneficiary(ies) or next-of-kin eligible to receive the death gratuity payment for the deceased service member, in accordance with a finding by the Secretary of the Service concerned, and to maintain a record of the disbursement of these benefits.</p> <p>ROUTINE USE(S): To the Treasury Department to provide information on check issues and electronic funds transfers. To the Internal Revenue Service to report taxable earnings and taxes withheld, accounting, and tax audits, and to compute or resolve tax liability or tax levies. Additional routine uses are listed in the applicable system of records notices: T7340, Defense Joint Military Pay System-Active Component (http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570191/t7340/); T7344, Defense Joint Military Pay System-Reserve Component (http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570195/t7344/); M01040-3, Marine Corps Manpower Management Information System Records (http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570625/m01040-3/); T7320a, Deployable Disbursing System (http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570179/t7320a/); T7906, Automated Disbursing System (http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570203/t7906/); T7347b, Defense Military Retiree and Annuity Pay System Records (http://dpclid.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570196/t7347b/);</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may impede or delay the processing of this claim.</p>				
NOTE: Penalties for presenting false claims or making false statements in connection with claims may include criminal fines or imprisonment of up to 5 years per incident and civil fines in excess of \$10,000 (False Claims Act, as amended, 31 U.S.C. Sections 3729-3733 and 18 U.S.C. Sections 287 and 1001).				
3. APPROPRIATION SYMBOL AND TITLE		4. PAID BY		
5. PAYEE NAME	a. ADDRESS	b. CITY	c. STATE	d. ZIP CODE
6. SERVICE MEMBER <i>(Last name - First name - Middle initial)</i>		7. SSN (DoD ID for USMC Only)	8. GRADE	
9. PLACE OF DEATH		10. DATE OF DEATH	11. DUE PAYEE	
<p>12. CERTIFICATE OF PAYEE FILING CLAIM UNDER SURVIVOR PRECEDENT LIST MANDATED BY LAW <i>(Place a "check" in one of the following boxes, according to your relationship to the decedent)</i></p> <p>I certify that I have not received gratuity pay/ that I am applying for under the survivor precedent list and I am:</p>				
<input type="checkbox"/> a. <input type="checkbox"/> HIS WIDOW <input type="checkbox"/> HER WIDOWER <i>(Complete only Block 15 and have Block 15 signed by two certifying witnesses.)</i>				
<input type="checkbox"/> b. A CHILD OF THE DECEDENT OR DESCENDANT OF A DECEASED CHILD AND THAT THERE IS NO WIDOW(ER) SURVIVING; THAT THE CONTENT OF BLOCK 13 IS ACCURATE AS SHOWN. <i>(If payee is a minor at the time of preparation of this form, Block 15 must be completed by the duly appointed guardian and documentary proof of guardianship furnished. Complete Blocks 13 and 15 and have Block 15 signed by two certifying witnesses)</i>				
<input type="checkbox"/> c. <input type="checkbox"/> FATHER <input type="checkbox"/> MOTHER THAT THERE IS NO WIDOW(ER), OR CHILD SURVIVING. <i>(Complete Blocks 13 and 15 and have Block 15 signed by two certifying witnesses.)</i>				
<input type="checkbox"/> d. DULY-APPOINTED EXECUTOR OR ADMINISTRATOR OF THE ESTATE OF THE PERSON				
<input type="checkbox"/> e. OTHER <i>(next of kin of the member entitled under the laws of domicile of the member at the time of the member's death). Indicate relationship</i>				

DD FORM 397, OCT 2019

PREVIOUS EDITION IS OBSOLETE.

CUI (when filled in)

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(Updated 20250407)

13. CHILDREN OF THE DECEDENT <i>(If none, so state. Attach additional page if more space is needed)</i>			
a. NAME <i>(Last, First, Middle Initial)</i>	b. ADDRESS <i>(Include ZIP Code)</i>		
14. CERTIFICATE OF PAYEE FILING CLAIM AS A DESIGNATED BENEFICIARY <i>(a member may designate on the DD93 one or more persons to receive all or a portion of the amount payable). Indicate your relationship. If a member designates only a portion of the amount payable, then the remaining amount of the death gratuity not covered by a designation will be paid following the survivor precedent list, as described in the DoD FMR, Volume 7A, Chapter 36.</i>			
<input type="checkbox"/> I certify that I have not received gratuity pay; that I am applying as a designated beneficiary.		Indicate relationship	
15. CERTIFICATE OF WITNESSES TO SIGNATURE OF PAYEE <i>(Two witnesses are required) I certify that I am personally well acquainted with the above-named payee, that I have read the above statement which was signed in my presence, and that said statement is true to the best of my knowledge and belief.</i>			
a. PAYEE ADDRESS <i>(Include ZIP Code)</i>		b. SIGNATURE OF PAYEE <i>(Must be affixed in the presence of two witnesses)</i>	
(1) FIRST WITNESS ADDRESS <i>(Include ZIP Code)</i>		a. A WITNESS SIGNATURE	
(2) SECOND WITNESS ADDRESS <i>(Include ZIP Code)</i>		a. A WITNESS SIGNATURE	
16. ADMINISTRATIVE STATEMENT. <i>The above-named payee is authorized to receive gratuity pay due to the death of the decedent; and has been so designated by the decedent or is eligible under the survivor precedent list.</i>			
a. TYPED NAME	b. TITLE	c. SIGNATURE	d. DATE <i>(YYYYMMDD)</i>
17. PAYMENT			
a. PAID BY CHECK DRAWN IN FAVOR OF PAYEE NAMED ABOVE			
(1) CHECK NUMBER	(2) AMOUNT OF CHECK	(3) DATE OF CHECK <i>(YYYYMMDD)</i>	
b. ELECTRONIC FUNDS TRANSFER (EFT)			
(1) BANKING INSTITUTION	(2) ACCOUNT NUMBER	(3) ROUTING NUMBER	

Module 2: The Notification Visit

CUI (when filled in)

(Updated 20250407)

INSTRUCTIONS	
<p>1. BUREAU VOUCHER NUMBER.</p> <p>2. D.O. VOUCHER NUMBER</p> <p>3. APPROPRIATION SYMBOL AND TITLE</p> <p>4. PAID BY</p> <p>5. NAME AND ADDRESS OF PAYEE. Enter the full name and address of the person to whom payment will be made. When a minor child is a designated or *undesignated beneficiary, payment will be made according to the provisions of the Department of Defense Financial Management Regulations (DoDFMR), Volume 7A, Chapter 36 at http://comptroller.defense.gov/fmr/current/07a/Volume_07a.pdf. The individual determined by this regulation should be entered here. *Non-designated beneficiary results when the service member dies without designating beneficiaries and the survivor precedent list, as described in Chapter 36 of the DoDFMR, Volume 7A, is followed.</p> <p>6. SERVICE MEMBER. (Last Name, First Name, Middle Initial). Enter the full name of the decedent.</p> <p>7. SSN (DoD ID for USMC Only). Enter the Social Security Number of the service member (decedent). For USMC Only, please use DoD ID number</p> <p>8. GRADE. Enter the pay grade of the service member at the time of death, if known (e.g. E-4, O3). If not known, office or enlisted is sufficient.</p> <p>9. PLACE OF DEATH. Enter the place where the service member died.</p> <p>10. DATE OF DEATH. Enter the date of service member's death.</p> <p>11. DUE PAYEE. Enter the amount of death gratuity for which you (or the minor child) are entitled.</p> <p>12. CERTIFICATE OF PAYEE FILING CLAIM UNDER SURVIVOR PRECEDENT LIST MANDATED BY LAW. Place an "X" in the block that applies to you (and the minor child, if applicable).</p> <p>a. WIDOW/WIDOWER. (If this is the only block you "X", proceed to block 15).</p> <p>b. A CHILD OF THE DECEDENT OR DESCENDANT OF A DECEASED CHILD AND THAT THERE IS NO WIDOW(ER) SURVIVING. (If child is a minor, guardian must sign in block 15b and have two witnesses complete blocks 15b(1) and 15b(2) and provide a certified copy of the appointment paper if a guardian of a minor child, or children, has been appointed by the court (as distinguished from being awarded physical custody).</p> <p>c. THE FATHER/MOTHER OF THE DECEDENT. (If you "X" this block, you are also certifying that there is no surviving widow(er) or child).</p> <p>d. DULY-APPOINTED EXECUTOR OR ADMINISTRATOR OF THE ESTATE OF THE PERSON.</p>	<p>e. OTHER. (next of kin of the person entitled under the laws of domicile of the person at the time of the person's death). Indicate relationship.</p> <p>13. CHILDREN OF DECEDENT. Only fill in if claim is on behalf of a child of the decedent.</p> <p>14. CERTIFICATE OF PAYEE FILING CLAIM AS A DESIGNATED BENEFICIARY (a member may designate on the DD93 one or more persons to receive all or a portion of the amount payable). Indicate your relationship. If a member designates only a portion of the amount payable, then the remaining amount of the death gratuity not covered by a designation will be paid following the survivor precedent list, as described in the DoD FMR, Volume 7A, Chapter 36.</p> <p>15. CERTIFICATE OF WITNESSES TO SIGNATURE OF PAYEE. To be completed by payee and witnesses.</p> <p>16. ADMINISTRATIVE STATEMENT.</p> <p>a. TYPED NAME. Type the name of the individual who verified the eligibility of the beneficiary.</p> <p>b. TITLE. Title of the individual who verified the eligibility of the beneficiary.</p> <p>c. SIGNATURE. Signature of the individual who verified the eligibility of the beneficiary.</p> <p>d. DATE. (YYYYMMDD)</p> <p>17. PAYMENT.</p> <p>a. PAID BY CHECK DRAWN IN FAVOR OF PAYER NAMED ABOVE</p> <p>(1) Check Number.</p> <p>(2) Amount of Check.</p> <p>(3) Date of Check.</p> <p>b. ELECTRONIC FUNDS TRANSFER (EFT). Complete financial institution information for payee.</p> <p>(1) Banking Institution. Enter the name of the payee's financial institution here.</p> <p>(2) Account Number. Enter the payee's account number where the payment should be deposited.</p> <p>(3) Routing Number. 9-digit identification number unique to the payee's financial institution (printed on checks issued by the financial institution or otherwise available from the financial institution).</p>

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Summary and Conclusion

The initial visit with the NOK is where you will set the tone for every interaction that will follow. It is important to lead with empathy, acknowledge the family's grief and engage active listening skills to be sure the family is respected and that their needs are met.

Module Links

American Red Cross: <https://www.redcross.org>

American Red Cross Emergency Communications: <https://www.redcross.org/get-help/military-families/hero-care-network/emergency-communication.html>

CNIC Casualty Assistance website: <https://www.cnic.navy.mil/Operations-and-Management/Base-Support/Command-and-Staff/Casualty-Assistance>

FFSC Directory: <https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/FFSC-Directory>

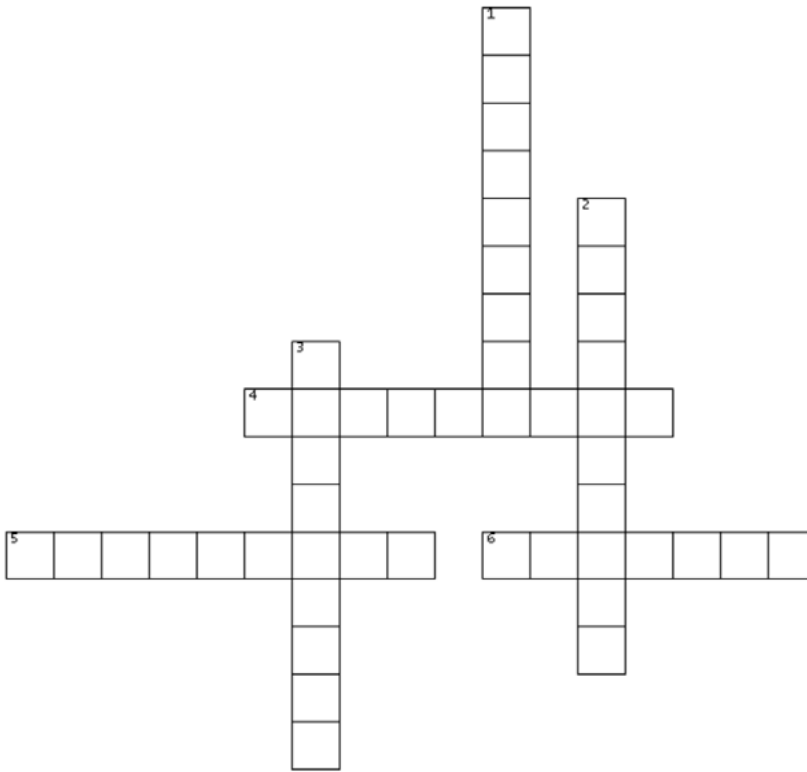
Navy-Marine Corps Relief Society: <https://www.nmcrs.org/>

Navy Mortuary Services: www.mynavyhr.navy.mil/Support-Services/Casualty/Mortuary-Services

Navy Mutual Aid: <https://www.navymutual.org/>

Navy Region Legal Service Office: <https://www.jag.navy.mil/legal-services/rlso/>

Module 2 Key Terms



Across

4. The initial report that records the service member's casualty and all relevant, known information is known as the _____ Casualty Report.
5. The DD Form 93, *Record of _____ Data* is a form service members use to designate beneficiaries for important financial entitlements and to specify the person authorized to direct disposition (PADD) in the event of the service member's death.
- 6 The _____ next of kin is the person most closely related to the casualty, typically the unmarried surviving spouse

Down

1. A deceased service member can have multiple (3 words) _____ including minor children who live outside the immediate household of the service member, parents who are not listed as the PNOK or relative named on the DD Form 93.
2. The Defense Casualty Information _____ System is the human resource management system for the DoD.
3. Individuals not designated as the primary next of kin are considered _____ next of kin.

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Module 3: The Funeral Arrangements Visit

Key Terms

Memorial service: A ceremony that contains elements similar to a funeral service, though the deceased's remains are not present.

Military escort: A uniformed member of appropriate grade who accompanies a service member's remains from the servicing mortuary to the place of final disposition. The escort may attend the funeral to represent the command.

Mortuary affairs: Provides for the search, recovery, presumptive identification, preparation and disposition of human remains of individuals the military is responsible for by status or executive order.

Person authorized to direct disposition (PADD): The sole point of contact regarding the preparation, transportation and final disposition of a service member's remains. The PADD is identified on the Sailor's DD Form 93, *Record of Emergency Data*.

Plane-side honors: A simple ceremony, which may be attended by family members, dignitaries and other military members, that honors the transfer of a service member's flag-draped casket from the airplane to ground transportation at the final destination.

Unit or command memorial service: The command's opportunity to honor a deceased individual and provide closure for Sailors who knew them. All eligible family members can be invited, at the commanding officer's discretion, with travel reimbursed.

Content Outline

1. Welcome and Agenda
2. Preparing for the Funeral Arrangements Visit
3. CACO Counseling
 - A. Burial Entitlement and Allowances for Active-Duty Personnel
 - B. Options for Remains
 - C. Activity: *DD Form 3045 Practice*
4. Travel
5. Funeral Expense Claims
6. Plane-side Honors
7. Military Honors
8. CACO Counseling Tips
 - A. Activity: *Self-care Check-in*
9. Sample Forms
10. Summary and Conclusion

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Slide 4



Slide 5



Slide 6



Welcome and Agenda

Module 3 focuses on helping the person authorized to direct disposition (PADD) with funeral arrangements. We will begin by focusing on the *Casualty Assistance Calls Officer Funeral Arrangements Visit Checklist*. We will look at the procedures, forms and details for funerals and memorials that are available for deceased service members and the decisions that the PADD will need to make.

Preparing for the Funeral Arrangements Visit

The first section of the *Casualty Assistance Calls Officer Funeral Arrangements Visit Checklist* is a guide to prepare for the funeral arrangements visit. There are a lot of details, but following the checklist ensures that nothing is missed.

- ▶ The uniform for the funeral visit is service khaki. Dress blues are only needed for the notification visit.
- ▶ Review forms from the notification visit. Any forms not completed during that visit should be prepared and ready to complete during this visit, including:
 - OPNAVINST 1770/1, *Consent for Release of Personal Information*.
 - OPNAVINST 1770/3, *Next of Kin Identification Form*.
 - DD Form 397, *Claim Certification and Voucher for Death Gratuity Payment*.
- ▶ The regional case manager will update the location of the deceased's remains. Casualty assistance calls officers (CACOs) should continue to update the family on the deceased's location, the expected transportation timeline and any other details.

CACO Counseling

Choosing burial options can be one of the most difficult tasks for families after a service member's death. Grief can overwhelm their ability to think clearly, process details and make decisions. Families may feel pressure to honor what they believe their loved one would have wanted, while also navigating cultural and religious considerations. This combination of emotional intensity and logistical responsibility can be difficult to navigate.

You can support families by:

- ▶ **Providing clarity.** Present information about burial options in a calm, step-by-step manner, avoiding jargon.
- ▶ **Allow space.** Give families time to process their choices without rushing, while guiding them through the required timelines.
- ▶ **Show empathy.** Acknowledge the difficulty of the decisions and reassure them that there are no "correct" choices, just the choice that feels correct for their family.

Module 3: The Funeral Arrangements Visit

- ▶ **Encourage support.** Suggest they contact other family members, Navy chaplains, their personal religious leaders, counselors or other appropriate support systems as needed when making final decisions.

Burial Entitlement and Allowances for Active-duty Personnel

Individuals will be reimbursed for customary expenses associated with the recovery, care and disposition of a service member's remains. DoDI 1344.08, *Interment Allowance for Deceased Military Personnel*, specifies the amounts authorized for reimbursement of these expenses.

The military maintains a contract to provide worldwide mortuary services. Additionally, Navy morticians and embalming suites are in hospitals in several key locations to facilitate the preparation of remains.

The Mortuary Affairs Office (MAO) arranges the preparation and transportation of a deceased service member's remains. The costs associated with preparation and transportation are primary care expenses and are not charged to the PADD. Primary care expenses include:

- ▶ Removal from the place of death.
- ▶ Military uniform preparation.
- ▶ Preparation including embalming, restorative art, hairstyling and dressing.
- ▶ Selection of a metal or wooden casket.
- ▶ A metal or wooden urn.
- ▶ Shipment of the remains to the place of services.
- ▶ Shipment of the remains to the location of final disposition with military escort.

Secondary care expenses are those associated with the funeral or memorial service and the final disposition of the remains. Secondary care expenses may include:

- ▶ Facilities for viewing or visitation, including staff.
- ▶ The use of a chapel or other facility for funeral services, including staff.
- ▶ Professional services.
- ▶ Graveside service.
- ▶ Cemetery equipment, such as chairs or a tent.
- ▶ Grave marker.
- ▶ Funeral service.
- ▶ Death certificates and published notices.
- ▶ Flowers.
- ▶ Pallbearers when military burial honors are not performed.
- ▶ Service bulletins or announcements.

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- ▶ Prayer cards.
- ▶ Acknowledgment cards.
- ▶ Grave site.
- ▶ Police escort for the funeral procession.

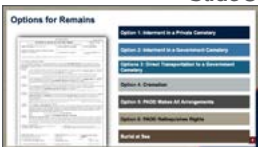
You should be cautious when discussing mortuary options but may encourage the family to choose options that allow the Navy to provide the primary care because of the financial advantages it offers. It is important for the PADD to consider the financial implications and their preferred time frame for holding funeral or memorial services. The distance between the place of death and the location of final disposition should also be taken into consideration.

The MAO coordinates government contracts for funeral services, including:

- ▶ Ensuring prompt and uniform death benefits are provided to all Navy beneficiaries worldwide.
- ▶ Answering questions, providing guidance about benefits and giving technical help to funeral directors and CACOs at any hour, day and night.
- ▶ Coordinating government contracts for embalming, preparation and casketing.
- ▶ Making all transportation arrangements for escorts and remains.
- ▶ Coordinating burial at sea, when requested.

Any questions about monetary reimbursements for funeral and cemetery expenses should be referred to the regional case manager or MAO.

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Options for Remains

During the second visit to the PADD, you will help with the funeral arrangements. It may be helpful to have a Navy mortician, or a knowledgeable representative from your region, on the phone to help with the discussion. The PADD will complete DD Form 3045, *Statement of Disposition of Remains*, which offers several options.

The Navy pays the cost to transport remains, in addition to the maximum amounts listed in the options below.

Option 1: Interment in a Private Cemetery

The Navy arranges all primary care expenses, and the Sailor is buried in a private cemetery. The PADD is authorized a maximum of \$9,000 for expenses.

Option 2: Interment in a Government Cemetery

The Navy arranges all primary care expenses, and the Sailor is buried in a Veterans Affairs (VA), government or national cemetery. There are no costs for opening and closing a grave in a national cemetery. The PADD is authorized a maximum of \$6,000 for expenses.

Option 3: Direct Transportation to a Government Cemetery

The Navy arranges all primary care expenses and transports the Sailor directly to a government cemetery for burial without a funeral service. The PADD is authorized a maximum of \$2,500 for expenses.

Option 4: Cremation

The PADD can use the cremation option combined with Option 1 or Option 2.

If the PADD requests cremation, inform them that a standard wooden casket will be used for the remains. Cremation can be performed before or after the funeral service. Following cremation, the cremated remains will be placed in the urn the PADD selected and will be hand carried by a military escort to the specified location for the funeral or burial.

If the family selects Option 1 or Option 2 and would like to cremate the deceased's remains after the funeral, the cost of the cremation will be covered by the government under primary care expenses. A free standard wooden or metal military urn may be provided, or the PADD may select an urn with an allowance of up to \$300, also covered under primary care expenses. Once placed in an urn, the remains will be returned to the family or interred in the cemetery indicated on DD Form 3045.

Option 5: PADD Makes All Arrangements

There are a variety of reasons the PADD may want to make all of the arrangements themselves. This option may be appropriate when:

- ▶ The service member dies on leave.
- ▶ The service member dies near their hometown.
- ▶ The PADD wants to have a service near the service member's duty station.
- ▶ The family wants the services to happen sooner than the Navy's contracted mortuary services can provide (typically 10-14 days).

Expenses must be itemized and specified as a primary or secondary expense. Based upon the type of cemetery, funeral services and merchandise will be reimbursed up to:

- ▶ Private cemetery – maximum \$10,500.
- ▶ Government cemetery – maximum \$9,000.

Option 6: PADD Relinquishes Rights

The PADD may relinquish their rights to the responsibility of being the PADD. If this option is chosen, the responsibility falls to the next blood relative, according to law. The newly designated PADD will then be required to complete a new DD Form 3045.

Module 3: The Funeral Arrangements Visit

CUI (when filled in)

(Updated 20250812)

STATEMENT OF DISPOSITION OF MILITARY REMAINS

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PLEASE RETURN THIS FORM TO ODASD MC&FP; ATTN: CASUALTY; 4000 DEFENSE PENTAGON; WASHINGTON DC 20301-4000.

PRIVACY ADVISORY

With this form the Department of Defense asks you to document your decisions about the remains of your Service Member. This process includes providing your name and contact information as well as your relationship to the service member. This collection is authorized by 10 U.S.C. 1481 through 1488, and this form will be filed in the Defense Casualty Information Processing System (DCIPS) as part of the service members Individual Deceased Personnel File (IDPF), covered by following Department of the Army System of Record Notice: (<https://dpclid.defense.gov/Privacy/SORNsindex/DOD-wide-SORN-Article-View/Article/570058/a0600-8-1c-ahrc-dod/>).

Completing this form is voluntary. However, without completing the form, your choices regarding your service member may not be documented or complied with.

INSTRUCTIONS

The Statement of Disposition of Remains form is a written declaration from the Person Authorized to Direct Disposition (PADD) as to their intent, wishes, and directions for the Service to ensure the expeditious embalming/preparation, restoration and return of the remains of an active duty member.

This form is to be presented to the PADD when discussing Mortuary Entitlements by the Casualty Assistance Officer, Casualty Assistance Calls Officer or Mortuary Officer during the Mortuary Briefing.

The PADD designated on the DD Form 93, Record of Emergency Data, must elect an option from **Options 1 - 6** by initialing the space under the option number and provide information required in **Blocks 6 - 10**.

There are three purposes of embalming; an explanation of each is listed below. Combined, the intent is to facilitate a family's ability to view their loved one, should the circumstances of death allow.

- (1) Disinfection - destruction or inhibition of pathogenic organisms and their products in or on the body.
- (2) Preservation - the science or treatment of the body chemically to temporarily inhibit decomposition during the interval between death and final disposition by burial, cremation, entombment or other means.
- (3) Restoration - the care given the deceased to recreate natural form and color.

During the embalming/preparation process, the embalmer may utilize some or all of the following techniques: physical disinfection of the remains; arterial and surface embalming; treatment and closure of wounds/incisions; dressing and wrapping of wounds; dermasurgery or physical restorative measures such as artificial reproduction of facial features in an attempt to recreate natural form and color, and applying cosmetics.

Depending on circumstances, restoring the remains to an acceptable physical appearance may not be possible. The PADD will be advised when the deceased cannot be restored to a viewable condition. There are two classifications of restorative art: minor and major.

Minor restorations include, but are not limited to, correction a misaligned fracture, hypodermic tissue building, reduction of swelling, sub-tissue surgery (mouth or eye), waxing (lips, abrasions, sutures or razor burns), suturing clean cuts, small hair replacements (eyebrow, eyelash, or temporal hair), bleaching and concealing minor discolorations or removal and restoration of fever sores (scabs). Consent from the PADD is granted by signing Block 11.b of this form.

CACO Training Student Manual

CUI (when filled in)

(Updated 20250812)

STATEMENT OF DISPOSITION OF MILITARY REMAINS

INSTRUCTIONS (Continued)

Major restorations include, but are not limited to, the restoration of a full head of hair, sub-tissue surgery of a swollen neck, problems with buck-teeth, deep wound preparation (after excision of necrotic, mutilated or diseased tissue), care of deep lacerations, repair (or reconstruction) of multiple fractures, third-degree burns, skin slip, dismemberment of a limb (or head), and complete loss of a part. Technical skill is required to artificially construct a distorted portion of the face or cranium, wax surfacing over a large wound (cheek, forehead, or neck), modeling a facial feature, achieving a natural appearance when masking a completely discolored face (or large post-mortem stain) with opaque cosmetics or matching wax with the complexion. Consent from the PADD is granted by signing **Block 11.b** of this form.

By selecting **Options 1 - 4** and signing **Block 11.b**, the PADD hereby authorizes the Department of Defense, and its personnel to undertake, or direct a funeral home under contract with the Military to undertake the remains preparation process and restorative procedures, deemed necessary in the embalmers professional practice, to provide the greatest opportunity for a viewing, should the family elect to view the deceased.

In all cases where the PADD elects **Option 1 - 4**, the Military will utilize the standards of the DoD Mortuary Performance Work Statement as the minimum standards in the embalming/preparation/restoration of the deceased remains. If the PADD expresses a desire to not have the deceased embalmed/prepared, the Military will honor this request and advise the PADD of the support available for funeral services held under **Option 5**.

When the PADD selects **Option 4 (Cremation)**: The Department of Defense will honor a PADD's request for cremation by preparing or directing the contract funeral home to prepare the remains in accordance with the statutory provisions of that destination. Additionally, the Department of Defense will provide a Military Specification Urn as selected in **Block 9**. The Department of Defense will reimburse the cost of the cremation above and beyond the maximum reimbursement entitlement.

When the PADD requests to make all the arrangements for disposition, outside the Military, or when he/she requests services or merchandise beyond that which the Military can provide within DoD standards, **Option 5** must be selected. **Option 5** must also be selected if the deceased has already been moved to the PADD's selected funeral home and embalmed/prepared, and the PADD does not wish the Military to engage on his/her behalf, for re-processing of the remains through the installation contract mortuary. The Mortuary Officer should explain the support in providing a uniform, coordinating interment in a governmental cemetery, and military funeral honors, as requested by the PADD. The Mortuary Officer should never require and express there is a requirement for remains inspection under **Option 5**.

When the PADD, designated on the deceased member's DD Form 93, "Record of Emergency Data," does not wish to fulfill the designated responsibilities of a PADD and therefore requests to relinquish the right to make any decisions regarding the disposition of the remains of the deceased whose information is listed in Blocks 1 - 3, the PADD must select **Option 6**. The PADD will pass to the next person in the hierarchy by marriage, blood relation or adoption (i.e., spouse, child, parent, brother or sister, etc.) according to Law. The person recognized to fulfill the PADD responsibilities will complete a new Statement of Disposition of Remains. Both forms must be included in the deceased Mortuary Case File.

Questions regarding this form may be directed to Service Casualty or Mortuary Affairs Office.

Module 3: The Funeral Arrangements Visit

Burial at Sea

If the PADD would like burial at sea for the service member, CACOs should discuss specific points with the PADD. Most burials at sea are conducted using cremated remains.

- ▶ For cremated remains:
 - Burials at sea are coordinated through one of five ports of embarkation, including:
 - Jacksonville, Florida
 - Norfolk, Virginia
 - San Diego, California
 - Bremerton, Washington
 - Honolulu, Hawaii
 - Burial at sea can take 12 to 18 months to occur, depending on the desired port.
- ▶ For full casketed remains:
 - Burial at sea is available but may be expensive.
 - Burials at sea are coordinated through one of two ports of embarkation:
 - Norfolk, Virginia
 - San Diego, California
 - The PADD is required to identify a funeral home at or near the port of embarkation.
 - The PADD is responsible for storage fees paid to the identified funeral home and should be advised that a full casket burial at sea may be delayed for up to two years.

Partial Remains

Partial or additional remains include:

- ▶ Partial remains recovered from an accident or other catastrophic incident.
- ▶ Any remains, such as organs or tissue, held by the Armed Forces Medical Examiner (AFME) for forensic investigation.
- ▶ Any remains, such as organs or tissue, that may be held as evidence in a crime.

When partial remains are held or recovered, the PADD must complete DD Form 3046, *Disposition of Remains Election Statement Initial Notification of Identified Partial Remains*, to select whether they would like to be notified should additional remains be recovered or when the investigation is complete.

If the PADD chooses to be notified when remains are recovered or released, they must complete DD Form 3047, *Disposition of Remains Election Statement Notification of Subsequently Identified Partial Remains*.

Election for Air Transportation of Remains

All service members who die in a combat theater of operation are transported to the mortuary facility at Dover Air Force Base in Delaware for identification and final preparation. If the return of the deceased requires transportation by air, the John Warner National Defense Authorization Act for Fiscal Year 2007 requires that the armed services provide a dedicated military aircraft or military-contracted aircraft to the destination selected by the PADD, unless they indicate otherwise.

- ▶ The aircraft will leave from Dover Air Force Base and arrive at an airport servicing the location chosen by the PADD for funeral services.

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- ▶ You will help the PADD complete DD Form 3050, *Election for Air Transportation of Remains of Casualties Dying Overseas and Returned Through Dover Air Force Base*. The default option is the use of military or military-contracted aircraft, with an option for an exception if the PADD explicitly directs the use of a scheduled commercial airline.
- ▶ You are responsible for informing the PADD of the deceased's transportation schedule, including the date, time and location of arrival.
- ▶ You should fax a copy of DD Form 3050 to the MAO at the completion of the funeral arrangements meeting.



Activity: DD Form 3045 Practice

Scenario 1: Burial in a National Cemetery

- ▶ Service Member: Petty Officer Second Class Daniel Morales, age 27
- ▶ Status: Died while on active duty overseas
- ▶ PADD: His mother, Mrs. Maria Morales (lives in Texas)
- ▶ Key Details for Role-play:
 - Mrs. Morales wants her son buried in a national cemetery close to home.
 - She is unfamiliar with military terminology and asks what “interment in a national cemetery” means.
 - She asks if she can attend the transfer of remains.

Scenario 2: Cremation and Urn Placement

- ▶ Service Member: Seaman Apprentice Lily Rose, age 20
- ▶ Status: Died while training at sea
- ▶ PADD: Her father, Mr. Michael Rose (lives in California)
- ▶ Key Details for Role-play:
 - Mr. Rose requests cremation and would like Lily’s ashes placed in a standard urn provided by the Navy.
 - He wants to hold a memorial service but keep the cremains and urn at home.
 - He is very emotional and needs reassurance about what military honors will be provided.

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Travel

The Navy will provide round-trip travel and transportation allowances to eligible family members to attend a funeral or, in the event there is no funeral, a memorial service. Eligible travelers, as related to the deceased service member, include:

- ▶ The surviving spouse, including a remarried surviving spouse.
- ▶ Children, including adopted, illegitimate and stepchildren.
- ▶ Parents, including adoptive parents, stepparents, a parent of the current surviving spouse or an individual who served in loco parentis.
- ▶ Siblings, including half- and adopted siblings.
- ▶ The PADD.
- ▶ Escorts for eligible family members.

Specific eligibility details are found in the DoD's *Joint Travel Regulations*.

The Navy will also provide round-trip travel and transportation allowances to eligible family members to attend one command memorial service at a location other than the burial location. The deceased Sailor's command or designated Navy representative will coordinate with the PNOK to invite all eligible family members to attend the memorial service. Specific eligibility requirements and details are found in MILPERSMAN 1770-271, *Memorial Service Travel*.

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Funeral Expense Claims

Help the PADD fill out DD Form 1375, *Request for Payment of Funeral and/or Interment Expenses*, for reimbursement of all covered funeral expenses. The form must be submitted with an itemized funeral invoice, and if payment is to be made directly to the funeral home or other individual, that information should be included in Section 17 of the form.

Once complete, email the form to the regional CAC office at _____ and to the MAO at usn.mid-south.chnavpersmiltn.mbx.mill-navmort@us.navy.mil.

Plane-side Honors

When a deceased service member's flag-draped casket arrives by airplane, the military holds a simple ceremony as the casket is transferred from the airplane to ground transportation at the final destination airport. The ceremony may be attended by family members, dignitaries and other military members.

Military Honors

Honor details may be used at a service member's funeral, at the family's request.

- ▶ 15 personnel render full honors for an active-duty service member.
- ▶ Full honors can only be performed once per service member.
- ▶ Honor details are available whether the deceased is buried in a casket or cremated.

CACO Counseling Tips

- ▶ Additional CACOs may be assigned to other family members. Be sure to communicate any relevant information with them, particularly funeral plans.
- ▶ Advise the PNOK not to schedule the funeral until the remains arrive at the receiving funeral home.
- ▶ Advise the PNOK to contact the [American Red Cross](#) to inform any active-duty relatives of funeral plans, particularly if they are deployed. The American Red Cross is the fastest, most reliable and only official way to notify a deployed service member about a verified family emergency.
- ▶ Coordinate decedent affairs activities. Arrange for flags, contact escorts and the funeral director.
- ▶ Show the PADD a list of national cemeteries, if they are interested in having the deceased service member interred there.
- ▶ Contact the deceased service member's command and inform the commanding officer of the time and location of the funeral.
- ▶ Attend the funeral if it takes place in their area of responsibility (AOR).
- ▶ Stay organized and document progress on the *Casualty Assistance Report (CAR)* as items are completed.

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Activity: *Self-Care Check-in*

- ▶ What emotions might you experience after helping a family with funeral arrangements?

- ▶ What signs would let you know you need to pause and take care of yourself (for example, fatigue, irritability, difficulty focusing)?

- ▶ List two or three self-care activities that could help you restore balance (for example, talking to a friend, meditation, journaling, exercise).

- ▶ What resources are available to you if your emotions feel heavier than you can manage alone?

Sample Forms

Funeral Arrangements Visit Checklist

Preparation

- Prepare the appropriate uniform.** The uniform for the funeral arrangements visit is service khaki.
 - Forms you will need to review for the visit.**
 - OPNAV 1770/1, *Consent to Release Personal Information*
 - OPNAV 1770/2, *Next of Kin Travel Request*
 - OPNAV 1770/3, *Next of Kin Identification*
 - DD Form 397, *Claim Certification and Voucher for Death Gratuity Payment* (if applicable)
*Any form not completed during the notification visit should be prepared and ready to complete during this visit
 - Forms you will need for the visit:**
 - DD Form 3045, *Statement of Disposition of Remains*
 - DD Form 1375, *Request for Payment of Funeral and/or Interment Expenses*
 - Contact the regional Casualty Assistance Calls (CAC) office.** The regional case manager will update the location of the deceased's remains. Update the family on the location, the expected transportation timeline and any other details.
-
-

- Forms you may need for the visit (CAC office will advise):**
 - DD Form 3046, *Disposition of Remains Election Statement Initial Notification of Identified Partial Remains*
 - DD Form 3047, *Disposition of Remains Election Statement Notification of Subsequently identified Partial Remains*
 - DD Form 3050, *Election for Air Transportation of Remains of Casualties Dying Overseas and Returned Through Dover Air Force Base*
- Contact the Mortuary Affairs Office (MAO).** If possible, arrange to have someone from MAO or a knowledgeable representative from the region on the phone with you during the visit with the PADD to help answer questions and make arrangements.

Funeral Arrangements

- Review the DD Form 3045 with the PADD.** Help the PADD understand the various options available for the deceased's remains so they can make an informed decision and help the PADD complete DD Form 3045. Send the completed form through encrypted email to the regional CAC office and all other concerned parties.
 - If there are partial remains, help the PADD complete DD Form 3046
 - If the PADD chooses to be notified when additional remains are recovered, they must complete DD Form 3047
 - If the service member dies overseas in a combat theater of operation and requires transportation by air, help the PADD complete DD Form 3050, *Election for Air Transportation of Remains of Casualties Dying Overseas and Returned Through Dover Air Force Base*.

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- Help the PADD file request for funeral expenses.** Help the PADD fill out DD Form 1375
 - If payment is to be made directly to the funeral home or other individual, ensure information is included in Section 17 of the form.
 - Email the form to the regional CAC office and the MAO at usn.mid-south.chnavpersmilt@navmort.us.navy.mil.

 - Funeral/memorial information.**
 - Advise the PADD not to schedule a firm date until the remains arrive at the receiving funeral home.
 - Advise the NOK if you plan to attend the funeral if it is in your local area.
 - Contact the deceased service member's command and inform the commanding officer of the time and location of the funeral.
-
-

- Unit memorial information.**
-
-

- Plane-side honors.** If the remains will arrive by airplane and receive plane-side honors, arrange attendance for the assigned NOK who would like to attend.
- Military honors.** Inform the NOK of eligibility and availability of funeral honors. Arrange funeral honors through the regional CAC office.
- Review travel plans.** If eligible NOK have not already, help them complete OPNAV 1770/2, *Next of Kin Travel Request*, for funeral or memorial service travel and unit memorial service travel.
 - Contact PERS-00C for travel orders.
 - Verify with the airline that tickets are purchased.

Follow-up Information

- Administration:**
 - Keep PERS-00C, other involved CAC offices and other CACOs assigned to the case informed of issues as they happen.
 - Keep accurate and up-to-date case notes in the case file, including travel notes with mileage.
 - Make two copies of all documents, keeping one copy for the file and giving one copy to the NOK.
 - Document progress on the *Casualty Assistance Report (CAR)* as items are completed.

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CUI (when filled in)

(Updated 20250922)

PRIVACY ACT STATEMENT

AUTHORITY: 10 U.S.C. 1481 through 1488, Death Benefits; DoD Directive 1300.22, Mortuary Affairs Policy; DoD Instruction (DoDI) 1300.18, DoD Personnel Casualty Matters, Policies, and Procedures; DoDI 1300.29, Mortuary Affairs Program; and E.O. 9397 (SSN), as amended.

PURPOSE: To record amount of funeral and/or interment expenses incurred by next of kin.

ROUTINE USES: Disclosure of records are generally permitted under 5 U.S.C. 522a(b) of the Privacy Act of 1974, as amended. Pursuant to 5 U.S.C. 522a(b)(3), records may be disclosed as a routine use to the Department of Veterans Affairs, and other Federal agencies in connection with eligibility, notification and assistance in obtaining benefits due. A complete list of routine uses may be found in the applicable System of Records Notice, A0600-8-1c AHRC DoD, Defense Casualty Information Processing System (DCIPS) at: <https://pclt.defense.gov/DIRECTORATES/Privacy-and-Civil-Liberties-Directorate/Privacy/SORNsIndex/Article/4012734/a0600-8-1c-ahrc-dod/>

NOTE: This system of records contains individually identifiable health information. The DoD Health Information Privacy Regulation (DoD 6025.18-R) issued pursuant to the Health Insurance Portability and Accountability Act of 1996, applies to most such health information. DoD 6025.18-R may place additional procedural requirements on the uses and disclosures of such information beyond those found in the Privacy Act of 1974 or mentioned in this system of records notice.

DISCLOSURE: Voluntary. However, failure to provide requested information may result in claim not being paid.

SAMPLE

Module 3: The Funeral Arrangements Visit

DISPOSITION OF REMAINS ELECTION STATEMENT INITIAL NOTIFICATION OF IDENTIFIED PARTIAL REMAINS		OMB No. 0704-0581 OMB approval expires 01/31/2022
The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE RETURN THIS FORM TO ODASD MC&FP; ATTN: CASUALTY; 4000 DEFENSE PENTAGON; WASHINGTON DC 20301-4000.		
PRIVACY ADVISORY		
With this form the Department of Defense asks you to document your decisions about the remains of your Service Member. This process includes providing your name and contact information as well as your relationship to the service member. This collection is authorized by 10 U.S.C. 1481 through 1488, and this form will be filed in the Defense Casualty Information Processing System (DCIPS) as part of the service members Individual Deceased Personnel File (IDPF), covered by following Department of the Army System of Record Notice: (https://dpold.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570058/a0600-8-1c-ahrc-dod/) . Completing this form is voluntary. However, without completing the form, your choices regarding your service member may not be documented or complied with.		
1. NAME OF DECEASED <i>(Last, First, Middle Initial)</i>	2. SERVICE/GRADE OF DECEASED	3. DCIPS CASE NUMBER
4. PERSON AUTHORIZED TO DIRECT DISPOSITION (PADD)		
a. NAME <i>(Last, First, Middle Initial)</i>	b. RELATIONSHIP TO DECEASED	c. TELEPHONE NUMBER <i>(Include Area Code)</i>
d. CURRENT RESIDENCE ADDRESS <i>(Street, Apartment Number, City, State and ZIP Code)</i>		
5. SELECTION OF DISPOSITION OPTIONS		
I, the undersigned, understand that every effort is being made for the full recovery of remains, but only partial remains have been recovered and identified at this time. I am aware that additional subsequent remains may be recovered at a later date and individually identified or designated for inclusion with a group. I elect the following options from the applicable sections below. NOTE: Always complete Sections I and II.		
SECTION I - ELECTION FOR CURRENTLY RECOVERED REMAINS		
OPTION 1 _____ <i>(Initials)</i>	I would like to receive the identified incomplete remains at this time.	
OPTION 2 _____ <i>(Initials)</i>	I would like to have the incomplete remains temporarily held until other substantial remains believed to be from the deceased are identified. I understand that this process can take up to a week or more.	
SECTION II - ELECTION FOR CURRENTLY RECOVERED REMAINS		
OPTION 1 _____ <i>(Initials)</i>	In the event that additional remains are individually identified, I would like to be notified and given the choice of accepting subsequent portions for disposition.	
OPTION 2 _____ <i>(Initials)</i>	In the event that additional remains are individually identified, I DO NOT want to be notified. I authorize the Army, Marine Corps, Navy, Air Force or Coast Guard to make appropriate disposition. Appropriate disposition is accomplished by the portions of remains being cremated. The cremated remains will then be placed in a Sea Salt Urn and the Sea Salt Urn will be taken out to sea on a U.S. Navy or U.S. Coast Guard vessel where the urn will be placed into the ocean. The urn will dissolve resulting in the cremated remains being disposed of at sea. This process is referred to as Retirement at Sea.	
AUTHORIZATION AND SIGNATURES		
6.a. SIGNATURE OF PADD		b. DATE
7.a. TYPED OR PRINTED NAME OF WITNESS	b. SIGNATURE OF WITNESS	c. DATE

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DISPOSITION OF REMAINS ELECTION STATEMENT NOTIFICATION OF SUBSEQUENTLY IDENTIFIED PARTIAL REMAINS		<i>OMB No. 0704-0581 OMB approval expires 01/31/2022</i>
The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE RETURN THIS FORM TO ODASD MC&FP; ATTN: CASUALTY; 4000 DEFENSE PENTAGON; WASHINGTON, DC 20301-4000.		
PRIVACY ADVISORY		
With this form the Department of Defense asks you to document your decisions about the remains of your Service Member. This process includes providing your name and contact information as well as your relationship to the service member. This collection is authorized by 10 U.S.C. 1481 through 1488, and this form will be filed in the Defense Casualty Information Processing System (DCIPS) as part of the service members Individual Deceased Personnel File (IDPF), covered by following Department of the Army System of Record Notice: (https://dpdcd.defense.gov/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570058/a0600-8-1c-ahrc-dod/) . Completing this form is voluntary. However, without completing the form, your choices regarding your service member may not be documented or complied with.		
1. NAME OF DECEASED <i>(Last, First, Middle Initial)</i>	2. SERVICE/GRADE OF DECEASED	3. DCIPS CASE NUMBER
4. PERSON AUTHORIZED TO DIRECT DISPOSITION (PADD)		
a. NAME <i>(Last, First, Middle Initial)</i>	b. RELATIONSHIP TO DECEASED	c. TELEPHONE NUMBER <i>(Include Area Code)</i>
d. CURRENT RESIDENCE ADDRESS <i>(Street, Apartment Number, City, State and ZIP Code)</i>		
5. SELECTION OF DISPOSITION OPTIONS		
I, the undersigned, understand that partial additional remains have been recovered and individually identified for the decedent listed above. I hereby direct and authorize that the additional remains be: <i>(Select one option below)</i>		
OPTION 1	Transferred for interment in a suitable burial container above the original casket to: Funeral Home - Name and Address: _____ <i>(Initials)</i>	
OPTION 2	Transferred to the funeral home below for subsequent cremation at Government expense, arranged by the person with legal authority at the final destination. Urn Choice: <input type="checkbox"/> Solid Bronze <input type="checkbox"/> Solid Walnut Funeral Home - Name and Address: _____ <i>(Initials)</i>	
OPTION 3	Cremated, placed in a <input type="checkbox"/> Solid Bronze <input type="checkbox"/> Solid Walnut urn and delivered to: Name and Address: _____ <i>(Initials)</i>	
OPTION 4	In the event that additional remains are individually identified, I authorize the Army, Marine Corps, Navy, Air Force or Coast Guard to make appropriate disposition. Appropriate disposition is accomplished by the portions of remains being cremated. The cremated remains will then be placed in a Sea Salt Urn and the Sea Salt Urn will be taken out to sea on a U.S. Navy or U.S. Coast Guard vessel where the urn will be placed into the ocean. The urn will dissolve resulting in the cremated remains being released at sea. This process is referred to as Retirement at Sea. _____ <i>(Initials)</i>	
OPTION 5	Retained by the Armed Forces Medical Examiner System for teaching and research purposes with final disposition as a medical specimen. _____ <i>(Initials)</i>	
6. IN THE EVENT THAT FURTHER SUBSEQUENT REMAINS ARE IDENTIFIED BEYOND TODAY <i>(Select Notify or Do Not Notify)</i>		
NOTIFY	_____ <i>(Initials)</i> I would like to be notified and given the choice of accepting individual portions for disposition.	
DO NOT NOTIFY	_____ <i>(Initials)</i> I DO NOT want to be notified. I authorize the parent Service to make appropriate disposition via retirement at sea.	
AUTHORIZATION AND SIGNATURES		
7.a. SIGNATURE OF PADD		b. DATE
8.a. TYPED OR PRINTED NAME OF WITNESS	b. SIGNATURE OF WITNESS	c. DATE

Module 3: The Funeral Arrangements Visit

DISPOSITION OF ORGANS RETAINED FOR EXTENDED EXAMINATION		<small>OMB No. 0704-0581 OMB approval expires 01/31/2022</small>
<small>The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</small> PLEASE RETURN THIS FORM TO ODASD MC&FP; ATTN: CASUALTY; 4000 DEFENSE PENTAGON; WASHINGTON, DC 20301-4000.		
PRIVACY ADVISORY		
<p>With this form the Department of Defense asks you to document your decisions about the remains of your Service Member. This process includes providing your name and contact information as well as your relationship to the service member. This collection is authorized by 10 U.S.C. 1481 through 1488, and this form will be filed in the Defense Casualty Information Processing System (DCIPS) as part of the service members Individual Deceased Personnel File (IDPF), covered by following Department of the Army System of Record Notice: (https://dpcl.dod.mil/Privacy/SORNsIndex/DOD-wide-SORN-Article-View/Article/570058/a0600-8-1c-ahrc-dod/).</p> <p>Completing this form is voluntary. However, without completing the form, your choices regarding your service member may not be documented or complied with.</p>		
1. NAME OF DECEASED <i>(Last, First, Middle Initial)</i>	2. SERVICE/GRADE OF DECEASED	3. DCIPS CASE NUMBER
4. PERSON AUTHORIZED TO DIRECT DISPOSITION (PADD)		
a. NAME <i>(Last, First, Middle Initial)</i>	b. RELATIONSHIP TO DECEASED	c. TELEPHONE NUMBER <i>(Include Area Code)</i>
d. CURRENT RESIDENCE ADDRESS <i>(Street, Apartment Number, City, State and ZIP Code)</i>		
5. SELECTION OF DISPOSITION OPTIONS		
<p>I, the undersigned, understand that the <i>(Specify organ(s) retained)</i></p> <p>has/have been retained by the Armed Forces Medical Examiner System for the purpose of extended examination to determine the cause and manner of death. This extended examination may take up to six months.</p> <p>The Armed Forces Medical Examiner System understands that the retention of organs can be a troubling and confusing issue. Please contact us at (302) 346-8648 at any time, day or night, if you have any questions regarding this extended examination or this form. After the examination is complete, you will receive a follow-up letter from the Armed Forces Medical Examiner System confirming your selection of disposition of the retained organ(s).</p> <p>Upon completion of the extended examination, I elect the following option by placing my initials next to the option of my choice:</p> <p>_____ Do not notify me. I authorize the Armed Forces Medical Examiner System to make proper disposition as a medical specimen. <i>(Initials)</i></p> <p>_____ Notify me when examination is complete and give me the opportunity to decide the disposition of the above-mentioned retained organ(s). <i>(Requires the completion of DD Form X636, "Notification of Subsequently Identified Partial Remains".)</i> <i>(Initials)</i></p> <p style="text-align: center;">CONTACT TELEPHONE: (302) 346-8648 - ARMED FORCES MEDICAL EXAMINER Main Office 24 hours a day, 7 days a week</p>		
AUTHORIZATION AND SIGNATURES		
6.a. SIGNATURE OF PADD		b. DATE
7.a. TYPED OR PRINTED NAME OF WITNESS	b. SIGNATURE OF WITNESS	c. DATE

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Summary and Conclusion

The CACO's role in the funeral arrangements visit is not to influence or decide for the family but to ensure that the family has accurate information, feels supported and can move through the decision-making process with compassion and dignity.

Module Links

American Red Cross Emergency Communications: <https://www.redcross.org/get-help/military-families/hero-care-network/emergency-communication.html>

Find a government cemetery: <https://www.cem.va.gov/find-cemetery>

Mortuary Affairs Office email: usn.mid-south.chnavpersmilt.n.mbx.mill-navmort@us.navy.mil

Module 3 Key Terms

Answer the questions below, and then find the words in the puzzle.

Words can go in any direction and can share letters as they cross over each other.

R G I Z P M S Q V S O T K R A Z T T P J
L E R L Q K Q N G W F E E O M F R F L S
J H F Y Y L U R U P P A E V D O G S A Z
V B A S V T N B Y T F P R V C M M O N X
M M K R N L E B Z H D D H S C N J E E M
Y S W K L A S F T U B P E C N X S C S Q
Z L E I W Y R C W E V Y D Q A R K I I G
V D Z C N I N T Q U R O H A P U E V D C
H V A T R X P Q D A C R P Z W E O R E L
X G I T C R O A T E C L X Q L F G E H T
U C K H S D K I D W I Q T X R B Y S O Q
O A U R B X L R I D Q F M U J J Q L N J
V G O E R I Z H T X T M I N C J Y A O D
O P S N M I H A W P X X D N K U Q I R R
O B J L J V P E X A I B N O G A W R S F
E J D R Q V B I J D H J W Y E I F O T C
X X C W D Y B Z L F F T W A O Y D M N P
H S O C N C J F Q E I T M W U T T E F B
Z C M O R T U A R Y A F F A I R S M Z Y
E C I V R E S L A I R O M E M T I N U H

1. The command's opportunity to honor a deceased individual and provide closure for Sailors who knew them. _____
2. They provide for the search, recovery, presumptive identification, preparation and disposition of human remains of individuals the military is responsible for by status or executive order. _____
3. A simple ceremony, which may be attended by family members, dignitaries and other military members, that honors the transfer of a service member's flag-draped casket from the airplane to ground transportation at the final destination. _____
4. The process the DoD uses to transfer cases containing human remains from an aircraft at Dover Air Force Base, Delaware, into a mortuary transfer vehicle for ground transportation for the Port Mortuary. _____
5. The sole point of contact regarding the preparation, transportation and final disposition of a service member's remains. _____ (the acronym is the answer)
6. A uniformed member of appropriate grade who accompanies a service member's remains from the servicing mortuary to the place of burial or interment. The escort may attend the funeral to represent the command. _____
7. A ceremony that contains elements similar to an interment service, though the deceased's remains are not present. _____

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Module 4: The Benefits Visit

Key Terms

Dependency and Indemnity Compensation (DIC): A tax-free monthly benefit paid by the Department of Veterans Affairs to a deceased service member's eligible surviving spouses, children or parents.

Freedom of Information Act (FOIA): A law that ensures U.S. citizens have the right to request access to records from any federal agency. Federal agencies are required to disclose any information requested unless it falls under specific exemptions that protect interests such as personal privacy, national security or law enforcement.

Navy Gold Star (NGS) Program: A long-term survivor support program that ensures family members of deceased service members are not forgotten and remain part of the Navy family for as long as they desire.

Personal effects (PE): An individual's personal property, as well as any government property in their temporary custody.

Person eligible to receive effects (PERE): The person eligible to receive the personal effects of a deceased service member or civilian employee.

Survivor Benefit Plan (SBP): A DoD program that provides a monthly inflation-adjusted annuity payment to eligible survivors of service members who die while on active duty, or retirees who opt-in to continuing coverage.

Servicemembers' Group Life Insurance (SGLI): Low-cost term life insurance coverage up to \$500,000. Active-duty service members are automatically covered, and the premium is automatically deducted from their pay.

Unpaid pay and allowances (UPPA): Any military pay or benefits that were earned by a service member but not yet paid out at the time of their death.

Content Outline

1. Welcome and Agenda
2. Preparing for the Benefits Visit
3. The Benefits Package
 - A. Contents of the Survivor's Benefits Package
 - B. Activity: *Mixed Emotions Discussion*
4. Military Benefits
 - A. Unpaid Pay and Allowances (UPPA)
 - B. Housing Issues
 - C. Thrift Savings Plan (TSP)
 - D. The Survivor Benefit Plan (SBP)

5. Department of Veterans Affairs Benefits
 - A. Servicemembers' Group Life Insurance (SGLI)
 - B. GI Bill
 - C. Survivors' and Dependents' Education Assistance
 - D. The Fry Scholarship
 - E. Veterans Educational Assistance Program (VEAP)
 - F. Dependency and Indemnity Compensation (DIC)
6. Social Security Lump Sum Benefit
7. FFSC Financial Management Program
8. Return of Personal Effects
9. Finishing the Job and Closing Out
 - A. Establish Short-, Medium- and Long-term Goals
 - B. Identify and Discuss Milestones and Changes
 - C. Involve Other Resources as Needed and Appropriate
 - D. Navy Gold Star (NGS) Program
10. Close the Assignment
 - A. Setting Boundaries
 - B. Activity: *Identify Your Support System*
11. Sample Forms
12. Summary and Conclusion

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- ▶ *A Survivor's Guide to Benefits*
- ▶ *Military Widow: A Survival Guide*
- ▶ Navy Gold Star (NGS) Lapel Buttons
- ▶ [Navy Gold Star Program](#) brochure
- ▶ NGS certificate
- ▶ NGS spouses and mothers brochure
- ▶ TRICARE fact sheet
- ▶ [Tragedy Assistance Program for Survivors \(TAPS\)](#) brochure
- ▶ Beneficiary financial counseling brochure
- ▶ Online survivor benefit report
- ▶ Project Compassion brochure
- ▶ Casualty Assistance Report (CAR) – (CACO use only)

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As soon as you receive the benefits package from PERS-00C:

1. Contact the regional CAC office to set up a time to review the package over the phone or in person.
2. Make an appointment with the NOK to help them complete the forms and send them to relevant agencies. Make two copies of each completed form; give one copy to the NOK and keep one copy for the case file.

The beneficiary will need to provide certain documents to submit claims. Inform the beneficiary of this in advance, so they have time to gather the necessary information before the benefits visit, if possible. The necessary documents include:

- ▶ Marriage certificate.
- ▶ Children's birth certificates.
- ▶ Legal divorce documents, if applicable.

Module 4: The Benefits Visit



Activity: Mixed Emotions Discussion

When you meet with a NOK to discuss benefits, it is important to remember that families may experience mixed emotions. On one hand, benefits can provide financial security and stability; on the other hand, they can serve as a painful reminder of their loss. Some families may feel gratitude, others may feel guilt or even anger, and sometimes these emotions can appear all at once.

Reflect on these mixed emotions.

Military Benefits

Military benefits are earned by the deceased service member and paid by the Navy for the benefit of the service member's survivors. These benefits may include:

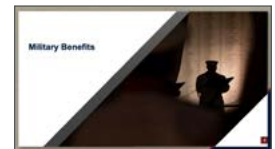
- ▶ 365-day government quarters residence or 365-day basic allowance for housing (BAH) entitlement.
- ▶ One move at government expense to any location, including outside the continental United States (OCONUS), within three years of the service member's death.
- ▶ Death gratuity payment.
- ▶ Survivor Benefit Plan.
- ▶ Dependents' ID cards for spouse and children. All ID cards must be reissued following a service member's death.
- ▶ Updated Defense Enrollment Eligibility Reporting System (DEERS) status, ensuring continuing access to the Commissary, Exchange and on-base recreation services.
- ▶ TRICARE and dental benefits.
- ▶ Thrift Savings Plan (TSP) benefits.

Medical and dental benefits end for the spouse three years after the sponsor's death. After three years, the spouse will have the option to continue coverage through TRICARE and Delta Dental at the same cost as a retired individual. Minor children and unmarried dependent children remain in transitional survivor status at the active-duty rate until they reach 21 years old or up to 23 years old if they are enrolled in school. These children remain transitional survivors until they reach the eligibility age limit, marry or otherwise become ineligible for TRICARE.

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Slide 9



Slide 10



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Unpaid Pay and Allowances (UPPA)

When an active-duty service member dies, any pay and allowances due but not paid to the service member are disbursed to the designated beneficiary named on the service member's DD Form 93, *Record of Emergency Data*. Examples may include:

- ▶ Unpaid base pay and entitlements (for example, BAH).
- ▶ Unpaid reenlistment bonus.
- ▶ Unused leave.
- ▶ Unpaid bonuses.

To start the claims process, beneficiaries should complete Standard Form 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*. For additional information, contact your regional CAC office or case manager.

Housing Issues

If the family lives in government quarters, advise them that the military allows dependents to stay in government quarters for 365 days at no cost.

Notify the Housing Service Center, PERS-00C and the regional CAC office of the family's intentions, and should the family decide to leave government quarters, share the family's new address with PERS-00C and the regional CAC office.

If the family does not live in government quarters, advise them of their 365-day BAH entitlement and coordinate with PERS-00C to establish it. You must also immediately notify PERS-00C of any address changes. Tell the family about Defense Finance and Accounting Service (DFAS) payment procedures.

Families living in overseas government quarters may be subject to additional restrictions due to a status of forces agreement (SOFA) or other agreements with the host nation. Consult with the regional CAC office about the applicable policy.

The government will pay for one move for the spouse and children of a deceased service member within three years of their death. The Navy will also store household belongings until the family is ready to move, for up to one year. In some instances, more than one move may be allowed.

For information or requests for extensions of the three-year limit, help the NOK submit a request to OPNAV N130 at NXAG_N130C@navy.mil which includes:

- ▶ The sponsor's name, rank and date of death.
- ▶ The requestor's name and relationship to the sponsor.
- ▶ The requestor's contact information, including mailing address, email address and phone number.
- ▶ A statement attesting they have not already used their home of selection move.
- ▶ A copy of the sponsor's DD Form 1300.

Thrift Savings Plan (TSP)

Service members determine the beneficiaries for their TSP on the [Thrift Savings Plan website](#). If no beneficiary is named, benefits will be distributed according to the order of precedence required by law.

When a TSP participant dies while still actively employed in federal service, the employing agency informs the TSP. Once the TSP determines the identity of the beneficiaries, they will mail each beneficiary a notice of their beneficiary status and establish a TSP account for each beneficiary.

Beneficiaries will also receive the TSP Payment Rights Notice, which explains the beneficiaries' tax obligations.

If there are questions, the participant's survivors should contact the ThriftLine Service Center between 7 a.m.-9 p.m. Eastern time, Monday through Friday:

- ▶ United States, toll-free: 877-968-3778
- ▶ OCONUS, not toll-free: 404-233-4400

Payments to beneficiaries can take several months from the time the TSP is notified of the participant's death. Encourage beneficiaries to read Pages 7-11 of the Thrift Savings booklet, [Death Benefits: Information for Participants and Beneficiaries](#), and to contact the ThriftLine Service Center or their local Fleet and Family Support Center (FFSC) personal financial management specialist with specific questions about the TSP.

The Survivor Benefit Plan (SBP)

All active-duty service members are provided with no-cost automatic SBP coverage. They have the choice to continue their enrollment at their own cost when they retire.

If a service member dies while on active duty, the SBP allows them to provide financial support to their dependents by providing eligible beneficiaries with a monthly payment, known as an annuity, for the beneficiary's lifetime. SBP provides up to 55% of a service member's base pay to eligible beneficiaries, based on the service member's elections on DD Form 2656, *Data for Payment of Retired Personnel*, or as determined by law.

If a Reservist dies while called up to active duty, they are eligible for SBP benefits.

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Department of Veterans Affairs Benefits

The VA offers many benefits that help family members after a service member's death.

Servicemembers' Group Life Insurance (SGLI)

Service members designate their SGLI beneficiaries through milConnect. If no beneficiary is designated, it is paid to the spouse, then the children, then the parents, in that order, by law. SGLI is normally paid within three to four weeks.

To receive an insurance payment after a service member has died, help the beneficiary prepare and submit the [SGLV 8283, Claim for Death Benefits \(SGLI/VGLI\)](#).

If beneficiaries have questions about their claim, direct them to the Office of Servicemembers' Group Life Insurance by phone at 800-419-1473 or email at osgli.osgli@prudential.com.

For additional information, visit the [SGLI website](#).

Beneficiary Financial Counseling Services

Beneficiary Financial Counseling Services (BFCS) offers free, professional financial advice to SGLI beneficiaries from FinancialPoint, an independent company with expertise in handling a wide range of financial matters. This service is available 24/7 online to eligible beneficiaries.

To access services, beneficiaries:

1. Go to www.financialpointplus.com.
2. Register as a first-time user.
3. Use "BFCSVA" as the Organization Web ID.
4. Have their eight-digit SGLI claim number available.
5. Select "FinancialPoint" to submit information that will be used to create a personalized financial plan.

Beneficiaries who do not know their claim number should contact the Office of Servicemembers' Group Life Insurance at 800-419-1473.

BFCS is available for two years from the date the SGLI claim is paid and includes 40 hours of personal counseling over the two years and access to the program's online resources. For questions, contact FinancialPoint at 888-243-7351.

HEART Act

The Heroes Earnings Assistance and Relief Tax Act of 2008, or HEART Act, allows recipients of the death gratuity or SGLI to contribute all or part of the payments they receive to a Roth individual retirement account (IRA), a Coverdell Education Savings Account (CESA) or both without the usual restrictions on contributions or distributions. Those eligible to receive this benefit have 12 months from the date they are paid the death gratuity or SGLI payment to use it.

Module 4: The Benefits Visit

To take advantage of the HEART Act, beneficiaries must use a private financial institution and must have or set up an IRA account or a CESA. To learn how to take advantage of HEART Act benefits, eligible family members should seek [financial counseling from the Department of Veterans Affairs](#) or contact [Military OneSource financial counselors online](#) or at 800-342-9647.

GI Bill

Montgomery GI Bill

A designated beneficiary may be eligible to receive the Montgomery GI Bill death benefit from the VA if their loved one was enrolled in the program before their death. The VA will pay all contributions from the service member's pay minus any educational benefit used by the service member.

Post-9/11 GI Bill

The Post-9/11 GI Bill helps pay for college and cover expenses while training for a job. If a service member transferred any portion of the GI Bill to their dependents before their death, those benefits will be available immediately. Benefits for spouses do not expire. Children can use this benefit until their 26th birthday.

If a service member dies before completing the service requirements for transferring benefits, their dependents may still be eligible to use the benefits. For questions of eligibility, surviving dependents should contact the MyNavy Career Center at 866-827-5672.

Survivors' and Dependents' Education Assistance

The [Survivors' and Dependents' Education Assistance](#) program provides the child or spouse of a deceased service member with a monthly payment to help cover the cost of school or expenses while participating in on-the-job training or an apprenticeship. Benefits may last up to 36 months.

Special Needs Benefit

Surviving spouses, children and dependents with disabilities may be eligible to receive or continue to receive vocational and restorative benefits through the VA.

Some examples include:

- ▶ Restorative training.
- ▶ Speech and voice therapy.
- ▶ Language retention.
- ▶ Auditory training.
- ▶ Braille education.

Eligible survivors can apply online.

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The Fry Scholarship

The Marine Gunnery Sergeant John David Fry Scholarship is available to children or surviving spouses of service members or members of the Selected Reserve who died on or after Sept. 11, 2001. The Fry Scholarship offers up to 36 months of benefits for:

- ▶ Tuition and fees.
- ▶ Housing.
- ▶ Books and supplies.
- ▶ Tutorial assistance.
- ▶ National exams.
- ▶ Licensing and certification tests and prep courses.
- ▶ Work-study.
- ▶ Moving from a rural area to go to school.

For specific information about payment rates and how to apply, visit the [Fry Scholarship webpage](#).

Veterans Educational Assistance Program (VEAP)

The VEAP closed to new enrollments in 1987. There are a small number of active-duty service members who participated in this program, so CACOs should be aware of the program, though they are unlikely to encounter this regularly.

Surviving family members may be eligible to receive a refund of any contributions made to the VEAP. Family members will need to contact the VA directly for guidance about a refund of any contributions.

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Dependency and Indemnity Compensation (DIC)

The surviving spouse, child or parent of a service member who died in the line of duty may be able to get a tax-free monetary benefit.

A surviving spouse, children and parents may be eligible to receive DIC and must apply for the benefit. The VA requires proof that the service member died while on active duty, active duty for training or inactive-duty training.

Spouse DIC

- ▶ The VA requires the spouse to provide proof of the relationship with the service member
- ▶ The benefit lasts for the spouse's life unless they remarry before age 55. The VA can reinstate the benefit if the subsequent marriage ends.

Child DIC

- ▶ The VA requires surviving children to be under the age of 18 or, if attending school, under the age of 23 and not included in the surviving spouse's compensation.

Module 4: The Benefits Visit

Parent DIC

- ▶ The benefits are tax-exempt and based on income limits and dependency status.
- ▶ If the surviving parent remarries and lives with their spouse, the spouse's yearly income is included in determining eligibility.

Questions about VA benefits should be directed to the [Veterans Benefits Administration website](#).

Social Security Lump Sum Benefit

A surviving spouse, surviving divorced spouse, unmarried child or dependent parent may be eligible for monthly survivor benefits based on a deceased worker's earnings.

In addition, a one-time lump sum payment of \$255 may be made to a qualifying spouse or child if they meet certain requirements. Survivors must apply for this payment within two years of the date of the Social Security number holder's death.

You cannot apply for survivor benefits online. To report a death or apply for benefits, beneficiaries must call Social Security Administration at 800-772-1213, Monday through Friday between 8 a.m. and 7 p.m. local time or contact their [local Social Security office](#).

FFSC Financial Management Program

The Navy's Personal Financial Management Program provides personal financial management education and training, information and referral and counseling to commands, service members and their families throughout the Navy.

The program's personal financial managers (PFMs) are accredited financial counselors through the Association for Financial Counseling and Planning Education, and they provide financial education and solution-focused counseling.

Financial counseling helps Navy families in financial distress apply new money management strategies. PFMs can meet one-on-one with eligible family members to develop a spending plan, identify ways to manage their money proactively and help them apply new strategies to achieve their financial goals.

PFMs *do not* provide financial advice. For example, information provided in an insurance workshop may lead homeowners to review their existing liability policies, but PFMs will never suggest a company they might go to for better coverage. Financial advising is not part of the PFM's role and is prohibited.

FFSC's PFMs can help family members create budgets, discuss financial responsibility and accountability, learn basic principles and practices of sound money management and feel confident about their financial futures.

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Return of Personal Effects

The Navy does not have the authority to determine who legally inherits or owns the personal belongings of a deceased service member. The service member's command is only responsible for taking inventory and custody of the Sailor's personal effects for safekeeping and then transferring them to the person eligible to receive effects (PERE). As a CACO, you should not be involved in the inventory or custody of a deceased service member's remains.

According to MILPERSMAN 1770-200, *Deceased Member Personal Effects*, PEREs are recognized in the following order:

1. Legal representative of the Sailor's estate.
2. Unremarried surviving spouse.
3. Children in order of seniority.
4. Parents in order of seniority.
5. Siblings in order of seniority.
6. Other blood relatives.
7. A person standing in loco parentis.
8. A person named as a beneficiary in the will.

The property transfer is a transfer of custody only; issues of ownership are to be decided by interested parties either amicably or through the courts.

If you are the CACO assigned to the PERE, you will inform the PERE of the pending property transfer and will continue to be the PERE's point of contact throughout the transfer. When the shipment is scheduled to be delivered, you will meet the PERE and receive the property.

You will keep PERS-00C updated on the property movement and ensure it receives copies of the inventory.

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Finishing the Job and Closing Out

Ultimately, each CACO assignment ends. Your assignments can range from a few hours to many months. In extended assignments, communication needs change over time.

Two types of communication problems are common:

1. The NOK may become frustrated and angry about slow progress.
2. The NOK may show signs of becoming too dependent on you.

The following approaches will help avoid both problems.

Establish Short-, Medium- and Long-term Goals

As the situation changes, the purposes and frequency of communication between you and your assigned NOK will also change. Remain flexible, establish interim and final goals and discuss them with the NOK to facilitate this process. Measuring and acknowledging progress compared to these goals is a useful tool for keeping communication open and reducing frustration.

Identify and Discuss Milestones and Changes

As milestones are reached, identify and discuss changes in communication patterns with the NOK. For example, explain to the NOK that because there are fewer tasks to manage, phone calls will be less frequent. This conversation will help manage the NOK's expectations, avoid surprises and hurt feelings, and the NOK is less likely to feel abandoned.

Involve Other Resources as Needed and Appropriate

In some long-term assignments, the ongoing needs of the NOK will ultimately be referred to other support services. Planning for and discussing the referrals with the NOK can be part of the mid- and long-term goal-setting process.

Navy Gold Star (NGS) Program

The NGS Program ensures that surviving families of deceased service members are not forgotten and remain a part of the Navy family for as long as they desire. The program works in tandem with the CAC Program to support these families following a service member's death. NGS assumes the primary role of long-term support provider once your duties as CACO are completed. Program participants include eligible survivors who are contacted by NGS coordinators for engagement and those who self-refer or are directed to the program by others.

Individuals eligible to participate in NGS include the widow or widower, children, parents and other NOK. Anyone interested in more information and others who need information about NGS may call 888-509-8759 or visit www.navygoldstar.com.

You will introduce eligible family members to NGS within the first 21 days following an active-duty Sailor's death. While you complete your duties, NGS will provide contact information for the nearest NGS coordinator (NGSC), who will provide support for and be a resource to you and the survivors as needed, before assuming the long-term support role. Commanders may also provide program contact information and recommend engagement with NGS.

The NGSC will work closely with you to support you and the family. NGSCs and CACOs support families and their varying needs alongside one another with the regional case manager making the determination when all applicable elements of the short-term casualty assistance process are complete and you have finished all required CACO duties. The case will then be officially transferred to the NGS Program.

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Close the Assignment

In all CACO assignments that include substantial periods of interaction with the NOK, a final call or visit to acknowledge that the assignment is finished is beneficial. This final visit is especially helpful after a long-term assignment. Consider opening the conversation with a statement such as:

- ▶ "We have reached all of our goals."
- ▶ "Everything has been completed."

A closing statement such as, "It has been an honor to serve you," can provide closure for you and the NOK.

Setting Boundaries

It is important to maintain personal and emotional boundaries when working on a case and closing a case, especially an extended case. Maintaining boundaries directly supports the self-care emphasized throughout the course. This means setting limits without feeling like you have hurt or disappointed another person and being able to ask for what you want or deserve. Clearly defined boundaries indicate that you have self-respect, care for yourself and are aware of protecting your own interests. People who set boundaries are able to say, "No!" You may find that saying "no" brings up many different emotions.

If you have emotional boundaries that are too restrictive, you may feel emotionally numb. To others you may seem insensitive, unaccepting and not interested. You may avoid reacting or showing your feelings to others and have problems asking for or giving help.

If your emotional boundaries are too loose, you may be unable to contain your feelings and may overreact to your feelings or others'. If your boundaries are too loose, you may tell others too much about yourself, depend too much on others to meet your needs, trust too quickly or get into intimate, sexual relationships too fast or inappropriately. You may also agree to do things when you really do not want to. You may also give too much, take too much and not respect your own or others' personal rights. You have the right to set limits on your physical and emotional space and ask others, including survivors, to respect those limits.

Signs that there are not appropriate boundaries in place include:

- ▶ Always saying "yes" when someone asks you to do something, even if you want to say "no."
- ▶ Often putting the needs of others before your own.
- ▶ Accepting verbal and emotional abuse from others.
- ▶ Allowing yourself to be manipulated by someone else's moods.
- ▶ Feeling hurt and angry when someone treats you badly.
- ▶ Being taken for granted.

Module 4: The Benefits Visit

Healthy boundaries include:

- ▶ Managing time to meet professional needs while protecting work-life balance.
- ▶ Stating expectations and limits directly and respectfully, without guilt.
- ▶ Maintaining professionalism while showing empathy and support.
- ▶ Saying “no” appropriately without overexplaining or feeling obligated.
- ▶ Handling conflict constructively with a calm focus on solutions.
- ▶ Separating personal and professional roles to stay focused on official responsibilities.

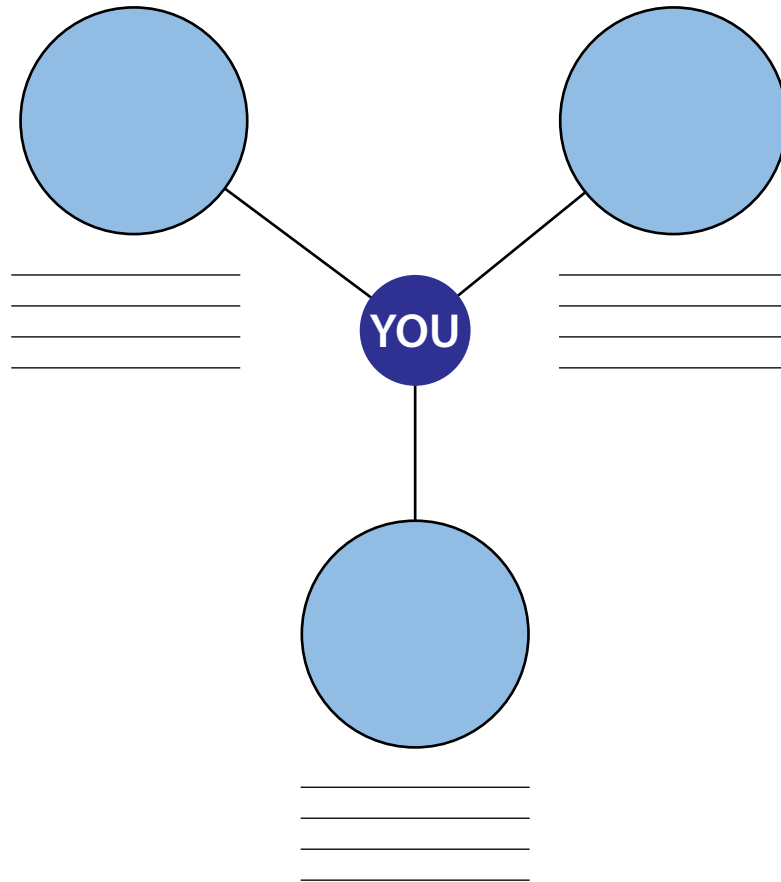
CACO duty can take a physical and emotional toll on you. Before taking on a case, set boundary guidelines and stick to them. As a CACO, you need to have a support system in place, a person or group of people you can talk to when experiencing stress, strong emotions or secondary trauma from CACO duty. A spouse, partner, adult friends, chaplain or religious adviser, parents or siblings could be in your support system and help you maintain your boundaries and perspective.

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Activity: Identify Your Support System

1. Identify three people who are part of your social support network and write their names in the circles. For example, it can be a family member, friend, co-worker, peer or mentor.
2. Reflect on how each of these people have helped you navigate challenges or achieve your goals in the past and if you have helped them in similar circumstances.



Sample Forms

Benefits Visit Checklist

Preparation

- Prepare the appropriate uniform.** The uniform for the benefits visit is service khaki.
- Review the benefits package.** You should receive the benefits package within 10 days of the creation of the Personnel Casualty Report (PCR).
 - Call the regional CAC office to arrange a brief to review of the benefits package before meeting with the NOK.
 - Download all applicable forms indicated in the benefits package.
- Make an appointment with the NOK to review the benefits package.**
 - Date/Time: _____
 - Remind the NOK they may need a copy of their:
 - Marriage certificate.
 - Children's birth certificates.
 - Legal divorce documents, if applicable.
- Forms you will need for the visit:**
 - DD Form 1300, as many copies as needed to attach one to each benefit claim form.

The Benefits Visit

- Review the benefit package with the NOK.**
 - Go through the packet as directed by the regional CAC office, covering all the benefits the assigned NOK is entitled to.
- Encourage the NOK to seek financial guidance.**
 - There are several free financial counseling services available to military families:
 - Fleet and Family Support Program offers in-person and virtual financial management education and counseling.
 - Navy-Marine Corps Relief Society.
 - Beneficiary Financial Counseling Services.
- Personal Effects.**
 - Update PERS-00C on property movement and ensure it receives copies of the inventory.
 - Update the PERE on the status of the service member's personal effects.
 - When the shipment is scheduled to be delivered, meet with the PERE and receive the property.
- Navy Gold Star.** Provide Navy Gold Star coordinator contact information to the NOK.
 - Navy Gold Star coordinator: _____
 - Phone Number: _____
 - Email: _____
 - Arrange an introduction between the Navy Gold Star coordinator and the NOK.

Follow-up Information

- Arrange a final visit to acknowledge that the assignment is finished.**
- Administration:**
 - Keep PERS-00C, other involved CAC offices and other CACOs assigned to the case informed of issues as they happen.
 - Keep accurate and up-to-date case notes in the case file, including travel notes with mileage.
 - Make two copies of all documents, keeping one copy for the file and giving one copy to the NOK.
 - Document progress on the Casualty Assistance Report (CAR) as items are completed.

Module 4: The Benefits Visit

Casualty Assistance Report (CAR) - 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 Days - 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):

RANK	LAST NAME	FIRST NAME	MI
UNIT		HOME STATION	
DATE OF BIRTH	DCIPS CASE NUMBER (CAC Completes)		

From Casualty Assistance Officer (CACO):

RANK	LAST NAME	FIRST NAME	MI
MILITARY EMAIL ADDRESS			
CELL PHONE NUMBER	WORK PHONE NUMBER		

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

CACO Training Student Manual

Casualty Assistance Report (CAR) - Navy

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 <input type="checkbox"/>	NO <input type="checkbox"/>			If no, explain:
2	Posthumous Citizenship, N-644, if applicable				<input type="checkbox"/>	
3	Death Gratuity (DG), DD Form 397				<input type="checkbox"/>	
4	Unpaid Pay and Allowances (UPPA), SF 1174, SF 1199A optional				<input type="checkbox"/>	List UPPA beneficiaries in this household
5	Financial Counseling				<input type="checkbox"/>	
6	Provide completed PNOK DT Script or SNOK DT Script and an Invitational Travel Order issued (PNOK plus two additional travelers)				<input type="checkbox"/>	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)				<input type="checkbox"/>	
9	Navy Gold Star (NGS) Support Coordinator Introduction (Respite Care, Survivor events, etc.)					
10	"Survivorship" Ask if any other Family members are serving or have served in the Military					List Survivor(s) with branch of Service
11	Is in Loco Parentis documentation required?	YES <input type="checkbox"/>	NO <input type="checkbox"/>		<input type="checkbox"/>	
12	Disposition of Remains Instructions (PADD only), DD Form 3045				<input type="checkbox"/>	
Notes:						
Phase II (Funeral/Interment)						

Module 4: The Benefits Visit

Casualty Assistance Report (CAR) - Navy

	Action	Date Counseled	Date Applied	Date Received	Not Applicable	Comments			
13	Invitational Travel Orders Issued for Authorized Interment/Funeral Traveler(s)	YES <input type="checkbox"/>	NO <input type="checkbox"/>		<input type="checkbox"/>	List traveler(s)			
14	Funeral Honors Rendered (PADD)	FULL <input type="checkbox"/>	MODIFIED <input type="checkbox"/>		<input type="checkbox"/>				
15	Burial Flag w/Hard Wood Flag Case presented to eligible Survivor	SAMPLE				<input type="checkbox"/>	List Survivor		
16	Flags w/Vinyl Case presented to eligible Survivors					<input type="checkbox"/>	List Survivor(s)		
17	Posthumous Award Certificate and Medal Set presented to PNOK					<input type="checkbox"/>			
18	Posthumous Promotion Certificate presented to PNOK					<input type="checkbox"/>			
19	Gold Star Lapel Button (purple background) presented to eligible Survivor(s) (Theater related only)					<input type="checkbox"/>	List Survivor(s)		
20	Next of Kin Lapel Button (gold background) presented to eligible Survivor(s) (when not theater related)					<input type="checkbox"/>	List Survivor(s)		
21	Initial DD1300 provided to eligible Survivor(s)					<input type="checkbox"/>	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)							<input type="checkbox"/>	List Survivor(s)
23	Was a Last Will and Testament available?				YES <input type="checkbox"/>	NO <input type="checkbox"/>		<input type="checkbox"/>	
Notes:									
Phase III (Benefits & Entitlements)									

CACO Training Student Manual

Casualty Assistance Report (CAR) - Navy

#	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				<input type="checkbox"/>	List Traveler(s):
25	Travel vouchers paid for ITOs issued for Funeral Travel, DD Form 1351-2				<input type="checkbox"/>	List Traveler(s):
26	Payment received for Funeral and/or Interment Expenses, DD Form 1375 (PADD only)				<input type="checkbox"/>	
27	Travel vouchers paid for ITO's issued for Unit Memorial Travel, DD Form 1351-2				<input type="checkbox"/>	List Traveler(s):
28	Claim for Servicemembers' Group Life Insurance (SGLI), SGLV 8283				<input type="checkbox"/>	
29 **	Claim for Family SGLI, SGLV 8283A				<input type="checkbox"/>	
30 **	Spouse's conversion of Family SGLI to commercial policy				<input type="checkbox"/>	
31	Claim for Traumatic SGLI, SGLV 8600				<input type="checkbox"/>	
32	Commercial life insurance				<input type="checkbox"/>	
33	VA benefits appointment				<input type="checkbox"/>	
34	Beneficiary Financial Counseling Service (SGLI recipient only)				<input type="checkbox"/>	
35	Montgomery GI Bill or VEAP Refund				<input type="checkbox"/>	
36*	Dependency and Indemnity Compensation (DIC) (spouse and children when service connected), VA Form 21-534a				<input type="checkbox"/>	
37 *	Parental Dependency and Indemnity Compensation (DIC), VA Form 21-535				<input type="checkbox"/>	
38 *	Presidential Memorial Certificate received, VA Form 40-0247				<input type="checkbox"/>	
39 *	Fry Scholarship or Dependent Education Assistance (DEA)				<input type="checkbox"/>	

Notes: * Counseling provided at VA benefits appointment

**** Includes dual military**

Phase III (Benefits & Entitlements) continued

Module 4: The Benefits Visit

Casualty Assistance Report (CAR) - Navy

#	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				<input type="checkbox"/>	
43	Navy/Marine Corps Relief Society (NMCRS) Briefed				<input type="checkbox"/>	
44	Survivor Benefits Report URL: https://myarmybenefits.us.army.mil/prebuilt/usn/Casualty/login.aspx				<input type="checkbox"/>	List Survivor(s)
45	Survivor Benefit Program (SBP)/Special Survivor Indemnity Allowance (SSIA)				<input type="checkbox"/>	
46	Thrift Savings Plan funds transfer, TSP-U-17				<input type="checkbox"/>	
47	Social Security Administration (SSA) survivors (monthly) benefits				<input type="checkbox"/>	
48	SSA lump sum death payment (spouse or children)				<input type="checkbox"/>	
49	Final Leave and Earnings Statement provided by DFAS to UPPA beneficiaries				<input type="checkbox"/>	List LES beneficiaries in this household
50	Basic Allowance for Housing (BAH), SF 1174 , SF 1199A optional				<input type="checkbox"/>	
51	Per Diem/Travel Voucher payment (CONUS & OCONUS)				<input type="checkbox"/>	
52	Funds Withdrawn from Savings Deposit Program (UPPA beneficiaries)				<input type="checkbox"/>	
53***	Savings Bonds in Safe Keeping				<input type="checkbox"/>	

Notes: * Counseling provided by Financial Counselor

**** FDIC/NCUA insures only up to \$250K per depositor per bank**

***** Savings bond purchased before 31 July 2010, please 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**

(Medical)

CACO Training Student Manual

Casualty Assistance Report (CAR) - Navy

#	Action	Date Counseled	Date Applied	Date Received	Not Applicable	Comments
54	Updated Uniformed Services Identification and Privilege Card (ID Card)				<input type="checkbox"/>	
55 *	TRICARE Dental Program Enrollment				<input type="checkbox"/>	
56 *	TRICARE Medical Transitional Survivor Program (may also need to update Primary Care Provider)				<input type="checkbox"/>	
(Personal Effects)						
57	PERE Receipt of Theatre Personal Effects (Theatre cases only)				<input type="checkbox"/>	
58	PERE Receipt of Personal Effects/Household goods (other than Theatre)				<input type="checkbox"/>	
59	Is there retained PE?	YES <input type="checkbox"/>	NO <input type="checkbox"/>		<input type="checkbox"/>	Agency(s) holding PE
60	Shipment of POV to PERE				<input type="checkbox"/>	
61	Claim for loss/destruction of Personal Effects (PNOK)				<input type="checkbox"/>	
62**	Final government move – Home of Selection				<input type="checkbox"/>	
63	Mail handling procedures				<input type="checkbox"/>	
(Legal)						
64	Legal Assistance Pertaining to Sailor's Estate				<input type="checkbox"/>	
65	Income Tax Assistance/Forgiveness Briefed				<input type="checkbox"/>	
66	Is a Natural Guardian Affidavit required?	YES <input type="checkbox"/>	NO <input type="checkbox"/>		<input type="checkbox"/>	
67	Is Guardianship of Estate (Legal Guardian/Conservatorship) required for a minor child's proceeds?	YES <input type="checkbox"/>	NO <input type="checkbox"/>		<input type="checkbox"/>	
(Miscellaneous)						
68	Autopsy Report request (when performed by AFME) <i>Return request with a copy of a government issued identification</i>				<input type="checkbox"/>	List Survivor(s)
Notes: *Detailed counseling provided by DEERS/TRICARE ** Insert Transportation Management Office POC who briefed Survivor on final government move in remarks block						
Phase Three Actions (Miscellaneous)						

Module 4: The Benefits Visit

Casualty Assistance Report (CAR) - Navy

#	Action	Date Counseled	Date Applied	Date Received	Not Applicable	Comments
69	FOIA Request: Line of Duty Investigation				<input type="checkbox"/>	List Survivor(s)
70	FOIA Request: Collateral Investigation (Hostile, Fatal Accident, and Suicides only)				<input type="checkbox"/>	List Survivor(s)
71	FOIA Request: Criminal Investigation Division (CID)				<input type="checkbox"/>	List Survivor(s)
72	FOIA Request: Safety (Legal) Investigation				<input type="checkbox"/>	List Survivor(s)
73	PNOK Brief on Fatal Incident Family Brief Program				<input type="checkbox"/>	List Survivor(s)
74	Civil Service Job Preference (spouse and certain parents)				<input type="checkbox"/>	
75	State-Specific Benefits (https://militarybenefits.info/state-veterans-benefits/)				<input type="checkbox"/>	
76	Final Report of Casualty, Final DD 1300				<input type="checkbox"/>	List Survivor(s)
77	Transcript of Military Records, JST Technology Operations Center. E-Mail: jst@doded.mil (PERS-4)(PNOK only)				<input type="checkbox"/>	
78	Overseas Death Certificate (OCONUS deaths), DD Form 2064				<input type="checkbox"/>	List Survivor(s)
79	Death Certificates received from civilian entities (CONUS deaths)				<input type="checkbox"/>	
NOTES:						

Module 4: The Benefits Visit

Casualty Assistance Report (CAR) - Navy

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 _____

SAMPLE

CACO Training Student Manual

CUI (when filled in)

REPORT OF CASUALTY				
1. REPORT TYPE Initial		2. DATE PREPARED		
3. SERVICE IDENTIFICATION				
a. NAME (Last, First, Middle and Suffix)		b. SOCIAL SECURITY NO.	c. RANK	d. PAY GRADE
e. OCCUPATIONAL CODE/RATING				
f. COMPONENT	g. BRANCH	h. ORGANIZATION		
4. CASUALTY INFORMATION				
a. TYPE	b. STATUS	c. CATEGORY	d. DATE OF CASUALTY	e. PLACE OF CASUALTY
f. CIRCUMSTANCES				
g. DUTY STATUS				h. REMAINS RECOVERED
5. BACKGROUND INFORMATION				
a. DATE OF BIRTH	b. PLACE OF BIRTH		c. COUNTRY OF CITIZENSHIP	
d. RACE AND ETHNICITY (Select all that apply)				
<input type="checkbox"/> AMERICAN INDIAN OR ALASKA NATIVE <input type="checkbox"/> ASIAN <input type="checkbox"/> BLACK OR AFRICAN AMERICAN <input type="checkbox"/> HISPANIC OR LATINO <input type="checkbox"/> MIDDLE EASTERN OR NORTH AFRICAN <input type="checkbox"/> NATIVE HAWAIIAN OR PACIFIC ISLANDER <input type="checkbox"/> WHITE <input type="checkbox"/> OTHER				
e. SEX		f. RELIGIOUS PREFERENCE		
<input type="checkbox"/> Male <input type="checkbox"/> Female				
6. ACTIVE DUTY INFORMATION				
a. PLACE OF ENTRY	b. DATE OF ENTRY	c. HOME OF RECORD AT TIME OF ENTRY		
7. INTERESTED PERSONS/REMARKS (Name, Address, and Relationship) (Use continuation page, if necessary)				
**** No Interested Persons **** **** End of Remarks ****				
FOOTNOTES: 1 Primary next-of-kin. 2 Beneficiary(ies) for death gratuity - as designated on record of emergency data. 3 Beneficiary for unpaid pay and allowances - as designated on record of emergency data.				
8. REPORTING INFORMATION				
a. COMMAND AGENCY			b. DATE RECEIVED	
9. AUTHORIZING OFFICIAL			10. SIGNATURE	
NOTE: This form may be used to facilitate the cashing of bonds, the payment of commercial insurance, or in the settlement of any other claim in which proof of death is required.				

Module 4: The Benefits Visit

CUI (when filled in)

REPORT OF CASUALTY (Continuation Page)			
NAME (Last, First, Middle and Suffix)	SOCIAL SECURITY NO.	DATE OF CASUALTY	DATE PREPARED
7. INTERESTED PERSONS/REMARKS (Name, Address, and Relationship) (Continued from page 1)			
SAMPLE			

CACO Training Student Manual

(date)

To Whom It May Concern:

Subj: PRIVACY ACT AUTHORIZATION

1. I, _____, _____
(full name) (relationship to deceased)

of _____,
(rate/name/social security number)

hereby authorize the United States Navy to release personal information about myself, normally protected by the Privacy Act of 1974 (5 USC 552a) for the settlement of my _____'s
(relationship to deceased)

affairs and to procure such survivor benefits to which I may be entitled on the basis of his/her military service. I also authorize the Navy to make inquiries on my behalf to other government agencies and organizations.

Next of kin:

(signature)

(printed name)

(relationship to the deceased)

Module 4: The Benefits Visit



DEPARTMENT OF VETERANS AFFAIRS

Insurance Center
P.O. Box 42954
Philadelphia, PA 19101

We are truly sorry for your loss. We know this is a most difficult time in your life, but we want to provide you with the options that are available for you to receive your life insurance payment. Unless the insured designated otherwise, you have four options:

Option A: Alliance Account

This is an account opened for you by the program's primary insurer, The Prudential Insurance Company of America. This account earns interest, and you would be sent a book of drafts (similar to a checkbook). You then have the choice of writing a draft for the entire balance in your account, or you could use drafts to pay any immediate bills and leave the balance in the Alliance Account until you have the opportunity to consider permanent alternatives.

The Alliance Account is not a bank account and is not insured by the FDIC. The Alliance Account is a contractual obligation of Prudential and backed by the financial strength of the company. While the account is not insured by the FDIC, every state has a state guaranty association that is legally obligated to guaranty payment of at least \$250,000, with most states providing \$300,000 in protection, and a few providing protection of up to \$500,000. These associations have met all obligations since they were created 25 years ago.

If you do not decide on a way to receive your insurance payment, you will automatically receive the funds in an Alliance Account.

Option B: Check Mailed to You

A check for the full amount due will be mailed in your name to the address you enter on the Claim for Family Coverage Death Benefits.

Option C: Electronic Funds Transfer

The full amount due will be transferred to the bank account you provide on the Claim for Death Benefits. This account **MUST** be in your name as the designated beneficiary.

Option D: 36 Equal Monthly Installments

You would receive a check or Electronic Funds Transfer each month for the insurance, plus interest, over a period of 36 months.

We strongly urge you to take advantage of the free, independent, third party financial counseling offered through **Beneficiary Financial Counseling Service**. For more information about the counseling service call FinancialPoint® at **1-888-243-7351**.

The Casualty Officer assisting you will be able to answer any questions you have, and will help you complete the claim form. If you have questions at a later date please call the Office of Servicemembers' Group Life Insurance at **1-800-419-1473**.

Again, please accept our condolences on your loss.

Sincerely,

Department of Veterans Affairs

Ed. 05/2022



Prudential

**Office of Servicemembers'
Group Life Insurance**

HOW TO COMPLETE A CLAIM FOR DEATH BENEFITS

THIS FORM SHOULD BE USED WHEN THE DECEASED HAD INSURANCE IN FORCE UNDER SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI) OR VETERANS' GROUP LIFE INSURANCE (VGLI).

GENERAL INSTRUCTIONS FOR BOTH SGLI & VGLI CLAIMS, UNLESS OTHERWISE SPECIFIED.

Item 1	Provide full name of the deceased Service Member or Veteran.
Item 2	Provide Social Security Number of deceased.
Item 3	Provide date of death of deceased.
Item 4,5,6 (SGLI ONLY)	Provide branch of service, duty status on date of death (if known), and date of discharge or separation (if known) of deceased.
Item 7,8,9,10	Provide your full name, relationship to deceased, your date of birth, and Social Security Number.
If you were married to the deceased when he/she died, but were NOT named as his/her insurance beneficiary, complete items 11A through 14C as applicable.	
If you were NOT married to the deceased when he/she died and were not specifically named as his/her insurance beneficiary, complete Part II through 15D. Be sure to provide the required information as to the deceased's marital status and any children. In items 15A through 15D, provide the information about persons indicated in the answers to the preceding questions. Use a separate signed sheet if necessary.	
Complete Part III if you were not named as the insurance beneficiary, were NOT married to the deceased at his/her death, and are not a parent of the deceased.	
Parts IV and V must be completed by all claimants.	

PAYMENT OF DEATH BENEFITS

SGLI and VGLI death benefits will be paid to the beneficiary designated by the insured. If no beneficiary has been named, the proceeds are payable to:

- The widow or widower of the insured; if none, it is payable to
- The child or children in equal shares with the share of any deceased child distributed among the descendants of the child; if none, it is payable to
- Parent(s) in equal shares; if none, it is payable to
- A duly appointed executor or administrator of the insured's estate, and if none, to
- Other next of kin.

<p>For SGLI Claims Only (Active Duty, Active Duty for Training, Inactive duty training, Reserves, Guard)</p>	<ul style="list-style-type: none"> ▪ If the deceased died while on active duty, or while a member of a Reserve or National Guard Unit, the Office of Servicemembers' Group Life Insurance will be furnished with proof of death by the Uniformed Service. ▪ If you require assistance regarding a member's SGLI coverage, contact the branch Casualty Office. ▪ The completed claim form must be returned to: Branch Casualty Office (DO NOT SUBMIT TO OFFICE OF SERVICEMEMBERS' GROUP LIFE INSURANCE, OSGLI)
<p>For VGLI Claims Only (Veterans who applied for VGLI coverage and had it in effect at the time of death.)</p>	<ul style="list-style-type: none"> ▪ The claimant must submit certified copy of the death certificate. ▪ The completed form must be returned to: The Prudential Insurance Company of America Office of Servicemembers' Group Life Insurance PO Box 70173 Philadelphia, PA 19176-0173

Module 4: The Benefits Visit



Prudential

**Office of Servicemembers'
Group Life Insurance**

CLAIM FOR DEATH BENEFITS Servicemembers' Group Life Insurance Veterans' Group Life Insurance		SGLI Claims	Return completed form to the Branch of Service Casualty Office. DO NOT send directly to Office of Servicemembers' Group Life Insurance.	
Note: This form is not to be used for National Service Life Insurance (NSLI) or United States Government Life Insurance		VGLI Claims	Return completed form to: The Prudential Insurance Company of America Office of Servicemembers' Group Life Insurance P.O. Box 70173 Philadelphia, PA 19176-0173	
PART I – Information of Deceased and Claimant				
1. Name of deceased (first middle last)		2. Social Security Number	3. Date of death	
4. Branch of service	5. Duty status on date of death (if known) <input type="checkbox"/> Active Duty <input type="checkbox"/> Discharged or Separated <input type="checkbox"/> Drilling Reservist <input type="checkbox"/> Individual Reservist Ready		6. If discharged or separated, give date (if known) (month day year)	
7. Your name (first middle last)	8. Your relationship to the deceased	9. Your date of birth (month day year)	10. Your Social Security Number	
If you are the widow or widower of deceased complete Items 11A through 14C				
11A. Date of marriage (month day year)		11B. Place of marriage (City & State)	12. Did the marriage continue until date of death? <input type="checkbox"/> Yes <input type="checkbox"/> No	
13A. Did deceased have any previous marriages? (If yes, complete 13B & 13C) <input type="checkbox"/> Yes <input type="checkbox"/> No		13B. Previous marriage terminated by: <input type="checkbox"/> Death <input type="checkbox"/> Divorce	13C. Date previous marriage terminated (if divorced within last 5 years, attach copy of the divorce decree).	
14A. Did you have any previous marriages? (If yes, complete 14B & 14C) <input type="checkbox"/> Yes <input type="checkbox"/> No		14B. Previous marriage terminated by: <input type="checkbox"/> Death <input type="checkbox"/> Divorce	14C. Date previous marriage terminated (if divorced within last 5 years, attach copy of the divorce decree).	
PART II – Information concerning the next of kin of the deceased If you are not the named beneficiary, widow, or widower of the deceased, complete Parts II and III				
In the table below, list the name, age, relationship, and address of:				
(a) Widow or widower <input type="checkbox"/> None If none, was insured ever married? <input type="checkbox"/> Yes <input type="checkbox"/> No If Yes, did marriage terminate by: Divorce (mm dd yyyy) _____ Death (mm dd yyyy) _____				
(b) If there is no surviving widow or widower, list all the children of the deceased. Include any adopted child or illegitimate child and indicate each child's status. List the descendants of any deceased child or children. If no children, check box: <input type="checkbox"/>				
(c) If there are no children or descendants of children, list the surviving parent or parents. Is the father deceased? <input type="checkbox"/> Yes <input type="checkbox"/> No Is the mother deceased? <input type="checkbox"/> Yes <input type="checkbox"/> No				
(d) If there are no survivors within the degrees indicated in (a) through (c), list below the next of kin who may be capable of inheriting from the deceased (brothers, sisters, descendants of deceased brothers or sisters, etc.).				
15A. Name	15B. Age	15C. Relationship to deceased	15D. Address	
Complete items 16 and 17 ONLY if any of the persons listed above are under the age of 21.				
16. Name and address of guardian for any minor children listed above if one has been appointed by the court. (Attach copy of appointment paper issued by court.)			17. If a guardian has not been appointed, will one be appointed? <input type="checkbox"/> Yes <input type="checkbox"/> No	



Prudential

**Office of Servicemembers'
Group Life Insurance**

Name of Deceased:

SSN of Deceased:

PART III – Information concerning the estate of the deceased

18. Name and address of the executor or administrator, if any, appointed by the court to settle the estate of the deceased.

19. If an executor has not been appointed, will one be appointed?
 Yes No

PART IV – Method of Payment

I HEREBY CERTIFY that all statements made in this claim are true to the best of my knowledge, information, and belief, and that no evidence necessary to a settlement of this claim is suppressed or withheld. In the event the insured has not previously elected 36 monthly installments, my preferred method of payment is:

- Lump Sum – Alliance Account®
- Lump Sum – Check
- Lump Sum – Electronic Funds Transfer (EFT) – Please provide your banking information below.
- 36 equal monthly payments – Check
- 36 equal monthly payments – Electronic Funds Transfer (EFT) – Please provide your banking information below.

Payment will be made by the Alliance Account® if no option is selected.

For EFT only – Please provide your banking information below to have the benefit paid by Electronic Funds Transfer.

Bank Routing Number:

Bank Account Number: Checking Savings

Bank Name: Bank Phone Number:

First Name: MI: Last Name:

Customer's Name
Street Address
City, State, Zip

PAY TO THE ORDER OF _____ \$

Bank Name
Street Address
City, State, Zip

⑆ 223207349 ⑆ 00123012201234⑈ 1234

Check No. 1234

Dollars

Bank Routing Number

Bank Account Number

Check Number (not needed)

The **bank routing number** is always 9 digits and appears between the ⑆ symbols

The **bank account number** varies in length and may contain dashes or spaces. The ⑈ symbol indicates the end of the account number.

If I have selected payment by Electronic Funds Transfer, I authorize The Prudential Insurance Company of America (Prudential) to make electronic deposits of my Death Claim proceeds into the above account. I understand that I must be the named account holder on this account and that any deposit made to an inactive account agreement will be returned to Prudential and reissued as a manual check. In addition, if any overpayment of such Death Claim proceeds is credited to this account in error, I authorize Prudential to withdraw the difference between the benefit amount paid and the recalculated amount of the benefit actually due under the terms of the insurance coverage.

The Bank of New York Mellon is the Administrator of the Prudential Alliance Account Settlement Option, a contractual obligation of The Prudential Insurance Company of America, located at 751 Broad Street, Newark, NJ 07102-3777. Draft clearing and processing support is provided by The Bank of New York Mellon. **Alliance Account balances are not insured by the Federal Deposit Insurance Corporation (FDIC).** The Bank of New York Mellon is not a Prudential Financial company.

Module 4: The Benefits Visit



Prudential

**Office of Servicemembers'
Group Life Insurance**

Name of Deceased:

SSN of Deceased:

PART V – Certification by claimant		
I HEREBY CERTIFY that all statements made in this claim are true to the best of my knowledge, information, and belief and that no evidence necessary to a settlement of this claim is suppressed or withheld.		
20. Signature of claimant	21. Address (Number and Street, Apt. No., City, State, ZIP Code)	22. Date
		23. Phone
24. Claimant Email Address		
WARNING — Any intentionally false statement in this claim or willful misrepresentation relative thereto is subject to punishment by a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both (18 U.S.C. 1001)		

ABOUT THE ALLIANCE ACCOUNT

1. The funds in an Alliance Account begin earning interest immediately and will continue to earn interest until all funds are withdrawn. Interest is accrued daily, compounded daily, and credited every month. The interest rate may change and will vary over time subject to a minimum rate that will not change more than once every 90 days. You will be advised in advance of any change to the minimum interest rate via your quarterly Alliance Account statement or by calling Customer Support at (877) 255-4262.
2. The interest rate credited to the Alliance Account is adjusted by Prudential at its discretion based on variable economic factors (including, but not limited to, prevailing market rates for short term demand deposit accounts, bank money market rates and Federal Reserve Interest rates) and may be more or less than the rate Prudential earns on the funds in the account.
3. An Alliance Account is an interest bearing draft account established in the beneficiary's name with a draft book. The beneficiary can write drafts for any amount up to the full amount of the proceeds. There are no monthly service fees or per draft charges and additional drafts can be ordered at no cost, but fees apply for some special services including returned drafts, stop payment orders and copies of statements/drafts.
4. **The funds in your Alliance Account are available immediately.** Simply use the drafts to access the account anytime you wish. You can write a draft to yourself (which you can cash or deposit at your own bank) or write a draft to another person or to any business as you need your funds.
5. Alliance Account funds are part of Prudential's General Account and are backed by the financial strength of The Prudential Insurance Company of America which has been in business and serving its customers for over 140 years. **The Alliance Account is not a bank account or a bank product, and therefore, is not FDIC insured.**
6. Accountholders cannot make deposits into an Alliance Account. Only eligible payments from other Prudential insurance policies or contracts may be added to the Alliance Account.
7. You can access the money immediately by using the draft book you will receive. There are no monthly service fees or per draft charges and additional drafts can be ordered at no cost, but fees apply for some special services including returned drafts, stop payment orders and copies of statements/drafts.

The Bank of New York Mellon is the Administrator of the Prudential Alliance Account Settlement Option, a contractual obligation of The Prudential Insurance Company of America, located at 751 Broad Street, Newark, NJ 07102-3777. Draft clearing and processing support is provided by The Bank of New York Mellon. **Alliance Account balances are not insured by the Federal Deposit Insurance Corporation (FDIC).** The Bank of New York Mellon is not a Prudential Financial company.

The Office of Servicemembers' Group Life Insurance (OSGLI) administers Servicemembers' Group Life Insurance and Veterans' Group Life Insurance under the supervision of the Department of Veterans Affairs. OSGLI is a division of the Prudential Insurance Company of America.

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SF 1174 (Back)

Part D

1. If none of the above survives and an executor or administrator has been appointed, the following statements should be

I/we have been duly appointed _____ of the estate of the deceased, as evidenced by
(Executor or administrator)
certificate of appointment herewith, administration having been taken out in the interest of

(Name, address, and relationship of interested relative or creditor)

and such appointment is still in full force and effect.

NOTE. --If making claim as the executor or administrator of the estate of the deceased, no witnesses are required, but a court certificate evidencing your appointment must be submitted.

2. If no administrator or executor has been appointed, will one be _____
(Yes or No)

**DESIGNATED BENEFICIARY, SURVIVING SPOUSE, CHILDREN, PARENTS, OR LEGAL REPRESENTATIVES DO NOT
FILL IN PART E. ALL OTHER MUST.**

Part E

Have the funeral expenses been paid _____ (If paid, receipted bill of the undertaker must be attached hereto.)
(Yes or No)

Whose money was used to pay the funeral expenses _____

**FINES, PENALTIES, and FORFEITERS are imposed by law for the making of false or fraudulent
claims against the United States or making of false statements in connection therewith.**

(Signature of claimant) (Date) (Signature of claimant) (Date)

(Street address) (Street address)

(City, State and ZIP code) (City, State and ZIP code)

TWO WITNESSES ARE REQUIRED

We certify that we are well acquainted with the _____ and that
(Name(s) of claimant)
the signature(s) of the claimant(s) was (were) affixed in our presence.

(Signature of witness) (Signature of witness)

(Street address) (Street address)

(City, State and ZIP code) (City, State and ZIP code)

All Federal checks in possession of the claimant, drawn to the order of the decedent, in payment of pay and allowance should accompany this claim.

Module 4: The Benefits Visit

INSTRUCTIONS FOR VA FORM 21P-534a

PRINT ALL ANSWERS CLEARLY.

SIGN AND DATE THE APPLICATION.

MAKE A PHOTOCOPY OF THIS APPLICATION AND EVERYTHING YOU SUBMIT TO VA BEFORE YOU MAIL IT.

FEES FOR CLAIMS: Section 5904, Title 38, United States Code (codified in § 14.636, Title 38, Code of Federal Regulations) contains provisions regarding fees that may be charged, allowed, or paid for services provided by a VA-accredited attorney or agent in connection with a proceeding before the Department of Veterans Affairs with respect to a claim for benefits under laws administered by the Department. Generally, a VA-accredited attorney or agent may charge you a fee for assisting in seeking further review of a claim for VA benefits only after VA has issued an initial decision on the claim and the attorney or agent has complied with the applicable power-of-attorney and the fee agreement requirements.

NOTE - All the information requested must be answered fully and clearly or action on your claim may be delayed. If you do not know the answer, write "unknown."

SPECIFIC INSTRUCTIONS

ITEMS 1-2 - Self-explanatory.

ITEM 3 - Name of surviving spouse or person applying on behalf of minor children.

ITEMS 4-12 - Self-explanatory.

ITEM 13 - Expected date that new mailing address will be effective.

ITEMS 14-17 - Self-explanatory.

ITEMS 18-20 - To be completed by Military Casualty Assistance Officer.

MINORS AND INCOMPETENT PERSONS - If the person for whom the claim is being made is a minor or incompetent person, the application should be completed and filed by the legal guardian. If no legal guardian has been appointed, it may be completed and filed by some person acting on behalf of the minor or incompetent person.

IMPORTANT: If you are certifying that you are married for the purpose of VA benefits, your marriage must be recognized by the place where you and/or your spouse resided at the time of marriage, or where you and/or your spouse resided when you filed your claim (or a later date when you became eligible for benefits) (38 U.S.C. § 103(c)). Additional guidance on when VA recognizes marriages is available at <http://www.va.gov/opa/marriage/>.

THIS FORM, ALONG WITH THE SERVICEMEMBER'S DD FORM 1300, REPORT OF CASUALTY, SHOULD BE MAILED TO:

**DEPARTMENT OF VETERANS AFFAIRS
PENSION INTAKE CENTER
P.O. BOX 5365
JANESVILLE, WI 53547-5365**

For assistance in completing this application, or information about VA benefits and services, call us **toll-free at 1-800-827-1000 (Hearing Impaired -TDD Relay Line 711)**.

Privacy Act Notice: VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (i.e., civil or criminal law enforcement, congressional communications, epidemiological or research studies, the collection of money owed to the United States, litigation in which the United States is a party or has an interest, the administration of VA programs and delivery of VA benefits, verification of identity and status, and personnel administration) as identified in the VA system of records, 58VA21/22/28, Compensation, Pension, Education, and Veteran Readiness and Employment Records - VA, published in the Federal Register. Your response is required to obtain or retain benefits. Giving us your SSN account information is mandatory. Applicants are required to provide their SSN under Title 38 USC 5101 (c) (1). VA will not deny an individual benefits for refusing to provide his or her SSN unless the disclosure of the SSN is required by Federal Statute of law in effect prior to January 1, 1975, and still in effect. Information that you furnish may be utilized in computer matching programs with other Federal or state agencies for the purpose of determining your eligibility to receive VA benefits, as well as to collect any amount owed to the United States by virtue of your participation in any benefit program administered by VA.

Respondent Burden: We need this information to determine eligibility for service connected death benefits under 38 U.S.C. 1310 through 1314. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 15 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

CACO Training Student Manual

GENERAL INFORMATION SHEET CLAIM FOR STANDARD GOVERNMENT HEADSTONE OR MARKER

RESPONDENT BURDEN - An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 2900-0222, and it expires 09/30/2027. Public reporting burden for this collection of information is estimated to average 15 minutes per respondent, per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate and any other aspect of this collection of information, including suggestions for reducing the burden, to VA Reports Clearance Officer at VACOPaperworkReduAct@va.gov. Please refer to OMB Control No. 2900-0222 in any correspondence. Do not send your completed VA Form 40-1330 to this email address.

PRIVACY ACT - VA considers the responses you submit confidential (38 U.S.C. 5701). VA may only disclose this information outside the VA if the disclosure is authorized under the Privacy Act, including the routine uses identified in the VA system of records, 48VA40B, published in the Federal Register. VA considers the requested information relevant and necessary to determine maximum benefits under the law.

BENEFIT PROVIDED

a. BURIAL HEADSTONE OR MARKER

For Veterans who died on or after November 1, 1990 - VA will furnish a burial headstone or marker for the grave of any eligible deceased Veteran in a private or local government cemetery regardless of whether or not the grave is marked with a privately-purchased, permanent and durable headstone or marker.

For Veterans who died before November 1, 1990 - VA will furnish a burial headstone or marker for the **UNMARKED GRAVE** of any eligible deceased Veteran. The applicant must certify by checking "NO" in block 4 that a privately-purchased, permanent and durable headstone or marker or Government-furnished headstone or marker is not present on the grave.

b. MEMORIAL HEADSTONE OR MARKER - VA will furnish a memorial headstone or marker to commemorate an eligible deceased Veteran whose remains have not been recovered or identified, were buried at sea, donated to science, or cremated and the remains scattered. VA will only furnish a memorial headstone or marker after the disposition of the Veteran's remains. Once provided by VA, a memorial headstone or marker **must be placed in an established cemetery**, and will not be used as a memento. For a memorial headstone or marker, the applicant must check box in block 2 and explain the disposition of the remains.

c. PRESIDENTIAL MEMORIAL CERTIFICATE - A Presidential Memorial Certificate (PMC) is an engraved paper certificate, bearing the signature of the current president, to honor the memory of Veterans discharged under other than dishonorable conditions. VA will provide the applicant with a PMC if the Veteran is eligible for a headstone, marker, or medallion. The applicant may request additional PMCs by indicating how many in block 22 of this form. Applicants may use a VA Form 40-0247, Presidential Memorial Certificate Request Form to order additional PMCs to other addresses.

WHO IS ELIGIBLE - Any deceased Veteran who was discharged under conditions other than dishonorable or any Servicemember of the Armed Forces of the United States who dies on active duty may be eligible. **Service after September 7, 1980 for enlisted, and October 16, 1981 for officers, must be for a minimum of 24 months continuous active duty or be completed under special circumstances, e.g., death on active duty.** Persons who have only limited active duty service for training while in the National Guard or Reserves are not eligible unless there are special circumstances, e.g., death while on active duty, or as a result of training. Reservists and National Guard members who, at time of death, were entitled to retired pay, or would have been entitled, but for being under the age of 60, are eligible; please submit a copy of the Reserve Retirement Eligibility Benefits Letter with the claim. Reservists called to active duty other than training and National Guard members who are Federalized and who serve for the period called are eligible. Service prior to World War I requires detailed military and burial documentation, e.g., muster rolls, extracts from State files, military or State organization where served, pension or land warrant, etc.

WHO CAN APPLY - Federal regulation defines "applicant" for a **Burial Headstone or Marker** that will mark the gravesite or burial site of an eligible deceased individual as:

- (i) A decedent's family member, which includes the decedent's spouse or individual who was in a legal union as defined in 38 CFR 3.1702(b)(1)(ii) with the decedent; a child, parent, or sibling of the decedent, whether biological, adopted, or step relation; and any lineal or collateral descendant of the decedent;
- (ii) A personal representative, defined as a family member or other individual who has identified himself or herself as the person responsible for making decisions concerning the interment of the remains of or memorialization of a deceased individual;
- (iii) A representative of a Congressionally-chartered Veterans Service Organization;
- (iv) An individual employed by the relevant state, tribal organization, or local government whose official responsibilities include serving veterans and families of veterans, such as a state or county veterans service officer;
- (v) Any individual who is responsible, under the laws of the relevant state or locality, for the disposition of the unclaimed remains of the decedent or for other matters relating to the interment or memorialization of the decedent; or
- (vi) Any individual, if the dates of service of the veteran to be memorialized, or on whose service the eligibility of another individual for memorialization is based, ended prior to April 6, 1917.

Federal regulation defines "applicant" for a **Memorial Headstone or Marker** to commemorate an eligible individual as a member of the decedent's family, which includes the decedent's spouse or individual who was in a legal union as defined in 38 CFR 3.1702(b)(1)(ii) with the decedent; a child, parent, or sibling of the decedent, whether biological, adopted, or step relation; and any lineal or collateral descendant of the decedent.

HOW TO SUBMIT A CLAIM - Please attach a copy of the deceased Veteran's discharge certificate (DD Form 214 or equivalent), the VA Pre-Need Eligibility Determination letter, or a copy of other official document(s) establishing qualifying military service. If you are unable to locate copies of military records, apply anyway, as VA will attempt to obtain records necessary to make an eligibility determination. **Do not send original documents**; they will not be returned.

ELECTRONICALLY submit your claim and supporting documents by using Quick Submit at <https://cauth.va.gov/accessva/>. You will be instructed to register during your first sign-on attempt. **Multiple claims can be submitted electronically via Quick Submit.**

If you prefer, you may MAIL claims to: NCA FP Evidence Intake Center
PO Box 5237
Janesville, WI 53547

FAX VA Form 40-1330 claims and supporting documents to **1-800-455-7143**. **IMPORTANT:** *If faxing more than one claim - fax each claim package (claim plus supporting documents) individually, i.e., disconnect the call and redial for each submission.*

SIGNATURES REQUIRED - The applicant signs in block 23; the person agreeing to accept delivery (consignee) in block 27, and the cemetery or other responsible official in block 31. If there is no official on duty at the cemetery, the signature of the person responsible for the property listed in block 29 is required. VA will not accept entries of "None," "Not Applicable," or "NA". State Veterans' Cemeteries are not required to complete blocks 25 through 33.

ASSISTANCE NEEDED - Should you have questions when filling out this form, you may contact our Applicant Assistance Unit toll free at: 1-800-697-6947, or at: ask.va.gov. If additional assistance is needed to complete this claim, contact the nearest VA Regional Office, national cemetery, or a local veterans' organization. No fee should be paid in connection with the preparation of this claim.

TRANSPORTATION AND DELIVERY OF MARKER - VA will ship the headstone or marker without charge to the consignee designated. The truck driver is required to bring the pallet or monument to the end of the trailer. The consignee must utilize their equipment to unload the pallet or monument from the truck and inspect the headstone or marker for accuracy prior to installation. **VA will not deliver a headstone or marker to a Post Office box.** The applicant must provide the full delivery address and telephone number of the consignee. The applicant must explain in block 33 if the consignee is not a business. For delivery to a Rural Route address, the applicant must include a daytime telephone number including area code. If the applicant fails to include the required address and telephone number, VA will not deliver the marker. The Government is not responsible for costs to install or remove the headstone or marker in private cemeteries.

CAUTION - *To avoid delays in the production and delivery of the headstone or marker, please check carefully to be sure you have accurately furnished all required information before faxing or mailing the claim. If inaccurate information is furnished, it may result in an incorrectly inscribed headstone or marker. Headstones and markers furnished remain the property of the United States Government and may not be used for any purpose other than to be placed at an eligible individual's grave or in a memorial section within a cemetery.*

DETACH AND RETAIN THIS GENERAL INFORMATION SHEET FOR YOUR RECORDS.

Module 4: The Benefits Visit

ILLUSTRATIONS OF STANDARD GOVERNMENT HEADSTONES AND MARKERS

**UPRIGHT HEADSTONE
WHITE MARBLE (U) OR
LIGHT GRAY GRANITE (V)**



This headstone is 42 inches long, 13 inches wide and 4 inches thick. Weight is approximately 230 pounds. Variations may occur in stone color, and the marble may contain light to moderate veining. Additional inscription is limited to 15 characters (including spaces) up to four lines maximum.



Spousal inscription information (i.e., name, date of birth, and date of death) is authorized on a Government-furnished headstone or marker if the Veteran's date of death is on or after October 1, 2019. For flat markers, the spousal information is inscribed at the bottom. For upright headstones, the spousal information is inscribed on the back.

NOTE: Historic headstones (Prior to World War I) - In addition to the headstone and markers pictured, two special styles of upright headstones are available for those who served with Union Forces during the Civil War or for those who served in the Spanish-American War. Another style headstone is available for those who served with the Confederate States of America during the Civil War. The applicant must submit detailed documentation to VA that supports eligibility for a historic headstone. Inscriptions on these headstone types are intentionally limited to assure historic accuracy. For example, only ranks above 'Private' were historically authorized; emblems of belief and the words 'Civil War' are not authorized.

BRONZE NICHE (Z)



This niche marker is 8-1/2 inches long, 5-1/2 inches wide, with 7/16 inch rise. Weight is approximately 3 pounds; mounting bolts and washers are furnished with the marker. Used for columbarium or mausoleum interment. Also provided to supplement a privately-purchased, permanent and durable headstone or marker for eligible Veterans who died on or after November 1, 1990 and are buried in a private cemetery. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.



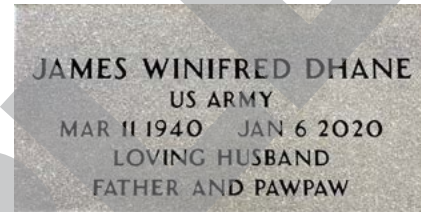
VA will include a Prisoner of War (POW) or Former Prisoner of War (FPOW) inscription, upon request and with confirmation. Character and space limitations apply based on marker type.

**FLAT MARKERS
BRONZE (B)**



This grave marker is 24 inches long, 12 inches wide, with 3/4 inch rise. Weight is approximately 18 pounds. Anchor bolts, nuts and washers for fastening to a base are furnished with the marker. The concrete base or slab is not furnished by the Government, and some cemeteries may require a base or slab as part of the installation. VA will not pay for or reimburse for this cost. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.

LIGHT GRAY GRANITE (G) OR WHITE MARBLE (F)



This grave marker is 24 inches long, 12 inches wide, and 4 inches thick. Weight is approximately 130 pounds. Variations may occur in stone color; the marble may contain light to moderate veining. Additional inscription is limited to 27 characters (including spaces) up to two lines maximum.

SMALL FLAT GRANITE (L)



This grave marker is 18 inches long, 12 inches wide, and 3 inches thick. Weight is approximately 70 pounds. Variations may occur in stone color. Additional inscription is limited to 22 characters (including spaces) up to two lines maximum.

INSCRIPTION INFORMATION

MANDATORY ITEMS - Information in English about the decedent (provided by an authorized applicant). Such items are: Legal Name, Branch of Service, Year of Birth, Year of Death, and for State Veterans and National Cemeteries only, the section and grave number. Branches of Service include: U.S. Army (USA), U.S. Navy (USN), U.S. Air Force (USAF), U.S. Marine Corps (USMC), U.S. Coast Guard (USCG), U.S. Space Force (USSF), U.S. Army Air Forces (USAAF), Women's Army Auxiliary Corps (WAAC), U.S. Public Health Service (USPHS), National Oceanic & Atmospheric Administration (NOAA), Women's Air Force Service Pilots (WASP), and other organizations authorized for certain periods of time. Different examples of inscription formats are illustrated above. More than one branch of service is permitted, subject to space availability. VA will inscribe the phrase "IN MEMORY OF" on all memorial headstones and markers, as required under 38 CFR 38.630(c).

OPTIONAL ITEMS - Information in English about the decedent (provided by an authorized applicant). Optional items are identified by bold blocks on this form. Periods of war includes active duty service during a recognized period of war and the individual does not have to serve in the actual place of war, e.g., Korea may be inscribed if the Veteran served during the Korean War period, even though the individual never served in the country. VA will inscribe authorized country names (e.g., Afghanistan, Iraq, etc.) as the periods of war only if the individual served in country. The applicant must submit supporting documentation to VA to have the highest rank and/or awards inscribed on the headstone or marker.

ADDITIONAL ITEMS - Information in English or non-English text about the decedent (provided by an authorized applicant), consisting only of characters of the Latin alphabet and/or numbers. Examples of additional items include appropriate terms of endearment, nicknames (in expressions such as "OUR BELOVED POPPY"), military or civilian credentials or accomplishments such as DOCTOR, REVEREND, etc., and special unit designations such as WOMEN'S ARMY CORPS, ARMY AIR CORPS, ARMY NURSE CORPS or SEABEES. The applicant must request an additional inscription item in block 18, and each request is subject to VA approval. VA will not inscribe graphics, emblems or pictures. VA will inscribe authorized emblems of belief, the Medal of Honor, and the Southern Cross of Honor for Civil War Confederates.

INCOMPLETE OR INACCURATE INFORMATION ON THE CLAIM MAY RESULT IN ITS RETURN TO THE CLAIMANT, A DELAY IN RECEIPT OF THE HEADSTONE OR MARKER, OR AN INCORRECT INSCRIPTION.

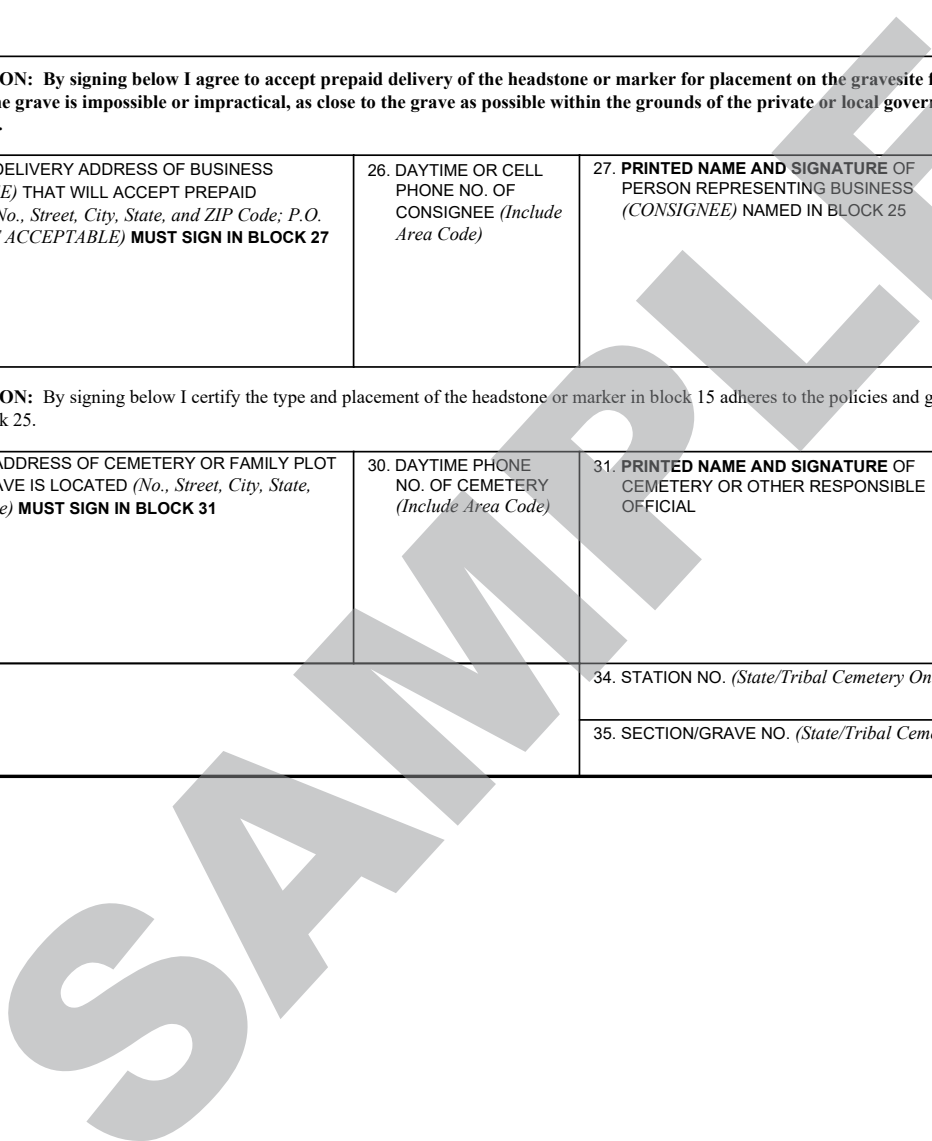
CACO Training Student Manual

Form approved, OMB No. 2900-0222
Expiration Date: Sept. 30, 2027
Respondent Burden: 15 minutes

		CLAIM FOR STANDARD GOVERNMENT HEADSTONE OR MARKER																													
<p>IMPORTANT: Please read the General Information Sheet before completing this form. Type or print clearly all information except for signatures. Illegible printing could result in an incorrect headstone or marker or delivery. Failure to complete each block may result in delayed processing. <i>Blocks outlined in bold are optional inscription items. PLEASE INCLUDE MILITARY DISCHARGE DOCUMENTS.</i></p>				<p>1. TYPE OF REQUEST</p> <input type="checkbox"/> INITIAL REQUEST (<i>First time</i>) <input type="checkbox"/> REPLACEMENT (<i>Specify reason in Block 33, Remarks</i>)		<p>2. CHECK BOX IF REMAINS ARE NOT BURIED AND EXPLAIN BELOW (<i>e.g., buried at sea, remains scattered, etc.</i>)</p> <input type="checkbox"/> REMAINS NOT BURIED																									
<p>3. NAME OF DECEASED TO BE INSCRIBED ON HEADSTONE OR MARKER (<i>No Nicknames or titles permitted</i>)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">FIRST (<i>Or Initial</i>)</td> <td style="width: 33%;">MIDDLE (<i>Or Initial</i>)</td> <td style="width: 33%;">LAST</td> <td style="width: 33%;">SUFFIX (<i>Sr., Jr., II, III, etc.</i>)</td> </tr> </table>						FIRST (<i>Or Initial</i>)	MIDDLE (<i>Or Initial</i>)	LAST	SUFFIX (<i>Sr., Jr., II, III, etc.</i>)	<p>4. IS GRAVE CURRENTLY MARKED WITH A PRIVATELY PURCHASED, PERMANENT AND DURABLE MARKER</p> <input type="checkbox"/> YES <input type="checkbox"/> NO																					
FIRST (<i>Or Initial</i>)	MIDDLE (<i>Or Initial</i>)	LAST	SUFFIX (<i>Sr., Jr., II, III, etc.</i>)																												
<p>5. RACE OR ETHNICITY (<i>You may select more than one. Information will be used for statistical purposes only.</i>)</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> ASIAN OR ASIAN AMERICAN</td> <td><input type="checkbox"/> AMERICAN INDIAN OR ALASKA NATIVE</td> <td><input type="checkbox"/> BLACK OR AFRICAN AMERICAN</td> </tr> <tr> <td><input type="checkbox"/> HISPANIC OR LATINO</td> <td><input type="checkbox"/> NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER</td> <td><input type="checkbox"/> NOT HISPANIC OR LATINO</td> </tr> <tr> <td><input type="checkbox"/> WHITE</td> <td></td> <td></td> </tr> </table>				<input type="checkbox"/> ASIAN OR ASIAN AMERICAN	<input type="checkbox"/> AMERICAN INDIAN OR ALASKA NATIVE	<input type="checkbox"/> BLACK OR AFRICAN AMERICAN	<input type="checkbox"/> HISPANIC OR LATINO	<input type="checkbox"/> NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	<input type="checkbox"/> NOT HISPANIC OR LATINO	<input type="checkbox"/> WHITE			<p>6. SEX (<i>Information will be used for statistical purposes only.</i>)</p> <input type="checkbox"/> FEMALE <input type="checkbox"/> MALE																		
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<input type="checkbox"/> WHITE																															
VETERAN'S SERVICE AND IDENTIFYING INFORMATION (<i>Use numbers only, e.g., 05-15-1941</i>)																															
<p>7. VETERAN'S SOCIAL SECURITY NO. AND/OR SERVICE NO.</p> <p>SSN (999-99-9999): _____</p> <p>SVC. NO (99999999): _____</p>		<p>8. PLACE OF BIRTH (<i>City and State or Country</i>)</p> <p>_____</p>		<p>9A. DATE OF BIRTH</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">MONTH</td> <td style="width: 33%;">DAY</td> <td style="width: 33%;">YEAR</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>		MONTH	DAY	YEAR				<p>9B. DATE OF DEATH</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">MONTH</td> <td style="width: 33%;">DAY</td> <td style="width: 33%;">YEAR</td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>	MONTH	DAY	YEAR																
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<p>PERIODS OF ACTIVE MILITARY DUTY (<i>For additional space use Block 33</i>)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="3">10A. DATE(S) ENTERED</th> <th colspan="3">10B. DATE(S) SEPARATED</th> </tr> <tr> <td>MONTH</td><td>DAY</td><td>YEAR</td> <td>MONTH</td><td>DAY</td><td>YEAR</td> </tr> <tr> <td> </td><td> </td><td> </td> <td> </td><td> </td><td> </td> </tr> </table>			10A. DATE(S) ENTERED			10B. DATE(S) SEPARATED			MONTH	DAY	YEAR	MONTH	DAY	YEAR							<p>11. HIGHEST RANK ATTAINED (<i>Optional, but if included, no pay grade</i>)</p> <p>_____</p>		<p>12. PRISONER OF WAR (<i>Optional, but if included, documentation must be provided</i>)</p> <input type="checkbox"/> POW <input type="checkbox"/> FORMER POW (FPOW)								
10A. DATE(S) ENTERED			10B. DATE(S) SEPARATED																												
MONTH	DAY	YEAR	MONTH	DAY	YEAR																										
<p>13. BRANCH OF SERVICE (<i>Check applicable box(es) - must be consistent with rank in Box 11</i>)</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> ARMY</td> <td><input type="checkbox"/> NAVY</td> <td><input type="checkbox"/> MARINE CORPS</td> <td><input type="checkbox"/> COAST GUARD</td> </tr> <tr> <td><input type="checkbox"/> AIR FORCE</td> <td><input type="checkbox"/> ARMY AIR FORCES</td> <td><input type="checkbox"/> MERCHANT MARINE</td> <td></td> </tr> <tr> <td><input type="checkbox"/> SPACE FORCE</td> <td><input type="checkbox"/> PUBLIC HEALTH SVC.</td> <td></td> <td></td> </tr> <tr> <td colspan="4"><input type="checkbox"/> OTHER (<i>Specify</i>): _____</td> </tr> </table>				<input type="checkbox"/> ARMY	<input type="checkbox"/> NAVY	<input type="checkbox"/> MARINE CORPS	<input type="checkbox"/> COAST GUARD	<input type="checkbox"/> AIR FORCE	<input type="checkbox"/> ARMY AIR FORCES	<input type="checkbox"/> MERCHANT MARINE		<input type="checkbox"/> SPACE FORCE	<input type="checkbox"/> PUBLIC HEALTH SVC.			<input type="checkbox"/> OTHER (<i>Specify</i>): _____				<p>14. VALOR OR PURPLE HEART AWARD(S) (<i>Optional, but if included, documentation must be provided</i>)</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> MEDAL OF HONOR</td> <td><input type="checkbox"/> DST SVC CROSS</td> <td><input type="checkbox"/> SILVER STAR</td> </tr> <tr> <td><input type="checkbox"/> DST FLYING CROSS</td> <td><input type="checkbox"/> PURPLE HEART</td> <td><input type="checkbox"/> AIR MEDAL</td> </tr> <tr> <td colspan="3"><input type="checkbox"/> OTHER (<i>Specify</i>): _____</td> </tr> </table>			<input type="checkbox"/> MEDAL OF HONOR	<input type="checkbox"/> DST SVC CROSS	<input type="checkbox"/> SILVER STAR	<input type="checkbox"/> DST FLYING CROSS	<input type="checkbox"/> PURPLE HEART	<input type="checkbox"/> AIR MEDAL	<input type="checkbox"/> OTHER (<i>Specify</i>): _____		
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<input type="checkbox"/> OTHER (<i>Specify</i>): _____																															
<p>15. TYPE OF HEADSTONE OR MARKER REQUESTED (<i>Please ensure marker selection is permitted at selected cemetery</i>) (<i>Check one</i>)</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> (B) FLAT BRONZE</td> <td><input type="checkbox"/> (G) FLAT GRANITE</td> <td><input type="checkbox"/> (U) UPRIGHT MARBLE</td> </tr> <tr> <td><input type="checkbox"/> (F) FLAT MARBLE</td> <td><input type="checkbox"/> (Z) BRONZE NICHE</td> <td><input type="checkbox"/> (V) UPRIGHT GRANITE</td> </tr> <tr> <td colspan="3"><input type="checkbox"/> (L) SMALL FLAT GRANITE</td> </tr> </table>				<input type="checkbox"/> (B) FLAT BRONZE	<input type="checkbox"/> (G) FLAT GRANITE	<input type="checkbox"/> (U) UPRIGHT MARBLE	<input type="checkbox"/> (F) FLAT MARBLE	<input type="checkbox"/> (Z) BRONZE NICHE	<input type="checkbox"/> (V) UPRIGHT GRANITE	<input type="checkbox"/> (L) SMALL FLAT GRANITE			<p>16. PERIODS OF WAR (<i>Optional, but if included, check all applicable box(es)</i>)</p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> WORLD WAR II</td> <td><input type="checkbox"/> PERSIAN GULF</td> </tr> <tr> <td><input type="checkbox"/> KOREA</td> <td><input type="checkbox"/> AFGHANISTAN</td> </tr> <tr> <td><input type="checkbox"/> VIETNAM</td> <td><input type="checkbox"/> IRAQ</td> </tr> <tr> <td colspan="2"><input type="checkbox"/> OTHER (<i>Specify</i>): _____</td> </tr> </table>		<input type="checkbox"/> WORLD WAR II	<input type="checkbox"/> PERSIAN GULF	<input type="checkbox"/> KOREA	<input type="checkbox"/> AFGHANISTAN	<input type="checkbox"/> VIETNAM	<input type="checkbox"/> IRAQ	<input type="checkbox"/> OTHER (<i>Specify</i>): _____		<p>17. EMBLEM OF BELIEF (<i>Optional</i>)</p> <input type="checkbox"/> EMBLEM NUMBER (<i>Specify</i>) (<i>See page 5 for available emblems</i>) _____ <input type="checkbox"/> NONE								
<input type="checkbox"/> (B) FLAT BRONZE	<input type="checkbox"/> (G) FLAT GRANITE	<input type="checkbox"/> (U) UPRIGHT MARBLE																													
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<input type="checkbox"/> VIETNAM	<input type="checkbox"/> IRAQ																														
<input type="checkbox"/> OTHER (<i>Specify</i>): _____																															
<p>18. ADDITIONAL INSCRIPTION/TERM OF ENDEARMENT (<i>Optional</i>) (<i>Space will vary according to type of marker</i>)</p> <p>_____</p>																															
<p>19A. NAME AND MAILING ADDRESS OF APPLICANT (<i>No., Street, City, State, and ZIP Code</i>)</p> <p>_____</p>				<p>19B. DAYTIME OR CELL TELEPHONE NUMBER OF APPLICANT (<i>Include Area Code</i>)</p> <p>_____</p>																											
<p>19C. E-MAIL ADDRESS</p> <p>_____</p>				<p>19D. FAX NO. (<i>Optional</i>)</p> <p>_____</p>																											
<p>20. APPLICANT IS:</p> <input type="checkbox"/> FAMILY MEMBER (<i>Specify relationship</i>): _____ <input type="checkbox"/> VETERANS SERVICE OFFICER <input type="checkbox"/> PERSONAL REPRESENTATIVE (<i>Person responsible for decisions concerning burial of decedent; include written authorization</i>)																															
<p>21. IF REMAINS ARE UNCLAIMED, APPLICANT IS:</p> <input type="checkbox"/> FUNERAL HOME (<i>that received remains</i>) <input type="checkbox"/> CEMETERY (<i>where remains are buried</i>)				<p>22. PRESIDENTIAL MEMORIAL CERTIFICATE (<i>bearing the signature of the current President</i>) the number you request to be mailed to you. VA will send one certificate if no quantity is indicated and "none" is not selected)</p> <p>_____ NUMBER REQUESTED <input type="checkbox"/> NONE</p>																											

Module 4: The Benefits Visit

NAME OF DECEASED VETERAN		DECEASED VETERAN'S SSN OR SERVICE NUMBER	
		SSN (999-99-9999):	SVC. NO (99999999):
<p>CERTIFICATION: By signing below I certify the headstone or marker will be installed in the cemetery listed in block 29 at no expense to the Government and all information entered on this form is true and correct to the best of my knowledge. I also certify, to the best of my knowledge, that the decedent has never committed a serious crime, such as murder or other offense that could have resulted in imprisonment for life, has never been convicted of a serious crime, and has never been convicted of a sexual offense for which the Veteran was sentenced to a minimum of life imprisonment or a period of 99 years or more.</p> <p>PENALTY: The law provides severe penalties, which include fine or imprisonment, or both, for the willful submission of any statement or evidence of a material fact, knowing it to be false or for the fraudulent acceptance of any benefit to which you are not entitled.</p>			
23. SIGNATURE OF APPLICANT			24. DATE (MM/DD/YYYY)
<p>CERTIFICATION: By signing below I agree to accept prepaid delivery of the headstone or marker for placement on the gravesite for which it is requested, or if placement on the grave is impossible or impractical, as close to the grave as possible within the grounds of the private or local governmental cemetery where the grave is located.</p>			
25. NAME AND DELIVERY ADDRESS OF BUSINESS (CONSIGNEE) THAT WILL ACCEPT PREPAID DELIVERY (No., Street, City, State, and ZIP Code; P.O. BOX IS NOT ACCEPTABLE) MUST SIGN IN BLOCK 27	26. DAYTIME OR CELL PHONE NO. OF CONSIGNEE (Include Area Code)	27. PRINTED NAME AND SIGNATURE OF PERSON REPRESENTING BUSINESS (CONSIGNEE) NAMED IN BLOCK 25	28. DATE (MM/DD/YYYY)
<p>CERTIFICATION: By signing below I certify the type and placement of the headstone or marker in block 15 adheres to the policies and guidelines of the selected private cemetery in block 25.</p>			
29. NAME AND ADDRESS OF CEMETERY OR FAMILY PLOT WHERE GRAVE IS LOCATED (No., Street, City, State, and ZIP Code) MUST SIGN IN BLOCK 31	30. DAYTIME PHONE NO. OF CEMETERY (Include Area Code)	31. PRINTED NAME AND SIGNATURE OF CEMETERY OR OTHER RESPONSIBLE OFFICIAL	32. DATE (MM/DD/YYYY)
33. REMARKS	34. STATION NO. (State/Tribal Cemetery Only)		
	35. SECTION/GRAVE NO. (State/Tribal Cemetery Only)		



CACO Training Student Manual

AVAILABLE EMBLEMS OF BELIEF FOR PLACEMENT ON GOVERNMENT HEADSTONES AND MARKERS *(See block 17)*



To obtain the most recent information about headstones and markers including the complete and most current list of available emblems of belief (listing and graphics), please visit our website at <https://www.cem.va.gov/hmm/types.asp>.

Summary and Conclusion

The benefits visit requires a solid understanding of the available benefits and the ability to deliver information with empathy, patience and clarity. Families may experience a range of emotions — gratitude, frustration, sadness, even anger — as they process this information through the lens of grief. Your role is to provide accurate guidance while creating space for their emotions. Remember that supporting the NOK also means taking care of yourself after each visit. By combining professionalism with compassion, you ensure families feel informed and cared for during one of the most difficult times in their lives.

Slide 22



Module Links

Fry Scholarship: <https://www.va.gov/family-and-caregiver-benefits/education-and-careers/fry-scholarship/>

Military OneSource financial counseling: <https://www.militaryonesource.mil/benefits/financial-counseling/>

MyNavy HR: <https://www.mynavyhr.navy.mil/Support-Services/Casualty/Benefits-and-Entitlements/Unpaid-Pay-and-Allowances/>

NGS Program: <https://www.navygoldstar.com/>

SGLI: <https://www.va.gov/life-insurance/options-eligibility/sgli/>

SGLV 8283, Claim for Death Benefits (SGLI/VGLI): <https://www.benefits.va.gov/insurance/forms/8283.htm>

Social Security Office Locator: <https://secure.ssa.gov/ICON/main.jsp>

Survivors' and Dependents' Educational Assistance program: <https://www.va.gov/family-and-caregiver-benefits/education-and-careers/dependents-education-assistance/>

TSP: <https://www.tsp.gov>

TSP's Death Benefits: Information for Participants and Beneficiaries: <https://www.tsp.gov/publications/tspb31.pdf?TSP-BK-31>

Tragedy Assistance Program for Survivors: <https://www.taps.org/>

VA Beneficiary Financial Counseling Services: <https://benefits.va.gov/insurance/bfcs.asp>

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Module 5: Case Studies

Content Outline

1. Case Study 1
2. Case Study 2
3. Case Study 3
4. Case Study 4
5. Case Study 5
6. Activity: *My Future as a CACO*

Case Study 1

HN Ajani Tesfaye

HN Ajani Tesfaye is stationed at Navy Medicine Readiness and Training Command (NMRTC) Portsmouth, Virginia. He takes a weapon and seriously injures two active-duty personnel at his command. Tesfaye then escapes, using his personal vehicle, and tries to run the gate at Naval Station Norfolk. The base police shoot him and he is taken to a local hospital, where he later dies.

HN Tesfaye, who is of Ethiopian descent, has a wife who speaks no English and a 3-year-old son who live in off-base housing in Norfolk. His parents are from Addis Ababa, Ethiopia, and live in Tampa, Florida. You are the CACO for the parents and are in receipt of the PCR, DD Form 93 and SGLI election form. The SGLI election form names his father as the beneficiary to receive 50%, his wife to receive 25% and his 3-year-old son is receiving the other 25%. The death gratuity is being split, 50% to his father and 50% to his wife. The service member has named his father as the PADD.

AS A TEAM, DO THE FOLLOWING:

Module 2: The Notification Visit

1. What actions do you take to prepare for the notification?

2. The father wants to be assured that his 3-year-old grandson is going to be taken care of. What is your response to him?

3. If the parents still lived in Ethiopia, how would that notification occur?

4. The father and mother speak very little English. However, upon entering the house you discover that the service member's 19-year-old brother, who lives with the parents, does speak English. What steps do you take to make the personal and official notification?

Module 3: The Funeral Arrangements Visit

5. What arrangements do you make to get DD Form 3045, *Statement of Disposition of Remains*, filled out?

Module 5: Case Studies

6. Commander, Navy Installations Command (CNIC) has denied funeral honors because of the manner of the death. How do you explain this to the parents?

7. The father has decided to have his son buried in Ethiopia. What will the Navy pay for in connection with the funeral? How many flags will accompany the service member's remains?

8. Who is responsible from the Navy for attending the funeral in Ethiopia?

Module 4: The Benefits Visit

9. Who is eligible for funeral travel?

10. At the benefits visit, the father demands to know specific dollar amounts that HN Tesfaye's wife and son will be receiving. What is your response to him?

11. Because of the nature of the death, will the parents receive their portion of the SGLI and the death gratuity?

Case Study 2

LT Roberta Smith

LT Roberta Smith is stationed on the USS The Sullivans (DDG 68) with a homeport in Mayport, Florida but is currently at sea off the coast of Florida, LT Smith was washed overboard and is reported as duty status – whereabouts unknown (DUSTWUN).

LT Smith has two daughters, ages 3 and 4, who are currently living with her mother and father in Chicago, Illinois. LT Smith divorced two years ago, and she has a sister in the U.S. Air Force, stationed at Lackland Air Force Base in San Antonio, Texas. LT Smith has sole custody of the two children, according to the divorce agreement. There is no will indicating child custody arrangements in the event of death.

You are the CACO, stationed at Recruit Training Command (RTC) Great Lakes, Illinois, for the parents and the two minor children and are in receipt of the PCR, DD Form 93 and the SGLI election form. The SGLI election form names the two minor children as beneficiaries (50% each). Unpaid pay and allowances (UPPA) is designated to LT Smith’s father and the death gratuity to the two minor children equally. The PADD is LT Smith’s sister.

AS A TEAM, DO THE FOLLOWING:

Module 2: The Notification Visit

1. Who is the primary next of kin (PNOK), and what actions would you take to notify them?

2. The parents want LT Smith’s sister in the Air Force notified. What role do you play in the notification?

3. What additional information do you need to gather because this case involves an officer?

4. How long can the commanding officer of the USS The Sullivans keep LT Smith in a DUSTWUN status, and how often do updates to the DUSTWUN PCR need to be done?

5. Seven days after the initial notification, LT Smith is declared “deceased.” Her remains were never recovered. What is your course of action?

Module 5: Case Studies

6. How do you arrange for the payment of the death gratuity?

Module 3: The Funeral Arrangements Visit

7. What arrangements do you need to make to get DD Form 3045, *Statement of Disposition of Remains*, filled out?

8. The command is having a unit memorial service on Naval Station Mayport, Florida. What forms or documents are the command required to submit? Which family members are eligible to travel to the unit memorial service?

9. The PADD has decided to have the funeral at Houston National Cemetery because LT Smith grew up in Houston and graduated from a high school in the Houston area. How do you as the CACO coordinate funeral travel, and who is eligible for funeral travel?

10. What are your responsibilities as the CACO for attending the funeral in Houston?

Module 4: The Benefits Visit

11. How do you arrange for the two minor children's SGLI payments?

12. How do you arrange for the children to enroll in education benefits such as Dependents Education Assistance (DEA) and the Marine Gunnery Sergeant John David Fry Scholarship?

Case Study 3

CDR Paul Marshall

CDR Paul Marshall is shot, allegedly by his wife, at their home in Medford, New York. CDR Marshall is taken to a local hospital on Long Island, where he later dies. CDR Marshall was the Officer Programs officer at Navy Recruiting District (NRD) New York. He is survived by his wife, who has been taken to the Suffolk County jail, and his two sons, ages 12 and 10, who are temporarily living in San Diego, California with his parents.

You are assigned as the CACO for the PNOK and are in receipt of the PCR, DD Form 93 and the SGLI election form. SGLI, death gratuity and unpaid pay and allowances (UPPA) list CDR Marshall's wife as the beneficiary. She is also designated as the PADD.

AS A TEAM, DO THE FOLLOWING:

Module 2: The Notification Visit

1. Who is the PNOK?

2. The wife is being held in the Suffolk County jail on Long Island, New York. How would you notify her of the death of her husband? What would you tell the wife during the notification?

3. What procedure would you follow to get the death gratuity paid to the wife?

4. What forms must be completed during the notification visit?

Module 3: The Funeral Arrangements Visit

5. Describe what action you would follow to get DD Form 3045, *Statement of Disposition of Remains*, completed by CDR Marshall's wife?

Module 5: Case Studies

6. CDR Marshall's wife would like you, as the CACO, to persuade the warden to allow her to attend the funeral. What steps would you take to help her?

Module 4: The Benefits Visit

7. CDR Marshall's wife wants to know when she will receive the \$100,000 death gratuity and the \$400,000 SGLI payment. What is your response to her question?

8. What are CDR Marshall's wife's potential benefits?

9. Describe the process you would follow regarding CDR Marshall's personal effects located in the house?

10. Can CDR Marshall's parents file a Social Security claim for benefits on behalf of the children?

Case Study 4

PSC John Engle

PSC Engle is stationed at Commander, Navy Region Europe, Africa and Central in Naples, Italy, and was killed in a car accident at 0100 local Italian time. He was a passenger in the car. He has been divorced for four years. His parents live in Jacksonville, Florida. PSC Engle is engaged to a local Italian woman who is rumored to be pregnant, and his 6-year-old daughter lives with his ex-wife in Dallas, Texas. PSC Engle's mother is listed as the PADD, while the fiancée is listed as the beneficiary for death gratuity, SGLI and UPPA. The command in Italy has indicated that they are preparing to conduct a unit memorial service in four weeks. PSC Engle's remains are in the custody of the Italian government, and due to government transfer agreements, the remains will not be transferred for approximately 10-14 days.

You are designated as the CACO for the parents. You receive the casualty call at 1940 (your local time) and are in receipt of the PCR, DD Form 93 and the SGLI election form.

AS A TEAM, DO THE FOLLOWING:

Module 2: The Notification Visit

1. Identify the PNOK.

2. Outline the procedure you would follow to notify PSC Engle's parents. Is this a dignified transfer case?

Module 3: The Funeral Arrangements Visit

3. The PADD is unsure whether she wants the Navy to do the primary care. What explanation do you provide?

4. During the second visit, the mother states that she wants to have her son buried at Jacksonville National Cemetery. How would you set up the funeral honors? How will the travel arrangements be made for the PNOK? What about PSC Engle's fiancée who lives in Naples, Italy?

5. All family members wish to travel to Naples, Italy, to the unit memorial service, but the ex-wife is causing issues and does not want the fiancée at the unit memorial service. Who is responsible for deciding who can and cannot attend?

Module 5: Case Studies

Module 4: The Benefits Visit

6. PSC Engle's father wants to know who receives the SGLI. How do you handle this situation? Describe your response to the father.

7. Who receives the 365 days of payment for the basic allowance for housing (BAH) on this case, and how do we ensure payment?

8. PSC Engle's fiancée asks which benefits her new baby will receive. What should her CACO's response be? If the baby receives benefits, what are they?

Case Study 5

CAPT Robert Strong

CAPT Robert Strong is stationed at Naval Support Activity (NSA) Bahrain as the commanding officer. His wife lives with him in civilian housing in Manama, Bahrain. CAPT Strong died by suicide and was found by his wife at their residence. He was pronounced dead at 1500 local time. Because of the circumstances, the Armed Forces Medical Examiner (AFME) has directed his remains to Dover for autopsy. He has three children: a son, age 21, who is a senior at Penn State University in State College, Pennsylvania; a daughter, age 20, who is a junior at the University of Illinois in Champaign, Illinois; and a daughter, age 18, who is a freshman at the University of Southern California in Los Angeles, California. CAPT Strong's father lives in Seattle, Washington and his mother lives in Washington, D.C. His parents are divorced.

You are assigned as the CACO for CAPT Strong's wife and receive the casualty call at 1600 local time and are in receipt of the PCR, DD Form 93 and the SGLI election form. The death gratuity is assigned to CAPT Strong's wife. The SGLI is assigned as follows: 80% to CAPT Strong's wife and 20% to a friend who lives in Moscow, Russia. The PADD and UPPA beneficiary are CAPT Strong's wife.

AS A TEAM, DO THE FOLLOWING:

Module 2: The Notification Visit

1. Who is the PNOK, and what action do you take to notify the PNOK?

2. Is this a dignified transfer case?

3. What paperwork is required to be filled out on the notification visit?

4. How many CACOs are assigned to this case, and what regions are they from?

Module 3: The Funeral Arrangements Visit

5. The PADD indicates during the funeral arrangements visit that she wants to cremate her husband and bury the remains at Arlington National Cemetery. Describe how you would make those arrangements?

Module 5: Case Studies

6. Who is eligible to attend the funeral at Arlington National Cemetery near Washington, D.C.?

7. Where do you send DD Form 3045, *Statement of Disposition of Remains*, when it is completed?

Module 4: The Benefits Visit

8. Who is eligible to receive the personal effects? What other considerations regarding personal property are to be considered?

9. CAPT Strong's wife would like copies of all investigations. How would you help her get these copies?

10. CAPT Strong's wife receives \$100,000 of the death gratuity and \$320,000 of the SGLI. She is also the sole beneficiary of a \$1.5 million commercial life insurance policy on her husband. She tells you that her husband made all of their investment decisions and she has no idea what to do with the money that she will be receiving. She has asked you to help her. What is your response?

11. If CAPT Strong's wife has \$700,000 left over after making a financial plan, what special program could she benefit from if she doesn't need the money for investments to generate monthly income?

12. Describe how you would help CAPT Strong's wife set up a DoD Self-Service Login (DS Logon) so she can get continuous Online Survivor Benefits Reports (OSBR)?

Summary and Conclusion

Serving as a CACO is one of the most compassionate ways you can support your shipmates during your time in the Navy. CACOs serve with professionalism, competence and compassion every day, helping Navy families cope in some of the most challenging circumstances.

This training gives you the tools to support families. The checklists will guide you through each of the visits you will make with families and ensure that the important details are handled with accuracy and confidence. Using clear communication, active listening and empathy, you will help guide family members and next of kin through the process of honoring their loved one.



Activity: My Future as a CACO

Write down your response as you reflect on your CACO training.

What is one key insight or skill I am taking away from this training?

What personal strength will help me succeed as a CACO?

CACO Resources

American Red Cross: <https://www.redcross.org>

American Red Cross Emergency Communications: <https://www.redcross.org/get-help/military-families/hero-care-network/emergency-communication.html>

Breath2Relax: <https://www.militaryonesource.mil/resources/mobile-apps/breathe2relax>

Chill Drills: <https://www.applocker.navy.mil/#!/apps/3A9FB9B5-9D49-474B-91BC-914489EDF276>

CNIC Casualty Assistance website: <https://www.cnic.navy.mil/Operations-and-Management/Base-Support/Command-and-Staff/Casualty-Assistance>

Find a government cemetery: <https://www.cem.va.gov/find-cemetery>

Fleet and Family Support Program Learning Management System: <https://www.MyNavyFamily.com>

Flankspeed Sharepoint: <https://flankspeed.sharepoint-mil.us/sites/CNICHQHub/FOaSA/SitePages/CACO.aspx>

Fleet and Family Support Center Directory: <https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/FFSC-Directory>

Fry Scholarship: <https://www.va.gov/family-and-caregiver-benefits/education-and-careers/fry-scholarship>

Military Meditation Coach podcast: <https://soundcloud.com/militarymeditationcoach>

Military OneSource: <https://www.militaryonesource.mil>

Military OneSource Health and Wellness: <https://www.militaryonesource.mil/health-wellness>

Military OneSource Financial Counseling: <https://www.militaryonesource.mil/benefits/financial-counseling>

Military OneSource Resilience Tools: <https://www.militaryonesource.mil/benefits/resilience-tools>

Mortuary Affairs Office email: usn.mid-south.chnavpersmiltn.mbx.mill-navmort@us.navy.mil

MyNavy HR: <https://www.mynavyhr.navy.mil/Support-Services/Casualty/Benefits-and-Entitlements/Unpaid-Pay-and-Allowances>

Navy Gold Star Program: <https://www.navygoldstar.com>

Navy-Marine Corps Relief Society: <https://www.nmcrs.org>

Navy Mortuary Services: <https://www.mynavyhr.navy.mil/Support-Services/Casualty/Mortuary-Services>

Navy Mutual Aid: <https://www.navy mutual.org>

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Navy Region Legal Service Office: <https://www.jag.navy.mil/legal-services/riso>

Professional Quality of Life website: <https://proqol.org/compassion-fatigue>

ProQOL Measure self-test: <https://proqol.org/proqol-measure>

Servicemembers' Group Life Insurance: <https://www.va.gov/life-insurance/options-eligibility/sgli>

SGLV 8283, Claim for Death Benefits (SGLI/VGLI): <https://www.benefits.va.gov/insurance/forms/8283.htm>

Social Security Office Locator: <https://secure.ssa.gov/ICON/main.jsp>

Survivors' and Dependents' Educational Assistance program: <https://www.va.gov/family-and-caregiver-benefits/education-and-careers/dependents-education-assistance/>

Thrift Savings Plan: <https://www.tsp.gov>

Thrift Savings Plan's Death Benefits: Information for Participants and Beneficiaries: <https://www.tsp.gov/publications/tspb31.pdf?TSP-BK-31>

Tragedy Assistance Program for Survivors: <https://www.taps.org/VA> Beneficiary Financial Counseling Services: <https://benefits.va.gov/insurance/bfcs.asp>

VA Mindfulness Coach: <https://mobile.va.gov/app/mindfulness-coach>

Virtual Hope Box: <https://www.militaryonesource.mil/resources/mobile-apps/virtual-hope-box>

Warrior Toughness: <https://www.applocker.navy.mil/#!/apps/C1AF02C4-DD4D-4877-BA7A-8AACB0A96AEF>

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