



ARMY NATIONAL GUARD G1

PERSONNEL GATEWAY

Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Training Process: For eligible Soldiers to receive training to become a CNO or CAO

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Point of Contact

Division: Soldier Family Support and Services Division (ARNG-HRF)

Description

Soldiers designated for CNO and CAO training are required to undergo two days of resident training conducted by their servicing Casualty Assistance Center (CAC) or a certified trainer within the State. Refresher training is required annually and can be taken through the online refresher method located on the Casualty and Mortuary Affairs Operations Center (CMAOC) Website. Soldiers are selected for training and subsequent placement on the State Duty Roster by the State Casualty Operations Manager or designated personnel. AR 600-8-1 (Army Casualty Program) states that all Soldiers should meet the following qualifications: active duty status, mature with six or more years of service, grade of CPT or higher, grade of CW2 or higher, and NCO's in the grade of SFC or higher. Successful course completion will result in certification and Soldier being placed on State CNO/CAO Duty Roster.

Regulations and Supporting Resources

[AR 220-45, Duty Roster](#)

[AR 600-8-1, Army Casualty Program](#)

[Army Casualty Notification and Assistance Guide](#)

[CMAOC Interactive Casualty Training](#)

[DoDI 1300.18, Department of Defense \(DoD\) Personnel Casualty Matters, Policies, and Procedures](#)

Documents and Forms

CMAOC Training: Casualty Assistance Officer (CAO)

CMAOC Training: Casualty Notification Officer (CNO)

[DA Form 6, Duty Roster](#)

Training CNO and CAO Completion Certificate

Related Processes

[Input New Casualty Mission into CMM Database Process](#)

To track mission output and participants within a State using the Casualty Mission Management (CMM) database

[Request for Orders \(RFO\) and Line of Accounting \(LOA\) Authorization Process](#)

Soldiers must receive orders from their State in order to perform a new casualty mission, in addition, traditional M-Day Soldiers must receive approved LOA from NGB

Systems

[Casualty Mission Management \(CMM\)](#)

CMM tracks Family and next of kin (NOK) notifications of casualties and/or injuries, and where needed, notification of courts martial. It also helps track the participants (e.g. Chaplain, Casualty Notification Officer (CNO), etc.) of each of the missions. This tracking helps to provide better reporting abilities as well as aide the coordinators in identifying participants located near the affected NOK. An additional capability of the application is tracking the training certification dates of each of the notification officers in order to remind the managers of any upcoming certification expirations.

[Reserve Component Management System \(RCMS\)](#)

RCMS was developed by ARNG to both share information electronically between members of the ARNG Personnel Resources Community and other ARNG agencies and to provide information for the 54 States and Territories. This information resides on the MINUTEMAN2 Server in the ARNG domain, concurrently serving as a web and database

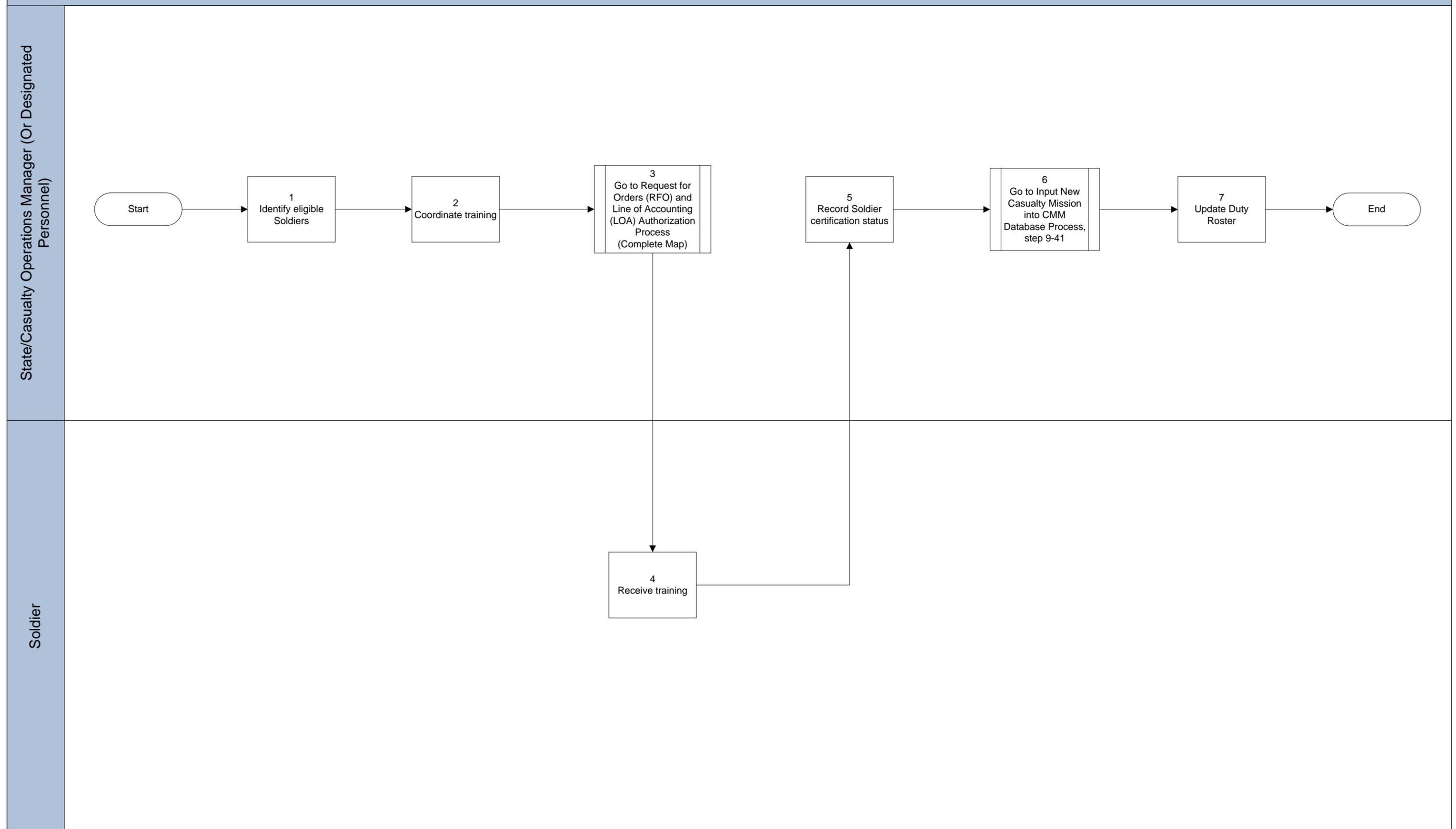
server. Data tables are updated on a monthly basis in concert with the ARNG monthly updates. Applications requiring user input are updated in real-time.

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Note: The numbers on this process map are for reference purposes only and do not denote the sequence of the process



Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Training Process: For eligible Soldiers to receive training to become a CNO or CAO

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Identify eligible Soldiers	<p>State Casualty Operations Manager or designated personnel identifies eligible Soldiers for training according to AR 600-8-1, Chapter 6, guidelines which include, but are not limited to:</p> <ul style="list-style-type: none"> - Active duty status - Years of service - Grade 	<p>AR 600-8-1, Chapter 6</p> <p>Army Casualty Notification and Assistance Guide</p>			<p>Designated personnel is determined by State policy.</p>
2	Coordinate training	<p>State Casualty Operations Manager or designated personnel coordinates two day resident training with the servicing Casualty Assistance Center (CAC) or certified trainer within the State. This action may vary given there are two different options for CNO/CAO training:</p> <ol style="list-style-type: none"> 1) Casualty Operations Manager train-the-trainer 2) CAC mobile training <p>Using the CAC as a resource is strongly recommended by the Soldier Family Support and Services Division (ARNG-HRF) but not required.</p>				<p>Designated personnel is determined by State policy.</p> <p>There is currently no training course established at the Professional Education Center (PEC) in Little Rock, AR.</p>

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
3	Go to Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process (Complete Map)	Go to Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process: Soldiers must receive orders from their State in order to perform a new casualty mission, in addition, traditional M-Day Soldiers must receive approved LOA from NGB, complete map.	Please see Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process for more details.	Please see Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process for more details.	Please see Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process for more details.	
4	Receive training	Soldier receives DA mandated residence course. Soldier receives guidance from State Casualty Operations Manager or designated personnel on logistic requirements for training reporting procedures.		CMAOC Training: Casualty Assistance Officer (CAO) CMAOC Training: Casualty Notification Officer (CNO)		Designated personnel is determined by State policy.
5	Record Soldier certification status	Upon notification of successful training completion, the State Casualty Operations Manager or designated personnel enters Soldier information into internal State tracker and updates certification date in the Casualty Mission Management (CMM) database.	AR 220-45	DA Form 6	CMM	Designated personnel is determined by State policy.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
6	Go to Input New Casualty Mission into CMM Database Process, step 9-41	<p>Go to Input New Casualty Mission into CMM Database Process: To track mission output and participants within a State using the Casualty Mission Management (CMM) database, steps 9-41.</p> <p>These steps include:</p> <ul style="list-style-type: none"> - Adding an Officer, a Chaplain, and/or a non-ARNG participant to the Casualty Mission Management (CMM) database - Assigning a participant to the mission - Adding a participant's certification date 	Please see Input New Casualty Mission into CMM Database Process for more details.	Please see Input New Casualty Mission into CMM Database Process for more details.	Please see Input New Casualty Mission into CMM Database Process for more details.	
7	Update Duty Roster	State Casualty Operations Manager or designated personnel updates the DA Form 6 (Duty Roster) with newly certified CNO/CAO.		DA Form 6		Designated personnel is determined by State policy.