Killed in Training or Operational Accident Process: Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)

Killed in Training or Operational Accident Process: Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)

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

Description
If a Soldier dies as a result of a military training accident, operational accident, or friendly fire, an investigator is appointed to conduct a collateral investigation into the accident. The Casualty and Mortuary Affairs Operation Center (CMAOC) provides information on the Fatal Training/Operational Accident Program to the CAO. This program is mandated by the Army Chief of Staff.

Regulations and Supporting Resources
AR 15-6, Procedures for Investigating Officers and Boards of Officers

AR 600-34, Fatal Training/Operational Accident Presentations to the Next of Kin

AR 600-8-1, Army Casualty Program

Army Casualty Notification and Assistance Guide

Documents and Forms
CMAOC Training, Casualty Assistance Officer (CAO)

DD Form 1300, Report of Casualty

Related Processes
Casualty Assistance Process

Ensuring the next of kin (NOK) and beneficiaries receive support after a death occurs

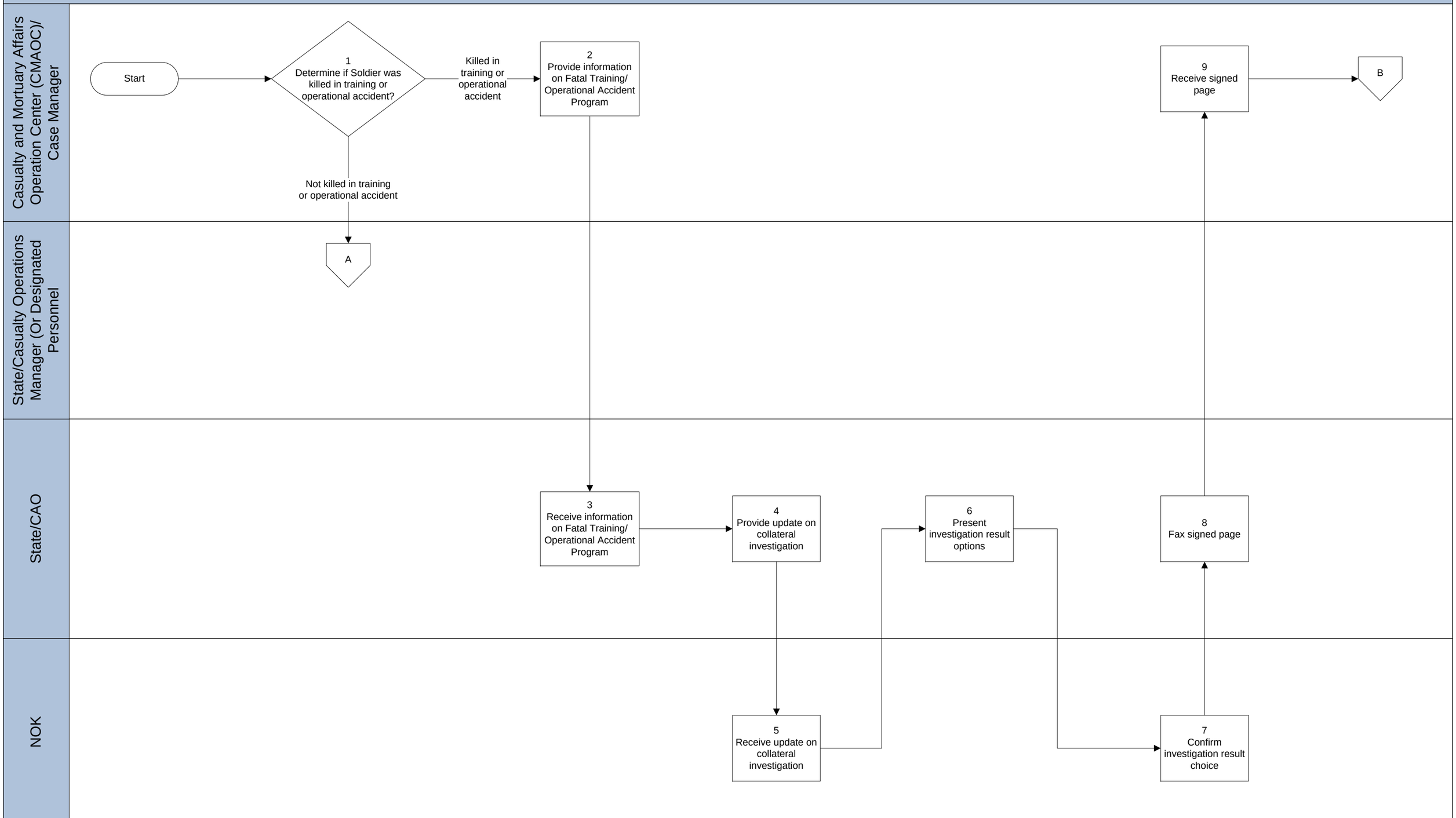
Systems
N/A

23 SEP 10

Killed in Training or Operational Accident Process: Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)
(Pg. 1 of 3)

Manual Activity | Decision | Predefined Process | System Related Activity | Terminator | Off-Page Connector

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

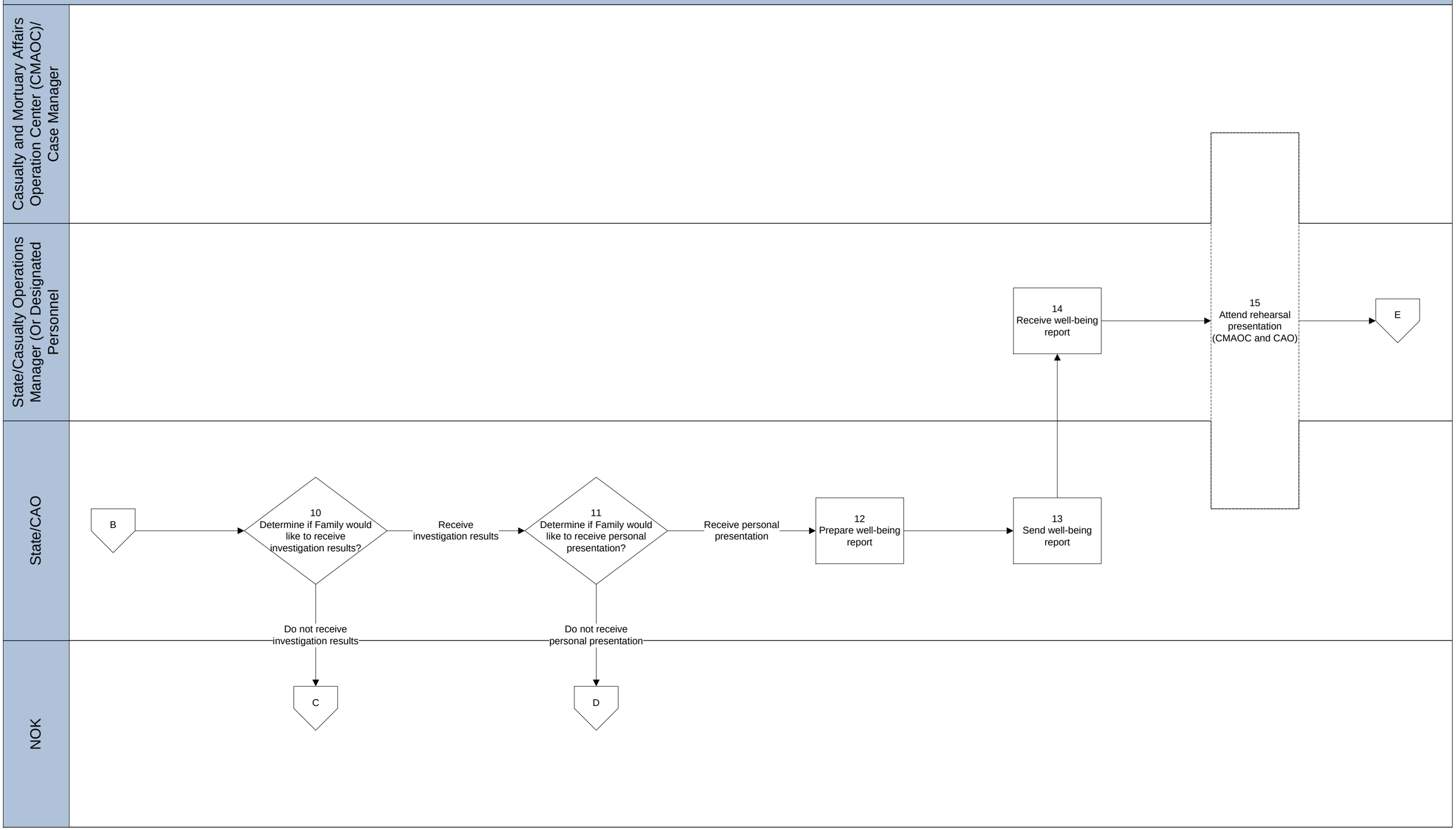


23 SEP 10

Killed in Training or Operational Accident Process: Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)
(Pg. 2 of 3)

Manual Activity | Decision | Predefined Process | System Related Activity | Terminator | Off-Page Connector

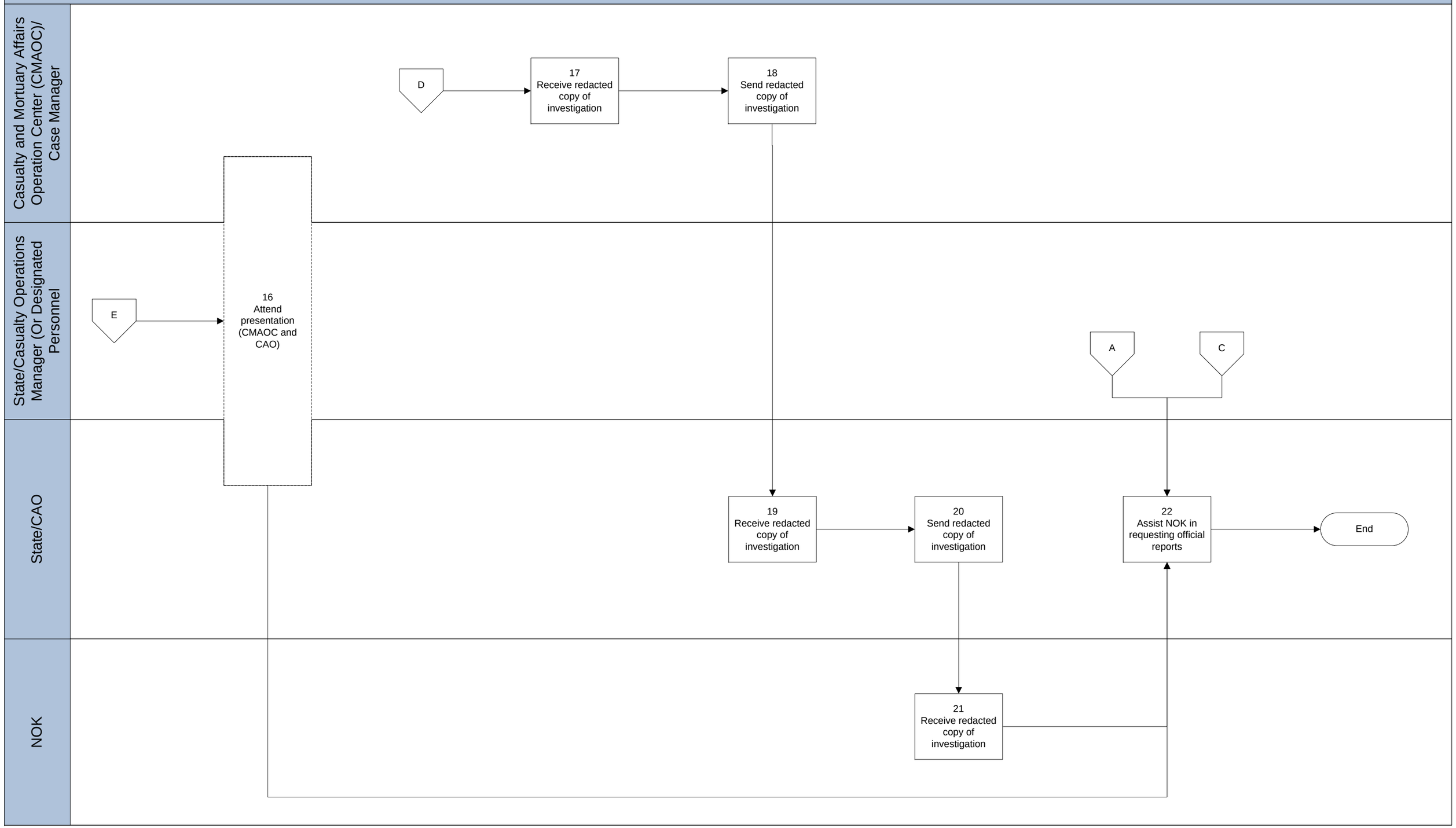
Note: The numbers on this process map are for reference purposes only and do not denote the sequence of the process



Killed in Training or Operational Accident Process: Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)
(Pg. 3 of 3)

Manual Activity | Decision | Predefined Process | System Related Activity | Terminator | Off-Page Connector

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



Killed in Training or Operational Accident Process: Ensuring a Casualty Assistance Officer (CAO) is receiving investigation results and presenting results to next of kin (NOK)

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Confirm if Soldier was killed in training or operational accident?	Casualty and Mortuary Affairs Operation Center (CMAOC) confirms if Soldier was killed in training or operational accident using the results found in the 15-6 investigation.	AR 15-6 AR 600-34			
2	Provide information on Fatal Training/Operational Accident Program	If killed in training or operational accident, CMAOC provides information on Fatal Training/Operational Accident Program to CAO. CMAOC contacts CAO within first week of the casualty.	AR 15-6 AR 600-34			This program is mandated by the Chief of Staff of the Army.
3	Receive information on Fatal Training/Operational Accident Program	CAO receives information on Fatal Training/Operational Accident Program from CMAOC.	AR 15-6 AR 600-34			
4	Provide update on collateral investigation	CAO provides NOK an update on collateral investigation. This may happen multiple times. CAO explains any delays and provides an estimate timeframe of when the investigation will be complete. This can be done in person or over the telephone.	AR 600-34			
5	Receive update on collateral investigation	NOK receives an update on collateral investigation by CAO. This may happen multiple times. This can be done in person or over the telephone.	AR 600-34			
6	Present investigation result options	CAO presents investigation result options to NOK. This is a formal offer in letter format to the NOK to determine if they would like to receive a personal presentation, a copy of the investigation report, and a copy of the autopsy report.	AR 600-34			

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
7	Confirm investigation result choice	NOK confirms investigation result choice by initialing their choices and signing the bottom of the letter.	AR 600-34			
8	Fax signed page	CAO faxes the signed page to CMAOC.	AR 600-34			
9	Receive signed page	CMAOC receives signed page from CAO via fax.	AR 600-34			
10	Determine if NOK would like to receive investigation results?	CAO determines if NOK would like to receive investigation results based off election.	AR 600-34			
11	Determine if NOK would like to receive personal presentation?	CAO determines if NOK would like to receive personal presentation of the investigation.	AR 600-34			
12	Prepare well-being report	CAO prepares the well-being report. This report outlines basic information about the NOK including: their likes, dislikes, hobbies, children, grandchildren, current emotional state, religious preferences, any outstanding issues, and any other general observation.	AR 600-34 Army Casualty Notification and Assistance Guide			
13	Send well-being report	CAO sends well-being report to CMAOC via email.	Army Casualty Notification and Assistance Guide			
14	Receive well-being report	CMAOC receives well-being report from CAO via email.	Army Casualty Notification and Assistance Guide			
15	Attend rehearsal presentation (CMAOC, CAO)	CMAOC, CAO, and the briefer attend a rehearsal of the presentation. The briefer is usually a Colonel or high in rank (first O6 in chain of command). This is normally conducted the day before or the morning of the actual presentation. The dress for the rehearsal is casual.	Army Casualty Notification and Assistance Guide			

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
16	Attend presentation (CMAOC, CAO)	CMAOC, CAO, Chaplain, Family, and briefer attend the presentation. The location is determined by the Family, but is usually in the Family's home. Family can have anyone they wish to attend. Class A uniform is worn for the presentation. The average length of the presentation is two to two and half hours.	Army Casualty Notification and Assistance Guide			
17	Receive redacted copy of investigation	If the Family declines to receive a personal presentation, CMAOC receives a redacted copy of the investigation via mail from the Unit Staff Judge Advocate explaining the redactions. Also sent is a letter of endorsement from the Brigade (BDE) Commander.	Army Casualty Notification and Assistance Guide			
18	Send redacted copy of investigation	CMAOC sends redacted copy of investigation to CAO via mail. This package is double wrapped, the first wrapping is addressed to CAO, the send is addressed to the Family.	Army Casualty Notification and Assistance Guide			
19	Receive redacted copy of investigation	CAO receives redacted copy of investigation from CMAOC via mail.	Army Casualty Notification and Assistance Guide			
20	Send redacted copy of investigation	CAO sends redacted copy of investigation to NOK via hand delivery.	Army Casualty Notification and Assistance Guide			
21	Receive redacted copy of investigation	NOK receives redacted copy of investigation from CAO via hand delivery.	Army Casualty Notification and Assistance Guide			

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
22	Assist NOK in requesting official reports	CAO assists NOK in requesting official reports which includes: Line of Duty Investigation, Autopsy Reports, Criminal Investigative Division (CID) Reports, and Safely Investigation Reports. Line of Duty (LOD) Investigation report is requested from Army Human Resources Command (HRC), along with a copy of NOK's picture ID. Autopsy Report is requested from The Officer of Army Forces Medical Examiner, along with a copy of DD Form 1300 (Report of Casualty) and a copy of NOK's picture ID. CID Report is requested from U.S. Army Crime Records Center. Safely Investigation Report is requested from U.S. Army Combat Readiness Center.	Army Casualty Notification and Assistance Guide	DD Form 1300		