

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	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: - Active duty status - Years of service - Grade	AR 600-8-1, Chapter 6 Army Casualty Notification and Assistance Guide			Designated personnel is determined by State policy.
2	Coordinate training	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: 1) Casualty Operations Manager train-the-trainer 2) CAC mobile training Using the CAC as a resource is strongly recommended by the Soldier Family Support and Services Division (ARNG-HRF) but not required.				Designated personnel is determined by State policy. There is currently no training course established at the Professional Education Center (PEC) in Little Rock, AR.

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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.

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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.