

ARNG G1 Personnel Gateway – Process Package

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

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Description

The Casualty Assistance Officer (CAO) provides support, guidance and assistance to NOK after notification of the casualty. The Casualty Notification Officer (CNO) and CAO will not be the same person. The CAO will assist the NOK in receiving benefits and entitlements. The CAO's duties fall into three phases. In the first phase, the CAO conducts the initial meeting with the NOK, verifying NOK information and gathering information for the Death Gratuity payment. In the second phase, the CAO is responsible for returning the remains (Planeside Honors), and assisting the NOK during the funeral. In the last phase, the CAO is responsible for assisting the NOK with applying for benefits, requesting official reports, and receiving the Soldier's personal effects (PE).

Regulations and Supporting Resources

[A Survivor's Guide to Benefits – Taking Care of Our Families](#)

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

[AR 638-2, Care and Disposition of Remains and Disposition of Personal Effects](#)

[Army Casualty Notification and Assistance Guide](#)

Casualty and Mortuary Affairs Operations Center (CMAOC) – Casualty Assistance Officer (CAO) Training Guide

[DA PAM 638-2, Procedures for the Care and Disposition of Remains and Disposition of Personal Effects](#)

[Military OneSource Website](#)

[U.S. Army Human Resources Command \(HRC\) Website](#)

[U.S. Department of Veterans Affairs \(VA\) Website](#)

[U.S. Department of Veterans Affairs \(VA\) Website – Bereavement Counseling](#)

[U.S. Department of Veterans Affairs \(VA\) Website – State Veterans Affairs Offices](#)

Documents and Forms

Authorization for Disclosure of Information – Members of Congress

Authorization for Disclosure of Information – Third Parties

CAO After Action Report (AAR)

Casualty Assistance Referral Card

Casualty Report (CR)

[CJMAB Form 4, Election for Air Transport of Remains from a Theater of Combat Operations](#)

[CJMAB Form 8, Disposition of Organs Retained for Extended Examination](#)

[CMAOC Form 5, Election for Transportation of Remains When Distance is Less Than 300 Miles](#)

[DA Form 1594, Daily Staff Journal or Duty Officer's Log](#)

[DA Form 2204-R, Casualty Assistance Report](#)

[DA Form 7302, Disposition of Remains Statement](#)

DA Form xxxxR, Record of Casualty Notification Actions

[DD Form 1300, Report of Casualty](#)

[DD Form 1351-2, Travel Voucher or Subvoucher](#)

[DD Form 2656-7, Verification for Survivor Authority](#)

[DD Form 93, Record of Emergency Data](#)

[DFAS-CL Form 1059, Direct Deposit Authorization](#)

[IRS Form W-4P, Withholding Certificate for Pension or Annuity Payments](#)

Release Form Regarding Army Emergency Relief (AER)

[SF 1199A, Direct Deposit Sign-Up Form](#)

[State and Territorial Support For Members of the National Guard, the Reserves and Their Families](#)

Survivor's Benefit Plan Beneficiary Worksheet

Survivor's Benefit Plan Counseling Checklist

Related Processes

[Active Duty Casualty Notification In-Theatre Process](#)

[Active Duty Status Casualty Notification Process](#)

[Army Emergency Relief \(AER\) Process](#)

[Casualty Escort Process](#)

[Casualty Notification Officer \(CNO\) and Casualty Assistance Officer \(CAO\) Training Process](#)

[Casualty Notification Process](#)

[Claim for Unpaid Compensation of Deceased Member of the Uniformed Services \(SF 1174\) Process](#)

[Conduct Military Funeral Honors \(MFH\) Process](#)

[CONUS Retrieval and Return of Personal Effects \(PE\) Process](#)

[Death Gratuity Process](#)

[Death Occurring in a Non-Duty Status Notification Process](#)

[Dependency and Indemnity Compensation \(DIC\) Process](#)

[Disassociated Remains Process](#)

[Funeral Reimbursement Process](#)

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

[Interment at Arlington National Cemetery \(ANC\) Process](#)

[In-Theatre Retrieval and Return of Personal Effects \(PE\) Process](#)

[Killed in Training or Operational Accident Process](#)

[Posthumous Awards Process](#)

[Posthumous Citizenship Process](#)

[Posthumous Promotion Process](#)

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

[Servicemembers' Group Life Insurance \(SGLI\) Process](#)

[Survivor Military ID Cards Issuing Process](#)

[Survivor Social Security Benefit Process](#)

[Survivor TRICARE Benefits Process](#)

[Survivors' and Dependents' Educational Assistance \(DEA\) Process](#)

[Survivor's Benefit Plan \(SBP\) Process](#)

[Thrift Savings Plan \(TSP\) Process](#)

[Veterans Affairs \(VA\) Burial Allowances Process](#)

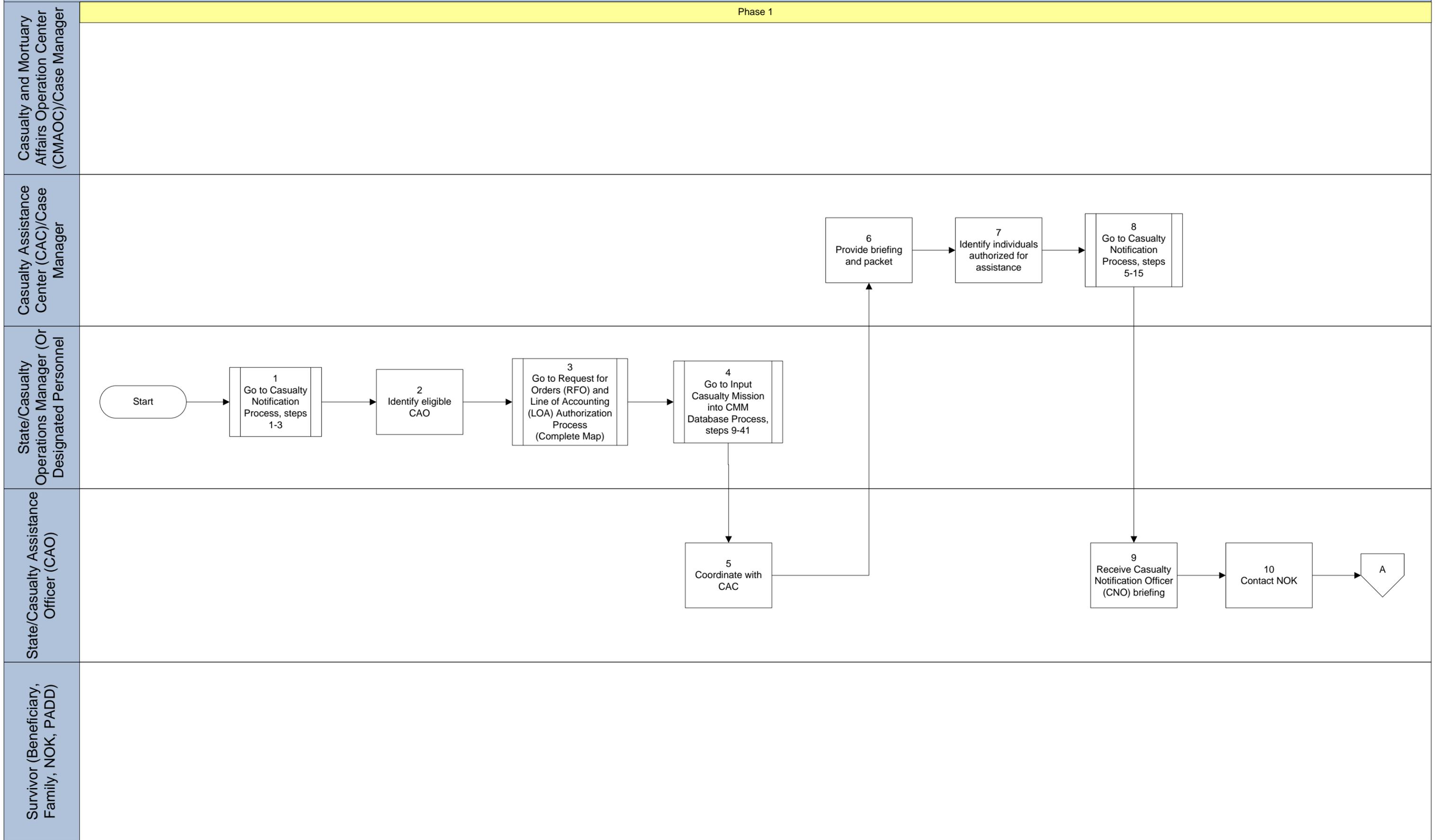
[Veterans Affairs \(VA\) Burial Process](#)

Points of Contact

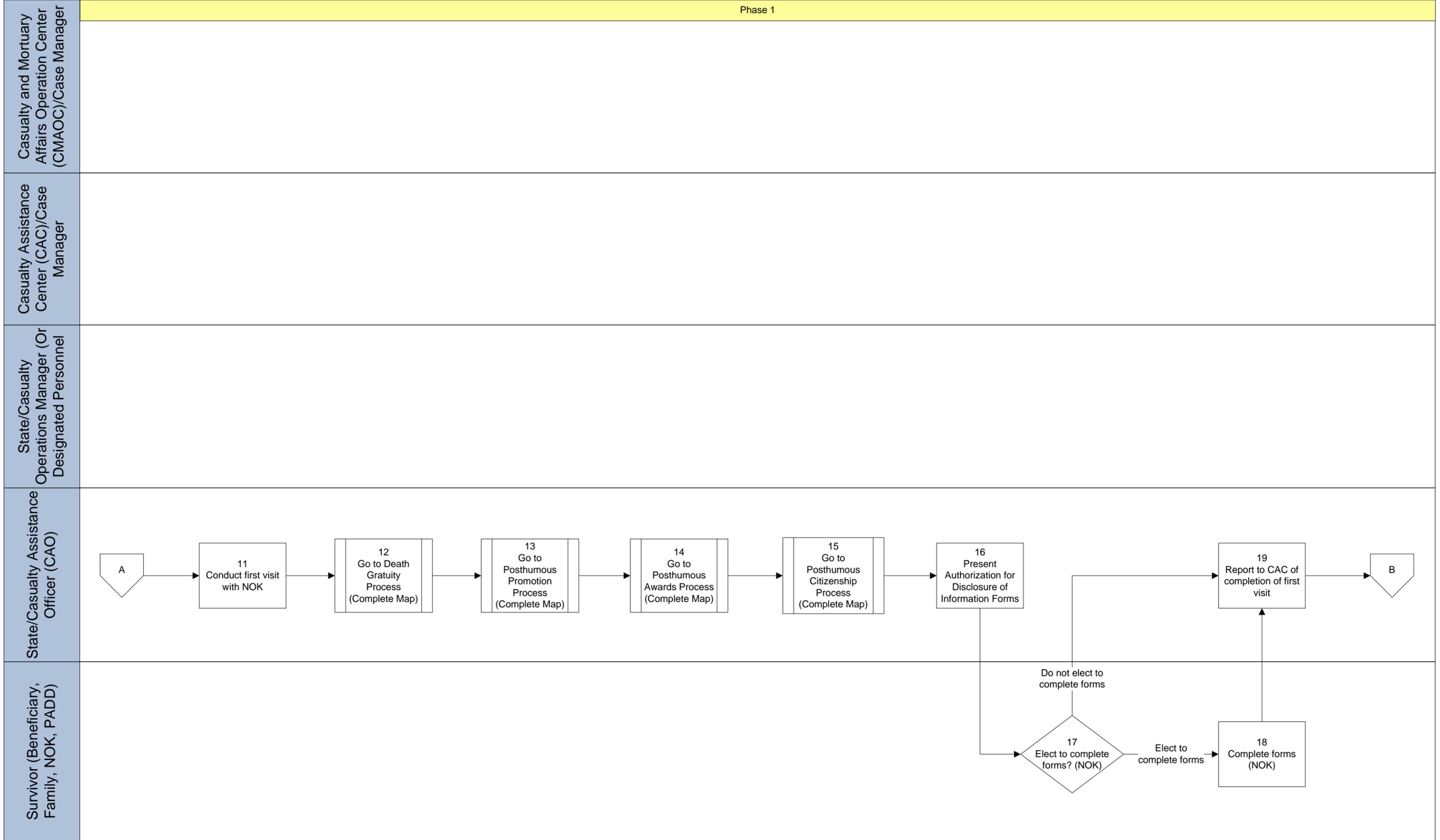
Division: Division: Soldier Family Support and Services Division (ARNG-HRF)

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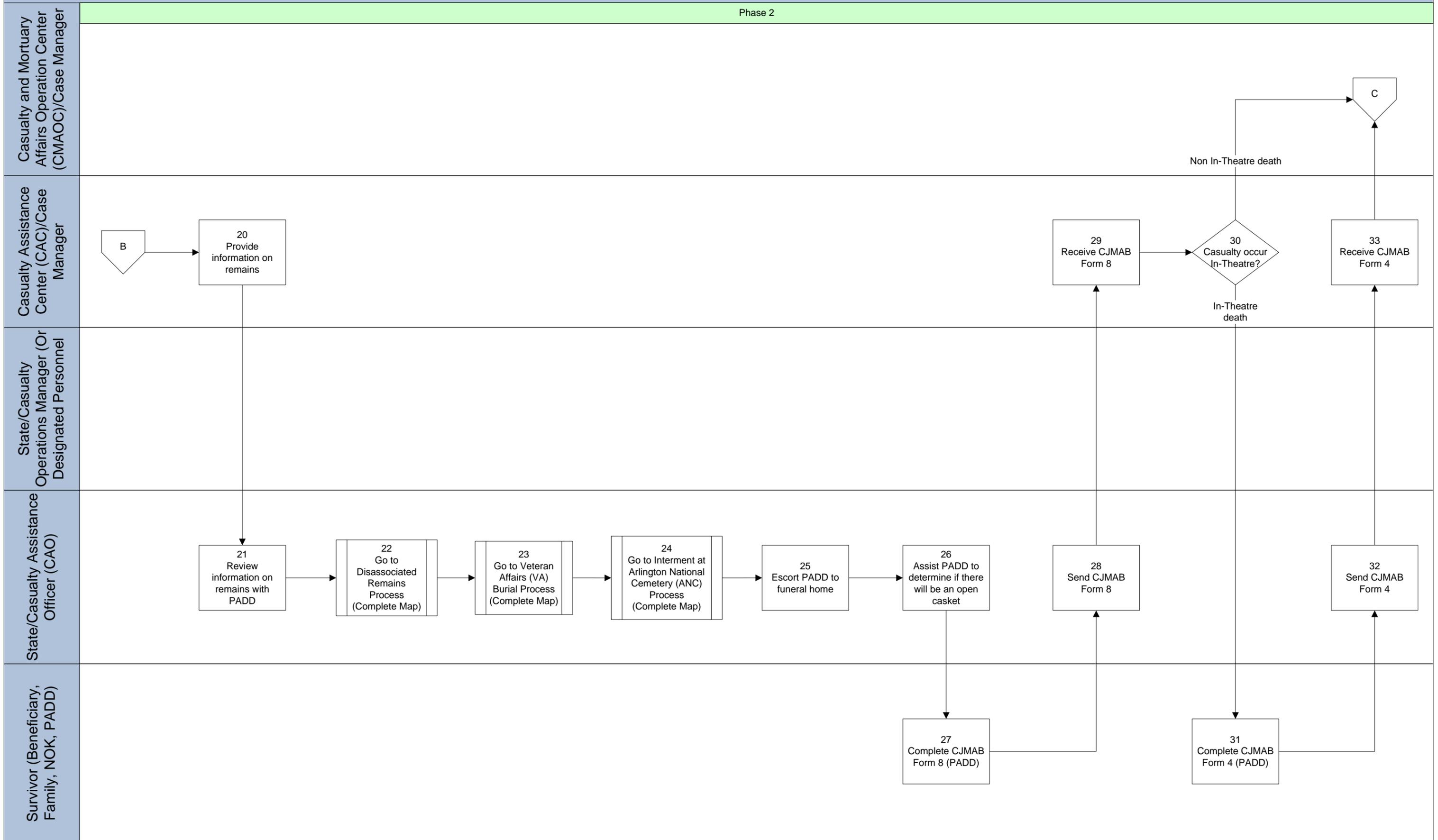
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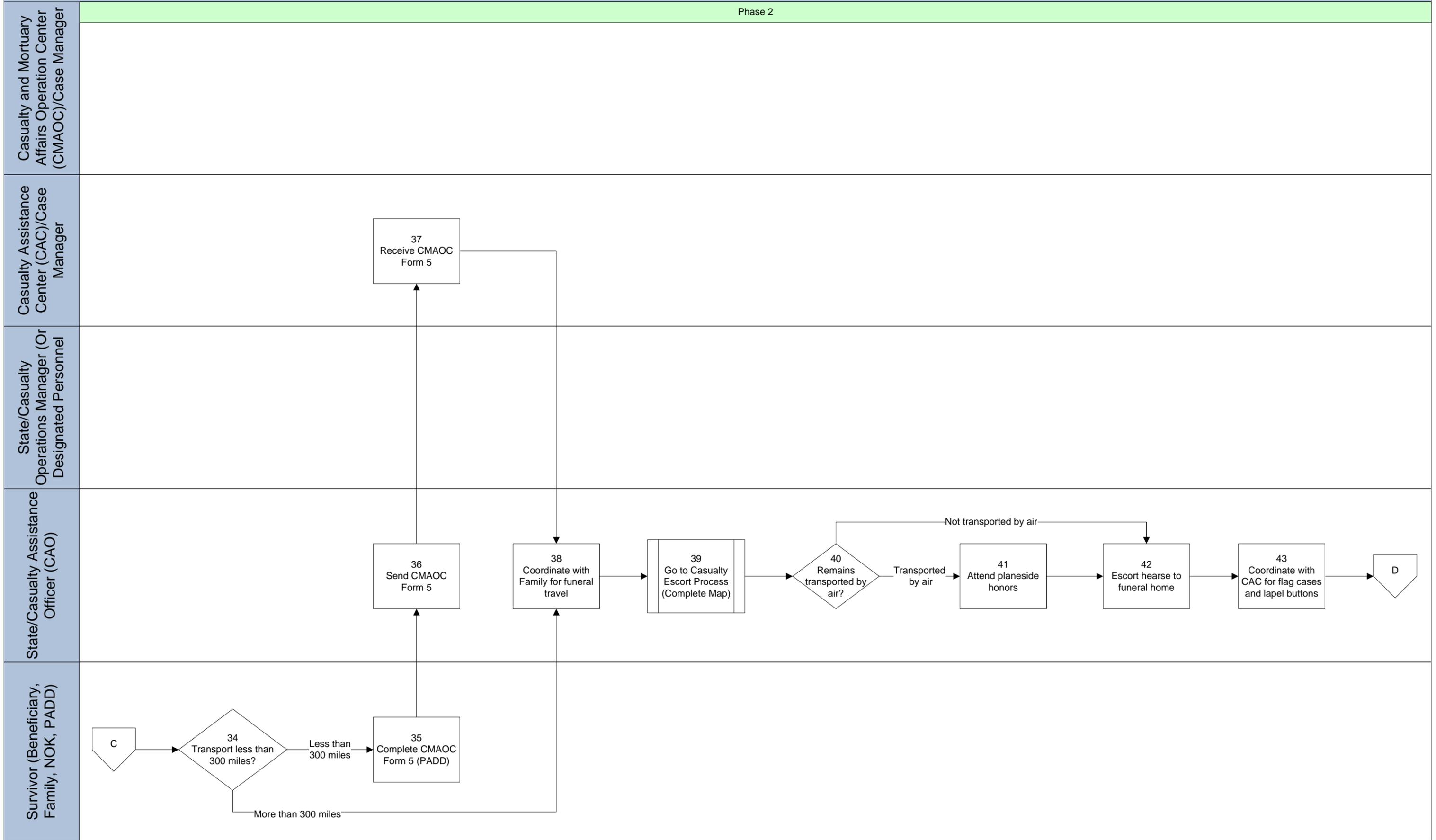
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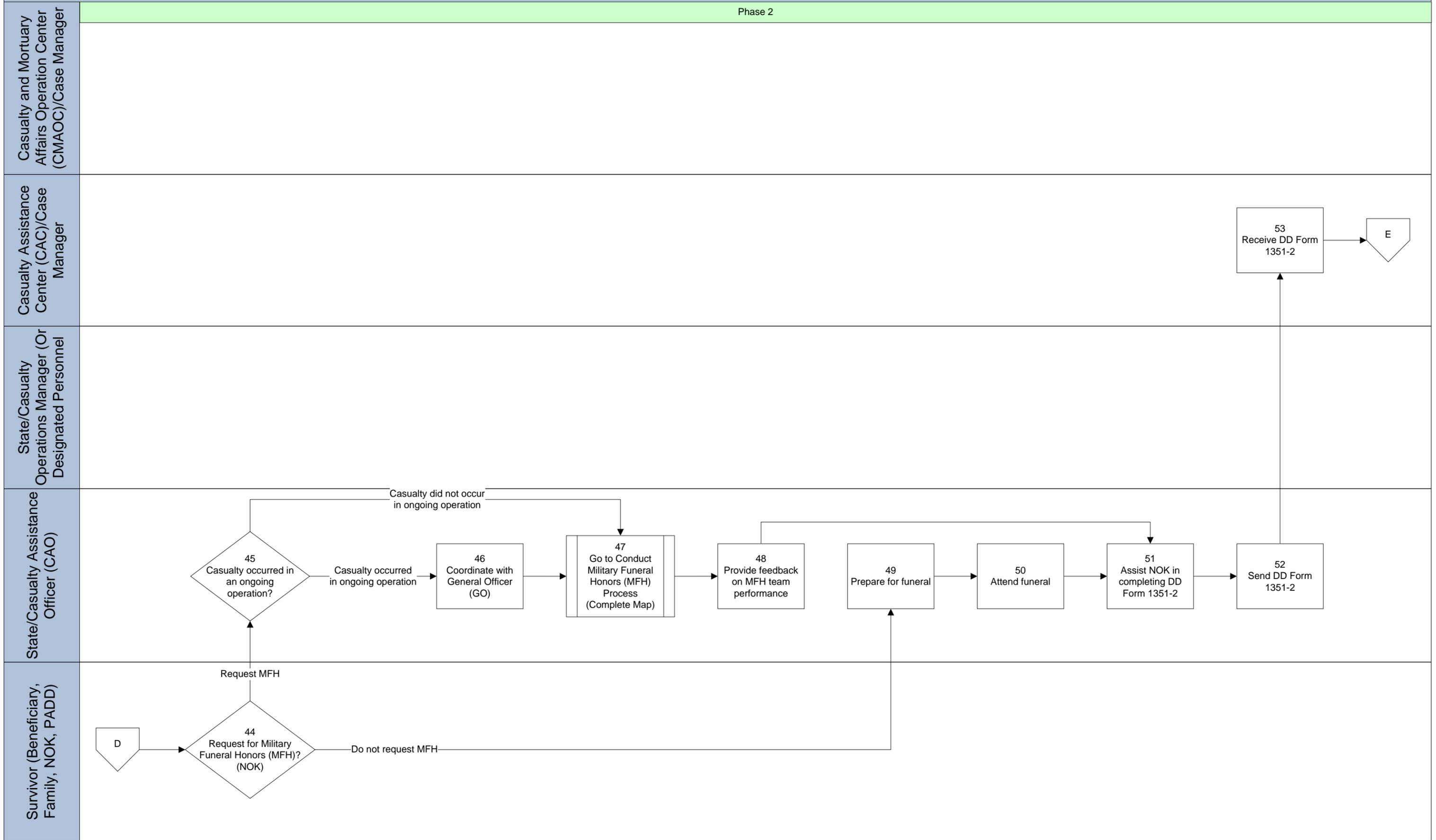
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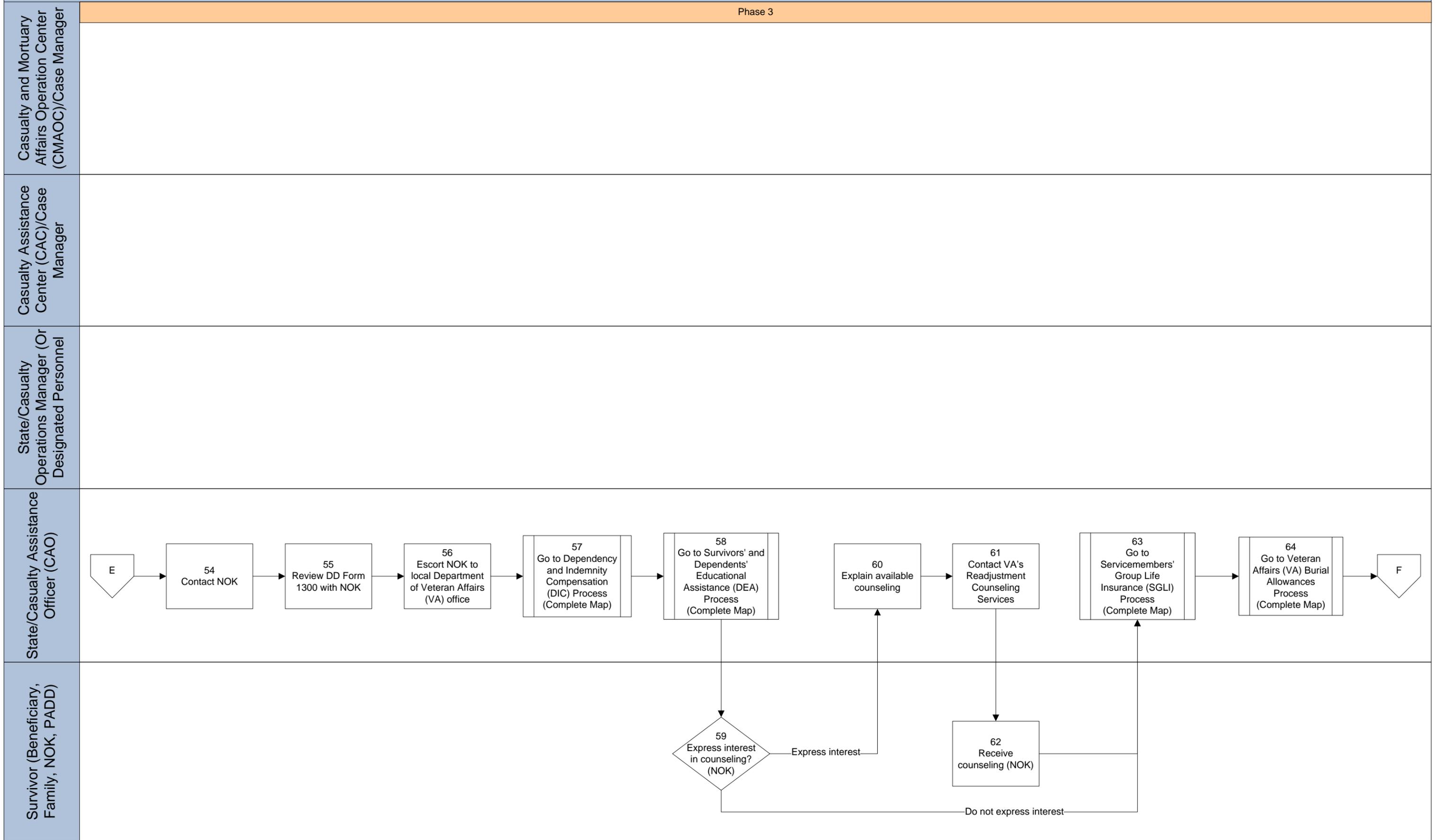
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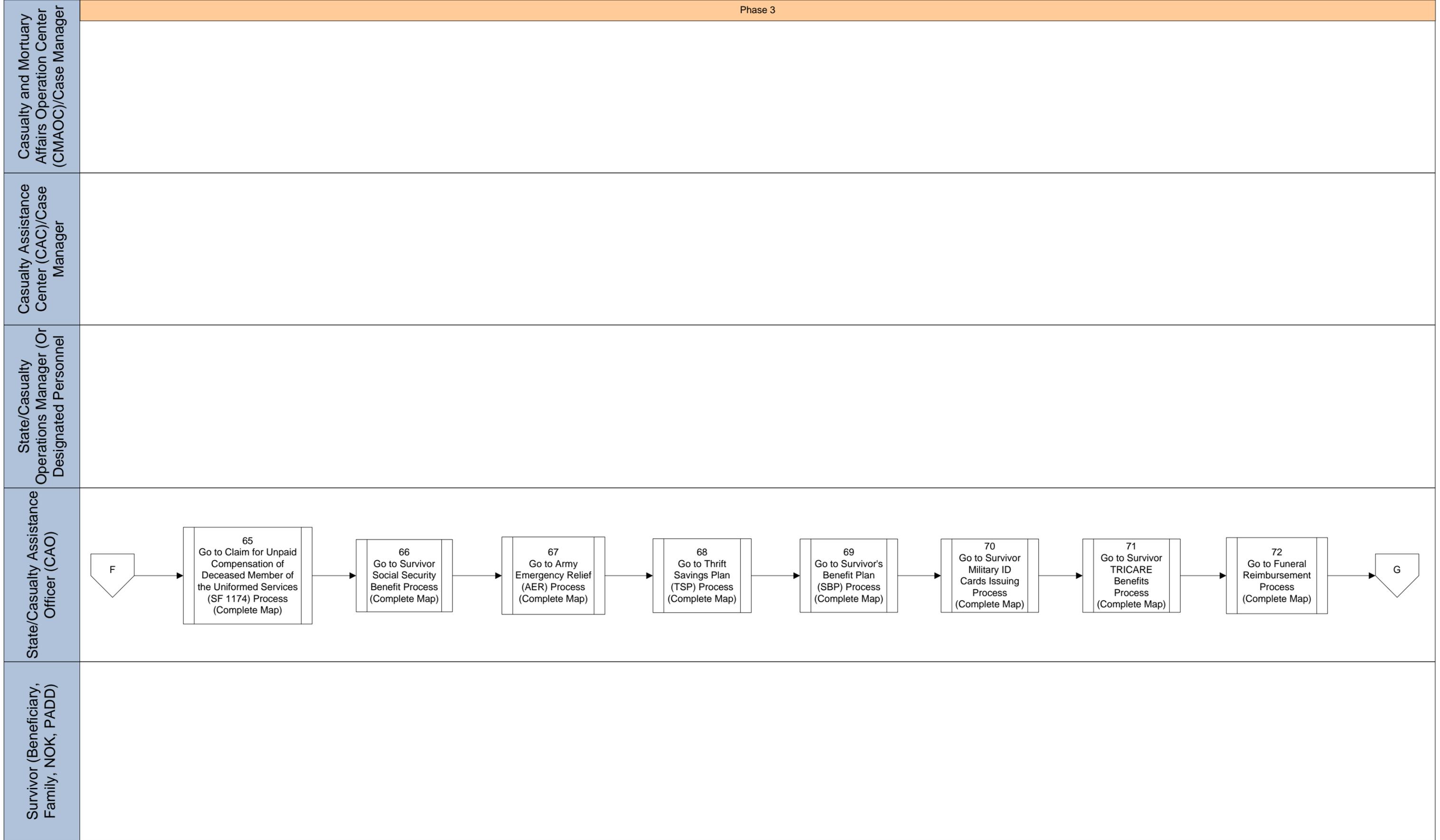
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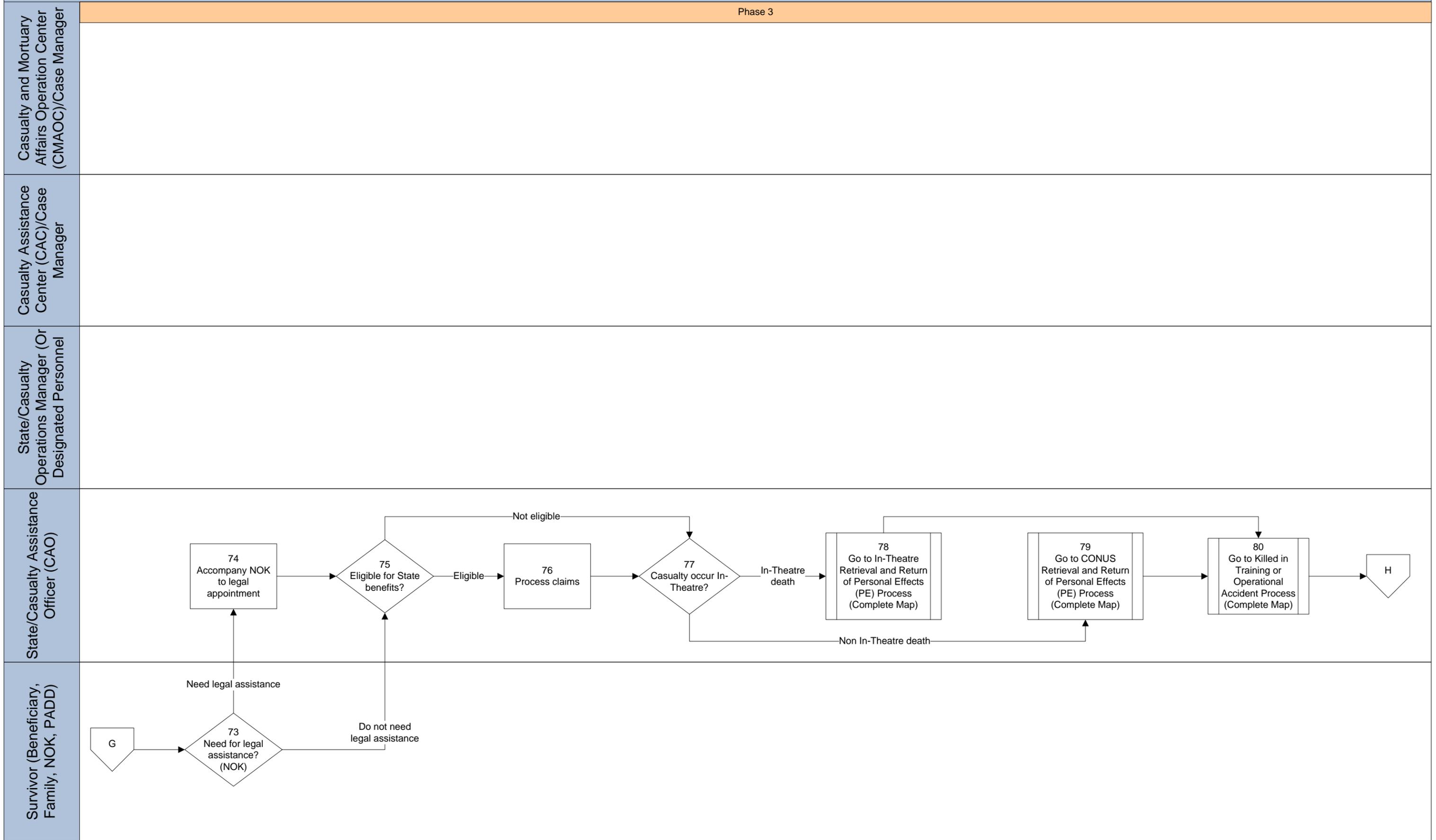
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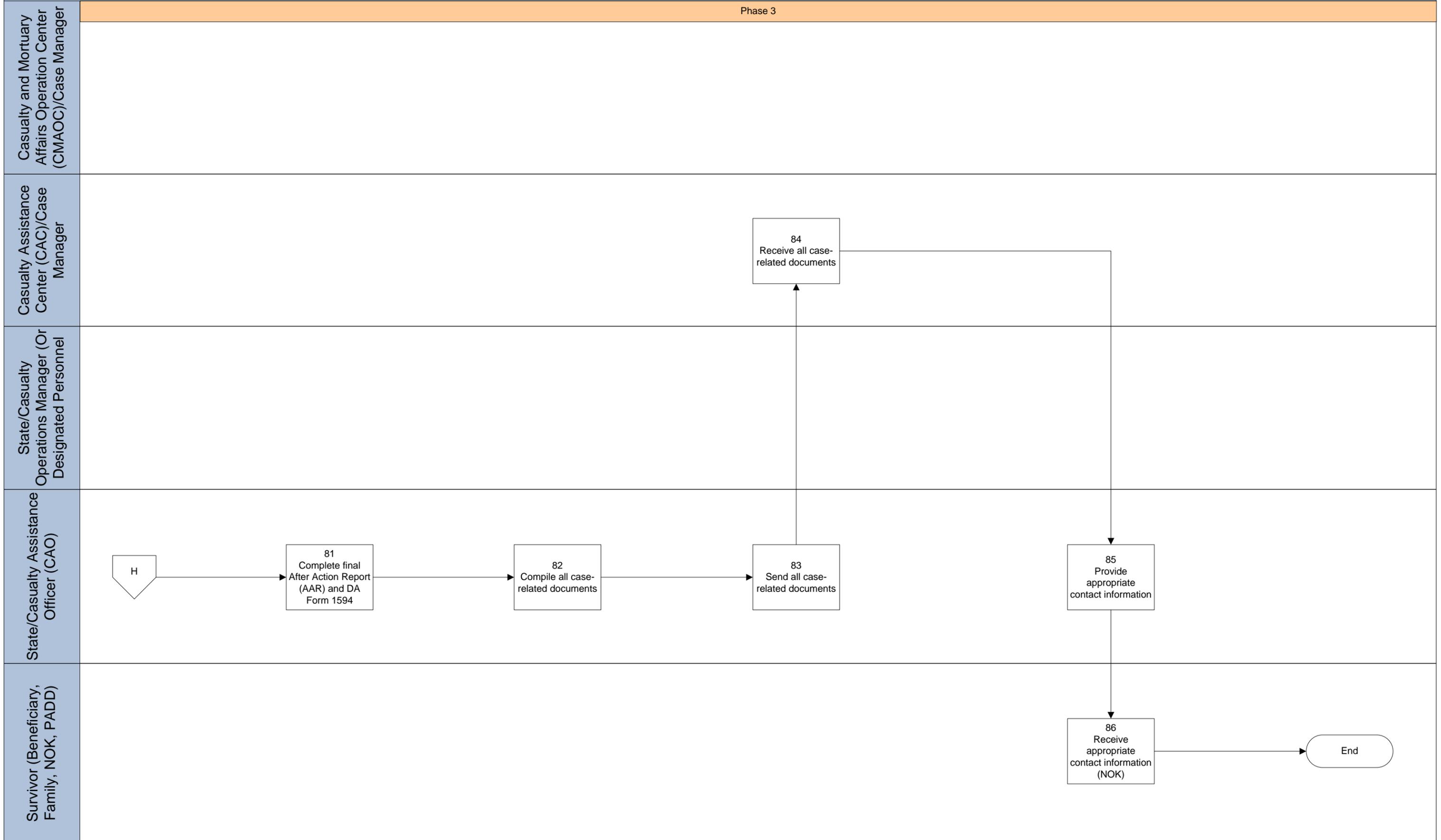
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Casualty Assistance Process: Ensuring the next of kin (NOK) and beneficiaries receive support after a death occurs

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Go to Casualty Notification Process, steps 1-3	<p>Go to Casualty Notification Process: Ensuring the next of kin (NOK) are notified of the casualty, steps 1-3.</p> <p>These steps involve:</p> <ul style="list-style-type: none"> - Casualty Assistance Center (CAC) receiving the Casualty Report (CR) regarding an active duty (In-Theatre) casualty or a duty status casualty -Inputting the casualty into Casualty Mission Management (CMM) 	Please see Casualty Notification Process for more details.	Please see Casualty Notification Process for more details.	Please see Casualty Notification Process for more details.	Phase 1
2	Identify eligible CAO	<p>State Casualty Operations Manager or designated personnel identifies eligible CAO. An eligible CAO must be:</p> <ul style="list-style-type: none"> - A Soldier in the grade of O3 and higher, CW2 and higher, or Senior NCOs in the grade of E7 or higher - Have a higher grade than the casualty - From similar military or professional background as the deceased, especially when death is mission related <p>The CAO can not be:</p> <ul style="list-style-type: none"> - Related or a close friend to the deceased or the deceased's Family - Preparing for deployment, reassignment, or retirement 	AR 600-8-1			<p>Phase 1</p> <p>Designated personnel is determined by State policy.</p> <p>Casualty and Mortuary Affairs Operation Center (CMAOC) through the CAC must approve any exceptions to policy.</p> <p>Multiple CAOs may be assigned.</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.	Phase 1
4	Go to Input Casualty Mission into CMM Database Process, steps 9-41	Go to Input 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. These steps include: - 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 Casualty Mission into CMM Database Process for more details.	Please see Input Casualty Mission into CMM Database Process for more details.	Please see Input Casualty Mission into CMM Database Process for more details.	Phase 1
5	Coordinate with CAC	CAO coordinates with CAC via telephone or in person at a pre-designated location or CAC within one hour of receiving the call. CAO reports to duty wearing either their Class A uniform or Army Services Uniform (ASU).	U.S. Army Human Resources Command Website - CAC Locator			Phase 1 A list of the CACs can be found at the U.S. Army Human Resources Command Website. Other locations can include JFHQ and Armory. The location is determined by the location of the CAO.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
6	Provide briefing and packet	<p>CAC provides the CAO with briefing and a packet which includes:</p> <ul style="list-style-type: none"> - Authorization for Disclosure of Information - Members of Congress - Authorization for Disclosure of Information - Third Parties - Casualty Assistance Referral Card (providing the NOK a phone number for CMAOC's 24-hour hotline and a phone number for Long Term Family Case Management) - Casualty Report (CR) - DA Form 1594 (Daily Staff Journal or Duty Officer's Log) - DA Form 7302 (Disposition of Remains Statement) - DA Form xxxxR (Record of Casualty Notification Actions) - DD Form 2656-7 (Verification of Survivor Annuity) - DFAS-CL Form 1059 (Direct Deposit Authorization) - IRS Form W-4P (Tax Withholding Certificate) - Release Form Regarding Army Emergency Relief (AER) - SF 1199A (Direct Deposit Sign-Up Form) 		<p>Authorization for Disclosure of Information - Members of Congress, Authorization for Disclosure of Information - Third Parties, Casualty Assistance Referral Card, Casualty Report (CR), DA Form 1594, DA Form 7302, DA Form xxxxR, DD Form 2656-7, DFAS-CL Form 1059, IRS Form W-4P, Release Form Regarding Army Emergency Relief (AER), SF 1199A</p>		<p>Phase 1</p> <p>CAO completes DA Form 1594 and submits to CAC no later than 60 days after first visit. Interim reports are required every 30 days thereafter.</p> <p>In the future, Survivor Outreach Services (SOS) will replace Long Term Family Case Management.</p>

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
7	Identify individuals authorized for assistance	<p>CAC identifies the individuals authorized to receive assistance using DD Form 93 (Record of Emergency):</p> <ul style="list-style-type: none"> - Spouse - Children - Parents - Designated Person(s) - Beneficiary(ies) for death gratuity - Beneficiary(ies) for Unpaid Pay/Allowances - Person Authorized to Direct Disposition (PADD) <p>CAC identifies the primary next of kin (PNOK) and/or secondary next of kin (SNOK) using AR 600-8-1, Chapter 5, Section 1.</p>	AR 600-8-1, Chapter 5, Section 1	DD Form 93		Phase 1
8	Go to Casualty Notification Process, steps 5-15	<p>Go to Casualty Notification Process: Ensuring next of kin (NOK) are notified of the casualty, steps 5-15.</p> <p>These steps include:</p> <ul style="list-style-type: none"> - Identifying the Casualty Notification Officer (CNO) team - Inputting the CNO team into Casualty Mission Management (CMM) database - CNO team receiving orders - CNO team(s) notifying PNOK and/or SNOK(s) 	Please see Casualty Notification Process for more details.	Please see Casualty Notification Process for more details.	Please see Casualty Notification Process for more details.	Phase 1

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
9	Receive Casualty Notification Officer (CNO) briefing	CAO receives a briefing from the CNO. During this briefing, the CNO provides the NOK's name, mailing and physical address for the next 45 days, telephone number(s), language barriers, and any unusual comments made by the NOK (e.g. "I have no reason to live now," "The Army should be punished for killing my loved one").				Phase 1
10	Contact NOK	CAO contacts NOK via telephone within four hours of casualty notification. The phone call takes place between the hours of 0500 and 2400. During the initial phone call, the CAO introduces themselves, expresses their condolences, and schedules their first visit.	AR 600-8-1			Phase 1 AR 600-8-1 is pending update in regards to notification hours.
11	Conduct first visit with NOK	CAO conducts first visit with NOK wearing either their Class A uniform or ASU. CAO presents the NOK with the Casualty Assistance Referral Card. CAO determines if the Family requires immediate financial assistance from the Local Army Emergency Relief (AER) and/or Local Red Cross. CAO confirms that all information on DD Form 93 (Record of Emergency) is correct and confirms all names listed. If not done by the CNO, CAO confirms the 45-day mailing and physical address. If the media is present, the CAO protects the Family's privacy. Public Affairs Office (PAO) is involved if Family asks or if the media is out of control.		Casualty Assistance Referral Card DD Form 93		Phase 1 In subsequent visits, CAO will wear uniform as designated by CAC guidance.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
12	Go to Death Gratuity Process (Complete Map)	Go to Death Gratuity Process: Ensuring beneficiary(ies) receives death gratuity payment, complete map.	Please see Death Gratuity Process for more details.	Please see Death Gratuity Process for more details.	Please see Death Gratuity Process for more details.	Phase 1 This discussion may happen during the first visit. If the Family is not ready, this discussion can happen in a later visit.
13	Go to Posthumous Promotion Process (Complete Map)	Go to Posthumous Promotion Process: Awarding of posthumous promotions, complete map.	Please see Posthumous Promotion Process for more details.	Please see Posthumous Promotion Process for more details.	Please see Posthumous Promotion Process for more details.	Phase 1
14	Go to Posthumous Awards Process (Complete Map)	Go to Posthumous Awards Process: Providing casualty with appropriate posthumous Federal and State awards, complete map.	Please see Posthumous Awards Process for more details.	Please see Posthumous Awards Process for more details.	Please see Posthumous Awards Process for more details.	Phase 1
15	Go to Posthumous Citizenship Process (Complete Map)	Go to Posthumous Citizenship Process: Granting of U.S. citizenship to a casualty and/or surviving Family, complete map.	Please see Posthumous Citizenship Process for more details.	Please see Posthumous Citizenship Process for more details.	Please see Posthumous Citizenship Process for more details.	Phase 1
16	Present Authorization for Disclosure of Information Forms	<p>CAO presents the following two forms to the NOK:</p> <ul style="list-style-type: none"> - Authorization for Disclosure of Information - Third Parties - Authorization for Disclosure of Information - Members of Congress <p>The purpose of these forms is to authorize the Army to provide the NOK's contact information to private individuals, organizations, members of Congress and other sources who wish to offer condolences, gifts, grants, scholarship, etc. to the Family.</p>		<p>Authorization for Disclosure of Information - Members of Congress</p> <p>Authorization for Disclosure of Information - Third Parties</p>		Phase 1 This discussion may happen during the first visit. If the Family is not ready, this discussion can happen in a later visit.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
17	Elect to complete forms? (NOK)	NOK has the option to complete the forms.		<p>Authorization for Disclosure of Information - Members of Congress</p> <p>Authorization for Disclosure of Information - Third Parties</p>		Phase 1
18	Complete forms (NOK)	NOK completes the forms. The only information provided is the name, relationship, age, and address.		<p>Authorization for Disclosure of Information - Members of Congress</p> <p>Authorization for Disclosure of Information - Third Parties</p>		Phase 1
19	Report to CAC of completion of first visit	CAO reports the of completion of first visit to CAC via telephone. CAO notes assistance provided and any action items required on CAO AAR and DA Form 1594 (Daily Staff Journal or Duty Officer's Log).		<p>CAO After Action Report (AAR)</p> <p>DA Form 1594</p>		<p>Phase 1</p> <p>CAO completes DA Form 1594 after each time there is communication with the Family. All completed DA Forms 1594 are sent to CAC 60 days after the first visit with the Family. Interim reports are required every 30 days thereafter.</p>

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
20	Provide information on remains	<p>CAC provides the CAO information on identification and viewability on the remains.</p> <p>There are three methods of identification:</p> <ul style="list-style-type: none"> - Fingerprint - Dental - DNA <p>There are three categories of viewability:</p> <ul style="list-style-type: none"> - Viewable - Viewable for the purpose of identification - Non-viewable 				Phase 2
21	Review information on remains with PADD	CAO reviews the information received from CAC on the remains with the PADD.				Phase 2
22	Go to Disassociated Remains Process (Complete Map)	Go to Disassociated Remains Process: Notifying the person authorized to direct disposition (PADD) of disassociated remains, complete map.	Please see Disassociated Remains Process for more details.	Please see Disassociated Remains Process for more details.	Please see Disassociated Remains Process for more details.	Phase 2
23	Go to Veteran Affairs (VA) Burial Process (Complete Map)	Go to Veteran Affairs (VA) Burial Process: Notifying and assisting the next of kin (NOK) with the option to bury the Soldier at a VA National Cemetery, complete map.	Please see Veteran Affairs (VA) Burial Process for more details.	Please see Veteran Affairs (VA) Burial Process for more details.	Please see Veteran Affairs (VA) Burial Process for more details.	Phase 2
24	Go to Interment at Arlington National Cemetery (ANC) Process (Complete Map)	Go to Interment at Arlington National Cemetery (ANC) Process: Assisting the Family with determining and preparing for the burial of a fallen Soldier or eligible Veteran at ANC, complete map.	Please see Interment at Arlington National Cemetery (ANC) Process for more details.	Please see Interment at Arlington National Cemetery (ANC) Process for more details.	Please see Interment at Arlington National Cemetery (ANC) Process for more details.	Phase 2

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
25	Escort PADD to funeral home	CAO escorts the PADD to the funeral home. The purpose of this visit is to coordinate with the funeral director to determine the requirements for the cemetery and if the space is available.				Phase 2
26	Assist PADD to determine if there will be an open casket	CAO assists the PADD in determining if there will be an open casket based on viewability of the remains.				Phase 2
27	Complete CJMAB Form 8 (PADD)	<p>PADD completes CJMAB Form 8 (Disposition of Organs Retained for Extended Examination), with assistance from CAO. When complete, the PADD signs the form and CAO signs the form as a witness.</p> <p>The purpose of this form is to give the right to the Armed Forces Medical Examiners (AFME) to examine the organs to determine the cause and manner of the death. The organs may be retained for up to six months. Upon completion of the studies, the form gives the PADD the following options:</p> <ol style="list-style-type: none"> 1. Not to be notified and Armed Forces Medical Examiners (AFMS) will make disposition 2. To be notified and given the opportunity to direct disposition 3. Authorize organs to be sent to selected funeral home 		CJMAB Form 8		Phase 2
28	Send CJMAB Form 8	CAO sends CJMAB Form 8 (Disposition of Organs Retained for Extended Examination) to CAC via email/fax.		CJMAB Form 8		Phase 2
29	Receive CJMAB Form 8	CAC receives CJMAB Form 8 (Disposition of Organs Retained for Extended Examination) from CAO.		CJMAB Form 8		Phase 2

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
30	Casualty occur In-Theatre?	If the casualty occurred In-Theatre, the PADD completes CJMAB Form 4 (Election for Air Transportation of Remains from a Theater of Combat Operations).		CJMAB Form 4		Phase 2
31	Complete CJMAB Form 4 (PADD)	If the casualty occurs In-Theatre, the PADD completes CJMAB Form 4 (Election for Air Transportation of Remains from a Theater of Combat Operations), with assistance from CAO. When complete, the PADD signs the form and CAO signs the form as a witness. This form gives the PADD the option of how to transport the Soldier from Dover, Delaware, to the final resting place. The two options are: 1. Military air transport 2. Commercial air transport The form also contains a General Waiver which allows the Army to select the method of transportation that will return the Soldier in the most expeditious manner.		CJMAB Form 4		Phase 2
32	Send CJMAB Form 4	CAO sends CJMAB Form 4 (Election for Air Transportation of Remains from a Theater of Combat Operations) to CAC.		CJMAB Form 4		Phase 2
33	Receive CJMAB Form 4	CAC receives CJMAB Form 4 (Election for Air Transportation of Remains from a Theater of Combat Operations) from CAO.		CJMAB Form 4		Phase 2
34	Transport less than 300 miles?	If the distance from the airport or location of death to the funeral home or interment site is less than 300 miles, the PADD completes CMAOC Form 5 (Election for Transportation of Remains When Distance is Less Than 300 Miles).		CMAOC Form 5		Phase 2

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
35	Complete CMAOC Form 5 (PADD)	If the distance from the airport or location of death to the funeral home or interment site is less than 300 miles, the PADD completes CMAOC Form 5 (Election for Transportation of Remains When Distance is Less Than 300 Miles), with assistance from CAO. When complete, the PADD signs the form and CAO signs the form as a witness.		CMAOC Form 5		Phase 2 If the distance is less than 150 miles, transportation is done via hearse. If the distance is between 150-300, the PADD selects transportation via hearse or air.
36	Send CMAOC Form 5	CAO sends CMAOC Form 5 (Election for Transportation of Remains When Distance is Less Than 300 Miles) to CAC.		CMAOC Form 5		Phase 2
37	Receive CMAOC Form 5	CAC receives CMAOC Form 5 (Election for Transportation of Remains When Distance is Less Than 300 Miles) from CAO.		CMAOC Form 5		Phase 2
38	Coordinate with Family for funeral travel	CAO coordinates funeral travel with the Family. This includes finding details about where the funeral home is, where the casualty is, and how the Family is going to travel to each site.				Phase 2
39	Go to Casualty Escort Process (Complete Map)	Go to Casualty Escort Process: The Escort Officer's (EO) mission is to accompany the casualty's remains while in transport, complete map.	Please see Casualty Escort Process for more details.	Please see Casualty Escort Process for more details.	Please see Casualty Escort Process for more details.	Phase 2
40	Remains transported by air?	If the remains are transported by airplane, the EO and CAO attend planeside honors.				Phase 2
41	Attend planeside honors	CAO attends planeside honors wearing Class A uniform or ASU. The Family has the decision to meet the casualty at the airport. Regardless of the Family's decision, the CAO must attend planeside honors.	AR 638-2			Phase 2 The EO is also involved in this step.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
42	Escort hearse to funeral home	CAO escorts the hearse to the appropriate funeral home. CAO and EO inspect the remains with the funeral director to ensure the uniform is correct and the casket is not damaged. CAO may remain with the NOK while they view the casualty.	AR 638-2			Phase 2 The EO is also involved in this step.
43	Coordinate with CAC for flag cases and lapel buttons	CAO coordinates with CAC to receive the flag cases and lapel buttons. The NOK can receive up to three flag cases. CAO receives the buttons from Dover or CAC before the funeral so the NOK can wear them at the funeral. There are two types of lapel buttons: - A Gold Star lapel button is awarded to relatives of a Soldier who was killed while engaged in military operations involving conflict with an opposing force or terrorist attack - A lapel button is awarded to Families of a Soldier who has died while on active duty or to Families of an U.S. Army Reserve or National Guard Soldier on drill status	AR 600-8-1, Appendix I			Phase 2
44	Request for Military Funeral Honors (MFH)? (NOK)	NOK has the option to request MFH.				Phase 2
45	Casualty occurred in an ongoing operation?	CAO confirms if the casualty was on active duty and participating in an ongoing operation at the time of death.				Phase 2 The Chief of Staff of the Army has directed General Officers (GO) attendance at the funeral or memorial service of an Active Duty Soldier who dies while participating in an ongoing operation.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
46	Coordinate with General Officer (GO)	CAO or designated personnel coordinates with GO's staff to arrange attendance at funeral, provide any additional assistance, and resolve any problems.				Phase 2 Designated personnel is determined by State policy.
47	Go to Conduct Military Funeral Honors (MFH) Process (Complete Map)	Go to Conduct Military Funeral Honors (MFH) Process: The gravesite funeral services provided to Veterans, complete map.	Please see Conduct Military Funeral Honors (MFH) Process for more details.	Please see Conduct Military Funeral Honors (MFH) Process for more details.	Please see Conduct Military Funeral Honors (MFH) Process for more details.	Phase 2
48	Provide feedback on MFH team performance	If MFH is requested, the CAO provides feedback to the CAC on MFH team performance. CAO adds any comments received from the NOK.				Phase 2
49	Prepare for funeral	If the NOK does not request MFH, CAO prepares for the funeral. CAO confirms with the NOK on who should present the flag to the NOK.				Phase 2 Preparation for the funeral varies.
50	Attend funeral	CAO attends the funeral. CAO wears Class A uniform or ASU. CAO is responsible for representing the Secretary of the Army and presenting or coordinating flag and flag case presentation.				Phase 2
51	Assist NOK in completing DD Form 1351-2	CAO assists the NOK in completing DD Form 1351-2 (Travel Voucher or Subvoucher). All immediate Family is authorized to complete this form.		DD Form 1351-2		Phase 2
52	Send DD Form 1351-2	CAO sends DD Form 1351-2 (Travel Voucher or Subvoucher) to CAC.		DD Form 1351-2		Phase 2
53	Receive DD Form 1351-2	CAC receives DD Form 1351-2 (Travel Voucher or Subvoucher) from CAO. CAC provides CAO further guidance.		DD Form 1351-2		Phase 2

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
54	Contact NOK	CAO contacts NOK via telephone two days after the funeral to schedule future visit(s).				Phase 3
55	Review DD Form 1300 with NOK	CAO and NOK review DD Form 1300 (Report of Casualty). CAO should receive 10 certified initial copies of this form within 10 days from the date of death from CAC. CAO ensures all information is correct and reviews the form with the NOK, because the information in the form is needed when applying for benefits and entitlements.		DD Form 1300		Phase 3 Copies of the form are automatically sent to U.S. Army Human Resources Command (AHRC-PEC), Department of Veterans, Social Security Administration, and the Defense Finance and Accounting Services (DFAS).
56	Escort NOK to local Department of Veteran Affairs (VA) office	CAO escorts NOK to local VA office. VA offers a wide range of benefits and services to surviving spouse, dependent(s), and parent(s) of the casualty. NOK receive information on the following: <ul style="list-style-type: none"> - Dependency and Indemnity Compensation (DIC) - Survivors' and Dependents' Educational Assistance (DEA) - Bereavement Counseling - Life Insurance - Burial and Plot-Interment Allowances - Home Loan Guarantee - Montgomery GI Bill/Veterans Educational Assistance Program (MGBI/VEAP) 	U.S. Department of Veterans Affairs Website			Phase 3 Dependents include: spouse, son, daughter, adopted children, and/or stepchildren.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
57	Go to Dependency and Indemnity Compensation (DIC) Process (Complete Map)	Go to Dependency and Indemnity Compensation (DIC) Process: Ensuring the next of kin (NOK) is aware of and, if eligible, receives DIC benefit, complete map.	Please see Dependency and Indemnity Compensation (DIC) Process for more details.	Please see Dependency and Indemnity Compensation (DIC) Process for more details.	Please see Dependency and Indemnity Compensation (DIC) Process for more details.	Phase 3
58	Go to Survivors' and Dependents' Educational Assistance (DEA) Process (Complete Map)	Go to Survivors' and Dependents' Educational Assistance (DEA) Process: Ensuring the next of kin (NOK) is aware of and, if eligible, receives DEA benefit, complete map.	Please see Survivors' and Dependents' Educational Assistance (DEA) Process for more details.	Please see Survivors' and Dependents' Educational Assistance (DEA) Process for more details.	Please see Survivors' and Dependents' Educational Assistance (DEA) Process for more details.	Phase 3
59	Express interest in counseling? (NOK)	NOK expresses interest in bereavement counseling to CAO.	U.S. Department of Veterans Affairs - Bereavement Counseling Website			Phase 3
60	Explain available counseling	CAO explains to the NOK the available counseling options. Counseling is available at Military OneSource, through Yellow Ribbon Program, or at Veterans Centers throughout the United States, including Guam, Puerto Rico, and the Virgin Islands.	Military OneSource U.S. Department of Veterans Affairs - Bereavement Counseling Website			Phase 3

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
61	Contact VA's Readjustment Counseling Services	CAO contacts the VA's Readjustment Counseling Services to request services for NOK via email or telephone. A counselor immediately contacts the NOK.	U.S. Department of Veterans Affairs - Bereavement Counseling Website			Phase 3 Readjustment Counseling Services can be reached via telephone at 202-273-9116 or electronic mail at vet.center@va.gov
62	Receive counseling (NOK)	NOK receives bereavement counseling from a local VA counselor at no cost. Counseling is made available wherever the NOK feels more comfortable.	U.S. Department of Veterans Affairs - Bereavement Counseling Website			Phase 3
63	Go to Servicemembers' Group Life Insurance (SGLI) Process (Complete Map)	Go to Servicemembers' Group Life Insurance (SGLI) Process: Identifying and assisting the SGLI beneficiary to receive the SGLI payment, complete map.	Please see Servicemembers' Group Life Insurance (SGLI) Process for more details.	Please see Servicemembers' Group Life Insurance (SGLI) Process for more details.	Please see Servicemembers' Group Life Insurance (SGLI) Process for more details.	Phase 3
64	Go to Veteran Affairs (VA) Burial Allowances Process (Complete Map)	Go to Veteran Affairs (VA) Burial Allowances Process: Ensuring the next of kin (NOK) applies for partial reimbursements for eligible Veteran's burial and funeral costs, complete map.	Please see Veteran Affairs (VA) Burial Allowances Process for more details.	Please see Veteran Affairs (VA) Burial Allowances Process for more details.	Please see Veteran Affairs (VA) Burial Allowances Process for more details.	Phase 3

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
65	Go to Claim for Unpaid Compensation of Deceased Member of the Uniformed Services (SF 1174) Process (Complete Map)	Go to Claim for Unpaid Compensation of Deceased Member of the Uniformed Services (SF 1174) Process: Ensuring the SF 1174 is completed for all beneficiaries listed on the DD Form 93, complete map.	Please see Claim for Unpaid Compensation of Deceased Member of the Uniformed Services (SF 1174) Process for more details.	Please see Claim for Unpaid Compensation of Deceased Member of the Uniformed Services (SF 1174) Process for more details.	Please see Claim for Unpaid Compensation of Deceased Member of the Uniformed Services (SF 1174) Process for more details.	Phase 3
66	Go to Survivor Social Security Benefit Process (Complete Map)	Go to Survivor Social Security Benefit Process: How eligible Survivors apply and receive the Social Security benefit, complete map.	Please see Survivor Social Security Benefit Process for more details.	Please see Survivor Social Security Benefit Process for more details.	Please see Survivor Social Security Benefit Process for more details.	Phase 3
67	Go to Army Emergency Relief (AER) Process (Complete Map)	Go to Army Emergency Relief (AER) Process: Determining eligibility and receiving AER benefits, complete map.	Please see Army Emergency Relief (AER) Process for more details.	Please see Army Emergency Relief (AER) Process for more details.	Please see Army Emergency Relief (AER) Process for more details.	Phase 3
68	Go to Thrift Savings Plan (TSP) Process (Complete Map)	Go to Thrift Savings Plan (TSP) Process: Identifying and assisting the beneficiary to receive the TSP payment, complete map.	Please see Thrift Savings Plan (TSP) Process for more details.	Please see Thrift Savings Plan (TSP) Process for more details.	Please see Thrift Savings Plan (TSP) Process for more details.	Phase 3
69	Go to Survivor's Benefit Plan (SBP) Process (Complete Map)	Go to Survivor's Benefit Plan (SBP) Process: Determining eligibility and assisting the Survivor to receive SBP monthly annuity, complete map.	Please see Survivor's Benefit Plan (SBP) Process for more details.	Please see Survivor's Benefit Plan (SBP) Process for more details.	Please see Survivor's Benefit Plan (SBP) Process for more details.	Phase 3

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
70	Go to Survivor Military ID Cards Issuing Process (Complete Map)	Go to Survivor Military ID Cards Issuing Process: Receiving new military ID cards after the death of a Soldier for the surviving Family, complete map.	Please see Survivor Military ID Cards Issuing Process for more details.	Please see Survivor Military ID Cards Issuing Process for more details.	Please see Survivor Military ID Cards Issuing Process for more details.	Phase 3
71	Go to Survivor TRICARE Benefits Process (Complete Map)	Go to Survivor TRICARE Benefits Process: Determining eligibility and enrollment of Survivors in TRICARE after the death of a Soldier on active duty, complete map.	Please see Survivor TRICARE Benefits Process for more details.	Please see Survivor TRICARE Benefits Process for more details.	Please see Survivor TRICARE Benefits Process for more details.	Phase 3
72	Go to Funeral Reimbursement Process (Complete Map)	Go to Funeral Reimbursement Process: Requesting payment of funeral and/or interment expenses, complete map.	Please see Funeral Reimbursement Process for more details.	Please see Funeral Reimbursement Process for more details.	Please see Funeral Reimbursement Process for more details.	Phase 3
73	Need for legal assistance?	NOK may need legal assistance.				Phase 3 Estate tax planning and income tax benefits are some issues NOK may need legal assistance with. Refer to State JAG for further details.
74	Accompany NOK to legal appointment	If the NOK needs legal assistance, CAO accompanies the NOK to the legal appointment.				Phase 3

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
75	Eligible for State benefits?	NOK may be eligible to receive additional benefits from their State.	U.S. Department of Veterans Affairs - State Benefits Website	State and Territorial Support For Members of the National Guard, the Reserves and Their Families		Phase 3
76	Process claims	CAO process State benefits claims.	U.S. Department of Veterans Affairs - State Benefits Website	State and Territorial Support For Members of the National Guard, the Reserves and Their Families		Phase 3 Benefits vary from State to State.
77	Casualty occur In-Theatre?	Cleaning, taking inventory, and delivering the Soldier's Personal Effects (PE) is different depending on the location of the casualty.				Phase 3
78	Go to In-Theatre Retrieval and Return of Personal Effects (PE) Process (Complete Map)	Go to In-Theatre Retrieval and Return of Personal Effects (PE) Process: To ensure a Soldier's PE are safeguarded and delivered to the person(s) eligible to receive effects (PERE), complete map.	Please see In-Theatre Retrieval and Return of Personal Effects (PE) Process for more details.	Please see In-Theatre Retrieval and Return of Personal Effects (PE) Process for more details.	Please see In-Theatre Retrieval and Return of Personal Effects (PE) Process for more details.	Phase 3

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
79	Go to CONUS Retrieval and Return of Personal Effects (PE) Process (Complete Map)	Go to CONUS Retrieval and Return of Personal Effects (PE) Process: To ensure a Soldier's PE are safeguarded and delivered to the person(s) eligible to receive effects (PERE), complete map.	Please see CONUS Retrieval and Return of Personal Effects (PE) Process for more details.	Please see CONUS Retrieval and Return of Personal Effects (PE) Process for more details.	Please see CONUS Retrieval and Return of Personal Effects (PE) Process for more details.	Phase 3
80	Go to Killed in Training or Operational Accident Process (Complete Map)	Go to 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), complete map.	Please see Killed in Training or Operational Accident Process for more details.	Please see Killed in Training or Operational Accident Process for more details.	Please see Killed in Training or Operational Accident Process for more details.	Phase 3
81	Complete final After Action Report (AAR) and DA Form 1594	CAO completes final AAR and DA Form 1594 (Daily Staff Journal or Duty Officer's Log).		CAO After Action Report (AAR) DA Form 1594		Phase 3
82	Compile all case-related documents	CAO compiles final AAR, DA Form 1594 (Daily Staff Journal or Duty Officer's Log), and all case-related documents.		CAO After Action Report (AAR) DA Form 1594		Phase 3
83	Send all case-related documents	CAO sends final AAR, DA Form 1594 (Daily Staff Journal or Duty Officer's Log), and all case-related documents to CAC 60 days after assignment.		CAO After Action Report (AAR) DA Form 1594		Phase 3 Interim AARs are sent every 30 days until CAO is released from assignment.

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
84	Receive all case-related documents	CAC receives AAR, DA Form 1594 (Daily Staff Journal or Duty Officer's Log), and all case-related documents from CAO.		CAO After Action Report (AAR) DA Form 1594		Phase 3
85	Provide appropriate contact information	CAO provides appropriate contact information to NOK. This includes contact numbers for the CAC, Survivor Outreach Services (SOS) Coordinator, and Long Term Family Case Management program.				Phase 3
86	Receive appropriate contact information (NOK)	NOK receives appropriate contact information.				Phase 3