

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

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](#)

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

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