

**CASUALTY
ASSISTANCE
CALLS OFFICER
HANDBOOK**

UNITED STATES NAVY

NAVPER 15607C

BUREAU OF NAVAL PERSONNEL

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22 SEPT 1995

Introduction

One of the biggest losses a family can suffer is the death of a relative in the service of our country. We have a moral obligation to the fallen Navy member's family to be compassionate and helpful, as we would want our families to be supported and helped.

Equally distressing is the news of a Navy relative whom we cannot locate and for whom we are conducting an organized search.

As a Casualty Assistance Calls Officer (CACO), you are the center of a team of Navy, government and civilian agencies. This team must be effectively coordinated to be of assistance to the families of an active duty Navy casualty; therefore, your CACO duties normally take precedence over all other assigned duties.

This handbook is designed to help you fulfill what may be the most important and rewarding duty you will have during your Navy career.

This handbook should be used in lieu of the Casualty Assistance Calls Program (CACP) Manual, BUPERSINST 1770.3, during visits with the next of kin (NOK). For more detailed information, refer to the CACP Manual or call the Casualty Assistance Branch (PERS-621) at 1-800-368-3202 or 1-800-572-2126 in Arlington, Virginia.

Operation of the CACP

Technical Control (determining and setting policies and procedures) of CACP is under the cognizance of the Chief, of Naval Personnel, Personal, Family and Community Support Division, Casualty Assistance Branch (PERS-621).

Management Control (providing information and day-to-day assistance) of CACP is under the cognizance of the Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator of the area in which primary and secondary next of kin reside.

How to Use this Handbook

This handbook is divided into ten sections. Sections 1, 2, 3, and 4 concern the responsibilities of the Casualty Assistance Calls Officer (CACO) in the meetings with the family. Sections 5, 6, 7, 8 and 9 contain information that is useful to the CACO and the family. Section 10 contains the CACO's "professional card" and business note paper.

This handbook is designed to be used in conjunction with the Casualty Assistance Calls Program (CACP) Manual, BUPERSINST 1770.3, but not as a replacement for the Manual. This handbook does not go into detail regarding the various issues that a CACO may encounter but is designed:

- * to provide a quick review of your responsibilities as the CACO prior to each visit with the family;
- * to provide brief answers to questions frequently asked by the family.

It is recommended that you review the CACP Manual and this handbook when assigned CACO duty. The appropriate section(s) of this handbook should be reviewed again prior to each visit with the family. It is also recommended that you carry this handbook when meeting family members.

This handbook is to serve as a guide, not a final authority. Please remember that it is always appropriate to respond, "I don't know but I'll find out and get back to you," and that it is inappropriate to give the family information you are not authorized to release even though at times the temptation may be great.

Each section dealing with visits to the family is divided into:

- * a responsibilities checklist
- * do's and don'ts
- * questions frequently asked by next of kin

You are not expected to be an expert regarding the various services and benefits provided by the U.S. Navy and other organizations, but to serve as a central member of the team helping the family learn what services and benefits are available in their time of need.

SECTION ONE:

THE ROLE OF THE

CASUALTY ASSISTANCE CALLS OFFICER

(CACO)

- * THE RESPONSIBILITIES OF THE CACO
- * DO'S AND DON'TS
- * QUESTIONS FREQUENTLY ASKED BY CACOS

SECTION 1: THE ROLE OF THE CACO

The Responsibilities of the CACO:

- to make personal notification to the next of kin that their relative is dead, unaccounted for--Duty status--whereabouts unknown (DUSTWUN), or reported missing; to provide a brief explanation of the circumstances; to provide updated information regarding remains of deceased or search efforts for a DUSTWUN person;
- to express to the next of kin of those who have died, the Navy's condolences, concern in the case of members in a DUSTWUN or missing status, and continued support for next of kin during their adjustment to their unfortunate circumstances;
- to extend assistance to the next of kin by assessing the need for immediate financial assistance and follow-up arrangements as necessary.

Within 24 hours of next of kin notification, you will carry out the following duties:

- visit primary next of kin (PNOK); relay family decision on allowing Navy preparation/private funeral home preparation of remains; extend assistance with funeral arrangements/memorial service;
- counsel primary next of kin on Navy funeral expense allowances on preparation (embalming), shipment, and casketing of remains; determine their decision and obtain name and telephone number of local receiving funeral home;
- relay primary next of kin decision to Naval Office of Medical/Dental Affairs, (MEDDEN Affairs), Great Lakes, IL;
- advise that CO's letter of circumstances/condolences is to be prepared within 48 hours of casualty incident;
- liaison with casualty's command for additional details of casualty incident;
- assist dependents in arranging travel to/from funeral site;
- monitor personal effects shipment through casualty's command representative listed on item BRAVO, Personnel Casualty Report;
- offer assistance in planning funeral/memorial services/military funeral honors and chaplain for pastoral care
- liaison with receiving funeral director, arrange funeral honors and attend funeral;
- remain available to further assist with difficulties that may arise during the family's adjustment to the tragic event;

- arrange for dependents' continued occupancy in government quarters or Basic Allowance for Quarters (BAQ) equivalent for 180-day period following member's death;
- provide information and assistance in applying for survivor benefits;
- monitor progress of transport of remains and keep next of kin informed;
- apprise next of kin via CACO Call Card of next of kin 24-hour toll-free telephone numbers in Washington, DC; and
- contact Fleet Hometown News Center, Norfolk to ensure no impending Navy originated news articles appear hereafter in family's hometown newspapers.

You will report to your Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator: 1) when you need assistance or support; and/or 2) always to advise the Program Coordinator of problems, complaints, or next of kin dissatisfaction.

The CACO is the "team leader" in assisting the next of kin. There are numerous resources available to assist you in this endeavor. A partial listing of resources is available in Section 8 of this handbook.

The CACO's role is varied: a leader, a messenger, a resource coordinator and an administrator. You will find it helpful to be organized and to keep accurate and complete written records of your duties and activities. In preparation for CACO duty you should thoroughly familiarize yourself with the (CACP) Manual, BUPERSINST 1770.3.

The following represents the usual order of events once the program is initiated:

a. CAC/FHS Coordinator tasks the CACO to personally notify next of kin and provides the CACO with details on the casualty incident and next of kin information, etc.

b. The CACO liaisons with duty chaplain or other Navy representative, (e.g., Hospital Corpsman); the two proceed immediately to residence of next of kin.

c. Personal notification occurs between 0600-2400 under most circumstances. Immediate need of primary next of kin for financial assistance is assessed; contact Pers-621 for arranging payment of Death Gratuity.

Do's and Don'ts

Do know your CACO Manual and follow it.

Do handle the case in the same manner you would like your family dealt with in a similar situation.

Do not hesitate to ask anyone for help.

The Role of the CACO

Questions Frequently Asked by CACOs

What are the advantages of being a CACO?

You get the opportunity to demonstrate what you, as a Navy professional, can do in an "independent," very stressful and difficult assignment. Keep this assignment in the context of what you personally would expect another Navy professional to do for your family. It will be very time-consuming, and probably one of the more fulfilling assignments you will perform during your entire Navy career.

Are my CACO duties or my usual Navy duties more important?

Your CACO responsibilities normally take precedence over all other duties. If there is doubt, consult your CAC/FHS Coordinator. CACO duties normally performed exclusive of normal chain of command procedures.

CACO duty can be really stressful and emotionally draining. What can I do for myself?

Use your resources and express your feelings to someone who will understand. Don't expect to know all the answers or be afraid to say, "I don't know, but I will inquire and get back to you."

What should I do if faced with an unusual situation while I'm at the residence of the family, or when I'm not sure what to do at other times?

You can contact your CAC/FHS Coordinator or call PERS-621 at the toll-free telephone number (1-800-368-3202 outside Virginia and 1-800-572-2126 in VA). At other times, refer to the CACP Manual or ask an experienced CACO.

What should I do if the news media contacts me or the casualty's family about the casualty incident?

Immediately contact your local or BUPERS Public Affairs Officer (PAO)

What should I do if the next of kin becomes dependent upon me or wants to prolong the relationship?

Be sure you have fulfilled your duties and done all you can do to assist. Begin to refer them to other support services such as Family Services, Chaplain, Navy Relief, and/or other groups.

SECTION TWO:

THE

NOTIFICATION

VISIT

- * RESPONSIBILITIES CHECKLIST
- * DO'S AND DON'TS
- * QUESTIONS FREQUENTLY ASKED BY NEXT OF KIN

Responsibilities Checklist

Receive Personnel Casualty Report data; tasking from _____
CAC/FHS Coordinator.

Coordinate initial visit with Chaplain, if possible. _____

Identify and make contact with next of kin immediately. _____

Make a clear factual statement about the casualty, and offer _____
the Navy's condolences/concerns.

Inform next of kin of current location of remains. _____

Inform family of Navy's primary care of remains,if _____
appropriate.

Inform that letter of circumstances is forthcoming from CO. _____

Determine if emergency financial assistance is needed. _____

Advise if Judge Advocate General (JAG) Manual _____
investigation is conducted.

Advise if aircraft mishap investigation is conducted. _____

Advise if Naval Criminal Investigative Service (NCIS) _____
investigation is conducted.

(Item PAPA of Personnel Casualty Report states if one _____
of the above investigations is to be done).

Before departing residence, identify and coordinate _____
a family support group (e.g., friends, minister/priest,
relatives).

Assure next of kin of your continued availability _____

Leave completed CACO Call Card and toll-free _____
telephone number.

Follow-Up Notification Checklist

Call CAC/FHS Coordinator immediately upon completion _____
of notification visit.

Ensure naval message is sent stating notification _____
has been made and confirming next of kin name and
address.

Contact POC in Item BRAVO of Personnel Casualty Report _____
immediately.

Contact Fleet Hometown News Center, Norfolk to stop
all Navy originated news articles from appearing in
hometown news. _____

As appropriate, provide primary next of kin's desires
regarding care of remains/local receiving funeral home
(name/address/telephone number) to MEDDEN Affairs. _____

Determine from casualty CO/ or MEDDEN Affairs current
location of remains and expected itinerary. _____

Contact PERS-621/BUPERS Duty Officer regarding
Death Gratuity (\$6,000) payment procedure. _____

Assist next of kin in completion of letter of request
for copy of releasable portions of JAG, Aircraft Mishap,
or Naval Criminal Investigative Service (NCIS)
investigation, as appropriate, if requested. _____

Do's and Don'ts

Do wear service dress uniform.

Do use the word dead.

Do have another Navy member accompany you, if Chaplain not available.

Do inform next of kin of type of investigation being done (as stated in item PAPA of Personnel Casualty Report).

Do keep description of circumstances brief and accurate.

Do be prepared for a wide range of reactions, some of which will be very strong.

Do not be defensive if next of kin blames Navy; simply listen, and continue to offer your assistance.

Do assure next of kin you will get answers to their questions and get back to them.

Do not offer too much emotional involvement with the family.

Do plan to act as liaison between family members who refuse to talk directly with each other about casualty incident (e.g., divorced parents who won't converse directly with each other.)

Do advise next of kin to contact Red Cross to notify other family members in active military services.

Do advise next of kin of assistance available from Navy Relief/Red Cross.

Questions Frequently Asked by Next of Kin

How did it happen?

Advise next of kin of all factual details regarding the death. Restrict the information to what has been received. Explain that initial details are normally brief. Assure the family that more details will follow.

Assure next of kin you will get answers to their questions and get back to them. If death was by other than natural causes and an investigation is being conducted, advise the family they are entitled to a copy of the completed report upon written request.

Where are the remains and where will they be sent?

Item ECHO in the Personnel Casualty Report will specify the location of the remains.

The Navy transports the remains at no cost to the family, to the receiving funeral home of primary next of kin's choice.

When will the remains arrive?

Assure next of kin you will inform them as soon as you know when the remains will arrive. MEDDEN Affairs provides scheduling information. When death occurs overseas, the remains are usually returned to the local funeral home within 7 to 10 days.

Are the remains viewable?

At this time, we don't know. If no one has addressed the issue, be sure to check into it yourself.

What can I expect in financial support?

A Death Gratuity of \$6,000 can normally be arranged by the CACO working with BUPERS, permitting payment within approximately 48 hours of the casualty.

Note: Death Gratuity payment should be discussed with Casualty Assistance Branch prior to promise of, approval for, and actual payment.

SECTION THREE:

THE

FUNERAL ARRANGEMENTS

VISIT(S)

- * RESPONSIBILITIES CHECKLIST
- * DO'S AND DON'TS
- * QUESTIONS FREQUENTLY ASKED BY NEXT OF KIN

Responsibilities Checklist

Encourage primary next of kin (PNOK) to allow Navy to _____
provide primary care and transportation of the remains and
obtain a signed statement. Emphasize that it is financially
advantageous for the family if the Navy does the preparation,
dressing, and casketing of the remains.

Inform family of Navy escort of remains. _____

Determine receiving funeral home of family's choice. _____

Inform dependents (spouse, dependent children under 21; _____
if none, parents) that Navy will pay travel cost and per diem
to funeral site--arranged by CACO through Casualty
Assistance Branch.

Determine family's choice regarding government or private _____
cemetery.

Inform family of eligibility and availability of funeral _____
honors.

Relay primary next of kin decision and name/address/ _____
telephone number of local receiving funeral home to MEDDEN Affairs.

Advise next of kin that survivor benefit applications _____
will be forthcoming within approximately 1 week.

Determine primary next of kin's desire for military funeral _____
honors.

Advise primary next of kin not to schedule firm funeral _____
date until arrival of remains at receiving funeral home.

Advise eligible next of kin that Navy quarters or a housing _____
allowance will be available for 180 days.

Monitor status of personal effects and address inquiries _____
to member's command.

Advise primary next of kin of your planned attendance _____
at funeral.

Do's and Don'ts

Do try to avoid saying "no" to the next of kin's requests; try to arrange alternatives and compromises.

Do not make contractual arrangements with the funeral director; rather, be sure the primary next of kin (PNOK) has made them. PNOK can defer to anyone else (except CACO) if done so in writing and recipient consents in writing.

Do obtain obituary data from Navy records, if so requested.

Do arrange for special escort with MEDDEN Affairs, if so requested by primary next of kin.

Do arrange for military funeral honors through CAC/FHS Coordinator.

Questions Frequently Asked by Next of Kin

When do we schedule the funeral?

Planning the funeral service can begin immediately. The family should not make a firm funeral date until arrival of remains at the receiving funeral home.

How much will Navy allow towards funeral expenses?

When everything is arranged by primary next of kin, \$1,750 towards initial preparation, embalming, casketing. If family allows Navy contractor to do initial preparation, embalming - there is no cost to family. Additionally, a maximum of \$3,100 is allowed if remains are shipped via a funeral home prior to private cemetery interment (\$2,000 if a government cemetery interment) or \$110 if remains shipped directly from casualty location to government cemetery for interment.

How much will Navy allow for memorial services if the remains are not recovered?

A maximum of \$2,000 is payable towards memorial service expenses.

Funeral Arrangements Visit

Does Navy require permission from next of kin before ordering an autopsy?

No. The Commanding Officer has such authority by law.

Who completes Funeral Expense Reimbursement Claim (DD 1375) and to whom is it submitted?

The person who made the funeral arrangements (primary next of kin) completes the claim form. If payment is to be made directly to the funeral home, so state in item 17 of form. Attach funeral home expense listing and mail to:

Naval Office of Medical/Dental Affairs
Mortuary Affairs Branch (03B2)
P. O. Box 886999
Great Lakes, IL 60088-6999

What kind of military funeral can we have?

A Chaplain, if available, will conduct the religious service. Military honors can be a part of the funeral, including an Officer-in-Charge (OIC) or Petty Officer-in-Charge (POIC), a rifle squad, six casket-bearers and a bugler or recorded TAPS.

Prior to funeral, discuss flag presentation with funeral director, escort, funeral honors detail, and minister, priest, or chaplain.

Funeral Arrangements Visit

If honors are requested for a member whose death was under other than

honorable conditions, refer the matter to the CAC/FHS Coordinator for decision.

If Navy resources are insufficient to provide a complete honor guard, other resources can be utilized, if family concurs; (e.g., other armed services, National Guard, Reserves, local Veterans groups, or local bands to provide buglers).

Who is entitled to a flag?

One to spouse; one for parents who reside together; or two, if parents reside separately. Exceptions will be decided by CAC/FHS Coordinator.

Who provides the headstone?

The Department of Veterans Affairs (DVA) will furnish a headstone for all active duty members. In a government cemetery, the headstone is erected at no cost to the family. In a private cemetery, the family must pay such costs.

When will the headstone be erected?

Generally, within 90-120 days.

To whom are member's personal effects shipped?

Executor/Administrator of estate named in Last Will and Testament; if none, to spouse; if none, to child(ren); if none, to parents (if living together). If parents are living apart, PERS-621 will determine recipient.

SECTION FOUR:

THE

BENEFITS

VISIT(S)

- * ARRANGING BENEFITS VISIT
- * RESPONSIBILITIES CHECKLIST
- * DO'S AND DON'TS
- * SURVIVOR BENEFITS
- * QUESTIONS FREQUENTLY ASKED BY NEXT OF KIN

SECTION 4: THE BENEFITS VISIT(S)

Arranging Benefits Visit

Casualty Assistance Branch confirms various entitlements from member's service record. _____

Within 10 working days of casualty incident, Casualty Assistance Branch forwards claims and Military Death Certificate (DD 1300 - Report of Casualty) plus lapel pins directly to CACO for delivery/completion assistance by the CACO to next of kin. _____

During normal working hours, the CACO can call Casualty Assistance Branch's toll-free number with questions on claims while at next of kin residence. _____

Office to which completed claims are to be forwarded is found either on or appended to each claim form. _____

Responsibilities Checklist

Review benefits package for family prior to delivery. (Arrange _____
delivery/forms completion expeditiously.)

Have next of kin sign Privacy Act authorization. Attach to all _____
completed applications/claims.

Arrange for next of kin visit to (DVA) office regarding _____
associated benefits.

Review continuing health benefits with Pers-334. _____

Advise Casualty Assistance Branch, CAC/FHS Coordinator _____
and other appropriate agencies of next of kin address change.

Advise Casualty Assistance Branch to record birth of child of
member which occurs after casualty incident.

Ensure Request for Payment of Funeral and/or Interment _____
Expenses (DD 1375) is completed and submitted to
MEDDEN Affairs.

Follow-up Action Items

Monitor progress on applications for survivor benefit _____
entitlements until next of kin receipt.

Arrange for delivery and presentation of lapel pin to family. _____

Submit a Casualty Assistance Calls Program Report via _____
CAC/FHS Coordinator when NOK assistance is no longer
required or desired.

Do's and Don'ts

Do not advise next of kin that any benefit is payable unless previously discussed with Casualty Assistance Branch.

Do not act as a representative of the Social Security Administration (SSA) or Department of Veterans Affairs (DVA).

Do offer to sign as witness to next of kin signature on claims.

Do inform next of kin of their entitlements and assist with forms.

Do remind next of kin that the Navy has no control over how long it takes for the first benefits check to be paid from other agencies such as the SSA and VA.

Do not promise anything more than you are certain the Navy will provide.

Do not allow an emotional dependency to develop.

Do provide to next of kin a copy of claims/applications submitted and retain a copy for yourself.

Benefits Visit

Survivor Benefits

	<u>Approximate Receipt Timeframes</u>
Death Gratuity (\$6,000)	48-72 hours (local paid)
Eligible dependents travel to funeral	As necessary
Servicemen's Group Life Insurance (SGLI)	30 days
DVA Pension (for non- service connected death)	120-180 days
DVA DIC (for service connected death) ¹	120-180 days
Housing allowances for 180 days (dependents)--or continued residence in government quarters	7-14 days
Headstone	90-120 days
Social Security Survivor benefits	60-90 days
Social Security Lump Sum Death Benefit (\$255) (must be survived by spouse or child)	30-90 days
Navy Burial Expense Reimbursement (DD 1375 delivered by Escort for Remains)	60-90 days
Veterans Educational Assistance Program (VEAP) Refund (paid to SGLI beneficiary)	90-120 days
Montgomery G.I. Bill (MGIB) Education Program Refund (paid to SGLI Beneficiary)	90-120 days
Dependents/household goods relocation (w/in 1 yr.)	Dependents' discretion
Unpaid compensation and allowances (Unpaid Reenlistment Bonus and unused leave)	60-90

Survivor Benefit Plan (SBP) 60-90 days
(applicable only if member
at 20+ years on active
duty or retired)

¹ DVA determines on basis of circumstances of death.

Benefits Visit

Questions Frequently Asked by Next of Kin

How do I get my benefits?

Upon receipt of a correctly completed claim or application by the appropriate agency, benefits are forwarded via mail or Direct Deposit System (DDS).

When do I have to move from government quarters?

Eligible next of kin are allowed 180 days in which to move.

How long do I have to relocate at government expense?

One year from date of death

If member was in an overpaid status at time of death, is estate subject to lien by Navy?

Yes, Defense Finance and Accounting Service, Cleveland Center will decide if lien action is to be taken.

Who is entitled to receive unused monies in member's Veterans Educational Assistance Program (VEAP) or Montgomery G.I. Bill (MGIB) Education Program?

The Servicemen's Group Life Insurance (SGLI) beneficiary.

Does the Navy have a scholarship program exclusively for survivors?

No, however, the American Legion publishes a booklet titled "NEED A LIFT?" which highlights available educational loans and scholarships. Copies of this booklet may be ordered from The American Legion, National Emblem Sales, P.O. Box 1050, Indianapolis, IN 46206 (\$2.00 each -prepaid).

Does my enrollment in the TRICARE-Active Duty Family Member Dental Plan end on the date of death of my sponsor?

No, enrollment is extended for 12 months, beginning on the first day of the month following the date of death of the active duty sponsor.

SECTION 5:

EXCEPTIONS

TO THE

NORMAL PROCEDURE

This handbook has focused on deaths of active-duty personnel. There are other types of cases to which you may be assigned.

DUSTWUN/Missing/or Captured

The notification process is almost the same as in a death, except that the wording is different; e.g., "The Secretary of the Navy has asked that I inform

you that your (relationship) has been reported in a _____ status in _____, _____, at _____ (a.m./p.m.) on _____, 19____.

(Briefly state the circumstances.) On the Secretary's behalf, I extend to you and your family my deep concern for his/her well-being."

The reporting of any member into any one of these categories has no effect whatsoever on dependent privileges and benefits.

The length of the CACO's assignment may extend into years, throughout which the CACO is responsible for providing moral support to the next of kin, as well as keeping the next of kin updated on the status of the missing/captured

member. Once a member has been reported in such a status, the Casualty Assistance Branch will work with the CACO to arrange for monthly payment of a

portion of member's pay and allowances for the dependents. A case history must be maintained throughout the entire assignment.

Retirees

A retiree CACP office is located at Pers-664. Inquiries by family may be referred to toll-free number 1-800-255-8950.

Reservists

In general, the death of a reservist is treated like an active-duty death if it occurred while the reservist was on active duty or inactive duty for training. Otherwise, no special handling applies.

SECTION 6:

TELEPHONE NUMBERS

* **NAVY/GOVERNMENT**

* **REGIONAL**

* **LOCAL**

SECTION 6: TELEPHONE NUMBERS

NAVY/GOVERNMENT

Arlington National Cemetery (703) 695-3250/5
(DSN 225)

Fleet Home Town News Center Norfolk (757) 444-2221
(DSN 564)

Aircraft Mishap Investigation (757) 445-6241
(DSN 564)

Criminal Investigative Service Investigation (202) 433-9290
(DSN 288)
Toll-free 1-800-479-9685

JAG Manual Investigation (703) 325-9530/1
(DSN 221)

Department of Veterans Affairs (VA) National Cemetery System (202) 273-5221
(DSN 288)

Defense Finance and Accounting Service Cleveland Center (216) 522-5714
(DSN 580)

Fleet and Industrial Supply Center (757) 887-7209
(DSN 953)
Cheatham Annex,
Norfolk, Williamsburg,
VA (Personal Effects)

Department of Veterans Affairs (VA)
(Status of applications for Headstones
or Markers)
Toll-Free 1-800-697-6947

Naval Office of Medical/Dental Affairs (MEDDEN) CODE 03B2 (847) 688-3950
EXT 628/629
(DSN 792)
Great Lakes, IL

Naval Supply Systems Command Personal Property Division (Code 442) Mechanicsburg, PA 1-800-444-7789
Ext 2022,5853,
5862

Pers-621 Casualty Assistance Branch (703) 614-2934/46
(DSN224)
afterhours) (703)14-2768/9
(DSN 224)
Toll-Free 1-800-368-3202
Toll-Free (VA only)1-800-572-2126

Pers-334 Benefits (703) 614-8188

and Eligibility (DSN 224)
Branch
Toll-Free 1-800-443-9297

Pers-622 Retired (703) 614-3197
Affairs Branch (DSN 224)
Toll-Free 1-800-255-8950

Office of SGLI (201)802-8994/8816
Toll-Free 1-800-419-1473

Telephone Numbers

REGIONAL CAC/FHS PROGRAM COORDINATORS

CONUS

Northeast Zone	(860) 449-3475/4908 (DSN 241) Duty Officer (860) 449-3676 (DSN 241)
Toll-Free FAX	1-800-856-7091/7092 (860) 449-2217
Mid-Atlantic Zone	(757) 322-2832/2817 (DSN 262) Duty Officer (757) 444-7097 (DSN 262)
FAX	(757) 445-2115
Naval District WA (DSN 288) Duty Officer	(202) 433-2607/2707 (202) 433-2607/2707 (DSN 288)
FAX	(202) 433-0483
Southeast Zone	(904) 772-4008/4010 (DSN 942) Duty Officer (Beeper) (904) 346-7842 (DSN 942)
FAX	(904) 772-4009

Southwest Zone	(619) 532-1512/1507 (DSN 522) Duty Officer (619) 532-1828 (DSN 522)
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FAX (619) 532-1511
Pager (619) 652-0902

Mid-west Zone (504) 678-1275/6
(DSN 678)
Duty Officer
(504) 678-5313
(DSN 678)
FAX (504) 678-1276

Northwest Zone (360) 315-5132

(DSN 322)

Duty Officer
(Normal Duty Hours)
(360) 315-5300/5301
(DSN 322)
(After Duty Hours)
(Cellular Phone)
(360) 981-7572
FAX (360) 315-5116

OVERSEAS

COMNAVAIRLANT	(757) 444-7591
Norfolk, VA	(DSN 564)
Azores/Bermuda & Iceland	
(after hours)	(757) 444-4259/2928
	(DSN 564)
COMNAVACT	011-44-71-409-4400
London, UK	(DSN 235) 4311
(after hours)	011-44-71-409-4445
(DSN 235)	
COMNAVFORKOREA	011-82-2-791-3-4895
Seoul, KS	(DSN 723-5124)
(after hours)	011-82-2-791-3-4898/9
	(DSN 723)
COMLOGWESTPAC	011-65-750-2466
Singapore	
(after hours)	011-65-750-2598
COMFAIRMED	011-39-081-724-4433/4106
Naples, IT	(DSN 625)
(after hours)	011-39-081-724-4104/4105
	(DSN 625)

COMNAVFORJAPAN	011-81-46-826-1911
Yokosuka, JA	Ext. 7858/7611
	(DSN 234)
(after hours)	011-81-46-826-1911
	Ext. 7650/1
	(DSN 234)
COMNAVBASE	(808) 474-4750
Pearl Harbor, HI	(DSN 474-8100)
(after hours)	(808) 471-9201
	(DSN 471)
CINCUSNAVEUR	011-44-71-409-4525
London, UK	(DSN 235)
(after hours)	011-44-1-409-4527
	(DSN 235)
COMUSNAVCENT	(808) 471-8145/4
Pearl Harbor, HI	(DSN 471)
East Africa	
(after hours)	(808) 471-3201/2/3
	(DSN 471)
COMNAVFORMARIANAS	(671) 349-5210/1
GUAM	(DSN 349)
(after hours)	(671) 349-5235
	(DSN 349)

Note: With the exception of Canada, all overseas Defense Switched Network (DSN) lines must go through the Pentagon Switch Board (703) 695-9801.

LOCAL NAVY/GOVERNMENT SERVICES.

(CACO provides these local phone numbers)

Counseling & Assistance

Center _____

Chaplain's Services _____

Family Advocacy _____

Family Services Center _____

Naval Legal Services _____

Navy Relief Services _____

MEDDEN _____

Social Security
Administration _____

Department of Veterans
Affairs (DVA) _____

SUPPORT GROUPS NATIONWIDE

American Red Cross
(local office) _____

- * Compassionate Friends(708) 990-0010
Oak Brook, IL
- * St. Francis Center (202) 363-8500
Washington, D.C.
- * Bereavement Center(914) 949-6761
Yonkers, NY

SUPPORT GROUPS NATIONWIDE

- * Rainbows (708) 310-1880
Schaumburg, IL
- * National Association(703) 527-4565
of Military Widows
Arlington, VA
- * THEOS Foundation(412) 471-7779
Pittsburgh, PA

* See Section 8.

SECTION 7: GLOSSARY

BAQ

-Basic Allowance for Quarters

Beneficiary

-Person entitled or designated to receive various benefits

BUPERS

-Bureau of Naval personnel

CAC/FHS Program Coordinator

-Casualty Assistance Calls/Funeral Honors Support Program Coordinator

CACO

-Casualty Assistance Calls Officer

CACP

-Casualty Assistance Calls Program

Casualty Assistance Branch (PERS-621)

-Determines primary/secondary next of kin/beneficiaries for all survivor benefits; forwards claims/forms to CACO for delivery to next of kin; liaisons with CACO on death gratuity payment/travel of dependents to funeral site/90-day housing allowance; provides fund cite for dependents/household goods relocation.

Cemeteries (Government)

-Listed in Appendix C of CACP Manual (BUPERSINST 1770.3).

CONUS

- Continental United States

Death Gratuity

-Immediate financial assistance of \$6,000 to eligible beneficiary(ies).

DIC

- Dependency and Indemnity Compensation (DVA) monthly benefit to spouse if DVA determines death to be service connected. Rate payable is the same for all pay grades. An additional \$200.00 per month is payable for each child. (Rates

available from DVA or Casualty Assistance Branch).

Benefit also payable to parents:

-if single parent's income does not exceed approximately \$9,654; if parents reside together, combined income does not exceed roughly \$12,977.

DUSTWUN

- Duty Status Whereabouts Unknown. A member who is not present for duty and whose status initially is so uncertain that the CO must first search for him/her and gather the facts in order to make a proper status determination (UA/missing/ deceased).

Escort

-The person who accompanies the remains while they are being transported to funeral site.

Household Goods

-Furnishings within household, (e.g., tables, chairs, lamps, TV, boat, etc.)

JAG Manual Investigation

-Judge Advocate General Manual investigation, which is done in all cases of death by other than natural causes.

Lapel Pin

- Commemorative pin; gold in color with star in circle in recognition of honorable service; the four sprigs of oak around circle are symbols of strength of the four armed services (sent to CACO for delivery/presentation to widow(er), children and parents of casualty).

MEDDEN AFFAIRS

-24-hour mortuary affairs office who coordinates all primary care (remains) contractual arrangements/coordinates shipment schedules/assigns escorts for

remains/cremains/settles funeral
expense claims.

MGIB

-Montgomery G.I. Bill Education
Program

-Monies accumulated and unused in
member's account at time of death
(payable to SGLI beneficiary).

Military Aircraft Mishap Investigation

-A Military Aircraft Mishap
Investigation is conducted
whenever a military member dies
or is declared missing as a
result of a military aircraft
mishap

Navy Contract Mortuary

-Mortuary that has a contract to
provide primary care for members
of the Navy who die while on
active duty.

NOK

-Next of kin

OIC

-Officer-in-Charge

PAO

- Public Affairs Officer

Pension (DVA)

- Monthly benefit to surviving
spouse and children in school or
college until age 23

- Payable only if member's death is
non-service connected and
survivor's income does not
provide adequate maintenance.
Personnel Casualty Report
(Format in Appendix A.3 of CACP
Manual).

- The electronic message giving the
member's personal information
and circumstances of casualty
incident

- Generally originated by CO of

casualty; sent to CAC/FHS Program
Coordinator and BUPERS. Data
provided to CACO by CAC/FHS
Coordinator

Personal Effects

- Member's personal belongings
(e.g., jewelry, clothing,
camera, money, etc.) Note: The
recipient of personal effects is
not based upon a PNOK/SNOK
determination. Only legal Heirs
or court appointed Executors or
Administrators of the deceased
estate are recipients of personal
effects.

PNOK

- Primary next of kin -
determination only for the
purpose of deciding from whom
instructions for disposition of
remains should be requested.
PNOK gives these instructions.
The eligible beneficiary(ies)
for survivor benefits are not
based upon a PNOK/SNOK
determination.
- PNOK: spouse; if none, eldest
child over age of majority
(including child or children by
prior marriage); if none, father
or mother; if none, eldest
sibling, or other blood relative,
in that order. Note: when
parents reside together, the
parent designated to receive the
majority of benefits is considered
the PNOK. When parents separate
/divorce before the member's entry
into the Navy, the parent who had
legal custody (if he/she was under
the age of majority) at time of
entry into the Navy, is considered
the PNOK. If parents divorce/
separate after member's entry into
the Navy, the parent designated to
receive the majority of benefits
is considered the PNOK. When
doubt exists as to the individual
from whom disposition instructions
should be requested, additional
guidance should be obtained from
Bureau of Naval Personnel
(BUPERS)(PERS-621).

POIC

- Petty Officer-in-Charge

POV

- Privately-owned vehicle

Primary Care (of remains)

- Preparation (embalming),
dressing, and casketing of the
remains.

Property

- Real: land/buildings/improvements
or fixtures on that land.
- Personal: clothing, jewelry,
household furnishings, money,
stocks, bonds, savings bonds,
automobiles, etc.

Record of Emergency Data (DD 93 or NAVPERS 1070/602 - Page 2)

- The personal information provided
by the member
- Used to designate beneficiaries
(except SGLI)

SBP

- Survivor Benefit Plan
- Applicable only if member had 20+
years of service or was retired

SGLI

- Servicemen's Group Life Insurance
(Beneficiary designated by member
on SGLI election-VA 29-8286).

Secondary Care (of remains)

- Allowances from Navy for
shipment, receiving funeral home
usage, flowers, plot, purchase of
a single grave, opening/closing
of grave, etc.

SNOK

- Secondary next of kin includes
minor children who reside
outside the immediate household
of the member, parents (if not
listed as PNOK), and any relative
or friend, named to receive death

gratuity or unpaid compensation and allowances on the NAVPERS 1070/602, Dependency Application/Record of Emergency Data or DD93, Record of Emergency Data. If the member does not have spouse, the eldest adult child is PNOK and all other children are SNOK.

Brothers and sisters are only listed as next of kin if member has no spouse, children or parents, or if designated to receive death gratuity, unpaid compensation and allowances or Servicemen's Group Life Insurance. Every one will not have a SNOK.

Special Escort (for remains)

- Person whom PNOK requests to escort remains (provide information immediately to Naval Office of Medical/Dental Affairs)

SSA

- Social Security Administration

VEAP

- Veterans Educational Assistance Program
- Monies accumulated and unused in member's account at time of death (payable to SGLI beneficiary).

SECTION 8:

OTHER RESOURCES

AVAILABLE TO SURVIVORS

Organizations:

St. Francis Center, Washington, DC. Provides information, grief counseling, and personal support to individuals and families. Newsletter.
Location: Washington, DC
Phone: (202) 363-8500

Compassionate Friends. Offers support for grieving parents. Local groups.
Location: Oak Brook, IL
Phone: (708) 990-0010

American Red Cross. Emergency financial help. Local chapters.

Bereavement Center (Children). Facilitates normal process of mourning in children and adolescents; provides an arena of self-help and support.
Location: Yonkers, NY
Phone: (914) 949-6761

Rainbows. Support program for children and adolescents who have suffered a significant loss. Trains teachers, school administrators, and parents to help children through their time of grief. State and local groups.

Location: Schaumburg, IL
Phone: (708) 310-1880

National Association of Military Widows. Widows of careermen and reservists in all branches of the uniformed services. Monitors programs affecting military widows, and seeks equitable legislation and survivor benefits programs.
Location: Arlington, VA
Phone: (703) 527-4565

THEOS Foundation. Assists in planning and development of practical and educational programs for the widowed. National and local groups; newsletter and magazine.
Location: Pittsburgh, PA
Phone: (412) 471-7779

Books and Pamphlets:

Healing Grief by Amy Hillyard Jensen. "The most concise, comprehensive and helpful information for bereaved parents that we found."

Working It Through by Elisabeth Kubler-Ross.

by **Elisabeth
Kubler-Ross.**

On Death and Dying by Elisabeth Kubler-Ross.

Navy Services

Counseling and Assistance Center

Chaplain Services

Naval Legal Service Office

Navy Family Services Center

Navy Relief Society, emergency help to meet basic living needs, counseling.

Dear Stephen by Ann Downey. The personal story of the illness and death of a son who was a "midshipman" at the Naval Academy. Recommended by Elisabeth Kubler-Ross.

When My Father Died, Little Tan Books, Cincinnati, OH.
Recommended by the Elisabeth Kubler-Ross Center.

How Do We Tell the Children?: A Parents' Guide to Helping Children Understand and Cope When Someone Dies by Dan Schaefer.

Death and the Family: The Importance of Mourning by Lily Pincus.

About Mourning: Support and Guidance for the Bereaved by Savine Gross Weizman.

Helping Children Cope With Grief by Alan Wolfelt.

No Lifetime Guarantee: Dealing With the Details of Death by Katie Maxwell.

Teenagers Face to Face With Bereavement by Karen Gravelle. Young people express feelings of pain, anger, and guilt as they come to terms with the death of a parent, sibling, or close friend.

Beyond Widowhood: From Bereavement to Emergence and Hope by Robert C. Digiulio.

Letter To My Husband by Jill Truman. Recommended by

SECTION 9:

INDEX TO HANDBOOK

Autopsy
Benefits
Books and Pamphlets
CAC/FHS Program Coordinator
CACO (Casualty Assistance Calls Officer):
- purpose
- responsibilities
CACP (Casualty Assistance Calls Program)
CACP Manual
Call Cards
Casualty Assistance
Branch (PERS-621)
Casualty Assistance Calls Program Report
Cemeteries:
- government
- private
Death Certificate
Death Gratuity
Dependents' Relocation
DIC(DVA)
DUSTWUN
Escort
Exceptions
Flag
Fleet Hometown News Center
Funeral:
- allowance
- expense reimbursement claim
- honors
- travel
Funeral Arrangements Visits
Glossary
Headstone
Household goods
Housing:
- BAQ
- Government Quarters
JAG Manual Investigation
Lapel Pin
Letter of Circumstances/Condolences
Management Control
MEDDEN Affairs
Memorial Service
Military Aircraft Mishap Investigation
Navy Contract Mortuary
Navy Relief Society
NOK
- primary
- secondary
Notification Visit
Overpaid
PAO
Pension (DVA)

Personal Effects
Personnel Casualty Report
PNOK
POV
Primary Care
Privacy Act Authorization
Property:
- real
- personal
Record of Emergency Data
Red Cross
Remains:
- preparation
- shipment
Report of Casualty
Reservists
Retired Members
Secondary Care
SGLI
SNOK
SSA (Social Security Administration):
- lump sum death
benefit
- survivor benefits
Survivor Benefit Plan
Survivor Benefits
Scholarships
Special Escort
Support Services
Technical Control
Telephone Numbers
TRICARE-Active Duty Family Member Dental Plan
Unpaid Compensation
Unused Leave
DVA:
- DIC
- Pension
VEAP

SECTION 10: CALL CARDS/NOTE PAPER



CACO CALL CARD

YOUR NAVY REPRESENTATIVE

ADDRESS

OFFICE:

HOME:

TELEPHONE NUMBERS

(Please see reverse)



CACO CALL CARD

YOUR NAVY REPRESENTATIVE

ADDRESS

OFFICE:

HOME:

TELEPHONE NUMBERS

(Please see reverse)



CACO CALL CARD

YOUR NAVY REPRESENTATIVE

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(Please see reverse)



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ADDRESS

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(Please see reverse)

*Representatives at the
Bureau of Naval Personnel
Washington, DC, are also available
24 hours daily.
Toll-Free telephone numbers are:
1-800-368-3202,
VA residents call 1-800-572-2126*

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