

CACP Overview

TRAINING OBJECTIVES

Upon completion of this session you will be able to:

- Identify the history and purpose of the CACP
- Identify the main sections and significance of the CACP Manual and the CACO Handbook
- Identify the personnel available to CACOs as resources
- Identify the main elements of the Decedent Affairs Program and its relationship with the CACP
- Identify the qualifications for CACO duty
- Identify the three major categories of CACO responsibilities
- Describe the types of CACO assignments
- Distinguish between the primary and secondary next of kin

Casualty Assistance Calls Program

- . Initiated After Korean War--1955
- . Technical and Administrative Control--BUPERS
- . Management Control--CAC/FHS Program Coordinator

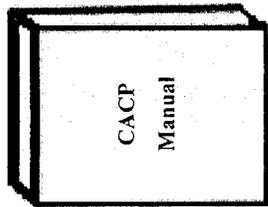
_____ Overview



NOTES



CACO RESOURCES

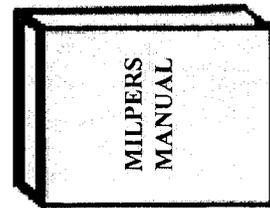


CACO MANUAL (BUPERSINST 1770.3)
Chapters 4, 5, 6, 7, 8 and 9

COMNAVREGMIDLANTINST 1770.1
Command in port – CO assigns CACO

Command out to sea – TYCOM assigns CACO

www.cnрма.navy.mil (CACO/FHS)



MILPERSMAN 1770:

**PCR Sample (1-2-B), Stateside Coord (1-2-C),
Condolence LTR (1-2-D)**

COMNAVREG MIDLANT

SAMPLE PERSONNEL CASUALTY REPORT

REF: MILPERSMAN 1770-030
 (Send IMMEDIATE precedence, within four hours of casualty)

FROM: USS NEVERSAIL (Activity suffering casualty)
 TO: COMNAVPERSCOM MILLINGTON TN//PERS-621//
 BUMED WASHINGTON DC//31//
 CACP COORDINATOR WHERE PNOK RESIDE//CACO//
 CAPC COORDINATOR WHERE SNOK RESIDE//CACO//
 INFO: COMNAVREG MIDLANT NORFOLK VA//N12//
 CNO WASHINGTON DC//N2K// (Only if incidental to NAVOPS,
 and on all Reports of progress in searches for DUSTWUN or
 MISSING) DFAS CENTER CLEVELAND OH//FMCS/JJC//
 Appropriate TYPE COMMANDER, HOMEPORT STATION, FLT/CINCS,
 EPMAc & AREA COMMANDER)
 NAVY JAG WASHINGTON DC//33//
 COMNAVSAFCEN NORFOLK VA//42// (if casualty resulted from
 an accident)
 MILMEDSUPPOFF GREAT LAKES IL//03B2//
 AMCROSS WASHINGTON DC//OIC//
 CHINFO WASHINGTON DC//00//
 DIRNAVCRIMINVSERV WASHINGTON DC//23//
 ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//00//
 NAVMEDCEN PORTSMOUTH VA//0714F// (Only if death occurred
 in Hampton Roads)
 FHTNC NORFOLK VA//PAO//
 EPMAc NEW ORLEANS LA//00120//

BT
 UNCLAS//N01770//

MSGID/GENADMIN/-/

SUBJ/PERSONNEL CASUALTY REPORT (DEATH) REPORT SYMBOL
 1770-4 OFFICER/ENLISTED//

REF/A/DOC/BUPEBS/28FEB97//

AMPN/ REF A MILPERSMAN ART 1770-010 IS PROCEDURES FOR REPORTING
 CASUALTIES//

RMKS/1. IAW REF A, FOLLOWING INFO IS SUBMITTED:

ALPHA: HMC JOHN HENRY JONES, USN, 000-00-0000

BRAVO: ACDU, USS NEVERSAIL, POC: LCDR J. SMITH, 444-0000.
 (POC is normally the Personnel Officer). UIC: 00000

CHARLIE: HOSTILE/NON-HOSTILE. DEATH DUE TO MULTIPLE TRAUMA
 RECEIVED IN AUTO ACCIDENT.

DELTA: 21 AUG 96, AT 2100. SINGLE VEHICLE ACCIDENT. MEMBER
 LOST CONTROL OF VEHICLE AND COLLIDED WITH TREE VICINITY
 OF HAMPTON BLVD AND 48TH STREET, NORFOLK, VA.

ECHO: REMAINS AT DEPAUL HOSPITAL, NORFOLK, VA. WILL BE
 RELEASED TO NAVMEDCEN PORTSMOUTH PENDING DESIRES PNOK.

FOXTROT: PNOK (NAME AND ADDRESS).
 SNOK (NAME AND ADDRESS).

GOLF: HAVE PNOK/SNOK BEEN OFFICIALLY NOTIFIED IN PERSON BY
 NAVY REP.
 (YES/NO)

HOTEL: HOSTILE FIRE ZONE. ENTER N/A ALL OTHER CASES.

INDIA: DATE OF RECORD OF EMERGENCY DATA PAGE.

JULIET: BENEFICIARY FOR DEATH GRATUITY:

- A. NAME, RELATIONSHIP, ADDRESS OF BENEFICIARY
- B. WHETHER DEATH GRATUITY WILL BE PAID BY PARENT
 COMMAND OR CACO'S PSD.
- C. DESIGNATED BENEFICIARY FOR UNPAID PAY AND
 ALLOWANCES.

KILO: WHO HAS CACO RESPONSIBILITIES. (REGIONAL COORDINATOR,
 AND NAME, OFFICE AND HOME PHONE NUMBERS OF YOUR COMMAND
 CACO.)

LIMA: RACE, RELIGION, DATE OF BIRTH.

MIKE: INSURANCE OTHER THAN SGLI.

NOVEMBER:

- A. PAYGRADE
- B. MONTHLY RATE OF BASIC PAY
- C. TOTAL SERVICE
- D. NUMBER DAYS LEAVE ACCRUED
- E. AMOUNT OF BAQ/VHA
- F. LOCATION OF PAY RECORD
- G. AMOUNT OF VEAP, IF ANY
- H. DATE SERVICE RECORD AND HEALTH RECORDS ARE TO BE
 FORWARDED TO BUPERS

OSCAR: IF MEMBER HAD SGLI COVERAGE. WHO IS BENEFICIARY.

PAPA: JAG, NCIS, A/C MISHAP INVESTIGATION TO BE CONDUCTED, AS
 APPROPRIATE. (IF REQUIRED.)

QUEBEC: PERSONAL EFFECTS. WHO GETS THEM AND WHEN THEY WILL BE
 SHIPPED.

STATESIDE CAC/FHS PROGRAM COORDINATORS

<u>CAC/FHS PROGRAM COORDINATOR</u>	<u>ZONES OF RESPONSIBILITY</u>	
<p>-----</p> <p>COMNAVREG MIDLANT NORFOLK VA//N12// MID-ATLANTIC REGION Mrs. Lottie Hayes Mrs. Lisa Dixon (Assistant) Mr. Leo Agnir (Funerals - Toll Free 866-203-7791EXT 1)</p>	<p>-----</p> <p>VIRGINIA (less Counties of Arlington, Fairfax, King George, Loudon, Prince William, Westmoreland and Stafford), WEST VIRGINIA, DELAWARE, PENNSYLVANIA, NORTH CAROLINA Counties of Camden, Chowan, Currituck, Dare, Gates, Pasquotank, Perquimans, Tyrrell & Washington, MARYLAND Counties of Dorchester, Somerset, Wicomico & Worcester, and ICELAND</p>	<p>-----</p> <p>757-322-2817 EXT 2 DSN 262 Toll Free 866-203-7791</p> <p>After hours : 757-322-2609/3062</p>
<p>-----</p> <p>COMNAVREG NE GROTON CT//01D2// NORTHEAST REGION Mrs. Pattie Mook Mrs. Linda Kramm (Assistant)</p>	<p>-----</p> <p>CONNECTICUT, INDIANA, MAINE, MICHIGAN, MASSACHUSETTS, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, RHODE ISLAND, VERMONT, & CANADIAN PROVINCES OF: QUEBEC, NEW BRUNSWICK, ONTARIO, NOVA SCOTIA, MANITOBA & NORTHWEST TERRITORY</p>	<p>-----</p> <p>800-856-7091 DSN 694-5982</p> <p>After hours: 860-694-3676</p>
<p>-----</p> <p>COMNAVDIST WASHINGTON DC//33AD// Mrs. Rhonda Hughes</p> <p>Tony Carter (funerals)</p>	<p>-----</p> <p>DISTRICT OF COLUMBIA, MARYLAND, and the VIRGINIA counties of Arlington, Fairfax, King George, Prince William, Westmoreland and Stafford, Fauquier, Loudon</p>	<p>-----</p> <p>202-685-1568 DSN 288</p> <p>After hours: 202-6047/5180</p>
<p>-----</p> <p>COMNAVREG SE JACKSONVILLE FL//N11// SOUTHEAST REGION Bill Birtley</p>	<p>-----</p> <p>NORTH CAROLINA, SOUTH CAROLINA, GEORGIA, FLORIDA, ALABAMA, TENNESSEE, MISSISSIPPI, KENTUCKY, PUERTO RICO, PANAMA, CUBA, and WEST INDIES</p>	<p>-----</p> <p>904-542-1536 DSN 942</p> <p>After hours: 904-542-0490</p>
<p>-----</p> <p>COMNAVRESFORCOM NEW ORLEANS LA // N01K// MID-WEST REGION Mr George Burch</p>	<p>-----</p> <p>LOUISIANA, ARKANSAS, OKLAHOMA, TEXAS, KANSAS, MISSOURI, IOWA, ILLINOIS, MINNESOTA and WISCONSIN</p>	<p>-----</p> <p>504-678-0189 DSN 678 Toll Free 877-478-3988</p> <p>After hours: 504-678-5313/4</p>
<p>-----</p> <p>COMNAVREG NW SEATTLE WA //N13// NORTHWEST REGION Mrs. Julia Soula Mr. Harry McLellan (assistant)</p>	<p>-----</p> <p>WYOMING, NORTH DAKOTA, SOUTH DAKOTA, IDAHO, WASHINGTON, OREGON, NEBRASKA , MONTANA, ALASKA including the ALEUTIAN ISLANDS and the CANADIAN PROVOKES of BRITISH COLUMBIA, ALBERTA, YUKON and SASKATCHEWAN</p>	<p>-----</p> <p>Toll Free 866-394-9249 DSN 322</p> <p>After hours: 360-981-7572</p>
<p>-----</p> <p>COMNAVREG SW SAN DIEGO CA //N93M11R// SOUTHWEST REGION Mr. Dan Deluna Dorothy Hirr (funerals)</p> <p>-----</p>	<p>-----</p> <p>ARIZONA, NEVADA, UTAH, NEW MEXICO, COLORADO and CALIFORNIA and MEXICO</p>	<p>-----</p> <p>800-326-9631</p> <p>After hours: 619-524-2314</p> <p>-----</p>

BUPERS TOLL FREE NUMBER FOR ASSISTANCE TO NEXT-OF-KIN

1-800-368-3202

SAMPLE PERSONNEL CASUALTY REPORT
For DEPENDENT death

FROM: USS NEVERSAIL
TO: COMNAVPERSCOM MILLINGTON TN//PERS-621//

INFO: Your chain of command
MILMEDSUPPOFF GREAT LAKES IL//03B2//
COMNAVREG MIDLANT NORFOLK VA//N12// (REGIONAL COORDINATOR FOR YOUR
ASSIGNED REGION)
BUMED WASHINGTON DC//332//
NAVMEDCEN PORTSMOUTH VA//0714F//

BT
UNCLAS//N01770//

MSGID/GENADMIN/-/

SUBJ/REPORT OF DEPENDENT DEATH//

REF/A/NAVMEDCOMINST/5360.1/-/CHAP 3//
REF/B/MILPERSMAN 1770-250

NARR/ REF A IS GUIDANCE CONCERNING DEATH OF DEPENDENT, REF B IS REQUIREMENT FOR
PERSONNEL CASUALTY REPORT//

POC/ NAME OF POINT OF CONTACT AT COMMAND, PHONE #.

RMKS/1. IAW REFS A AND B, FOLLOWING INFO IS SUBMITTED:

A. NAME / SSN / RELATIONSHIP OF DECEASED DEPENDENT.

B. SERVICEMEMBER UNIT INFO / COMMAND REP ASSISTING SERVICEMEMBER (RANK, NAME,
PHONE NO.)

C. DEPENDENT DEATH.

D. DATE, TIME (LOCAL TIME) AND PLACE AND CIRCUMSTANCES OF DEATH. If in hospital, provide
name of physician.

E. LOCATION OF REMAINS. NORFOLK CRIME LAB, 401-A COLLEY AVE., NORFOLK VA 23507. DR
TURNER GRAY, MEDICAL EXAMINER, 757-427-1704.

F. SPECIFY IF DEPENDENT WAS INSURED UNDER THE FAMILY SGLI PROGRAM. IF SPOUSAL
DEATH, SPECIFY AMOUNT OF COVERAGE SERVICEMEMBER MAINTAINED. IF UNKNOWN, SO
STATE.

G. SERVICEMEMBER NOTIFIED OF DEPENDENTS DEATH DATE/TIME. //

BT

SAMPLE LETTER OF CONDOLENCE

REF: MILPERSMAN ARTICLE 1770-140

(Letter signed by CO, should be sent within 48 hours of casualty)

Date

Dear Mr. and Mrs. Doe:

On behalf of the Navy Department and Commander, Navy Region, Mid-Atlantic, I extend my deepest sympathy to you and to each member of your family on the recent loss of your son, Avionics Maintenance Technician First Class John NMN Doe. John was assigned to the Naval Legal Service Office, Naval Station, Norfolk, where he contributed significantly toward the unified mission of the Naval Legal Service Office and the United States Navy. John was a fine petty officer who will be sincerely missed by his shipmates and those with whom he came in contact.

Your son died the evening of May 25, 1996, as a result of head injuries suffered in a multiple vehicle accident. John was traveling on East Little Creek Road, Norfolk, VA when his vehicle collided with several vehicles, struck a pole, and caught on fire.

I am very proud to tell you that, although I didn't personally know John, he was a well-liked and dedicated petty officer who honored his country and the Naval service by the work he did at Naval Legal Service Office and throughout his naval career. His distinct personality and expertise made an immediate impact on those around him. He quickly gained the friendship of peers and subordinates alike and had a reputation as one of the finest petty officers in the command. This is an important and positive certainty that we all can appreciate as we wrestle with the mysteries of life.

I encourage you to work with Lieutenant George E. Washington, of Naval Legal Service Office who has been assigned as your Casualty Assistance Calls Officer. He may be contacted at (757) 444-0000 or (757) 123-4567. (IF THERE IS ANOTHER CACO IN ANOTHER AREA, YOU MAY INCLUDE HIS NAME/PHONE NUMBER HERE ALSO).

A thorough Manual of the Judge Advocate General (JAGMAN) investigation is now being conducted into the circumstances surrounding John's death. You may obtain a copy of the completed investigation report by writing to: (YOUR CONVENING AUTHORITY)

Please be advised that Navy investigations and their review by the chain of command normally take at least 120 days to complete, and may exceed 180 days.

Again, I extend to you my personal sympathy and understanding in your great loss.

Sincerely,

FIRST A. NAME
Captain, U.S. Navy



Personnel Casualty Report Requirements

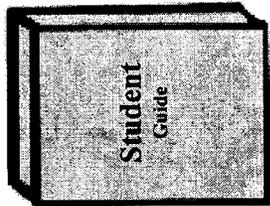
- DEATH, DUSTWUN, MISSING, POW (A-Q)
- SUICIDE ATTEMPTS & GESTURES (A-K)
- Very Seriously Ill/Injured (A-K)
- RESERVIST (A-G and O) O=SGLI info
- DEPENDENT DEATH (SGLI)

COMNAVREG MIDLANT

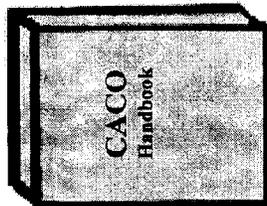
1-2-F



CACO Resources



Samples JAG/NCIS Investigation requests



Checklists, CACO cards



BUMEDINST 5360.1

COMNAVREG MIDLANT

ADVISORY

**REQUESTS FOR JUDGE ADVOCATE GENERAL MANUAL (JAGMAN)
INVESTIGATIONS**

The **PROCESS** of requesting a JAGMAN investigation has once again been brought to our attention. Not only have some of our families expressed their concern over delays in the receipt of JAGMAN investigations, we have received communications from the OJAG community regarding misdirected requests.

This advisory is issued to reinforce the requirement that all requests for investigations must be forwarded to the General Court Martial Convening Authority (GCMCA) for response. (JAG Instruction 5800.7C, Section 0220(d)).

As such, a letter (APPENDIX K of BUPERSINST 1770.3) should be addressed to the convening authority of the Command responsible for conducting the investigation. This also applies to the same letter located in the Casualty Assistance Guide (appendix A, page 31.) **Please advise your Casualty Assistance Calls Officers (CACOs) that a request for a JAGMAN investigation should never be addressed to JAG Headquarters.**

NOTE: COMNAVPERSCOM issues a follow-up message to the Command who suffers the loss of a service member. Paragraph 6 of that message requests specific information to aid the CACO in identifying the correct GCM authority or Echelon II commander. Lacking proper response to that follow-up message, the CACO should contact the deceased service member's command to ascertain the proper addressee for JAGMAN investigation requests.

ACTION: REQUEST WIDEST DISSEMINATION TO CACOS (current and prospective)

ISSUED: 02 MAY 01

POC: Sandy Dubois

DSN: 882-4299

(Date)

Convening Authority of the command
Responsible for conducting the Investigation

To Whom It May Concern:

In accordance with section 1072 of the 1993 National Defense
Authorization Act (Public Law 102-484), I request copy of the
Judge Advocate General Manual (JAGMAN) Investigation report
into the circumstances surrounding the death/disappearance of

(Grade/Rate, Name, SSN)

who died/was reported missing on _____
(Date)

(Signature)

(Printed name)

(Relationship to service member)

(Street Address)

(City, State, Zip Code)

(Telephone Number)

NAVAL CRIMINAL INVESTIGATIVE SERVICE
INVESTIGATION REQUEST

First Name, Middle Initial, Last Name

Address

City, State, and Zip Code

Telephone Number

Date

Naval Criminal Investigative Service Headquarters
WNY, Building 111, Attn: OOJF
716 Sicard Street, S.E.
Washington, DC 20388-5380

To Whom It May Concern:

(U. S. Navy Member's Rank, Name, and SSN)

died while serving on active duty with the United States Navy on

(Date of Death)

I am requesting a copy of the completed investigation into the death of the above named member under the Freedom of Information Act. I am the

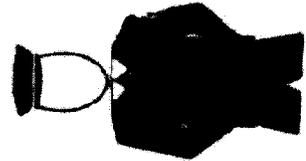
(Relationship)

I want the report to (include/delete) pictures taken by the investigators. (Please circle your choice enclosed in the bracket.)

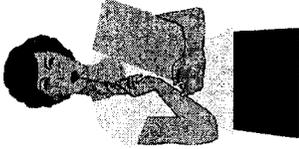
Sincerely,



PERSONNEL RESOURCES



Chaplain



Regional Coordinator



PERS-621

COMNAVREG MIDLANT

What is a CACO?



- Secretary of the Navy's Representative**
- Officer with at Least 2 Years Active Duty**
- Senior Enlisted Member--E-7+**

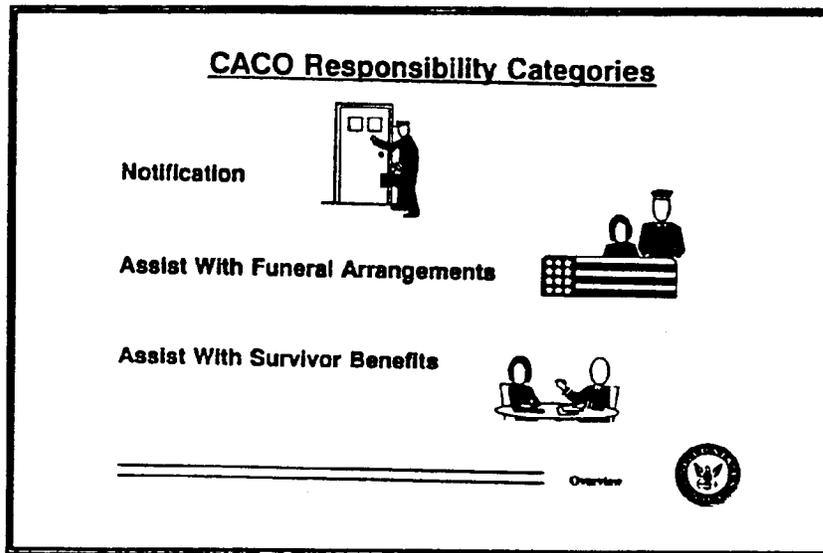
Overview



NOTES

KEY POINTS

- Chaplains are not normally assigned because of their pastoral duties involved in the next of kin notification visit.
- Most CACOs state they find CACO duty, although difficult, one of their most rewarding assignments in the Navy.
- CACO duty prepares Navy personnel for such duty when they become more senior with direct responsibility for Navy members.

**NOTES****KEY POINTS**

When tasked with a CACO duty assignment, the CACO's *primary responsibility* becomes this duty. Following is a list of specific CACO duties:

- Make personal notification of the casualty and apprise NOK of incident circumstances. Present the facts you have.
- Ascertain the NOK's desires for remains embalming/casketing and notify local DAO or MEDDEN. (Notify BUMED if death occurred overseas.)
- Determine casualty remains shipment schedule and keep NOK informed.
- Inquire as to the needs of the family and extend assistance.
- Contact BUPERS to arrange Death Gratuity payment for the widow(er); if none, then arrange for beneficiary (adult child); if none, then make no further arrangements unless discussed with NPC-621
- Contact the Navy-Marine Corps Relief Society, American Red Cross, and other service organizations, if necessary, to obtain financial assistance.

KEY POINTS (Continued)

- Assist with funeral arrangements, arranging honors, providing a chaplain, and NOK transportation arrangements.
- Offer assistance in completion of survivor benefits applications and in obtaining or photocopying needed documents.
- Monitor shipment of personal effects and household goods, and keep NOK advised.
- Refer news media representative queries to local PAO.

NOTES

NOTES

When is a CACO Assigned?

- . DUSTWUN
- . Missing/Missing in Action
- . Detainment in a Foreign Country
- . Capture or Attack by Hostile Forces/Terrorists
- . Death

Overview



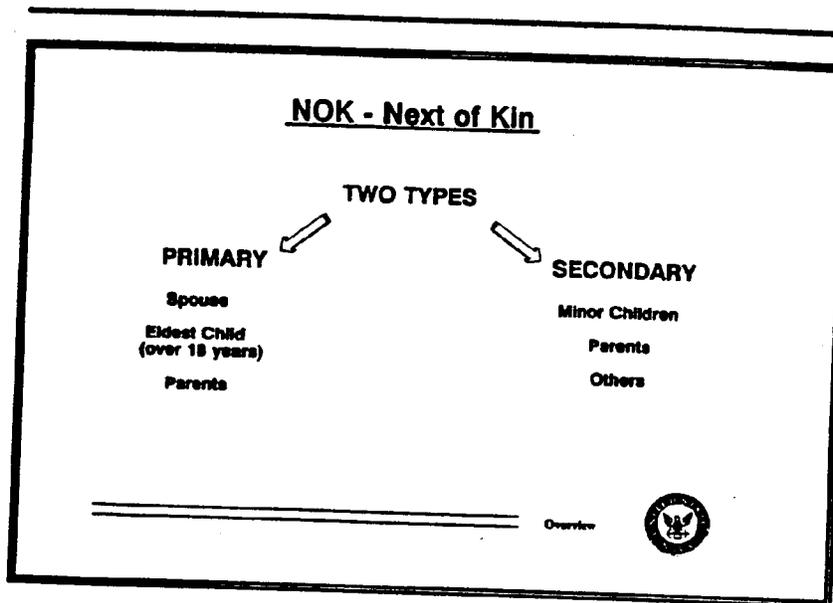
KEY POINTS

Duty Status - Whereabouts Unknown or DUSTWUN

- Physical absence (unaccounted for)
- Cannot immediately be determined if the absence is voluntary or involuntary because the search for the Navy member has not yet been completed

Death

- Includes retirees who have been retained in a government hospital continuously from the date of retirement until their death

**NOTES****KEY POINTS***Primary Next of Kin (PNOK)*

- The adult who is legally and financially responsible for the disposition of the remains and from whom instructions for the disposition of the remains are requested.
- The typical order of PNOK designation is as shown above. If the member is not survived by any of the above individuals, then the PNOK is the eldest sibling. If there are no siblings then BUPERS makes the determination.

Secondary Next of Kin (SNOK)

- If there are no minor children from previous marriages and no parents, then the SNOK is anyone designated to receive any benefit.
- Brothers and sisters, grandparents, aunts and uncles are not considered SNOK, unless they are designated to receive a monetary benefit or they were the member's legal guardian prior to the member's entry into the Navy.

NOTESCACO Assignments

. Casualty

. Stand-By

. Courtesy

Overview

KEY POINTS

Besides casualty assignments, a CACO can also be assigned under the following conditions:

Stand-by CACO

- Assigned for a member's PNOK or SNOK when a member is reported:
 - in a life threatening (Death Imminent) condition and medical authorities believe the member will not survive the next 24 to 48 hours; or
 - the member is hospitalized overseas from NOK, including Alaska and Hawaii; and
 - only when directed by BUPERS
- Under these circumstances CACOs must keep their local CO informed as to their whereabouts at all times to ensure NOK will receive immediate notification of the member's death if necessary.
- A Stand-by CACO may disregard the notification time rule. Whenever a Stand-by CACO is apprised of a member's death, immediate notification is permissible.

KEY POINTS (Continued)

Courtesy CACO

- Assists NOK in going to the bedside of ill/injured members. NOK are entitled to round-trip transportation only. CACO will assist NOK in filing a travel claim.
- Assigned to locate next of kin who have moved.
- Makes one-time personal notification visit to NOK of DON civilian employees.
- Makes one-time personal notification visit to NOK of deserters (only when NOK are not aware of the death).

NOTES