



DEPARTMENT OF THE NAVY
COMMANDER NAVY INSTALLATIONS COMMAND
716 SICARD STREET SE SUITE 1000
WASHINGTON NAVY YARD DC 20374-5140

CNICINST 1770.2B
N00
7 Apr 2020

CNIC INSTRUCTION 1770.2B

From: Commander, Navy Installations Command

Subj: CASUALTY ASSISTANCE CALLS PROGRAM

Ref: (a) DoD Instruction 1300.18 CH-1 of 14 Aug 09, Department of Defense
Personnel Casualty Matters, Policies and Procedures
(b) NDAA for Fiscal Year 2020 of 9 Dec 19
(c) OPNAVINST 1770.1B
(d) MILPERSMAN 1770 series, Casualties and Survivor's Benefits
(e) NAVMEDCOMINST 5360.1, Decedent Affairs Manual
(f) CNICINST 1754.5
(g) OPNAVINST 1770.2B
(h) DoD memo, Enhanced Honors for Deceased Service Members
(i) CNICINST 4000.1B
(j) NETCINST 1510.1A, Navy Training Management

Encl: (1) Funeral Honors and CACO Monthly Report Template
(2) Casualty Assistance Calls Officer Training
(3) Defense Casualty Information Processing System Navy Standards Guide
(4) Casualty Assistance Calls Officer Responsibilities

1. Purpose

a. To issue Commander, Navy Installations Command (CNIC) policy for the execution of the Navy Casualty Assistance Calls Program (CACP), per references (a) through (j).

b. To issue CACP requirements for Navy Service Members and Department of the Navy (DON) Civilian employees.

c. To outline integration of the Navy Gold Star Program (NGS) and its role in the Navy Casualty Assistance continuum of care. CACP and NGS will work in partnership in order to provide timely and compassionate care to those who have suffered a loss.

2. Cancellation. CNICINST 1770.2A.

3. Policy

a. CACP exists to provide dignified, professional and compassionate care for next of kin (NOK) when a casualty occurs within the DON. Providing this care is not just the right thing to do, but a vital and enduring mission that requires our dedicated focus and teamwork to get right.

b. Reference (a) establishes the Department of Defense (DoD) Casualty Program and discusses the duties of Casualty Assistance Calls Officers (CACOs). Reference (c) establishes CNIC's responsibility for training and assigning CACOs. Reference (d) establishes and places primary responsibility for implementation of CACP with Navy Region Program Managers (RPMs).

c. This instruction does not relieve Commanders of the responsibilities for reports or related actions required by references (d) and (e), or other pertinent regulations or directives.

d. Per references (a) through (e), CNIC is responsible for the execution, funding and technical support of CACP. This policy applies to all Service Members assigned as CACO in support of CNIC.

e. Reference (a) discusses the requirement for individual Services to establish a centralized short- and long-term case management process. NGS works in tandem with Navy Personnel Command Casualty Division (PERS-00C) and its Long Term Care Program Office to assist surviving family members of deceased Service Members for as long as they require assistance.

4. Assignment of CACOs

a. The Navy's Casualty Assistance Calls Program is one of our few "NO FAIL" missions that directly touches families as well as receives tremendous attention when something goes wrong.

b. Commanding Officers are directly responsible for the assignment of Sailors desiring to serve as a CACO.

(1) All candidates must be screened and selected to serve as CACO.

(2) Candidates must possess qualities of maturity, good communication skills, leadership and professionalism.

c. Commands at all levels will have at least one commissioned officer and one senior enlisted (E-7 and senior) trained for CACO duties. Assignment of an E-6 as a CACO requires Commanding Officer approval.

d. Commanders at all levels must pay particular attention to all CACO cases within their respective area of responsibility (AOR). Commanders must be attentive to the nature of casualty

cases to predict those that are inherently tragic or high visibility in nature. Tragic or high visibility cases will warrant the need for increased oversight by all involved persons. Cases requiring additional oversight require “All Hands On Deck” to minimize any potential problems.

e. The parent command of the deceased must be engaged throughout the entire process. The Triad is responsible for ensuring the welfare of the family is protected at all times, which includes disposition of remains and receipt of all benefits and entitlements.

5. Responsibilities

a. CNIC CACO/Funeral Honors Support (FHS) Headquarters Program Director (HPD) will:

(1) Implement and manage execution of CACP policy per references (a) through (g).

(2) Conduct weekly teleconferences with RPMs to discuss the health and effectiveness of CACP.

(3) Ensure RPMs update the Casualty Assistance Program Tracker prior to the weekly teleconference. The tracker is available on Gateway 2.0 (G2) at <https://g2.cnic.navy.mil/tscnichq/CACO/Lists/CasualtyAssistanceProgramTracker/Regional.aspx>.

(4) Budget and distribute adequate resources in support of CACP.

(5) Manage and implement the CACO training program per reference (c).

(6) Interview, certify and providing training and briefs to all current and prospective trainers.

(7) Ensure CACO training curriculum is reviewed and approved by CNIC, training is provided at least quarterly, and annual training schedules are posted and made available to regional commands.

(8) Conduct an annual quality assurance assessment of CACP training curriculum and classes, including observation of facilitators, no later than the second quarter of each fiscal year.

(9) Issue a consolidated checklist to assist CACO process execution.

(10) Per reference (c), provide guidance for and support to enterprise information management systems including Defense Casualty Information Processing System (DCIPS), and CNIC monthly reports (enclosure (1)) which are available on G2 at <https://g2.cnic.navy.mil/tscnichq/CACO/Metrics/Lists/FHCMM/Regional%20View.aspx>.

(11) Ensure DCIPS is maintained up-to-date to reflect CACO assignments, notifications of Primary NOK (PNOK) and other required NOK, and all relevant beneficiary information. Use bound journal entries to maintain a chronological, historical and legal record for each casualty case.

(12) Conduct quarterly quality assurance assessments on at least ten percent of cases to ensure standardized delivery of services, Navy-wide.

(13) Per references (a) and (c), monitor and analyze CACP data to determine key performance metrics and identify program trends that indicate best practices or areas of focus/concern. Provide programmatic information to the chain of command as required but no less than quarterly.

(14) Coordinate implementation and update of CACP policy and services with PERS-00C.

(15) Establish a contingency plan, including continuity of operations, for executing CACP functions during major disasters or mass casualty events.

b. Region Commanders (REGCOMs) will:

(1) Per references (a) through (j) and this policy, assign a RPM and execute a regional CACP. The CACP provides assistance and guidance to families of Service Members upon whom tragic circumstances have fallen. Regardless of the circumstances of the casualty, support to these families will be handled with priority and the utmost understanding and sensitivity. CAC/FHS RPMs and/or the Region Operations Center (ROC) Watch Officer, working in conjunction with Commanders and Commanding Officers at all levels, are to ensure and demonstrate the intended spirit and humanistic approach as every effort is made to help those families.

(2) Ensure full support of the regional CACP by tasking installations and requiring tenant commands to provide resources including manpower and logistical support.

(3) Per reference (i), closely coordinate with other Navy regions to ensure continuity of CACP functions and services for individual cases that affect multiple geographic regions (e.g., PNOK in Navy Region Southwest, Secondary NOK in Navy Region Southeast). This coordination must include a personal handoff between REGCOMs if primary CACO duties shift to a different region.

(4) Determine and validate budget requirements to CNIC in accordance with budget/data calls and the authorized allocation of funds in support of CACP.

(5) Ensure reimbursement of authorized personal expenses incurred by individuals supporting CACP. Reimbursable expenses include mileage for privately owned vehicles, tolls and parking fees.

(6) Per reference (g), support assigned Flag Officers who represent the Chief of Naval Operations in support of honors for combat and combat related casualties as directed.

c. Commandant, Naval District Washington (NDW) will:

(1) Per references (a), (g) and (h), ensure proper honors are rendered when the remains of Sailors killed in action (KIA), or whose death occurred while supporting combat operations overseas, arrive in the Continental United States Dover Air Force Base.

(2) Per reference (h), direct the Navy Ceremonial Guard to render appropriate plane-side honors at Port Mortuary Dover DE for the arrival of fallen Active Duty Service Members.

(3) Ensure funeral information, including family member attendance, if known, is provided to Flag Officers who are designated to attend funerals of Sailors KIA and interred at Arlington National Cemetery (ANC). Provide Flag Officers assigned as the Escort Commander/Flag Presenter at ANC with instructional guidelines to include protocol and details surrounding the interment of Sailors KIA.

d. RPMs will:

(1) Ensure proper execution of the CACP within their region.

(2) Supervise and assign trained CACOs to NOK and other eligible beneficiaries upon notification of a casualty incident. Report when a CACO is assigned, including the individual's information in a bound journal entry, to PERS-00C and CNIC via DCIPS. Per reference (a), do not assign CACO duties to relatives or close personal friends of the deceased, or to any Service Member scheduled for deployment, reassignment, retirement, or release from Active Duty within six months of the incident.

(a) When a reportable DoD civilian casualty occurs, the responsible region will make personal notification to the emergency point of contact reflected on DD Form 93 or the electronic civil service equivalent of DD Form 93. Thereafter, the region will facilitate follow-on assistance with the appropriate civilian personnel or human resources office for survivor benefits and entitlements.

(b) When a reportable DoD contractor casualty occurs, the responsible region will notify the appropriate contracting agency, who will be responsible for notifying the contractor's NOK.

(3) Establish and maintain relationships with installations and tenant commands in their region to advise and assist with casualty incidents.

(4) Provide after-hours support to CACOs.

(5) Manage and execute an effective CACP training program, including budgeting and administering funds. The CACO represents the Secretary of the Navy. CACO training must be conducted using the training provided by CNIC HQ. The goal of the training is to equip and assist the CACO to be courteous, helpful and compassionate toward the NOK while performing this sensitive mission.

(a) Using enclosure (2), ensure regional facilitators are certified by CNIC to conduct CACO training.

(b) Schedule training to support CACP requirements, and post and make the schedule available to all tenant commands.

(c) Ensure CACOs receive proper training prior to assuming duties.

(d) Issue a formal training schedule for each calendar year via Corporate Enterprise and Training Activity Resource System (CETARS), which can be viewed in Catalog of Navy Training Courses (CANTRACS).

(e) Training for CACOs will include:

1. A minimum of eight hours of classroom instruction on the duties, responsibilities and knowledge required of a CACO. Requalification is required every three years.

2. Duties involved with notification, funeral arrangements, benefits and entitlements applications, counseling and reporting requirements.

3. An overview on how to process benefits and entitlements to include completing associated forms. CACOs are not expected to be experts in this area, but they should have sufficient knowledge of available Navy and Federal Agency resources and points of contact to obtain factual guidance and information on benefits-related issues.

4. Grief and trauma awareness.

5. Public affairs as it pertains to established policy on the release of casualty information to the media or general public, referral of inquiries to trained public affairs officials, and how to obtain public affairs support for family members upon request.

6. Points of contact for support from the Navy, Department of Defense, and other Federal Agencies and non-profit organizations.

(f) Monitor training to ensure effective facilitation to course attendees and only standardized CNIC training modules are used. Ensure deviations to training are approved per enclosure (2).

(g) Assess the effectiveness of CACO training by reviewing pre-tests, post-tests and course evaluations.

(h) Ensure student information is entered in Corporate Enterprise Training Activity Resource System (CeTARS) within three business days of the completion of training.

(i) Report the number of training classes conducted and the number of CACOs trained through regional monthly reports to CNIC.

(j) Per reference (b), ensure trained CACOs complete the annual SIMmersions training requirements via Joint Knowledge Online (JKO) at <https://jkodirect.jten.mil/Atlas2/faces/page/login/Login.seam>. CACOs will need to create a JKO account prior to course enrollment. The three required SIMmersions training course numbers and titles are: (1) OSD-SIMM01 - Casualty Notification Training; (2) OSD-SIMM02 - Casualty Assistance First Visit Training; and (3) OSD-SIMM03 - Casualty Assistance Benefits and Entitlement Training.

(k) Provide training to tenant commands on casualty reporting requirements and assist commands when necessary in drafting Personnel Casualty Reports (PCRs).

(l) Maintain an up-to-date master list of trained CACOs within each region.

(m) Maintain, validate and enforce periodicity of all trained CACOs (i.e., requalification every three years and annual SIMmersions training).

(6) Per enclosure (3), ensure NOK or beneficiary notification is completed, and date and time of notification is reported in DCIPS using a bound journal entry.

(7) Make DCIPS entries to reflect CACO assignments, current NOK or beneficiary information, and other information relevant to the case. Per enclosure (3), RPMs will ensure the information logged in DCIPS is current, comprehensive and entered within one business day.

(8) Upload NAVPERS Form 1770/7 (Casualty Assistance Calls Program) to document completed critical steps in the performance of CACO duties. CACOs will update the checklist every 30 days until all items are complete.

(9) Per enclosure (3), upload completed OPNAV Form 1770/1 (Consent to Release Personal Information) and OPNAV Form 1770/3 (Next of Kin Identification) to DCIPS.

(10) Per reference (g), coordinate dignified transfer and plane-side honors.

(11) Ensure funeral arrangements are completed and all involved regions and participants are informed. Enter information in the appropriate database.

(12) Ensure PERS-00C is provided with funeral information to include family member attendance of immediate NOK or Person Authorized to Direct Disposition (PADD).

(13) Provide guidance, coaching and assistance to the CACO while completing and submitting NOK or beneficiary benefits and entitlements package. Ensure benefits and entitlement documentation is completed per references (a) and (d), and forwarded to PERS-00C.

(14) Track the investigation status for the incident. Ensure the CACO or NGS provides updates to the NOK as information is obtained. Ensure the CACO or NGS delivers final copies to the NOK, upon request. A courtesy CACO may be requested to conduct delivery of reports based on special circumstances.

(15) Provide notice of NOK or beneficiary change of address to higher level authority via DCIPS.

(16) When multiple regions are involved in an individual case, forward information to appropriate RPMs upon completion of CACO duties and CACP responsibilities.

(17) Maintain accurate files utilizing DCIPS and ensure all required reports are submitted per references (a) through (d).

(18) Submit region monthly reports to CNIC no later than the 10th of each month using enclosure (1).

(19) Conduct quarterly quality assurance assessments on at least ten percent of cases to ensure standardized delivery of services and report findings to CNIC no later than the 10th day of the second month following the end of the quarter (i.e., 10 Feb, 10 May, etc.).

(20) Liaise with regional NGS coordinators (RNGSC) to ensure seamless transfer of services between CACOs and the installation NGS coordinators (INGSC).

(21) When contacted by RNGSCs, provide the CACO with contact information for the INGSC assigned to the NOK. NGS can engage with the family while the CACO is still involved in completing the case. INGSCs will provide support to survivors concurrently, as well as be a resource for the CACO. Once CACO duties are complete, inform RNGSCs of pending transfer from short-term to long-term responsibilities and update DCIPS to reflect the change of CACO

assignment, per reference (f). RPMs will remain available for future case management, as applicable.

(22) Per reference (a) through (e), complete NAVPERS Form 1770/7 (Casualty Assistance Calls Program), as well as all other required forms and applications. Upon completion, ensure all forms are uploaded in DCIPS.

(23) Provide support and promote self-care to CACOs. Encourage CACOs to complete the Psychological First Aid Course at http://www.ptsd.va.gov/professional/continuing_ed/psych_firstaid_training.asp, and additional optional self-care training at <http://deploymentpsych.org/online-courses/self-care>. Provide additional resources, as appropriate, via Military OneSource.

(24) Review CACP operations to reinforce compliance with governing laws, policies and regulations, including confidentiality, Personal Identifiable Information (PII) and Privacy Act Standards. PII is any information that can be used to uniquely identify, contact or locate an individual, or can be used with other sources to uniquely identify a person, and should be safeguarded appropriately.

(a) Department of Defense Secure Access File Exchange (DOD SAFE) is authorized by DON for transferring files containing PII. This site allows both common access card (CAC) enabled and non-CAC enabled users to upload privacy protected documents and send to .com, .mil or .gov e-mail addresses. A user guide for this system can be found on the DOD SAFE website at <https://safe.apps.mil/>.

(b) Ensure the CACO provides and explains OPNAV Form 1770/1 (Consent to Release Personal Information) to Survivors during the initial weeks following a casualty incident. This document may be placed on record within DCIPS. Additionally, NGS coordinators can assist with the completion of this form should the Survivor wish their information to be disclosed to support organizations.

(25) Participate in weekly teleconferences with CNIC CACO/FHS HPD to include providing updated Casualty Assistance Program Trackers.

(26) Develop region-level standard operating procedures that address local procedures for program implementation to include, but not limited to CACP and CACO responsibilities in accordance with the policies of this instruction and references (a) through (g), quality assurance and unplanned loss of assigned CACO.

6. Command Responsibilities. All Commanders and Commanding Officers are to maintain trained CACOs in accordance with enclosure (2) to support NOK within their local area for a command casualty or for duties as assigned by the region.

a. When tasked with a CACO assignment, Commanders and Commanding Officers will:

(1) Be prepared to assign CACO(s) for the efficient execution of their command program and when directed by the RPMs.

(2) Ensure CACOs have the full support of the command in fulfilling their duties.

(3) Approve assignment of E-6s for CACO duties.

(4) Consider assigning CACOs on 90 day TAD orders to RPMs to ensure CACO duties are prioritized appropriately during casualty assistance.

(5) Ensure the command program is effectively managed and executed, and that a sufficient number of CACOs are maintained for assignment.

(6) Ensure RPMs and Region Front Offices are notified in a timely manner of all CACO assignments, NOK notifications, and any information pertinent to the program's operation.

(7) Maintain an accurate, up-to-date file on all cases, and ensure all required reports are submitted.

(8) Installation Commanding Officers are authorized and encouraged to act as a sub-area coordinator for all commands and units on their installation, which includes tasking tenant/subordinate commands with assigning a CACO to support local NOK.

b. CACOs will:

(1) Fulfill all CACP responsibilities in accordance with the policies of this instruction and references (a) through (g).

(2) Use NAVPERS Form 1770/7 to document completed critical steps in the performance of their duties. Complete and submit the checklist within 30 days following the incident, and update the checklist every 30 days following until all items are complete.

(3) Use Defense Travel System (DTS) for all travel related claims. Submit DTS travel claims within five days of the travel event.

(4) Complete the following Courtesy CACO duties when assigned, per reference (c).

(a) Assist NOK or designated individuals when traveling to the bedside of a seriously or very seriously ill or injured Service Member.

(b) Make a one-time personal visit to NOK to notify them of the death of a deserter or of the death of a DON civilian employee.

(c) Meet NOK or designated individuals who travel to the local area for a funeral, memorial service or dignified transfer.

(d) Assist NOK or designated traveler with completing travel claims.

(e) Accompany spouse or minor child guardian to personal property offices to assist with final moving arrangements.

(5) Protect PII of Survivors and beneficiaries. Information recorded in DCIPS should not be shared unless it applies directly to the family member being assisted and the recipient of such information has a 'need-to-know'. If the family member is not designated as a beneficiary, the name of the actual beneficiary will not be disclosed to that person for any reason.

(6) Complete all required duties (all benefits submitted for processing, funeral services completed and travel claims submitted, as applicable), and, with concurrence from the RPM, execute a turnover of duties with the INGSC, which will include a discussion regarding family dynamics, remaining needs, and any other relevant topics to ensure no gap in services.

7. Investigations

a. Investigating agencies will provide a monthly update to PERS-00C until all active investigations are completed.

b. Family members will be informed in a timely manner of the initiation of an investigation into the death of a Service Member.

c. The period for completing the administrative investigation report/record into a death (e.g., Line of Duty) will not normally exceed 20 calendar days from the date of death or its discovery. The convening authority (CA) and subsequent reviewers have 20 calendar days to review and endorse the investigation. Noncompliance with these time requirements must be explained in the endorsement of the deviating command and all subsequent endorsements.

d. Do not delay completion and forwarding of investigations to await final autopsy reports, death certificates, or similar documents unless their inclusion is absolutely essential to the completion of the investigative report.

8. Lessons Learned. RPMs will submit a lessons learned overview via e-mail within 60 days of the following events.

a. Extraordinary circumstances.

b. Multiple casualty incidents.

c. Each lessons learned entry will include a topic, discussion and recommendation. Lessons learned will be used to affect program improvement and to assist other commands that encounter similar situations. Selected lessons learned may be modified in the interest of privacy and incorporated into CACO training curriculum as case studies.

9. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes 1000 through 13000 series per the records disposition schedules located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD), at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.

10. Review and Effective Date. Per OPNAVINST 5215.17A, CNIC (N04C) will review this instruction annually on the anniversary of its effective date to ensure applicability, currency and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40, Review of Instruction. This instruction will be in effect for 10 years unless revised or cancelled in the interim and will be reissued by the 10-year anniversary date if it still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



M. M. JACKSON

Releasability and distribution:

This instruction is cleared for public release and is available electronically only via CNIC G2, <https://g2.cnic.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>

FUNERAL HONORS AND CACO MONTHLY REPORT TEMPLATE

Funeral Honors and CACO Monthly Metrics Collection Tool			
This template is used to collect metrics related to the Funeral Honors program. NOTE: Use the Submit button on the toolbar to save your inputs when you are complete.			
Report Header			
Point of Contact:	<input type="text"/>	Region:	Region... <input type="button" value="v"/> MM/YYYY: <input type="text"/> / <input type="text"/>
CACO Metrics			
# CACOs Assigned (Deceased):	<input type="text"/>		
# CACOs Assigned (SI/VSI):	<input type="text"/>		
# of Benefits Packages Received within 10 Business Days (After DoD):	<input type="text"/>		
# of Benefits Packages Received After 10 Business Days (After DoD):	<input type="text"/>		
# of Training Classes Held:	<input type="text"/>		
# of Students Trained:	<input type="text"/>		
Funeral Honors Metrics			
Funeral Honor Support			
# of Funerals Requested:	<input type="text"/>		
# of Funerals Supported:	<input type="text"/>		
# of Plane Side Honors Supported:	<input type="text"/>		
# of Funerals Missed:	<input type="text"/>		
# of Funerals "Made Up":	<input type="text"/>		
Reason(s) Funerals Were Missed (one per line):	<input type="text"/>		
Status of Funeral Honor Recipients			
# of Active Duty or MOH Services:	<input type="text"/>		
Reason(s) Funerals Were Missed (one per line):	<input type="text"/>		
Status of Funeral Honor Recipients			
# of Active Duty or MOH Services:	<input type="text"/>		
# of Personnel Certified:	<input type="text"/>		
Recruiting Efforts			
Component	New Commands	# of Contacts Made	Additional Personnel Available
Active Duty	<input type="text"/>	<input type="text"/>	<input type="text"/>
SELRES	<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Resources	# of Contacts Made	Additional Personnel Available	# AP3 Certified
VSOs	<input type="text"/>	<input type="text"/>	<input type="text"/>
Retirees	<input type="text"/>	<input type="text"/>	<input type="text"/>
Describe Additions, Closures, or Unusual Events			
<input type="text"/>			

CASUALTY ASSISTANCE CALLS OFFICER TRAINING

1. Casualty Assistance Call Officer training is a standardized, continuously recurring action that will be conducted by designated Region Casualty Assistance Calls Program Certified Trainers. Personnel will not be approved to conduct field training until they observe at least two CACO training classes within their assigned region and at least one CACO training class conducted by a trainer in a different region. These class observations must be completed before co-facilitating a CACO training class within their own region.
2. Delivery of training will only be conducted per the CNIC CACO training manual. Changes to the subject matter are not authorized unless directed by CNIC HQ. Requests for deviation from approved course material will be submitted in writing via e-mail to the CNIC CACO/FHS HPD and address the following items:
 - a. Topic or issue to be covered.
 - b. Reason for requested change or deviation.
 - c. Value added.
 - d. Length of time required.
 - e. Complete text of requested change.
 - f. Curriculum to be added or deleted and reason.
3. Considerations for deviation to the aforementioned eligibility requirements must be submitted in writing via e-mail to the CNIC HQ CACO/FHS HPD.

DEFENSE CASUALTY INFORMATION PROCESSING SYSTEM
NAVY STANDARDS GUIDE
(ACTIVE DUTY DEATHS)

1. Purpose and Scope

a. The Defense Casualty Information Processing System (DCIPS) is the primary and historical record for all Navy Casualties, as required by DoD Instruction 1300.18. It is imperative that case information logged into this system be comprehensive, reliable and prompt.

b. This guide delineates mandatory and optional data elements, and provides required timelines for data input. It also establishes standards for completion of data fields to maintain uniformity throughout the database.

c. The standards set in this guide apply to Active Duty death cases and are limited to those sections within DCIPS requiring input by users at Regional CACO/FHS Offices. A standards guide encompassing all sections within DCIPS will be issued separately.

2. General Guidelines

a. Regional CAC/FHS Offices will input NOK and CACO information within one business day of initial case entry by Navy Personnel Command, Casualty Operations Branch (CASOPS). Upon completion of data entry, provide the names of the NOK and CACO to the assigned CASOPS Case Manager, via email. If address and notification information is not available for input within this time frame, provide the explanation in the DCIPS Bound Journal. If the casualty case has not been created within the two business days following the date of death, notify the CASOPS Branch Head CNIC CAC/FH Headquarters Program Director via email.

b. Update NOK and CACO information as changes occur, including CACO transfers, NOK address changes or NOK death.

c. In addition, CAC/FHS Regional Offices will:

(1) Use title or sentence case, as appropriate. Do not use all uppercase letters, unless using acronyms or appropriate abbreviations.

(2) Validate all addresses at <https://tools.usps.com/go/ZipLookupAction!input.action> prior to input within DCIPS.

(3) Verify entries are error-free and match information provided on OPNAV Form 1770/3 (Next of Kin Identification).

3. File Attachments. Regional CAC/FHS Offices will upload the following documents to DCIPS for the NOK within their area of responsibility:

a. NAVPERS Form 1770/07 (Casualty Assistance Calls Program).

- b. OPNAV Form 1770/1 (Consent to Release Personal Information).
- c. OPNAV Form 1770/3 (Next of Kin Identification).

4. Data Element Standards

a. Regional CAC/FHS Offices will conduct an initial information review and update for both the NOK residing and CACOs assigned within their area of responsibility.

b. Data elements are color-coded:

(1) **Red**: Required to be entered by Regional CAC/FHS Office.

(2) **Orange**: Required, if applicable, to be entered by Regional Office.

(3) **Black**: Required to be entered by CASOPS.

1. Next of Kin>>Next Of Kin (Next of Kin tab)

FOR OFFICIAL USE ONLY. INFORMATION IS PROTECTED BY THE PRIVACY ACT AND DOD 5400.11-R

DCIPS Case Management Version: 8.0.0.0 Logged In: Main | Portal | Help | Logoff | Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

1/1

Next Of Kin

(Wife of Casualty:) Add Delete Show List

1/6

Next Of Kin

Next of Kin | Appoint CAO | Notification History | Fatal Incident Brief | Follow Up | Edit

Last Name * First Name Middle Name Suffix

NOK Type Primary Relationship * Wife Deceased? Living Sponsor

SSN EDIPI Birth Date Condolence Letter sent on

Authorized To Direct Disposition Eligible To Receive Personal Effects DoD Survey

Title (Refer to as) Mrs. Address fully as Mrs. On Active Duty?

Notified By Notifying CAC/Org Date/Time Notified

Notif Method Personal Visit NOK Notif. Remarks

NOK Remarks MIA Remarks

Notification Method: In Person

Last Name: NOK last name.

First Name: NOK first name.

Middle Name: NOK middle name. Enter full middle name; if none, leave blank.

Suffix: NOK suffix; abbreviation preferred (examples: Sr., Jr., III). If none, leave blank.

NOK Type (entered by CASOPS): Indicate whether Primary or Secondary; if neither, select most appropriate from drop list.

Relationship: Relationship to deceased Sailor.

Deceased?: Indicate whether NOK is living, deceased or unknown.

SSN: NOK Social Security Number.

EDIPI: Required for NOK who are military, whether Active or Reserve Duty.

Birth Date: NOK date of birth.

Condolence Letter sent on (entered by CASOPS): Not applicable.

Authorized To Direct Disposition (entered by CASOPS): Select if NOK is Person Authorized to Direct Disposition of Remains (PADD).

Eligible to Receive Personal Effects (entered by CASOPS): Select if NOK is Person Eligible to Receive Effects (PERE).

DoD Survey (entered by CASOPS): Select if NOK is Primary Next of Kin.

Note: If the PNOK is a parent of the Sailor, and not married to the other parent, select BOTH parents to receive the DoD Survey.

Title (Refer to as): NOK salutation, comprised of title and surname (examples: Mr. Smith, Senior Chief Smith).

Address fully as (entered by CASOPS): NOK address title, comprised of title and full name; military rank abbreviated (examples: Mr. John A. Smith, HMCS Jane A. Smith). In case of an incapacitated adult, or a minor child not residing with the surviving spouse, include both the NOK and custodian's information (example: Miss Sue A. Smith, c/o Mrs. Jane A. Doe).

On Active Duty?: If Active, indicate branch of service.

Notified By: Rank and name of Navy representative who conducted notification (example: HMCS Jane A. Johnson).

Notifying CAC/Org: Select CNIC Region which appointed the Navy representative conducting notification.

Date/Time Notified: Date and time NOK was notified by a Navy representative.

Notif Method: Method of notification.

NOK Notif. Remarks: Amplifying information, as appropriate.

NOK Remarks: Amplifying information, as appropriate.

MIA Remarks: Not applicable.

2. Next of Kin>>Address and Contact (under Next Of Kin Secondary Details)

The screenshot shows a web-based form titled "Next Of Kin Secondary Details" with several tabs: "Address and Contact", "Checklist", "DNA Records", "DNA Tracking", "Legal Documents", "Document Tracking", and "Archived Address". The "Address and Contact" tab is active. It features two radio buttons for "Home" (selected) and "Mailing", and an "Edit" button. Below this, there are sections for "Preferred Address" and "45 Day Address", each with a "Send Correspondence" dropdown (set to "No") and a "Status" dropdown. A "Verification Date" field is also present. An "In Care Of" field is located below these. The "Address" section includes fields for "Street", "Street Cont.", "City", "State", "Zip", "County", "Region", and "Country" (pre-filled with "United States"). To the right of the main form is a separate section for contact information, including "Bus. Phone", "Cell Phone", "Email Address", "Fax", "Home Phone", and "Other", each with an "Edit" button. The "Individual Address" field is also visible at the bottom of this section.

Validate all Addresses at: <https://tools.usps.com/go/ZipLookupAction!input.action>.

Home/Mailing: Select as appropriate. If NOK's mailing and residential addresses are different, include both.

Preferred Address: Indicate whether NOK prefers to receive correspondence at this address.

45 Day Address: Select "yes" if NOK confirms this address will be valid for the 45 day period following the date of death. If "no," obtain and include NOK's follow-on address.

Verification Date: Enter date CACO and CNIC Region verified NOK address, as indicated on OPNAV Form 1770/3.

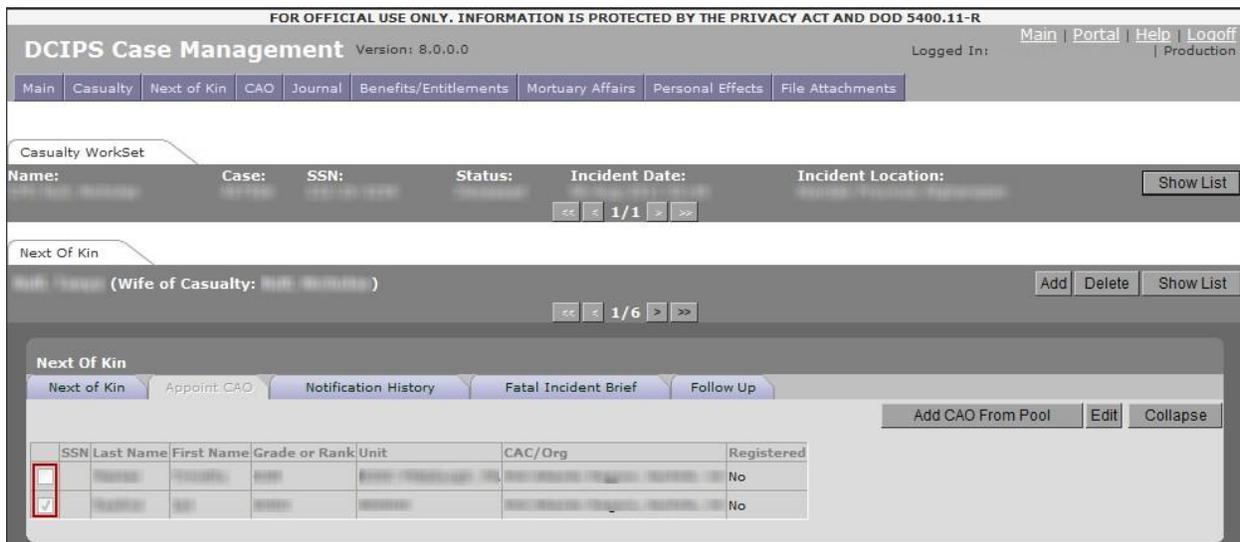
Status: Indicate "Verified" or "Verification Needed".

In Care Of: In case of an incapacitated adult, or a minor child not residing with the surviving spouse, enter custodian's name (example: Jane A. Doe).

Street: Number and street of NOK address

- Street Cont.:** If applicable.
- City:** City of NOK address.
- State:** State of NOK address.
- Zip:** Enter 9-digit postal code (ZIP+4) as verified at USPS website.
- County:** Not required.
- Region:** Select CNIC Region in which address is located.
- Country:** Country of NOK address.
- Bus. Phone:** NOK business phone number.
- Cell Phone:** NOK cell phone number.
- E-mail Address:** NOK e-mail address.
- Fax:** NOK fax number.
- Home Phone:** NOK home phone number.
- Other:** Other NOK contact (phone or e-mail). Initial address and contact information should match information provided on NAVPERS 1770/9.

3. Next of Kin>>Appoint CAO



If the CACO's information has already been entered in DCIPS, their information may be viewed in the **Next of Kin>>Appoint CAO** screen.

To appoint a CACO to an individual NOK, retrieve that NOK's record. Under the **Appoint CAO** tab, click the box next to the appropriate CACO's name.

To assign CACOs to multiple NOK, use the **CAO>>Assign CAO** screen (see paragraph 6).

4. Next of Kin>>NOK Summary

FOR OFFICIAL USE ONLY. INFORMATION IS PROTECTED BY THE PRIVACY ACT AND DOD 5400.11-R

DCIPS Case Management Version: 8.0.0.0 Main | Portal | Help | Logoff
Logged In: | Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

<< 1/1 >>

	Last Name	First Name	Middle Name	Current Address		Add to Household of:	Household	Relationship	Type	Status	Notification Date
Select	WIFE	WIFE	WIFE	Home: [Redacted] Mailing: N/A	Update		No	Wife	Primary - (PADD/PERE/Survey)	Living	[Redacted]
Select	FATHER	FATHER	FATHER	Home: [Redacted] Mailing: N/A	Update		No	Father	Secondary - (Send Corr)	Living	[Redacted]
Select	MOTHER	MOTHER	MOTHER	Home: [Redacted] Mailing: N/A	Update		No	Mother	Secondary - (Send Corr)	Living	[Redacted]
Select	SON	SON	SON	Home: [Redacted] Mailing: N/A	Update		No	Son	Secondary	Living	[Redacted]
Select	SON	SON	SON	Home: [Redacted] Mailing: N/A	Update		No	Son	Secondary	Living	[Redacted]
Select	SON	SON	SON	Home: [Redacted] Mailing: N/A	Update		No	Son	Secondary	Living	[Redacted]

Add NOK

“Household” groups link NOK address information. Users may enter or modify an address once; the addresses of all members of the same household will be automatically updated.

To add an individual to a Household group, click “Update.” In the “Add to Household of” column, a drop menu will appear.

Select	WIFE	WIFE	WIFE	Home: [Redacted] Mailing: N/A	Save Cancel	(Select)	No	Son	Secondary	Living	[Redacted]
--------	------	------	------	----------------------------------	-------------	----------	----	-----	-----------	--------	------------

Select any NOK with the same residence, then click “Save.” Note that NOK screens will indicate all other Household members.

Next of Kin Secondary Details

Address and Contact | Checklist | DNA Records | DNA Tracking | Legal Documents | Document Tracking | Archived Address

Home Mailing Edit Add

WIFE WIFE WIFE - Primary (Wife) Send Correspondence - No

Preferred Address: 45 Day Address

Verification Date: Status

In Care Of

Address

Street: Street Cont.

City: State: Zip

County: Region: Country: United States

Other NOK in Household

- [Redacted] (Son)
- [Redacted] (Son)
- [Redacted] (Son)



5. CAO>>CAO

FOR OFFICIAL USE ONLY. INFORMATION IS PROTECTED BY THE PRIVACY ACT AND DOD 5400.11-R
DCIPS Case Management Version: 8.0.0.0
Main | Portal | Help | Logoff
Logged In: Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet
Name: Case: SSN: Status: Incident Date: Incident Location: Show List

Casualty Assistance Officer
Add Delete Show List

Casualty Assistance Officer
Add to CAO Pool Collapse

CAO Assign NOK Edit

Last Name First Name Middle Name Suffix
SSN EDIPI CAO Type Primary CAO CAO Status Active
Rank Unit Name
Base/Organization Report Type
Assistance Report Received Date Assistance Package Sent Date

CAO Secondary Details - Address and Contact Collapse

Add Delete Show List Edit

Address Type Business Address Expiration Date
Street Verification Date
City
State
Zip
Country United States

Contact Type	Text
Cell Phone	
Duty Phone	
Email Address	
Fax	
Home Phone	
Other	

Validate all Addresses at <https://tools.usps.com/go/ZipLookupAction!input.action>.

Last Name: CACO last name.

First Name: CACO first name.

Middle Name: CACO middle name or initial, if applicable.

Suffix: CACO suffix, if applicable.

SSN: Not required.

EDIPI: Not required.

CAO Type: “Courtesy CAO,” “Notification” or “Primary CAO.”

CAO Status: “Active” or “Non Active.”

Rank: CACO’s abbreviated rank (examples: PSC or LCDR).

Unit Name: CACO command; abbreviated name may be used.

Base/Organization: Select CNIC Region which assigned the CACO.

Report Type: Not applicable.

Assistance Report Received Date: Not applicable.

Assistance Package Sent Date: Not applicable.

Address Type: Indicate “Business” or “Home” address.

Expiration Date: Indicate expiration date of address, if applicable (Example: CACO’s retirement or transfer date).

Street: Number and street of CACO address.

Street Cont.: If applicable.

Verification Date: Enter date CNIC Region verified CACO address.

City: City of CACO address.

State: State of CACO address.

Zip: Enter 9-digit postal code (ZIP+4) as verified at USPS website.

Country: Country of CACO address.

Cell Phone: CACO cell phone number (duty or personal).

Duty Phone: CACO office phone number.

Email Address: CACO official email address.

Fax: If available.

Home Phone: If available.

Other: Other CACO contact, if available (phone or e-mail).

6. CAO>>CAO

FOR OFFICIAL USE ONLY. INFORMATION IS PROTECTED BY THE PRIVACY ACT AND DOD 5400.11-R

DCIPS Case Management Version: 8.0.0.0 Logged In: [Main](#) | [Portal](#) | [Help](#) | [Logout](#)
Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

1/1

Casualty Assistance Officer

Next of Kin (Casualty - 1000000000) Add Delete Show List

1/2

Casualty Assistance Officer Add to CAO Pool Collapse

CAO Assign NOK Edit Collapse

	SSN	Last Name	First Name	Type Of	Relationship	DOB	Deceased?
<input type="checkbox"/>	XXXXXXXXXX	SMITH	JANE	Primary	Wife	01/01/1980	Living
<input checked="" type="checkbox"/>	XXXXXXXXXX	SMITH	JOHN	Secondary	Father	01/01/1950	Living
<input checked="" type="checkbox"/>	XXXXXXXXXX	SMITH	MARY	Secondary	Mother	01/01/1955	Living
<input type="checkbox"/>	XXXXXXXXXX	SMITH	JOHN	Secondary	Son	01/01/1985	Living
<input type="checkbox"/>	XXXXXXXXXX	SMITH	JOHN	Secondary	Son	01/01/1990	Living
<input type="checkbox"/>	XXXXXXXXXX	SMITH	JOHN	Secondary	Son	01/01/1995	Living

To assign the selected CACO to NOK, click the box next to the appropriate NOK’s name.

CASUALTY ASSISTANCE CALLS OFFICER RESPONSIBILITIES

1. CACOs have many responsibilities to fulfill in the course of providing assistance to the NOK and beneficiaries of deceased Sailors. These responsibilities are many and varied depending on the benefits that are being received by the NOK or beneficiary the CACO is assisting.
2. Personnel assigned as CACOs shall complete their duties per reference (a) and the following:
 - a. Notify assigned NOK or beneficiary in a prompt, dignified and professional manner.
 - b. Report completion of NOK or beneficiary notification to the RPM in an expeditious manner.
 - c. Complete and verify pertinent information and address on the OPNAV Forms 1770/1 and 1770/3 with NOK or beneficiary. Provide completed forms to the RPM.
 - d. Provide support, information and assistance to the NOK or beneficiary with the benefits and entitlements applications, forms and procedures, per references (a) and (e).
 - e. Deliver appropriate copies of the Report of Casualty (DD Form 1300) to the assigned NOK or beneficiary.
 - f. Complete the initial NAVPERS Form 1770/7 within 30 days of assignment to the case. Concerns of NOK must be clearly noted and all actions taken to alleviate those concerns will be part of the each report. Forward initial report to the RPM.
 - g. Complete interim NAVPERS Form 1770/7 updates every 30 days until the case is closed. Forward interim reports to the RPM.
 - h. Once all benefits and entitlements have been received by the assigned beneficiary, schedule a final visit or call with the beneficiary to close out CACO duties and facilitate turnover to NGS.
 - i. Provide NOK or beneficiary with contact numbers and mailing addresses for future assistance or to provide comments on the quality of the assistance provided.
 - j. Provide NOK or beneficiaries change of address and relocation plans to the appropriate RPM.
 - k. Complete a final NAVPERS Form 1770/7 and forward to the RPM.