

**Casualty Assistance Calls Officer (CACO)  
Action Checklist and  
After Action Report (AAR) -  
specific actions to be considered  
as a casualty case progresses through typical phases**

**Tally**    **11**    **34**    **48**    **15**    **23 Feb 2009 - Beta 3 version**

Action #	Phases				Specific actions to be considered - Alphabetical order
	A	B	C	D	
1	■			■	Armed Forces Service Corp (AFSC)
2	■		■		Basic Allowance for Housing (BAH)
3	■			■	Beneficiary Financial Counseling Service (BFCS)
4					Bereavement Counselling
5					Book (optional) <i>Grief Recovery Handbook</i> , J.W. James & R. Friedman. 1998
6	■				Book (optional) <i>Military Widow: A survival guide</i> , J. Steen & R. Asaro. 2006
7	■				Book (optional) <i>When Children Grieve</i> , J.W. James & R. Friedman. 2001
8					<b>CACO After Action Report (AAR) (used throughout case) (NLT 90th day, send to DAO)</b>
9	■			■	Capture info fm Direct Access for awards, summary of service, unit history, etc.
10	■				CG Mutual Assistance
11	■	■			Claims for loss/destruction of personal property
12	■				DD- 214, Certificate of Release or Discharge from Active Duty
13	■				DD-1300 Report of Casualty
14	■	■			Death certificate
15			■	■	Death gratuity
16	■	■			Delivery of personal effects
17	■	■			Dependents & Indemnity Compensation (DIC, from VA)
18	■		■		Disclosure of Information (Privacy)
19			■	■	Disposition of remains
20	■	■		■	Education – MGIB Refund (if mbr participated)
21	■	■			Education - Scholarship information - CG Foundation & CG-1112
22	■	■			Education – VA Dependents Educational Program (DEA)
23	■		■		Eligible for national or state veterans cemetery
24					Employee Assistance Program (EAP)
25	■			■	Family SGLI - conversion
26	■	■			FOIA requests
27	■				Honorable Service Certificate
28	■	■			Income tax exclusion
29	■				Legal assistance & Income tax benefits
30	■				Line of Duty (LOD)
31			■	■	Media issues
32	■				Military funeral honors
33					Military investigations
34	■	■		■	Movement of household goods
35		■			Notification prebrief - from DAO or command
36		■			Notification to NOK
37	■				PADD identified - Person Authorized to Direct Disposition of remains
38	■	■			PERE identified - Person Entitled to Receive Effects
39		■			Personnel Casualty Report message
40	■				Posthumous issues - awards, promotions, citizenship
41	■				Presidential Certificate requests
42	■		■		Private life insurance claims
43	■	■			Reimbursement of funeral expenses DD-1375
44	■	■			Reimbursement of funeral travel for NOK
45	■		■		Servicemembers' Group Life Insurance claim
46	■	■			Settlement of USCG accounts - Final pay & allowances claimed & received
47	■	■		■	Settlement of USCG accounts - LES to explain final pay & allowances - from PSC
48	■				Social Security Benefits - document, apply, receive, verify
49	■			■	State veteran benefits

Action #	A	B	C	D	Specific actions to be considered - Alphabetical order
50					Survivor Benefit Plan (SBP or RCSBP)
51					Survivor's Guide to Benefits
52					Survivor's Guide to Benefits, Chapter 6, Additional Resources
53					Thrift Savings Plan refund
54					Travel of dependents to Home Of Selection (HOS)
55					TriCare - eligibility, reenrollment
56					Uniformed Services ID Card and DEERS enrollment.
57					USCG responsibility for mortuary & funeral expenses
58					Vehicle decal
59					Veterans Administration (VA) Benefits
60					Veterans Administration (VA) Casualty Assistance Coordinator (CAC)
61					Veterans Administration (VA) grave marker (headstone)
62					Veterans Group Life Insurance (VGLI)
63					Death gratuity - conversion within 1 year to a Roth IRA or education savings account