



Casualty Affairs Case Management Tactics, Techniques, and Procedures (TTP)



Force Readiness Command
(FORCECOM)

CGTTP 1-16.9
September 2016

This page intentionally left blank.



CGTTP 1-16.9
16 September 2016

COAST GUARD TACTICS, TECHNIQUES, AND PROCEDURES (CGTTP) 1-16.9

Subj: CASUALTY AFFAIRS CASE MANAGEMENT

- Ref:
- (a) Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series)
 - (b) Coast Guard Medical Manual, COMDTINST M6000.1 (series)
 - (c) Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series)
 - (d) Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series)
 - (e) Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series)
 - (f) Physical Disability Evaluation System, COMDTINST M1850.2 (series)
 - (g) Administrative Investigations Manual, COMDTINST M5830.1 (series)
 - (h) Coast Guard Investigative Service Roles and Responsibilities, COMDTINST 5520.5 (series)
 - (i) United States Coast Guard Regulations, COMDTINST M5000.3 (series)
 - (j) Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015
 - (k) Motor Vehicle Manual, COMDTINST M11240.9 (series)
 - (l) Persons Eligible for Interment in National Cemeteries, 38 U.S.C. § 2402
 - (m) Headstones, markers, and burial receptacles, 38 U.S.C. § 2306
 - (n) Funeral Honors Functions at Funerals for Veterans, 38 U.S.C. § 1491
 - (o) Coast Guard Pay Manual, COMDTINST M7220.29 (series)
 - (p) Survivors' and Dependents' Educational Assistance, 38 U.S.C. Chapter 35
 - (q) Educational Assistance for Services in the Armed Forces commencing on or after September 11, 2011: entitlement, 38 U.S.C. § 3311
 - (r) Montgomery GI Bill, 38 U.S.C. Chapter 30, All-Volunteer Force Educational Assistance Program
 - (s) Reserve Policy Manual, COMDINST M1001.28 (series)
 - (t) Funeral Expenses, 38 U.S.C. § 2302
 - (u) Application of Plan, 10 U.S.C. § 1448
 - (v) Veterans Benefits, Definitions, 38 U.S.C. § 1965
 - (w) Servicemembers' Group Life Insurance and Veterans' Group Life Insurance, 38 CFR, Part 9

1. PURPOSE. To provide designated United States Coast Guard (USCG) personnel with Coast Guard tactics, techniques, and procedures (CGTTP) for providing immediate casualty notification, funeral arrangements, after care, and counseling benefits to family members.
2. ACTION. This publication is intended for USCG officers and enlisted personnel serving as decedent affairs officer (DAO) stationed at Headquarters (HQ), Areas, Districts, Bases, and Sectors and their appointed casualty affairs call officer (CACOs). The secondary audience is command personnel with “a need to know.” Internet release authorized.
3. DIRECTIVES/TTP AFFECTED. None.
4. DISCUSSION. The USCG averages 63 active, reserves, dependent and new accession casualties a year. The subject matter expert for all matters pertaining to USCG casualties is the DAO. The DAO is responsible for managing casualty cases and the duties and responsibilities for the CACO. In July 2014 a training requirement analysis identified the need for guidance on DAO and CACO duties and responsibilities. As a result, the Casualty Affairs program manager requested a tactics, techniques, and procedures (TTP) publication be created for unit commands, DAOs and CACOs in the field to meet this need and provide guidance for managing the duties and responsibilities associated with casualty affairs related cases.

This TTP publication was authored and validated by accomplished performers and subject matter experts in the field. The TTP publication will adhere to a lifecycle maintenance periodicity of four years from date of promulgation or unless triggered by other revision requirements.

5. DISTRIBUTION. FORCECOM TTP Division posts an electronic version of this TTP publication to the CGTTP Library on CGPortal. In CGPortal, navigate to the CGTTP Library by selecting **References > TACTICS, TECHNIQUES, AND PROCEDURES LIBRARY**. FORCECOM TTP Division does not provide paper distribution of this publication.
6. FORMS/REPORTS. The forms called for in this publication are available in USCG electronic forms on the standard workstation or on the Internet:
<http://www.uscg.mil/forms/>; CGPortal: Select References from the home page; and Intranet at <http://cgweb.comdt.uscg.mil/CGForms>

7. REQUEST FOR CHANGES. Submit recommendations for TTP improvements or corrections through the TTP Request form on CGPortal. In CGPortal, navigate to the TTP Request form by selecting **References > FORCECOM - TTP Requests**.

L. C. Belben
Captain, U. S. Coast Guard
FORCECOM TTP Division (FC-P)
By Direction of Commander,
Force Readiness Command

Table of Contents

Table of Figures	ii
Table of Tables.....	ii
Chapter 1: Introduction	1-1
Section A: DAO and CACO Introduction	1-2
Section B: Notes, Cautions, and Warnings.....	1-6
Chapter 2: Casualty Affairs Case Management	2-1
Section A: Casualty Affairs Introduction.....	2-2
Section B: Command Responsibilities	2-6
Section C: DAO Responsibilities	2-17
Section D: CACO Responsibilities	2-23
Section E: Servicing Legal Office and Investigative Service Assistance.....	2-32
Section F: Service and Medical Records – Government Custodian Listing	2-35
Chapter 3: Seriously or Very Seriously Ill, Injured, or Wounded Member	3-1
Section A: Defining and Reporting a Seriously or Very Seriously Ill, Injured, or Wounded Member	3-2
Section B: Processing a Seriously or Very Seriously Ill, Injured, or Wounded Member	3-5
Chapter 4: Terminally Ill Member	4-1
Section A: Defining and Reporting a Terminally Ill Member	4-2
Section B: Processing a Terminally Ill Member	4-5
Chapter 5: Active Duty Member Death	5-1
Section A: Processing an Active Duty Death (Initial Phase).....	5-2
Section B: Casualty Case Follow-up Through Burial.....	5-8
Section C: Casualty Case Adjustments and Maintenance	5-13
Section D: Long-term Care (week 12 through indefinite).....	5-20
Chapter 6: Reserve Member Death	6-1
Section A: Processing a Reserve Member Death	6-2

Section B: Reserve Member’s Benefits	6-6
Chapter 7: Dependent Death	7-1
Section A: Processing a Dependent Death.....	7-2
Section B: Dependent Death Notification	7-5
Section C: Dependent Death Follow-up Actions	7-10
Chapter 8: Other Casualty Related Cases	8-1
Section A: Processing a Civilian Employee Casualty.....	8-2
Section B: Processing a Recently Separated or Retired Member Casualty.....	8-5
Section C: Processing a New Accession Casualty	8-7
Section D: Processing an Auxiliary Member Casualty.....	8-10
Appendix A: Glossary and Acronyms	A-1
Appendix B: Casualty Affairs Case Management Frequently Asked Questions	B-1
Appendix C: Casualty Affairs Job Aids	C-1
Section A: Personnel Casualty Reporting Message	C-2
Section B: Benefits Comparison Matrix for Member Deaths	C-7
Section C: Memorial Service Script Example	C-15
Section D: Burial at Sea Memorial Service Script Example	C-25

Table of Figures

Figure 7-1 Family SGLI Stillborn Procedural Guide matrix	7-8
--	-----

Table of Tables

Table 2-1 Guide for Releasing Names of Deceased to the Public.....	2-14
Table 2-2 Servicing legal office directory.....	2-33
Table 2-3 Coast Guard investigative service directory.....	2-34

Chapter 1: Introduction

Introduction

This chapter overviews the contents of the Casualty Affairs Case Management tactics, techniques, and procedures (TTP) publication and the duties and responsibilities of the unit command and the job function of a decedent affairs officer (DAO) and Casualty Assistance Calls Officer (CACO). It also defines the use of notes, cautions, and warnings in TTP publications.

In This Chapter

This chapter contains the following sections:

Section	Title	Page
A	Introduction	1-2
B	Notes, Cautions, and Warnings	1-6

Section A: DAO and CACO Introduction

A.1. Purpose To provide designated United States Coast Guard (USCG) personnel with Coast Guard tactics, techniques, and procedures (CGTTP) for immediate casualty notification and counseling benefits to family members.

A.2. Background The USCG averages 63 active, reserves, dependent, and new accession casualties a year. The subject matter expert for all matters pertaining to casualties is the DAO. The DAO is responsible for managing casualty cases and the duties and responsibilities for the CACO.

A training requirement analysis identified the need for guidance on DAO duties and responsibilities.

As a result, the Casualty Affairs program office requested a TTP publication for unit commands, DAOs, and CACOs in the field. This TTP publication provides guidance for managing casualty cases and standardizes the unit command, DAO, and CACO duties and responsibilities.

A.3. Objectives This publication aids unit commands, DAOs, and CACOs in the field to:

- Liaise with the unit command of the casualty member and other entities within the chain of command.
 - Provide immediate casualty notifications and actions to USCG family members.
 - Provide immediate benefits and services counseling (e.g., unpaid pay allowances, death gratuity, Servicemembers' Group Life Insurance (SGLI), etc.).
 - Provide pre-funeral coordination.
 - Provide post-funeral coordination.
 - Provide resources for initiating non-immediate benefits and services (e.g., grief counseling).
-

A.4. DAO Target Audience

This publication is intended for USCG officers and enlisted personnel serving as DAOs stationed at Headquarters (HQ), Areas, Districts, Bases, and Sectors and their appointed CACOs. The secondary audience is command cadre personnel with “a need to know.”

Primary target audience:

- DAOs.
- CACOs.

Secondary audience:

- Commanding officers (COs) and/or immediate superiors in command.
- Yeomen (YN) and administrative personnel assisting the DAO and/or CACO.

A.5. “Best Practice”

Throughout this TTP publication, the term “best practice” is defined as an innovative or modified practice that results in an improved or more effective response that could merit adoption by other units, platforms, or commands.

A.5.a. Casualty Affairs Case Management – Frequently Asked Questions (FAQs)

There are no policy mandates for the Casualty Affairs Case Management Frequently Asked Questions (FAQs). The FAQs are based on the experience of DAOs and CACOs field use, “best practice,” and experience while managing the varied casualty scenario cases in the USCG.

Go to [Appendix B: Casualty Affairs Case Management Frequently Asked Questions](#) for questions, additional guidance, or assistance.

A.6. Implied Warning and Notes

While reading and using this document, keep the following warning and notes in mind at all times.

WARNING:

*If you receive information that a member is considering or has attempted suicide, **take action now – DO NOT WAIT! Call 911.***

The USCG's Health, Safety & Work-Life (HSWL), and regional work-life office have primary responsibility, however, if an emergency exists, call 911 or CG SUPRT (formerly Employee Assistance Program (EAP)) 24/7 at 855-CG SUPRT (855-247-8778). CG SUPRT is the Suicide Prevention Lifeline for all USCG members and their dependents. Click the [CG SUPRT](#) website for questions, additional guidance, or assistance.

NOTE:

Report all member and/or dependent suicide attempts and related behaviors via personnel casualty report (PCR). Provide all necessary details and appropriate diagnostic and statistical manual (DSM) of mental disorders codes for all suicide related casualties in the “Remarks” section of the PCR.

NOTE:

Reference (a), Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series), explains the precautions and procedures a DAO and/or CACO must exercise when safeguarding an individual’s personal identifiable information (PII).
Online tools and resources used to assist the DAO and CACO are capable of generating individual PII (e.g., Direct Access).

NOTE:

During the critical hours following the initial notification of a casualty, it is imperative to maintain the casualty member’s privacy to control rumors and speculation within the unit and field.

NOTE:

Reference (b), Coast Guard Medical Manual, COMDTINST M6000.1 (series), cites the Health Insurance Portability and Accountability Act (HIPAA) privacy rule. HIPAA provides nationally recognizable regulations for use and disclosure of an individual's health information.
Access the [HSWL HIPAA](#) information website for questions, additional guidance, or assistance.

**A.7. DAO
Deviation
Guidance**

This TTP publication cannot cover every decedent affairs casualty scenario that might arise. Such cases can result in the need to deviate from guidance in this publication. DAOs can deviate from the TTP as necessary to complete the task with greater safety, effectiveness, or efficiency.

Do not take such deviations lightly. Temper any decision to deviate with maturity and a complete understanding of the mission, members' capabilities, and equipment. Whenever possible, consult your unit chain of command prior to deviation. Report TTP adjustment needs per the Request for Changes paragraph located in the letter of promulgation.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

Section B: Notes, Cautions, and Warnings

B.1. Overview The following definitions apply to notes, cautions, and warnings found in TTP publications.

NOTE: **An emphasized statement, procedure, or technique.**

CAUTION: **A procedure, technique, or action that, if not followed, carries the risk of equipment damage.**

WARNING: *A procedure, technique, or action that, if not followed, carries the risk of personnel injury or death.*

Chapter 2: Casualty Affairs Case Management

Introduction This chapter outlines the shared responsibilities between the casualty member's parent command, responsible DAOs, and assigned CACOs for managing USCG casualty-related cases.

In This Chapter This chapter contains the following sections:

Section	Title	Page
A	Casualty Affairs Introduction	2-2
B	Command Responsibilities	2-6
C	DAO Responsibilities	2-17
D	CACO Responsibilities	2-23
E	Servicing Legal Office and Investigative Service	2-32
F	Service and Medical Records – Government Custodian Listing	2-35

Section A: Casualty Affairs Introduction

A.1. Casualty Affairs Introduction

The U.S. Congress mandates that a casualty assistance program exists for the well-being of its military service members and their families. The Commandant meets the mandates of Congress by ensuring a casualty and decedent affairs program exists for USCG members. Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), outlines general duties and responsibilities of a DAO and CACO.

The Casualty Affairs program manager oversees the USCG Decedent Affairs Program. Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

A.2. Casualty Defined

Per reference (c), a casualty exists when an active duty or reserve member is lost to the USCG due to the following reasons:

- Has an illness, injury, or wound of a critical or serious nature.
- Is missing:
 - Beleaguered.
 - Besieged by a hostile force (a prisoner of war [POW]).
 - Captured.
 - Interned in a foreign country.
 - Missing in action.
- Was killed in action or died of injuries, illness, or any other cause.

These types of individuals are considered a casualty only when they are determined to be deceased:

- Dependents, including stillborns.
- Retiree:
 - Permanent disability retirement list (PDRL).
 - Temporary disability retirement list (TDRL).
 - Retirement with pay-1 (Ret-1).
 - Retirement awaiting pay-2 (Ret-2).

- Retirement for physical disability (Ret-3).
 - USCG government or contract civilian employee.
 - Casualty incident occurred on or off the job.
 - Former USCG member that separated within the last 120 days.
 - New accessions:
 - Academy cadet.
 - Enlisted recruit.
 - Officer candidate.
 - Direct commission candidate.
 - Prior military service member entering the USCG.
 - Auxiliary member assigned to a unit performing USCG duties.
-

**A.3. Casualty
Status
Classification**

A casualty status of a member can be classified into two groups:

- Hostile (e.g., USCG aircraft shot down, cutter, or shore maintenance assist team overtaken in enemy territory).
 - Non-hostile.
-

**A.3.a. Hostile
Casualty Defined**

A hostile casualty is defined as:

- Missing:
 - Missing in action (MIA).
 - Captured.
 - Beleaguered.
 - Besieged by surrounding enemy troops.
 - Interned.
- Wounded in action (WIA).

- Duty status, but whereabouts are unknown (DUSTWUN).
 - Designation is used during an active search prior to declaring a member missing or found.
 - Applies to military personnel only.
 - Does not apply to members listed in an unauthorized absence (UA) status.
 - Excused absence, but whereabouts are unknown (EAWUN).
 - Applies to civilian employees only.
 - Killed in action (KIA).
 - Died of wounds received.
-

A.3.b.
Non-Hostile
Casualty Defined

A non-hostile casualty is defined as:

- Seriously injured (SI).
 - Individual could die within 72 hours or has a life-altering injury.
 - Very seriously injured (VSI).
 - Individual is likely to die within 72 hours.
 - DUSTWUN.
 - EAWUN.
 - Missing.
 - Detained.
 - Dead.
-

**A.4. Primary
Next-of-Kin
Defined**

Per reference (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), the person most closely related to the casualty is considered primary next-of-kin (PNOK) for casualty notification and assistance purposes. The un-remarried surviving spouse is PNOK. The term “surviving spouse” does not include someone who is divorced at the time of casualty.

The PNOK is typically the spouse even if the spouse is estranged or in the middle of a divorce proceeding. However, an ex-spouse is **NOT** a spouse.

A.4.a. Other
Next-of-Kin and
Interested Parties
– Order of
Precedence

Per reference (d), if there is no spouse, then next-of-kin (NOK) and interested parties are recognized in the following order:

1. Natural and adopted children in order of seniority by age.
 - a. The age of majority is 18 years.
 - b. The natural or adopted child’s surviving parent or legal guardian exercises the rights of minor children.
2. If there are no children, then the parents in order of seniority (age), unless legal exclusive (sole) custody was granted to a person by reason of a court decree or statutory provision.
3. Blood or adoptive relative who was granted legal custody of the person by a court decree or statutory provision.
4. Brothers or sisters of legal age in order of seniority (age).
5. Grandparents in order of seniority (age).
6. Other relatives of legal age in order of relationship to the individual according to civil laws. Seniority (age) controls when persons are of equal degree of relationship.
7. Persons standing in place of a parent to the decedent. Seniority in age controls when the persons are of equal relationship.
8. The remarried surviving spouse. The term remarried surviving spouse does not include one who obtained a divorce from the decedent (at any time) or who remarried before a finding of death.

NOTE:

A NOK can be a fiancé or beneficiary who can have certain claims to property or benefits.

Section B: Command Responsibilities

B.1. Introduction Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), and reference (e), Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series), outline the parent command's responsibilities when notified of a USCG member casualty.

B.2. Command Immediate Action Considerations Upon receiving a casualty notification of a member, the unit command continues to maintain its mission operations. Command cadre confirms the severity of the casualty with civil and/or tending medical authorities to determine details of the circumstances. The CO might also talk with other individuals who have direct knowledge of the member's casualty.

Per reference (a), Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series), respect the privacy of the NOK and/or a casualty member(s) while maintaining necessary lines of communication. No unnecessary phone calls, emails, or social media communication of any kind is permitted. The list below provides immediate response considerations and actions:

1. Contact the assigned regional DAO.
2. Coordinate notification process through the DAO.
3. Identify and protect human remains (if human remains are in USCG custody).
4. Identify the PNOK and other NOK members.
5. Select the CACO.
6. Notify command personnel when appropriate.
7. Contact the Deputy Commandant for Mission Support (DCMS) watchstander at 757-398-6765.
8. Draft and send initial PCR within the required 4- or 24-hour casualty notification period, depending on the casualty member's status (e.g., member, dependent, or civilian, etc.).
9. Secure and inventory all personal effects of the casualty member within 24 hours.
10. Identify appropriate investigations.
11. Draft initial notification and the CO's personal condolence letters to the NOK within 48 hours.

NOTE:

For Official Use Only (FOUO) classification applies to the release of a casualty member name(s) and details of the casualty incident.

**B.3. Personnel
Casualty
Reporting
Responsibility**

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), and reference (e), Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series), the unit prepares a PCR upon receiving a casualty notification of a USCG member.

The unit CO or immediate superior in command submits a PCR upon receipt of the casualty notification. The PCR must contain all factual circumstances such as: type of casualty, rank, name, social security number, location of the casualty and location of the body. Additionally, specify the date, time, and time zone when notification occurred, who was notified, and by what means.

Submit a PCR within 4 hours for all casualties involving:

- Seriously injured (SI), ill, wounded or a very seriously injured (VSI), ill, or wounded active duty, new accession, or reservist member.
- Death of an active duty, new accession, or reservist member.
- DUSTWUN.

Submit a PCR within 24 hours for all casualties involving:

- Death of a dependent, including stillborn.
- Death of a government or contract civilian employee.
- Death of a recently retired or separated member (120-day disability retired member).
- Death of an auxiliary member while under orders and performing USCG duties and responsibilities.
- EAWUN.

Go to [Chapter 2: Casualty Affairs Case Management, Section A.: Casualty Affairs Introduction](#) and [Appendix C: Casualty Affairs Job Aids, Section A.: Personnel Casualty Reporting Message](#) for additional guidance and information.

NOTE:

The unit receiving the initial notification of a casualty submits the PCR if the members are deployed away from their parent unit.

NOTE:

Report all member or dependent suicide attempts and related behaviors via PCR. Provide all necessary details and appropriate DSM of mental disorders codes for all suicide related casualties in the “Remarks” section of the PCR.

B.3.a. Reporting a Casualty for a Reservist

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), and reference (e), Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series), provide guidance for reporting casualties involving USCG reservists.

NOTE:

Refer to reference (f), Physical Disability Evaluation System, COMDTINST M1850.2 (series), for additional guidance when a member has been classified “Death is Imminent” by a certified medical authority.

B.4. Commanding Officer’s Letters to the NOK

Per reference (c) and reference (e), the unit prepares and sends two casualty notification letters:

1. CACO personally delivers the notification letter at the time of notification found in Enclosure 7: Casualty Reporting Examples for reference (e), to the NOK during the casualty notification phase.
2. CO’s condolence letter is mailed and delivered within 48 hours to NOK.

B.5. Identifying a CACO Notification Team

Once the unit is notified of a member casualty and the assigned regional DAO has been notified, the executive officer (XO) or immediate superior in command works jointly with the DAO to assign a CACO within the unit. The CACO serves as the liaison between the DAO, the member, and the member’s immediate family. In some instances, a casualty case can require multiple DAOs and CACOs

The DAO immediately notifies the Casualty Affairs program manager at 202-795-6637 with the assigned CACO contact information.

B.5.a. Shared
Responsibility

Managing a member who suffered a casualty is a shared responsibility between:

- Member's parent command.
- Assigned DAO.
- Assigned CACO.

The member's parent command, DAO, and CACO work together to ensure the wishes of the grieving family members are adhered to during this sensitive time.

B.5.b. CACO
Selection Process

The personal contact conducted and maintained by the CACO is important because it represents the USCG to the family of the casualty member. When CACOs do their job well, the impact can be lasting and extremely positive. CACOs are heavily tasked during the first month of the duty assignment, after which their duties begin to taper off, depending on the complexity and circumstances of the family.

Selecting a CACO is a task that requires careful and deliberate consideration. A field use "best practice" shows the most successful units maintain a ready pool of eligible CACOs with at least minimal pre-training. Even when a CACO must be selected immediately, there are guidelines that help improve the CACO's chances of success.

It is common practice for one DAO to assign several CACOs from different units to notify multiple family members simultaneously in different geographical locations. For this reason, command cadre members do not make the best CACOs.

Command cadre of the parent unit can ultimately assign the CACO. However, the DAOs provide intimate, overarching guidance during the selection process. When a command selects a CACO, a field use "best practice" recommends:

- Tasking CACOs for only one assignment in their career.
- Select from within the pay grades of E-7 through E-9, chief warrant officers (CWO), and O-2 through O-4 when possible.

Do not assign ensigns to CACO duty unless necessary and they are emotionally and professionally mature.

- Do not assign E-6 personnel and below to CACO duty due to inexperience. However, they can be assigned to assist or accompany a more experienced CACO.

- Pay grade parity is not necessary. Strive to represent the pay grade of the casualty member.
 - Senior enlisted is fine for all enlisted, CWOs for deaths ranging up to junior and mid-grade officers. Assign an O-4 or O-5 for the death of a commander.
 - Adequate time in service, experience, and emotional and professional maturity are more important than matching the pay grade of the deceased.
 - Deceased senior officers (including flag officers) should have a similar-grade officer representative at the family residence alongside the trained but more junior CACO who remains as the long-term family point of contact (POC).
 - Consider geographical proximity of the CACO to the NOK.
 - Assign CACOs who are able to make regular, in-person trips to the NOK without undue expense or hardship (nearest proximity).
 - Consider using recruiting offices, marine safety units, and other small USCG offices to source a CACO in more remote portions of the country.
 - Avoid selecting a CACO who recently suffered a personal loss. Use best judgment to assess the emotional preparedness of the CACO.
 - Do not select a CACO scheduled to deploy, permanent change of stations (PCS), retire, or separate within the next 6 to 9 months.
 - Do not select relatives or close friends of the deceased member.
 - A successful CACO is empathetic, but stable and steadfast to provide a basis on which grieving families can find comfort and reliance.
-

B.5.b.(1).
Conflicting Duties
– DAO and
CACO

The CACO works for the DAO. Some situations require the DAO to manage more than one casualty case at a time and thereby have more than one CACO reporting to the DAO.

DAOs do not normally simultaneously serve as CACOs. Casualty cases require the CACO and DAO be separate entities. A field use “best practice” recommends the DAOs should **NOT** have face-to-face interaction with the families during the early stages of a casualty case.

DAOs can choose to conduct the functional tasks of a CACO for relatively simple casualty cases, such as:

- Courtesy tasks for a terminal illness patient.
 - Benefits pre-planning.
- Handling benefits for a stillborn dependent death case.
- Handling initial notification for a civilian or auxiliary member casualty.

B.5.c. Verbal
Tasking of a
CACO

Per reference (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), any higher USCG authority can verbally task a CACO. The concerned unit’s command cadre makes the final determination with DAO guidance and input. The USCG standard for notification is a uniformed CACO at the family residence conducting in-person notification between the hours of 0500 and 2400 within 12 hours or less of the command first becoming aware of the casualty. Therefore, verbal CACO tasking is acceptable due to the nature of fast response and given the possibility of casualties occurring during liberty or leave. Follow-up all CACO verbal tasking with a written tasking as soon as practical.

Field “best practice” suggests the sending unit issue temporary additional duty (TDY) orders to the CACO when necessary due to extended distance with a unit line accounting for funds designated for casualties or decedent affairs. The DAO can assist with preparing the TDY orders and invitational travel authorization (ITA). The Personnel Support Command casualty affairs office provides reimbursement of expenses. This is accomplished via allotment fund code (AFC)-30 transfer authorizations (FTA) once all travel is settled to cover all official CACO travel expenses.

NOTE:

Avoid relieving a CACO during a case. Work with DAO to avoid unnecessary surprises and provide consistent presentation to the NOK and other family members.

**B.5.d. CACO
Training**

Per reference (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), every CACO who arrives at the family residence to make a notification shall have received training. However, the available CACO pool does not always allow for a formally trained CACO for USCG notification. In such cases, “just-in-time” (JIT) training is acceptable and effective if conducted by a qualified DAO. In these cases, this TTP publication can be an invaluable tool and can substitute for in-person JIT training as a last resort.

**B.6.
Notifying the
Primary Next-of-
Kin Protocol**

Other agencies (e.g., Federal, state, local authorities, or state marine patrol) sometimes assume responsibility for notifying NOK of a death involving a motor vehicle, boating accident, or homicide. USCG policy does not constrain the normal procedures of these agencies.

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the NOK is notified promptly in an appropriate, dignified, and understanding manner by a minimum of two uniformed USCG representatives, preferably an assigned CACO and chaplain. The use of an appropriate government or leased vehicle is suggested and in keeping with the respectful nature of the notification process. The two-person notification team wears the USCG service dress bravo uniform and presents a professional appearance when conducting the notification. The chaplain’s responsibility is to assist the CACO in the notification process. A field use “best practice” suggests while en route, the chaplain drives to give the CACO time to review the facts. The chaplain also provides moral support to the CACO while heading to and from the notification.

Attempt to notify the PNOK first; however, do not delay notifications if the PNOK cannot be located. For all cases, attempt to notify all identified PNOK and NOK expeditiously. Use the following guidelines when making the first initial notification with the PNOK:

- In case of death, do not notify the PNOK or family members between the hours of 0001-0500 unless there is a determination, approved by HQ DAO, to notify at a different time due to factors including SI, VSI, social media, and/or news coverage.
 - Time limits established for notification might have to be adjusted due to distances involved or other conditions, such as adverse weather.

- In case of SI or VSI, notify the PNOK immediately regardless of the time of day.
 - A phone call notification is acceptable.
- The first visit is solely for notification of the casualty.
 - CACO and chaplain introduce themselves to the NOK.
 - CACO delivers the message and ensures understanding while attending to reasonable immediate emotional needs.
 - If possible, CACO schedules a second visit for the following day.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.6.a. Order of Precedence for Notifying PNOK

Attempt to notify the PNOK first; however, do not delay notifications if the PNOK cannot be located. For all cases, attempt to notify all identified PNOK and NOK expeditiously. Use the order listed in [Chapter 2: Casualty Affairs Case Management, Section A.4.: Primary Next-of-Kin Defined](#) and in [Chapter 2: Casualty Affairs Case Management, Section A.4.a.: Other Next-of-Kin and Interested Parties – Order of Precedence](#) to identify which family member is the PNOK.

NOTE:

Always notify the parent(s) of a casualty member. A parent(s) can be a PNOK or other NOK.

B.7. Releasing the Name(s) of the Deceased Member to the Public

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), do **NOT** release the name(s) of the casualty member(s) to the public or confirm them with the media until 24 hours after the last required notification of NOK is completed.

Contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

NOTE:

Social media could overlook the 24 hour timeline requirement for releasing names to the public. However, imminent or actual media publication of USCG casualties' names does not justify release or confirmation by the USCG personnel until the required 24 hour period has passed.

A field use "best practice" suggests unit commands address their command as soon as possible to contain this phenomenon and to protect the NOK during the sensitive hours following the death of a loved one.

B.7.a.
Guide for
Releasing Names
of Deceased to the
Public-Matrix

Use the matrix below as a guide when determining the release of casualty names to the public involving multiple casualties and multiple services.

	Single incident	Confirm situation qualifies as a casualty	Confirm when last NOK was notified (add 24 hours)	Coordinate with branch services to ensure accurate accounting for notifications prior to releasing any names
Releasing a Deceased Name to the Public	Yes	Yes	Yes	No
Releasing Deceased Names of Multiple Casualties to the Public	Yes	Yes	Yes	No
Releasing Deceased Names of Multiple Casualties in Multiple Services to the Public	Yes	Yes	Yes	Yes

Table 2-1 Guide for Releasing Names of Deceased to the Public

**B.8.
Casualties
Involving Other
Military Services**

Units can report the death or injury of other military service personnel. Indicate the armed or uniformed service of the deceased member in the “Remarks” section of the PCR.

**B.9.
Determining
Line of Duty**

Per reference (g), Administrative Investigations Manual, COMDTINST M5830.1 (series), when an active duty or reserve member becomes ill, injured, or dies; certain statutory rights and benefits accrue to the member if the casualty was attributed to military service (i.e., line of duty [LOD]), and not due to the member’s own misconduct. The LOD is an investigative report made by the CO or immediate superior in command, in consultation with the servicing legal office (SLO). This is performed for a deceased member under the unit command following the convening of an administrative investigation.

The term “in the line of duty” (or “LOD favorable”) means a death that occurred while under active duty orders or while transiting directly to or from orders. “LOD favorable” means in the absence of gross misconduct as a contributing factor or the commission of particularly ignominious or heinous crimes, such as a capital offense or mass murder.

LOD determinations are required to protect the interest of both the individual concerned and the U.S. government where service is interrupted by SI, VSI, disease, or death.

The unit forwards a copy of the completed LOD to:

- DAO.
- Personnel Support Command (PSC)-Personnel Service Division (PSD)-field support (fs) Casualty Affairs office.
- Pay and Personnel Command-Retirement and Annuitant Section (PPC-RAS) branch office.
- Local SLO.

The LOD investigation determination dictates additional benefits depending on the outcome.

Go to [Chapter 2: Casualty Affairs Case Management, Section E.: Servicing Legal Office and Investigative Service Assistance](#) for additional guidance and information.

NOTE:

Per reference (g), Administrative Investigations Manual, COMDTINST M5830.1 (series), it is critical that the decision to categorize injury, disease, or death NOT in LOD be made only after following the ordered procedures.

**B.10.
Notification of a
Active Duty
Member's Death**

Go to [Chapter 5: Active Duty Member Death](#) for additional guidance and information.

**B.10.a. Member
Death – NOK
Long-Term Care**

The DAO can be called upon for policy guidance or assistance from the command cadre for the follow up and long-term care of a NOK.

Go to [Chapter 5: Active Duty Member Death, Section D.2.: Long Term Care Considerations](#) for additional guidance and information.

**B.11.
Notification of a
Reserve
Member's Death**

Go to [Chapter 6: Reserve Member Death](#) for additional guidance and information.

**B.12.
Notification of a
Member's
Dependent Death**

Go to [Chapter 7: Dependent Death](#) for additional guidance and information.

**B.13.
Other Command
Casualty-Related
Notifications**

Go to [Chapter 8: Other Casualty-Related Cases](#) for additional guidance and information.

Section C: DAO Responsibilities

C.1. Introduction

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), governs DAO duties and responsibilities. The DAO is the subject matter expert and key person for all casualty cases. The duties and responsibilities of a DAO require foresight, planning, organization, and communication skills.

The DAO assists and supports the unit and the designated CACOs with their respective casualty case. The DAO:

- Communicates with:
 - Various USCG commands, SLO, USCG investigative service (CGIS).
 - Civilian law enforcement agencies in some situations.
- Makes arrangements with funeral homes.
- Coordinates travel arrangements for eligible family members.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

NOTE:

Attending DAO training is highly recommended for all newly assigned DAOs. The Casualty Affairs program manager provides DAO training.

Contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

NOTE:

In some instances, a casualty case can require multiple DAOs.

Contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

C.2. Casualty Cases Requiring a DAO

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), a DAO is required for any USCG casualty when a NOK or beneficiary might require either notification or facilitation of benefits.

Casualties that require DAO assignment include:

- Missing, captured, beleaguered, DUSTWUN, KIA, MIA, POW, active duty, and reserve members in certain reserve statuses.
- SI, VSI, or terminally ill active duty or reserve members, new accession, and reserve members in certain reserve statuses.
- Deaths involving an active duty and reserve member, new accession, reserve member in certain reserve statuses, recently separated member (within 120 days), dependent including stillborn death, and auxiliary member under orders and performing USCG duties and responsibilities.

Go to [Chapter 8: Other Casualty-Related Cases](#) (as appropriate) for additional guidance and information.

C.3. DAO's Duties and Responsibilities

The DAO provides support for the identification, care, and disposition of remains of a deceased member for whom the USCG is responsible. Since no casualty case is the same, the DAO's duties and responsibilities may vary and can include:

- Notifies the Casualty Affairs program manager of the assigned CACO contact information.
- Working with the unit, sector, or base nearest the hospital administering care to the member to designate a local CACO.
- Verifying the PCR has been released by the command cadre.
- Assisting and supporting the unit and designated CACO.
- A field "best practice" suggests the DAO reviews the member's direct access (DA) file to ensure it properly reflects the member's latest benefits elections.
- Maintaining constant communication with the CACO and regular contact with the HSWL, and casualty affairs manager to allow for the best possible care.
 - Updating the casualty affairs office of the member's medical prognosis and injury progression.
 - When applicable, communicating with SLO, CGIS, and civilian law enforcement agencies.

- Ensuring timely updates to the Commandant's office, DCMS, parent command, and other concerned parties within the USCG.
- Reviewing claim forms for accuracy and completeness and ensuring the proper submission to the appropriate claims offices for claims processing.
- When applicable, briefly serve as liaison with the Office of Civilian Human Resources (CG-121) and HQ involving casualties of civilian employees.
 - In some cases organizes NOK notification process and provides an abbreviated CACO support.
- Follows up with any surviving family members to ensure all insurance benefits have been received.
 - If no insurance benefits have been received, contact the Casualty Affairs program manager at 202-475-6637 for assistance.

NOTE:

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the DAO is ultimately responsible for the accuracy and completeness of all documents. The DAO reviews all insurance claim forms for accuracy and completeness, and submits them to the Personnel Support Command - Personnel Services Division (PSC-PSD) casualty office for claims processing.

**C.4. DAO
Assisting the
CACO**

The DAO assists the CACO in all casualty-related cases. The DAO's goal is to ensure communication exists between the CACO and the member's unit following notification of a casualty.

The DAO obtains a copy of the casualty member's Servicing Personnel Office (SPO) Personnel Data Record (PDR)-Section 4 following the notification of a casualty. This information is critical for preparing documents for the CACO's second visit. This information ensures:

- Arrangements for the funeral and/or memorial honor details.
- Expeditious payments for various benefits.
- Determination of counseling.

Prior to the CACO conducting the initial notification with the NOK, the DAO provides the CACO with:

1. Local procedures unique to the member's area of responsibility (AOR).
2. Information specific to the case (e.g., car accident, apparent self-inflicted injury, etc.).
3. Casualty notification scripted message.
 - a. This is the scripted message the CACO memorizes and recites to the NOK on the initial notification visit.
4. The name, relationship, and address of the NOK and any special details including:
 - Phone contact with the DAO.
 - Map to the NOK's residence.
 - A list of what documents to return and when to return to the DAO.
 - Duty cell phone use.
 - Government vehicle.
5. The CACO "Go-Kit" is a collection of forms, guides, and resources that a CACO presents to the NOK for:
 - Processing of funeral and mortuary decisions.
 - Beneficiary and payments.
 - Counseling, condolence, and support information.

Contact the Casualty Affairs program manager at 202-795-6637 for questions, additional guidance, and assistance, or go to the [Casualty Matters](#) website to download the latest CACO "Go-Kit."

C.4.a. CACO
"Go-Kit"

A CACO "Go-Kit" is a PDF package containing digital originals of the most common forms, brochures, and resources that a CACO presents to the PNOK and beneficiaries during the first few visits.

DAOs and CACOs can extract (for electronic completion) or print (for handwritten completion) documents contained in the CACO "Go-Kit" package as needed over the course of visits with the NOK.

**C.5. Casualty
Notification
Scripted
Message**

The DAO provides the appropriate casualty notification scripted message to the CACO for verbal delivery to the NOK as it pertains to the member's casualty.

C.5.a. SI or VSI –
Scripted Message

For seriously injured or very seriously injured cases:

“The Secretary of Homeland Security and the Commandant of the Coast Guard have asked me to inform you that your (relationship, name; son, Robert or husband, Edward; etc.) has been seriously injured (or very seriously injured) (country/state) since (date). (State the circumstances provided by the DAO.) The Secretary and the Commandant extend their deepest sympathy to you and your family during this trying period.”

C.5.b.
DUSTWUN –
Scripted Message

For DUSTWUN cases:

“The Secretary of Homeland Security and the Commandant of the Coast Guard have asked me to inform you that your (relationship; son, John or daughter, Janet; etc.) has been reported duty status but whereabouts are unknown in (country/state) since (date). (State the circumstances provided by the DAO.) When we receive more information, you will be promptly notified. The Secretary and the Commandant extend their deepest sympathy to you and your family during this trying period.”

C.5.c. Death
Positive
Identification –
Scripted Message

For death cases – positive identification complete:

“The Secretary of Homeland Security and the Commandant of the Coast Guard have asked me to express their deep regret that your (relationship, name; son, Robert or husband, Edward; etc.) (died and was killed in action) in (country/state) on (date). (State the circumstances provided by the DAO.) The Secretary and the Commandant extend their deepest sympathy to you and your family in your tragic loss.”

C.5.d. Death Not
Positive –
Scripted Message

For deaths cases – positive identification not complete:

“The Secretary of Homeland Security and the Commandant of the Coast Guard have asked me to express their deep regret that your (Relationship of deceased to NOK – son, daughter, husband) is believed to (have died) or (been killed in action) on (date of death), at (location). A body matching (Coast Guard person Name) description was found in (location). Cause of death at this time is under investigation. The local authorities are currently trying to establish positive identification. You will be notified as soon as identification has been confirmed. The Secretary of Homeland Security and the Commandant extend their deepest sympathy to you and your family during this trying period.”

**C.6. Casualty
Member’s Direct
Access Account –
Essential
Information**

The DAO further assists the CACO by accessing the casualty member’s DA account and prints the following items:

- The last six pay slips.
- Member’s information report.

NOTE:

During the critical hours following the initial notification of a casualty, maintain the member’s privacy to control rumors within the unit and/or field.

The items listed above are accessible or viewable in DA for only a limited amount of time following a member’s death.

**C.7.
Updating the
Appropriate
Commands**

A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly situation report (SITREP) email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

Section D: CACO Responsibilities

D.1. Introduction

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), governs duties and responsibilities of the CACO. The CACO can reduce the expected anxiety associated with a CACO tasking by maintaining close communication with the DAO, Casualty Affairs program manager and by using common sense and good judgment.

The responsibility of the CACO cannot be understated. It is one of the most difficult duties to perform in his/her military career. In all casualty cases, the CACO is the representative of the USCG. The CACO works directly for the DAO.

Demonstrating care, compassion, commitment, concern, and empathy has a major impact on the professionalism of the notification process.

D.2. Casualty Cases Requiring a CACO

Per reference (c), a CACO is required for any USCG casualty when a NOK or beneficiary might require either notification or facilitation of benefits. Use a “courtesy CACO” in cases where the CACO does not need to perform the full comprehensive CACO functions and duties (e.g., Make a one-time personal notification visit to NOK of USCG civilian employees or auxiliary members as deemed appropriate.). This could occur if the CACO is already aware of the circumstances, the NOK alerted the USCG, or in cases of a dependent death.

Casualties that require CACO assignment could include:

- Missing, captured, beleaguered, DUSTWUN, KIA, MIA, POW, active duty and reserve members in certain reserve statuses, and new accessions.
- SI, VSI, or terminally ill active duty or reserve members, reserve members in certain reserve statuses.
- Deaths involving a regular active duty and reserve member, reserve member in certain reserve statuses, new accession, recently separated member (within 120 days), auxiliary member under orders, and dependent including stillborn death.

Go to [Chapter 8: Other Casualty-Related Cases](#) (as appropriate) for additional guidance and information.

NOTE:

In some instances, a casualty case can require multiple CACOs. Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

D.3. CACO's Duties and Responsibilities

CACO is a full-time responsibility for several weeks to several months following a casualty. Since no casualty case is the same, the CACO's duties and responsibilities can include:

- Notify the NOK in person of the casualty and apprise them of circumstances surrounding the casualty, based on the facts provided by the DAO.
- Inquire as to the needs of the casualty's immediate family and extend assistance as appropriate and permitted under instructions. Contact the Coast Guard Mutual Assistance, American Red Cross, and other service organizations, if necessary, to obtain financial assistance for family.
- Monitor shipment of casualty's personal effects.
- Providing moral support and immediate aftercare for the PNOK and NOK.
- Maintaining regular contact with the casualty member and/or family members.
 - Greeting designated travelers at the airport.
 - Arranging lodging for designated individual(s).
 - Assisting the designated member with travel-related paperwork.
- When applicable, submitting all completed travel claim forms to the DAO.
- When applicable, engaging with Navy Safe Harbor representatives if long-term care treatment is expected.
- When applicable, contacting a chaplain or other spiritual advisor (private and Coast Guard).
- When applicable, contacting a funeral home.
- When applicable, provide abbreviated support involving civilian employee and/or auxiliary member casualties.

- When applicable, fill out Claim for Family Coverage Death Benefits (SGLV-8283A) form found on the [U.S. Department of Veterans Affairs \(VA\)](#) website and Request for Payment of Funeral and/or Interment Expenses (DD-1375) form found on the [DoD Forms Management Program](#) website.
- Refer news media queries to the local public affairs officer and protect the casualty member's PII per reference (a), Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series).

**D.4.
NOK
Notification
Times
Requirement**

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the CACO starts making notification arrangements to NOK within 12 hours of the command being notified, but not between the hours of 0001-0500. The first visit is solely for notification purposes between the CACO and the NOK and identifying the NOK's immediate emotional needs. A field use "best practice" suggests the CACO confirm a second visit for the following day if possible to discuss funeral arrangements and travel, etc.

Go to [Chapter 2: Casualty Affairs Case Management, Section: A.4. Primary Next-of-Kin Defined](#) for additional guidance and information.

NOTE:

Per reference (c), do NOT release the name(s) of a casualty member until the 24 hour period has elapsed.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.7.: Releasing the Name\(s\) of the Deceased Member to Public](#) for additional guidance and information.

**D.5. Preparing
for Initial Visit
Notification –
En route**

The initial notification duty of the CACO is designed to soften the emotional impact, and to show the USCG is genuinely concerned with its personnel and families.

A new CACO needs to be prepared for any notification situation. The CACO conveys the sincere concern of the USCG for the feelings of the NOK in every circumstance. Being prepared, sincere, and alert to the needs of the NOK at the time of notification reduces some of the normal shock in these circumstances. Remember, nothing substitutes for common sense, good judgment, and sensitivity in making a casualty notification.

1. Meet the chaplain or the person accompanying you on the notification.
 2. Gather your thoughts and prepare yourself, both mentally and emotionally.
 - a. Internalize and rehearse the casualty notification scripted message.
 - b. Ask the chaplain to share experiences or advice.
 3. Learn as much as you can about the casualty, the NOK, and circumstances surrounding the incident. The DAO provides a copy of the PCR and circumstances surrounding the incident resulting in the casualty.
 4. The CACO verifies and documents:
 - a. Date and time of NOK initial notification.
 - b. Place of NOK initial notification.
 - c. Home mailing address of NOK.
 - d. Telephone contact information of NOK.
 - e. The casualty member's PII:
 - (1) Date of birth (DOB).
 - (2) Place of birth.
 - (3) Home of record.
 - (4) Place of entry into the USCG.
 - (5) The casualty member's religious preference.
 5. Any local procedures unique to member's AOR such as:
 - a. Map to the NOK residence.
 - b. Phone contact with the DAO.
 - c. What documents to present to the NOK, return, and when to return them.
 - d. Duty cell phone use.
 - e. Government vehicle availability.
 6. Information and details specific to the case.
 7. The DAO provides the CACO with the name, relationship, and address of the NOK, and any special conditions.
 8. Have available the name and telephone number of the local police or sheriff department, local hospital, local ambulance service, and fire department or rescue squad.
-

D.5.a. Arriving at
the Residence

An effective and successful CACO is not required to be a subject matter expert. A field use “best practice” shows that successful CACOs maintain their cool, avoid making promises that cannot be fulfilled, and politely say, *“I don’t know, sir or ma’am, but I will find out and get back to you,”* as necessary. Surveys have shown a high degree of NOK satisfaction with their CACO, despite the CACO not immediately having answers.

Expect that sometimes the NOK will want to immediately begin asking about benefits or money. CACOs can assure the PNOK that benefits are processed without delay at the proper time.

Prior to making contact with the PNOK, CACOs:

1. Familiarize themselves with the location of the NOK.
 - a. If the NOK resides within an area that is deemed unsafe, contact the DAO immediately to request a police escort.
2. Silence your cell phone prior to arriving at the NOK residence, to give your undivided attention to the NOK.
3. Make the visit as inconspicuous as possible without calling undue attention to the presence of the military.
4. Call the DAO to alert them of the notification.
5. Learn the facts and prepare yourself to deliver them with a calm and collected voice. Memorize when possible to avoid the appearance of simply reading casualty notification scripted message. Internalize, rehearse, and talk to the chaplain to prepare for the delivery.
6. Leave the provided PCR in the vehicle.
7. Clearly identify yourself and ensure the person you are speaking with is the NOK. Ask to come inside. Only deliver through the doorway when the person will not allow entry.
8. Ask the NOK to sit down, and then sit across from, kneel next to, or otherwise meet the recipient’s eye level. Look them in the eye.
9. Speak slowly, deliberately, and use words the NOK understands. Avoid military jargon and USCG acronyms, or at least explain them.
10. Avoid touching, even kind gestures.
11. Convey the message. Then stop speaking. Avoid trying to “fill the silence” and allow the NOK to process the message.
12. After a while, confirm that the NOK understands the message. Repeat the message if necessary.

13. Disclose only information approved by the DAO. Stick to the facts and **DO NOT MAKE PROMISES.**
14. Leave the notification letter. The notification letter should contain your contact information. State you are available to meet their needs. Select a next meeting date, preferably the following day, to discuss funeral arrangements, honors, travel arrangements, benefits, and the release of information.
15. If you feel the person is in danger of hurting themselves, or if you are ever in danger, call 911 immediately. Try to leave the person in the presence of a friend, family member, or neighbor if possible, or ensure someone can be there soon.
16. Do not linger once the message is delivered, understanding is confirmed, the recipient is safe, and the next meeting is scheduled. Politely excuse yourself and leave.

The CACO checks in with the DAO afterward to debrief the exchange and plans for the next step.

D.6. Initial Visit – Notifying the NOK

Notifying the NOK of a casualty is an awkward and uncomfortable responsibility. **Do not rush** when delivering the notification message. However, at the same time keep the notification brief, to the point, and sensitive to the situation.

When conducting the initial notification, a field use “best practice” suggests the CACO:

1. Be as natural as possible in speech and method of delivery.
2. Identify yourself to the NOK: For example, "I am LT Sam Robinson from USCG Base Portsmouth in Portsmouth, VA."
3. Identify the NOK: “*Good morning (afternoon, or evening).*” Ensure you are speaking to the correct NOK person(s): For example:
“Are you Mr. Tommy L. Jones? Are you the father of Petty Officer 1st Class Robert L. Jones?”
4. If one person to be notified is home, state that you have an important message to deliver and ask permission to enter the residence. For example, “*I have an important message to deliver to you from the Secretary of Homeland Security, [the Honorable Mr./Ms. Xxxx Xxxxxxx] and the Commandant of the Coast Guard, Admiral [Xxxx Xxxxxxx] may I come in, Mr. Jones?*”
5. Suggest any other people present leave the room.
6. Ask the NOK to please be seated.

7. Convey the notification message (casualty script) provided by the DAO without appearing to read directly from it.
 - a. Make direct eye contact with the NOK.
 - b. Get to the point and verbally deliver the casualty scripted message.
 - c. Hand the NOK the notification letter.
8. Do not extend overly sympathetic gestures. Only convey known details. Do not physically touch the NOK in any manner unless there is shock or fainting. If necessary, summon medical assistance immediately.

Once the casualty notification has been delivered, do not assume the NOK heard or will remember anything you said. Wait an appropriate time and say nothing but expect anything:

- No emotion.
- Physical response (e.g., fainting, nausea/vomiting, cardiac arrest, etc).
- Shock.
- Anger (e.g., rage, screaming, attempts to strike the CACO, etc).
- Violence.
- Avoidance.
- Disbelief, denial, and/or block out information, etc.
- Resentment and/or blame.

Verify the NOK understands the casualty notification message. Repeat the message if necessary.

NOTE:

The initial NOK notification can become a lengthy process. Maintain control, remain calm at all times, and reassure the NOK that all questions and concerns will be addressed.

D.6.a.
Information to
Provide to the
NOK

In casualty cases involving death, advise the NOK that the USCG has various disposition options, benefits, and allowances available. Advise the person authorized to direct disposition (PADD) to avoid making any decisions on care and preparation of the remains until they have been fully briefed by the funeral home and the CACO.

- Verify the NOK's complete name, telephone number, and a 45 day mailing address.
- Inform the NOK that you will work closely with the family and that you are available to tend to their needs 24 hours a day.
 - CACO's personal contact information (e.g., business calling card).

D.6.b.
Do NOT Discuss
with NOK

On the initial notification visit on casualty cases involving death, do not discuss specific questions on subjects with the NOK or other persons pertaining to:

- Life insurance and death gratuity.
- Final pay.
- Autopsies or investigations, etc.
- Details on mortuary affairs.
- Personal effects of the member.
- Questions relating to line of duty, neglect, errors of judgment or the responsibility of other personnel concerned with the incident.
- Your personal experience or opinions.

During the initial visit, limit the discussion to information only provided by the DAO. If asked, advise the NOK you will discuss these subjects with the NOK during the follow up visit.

D.6.c. Post NOK
Notification
Procedures

Immediately, after departure from the NOK residence, advise the DAO of the following:

- Date, time and location of notification.
 - NOK full name and address and any address changes that may affect other notification actions.
 - Casualty member's PII information.
 - Telephone number(s) where NOK can be contacted.
 - Unusual events or comments by the NOK.
 - Grief reactions.
 - Family dynamics.
 - Language requirements.
 - Name of accompanying chaplain.
-

D.6.d. Follow-On
Visit with NOK

At the follow-on visit, the CACO advises the casualty member and/or the NOK the rights, benefits, and privileges they could be entitled to as a result of the member's death, such as:

- Funeral arrangements.
- Military honors (if requested).
- Pay, allowances, insurance items.
- Other items deemed appropriate for each specific case.

Go to [Chapter 5: Active Duty Death, Section C: Casualty Case Adjustment and Maintenance](#) for additional guidance and information.

Section E: Servicing Legal Office and Investigative Service Assistance

E.1. Servicing Legal Office – Assistance Introduction

This section provides USCG SLO and CGIS resources for DAOs and CACOs when managing casualty-related cases. The SLO can answer legal related questions and provide guidance pertaining to:

- Homicide or, suicide investigation.
- Last will and testament.
- Family trust.
- Living will.
- Power of attorney (POA).
- Legal guardianship.
 - Conservatorship.
- Dependents.
- Ex-spouses, etc.
- LOD.

CGIS can answer questions regarding a potential criminal element, homicide or, suicide investigation.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

E.1.a. Power of Attorneys

A POA is a legal document containing an authorization for a person to act as the legal representative of the principal that terminates at some point in the future either by its terms or by operation of law such as death of the principal or agent. There are different types of POAs (e.g., general, durable, limited, and statutory, etc.).

E.2. Additional Legal Service Support

For private or personal legal assistance matters that arise in conversations between the CACO and NOK that cannot be addressed by the SLO, refer the NOK to CG SUPRT at 855-247-8778 or click the link [CG SUPRT](#) for questions, additional guidance, or assistance.

E.2.a. Servicing
Legal Office
Directory

SLO	Main line	After Hours Duty	Legal Assistance
Atlantic Area	757-398-6291	757-615-1725	757-398-6291
Pacific Area	510-437-3328	510-437-5325	510-437-3328
CG District 1	617-223-8500	617-223-8555	617-223-8500
CG District 5	757-398-6255	757-615-1725	757-398-6291
CG District 7	305-415-6950	305-415-6800	305-415-6950
CG District 8	504 671-2331	504-671-2331	504-671-2331
CG District 9	216-902-6010	216- 902-6117	216-902-6010
CG District 11	510-437-3329	510-437-5325	510-437-5891
CG District 13	206-220-7110	206-220-7110	206-220-7110
CG District 14	808-535-3240	808-535-3333	808-535-3240
CG District 17	907- 487-5474	907-487-5474	907-463-2051
Legal Service Command- Norfolk	757- 628-4193	757-615-2140	757-295-2308
Legal Service Command- Alameda	510-437-3330	757-615-2140	510-437-5891
Personnel Service Center	703-872-6420	757-615-2140	703- 872-6420
TRACEN Cape May	703-872-6420	757)-615-2140	703-872-6595
TRACEN Yorktown	757-856-2374	757-856-2374	757- 856-2376
TRACEN Petaluma	707 765-7760	706-400-9705	707-765-7760
USCGA	860-701-6795	860-625-0820	860-701-6795

Table 2-2 Servicing legal office directory

**E.3. Coast
Guard
Investigative
Service -
Casualty Case
Introduction**

Refer to reference (h), Coast Guard Investigative Service Roles and Responsibilities COMDTINST 5520.5 (series), for casualty-related cases that could involve a criminal element.

NOTE:

Commands are reminded to review reference (h), Coast Guard Investigative Service Roles and Responsibilities COMDTINST 5520.5 (series), for command responsibilities for reporting deaths to CGIS. If commands are unable to reach their local area CGIS office, then immediately contact [CGIS Headquarters](#) at 202-372-3000 for questions, additional guidance, or assistance.

E.3.a. Coast
Guard
Investigative
Service Directory

CGIS Region	City, State	Telephone
CGIS New England Region	Boston, MA	617-557-9091
CGIS Chesapeake Region	Portsmouth, VA	757-398-6268
CGIS Southeast Region	Miami, FL	305-278-6850
CGIS Gulf Region	New Orleans, LA	504-589-4929
CGIS Central Region	Cleveland, OH	216-902-6136
CGIS Pacific Region	Alameda, CA	510-437-3406
CGIS Northwest Region	Seattle, WA	206-220-7308

Table 2-3 Coast Guard investigative service directory

Section F: Service and Medical Records – Government Custodian Listing

F.1. Introduction The U.S. National Archives center contains information that might be useful to USCG casualty members or their immediate family such as:

- Request for or to correct military service records.
- Request medical records.
- Genealogy.
- Online documents, forms, and research resources.

F.2. U.S. National Archive Contact the U.S. National Archives toll free at 866-272-6272, or go to the [U.S. National Archives](#) website for questions, additional guidance, or assistance.

To request a USCG member's service or medical records download the standard form (SF)-180 found on the U.S. National Archives website.

This page intentionally left blank.

Chapter 3: Seriously or Very Seriously Ill, Injured, or Wounded Member

Introduction This chapter discusses DAO and CACO duties and responsibilities after receiving confirmation of a seriously injured (SI), ill, wounded or a very seriously injured (VSI), ill, or wounded casualty member.

In This Chapter This chapter contains the following sections:

Section	Title	Page
A	Defining and Reporting a Seriously or Very Seriously Ill, Injured, or Wounded Member	3-2
B	Processing a Seriously or Very Seriously Ill, Injured, or Wounded Member	3-5

Section A: Defining and Reporting a Seriously or Very Seriously Ill, Injured, or Wounded Member

A.1. Introduction This section outlines the DAO and CACO duties and responsibilities involving SI or VSI casualty cases. A SI/VSI casualty classification can apply to:

- Active duty members.
- Reserve members serving on active duty.
- New accession (e.g., academy cadets, officer candidates, recruits, prior service members entering the USCG).

A.2. Seriously Injured Defined Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), a SI casualty is defined as a person who is seriously injured, ill, or wounded.

A person is SI when a certified medical authority deems death is possible but not likely to occur within 72 hours, or the severity of the injury is permanent or life-altering.

A.3. Very Seriously Injured Defined Per reference (c), a VSI (death imminent) casualty is defined as a person who is very seriously injured, ill, or wounded.

A person is VSI when a certified medical authority declares it more likely than not that death will occur within 72 hours.

NOTE:

Per reference (i), United States Coast Guard Regulations, COMDTINST M5000.3 (series), the XO, subject to the orders of the CO and assisted by the appropriate subordinates, is authorized to make a determination of SI or VSI in the absence of a certified medical authority or until a certified medical authority is available.

A.4. Initial Actions by Unit The command cadre confirms the severity of the injury with civil and/or tending medical authorities and interviews the member to determine details of the circumstances of the injury if the member is able to communicate. The CO might also talk with other individuals who have direct knowledge of the member's injuries.

A.5. Immediate Action for SI or VSI Casualty – Submit a PCR

The command cadre is responsible for submitting a PCR within 4 hours on a member who suffers an injury or illness resulting in a medical designation of SI or VSI. Provide known details of the casualty in the “Remarks” section of the PCR.

If a member becomes SI or VSI casualty while away from his/her parent unit, the local USCG command:

- Verifies the casualty.
- Reports it by PCR.
- Copies the member’s unit.
 - When possible, make a phone call to the parent unit.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

A.5.a. Reporting Suicide and Suicide – Related Behaviors

Report all suicide attempts and suicide-related behaviors that result in VSI, SI, or extended hospitalization via PCR.

A.6. Assemble CACO Team

Go to [Chapter 2: Casualty Affairs Case Management, Section B.5.: Identifying a CACO Notification Team](#) for additional guidance and information.

A.6.a. Standby CACO

A standby CACO may be assigned when a member is medically reported VSI and death is imminent and/or is hospitalized overseas (including Alaska and Hawaii).

The DAO keeps the chain of command informed on the whereabouts of the standby CACO at all times to ensure NOK will receive immediate notification if member dies.

Once member dies, the standby CACO is briefed and directed by the DAO. The standby CACO can immediately notify NOK.

NOTE:

Disregard the NOK notification time protocol for all medically declared VSI casualty cases where death is imminent. Once directed by the DAO, notify the NOK immediately.

A medically diagnosed SI or VSI reserve member can be eligible for full survivor benefits.

NOTE:

Go to [Chapter 6: Reserve Member Death, Section A: Processing a Reserve Member Casualty](#), contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

**A.7. SI or VSI –
DAO’s Duties
and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section C.3.: DAO’s Duties and Responsibilities](#) for additional guidance and information.

**A.8. SI or VSI
Member –
CACO’s Duties
and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section D.3.: CACO’s Duties and Responsibilities](#) for additional guidance and information.

**A.9. Other
Considerations**

Per reference (b), Coast Guard Medical Manual, COMDTINST M6000.1 (series), the CO reports via a PCR the following conditions:

- Diagnosis of psychological incapacitation or other seriously psychiatric disorders.
- Major amputations or disfigurement.
- Extensively diminished vision or hearing.

Section B: Processing a Seriously or Very Seriously Ill, Injured, or Wounded Member

B.1. Introduction Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), if a unit member is ill or injured, the CO or immediate superior in command can inquire about the condition of the member with the attending medical authority.

The inquiry should determine the identity of the member and if the injury or illness meets the criteria of SI or VSI before initiating personnel casualty protocols.

B.2. Notification If the SI or VSI member is conscious, alert, and able to articulate a rational decision, the member can determine if notification to PNOK, is necessary. The member can initiate notification to his/her PNOK or the unit can perform it. In all cases, encourage the member to notify his/her PNOK.

The CO or immediate superior in command conducts the initial notification immediately to the member's PNOK by phone and letter if the member is incapacitated because of the casualty, medical treatment, or by an apparent suicide attempt.

If a phone notification is unsuccessful, notify the member's PNOK in person. Go to [Chapter 2: Casualty Affairs Case Management](#) and [Chapter 5: Active Duty Member Death, Section A: Processing an Active Duty Death \(Initial Phase\)](#) for additional guidance and information.

B.3. Authorized Travel Arrangements Per reference (j), Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015, if a member is SI or VSI, the unit can authorize travel entitlements for any three designated individuals to travel to the location of the SI or VSI member.

B.3.a. Travel Authorizations for Designated Members The member can designate up to three individuals during inpatient treatment for travel if the member is conscious, alert, and able to articulate a decision.

If the member is unconscious or mentally impaired either by the casualty or the treatment, the CO or immediate superior in command can determine the three designated individuals based on the PNOK (spouse and parents) listed on the Designation of Beneficiaries and Record of Emergency Data (CG-2020D) form found on [CGPortal](#).

Go to [Chapter 5: Active Duty Death, Section B.4.: Make Travel Arrangements for Family Members](#) for additional guidance and information.

NOTE:

Depending on the member's SI or VSI condition, the member, CO, or immediate superior in command can change any or all of the designated SI or VSI travelers at any time during the member's inpatient treatment.

NOTE:

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the entitlement for designated individuals to travel at government expense is authorized for the entire duration during which the member is listed as SI or VSI.

Once the member dies or is downgraded to not seriously injured (NSI), the travel entitlement ends, and travelers must return home or pay further lodging and per diem costs from their own pocket. Round trip travel is always authorized.

B.3.b. Travel Expenses and Reimbursement for Eligible Family Members

All travel order numbers (TONOs) and accounting data is provided from the unit funds. The unit prepares travel claims for the designated member(s) reimbursement. The CACO can assist the designated member(s) with electronic fund transfer (EFT) election through the USCG [Finance Center \(FINCEN's\)](#) website.

If a SI or VSI casualty dies, the DAO submits an itemized bill of expenses to the casualty affairs program office for unit reimbursement once all services are rendered.

Contact the casualty affairs, program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.3.c. Non-Medical Attendant for SI and VSI Members

Per Article 7205 of reference (j), Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015, a SI or VSI member can designate a non-medical attendant whose presence could contribute to his/her health and welfare.

If designated and determined by the attending physician or surgeon as valid, travel and transportation allowances can be authorized for the non-medical attendant to travel to the member's location to tend to his/her needs and assist where appropriate.

NOTE:

Per Article 7315-B.2. of reference (j), the authorization of a non-medical attendant reduces the number of designated members authorized in any 60 day period. The number of designated members can be increased if the Secretarial Process has authorized or approved more than three designated individuals.

B.4. Traumatic Injury Protection

Traumatic injury protection (TSGLI) under the SGLI program provides payments to service members who are severely injured due to a traumatic event. All members with SGLI coverage are automatically covered by TSGLI and are charged an additional monthly premium of \$1.

Members cannot decline TSGLI coverage unless they also decline all SGLI coverage. TSGLI provides a payment of \$25,000 to \$100,000 to members who sustain traumatic injuries.

Contact the Casualty Affairs program manager at 202-975-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.5. Member SI or VSI Case Resolution

SI or VSI casualty cases are resolved by:

- Member's death.
- The outcome of a medical evaluation board (MEB) for eventual military separation or full retirement.
 - The member can be assigned to quarters while awaiting the outcome of a MEB.
 - In all MEB separation cases, HSWL leads the decision-making process with the member's health as the primary factor.

- It is paramount the DAO and HSWL maintain excellent communications during this process.
- Member fully recovers.

Go to [Chapter 2: Casualty Affairs Case Management](#) and the appropriate casualty chapter in this TTP publication for additional guidance and information.

**B.6.
Updating the
Appropriate
Commands**

A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

Chapter 4: Terminally Ill Member

Introduction This chapter discusses DAO and CACO duties and responsibilities after receiving confirmation of a terminally ill active duty member.

In This Chapter This chapter contains the following sections:

Section	Title	Page
A	Defining and Reporting a Terminally Ill Member	4-2
B	Processing a Terminally Ill Member	4-5

Section A: Defining and Reporting a Terminally Ill Member

A.1. Introduction Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the term “terminally ill casualties” can apply to:

- Active duty members.
- Reserve members serving on active duty.

Terminally ill casualties present a different challenge than injury or death casualties because there is usually more time to prepare for the imminent death, obtain legal documents, review benefits, and ensure beneficiaries are in order.

A.2. Initial Actions by Unit

The CO or immediate superior in command confirms the severity of the illness with a competent medical authority. The CO can also inquire with the member to determine the severity, circumstances, and possible period of the terminal illness.

A.3. Immediate Action for a Terminally Ill Casualty – Submit PCR

The CO or immediate superior in command submits a PCR on a member within 24 hours resulting in a medical designation as terminally ill.

If a member becomes terminally ill while away from his/her parent unit, the local USCG command:

- Verifies the casualty.
- Reports it by PCR.
- Copies the member’s unit.
 - When possible, make a phone call to the parent unit.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

A.4. Assemble CACO Team

Go to [Chapter 2: Casualty Affairs Case Management, Section B.5.: Identifying a CACO Notification Team](#) for additional guidance and information.

A.4.a. Standby
CACO

A standby CACO may be assigned when a member is medically reported terminally ill and death is imminent and/or is hospitalized overseas (including Alaska and Hawaii).

The DAO keeps the chain of command informed on the whereabouts of the standby CACO at all times to ensure NOK will receive immediate notification if member dies. Once member dies, the standby CACO is briefed and directed by the DAO. The standby CACO can immediately notify NOK.

NOTE:

Disregard the NOK notification time protocol for all medically declared terminally ill casualty cases where death is imminent. Once directed by the DAO, notify the NOK immediately.

NOTE:

A terminally ill reserve member can be eligible for full survivor benefits. Go to [Chapter 6: Reserve Member Death, Section A: Processing a Reserve Member Death](#) or [Appendix C: Casualty Affairs Job Aids, Section B: Benefits Comparison Matrix for Members Death](#) for a comparison of benefits for a reserve member death.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

A.5. Terminally
Ill Member –
DAO’s Duties
and
Responsibilities

Go to [Chapter 2: Casualty Affairs Case Management, Section C.3.: DAO’s Duties and Responsibilities](#) for additional guidance and information.

A.6. Terminally
Ill Member –
CACO’s Duties
and
Responsibilities

Go to [Chapter 2: Casualty Affairs Case Management, Section D.3.: CACO’s Duties and Responsibilities](#) for additional guidance and information.

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the DAO is ultimately responsible for the accuracy and completeness of all documents.

NOTE: The DAO reviews all insurance claim forms for accuracy and completeness, and submits them to the PSC-PSD casualty office for claims processing.

Contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

Section B: Processing a Terminally Ill Member

B.1. Introduction Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), if a unit member is terminally ill, the CO or immediate superior in command can inquire about the condition of the member with the attending medical authority.

B.2. End-of-Life Arrangements – Terminally Ill Member Per reference (c), the DAO and/or CACO immediately schedules a meeting with family members if the terminally ill member is coherent and able to make end-of-life arrangements. If a terminally ill member is unable to make responsible end-of-life arrangements, then someone who is legally empowered to make decisions on the member's behalf can make the necessary arrangements.

Advise the member that procrastinating can result in the loss of benefits at time of death. A DAO and/or CACO can assist the terminally ill member or a legally responsible representative with resources and information for making end-of-life arrangements such as:

- Explain Post 9/11 GI Bill benefits and the transfer options to dependents.
- Provide resources for legal assistance (e.g., living wills, wills, trusts, private insurance, bank accounts and power of attorney).
- Print and provide a copy of the most recent DOD Survivors Guide to Benefits found on the [Casualty Matters](#) website. Encourage the member and family to review the guide and ask questions.
- Discuss religious desires and requests (private and Coast Guard).
- Explain USCG responsibilities for funeral arrangements and military funeral honors (MFHs).
- Explain the Survivor Benefits Plan.
- Explain TRICARE, medical, and dental coverage.
- Explain veterans' benefits.
- Explain travel arrangements for family members.

The DAO communicates with PSC-PSD and medical personnel regarding any MEB findings and decisions.

Go to [Chapter 2: Casualty Affairs Case Management, Section E.1 Legal Service Office Assistance Introduction](#) and/or [Chapter 4: Terminal Ill Member, Section B.3.: Accelerated Death Option Purpose](#) for additional guidance and information.

NOTE:

Review the member's Designation of Beneficiaries and Record of Emergency Data (CG-2020D) form to ensure the member has made all relevant elections. Also, confirm the accuracy of information on the form including: SGLI elections, beneficiaries, and dollar amounts. Discuss the possibility of the accelerated benefits option (ABO) for SGLI.

NOTE:

In cases where the illness continues for an extended period, the member might have been retired through the medical board process. The member is still entitled to many of the same benefits as a regular active duty service member if they die within 120 days of being medically retired. A terminally ill member might want to know the benefits available to him/her while medically retired.

Go to [Chapter 8: Other Casualty Related Cases, Section B: Processing a Recently Separated & Retired Member Casualty](#) for additional guidance and information.

B.3. Accelerated Benefit Option – Purpose

The ABO provides terminally ill SGLI and family SGLI policyholders access to the death benefits of their policies before they die. The member can receive a portion of the face value of the insurance in a lump sum payment.

B.3.a. ABO – Member Eligibility

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), members are eligible to receive an accelerated benefit if they, or a covered spouse, has a valid written prognosis from a physician of nine months or less to live.

Only the insured member can apply for an ABO and NO ONE else can apply on the member's behalf. In the case of a terminally ill spouse, only the member can apply for accelerated benefits and NO ONE else.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.3.b. Amount Available The amount of ABO to a member is up to 50 percent of the face value of the member's insurance coverage. If a member elects less than the maximum, the amount requested must be in increments of \$5,000.

B.3.c. Remaining Insurance Value The remaining portion of the face value of insurance that is not paid in a lump sum as an accelerated benefit is payable to the member's designated beneficiary or beneficiaries upon his or her death. In the case of a terminally ill spouse, the remainder of the insurance is payable to the member upon the spouse's death.

B.4. Terminally Ill Member Case Resolution

Terminally ill casualty cases are resolved by:

- Member's death.
- The outcome of a MEB for eventual military separation or full retirement.
 - The member can be assigned to quarters while awaiting the outcome of a MEB.
 - In all MEB separation cases, HSWL leads the decision-making process with the member's health as the primary factor.
 - It is paramount the DAO and HSWL maintain excellent communications during this process.
- Member fully recovers.

B.5. Updating the Appropriate Commands

A field use "best practice" recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

This page intentionally left blank.

Chapter 5: Active Duty Member Death

Introduction

This chapter discusses DAO and CACO duties and responsibilities after receiving confirmation of a member's death. This chapter also discusses the aftercare of surviving family members.

In This Chapter

This chapter contains the following sections:

Section	Title	Page
A	Processing an Active Duty Death (Initial Phase)	5-2
B	Casualty Case Follow-up Through Burial	5-8
C	Casualty Case Adjustments and Maintenance	5-13
D	Long-term Care (week 12 through indefinite)	5-20

Section A: Processing an Active Duty Death (Initial Phase)

A.1. Introduction Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the DAO and CACO are responsible for survivors following a member's death. The DAO and CACO work together to ensure all entitlements and survivor benefits are accurate, properly processed, and passed on to the beneficiaries.

A.2. Initial Death Notification of a Member The parent command can receive a death notification of a member from several sources. The origin of the notifying source is important when determining proper procedures to follow. Some origin source examples:

- Direct notification from NOK.
- Command centers.
- District DAO to District DAO.
- Local news media.
- Federal, state, and local government law enforcement agencies.
- Chaplains or other spiritual advisors.
- Hospitals.

A.3. Initial Actions by Unit When the unit receives notification of a member's death, the CO confers with civil and/or tending medical authorities to determine details of the circumstances. The CO might also talk with other individuals who have direct knowledge of the member's death.

A.4. Immediate Action for a Member's Death – Submit a PCR The CO or immediate superior in command is responsible for submitting a PCR on the death notification of a member within 4 hours of notification.

If a command receives a death notification of a member while away from his/her parent unit, the local USCG command:

- Verifies the casualty.
- Reports it by PCR.
- Copies the member's unit.
 - When possible, make a phone call to the parent unit.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

**A.5.
Assemble CACO
Team**

Go to [Chapter 2: Casualty Affairs Case Management, Section B.5.: Identifying a CACO Notification Team](#) for additional guidance and information.

**A.6. DAO's
Duties and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section C.3.: DAO's Duties and Responsibilities](#) for additional guidance and information.

**A.6.a. DAO
Assisting the
CACO**

The DAO assists the CACO by obtaining a complete copy of the casualty member's SPO PDR-Section 4.

This information is critical for preparing documents for the CACO's second visit, which covers:

- Expeditious payments for various benefits.
 - Help determining proper counseling.
 - Arrangements for the funeral and/or memorial honor details.
-

**A.6.b. Deceased
Member's Direct
Access Account –
Essential
Information**

Access the member's DA and print out the following items:

- The last six pay slips.
- CG Member Information Report.

The member's information is only accessible or viewable in DA for a limited amount of time following a member's death.

**A.7. CACO's
Duties and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section D.3.: CACO's Duties and Responsibilities](#) for additional guidance and information.

A.8. Locate the Member's Remains

When a unit receives initial notification of a member's death, the DAO must determine the location and identify the member's remains. Depending on the cause of death, this step can be critical. A USCG authority, preferably CGIS or chief petty officer or above, must confirm the location of a member's remains.

Refer to reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), prior to moving or transporting the member's remains for all cases involving the member's death. Prior to moving or removing a member's remains, the DAO works closely with CGIS and/or local law enforcement, local SLO, and the member's unit before a member's remains are transported to a coroner's office, medical examiner's office, or local funeral home.

Go to [Chapter 2: Casualty Affairs Case Management, Section E: Servicing Legal Office and Investigative Service Assistance](#) for additional guidance and information.

NOTE:

Contact the nearest CGIS office before contacting the local civil law authorities for all suspicious death incidents.

CAUTION:

See reference (h), Coast Guard Investigative Service Roles and Responsibilities COMDTINST 5520.5 (series), for further guidance and instructions in the event of a suspicious death of a member.

See reference (c), before moving or transporting the member's remains for all cases involving inconclusive or conclusive evidence of death of a member.

Go to [Chapter 2: Casualty Affairs Case Management, Section E.3.: Coast Guard Investigative Service - Casualty Case Introduction](#) for additional guidance and information.

A.8.a. Biohazard Clean-up

If the situation warrants (e.g., suicide), coordinate with the command activity or local authorities for any biohazard clean-up.

Immediately contact the Casualty Affairs program manager at 202-795-6637 for questions, additional guidance, and assistance.

A.8.b. Physical
Inventory of
Deceased's
Personal Property

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the member's command appoints a physical inventory board member orally or in writing to protect the personal property of the deceased member.

When conducting a physical inventory of the deceased's property, use USCG Personal Effects Inventory and Disposition (CG-3853) form found on [CGPortal](#).

**A.9. Next-of-Kin
Notification
Letters**

Per reference (c), the unit prepares casualty notification letters.

- NOK notification letter delivered by the CACO.
 - If the NOK notifies the command of the member's death, then a revision of the letter can be prepared to relay condolences and introduce the CACO.
- CO's condolence letter mailed and delivered within 48 hours to NOK.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.4.: Commanding Officer's Notification Letters to the NOK](#) for additional guidance and information.

A.10. Complete the SPO Worksheet in Support of DD-1300

Per reference (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), the USCG must report all casualties by using the Report of Casualty (DD Form 1300). The DAO is responsible for accurately completing the SPO Worksheet for DD-1300 Data Elements found on the Casualty Matters website and forwarding to the Casualty Affairs program manager within 24-48 hours of the casualty notification. Once the Casualty Affairs program office receives the SPO Worksheet, it will use the information to complete the DD-1300 that will ultimately be used for benefits processing.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

A.11. Complete Personnel Casualty Information – Death of a USCG Military Member Sheet

The DAO completes the member's Personnel Casualty Information Sheet – Death of USCG Military Member sheet. This sheet is used by the Casualty Matters office and the President of the United States (POTUS) (equivalent to a White House Notification of Death) to draft:

- Condolence letter to NOK.
 - Explain the circumstances surrounding the death of the member.
- Other critical information to quickly identify:
 - The responsible CACO.
 - NOK.
 - Dependents and their contact information.

The DAO sends the completed Personnel Casualty Information Sheet to PSC-PSD Casualty Affairs program manager.

NOTE:

The accuracy of both the SPO Worksheet in support of the DD-1300 and the Personnel Casualty Information Sheet is paramount.

A.12. DAO Prepares Benefit Claim Forms

The NOK can have several benefit claim forms to fill out in the event of a member's death, depending on the member's elections. The DAO assists the CACO by preparing in advance the necessary benefit forms listed below.

A.12.a. Statement of Disposition of Remains (CG-1770) Form

When working with any funeral home, the CACO can provide careful counseling with the PADD when choosing funeral options on the Statement of Disposition of Remains (SDR) (CG-1770) form found on [CGPortal](#). A premature decision by the PADD and/or family can create an unnecessary financial burden or responsibility. Statement of Disposition of Remains (SDR) (CG-1770) form determines the recipient, limits, and method of payment.

The DAO sends the completed form and funeral home expense (e.g., itemized bill) to the Casualty Affairs program manager at 202-795-6637. Go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

A.12.b. Claim Certificate and Voucher for Death Gratuity (DD-397) Form

Use the Claim Certificate and Voucher for Death Gratuity (DD-397) form found on the [DoD Forms Management Program](#) website.

A.12.c. Claim for Death Benefits (SGLI/VGLI-8283) Form

Use the Claim for Death Benefits (SGLI/VGLI-8283) form on the [U.S. Department of Veterans Affairs](#) website. Send the completed form to Casualty Matters office, or call the Casualty Affairs program manager at 202-795-6637 for additional guidance and information.

A.12.d. Claims for Unpaid Compensation of a Deceased Member of the Uniformed Services (SF-1174) Form

Use the Claims for Unpaid Compensation of a Deceased Member of the Uniformed Services (SF-1174) form found on the [Defense Technical Information Center](#). Send the completed form to the [Pay and Personnel Command \(PPC\)](#) or call the PPC and Separations (SEP) branch chief at 785-339-3551 for additional assistance.

A.12.e. Authorization for Disclosure of Information (CG-1775) Form

The Authorization for Disclosure of Information (CG-1775) form permits the USCG to provide family information to support groups and other outside resources. Go to [CGPortal](#) to download the form. Send the completed form to the PSC-PSD Casualty Affairs program manager at 202-795-6637 and retain a copy in the unit's local files.

NOTE:

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), charges the DAO with the ultimate responsibility for the accuracy and completeness of all documents.

Section B: Casualty Case Follow-up Through Burial

B.1. Introduction No two death-related cases are alike. Each case presents its own challenges, details, and set of circumstances.

B.2. Gathering Information Phase Time is critical, and information can be difficult to obtain during the information-gathering phase. A field use “best practice” suggests a team approach between the local command and DAO is essential to complete the tasks that follow the initial notification of death of a member. This phase begins after:

- Release of the PCR within 4 hours of notification by the parent unit.
- The CACO has conducted a face-to-face notification with the NOK.
- The parent command sends the CO’s condolence letter to the NOK within 48 hours after notification.

Go to [Chapter 2: Casualty Affairs Case Management](#) for additional guidance and information on the initial duties upon notification of a member’s death.

B.3. Funeral Arrangements In most cases, the family designates a preferred funeral home. However, the family can leave this decision up to the USCG. The DAO should factor in ample time for surviving family members to be part of the funeral arrangements negotiating process. Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), ensure the contracting office is involved in this process depending on the option(s) the family members choose on the Statement of Disposition of Remains (SDR) (CG-1770) form found on [CGPortal](#).

The CACO escorts the family to the funeral home to discuss funeral arrangement details. If option E2 is elected on the Statement of Disposition of Remains (SDR) (CG-1770) form, the DAO must forward the contract to the PSC-PSD casualty affairs manager for review before the family can elect funeral services.

The DAO establishes an open line of communication between the DAO, PADD, and the funeral home. The DAO communicates to the member’s command the final arrangements and related details as quickly as possible. Decisions made at the funeral home determine the course of action for travel (e.g., family members, military escorts, and command members), MFHs, accessorial funeral expenses, transportation of remains/cremains, and various other items contingent upon the family’s wishes and desires.

Go to [Chapter 5: Death of an Active Duty Member, Section A.12.a.: Statement of Disposition of Remains \(CG-1770\) form](#) to download and for instructions for filling out the form.

NOTE:

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the Casualty Affairs program manager must review and approve the funeral home's invoice PRIOR to DAO or unit signing a contract when option E2 is elected on the SDR (CG-1770) form.

NOTE:

The Casualty Affairs program is exempt from having to obtain three bids for funeral home expenses.

NOTE:

Ensure the NOK obtains certified copies of the final certificate of death (CoD) from the funeral director. A field use "best practice" suggests a minimum of 10 copies could be required.

B.3.a. Member's
Certificate of
Death – Final
Copy

The DAO obtains the original final CoD and all copies directly from the coroner's office or the funeral home gives all of them to the NOK. The USCG will pay for 10 certified copies of the final CoD for use by the PADD.

The final CoD is used by the PADD to manage the legal and personal affairs of the deceased member, such as:

- Closing bank accounts.
- Transferring titles.
- Paying outstanding bills.
- Paying insurance benefits to designated beneficiaries.

Go to [Chapter 2: Casualty Affairs Case Management, Section E: Servicing Legal Office and Investigative Service Assistance](#) for additional guidance and information.

**B.4. Make
Travel
Arrangements
for Family
Members**

Appendix E: Invitational Travel Authorization (ITA) of reference (j), Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015, authorizes travel arrangements for eligible family members. The YN and DAO coordinate with the CACO to organize travel arrangements for all eligible family members (e.g., spouse, member's parents, spouse's parents, member's siblings, and member's children).

Civilians travel under an ITA. Military members travel on TDY orders. In all cases, the USCG pays the cost of the government transportation request for air travel.

NOTE:

Do not authorize a rental vehicle for a civilian traveling under an ITA.

**B.4.a. Additional
Authorized Travel
– Memorial
Travel**

Per Article 7260 of reference (j), if a member dies while on active duty, one additional round trip travel is authorized for an eligible family member. The eligible family member can travel to an installation or home port for a unit memorial service and to a location other than the burial ceremony location.

Complete the additional travel authorization for the memorial service within two years following a member's death.

**B.4.b. Travel
Expenses and
Reimbursement
for Eligible
Family Members**

All TONOs and accounting data come from unit funds. The unit prepares an itemized bill for reimbursement. The DAO sends the itemized bill to the casualty affairs program office for reimbursement once all services are rendered.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

**B.5.
Transportation
of Remains or
Cremins**

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), provides guidance for the transporting of a member's remains or cremains.

**B.6. Military
Escort**

Article 7255 of reference (j), Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015, authorizes military escort to travel with the remains or cremains of a member to his/her final place of internment.

NOTE:

Military customs and traditions dictate the rendering of planeside honors when possible and/or practicable at the final stop. Airports have staff that can perform this function if military personnel are not available.

Under NO circumstance is the member's remains or cremains transported without a military escort. Military escorts are required on every leg of the transit.

Contact the DAO or the Casualty Affairs program manager at 202-795-6637 for questions, additional guidance, or assistance.

NOTE:

Reference (k), Motor Vehicle Manual, COMDTINST M11240.9 (series), defines the official use of government motor vehicles.

NOK and designated individuals are authorized to ride in government vehicles with DAO, CACO, or other USCG personnel driving to funeral, memorial service, hotel, and restaurants.

**B.7. Eligibility
for a United
States
Department of
Veterans Affairs
National
Cemetery Burial**

Per reference (l), Persons Eligible for Interment in National Cemeteries, 38 U.S.C. § 2402, members are eligible for burial at a U.S. Department of Veterans Affairs National Cemetery if they died while meeting any of the following criteria:

- On active duty orders.
- Entitled to retired pay under Retired Pay for Non-Regular Service 10 U.S.C. § 1223, at the time of death or would have been entitled but for being under the age of 60.
- Hospitalized or undergoing treatment at the expense of the United States for injury or disease contracted or incurred under honorable conditions while performing active duty for training or inactive duty training.
- Performing IDT.
- Performing authorized travel to or from active duty or IDT.
- Remaining overnight immediately before or between successive periods of IDT in the vicinity of the training.
- Staying at own residence when authorized during a period of IDT.
- Hospitalized or undergoing treatment for an injury, illness, or disease incurred or aggravated while on active duty or performing IDT.
- Serving on funeral honors duty or traveling to and from such duty.

**B.8. Headstone
and/or Grave
Marker**

Per reference (m), Headstones, markers, and burial receptacles, 38 U.S.C. § 2306, members' who are eligible for burial in a U.S. Department of Veterans Affairs National Cemetery are eligible for a headstone and/or grave marker paid for by the VA.

**B.9. Eligibility
for Military
Funeral Honors**

Per reference (n), Funeral Honors Functions at Funerals for Veterans, 38 U.S.C. § 1491, members' of all categories are eligible for MFHs commensurate with their rank at the time of death.

Section C: Casualty Case Adjustments and Maintenance

C.1. Follow-Up Visit with NOK	This section provides the CACO with a list of resources and information to discuss with the NOK and surviving family members during follow-up visits. The aftercare of the surviving members is paramount.
C.2. Member's Pay and Allowances, Entitlements, and Benefits Counseling	Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), and reference (o), Coast Guard Pay Manual, COMDTINST M7220.29 (series), Special Leave Accrual (SLA) Program Update, the deceased member could be entitled to pay, allowances, and benefits. These entitlements need to be discussed with the PNOK and surviving family members during follow-up visits.
C.2.a. Basic Allowance for Housing	A 12-month lump sum payment of the member's current basic allowance for housing (BAH) rate is available if BAH with dependents is being paid at time of death. If a member's dependents are residing in government quarters at time of death, the family is given the option to remain in quarters for the 12-month period.
C.2.b. Leave Sell Back	Payment to dependents is available from liquidation of all accrued leave at basic pay rate with no sellback cap.
C.2.c. Unpaid Pay and Allowances	Unpaid pay and allowances (UPPA) is referred to as "Final P&A." UPPA settles all owed pay and bonuses through the date of death to the designated beneficiary. Small overpayments and unearned bonus payments are waived by PPC.
C.2.d. Personal Effects	<p>Per reference (c), and reference (j), Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015, the DAOs and CACOs discuss with family members the disposition of the deceased member's personal effects and household goods.</p> <p>Surviving dependents are authorized a final PCS household goods (HHG) move up to three years after date of death with the maximum weight allowance (18,000 pounds) to a final home of selection (HOS).</p> <p>Go to Chapter 5: Active Duty Member Death, Section A.8.b.: Physical Inventory of Deceased's Personal Property for additional guidance or assistance..</p>

C.2.e. Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child (In-Service-Death Only) (VA 21-534A) Form

Use the Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child (in-service-death only) (VA 21-534A) form found on the [U.S. Department of Veterans Affairs](http://www.va.gov) website.

Mail the completed form to:

U.S. Department of Veterans Affairs
Regional Office and Insurance
Center P.O. Box 8079 Philadelphia, PA 19101

Fax the completed form to:
215-381-3084.

During the third or fourth family visit, the CACO advises the NOK about Survivor Benefit Plan (SBP), Dependency and Indemnity Compensation (DIC).

C.2.e.(1). Special Survivor Income Allowance

A monthly Special Survivor Income Allowance (SSIA) stipend is payable to a surviving spouse whose SBP annuity is offset by DIC.

C.2.e.(2). Armed Forces Services Corporation Beneficiary Financial Counseling

The CACO encourages the family to contact the Armed Forces Services Corporation (AFSC) to obtain a comprehensive benefits analysis and report prior to making any SBP and DIC decisions. CACOs complete an Online Survivor Benefits Report (OSBR) form with the beneficiary and submit it to:

AFSC Family Assistance Support Team
877-827-2471
<mailto:info@afsc.com>

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](http://www.va.gov) website for questions, additional guidance, or assistance.

NOTE:

Do not discuss the Application for DIC by a Surviving Spouse or Child-In-Service-Death Only (VA 21-534A) form with the family immediately.

C.2.f. Accessorial Charges or Funeral Expenses

Surviving family members can incur funeral expenses, depending on elections made on the PADD Statement of Disposition of Remains (SDR) (CG-1770) found on [CGPortal](#). Family members can submit an expense claim by filling out the Request for Payment of Funeral and/or Interment Expense (DD-1375) [DoD Forms Management Program](#) website.

Contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

C.2.g. Liquidation of Funeral Travel Expenses

After the funeral, the CACO connects the family with administrative personnel to submit travel claims to liquidate funeral travel expenses. Administrative personnel ensure each family member signs up for direct deposit on the [FINCENS](#) website.

Each family member settling a travel claim needs to fill out and sign an EFT/automated clearing payment (ACH) member enrollment form.

The CACO reviews the forms for completeness and accuracy, and faxes them to the Finance Center at 757-523-6769 or emails them to FIN-SMB-VdrMainTeam@uscg.mil, Subj: EFT/ACH form.

C.2.h. Thrift Savings Plan

The Federal Retirement Thrift Savings Plan (TSP) is a defined contribution plan and offers the same savings and tax benefits that many private corporations offer their employees under 401K plans. The TSP benefits are passed to designated beneficiaries via the member's completed TSP-U-3. If no TSP-U-3 was completed, the benefits are passed according to the order of precedence required by law.

Go to the [Federal Retirement Thrift Savings Plan \(TSP\)](#) website for any questions, additional guidance, or assistance.

C.2.i. VA Chapter 35 Survivor's and Dependents' Educational Benefits

Per reference (p), Survivors' and Dependents' Educational Benefits, 38 U.S.C. Chapter 35, provides scholarship money for the surviving spouse and each child under age 26 with a maximum in the range of \$50,000. Use the Dependents' application for VA Education Benefits (VA 22-5490) form found on the [U.S. Department of Veterans Affairs](#) website.

C.2.j. VA Chapter 33 Post 9/11 GI Bill

Per reference (q), Educational Assistance for Services in the Armed Forces commencing on or after September 11, 2011: entitlement, 38 U.S.C. § 3311, prior to death, a reservist must have transferred Chapter 33 education benefits. Search for “Transfer of Education Benefits (TEB)” on the [U.S. Department of Veterans Affairs](#) website to find current guidance to designate, modify and/or revoke a transfer of entitlement TOB of funds to the spouse and/or children for their use after the sponsor’s death.

NOTE:

Per reference (r), Montgomery GI Bill, 38 U.S.C. Chapter 30, All-Volunteer Force Educational Assistance Program, benefits must be transferred by the member before death. They can be rearranged and transferred after retirement, provided at least one month is given to each intended recipient. After death, only those months already transferred can be used.

C.2.j.(1). VA Marine Gunnery Sergeant John David Frye Scholarship

Reference (q), provides Post-9/11 GI Bill benefits to children and surviving spouses of service members who died in the LOD while on active duty. This scholarship includes full tuition and fee payment at public in-state schools, monthly housing, and stipend for up to 36 months.

C.2.k. VA Chapter 30 Montgomery GI Bill Refund

Per reference (r), the MGIB is a one-time payment of \$1,200 refundable to SGLI beneficiaries, if their deceased sponsor participated in the MGIB. The same SGLI exceptions for eligibility apply.

The NOK of a member who contributed \$1200 to buy into Chapter 33 [Montgomery GI Bill](#) (MGIB) benefits can submit a Statement in Support of Claim (VA 21-4138) form for reimbursement. Use the claim Statement in Support of Claim (VA 21-4138) form found on the [U.S. Department of Veterans Affairs](#) website.

Fax the completed Statement in Support of Claim (VA 21-4138) form to the VA office 314-552-9707 and Cc the PSD Casualty Affairs program manager

C.3. Resource Information and Literature

Resource information and literature listed in the following sections provides valuable information and resources on a broad range of subjects that can be beneficial to the NOK. Although these items are not as time sensitive as funeral arrangements, pay, entitlement, and benefits counseling, a field use “best practice” recommends the CACO discuss these resources with the PNOK and surviving family members.

C.3.a. Financial Needs – Coast Guard Mutual Assistance

Coast Guard Mutual Assistance (CGMA) can provide immediate financial assistance to grieving family members.

Family members can access the [CGMA](#) website by clicking on the link to the local CGMA representatives’ phone number to discuss financial counseling.

C.3.b. Bereavement and Support Counseling

Bereavement and family support counseling is available to members through several resources. The following provide additional guidance or assistance:

- [Tragedy Assistance Program for Survivors \(TAPS\)](#) or call 800-959-8277.
 - [CG SUPRT](#) or call 855-247-8778.
 - [Military One Source](#) or call 800-342-9647 for bereavement and support counseling.
-

C.3.c. Grants and Scholarships

The [Coast Guard Foundation](#) can assist families with setting up grants and/or scholarships in memory of the deceased member.

Click the link provided above or call 860-535-0944 for additional guidance or assistance.

C.3.d. Veteran Benefits

The regional/local [U.S. Department of Veterans Affairs](#) provides family members with a comprehensive discussion of available benefits. Click the link provided above or call 800-488-8244 for additional guidance or assistance.

NOTE:

The DAO or CACO can expect long delays when trying to contact the [U.S. Department of Veterans Affairs](#) via email or phone. A field use “best practice” recommends the family of the deceased make an accompanied visit to the local VA office.

C.3.e. Financial Information for SGLI Beneficiaries	SGLI beneficiaries can contact the Beneficiary Financial Counseling Services (BFCS) at 888-243-7351 or email at FCS@financialpoint.com for additional guidance or assistance.
C.3.f. Honorable Service Certificate and Next-of-Kin of Deceased Service Member Lapel Button	<p>If the member is eligible for an honorable service certificate and Next-of-Kin lapel button, use the Application for Next-of-Kin Lapel Button (DD 0003) form found on the DoD Forms Management Program website. The DAO submits the completed form to the Casualty Affairs program manager. Arrange with the family members to deliver honorable service certificate and Next-of-Kin button.</p> <p>NOK of USCG deaths that occur during or in a combat zone, as defined by the Executive Branch, are eligible for the Gold Star Lapel Button. Use the Application for Next-of-Kin Lapel Button (DD 0003) form found on the DoD Forms Management Program website for such instances.</p> <p>Contact the Casualty Affairs program manager at 202-795-6637, or go to the Casualty Matters website for questions, additional guidance, or assistance.</p>
C.3.g. SGLI Coverage	Connect the family with Office of Servicemen’s Group Life Insurance (OSGLI) office at 800 419 1473 or email them at OSGLI.CLAIMS@prudential.com to discuss payment options (Alliance Account and lump sum payment) and the availability of converting SGLI coverage to commercial coverage.
C.3.g.(1). Family Service Group Life Insurance Commercial Conversion	Spouses of members (either active duty or reserve members) who have Family Service Group Life Insurance (FSGLI) coverage at the time of the member’s death are eligible to convert to a commercial policy at no additional cost. A FSGLI medical review is waived for the surviving spouse for the first 120 days after the date of death.
C.3.h. Social Security Benefits	Connect the beneficiary with the local Social Security Administration (SSA) office to discuss benefits for surviving family members or call 800-772-1213 for additional guidance, or assistance.

C.3.i. Updated ID Cards	<p>Once the CoD or the final Report of Casualty (DD-1300) form is received, the CACO arranges for surviving family members to receive updated military identification cards. Have the members update the dependent's status at a local Defense Enrollment Eligibility Reporting System (DEERS) office.</p>
<p>Click the link DEERS to locate the nearest DEERS location in your area.</p>	
C.3.j. TRICARE Benefits	<p>Connect the eligible family members with the TRICARE benefits office to discuss TRICARE benefits. Eligible family members covered under TRICARE Prime are eligible at the active-duty rate for 3 years at no cost, and afterward at the retiree family member rate, which requires the eligible family members to pay a premium.</p>
C.3.j.(1). TRICARE Dental Program	<p>Per reference (e), Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series), when an active member dies while on active duty, a surviving spouse is eligible to receive TRICARE Dental Program (TDP) benefits for 3 years from the month following the sponsor's death.</p> <p>Eligible surviving family members not enrolled at the time of their sponsor's death are not automatically enrolled in the TDP Survivor Benefit. Eligible surviving family members not enrolled in the TDP will be notified of their eligibility for the TDP.</p> <p>Surviving family members may be eligible for the TRICARE Retiree Dental Program once the 3 year TDP Survivor Benefit ends. Click the TRICARE Dental program link above for additional guidance or assistance.</p>
C.3.k. DOD Survivors Guide to Benefits	<p>The CACO provides the PNOK with the latest DOD Survivors Guide to Benefits found on the Casualty Matters website.</p>

Section D: Long-term Care (week 12 through indefinite)

D.1. Introduction There are certain entitlements and benefits that do not begin until after the LOD determination and investigation is complete; in some cases, this can take weeks after the member's death. Therefore, it is important for the member's command, DAO, and CACO to ensure continued care of the NOK (especially a surviving spouse and/or children) following the death of a member.

D.2. Long-Term Care Considerations The list below outlines some items the unit can consider at the 12-week mark upon the member's death:

- Determining the member's LOD.
- Conducting a unit memorial service.
- Conducting a unit safety stand-down.

The DAO can be called upon for policy guidance or assistance to the command cadre for the completion of these items.

Go to [Appendix C: Casualty Affairs Job Aids, Section C: Funeral Memorial Service Script Example](#) or [Section D: Burial At Sea Memorial Service Script Example](#) for additional information and guidance.

D.2.a. Determining the Member's Line of Duty Go to [Chapter 2: Casualty Affairs Case Management, Section: B.9. Determining Line of Duty](#) for additional information and guidance.

D.2.b. Family Members – Memorial Service Travel Per Article 7260 of reference (j), Joint Travel Regulations, Uniformed Service Members and DOD Civilian Employees, 1 August 2015, the same family members eligible for funeral travel are eligible for unit memorial travel. Travel entitlements are authorized for family members to travel to the memorial service.

The [Coast Guard Foundation](#) maintains a Fallen Heroes Fund (FHF) that is available to assist with family or unit travel and decedent costs not otherwise covered by statutory entitlements.

Click the link provided above or call 860-535-0944 for questions, additional guidance, or assistance.

D.2.c. Unit Safety-Stand Down
If the LOD investigation determined the death was mission, work, or safety related, the unit can consider conducting a safety stand-down.

D.2.d. Calendar Events
Set reminders to send condolence cards on the birthdays of the family, the member who died, and the anniversary of the death.

NOTE:

No active duty death cases are alike. Each death case has its own circumstances that require personal attention to detail. The time and assistance a CACO spends with the member's family does NOT end with the submission of benefit insurance claim forms.

In many cases, the CACO stays in contact with the member's family for an extended period of time.

D.3. LOD is Complete – Release Final PCR

Once the LOD is completed, the command and DAO review the entire case to ensure all entitlements and benefits have been dispersed and follow-up counseling continues with the surviving family members.

D.4. Updating the Appropriate Commands

A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

D.5. Member's Death Case Resolution

The DAO follows-up with any surviving family members to ensure benefits have been received. Once the benefits have been paid to all legitimate beneficiaries, the DAO's role transitions from an active role to a standby role.

NOTE:

Submit death benefit claims as soon as they are ready but no later than 7 years after death.

NOTE:

Go to [Appendix C: Casualty Affairs Job Aids, Section B: Benefits Comparison Matrix for Members Death](#) for a comparison of benefits for a member's death.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

Chapter 6: Reserve Member Death

Introduction

This chapter discusses DAO and CACO duties and responsibilities after receiving confirmation of a reserve member's death serving on active duty. This chapter also discusses the aftercare of surviving family members.

In This Chapter

This chapter contains the following sections:

Section	Title	Page
A	Processing a Reserve Member Death	6-2
B	Reserve Member's Benefits	6-6

Section A: Processing a Reserve Member Death

A.1. Defining a Reservist as a Casualty

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), and reference (s), Reserve Policy Manual, COMDINST M1001.28 (series), a deceased reserve member on Title X or serving on USCG active duty orders is considered a casualty.

If a reservist is not on active duty orders, these categories are considered a casualty:

- Selected Reserve (SELRES).
 - Both pay and points drilling reservists.
 - Reservists on inactive duty for training (IDT).
 - Initial active duty for training (IADT).
 - Active duty (AD), or otherwise in the training pipeline or traveling to or from such training.
- Individual ready reserve (IRR).

Inactive members, standby reserves, and retired reserves who die are NOT considered casualties. Those reservists who have recently separated from the USCG or come off active-duty orders within 120 days are eligible for benefits. Go to [Chapter 8: Other Casualty Related Cases, Section B: Processing a Recently Separated and Retired Member Casualty](#) for additional guidance and information.

A reservist is considered a casualty if he/she meets the criteria of:

- Death.
- SI or VSI.
- Missing, captured, beleaguered, etc.
- DUSTWUN.

The death of a reserve member serving on active duty follows the basic protocol processing as an active duty member death. Go to [Chapter 5: Active Duty Member Death](#) for additional guidance and information.

A.2. Expedited Retirement for “Death Imminent” Cases

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), a reservist medically diagnosed as a VSI (death imminent) casualty by a certified medical authority can be eligible for enhanced survivor’s benefits. Start an expedited retirement process without delay if a reserve member meets the following criteria:

- Not currently on active duty.
- SELRES.
- VSI (injury or illness) or severe physical disability that prevents continued qualification for the SELRES.
- The injury, illness, or disability is not a result of the member’s intentional misconduct, willful neglect, or failure to comply with retention standards.
- Injury, illness, or disability was not incurred while in a period of unauthorized absence or absent without leave.
- Served a minimum of 15 years of satisfactory federal service.
- Served less than 20 years of satisfactory federal service.

If there are questions about a member’s eligibility for enhanced survivor benefits or to commence an expedited retirement of the member, go to [Chapter 3: Seriously or Very Seriously Ill, Injured, or Wounded Member, Section A: Defining and Reporting Seriously or Very Seriously Ill, Injured, Wounded Member](#).

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

A.3. Initial Death Notification of a Member

When the unit receives notification of a reserve member’s death, the CO confers with civil and/or tending medical authorities to determine details of the circumstances. The CO might also talk with other individuals who have direct knowledge of the member’s death.

A USCG reservist serving on active duty orders who becomes a casualty is treated as a regular active duty casualty both internally and to the family.

Per reference (c), the DAO advises the CACO **NOT** to assume all active duty benefits apply to or are promised to the NOK. Death benefits to the NOK can be affected by:

- The member's reserve component status.
- The duty status.
- Circumstances of death.
- Prior service record.

Go to [Chapter 6: Reserve Member Death, Section B: Reserve Member's Benefits](#) for additional guidance and information.

**A.4.
Immediate
Action for a
Reserve
Member's Death**

The command cadre is responsible for submitting a PCR within 4 hours upon receiving notification of a reserve member death serving on active duty orders. Provide known details of the casualty in the "Remarks" section of the PCR.

If a command receives a death notification of a reserve member while away from his/her parent unit, the local USCG command:

- Verifies the casualty.
- Reports it by PCR.
- Copies the member's unit.

➤ When possible, make a phone call to the parent unit.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

**A.5. Assemble a
CACO Team**

Go to [Chapter 2: Casualty Affairs Case Management, Section B.5.: Identifying a CACO Notification Team](#) for additional guidance and information.

**A.6. Reserve
Member –
DAO's Duties
and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section C.3.: DAO's Duties and Responsibilities](#) for additional guidance and information.

A.7. Reserve Member – CACO’s Duties and Responsibilities

Go to [Chapter 2: Casualty Affairs Case Management, Section D.3.: CACO’s Duties and Responsibilities](#) for additional guidance and information.

A.8. Initial Steps and Notification

Treat a reservist casualty on active duty orders as an active duty casualty. The notification of benefits to the member’s beneficiaries is the same as a member on active duty member.

Go to the following casualty chapters for additional guidance and information:

- [Chapter 2: Casualty Affairs Case Management.](#)
 - [Chapter 3: Seriously or Very Seriously Ill, Injured, or Wounded Member.](#)
 - [Chapter 4: Terminally Ill Member.](#)
 - [Chapter 5: Active Duty Member Death.](#)
 - [Chapter 7: Dependent Death.](#)
 - [Chapter 8: Other Related Casualties, Section C: Processing a New Accession Casualty.](#)
-

Section B: Reserve Member's Benefits

B.1. Death Benefits for Reserve Member

The death benefits for reserve members are outlined in this section.

Go to [Chapter 5: Active Duty Member Death](#) for additional guidance and information.

B.2. Interment Allowance for Reservist

The burial and funeral benefit is a funeral expense benefit normally applicable to active duty member deaths. When this benefit is unavailable to the PADD, an interment allowance can be paid in the sum of \$2,000. This interment allowance is available to the PADD for a reservist who dies from a service-connected illness, injury, or disability as determined by the [U.S. Department of Veterans Affairs](#).

B.2.a. Funeral Expenses for Reservist

Per reference (t), Funeral Expenses, 38 U.S. C. § 2302, a veteran's NOK (or claimant who paid for the expenses if no known NOK) can have some of the funeral expenses reimbursed by the VA.

The reimbursement sum can be:

- Up to \$300 for a non-service-connected death as determined by the VA.
- Up to \$2,000 for a service-connected death as determined by the VA.

To receive this reimbursement:

- The claimant must have paid the veteran's burial or funeral expenses.
 - The claimant must not have been reimbursed by another source.
 - The veteran was not discharged dishonorably and discharged under one of these conditions:
 - The veteran died of a service-related disability.
 - The veteran was receiving or was entitled to receive VA pension or compensation.
 - The veteran died while hospitalized by the VA or under VA care.
-

B.2.b. Reserve
Component
Survivor Benefit
Plan

Per reference (u), Application of Plan, 10 U.S.C. § 1448, Reserve Component Survivor Benefit Plan (RCSBP) annuity paid to survivors of deceased reservists is calculated similarly to regular SBP. To be eligible, the deceased reservist must:

- Have earned 20 years (or 15 years under the special age and service requirements of satisfactory federal service at date of death, 50 points per anniversary year rule), regardless of whether in the LOD or not.
- Have died while on active duty orders or IDT and in the LOD.

B.2.c. TRICARE
Reserve Select

Per reference (e), Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series), medical care coverage is available for dependents of reservists. Spouses receive medical coverage free for 3 years from the reservist's date of death. They can then transfer to [TRICARE](#) retired reserve standard (or Prime if available); retiree enrollment fees do not apply.

Dependent children receive free medical coverage until age 21 or 23 if enrolled in an eligible, full-time school. This coverage is available for dependents of SELRES members who die regardless of LOD status.

Click the TRICARE program link above for additional guidance or assistance.

B.2.d. TRICARE
Dental Program

Per reference (e), dental care coverage is available for dependents of reservists. This benefit is provided by [TRICARE Dental Program](#) (TDP) program and is payable for up to 3 years after the date of death. Monthly premiums are frozen at the premium rate at the time of the member's death. Dependents are then eligible to enroll in TRICARE retiree dental plans at normal cost.

This program is available to the family members of reservists who die in any status providing, the family members were enrolled in the program prior to the member's death. The SELRES and IRR members do not have to be enrolled for their survivors to receive the benefit, but the survivors must have been enrolled at time of member's death.

Click the TDP link above for additional guidance or assistance.

B.2.e. Continued Health Care Benefit Program	<p>The Continued Health Care Benefit Program (CHCB) is a TRICARE benefit offering temporary premium-based coverage when the dependent loses eligibility for TRICARE. CHCB provides the same coverage as TRICARE Standard and is purchasable up to 60 days from date of loss of eligibility.</p> <p>This program is available for dependents under TRICARE SELRES and retired reserve at the time of member's death.</p>
B.2.f. Transitional Assistance Management Program	<p>The Transitional Assistance Management Program (TAMP) is a TRICARE benefit providing 180 days of premium-free coverage for the member and dependents during certain situations (e.g., release from regular active duty (RELAD) into SELRES).</p> <p>TAMP benefit continues through the 180-day period for dependents currently enrolled in the program if the reserve sponsor dies during the period.</p>
B.2.g. Servicemembers' Group Life Insurance	<p>SGLI is administered by the VA insurance program and is underwritten and managed by Prudential Insurance Corp. It is available for members of the ready reserve (SELRES and IRR) with at least 12 scheduled drills per year. SGLI coverage lapses 120 days after the last active service date if the member does not drill, begin active duty orders, or transition the coverage to VGLI.</p> <p>Up to \$400,000, payable tax-free by OSGLI, is available to designated beneficiaries. SGLI is payable to the designated survivors of a reserve member when in good standing, whether the death occurred in the LOD or not. The only circumstances that rebut payment are:</p> <ul style="list-style-type: none">• Desertion.• Unauthorized absence (UA) for greater than 30 days.• Deaths that occur while in the commission of particularly heinous or notorious crimes or that gravely discredit military service:<ul style="list-style-type: none">➤ Treason.➤ Mass murder or terrorist incidents.

B.2.h. VA Chapter 33 Post 9/11 GI Bill Per reference (q), Educational Assistance for Services in the Armed Forces commencing on or after September 11, 2011: entitlement, 38 U.S.C. § 3311, prior to death, a reservist must have transferred Chapter 33 education benefits. Search for “Transfer of Education Benefits (TEB)” on the [U.S. Department of Veterans Affairs](#) website to find current guidance to designate, modify and/or revoke a transfer of entitlement TOB of funds to the spouse and/or children for their use after the sponsor’s death. Reservist status at time of death does not make a difference.

B.2.i. Special Survivor Income Allowance A monthly Special Survivor Income Allowance (SSIA) stipend is payable to a surviving spouse whose SBP annuity is offset by DIC. This stipend is only payable to reservists serving on active duty and dying in the LOD. It is not payable to dependents of deceased reservists.

B.2.j. VA Chapter 35 Survivor’s and Dependents’ Educational Benefits Per reference (p), Survivors’ and Dependents’ Educational Benefits, 38 U.S.C. Chapter 35, provides scholarship money for the surviving spouse and each child under age 26 with a maximum in the range of \$50,000. It is payable to dependents of reservists who die in the LOD or within 120 days of last active service with VA determination of service-connected death. Use the Dependents’ application for VA Education Benefits (VA 22-5490) form found on the [U.S. Department of Veterans Affairs](#) website.

B.3. Updating the Appropriate Commands A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

B.4. Reserve Member Death Case Resolution The DAO follows-up with any surviving family members to ensure benefits have been received. Once the benefits have been paid to all legitimate beneficiaries, the DAO’s role transitions from an active role to a standby role.

Go to [Chapter 2: Casualty Affairs Case Management](#) for additional guidance and information.

NOTE:

Submit death benefit claims as soon as they are ready but no later than 7 years after death.

NOTE:

Go to [Appendix C: Casualty Affairs Job Aids, Section B: Benefits Comparison Matrix for Members Death](#) for a comparison of benefits for a reserve member's death.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

Chapter 7: Dependent Death

Introduction This chapter discusses DAO and CACO duties and responsibilities after receiving confirmation of a death of a unit member's dependent.

In This Chapter This chapter contains the following sections:

Section	Title	Page
A	Processing a Dependent Death	7-2
B	Dependent Death Notification	7-5
C	Dependent Death Follow-up Actions	7-10

Section A: Processing a Dependent Death

A.1. Introduction The procedures to follow for a dependent death are similar to an active member death.

Go to [Chapter 5: Active Duty Death](#) for additional guidance and information.

A.2. Who is a Qualified and Legal Dependent?

Reference (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), defines a qualified and legal dependent as an immediate family member, who is supported by the military member such as:

- Current spouse.
- All children who are unmarried and under the age of 21 (or under 23 if a full-time college student):
 - Legitimate.
 - Adopted.
 - Illegitimate.
 - Prior relationship.
 - Stepchildren of current marriage.
 - A dependent child over the age of 21 or 23 with a court-recognized disability and meets the requirements of a secondary dependent.
- In some cases, a dependent can be a parent or in-law of the member.

A.3. Dependent Death Notification

Reference (d) and reference (o), Coast Guard Pay Manual, COMDTINST M7220.29 (series), outline instructions if the unit is notified of a death of a member's dependent from an outside source.

The notification of a dependent death can occur in many ways:

- The member notifies the unit.
- Local or distant law enforcement agency (e.g., deceased dependent no longer resides with the member).

- A college student involved in a car accident.
- A legal marriage separation.
- Chaplain or other spiritual advisor (private and Coast Guard).

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

**A.4. Initial
Actions by Unit**

A field use “best practice” recommends that when the unit receives notification of a member’s dependent death, the command verifies with local law enforcement, coroner’s office or a reliable first-hand sources. The CO can also inquire with the member to determine circumstances and case details surrounding the dependent death.

**A.5. Immediate
Action for a
Dependent Death
– Submit a PCR**

The command cadre is responsible for submitting a PCR within 24 hours once the unit is notified of a member’s dependent death. Provide known details of the death in the “Remarks” section of the PCR.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

NOTE:

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), PCR notification of a dependent death must occur within 24 hours after first report to the USCG.

NOTE:

If a member is on leave, TDY, or deployed with his/her unit and a dependent death is reported, the nearest USCG base or DAO submits the required PCR.

Provide all necessary details and appropriate DSM of mental disorders codes for a dependent death in the “Remarks” section of the PCR.

**A.6. Assemble
CACO Team**

Go to [Chapter 2: Casualty Affairs Case Management, Section B.5.: Identifying a CACO Notification Team](#) for additional guidance and information.

**A.7. Dependent
Death – DAO’s
Duties and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section C.3.: DAO’s Duties and Responsibilities](#) for additional guidance and information.

**A.8. Dependent
Death – CACO’s
Duties and
Responsibilities**

Go to [Chapter 2: Casualty Affairs Case Management, Section D.3.: CACO’s Duties and Responsibilities](#) for additional guidance and information.

NOTE:

Like an active duty death case, each dependent death case has its own set of circumstances that require personal attention to detail. The time and assistance a CACO spends with the family does NOT end with the submission of benefit insurance claim forms.

In many cases, the CACO stays in contact with the member for an extended period.

NOTE:

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the DAO is responsible for the accuracy and completeness of all documents.

The DAO reviews all insurance claim forms for completeness and accuracy prior to submitting them to the PSC-PSD casualty affairs program office for claims processing.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

Section B: Dependent Death Notification

B.1. Introduction The procedures for managing a dependent death case for a spouse, dependent child and/or a dependent family member are generally the same as an active member.

B.2. Dependent Death – Initial Procedures Per reference (c), Military Casualty and Decedent Affairs Manual, COMDTINST M1770.9 (series), and reference (o), Coast Guard Pay Manual, COMDTINST M7220.29 (series), the DAO contacts the member's SPO and requests the member's SPO PDR-Section 4.

The DAO reviews the member's BAH dependency worksheet (CG-4170) and verifies the deceased dependent is listed as a dependent.

B.2.a. Death of a Spouse A spouse must meet the requirements of standard spouse eligibility. The DAO contacts the member's SPO and reviews:

- The member has had more than one spouse in USCG career.
 - Notify the PSC-PSD-fs (Casualty Matters) office if the member has had a previous marriage.
- Verify the current marriage is valid.
 - Verify that member's election of family coverage using Claim for Family Coverage Death Benefits (SGLV 8283A) election form and monthly premiums are updated.
 - If the member elected family coverage election, have the member complete Claim for Family Coverage Death Benefits (SGLV 8283A) form is found on the [U.S. Department of Veterans Affairs](#) website.
 - If member declined family coverage election insurance, proceed with assisting the member but without processing the insurance claim.

NOTE:

If there is a concern with the legality of a marriage, contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

NOTE:

If the member's pay slip reveals the elected Family Service Group Life Insurance (FSGLI) premiums are in arrears, the SPO calculates any FSGLI premiums owed and immediately notifies the CACO.

**B.2.b. Death of a
Dependent Child**

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), and reference (o), Coast Guard Pay Manual, COMDTINST M7220.29 (series), a service member's child must meet certain eligibility requirements to be considered a dependent. The DAO verifies the child is a dependent by contacting the member's SPO, obtaining the SPO PDR-Section 4 documents, and checking additional documentation that could be required (e.g., divorce decrees, custody agreements, school transcripts, and court orders).

A service member's dependent child can be:

- Natural born.
- Adopted.
- Step child.
- Under his/her sponsor's guardianship with legal and financial responsibility for the child.

To be considered a dependent for processing an FSGLI claim, the child must live at least 50 percent of the time with the member or claimant and meet one of these criteria:

- Have not yet attained the age of 21.
- Have not yet attained the age of 23 and be a full-time student at an accredited school.
- Have attained the age of 21 and be medically incapacitated as determined by a certified medical authority.

FSGLI insures dependent children automatically as a rider on every SGLI policy. The member's SGLI coverage must be in good standing, but spousal FSGLI coverage is **NOT** a prerequisite to a child FSGLI claim.

Unlike SGLI claims, which are processed automatically and as quickly as possible, FSGLI claims for dependent children occur on the timeline of the family and at the family's request. When ready, the CACO assists the member in completing the Claim for Family Coverage Death Benefits (SGLV 8283A) form found on the [U.S. Department of Veterans Affairs](#) website. The DAO verifies the form for accuracy and ensures this form is emailed or faxed to the Casualty Affairs program manager.

Contact the Casualty Affairs program Manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.2.b.(1).
Stillborn Death

The death of a stillborn child follows the same guidelines as outlined in the death of a dependent child per the following references:

- Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series).
- Reference (v), Veterans Benefits, Definitions, 38 U.S.C. § 1965.
- Reference (w), Servicemembers' Group Life Insurance and Veterans' Group Life Insurance, 38 CFR Part 9.

The term "stillborn child" death, means per the death of a member's biological child whose death occurs before expulsion, extraction, or delivery, and fetal weight is 350 grams. If fetal weight is unknown, duration in utero is 20 completed weeks of gestation or more, calculated from the date of the last normal menstrual period began to the date of expulsion, extraction, or delivery.

The following information can provide the fetal weight and/or gestational age of a stillborn child:

- Hospital records.
- Medical records.
- Certification from attending physician.
- Certificate of fetal death.
- Certificate of stillbirth child.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for additional questions or assistance.

NOTE:

The term stillborn does NOT include any fetus or child extracted for the purpose of abortion.

B.2.b.(2). Family
SGLI Stillborn
Procedural Guide

Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), provides clarifying guidance on when stillborn claims are payable under FSGLI. Use the matrix below to determine benefits in the event of a member's dependent stillborn death.

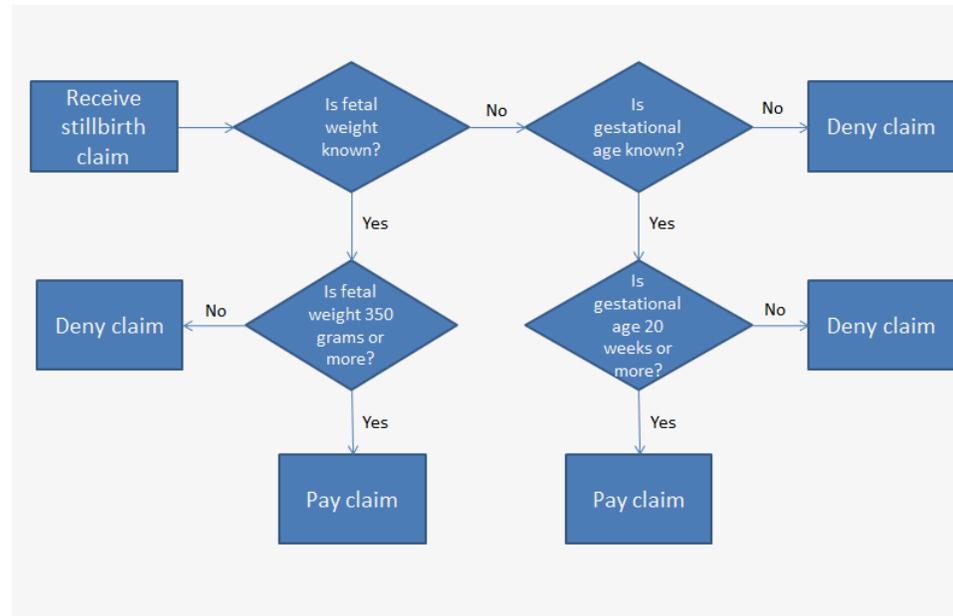


Figure 7-1 Family SGLI Stillborn Procedural Guide matrix

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.2.c. Death of a
Dependent
Parent(s) or In-
Law(s)

In some cases, a member can list a parent(s) as a dependent(s) if dependency status is granted to a parent or in-law(s). The death of a dependent parent or in-law follows the same procedures as a dependent child.

Go to [Chapter 6: Dependent Deaths, Section B.2.b.: Death of a Dependent Child](#) for additional guidance and information.

NOTE:

Contact the member's SLO to verify the deceased dependents meet the legal status of a qualifying dependent.

Go to [Chapter 2: Casualty Affairs Case Management, Section E.2.: Additional Legal Services and Support](#) for additional guidance and information.

**B.3. Death of a
Dependent –
Member Away
from PDS**

In some cases, notification of a dependent death might occur while the member is away from their permanent duty station (PDS) (e.g., on leave, TDY or deployed). In such cases, a CACO from the member's home unit can reach out and attempt to locate the member for notification. Assign a courtesy CACO from the unit closest to the member.

The member's unit arranges for emergency travel for the member (and dependents) if necessary.

NOTE:

If a member is TDY or deployed with his/her unit, and a dependent death is reported, the nearest USCG base or DAO submits the required PCR.

Provide all necessary details of a dependent death in the "Remarks" section of the PCR.

NOTE:

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), the DAO and/or CACO should remind the member's unit not to release any personal information regarding the deceased dependent until 24 hours after notification has elapsed.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.7.: Releasing the Name\(s\) of the Deceased Member to Public](#) for additional guidance and information.

Section C: Dependent Death Follow-up Actions

C.1. Introduction

This section outlines the post-death case actions and procedures for a DAO and CACO to follow up with the member and family members.

C.2. Post Dependent Death – Follow-up Actions

Per reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), some dependent death cases require additional follow-up actions with the member or family members. The follow-up actions can last for an extended period of time.

The CACO can be asked to provide additional assistance, such as:

- Verify command submitted PCR message.
- Assist the family with funeral services.
- Assist with transportation of remains.
 - Advise the member he/she are authorized reimbursement expenses for transportation of remains.
 - Obtain all receipts for the transporting of remains from member and pre-fill the Request for Payment of Funeral and/or Interment Expense (DD-1375) found on the [DoD Forms Management Program](#) website.
 - Return completed and signed Payment of Funeral and/or Interment Expense (DD-1375) form to DAO for processing.
- Assist the family with transportation.
- Provide support resources information (e.g., CG SUPRT, HSWL, etc).
- Provide information on CGMA.
- Complete PSC-PSD-fs (casualty matter) forms worksheets as necessary, such as:
 - Department death information sheet.
 - Death of a dependent White House condolence sheet.
 - Copies of SGLI election and certificate (SGLV 8286) and service members' group life insurance family coverage election and certificate (SGLV-8286A) forms are found on the [U.S. Department of Veterans Affairs](#) website.
- Contact the member's SPO and stop SGLI deduction as applicable for dependent.

- Provide a certified copy of the dependent death certificate to the member's SPO (e.g., stop pay/BAH/child support).
- Remind member to contact nearest DEERS office to update DEERS record.
- Sponsor submits insurance claim as applicable. The CACO:
 - Completes the Claim for Family Coverage Death Benefit (SGLV-8283A) form found on the [U.S. Department of Veterans Affairs](#) website.
 - Obtains one certified copy of final death certificate.
- Obtain six concurrent pay slips.

**C.3.
Updating the
Appropriate
Commands**

A field use "best practice" recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

**C.4. Dependent
Death Case
Resolution**

Once all insurance benefits have been paid to all legitimate beneficiaries, the DAO's role is complete.

Go to [Chapter 2: Casualty Affairs Case Management](#) and the appropriate casualty chapter for additional guidance and information.

NOTE:

Submit death benefit claims as soon as they are ready but no later than 7 years after death.

NOTE:

It is the member's responsibility to obtain multiple copies of the CoD(s). The USCG does not pay for copies of a dependent CoD. A field use "best practice" suggests the member obtain multiple certified copies.

This page intentionally left blank.

Chapter 8: Other Casualty Related Cases

Introduction

This chapter discusses DAO and CACO duties and responsibilities after receiving confirmation of a non-traditional casualty, which includes:

- Civilian employees.
- Recently separated or retired member (120 days or less).
- New accessions.
- Auxiliary members.

Per references (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series) and (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), deceased personnel affiliated with the USCG, who were attached to and serving on active orders, are a casualty and eligible for benefits. This includes personnel who were in a hostile or combat situation or killed while discharging their official duties.

Keep in mind though that being eligible does not guarantee casualty benefits. Each casualty case requires careful scrutiny of the individual circumstances involving a deceased member's pay, duty, and orders status.

In This Chapter

This chapter contains the following sections:

Section	Title	Page
A	Processing a Civilian Employee Casualty	8-2
B	Processing a Recently Separated or Retired Member Casualty	8-5
C	Processing a New Accession Casualty	8-7
D	Processing an Auxiliary Member Casualty	8-10

Section A: Processing a Civilian Employee Casualty

A.1. Defining a Civilian Employee as a Casualty

Civilian employees fulfill a special role in USCG force readiness and workforce balance. While not currently serving as military members, they still can find themselves in harm's way while carrying out or supporting USCG missions.

The DAO serves as a liaison with civilian human resources and HQ. In some cases the DAO occasionally organizes NOK notification and provides an abbreviated CACO support. Civilian employee benefits are handled separately from those of military members or their dependents.

A.1.a. Civilian Casualty Reporting

Civilian employee casualties are reportable via PCR. When completing the PCR, clearly state whether the employee was on or off the job when the casualty occurred.

A civilian employee "on the job" is considered a casualty in cases of:

- Death.
- SI or VSI.
- Missing, captured, or beleaguered, etc.
- EAWUN.

A civilian employee is "on the job" if he/she is:

- At his/her normal workplace at the time of the casualty.
- Discharging his/her official duties onboard USCG property at the time of the casualty.

A civilian employee is "off the job" if he/she is:

- Not present at work at the time of the casualty.
- Not discharging official duties or not onboard USCG property at the time of the casualty.

NOTE:

Verify with the SPO to determine all possible casualty categories (civilian, reservist, veteran, retiree, dependent, etc.) that could apply to a government civilian employee.

A.2. Immediate Action for Civilian Employee Casualty – Submit a PCR

The command cadre is responsible for submitting a PCR within 24 hours on a civilian employee member resulting in a casualty.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

A.3. Office of Civilian Human Resources – Responsibilities

Per reference (d), Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures, DOD Instruction 1300.18 (series), grants the Office of Civilian Human Resources, (CG-121) responsibility over all casualties and benefits regarding the death or serious injury of a government civilian employee.

Contact the [Civilian Human Resources \(CG-121\)](#) at 202-795-6314 and HQ offices for questions, additional guidance, or assistance.

A.3.a. Civilian Contractor – Human Resources Responsibilities

The civilian contractor agency reserves ownership for casualties and benefits regarding the death or serious injury of an civilian contractor.

Contact the Casualty Affairs program manager at 202-795-6637 for questions, additional guidance, or assistance.

A.4. DAO's Duties and Responsibilities

Since no civilian employee's casualty details are the same, when deemed appropriate, briefly serve as liaison with the CG-121 and HQ.

Contact the Casualty Affairs program manager for questions, additional guidance, assistance, or special instructions.

A.5. CACO's Duties and Responsibilities

When deemed appropriate, the unit can provide a courtesy CACO to organize NOK notification process and provide an abbreviated CACO support.

Contact the DAO or the Casualty Affairs program manager for questions, additional guidance, assistance, or special instructions.

**A.6.
Updating the
Appropriate
Commands**

A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

NOTE:

MFHs are not rendered for the death of a civilian employee unless the death occurred in a combat scenario or if the decedent falls into another category that rates honors, such as veteran, military retiree, or reservist.

Go to the [DOD MFH coordinator](#) or contact the Casualty Affairs program manager at 202-795-6637, for questions, additional guidance, or assistance.

Section B: Processing a Recently Separated or Retired Member Casualty

B.1. Defining a Recently Separated Member and/or Retiree as a Casualty

A recently separated and/or retired member casualty case is managed by the DAO to ensure any member benefits remaining from time in service are paid.

A member who recently separated is a veteran (including retirees, former reserve, and active duty) who separated from the USCG within the previous 120 days. Casualties that occur within the first 120 days of separating from the USCG constitute an extant category because a few benefits afforded for active duty member deaths still are payable to the family.

NOTE:

Go to [Appendix C: Casualty Affairs Job Aids, Section B: Benefits Comparison Matrix for Members Death](#) for a comparison of benefits for a disability retirement death.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

B.2. Immediate Action for Civilian Employee Casualty – Submit a PCR

The command cadre is responsible for submitting a PCR within 24 hours for a recently separated and/or retired member within the first 120 days resulting in a casualty.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

B.3. Retiree – Greater Than 120 Days

A retiree who dies 121 days or more after separating from the USCG is not considered a casualty. Issuance of a PCR message is not required from the field.

If a DAO receives a report or call from a family member, friend, or professional caring for a retiree, direct the reporting individual to PPC-RAS via the general customer service number 800-772-8724.

B.4. Benefits for Disabled Retirees

Disabled retirees placed on TDRL or PDRL can be eligible for certain benefits normally reserved for active members. Verify with the local SPO or contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

**B.5. DAO's
Duties and
Responsibilities**

A DAO is required for a recently separated and/or retired member casualty, if the member recently separated from the USCG within the previous 120 days, as the member may be due certain benefits from their active duty service time.

Contact the Casualty Affairs program manager at 202-795-6637, for questions, additional guidance, assistance, or special instructions.

**B.6. CACO's
Duties and
Responsibilities**

Contact the DAO or the Casualty Affairs program manager for questions, additional guidance, assistance, or special instructions.

**B.7.
Updating the
Appropriate
Commands**

A field use "best practice" recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

NOTE:

A veteran death is not generally reported to the USCG and therefore is not considered a casualty. Refer family members of veterans to the [Department of Veterans Affairs, U.S. National Archives](#), and/or the [DOD MFH coordinator](#) websites.

Contact the Casualty Affairs program manager for questions or additional guidance, or assistance.

Section C: Processing a New Accession Casualty

C.1. Defining a New Accession as a Casualty

A new accession is any recruit, cadet, officer candidate, direct commission candidate, or prior service members entering the USCG who signed a contract with the recruiter or into an accession program but has not yet graduated or been commissioned.

The death of a new accession member serving on active duty follows the basic protocol processing as an active duty member death. Go to [Chapter 5: Active Duty Member Death](#) for additional guidance and information.

C.2. Cadet Casualty

USCG Academy cadets are eligible for casualty status from the moment of arrival at reporting-in day until either:

- The termination of their contract with the USCG Academy.
 - After which they can be considered a member of the reserve component.
- Or the day of graduation.
 - At which point they enter the active-duty component.

Report all new accession casualties via a PCR within 4 hours of awareness.

Cadets (including officer candidates) are considered a casualty in cases of:

- Death.
- SI or VSI.
- Missing, captured, beleaguered, etc.
- DUSTWUN.

C.2.a. Comparison of Death Benefits for Cadets

In the event of a cadet casualty, the benefits can vary.

Contact the Casualty Affairs program manager at 202-795-6637 or go to the Benefit Comparison: Death on Active Duty, in Line of Duty (LOD) vs Death Found Not in LOD matrix found on the [Casualty Matters](#) website for questions, additional guidance, or assistance.

NOTE:

Go to [Appendix C: Casualty Affairs Job Aids, Section B: Benefits Comparison Matrix for Members Death](#) for a comparison of benefits for a new accession member's death.

Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

C.3. Enlistees and New Trainees Casualty

New enlistees under training are eligible for the same benefits as an active duty member. Go to [Chapter 5: Active Duty Member Death](#) for additional guidance and information.

If ambiguity exists regarding eligibility of benefits at time of death, contact the Casualty Affairs program manager for questions, additional guidance, or assistance.

C.4. Immediate Action for a New Accession Death – Submit a PCR

The command cadre is responsible for submitting a PCR within 4 hours once the unit is notified of a new accession members. Provide known details of the death in the “Remarks” section of the PCR.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) and [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information for submitting a PCR.

C.5. Assemble CACO Team

Go to [Chapter 2: Casualty Affairs Case Management, Section B.5.: Identifying a CACO Notification Team](#) for additional guidance and information.

C.6. New Accession Death – DAO's Duties and Responsibilities

Contact the Casualty Affairs program manager for questions, additional guidance, assistance, or special instructions.

Go to [Chapter 2: Casualty Affairs Case Management, Section C.3.: DAO's Duties and Responsibilities](#) for additional guidance and information.

C.7. New Accession Death – CACO's Duties and Responsibilities

Contact the DAO or the Casualty Affairs program manager for questions, additional guidance, assistance, or special instructions.

Go to [Chapter 2: Casualty Affairs Case Management, Section D.3.: CACO's Duties and Responsibilities](#) for additional guidance and information.

**C.8.
Updating the
Appropriate
Commands**

A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

Section D: Processing an Auxiliary Member Casualty

D.1. Auxiliary Member Casualties

When an auxiliary member dies while under orders and conducting official USCG business, he/she is considered a casualty. Injuries or illnesses, missing persons, or off-duty deaths are not considered a casualty.

Unless the auxiliary member is also serving in another capacity or falls into another casualty category (such as retiree, civilian employee, or medically discharged veteran), Casualty status does not mean that benefits are due to the family.

Casualty status for an auxiliary member is only for the purposes of:

- Internal reporting and tracking (Casualty Program, MISHAP, suicide tracking, etc.).
- Assigning a temporary CACO to the NOK to:
 - Conduct a casualty notification.
 - Facilitate delivery of condolence from the USCG.
 - Assist with MFH coordination if the auxiliary member was also a veteran.

D.2. Submit a PCR for the Death of an Auxiliary Member

The CO or immediate superior in command is responsible for submitting a PCR within 24 hours of becoming aware of an auxiliary member's accession member's death.

Go to [Chapter 2: Casualty Affairs Case Management, Section B.3.: Personnel Casualty Reporting Responsibility](#) for additional guidance and information for submitting a PCR to report a dependent death.

D.3. DAO's Duties and Responsibilities

Since no auxiliary member casualty details are the same, when deemed appropriate, briefly serve as liaison between the USCG and family members involving casualties of auxiliary members.

Contact the Casualty Affairs program manager at 202-795-6637, for questions, additional guidance, assistance, or special instructions.

D.4. CACO's Duties and Responsibilities

When deemed appropriate, the unit can provide a courtesy CACO to organize NOK notification process and provide an abbreviated CACO support.

Contact the DAO for questions, additional guidance, assistance, or special instructions.

**D.5.
Updating the
Appropriate
Commands**

A field use “best practice” recommends the DAO updates the appropriate commands on the details of the case by releasing an updated PCR and/or a nightly SITREP email. Communicate with all parties and commands involved (e.g., HQ, unit, chaplain, HSWL, Casualty Affairs program manager, and PSC-PSD, etc.).

Go to [Appendix C: Casualty Affairs Job Aids, Section A: Personnel Casualty Reporting Message](#) for additional guidance and information.

An auxiliary member who dies under orders, especially while discharging official duties can be a veteran and rate MFHs commensurate with an active duty member death.

NOTE:

Contact the Casualty Affairs program manager at 202-795-6637 or refer family members of veterans to the [Department of Veterans Affairs](#), [DOD MFH coordinator](#), or the [U.S. National Archives](#), for questions, additional guidance, assistance, or special instructions.

This page intentionally left blank.

Appendix A: Glossary and Acronyms

(fs)	Field support.
ABO	Accelerated benefits option.
ACH	Automated clearing payment.
AD	Active duty.
Admin OIX	Administrative Official Information Exchange.
AFC	Allotment fund code.
AFSC	Armed Forces Services Corporation.
AOR	Area of responsibility.
Auxiliary Member	Civilian volunteer who works for the USCG.
BAH	Basic allowance for housing.
BAS	Basic allowance for substances.
BFCS	Beneficiary Financial Counseling Services.
Blue Bark TONO	The Department of Defense defines a blue bark TONO as U.S. military personnel, U.S. citizen civilian employees of the DOD, and dependents of either category who travel in connection with the death of an immediate family member. Blue bark TONO also applies to designated escorts for [said] dependents. Furthermore, the term is used to designate the personal property shipment of a deceased member.
CACO	Casualty affairs calls officer.
Cadet	USCG Academy college student.

Casualty	The definition of a casualty is very detailed. Go to Chapter 2: Casualty Affairs Case Management, Section A.2.: Casualty Defined for questions, additional guidance, or assistance.
Certified	An endorsement by a recognized authority, government or private, that specified standards of knowledge or performance have been met in a particular subject area (e.g., a certified public accountant).
CG-121	Office of Civilian Human Resources.
CGF	Coast Guard Foundation.
CGIS	Coast Guard Investigative Service.
CGMA	Coast Guard Mutual Assistance.
CG SUPRT	<p>A USCG support community formerly referred to the Employee Assistance Program (EAP). Available 24/7 at 1-855-CG SUPRT 855- 247-8778.</p> <p>Members and dependents can have up to twelve free sessions with a professional counselor, privately, which can include grief support.</p> <p>CG SUPRT is also the suicide prevention lifeline for all USCG members and their dependents. Click the link CG SUPRT for questions, additional guidance, or assistance.</p>
CGTTP	Coast Guard Tactics, Techniques, and Procedures.
CHC	Ceremonial Honor Guard.
CHCB	Continued Health Care Benefit Program.
CO	Commanding officer.

Common Law Marriage	<p>Under laws of certain states, persons who do not obtain a license to marry or go through certain other formalities can enter into a common-law marriage. Common-law marriages are considered valid if they are contracted in accordance with state law.</p> <p>Refer to reference (e), Personnel and Pay Procedures Manual (PPPM), PPCINST 1000.2 (series), for questions, additional guidance, or assistance regarding common law marriage.</p>
Conservatorship	<p>A conservatorship is created by the appointment of a conservator; a conservator can be called a guardian. A conservator is a person or entity appointed by a court to manage the property, daily affairs, and financial affairs of another person, usually someone who is incapacitated or incompetent because of a physical or mental infirmity or age.</p>
Courtesy CACO	<p>An assignment that may be short-term and that would provide assistance in one of the following ways:</p> <ul style="list-style-type: none">• Assist NOK traveling to the bedside of critically ill or injured service members.• Make one-time personal visit to the NOK to notify them of the death of a deserter.• Meet NOK who travel to the local area for a funeral or memorial service.• May be assigned when a member is on a SI or VSI list.• Assists NOK in filing travel claim.• Make a one-time personal notification visit to NOK of USCG civilian employees or auxiliary members as deemed appropriate.
CWO	<p>Chief warrant officer.</p>
CY	<p>Calendar year.</p>
DA	<p>Direct Access.</p>
DAO	<p>Decedent affairs officer.</p>
DCMS	<p>Deputy Commandant for Mission Support.</p>

DD-####	Department of Defense. Forms are designated with a DD and a number (e.g., DD-1300).
DEA	Dependent Educational Assistance program.
Death	The end of a person's life.
Death is Imminent	Death is likely to occur at any moment.
DEERS	Defense Enrollment Eligibility Reporting System. All legal dependents of a member should be enrolled in DEERS. Click the link DEERS to locate the nearest DEERS location in your area.
Dependent	An immediate family member(s) who is supported by a military member. Go to Chapter 7: Dependent Death, Section A.2.: Who is a Qualified and Legal Dependent for additional guidance and information.
DIC	Dependency and Indemnity Compensation.
DOB	Date of birth.
DOD	Department of Defense.
DSM Codes	Diagnostic and statistical manual.
DUSTWUN	Duty status, but whereabouts are unknown.
DVA	U.S. Department of Veterans Affairs.
DVIP	Distinguished very important person.
e.g.	“Example given” or “that is.”
EAP	Employee Assistance Program. In 2012, EAP changed to CG SUPRT at 855-CG SUPRT 855-247-8778. Click the link CG SUPRT for questions, additional guidance, or assistance.
EAWUN	Excused absence, but whereabouts are unknown. Used only for civilian employees in a duty status, but whereabouts are unknown.

EFMP	Exceptional Family Member Program. USCG families with a special needs family member, also known as an Exceptional Family Member (EFM), often require additional help in meeting the EFM's needs.
EFT	Electronic funds transfer.
Estranged Spouse	To separate or live apart from one's spouse.
Ex-spouse	A person who was formerly a spouse. A court decree that terminates a marriage. A divorce decree establishes new relations between parties.
FAQs	Frequently asked questions.
FC-P	FORCECOM TTP Division.
FHF	Fallen Heroes Fund.
FINCEN	U.S. Coast Guard Finance Center.
FORCECOM	Force Readiness Commander.
FOUO	For Official use Only.
FSGLI	Family Service Group Life Insurance.
FTA	Funds transfer authorization.
Guardianship	A legal relationship created when a person or institution named in a will or assigned by the court to take care of minor children or incompetent adults. Sometimes called a conservatorship.
HBA	Health benefits advisor.
HHG	Household goods.
HIPAA	Health Insurance Portability and Accountability Act. Provides a federal regulation for the use and disclosure of an individual's health information. HIPAA The privacy rule defines how covered entities use individually identifiable health information or personal health information.

Homicide	The unlawful killing of a human being.
HOS	Home of selection.
Hospice	A location where someone goes to die or the care provided to someone whose medical prognosis is terminal. Considered an extension of a hospitalization even if the person was sent home under hospice care.
HQ	USCG Headquarters.
HSWL	Health, Safety & Work-Life.
IADT	Initial active duty for training.
ICD	International classification disease: A book of numeric diagnosis codes for any medical condition or diagnosis.
ICTU	Immediate Claims Taking Unit.
IDT	Inactive duty for training.
i.e.	“That is” or “in other words.”
Ill	In the context of ill, injured, or wounded, ill refers to disease that was not caused by injury or hostile action (e.g., appendicitis is an illness, but a broken leg is not).
IRA	Individual retirement account.
IRR	Individual ready reserve: Members who are not selected for paid drills and not assigned to a field unit are commanded by PSC reserve policy management.
ITA	Invitational travel authorization: used only for personnel who are in the USCG.
ITO	Invitational travel order: Used only for personnel who are <u>NOT</u> in the USCG.

JIT	Just-in-Time.
JTR	Joint travel regulations. Provides guidelines for military and dependent travel, JTR and some invitational travel.
KIA	Killed in action.
LOD	Line of duty.
MC	Master of Ceremony.
MEB	Medical evaluation board.
MEDHOLD	Medical hold orders.
Member	A person in the regular or reserve component of the USCG: Depending on context, this could include a retiree. Does not include civilian employees or dependents.
MFH	Military funeral honors.
MGIB	Montgomery GI Bill.
MIA	Missing in action.
MOA	Memorandum of Agreement.
NDAA	National Defense Authorization Act.
New Accession	An enlisted recruit, cadet, officer candidate, direct commission candidate, prior service member entering the USCG who signed a contract with the recruiter or accession program but has not yet graduated or been commissioned.
NLT	No later than.
NOG	Non-governmental organization.
NOK	Next of Kin: Family member(s) other than the primary next-of-kin (PNOK) (e.g., parents, siblings, etc.).

NSI	Not seriously injured.
OIC	Officer-in-charge.
OSBR	Online Survivor Benefits Report.
OSGLI	Office of Servicemen's Group Life Insurance.
PADD	Person authorized to direct disposition.
PCR	Personnel casualty report.
PCS	Permanent change of stations: The transfer process.
PDR	Personnel data record: Maintained by a YN at the SPO. A member's PDR Part 4 is vital for casualties.
PDRL	Permanent disability retirement list.
PDS	Permanent duty station.
PEB	Physical evaluation board.
PERE	Persons entitled to receive effects.
PERSCAS	Personnel Casualty.
PNOK	Primary next-of-kin. The person most closely related to the casualty is considered primary next-of-kin (PNOK) for casualty notification and assistance purposes (e.g., spouse and children).
POA	Power of attorney.
POC	Point of contact.
POTUS	President of the United States.
POW	Prisoner of war.

PPC	Personnel Pay Center.
PPC-RAS	Pay and Personnel Command-Retirement and Annuitant Section.
PPPM	Personnel and Pay Procedures Manual.
PRDL	Permanent disability retirement list.
PRL	Permanent retirement list.
PSD	Personnel Services Division.
Qualification	A quality or accomplishment that makes someone suitable for a particular job or activity.
RAS	Retiree and annuitant services.
RCSBP	Reserve Component Survivor Benefit Plan.
Regular	One of the two components of military personnel, or a person in that component. The duty status of a regular member is active duty.
RELAD	Release from regular active duty.
Reserve	One of the two components of military personnel, or a person in that component.
SBP	Survivor Benefits Plan.
SDR	Statement of Disposition of Remains.
Self-Inflicted	Injury to one's self.
SELRES	Selected reserve. Reservists not on active duty or selected for paid drilling status. SELRES is different from IRR.
SEP	Separations.
SGLI	Servicemembers' Group Life Insurance.

SI	Seriously injured.
SITREP	Situation report.
SLO	Servicing legal office.
SPO	Servicing Personnel Office.
SS	Social Security.
SSA	Social Security Administration.
SSIA	Special Survivor Income Allowance.
Suicide	A self-inflicted death. Usually preventable. CG SUPRT is also the Suicide Prevention Lifeline for all USCG members and their dependents.
TAD	Temporary assigned duty.
TAMP	Transitional Assistance Management Program.
TAPS	Tragedy Assistance Program for Survivors.
TDP	TRICARE Dental Program.
TDRL	Temporary disability retirement list.
TDY	Temporary additional duty.
TEB	Transfer of Education Benefits.
TOB	Transfer of benefits.
TONO	Travel order number.
TRACEN	USCG Training Centers.

TSGLI	Traumatic Servicemembers' Group Life Insurance. Traumatic injury protection program.
TSP	Thrift Savings Plan.
TTP	Tactics, Techniques, and Procedures.
UA	Unauthorized absence.
UPPA	Unpaid pay and allowances.
USCG	United States Coast Guard.
USCGA	United States Coast Guard Academy.
VA	U.S. Department of Veterans Affairs.
VGLI	Veteran's Group Life Insurance.
VIP	Very important person.
VSI	Very seriously injured.
WIA	Wounded in action.
XO	Executive officer.
YN	Yeomen.

This page intentionally left blank.

Appendix B: Casualty Affairs Case Management Frequently Asked Questions

B.1. Introduction The Casualty Affairs Case Management Frequently Asked Questions (FAQs) contain general “good to know” tribal knowledge information based on “best practices” used by decedent affairs officers (DAOs) and/or casualty assistance calls officers (CACOs) in the field. Topics include:

- Casualty affairs program.
- Seriously injured and very seriously injured casualties.
- Terminal illness casualties.
- Active duty death casualties.
- Dependent death casualties.

Go to to the [Casualty Matters](#) website to access the Casualty Affairs Case Management FAQs, or contact the Casualty Affairs program manager at 202-795-6637 for questions, additional guidance, or assistance.

This page intentionally left blank.

Appendix C: Casualty Affairs Job Aids

Section	Title	Page
A	Personnel Casualty Reporting Message	C-2
B	Benefits Comparison Matrix for Member Deaths	C-7
D	Memorial Service Script Example	C-15
E	Burial at Sea Memorial Service Script Example	C-25

Section A: Personnel Casualty Reporting Message

A.1. Introduction

An example of the USCG's new C2OIX, Administration OIX, and Outlook personnel casualty email is provided for your review. The populated names used in this example message are redacted and/or fictitious per reference (a), Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series).

Use this example when drafting/formatting a personnel casualty reporting message.

EXAMPLE PERSCAS EMAIL

Note: this applies to C2OIX, Admin OIX, and Outlook-generated casualty messages.

I, CDR John C.

To: [CG CASUALTY DISTRO GROUP: "CG-PERSONNEL-CASUALTY-REPORT@uscg.mil"]
Cc: [CMD SHARED INBOX FOR UNITS IN CHAIN OF COMMAND UP TO DISTRICT] [OPERATIONAL
COMMANDER, IF APPLICABLE]
Subject: PERSONNEL CASUALTY REPORT - 01 AUG 2015 - BASE NATIONAL CAPITOL REGION

*****FOR OFFICIAL USE ONLY. DO NOT DISTRIBUTE OUTSIDE USCG.MIL DOMAIN*****

PRIVACY ACT & HIPAA CONFIDENTIALITY CAVEAT:

This communication and its attachments are confidential to the Coast Guard and/or the Coast Guard Health Care Program and to the intended recipient(s). Information contained in this communication may be subject to the provisions of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA). If you have received this e-mail in error, please advise the sender immediately & delete the entire message together with all attachments. All unintended recipients are hereby notified that any use, distribution, copying or other action regarding this email is strictly prohibited.

PERSONNEL CASUALTY REPORT

1. POC

CDR XO, Base NCR, 555-123-4567
CWO DAO, Base NCR, 555-987-6543
LT CACO, SFLC, Baltimore, 555-876-5432
MKCS CACO, AIRSTA Clearwater, 555-234-5678
CACO PENDING ASSIGNMENT, Station Sault St. Marie

(list rank and full name of parent unit POC, Decedent Affairs Officer with primary responsibility, and any assigned CACO(s) along with primary phone numbers for each)

2. CASUALTY INFO

A. WHO

ME2 1234567

(rank, full name, SSN [if dead or joint environment] or EMPLID [all other cases])

B. DUTY STATUS

Regular, Reserve, SELRES on orders at time of death

(component, active duty or reserve status [include type of Reservist, e.g. SELRES, IRR, EAD, ADT, IDT]; or Cadet/Midshipman, Dependent, Retiree, or Civilian Employee)

C. WHAT/TYPE OF CASUALTY

Dead

(Dead, DUSTWUN, Missing, Death Imminent or Terminal Illness, SI/VSI: SI [seriously ill/injured/wounded] severity of injury is permanent and life-altering [e.g. amputation or paralysis], or medical authority declares death is possible but not likely within 72 hours; VSI [very seriously ill/injured/wounded] medical authority declares death "more likely than not" within 72 hours; DUSTWUN [DUty Status, but Whereabouts Unknown] for involuntary absence; AWOL/UA/Deserter is NOT reportable as a casualty, unless uncertainty as to motive exists [e.g. missing and unsure whether voluntary or involuntary absence])

D. WHEN/WHERE/HOW

Discovered at 1715EDT alone in Station Washington, D.C. armory after duty hours with apparent self-inflicted gunshot wound and discharged CG PDW. Declared deceased by medical authorities upon arrival to the scene.

(list pertinent circumstances & known cause; specify time zones; specify operational, on liberty/leave, etc; do not speculate where cause is unclear, but list reasonably known and factually-based details of death or injury/illness; until ruled by medical examiner as a suicide, use "apparent self-inflicted _____" [e.g. Gunshot Wound, Hanging, Overdose, etc.]

E. CURRENT LOCATION

Remains in custody of Joint Base Anacostia-Bolling Medical Examiner at JBAB clinic. Plan to release to Dignity Funeral Home in Baltimore, MD at PADD direction.

(hospital or medical treatment facility if SI/VSI; current custody or disposition of remains if dead; approximate last known location is Missing/DUSTWUN)

F. FULL NAME, RELATIONSHIP, AND KNOWN CONTACT INFO FOR NOK

Mrs. _____, spouse, lives in Baltimore, MD

_____, minor daughter, with spouse

Mr. I _____, father, address unknown

Mrs. _____, mother, lives in Pinellas Park, FL

_____, adult son from previous marriage, lives in Marquette, MI

(list each known NOK separately; based on PDR, 2020D, Direct Access Emergency Data Record, or unit records or coworker/supervisor information; always include spouse and children and parents; verify where time permits, but do not hold up release of report beyond time window to verify; in update messages, include changes, additions, or corrections)

G. NOTIFICATION OF NOK

CACO assigned for spouse and minor daughter; notification completed 2045EDT by LT _____ and Chaplain _____

CACO assigned for mother; notification underway by MKC _____ and LTJG I _____

CACO assignment for son pending.

(list either plan for notification, current status if notifications are underway [including units, CACOs, and chaplains involved], or details of completed notification or no known NOK)

[***COMPLETE A-G ABOVE WITHIN 4 HOURS, AT A MINIMUM. COMPLETE ADDITIONAL ITEMS BELOW AS TIME PERMITS OR IN FUTURE UPDATES*****]**

H. STATUS OF INVESTIGATIONS

CGIS investigating crime scene ATT. CO of Station Washington, D.C. to convene Line of Duty investigation. No other pending investigations.

(Line of Duty, MISHAP, Administrative Investigation, Criminal, etc; LOD will always be "PENDING" until Final Action Authority signs memo with findings, unless case circumstances are obvious enough for unit commander to make a positive LOD determination [e.g. killed during a high-risk vessel security boarding, or died of cancer while in duty status], in which case "IN THE LINE OF DUTY" is appropriate; helpful to list convening authority, date ordered, and current status if applicable; N/A for civilian employees)

I. STATUS/DATE OF PDR REVIEW & VALIDATION

SPO and DAO reviewed PDR and all beneficiary paperwork at 1900EDT. Noted discrepancy with SGLV-8286: not signed by member and not certified by receiving Yeoman. 2020D notes that father's location or contact information is unknown.

(including BAH, Dependents and NOK, 2020D, Emergency Contact Info, SGLI/FSGLI, PADD and PERE assignments, SPO PDR Part IV; list known discrepancies or red flags, especially on benefits, elections, and designations; N/A for civilian employees)

J. BENEFICIARY(IES) FOR DEATH GRATUITY PAYMENT

Mrs. J , spouse, 75%; Mrs. I , mother, 25%
(N/A for civilian employees)

K. LINE OF DUTY DETERMINATION OUTCOME

LOD Investigation Pending
(died of illness while in duty status: "YES, COMMANDING OFFICER DETERMINED DEATH TO BE IN THE LINE OF DUTY DUE TO ILLNESS WHILE IN A DUTY STATUS"; Reservist not in duty status, not travelling to or from duty: "NO, RESERVIST NOT IN DUTY STATUS"; all others need brief analysis by CO or AIM Ch 7 investigation, as situation warrants: "LOD INVESTIGATION PENDING/COMPLETE" with results; Dependents: either "SPONSOR IN DUTY STATUS" or "SPONSOR NOT IN DUTY STATUS"; N/A for civilian employees)

L. SGLI

Elected \$400K SGLI, beneficiary spouse. No FSGLI coverage. TSGLI N/A. Confirmed in Direct Access and on LES premiums for \$400K coverage paid.
(as applicable, coverage level/elections/beneficiary designation for SGLI, VGLI, FSGLI, or TSGLI; based on most recent SGLV-8286/8286A in PDR and confirmed in Direct Access; N/A for civilian employees)

M. UPPA

Mrs. J , spouse
(beneficiary for Unpaid Pay & Allowances; N/A for dependents or civilian employees)

N. OTHER KNOWN MARRIAGES OR DEPENDENTS

Previously married (ex-spouse unknown), J son from that marriage along with one other step-daughter (unknown).
(previous marriages, prior or predeceased spouses, other children born to or fathered by deceased outside current marriage, etc.; because this affects Survivor Benefit Plan and can create complex situations in other benefits/memorial/funeral inclusions)

O. ID OF POTENTIAL THIRD PARTY CLAIMANTS

N/A
(such as driver of vehicle that hit and killed a Coastie, etc.)

*****FOR OFFICIAL USE ONLY. DO NOT DISTRIBUTE OUTSIDE USCG.MIL DOMAIN*****

PRIVACY ACT & HIPAA CONFIDENTIALITY CAVEAT:

This communication and its attachments are confidential to the Coast Guard and/or the Coast Guard Health Care Program and to the intended recipient(s). Information contained in this communication may be subject to the provisions of the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA). If you have received this e-mail in error, please advise the sender immediately & delete the entire message together with all attachments. All unintended recipients are hereby notified that any use, distribution, copying or other action regarding this email is strictly prohibited.

EXAMPLE PERSCAS EMAIL

This page intentionally left blank.

Section B: Benefits Comparison Matrix for Member Deaths

B.1. Introduction The Benefits Comparison Matrix for Member’s Death provides a summary of various casualty deaths and the different benefits and entitlements a member may be entitled to.

The Casualty Affairs program manager manages the Benefits Comparison Matrix for Member’s Death. Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	Eligibility Based on Member Status at Time of Death:					
					AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Armed Forces Services Corporation (AFSC) OSBR	AFSC (Private Mil Contract)	AFSC Online Survivor Benefits Report (OSBR): consolidated statement of federal annuity benefits (SS, SBP, DIC, etc.) and free financial counseling.	Private DoD Contract	All annuitants/ beneficiaries. 9	YES	YES	NO: Available by private purchase (approx. \$1K.)	NO: Available by private purchase (approx. \$1000).	YES	NO: Available by private purchase (approx. \$1000).
Basic Allowance for Housing (BAH)	USCG	Lump sum payment of 12 months' BAH w/Dependents.	PPPM	Dependents	YES	NO	NO	NO: dependents unauthorized/ not drawing w/Dep BAH.	YES: AD Orders Only	NO
Burial (interment) at a VA National Cemetery, including Arlington	VA	Admittance to according to lawfully established eligibility criteria for whole in- ground burial or cremated remains in columbarium/niche wall, as available.	38 USC 2402	Family members	YES	YES: check eligibility in USC.	YES: check eligibility in USC.	YES: check eligibility in USC.	YES	YES: check eligibility in USC.

CGTTP 1-16.9
Casualty Affairs Case Management

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Burial Benefit/ Interment Allowance/ Funeral Costs	USCG	USCG provides coverage of reasonable primary & secondary care mortuary, funeral, & memorial expenses (direct contract or reimburse within limits: see form CG-1770).	10 USC 1481, 1482	PADD	YES	YES	Normally not payable; some exceptions, e.g., continuous hospitalization.	YES	YES	ONLY if VA determines service-connected death, or if member hospitalized/undergoing treatment for injury/illness/disease incurred/aggravated while on active duty or performing inactive-duty training, FHD; travel to or from; remaining overnight.
Burial Plot Marker	VA	VA-provided burial marker, headstone, medallion, etc. at no charge. Also, veterans' NOK may be eligible for small funeral benefit payment.	38 USC 2402; 38 USC 106, 2302	Surviving Family (dependents, other family also)	YES	In Jeopardy: Available if VA determines service-connected death. Depends on nature of misconduct per 38 USC 2411.	YES	YES	YES	ONLY if hospitalized/undergoing treatment for injury/illness/disease incurred/aggravated while on active duty or performing inactive-duty training, FHD; travel to or from; remaining overnight; or if deceased from service-related disability, VA pension/compensation, VA/VA contracted - hospitalization/nursing home.
Death Gratuity	USCG	\$100,000 design table payment, tax-free.	10 USC 1475, 10 USC 1476	Designated individual (according to CG-2020D)	YES	YES	MAYBE: For deaths within 120 days of release from AD; VA determines Service-Connected Death; CG pays.	YES	YES	MAYBE: For deaths within 120 days of release from AD; VA determines Service-Connected Death; CG pays.

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Dependent Indemnity Compensation (DIC)	VA	Annuity payable for spouse + child or spouse only election. Spouse only election offsets SBP dollar-for-dollar (e.g. \$1,254.19 for spouse only election; add \$310.71 per child for spouse + child election (CY16)).	38 USC 1310, 1311, 1313	Dependents	YES	In jeopardy: Available if VA determines service-connected death.	YES	NO: dependents unauthorized.	YES	In jeopardy: Available if VA determines service-connected death.
DIC Transitional Compensation	VA	Monthly stipend payable to spouse if minor children present, up to 24 mos. E.g. \$275/mo (CY16).	38 USC 1310, 1311, 1313	Spouse	YES	In jeopardy: Available if VA determines service-connected death.	YES	NO: dependents unauthorized.	YES	In Jeopardy: Available if VA Determines Service-Connected Death.
Education: Fallen Heroes Fund and other Scholarships	NGO: Coast Guard Foundation (CGF)	Operational deaths: dependents eligible for full-ride scholarships through joint HSWL (Work Life)-CGF/FHF offering. Other scholarships and various small grants for financial needs may be available for LOD deaths.	CGF-CG MOA	Dependents	YES	NO	NO	NO	YES: if LOD death	NO
Education: Gunnery Sergeant Fry Scholarship (Amendment to P9/11 GIB Chap 33)	VA	Similar to Chapter 35 DEA; expanded benefits. Spouse must make one-time permanent election for either one.	Public Law 111-32 (amended 38 USC 3311)	Dependents	YES	NO	NO	NO: dependents unauthorized.	YES: if LOD death	NO

CGTTP 1-16.9
Casualty Affairs Case Management

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Education: Post-9/11 GI Bill (Chapter 33)	VA	If Transfer of Education Benefits (TEB) processed before death by member, up to 36 months available to elected dependents. *NOTE: Only member can do TEB.	38 USC 3311	Dependents	YES	YES	YES: *NOTE: Cannot begin TEB after retirement.	NO: dependents unauthorized.	YES	In Jeopardy: available if VA determines service-connected death.
Education: VA Dependent Education Assistance (DEA) (Chapter 35)	VA	Monthly payments by VA for spouse and/or children to attend full-time education, up to 45 months available.	38 USC 35	Dependents	YES	In jeopardy: Available if VA determines service-connected death.	In jeopardy: Available if VA determines service-connected death.	NO: dependents unauthorized.	YES	In jeopardy: Available if VA determines service-connected death.
Funeral/Memorial Travel for NOK	USCG	Economy travel at government expense round trip to/from funeral and/or unit memorial, incl. 2 days each lodging, per diem.	JTR Article 7255, 7260	Eligible family members (see JTR article)	YES	YES	NO	NO	YES	NO
Health Care: Dental Insurance Coverage	DOD/TRICARE	Dependents have 3 years' coverage at active duty rate (frozen), then may enroll in TRICARE Retiree Dental Plan at retiree cost.	10 USC 1076a/1076b, Pay Manual (CIM7220.29B, 6.C.2.d.)	Dependents	YES	YES	TRICARE Dental ends; may enroll in Retiree Dental Plan; enrollment fee applies.	NO: dependents unauthorized.	YES	Ready Reserve (SELRES and IRR) family members of deceased members enrolled at the time of the member's death have a 3-yr survivor benefit. SELRES and IRR members do not have to be enrolled for their survivors to receive this benefit; family members of SELRES and IRR members do have to be enrolled at the time of the member's death to receive the 3-year survivor benefit.

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Health Care: TRICARE Prime Medical Insurance Coverage	DOD/ TRICARE	Spouse: 3 years' coverage at no cost, then may transfer to Retiree Standard or Prime, if available; Retiree coverage enrollment fee applies. Children: coverage at no cost until 21, or 23 if full-time student.	10 USC 1076a/1076b, Pay Manual (CIM7220.29B, 6.C.2.d.)	Dependents	YES	YES	Retiree TRICARE Standard for spouse & children. Retiree TRICARE Prime if available; enrollment fee applies.	NO: dependents unauthorized	YES	Retiree TRICARE Standard for spouse & children. Retiree TRICARE Prime if available; enrollment fee applies.
HHG Final Shipment/Move to Final Home of Selection	USCG	Under BlueBark TONO: available for up to three years after date of death; max weight (18K lbs) allowed; normal PPO procedures apply.	JTR Section 5316	Dependents or NOK/heirs	YES	YES	Yes, Available for 1 year with max 4 extensions; each extension requires separate, timely request.	YES	YES: AD orders only.	NO
Life Insurance: Family member SGLI (FSGLI)	Prudential /OSGLI	Electable insurance coverage of spouse payable up to \$100,000, tax free. Benefit for spouse/widow is guaranteed conversion without need for medical qualification to a commercial policy within 120 days.	38 USC Section 1965 through 1980	Spouse	YES	YES	NO: Other than residual coverage for 120 day window, benefit ends when retirement begins.	NO: dependents unauthorized	YES: Ready Reserve (SELRES & IRR) with at least 12 scheduled drills per year eligible.	YES: Ready Reserve (SELRES & IRR) with at least 12 scheduled drills per year eligible.

CGTTP 1-16.9
Casualty Affairs Case Management

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Life Insurance: Service-Members' Group Life Insurance (SGLI)	Prudential /OSGLI	Electable insurance coverage payable up to \$400,000, tax free. Includes as a free rider \$10,000 FSGLI coverage on each child. Includes as a \$1/mo. Rider up to \$100,000 Traumatic SGLI (TSGLI) coverage for serious injuries/losses.	38 USC Section 1965 through 1980	Designated beneficiaries	YES	YES: usually payable. ONLY situation that cause loss of coverage are UA>30 days, declared deserter, or exceptionally notorious/heinous crime upon death.	MAYBE: payable for up to 2 years following retirement if member 100% disabled. Otherwise, SGLI for 120 days and may convert to VGLI within 1 year with no medical qualifications.	YES	YES: Ready Reserve (SELRES & IRR) with at least 12 scheduled drills per year eligible.	YES: usually payable. ONLY circumstances which cause loss of coverage are UA>30 days, declared deserter, or exceptionally notorious/heinous crime upon death.

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Military Funeral Honors (MFH) and Burial at Sea (BAS) (if requested)	USCG	Performance of MFH as required by law (minimum 2-person uniformed from service, flag folding/presentation plus Taps on bugle.) Additional elements as requested by PADD and as available for time/ location. AD deaths, particularly operational/hostile deaths, usually have Ceremonial Honor Guard (CHG, in Arlington, VA) present. Burial at Sea for cremated remains via cutter, small boat, or aircraft. MFH may be rendered underway, or at family memorial service prior. Honors rendered one time. Flag provided to PADD, PNOK, dependents, and parents at no cost by USCG. Additional burial flags, including future replacements, may be obtained from the VA or participating post offices.	10 USC 1491, 10 USC 101, DoDI1300.15.	Family members (PADD has authority to request/direct, when available).	YES	YES: in rare cases, due to commission of a capital offense or if actions significantly discredit the Service, MFH may be withheld. Secretarial process delegated to PSC Flag.	YES	YES	YES	YES: in rare cases, due to commission of a capital offense or if actions significantly discredit the Service, MFH may be withheld. Secretarial process delegated to PSC Flag.
Montgomery GI Bill (MGIB) Refund	VA	If participated, refundable to SGLI beneficiaries. ~\$1,200.	38 USC Sections 3311 through 3325.	SGLI Beneficiaries.	YES	YES: usually payable. Same eligibility requirement as SGLI.	In Jeopardy: Available if VA Determines Service-Connected Death.	YES: if cadet had prior service and participated in MGIB.	YES	YES: if death is within 1 year of discharge from last AD service.

CGTTP 1-16.9
Casualty Affairs Case Management

					Eligibility Based on Member Status at Time of Death:					
Benefit/ Entitlement Name	Agency	Benefit/Payment Description	Reference	Available for	AD LOD	AD NOT LOD	Disability Retired	New Accession	Reserve on Orders	Reserve NOT on Orders
Social Security	SSA	Monthly SS annuity for survivors. Payable by the SSA Immediate Claims Taking Unit (ICTU) with a 24-hour startup time.	SSA	Dependents (spouse typically)	YES	YES	YES	NO: dependents unauthorized.	YES	YES
Special Survivor Income Allowance (SSIA)	USCG	Small monthly stipend to partially counter SBP-DIC offset (~\$150/mo, if applicable).	NDA 2008, section 644	Dependents	YES	NO	YES	NO: dependents unauthorized.	NO	NO
Survivor Benefit Plan (SBP)	USCG	Treated as if retired at 100% disability; SBP = 55% of retired pay (75% of 36 mo average of actual basic pay); may elect spouse or child coverage; spouse coverage offset dollar-for-dollar by DIC.	10 USC 1448, DoDI1332.42	Dependents	YES	NO	YES	NO: dependents unauthorized.	YES: RCSBP Benefit	NO
Thrift Savings Plan (TSP)	TSP/CG	Refund or rollover to personal IRA for beneficiary named on TSP Form 3, if deceased member contributed to TSP.	Federal Retirement Thrift Savings Plan (TSP)	Designated beneficiaries	YES	YES	YES	YES: if cadet participated (very rare that cadets have contributed to TSP).	YES	YES
Unpaid Pay & Allowances (UPPA) & Leave	USCG	Liquidation of all accrued leave at basic pay rate, no cap; payment of all outstanding P&A thru date of death; small overpayments may be waived; unpaid bonuses payable; unearned bonus payments waived.	PPPM	Designated individual (according to CG-2020D final pay designations.)	YES	YES	N/A: settled prior to separation.	YES: except leave; cadets do not accrue leave.	YES	YES, as applicable to status and history.

Section C: Memorial Service Script Example

C.1. Introduction This section provides an example of a memorial service script. Reference (c), Military Casualties and Decedent Affairs, COMDTINST M1770.9 (series), governs members eligible for funeral military honors.

C.2. Military Honors – Funeral Memorial Service Script Commanding Officer (CO), Decedent affairs officer (DAOs) and/or casualty assistance calls officer (CACOs) can modify and adjust the funeral memorial service script and military honors as needed.

The Casualty Affairs program manager oversees the USCG Decedent Affairs Program funeral military honors. Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

EXAMPLE

U.S. Department of
Homeland Security



**United States
Coast Guard**

Coast Guard [Air Station **XXXXXXXXXX**]

Memorial Service (Script)

Date

Time	Event Choreography
1200	Ushers and Escorts are in place for the morning's events.
1300	All USCG personnel coming from out-of-town arrive no later than (NLT) 1300 and are seated NLT than 1330.
1315	Distinguished Guests Arrive: Distinguished guests and USCG very important persons (VIPs) arrive and gather in training room. Coffee and refreshments will be served.
1330	Family Pre-ceremony Reception: Family members arrive and gather in an appropriate waiting area (e.g., Chief's Mess or the Wardroom).
1330	Band - Play pre-service music (e.g., 30 minutes).
1330	Ushers - Other guests begin to arrive.
1345	Distinguished VIP (DVIP): Escorts and DVIP visitors are escorted from the gathered area (e.g., Chief's Mess or Wardroom) to their designated seating.
1350	Family Escorts: Family escorts move families from Wardroom to their designated seating. Widows plus 2 persons will be seated in the front row. Depending on chair arrangement, there may be room for more family members in front row.
1355	Master of Ceremony (MC)/Band: MC cues band to stop playing pre-service music.

<p>1400</p>	<p>Service begins. See script for details:</p> <ul style="list-style-type: none"> • Welcome. • Arrival of Family. • Presentation of Colors. • National Anthem. • Invocation. • State Governor (Honorable [Mr./Ms. Xxxx XXXXXXXXX]). • Vice-Chair [XXXXXXXX] ([Mr./Ms. Xxxx XXXXXXXXX]). • Commanding Officer, CGAS [XXXXXXXX] [(CDR Xxxx XXXXXXXXX]). • Master Chief Petty Officer of the Coast Guard (MCPOCG [Xxxx XXXXXXXXX]). • Commandant of the Coast Guard (ADM [Xxxx XXXXXXXXX]). • State Senator the Honorable [Mr./Ms. Xxxx XXXXXXXXX] presents flags. • [XXXXXXXX] Tribe video (e.g., District 17) (if applicable). • Memorial Meditation/Prayer. • Fly By (if applicable). • Rifle Salute, & Taps. • Departure of Family.
<p>1430</p>	<p>Service ends. Reception begins.</p>
<p>1600</p>	<p>Reception ends.</p>

Actor	Script	Stage Direction
<u>SALUTATION:</u>		
<p>MC [LCDR XXXXXXXX]</p>	<p>“Good Morning Families members and Crewmates of Coast Guard [XXXXXXXX]; Distinguished Guests; Fellow members of team Coast Guard; our local, state, and federal partners; ladies and gentlemen. Welcome to the Memorial Service for the crew of Coast Guard Helicopter [XXXXXXXX]. Thank you for being here.</p> <p>I am [LCDR Xxx XXXXXXXX], your Master of Ceremonies for this afternoon’s service.</p> <p>For those of you carrying cell phones or pagers, please turn them off or place them in silent mode for the duration of the ceremony. Thank you.</p> <p>For military and uniformed guests, we ask that you initially remain covered and follow my lead for salutes.</p> <p><< Pause >></p> <p>We gather here today to pay tribute to the crew of Coast Guard Helicopter [XXXXXXXX]. Our thoughts and prayers are with the families of [Xxx XXXXXXXX], Aviation Maintenance Technician 1st Class [Xxx XXXXXXXX], and Aviation Maintenance Technician 2nd Class [Xxx XXXXXXXX], as they go through this very difficult time.</p> <p>Will the guests please rise for the Presentation of Colors, the National Anthem, and the Invocation.</p>	

Actor	Script	Stage Direction
<u>PRESENTATION of COLORS:</u>		
MC	"Color Guard, present the colors!"	COLOR GUARD (at rear of chair area): Comes to "CARRY COLORS" and parades the colors down the center aisle to a position slightly in front of the stage for presentation. When in position, comes to "PRESENT THE COLORS" on own command.
	"Hand salute!"	While Color Guard is proceeding down center aisle.
Band		Once in position, all flags are dipped with exception of the U.S. Ensign. Cues National Anthem.
MC	"Post the colors"	At conclusion of National Anthem post the colors in stands. Color Guard comes to "CARRY COLORS" and post. Come to ORDER ARMS at own command.
	"Ready, Two." Once flags are in stands	Color Guard exits via center aisle
MC	"Chaplain [Xxxx XXXXXXX], Chaplain, Coast Guard District 17 will now deliver the invocation."	
Chaplain [XXXXXXX]	< Invocation >	Chaplain proceeds to the podium and delivers the invocation. Returns to seat and remains standing.

Actor	Script	Stage Direction
<u>INVOCATION:</u>		
MC	"Ladies and gentlemen, please be seated. Military and uniformed guests uncover.	The Master of Ceremonies pauses while the guests take their seats.
	"It is now my privilege to present the Honorable [Mr./Ms. XXXX XXXXXXXX], Governor of the State of [XXXXXXX]."	
State Governor [Mr./Ms. XXXXXXX]		Gov [Mr./Ms. XXXXXXX] stands, proceeds to the podium and delivers his remarks.
MC	"It is now my privilege to present [Mr./Ms. XXX XXXXXXXX], Vice-Chair of the [XXXXXXX] Tribe of [XXXXXXX]."	[Mr./Ms. XXXXXXX] stands, proceeds to the podium and delivers his remarks.
	"Ladies and Gentlemen, the Commanding Officer [CDR XXX XXXXXXXX], Commanding Officer of Coast Guard Air Station [XXXXXXXXXX]."	
CO [CDR XXXXXXX]		[CDR XXXXXXX] stands, proceeds to the podium and delivers his remarks.
Band		Plays non-military music for approximately 2-3 minutes.
MC	"Ladies and Gentlemen, Master Chief Petty Officer [XXX XXXXXXXXX], Master Chief Petty Officer of the United States Coast Guard."	

Actor	Script	Stage Direction
<p>MCPO [XXXXXXXX]</p>		<p>MCPO [XXXXXXXX], stands, proceeds to the podium and delivers his remarks, then returns to his seat.</p>
<p>MC</p>	<p>“I am now honored to introduce Admiral [XXXX XXXXXXXX], Commandant, United States Coast Guard.”</p>	
<p>ADM [XXXXXXXX]</p>		<p>ADM [XXXXXXXX] stands, proceeds to the podium and delivers his remarks. Following his remarks, he will introduce Senator [Mr./Ms. XXXX XXXXXXXX] flag presentation.</p>
<p>CO [CDR XXXXXXXX]</p>		<p>[CDR XXXXXXXX] will depart the stage to meet Senator [Mr./Ms. XXXXXXXX] in the first row. Senator [XXXXXXXX] escort (LT [XXXXXXXX]) will stand as a cue for the senator to stand then provide flags to CDR [XXXXXXXX] for presentation.</p>
<p>MC</p>	<p>“The Third and final flag will be presented to the family of LCDR Select [Mr./Ms. XXXXXXXX] at a later time.”</p>	

Band		Following the presentation of the last Flag, band plays non-military music for approximately 2-3 minutes.
MC	“On this past Sunday the [XXXXXXXX] [Nation of XXXXXXXX] conducted a memorial for the crew of Coast Guard [XXXXXXXX]. [XXXXXXXX] tribesman heroically responded to the crash site of the 17, providing immediate aid and securing the site until additional rescue assets could arrive. USCG Air Station [XXXXXXXX] remains ever grateful for their assistance. The following is an excerpt from their ceremony.	
	“Father [XXXXXXXX] will now provide a memorial meditation, followed by a memorial prayer”.	
Father [XXXXXXXX]		Father [XXXXXXXX] stands, proceeds to the podium, delivers his meditation and prayer, and returns to his seat.
MC	“Ladies and Gentlemen, Please direct your attention ahead, as the aircrew from Air Station [XXXXXXXX] perform a fly by in honor of the fallen heroes of Coast Guard Helicopter [XXXXXXXX].	
Ready Air Crew		Conduct flyby.

Actor	Script	Stage Direction
MC	“Ladies and gentlemen, please stand and military and uniformed guests recover for the rendering of honors.	
	The United States Coast Guard Honor Guard will conduct a 21-gun rifle salute, and the playing of taps.	
	“Hand Salute” As the honor guard salutes.	
Honor Guard		Rifle squad commander commences honors upon hearing the hand salute command.
Bugler		Bugler plays taps upon completion of the third 7-rifle volley.
MC	“This concludes our ceremony. On behalf of the families and all of the members of team Coast Guard, thank you again for attending.”	
<u>END of SERVICE:</u>		

Section D: Burial at Sea Memorial Service Script Example

**D.1.
Introduction**

This section provides an example of a burial at sea memorial service. Reference (c), Military Casualty and Decedent Affairs Manual, COMDTINST M1770.9 (series), governs members eligible for burial at sea honors.

**D.2.
Military Honors
– Burial at Sea
Script**

Commanding Officers can modify and adjust the burial at sea memorial script to best meet the needs of your burial at sea memorial service.

The Casualty Affairs program manager oversees the USCG Decedent Affairs Program burial at sea honors. Contact the Casualty Affairs program manager at 202-795-6637, or go to the [Casualty Matters](#) website for questions, additional guidance, or assistance.

U.S. Department of
Homeland Security

United States
Coast Guard



Commanding Officer
USCGC _____

FPO AP _____
Staff Symbol: _____
Phone: _____
Fax: _____

NOTE 5360
29 April 20XX

USCGC CUTTER NOTICE 5360

CANCELLED:
1 May 20XX

Subj: FUNERAL CEREMONY FOR _____, USCG (RETIRED).

Ref: (a) Coast Guard Regulations, COMDTINST M5000.3 (series)
(b) Naval Military Funerals, NAVPERS 1555.5 (series)

1. PURPOSE. To set forth procedures for _____ to conduct a burial at sea for the cremated remains of [MCPO Xxxx XXXXXXXX].
2. DISCUSSION. Military funerals are conducted to recognize the proud American tradition of Honorable Service, which Coast Guard men and women have given to their country. Our Nation regards the burying of its military dead as a solemn and sacred obligation.
3. MATERIAL REQUIREMENTS.
 - a. Folded Ensign, CD Player, TAPS CD, Podium and table, Launch Platform
4. SCHEDULE.
 - a. Time window: 1300 Local, 30 April, 20XX
 - b. Ceremony Area: as per Navigator's track line
5. CEREMONY SCRIPT.
 - a. Preparation.
 - (1) Uniform of the Day: The Official Party will be in Service Dress Blues. All other personnel in general attendance will wear Tropical's. All personnel will have combo covers on and will remain covered throughout the service.
 - (2) GMC _____ will train the Firing Squad
 - (3) Rehearsal for Participants will be 1400 on the flight deck on 29 April 20XX.
 - (4) BMCS _____, GMC _____, and DCC _____ will be consulted to ensure that the urn (polished 76 mm casing), when released into the deep, will be left partially open and sinks with the intention of the eventual spreading of ashes when submerged. The ashes will not be "poured."

b. Participants.

- (1) MC: [**CAPT Xxxx XXXXXXXX**].
- (2) Protestant Lay Leader: [**LTJG Xxxx XXXXXXXX**].
- (3) CMAA: [**XO CDR Xxxx XXXXXXXX**].
- (4) Honor Squad: 12 [**CUTTER**] crewmembers as selected by [**YNCS Xxxx XXXXXXXX: LTJG XXXXXXXX, LTJG XXXXXXXX, CWO XXXXXXXX, BM3 XXXXXXXX, SK2 XXXXXXXX, SK2 XXXXXXXX, FN XXXXXXXX, SN XXXXXXXX**].
- (5) Honorary Pall Bearers: 10 Chief Petty Officers: **MKCS _____, YNCS _____, MKC _____, DCC _____, BMC _____, EMC _____, ETC _____, OSC _____, ETC _____, OSC _____**.
- (6) Firing Squad: as selected and led by [**GMC Xxxx XXXXXXXX**].
- (7) Poem: [**SN Xxxx XXXXXXXX**]._____.
- (8) CD Player: As directed by CO and ETC.
- (9) Video Recorder: as selected by [**OSC Xxxx XXXXXXXX**]._____ (positioned starboard side on tripod)
- (10) Flag Bearer: [**HSC Xxxx XXXXXXXX**].

c. Ceremony.

- (1) 1350: Participants and all hands not on watch muster on the flight deck. OOD brings [**CUTTER**] to ALL STOP (or as directed by CO or XO) and brings the starboard side to leeward. The OOD ensure appropriate log entries regarding cutter coordinates during the ceremony are entered.
- (2) 1400: OOD passes over the 1MC, “Now All Hands Bury the Dead” BMOW lowers the National Ensign to half-mast. XO calls the formation to attention, “[**CUTTER**], ATTEN-HUT!”
- (3) XO orders, “HAND SALUTE!”
- (4) The urn is carried by SCPO _____ from the portside gym QAWTD to the table in front of the podium. At his side is HSC _____ carrying the folded Ensign. The Urn and Flag are placed on the table. BMCS and HSC are followed by the two honorary squads, then by the Firing Squad in single file as led by GMC [**XXXXXX**], and the then the honorary pallbearers. They take up pre-designated positions around the podium.
- (5) XO orders, “READY TWO!” and then “[**CUTTER**], PARADE REST!”

- (6) GMC orders: “LEFT FACE!” (the honorary pallbearers will turn at this time too)
- (7) **Opening Remarks by [CAPT Xxxl XXXXXXXX].**

Good afternoon everyone. Today we have the honor and the privilege of participating in perhaps the most time honored, and certainly the most hallowed and solemn of seagoing traditions, the commitment of the remains of a fellow Coast Guardsman to the sea.

[**Master Chief Xxxl XXXXXXXX**] _____ lived a very interesting life. He was born on 09 June 19XX. He joined the United States Navy during World War II and was awarded the Purple Heart for wounds he sustained in action during the Battle for Iwo Jima. After being discharged from the Navy, he joined the United States Air Force in 19XX, and after completing his service attended college in San Diego and earned a Bachelor’s Degree in Business.

In 19XX [**Master Chief Xxxl XXXXXXXX**] joined the United States Coast Guard. He later told his wife it was the best thing he ever did. She said that he loved the Coast Guard, and he loved the sea [**Mrs Xxxl XXXXXXXX**] _____ remembers that he served on a cutter out of Oakland, and did patrols in Alaska. He also served aboard USCGC RESOLUTE, and taught at the Quartermaster School. It was there that he met and married his wife, [**Mrs. Xxxl XXXXXXXX**] in 19XX. He retired from the Coast Guard in 19XX, but always continued his love of the Coast Guard. In fact, he inspired the son of the editor of the local newspaper in his town to join the Coast Guard.

[**Mrs. XXXXXXXX**] described Master Chief as “kind of a loner.” He loved reading books about anything, but especially history and westerns. He taught himself how to build houses, and built a home in [**XXXXXX City, Oklahoma**] where he and [**Spouse Xxxl**] lived at some point after he retired from the Coast Guard. She said that he was handy, and he was always pounding on things with hammers.

[**Master Chief XXXXXXXX**] crossed the final bar on 01 January 20XX. He died of pancreatic cancer after almost a year of treatment. In addition to his [**wife, Xxxl**] he is survived by a, [**sister, Ms. Xxxl XXXXXXXX**] of [**City XXXXXXXX**], and a [**brother, Mr. Xxxl XXXXXXXX**], of [**City XXXXXXXX**]. He was preceded in death by two brothers.

None of us ever had the opportunity to meet [**Master Chief XXXXXXXX**], but we all know him, for he is our brother, a fellow Coast Guardsman. Like all of us here today, [**Master Chief XXXXXXXX**] chose to go down to the sea in ships, and to carry out the responsibilities of protecting our country, our people, and our national interests at sea. We who have done so understand the beauty, the

power, the mystical lore, and the ancient traditions of the sea. [Master Chief XXXXXXXX] understood all this, and his love of the sea was so great that he chose it as his final resting place. It is very fitting that his remains be committed to the deep from the decks of USCGC [XXXXXXX], which patrols the same Alaskan waters and along the Pacific Coast as the Master Chief did during his career.

Today, we honor the life of [Master Chief Quartermaster XXXX XXXXXXXX] as we commit his remains to the deep in a ceremony steeped in the traditions and the lore of the sea which were such an integral aspect of his life on this planet. We honor his service to our nation during a time of great peril, and his continued service for over twenty years. Today, we walk in his footsteps, and hope that we can fill them, and we carry on his dedicated service to our Nation, as well as his love of the Coast Guard and of the Sea.

[LTJG XXXXXXXX], _ prays:

- (8) **The Scripture:** “Your love, O Lord, reaches to the heavens, your faithfulness to the skies. Your righteousness is like the mighty mountains, your justice like a great sea. O Lord you preserve us. How priceless is your unfailing love, that we can find refuge in the shadow of your wings.” – Psalm 36:5-7

The Scripture lesson: “If God is for us, who is against us? He did not spare his own Son but gave him up for all of us. It is God who justifies; who is to condemn? It is Christ Jesus, who died, and was raised from the dead, and is now at the right hand of God, to intercede for us. Who shall separate us from the love of Christ? Shall tribulation, or distress or persecution, or famine, or nakedness, or peril, or sword? No, in all these things we are more than conquerors through him who loved us. For I am sure that neither death, nor life, nor angels, nor principalities, nor things present, nor things to come, nor powers, nor height, nor depth, nor anything else in all creation, will be able to separate us from the love of God in Christ Jesus our Lord.”

- (9) **The Prayers:** “O God, whose days are without end, we are reminded of the shortness and uncertainty of human life. We pray that your Holy Spirit lead us in holiness and righteousness all our days:

God, we pray that the memory of [Master Chief Petty Officer XXXXXXXX]; may be ever sacred in our hearts; that the sacrifice which he has offered for our country may be acceptable in your sight; and that an entrance into our eternal peace and pardoning grace may be open unto him through Jesus Christ our Lord. Amen.”

- (10) **CO:** Now [SN XXXXXXXX], _____ will read “Crossing the Bar” by Lord Alfred Tennyson.

- (11) [SN XXXXXXXX], *slowly* reads:

Sunset and evening star,
And one clear call for me!
And may there be no moaning of the bar,
When I put out to sea,
But such a tide as moving seems asleep,
Too full for sound and foam,
When that which drew from out the boundless deep
Turns again home.
Twilight and evening bell,
And after that the dark!
And may there be no sadness of farewell,
When I embark;
For tho' from out our bourne of Time and Place
The flood may bear me far,
I hope to see my Pilot face to face
When I have crossed the bar.”

- (12) At the word, “Now [SN XXXXXXXX], _____,” [BMCS XXXXXXXX], _____ will pick up the urn and slow step march to the side of the cutter. Each CPO will slowly raise and lower their salute as the urn is passes. BMCS _____ will place the urn at the head of the platform. Additionally the Flag Bearer will pick up the Ensign at the same time the urn is first picked up from the table, and about-face towards aft. This chief will not salute for the remainder of the ceremony.
- (13) XO calls the formation to attention, “[XXXXXXXX], ATTEN-HUT!” “HAND SALUTE!”
- (14) GMC turning towards Firing Squad “FIRING SQUAD, PRESENT ARMS!”
- (15) **The CO reads The Committal:** “Unto Almighty God we commend the soul of our brother departed, and we commit his remains to the deep; (tilt the board and release the remains into the sea) in sure and certain hope of the resurrection unto eternal life, through our Lord, Jesus Christ, Amen.”
- (16) GMC orders, “FIRING SQUAD, ORDER ARMS!”

”FIRING SQUAD, ! FIRE THREE VOLLEY’S”

”READY, AIM, FIRE!”

”READY, AIM, FIRE!”

”READY, AIM, FIRE!”

After the last volley, the firing party remains at the ready position, pieces locked, until the conclusion of Taps

- (17) TAPS is played. Everyone remains at attention, saluting.
- (18) [XO] orders, "READY-TWO!" at the conclusion of Taps.
- (19) [GMC] orders, "FIRING SQUAD, RIGHT SHOULDER ARMS!"
- (20) [HSC] marches around the podium and presents the Ensign to the CO (for later delivery to the family of the deceased. The CO accepts the Ensign by slow salute. [HSC] returns the salute.
- (21) The Benediction by [LTJG XXXXXXXX] _____: The Lord bless thee and keep thee, the Lord make His face to shine upon thee and be gracious unto thee, the Lord lift up the light of His countenance upon thee and give thee peace. Amen.
- (22) The CAPT concludes the ceremony by reading the lyrics (or some variation thereof) to "Eternal Father, Stronger to Thee" while it is played on the CD player.

Eternal Father, strong to save,
Whose arm hath bound the restless wave,
Who bid's the mighty ocean deep,
Its own appointed limits keep.

Oh hear us when we cry to Thee,
For those in peril on the sea! Amen.

Eternal Father, lend Thy grace
To those with wings who fly thro' space,
Thro wind and storm, thro' sun and rain,
Oh bring them safely home again.

Oh Father, hear a humble prayer,
For those in peril in the air! Amen.

Oh Trinity of love and power,
Our brethren shield in danger's hour,
From rock and tempest, fire and foe,
Protect them where so ever they go.

Thus evermore shall rise to Thee
Glad hymns of praise from land and sea! Amen.

- (23) The video tape is stopped at this point to allow for casual dispersal.
- (24) XO orders the crew "DISMISSED!"

[CAPTAIN XXXX XXXXXXXX]

This page intentionally left blank.