



DEPARTMENT OF THE NAVY
NAVY RECRUITING COMMAND
5722 INTEGRITY DR.
MILLINGTON, TN 38054-5057

COMNAVCRUITCOMINST 1770.1A
002
18 FEB 05

COMNAVCRUITCOM INSTRUCTION 1770.1A

From: Commander, Navy Recruiting Command

Subj: CASUALTY ASSISTANCE CALLS PROGRAM

Ref: (a) BUPERSINST 1770.3
(b) MILPERSMAN 1770-030
(c) MILPERSMAN 1770-010
(d) COMNAVCRUITCOMINST 1130.8
(e) MILPERSMAN 1770-140
(f) MILPERSMAN 1770-070
(g) MILPERSMAN 1770-080

Encl: (1) Casualty Assistance Calls Officer (CACO)
Responsibility Matrix
(2) Stateside CAC/FHS Program Coordinators

1. Purpose. To clarify the provisions of reference (a) and to specifically address the uniqueness of handling Casualty Assistance Calls within the Navy Recruiting Command.

2. Cancellation. COMNAVCRUITCOMINST 1770.1. All major revisions are marked with an (R in the right hand column.

3. Discussion. Circumstances surrounding casualties of active duty members and their dependants, active reserve service members, Delayed Entry Program (DEP) members, and civilian personnel can potentially host a high level of visibility from both civilian and Navy sources. It is not unusual for a casualty case to receive flag level attention, and consequently civilian media attention. While the program is managed regionally through Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinators, (commonly known as Regional Coordinators), it is the individual commands' responsibility to ensure that the program performs in accordance with MILPERSMAN, COMNAVCRUITCOM, and BUPERS instructions.

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4. Casualty Terminology and Definitions. The following is provided to ensure that persons involved with Casualty Assistance have an understanding of the basic terminology and definitions.

a. Bedside Travel. Common term used for the travel of two family members to the bedside of a seriously ill/seriously injured member.

b. Casualty Assistance Calls Officer (CACO). The person assigned to a family member to provide notification, arrange for funerals, benefits, and entitlements. If the Primary and/or Secondary Next of Kin reside within the geographic boundaries of your district and you are responsible for assigning a CACO, Courtesy CACO, or Command Representative; this individual must be in pay grade E7 or above (officers must have at least two years service). The CACO will make notification, in accordance with reference (a), assist the family with funeral arrangements, apply for benefits and entitlements and, if necessary, assist the family with relocation. The assigned CACO will assist, as required, with logistics and coordination concerning the Next of Kin, (NOK), to the bedside of a serious ill/injured member. This person may also be tasked to make a one-time personal visit to the NOK to notify them of the death of a deserter (if they are unaware of death).

c. Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Regional Coordinator. The country is divided into regions managed by Regional Coordinators for casualty and funeral honors. These "mini" Casualty Assistance Branches manage the casualty program on a local level. Regional Coordinators will assign trained CACO's and ensure notifications are made to Primary and Secondary NOK that reside outside of the NAVCRUITDIST geographic area of responsibility.

d. Funeral Travel. For active duty personnel, funeral travel will be provided to the spouse and all children; if no spouse or children, travel will be provided for the parents of the deceased. Travel includes transportation and two days per diem.

e. Mortuary Issues. Circumstances concerning the transportation, escort of remains, and disposition of remains of the deceased fall under the category of mortuary issues. The Military Medical Support Office (MMSO) handles preparation and disposition of remains. This is the source for information concerning mortuary affairs (burial benefits, escort for remains, transportation of remains, etc.). The MMSO duty phone is: 1-888-647-6676.

Note: NAVPERSCOM does not deal with funeral homes or airlines on mortuary issues.

f. Personnel Casualty Report (PCR). This is the Navy message that reports a casualty in accordance with reference (b). A casualty is a Sailor who is dead, seriously ill/seriously injured, or missing (not UA or a deserter). Voice reports made to Navy Personnel Command (NAVPERSCOM), constitutes an initial notification of casualty, but must be immediately followed by the release of a PCR in accordance with reference (b). Because of the time constraints surrounding PCR release and the supporting documentation requirements, an incomplete PCR may be released to meet time constraints. An incomplete PCR must be supplemented with follow up reports that update initial missing information. (R)

g. Primary Next of Kin (PNOK)/Secondary Next of Kin (SNOK). These are legally defined as an individual. For example, an unmarried childless member with two parents - one parent will be designated as the PNOK. There need not be an SNOK designated. In the event of a married member with surviving children and parents, the spouse is the PNOK and one of the parents is the SNOK. However, should the parents be divorced, both will be treated as the SNOK if a PNOK has already been identified. Generally, the PNOK will also be the Person Authorized to Direct Disposition (PADD); however, it can be another person if the PNOK is a minor child. PNOK/SNOK designation will be in accordance with the definition outlined in reference (c).

5. Action

a. In the case of a death, complete the following:

(1) Obtain the service members "NAVPERS 1070/602" and SGLI documentation from their service record. Obtain any official documentation surrounding casualty circumstances, (police report, etc.), which will assist in the construction of the PCR. (R)

(2) Contact the Navy Personnel Command Duty Office at: 1-800-368-3202.

(3) Contact the COMNAVCRUITCOM duty office at: 1-901-553-2232. (R)

(4) Assign a CACO or Command Representative or, contact the Regional Coordinator (refer to the matrix in enclosure (1)), if a Command representative or Command CACO is not available. (R)

(5) Submit the Personnel Casualty Report (PCR) in the following cases:

(a) Active duty service members.

(b) Recruiting support personnel.

(c) Sworn-in Officer candidates that are completing college degrees.

(d) DEP participants of Navy Cash Program.

(e) Dependents

Note: Delayed Entry Program casualties do not require a Personnel Casualty Report. A report of death letter must be submitted in accordance with reference (d), chapter 6A-10. (R)

(6) For active duty military personnel deaths, the PCR must be submitted within four hours of notification. Active duty, dependents, officer candidate, and civilian personnel, the PCR must be submitted within 24 hours. (See enclosure (1)) (R)

(7) CACOs assigned by the Regional Coordinators (CAC/FHS Program Coordinators) will make PNOK/SNOK notifications. (R)

(8) The CAC/FHS Program Coordinators have duty officers who will make CACO assignments after hours. (See enclosure (2))

(9) In addition to submitting the Personnel Casualty Report, fax a copy of the active duty member's NAVPERS 1070/602, Record of Emergency Data (Page 2) and SGLV-8286, Servicemen's Group Life Insurance Election and Certificate to both the Navy Personnel Command Duty Office at 901-874-2652 and the Casualty Assistance/Missing Persons Division (PERS-62) at 901-874-6654.

(10) Commanding Officers will write a letter of condolence to the NOK within 48 hours of an active duty service member's death in accordance with reference (e). (R)

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b. In the case of seriously ill or very seriously ill active duty military members complete the following per reference (f) and (g):

(1) Ensure that the cognizant Navy medical authority has been notified. Only a cognizant Navy medical authority can make the determination that bedside travel can be provided for a family member. (R)

(2) Notification of the next of kin will be made by the member's Commanding Officer or a hospital staff member by the most rapid means of communication available in accordance with reference (a).

(3) For dependents and Delayed Entry Personnel, ensure Navy presence by assigning a Command Representative.

/s/

T. A. BUTERBAUGH
Chief of Staff

Distribution:

COMNAVCRUITCOMINST 5216.2V

List: IA, IE, IIA, IIIA

Casualty Assistance Calls Officer (CACO) Responsibility Matrix

(R)

	Active Duty	Active Duty Dependent	Civilian Personnel	Officer Candidate	Navy Cash DEP	All other DEP Participants
NRD assign CACO/CMD REP	CACO	CMD REP	NO (CMD REP if Navy Related Incident)	NO (CMD REP if Navy Related Incident)	NO (CMD REP if Navy Related Incident)	NO (CMD REP if Navy Related Incident)
CACO notification to PNOK	YES	NO	NO	NO	NO	NO
CMD letter of circumstance (condolence) to PNOK	YES	YES	YES	YES	YES	YES
PCR Submission	WITHIN 4 HOURS	WITHIN 24 HOURS	WITHIN 24 HOURS	WITHIN 24 HOURS	WITHIN 24 HOURS	NO PCR REQUIRED. Report of death letter submitted to NPC PERS-62.
Coordinate with Regional Casualty Office	YES	NO	NO	NO	NO	NO
Benefits and Entitlements	YES	NONE	NONE	NONE*	NONE*	NONE
SGLI/FSGLI	YES (if insured)	YES (if insured)	NO	NO*	NO*	NO
Mortuary Benefits	YES	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)	NO (YES if Navy Related Incident)
Forward Service, Medical and Dental Records to PERS-62	YES	N/A	N/A	YES	YES	YES

*Contact PERS-62 to determine eligibility for SGLI or benefits.

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Enclosure (1)

Stateside CAC/FHS Program Coordinators

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ZONES OF RESPONSIBILITY	REGION/ADDRESS	COORDINATOR/STAFF	PHONE NUMBERS	AFTER HOURS DUTY NUMBERS
CT, IN, ME, MA, MI, NH, NJ, NY, OH, RI, VT, CANADIAN PROVINCES OF QUEBEC, NEW BRUNSWICK, ONTARIO, NOVA SCOTIA MANITOBA & NORTHWEST TERRITORY	COMNAVREG NE GROTON CT//01D2// COMMANDER NAVY REGION NORTHEAST PO BOX 101 CODE 01D2 NAVAL SUBMARINE BASE NEW LONDON GROTON CT 06349-5101 FOR FED-EX: BLDG 439 RM 106 TAUTOG AVENUE	PATTIE MOOK (Prog Mgr) <i>pattie.mook@navy.mil</i> NICHOLAS AHART (CAC/FHS) <i>Nicholas.ahart@navy.mil</i> THOMAS HOGAN (CAC/FHS) <i>tom.hogan@navy.mil</i> LINDA KRAMM (CAC/FHS Asst) <i>linda.kramm@navy.mil</i> LUIS MONTOYA (CAC/FHS) <i>montoyal@cnrne.navy.mil</i> OSC(SW) BRIAN MORRISSEY (FHS) <i>brian.morrissey@navy.mil</i> DENISE MURPHY (CAC/FHS) <i>denise.murphy@navy.mil</i>	Comm: 860-694-5982 DSN: 694-5982 Comm: 860-694-1205 DSN: 694-3189 Comm: 860-694-1206 DSN: 694-1163 Comm: 860-694-3189 DSN: 694-5312 Comm: 860-694-1669 DSN: 694-1205 Comm: 860-694-5312 DSN: 694-1206 Comm: 860-694-1163 DSN: 694-1669 FAX: 860-694-3699 FHS Request Line 860-694-3475	Comm: 860-694-3676 694-3676 694-3699 DSN: FAX: Comm: 860-
WV (LESS MINEAL, BERKLEY, JEFFERSON & MORGAN), VA (LESS ARLINGTON, FAIRFAX, STAFFORD, KING GEORGE, PRINCE WILLIAM & WESTMORELAND COUNTIES), DE, PA, MD (COUNTIES OF GARRETT, SOMERSET, WICOMICO AND WORCHESTER), NC (COUNTIES OF CAMDEN, CHOWAN, CURRITUCK, DARE, GATES, PASQUOTANK, PERQUIMANS, TYRRELL & WASHINGTON), KY (COUNTIES OF BOYD, CARTER, ELLIOT, FLOYD, GREENUP, JOHNSON, KNOTT, LAWRENCE, LEWIS, MAGOFFIN, MARTIN, MORGAN, PIKE & ROWAN)	COMNAVREG MIDLANT NORFOLK VA//N12// COMMANDER NAVY REGION MIDATLANTIC CODE N12 LOTTIE HAYES , N121 DAVE FORD & N121 1 LISA DIXON (CACO) 1510 GILBERT STREET NORFOLK VA 23511-2767	LOTTIE HAYES (Prog Mgr) <i>lottie.hayes@navy.mil</i> Lisa Dixon (Asst)t <i>lisa.g.dixon@navy.mil</i> Dave Ford (Asst & CACO Trainer) <i>David.w.ford@navy.mil</i> Leo Agnir (FHS Point of Contact) <i>Leopoldo.agnir@navy.mil</i>	Comm: 757-322-2817 Casualty EXT 2 Funeral Honors EXT 1 DSN: 262-2817 Toll Free 866-203-7791 Casualty FAX: 757-445-2115 DSN: 565-2115 Funeral Honors FAX: 757-444-2767 FAX: 564-2726	Comm: 757-322-2609 FAX: Comm: 757-445-0257 FHS after hours Call 757-438-3568
DC, MD AND THE VA COUNTIES OF (ARLINGTON, STAFFORD, FAIRFAX, KING GEORGE, PRINCE WILLIAM & WESTERMORELAND, WARREN, LONDON, FAQUIER)	COMNAVDIST WASHINGTON DC//33A// COMMANDANT NAVAL DISTRICT WASHINGTON WASHINGTON NAVY YARD SUITE 200 1014 N STREET SE WASHINGTON DC 20374-5001	JONATHAN CHRISTIAN <i>jonathan.christian@navy.mil</i> FUNERAL HONORS SUPPORT MR. Larry Marinelli <i>larry.marinelli@navy.mil</i>	Comm: 202-685-1568 DSN: 325-1568 CELL: 202-438-4704 FAX: 202-433-6158 202-433-4589	Comm: 202-369-7683 Email/Pager System: 202-369- 7683@page.nextel.com LAST RESORT PAGER 1-888-523-3608 ROC 202-433-420? EOC 202-433-5180 BUNKROOM 202-433-6047 FAX: 202-433-6158

Stateside CAC/FHS Program Coordinators

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<p>GA, FL, AL, TN, MS, NC (LESS THE COUNTIES OF (CAMDEN, CHOWAN, CURRITUCK, DARE, GATES, PASQUOTANK, PERQUIMANS, TYRRELL & WASHINGTON) , SC, KY (LESS COUNTIES OF BOYD, CARTER, ELLIOT, FLOYD, GREENUP, JOHNSON, KNOTT, LAWRENCE, LEWIS, MAGOFFIN, MARTIN, MORGAN, PIKE & ROWAN) , PR, CUBA, WEST INDIES</p>	<p>COMNAVREG SE JACKSONVILLE FL//N11// COMMANDER NAVAL REGION SOUTHEAST BOX 102 CODE N02NP3 JACKSONVILLE FL 32212-0102</p>	<p>BILL BIRTLEY (Prog Mgr) bill.birtley@navy.mil Peter Waldon (Asst) waldonp@cnrse.navy.mil Jim Malone (FHS/AP3) malonej@cnrse.navy.mil Mr. Max Small (CACO/FHS) noel.small@navy.mil</p>	<p>Comm: 904-542-4106 DSN: 942-4106 Comm: 904-542-4008 DSN: 942-4008 Comm: 904-542-9807 DSN: 942-9807 Comm: (904) 542-6357 DSN: 942-6357 FAX: 904-542-0422 DSN: 942-0422</p>	<p>Monday - Tuesday 1200-2230 Mr. Jim Malone Wednesday - Friday 1200-2230 Mr. Jim Smith Saturday-Sunday 1000 -2030 Mr. Jim Smith For all other hours call Comm: 904-542-0490 FAX: 904-542-0490</p>
<p>LA, AR, OK, TX, KS, MO, IA, IL, MN, WI</p>	<p>COMNAVRESFOR//NO1K// COMMANDER NAVAL RESERVE FORCES COMMAND ATTN: G. BURCH 4400 DAUPHINE STREET NEW ORLEANS LA 70146-5000</p>	<p>GEORGE BURCH (NO1K) george.burch@navy.mil ITC Frank Carollo (Asst) frank.carollo@navy.mil SK1 Robin Moody (Asst) robin.moody@navy/mil</p>	<p>Comm: 504-678-0189 DSN: 678-0189 Comm: 504-678-8488 DSN: 678-8488 Comm: 504-678-0238 DSN:678-0238 FAX: 504-678-1276</p>	<p>Comm: 504-678-5313/5314 DSN: 678-5313/5314 FAX: 504-678-1975</p>
<p>WY, ND, SD, ID, WA, OR, NE, MT, AK (INCLUDING THE ALEUTIAN ISLANDS & THE CANADIAN PROVINCES OF BRITISH COLUMBIA, ALBERTA, YUKON & SASKATCHEWAN)</p>	<p>COMNAVREG NW SEATTLE WA//N132// COMMANDER NAVAL REGION NORTHWEST CODE N132 1103 HUNLEY ROAD SILVERDALE WA 98315-1103</p>	<p>MS. JERRI SOULA (Prog Mgr) jerri.soula@navy.mil</p>	<p>Comm: 360-315-5132 DSN: 322-5132 Toll Free: 1-866-394-9249 FAX: 360-315-4999</p>	<p>Cell: 360-981-7572 (24/7) FAX: 360-315-5116</p>
<p>AZ, NV, UT, NM, CO, CA, MEXICO</p>	<p>Casualty Assistance/Funeral Honors Office (Code N93M11W) 2625 LEHARDY ST. BLDG 3544 San Diego CA 92136-5182</p>	<p>DAN DELUNA (Prog Mgr) daniel.deluna@navy.mil SM1 Lewis (Asst) Staff Support DOROTHY HIRR Funeral Honors Southern CA Area CEIL MILLER Funeral Honors Northern CA Area</p>	<p>Comm: 619-556-8614 DSN: 526-8614 TOLL FREE: 1-800-326-9631 Comm: 619-556-7178 DSN: 526-7178 619-556-9790 FH FAX: 619-556-9670 619-556-7169 CUSTSRV FAX: 619-556-5532</p>	<p>Comm: 619-524-2314 FAX: 619-524-3500</p>