

Navy Gold Star **Commander's Casualty** **Assistance Guide**



Navy Casualty Assistance ★ Navy Wounded Warrior ★ Navy Gold Star



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September 2018

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ABOUT THIS GUIDE

The *Commander's Guide to Casualty Assistance* introduces the Navy's casualty assistance programs. It provides a ready reference to the continuous care provided to wounded, ill or injured Sailors and/or Surviving family members by the Navy Casualty Assistance Calls Program (CACCP), Navy Wounded Warrior-Safe Harbor Program (NWWW-SH), the Navy Gold Star Program (NGS) and the Navy Long-Term Assistance Program (LTAP).

The *Commander's Guide to Casualty Assistance* includes official definitions of reportable casualties, procedures and contacts for reporting casualties and outlines of the programs through which the Navy responds promptly and compassionately when casualties occur. Appendices include information and referral resources for commands and families and a place to record key local contacts so they can be accessed quickly in time of need.

While we hope you will never need this resource, we trust you will find its contents useful and interesting and the *Commander's Guide* a valuable tool to ensure readiness for casualty response.

NAVY CASUALTY ASSISTANCE CALLS PROGRAM (CACCP)

(202) 433-3892

(202) 433-6892

www.cnic.navy.mil/om/base_support/command_and_staff/CasualtyAssistance.html

NAVY WOUNDED WARRIOR-SAFE HARBOR PROGRAM (NWWW-SH)

(855) NAVY WWP (628-9997)

<https://www.navywoundedwarrior.com>

NAVY GOLD STAR PROGRAM (NGS)

(888) 509-8759

www.navygoldstar.com

NAVY CASUALTY LONG-TERM ASSISTANCE PROGRAM (LTAP)

(901) 874-0083

www.public.navy.mil/bupers-npc/support/casualty/ltap

DUSTWUN

(Duty Status – Whereabouts Unknown)

This temporary status applies to Sailors whose absence is, or appears to be, involuntary. Commanders have 10 days to conduct rescue and recovery efforts or to investigate the circumstances. After 10 days, commanders must report the Sailor as deceased, recovered, in an unauthorized absence status or recommend the status of “missing.” See MILPERSMAN 1770-020, *Duty Status-Whereabouts Unknown (DUSTWUN)* and “Missing” Status Recommendations.

EAWUN

(Excused Absence – Whereabouts Unknown)

Applies only to civilians and contractors. See MILPERSMAN 1770-260, *Civilian Employee Casualty Reporting, Notification, and Assistance*.

MISSING

This status can only be assigned by the Secretary of the Navy on the recommendation of an official board of inquiry. See MILPERSMAN 1770-020.

NSI

(Not Seriously Ill or Injured)

Permanent disability or death is not expected.

SI

(Seriously Wounded, Ill or Injured)

Permanent disability or death is possible, though death is unlikely within 72 hours.

VSI

(Very Seriously Ill or Injured)

Permanent disability or death is probable and death may occur within 72 hours.

“Status Unknown” categories affect pay, allowances and family members’ eligibility for services and support.

A military medical authority assigns the illness/injury categories NSI, SI and VSI. When Sailors and Navy civilians receive treatment in civilian facilities, Navy medical providers consult with nonmilitary providers to determine the patient’s status.

WHO IS A CASUALTY?

The following casualties must be reported within four hours to PERS-00C, Navy Casualty, via the Personnel Casualty Report (PCR):

1. Death of an active-duty or Reserve Sailor, including U.S. Naval Academy midshipmen, dependents and Navy personnel.
2. Death of a DoD civilian employee or DoD contractor as a result of hostile or nonhostile action overseas or the result of hostile action within the 48 contiguous United States.
3. Death of a 120-day-disability retired member.
4. Injured or ill persons that meet the following criteria:
 - a. Very seriously ill or injured (VSI). Per DoD Instruction 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*, this status is used when a military medical authority declares that death is likely within 72 hours.
 - b. Seriously ill or injured (SI). Per DoD Instruction 1300.18, this status is used when a medical authority declares that death is possible but not likely within 72 hours and/or the severity is such that it is permanent or life-altering. Illnesses or injuries that are considered long-term and may require extended hospitalization must also be reported.
 - c. Not seriously ill or injured (NSI) must be reported for injuries or illnesses that occur in theater.
 - d. Terminally ill. Terminally ill Sailors should be reported as VSI or SI with appropriate comments in the remarks section of the PCR.
5. Duty Status – Whereabouts Unknown (DUSTWUN) or missing active-duty personnel or DoD civilians.

WHO IS A
CASUALTY?

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NAVY CASUALTY ASSISTANCE PROGRAMS

The Navy provides timely, compassionate and ongoing support to personnel who become casualties and provides support to the family members of casualties as they transition to an unplanned and unexpected “new normal.”

The following programs comprise the Navy’s continuum of casualty and family care:



Navy Casualty Assistance Calls Program (CACP) supports family members of ill, injured or deceased Sailors by providing compassionate notification of the casualty and assistance with funeral planning and benefits claims.

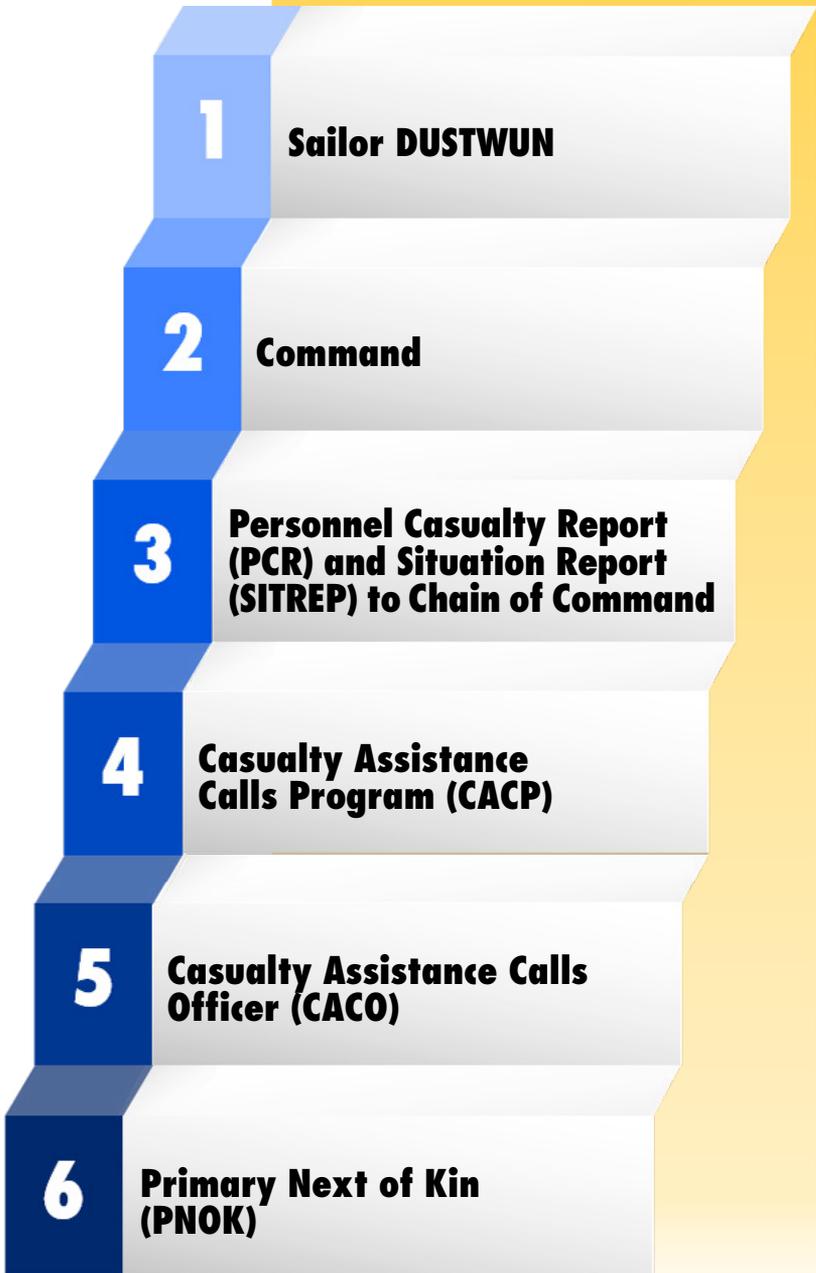
Navy Wounded Warrior-Safe Harbor Program (NWW-SH) provides immediate and long-term nonmedical case management for Sailors and Coast Guardsmen who meet Category 2 or 3 enrollment criteria in accordance with DoDI 1300.24, *Recovery Coordination Program (RCP)*, and CNICINST 1740.1, *Navy Wounded Warrior-Safe Harbor Program*. All Sailors who are injured or become seriously ill or very seriously ill while on active duty will be screened for enrollment determination.

Navy Gold Star Program (NGS) is the Navy’s official program for providing long-term, nonclinical case management, education, information and referral, and other support to surviving families of service members who die while on active duty.

Navy Casualty Long Term Assistance Program (LTAP) is the extension of the Navy Casualty organization (PERS-OOC) that works in tandem with NGS to provide long-term assistance to families regarding benefits, entitlements and other avenues of assistance. (Please see the Navy Gold Star tab for more information).

Information contained in this publication will help commanders employ these programs effectively and ensure that communication flows smoothly between program managers, case managers and beneficiaries.

DUSTWUN Flow Chart



RESPONSE PATHWAYS

THE COMMAND DETERMINES THAT A SAILOR IS DUTY STATUS – WHEREABOUTS UNKNOWN (DUSTWUN).

1. The command collects additional information as needed and submits a situation report (SITREP) (to chain of command) and Personnel Casualty Report (PCR) (to Navy Casualty).
2. Navy Casualty notifies the regional Casualty Assistance Calls Program (CACP).
3. The regional CACP assigns a casualty assistance calls officer (CACO).
4. The CACO makes an in-person notification visit to the primary next of kin (PNOK).
5. The command sends an informational letter to the PNOK within 48 hours (with copies to Navy Casualty and the Office of the Judge Advocate General [OJAG]).
6. The command provides a *daily* supplemental PCR of search results, furnishing updates on the extent and progress of the search and other pertinent information.
7. The CACO monitors the Sailor's status and keeps the PNOK informed.
8. The command has 10 days to update the Sailor's status (per MILPERSMAN 1770-020).

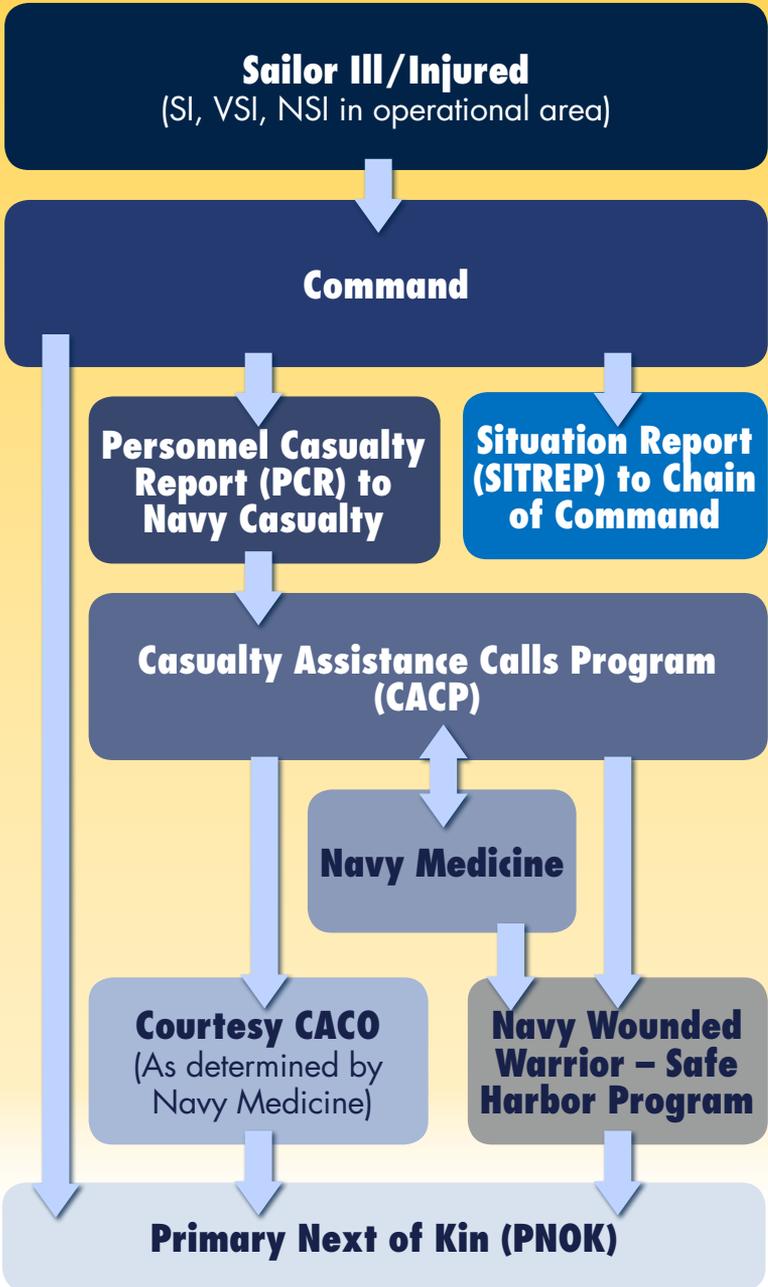
RESPONSE
PATHWAYS

CASUALTY CHECKLIST

- Situation Report
- Personnel Casualty Report
- PNOK Notification
- PCR Updates
- Line-of-Duty Investigation



Notification of Illness/Injury Pathway

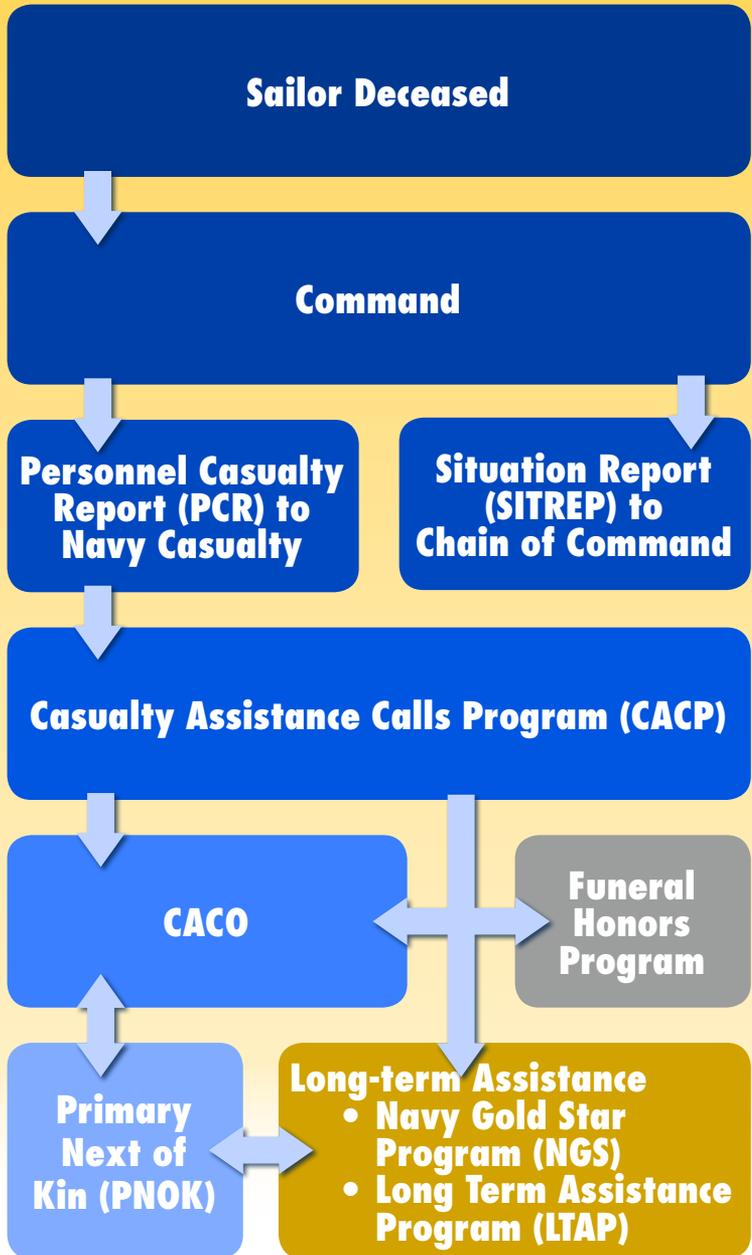


THE COMMAND RECEIVES NOTIFICATION OF A SAILOR'S ILLNESS/INJURY.

1. The command collects additional information as needed and submits a SITREP (to chain of command) and a Personnel Casualty Report (PCR) (to Navy Casualty).
2. The command informs the PNOK of the Sailor's illness/injury, as the member desires.
3. A military medical officer determines whether the Sailor's illness/injury status is "bedside warranted" (BSW). Navy Casualty is the benefits-issuing authority for bedside travel, which is authorized for the travelers identified and requested by the member (not necessarily the PNOK.)
4. If the Sailor and PNOK are not co-located and funded NOK travel is authorized, the Navy CACO/Funeral Honors Support regional program manager (CACO/FHS RPM) assigns a courtesy CACO to assist family members with travel arrangements and accommodations.
5. The respective Navy Wounded Warrior-Safe Harbor (NWWW-SH) regional program director (RPD) will assign a nonmedical care manager to perform an initial needs assessment for case submission to the NWWW-SH Headquarters Enrollment Committee for enrollment determination. If the treatment facility is near a Fisher House (a residential facility for out-of-town family members visiting hospitalized service members, funded by a charitable foundation), the case manager can work with Navy Casualty to coordinate with local Fisher House managers in the referral process. (Please see Appendix A for more information about Fisher Houses.)
6. The command may assign an inventory board to catalog and store the Sailor's personal effects, if those effects are on government property.

Note: Commanders should ensure prompt submission of a PCR (see the Casualty Reporting tab) even when a Sailor is treated in a civilian hospital. Upon receipt of a PCR, the Navy Casualty Office at Navy Personnel Command notifies Navy Medicine. Each civilian hospital falls under the "medical cognizance" of a military medical facility. If that particular medical facility decides that bedside is warranted, up to three individuals may travel to the bedside of the ill or injured member (see MILPERSMAN 1770-230).

Notification of Death Pathway



THE COMMAND RECEIVES NOTIFICATION OF A SAILOR'S DEATH.

1. The command collects additional information as needed and submits a SITREP (to chain of command) and Personnel Casualty Report (PCR) (to Navy Casualty).
2. Navy Casualty notifies the Casualty Assistance Calls Officer/Funeral Honors Support regional program manager (CACO/FHS RPM).
3. The CACO/FHS RPM activates a CACO to provide assistance to the PNOK, additional NOK and any other identified/interested persons. Depending upon the locations of the Sailor and each NOK, the CACOs may or may not be in the Sailor's own command.
4. The CACO makes an in-person notification visit to the PNOK and others identified in Step 3.
5. Upon confirmation with Navy Casualty, the assigned CACO works with the person authorized to direct disposition of human remains (PADD) to make funeral arrangements. (The PADD is designated on the decedent's Record of Emergency Data [Page 2] and is not always the PNOK.) Discussing options with the Mortuary Affairs Branch of Navy Casualty is highly encouraged. Funeral honors may also be arranged through the Funeral Honors Support Program (FHSP), as appropriate. (See Appendix B for more information about the FHSP.)
6. The CACO/FHS RPM informs FHSP personnel and, for situational awareness, the regional Navy Gold Star (NGS) Program coordinator.
7. The command sends a condolence letter to the PNOK within 48 hours.
8. The command assigns an inventory board to inventory and store the Sailor's personal effects, if those effects are on government property. The command should work closely with the assigned CACO and Navy Casualty to establish the person eligible to receive effects (PERE) and next steps regarding the return of personal property.

The command receives notification of a Sailor's death (continued).

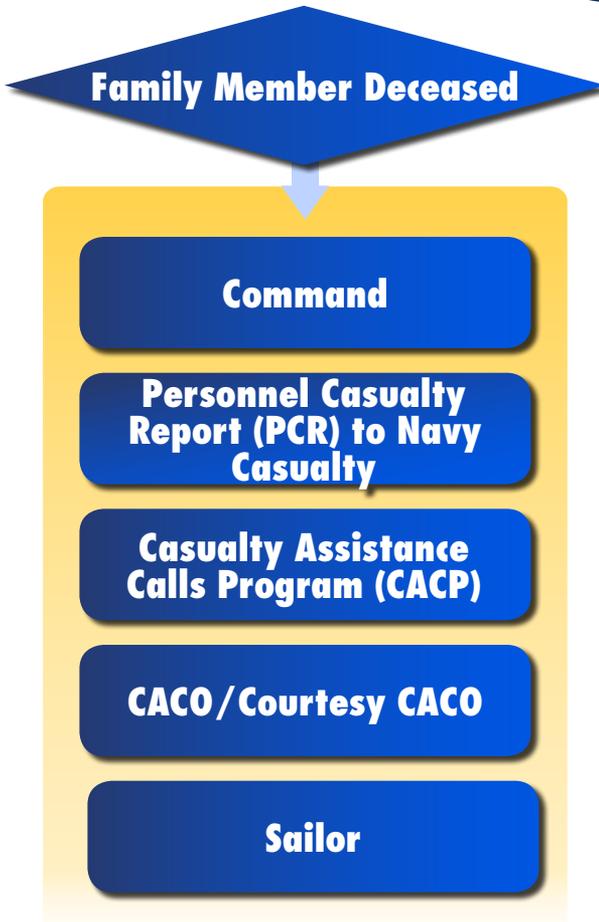
9. The CACO attends the Sailor's funeral, if local.
10. The command may schedule a memorial service for the Sailor. If so, the command ensures all eligible family members are invited to attend and coordinates travel arrangements with the CACO and Navy Casualty.
11. When Navy Casualty completes the benefits package (within 10 business days of the initial PCR), each CACO schedules a visit with their assigned NOK to review the package and assist with the completion of paperwork.
12. The CACO introduces the NGS Program to Survivors within 21 days after the Sailor's death and communicates with the installation NGS coordinator (INGSC) to plan an appropriate introduction of the coordinator to the family. The INGSC will contact the Survivors and offer support as needed.
13. The CACO formally transfers the case to NGS once the CACO/FHS RPM determines CACO duties to be complete.



THE COMMAND RECEIVES NOTIFICATION OF A DEPENDENT'S DEATH.

1. The command collects additional information as needed and submits a Personnel Casualty Report (PCR) to Navy Casualty.
2. Navy Casualty notifies the Casualty Assistance Calls Officer/Funeral Honors Support regional program manager (CACO/FHS RPM).
3. The command coordinates with Navy Casualty to assist the Sailor with Family SGLI and mortuary benefits as applicable.

Note:
Commanders should ensure prompt submission of a Personnel Casualty Report for deceased dependents to initiate benefits processes.



Notification of Civilian Casualty Pathway

**Navy Civilian/Contractor Casualty
(EAWUN, Ill/Injured, Deceased in
Operational Area)**

Command

**Personnel Casualty
Report (PCR) to
Navy Casualty**

**Situation Report
(SITREP) to
Chain of Command**

Casualty Assistance Calls Program (CACP)

CACO

**Next of
Kin (NOK)**

THE COMMAND RECEIVES NOTIFICATION OF A NAVY CIVILIAN CASUALTY (EXCUSED ABSENCE–WHEREABOUTS UNKNOWN [EAWUN]; ILL/INJURED OR DECEASED IN AN OPERATIONAL AREA)

1. The command collects additional information as needed and submits a Personnel Casualty Report (PCR) to Navy Casualty.
2. Navy Casualty notifies the Casualty Assistance Calls Officer/ Funeral Honors Support regional program manager (CACO/ FHS RPM).
3. The CAC/FHS RPM activates a CACO, who makes a one-time notification visit to the primary next of kin (PNOK).



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CASUALTY REPORTING

Upon learning of a Sailor casualty within the command, commanders must make official reports of the incident.

1. A **situation report** (SITREP) alerts the commander's chain of command to a casualty incident.
2. The web-based **Personnel Casualty Report** (PCR), submitted through the Defense Casualty Information Processing System (DCIPS), is submitted as soon as possible after learning of a casualty, preferably within four hours (see MILPERSMAN 1770-030, *Personnel Casualty Report Procedures*). The PCR notifies Navy Casualty at Navy Personnel Command of the incident and activates casualty-assistance resources. Initial (INIT) reports may require follow-up entries. (Please see Page 23 for more information.)
3. Commands must work with the CACO/FHS RPM to identify the notification team. The RPM will work with the command and assigned CACOs to notify, in person, the Sailor's primary next of kin (PNOK) first and then other next of kin (NOK) or identified interested parties.
4. Commands must complete a **line-of-duty** (LOD) **investigation** for all casualties that result in death. Additional requirements for ill or injured Sailors are outlined in the *Manual of the Judge Advocate General* (JAGMAN). An LOD investigation determines whether a death occurred in the line of duty and whether the death occurred as a result of the Sailor's misconduct. Commands should consult the JAGMAN for further guidance.
5. For reporting purposes, commanders should ensure that those receiving notifications document the exact time of notification and as many details as possible, including:

What	What happened What action is ongoing What future action is contemplated
Who	Who is/was involved
When	When the incident occurred
Where	Where the incident occurred
Whether	Whether any assistance is required Whether media are at the scene or are expected
Impact	The effect on the command's mission

SITUATION REPORTS

SITREPs are made to ensure that Navy leaders—up to and including senior-level national leaders such as the Secretary of Defense and top Navy officials—are informed of critical events that affect operational or personnel readiness.

SITREP INFORMATION

Upon receipt of information about a casualty incident, commanders should ensure that *voice reports* are made to the:

- Senior watch officer (SWO).
- Command master chief (CMC).
- Executive officer (XO).
- Immediate superior in command (ISIC).
- Public affairs officer (PAO) (NAVY BLUE/NAVY PINNACLE incidents).

Commanders should also ensure that appropriate program managers (e.g., sexual assault response coordinator, Command Managed Equal Opportunity, Family Advocacy Program) are informed of the incident. (For reference, contact information for the PAO and program managers in your command can be recorded in Appendix E.)

SITREPS for some incidents may require the collection of information at the command level, either to classify an incident or for other purposes. Additional information may include, but not be limited to, investigative reports, dates of operational individual augmentee deployments and post-deployment health assessment/re-assessment compliance, and the Sailor's Page 2 (NAVPERS 1070/602, *Dependency Application/Record of Emergency Data*) and Servicemembers' Group Life Insurance (SGLI) election forms.

Types of Situation Reports

NAVY UNIT SITREP (NUS)

A Navy Unit SITREP (NUS) provides time-sensitive notification to an immediate superior in command (ISIC) and to any appropriate operational commanders about incidents not meeting the level of NAVY BLUE or NAVY PINNACLE.

Example: A Sailor on liberty is severely injured in a one-vehicle crash on a rain-slicked highway.

NAVY BLUE SITREP

Informs the Chief of Naval Operations (CNO) about incidents that may attract media attention.

Example: A Sailor on liberty is involved in a multivehicle crash, sending three people to the hospital. Alcohol and drag racing appear to be contributing factors.

NAVY PINNACLE SITREP

Informs top-level leaders about events that may attract national or international attention.

Example: One Sailor is killed and another is wounded when a civilian gunman opens fire on gate guards.

CASUALTY
REPORTING

VOICE REPORTING STANDARDS FOR SITREPS

NAVY BLUE, NAVY PINNACLE and force-protection-related Navy Unit SITREPS (NUSs) require a voice report to the Navy Operations Center (NOC) *within five minutes* of receiving notice about an incident. Contact numbers:

NOC Battle Watch Captain	703-692-9284
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NOC Watch Officer	703-693-2006
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NAVY BLUE and NUS personnel incidents require a voice report to the appropriate CNO (N1) point of contact (POC) *within 24 hours*. Contact numbers:

Domestic violence CNIC (N911)	202-433-4646 DSN 288-4646
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Child abuse/neglect CNIC (N911)	901-874-4361 DSN 882-4361
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Child sexual abuse CNIC (N911)	901-874-4361 DSN 882-4361
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Sexual assault CNIC (N911)	202-433-4637 DSN 288-4637
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Suicide/suicide attempt OPNAV (N135)	901-874-6613 DSN 882-6613
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Sexual harassment, hazing, equal opportunity (EO) incidents PERS 670	800-253-0931 DSN 882-2507 Overseas: 901-874-2507 (collect)
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MESSAGE REPORTING STANDARD FOR SITREPS

If a casualty SITREP is sent via Navy message, the message will be categorized as "Immediate" and transmitted within 30 minutes.

PERSONNEL CASUALTY REPORTS

An online initial Personnel Casualty Report (INIT PCR) must be submitted to the Navy Casualty Office within four hours of a casualty incident.

Commands may log in to the Defense Casualty Information Processing System (DCIPS) at any of common access card-enabled websites:

<https://dcsa.hrc.army.mil/pcr>

<https://dcsc.hrc.army.mil/pcr>

<https://dcsb.hrc.army.mil/pcr>

<https://dcsd.hrc.army.mil/pcr>

The current version of the step-by-step guide to DCIPS is available via the Navy Personnel Command/Navy Casualty website at www.public.navy.mil/bupers-npc/support/casualty.

While an INIT PCR will always be the first official notification of an incident to Navy Casualty, subsequent reports may be necessary. PCR updates are categorized as:

SUPP

Supplemental, providing amplifying information about an existing PCR, including information not available at the time of INIT submission, corrections or document uploads.

STACH

Status Change, specifically addressing a change in casualty status (e.g., the death of a member who was VSI).

PROG

Progress, reserved for use by military medical facilities who are required to submit periodic reports concerning the medical status of a member.

PCR update procedures are detailed in the *DCIPS User Guide* found at <https://www.navylifepnw.com/modules/media/?do=download&id=ca633c14-d9c1-4c9f-af5e-e6d02e38d7df>.

Submission of the online PCR form should be followed by voice contact with Navy Casualty at the number(s) below:

Monday-Friday, 7 a.m. – 6:30 p.m. Central	800-368-3202 DSN 882-2501
After hours (Casualty Watch)	901-634-9279

Once the PCR has been submitted, all addressees preprogrammed to receive DCIPS notifications will receive email notices. Navy Casualty (Casualty Watch during non-duty hours) will check DCIPS and take appropriate action to review and validate the report before submitting it to the CACO regions and other functional offices for further action.

Please see the tabs “Response Pathways,” “Casualty Assistance Calls Program,” and “Navy Wounded Warrior-Safe Harbor Program” for more information about casualty assistance programs.



INFORMING NEXT OF KIN

The purpose of a notification call from an ill or injured Sailor's command is to inform the Sailor's primary next of kin (PNOK) or other designated individual that an incident, illness or accident has occurred. The caller should convey as many facts about the circumstances of the event and the Sailor's condition at the time of the call. Plan the call before making it. The caller should make notes, if necessary, to ensure that key points are covered and take notes about information provided by the PNOK that might shed additional light on the incident itself.

Note: Command notification is *only* made for wounded, ill or injured Sailors. Deceased Sailors' next of kin must be notified in person.

The command should make the call to the PNOK as soon as possible after receiving word of the illness or injury. The caller should be prepared for the possibility that the incident is already known to the PNOK through calls from family members or social contacts, or through media.

The caller should maintain a calm, professional and dignified demeanor and show consideration for the PNOK by listening actively and verifying understanding of the PNOK's concerns.

If investigations (e.g., line of duty [LOD], law enforcement) are underway, the caller should say so but make no attempt to estimate how long they will take to complete.

When the PNOK is not co-located with a Sailor who is seriously or very seriously ill or injured (SI/VSI), the caller should tell the PNOK they will receive further communication from Navy Casualty Assistance personnel (a courtesy casualty assistance calls officer [CACO]). The Navy Casualty office (PERS-00C) will work with Navy Medicine to determine whether travel arrangements for family members can be authorized. If so, the courtesy CACO will provide assistance in making travel arrangements and securing accommodations.

UNDERSTANDING SURVIVORS' EMOTIONS

In contacts with Survivors, commanders and command representatives may find that Survivors express strong and sometimes conflicting emotions. It is important to support Survivors in the emotional moment without rejecting, redirecting or trying to “fix” their feelings.

Emotions frequently associated with grief include anger, irritability, mood swings, appetite changes leading to weight gain or loss, denial, sadness, disbelief, distrust, fear, decreased motivation, sleep disturbances and withdrawal.

ADDRESSING SURVIVORS' LOSSES AND GRIEF

Command contacts with family members may not end with notification. Each command is encouraged to foster a “culture of remembrance” that is mindful of its heritage, honors its missing and dead, and is inclusive of Survivors. Immediate command follow-up activities may include the following. (Please see the Culture of Remembrance tab for additional suggestions.)

1. Sending a letter of condolence.
2. Holding a command memorial service.
3. Connecting Survivors to the Gold Star and Surviving Family Member Representative.

The National Defense Authorization Act of 2014, Section 633, requires each secretary of a military department to designate a specific member to assist spouses and other dependents of service members who die on active duty. These representatives are available to address issues or concerns by a Survivor regarding casualty assistance or receipt of military survivor benefits authorized by law.

If a Survivor is not satisfied with the casualty assistance provided, contact the Navy's Gold Star and Surviving Family Member Representative at (901) 874-0083.

In contacts following notification, be sure to:

Use the Sailor's name.

Honestly answer questions you can answer.

Do not try to answer the "why."

Do not fear silence or tears.

Accept and acknowledge the Survivors' feelings.

Check on the Survivors periodically.

Be patient.

Respect the Survivors' privacy.

Ensure the Survivors do not become isolated.

Encourage family members to get help (when needed).

LINE OF DUTY (LOD) INVESTIGATIONS

All Sailor deaths and some Sailor illnesses and injuries require LOD investigations. The outcome of an LOD investigation can have a significant influence on benefits provided to a Sailor and/or family.

The command must forward the completed LOD investigation to their general court-martial convening authority (GCMCA) for review and endorsement.

LOD investigations should normally be completed within 20 days but sometimes take longer when necessary supporting documents (e.g., civilian accident findings, laboratory reports) are delayed.



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CASUALTY ASSISTANCE CALLS PROGRAM

PROGRAM DESCRIPTION

The Casualty Assistance Calls Program (CACP) is directed by the Chief of Naval Operations (N13) through Navy Personnel Command (Navy Casualty) and Commander, Navy Installations Command (CNIC). CACP provides information, resources and assistance to Navy families following casualty incidents and helps families navigate what can be a long and difficult transition.

The CACP is the responsibility of the Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) program manager. At the local level, Navy casualty assistance and funeral honors are provided through regional offices around the world. A contact number for the Navy CACP is included in Appendix C.

In each Navy region, preparation for, and responses to, casualty incidents are managed by a regional program manager (RPM). Duties of the RPM include training, coaching and providing resources for casualty assistance calls officers (CACOs) in each active-duty and Reserve Component Command within the region. Reservists are an important supporting element of the CACP, allowing the Navy to provide timely casualty notifications when next of kin (NOK) are not living with the Sailor casualty and helping to hold funeral honors away from fleet concentration areas.



CACO DUTIES

Casualty assistance calls officer (CACO) duties depend upon the nature of the casualty (e.g., whereabouts unknown, illness/injury or death) and the location of the Sailor at the time the casualty occurs (e.g., within the contiguous 48 states or overseas, deployed/underway). Upon receipt of an assigned case, the CACO's full-time responsibility and mission is to assist families through the process and ensure they receive the benefits and entitlements due to them from the DoD, the Department of the Navy and the Department of Veterans Affairs (VA).

Other specific CACO duties include:

1. Personally notifying the primary next of kin (PNOK) of Sailor deaths, Sailor illnesses/injuries that occur in operational areas and Navy civilian/contractor casualties that occur while the civilian or contractor is deployed. Casualty notification includes describing facts about the circumstances of the incident.
2. Determining the wishes of the person authorized to direct disposition of human remains (PADD) (not always the PNOK) regarding what should be done with the remains (e.g., embalming/casketing, burial, cremation) and informing and coordinating with the local decedent affairs officer, Mortuary Affairs Office and regional coordinator.

COMMAND SUPPORT FOR CACOS

Commanders should ensure that personnel appointed as command CACOs receive quotas and funding to attend the two-day CACO training course at the first opportunity.

Commanders should ensure that CACOs have the time and resources to work assigned cases full time for at least 10 days and are not assigned watches or other additional duties until after the benefits visit with Survivors.

3. Determining the needs of the casualty's immediate family and connecting them with appropriate resources (e.g., Navy-Marine Corps Relief Society, American Red Cross).
4. Ascertaining the schedule for shipping the Sailor's remains and informing the PADD.
5. Assisting with travel arrangements to and from the ceremonial dignified transfer of remains at Dover Air Force Base and/or the command memorial service, as appropriate.
6. Assisting designated beneficiary/beneficiaries with filling out the appropriate forms to arrange payment of the death gratuity.
7. Assisting with funeral arrangements, including funeral honors, chaplain services and NOK transportation.
8. Assisting with survivor benefits applications.
9. Monitoring and keeping the person eligible to receive effects (PERE), usually the PNOK, informed of personal effects/household goods shipments.
10. Referring interested news media to the local public affairs officer (PAO).
11. CACOs make at least three in-person contacts with Survivors, usually at the Survivor's home. These contacts are commonly called the notification visit, the funeral arrangements visit and the benefits visit.
12. CACOs will make a one-time notification visit to the family of a Navy civilian casualty.
13. CACOs will make a one-time notification visit to the family of a deserter who has died.

COURTESY CACO DUTIES

CACOs may also be assigned “courtesy” duties to assist family members traveling under invitational orders to the bedside of seriously or very seriously ill or injured (SI/VSI) Sailors or to view a dignified-transfer ceremony. The courtesy CACO ensures the family is met at their point of arrival near where the member is located and escorts them or provides directions to the hospital or medical treatment facility where their Sailor is receiving care or to the Center for the Families of the Fallen at Dover Air Force Base. They also assist in securing lodging. A courtesy CACO may also attend the Sailor’s funeral if the CACO cannot travel to it.



NAVY WOUNDED WARRIOR-SAFE HARBOR PROGRAM

PROGRAM DESCRIPTION

Navy Wounded Warrior-Safe Harbor (NWW-SH) is the Navy and Coast Guard's wounded-warrior support program. It provides Sailors, Coast Guardsmen and their families who meet enrollment criteria with nonmedical support following a serious illness or injury.

PROGRAM ENROLLMENT

Enrollment in NWW-SH is not limited to those with combat wounds. The program also supports those with serious illnesses—including mental and physical conditions—and injuries suffered in shipboard, training or liberty accidents. The Navy defines a wounded warrior as a Sailor or Coast Guardsman who has a serious illness or injury requiring long-term care that may result in a Medical Evaluation Board/Physical Evaluation Board (MEB/PEB) to determine fitness for duty.

The program is headquartered in Washington, D.C. Regional non-medical care providers are located at major medical treatment facilities throughout the United States and at several Veterans Affairs polytrauma centers.

Prospective enrollees may call (855) NAVY-WWP or (855) 628-9997 to reach a NWW-SH representative in their area and schedule an enrollment screening.



NAVY
WOUNDED
WARRIOR-
SAFE HARBOR
PROGRAM

NWW-SH GOALS

The NWW-SH program collaborates with federal agencies and local organizations to help enrollees successfully reintegrate into their communities. NWW-SH's support does not end with discharge from a medical treatment facility or when a wounded warrior's military career ends. NWW-SH offers enrollees support services to ease their transition to civilian life.

NWW-SH SERVICES AND INITIATIVES

Regional nonmedical care providers tailor support to each enrolled service member's recovery, rehabilitation and reintegration needs. Support can include:

- Helping develop a comprehensive recovery plan.
- Services related to traumatic brain injury/posttraumatic stress disorder.
- Pay and personnel issues.
- Assistance with invitational travel orders and help with travel claim submissions.
- Commissary and exchange access.
- Legal and guardianship issues.
- Education and training benefits.
- Lodging and housing adaptation.
- Child and youth care.
- Transportation needs.
- Respite care.
- Adaptive sports.



NWW-SH initiatives address:

Program information. Regional program directors may be reached at (855) NAVY WWP or (855) 628-9997. Information on Navy Wounded Warrior-Safe Harbor is also available on their website: <https://www.navywoundedwarrior.com>.

Access to pay and benefits. NWW-SH has a Pay and Entitlements Division located at Navy Personnel Command in Millington, Tenn. This division provides assistance with military pay, benefits and entitlements for Sailors enrolled in the program. It also administers the Navy's Pay and Allowance Continuation and Special Compensation for Assistance with Activities of Daily Living programs.

Employment support. NWW-SH connects its enrollees and their caregivers to career counseling services that can assist enrollees with job applications, identify career and technical training opportunities and offer direct employer contacts.

Family assistance. NWW-SH tackles the varied needs of enrollee families, including securing invitational travel orders, arranging installation access, handling lodging concerns and arranging child care.

Adaptive athletics. NWW-SH hosts adaptive athletic reconditioning camps that focus on track and field, basketball, archery, swimming and other sports. In partnership with Navy regions and nongovernmental organizations, NWW-SH also hosts adaptive athletic events and supports the annual Warrior Games competition.

NAVY
WOUNDED
WARRIOR-
SAFE HARBOR
PROGRAM



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LONG-TERM SURVIVOR SUPPORT PROGRAMS

NAVY GOLD STAR

PROGRAM DESCRIPTION

The Navy Gold Star (NGS) Program ensures that Surviving families of deceased service members are not forgotten and remain a part of the Navy family for as long as they desire. NGS works in tandem with the casualty assistance calls officer (CACO) to support these families following the loss of their loved one. NGS assumes the primary role of long-term support provider once the CACO completes their duties. Program participants include eligible Survivors who are contacted by NGS coordinators for engagement and those who self-refer or are directed to the program by others.

PROGRAM PARTICIPATION

Persons eligible to participate in NGS include the widow/widower, parents and other next of kin. Anyone interested in more information and others who need information about NGS may call 1-888-509-8759 or visit www.navygoldstar.com.

NGS is typically introduced to Survivors by the CACO within the first 21 days following the death of an active-duty Sailor. The CACO provides contact information for the nearest installation Navy Gold Star coordinator (INGSC) who can provide support and be a resource to the CACO and the Survivors as needed while the CACO completes their duties. Regional NGS coordinators receive notification from the regional Casualty Assistance Calls Program (CACCP) when CACO cases are closed, which prompts NGS coordinators to take on the primary support role. Commanders may also provide program contact information and recommend enrollment in NGS.

NAVY GOLD STAR SERVICES

NGS coordinators can connect Survivors to support groups and grief and bereavement counselors, provide benefits milestone management, request copies of documents and offer information-and-referral services while providing Survivors a safe and compassionate environment to experience their own unique grief.

NGS sponsors and promotes memorial and honorary events and activities for Survivors.

Survivors report that one of the greatest challenges they face in their grief journey is rebuilding resiliency as they transition to their new normal. Reassurance that their loved one will not be forgotten and that they will be able to maintain their link to the Navy culture contributes significantly to the resiliency-building process for Survivors. NGS's mission is to deliver Survivor assistance programs and services through a holistic approach that addresses personal, family, social, financial, legal, educational and vocational needs and concerns.

In times of emotional distress, finances in particular can create a heavy burden. Personal financial counselors can provide education on investing, estate planning, tax issues and basic budgeting.

Installation NGSCs work closely with Navy Personnel Command's Long Term Assistance Program (LTAP), installation Fleet and Family Support Centers (FFSCs) and other governmental and nongovernmental agencies to provide long-term support to surviving family members. NGSCs assist with referrals and connections to appropriate resources for any need that may arise.



NAVY SURVIVOR LONG TERM ASSISTANCE PROGRAM (LTAP)

LTAP works in conjunction with the NGS to provide immediate assistance in many arenas. LTAP provides awareness and offers assistance through direct correspondence, social media and survivor events.

As part of the Navy Casualty organization, LTAP stands ready to assist with:

- Benefits queries, including death gratuity, unpaid compensation, Basic Allowance for Housing (BAH), Servicemembers' Group Life Insurance (SGLI), Survivor Benefit Plan (SBP) and Dependency and Indemnity Compensation (DIC).
- Reimbursements for travel to burial or command memorial ceremonies
- Gold Star lapel button and Next of Kin of Deceased lapel button requests.
- Official casualty documents, such as DD Form 1300 (Report of Casualty; may be used as proof of death and proof of service) and line-of-duty (LOD) investigations.
- Connection to appropriate support organizations to fulfill specific needs.

For additional assistance, please contact the Navy Gold Star Program at 1-888-509-8759. A contact list for the Navy Gold Star Program is in Appendix C.



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FOSTERING A COMMAND CULTURE OF REMEMBRANCE

Our country and our Navy honor the service of the fallen and care for their Survivors. The first pensions for Survivors of those who died serving the United States were established in 1780, providing half pay to the widows and orphans of the Revolutionary War. Memorial Day, the first federal holiday to honor those “who died in defense of their country,” had its roots in “Decoration Day,” a holiday first observed in 1868 to honor those who fell in the Civil War.

Today, many commands take time each year to honor those who never came home from the wars of our nation. Prisoner of War/Missing-In-Action (POW/MIA) displays are common. Remembrance tables are set aside at annual banquets and balls, and Roll Call of Heroes ceremonies are included in other observances. Warfighting communities team with professional associations and veterans service organizations to honor the fallen at their meetings and conventions.

Honoring fallen shipmates is not just a nice thing to do but a vital mission for every command. Like any other mission, achieving it takes dedication, focus and command involvement.

Surviving family members report that after the loss of their Sailors, continued involvement in command activities and remaining a part of their Navy family can be instrumental in their grief journey. Commanding officers play an important role in keeping the memory of lost Sailors alive.

Every command action taken sets a precedent and shapes the culture for subordinates. Commanders who have experienced losses within their commands report the following as lessons learned:

- Engage with Survivors immediately after a casualty. This demonstrates genuine concern on the part of commanders.
- Adopt a long-term family care plan that includes personal letters of condolences, outreach letters for holidays and invitations to command events. Ensure this is addressed in CO turnover so that Survivor engagement continues even when leadership changes.

- While observing OPSEC and according to Survivor wishes, inform Survivors of command activities through newsletters, social media and other information outlets.
- Include Survivors in official command functions, such as changes of command.
- Remember that holidays can be especially difficult for the families, so include Survivors in holiday festivities. Even if Survivors never attend, it can still mean a lot to simply be invited.
- Establish a permanent command memorial, such as a plaque or scroll commemorating Sailors “gone but not forgotten.” Ideally, this should be located near the quarterdeck. Plan a memorial ceremony whenever a Sailor is added to the memorial, and invite Surviving family members.
- Include family members in commemorations after catastrophic losses or accidents.
- Encourage and support development of commemorative traditions unique to the mission and character of your command.
- Encourage and facilitate unit attendance at and participation in regional Navy Gold Star (NGS) events. The NGS Program hosts numerous events throughout the year. Reach out to your local Navy Gold Star Coordinator to find out how you and your command can support the program and all Gold Star families. Visit www.navygoldstar.com/locations to find your closest coordinator.

Most importantly, be sincere and committed. Even if the families never participate, they will appreciate the inclusion and recognize that their Sailor has not been forgotten.



APPENDIX A

FISHER HOUSE REFERRAL PROCEDURES

Fisher Houses provide temporary housing for families of service members while their loved ones recover from serious medical conditions. Families stay free; the nightly service fee is underwritten by the Fisher House Foundation. There are 70 Fisher Houses on 24 military installations worldwide.

Any family member of an active-duty or retired service member who is being treated at a military hospital is eligible to stay in a Fisher House. In some locations, outpatients may also stay.

Fisher House lodging is available by referral only.

1. A referral form must be prepared and signed by physicians, nurses, case managers, social workers or recovery care coordinators.
2. Referral forms may not be filled out as a self-referral but must be completed by medical professionals.
3. A referral does not guarantee that Fisher House space will be available.
4. Advance referral forms may be completed and submitted before the family's arrival, but the form does not guarantee availability.
5. Families may not always be admitted on the first request.
6. One room per family/referral.
7. One parking space per room.

Referral forms must be sent directly to the Fisher House manager via fax.

For contact information on the closest facility and to obtain more information, visit www.fisherhouse.org.

APPENDIX B

THE FUNERAL HONORS SUPPORT PROGRAM

At no cost to the veteran's family, the Funeral Honors Support Program provides a funeral honors detail for the burial or memorial ceremony of any eligible veteran.

Navy funeral honors are coordinated at regional funeral honors offices. Funeral honors details are provided by Navy Operational Support Centers and local commands. A list of the regional funeral honors offices can be found at https://www.cnic.navy.mil/funeral_honors.

FUNERAL HONORS DETAIL

The funeral honors detail consists of at least two trained uniformed members (i.e., retirees are not considered uniformed members) of the armed forces. Larger details are provided for deceased active-duty members or Medal of Honor recipients. At least one member of the detail will be from the parent service of the deceased veteran. The funeral honors detail will conduct a ceremony that includes, at a minimum, the playing of Taps, the folding of the U.S. flag and presentation of the flag to the next of kin.

Families of eligible veterans should request funeral honors at least 48 hours in advance through their funeral director or contact the appropriate regional office at the web address listed above. A legible copy of the deceased service member's DD Form 214 or other official proof of honorable service is required for funeral honors. Military service records can be requested by visiting the National Archives at www.archives.gov/veterans or by calling 314-801-0800.

BURIAL FLAGS

When a service member dies on active duty, the DoD provides a U.S. flag to drape the casket at the member's memorial service. After the service, the flag is presented to the next of kin, whether or not they were present at the service.

Burial flags for veteran funerals are provided at no cost by the Department of Veterans Affairs (VA). More information is available at https://www.cem.va.gov/cem/burial_benefits/burial_flags.asp. In most cases, the funeral director will help families obtain a flag.

The VA authorizes only one flag per veteran. The order of precedence for receiving the ceremonial flag is:

1. Surviving spouse.
2. Children according to age (eldest to youngest).
3. Parents (including adoptive, stepparents and foster parents).
4. Brothers or sisters (including brothers or sisters of half blood).
5. Other relatives, such as uncles or aunts, nephews or nieces, and cousins or grandparents.
6. Friends.



MEMORIAL CERTIFICATES

The Presidential Memorial Certificate is a parchment with a calligraphic inscription expressing the nation's grateful recognition of an honorably discharged deceased veteran's service in the armed forces. The veteran's name is inscribed and the certificate bears the signature of the president. The Presidential Memorial Certificate, when requested, usually arrives after the funeral service.

Next of kin (NOK), other relatives and friends may request the certificate in person at any VA regional office or by mail.

For information about requesting a Presidential Memorial Certificate, please visit <https://www.cem.va.gov/pmc.asp>.

HEADSTONES OR MARKERS

Funeral directors may be able to answer questions about VA grave markers. Family members can also visit <https://www.cem.va.gov/hmm> for information on requesting a VA headstone, marker or medallion.

Family members may also contact the Applicant Assistance Unit at 1-800-697-6947; email: mps.headstones@va.gov.



APPENDIX C

NAVY CASUALTY SUPPORT PROGRAMS CONTACT LIST



CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

716 Sicard St. SE
Suite 1000
Washington, DC
20374

202-433-3892
202-433-6892

[www.cnic.navy.mil/
om/base_support/
command_and_staff/
CasualtyAssistance.html](http://www.cnic.navy.mil/om/base_support/command_and_staff/CasualtyAssistance.html)



NAVY WOUNDED WARRIOR- SAFE HARBOR PROGRAM (NWW- SH)

716 Sicard St. SE
Suite 1000,
Building 111, Rm. 204
Washington, DC
20374

855-NAVY WWP
(628-9997)

[navywoundedwarrior
@navy.mil](http://navywoundedwarrior@navy.mil)

[www.
navywoundedwarrior
.com](http://www.navywoundedwarrior.com)



NAVY GOLD STAR PROGRAM (NGS)

716 Sicard St. SE
Suite 1000
Washington, DC 20374

888-509-8759

www.navygoldstar.com
[www.facebook.com/
navygoldstar](https://www.facebook.com/navygoldstar)

APPENDIX D

OTHER CASUALTY SUPPORT CONTACTS

Navy Casualty Office (PERS-00C), LTAP and Navy Casualty Operations Branch (CASOP)

Address: 5720 Integrity Drive, Millington, TN 38055-1300
Toll Free: 1-800-368-3202 (Duty Hours)
After Hours: 901-634-9279

Commercial: 901-874-2501	DSN: 882-2501
Commercial Fax: 901-874-6654	DSN Fax: 882-6654

Web: www.public.navy.mil/bupers-npc/support/casualty

Navy Mortuary Branch

Address: 5720 Integrity Drive, Millington, TN 38055-0000
Toll Free: 1-866-787-0081 (Duty Hours)
After Hours: 800-368-3202

Commercial: 901-874-2307 901-874-2443	DSN: 882-6682
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Email: NAVMORT@navy.mil

Web: www.public.navy.mil/bupers-npc/support/casualty/mortuary

Fleet and Family Support Centers (FFSC)

Find a Center:

Web: https://www.cnic.navy.mil/ffr/family_readiness/fleet_and_family_support_program/FFSC.html

Chaplaincare (via Navy 311)

Telephone: 1-855-NAVY311 (1-855-628-9311)	DSN: 510-NAVY311 (510-628-9311)
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Email: NAVY311@navy.mil NAVY311@navy.smil.mil

Web: <http://www.NAVY311.navy.mil> or
<https://www.NAVY311.navy.smil.mil>

Navy Family Ombudsman Program

Contact your ombudsman:

Web: <https://ombudsmanregistry.cnic.navy.mil>

APPENDIX E

Use this page to record local installation/command POCs for ready reference.

COMMAND CASUALTY REPORT CONTACT LIST

CACO:

CMEO:

DAPA:

FAP:

PAO:

SAPR:

SUICIDE:

SWO:

