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Personnel

CASUALTY SERVICES (PA)

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This instruction implements Air Force Policy Directive (AFPD) 36-30, *Military Entitlements* and Department of Defense Instruction (DODI) 1300.18, *Military Personnel Casual Matter Policy and Process*. It establishes procedures for the effective execution of the Air Force Casualty Services Program at Kadena Air Base. This instruction is consistent with guidance provided in AFI 36-3002, *Casualty Services*. It applies to all personnel assigned to the 18th Wing and subordinate units, geographically separated units, and personnel assigned or attached to, or supported by Kadena AB providing casualty assistance.

This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.) Sections 1475 through 1480, 2771, and 8013 and 37 U.S.C., Sections 551 through 556. System of Records Notice F030 AFPC, *Casualty Files*, applies. Refer to **Attachment 1** for glossary of references, abbreviations, acronyms, and terms.

SUMMARY OF REVISIONS

This is the initial publication of 18th Wing Instruction 36-3002, revising 18th Wing Regulation 30-25, change Personal Affairs Office and office symbol MSPAP to 18 MSS/DPMPS, Customer Service Element, Casualty Assistance Office, respectively.

1. Policy. The Casualty Services Program is a function requiring time and accurate reporting, sympathetic yet dignified and humane notification, as well as thorough and compassionate assistance. The full support of all individuals, agencies, and organizations attached or assigned to Kadena AB are required in a coordinated effort to achieve these goals. The 18th Mission Support Customer Service Element (18 MSS/DPMPS) of the Military Personnel Flight (MPF) administers the program.

2. Responsibilities:

2.1. All Personnel: Any individual, agency, or organization having knowledge of a casualty is required to immediately notify the Customer Service Element (duty hours) at extension 634-3228 or the Wing Command Post (nonduty hours) at extension 634-1800.

2.2. Customer Service Element (18 MSS/DPMPS). The primary agency for all casualty services. The main responsibility of the Casualty Assistance Representative is to provide compassionate assistance to the Next-of-Kin (NOK). Other Responsibilities:

2.2.1. Ensures the Casualty Operations Center (HQ AFPC/DPWCS) DSN 487-3505 is notified immediately by phone of all reportable casualties.

2.2.2. Prepares initial or supplemental casualty reports and dispatches them in sufficient time to meet mandatory timeliness of four hours.

2.2.3. Ensures the Wing Command Post, Medical Group, 18th Wing/CC and Unit commanders, and if applicable, the Mortuary Affairs office have been notified of the casualty.

2.2.4. Ensures the Chief, Military Personnel Flight designates in writing, a qualified Casualty Officer/NCO/Amn for standby duties during nonduty hours. Furnishes the standby roster the Command Post, Law Enforcement Desk, Medical Personnel, and other assisting agencies.

2.2.5. Ensures the Chief, Military Personnel Flight designates in writing, a Casualty Augmentation Support team, and ensures the team is trained and periodically evaluated.

2.2.6. Trains Casualty Notification Officers (Major and above) in the performance of their duties, procedures and responsibilities.

2.2.7. Renders casualty assistance to all eligible primary next of kin (NOK).

2.2.8. Coordinates payment of benefits with the Financial Services office and other appropriate agencies (death only) to the PNOK.

2.2.9. Reviews and coordinates on all facts and circumstances/condolence letters prepared by the appropriate commander prior to dispatch to the PNOK.

2.2.10. Advises the installation Public Affairs office when the notification of the PNOK has been completed.

2.2.11. Advises the Outbound Assignment Office (18 MSS/DPMAR) to process dependent movement orders (if applicable).

2.3. Wing Command Post (18 WG/OCO) responsibilities:

2.3.1. Serves as the primary point of contact on initial calls concerning casualties during nonduty hours.

2.3.2. Obtains from the caller on all matters concerning casualties, the member's name, social security number (SSN), place and time of incident, a brief synopsis of the circumstances, and the informant's name and phone number or other information that will facilitate subsequent contact in the event more information or verification is needed.

2.3.3. Immediately contacts the Customer Service Element (during duty hours) or casualty assistance standby representative as reflected on the casualty standby roster.

2.3.4. Immediately notifies the member's Squadron Commander and advises them to contact the Casualty Assistance Representative (CAR) for additional guidance.

2.3.5. Contacts the Support Group Commander, the appropriate Group Commander (if not Support Group), the Services Squadron Commander, Mortuary Affairs, the Duty Chaplain, and the OSI and briefs each on the casualty. Once all notifications have been made, briefs the Wing Commander (or designated representative) on the situation.

2.3.6. Ensures casualty information is NOT released to any agency other than the Casualty Assistance Representative, 18 WG/PA (Public Affairs), Office of Special Investigation (OSI), or the member's Commander or First Sergeant. Direct all inquiries to the CAR or Public Affairs office.

2.4. Base Switchboard (18 CS/SCMTT) responsibilities:

2.4.1. Ensures all operators expedite completion of calls pertaining to casualties.

2.4.2. Refers casualty calls to the CAR in the Customer Service Element (during duty hours) at extensions 634-3228, or the 18th Wing Command Post (nonduty hours) at extension 634-1800. These telephone numbers should be displayed in a prominent place within the switchboard room to assist newly assigned operators in expediting calls.

2.4.3. Assists the CAR in making contact with other agencies to include placing priority DSN calls.

2.5. Communications Center (I 8 CS/SCSI) responsibilities:

2.5.1. Immediately contacts the CAR in the Customer Service Element (during duty hours) 634-3228 or the Wing Command Post (nonduty hours) at extension 634-1800, when IMMEDIATE and PRIORITY casualty messages are received.

2.5.2. Contacts the drafter of the initial or supplemental casualty report and confirms receipt/delivery (all initial casualty reports require a confirmation of delivery within two hours of submission).

2.6. Commander's responsibilities:

2.6.1. Immediately notifies the Customer Service Element (duty hours) at extension 634-3228 or Wing Command Post (nonduty hours) at extension 634-1800 when information is received on a casualty assigned to their unit.

2.6.2. Ensures key personnel know and understand their responsibilities in support of the Casualty Services Program and coordinates all actions through the CAR to ensure completeness and consistency. Directs all inquiries concerning casualties to the CAR. Refer news media inquiries to the Public Affairs office.

2.6.3. Unit commanders or their designated representative (in the grade of major or above) make personal notification to the PNOK (when available) as soon as possible after coordination with the CAR. Under no circumstances, should notification be made without prior coordination with the CAR.

2.6.4. Prepares circumstance/condolence letters per AFI 36-3002, *Casualty Services*. Ensures letters are handcarried to Customer Service in sufficient time for reviewing, processing, and dispatching within five days after the casualty occurs.

- 2.6.5. Briefs their personnel on the importance of keeping their DD Form 93, **Record of Emergency Data Card (PA)** up-to-date at all times (i.e., local address changes, dependent data updates, and etc.).
 - 2.6.6. Explains the Casualty Assistance Program to their personnel.
 - 2.6.7. In the event of a civilian employee's death, unit commanders will establish procedures to furnish information and/or assistance as required by 18 MSS/DPSCE.
 - 2.6.8. Coordinates all actions through the Customer Service Office and ensures complete and consistent accomplishment of all requirements.
 - 2.6.9. Safeguards the personal effects of the casualty and appoints a Summary Courts Officer on the appropriate orders. Forwards a copy of the orders to the CAR.
 - 2.6.10. Notifies the CAR of any awards, decorations, or promotions the casualty will be recommended for (Note: The unit should accomplish this action within two days after the casualty occurs).
- 2.7. Senior Chaplain (18 WG/HC) responsibilities:
- 2.7.1. Provides a chaplain to accompany the notification officer on the initial death notification and offers spiritual support if needed.
 - 2.7.2. Ensures that a Chaplain Duty Roster is provided to the Wing Command Post and the Customer Service Element.
 - 2.7.3. Provides memorial or funeral services as requested by the PNOK or Unit Commander.
- 2.8. Mortuary Affairs (18 SVS/SVXM) responsibilities:
- 2.8.1. Ensures current mortuary affairs officer appointment letter is provided to the CAR and the Command Post.
 - 2.8.2. Provides instructions to the Summary Courts Officer on their responsibilities and duties.
 - 2.8.3. Provides a representative to brief burial benefits and answer any questions the PNOK may have. Coordinates this meeting with the CAR.
 - 2.8.4. Issues orders for Special Escorts requested by the family of the deceased.
- 2.9. Public Affairs Office (18 WG/PA) responsibilities:
- 2.9.1. Serves as the focal point for all calls from the general public and the news media concerning the casualty.
 - 2.9.2. Is the only agency authorized to release casualty information to agencies outside of the casualty related channels of the Air Force.
 - 2.9.3. Releases casualty information according to AFI 36-3002 and AFI 35-102, *Crisis Planning, Management and Response* but not before coordinating with the CAR to ensure the PNOK has been properly notified.

2.10. Vehicle Operations (18 TRANS/LGTO) responsibilities:

2.10.1. Provides the Casualty Notification Team and Casualty Assistance Team (to include the initial visit to the PNOK of retired members) with a driver. Map of general locale will be provided. (Note: Per AFI 36-3002, only late model sedans or station wagons are to be used)

2.11. Traffic Management (18TRNS/LGTT) responsibilities:

2.11.1. Assists the Summary Courts Office with the processing and shipment of household goods, personal property, and movement of eligible dependents.

2.12. Staff Judge Advocate (18 WG/JA) responsibilities:

2.12.1. Upon request, provides legal assistance to the PNOK of deceased members as provided for in AFI 51-504, *Legal Assistance, Notary and Preventive Law Programs*.

2.12.2. Advises the Summary Courts Office on the legal aspects of administering the casualty's personal belongings and finances.

2.13. Security Police (18 SPS/SPOL) responsibilities:

2.13.1. Calls received pertaining to a casualty, obtain (as a minimum) the casualty's name, grade SSN, and place of occurrence, a brief synopsis of the circumstances, and the informant's name and phone number or other information that will facilitate subsequent contact if more information or verification is required. Relay this information immediately to the Wing Command Post at extension 634-1800 and/or the Casualty Assistance Representative at 634-3228. (See [Attachment 1](#) and 2)

2.13.2. Assists the CAR in obtaining casualty information from Reports and Analysis Office, sister services, and local civilian police authorities.

2.14. Financial Services Office (18 CPTS/FMF) responsibilities:

2.14.1. Ensures a point of contact is available 24 hours a day/7 days a week to prepare DD Form 197, **Claim Certification and Voucher for Death Gratuity Payment** and process death gratuity payment (check) to the PNOK.

2.14.2. Advises the CAR of the casualty's Servicemen's Group Life Insurance (SGLI) allotment amount, participation in the Veterans Group Life Insurance (VGLI) program, and participation in the Survivor Benefits Plan (SBP).

2.14.3. Processes claims for benefits when provided by the CAR on behalf of the PNOK (active duty or retired members death).

2.14.4. Notifies DFAS-CL immediately upon obtaining confirmation of a retiree's death.

2.15. 18th Medical Group Commander or representative responsibilities:

2.15.1. Immediately notifies the Casualty Assistance Office, Customer Service Section of the MPF (during duty hours) at extension 634-3228 or the Wing Command Post at extension 634-1800 and relays casualty and imminent death information.

2.15.2. Maintains a standby list of medical representatives to accompany the notification officer.

- 2.15.3. Provides the CAR with medical status, diagnosis, and prognosis of patients admitted to the Lester Naval Hospital or any other medical facility that has been declared VSI, SI, or III. (See [Attachment 1 - Attachment 2](#)).
- 2.15.4. Notifies the CAR immediately if the attending physician determines that the PNOK's bedside presence is warranted for members in VSI or SI status and the PNOK is not collocated with the member.
- 2.15.5. Immediately notifies the CAR when the status of a VSI, SI, or III patient changes, the patient is scheduled for surgery, or the patient is evacuated to another hospital. (See [Attachment 1 - Attachment 2](#))
- 2.15.6. Obtains Death Certificates, Autopsy, and Toxicology reports and immediately provides a true copy of these documents to the CAR.
- 2.15.7. Coordinates the briefing of the NOK with the CAR in an imminent death retirement situation and briefs the CAR on the findings of the Physical Evaluation Board (PEB). Forwards copies of the PEB narrative, retirement orders, and the AF Form 356 to the appropriate offices within the MPF.
- 2.16. Civilian Personnel Office (18 MSS/DPC) will ensure a point of contact is available and has access to civilian personnel records 24 hours a day to release information to the CAR in the event of a civilian casualty.
- 2.17. AF Office of Special Investigation (AFOSI) responsibilities:
- 2.17.1. Provides the Customer Service Element with copies of any documentation on suicides and homicides. The documentation will be used to help the Veteran's Administration (VA) determine if death resulted from a disease or injury acquired or aggravated in the line of duty. Benefits for dependents and other beneficiaries of deceased members of the Armed Forces. This documentation also helps HQ AFPC/DPWCS, Randolph Air Force Base, TX respond to high-level inquiries, next of kin inquiries, and inquires from life insurance companies.
- 2.18. Casualty Notification:
- 2.18.1. Notification Policy. Customer Service will form and dispatch the notification teams. The PNOK of an Air Force casualty is/are notified as soon as possible after the casualty status has been determined. The families of active duty, National Guard, or Reserve members will be notified in person. Each notification is different and the reaction of the PNOK is unpredictable. Therefore, when a chaplain and medical officer (physician or nurse) are available, they will accompany the notification officer. The notification team will assemble as soon as possible in the Customer Service Element, Building 721, Room E100. Under no circumstances will a notification team be dispatched until briefed by the CAR. The service dress uniform will be worn when performing this duty unless otherwise directed.
- 2.18.2. The Casualty Notification Officer (CNO) will review AFI 36-3002, Attach 16, *Casualty Notification Officer Checklist*, and the Personnel Insight Film on Casualty Notification prior to making any notifications.
- 2.18.3. The requirements of AFI 36-3002 will be explained to all members of the notification team by the Casualty Assistance Representative prior to their departing for a notification.

2.19. Notification Procedures:

2.19.1. CNOs must hold the grade of major or above, and be of equal or higher grade than that of the casualty.

2.19.2. Unit Commanders will effect notification to the PNOK of their personnel, if the NOK resides in the area. If the immediate commander does not meet the grade requirement, the next higher commander will effect notification.

2.19.3. The PNOK of enlisted members who are reported as VSI, SI, or III may be notified by a senior NCO in the grade of MSgt through CMSgt.

2.19.4. If the casualty is not assigned to Kadena AB, but the PNOK lives within the Kadena area of responsibility, notification will be effected by a CNO.

2.19.5. The NOK of civilian employees will be notified by the 18th Wing Commander or designated representative if the employee dies while on the job or while traveling on official business.

2.20. Hostage:

2.20.1. Customer Service arranges for temporary on-base quarters for the immediate family if directed by the Survival Recovery Center (SRC) commander.

2.20.2. The notification officer advises the family that for their safety and protection, on-base quarters have been secured.

2.20.3. The notification officer transports the immediate family to the temporary quarters if the family so desires.

2.21. Return to Military Control (RMC) Notifications. These notifications are made by the fastest means available. The preferred means is personal notification; however, HQ AFPC/DPWCS notifies PNOK residing outside of the local area.

3. Special Procedures for Multiple Reportable Casualties. In the event of a natural disaster, hostile action or exercise in the Kadena AB area which results in multiple reportable casualties, accomplish the following actions:

3.1. The Casualty Assistance Support Team (CAST) will be activated to assist in compiling, recording, and dispatching casualty reports as directed by the CAR.

3.2. The Medical Command Center (MCC) notifies the CAR immediately of casualties who are VSI, SI, III, and any death declaration by the medical authority. During a communications blackout, the MCC provides a runner to relay casualty information. They will provide the CAR with the medical authority's name and grade, the number of casualties by status (i.e., deceased 20, VSI 25, SI 8, etc.), and any other specific information as it becomes available.

3.2.1. The MCC advises the Base Mortuary Affairs Office of any deceased casualties in the field.

3.3. Mortuary Affairs Office provides casualty information on deceased personnel to the CAR as it becomes available.

3.4. Disaster Preparedness Office (18 CES/CEX) immediately alerts the Command Post of events such as natural disasters, attacks, explosions, and all military aircraft accidents (even if casualties are undetermined) that effect Kadena Air Base.

3.5. Wing, Group, Unit, and all other Commanders immediately furnishes the Command Post, the names of personnel who are deceased, missing, or missing in action.

3.6. The Chapel Control Center coordinates crisis ministries for all casualties, support personnel, and family members.

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Attachment 1**GLOSSARY OF REFERENCES, AND SUPPORTING INFORMATION*****Abbreviations and Acronyms***

CAR—Casualty Assistance Representative
CAST—Casualty Augmentation Support Team
DUSTWUN—Duty Status-Whereabouts Unknown
HQ AFPC—Headquarters Air Force Personnel Center
HQ AFPC/DPWCS—Casualty Operations Center
III—Incapacitating Illness or Injury
MCC—Medical Command Center
MPF—Military Personnel Flight
MTF—Medical Treatment Facility
PNOK—Primary Next of Kin
RMC—Returned to Military Control
SI—Seriously Ill or Injured
VSI—Very Seriously Ill or Injured

Terms

Casualty—A person declared dead, duty status-whereabouts unknown, missing, ill, or injured.

Casualty Augmentation Support Team—A group of individuals trained in casualty reporting, notification, and assistance procedures who assists the casualty assistance representative and other casualty personnel.

Duty Hours—Normal duty hours are from 0730-1630, Monday - Friday.

Duty Status—Whereabouts Unknown (DUSTWUN). A transitory casualty status applied to military personnel only. Used when a commander suspects that an involuntarily absent member may be a casualty but the commander does not feel there is sufficient evidence to make a definite determination of missing or deceased.

Incapacitating Illness or Injury—The casualty status used for member whose illness or injury makes them physically or mentally unable to communicate.

Primary Next of Kin—The Air Force considers the person most closely related to the casualty the primary next of kin for casualty notification and assistance purposes. This is normally the spouse of married persons or the parents of single persons without children. Parents or legal guardians exercise the rights of minor children. The Air Force identifies the primary next of kin in this order:

Spouse

Natural, adopted, and stepchildren

Parents

Persons standing in loco parentis

Persons granted legal custody of the member

Siblings

Grandparents

Other relatives in order of relationship to the member according to the member's State's intestate succession laws

If no other persons are available, the Secretary of the Military Department may act on behalf of the member

Reporting Installation—Installation first learning of the incident.

Seriously III or Injured—Casualty status of a person with an illness or injury of such severity that there is cause for immediate concern but there is no imminent danger to life.

Servicing Installation—Installation closest to the PNOK's location which will provide casualty assistance. May or may not be the same as the reporting installation.

Very Seriously III or Injured—The casualty status of a person whose illness or injury is so severe that his or her life is imminently in danger.

Attachment 2**DEPENDENT DEATH CHECKLIST**

A2.1. Upon notification of the death of an Air Force dependent, the Commander or First Sergeant must notify the 18 WG/OCOC Duty Officer/NCO (634-1800). The Duty Officer will accomplish the appropriate notification of 18th Wing Personnel IAW 18 WGI 36-3002, Paragraph **2.3**.

A2.2. The military Sponsor should be briefed on the following items. Some items may not apply to every military member and should be tailored to fit each case. This checklist serves as a reminder of some actions which may be required.

A2.2.1. Military Social Services

A2.2.1.1. CHAPEL OFFICE: Contact Your base Chaplain. They can provide spiritual guidance before, during, and after the funeral service. In addition, they may be able to provide assistance with arranging an appropriate memorial/funeral service and setting up memorial funds if desired. The chaplain's office can provide guidance and support for the family.

A2.2.1.2. MORTUARY SERVICES: Immediately contact the mortuary services officer. They will brief you on entitlements for transportation of the remains to the place of burial.

A2.2.1.3. AMERICAN RED CROSS (ARC): Red Cross can assist with communications to other family members and provide no-interest loans or grants (if the need is present) for mortuary expenses, casket, funeral expenses, transportation of the family to the funeral, and the cost of maintenance while on leave.

A2.2.2. Military Administration Services

A2.2.2.1. MILITARY PERSONNEL FLIGHT (MPF): As soon as possible, report to the nearest MPF Customer Service Office, Casualty Assistance Representative (634-3228) for assistance in the following areas:

A2.2.2.1.1. Return of the deceased's ID Card and disenrollment from DEERS.

A2.2.2.1.2. Update Personnel Records to include the Emergency Data Card and the Servicemen's Group Life Insurance, if applicable.

A2.2.2.1.3. Application for Humanitarian Reassignment if desired. This action may be done prior to departure to the funeral or emergency leave.

A2.2.2.1.4. Assistance in applying for insurance proceeds.

A2.2.2.2. AIR FORCE AID SOCIETY (AFAS): Consult the AFAS Representative in the Family Support Center for counseling and assistance. They may be able to provide monetary assistance in the form of a loan or grant for funeral expenses or may assist you in setting up a budget. In addition, they may act as a referral agency for other types of assistance.

A2.2.2.3. FAMILY SUPPORT CENTER: This office is generally the central focal point for other services that may be available, and acts as a referral agency. In addition, they may assist you in obtaining appropriate care for your children and provide support counseling for your family and they can provide personal financial management counseling.

A2.2.2.4. HOSPITAL/DENTAL: If your dependents had medical or dental records, you must clear their records at the patient affairs office at the Kadena Medical Clinic.

A2.2.2.5. FINACIAL MANAGEMENT AND COMPTROLLER: You should update your pay records to show the loss of a dependent. This will ensure your tax deductions are correct and you are receiving the correct amount for any cost of living allowances. In addition, you should cancel any deductions being made for payment of insurance premiums on the deceased.

A2.2.2.6. LEGAL OFFICE: You should make arrangements to update your will and request assistance with filing your income tax return for at least the first year after your dependent's death.

A2.2.3. Social Services

A2.2.3.1. You should ensure all social service organizations are made aware of the death. You may find some benefits available to you.

A2.2.3.2. Ensure that the Social Security Administration and Veteran's Administration are notified.

A2.2.4. Other Areas Listed for Consideration

A2.2.4.1. DEPARTMENT OF MOTOR VEHICLES: Driver's Licenses and vehicle registration.

A2.2.4.2. LOCAL COURT: Probate will.

A2.2.4.3. CREDIT UNIONS/BANKS: Close/change accounts. Settle outstanding loans. Access to safety deposit box.

A2.2.4.4. CREDIT CARD COMPANIES: Cancel/change charge accounts. Determine if there was an insurance on the account.