

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

Tally 23 Feb 2009 - Beta 3 version

Action #	Specific actions to be considered - Alphabetical order
1	Armed Forces Service Corp (AFSC)
2	Basic Allowance for Housing (BAH)
3	Beneficiary Financial Counseling Service (BFCS)
4	Bereavement Counselling
5	Book (optional) <i>Grief Recovery Handbook</i> , J.W. James & R. Friedman. 1998
6	Book (optional) <i>Military Widow: A survival guide</i> , J. Steen & R. Asaro. 2006
7	Book (optional) <i>When Children Grieve</i> , J.W. James & R. Friedman. 2001
8	CACO After Action Report (AAR) (used throughout case) (NLT 90th day, send to DAO)
9	Capture info fm Direct Access for awards, summary of service, unit history, etc.
10	CG Mutual Assistance
11	Claims for loss/destruction of personal property
12	DD- 214, Certificate of Release or Discharge from Active Duty
13	DD-1300 Report of Casualty
14	Death certificate
15	Death gratuity
16	Delivery of personal effects
17	Dependents & Indemnity Compensation (DIC, from VA)
18	Disclosure of Information (Privacy)
19	Disposition of remains
20	Education – MGIB Refund (if mbr participated)
21	Education - Scholarship information - CG Foundation & CG-1112
22	Education – VA Dependents Educational Program (DEA)
23	Eligible for national or state veterans cemetery
24	Employee Assistance Program (EAP)
25	Family SGLI - conversion
26	FOIA requests
27	Honorable Service Certificate
28	Income tax exclusion
29	Legal assistance & Income tax benefits
30	Line of Duty (LOD)
31	Media issues
32	Military funeral honors
33	Military investigations
34	Movement of household goods
35	Notification prebrief - from DAO or command
36	Notification to NOK
37	PADD identified - Person Authorized to Direct Disposition of remains
38	PERE identified - Person Entitled to Receive Effects

Action #	Specific actions to be considered - Alphabetical order
39	Personnel Casualty Report message
40	Posthumous issues - awards, promotions, citizenship
41	Presidential Certificate requests
42	Private life insurance claims
43	Reimbursement of funeral expenses DD-1375
44	Reimbursement of funeral travel for NOK
45	Servicemembers' Group Life Insurance claim
46	Settlement of USCG accounts - Final pay & allowances claimed & received
47	Settlement of USCG accounts - LES to explain final pay & allowances - from PSC
48	Social Security Benefits - document, apply, receive, verify
49	State veteran benefits
50	Survivor Benefit Plan (SBP or RCSBP)
51	Survivor's Guide to Benefits
52	Survivor's Guide to Benefits, Chapter 6, Additional Resources
53	Thrift Savings Plan refund
54	Travel of dependents to Home Of Selection (HOS)
55	TriCare - eligibility, reenrollment
56	Uniformed Services ID Card and DEERS enrollment.
57	USCG responsibility for mortuary & funeral expenses
58	Vehicle decal
59	Veterans Administration (VA) Benefits
60	Veterans Administration (VA) Casualty Assistance Coordinator (CAC)
61	Veterans Administration (VA) grave marker (headstone)
62	Veterans Group Life Insurance (VGLI)
63	Death gratuity - conversion within 1 year to a Roth IRA or education savings account