



Selecting and tasking a Casualty Assistance Calls Officer (CACO)

Procedure is used to select appropriate people to serve as CACO.

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Overview

Selecting and tasking a Casualty Assistance Calls Officer (CACO) has predictable pitfalls that must be avoided.

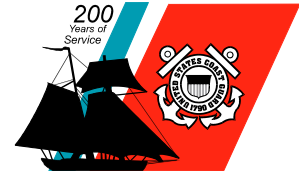
This is important for the CACO as well as for the NOK to be supported.

Forms and documents available

None

Internet availability of procedure

- Procedures for Casualty Matters are posted at <http://www.uscg.mil/psc/psd/fs/Casualty.asp>
- Procedure owner determined that this procedure is authorized for internet release.



CACO selection & tasking

Procedure

Connect with DAO using [Roster](#). Work together to task a CACO with these attributes:

1. Minimum paygrade normally E-7, but may assign E-6 if needed. No E-5 or below.
2. Maximum paygrade normally O-4, but may be higher if needed.
3. No Ensigns (unless highly experienced, prior service).
4. No command cadre (immersion in CACO duty interferes with command perspective).
5. No close personal friends of the casualty. Friends mean well but have their own grief issues.
6. No relatives. Period.
7. **Nobody who is due to deploy, PCS, retire or separate within the next six months.**
8. Prior training recommended but not required. (DAOs have rigorous annual refresher training.)
9. Nobody who has been a CACO before. "Veteran" CACOs have several unique issues which make them less suitable than a rookie CACO. In addition, the Casualty Matters office has promised CACOs working tough, real cases that "This is the only time you'll ever do this."
10. Any rating. Not just YN or CWO (PERS). Does not have to be same rating as the casualty.
11. May differ from the paygrade of the casualty (see comments in the procedure for the notification process).
12. Geographically proximate to NOK. It does not matter where the casualty occurred; the issue is swiftly getting a CACO to the NOK.
13. Avoid anyone who recently had a significant loss. Their personal needs may surface too easily.
14. Satisfactory to DAO. The CACO will be working for the DAO.
15. No DAOs. DAOs are arguably the best trained, most competent, most able CACOs you could possibly want. But DAOs are expected to handle multiple cases, which they cannot do while serving as CACO for a single case. They also cannot be their own backup. On the rare occasion where a DAO becomes a CACO, a different DAO must be assigned to support the CACO. Chief, Casualty Matters does not allow one person to do both roles simultaneously.

No tasking or appointment document is required. Verbal tasking is okay.

- Travel orders may be required.
- CACO travel can be reimbursed by PSC, but TONOs and orders will be generated locally. Initially, use unit finds. DAO will arrange with PSC for an FTA to reimburse the unit.

Workload timeline and expectations:

- Relief from duties. CACO will be busy full-time for about two weeks doing nothing but CACO.
- For about 2 months after that the CACO will be routinely involved but not full-time.
- Handoff to DAO and relief as CACO usually in range of 4-6 months, but complex cases such as operational deaths may run a year or more.
- Relieving a CACO during a case is very rare. If it must be done, it must be done in manner that gives NOK confidence. Work with DAO. Coordinate with supported NOK to avoid surprises.

A "courtesy CACO" may be assigned, such as to support a member after the death of a dependent. CACOs may be assigned in non-fatal casualty cases, such as when designated individuals may be entitled to travel support for an SI/VSI injury or illness of a member.

USCG Casualty Matters Personnel Casualty Procedure



CACO selection & tasking

References

- (a) COMDTINST M1770.9 Section 1.G.4.
Note: Section 1.G is quite incomplete. Use this procedure instead.
- (b) COMDTINST M1000.2A PERSMAN: 18.A.1.b, 18.A.2.h, 18.A.3.d. Replaced by CIM 1770.9 (above).
- (c) [DODI 1300.18](#) DOD Personnel Casualty Matters, Policies & Procedures:
4.2, 5.1.5, 5.1.6, 5.6.5, 5.6.11.4, 5.6.11.6, 5.6.11.7, 5.6.11.8, 5.6.13, 6.1.4, E2.8, E6.2.4.1

Background details

Funding.

CACO travel expenses must be supported by TAD orders, using LOA of CACO's unit or DAO. PSC will provide AFC-30 FTA later to reimburse CACO travel expenses. [PSC does not issue TONOs.] Use AFC-30 funds if possible.

Timing of procedure

Use this Procedure as soon as someone becomes a casualty (dead, missing, SI, VSI, etc.). Assign CACO in advance of death as soon as someone has a terminal diagnosis.

Procedure Users

DAOs	Decedent Affairs Officer at Bases, TRACENs, etc.
CACOs	Casualty Assistance Calls Officers
Commands	

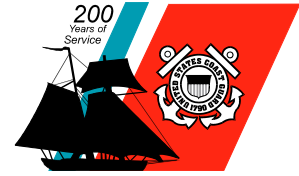
Procedure Owner

Chief, Casualty Matters	CG PSC (PSD FS—Casualty Matters), Arlington VA 703-872-6647 Terrence.w.walsh@uscg.mil
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Procedural support

Support for DAOs is available from the Casualty Matters program, Field Support branch, Personnel Support Division, at PSC, Arlington, VA. CACOs and Claimants are supported by DAOs. If DAO is not known, contact the Casualty Matters office. Reach Casualty Matters 24/7 via DCMS Watchstander.

Chief, Casualty Matters	703-872-6647
LT Terrence W. Walsh (<i>through 22 Aug 2013</i>)	Terrence.w.walsh@uscg.mil
LT Sean R. Arumae (<i>after 22 Aug 2013</i>)	Sean.r.arumae@uscg.mil
Alternate Casualty Manager	703-872-6648
CWO Shawna Ward	Shawna.c.ward@uscg.mil
Generic contact for Casualty Matters	Fax 703-872-6634
24/7 contact via DCMS Watchstander	757-398-6765



CACO selection & tasking

History of Procedure

14 Feb 2011	First draft
22 Feb 2011	First post online
31 Jul 2011	Updated
10 Aug 2013	Latest revision

Glossary and acronyms

ABO: Advance Benefits Option. Life insurance option for person with less than nine months to live, who may withdraw up to half of the life insurance in advance, prior to death. Use form SGLV-8284 for SGLI or SGLV-8284A for FSGLI.

CACO: Casualty Assistance Calls Officer. Works face-to-face with NOK. Works for DAO.

COMDTINST: Commandant Instruction. A document to publish policy and sometimes procedure.

CWO (PERS): Chief Warrant Officer (Personnel). Paygrade W-2 through W-4 in the Personnel specialty.

DAO: Decedent Affairs Officer, located at Bases, TRACENs, and other major HQ units.

DODI: Department of Defense Instruction.

FSGLI: Family SGLI. Insurance coverage for spouse (but not ex-spouse), max \$100K. Free coverage for all member's children, \$10K each, including legitimate or illegitimate biological children, adopted, and stepchildren in the member's current household.

FTA: Funds Transfer Authorization.

LOA: Line of Accounting.

NOK: next-of-kin.

PCS: Permanent Change of Station. Transfer to new unit.

PSC: Personnel Service Center, Arlington VA. Includes Casualty Matters office.

PSSU: Personnel Service and Support Units at Boston MA, Portsmouth VA, Miami FL, New Orleans LA, St. Louis MO, Cleveland OH, San Pedro CA, Alameda CA, Seattle WA, Honolulu HI, Ketchikan AK and Kodiak AK.

SGLI: Servicemembers' Group Life Insurance, max \$400K.

SI: Seriously ill, injured or wounded. Defined in Joint Pubs as "Illness, injury or wound requires medical attention, and medical authority declares that death is possible, but not likely within 72 hours; or the severity of the injury is such that it is permanent and life-altering."

TAD: Temporary Additional Duty.

TONO: Travel Order Number.

TRACEN: Training Centers, at New London CT (Academy), Cape May NJ (recruit), Yorktown VA, Elizabeth City NC (aviation technical), Mobile AL (aviation), and Petaluma CA.

VSI: Very Seriously Ill, injured or wounded. Defined in Joint Pubs as "Illness, injury or wound is such that medical authority declares it more likely than not that death will occur within 72 hours."

YN: Yeoman. Specialist in personnel administration.