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

Version 2 Aug 2012

Phase	**Definition**	**Tally of CACO actions to consider**
A	**Initial phase**. Includes notification of NOK, initial actions to inform chain of command, caretaking of NOK, and limited decisions and claims. Conceptually, Day 1.	**11**
B	**Follow-up through Burial**. Includes mortuary, transportation, PADD, funeral, burial, honors, funeral travel, some claims, and caretaking of NOK. Conceptually, Day 2 through Burial.	**34**
C	**Adjustment**. Includes claims for funeral expenses along with other claims not yet made. Begin to receive results of Phase B claims. Continued caretaking of NOK. Conceptually, Weeks 2-4.	**48**
D	**Maintenance**. Most claims should yield results. Reduced caretaking of NOK. Conceptually, Month 2 forward.	**15**
E	**Long-term care.** Resource for bumps in the road. Minimal caretaking of most NOK, as-needed support for a few. Conceptually, Year 2 forward.	**0**

Reality check

Phases are a rational concept, useful for administration, planning, and thoroughness. Death is a rational fact, but grief and grieving are human reactions. They are emotional, not rational. Recognize with compassion that grief is not a linear, rational, neatly-administered process. These phases are a concept. Be flexible. Be patient.

Phase A
"Initial response"

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Tally	10		
	Phase		*23 Feb 2009 - Beta 3 version*

Action #	A	B	C	D	Initial response - Notification & Day 1
4					Bereavement Counselling
8					**CACO After Action Report (AAR)** (used throughout case) (NLT 90th day, send to DAO)
15					Death gratuity
19					Disposition of remains
24					Employee Assistance Program (EAP)
31					Media issues
33					Military investigations
35					Notification prebrief - from DAO or command
36					Notification to NOK
39					Personnel Casualty Report message
51					Survivor's Guide to Benefits

Action #	A	B	C	D	Follow-up - Day 2 through Burial
1					Armed Forces Service Corp (AFSC)
2					Basic Allowance for Housing (BAH)
3					Beneficiary Financial Counseling Service (BFCS)
4					Bereavement Counselling
5					Book (optional) *Grief Recovery Handbook* , J.W. James & R. Friedman. 1998
6					Book (optional) *Military Widow: A survival guide,* J. Steen & R. Asaro. 2006
7					Book (optional) *When Children Grieve,* 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
13					DD-1300 Report of Casualty
15					Death gratuity
18					Disclosure of Information (Privacy)
19					Disposition of remains
20					Education – MGIB Refund (if mbr participated)
23					Eligible for national or state veterans cemetery
24					Employee Assistance Program (EAP)
25					Family SGLI - conversion
27					Honorable Service Certificate
29					Legal assistance & Income tax benefits
30					Line of Duty (LOD)
31					Media issues
32					Military funeral honors
33					Military investigations
37					PADD identified - Person Authorized to Direct Disposition of remains
40					Posthumous issues - awards, promotions, citizenship
41					Presidential Certificate requests
42					Private life insurance claims
45					Servicemembers' Group Life Insurance claim
46					Settlement of USCG accounts - Final pay & allowances claimed & received
51					Survivor's Guide to Benefits
52					Survivor's Guide to Benefits, Chapter 6, Additional Resources
57					USCG responsibility for mortuary & funeral expenses
59					Veterans Administration (VA) Benefits

Action #	A	B	C	D	Adjustment after burial - Weeks 2-4
1					Armed Forces Service Corp (AFSC)
3					Beneficiary Financial Counseling Service (BFCS)
4					Bereavement Counselling
5					Book (optional) *Grief Recovery Handbook* , J.W. James & R. Friedman. 1998
6					Book (optional) *Military Widow: A survival guide,* J. Steen & R. Asaro. 2006
7					Book (optional) *When Children Grieve,* 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
16					Delivery of personal effects
17					Dependents & Indemnity Compensation (DIC, from VA)
20					Education – MGIB Refund (if mbr participated)
21					Education - Scholarship information - CG Foundation & CG-1112
22					Education – VA Dependents Educational Program (DEA)
24					Employee Assistance Program (EAP)
25					Family SGLI - conversion
26					FOIA requests
28					Income tax exclusion
29					Legal assistance & Income tax benefits
30					Line of Duty (LOD)
33					Military investigations
34					Movement of household goods
38					PERE identified - Person Entitled to Receive Effects
40					Posthumous issues - awards, promotions, citizenship
41					Presidential Certificate requests
43					Reimbursement of funeral expenses DD-1375
44					Reimbursement of funeral travel for NOK
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)

Action #	A	B	C	D	Adjustment after burial - Weeks 2-4
55					TriCare - eligibility, reenrollment
56					Uniformed Services ID Card and DEERS enrollment.
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)

Phase D "Maintenance"

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				Phase	
Action #	A	B	C	D	**Maintenance - Month 2 and forward**
4					Bereavement Counselling
5					Book (optional) *Grief Recovery Handbook* , J.W. James & R. Friedman. 1998
6					Book (optional) *Military Widow: A survival guide,* J. Steen & R. Asaro. 2006
7					Book (optional) *When Children Grieve,* J.W. James & R. Friedman. 2001
8					**CACO After Action Report (AAR)** (used throughout case) (NLT 90th day, send to DAO)
17					Dependents & Indemnity Compensation (DIC, from VA)
21					Education - Scholarship information - CG Foundation & CG-1112
22					Education – VA Dependents Educational Program (DEA)
24					Employee Assistance Program (EAP)
33					Military investigations
48					Social Security Benefits - document, apply, receive, verify
52					Survivor's Guide to Benefits, Chapter 6, Additional Resources
54					Travel of dependents to Home Of Selection (HOS)
60					Veterans Administration (VA) Casualty Assistance Coordinator (CAC)
63					Death gratuity - conversion within 1 year to a Roth IRA or education savings account