

Admin Officer Guide: Casualty Assistance Calls Program (CACP)

INTRODUCTION

The Casualty Assistance Calls Program (CACP) requires that a Navy representative be designated to assist the Primary Next-of-Kin (PNOK) and the Secondary Next-of-Kin (SNOK) of Sailors who have suffered a casualty. This designated representative, known as the Casualty Assistance Calls Officer (CACO), acts as the official representative of the Secretary of the Navy. The CACO provides crucial information, resources, and assistance to the PNOK and SNOK in the unfortunate event of a casualty involving a Sailor. The primary mission of the CACO is to offer ongoing support to the families during these challenging times and ensure that they receive the benefits and entitlements they are due. The range of duties undertaken by a CACO is extensive and varies depending on the specific status of the Sailor at the time of the casualty, whether it be death, whereabouts unknown (DUSTWUN), missing, ill, or injured.

OVERVIEW

Administrative Officers (AO) play a crucial role in the implementation and success of the CACP, regardless of whether they are formally designated as a CACO. This guide aims to provide specific procedures and responsibilities for AOs who, even though not designated as CACOs, support the CACO throughout the entire assistance process.

A CACO is assigned to assist all eligible Next-of-Kin (NOK) or beneficiaries as listed on the Sailor's NAVPERS 1070/602, the Record of Emergency Data, and the Servicemembers' Group Life Insurance (SGLI) election documented on SGLV-8286, the SGLI Election and Certificate. The duties of CACOs are comprehensive and necessitate compliance with various protocols to ensure that the NOK and beneficiaries of Sailors receive the necessary support and benefits in a prompt manner.

ADMIN OFFICER ACTION

- It is imperative that AOs assist the CACO in submitting the Personal Casualty Report (PCR) as soon as possible. Ideally, this should be done within 4 hours of the incident, but under no circumstances should it be later than 12 hours. It is crucial to submit the initial PCR regardless of whether all details of the casualty are known at the time. Subsequently, supplemental reports should be submitted as additional information becomes available. It is also recommended that the AO have Defense a Casualty Information Processing System (DCIPS) account as a back-up to CACO.
- The AO must provide the CACO with the NAVPERS 1070/602 Dependency Application/Record of Emergency Data or the DD 93 Record of Emergency Data, as well as the SGLV 8286 SGLI Election and Certificate. The inclusion of these documents is essential for ensuring prompt actions related to notification of the casualty and the processing of benefits. Having accurate and complete documentation allows the CACO to efficiently carry out their duties and provide the necessary support to the NOK and beneficiaries.

- Verify the travel requirements for both the PNOK and SNOK. Facilitate travel and logistical arrangements for the family members during this critical time.
- Prepare a condolence letter for the Commanding Officer's signature. This letter should be thoughtfully composed, expressing sympathy and condolences to the family. It must be reviewed for accuracy and sensitivity, reflecting the Commanding Officer's support and acknowledgment of the family's loss.
- Support the CACO and the Chaplain in drafting a 5050 for command remembrance. This document is instrumental in organizing a memorial or remembrance service to honor the deceased member. It includes coordination of details such as date, time, location, participants, and any special elements of the ceremony. Drafting 5050 requires careful attention to detail and collaboration with relevant personnel to ensure a respectful and appropriate commemoration. Prepare an official invitation for the family, inviting them to the memorial services.
- Compile the member's information to be forwarded to the Chief of Naval Operations (CNO) front office via Navy Casualty. This information must be provided by your Commanding Officer or Executive Officer. It will be used for the CNO's condolence letter to the family. Please provide this information to your Navy Casualty Point of Contact (POC) without delay. If 48 hours pass without a response, Navy Casualty will report a "Negative Response" to the CNO.

In summary, the role of AO in the CACP is to provide indispensable administrative support to the CACO by ensuring timely submission of reports, and by providing accurate and complete documentation. By fulfilling these duties diligently, AOs help ensure that the families of Sailors receive the care, benefits, and entitlements they are owed in a timely and efficient manner.

REFERENCES

PCR User Guide

<https://www.mynavyhr.navy.mil/Portals/55/Support/Casualty/DCIPS%20PCR%20User%20Guide%20Navy%204%20June%202024.pdf?ver=TRUvp6oCC5uz60vh7A0ETg%3d%3d>

MILPERSMAN 1770-030: Personnel Casualty Report Procedures

https://mynavyhr.navy.afpims.mil/Portals/55/Reference/MILPERSMAN/1000/1700Morale/1770-030.pdf?ver=pzE6oy_fZCmG1xwZ7cMO_w%3d%3d

MyNavy HR Casualty Page

<https://www.mynavyhr.navy.mil/Support-Services/Casualty/>