

MILPERSMAN 1770-160

Casualty Assistance Calls Program (CACP)

Responsible Office	OPNAV (N135C)	Phone:	DSN:	882-2501
			COM:	(901) 874-2501
		TOLL FREE:	1 (800) 368-3202	
		FAX:	(901) 874-6654	

NAVPERSCOM CUSTOMER SERVICE CENTER	Phone: Toll Free	1-866-U ASK NPC
------------------------------------	------------------	-----------------

References	(a) DoD Instruction 1300.18, Personnel Casualty Matters, Policies, and Procedures, of 8 Jan 2008 (b) OPNAVINST 1770.1A (c) CNICINST 1770.2, Casualty Assistance Calls Program, of 17 May 2011
-------------------	---

1. Policy

a. Per reference (a) and (b), the Casualty Assistance Calls Program (CACP) requires a uniformed Navy representative be designated to assist the primary and secondary next of kin (NOK) of Sailors who are:

(1) Deceased;

(2) Reported as "duty status-whereabouts unknown" (DUSTWUN); or

(3) Become missing while on active duty, active duty for training, or inactive duty training.

b. Casualty assistance calls officer (CACO) assigned shall be an:

(1) Officer with a minimum of 2 years active duty; or

(2) Enlisted Sailor in the grades E-6 through E-9.

c. A CACO shall be assigned to all eligible NOK or beneficiaries designated on the Sailor's NAVPERS 1070/602 Record

of Emergency Data and SGLI election on SGLV-8286 Servicemembers' Group Life Insurance Election and Certificate.

d. Commands shall assign CACOs to NOK or beneficiaries located in their local area. Regional Casualty Assistance Calls and Funeral Honors (CAC/FH) Program directors will assign CACOs to support NOK and or beneficiaries who are located outside the geographical area of the command who has suffered the loss. In all cases CACO assignment shall be reported to the regional CAC/FH Program Director responsible for the geographic area in which the NOK or beneficiary lives.

e. A **courtesy CACO** is assigned in all active duty cases when a Sailor is:

(1) Placed on the very seriously/seriously ill/injured (VSI/SI) list and assistance to the NOK is necessary.

(2) In imminent danger of loss of life (as defined per MILPERSMAN 1770-010).

The courtesy CACO is assigned in the same manner as a CACO for a deceased or missing Sailor. In death imminent cases, the courtesy CACO will not contact the NOK unless directed by the appropriate regional CAC/FH Program Director. The courtesy CACO will be kept apprised of the Sailor's condition/prognosis until removed from the VSI/SI list.

f. Assignment as a CACO is considered the primary duty of assigned personnel.

2. **CAC/FH Program Director**. Commander, Navy Installations Command's (CNIC) regional CAC/FH Program Directors are responsible for the execution of the CACP within their respective areas of responsibility. They are overseen by CNIC's CAC/FH Program Director who is responsible for funding, training, technical support, and execution authority of the CACP, see reference (c) for more detailed information.

3. **Commanders/Commanding Officers (COs)/Officers in Charge (OICs)/Command Master Chiefs (CMC)**. Ensure command has at least 1 trained officer and 1 senior enlisted (E-6 to E-9) CACO assigned. Coordinate assignment and training of CACO through the regional CAC/FHS Program Director.

4. **Duties of the CACO.** CACOs have many responsibilities to fulfill in the course of providing assistance to the NOK and beneficiaries of Sailors. The duties of a CACO are varied and are dependent upon the casualty status of the Sailor. CACO duties are outlined, but are not limited to the items listed below:

Status of Sailor	Duties of CACO
Deceased	<ul style="list-style-type: none"> • Conduct official personal notification to NOK. • Offer condolence on behalf of the Secretary of Navy. • Consult Navy-Marine Corps mortuary staff for advice and counsel funeral arrangements. • Assist in obtaining emergency financial assistance. • Assist with funeral arrangements/planning. • Provide needed assistance in filing claims for such death benefits as: <ul style="list-style-type: none"> a. Death Gratuity (DG) b. Unpaid Pay and Allowances c. Dependent identification cards d. Reimbursements for burial expense e. Transportation of family members f. Government and/or commercial life insurance g. Veteran's Administration and Social Security benefits h. Transportation of personal effects or household effects i. Government headstone or marker
Reported as (DUSTWUN)	<ul style="list-style-type: none"> • Conduct official personal notification of DUSTWUN to the NOK and a second personal notification upon the change of status from DUSTWUN.

	<ul style="list-style-type: none">• Act as liaison between the Navy and the NOK while the search is underway.• Provide daily updates to the NOK, either in person or by telephone call, on the status of the search and relate any additional information received since the last update.
Missing / Prisoner of War (POW)	<ul style="list-style-type: none">• Conduct official personal notification to the NOK.• Act as liaison between the Navy and the NOK.• Contact the NOK of missing Sailors at least once a week, unless the NOK desires another arrangement, to relate any information received since the last update. Advise of developments and progress toward repatriation and to check on the well-being of the NOK.• Once the Secretary of the Navy has established pay and allotments for the NOK, advise Office of the Chief of Naval Operations (OPNAV), Navy Casualty Assistance Division (N135C) of any additional support that may be required by the NOK.
Very seriously ill or injured	<ul style="list-style-type: none">• Assist NOK or designated individual traveling to the bedside of Service member.• Assist the NOK or designated individual in filing travel claims.
Terminally Ill (Standby CACO)	<ul style="list-style-type: none">• Be on stand-by in the event designated individuals must be contacted.• Make contact with designated individual and assume the full range of CACO duties in the event of the Sailor's death or when

	<p>directed by the appropriate Regional CAC/FHS Program Director.</p>
<p>Recovered/ Repatriated Remains</p>	<ul style="list-style-type: none"> • Accompany the Navy Identification Team on the initial identification briefing for the primary next of kin (PNOK). • Act as liaison between the Navy and the PNOK after the initial identification briefing. • Refer family inquiries about funeral arrangements to the Navy-Marine Corps mortuary staff. • As required, provide assistance with filing claims for reimbursement of funeral expenses.

<p>Status of Department of the Navy (DON) Civilian</p>	<p>Duties of CACO</p>
<p>DON Civilian Deceased/Excused - Absence whereabouts unknown</p>	<ul style="list-style-type: none"> • Conduct official personal notification to NOK when assistance is requested by employing DoD Component.