



The Air Force's Personnel Center



Air Force Casualty Services

**Casualty Services Branch
AFPC/DPFCS**

Care that Connects...Talent that Transforms



OVERVIEW

Purpose: Casualty Services Reporting, Notification, Assistance

- **AFPC/DPFCS - What We Do**
- **Guidance**
- **Air Force Casualty Mission**
- **CAR Responsibilities**
- **Casualty Reporting**
- **Casualty Notifications**
- **Casualty Assistance**
- **Challenges**
- **Survival Tips**
- **Contact Information**



AFPC/DPFCS

What We Do

- **Process all Casualty reports/Assign Notification/Assistance**
- **Daily Casualty Reports**
- **Subject Matter Experts (SME) for Ill, Injured, Wounded, & Deceased Casualty Benefits & Entitlements**
- **SME/Business Process Owners (BPO) for RED, SGLI/SOES**
- **Certify SGLI and FSGLI Claims**
- **Adjudicate and certify TSGLI Claims**
- **Oversee CAR Training**
- **Process BCMRs**
- **Answer Congressional Inquiries**
- **Personnel/Family Support for Reintegration**
- **Voting Member DoD Casualty Advisory Board**
- **Member DoD Central Joint Mortuary Affairs Board**



Guidance

- Title 37, United States Code, *Emergency Family Member Travel*
- Public Law 109-13, *Traumatic Injury Servicemen's Group Life Insurance*
- DoDI 1300.18, *DoD Military Personnel Casualty Matters, Policies, & Procedures*
- DoDI 2310.05, *Accounting for Missing Persons*
- Joint Pub 1-0, *Joint Doctrine for Personnel Support to Joint Operations*
- DAFI 36-3002, *Casualty Services*
- DAFI 34-501, *Mortuary Affairs Program*
- DAFI 36-2910, *Line of Duty*
- DAFI 36-3802, *Force Support Readiness Programs*
- DAFI 34-1101, *Warrior and Survivor Care*



Air Force Casualty Mission

Mission: To provide prompt and accurate **casualty reporting**; to provide dignified and humane **casualty notifications** to surviving families; to ensure efficient, thorough and compassionate follow-on NOK **assistance** until all eligible benefits and entitlements have been received

Definition of Casualty: Any person who is lost to the organization based upon a declaration of deceased, duty status whereabouts unknown (DUSTWUN), missing, wounded, ill or injured

We provide casualty assistance to:

- Airmen (AD/ARC/NGB) personnel in an active-duty status (Title 10/32)/IDT Status
- USSF Guardians
- Their Next of Kin (NOK) and beneficiaries
- Commanders



CAR Responsibilities

- **The CAR is the OPR for all casualty programs**
 - **Record of Emergency Data (RED)**
 - **Servicemember's Group Life Insurance (SGLI/SOES)**
 - **Traumatic Servicemembers' Group Life Insurance (TSGLI)**
 - **Family Servicemembers' Group Life Insurance (FSGLI)**
 - **Emergency Family Member Travel (EFMT)**
 - **Training**
 - **Casualty Alternate/CAST/PERSCO**
 - **Installation Key Personnel (Unit CCs, MDG, First Sgts, GSUs)**
 - **Attends annual Refresher Training & webcasts**
 - **Trains notification officers to perform casualty notification (to incl GSU)**



CAR Responsibilities

- Prepares Wing Supplement to DAFI 36-3002 (1.11)
- Updates AF Fm 1075 annually (Oct) or whenever change occurs
 - Separate 1075s for each GSU listing notification officers
- Provides Mortuary and Public Affairs with casualty info once all NOK have been notified (1.11.6)
- Humanitarian Reassignments
- Air Force Aid Society referrals
- Provide Death Certificates to MPS Customer Support to update DEERS
- Review SGLI/SOES and REDs
 - Runs monthly RED rosters and sends to units
- Report retiree deaths and assist NOK
- Ensure LOD are started and coordinated



The Air Force's Personnel Center



Casualty Reporting



Reporting Of Casualties Within A Duty Status

- **Report casualties to AFPC/DPFCS for any AF Reserve or Air National Guard members within a duty status who are in one of the following statuses:**
 - **Reserve status while performing authorized travel to or from active duty**
 - **While on inactive-duty training**
 - **While performing authorized travel directly to or from active duty for training or inactive duty training**
 - **Members of reserve officers' training programs who die while performing annual training duty under orders for a period of more than 13 days or while performing authorized travel to or from that duty**
 - **Applicants for membership in reserve officers' training corps who die while attending travelling to or from field training or a practice cruise**
 - **And persons travelling to from or while at a place of acceptance for entry upon active duty**



Casualty Statuses

- **Very Seriously, Seriously and Not Seriously Ill/Injured (VSI, SI, NSI)**
- **Duty Status Whereabouts Unknown (DUSTWUN)**
- **Missing**
- **Deceased**
 - **Active Duty**
 - **DoD Civilians Appropriated and Non-Appropriated (includes ART and full-time ANG)**
 - **Contractors - Under the Auspices of AF**
 - **Air National Guard and Reservist in an active duty status (Need copy of orders or Drill Status Roster)**
 - **DoD Components listed in E6 of DoDI 1300.18**



Definitions

DoDI 1300.18, Enclosure 2, January 8, 2008

- **VSI – A person whose illness or injury is such that medical authority declares it more likely than not that death will occur within 72 hours**
- **SI – A person whose illness or injury requires medical attention, and medical authority declares that death is possible, but not likely within 72 hours, and/or the severity is such that it is permanent and life altering**
- **NSI – A person whose illness or injury requires medical attention, may or may not require hospitalization**
- **Duty Status - Whereabouts Unknown (DUSTWUN). A transitory casualty status, applicable only to military personnel, that is used when the responsible commander suspects the member may be a casualty, whose absence is involuntary, but does not feel sufficient evidence currently exists to make a determination of missing or deceased**
- **Missing. A casualty status for which the United States Code provides statutory guidance concerning missing members of the Military Services. Excluded are personnel who are in an AWOL, deserter, or dropped-from-rolls status.**
 - **A person declared missing may be categorized as one of the following:**
 - **Beleaguered, Besieged, Captured, Detained, Interned, and Missing**



VSI, SI, NSI

- **Reporting VSI, SI, or NSI Casualties**
 - **When a member is hospitalized and determined by medical authority to be VSI/SI a casualty report is submitted**
- **NSI the responsible commander has the CAR/PERSCO submit a Casualty Report IF:**
 - **AFPC assistance is needed to notify the NOK**
 - **Member is hospitalized receiving treatment for an injury/illness received while serving in a qualified Hazardous Duty/Imminent Danger Pay Combat Zone or Combat Operation (DFP/IDP)**
 - **Injuries were received as a result of hostile or terrorist activity (EFMT eligible)**



DUSTWUN/Missing

- **Submit an initial DUSTWUN Report**
- **Submit daily Search Progress Reports unless waived by AFPC/DPFCS**
- **Submit one of these reports or messages within 10 days of filing the initial DUSTWUN Report, unless extended by HQ AFPC Chief of Casualty Matters Division**
 - **Death Report**
 - **Missing Report (Non-Hostile)**
 - **Commander's Preliminary Assessment and Recommendation (Hostile)**
 - **AWOL Message**
 - **Return to Military Control Report**



Reporting Casualty Statuses

- **CAR Responsibilities for Reporting VSI, SI, or NSI Casualties**
 - **Contact AFPC/DPFCS by telephone to report the member's status and possible notifications or Emergency Family Member Travel (EFMT) request**
 - **Gather information for the Casualty Report from Medical Treatment Facility (MTF) or civilian hospital**
 - **Submit the initial Casualty Report within **4-hours** of learning of the casualty**
 - **Submit EFMT request as soon as possible**
 - **Prevents family members from incurring out-of-pocket expenses up front**



Initial Report

- **CAR calls AFPC/DPFCS; submits completed report within 4-hours of learning about the casualty**
- **AFPC reviews/approves or rejects**
- **When approved**
 - **AFPC/DPFCS Distro's Initial Report to HAF, AFW2, DFAS, AFFF & CAR**
 - **CAR distros report to local leadership and MAJCOM, if required**
- **Always use DCIPS Reporting User Guide when completing messages**
 - **Ensures fastest messaging routing as it prevents rejected messages**



Supplemental Reports (SUPP)

- **Supplemental Death Reports are due as soon as all info is confirmed (ASAP)**
- **Authorizes AFPC/DPFCS to create the Initial DD Fm 1300**
 - **Common supplemental items: Confirm Posthumous Promotion, NOK addresses, Special Condolence Letter Authorization**
 - **Info includes Items A – H; divorce decrees, address/name changes, LOD completions – anything that would prompt us to make changes to the 1300**
- **Supplemental Casualty (VSI/SI/NSI) Reports are due 24-hours from initial report**
- **AFPC/DPFCS Distro's Supp Report and creates/distros Initial/Interim 1300**



Status Change Reports (STACH)

- **Shows as STACH report in DCIPS**
- **Used to report member's medical status upgrade/downgrade from VSI to SI, NSI to SI, etc.**
- **Also used to report status change from VSI to Death**



Medical Progress Reports (MPR)

- **Update MPR within 24-hours of Initial Casualty Report**
 - **Diagnosis/prognosis, EFMT status, hospitalization, etc. or upon receipt of an updated AF Form 570**
- **Every 14 days for VSI/SI**
- **Every 30 days for NSI (AOR/PAC only)**
- **AFPC/DPFCS sends a DAILY MPR Status Report to all CARs as a reminder to submit your due/overdue MPRs**



Duty Status Whereabouts Unknown (DUSTWUN)

- **When would someone be considered DUSTWUN**
 - **A transitory status, applicable only to military personnel, used when the responsible commander suspects the member may be a casualty whose absence is involuntary, but does not feel sufficient evidence currently exists to make a definite determination of missing or deceased (DAFI 36-3002)**
- **Reason for DUSTWUN**
 - **Provides 10 days to investigate and make decisions**
- **Formal notifications to NOK**
- **24-Hour Updates to NOK**
- **Airman can be taken out of DUSTWUN as soon as a determination of their status is made**



DUSTWUN

- **The responsible commander declares DUSTWUN when the commander:**
 - **Suspects an absence is involuntary and that the individual may be a casualty**
 - **Does not feel there is sufficient evidence to make a definite determination of missing or deceased**
 - **Needs time to gather additional facts and statements from witnesses in order to make a definitive status determination**



DUSTWUN (Cont.)

- **Factors commanders should consider to determine whether an individual's absence is voluntary or involuntary**
 - **Relationship with others both on and off-duty**
 - **Financial activities prior to or subsequent to disappearance**
 - **Evidence of departure preparations**



DUSTWUN (Cont.)

- **Examples of when it may be appropriate to declare DUSTWUN**
 - **An aircraft is overdue and the responsible commander has made an initial investigation with negative results**
 - **An individual disappears while participating in sporting or recreational activities**
 - **Initial attempts to find the member fail and the commander determines the member is not AWOL**
 - **A witness observes a lead aircraft as it is hit by enemy ground fire**
 - **An individual disappears and there is no known circumstances**



DUSTWUN (Cont.)

■ Commander's Responsibilities

- Use all avenues available in determining whether individual's absence is voluntary or involuntary**
- Ensures the CAR submits an initial DUSTWUN Report to HQ AFPC Casualty Services Branch**
- Provides the CAR with DAILY progress report of all search and investigative efforts**



DUSTWUN (Cont.)

- **Responsibilities of the CAR**
 - **Educate all commanders and first sergeants on DUSTWUN**
 - **Once a commander declares DUSTWUN:**
 - **Immediately telephone AFPC/DPFCS and advise them of the commander's decision**
 - **Upload to DCIPS-CR:**
 - **Record of Emergency Data (RED)**
 - **SGLV 8286, SGLI Election or SOES Certification**
 - **Any other VA forms related to SGLI**
 - **A copy of the order or other document placing a Guard or Reserve member on active duty**
 - **Any appropriate documents for civilians and contractors**



DUSTWUN (Cont.)

- **Submit an initial DUSTWUN Report**
- **Submit DAILY Search Progress Reports unless waived by AFPC/DPFCS**
 - **Reports should include any pertinent information on member's last whereabouts, witness statements, on-going searches and investigation**
- **Submit one of these reports or messages within 10 days of filing the initial DUSTWUN Report, unless extended by HQ AFPC Chief of Casualty Matters Division**
 - **Death Report**
 - **Missing Report (Non-Hostile)**
 - **Commander's Preliminary Assessment and Recommendation (Hostile)**
 - **AWOL Message**
 - **Return to Military Control Report**



ANG and USAFR Deaths

- **ARC Component determines the member's duty status**
- **If status is:**
 - **Active Duty (AD)**
 - **Active Duty for Training (ADT)**
 - **Inactive Duty Training (IDT)**
 - **Performing authorized travel directly to or from such duty**
 - **Member assigned to NGB/assigned as ADOS/STAT**
- **Report the member the same as an active duty death**
- **Upload a copy of member's orders to DCIPS or IDT Roster**



ANG and USAFR Deaths

- **We route these reports to AF Senior Leadership Management Office (AFSLMO)**
 - **Ensure AFSLMO representation at General's funeral**
- **Complete Retired General Officer Worksheet**
- **Create message in DCIPS-PCR**
- **Upload worksheet and biography in DCIPS-PCR**
 - **Obtain bio from <http://www.af.mil/About-Us/Biographies/>**



ARC Member Non-Duty Status Deaths

- **If status is:**
 - **Non-duty**
 - **Retired member not eligible to receive retirement pay**
 - **Then report the member as directed in DAFI 36-3002, Chapter 6**



Aircraft/GOV Incidents

- **All individuals involved in military aircraft incidents or GOV incidents will be reported if the member requires medical evaluation IAW DAFI 36-3002 para 2.4.3.1.2. – whether or not they are actually classified as a casualty**
- **This will be a one-time report (i.e., in Circumstances: “As of 30 Jan 2019, Maj Bobby Smith was piloting a T-6 aircraft and incurred an in-flight emergency which necessitated a hard landing in a field approximately 1.2 miles south of JBSA-Randolph in San Antonio, TX. Member was taken to 502 MDOS Flight Surgeon for evaluation. No further reports to follow.”**



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Casualty Notification



Casualty Notification

■ AFPC/DPFCS Responsibility

- Coordinate with DoD Components in 1300.18 and installation commanders in the notification process**
- Assists in notification process at the request of the reporting base CAR by:**
 - Ensuring casualty notifications are made to NOK not residing on or in the vicinity of the reporting base**
 - Identifying and directing other installations or officers to make personal notification**
 - Making telephone notifications when necessary**
- Provide guidance to the notification officer**



Casualty Notification

- **Installation Commander Responsibility**
 - **Ensures an appropriate officer notifies the NOK of casualties:**
 - **For members assigned to their installation**
 - **Occurring on or in the vicinity of their installation**
 - **Resulting from activities associated with their installation**
 - **Decides whether to notify NOK of non-DoD civilians who become casualties on their installation during**
 - **An orientation flight**
 - **A civic leader tour airlift**



Casualty Notification

- **Medical Treatment Facility Commander Responsibility**
 - **Ensure family members are notified when a member is injured, death is imminent or dies at an MTF**
 - **Notification may be made by the:**
 - **Attending physician**
 - **Member's commander or designated representative**
 - **MTF commander**



Casualty Notification

■ **CAR Responsibility**

- **Establishes procedures to ensure all Field Grade Officers assigned to the installation and serviced GSUs are trained to perform casualty notification**
- **Provides the notification officer a copy of DAFI 36-3002, Attachment 6, Casualty Notification Officer Checklist, prior to a casualty occurring**
- **Ensures all notification officers have reviewed the Casualty Notification film**

Goal is to have Notification officers pre-identified and trained



Casualty Notification

- **Deceased/DUSTWUN/Missing**

- The Air Force provides dignified, compassionate, and humane notification to family members and other designated persons as promptly as possible after a member is placed in a casualty status
- For personnel in the following categories, casualty notification will be made *in person* by an Air Force representative whenever feasible:
 - Deceased
 - Duty status-whereabouts unknown (DUSTWUN)
 - Missing



Casualty Notification

- **Notification – Illness/Injury**

- The member's commander, or a designated representative, or AFPC/DPFCS notifies NOK by **telephone** for:

- Not Seriously Ill/Injured (NSI)
- Seriously Ill/Injured (SI)
- Very Seriously Ill/Injured (VSI)

- The member's commander may delegate notification duties to the member's first sergeant or attending physician



Casualty Notification

- **Notification – Illness/Injury**
 - **Any commissioned officer or master sergeant through chief master sergeant may accomplish the notification**
 - **In all cases, the individual notifying the NOK should be of equal or higher grade than the ill or injured member**
 - **The member's commander must maintain close communication with the MTF or civilian hospital to ensure that an appropriate official notifies the NOK**
 - **Whenever the member is able to communicate, the member's desires on which NOK to notify, if any, should be honored**
 - **The commander may notify NOK against the member's wishes if the commander decides notification is necessary**
-



Casualty Notification

■ Notification – Illness/Injury

- Whenever the member is able to communicate, the member's desires on which NOK to notify, if any, should be honored**
- The commander may notify NOK against the member's wishes if the commander decides notification is necessary**
- If the member is unable to communicate, family members listed on RED/DD 93 must be notified by either the member's commander, other NOK, or AFPC/DPFCS**
 - When there are no adult NOK such as a single parent or divorced member whose children reside with a former spouse, AFPC/DPFCS will direct/assign notification**



Casualty Notification

- **Notification of Foreign Nationals**
 - **Notify NOK of Foreign Nationals in the United States under the auspices of the Air Force**
 - **If the NOK reside in the vicinity of the home installation or GSU, the foreign national's commander oversees the notification**
 - **The order-issuing headquarters (MAAG, DAO, etc.) notifies NOK in the foreign national's home country IAW DAFI 16-105 (IP), *Joint Security Cooperation Education and Training***



Casualty Notification

■ Whom to be Notified

- If the casualty is an active duty military member, all primary NOK, secondary NOK, and other persons listed on the RED or DD Form 93, will be notified**
- Persons to be notified include:**
 - Spouse**
 - Children, not living with the spouse or with the persons to be notified**
 - Parents**
 - Persons listed on the SGLI/SOES who will receive monetary benefits but not listed on the RED**



Casualty Notification

- **Notifications are not performed during the hours of Midnight and 0500 (Exception AOR deaths) – call for approval in this window**

- **If High Media attention expected, alert PA**
 - **Provide the Notification Officer- Media Fact sheet with the PA POC to give to the PNOK (on CSPA)**

 - **If the casualty is a DAF or DoD civilian employee, notify the NOK based on information in the employee's personnel records or with employee's supervisor**



Casualty Notification

- **Selection of Notification Team**

- **The Air Force activity nearest to the NOK's residence is tasked to accomplish the casualty notification:**

- **Active duty bases**
- **Geographically Separated Units (GSU)**
- **Air Force Reserve Officer Training Corps (AFROTC) Detachments**
- **United States Air Force Reserve (USAFR) units**
- **Air National Guard (ANG) units**



Casualty Notification

- **Notification Team Composition**
 - **If NOK live on or near member's installation, the member's wing, group, or squadron commander (or other officer, as determined by the installation commander) makes the notification**
 - **Medical personnel (i.e., doctor, nurse, or medical technician) and an Air Force chaplain accompany the notification officer, if available, to attend to any reaction of the NOK**
 - **Personnel are required to be in the Service Dress Uniform with the exception of the medical technician who can wear ABUs (they remain in the vehicle unless needed)**



Casualty Notification

■ Transportation

- The CAR, with help from the Transportation Officer, provides a military vehicle for the notification officer**
 - Use only sedan or station wagon**
 - Use military vehicles when available; otherwise, use of a privately owned vehicle (POV) is authorized**
 - Use of cell phones are highly encouraged**
 - Contact your base communications for support regarding your local DAFI 36-3002 supplement for transportation support**



Casualty Notification

■ **Transportation**

- **When travel must be performed by use of a POV, submit SF 1164, Claim for Reimbursement for Expenditures on Official Business, to the local Finance Service Office for reimbursement of expenses**
- **Reimbursements of expenses are chargeable to unit operation and maintenance (O&M) funds**



Casualty Notification

- **Preparations for Notification**
- **AFPC/DPFCS will scan and e-mail the notification letter to the CAR or notification officer, which must be printed, signed, or if faxed, retyped and delivered to the NOK on behalf of the Air Force Chief of Staff**
- **The CAR will provide the notification officer with:**
 - **Notification procedures briefing**
 - **Notification letter (if not mbr's CC)**
 - **Address of the NOK**
 - **Advice/instructions if problems occur**
 - **Map of the area, if available**
 - **Transportation**
 - **Media Fact Sheet (if applicable)**
 - **AFPC/DPFCS toll-free number 1-800-525-0102, Option 2, Option 1**



Casualty Notification

- **Location of NOK**
 - **The last known address (with any directions) of the NOK will be provided by:**
 - **The CAR if reporting base is also required to make the notification**
 - **AFPC/DPFCS or assigned CAR if reporting base is not making notification**



Casualty Notification

- **Inability to Locate NOK**
 - **If it appears the NOK is not at home, the notification officer should contact neighbors, police department, or local postmaster for information regarding NOK's whereabouts**
 - **If the notification team cannot locate the NOK, or NOK has moved from the area, the notification officer should immediately contact AFPC/DPFCS by telephone from the area for further guidance**
 - **Provide AFPC/DPFCS with information concerning attempts to contact the NOK**
 - **Follow instructions provided by AFPC/DPFCS**



Casualty Notification

- **The notification officer must be alert to the needs of the NOK and represent the Air Force in a professional manner**
 - **Being prepared, sincere, and alert to the needs of the NOK at time of notification will reduce some of the shock that is normal under these circumstances**
- **Stereotyped procedures are not appropriate**
- **As a minimum, the notification officer should:**
 - **Identify himself or herself as a representative of the Air Force Chief of Staff**



Casualty Notification

- **Example: “I’m Major Thompson, a representative of the Air Force Chief of Staff, from the 12th Flying Training Wing at Randolph Air Force Base, Texas”**
 - **Make sure they are speaking to the correct person(s)**
- **Once they arrive at the residence and have identified themselves, confirm the identity of the NOK**
- **Example: “Are you Mr. James C. Doe? Are you the father of Airman John C. Doe?”**



Casualty Notification

- If at least one person to be notified is home, state that they have an important message to deliver and ask permission to enter the residence
- Paraphrase the circumstances as described in the notification letter
 - Example: “On behalf of the Chief of Staff, United States Air Force, it is with deep regret that I inform you that your son, Airman John C. Doe, died in California today as the result of injuries received in an automobile accident.” *Then they should paraphrase any additional circumstances that may be contained in the notification letter*



Casualty Notification

- ***Don't*** hurry the words; speak as naturally as possible
- ***Don't*** extend overly sympathetic gestures that may be taken the wrong way
- ***Don't*** physically touch the NOK in any manner unless there is shock or fainting; if necessary, summon the medical representative on the team
- ***Avoid*** making detailed statements about the incident



Casualty Notification

- **State that the deceased member's Commander will send a letter explaining the circumstances of the incident**
 - **If the notification officer is the member's commander or a designated representative and has first-hand knowledge of the circumstances, he or she may give the NOK additional information**
- **Give the error-free notification letter to the NOK, if applicable**
- **Refer the NOK to:**
 - **AFPC/DPFCS for information on overseas casualties**
 - **The home installation commander for information on CONUS casualties**



Casualty Notification

- Informing the NOK

- The notification officer will:

- Inform NOK eligible for casualty assistance that an active duty CAR will contact them within 24-hours to arrange for a casualty assistance visit at their convenience
 - Notification letters for an AOR death will state that the Primary NOK (PNOK) will be contacted by the mortuary officer from Air Force Mortuary Affairs within 2 hours
 - Notification letters for CONUS & overseas deaths will state a mortuary officer will be contacting them within 24-hours to discuss mortuary entitlements



Casualty Notification

- **Casualty Notification Officer**
 - **Procedures for the notification officer, if primary NOK wish other NOK to be notified**
 - **If the NOK wishes/requests other NOK be notified by the Air Force**
 - **Encourage the primary NOK**
 - **To call them**
 - **While still in PNOKs residence**
 - **To answer questions**



Casualty Notification

■ Casualty Notification Officer

- Provide all information obtained from the primary NOK to AFPC/DPFCS as soon as possible**
- Stay with the NOK as long as needed, but depart the residence in a professional manner and within a reasonable period of time**
 - If at all possible, don't leave the NOK by themselves**
 - Encourage the NOK to contact a relative, neighbor or friend to stay with them**



Casualty Notification

- **Not to be Discussed with NOK**

- **Defer all questions about survivor benefits, burial, or similar matters to the qualified subject matter expert (SME) responsible for discussing these items**
- **Remind them that the CAR and Mortuary Affairs will be contacting them to discuss these items**
- ***Do not* address the following subjects with the NOK:**
 - **Compensation-related questions dealing with insurance, gratuities, arrears of pay and so forth**
 - **Questions relating to line of duty, negligence, errors or judgment or the responsibility of other personnel concerned with the incident**



Casualty Notification

- **Obtain the following information on other NOK being notified by the primary NOK:**
 - **Name(s)**
 - **Relationship (to the member)**
 - **Address(es)**
 - **Telephone number(s)**
- **If they insist on Air Force team to make notification to other NOK, obtain their correct:**
 - **Name(s)**
 - **Relationship (to the member)**
 - **Address(es)**
 - **Telephone number(s)**



Casualty Notification

- **Questions Relating to Mortuary Affairs**
 - **The mortuary affairs officer assigned will discuss details with the PADD/PNOK during a personal visit for CONUS/OCONUS deaths**
 - **Air Force Mortuary Affairs Operations (AFMAO)**
 - **Calls PADD/PNOK for AOR deaths within 2 hours of notification**
 - **OCONUS AOR deaths - discuss return of remains**
 - **Occurred in - AOR brief PADD/PNOK concerning travel to witness Dignified Transfer and media options**



Casualty Notification

■ **Verification of Notification**

- **After notification is complete, the notification officer telephones AFPC/DPFCS as soon as possible from the NOK's area but not from their home with:**
 - **Time notification completed**
 - **NOK's address**
 - **NOK's telephone number**
 - **Any unusual events or comments made by NOK**
 - **Information on other NOK Air Force is to notify**



The Air Force's Personnel Center



Casualty Assistance: Initial Visit & Claims Processing



Casualty Benefits and Application Procedures

- **Active Duty CAR will:**
 - **Analysis of Applicable Benefits**
 - **Setting up the Initial Visit within 24 hours after notification**
 - **Tracking – DCIPS CM – CMS – AFFIRST – Local**
 - **AD Worksheet (On Casualty SharePoint)**
 - **Death Gratuity**
 - **Unpaid Pay and Allowances**
 - **Basic Allowance for Housing**
 - **Survivor Benefit Plan**
 - **Dependency and Indemnity Compensation**
 - **Servicemembers' Group Life Insurance**



Casualty Benefits and Application Procedures

- **Veteran's Group Life Insurance**
- **Service Disabled Veteran's Insurance**
- **Social Security**
- **Montgomery GI Bill/VEAP**
- **Thrift Savings Plan**
- **Armed Forces Service Corporation Survivor Benefit Report**
- **Track All Contacts in DCIPS-CM**
- **Update Case Management System (CMS)**
- **Monitor All Claims Until All Are Paid**



Death Gratuity (DG)/Unpaid Pay and Allowance (Arrears of Pay) Basic Allowance for Housing (BAH)

- **DG is a tax-free lump sum payment (\$100,000) made to eligible beneficiaries of AD members as designated on member's Record of Emergency Data (RED)**
- **AFPC/DPP - Operating Location (OL)/Indianapolis**
 - **Processes/pays all active duty Death Gratuity (DG) and Unpaid Pay and Allowances (AOP, BAH, incentive pay/bonuses); and within 120-days post-separation DG**
 - **Builds CMS case and attaches initial documents**
 - **Refers case to the Home Station CAR ("AD Base Casualty Office")**
 - **Continues communication through CMS case**

***UNDER NO CIRCUMSTANCES WILL BENEFITS ABOVE \$10K BE PAID
TO A MINOR CHILD WITHOUT APPROPRIATE LEGAL DOCUMENTATION***



Survivor Benefit Plan (SBP)

■ Survivor Benefit Plan

- SBP is a monthly annuity paid by the Air Force to the surviving spouse, if no spouse, to eligible children of a member who dies on active duty in the line of duty**
- The initial annuity paid to a surviving spouse is equal to 55 percent of the retired pay to which the member would have been entitled based upon years of active service if the member had retired on the date of death**
- The annuity is paid until the spouse dies, but is suspended upon remarriage before age 55**

Apply after Line of Duty (LOD) has been determined

Care that Connects...Talent that Transforms



Dependency and Indemnity Compensation (DIC)

- **Dependency and Indemnity Compensation (DIC)**
 - **The VA pays DIC to eligible family members of in-status and retiree casualties if the VA determines death was service-connected**
 - **Widows or widowers**
 - **Unmarried children under age 18**
 - **Certain helpless children over age 18**
 - **Children between age 18 and 23 attending a VA-approved school**
 - **Certain parents who meet financial maximums**

Must apply through the VA within 12 months of death



Servicemember's Group Life Insurance(SGLI)

- **The service member determines amount of SGLI coverage from \$50,000 up to a maximum of \$500,000 (Some members decline coverage)**
- **AFPC-OL will confirm premiums deducted**
- **The Office of Servicemember's Group Life Insurance (OSGLI) processes and pays claims under the jurisdiction of the Department of VA**

***SGLI WILL NOT PAY TO MINOR CHILDREN
WITHOUT APPROPRIATE LEGAL DOCUMENTATION***

Care that Connects...Talent that Transforms



Veteran's Group Life Insurance (VGLI)

- **Veteran's Group Life Insurance (VGLI)**
- **This program allowed retirees, upon retirement, to convert their Servicemembers' Group Life Insurance (SGLI) to a 5-year renewable term policy to be effective on:**
 - **The 121st day after retirement provided the initial premium was mailed or otherwise delivered to OSGLI on or before the 120th day after retirement**
 - **The day following the end of the 2-year period if the member is totally disabled on the date of retirement or the day following the date that total disability ends whichever is earlier but in no event prior to the 121st day after retirement**
 - **The date an acceptable application and premium is received at the OSGLI within the 1 year following termination of SGLI**



Service Disabled Veteran's Insurance (SDVI)

■ **Service Disabled Veteran's Insurance**

- **Members granted a service-connected disability but are otherwise in good health may apply to the VA for up to \$10,000 life insurance coverage at standard insurance rates within two years of being rated disabled**
- **Members 100 percent disabled may apply for a waiver of premiums**
- **Members eligible for the waiver may obtain an additional policy of up to \$30,000**
 - ***Premiums can't be waived on the additional (\$30,000) insurance***



Social Security

- **\$255 payable only to eligible surviving spouses or dependent children if there is no surviving spouse**
- **Additionally, Social Security Survivor Benefits are monthly benefits paid to eligible family members of a deceased service member who has worked and paid Social Security taxes**
- **Surviving spouse eligibility is suspended if the surviving spouse remarries before age 60**
- **Each surviving minor child is eligible for benefits until age 18, or 19 if still in secondary school**



GI Bill Refund

■ **GI Bill Reimbursement**

- **If the member contributed to this program, the VA will refund remaining GI Bill contribution to the SGLI designated beneficiary**



Online Survivor Benefit Report (OSBR)

- **CARs assist Survivors with applying for DS Logon Password**
 - **Provides Spouse with detailed financial overview**
 - **SSA**
 - **SBP**
 - **DIC (including educational benefits)**



The Air Force's Personnel Center



Survival Tips



Survival Tips

- **Ensure CAST, PERSCO, & alternate CARs are fully trained**
 - **Conduct periodic training**
 - **Their ability to carry the stand-by phone depends upon the quality of YOUR training**
 - **If you are the alternate, request to shadow your primary on all future casualties**
- **Register for DCIPS-PCR at <https://dcsa.hrc.army.mil>**
- **Ensure effective training programs are in place for Notification Officers**
- **Don't release the names to Public Affairs (PA) until all NOK have been notified (24-hour clock starts after the last NOK is notified)**
- **Don't report information not supported by a fact or verified by competent authority**
- **Do not discuss benefits & entitlements; AD CAR will advise of B&Es**



Survival Tips (Cont.)

- **Do not tell beneficiaries who the other beneficiaries are**
Practice, “I’m sorry, that benefit is going to the person whom your son/husband/wife elected and I’m unable to share information with you”
- **Evaluate Casualty MOA/MOU w/ ARC, ANG, and tenant units/GSUs**
 - **If necessary, request TDY funds to train GSUs more than 50 miles from your installation**
- **Evaluate Mass Casualty Plan**
 - **Conduct unit & wing-level exercises; test proficiency & capability of CARs & CAST**
 - **Some of our experienced CARs are Wing Inspection Team (WIT) members and assess their Alt-CARs and/or CAST to ensure training is effective**



Survival Tips (Cont.)

- **When back at your installation, make the rounds and introduce yourself to:**
 - **Nearest AD CAR to your location; Build that relationship**
 - **MDG**
 - **SGH – Chief of Staff**
 - **Nurse Care Coordinator**
 - **Command Post Superintendent**
 - **Request to see their Quick Reaction Checklists (QRCs) that include casualty scenarios**
 - **Commanders, First Sergeants, Commanders Calls (* CCs within 60 days of appt)**
 - **Mortuary Officer and technicians**
 - **MPF Supt, CAST NCOIC and Personnel Systems Manager (PSM)**
- **Get on the monthly distribution for the wing alpha roster**



Challenges

- **Stress to Wing Leadership/Unit Commanders (CCs) the importance of...**
 - **Up-to-date RED & SGLI elections via SOES**
 - **Prompt casualty reporting**
 - **Line of Duty Determination (LOD) Completion**
 - **Officer Notification Training**
- **Ensure MPS is trained on the Line of Duty (LOD) process and has appointed a Wing LOD Manager**
- **Keep everyone informed...but out of the way of mission completion... ASK FOR ASSISTANCE FROM YOUR LEADERSHIP**



Commander's Role in Vital Paperwork

- **Line of Duty Determination (LOD)**
 - **Ultimately, it is Commander's responsibility to ensure the LOD is completed in a timely manner**
 - **Many benefits are tied to the LOD**
 - **Family will not know their final financial situation until complete**
- **At least once a year CCs should talk about vRED & SOES**
 - **Airmen have requirement to update annually but also review after life-changing event, deployments, PCS or even before taking extended leave**
 - **CC's can use unit reports to determine members' compliance**



Commander's Role in Vital Paperwork Cont.

- **Servicemembers' Group Life Insurance On-line Enrollment System (SOES)**
 - **Automatic for MIL/CIV TSGLI & FSGLI enrollment; MIL to MIL must enroll and elect coverage**
 - **Can't require Airmen to participate but still required to make election within SOES annually/life changing events**
 - **Effective 1 Oct 2021, Unit Commander MICT checklists have been updated to require annual validation of service members' RED and SGLI-SOES designation(s)/election(s)**
 - **Wills, Medical Power of Attorney etc.**
 - **Talk about them**
 - **Encourage their use**
 - **Encourage Airmen to let family members & supervisors know where they are kept**
-

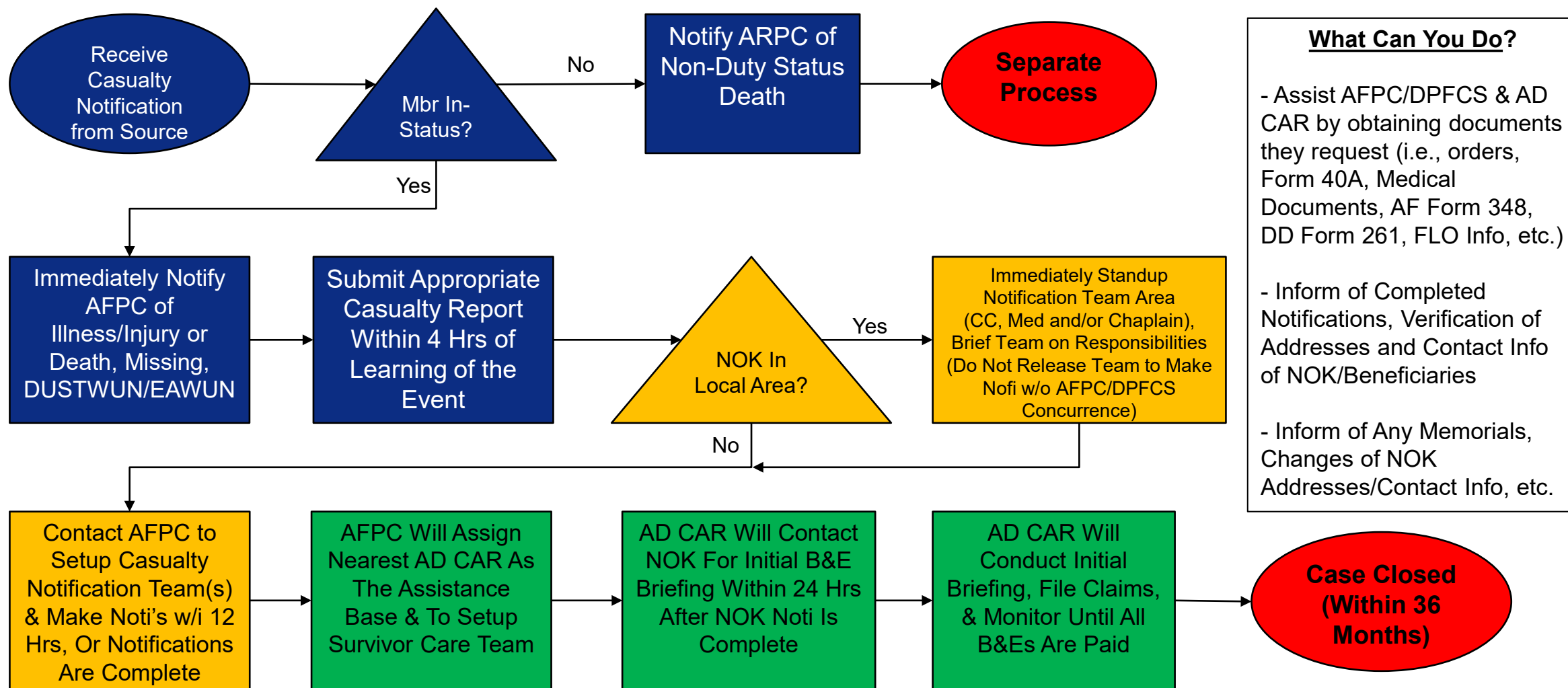


Total Force Service Center (TFSC)

- **Calls to AF Casualty are answered by TFSC**
- **They direct retirees to a CAR physically closest to them**
- **They transfer the calls to our staff if they cannot answer the question**
- **This is for accountability purposes**
- **You may get a different technician for the same issue**
- **You can ask to speak to the technician you were previously dealing with for continuity**



In-Status Death Process

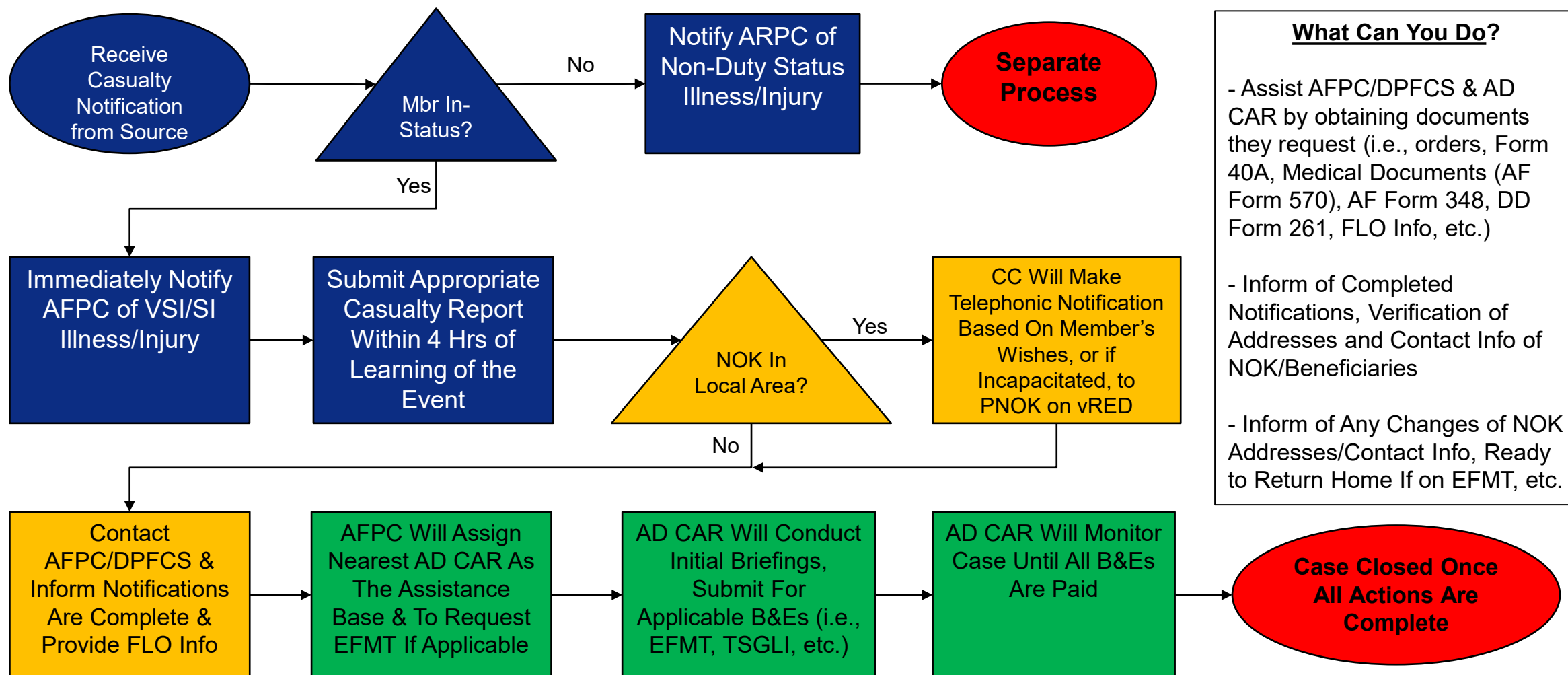


What Can You Do?

- Assist AFPC/DPFCS & AD CAR by obtaining documents they request (i.e., orders, Form 40A, Medical Documents, AF Form 348, DD Form 261, FLO Info, etc.)
- Inform of Completed Notifications, Verification of Addresses and Contact Info of NOK/Beneficiaries
- Inform of Any Memorials, Changes of NOK Addresses/Contact Info, etc.



In-Status VSI/SI Process





Contact Information

- **Phone Numbers:**
 - **Casualty DSN: 665-0102 Comm: 210-565-0102 (Option 2, Option 1)**
 - **Toll Free: 1-800-525-0102 Option 2, Option 1**
 - **Email: afpc.casualty@us.af.mil**
 - **Missing Persons DSN 665-3752**

- **Email:**
 - **NIPR: AFPC.Casualty@us.af.mil**
 - **SIPR: USAF.JBSA.AFPC.MBX.USAF-CASUALTY@MAIL.SMIL.MIL**

- **AF Casualty SharePoint site: <https://usaf.dps.mil/teams/11604/SitePages/Home.aspx>**
- **SOES sign in and benefits <https://milconnect.dmdc.osd.mil/milconnect/>**
- **VRED via myFSS or via virtual MPF on Air Force Portal**



SUMMARY

Purpose: Casualty Services Reporting, Notification, Assistance

- **AFPC/DPFCS - What We Do**
- **Guidance**
- **Air Force Casualty Mission**
- **CAR Responsibilities**
- **Casualty Reporting**
- **Casualty Notifications**
- **Casualty Assistance**
- **Challenges**
- **Survival Tips**
- **Contact Information**



Air Force Personnel Center



Questions?