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Morale, Welfare, Recreation, and Services

MORTUARY AFFAIRS

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1. The Air Force is responsible for meeting the needs and protecting the interests of the next of kin (NOK) of deceased Air Force members. The following policies provide for the identification, care, disposition, and military honors for the deceased, and the retrieval, protection, and disposition of the deceased's personal property during the sensitive time following a death.
2. The Air Force will accord to surviving relatives every possible consideration within the limitations of existing statutes and applicable directives.
3. The Air Force will identify the individual remains of deceased personnel when possible.
4. The Air Force will provide mortuary services to satisfy requirements contained in the operational plans of the warfighting Commanders-in-Chief. To this end, mobility programs at the Air Force, major command (MAJCOM), and base levels will organize and train Morale, Welfare, Recreation, and Services military forces (Prime Readiness in Base Support [RIBS]) for wartime and peacetime contingency combat service support roles. Specific mortuary guidance is found in AFI 10-214, *Air Force Prime RIBS Program*.
5. Following are established responsibilities and authorities:
 - 5.1. The Assistant Secretary of the Air Force for Manpower, Reserve Affairs, Installations and Environment (SAF/MI) is responsible for mortuary affairs policy matters as described in Air Force Policy Directive 90-1, *Strategic Planning and Policy Formulation*, paragraph 1.5.2. SAF/MI approval is required before this document is changed, reissued, or rescinded.
 - 5.2. The Directorate of Morale, Welfare, Recreation, and Services (HQ USAF/MW) is responsible for policy, resource advocacy, and oversight of the Mortuary Affairs Program throughout the Air Force.
 - 5.3. The Air Force Morale, Welfare, Recreation, and Services Agency (AFMWRSA) commander is responsible for technical management of the Mortuary Affairs Program including identifying remains, prescribing the Honor Guard Program, and protecting personal effects and property of deceased members. The AFMWRSA provides technical assistance to all levels of command and assistance to the

NOK of deceased members as required, to include assistance to NOK for repatriated remains of members who were formerly categorized as missing in action or captured as a prisoner of war, as well as persons who were in any other casualty category and whose remains were not recovered at the time of death.

5.4. Commanders are responsible for establishing mortuary affairs programs, identifying requirements and executing their programs to comply with this policy.

5.5. Installation commanders of Dover AFB and Travis AFB are responsible for managing and operating the port mortuaries located there, to include receiving, inspecting, reprocessing, and shipping of remains of deceased personnel of all Services from outside the continental United States (CONUS), including remains of authorized US civilians. Headquarters United States Air Force and Headquarters Air Mobility Command are responsible for contingency plans to expand these port mortuary facilities and processing capabilities during mass casualty situations. Installation commanders of Pacific Air Force bases are responsible for managing and operating mortuaries located on their installations. Headquarters United States Air Forces in Europe is responsible for managing and operating mortuaries located on Air Force bases in Europe. Unified and specified combatant commanders are responsible for the recovery and return of fatalities to the CONUS port mortuaries. When air or other expeditious transportation is not available, or when the human remains contain chemical, biological, or nuclear contamination, they must be temporarily buried. Contaminated remains cannot be safely autopsied or embalmed.

6. See **Attachment 1** for measures used to comply with this policy.

7. This directive implements policies from the sources in **Attachment 2**, as well as Department of Defense (DoD) Directive 1300.15, *Military Funeral Support*, September 30, 1985.

8. Related instructions and prescribed DoD and Air Force forms are found in AFI 34-501, *Mortuary Affairs Procedures and Benefits* (formerly AFR 143-1, AFM 143-3, and AFPs 143-9 and 143-10); AFI 34-502, *Disposition of Personal Property* (formerly AFR 143-6); AFI 34-503, *USAF Base Honor Guard Program* (formerly 900-37); and the following joint departmental publications: AFM 143-2, AFR 143-5, AFR 143-7, and AFP 143-8).

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Director of Morale, Welfare, Recreation, and Services

Attachment 1 MEASURING COMPLIANCE WITH POLICY

A1.1. The AFMWRSA will provide the following data to HQ USAF/MW and the MAJCOMs on a quarterly basis using RCS: HAF-MWP(Q)9313, *Quarterly Mortuary Affairs Effectiveness Report*.

A1.2. Mortuary Funds Audit. Mortuary funds will be managed to ensure the NOK receive payments in the exact amounts authorized. This will be measured by reporting the number of cases audited by category of overpayments, underpayments, and error-free payments (**Figure A1.1.**, **Figure A1.2.**, and **Figure A1.3.**).

A1.3. Complaints by NOK. Customer service provided to the NOK of deceased members for mortuary services will be structured to achieve their complete satisfaction for the services provided within public law and entitlements. Customer service will be measured by the number of valid and invalid congressional inquiries received by category of decedent and the number of valid and invalid complaints received by category of decedent concerning preparation of remains for transportation and interment, as determined by AFMWRSA/MWD.

Figure A1.1. Sample Metric of Mortuary Complaints.

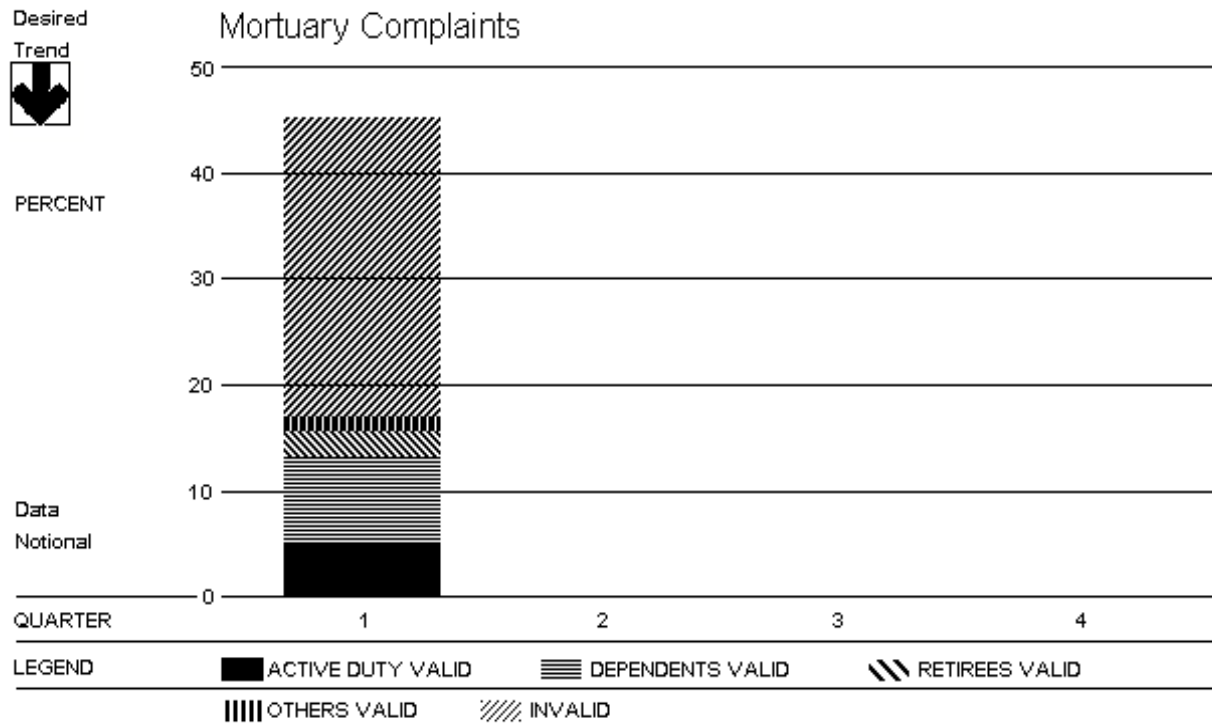


Figure A1.2. Sample Metric of Mortuary Complaints on Preparation of Remains.

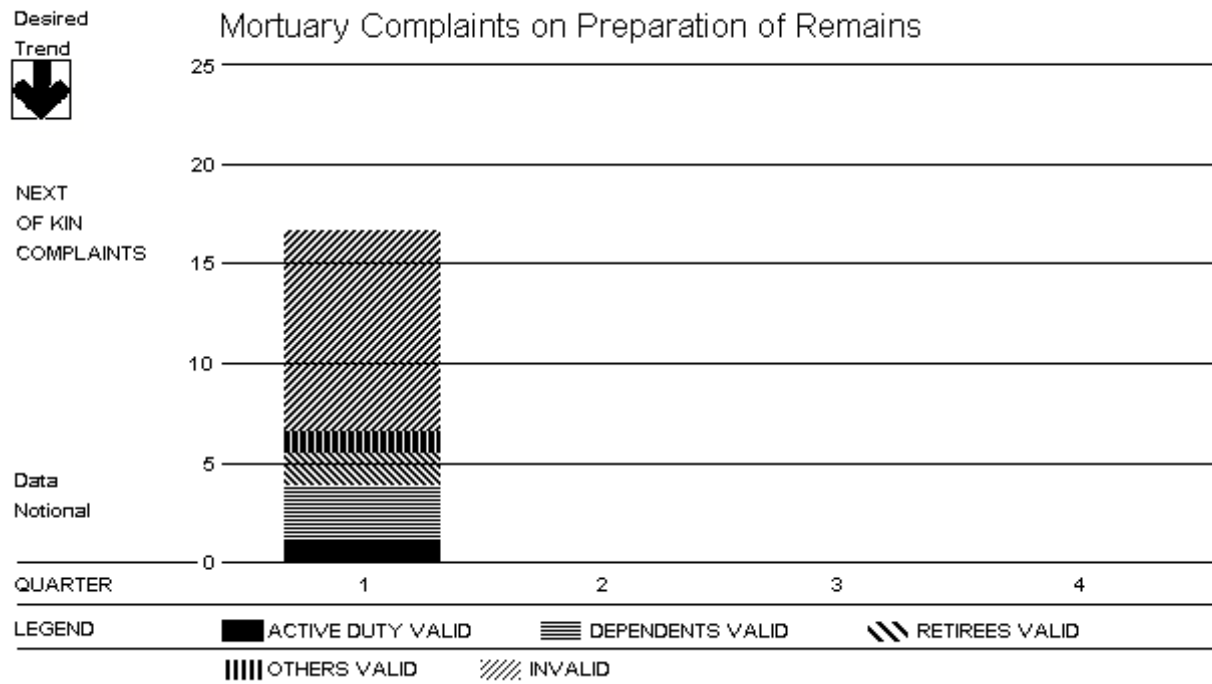
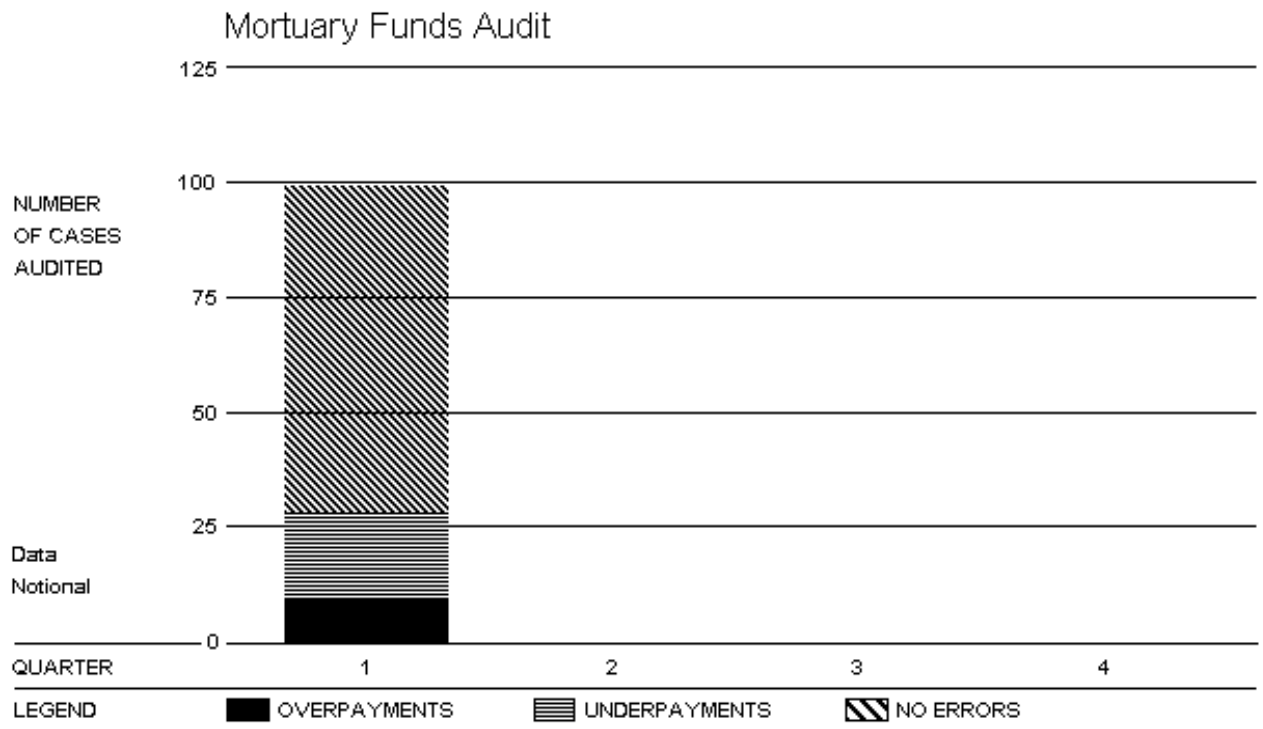


Figure A1.3. Sample Metric of Mortuary Funds Audit.



Attachment 2

RELEVANT STATUTES AND EXECUTIVE ORDERS

Title 5, U.S.C., Section 5742, *Transportation of Remains, Dependents, and Effects; Death Occurring Away From Official Station or Abroad*

Title 10, U.S.C., Sections

1481-1490, *Death Benefits*

2575, *Disposition of Unclaimed Property*

4712, *Disposition of Effects of Deceased Persons by Summary Court-Martial*

4713, *Disposition of Effects of Deceased Persons by Soldiers' Home*

9712, *Disposition of Effects of Deceased Persons by Summary Court-Martial*

Title 37, U.S.C., Sections

407, *Travel and Transportation Allowances: Dislocation Allowance*

411, *Travel and Transportation Allowances: Administrative Provisions*

554, *Travel and Transportation; Dependents; Household and Personal Effects; Trailers; Additional Movements; Motor Vehicles; Sell of Bulky Items; Claims for Proceeds; Appropriation Chargeable*

555, *Secretarial Review*

556, *Secretarial Determination*

Executive Order 11609 *Section 1(13), *Delegation of Certain Function Vested in the President to Other Officers of the Government*

NOTE:

**Applies to civilian employees of the United States and their dependents.*