

## Personnel Casualty Procedures, Message Report, Next-Of-Kin Notification, and Letters

### *Initial Command actions upon learning of a casualty.*

- Address critical health or evidentiary issues.
- Make immediate voice report: **202-372-2100** or **800-DAD-SAFE**.
- Send initial CASREP message **within 4 hours**.
- Coordinate for notification of Next-of-Kin.
  - When crew is ashore and NOK are local, CACO may be internally assigned. Otherwise, coordinate with DAO to obtain CACO.
  - Ensure Chaplain is engaged for support.
  - Provide any special insight. Any need for translator, or medical support?
- Inventory and secure personal effects. (Form CG-3853)
- Critical Incident Stress Management for participants and crew.
- Letter to Next-of-Kin.

### *Initial SPO actions upon learning of a casualty.*

- Secure the PDR of each member who is a casualty.
- Communicate with Decedent Affairs Officer (DAO), usually at ISC.
- Quickly research emergency contact information to support CACO. Cross-check with DEERS and any other data sources.
- Draft an appropriate letter to support CACO, if desired.
  - There is no need for a notification letter when it is the NOK who tell the command that a member finally passed away after a long illness. If a member died in a car wreck and police already informed NOK, emphasize condolence and support, not notification. See example letters.
- Check for unfinished or unfiled paperwork that might change results or perceptions (e.g., a new SGLV-8286 that changes SGLI beneficiaries).
- Draft CASREP message for personnel-specific items.
  - Usually JULIETT thru OSCAR, and QUEBEC.
  - Carefully coordinate release of CASREP.
- Provide support for the specific YN who managed the record of each casualty.

### Table of Contents

**PERSONNEL CASUALTY PROCEDURES, MESSAGE REPORT, NEXT-OF-KIN NOTIFICATION, AND LETTERS.....1**

INITIAL COMMAND ACTIONS UPON LEARNING OF A CASUALTY ..... 1

INITIAL SPO ACTIONS UPON LEARNING OF A CASUALTY. .... 1

TABLE OF CONTENTS ..... 2

*IMMEDIATE VOICE REPORT* ..... 3

*WHO IS A CASUALTY?* ..... 3

REPORTABLE SITUATIONS. .... 4

    “DEATH IMMINENT” ..... 4

PERSONNEL CASUALTY REPORT (CASREP). .... 5

*Speed*..... 5

*Precedence*..... 5

*Originators*. .... 5

*Classification*. .... 5

*SSIC*. .... 5

*Reference*. .... 5

*Subject line - Explanations*. .... 6

*Acceptable subject lines are:* ..... 6

*Addressees for message, in general*..... 6

*Addressees for message - SPECIFIC*..... 7

CASREP PARAGRAPHS—OVERVIEW ..... 8

*Required paragraphs in CASREP*..... 8

CASREP PARAGRAPHS—DETAILED GUIDANCE ..... 9

*Example of initial CASREP*. .... 16

SUPPORTING DOCUMENTATION FROM PDR..... 17

*Documents for COMDT (CG-1222)* ..... 17

*Documents for PSC (SES)* ..... 17

NOTIFICATION OF NEXT OF KIN (NOK) ..... 18

LETTERS TO NOK ..... 19

*Example letters to NOK*..... 20

INDEX TO ENCLOSURE (7) ..... 21

## IMMEDIATE VOICE REPORT.

When notified of a personnel casualty, make IMMEDIATE VOICE REPORT to the Coast Guard Command Center (aka "Flag Plot").

- By phone: **202-372-2100 or 800-DAD-SAFE**
- If phone not available, make immediate voice report via operational commander.
- When under operational control other than Coast Guard or in EMCON situation, conform to COMMPLAN in effect. Comply with voice report requirement as best able. Explain later.

## WHO IS A CASUALTY?

A "personnel casualty" means the loss of availability of a person of significance to the Coast Guard. The loss is significant enough to require command awareness at high levels of the Coast Guard. The loss requires swift command-level interaction with Next-of-Kin (NOK). The loss may trigger entitlements or benefits for dependents and survivors. The loss may trigger support needs for shipmates.

A personnel casualty report message (CASREP) is required in the following situations:

- Dependent: Death.
  - Required for dependent of regular or reserve members (including reserve not on duty) and for dependents of former members and retirees if death occurs within 120 days following member's separation.
- Ex-member: Death within 120 days after separation.
- Retiree: Death.
  - Includes retirement-eligible former reserve members, Ret-2 and Ret-1 reservists, TDRL, PDRL, regular retirees (USCG & NOAA), and retired Lighthouse Keepers.
  - Does not include annuitants (Survivor Benefit Plan (SBP), Retired Serviceman's Family Protection Plan (RSFPP, predecessor of SBP), or Minimum Income Widows). In such cases notify PSC (RAS) by fax, phone, or email.
  - Does not include Ret-3 reservists (honorary retirees not entitled to retired pay or benefits).

- Reserve: All reportable situations, whether on duty or not.
- Regular: All reportable situations.
- Cadet: All reportable situations.
- Other members of the Uniformed Services serving with or attached to Coast Guard commands: All reportable situations.
  - Includes Public Health Service when assigned to Coast Guard
  - Includes Navy Chaplain Corps when assigned to Coast Guard.
- Auxiliarist: Death, but only while under orders.
- Prospective member in process of joining Coast Guard: Death.

### ***REPORTABLE SITUATIONS.***

For regulars, reserves, cadets, and other uniformed service members serving with Coast Guard, reportable situations are:

- Missing;
- Not available due to hostile action (wounded, missing in action, beleaguered, besieged, captured, interned in foreign country);
- Seriously ill or injured (SI) or very seriously ill or injured (VSI); and
- Death.

### **“DEATH IMMINENT”.**

There was a traditional practice of requesting an accelerated Physical Evaluation Board when a member was expected to die within 72 hours. It was technically termed “expedited review” and commonly known as “death imminent.” The “death imminent” practice no longer exists. It was cancelled in 2004 by ALCOAST 121/04 and was removed from the PDES Manual, COMDTINST M1850.4D. It is no longer needed because the survivors of a member who dies on active duty will receive benefits as if the member had been retired for total disability. There is no longer a need to urgently retire a member for total disability.

- Rare exception: A reservist with at least 15 but less than 20 satisfactory retirement years is not yet eligible for a 20-year letter but can be urgently retired to Ret-2 status if no longer physically qualified for retention in the Reserve. [Coord w/ CDR Mike Smith at CG-131 to flesh this out with a reference to expedited Ret-2 status under 10 USC 12731b]

## ***PERSONNEL CASUALTY REPORT (CASREP).***

### **Speed.**

Send initial CASREP within 4 hours of learning of the casualty.

- Do not delay the initial CASREP because of incomplete information.
- It's okay to send updates. Updates are normal.

### **Precedence.**

- IMMEDIATE for operational casualty.
- PRIORITY for all other casualties.

### **Originators.**

- The unit with the first or best information is responsible to originate the initial CASREP. Responsibility may transfer to another unit. It is possible for several units to cooperating to make a single report, or separately sending parallel reports.
- In an operational environment such as a ship at sea, the unit will usually send the initial CASREP and possibly several updates.
- When a member is far from their unit, such as on leave, the parent unit may be quite unable to contribute to a CASREP. An appropriate unit will be assigned.
- Additional paragraphs may be added to the CASREP to coordinate responsibilities.

### **Classification.**

All CASREPS are UNCLAS FOUO. Some information in the CASREP will be provided to NOK so it must be unclassified. Do not use special caveats such as LIMDIS. This defeats the normal distribution of CASREP information. Recipients of the CASREP are required to use discretion but they can't do that if they don't get the message. Stick to UNCLAS FOUO.

### **SSIC.**

Use N01770.

### **Reference.**

ENCL 7 TO PPPM

**Subject line - Explanations.**

- Do not use a member's name in the subject line, it might shock someone who is not yet aware of a casualty.
- Do not get creative by varying the subject line, it might defeat the routing algorithm in the message system.
- Do not omit the subject line.
- Do not begin with any word other than PERSONNEL.
- Do not vary the subject line even if there are multiple casualties, the ALPHA line clearly identifies the individual person.
- The use of sequence numbers for updates is optional.

**Acceptable subject lines are:**

- PERSONNEL CASUALTY REPORT
- PERSONNEL CASUALTY REPORT UPDATE
- PERSONNEL CASUALTY REPORT UPDATE 4 (*optional sequence number*)

**Addressees for message, in general**

Addressees. Select addressees who must be informed or who may be involved. MLCs, districts, ISCs, sectors, units, Headquarters units, and Commandant may be involved. There may be a public affairs notification requirement (for example, Fleet Hometown News). Consider where the member's unit originates, where the unit is operating (if different), and particularly, where the NOK are. Where is the member's spouse, and where are the member's parents? Always include the operational commander. In a joint service situation, follow the applicable COMMPLAN, using intelligent adaptations for Coast Guard. At all times, avoid indiscriminate distribution. The examples below show minimum addressees. Modify as needed.

**Addressees for message - SPECIFIC**

**For death of dependent:**

TO COGARD INTSUPRTCOM \_\_\_\_\_  
 COGARD INTSUPRTCOM \_\_\_\_\_  
 CCGD \_\_\_\_\_  
 CCGD \_\_\_\_\_  
 COGARD UNIT \_\_\_\_\_  
 COGARD UNIT \_\_\_\_\_  
 COMDT COGARD WASHINGTON DC//CG-1222/CG-111//

INFO COGARD PSC TOPEKA KS

(ISCs where member resides or is located)  
 (ISC where unit is located, if different)  
 (Districts where NOK reside)  
 (District where unit is located, if different)  
 (member's unit, if not originator)  
 (member's unit, if not originator)

- HQ units add routing for program manager.
- Plus MLC, district, ISC, or sector not already listed, as appropriate.

**For death of retiree, or former member recently separated:**

TO COGARD PSC TOPEKA KS//RAS//  
 COMDT COGARD WASHINGTON DC//CG-1222/CG-111/CG-112/CG-131//

INFO COMCOGARD PERSCOM ARLINGTON VA//ADM//  
 COGARD INTSUPRTCOM \_\_\_\_\_

(PSC is normally omitted because PSC is the most frequent originator)

**For all reportable casualty situations involving a regular or reserve member, cadet, or other uniformed service member serving with Coast Guard:**

TO COGARD INTSUPRTCOM \_\_\_\_\_  
 COGARD INTSUPRTCOM \_\_\_\_\_  
 CCGD \_\_\_\_\_  
 CCGD \_\_\_\_\_  
 COGARD UNIT \_\_\_\_\_  
 COGARD UNIT \_\_\_\_\_  
 COMDT COGARD WASHINGTON DC//CG-1222/CG-111/CG-112/CG-131/CG-2-CGIS//

INFO COGARD PSC TOPEKA KS  
 COMCOGARD PERSCOM ARLINGTON VA//EPM/OPM/RPM//  
 FHTNC NORFOLK VA  
 AFNEWS LACKLAND AFB TX//HN//  
 COGARD MLC LANT NORFOLK VA//KSE//

(ISCs where NOK reside)  
 (ISC where unit is located, if different)  
 (Districts where NOK reside)  
 (District where unit is located, if different)  
 (CACO's unit—could be more than one)  
 (member's unit, if not originator)  
 Omit CG-2-CGIS when death occurs due to natural causes, such as in hospital or hospice.  
 HQ units add routing for program manager.

(Select EPM, OPM or RPM as appropriate)

(Fleet Hometown News Center)  
 (Army & Air Force Hometown News)  
 (Environmental Safety)

- Plus appropriate MLC, district, ISC, or sector not already listed.

## ***CASREP paragraphs—Overview***

<b>ALPHA</b>	Identification
<b>BRAVO</b>	Status and unit
<b>CHARLIE</b>	Casualty type (Hostile or Non-hostile) (Alive, Missing or Dead)
<b>DELTA</b>	Date, time, place, circumstances, and cause
<b>ECHO</b>	Location and disposition
<b>FOXTROT</b>	Full name, address, and relationship of Next-of-Kin (NOK)
<b>GOLF</b>	Notification of NOK
<b>HOTEL</b>	Line of Duty (LOD) determination
<b>INDIA</b>	Investigations ordered and ordering authority
<b>JULIETT</b>	Personnel administrator (typically the SPO)
<b>KILO</b>	BAH/Dependency
<b>LIMA</b>	Insurance policies under the Servicemembers' Group Life Insurance (SGLI) program
<b>MIKE</b>	Designation of beneficiaries (date)
<b>NOVEMBER</b>	Beneficiary for pay and allowances
<b>OSCAR</b>	Beneficiary for Death Gratuity
<b>PAPA</b>	Personal effects – status, location, movement plans
<b>QUEBEC</b>	Person Authorized to Direct Disposition (PADD) of remains
<b>ROMEO</b>	Casualty Assistance Calls Officer (CACO)
<b>SIERRA</b>	Predeceased or Prior Spouse issues
<b>TANGO</b>	Third party claims
<b>UNIFORM</b>	Survivor Benefit Plan (SBP)

(Highlighted items are new. Some paragraphs were shifted but that is not shown here.)

### **Required paragraphs in CASREP.**

- The initial CASREP must include paragraphs ALPHA through HOTEL, even if UNKNOWN or PENDING. Do not delay an initial CASREP to perfect the remaining paragraphs.
- The personnel administrator normally reports KILO through OSCAR.
- The parent unit normally reports PAPA.



## ***CASREP paragraphs—Detailed guidance***

### **ALPHA. Identification.**

- For members, former members, retirees, and members of other services, report rank/rate, full name, SSN (required), EMPLID (optional), and branch of service.
  - ALPHA: AMTC JOSEPH PETER SMOOTMAN 046-55-6666, USCG.
  - ALPHA: LCDR EDWARD WARREN SMOOTMAN 688-44-5555, USPHS.
  - ALPHA: BMCS ROGER R. SMOOTMAN 411-55-0911, USCGR
- For dependents, report dependent's full name and relationship to sponsor ( spouse, son, stepdaughter, etc.), then give the member's rank/rate, full name, SSN (required), EMPLID (optional), and branch of service.
  - ALPHA: JED SMOOTMAN, SON OF YN1 MILDRED A. SMOOTMAN, USCGR

**BRAVO. Status and unit.** Report person's status and unit. For example, active duty (AD), active duty for training (ADT), inactive duty for training (IDT), extended active duty (EAD), dependent child, temporary disability retired list (TDRL), etc.

- For reserve members, report the period of authorized duty, including hour and date. If the casualty occurred while traveling to or from training, report key details (for example, time of the member's departure, scheduled arrival time, method of travel, itinerary. Fax a complete copy of the reservist's order immediately to Commandant (CG-1222) at 202-475-5927. If not on duty, report the most recent date of duty or active duty.
  - BRAVO: ACTIVE DUTY, COGARD AIRSTA CLEARWATER FL, TAD TO ISC MIAMI.
  - BRAVO: EAD, 24 MONTHS BEGINNING 17 AUG 2007.
- For dependents, report status (dependent) and relationship (spouse, dependent son, dependent stepdaughter, etc.). If available, report date of birth. Also identify military sponsor (rate, name, SSN) and member's unit.
  - BRAVO: DEPENDENT, DOB 8 APR 1997, SPONSOR EAD 24 MONTHS BEGINNING 17 AUG 2007, ISC HONOLULU.
- Although a rare case, an ex-spouse should be reported if the death is within 120 days following the divorce. This is because some benefits may still apply for the member (principally, FSGLI).

**CHARLIE. Casualty type.** Report NON-HOSTILE or HOSTILE. Report ALIVE, MISSING, or DEAD.

- If alive but ill or injured, report diagnosis and prognosis. Use ICD-9 code to respect member's privacy. (Command awareness of military fitness for duty is a specific exception under HIPAA.)
- If missing, give cause of disappearance. Avoid phrases that are fuzzy, presumptive or provocative, such as "missing and presumed dead." "Washed overboard" is factual but "lost overboard" suggests a presumption. Stick to facts.
- If dead, report the cause (e.g., accident, illness, self-inflicted, homicide, killed in action, died of wounds, or pending). When applicable, state how identification of remains was established. If it cannot be determined if member is deceased, see Article 11-A-4, Coast Guard Personnel Manual, COMDTINST 1000.6 (series).

**DELTA. Date, time, place, circumstances, and cause.** Give a concise description to provide a means for explaining the casualty to the member's family. (When making notification, this is what the CACO will use.) Avoid gory details. Do not speculate. Do not sugarcoat. Stick to known facts. Use local time (specify time zone). Specify location. If the casualty occurred at sea or in a remote area, describe by latitude and longitude (unless security precludes). Report promptly any changes, especially previous errors.

- If alive but ill (not injured), very little information is needed, such as UNDER HOSPICE CARE.
- If missing, report the status of search or the impracticability of conducting a search.
- If dead due to :
  - Accident. Report the cause (e.g., motor vehicle accident, aircraft crash, fall, etc.) To the extent known, give brief information to indicate whether or not the injuries were incurred as a result of operational duty (e.g., accidental electrocution while engaged in repair work aboard ship).
  - Violence. Report whether apparently inflicted by self or by some other person, type of wound (e.g., gunshot) and whether apparently accidental or intentional.
  - Drowning. Report whether due to falling overboard, recreational swimming, etc.
  - Military operations or training. Report key circumstances. For example, if death resulted from flight in military aircraft, what was the member's status (pilot, crewmember, passenger, etc.)? Model of aircraft? Description of flight (operational or other than operational)?

Whenever a determination of the cause of death is delayed pending an autopsy or toxicological examination, the result shall be furnished via an update to the CASREP as soon as reasonably possible.

**ECHO. Location of member (or remains) and what comes next (disposition).**

- For ill or injured member, identify the location of the member. Give complete name, address and contact information of hospital or hospice. Report travel plans of NOK.
- For a missing member or if remains were not recovered, report status of the search.
- For deceased member, dependent or retiree, identify the location of the member's remains. Give complete name, address and contact information of hospital, or of morgue or mortuary where remains are located. If remains are to be transferred to another establishment, give name, address, and contact information of the destination, when transfer is expected, and any special disposition instructions the NOK should know. Identify the Person Authorized to Direct Disposition of remains (PADD), if known. In an UPDATE, report disposition instructions received from PADD.

**FOXTROT. Full name, address, and relationship of Next-of-Kin (NOK).** Normal sources of information are Emergency Contact Information (in Direct Access), BAH/Dependency (in Direct Access), Designation of Beneficiaries (CG PSC-2020D), and DEERS. If dependents are injured or killed in the same accident, state their present whereabouts and condition if applicable.

Report date of Emergency Contact Information (from Direct Access), key Next-of-Kin, where to find NOK, and any special instructions. In many cases the key NOK are the spouse and the parents. Also report any "significant other" such as roommate or fiancée.

**GOLF. Notification of NOK.** Report who was notified, date and time of notification, who made the notification, and how it was done.

Primary NOK (PNOK) is the first person from the following list: spouse (not ex-spouse), eldest child, both parents (if living), eldest sibling, other relative.

Parents, when they are not PNOK, must be notified in addition to PNOK. If parents are divorced they are notified separately.

Secondary NOK (SNOK) are relatives other than PNOK or parents.

For illness or injury, particularly if life-threatening or if member cannot communicate (e.g., coma), notify PNOK (and parents) 24/7. Telephone notification is acceptable when speed is of the essence.

For death or other reportable situation, notify between 0600 to 2300 (local), with rare exceptions such as for someone who works a night shift. Where multiple notifications are required, such as divorced parents, an effort will be made to coordinate simultaneous notifications.

In cases where a member died in a manner unrelated to the Coast Guard, such as a motor vehicle accident or homicide, NOK may have been notified by other means, such as by their local police department. In cases where NOK were present at time of death, it may be the NOK who inform the Coast Guard (e.g., NOK at bedside at the end of a lingering illness, or NOK present when member suffered accident while on vacation).

#### **HOTEL. Line of duty (LOD) determination.**

- Regulars on active duty: Generally, all active duty deaths are presumed to be “Line of duty.” This includes self-inflicted, homicide, motor vehicle or motorcycle accident, operational accident, combat, illness, or disease. Unless an exception applies it is not necessary to wait for the results of any investigations. Report “COMMANDING OFFICER DETERMINED DEATH TO BE IN THE LINE OF DUTY.”
  - The three exceptions are unauthorized absence, gross misconduct, and conscious commission of a felony. These require further investigation. Report “PENDING.”
  - Unfavorable determinations require confirmation at higher levels and are rarely speedy. Do not report an unfavorable determination in a CASREP.
- Reservists: For death on EAD, it’s the same as Regular members. If on ADT or IDT, review the details to make a determination. If a favorable determination is not immediately obvious, report “PENDING.” If an unfavorable determination is justified, report it and explain briefly why. For example, “COMMANDING OFFICER DETERMINED DEATH TO BE NOT IN THE LINE OF DUTY. SELRES MBR WAS AT HOME, NOT UNDER ORDERS, AT TIME OF DEATH.”
  - Death in IRR, not on IDT, will usually not be in the line of duty.
- Retirees and recently separated members: There is no presumption of “Line of duty.” Usually, these will not be in the line of duty. Review the details to make a determination. Retirees are normally reported as “N/A.”
- Dependents: Death of a dependent is never in the line of duty. Report “N/A” or omit. However, if death was caused by the member in a violent manner, add “FURTHER INVESTIGATION REQUIRED.”

*Note: ALPHA through HOTEL are required in the initial CASREP, even if UNKNOWN or PENDING. INDIA through UNIFORM are optional in the initial CASREP. Do not*

*delay the initial CASREP for administrative research. Save it for an update to the CASREP. It's okay to send updates.*

**INDIA. Investigations ordered and ordering authority.**

- Report "NO" if no investigation is ordered or anticipated.
- Report "YES" if any military investigations are ordered. If YES, report type of investigation and the ordering authority.
- Report "PENDING" if any military investigations are anticipated but not yet ordered.
- Report "N/A" in other cases where a military investigation would not normally occur, such as for death of a dependent or retiree, unless there is some question.

*Examples:*

- INDIA. YES. AIM (MLC PAC), MISHAP ANALYSIS (COMDT CG-113).
- INDIA. PENDING.

**JULIETT. Personnel administrator (typically the SPO).** The key hardcopy documents are usually in the member's PDR. PDR will typically be at the SPO. Include appropriate contact information for the personnel administrator.

- PSC (RAS) is the SPO for retirees.
- CGPC (RPM) is the SPO for Reservists in the IRR.
- Normally N/A for dependents.

**KILO. BAH/Dependency.** Report date of current BAH/Dependency (in Direct Access). If any dependents are in Government quarters, report that.

**LIMA. Insurance policies under the Servicemembers' Group Life Insurance (SGLI) program.** These may include insurance on the member (SGLI), insurance on the spouse (family SGLI, or FSGLI), insurance on minor or dependent children (FSGLI, automatic if member has SGLI), or insurance for grievous traumatic injury (traumatic SGLI, or TSGLI). Report the pertinent insurance program (SGLI, FSGLI, or TSGLI) and the amount of insurance purchased by the member. For SGLI, also report beneficiaries and amounts. (For FSGLI and TSGLI, the member is always the beneficiary.) Multiple policies may apply if death involves a member married to a member, or if traumatic injury and death both apply. Because TSGLI benefit amounts are based on the traumatic injury there is no need to report the amount. There is no need to repeat an obvious address that was already reported.

*Examples:*

- LIMA. SGLI, 400K DOLLARS, 100 PERCENT LUMP SUM TO MILDRED A. SMOOTMAN (SPOUSE).
- LIMA. SGLI, 400K DOLLARS, 50 PERCENT LUMP SUM TO ALFRED H. SMOOTMAN (SPOUSE), AND 50 PERCENT LUMP SUM TO BETTY SMOOTMAN (MOTHER-IN-LAW), 89 HARRIET LANE DR, ESSEX CT 06426, PLUS FSGLI 100K DOLLARS TO ALFRED H. SMOOTMAN (SPOUSE).
- LIMA. FSGLI, 10K DOLLARS, TO MILDRED A. SMOOTMAN (MOTHER).

**MIKE. Designation of Beneficiaries (date).** Report date of Designation of Beneficiaries (CG PSC-2020D) completed or verified by member.

**NOVEMBER. Beneficiary for pay and allowances.** Consult the Designation of Beneficiaries (CG PSC-2020D). Report beneficiary's name and address.

- If member is "unable to receive pay and allowances," report the details of who is to receive these moneys. Usually this would only apply if member is missing or is beset by hostile forces.
- If member is dead or may die, report who is to receive final pay and allowances.

**OSCAR. Beneficiary for Death Gratuity.** Report name and address of any beneficiary for death gratuity. Refer to the member's current Designation of Beneficiaries (CG PSC-2020D). For death of a dependent report "N/A."

1. If a special, optional designation is in effect, report that first, with details.
2. If member had a spouse, report the spouse. (Do not report an ex-spouse. Don't do it.)
3. If member had no spouse, report all known children.
4. If member had no children, report the beneficiary shown on the PSC-2020D.
5. If no beneficiary designated on PSC-2020D (or if beneficiary deceased), report parents.
6. If no parents alive, report siblings.
7. If no siblings, report "UNKNOWN."

**PAPA. Personal effects (PE).** Report status of inventory, date inventoried, and location of effects. Multiple locations are possible. Also report plans for movement or delivery, and the Person Entitled to Receive Effects (PERE). PERE might not be known right away.

**QUEBEC. Person Authorized to Direct Disposition (PADD) of remains.** Report name and address of PADD, any decisions about disposition, and any special requirements.

**ROMEO. Casualty Assistance Calls Officer (CACO).** Identify CACO assigned. If multiple CACOs, show which NOK they are supporting.

**SIERRA. Predeceased or Prior Spouse cases.** Some benefits and entitlements may apply in unexpected ways due to things such as the Uniformed Services Former Spouse Protection Act (USFSPA). Some funeral travel benefits may apply to former spouses. In addition, benefits such as TriCare continue to apply for qualifying ex-spouses. For a regular, reserve or retired member, report SINGLE, MARRIED, REMARRIED, WIDOWED, or DIVORCED. If divorced or remarried, report all known former spouses. For death of dependent report "N/A."

**TANGO. Identification of a Potential Third Party Claim.** If the member or the member's dependents are injured and receive medical care at Government expense (which includes TriCare), **and** it appears that a third party may be at fault, identify the third party involved if possible. For death by illness, suicide, simple accident (such as a fall at home) or when this just does not apply, report "N/A."

**UNIFORM. Survivor Benefit Plan.** If SBP is payable to a former spouse, report details.

- For death of dependent report N/A.
- For death of a retiree, reported by PSC. If a retiree declined SBP, report details.
- For death of a regular or reserve member, report beneficiaries and date applied, or "NO KNOWN DEPENDENTS."

**Example of initial CASREP.**

P 151800Z SEP 07

FM USCGC GOVERNORS ISLAND

TO COGARD INTSUPRTCOM MIAMI FL

COGARD INTSUPRTCOM BOSTON MA

CCGDSEVEN MIAMI FL

CCGDONE BOSTON MA

COMDT COGARD WASHINGTON DC//CG-1222/CG-111/CG-112/CG-131/CG-2-CGIS//

INFO COGARD PSC TOPEKA KS

COMCOGARD PERSCOM ARLINGTON VA//EPM//

FHTNC NORFOLK VA

AFNEWS LACKLAND AFB TX//HN//

COGARD MLC LANT NORFOLK VA//KSE//

BT

UNCLAS FOUO //N01770//

SUBJ: PERSONNEL CASUALTY REPORT

1. CASUALTY DETAILS IN 2007 FORMAT IAW ENCL 7 TO PPPM.

ALPHA. SK2 ALFRED HORATIO SMOOTMAN 111-45-6789, USCG

BRAVO. ACTIVE DUTY, USCGC GOVERNORS ISLAND

CHARLIE. NON-HOSTILE, DEAD, ACCIDENT

DELTA. AT APPROX 151030Q, WHILE JOGGING ON LONG WHARF RD, PO SMOOTMAN WAS STRUCK BY AN OBJECT PROTRUDING FM A PASSING TRUCK. PO SMOOTMAN FELL TO PAVEMENT, UNMOVING. TRUCK DID NOT STOP. TWO SHIPMATES RENDERED FIRST AID AND CALLED EMS. HE WAS PRONOUNCED DEAD AT WAVERLY HOSPITAL AT 151115Q.

ECHO. REMAINS AT WAVERLY HOSPITAL, SHORT PIER ST, BOSTON MA PENDING REVIEW BY MEDICAL EXAMINER.

FOXTROT. ANGEL AND NORMA SMOOTMAN, PARENTS, SW 3344 FIFTIETH ST, PEMBROKE PARK, FL 33111, PHONE 305-555-6677.

GOLF. PENDING.

HOTEL. COMMANDING OFFICER DETERMINED DEATH TO BE IN THE LINE OF DUTY.

JULIETT. ISC BOSTON SPO, 617-555-1234

PAPA. PENDING.

2. ADMIN DETAILS PENDING SUPPORT FROM SPO.

3. REQ ISC BOSTON COORD NOTIFICATION OF NOK. ORIG POC IS MKC E. R. MURROW, 617-223-5555.

BT

NNNN



***Supporting documentation from PDR***

For all casualties except established retirees, the unit with the member's PDR must send copies of PDR documents to several offices. In most cases this will be done by the member's SPO. Faxing is typical. Email with attached scanned documents is becoming more common, but beware of unduly huge attachments. Transmission of these documents may precede submission of the personnel casualty report message, but the message should have priority if the same people are doing both things. Send fax or email ASAP. For casualties at night or on weekends, fax documents NLT 0800 (Eastern time) of the next working day (unless earlier delivery requested).

**Documents for COMDT (CG-1222)**

Fax to 202-475-5927:

1. PSC 2020D, Designation of beneficiaries
2. BAH/Dep
3. Emergency Contact Info
4. SGLV-8286
5. SGLV-8286A (if married)
6. LES for current month and previous month.

Two follow-up documents may be provided to the SPO by the DAO, for the SPO to organize additional information. They are the *Casualty Information Sheet* and the *background information for the DD-1300*. Fax to Commandant (CG-1222) at the number above.

**Documents for PSC (SES)**

Fax to 785-339-3784:

1. PSC 2020D, Designation of beneficiaries
2. BAH/Dep

## ***Notification of Next of Kin (NOK)***

The Coast Guard is responsible to ensure that NOK are aware of a casualty in their family. Key points:

Notification that a person is seriously ill or injured, or missing, are made 24/7 and may be made by telephone.

Notification that a person is dead is normally made only in person. This is done by the CACO and a chaplain in SDB uniform, possibly with support from a translator or medical personnel. Normally this is done between 0600 and 2300 (local time). Consider the potential for NOK to learn of the death via some other source.

Notification will be to PNOK.

If the parents are not PNOK, the parents will also be notified, in person.

Multiple notifications will be done at the same time, if possible.

Notification is done at home, if possible. Avoid workplace notifications.

NOK may already be aware of a member's death. This may happen due to the speed of modern communications. If the member died from a lingering illness or while on vacation, NOK may have been present. If the person died in a motor vehicle accident, or by violence, the police may already have notified NOK.

If a person dies in an exclusively military environment, such as at sea, the Coast Guard has a profound responsibility to deliver the tragic news swiftly and with dignity.

In very rare cases it may not be feasible for the Coast Guard to notify NOK in person due to distance, remoteness, or other significant obstacle. In such cases coordinate with Commandant (CG-1222) for possible notification by a member of another Service or by state or local police.

The CASREP message is UNCLAS FOUO. It is not intended for delivery to NOK as part of the notification process. The CACO will not provide a copy of the CASREP to NOK. The message may be released to NOK later, if appropriately requested, but will not be released to them in the context of notification and initial reaction. This is not because of secrecy (it's UNCLAS) or to protect the Coast Guard from embarrassment. Rather, experience shows that correspondence intended for one audience—in this case, the Coast Guard command structure—may not translate well when people are in shock. Instead, see the next section regarding letters to NOK.

## ***Letters to NOK***

Letters to NOK have six purposes:

- Report brief, known facts. (consistent with CASREP paragraph DELTA)
- Express condolence.
- Express genuine admiration for the Coast Guard member.
- Promise follow-up contact.
- Give information on how to contact the Coast Guard.
- Serve as tangible proof the news is still real after CACO leaves.

The balance of these purposes will shift depending on the circumstances of the casualty, whether NOK already know, whether the casualty was expected, the speediness of the letter, who is sending the correspondence, and who is receiving the correspondence.

When dealing with unexpected bad news, beware of three pitfalls:

- Avoid details such as the amount of death gratuity, who is getting the life insurance, or the reimbursable maximum for burial in a private cemetery.
- Sympathize but do not empathize. It is generally impossible and certainly presumptuous to tell someone who may be *in extremis* with shock or grief, “I know how you feel.” Instead, “I cannot imagine how you feel. My own grief is considerable.”
- Promises shape expectations. Do not make promises you cannot deliver.

The signer of a notification letter might or might not be from the member’s unit, might or might not be command cadre, and might or might not have known the member. The essential point is that this letter is from the Coast Guard, representing the Commandant.

The senior command representative of the member’s unit—commander, commanding officer, officer-in-charge—should complete some kind of letter to NOK within 48 hours. This will usually be different from the brief letter delivered by the CACO.

Reference to the writer’s personal prayers are okay, if sincere. (E.g., “Please know that my prayers are with you.”) Inclusion of others is okay, if sincere. (E.g., “My wife, Susan, and the entire crew join me in expressing our deepest sympathies.”) Be sincere.

Sympathy cards. A sympathy card does not express official condolence or support. However, it is perfectly okay for any individual or group to send a sympathy card.

## Example letters to NOK

The examples that follow are simply examples. In a tragic situation the best letter is, simply, sincere. If there is any potential for insincerity then just stick to facts.

1. Letter to PNOK (spouse) from local command, but not the member's own command, reporting homicide.
2. Letter to SNOK (parents) from local command, but not the member's own command, reporting traffic fatality at distant command.
3. Letter to PNOK (spouse) from Decedent Affairs Officer, but not the member's own command, reporting apparently self-inflicted death.
4. Letter to parents from acting Commanding Officer of member's unit, acknowledging death due to a lingering illness.
5. Letter to PNOK (parents) from local command following non-fatal motor vehicle accident that caused very serious injuries, possibly life threatening, and the presence of NOK at the member's bedside is recommended by medical authority.
6. Letter to PNOK (parents) from Decedent Affairs Officer reporting member missing.
7. Letter to PNOK from Commanding Officer, notification already completed, following death. (The "48 hour letter.")
8. Letter from Senior Officer Present to PNOK (eldest child, 14 YOA) expressing condolence, notification already completed.
9. Letter from Commanding Officer to member and spouse expressing condolence and support after their child dies.
10. Letter to member expressing condolence on the death of a parent.

## *Index to Enclosure (7)*

### *A*

Acceptable subject lines .....	6
addressees – cadet .....	7
addressees – death of dependent .....	7
addressees – death of retiree.....	7
addressees – former member recently separated	7
addressees – other uniformed service member...	7
addressees – regular or reserve member.....	7
Addressees for message - general .....	6
Addressees for message - SPECIFIC .....	7
Addressees of CASREP – in general .....	6
<b>ALPHA. Identification</b> .....	9

### *B*

background information for the DD-1300.....	17
<b>BRAVO. Status and unit</b> .....	9

### *C*

<b>CACO</b> .....	15
CASREP paragraphs—Detailed guidance .....	9
CASREP paragraphs—Overview.....	8
<b>Casualty Assistance Calls Officer (CACO)</b> ..	15
Casualty Information Sheet.....	17
<b>CHARLIE. Casualty type</b> .....	10
Classification of CASREP .....	5
COMDT (CG-1222), documents for .....	17

### *D*

DEATH .....	4
<b>DELTA. Date, time, place, circumstances, and cause</b> .....	10
Documents for COMDT (CG-1222) .....	17
Documents for PSC (SES) .....	17

### *E*

<b>ECHO. Location of member (or remains) and what comes next (disposition)</b> .....	11
Example letters to NOK .....	20
Example of initial CASREP.....	16

### *F*

felony .....	12
<b>FOXTROT. Full name, address, and relationship of Next-of-Kin (NOK)</b> .....	11

### *G*

<b>GOLF. Notification of NOK</b> .....	11
gross misconduct.....	12

### *H*

<b>HOTEL. Line of duty (LOD) determination</b> .....	12
---	----

### *I*

<b>IMMEDIATE VOICE REPORT</b> 202-372-2100 .....	3
<b>INDIA. Investigations ordered and ordering authority</b> .....	13
Initial actions upon learning of a casualty .....	1

### *J*

<b>JULIETT. Personnel administrator (SPO)</b> ..	13
--	----

### *K*

<b>KILO. BAH/Dependency</b> .....	13
-----------------------------------	----

### *L*

Letters to NOK .....	19
<b>LIMA. Life insurance (SGLI)</b> .....	13
Line of Duty – Reservists .....	12
<b>Line of duty (LOD) determination</b> .....	12

### *M*

<b>MIKE. Designation of Beneficiaries</b> .....	14
---	----

### *N*

<b>Notification of Next of Kin (NOK)</b> .....	18
<b>NOVEMBER. Beneficiary for pay and allowances</b> .....	14

### *O*

Originators of CASREPs.....	5
<b>OSCAR. Beneficiary for Death Gratuity</b> ....	14

### *P*

<b>PADD</b> .....	15
<b>PAPA. Personal effects (PE)</b> .....	14
<b>Person Authorized to Direct Disposition (PADD) of remains</b> .....	15
<b>Personal effects (PE)</b> .....	14
<b>PERSONNEL CASUALTY REPORT (CASREP)</b> .....	5
Precedence of CASREP .....	5
PSC (SES), documents for .....	17

**Q**

**QUEBEC. Person Authorized to Direct Disposition (PADD) of remains** ..... 15

**R**

Reference for CASREPs ..... 5

REPORTABLE SITUATIONS..... 4

Required paragraphs in CASREP..... 8

Reservists ..... 12

**ROMEO. Casualty Assistance Calls Officer (CACO)** ..... 15

**S**

SGLI ..... 13

**SIERRA. Predeceased or Prior Spouse cases** ..... 15

Speed of CASREP..... 5

**SPO** ..... 13

SSIC of CASREP ..... 5

Subject line of CASREP - Explanations..... 6

Subject lines, acceptable..... 6

Supporting documentation from PDR ..... 17

Sympathy cards ..... 19

**T**

**TANGO. Identification of a Potential Third Party Claim** ..... 15

three exceptions for LOD ..... 12

**U**

unauthorized absence ..... 12

**UNIFORM. Survivor Benefit Plan**..... 15

**W**

**WHO IS A CASUALTY?** ..... 3