

# ***Rear-D Operations***

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***Rear Detachment Commander***

# ***Purpose***

**The purpose of this brief is to provide senior spouse's with situational awareness and tools regarding the rear detachment mission.**

# ***Agenda***

- Mission**
- Commander's Intent**
- Task to Troops Analysis**
- Family Status**
- Rear-D & FRG Training**
- Rear-D & FRG Task Analysis**
- Family Issues Management**
- Casualty Management**
- Key Coordinating Instructions**
- Battle Rhythm**
- Other Systems**
- Rear Detachment Keys to Success**
- Rear Detachment Concerns**

# ***Rear Detachment Mission Statement***

**\_BCT Rear Detachment conducts daily operations at Fort Drum, NY from DATE for a minimum of one year to support deployed forces in Iraq and take care of their families.**

# *Commander's Intent*

The purpose of our Rear Detachment is to **support deployed forces** and care for the **families** of deployed personnel to allow their Soldiers to focus on the fight. Decisive to the Rear Detachment operation is **effective communication throughout the Unit - forward and rear**. We will accomplish this by establishing an **efficient and effective battle rhythm** and a number of **systems** to ensure **routine actions are successfully accomplished** and that we can effectively deal with any issue that may arise.

## Key Tasks

- Deploy the unit.
- BPT respond and execute requests from in theater.
- Continue to prepare and deploy soldiers.
- Keep families informed
- Provide support to families as required (Resolve Family Issues).
- Represent the Brigade with distinction.
- Maintain routine events within the Brigade.
- Receive and Reintegrate the unit upon redeployment.

## Endstate

(Unit) Rear Detachment provided excellent support to deployed forces, took great care of families, and represented the Brigade with distinction.

# ***Rear Detachment Commander (RDC) & Family Readiness Group (FRG) Senior Advisor Relationship***

**□ The rear detachment's role is to take care of the home front to allow forward deployed Soldiers to focus on the fight.**

**□ As a RDC:**

**➤ “I don't want every issue we have being passed forward. *I am responsible.*”**

**➤ “Ideally, the RDC handles work related issues.”**

# ***Key Coordinating Instructions***

- ❑ RDCs contact FRG Leaders weekly (Family Issues Meeting).
- ❑ Every spouse is contacted twice a month minimum or as required.
- ❑ Every unit will track when Families were last contacted (Family Contact LOG).
- ❑ Units must identify high risk families (history of abuse, bad checks etc.) in their BN.
- ❑ Units will track EVERY Family Issue IAW the BCT Family Issues Format.
- ❑ Every soldier must complete the Soldier Readiness Contract with his/her spouse. Two copies of the contract are made, one copy remains with the spouse and one at BN.
- ❑ Soldiers must ensure their family members (spouse, parents, children) know their rank, SSN, and unit to ensure positive contact as required.
- ❑ Family members who live on post and are leaving the area must coordinate for routine maintenance of their property, ie. mowing and snow shoveling. Inform your FRG leader.
- ❑ The 2BCT Steering Committee Meetings will occur the 1st Wednesday of every month following the Division CLIF Meeting.
- ❑ If a unit Staff Duty receives notification of a casualty (WIA or KIA), they immediately call their RDC and no one else. The unit RDC will notify the BCT RDC.
- ❑ Memorial services are conducted in country, none at Fort Drum.
- ❑ Letters of Condolence/phone calls are sent from the BN/Unit Commander to the NOK.
- ❑ 2BCT Rear Detachment will train and maintain one full-up Funeral Team (Nine men).
- ❑ Units will conduct rear detachment operations using the Division OIP Checklist.
- ❑ BNs will consolidate Arms Rooms and Barracks.
- ❑ Units must leave one set of colors in their Rear Detachments.
- ❑ CQs are on every floor that soldiers live on.
- ❑ Arms Rooms and Soldiers are consolidated into as few facilities as possible.
- ❑ Ensure soldiers have an 18 month POA!

# ***Rear Detachment Keys to Success***

## **☐ Command Emphasis:**

- **Town Hall Meeting**
- **Fort Drum, Installation, and the Community are One Team. Establish relationships with them.**
- **Must leave quality in Rear Detachments and they do not rotate. Operational experience & interpersonal skills.**
- **50% of the Team is forward and 50% of the Team is at home-station.**
- **Soldier Readiness Contract filled out complete and turned in for each Soldier prior to deployment.**

## **☐ Team Work with on-post agencies:**

- **AFTB: Provides classes to spouses on living in the Military. Gets them out of the house.**
- **OPREADY: Prepares Soldiers and families for deployment & Reunion. This will continue throughout the year for your replacement Soldiers. 2BCT deployed over 250 additional Soldiers to Iraq last year.**
- **ACS: Helps out families in need; ie. lending closet.**

## **☐ Support Activities geared toward supporting families. Gets spouses out of the house and involved.**

- **Family Night at The Commons.**
- **Free use of MWR Facilities for FRG Functions: lodge, rooms at the Commons**
- **Free VTC Facilities at ACS.**

## **☐ Unit Level:**

- **Form your team early and train Rear-D and FRG Leaders together.**
- **Conduct quality Pre-Deployment Briefings**
- **Keep the team informed; resolve issues together: Steering Committee & FRG Meetings, phone contact.**
- **Have a system to resolve family issues. Maintain Contact with all families!**
- **Have a system to manage casualties. Continuously review your system with Rear-D and FRG leaders.**
- **Families must stay involved, especially during the winter months. Maintain Contact!**
- **Use your FRGA! Tracks family issues and helps rear detachments solve family issues.**
- **Recognize Volunteers regularly and often.**
- **Maintain routine systems; keeps you straight.**
- **Maintain an updated Web Site.**
- **Rear Detachment CDR's must routinely review critical systems:**
  - **Casualty Management System**
  - **Family Issues Management System**
  - **CCIR Reporting**



# 2BCT Family Status

	# Married Couples w/o kids		# Married Couples w/ kids		Total Families
	Live FT Drum	Live Other	Live FT Drum	Live Other	
HHC BDE	10	9	51	10	80
2-14	73	44	118	33	268
4-31	46	40	99	70	255
2-15	52	24	93	31	200
210	32	8	75	11	126
D/110 MI	3	10	1	13	27
B/10 SIG	18	12	16	15	61
<b>Total</b>	<b>234</b>	<b>147</b>	<b>453</b>	<b>183</b>	<b>1017</b>

  

	# Spouses Remain FT Drum	# Spouses Depart FT Drum (2-6 Months)	# Spouses Depart FT Drum (Greater than 6 Months)
HHC BDE	61		19
2-14	202	23	43
4-31	173	14	10
2-15	56	20	11
210	88	2	17
D/110 MI	9	4	14
B/10 SIG	59	1	8
<b>Total</b>	<b>648</b>	<b>64</b>	<b>122</b>

# ***Rear-D & FRG Roles & Responsibilities***

<b>Rear Detachment</b>	<b>FRSA</b>	<b>FRG</b>
Keep FRGs informed (new spouses, moves w/i unit)	Work "A" Priority Family Issues	Keep Key Callers / spouses informed
Provide input to newsletters	FRG & Steering Committee Rosters	Newsletters
Help families resolve their issues / Family Issues Meeting	FRG Calendar	FRG Meeting
Contact Rosters	Family Issues Meeting	Fund Raisers
Chain of Concern (Unit spouses)	Family Issues Analysis (Qtrly & Annual analysis)	Spouse Training / Classes
Soldier Readiness Contract	Virtual FRG Website posting & maintenance	Chain of Concern
Submit FRG calendar info to FRSA	RDC / FRG referral resources support	
Casualty notification	BCT Steering Committee Meeting Preparation	
Casualty tracking	FRG Training	
Virtual FRG Website updates	Attend BN FRG Meetings as required.	
	Casualty Tracking	
	FRG Incident Notification Meetings	

***Family Issues  
Management***

# ***Family Contact SOP***

## **Standard Script for the Key Caller / Rear Detachment:**

- This is (name of caller) of (unit) FRG / Rear Detachment.
  
- May I speak to (the family member listed on the Soldier Readiness Contract)
  
- Is now a good time to talk or are you busy? If busy, when is a good time to call back?
  
- I am calling to see how you and your family are doing (record onto log).
  
- Currently, the BCT/BN is at (general location of deployment area). Provide any additional information of the status of the unit that is not classified.
  
- Ask the person being called if he/she has any questions and or concerns?
  
- The next FRG Meeting is ...

**If no actual contact, leave message and continue to call until contact is made.**



# ***Family Issues Meeting***

- Attendance
- Guidance from BCT Commander
- Units brief their Family Issues Tracker (FIT). Projected on screen.
  - A priority issues are discussed in detail resulting in an action plan to resolve immediately.
- Final comments:
  - Around the room
  - BCT FRSA
  - BCT NCOIC
  - BCT Senior FRG Advisor
  - BCT RDC

# Family Issues Tracker (FIT) Key

## Status Codes

- Complete
- On Track / Progressing
- Issue - Requires Additional / Higher Level Assistance

## Priority Codes

- A** – Requires Immediate Resolution
- B** – Requires Resolution w/l 72 hrs
- C** – Monitor / Continue to Report

AER	Loan required / received	AER
Benefits	ID card, DEERS, TriCare	B
Casual Pay	Soldiers CP causing hardship on spouse	CP
Congressional	Unit received Congressional	C
Divorce	Divorce paperwork initiated	D
Emergency Leave	Soldier returned from the deployment	EL
Environmental Moral Leave	Soldier in transit / On EML / Issues	EML
Family Budgeting	No pay mistakes, budgeting help needed	FB
Family in Need	Involving serious issues, CPS, DDS	FN
Finance	Starting/stopping allotments and entitlements	F
General Inquiry	Basic ?, FRG contact info	G
Harassment	Spouse/child feeling harassed	HS
Health	Illness of child/spouse	H
Housing; Civilian	Issues with landlord, rent, pet, etc	HC
Housing; Military	Moving, mowing, snow removal, pet	HM
IG Complaint	Unit received IG complaint	IG
Immigration issues	Photos, update paperwork	I
KIA	Killed in Action	K
LES	Needed by spouse / requires MYPAY	LES
New Baby	New baby	NB
Orders	Spouse needs	O
POA	Designate type: SP special, GP general	P
Pregnancy	Pregnancy related issues	PG
Red Cross Message	Received by soldier	R
Support	Support to child and/or spouse	S
WIA	VSI, SI	W

## Attendees

- BCT RDC
- BCT NCOIC
- BCT FRG Senior Advisor
- FRSA
- BCT Chaplain
- Unit RDCs

# Family Issues Tracker

Status	Pri	Code	Start Date	Issue	Unit	Status / Solution	End Date	Length of Time (Days)
	A	MH	11-Oct	Spouse phoned MP's in reference to possible intruder. Spouse is unsettled and is having trouble sleeping. She called RDC for additional assistance.	C/1-87	Sent Unit Physical Security NCO to Inspect Quarters. He ensured all window and door locks are operational. Locks have been changed.	11-Oct	1
	B	H	18-Oct	SM and wife in Gouverneur, NY. Wife has diabetes and needs to see a doctor three times a week. The closest doctor is in Watertown, NY. SM will deploy soon, and wants wife to be closer to doctor.	B/BSTB	Assisted family in filling out EFMP packet which was submitted 21 OCT 04. Next board convenes 02 NOV 04. UPDATE: SM has new govt housing in Watertown. SM is still clearing current house. SM will move into new house soon.	4-Nov	17
	C	FB	10-Nov	Family debt exceeded ability to pay utility bills	HHC/2-22	Budget established through Financial Readiness. Debtors have accepted allotments with in the Families budget. Utilities are being paid and family has funds for basic subsistance	20-Nov	10
	A	H	8-Oct	Family member had a 6 month old child hospitalized over the weekend for pneumonia. Lungs are filled with water and breathing is labored. Family has two other school aged children.	C/BSB	Doctors have moved the into the ICU. The child is stable, but considered in critical condition. Soldier has been notified. FRG and neighbors are supporting family. Spouses parents are due to arrive on Tuesday to stay with the childern.		



## Quarterly Analysis June 04-August 04

Issue	Totals
<b>Red Cross Message</b>	<b>17</b>
<b>Military Housing</b>	<b>15</b>
<b>General Inquiry</b>	<b>15</b>
<b>Finance</b>	<b>14</b>
<b>Benefits</b>	<b>12</b>
<b>New Baby</b>	<b>10</b>
<b>Health</b>	<b>10</b>
<b>POA</b>	<b>8</b>
<b>Support</b>	<b>7</b>
<b>Family Budgeting</b>	<b>7</b>
<b>Orders</b>	<b>6</b>
<b>Civilain Housing</b>	<b>6</b>
<b>AER Loans</b>	<b>5</b>
<b>Pregnancy</b>	<b>4</b>
<b>LES</b>	<b>4</b>
<b>Family in Need</b>	<b>4</b>
<b>Immigration issues</b>	<b>1</b>
<b>Divorce</b>	<b>1</b>
<b>Congressional</b>	<b>1</b>
<b>WIA</b>	<b>0</b>
<b>KIA</b>	<b>0</b>
<b>IG Complaint</b>	<b>0</b>
<b>Harrassment</b>	<b>0</b>
<b>Emergency Leave</b>	<b>0</b>
<b>Casual Pay</b>	<b>0</b>
<b>TOTAL</b>	<b>150</b>

## Quarterly Analysis September 04-November 04

Issue	Totals
WIA	17
New Baby	13
General Inquiry	11
Health	10
Finance	9
Divorce	8
Support	7
Family Budgeting	7
Military Housing	6
Pregnancy	5
Emergency Leave	4
Red Cross Messages	3
Orders	3
Harrassment	3
Family in Need	3
AER Loan	3
R & R	2
KIA	2
Civilian Housing	2
POA	1
Immigration Issues	1
Casual Pay	1
Benefits	1
LES	0
IG Complaint	0
Congressional	0
<b>TOTAL</b>	<b>122</b>

## Quarterly Analysis December 04-February 05

Issue	Totals
Health	16
General Inquiry	15
Military Housing	12
Red Cross Message	11
WIA	7
Divorce	7
Support	6
Family Budgeting	6
KIA	5
New Baby	4
Finance	4
Civilian Housing	4
Benefits	4
Pregnancy	3
Family in Need	3
Emergency Leave	2
AER Loans	2
Harrassment	1
Casual Pay	1
R & R	0
POA	0
Orders	0
LES	0
Immigration Issues	0
IG Complaint	0
Congressional	0
<b>TOTAL</b>	<b>113</b>

## Quarterly Analysis

March 05-June 05

Issue	Totals
<b>Health</b>	<b>22</b>
WIA	18
<b>General Inquiry</b>	<b>7</b>
<b>Military Housing</b>	<b>7</b>
<b>Divorce</b>	<b>6</b>
Red Cross Message	6
<b>Support</b>	<b>5</b>
Pregnancy	5
Harrassment	5
KIA	4
New Baby	3
Emergency Leave	3
IG Complaint	3
Civilain Housing	3
<b>Family in Need</b>	<b>2</b>
Finance	2
Family Budgeting	2
R & R	1
AER Loan	1
Benefits	0
Casual Pay	0
Congressional	0
Immigration issues	0
LES	0
Orders	0
POA	0
<b>TOTAL</b>	<b>105</b>

# Family Issues Analysis

Issue Ranking Roll-up (16 June 05)

Issue	Totals
Health	58
General Inquiry	48
WIA	42
Military Housing	40
Red Cross Message	37
New Baby	30
Finance	29
Support	28
Family Budgeting	22
Divorce	22
Pregnancy	17
Benefits	17
Civilian Housing	15
Family in Need	12
KIA	11
AER loans	11
POA	9
Orders	9
Harassment	9
Emergency Leave	9
LES	4
R & R Leave	3
IG Complaint	3
Immigration Issues	2
Casual Pay	2
Congressional	1
<b>Total</b>	<b>490</b>

# ***Family Issues Analysis Summary***

## ***Major Issues Defined***

### **❑ Health**

- Life threatening related illness/often found with request for SM to come home
- Family Member (FM) surgeries
- Mental Health related illness found on the part of the FM or SM / prior & during deployment
- Reimbursement for travel related to going to Syracuse

### **❑ General Inquiry**

- Contact between FM and SM
- Allegations of infidelity found through letters or IM transcripts
- General information on local laws and regulations (parking tickets, hunting licenses, registration of POV)

### **❑ Military Housing**

- Leaving quarters for extended periods of time w/o proper notification to housing/RDC
- Conflict w/neighbors
- Damage to household items due to appliance problems or lack of support from housing

### **❑ Finance**

- Entitlement pay not being established (deployment pay, CP, etc..)
- Receiving BAH while living in quarters or not receiving BAH due to living else where
- Pay not adjusted due to status change (marriage)

### **❑ Support**

- FM & SM going through a Divorce/Separation looking for support
- Lack of child support by SM or lack of support due to failure to pay spouse

### **❑ Family Budgeting**

- Not enough money to take care of basic needs (food, electricity, car payment)
- Not enough money to pay registration, insurance for vehicle
- Casual Pays

### **❑ Benefits**

- No ID card or enrollment in DEERS, SM failure to enroll new wife/child during R&R or prior to leaving
- Expiration of ID cards during deployment & no POA

# ***Family Issues Analysis Summary***

## ***Length of Time Resolve Issues***

<b>BN</b>	<b>ISSUES</b>	<b>DAYS</b>	<b>AVG/DAYS</b>
HHC 2BDE	38	393	10.34
4-31 INF	126	1233	9.38
2-14 INF	140	1437	10.2
2-15 FA	97	595	6.13
210 FSB	56	300	5.36
<b>TOTAL AVG TIME FOR BDE:</b>		<b>8.282</b>	
* Not reported is 2BSTB			

# ***Soldier Readiness Contract***

- ❑ Used to prepare soldiers and their family members for the deployment.
- ❑ Used during the deployment to help resolve family issues and facilitate any potential casualty notification and support to family members.

## *Soldier Readiness Contract*

*Soldiers of this unit will deploy in the near future. All Soldiers will deploy unless directed otherwise by the Commander. No one will re-deploy early without approval of the Commander; every Soldier is needed for the mission. Common issues such as problems with the car, rent, pay and/or non-serious illness/injury to a spouse/child are not justifiable reasons to re-deploy a Soldier.*

**READ AND COMPLETE THIS ENTIRE FORM**



**SOLDIER READINESS CONTRACT**

<b>Contact information:</b>			
<b>Sponsor's Name:</b>		<b>Rank:</b>	<b>SSN:</b>
<b>Unit:</b>	<b>Job Title:</b>		<b>Work Phone:</b>
<b>Spouse's Name:</b>		<b>Home Phone:</b>	<b>Cell Phone:</b>
<b>Current Local Address:</b>		<b>Spouse's Work Address:</b>	
<b>Spouse's Work Phone:</b>	<b>Contact at work :</b>	<b>anytime / emergency only</b>	<b>Spouse has AKO account: Yes / No</b>
<b>Spouse's Email:</b>		<b>Spouse has AKO password: Yes / No</b>	
<b>List all children whether residing with you or not:</b>			
<b>Child's Name (First and Last)</b>		<b>Address and phone</b>	<b>DOB</b>
<b>Child's School</b>			
<b>Information about parents of Soldier:</b>			
<b>Name / e-mail</b>		<b>Address:</b>	<b>Phone: ( )</b>
<b>If the spouse is in a serious accident, who should be notified other than the sponsor?</b>			
<b>Name:</b>	<b>Relationship to spouse:</b>	<b>Phone: ( )</b>	
<b>Address:</b>	<b>Will provide childcare during emergency? Yes / No</b>	<b>Has Special Medical POA for each child? Yes/ No</b>	
<b>In the event of spouse emergency hospitalization, local childcare has been arranged: Yes / No</b>			
<b>In the event of a serious military incident to Soldier, who would the spouse like to be present to provide support? ( give local contact)</b>			
<b>Name:</b>	<b>Relationship:</b>	<b>Address:</b>	<b>Phone:</b>
<b>Religious Advisor Preference: None / Faith Denomination:</b>		<b>Contact Out of town family: Yes / No</b>	
<b>Family member name:</b>		<b>Relationship to spouse:</b>	<b>Phone:</b>
<b>In the event of a serious military incident, would the Soldier like anyone other than the immediate family/parents notified?</b>			
<b>Name (relationship):</b>		<b>Address:</b>	<b>Phone:</b>
<b>Would the Soldier like the FRG Information / Newsletter sent to extended family members? Yes / No</b>			
<b>Family member name:</b>		<b>Address</b>	<b>Phone:</b>
<b>Family member concerns - Medical</b>			
<b>I have family members enrolled in EFMP: Yes/ No/ NA</b>		<b>List family special needs (physical, medical, educational, etc....)</b>	
<b>My wife is pregnant: Yes / No / NA</b>	<b>If Yes, is pregnancy considered high risk: Yes / No</b>		<b>Child care arranged: Yes / No</b>
<b>If pregnant, Provider's name:</b>			<b>Phone number:</b>
<b>Family is enrolled in TriCare:Yes/No/NA</b>		<b>Spouse will visit the TriCare office in Guthrie prior to leaving the area: Yes/No/NA</b>	

**SOLDIER READINESS CONTRACT**

<b>My spouse has a current Military ID card:Yes/ No/ NA</b>				<b>My children (Age 10 &amp; up) have current Military ID cards: Yes/ No/ NA</b>			
My spouse is a US Citizen: Yes/ No/ NA				If no, list immigration concerns:			
My spouse speaks English:Yes/ No/ NA				If no, list languages spoken and any concerns about translation:			
My spouse has a current Drivers License:Yes/ No/ NA				My spouse has access to a properly functioning vehicle:Yes/ No/ NA			
If no: please describe alternate transportation plan:							
<b>My spouse has a current General Power of Attorney that will last through the deployment.</b>				Yes	No	N/A	
My spouse has a Special Power of Attorney that will last through the deployment.				Yes	No	N/A	
If yes: what does it allow them to do? (For example - Initiate Housing, Start and stop allotments, sale of real estate, sale of property/POV, bank, other):							
<b>My spouse understands a Red Cross Message is needed for any emergency requiring my presence:</b>				Yes	No	N/A	
My spouse knows that specific information is required to send a Red Cross Message, OPREADY packet				Yes	No	N/A	
<b>We have discussed the following topics</b>				<b>Family member concerns - Financial</b>			
<b>Service Member's Group Life Insurance</b>	Yes	No	N/A	We share a joint checking account	Yes	No	N/A
<b>Declaration of Beneficiaries (DD93)</b>	Yes	No	N/A	<b>My spouse can access Mypay information</b>	Yes	No	N/A
Other Insurance policies owned	Yes	No	N/A	<b>My spouse has all our account information</b>	Yes	No	N/A
Location of important papers	Yes	No	N/A	My spouse has a plan to pay financial obligations	Yes	No	N/A
Service member's Will	Yes	No	N/A	My spouse understands how to read an LES	Yes	No	N/A
Spouse's Will	Yes	No	N/A	My spouse knows the deployment entitlements	Yes	No	N/A
We have discussed a budget for home needs and money for soldier while deployed				Yes	No	N/A	
We have discussed our personal casual pay policy				Yes	No	N/A	
<b>Family member concerns - Housing</b>							
<b>My spouse plans to reside at our current residence in the Fort Drum area during the deployment</b>				Yes	No	N/A	
If no: please list:				Address:	Phone: ( )		
<b>My spouse knows the procedures should they leave assigned quarters for more then 30 days: mowing / shoveling</b>				Yes	No	N/A	
My spouse has a current copy of our civilian housing lease				Yes	No	N/A	
<b>My kids are registered at CYS Central Enroll</b>	Yes	No	N/A	My spouse wants to be an FRG member	Yes	No	N/A
<b>My spouse is aware of deployment childcare</b>	Yes	No	N/A	My spouse has the FRG meeting schedule	Yes	No	N/A
My spouse has an emergency childcare plan	Yes	No	N/A	My spouse has the current chain of concern	Yes	No	N/A
<b>Privacy Act Statement: Authority AR 210-7. U&gt;S&gt;C 522a &amp; Paragraph 3-5 AR 340-21: Paragraph 2-8a, Principal purpose of this document is to gather data on family members of assigned/deploying Soldiers. Primary use of this information is to assist the Rear Detachment Command in providing command information to the family members concerning unit events and in emergencies. All information is strictly confidential.</b>							

# ***Casualty Management***

# WIA Rear-D Process

As Of: 10 Jan 05

- Injuries: Very Seriously Injured (VSI), Seriously Injured (SI), Not Seriously Injured (NSI). Serious injuries: threat of loss of life, limb, or sight.
- In the event of a casualty: **(Unofficial Notification)**.
  - The unit forward notifies the Div Command Group and the Rear Detachment Commander. The RDC notifies the COS, RDCSM, BCT FRG Leader, the FRGA (if VSI, SI), the RDC of the casualty [pulls Soldier Readiness Contract (SRC) and notifies the BN FRG Leader], and Casualty Affairs (Begins pulling records: DD-93 & SGLI). Begins planning any support requirements to family members.
  - The subordinate RDC sends Casualty information to the BCT RDC ASAP, SOP is: Send information available and update as required.
    - Rank, Last / First Name:
    - SSN:
    - Co / BN:
    - Duty Position:
    - Casualty Type (KIA, VSI, SI, NSI-RTD, MIA, POW):
    - Incident Type (IED, Direct Fire (RPG), Indirect Fire, etc):
    - Spouse Name / Location:
    - Children Name / Location:
    - Received Casualty Report at:
    - Official Notification complete at:
  - The casualty can notify the family members; however, the unit cannot until the Official Casualty Report is received.
  - All units/FRGs have the standard Casualty Query Responses. Refer all media queries to the PAO (W: 772-7634/8286; C: 778-5759).
- Official Notification:** Casualty Affairs Office receives the official Casualty Report, it notifies the BCT RDC (phone call and FAX) in the form of a packet that includes the DD-93, SGLI, and the DA reportable items (Casualty Notification Worksheet). The BCT RDC notifies the subordinate RDC and passes the packet.
- The subordinate unit RDC compares the DD-93 with the SRC and notifies who the soldier wishes to be contacted on the DD-93 and SRC. If the two documents are different, Casualty Affairs must be notified (772-3929/6465) to get guidance.
- The RDC notifies the Chaplain, if VSI/SI, and subsequently the NOK IAW the DD-93 and Soldier Readiness Contract. The ONLY information passed to the family when initial notification of a wounding / injury / illness is made is the information on the Casualty Report. (Use common sense when informing the NOK regarding the description of the injury). Order of precedents for NOK notification is Spouse, Children, then Parents. If soldier is VSI / SI, prior to notification, have a support team (BN and Co FRGLs, Unit Chaplain, and who the spouse requested on the Soldier Readiness Contract) ready to go to the spouse to provide support (if local).
- If there are both WIA and KIA, the KIA(s) must be notified prior the WIAs unless directed otherwise by DA.
- If the PNOK is unavailable and a phone message is left, it will contain the Rank, Name, and Unit of the caller, as well as, the time, day and date of the call. The caller will leave a return phone number that will be answered 24/7. Example message: "This is SSG Smith from (Unit). It is 2pm, Wednesday, 28 July 2004. I am attempting to reach (Name of the PNOK). Please return my call at (number). This phone is answered 24 hours a day." **Do not mention casualties.**
- Once Official Notification is complete:
  - The RDC faxes the DA Reportable data back to Casualty Affairs Office (772-7835; after duty hrs fax 772-9533), completes the SOP information to the BCT RDC (See above), and updates the Casualty Tracking Matrix. 2BCT RDC updates the Division COS.
  - The unit conducts an FRG Incident Notification Meeting for VSI (Case by Case) (See SOP Meeting).
  - Names and type injury are not released for WIAs unless the wounded soldier authorizes it. See Standard Casualty Query Responses.
  - Medical authorities may notify the family directly prior to official notification to family members.
- If doctor treating casualty requests family, an ITO is initiated by DA to move the family. Passports/VISAs are not required ahead of time. Three persons can travel on an ITO, typically the spouse and the parents of the soldier (not the children).
- Casualties are tracked at the CAO, 2BCT Forward, and 2BCT Rear-D. 1CD has LNOs at both Walter Reed and Lanstuhl-numbers are: Lanstuhl - 017-5777-9113 DSN 314-486-6980; [Julius.padindelgado@ind.amedd.army.mil](mailto:Julius.padindelgado@ind.amedd.army.mil) ; Walter Reed 1-202-297-8172 or 1-73451-3533; SSG Spalding keisha.spalding@us.army.mil

# KIA Rear-D Process

As Of: 10 Jan 05

## □ In the event of a KIA (Unofficial Notification).

- The unit forward notifies the Div Command Group and the Rear Detachment.
- The RDC notifies the COS, RDCSM, BCT FRG Leader, BCT FRGA, RDC of the casualty, and Casualty Affairs.
- The subordinate RDC sends Casualty information to the BCT RDC ASAP, SOP is:
  - Rank, Last / First Name:
  - SSN:
  - Co / BN:
  - Duty Position:
  - Casualty Type (KIA, VSI, SI, NSI-RTD, MIA, POW):
  - Incident Type (IED, Direct Fire (RPG), Indirect Fire, etc):
  - Spouse Name / Location:
  - Children Name / Location:
  - Received Casualty Report at:
  - Official Notification complete at:
  - Escort Officer / Phone #:
  - Funeral Team NCOIC / Phone #:
  - SCM Officer:

\*ASAP the BN RDC sends BCT RDC the following information:  
Funeral Home / Loc / Phone:  
Viewing / Loc / DTG  
Funeral / Loc / DTG.  
Cemetery Name / Loc:  
CAO:

## ➤ The BN RDC:

- Notifies the FRG leader in the soldier/spouses chain of command, key support people, and the unit chaplain and conducts a meeting to plan the support package if the spouse is local. Unit Chaplain schedules the Main Post Chapel for the FRG Incident Notification Meeting.
- Submits the soldiers "Smith File", any training records, and unit crest to the Casualty Affairs Office and ensures awards are being submitted: 2BCT Fwd does the CIB and GCM and DA does the Purple Heart and Bronze Star.

- All units/FRGs have the standard Casualty Query Responses. Refer all media queries to the PAO (W: 772-7634/8286; C: 778-5759).

## □ Casualty Notification-KIA (Official).

- Casualty Assistance Office receives the Casualty Report.
- Casualty Assistance Office notifies Division G1 and the unit RDC.
- Division notifies the RDC (DA notifies off post unit Casualty Assistance Office).
  - \* Fort Drum Casualty Assistance Office courtesy call to off post Casualty Assistance Office.
- Casualty Assistance office notifies Casualty Notification Officer (CNO) and Chaplain: Both are in CAC w/i 1hr if NOK is local.
- If there are both a WIA and a KIA, notify the KIA before the WIA unless directed otherwise.
- The BN RDC links up with the CNO and Chaplain prior to notification to coordinate possible follow on support.
- CNO and Chaplain notify next of kin (NOK) w/i 4hrs of official notification, Class As. Notifications occur between 0600 and 2200 daily unless DA authorizes otherwise. Other units within the Army will be tasked to complete NOK notification if they are not located in the Fort Drum area. Order of precedents for NOK notification is Spouse, Children, then Parents.
- After the CNO and Chaplain notify the NOK, they contact the BN RDC with a recommendation for follow on support.
- BN conducts FRG Incident Notification Meeting (SOP) after official notification is complete (planning factor is 24 hrs and after official DOD release) to provide information to the FRG. Attendees include the Company FRG affected, FRG Leaders from the other companies within the BN, BN RDC and FRGL, 2BCT RDC, FRGL, and FRGA, and the Chaplain. The BCT FRG Assistant coordinates childcare, meeting held at Main Post Chapel. See SOP brief. The unit continues to ensure the family is taken care of. The BN RDC notifies the Unit Chaplain to reserve the Main Post Chapel.
- FRG leaders down to company level use the SOP responses to answer "questions regarding casualties." The FRG leaders do not call spouses, they only answer if questioned.
- BN RDC updates the Casualty Tracking Matrix and Casualty Replacements Matrix.
- Casualty Assistance Officer (CAO) is appointed and calls NOK w/i 24 hrs after notification.
- CAO assists NOK until all benefits and entitlements are received.
- Summary Courts Martial Officer is appointed to take care of personal items.
- Unit provides remains escort from Dover to the funeral home.
- Funeral Team conducts funeral (9 Men: 7x firing detail, 2x flag detail). One in Flag detail is the NCOIC and the other is the Escort.
- A General Officer presents the Flag and any Posthumous Awards to the NOK.
- After the memorial service is conducted in country (Not at Ft Drum) the gifts are mailed to the (CAO or NOK?) from in country.

# FRG Incident Notification Meeting

**Example FRG Incident Notification Meeting call out:** There was an incident involving our unit. **Notifications are complete to family members.** The meeting will be held at (location) on (day/date) at (time). Child care will be provided (FRGA arranges). No children allowed in the meeting. Do you need child care? If yes, how many children and what ages?

## Battalion Rear Detachment Commander:

- Thank you for coming.
- I am (Rank / Name / Duty Position).
- We will discuss:
  - Incident, current status of unit and casualties, and the notification process (RDC).
  - Support to family (FRGL)
  - Words of comfort and prayer (Chaplain)
  
- There was an incident involving (Co/BN) that resulted in the loss of (\_\_\_) soldier(s) and or wounding of (\_\_\_) soldier(s).
- All official family notifications are complete.
- The unit and the rest of the Brigade are doing well and continue their mission.
- The incident occurred on (date) which resulted in [the loss of (Rank / Name)] and or [(# VSI, SI, NSI) wounded] when (describe incident in general terms).
- (Rank & name of the KIA soldier) remains will be flown to Dover. An escort team from our unit will then escort (Rank / Name) to (State) the funeral location.
- The Memorial Service in country will be held on (Date).
- The (#) wounded soldier(s) is/are recovering in Iraq, Germany, Walter Reed etc.
- Any questions concerning the incident?
- Every opportunity we get, we review the casualty notification process. It is very deliberate to protect the families of the casualties. It is very important that you do not pass on information regarding incidents or casualties you hear from your spouses or anyone else to anyone other than your FRGL or RDC. This is how rumors get started. The way it works is:
  - A casualty report is generated in the area of operation. It is then sent to the Department of the Army and once confirmed it is sent to our Division.
  - NOK are then notified.
  - Once notification is complete and DOD has made the official announcement, we conduct our FRG Incident Notification Meeting.

## Battalion / Company FRG Leader:

- Soldier Marital Status
- Current status of spouse (as required)
- Spouse wishes
- Support for the spouse (Meals etc.)
- Flowers for funeral (as required)

## Chaplain:

- Words of comfort
- Prayer

**Attendees:** BDE RDC, FRGL, FRGA, and Chaplain, BN RDC and FRGL, Co RDC and FRGL, and the spouses in the company that had the casualty.

# ***Standard Casualty Query Responses***

If contacted regarding a report of casualties and have no knowledge of any incident use the following statement:

**I do not know; I have not received any report of an incident. Notifications go directly to the next of kin.**

If contacted regarding a report of casualties and have knowledge of an incident but official notifications have not been completed, use the following statement:

**There was a report of an incident; I do not know any details. The Rear Detachment is gathering the facts.**

**Notifications go directly to the next of kin.**

If contacted regarding a report of casualties and have knowledge of an incident and official notifications have been completed, use the following statement:

**On (date) (# of soldiers) soldiers from (unit) were WIA / KIA when (brief description of incident). Official notification to family members is complete.**

\* If concerned about a media visit, notify the FRG / Rear Detachment and PAO will handle it and / or provide guidance.

\* Refer all media calls to the Public Affairs Office.

PAO: LTC Fitzpatrick: W: 772-7634/8286, C: 778-5759

# 2BCT Rear-D Battle Rhythm

Time	Mon	Tue	Wed	Thu	Fri
0630	SYNC Meeting		SYNC Meeting		SYNC Meeting
0700	PT	PT	PT	PT	PT
0930		Update Web Page		Off Post Pers / Unit Contact	
1000	CDR / CSM walk-through inspection	Calendar / Schools Meeting	CMD & Staff Meeting	Budget Meeting 1 <sup>ST</sup> & 3 <sup>RD</sup> Thu Monthly	Rear-D Tng / Resource Meeting
1100		Maintenance Meeting			
1200			Steering Committee Mtg 1 <sup>ST</sup> Wed monthly		
1330	OPG				
1400			Update E-MILPO, PERSTEMPO, G1 Database	Family Issues Meeting	
1500	Non-Available Review Meeting	Calendar Sync			
1600					

C M D Maintenance

S e r g e a n t s T i m e

F a m i l y / H o s p i t a l V i s i t s



# ***Rear Detachment Concerns***

- ❑ You must have a dedicated Chaplain for the BCT Rear Detachment.**
  - ❑ You must have an LNO positioned at Walter Reed AMC.**
  - ❑ Have a funding plan for Funeral flowers, gifts, recognition ceremonies, etc.**
  - ❑ Expect a lot of Red Cross Messages the 1ST 30 days.**
  - ❑ The DD 93 and SGLI must be correct and updated. (Units)**
  - ❑ Family Information Sheets are critical (Soldier Readiness Contract).**
  - ❑ Have standard scripts for response to family queries regarding casualties.**
- (SOP)**
- ❑ Maintain frequent contact with family members; track phone contact information. (SOP)**
  - ❑ Track Family issues and share solutions (Family Issues Meeting).**

***Questions?***

# Rear-D & FRG Training

What	Who	Duration	When	Location
Team Building Workshop	FRG leaders and the Rear-D CDR and NCOICs to Company level	1x Day	180900-1600 May	Commons
Rear-D Course	Rear-D CDR and NCOICs to Company level	2x Days	19-20 May	Commons
Key Caller Training	Key Callers to Co Level	1x hr	Unit Schedules w/ RDC	TBD
Coping w/ separation	Company level / Families	1x hr	Unit schedules post deployment	Unit Request
Tricks for Kids	Company level / Families	1x hr	Unit schedules post deployment	Unit Request
AFTB I, II, III	Company level/Families	1-2x Days	Next Scheduled: AFTB II, 11-12 Aug 0900-1600	ACS
FRG Leader's Training	Company level/Families	1xDay	Next Scheduled: Sat. 14 August 0900-1500	ACS
Tips for Teens	Company level / Families	1x hr	Unit schedules post deployment	Unit Request
Grief and Trauma	Company level / Families	2x hr	25 Aug 04	Main Post Chapel



Execute prior to deployment



Execute post deployment

# *Reintegration / Reunion Training*

<b>Pre-Redeployment</b>	
<b>Deployed Soldiers</b>	<b>Families</b>
Reunion Brief	Reunion Brief
Health Assessment Survey	
1 <sup>ST</sup> Line Supervisors Brief: Recognize symptoms of stress and to tell soldiers it's ok to go to mental health.	
Reunion Section in Blizzard, Newsletters, & on Webpage	

<b>Post Redeployment</b>	
<b>Soldiers</b>	<b>Families</b>
Reverse SRC Screening	Married Couples Workshop
Reunion Brief	
60-90 Day Screening	
Reunion Section in Blizzard, Newsletters, & on Webpage	