



DEPARTMENT OF THE NAVY
COMMANDER, NAVY INSTALLATIONS COMMAND
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WASHINGTON NAVY YARD, DC 20374-5140

CNICINST 1770.2A
N00K
27 Jul 2015

CNIC INSTRUCTION 1770.2A

From: Commander, Navy Installations Command

Subj: CASUALTY ASSISTANCE CALLS PROGRAM

Ref: (a) DoDI 1300.18, Department of Defense (DoD)
Personnel Casualty Matters, Policies, and
Procedures, 08 Jan 08
(b) OPNAVINST 1770.1A
(c) MILPERSMAN 1770 series, Casualties and
Survivor's Benefits
(d) NAVMEDCOMINST 5360.1 Decedent Affairs Manual
(e) Navy Gold Star Program Desk Guide N913
(f) OPNAVINST 1770.2B
(g) DoD Memorandum, Enhanced Honors for Deceased Service
Members, 09 Feb 2006
(h) CNICINST 4000.1B

Encl: (1) Funeral Honors and CACO Monthly Report Template
(2) Casualty Assistance Calls Officer (CACO) Training
(3) Defense Casualty Information Processing System (DCIPS)
Navy Standards Guide (CNIC Users)
(4) Casualty Assistance Calls Officer (CACO)
Responsibilities

1. Purpose

a. To implement the Commander, Navy Installations Command (CNIC) policy for the execution of the Navy's Casualty Assistance Calls Program (CACP) outlined in references (a) through (d).

b. To cover CACP requirements for all Navy Service members and Department of Navy civilian employees.

c. To address the Navy's long term Survivor Assistance Care Plan, the Navy Gold Star Program, its services and how the program is integrated into the Navy casualty assistance continuum of care.

2. Cancellation. CNICINST 1770.2 dated 17 May 2011.

3. Policy

a. The CACP exists to assure the next of kin (NOK) of the Navy's interest in their well-being when a casualty occurs. Providing assistance in a dignified, professional and understanding manner affirms to the family that "the Navy takes care of its own."

b. Reference (a) establishes the Department of Defense Casualty Programs and discusses the duties of Casualty Assistance Calls Officers (CACO). CNIC's responsibility for CACO programs is established by reference (b). Reference (c), article 1770-160, establishes the CACP and places primary responsibility for implementation with the Region Program Managers (RPM).

c. This instruction does not relieve Commanders of the responsibilities for reports or related actions required by references (c) and (d) and other regulations, or directives.

d. As established in references (a) through (d), CNIC is responsible for the execution, funding, and technical support of CACP. This instruction applies to all Service members assigned as CACO in support of CNIC.

e. Reference (a) discusses the requirement for individual Services to establish a centralized short and long term case management procedure. Navy Gold Star Program has been created to assist in the short-term and be the primary provider of long-term Survivor assistance support.

4. Responsibilities

a. CNIC CACO/Funeral Honors Support (FHS) Headquarters Program Director (HPD) is responsible for:

(1) Implementing and managing the execution of CACP policy in accordance with references (a) through (d).

(2) Budgeting and distributing adequate resources in support of the CACP.

(3) Managing and implementing the CACO training program in accordance with reference (b).

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(4) Ensuring CNIC approved CACO training classes are held to adequately support CACP requirements. Training will be provided at least quarterly.

(5) Providing guidance and support for enterprise information management systems; including Defense Casualty Information Processing System (DCIPS), in accordance with reference (b), and CNIC monthly reports, found at enclosure (1) and <https://g2.cnlic.navy.mil/TSCNICHQ/CACO/Metrics/MM/Forms/Regional%20View.aspx>.

(6) Coordinating CACP policies and services with Navy Personnel Command (NAVPERSCOM), Navy Casualty Division (PERS-13).

(7) Ensuring DCIPS is utilized to reflect CACO assignment and verification of NOK or beneficiary information.

b. CNIC Navy Gold Star Headquarters Program Manager (HPM) is responsible for:

(1) Implementing and managing the execution of Navy Gold Star Program practices in accordance with reference (e).

(2) Cultivating and enriching working relationships with both governmental and non-governmental entities and organizations.

(3) Performing quarterly Quality Assessment evaluations to ensure a standardized delivery of services Navy-Wide.

(4) Budgeting and distributing adequate resources in support of the Navy Gold Star Program.

(5) Managing and implementing the Navy Gold Star training program.

c. Region Commanders (REGCOMs) are responsible for:

(1) Supporting execution of the CACP and Navy Gold Star Program within their area of responsibility (AOR) in accordance with references (a) through (h).

(2) Validating budget requirements to CNIC in accordance with budget/data calls.

(3) Supporting assigned flag officers who represent the Chief of Navy Operations in support of honors for combat and combat related casualties as directed in reference (f).

d. Commandant, Naval District Washington (NDW) is responsible for:

(1) Ensuring proper honors are rendered when remains of a Sailor killed in action (KIA), or dies directly supporting combat operations arrive in Continental United States at Dover Mortuary Affairs as directed by references (a), (f), and (g).

(2) Ensuring funeral information, including family member attendance, if known, is provided to Flag Officers who are designated to attend funerals of Sailors KIA and interred at Arlington National Cemetery (ANC).

e. CACO/FHS RPMs are responsible for:

(1) Ensuring proper execution of the CACP within their AOR in accordance with references (a) through (h).

(2) Providing after-hours support to CACOs.

(3) Budgeting and administering funds to provide required CACO training classes for their AOR.

(4) Ensuring that each CACO receives proper training from the Region CACP Certified Trainer, in accordance with enclosure (2).

(5) Monitoring delivery of training within their AOR to ensure compliance with the goals of each CACO training module.

(6) Establishing and maintaining relationships with commands in their AOR to advise and assist with casualty incidents.

(7) Working with Regional Navy Gold Star Coordinators (RNGSC) to ensure smooth transfer of services between CACO and Installation Navy Gold Star Coordinator (INGSC).

f. RNGSCs are responsible for:

(1) Ensuring proper execution of the Navy Gold Star Program within their AOR in accordance with reference (e).

(2) Monitoring delivery of training within their AOR to ensure compliance with the goals of the Navy Gold Star Program.

(3) Establishing and maintaining relationships with government and non-government organizations for Survivor support.

(4) Working with CACO RPMs to ensure smooth transfer of services between CACO and INGSC.

g. CACOs are responsible for:

(1) Fulfilling CACP duties when assigned as CACO in accordance with policies and guidance in accordance with references (a) through (f).

(2) Utilizing the Defense Travel System (DTS) for all travel related claims.

h. INGSCs are responsible for:

(1) Fulfilling Navy Gold Star Program duties when assigned as INGSC in accordance with policies and guidance as outlined in reference (e).

(2) Utilizing DCIPS to contribute to the maintaining of orderly and accurate case files so that all entities involved in the care of the family are kept abreast of related information.

5. Action

a. CACO/FHS HPD shall:

(1) Review and provide to CNIC Headquarters (HQ), Director Command and Staff, and the RPMs annual quality assurance assessments of the CACP curriculum, training classes, and effectiveness of trainers no later than 31 January of each year.

(2) Interview, certify, provide briefings, and/or training to all current and prospective trainers.

(3) Provide standardized CACP training package.

(4) Analyze CACP data to be used to determine key performance metrics and deficiency analysis for CNIC and other higher authorities. On a routine basis, CNIC shall collect both specified metrics, in accordance with references (a) and (b), as well as other metric data as deemed necessary.

(5) Provide timely updates on the results of CACP data analysis to the chain of command.

(6) Prepare contingency plans for handling CACP functions during major disasters or mass casualty events.

b. RNGSC shall ensure proper execution of NGS within their AOR in accordance with reference (e).

c. REGCOMs shall:

(1) Manage and execute the CACP, including the tasking of subordinate or tenant commands to provide maximum support to include personnel resources, administrative services, and government vehicles for the CACP mission.

(2) Establish a written Memorandum of Understanding for routine crossing of Region boundaries for notifications and completion of CACO duties pursuant to reference (h).

(3) Determine budget and authorize the allocation of funds in support of the CACP.

(4) Reimburse personal expenses incurred by individuals supporting the CACP. (Reimbursable expenses include privately owned vehicle mileage, tolls and parking.)

d. Commandant, NDW shall:

(1) Direct the Navy Ceremonial Guard to render appropriate honors plane-side for the arrival of fallen active duty Service members from a theater of combat operations in accordance with reference (g).

(2) Provide Flag Officers assigned as the Escort Commander/ Flag Presenter at ANC with Instructional Guidelines to include the protocol and details surrounding the interment of Sailors KIA.

e. CACO/FHS RPMs shall:

(1) Manage and execute an effective CACP training program.

(2) Ensure the Regional CACP Trainers are certified by CNIC to conduct CACO training in accordance with enclosure (2).

(3) Schedule training classes to support CACP requirements and ensure all CACOs are properly trained prior to assuming CACO duties.

(4) Monitor Regional CACO training to ensure trainers are only using the CNIC HQ training package and that any deviations are approved per enclosure (2).

(5) Evaluate the effectiveness of CACO training by reviewing pre-tests, post-tests, and course evaluations.

(6) Provide training to the commands on casualty reporting requirements and assist commands when necessary in drafting Personnel Casualty Reports.

(7) Ensure student information is entered in the Corporate Enterprise Training Activity Resource System (CeTARS) within 5 business days of the completion of training.

(8) Report the number of training classes conducted and the number of CACOs trained via Region monthly reports to CNIC HQ.

(9) Assign and task CACOs to NOK or beneficiaries within their AOR upon notification of a casualty incident. Report CACO assignment and identification to Navy Casualty (PERS-13) and CNIC via DCIPS in accordance with enclosure (3). A DCIPS Bound Journal entry shall be made to reflect the entry of the CACO information. Alternatively the information may be reported via encrypted electronic message format to mill_navcas_duty@navy.mil.

(10) Ensure NOK or beneficiary notification is completed and reported with the date and time to PERS-13 and CNIC via DCIPS in accordance with enclosure (3). A DCIPS Bound Journal entry shall be made to reflect the entry of the notification information. Alternatively the information may be reported via encrypted electronic message format to mill_navcas_duty@navy.mil.

(11) Utilize DCIPS to reflect CACO assignment and current NOK or beneficiary information and other information relevant to the case. In accordance with enclosure (3), RPMs shall ensure that the information logged in DCIPS is current, comprehensive and entered within 1 business day.

(12) Upload completed NAVPERS forms 1770/8(Consent to Release Personal Information) and NAVPERS 1770/9(Primary/Secondary Next of Kin Information) to DCIPS in accordance with enclosure (3).

(13) Coordinate Dignified Transfer and Planeside Honors as required in accordance with reference (g).

(14) Ensure funeral arrangements are completed and all involved Regions and participants are informed. Enter information in the appropriate databases.

(15) Ensure PERS-13 is provided with funeral information to include family member attendance of immediate NOK and/or Person Authorized to Direct Disposition.

(16) Provide guidance, coaching, and assistance to the CACO while completing and submitting NOK or beneficiary benefits and entitlements package. Ensure benefits and entitlements documentation is completed in accordance with references (a) and (c) and forwarded to PERS-13.

(17) Assist CACO in tracking the status of investigations of the incident. Ensure CACO provides updates to NOK as information is obtained. Ensure CACO delivers final copies to the NOK upon request.

(18) Provide notice of NOK or beneficiaries change of address to higher level authority via DCIPS.

(19) Forward information to other involved RPMs on the completion of CACO duties and CACP responsibilities when dealing with NOK, beneficiaries, and commands across more than one Region.

(20) Maintain accurate files utilizing DCIPS and ensure all required reports are submitted in accordance with references (a) through (c).

(21) Submit Region monthly reports, in enclosure (1) or at <https://g2.cnlic.navy.mil/TSCNICHQ/CACO/Metrics/MM/Forms/Regional%20View.aspx> to CNIC HQ no later than the 10th of each month.

(22) Provide customer comments and/or assessments to CNIC HQ on a quarterly basis. Comments and/or assessments should be submitted not later than the 10th day of the second

month following the end of the quarter. (For example: 10 Feb, 10 May, etc.)

(23) When contacted by RNGSC, provide CACO with contact information for INGSC assigned to NOK.

(24) Complete the Casualty Assistance Calls Program Form (NAVPERS 1770/7), as well as all other required forms and applications, in accordance with reference (a) through (d).

(25) Once determination has been made that CACO duties are accomplished, inform RNGSC of the pending transfer from Short Term to Long Term responsibilities and update DCIPS to reflect the CACO change to the responsible INGSC (all Navy Gold Star Program Coordinators are listed in the Casualty Assistance Officer (CAO) pool for ease of assignment).

f. CACOs shall:

(1) Complete the duties of a Casualty Assistance Calls Officer in accordance with reference (a) and enclosure (4).

(2) Complete Courtesy CACO duties when assigned, in accordance with reference (b).

(a) Assist NOK, or designated traveler, traveling to the bedside of a seriously or very seriously ill or injured Service member.

(b) Make a one-time personal visit to NOK to notify them of the death of a deserter.

(c) Meet NOK or designated travelers who travel to the local area for a funeral, memorial service or dignified transfer.

(d) Assist NOK or designated traveler in filing travel claims.

(e) Make a one-time personal notification visit to NOK of Department of the Navy Civilian Employees.

(3) Submit DTS Travel claims within five days of the travel event.

(4) Contact INGSC and facilitate initial introduction of surviving family within twenty-one days of death notification

(5) Upon completion of CACO duties and upon direction of the RPM, will facilitate a warm hand off to assigned INGSC.

6. Records Management. Records created as a result of this notice, regardless of media or format, shall be managed in accordance with SECNAV M-5210.1 of January 2012.



D. R. SMITH

Vice Admiral, U.S. Navy

Distribution:

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<https://g2.cnic.navy.mil/CNICHQ/Pages/Default.aspx>

FUNERAL HONORS AND CACO MONTHLY REPORT TEMPLATE

| Funeral Honors and CACO Monthly Metrics Collection Tool | | | |
|---|----------------------|--------------------------------|---|
| This template is used to collect metrics related to the Funeral Honors program. NOTE: Use the Submit button on the toolbar to save your inputs when you are complete. | | | |
| Report Header | | | |
| Point of Contact: | <input type="text"/> | Region: | Region... <input type="button" value="v"/> MM/YYYY: <input type="text"/> / <input type="text"/> |
| CACO Metrics | | | |
| # CACOs Assigned (Deceased): | <input type="text"/> | | |
| # CACOs Assigned (SI/VSI): | <input type="text"/> | | |
| # of Benefits Packages Received within 10 Business Days (After DoD): | <input type="text"/> | | |
| # of Benefits Packages Received After 10 Business Days (After DoD): | <input type="text"/> | | |
| # of Training Classes Held: | <input type="text"/> | | |
| # of Students Trained: | <input type="text"/> | | |
| Funeral Honors Metrics | | | |
| Funeral Honor Support | | | |
| # of Funerals Requested: | <input type="text"/> | | |
| # of Funerals Supported: | <input type="text"/> | | |
| # of Plane Side Honors Supported: | <input type="text"/> | | |
| # of Funerals Missed: | <input type="text"/> | | |
| # of Funerals "Made Up": | <input type="text"/> | | |
| Reason(s) Funerals Were Missed (one per line): | <input type="text"/> | | |
| Status of Funeral Honor Recipients | | | |
| # of Active Duty or MOH Services: | <input type="text"/> | | |
| Reason(s) Funerals Were Missed (one per line): | <input type="text"/> | | |
| Status of Funeral Honor Recipients | | | |
| # of Active Duty or MOH Services: | <input type="text"/> | | |
| # of Personnel Certified: | <input type="text"/> | | |
| Recruiting Efforts | | | |
| Component | New Commands | # of Contacts Made | Additional Personnel Available |
| Active Duty | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| SELRES | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Additional Resources | # of Contacts Made | Additional Personnel Available | # AP3 Certified |
| VSOs | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Retirees | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Describe Additions, Closures, or Unusual Events | | | |
| <input type="text"/> | | | |

CASUALTY ASSISTANCE CALLS OFFICER (CACO) TRAINING

1. Training of CACOs is a standardized, continuously recurring action. Training at the Region level will be conducted by the designated Region CACP Certified Trainer. New trainers will not be approved to conduct field training until they meet the following eligibility requirements:

a. Trainers are expected to observe at least two CACO training classes within their AOR and visit at least one CACO training class conducted by a trainer in a Region outside of their AOR. These class observations must be completed before co-facilitating a CACO training class within their AOR.

b. Trainers are required to participate in a CNIC HQ briefing and receive a certificate of completion as a CACO trainer before conducting any training individually.

c. Consideration for deviation to the aforementioned eligibility requirements shall be submitted in writing via email to CNIC HQ for review and approval.

2. Delivery of training will only be conducted in accordance with the CNIC HQ CACO training package. Deviations to the subject matter are not authorized unless directed by CNIC HQ. Request for deviations from approved course material shall be submitted in writing and address the following:

- a. Topic or issue to be covered.
- b. Reason for requested change or deviation.
- c. Value added.
- d. Length of time required.
- e. Complete text of requested change.
- f. Curriculum to be added or deleted and reason.

DEFENSE CASUALTY INFORMATION PROCESSING SYSTEM (DCIPS)
Navy Standards Guide (CNIC Users)
Active Duty Deaths

A. Purpose and Scope

The Defense Casualty Information Processing System (DCIPS) is the primary and historical record for all Navy Casualties, as required by DOD Instruction 1300.18. It is imperative that case information logged into this system be comprehensive, reliable and prompt.

This guide delineates mandatory and optional data elements, and provides required timelines for data input. It also establishes standards for completion of data fields, to maintain uniformity throughout the database.

The standards set in this guide apply to active duty death cases and are limited to those sections within DCIPS requiring input by users at Commander, Navy Installations Command (CNIC) Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Regional Offices. A standards guide encompassing all sections within DCIPS will be issued separately.

B. General Guidelines

CAC/FHS Regional Offices shall input Next of Kin (NOK) and Casualty Assistance Calls Officer (CACO) information within one business day of initial case entry by Navy Personnel Command, Casualty Operations Branch (CASOPS). Upon completion of data entry, provide the assigned CASOPS Case Manager, via email, the names of the NOK and CACOs whose information was updated. If address and notification information is not available for input within this time frame, provide the explanation in the DCIPS Bound Journal. If the casualty case has not been created within the two business days following the date of death, notify the CASOPS Branch Head CNIC CAC/FH Headquarters Program Director via email.

Update NOK and CACO information as changes occur. This may include CACO transfers, NOK address changes or NOK death.

In addition, CAC/FHS Regional Offices shall:

- Use title or sentence case, as appropriate. Do not use all uppercase letters, unless using acronyms or appropriate abbreviations.
- Validate all addresses at <https://tools.usps.com/go/ZipLookupAction!input.action> prior to input within DCIPS.
- Verify entries are error-free and match information provided on NAVPERS 1770/9 (Primary/Secondary Next of Kin Information)

C. File Attachments

CAC/FHS Regional Offices shall upload to DCIPS File Attachments the following documents for the NOK within their area of responsibility:

- NAVPERS 1770/07 (Casualty Assistance Calls Program)
- NAVPERS 1770/08 (Consent to Release Personal Information)
- NAVPERS 1770/09 (Primary/Secondary Next of Kin Information)

D. Data Element Standards

CAC/FHS Regional Offices shall conduct the initial information review and update for both the NOK residing within their area of responsibility and CACOs assigned within their area of responsibility.

Data elements are color-coded:

- Red: Required; to be entered by CAC/FHS Regional Office
- Orange: Required if applicable; to be entered by Regional office
- Black: Required, to be entered by CASOPS

1. Next of Kin>>Next Of Kin (Next of Kin tab)

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DCIPS Case Management Version: 8.0.0.0

Main | Portal | Help | Logoff
Logged In: | Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

1 / 1

Next Of Kin (Wife of Casualty:) Add Delete Show List

1 / 6

Next Of Kin

Next of Kin | Appoint CAO | Notification History | Fatal Incident Brief | Follow Up

Edit

Last Name * First Name Middle Name Suffix

NOK Type Primary Relationship Wife Deceased? Living Sponsor

SSN EDIPI Birth Date Condolence Letter sent on

Authorized To Direct Disposition Eligible To Receive Personal Effects DoD Survey

Title (Refer to as) Mrs. Address fully as Mrs. On Active Duty?

Notified By Notifying CAC/Org Date/Time Notified

Notif Method Personal Visit NOK Notif. Remarks

NOK Remarks MIA Remarks

Notification Method: In Person

Last Name: NOK last name

First Name: NOK first name

Middle Name: NOK middle name. Enter full middle name; if none, leave blank.

Suffix: NOK suffix; abbreviation preferred (examples: Sr., Jr., III). If none, leave blank.

NOK Type (entered by CASOPS): Indicate whether Primary or Secondary; if neither, select most appropriate from drop list.

Relationship: Relationship to deceased Sailor

Deceased?: Indicate whether NOK is living, deceased or unknown.

SSN: NOK Social Security Number

EDIPI: Required for NOK who are military, whether active duty or reserve.

Birth Date: NOK date of birth

Condolence Letter sent on (entered by CASOPS): Not applicable.

Authorized To Direct Disposition (entered by CASOPS): Select if NOK is Person Authorized to Direct Disposition of Remains (PADD).

Eligible to Receive Personal Effects (entered by CASOPS): Select if NOK is Person Eligible to Receive Effects (PERE).

DoD Survey (entered by CASOPS): Select if NOK is Primary Next of Kin. (Note: if the PNOK is a parent of the Sailor, and not married to the other parent, select BOTH parents to receive the DoD Survey.

Title (Refer to as): NOK salutation, comprised of title and surname (examples: Mr. Smith, Senior Chief Smith)

Address fully as (*entered by CASOPS*): NOK address title, comprised of title and full name; military rank abbreviated (examples: Mr. John A. Smith, HMCS Jane A. Smith). In case of an incapacitated adult, or a minor child not residing with the surviving spouse, include both the NOK and custodian's information (example: Miss Sue A. Smith, c/o Mrs. Jane A. Doe).

On Active Duty?: If active, indicate branch of service.

Notified By: Rank and name of Navy representative who conducted notification (example: HMCS Jane A. Johnson).

Notifying CAC/Org: Select CNIC Region which appointed the Navy representative conducting notification.

Date/Time Notified: Date and time NOK was notified by a Navy representative.

Notif Method: Method of notification.

NOK Notif. Remarks: Amplifying information, as appropriate.

NOK Remarks: Amplifying information, as appropriate.

MIA Remarks: Not applicable.

2. Next of Kin>>Address and Contact (under Next Of Kin Secondary Details)

The screenshot shows a web-based form titled "Next Of Kin Secondary Details" with a sub-tab "Address and Contact". The form is for a "Primary (Wife)". It has several sections: "Home/Mailing" with radio buttons (Home is selected), "Preferred Address", "45 Day Address", "Verification Date", "Status", "In Care Of", and "Address". The "Address" section includes fields for Street, Street Cont., City, State, Zip, County, Region, and Country. A right-hand sidebar contains fields for "Bus. Phone", "Cell Phone", "Email Address", "Fax", "Home Phone", and "Other".

VALIDATE ALL ADDRESSES AT
<https://tools.usps.com/go/ZipLookupAction!input.action>.

Home/Mailing: Select as appropriate. If NOK's mailing and residential addresses are different, include both.

Preferred Address: Indicate whether NOK prefers to receive correspondence at this address.

45 Day Address: Select "yes" if NOK confirms this address will be valid for the 45 day period following the date of death. If "no", obtain and include NOK's follow-on address.

Verification Date: Enter date CACO and CNIC Region verified NOK address, as indicated on NAVPERS 1770/9.

Status: Indicate "Verified" or "Verification Needed".

In Care Of: In case of an incapacitated adult, or a minor child not residing with the surviving spouse, enter custodian's name (example: Jane A. Doe).

Street: Number and street of NOK address

Street Cont.: If applicable.

City: City of NOK address

State: State of NOK address

Zip: Enter 9-digit postal code (ZIP+4) as verified at USPS website.

County: Not required.

Region: Select CNIC Region in which address is located.

Country: Country of NOK address

Bus. Phone: NOK business phone number

Cell Phone: NOK cell phone number

Email Address: NOK email address

Fax: NOK fax number

Home Phone: NOK home phone number

Other: Other NOK contact (phone or email)

Initial address and contact information should match information provided on NAVPERS 1770/9.

3. Next of Kin>>Appoint CAO

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DCIPS Case Management Version: 8.0.0.0

Main | Portal | Help | Logoff
Logged In: Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

Next Of Kin (Wife of Casualty:) Add Delete Show List

Next Of Kin

Next of Kin | Appoint CAO | Notification History | Fatal Incident Brief | Follow Up

Add CAO From Pool Edit Collapse

| | SSN | Last Name | First Name | Grade or Rank | Unit | CAC/Org | Registered |
|-------------------------------------|-----|-----------|------------|---------------|------|---------|------------|
| <input type="checkbox"/> | | | | | | | No |
| <input checked="" type="checkbox"/> | | | | | | | No |

If the CACO's information has already been entered in DCIPS, their information may be viewed in the **Next of Kin>>Appoint CAO** screen.

To appoint a CACO to an individual NOK, retrieve that NOK's record. Under the **Appoint CAO** tab, click the box next to the appropriate CACO's name.

To assign CACOs to multiple NOK, use the **CAO>>Assign CAO** screen. (See item 6.)

4. Next of Kin>>NOK Summary

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DCIPS Case Management Version: 8.0.0.0 Main | Portal | Help | Logoff
Logged In: Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

<< < 1/1 > >>

| | Last Name | First Name | Middle Name | Current Address | Add to Household of: | Household | Relationship | Type | Status | Notification Date |
|--------|-----------|------------|-------------|----------------------------------|----------------------|-----------|--------------|------------------------------|--------|-------------------|
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Update | No | Wife | Primary - (PADD/PERE/Survey) | Living | [Redacted] |
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Update | No | Father | Secondary - (Send Corr) | Living | [Redacted] |
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Update | No | Mother | Secondary - (Send Corr) | Living | [Redacted] |
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Update | No | Son | Secondary | Living | [Redacted] |
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Update | No | Son | Secondary | Living | [Redacted] |
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Update | No | Son | Secondary | Living | [Redacted] |

Add NOK

“Household” groups link NOK address information. Users may enter or modify an address once; the addresses of all members of the same household will be automatically updated.

To add an individual to a Household group, click “Update”. In the “Add to Household of:” column, a drop menu will appear.

| | | | | | | | | | | | |
|--------|------|------|------|----------------------------------|-------------|----------|----|-----|-----------|--------|------------|
| Select | WIFE | WIFE | WIFE | Home: [Redacted] Mailing: N/A | Save Cancel | (Select) | No | Son | Secondary | Living | [Redacted] |
|--------|------|------|------|----------------------------------|-------------|----------|----|-----|-----------|--------|------------|

Select any NOK with the same residence, then click “Save”. Note that NOK screens will indicate all other Household members.

Next Of Kin Secondary Details

Address and Contact | Checklist | DNA Records | DNA Tracking | Legal Documents | Document Tracking | Archived Address

Home Mailing Edit Add

Wife (Wife) - Primary (Wife) Send Correspondence - No

Preferred Address 45 Day Address

Verification Date Status

In Care Of

Address

Street Street Cont.

City State Zip

County: Region: Country:
United States

Other NOK in Household

[Redacted] (Son)

[Redacted] (Son)

[Redacted] (Son)

5. CAO>>CAO

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DCIPS Case Management Version: 8.0.0.0

Main | Portal | Help | Logoff
Logged In: Production

Main | Casualty | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: Show List

Casualty Assistance Officer

(Casualty -) Add Delete Show List

Casualty Assistance Officer Add to CAO Pool Collapse

CAO Assign NOK Edit

Last Name First Name Middle Name Suffix

SSN EDIPI CAO Type Primary CAO CAO Status Active

Rank Unit Name

Base/Organization Report Type

Assistance Report Received Date Assistance Package Sent Date

CAO Secondary Details - Address and Contact Collapse

Add Delete Show List Edit

Address Type * Business Address Expiration Date

Street

Street (cont.) Verification Date

City

State

Zip

Country United States

| Contact Type | Text |
|---------------|------|
| Cell Phone | |
| Duty Phone | |
| Email Address | |
| Fax | |
| Home Phone | |
| Other | |

VALIDATE ALL ADDRESSES AT
<https://tools.usps.com/go/ZipLookupAction!input.action>.

Last Name: CACO last name

First Name: CACO first name

Middle Name: CACO middle name or initial, if applicable.

Suffix: CACO suffix, if applicable.

SSN: Not required.

EDIPI: Not required.

CAO Type: "Courtesy CAO", "Notification" or "Primary CAO"

CAO Status: "Active" or "Non Active"

Rank: CACO's abbreviated rank (examples: PSC or LCDR)

Unit Name: CACO command; abbreviated name may be used.

Base/Organization: Select CNIC Region which assigned the CACO

Report Type: Not applicable

Assistance Report Received Date: Not applicable

Assistance Package Sent Date: Not applicable

Address Type: Indicate “Business” or “Home” address.

Expiration Date: Indicate expiration date of address, if applicable. (example: CACO’s retirement or transfer date)

Street: Number and street of CACO address

Street Cont.: If applicable.

Verification Date: Enter date CNIC Region verified CACO address.

City: City of CACO address

State: State of CACO address

Zip: Enter 9-digit postal code (ZIP+4) as verified at USPS website.

Country: Country of CACO address

Cell Phone: CACO cell phone number (duty or personal).

Duty Phone: CACO office phone number

Email Address: CACO official email address

Fax: If available.

Home Phone: If available.

Other: Other CACO contact, if available (phone or email).

6. CAO>>CAO

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DCIPS Case Management Version: 8.0.0.0 [Main](#) | [Portal](#) | [Help](#) | [Logoff](#)
Logged In: Production

Main | **Casualty** | Next of Kin | CAO | Journal | Benefits/Entitlements | Mortuary Affairs | Personal Effects | File Attachments

Casualty WorkSet

Name: Case: SSN: Status: Incident Date: Incident Location: [Show List](#)

Casualty Assistance Officer

(Casualty -) [Add](#) [Delete](#) [Show List](#)

Casualty Assistance Officer [Add to CAO Pool](#) [Collapse](#)

CAO Assign NOK [Edit](#) [Collapse](#)

| | SSN | Last Name | First Name | Type Of | Relationship | DOB | Deceased? |
|-------------------------------------|-----|-----------|------------|-----------|--------------|-----|-----------|
| <input type="checkbox"/> | | | | Primary | Wife | | Living |
| <input checked="" type="checkbox"/> | | | | Secondary | Father | | Living |
| <input checked="" type="checkbox"/> | | | | Secondary | Mother | | Living |
| <input type="checkbox"/> | | | | Secondary | Son | | Living |
| <input type="checkbox"/> | | | | Secondary | Son | | Living |
| <input type="checkbox"/> | | | | Secondary | Son | | Living |

To assign the selected CACO to NOK, click the box next to the appropriate NOK's name.

**CASUALTY ASSISTANCE CALLS OFFICER (CACO)
RESPONSIBILITIES**

- Ref: (a) DoDI 1300.18, Department of Defense (DoD)
Personnel Casualty Matters, Policies, and
Procedures, 08 Jan 08
(b) MILPERSMAN 1770 series, Casualties and
Survivor's Benefits

1. CACOs have many responsibilities to fulfill in the course of providing assistance to the next of kin (NOK) and beneficiaries of deceased Sailors. These responsibilities are many and varied depending on the benefits that are being received by the NOK or beneficiary the CACO is assisting.

2. Personnel assigned as CACOs shall complete their duties in accordance with reference (a) and the following:

a. Notify assigned NOK or beneficiary in a prompt, dignified, and professional manner.

b. Report completion of NOK or beneficiary notification to the RPM in an expeditious manner.

c. Complete and verify pertinent information and address on the NAVPERS Forms 1770/8 and 1770/9 with NOK or beneficiary. Provide completed forms to the RPM.

d. Provide support, information, and assistance to the NOK or beneficiary with the benefits and entitlements applications, forms, and procedures, in accordance with references (a) and (b).

e. Deliver appropriate copies of the Report of Casualty (DD Form 1300) to the assigned NOK or beneficiary.

f. Complete the initial NAVPERS 1770/7 report within 30 days of assignment to the case. Concerns of NOK must be clearly noted and all actions taken to alleviate those concerns shall be part of the each report. Forward completed initial report to the RPM.

g. Complete interim NAVPERS 1770/7 reports every 30 days until the case is closed. Forward completed interim reports to the RPM.

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h. Once all benefits and entitlements have been received by the assigned beneficiary, schedule a final visit or call with the beneficiary to close out CACO duties and facility turnover to the Navy Gold Star Program (NGS).

i. Provide NOK or beneficiary with contact numbers and mailing addresses for future assistance or to provide comments on the quality of the assistance provided.

j. Provide NOK or beneficiaries change of address and relocation plans to the appropriate RPM.

k. Complete a final NAVPERS 1770/7 report and forward to the RPM.