DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF G-1
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WASHINGTON DC 20310-0300

DAPE-CPP

FEB 17 2016

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Casualty Procedures for Department of the Army Civilian Employees

1. References:

a. Army Regulation (AR) 638-8, Army Casualty Program, 23 June 2015.

b. Department of Defense Instruction (DoDI) 1300.18, Personnel Casualty Matters, Policies and Procedures, 8 January 2008, change 1 dated 14 August 2009.

c. AR 190-45, Law Enforcement Reporting, 30 March 2007.

2. Purpose: This memorandum identifies organizational roles and responsibilities for the execution of Department of the Army (DA) Civilian casualty procedures. It clarifies the actions necessary to perform casualty notification, reporting, and assistance duties for DA Civilians consistent with existing guidance for Servicemember casualty procedures. Additionally, it establishes uniform guidelines for obtaining and maintaining emergency notification information necessary to accomplish Civilian casualty notification.

3. Definitions: Terms used in this memorandum are set forth in (Enclosure 1).

4. Policy:

a. Casualty reporting and assistance requirements for civilian personnel will mirror the requirements for military personnel as closely as possible, as specified in Enclosure 6, paragraph 2.1.5 of the DoDI 1300.18.

b. AR 638-8 prescribes the policies and mandates responsibilities, operating tasks, and procedures for the Army Casualty Program. DA Civilians are covered in this regulation. Casualty operations include casualty reporting, casualty notification, assisting Family members and beneficiaries with any associated benefits and entitlements, and working in conjunction with the Army Mortuary Affairs Program.

c. The Casualty and Mortuary Affairs Operations Center (CMAOC), U.S. Army Human Resources Command (HRC) is the lead agency for the Army Casualty Program and has technical supervision and oversight of Casualty Assistance Centers (CACs) worldwide. CMAOC manages the reporting, notification, and assistance for casualties requiring a report in the Defense Casualty Information Processing System (DCIPS).

d. In accordance with (Reference 1b), E6.2.1.5, casualties that are required to be reported in DCIPS include:

(1) Deceased or missing DoD Civilians serving outside the continental United States (OCONUS), who are casualties as a result of hostile or non-hostile action or while accompanying Armed Forces in the field, and all casualties resulting from hostile action if the civilian employee is serving within the continental United States (E6.2.1.5.1).

(2) Deceased or missing DoD Civilians identified as Designated or Covered Persons according to the Under Secretary of Defense for Personnel and Readiness or 10 U.S. Code Section 1501 (System for Accounting For Missing Persons) (E6.2.1.5.2.).

(3) DoD Civilians, OCONUS, who are listed as seriously ill or very seriously ill as a result of hostile or non-hostile action or while accompanying Armed Forces in the field (E6.2.1.5.3.).

(4) DoD Civilians listed as excused absence – whereabouts unknown (EAWUN) (E6.2.1.5.4).

(5) DoD Civilians who are wounded in action (E6.2.1.5.5).

(6) DA Civilians in a travel status (Reference 1a).

(7) DA Civilians reassigned away from the Home of Record under a mandatory mobility agreement executed as a condition of employment or assigned OCONUS with rights to the original place of employment (Reference 1a).

e. For a DA Civilian casualty not in one of the above categories, which occurs on an Army installation, reporting and notification are handled in accordance with the respective garrison policy as prescribed in (Reference 1c). This includes notification to the Garrison Commander, the employee's chain of command, and the on-call chaplain.

f. The MyBiz data system is designated as the system of record for DA Civilian emergency contact information. DA Civilians will review and update emergency contact information in MyBiz, upon an employee's initial entrance on duty, prior to going in

Temporary Duty or Temporary Change of Station status, or at anytime contact information changes. Employees will be encouraged to, at a minimum, review this information annually to ensure its accuracy.

5. Roles and Responsibilities:

a. CMAOC is responsible for:

(1) Overseeing required reporting and notification for all casualties recorded in DCIPS.

(2) CACs and Garrison Commands for all initial and supplemental DCIPS casualty reports.

(3) Coordinating with CACs for all required Casualty Notification Officer (CNO) teams and Casualty Assistance Officers (CAOs).

(4) Verifying completion of notification to the next of kin, according to emergency contact information in MyBiz.

(5) Verifying completion of telephonic notification, according to emergency contact information in MyBiz for all injuries or illnesses recorded in DCIPS.

(6) Verifying official condolences on behalf of the Secretary of the Army are rendered by a trained DA Civilian CAO.

(7) Verifying the completion of all entitlements for transportation of remains and personal effects as specified in 5 U.S. Code Section 5742.

(8) Providing technical supervision and oversight of casualty procedures executed by CACs.

(9) Apprising the Assistant G-1 for Civilian Personnel (AG-1CP) of DA Civilian casualties that are described in paragraph 4d.

b. Army Commands, Army Service Component Commands, and Direct Reporting Unit Commanders are responsible for:

(1) Providing reports and Civilian casualty assistance officers to the appropriate Garrison Commander for employees under their purview.

(2) Providing condolence letter, but only after notification of next of kin (NOK) has been made.

(3) Encouraging Civilian employees update their emergency contact information in accordance with Reference b; at a minimum this will be accomplished annually.

c. AG-1CP is responsible for:

(1) Development and updating of Civilian personnel policy and procedures for notification and assistance to families of Department of the Army Civilian casualties who become reportable casualties and casualties not reportable in DCIPS.

(2) Coordinate CNO/CAO training for DA Civilians with CMAOC.

d. The Civilian Human Resources Agency (CHRA) Headquarters is responsible for:

(1) Providing operational guidance to their respective regions, Civilian Personnel Advisory Centers (CPACs), and the Army Benefits Center – Civilian (ABC-C) on casualty assistance.

(2) Ensuring the ABC-C is notified of reportable Civilian employee deaths, that NOK has been notified; and will assist CMAOC/CAC with obtaining survivor contact information as needed.

(3) CPACs will continue to remind DA Civilians to update their emergency contact information in MyBiz at least annually; and provide Commanders a semi-annual report of all employees' date of last emergency data update.

(4) In coordination with CPACs, the ABC-C will counsel survivors and/or beneficiaries concerning civilian employee death benefits and entitlements and will process death benefits claims forms. DA employees' survivors may be entitled to benefits and entitlements outside the scope of ABC-C's responsibility, such as, military survivor benefits, insurance policies, and social security. In addition, mortuary benefits and entitlements for reportable casualties will be handled through the CMAOC and/or CAC with necessary assistance from ABC-C.

(5) ABC-C will contact the survivor/beneficiary/NOK within 24 hours of notification of employee's death to offer condolences and provide contact information.

e. Supervisors of DA Civilian employees will:

(1) In cases of casualties that occur at the duty location, the employee's supervisor will provide casualty notification to NOK when appropriate, the CPAC and the organizational commander or Civilian equivalent.

(2) Prepare the Time and Attendance Sheet on the first workday after the casualty.

(3) Arrange for turn-in of any government property assigned to the deceased, e.g., government credit card, Civilian ID, keys to the office, issued equipment, etc.

(4) Assist the CPAC in providing information to the DA Public Affairs Office when, and if, requested.

6. Effective Date: This memorandum is effective immediately. The Office of the Army Deputy Chief of Staff, G-1 is responsible for the information in this memorandum and it will be incorporated into the next revision of the AR that pertains to the Army Casualty Program.

7. My point of contact for any questions or concerns is Ms. Denetris Winston, (703) 806-3885, DSN 656-3885, and denetris.a.winston.civ@mail.mil.

JAMES C. MCCONVILLE
Lieutenant General, GS
Deputy Chief of Staff, G-1

6 Encls
1. as
2-3. General Tasks Matrix
4-6. Notification Process Maps

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ENCLOSURE 1

DEFINITION OF TERMS

Beneficiary. The person (or persons) who, according to law or written designation by the Civilian, is entitled to receive certain benefits and or entitlements. A beneficiary may be one person for the death gratuity, while another person may receive the decedent's unpaid pay and allowances. The designation of beneficiaries for death gratuity and unpaid pay and allowances does not, for instance, affect the designation of beneficiaries of life insurance, either commercial or Government sponsored, or for benefits administered by agencies outside the Army.

Casualty. Any person who is lost to the organization by having been declared deceased, duty status-whereabouts unknown, EAWUN, injured or ill.

Casualty Assistance Center (CAC). The organization assigned the geographic area of responsibility in which the casualty, the next of kin, or the beneficiary resides. The CAC has casualty reporting responsibilities to the Human Resources Command.

Casualty Assistance Officer (CAO). The person responsible for providing assistance to those receiving benefits and/or entitlements upon the death, or entry into missing status of a civilian employee, or in Duty Status Whereabouts Unknown (DUSTWUN) cases. The CAO is also responsible for providing services to those NOK who have need for ongoing exchanges of information with the DA.

Casualty and Mortuary Affairs Operations Center (CMAOC). The Operations Center that executes the full-spectrum of Army Casualty and Mortuary Affairs. Serves as DOD Executive Agent for Mortuary Affairs and lead agent for the Defense Casualty Information Processing System (DCIPS).

Casualty Notification Officer (CNO). The person who notifies the next-of-kin of an individual who has been reported as a casualty.

Excused absence-whereabouts unknown (EAWUN). An administrative status, applicable only to Civilian personnel, that is used when the responsible commander suspects the employee may be a casualty, whose absence is involuntary, but does not feel sufficient evidence currently exists to make a determination of missing or deceased.

Emergency Contact. The person an employee designates to be notified in cases of emergency and/or casualty situations.

Next of Kin (NOK). For purposes of casualty notification and assistance, the person most closely related to the casualty. This is normally the spouse of married persons or the parents of single persons who have no children. The precedence of NOK with equal relationships to the member is governed by seniority (age). The rights of minor children shall be exercised by their parents or legal guardian.

Outside the Continental United States (OCONUS). Any geographic location not within the continental United States.

United States Army Human Resources Command (HRC). The Army command responsible for providing the full spectrum of human resources services to Soldiers, Veterans, Retirees and Army Families.

Wounded in Action (WIA). A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who has incurred an injury due to an external agent or cause. The term encompasses all kinds of wounds and other injuries incurred in action, whether there is a piercing of the body, as in a penetration or perforated wound, or none, as in the contused wound. These latter include fractures, burns, blast concussions, all effects of biological and chemical warfare agents, and the effects of exposure to ionizing radiation or any other destructive weapon or agent. The hostile casualty's status may be categorized as seriously ill, very seriously ill, or not seriously ill/injured.

ENCLOSURE 2

CASUALTY CASES REPORTED IN DCIPS - GENERAL TASKS MATRIX	MGR /CMD	CPAC	CMAOC	MACOM	CHRA	DA	ABC-C	OTHER
Duty Station/Unit/Battalion/Command notify Contigency Reporting CAC of casualty.								**x**
Contigency Reporting CAC notify CMAOC of casualty.								**x**
Provide reporting, casualty notification, casualty assistance for Civilian casualties entered into DCIPS.	**x**		**x**					
Verify entitlements for remains and personal effects transportation specified in 5 U.S.C. Section 5742.			**x**					
Notify Employee's Command and CPAC of casualty.			**x**					
Verifies that NOK has been notified of death prior to notifying ABC-C of the death via Benefits Automated Tracking System-Restricted (BATS-R). Notification will include survivor name(s) and contact information.		**x**						
Contact and provide the surviving beneficiary with appropriate annuity estimates and entitlement information.							**x**	
Provide additional counseling and assistance with completion of beneficary forms.							**x**	
If FERS, provide the surviving spouse or qualified former spouse with payment options for death benefits and rollover information.							**x**	**Emergency Contact/NOK**
Coordinate with payroll (DFAS) to resolve problems.							**x**	

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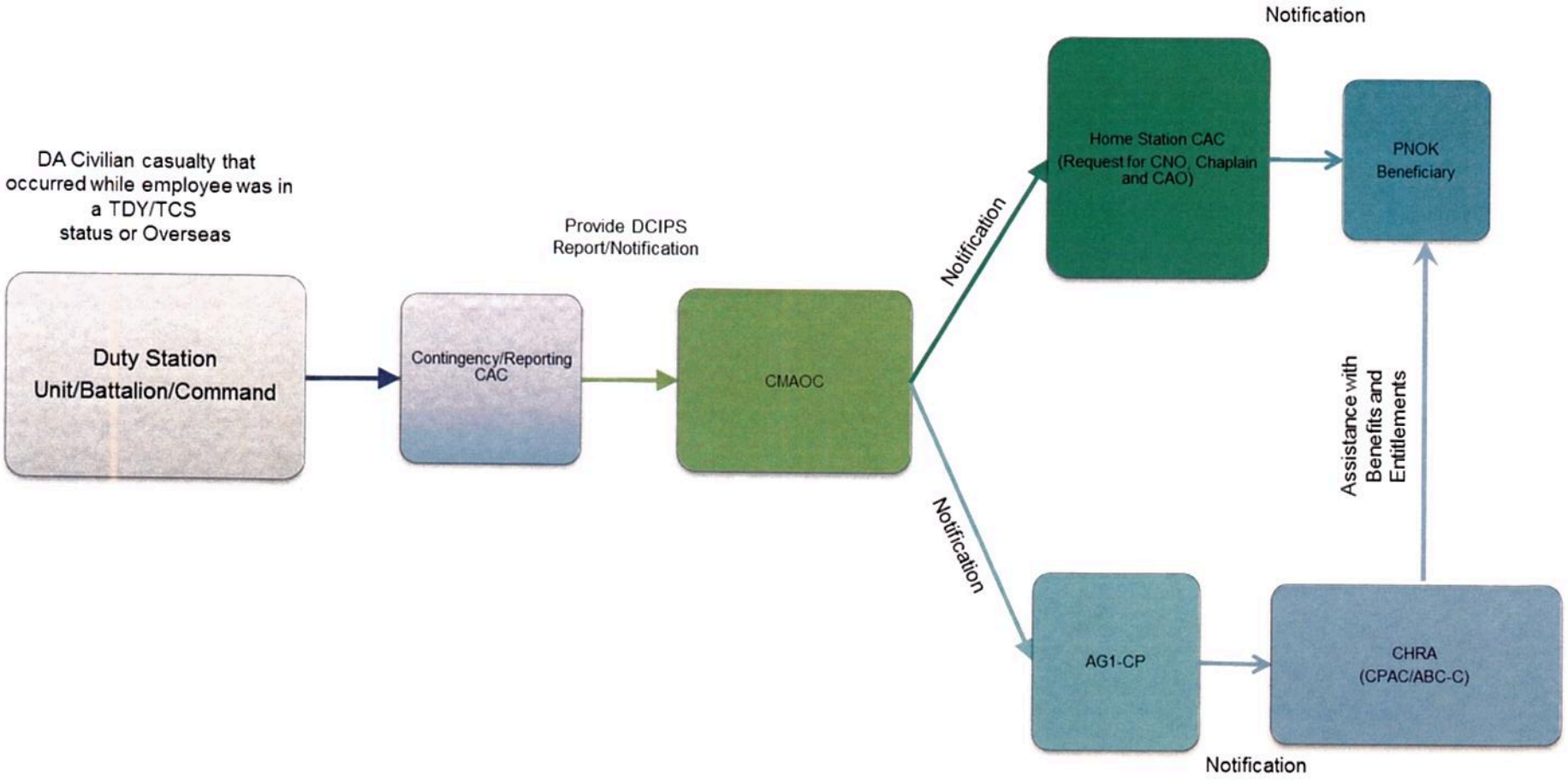
CASUALTY CASES NOT REPORTED IN DCIPS - GENERAL TASKS MATRIX	MGR /CMD	CPAC	MACOM	DA	ABC-C	OTHER
Notify supervisor of death.						**Emergency Contact/NOK**
Notify CPAC of death.	**x**					
Advise manager to complete RPA, and forward to ABC-C.		**x**				
Verifies that NOK has been notified of death prior to notifying ABC-C of the death via Benefits Automated Tracking System-Restricted (BATS-R). Notification will include survivor name(s) and contact information.		**x**				
Contact and provide the surviving beneficiary with appropriate annuity estimates and entitlement information.					**x**	
Provide counseling and assistance with completion of forms.					**x**	
If FERS, provide the surviving spouse or qualified former spouse with payment options for death benefits and rollover information.					**x**	**Emergency Contact/NOK**
Coordinate with payroll (DFAS) to resolve problems.					**x**	

ENCLOSURE 4

Army Civilian Casualty Notification Process



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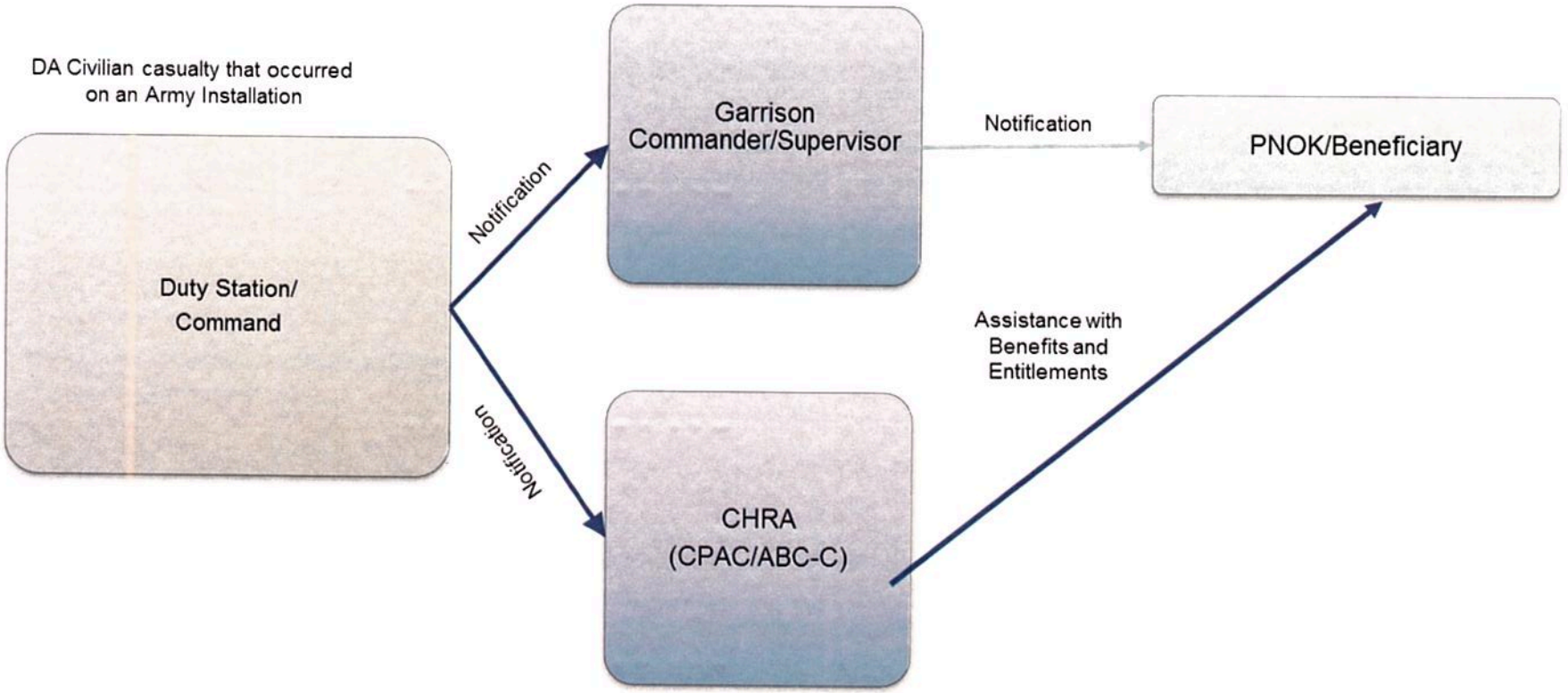
Army Civilian Casualty Notification Process



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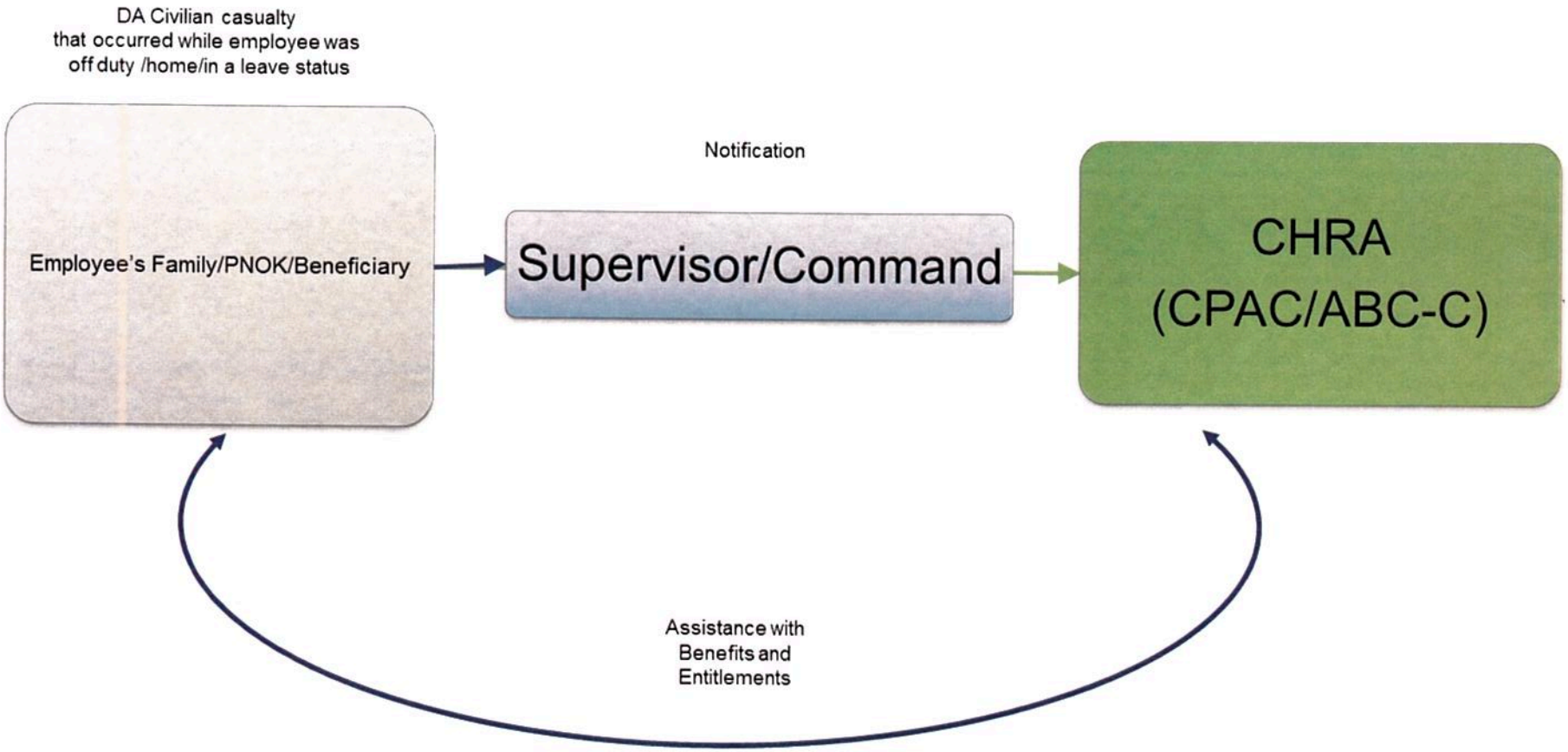
ENCLOSURE 6

Army Civilian Casualty Notification Process



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