



**DEPARTMENT OF THE ARMY**  
INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON HUMPHREYS  
UNIT #15228  
APO AP 96271-5228

AMIM-HMG-ZA (100)

8 August 2024

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT:** Command Policy #52, Casualty Procedures for Department of the Army Civilian Employees

**1. References:**

- a. Department of Defense Instruction (DoDI) 1300.18, Personnel Casualty Matters, Policies and Procedures, 8 January 2008, change 1 dated 14 August 2009.
- b. Army Regulation 638-8, Army Casualty Program, 23 June 2015.
- c. Army Regulation 215-3, Non-Appropriated Funds Instrumentalities Personnel Policy, 16 September 2015.
- d. Army Regulation 190-45, Law Enforcement Reporting, 27 September 2016.

**2. Applicability:** This policy memorandum applies to Appropriated Fund and Non-Appropriated Fund (NAF) Civilian employees of the Department of the Army.

**3. Purpose:** This policy memorandum identifies organizational roles and responsibilities for the execution of Casualty Procedures for Department of the Army Civilian Employees. This memorandum clarifies actions necessary to perform casualty notification, reporting, and assistance duties for DA Civilians consistent with existing guidance for Soldier casualty procedures, as much as possible. Additionally, it establishes uniform guidelines for obtaining and maintaining emergency notification information necessary to accomplish civilian casualty notification.

**4. Definitions:** Terms used in this memorandum are set forth in Enclosure 1.

**5. Policy:**

- a. Civilian casualty reporting and assistance requirements for DA Civilian personnel will mirror the requirements for military personnel as closely as possible (reference 1a).
- b. AR 638-8, prescribes the policies and mandates responsibilities, operating tasks and procedures for the Army Casualty Program. DA Civilians are covered by this regulation. Casualty operations include casualty reporting, casualty notification,

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assisting Family members and beneficiaries with any associated benefits and entitlements, and mortuary affairs (reference 1b).

c. The Casualty and Mortuary Affairs Operations Division (CMAOD), 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. CMAOD manages the reporting, notification, and assistance for those casualties requiring a report in the Defense Casualty Information Processing System (DCIPS).

d. In accordance with reference 1a, casualties that are required to be reported in DCIPS include:

(1) All deceased, Excused Absence Whereabouts Unknown (EAWUN) or injured/ill to include wounded in action (WIA) DA Civilian personnel, Outside of 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 for all Continental United States (CONUS) casualties as a result of hostile action.

(2) All deceased or EAWUN personnel identified as Designated or Covered Persons by the Under Secretary of Defense for Policy (USDP).

(3) DA Civilians paid from appropriated funds and DoD Civilian employees of the agencies identified in reference 1b; while assigned, deployed, or temporary duty (TDY) outside the United States.

(4) DA Civilians, OCONUS, who are listed as Seriously Ill or Injured (SI) or Very Seriously Ill or Injured (VSI) as a result of hostile or non-hostile action or while accompanying armed forces in the field.

(5) DA Civilians in an official travel status within the United States.

(6) DA Civilians paid from non-appropriated funds who become casualties outside the Continental United States.

## **6. Roles and Responsibilities:**

### **a. CMAOD will:**

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

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- (2) Ensure CACs initiate all initial casualty reports.
- (3) Verify completion of notification to next of kin.
- (4) Verify completion of telephonic notification, for all injuries or illnesses recorded in DCIPS.
- (5) Verify official condolences on behalf of the Secretary of the Army are rendered.
- (6) Verify the completion of all entitlements for transportation of remains and personal effects as specified in 5 U.S. Code Section 5742 and 10 U.S. Code Section 1482a.
- (7) Provide technical supervision and oversight of casualty procedures executed by CACs.

**b. U.S. ARMY GARRISON HUMPHREYS' COMMANDER/DEPUTY TO THE GARRISON COMMANDER will:**

- (1) Ensure all DA Civilians complete a SF 2822, Request for Insurance (Enclosure 2), and update it annually. Website, <https://armypubs.army.mil>.
- (2) Ensure all personnel performing casualty assistance duties are properly trained and informed of their role and responsibilities.
- (3) Ensure personnel performing casualty assistance duties provide name and Contact information to the Casualty Assistance Center (CAC), at DSN: 755-0732.
- (4) Verify notification of next of kin (NOK) is completed, prior to preparation and deliver of organization's letter of condolence.

**c. The Office of the Assistant G-1 (8<sup>th</sup> Army) for Civilian Personnel will:**

- (1) In coordination with CMAOD, develop policy and procedures for notification and assistance to Family members and beneficiaries of DA Civilian casualties.
- (2) In coordination with CMAOD, coordinate the development of training for Civilian personnel responsible for performing casualty notification duties.

**d. The DIRECTORATE OF HUMAN RESOURCES will:**

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(1) Establish and execute a Civilian Casualty Working Group consisting of the following agencies:

- (a) Transportation
- (b) Mortuary Affairs
- (c) Directorate Emergency Services (DES)
- (d) Civilian Personnel Advisory Center (CPAC)
- (e) Directorate, Resource Management (DRM)
- (f) Directorate affected.
- (g) Other agencies as needed

(2) Keep the Garrison Commander, Deputy to the Garrison Commander and Command Sergeant Major updated on the progress of the civilian casualty working group.

(3) Prepare the five W report and submit to the Directorate, Plans, Training, Mobilization and security (DPTMS) NLT 30 minutes after notification of casualty.

**e. DIRECTORATE/SUPERVISOR will:**

(1) Ensure all employees complete DD Form 93, Record of Emergency data, (Enclosure 3) and update annually. Supervisor will retain a hard copy of the DD Form 93 and provide to CAC and CPAC, as applicable, in the event of a casualty.

(2) In cases of casualties that occur at the duty location, notify respective Garrison and organizational commanders as established by reference 1d or local installation command policy, when appropriate. In addition, notify the servicing CPAC and chain of supervision of the casualty.

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

(4) Once a casualty cannot return to place of duty or is declared deceased, arrange for turn-in of any government property assigned, e.g., government credit card, Civilian ID, keys to the office, issued equipment, etc.

(5) Participate in the Civilian Casualty Working Group hosted by the garrison Directorate of Human Resources.

**f. CIVILIAN PERSONNEL ADVISORY CENTER (CPAC).** Acts as an interface between the employee's organization, the family and the ABC-C if face-to-face assistance is requested.



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(1) The CPAC is responsible for notifying the ABC-C of the civilian employee's death and providing the survivor contact information.

(2) Ensuring the employee's organization has notified the pertinent Casualty Assistance Center when an employee's death meets the criteria of a reportable casualty under Army Regulation (AR) 638-8.

(3) Assist when the death of an employee occurs while in the performance of duty either at the duty station or while in travel status and Workers' Compensation may be involved.

(4) They may assist if asked when a death occurs away from the permanent duty station, or overseas, the CPAC located at the permanent duty station as well as the CPAC at the location nearest where the death occurred and/or the CPAC located closest to the NOK may all become involved, as needed to assist with supporting the family.

Note. The CPAC is not directly involved in processing the death benefits. As such, the CPAC is unable to provide specific benefits and entitlement information to potential beneficiaries that is the responsibility of the Army Benefits Center (ABC).

**g. CASUALTY AND MORTUARY AFFAIRS OPERATIONS DIVISION (CMAOD),** Located at Fort Knox, Kentucky, and operated through Army Human Resources Command, the CMAOD has technical supervision over Casualty Assistance Centers (CACs) worldwide. The CAC/MAOD becomes involved in an Army civilian death when the death is considered a Reportable Casualty under Army Regulation (AR) 638-8. Situations which may be considered a reportable casualty are:

(1) The death of a civilian employee assigned to an official duty station Outside of the Continental United States (OCONUS) or death of the employee's dependent living with them while stationed OCONUS and the death occurs at or traveling to or from the official duty station.

(2) The death of a civilian employee while in travel status away from his or her official duty station.

(3) The death of an employee killed in the performance of their duties, or injured in the performance of their duties who later dies of those injuries.

(a) When the death of an employee, meeting the criteria above, occurs away from their place of residence or official duty station and requires the notification of NOK,

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the CAC will assign a Casualty Notification Officer (CNO) to notify the NOK in person and according to Army regulations.

(b) Families of reportable casualties will be assigned a Casualty Assistance Officer (CAO) who will determine the eligibility for and coordinate the provision of benefits under reportable casualty regulations such as transportation of the deceased and other mortuary benefits. This process is separate from and in addition to the benefits processing performed by the ABC-C. The decedent's Army Commander or a designated representative is responsible for securing the personal effects and delivering them to the person designated to receive them.

(c) Specific entitlements are dependent on the individual circumstances of the death. Some of the possible benefits which may be allowed for a reportable casualty are: transportation of the deceased from the place of death to the mortuary, Army arranged preparation of the deceased remains (including cremation), casket (meeting Army specifications) and transportation (air or land) of the remains from the mortuary to the place of residence, official station or place of interment. Eligibility for various services and benefits is determined by CMAOD representatives based on the category of the reportable casualty and in accordance with AR 638-8 and AR 638- 2. It is important for the survivor to discuss possible mortuary benefit with the CAO prior to entering into any agreement for services with the funeral home to avoid the loss of that benefit.

(d) It is possible that a civilian employee's death is reportable not based on his or her civilian employee status but based on his or her status as a former military member or as the dependent of an active-duty military member. Family members who believe that they may meet this criterion should inform the CPAC who will notify the CMAOD.

#### **h. OFFICE OF PERSONNEL MANAGEMENT (OPM).**

(1) OPM is responsible for the administration of civil service retirement and survivor benefits under the Civil Service Retirement System (CSRS/CSRS Offset) and Federal Employees Retirement System (FERS/FERS-RAE/FERS-FRAE).

(2) OPM makes payments of either a lump sum death benefit or a monthly survivor annuity, depending on entitlement. OPM assigns a Civil Service Final (CSF) number to the survivor that can be used to contact ABC directly calling 1-888-767-6738 and referencing the CSF number.

Note. OPM should be notified immediately when the survivor annuitant passes away so that the survivor annuity can be terminated and any benefits still payable may be dispersed.

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i. **DEFENSE FINANCE AND ACCOUNTING SERVICE (DFAS).** DFAS is the payroll provider for Army civilians and is responsible for payment of the deceased employee's final paycheck, lump sum annual leave and any other unpaid compensation due the deceased employee.

j. **ARMY BENEFITS CENTER-CIVILIAN (ABC-C).** Benefits and retirement processing, to include civilian death benefits for active Department of the Army civilian employees, is done through the ABC-C, located at Fort Riley, Kansas and which operates under the Civilian Human Resources Agency (CHRA). When a civilian employee passes away outside of the workplace, the survivor (spouse/child) or next of kin (NOK) should notify the employee's supervisor of the death as soon as possible. Once informed of the death, the employee's supervisor will notify the local CPAC who will then report the death to the ABC-C. An ABC-C benefits counselor will be assigned and will contact the survivor or NOK within 24 hours of being notified of the death, or on the next business day.

The ABC-C counselor will provide his or her contact information and go over the processes and timeframes involved in the application for and receipt of death benefits. The ABC-C counselor will remain available to answer questions and provide assistance to survivors and NOK until all claims have been filed and afterward, for follow-up as needed. The ABC-C counselor will identify and contact any beneficiaries the deceased employee had designated to receive benefits or, if the deceased employee had not designated beneficiaries, the person(s) entitled to benefits based on order of precedence.

k. **OFFICE OF WORKERS' COMPENSATION PROGRAM (OWCP).** The OWCP program for federal employees is administered by the Department of Labor (DoL). See Enclosure 4.

(1) If an employee dies during the performance of duties or later, as the result of a job-related injury or illness, benefits under OWCP may be payable.

(2) The deceased employee's supervisor is responsible for submitting the Claims Administration (CA) Form-6 Official Supervisor's Report of Employee's Death.

(3) The assigned Injury Compensation Program Administrator (ICPA) will provide the Claim for Compensation by Widow, Widower, and/or Children claim form (CA-5) to the survivor for completion.

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(4) Once completed, the ICPA will submit the claim form and required documentation to the DoL OWCP. The DoL OWCP will review the claim and determine whether the death meets the criteria for OWCP survivor benefits and will notify the claimant of the determination.

**7. Additional information provided:**

- a. Federal Employee Health Benefit, Enclosure 5.
- b. Federal Employee Group Life Insurance (FEGLI), Enclosure 6.
- c. Federal Dental-Vision Insurance (FEDVIP), Enclosure 7.
- d. Thrift Saving Plan (TSP), Enclosure 8.
- e. Helpful References, Enclosure 9.
- f. Casualty Assistance Officer Checklist, Enclosure 10.
- g. Mortuary Affairs Service List, Enclosure 11.

8. **Point of Contact** for any questions or concerns is the US Army Garrison Humphreys' Director, Military Programs, DSN 757-2094, [renee.tucker2.civ@army.mil](mailto:renee.tucker2.civ@army.mil).

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RYAN K. WORKMAN  
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Commanding

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