



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

AMIM-HMG-ZA (100)

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 2 dated 29 March 2023.

b. Army Regulation 638-8, Army Casualty Program, 7 June 2019

c. Army Regulation 215-3, Non-Appropriated Funds Instrumentalities Personnel Policy, 7 May 2024

d. Army Regulation 190-45, Law Enforcement Reporting, 27 September 2016.

2. Applicability: This policy applies to all DAC employees assigned to USAG Humphreys, encompassing both Appropriated Fund (GS) and Non-Appropriated Fund (NAF) personnel. It also outlines responsibilities for supervisors, directors, and leadership in managing casualty incidents.

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:

a. Department of Defense Instruction (DoDI) 1300.18, Personnel Casualty Matters, Policies and Procedures, 8 January 2008, change 2 dated 29 March 2023.

b. Appropriated Fund (AF) Employee: A DAC employee paid through congressional appropriations (typically GS positions), covered by Title 5 of the U.S. Code.

c. Non-Appropriated Fund (NAF) Employee: A DAC employee funded by self-generated revenue sources (e.g., MWR), and covered by different HR rules and systems than GS employees.

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d. Casualty Notification Officer (CNO): An individual officially designated and trained to notify next of kin (NOK) of a casualty in a dignified, professional, and timely manner.

c. Non-Appropriated Fund (NAF) Employee: A DAC employee funded by self-generated revenue sources (e.g., MWR), and covered by different HR rules and systems than GS employees.

f. CHRA-FE (Civilian Human Resources Agency – Far East): The regional HR authority servicing Army civilian employees in the Pacific region (e.g., Korea, Japan), providing classification, staffing, and employee relations support.

g. DA Form 7746 (Enclosure 1): The official Department of the Army form used to report civilian casualty for GS employees.

h. Employee Assistance Program (EAP): A confidential counseling and support service available to all DACs and their families to address grief, trauma, emotional stress, or personal issues.

i. Installation Emergency Management Plan (IEMP): The plan used by each installation to outline coordinated responses to emergencies. It includes roles for civilians, military personnel, and contractors.

j. AtHoc Mass Notification System: An emergency notification platform used by Army installations to issue alerts regarding emergencies, safety drills, weather threats, or mass casualty events.

k. Next of Kin (NOK): The person(s) most closely related to the casualty, officially designated to receive notifications and benefits in the event of death or incapacitation.

l. Mortuary Affairs Office: An Army office responsible for handling remains with dignity, coordinating funeral honors, and ensuring transportation and family support following a death.

m. Directorate of Human Resources (DHR): The installation office responsible for ensuring that proper casualty reporting occurs, policies are followed, and supporting documents (e.g., DA Form 7746) are routed.

n. Benefits Officer (GS or NAF): A trained HR representative responsible for guiding surviving family members through benefits entitlements, insurance claims, retirement settlements, and survivor services.

o. Emergency Contact Record (ECR): The official document or electronic record where employees list individuals to be contacted in the event of an emergency, illness, or death.

p. After-Action Review (AAR): A structured meeting held post-incident to analyze what happened, why it happened, and how procedures can be improved moving forward.

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q. Commander's Critical Information Requirement (CCIR): Information regarding a casualty that requires immediate attention or reporting to higher command due to its impact on mission or personnel.

5. Notification Procedures:

a. Separate processes should be followed based on the civilian employment category.

b. GS Civilian Casualty Reporting:

- 1) Notify Supervisor or Chain of Command
- 2) Command notifies Civilian Human Resources Agency – Far East (CHRA-FE)
- 3) CHRA-FE initiates DA Form 7746 (Civilian Casualty Report)
- 4) Notify HQ IMCOM via G-1 casualty operations
- 5) Notify Army Benefits Center – Civilian (ABC-C) for benefits processing
- 6) Coordinate with Army Mortuary Affairs Office (if needed)

c. NAF Civilian Casualty Reporting

- 1) Notify NAF supervisor and NAF HR Office
- 2) NAF HR notifies Installation NAF HR Representative
- 3) Notify Army Installation Management Command – G9 (NAF Division) if required
- 4) Report submitted using NAF HR internal systems (e.g., NFAS or HRLink)
- 5) Benefits coordinated via NAF Employee Benefits Office

6. Notification Procedures:

a. All casualty incidents involving DAC employees must be reported promptly through appropriate channels.

b. Distinct procedures are outlined for GS and NAF employees, recognizing differences in reporting systems and benefits administration.

c. Supervisors and leadership are responsible for ensuring compliance with this policy and for providing necessary support to affected personnel and their families.

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d. AR 638-8 (Enclosure 2), 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, assisting Family members and beneficiaries with any associated benefits and entitlements, and mortuary affairs.

7. Roles and Responsibilities:

a. DEFENSE CASUALTY INFORMATION PROCESSING SYSTEM (DCIPS):

1) In accordance with AR 638-8, DA employee casualties that are required to be reported in DCIPS include:

2) 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 because of hostile or nonhostile action or while accompanying Armed Forces in the field; and for all Continental United States (CONUS) casualties as a result of hostile action.

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

4) DA Civilians paid from appropriated funds and DoD Civilian employees of the agencies identified in AR 638-8, while assigned, deployed, or temporary duty (TDY) outside the United States.

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

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

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

b. SUPERVISORS:

1) Ensure annual verification and updating of emergency contact information for all DAC employees.

2) Initiate immediate notification procedures upon learning of a casualty incident.

3) Ensure all employees complete DD Form 93, Record of Emergency data, (Enclosure 3) and update annually. The supervisor will retain a hard copy of the DD Form 93 and provide it to CAC and CHRA-FE, as applicable, in the event of a casualty.

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4) Coordinate with CHRA-FE (for GS employees) or NAF HR Office (for NAF employees) to commence formal reporting processes.

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

6) 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 CHRA-FE and chain of supervision of the casualty.

7) Facilitate access to the Employee Assistance Program (EAP) and chaplaincy services for affected personnel and families.

c. DIRECTORS AND LEADERSHIP:

1) Maintain updated rosters for rapid accountability and notification in emergencies.

2) Integrate DAC employees into all emergency drills and real-world emergency communications.

3) Ensure inclusion of DAC roles in the Installation Emergency Management Plan (IEMP).

4) Oversee the implementation of continuity plans to maintain operations in the event of a casualty.

5) 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.

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

d. CIVILIAN HUMAN RESOURCES AGENCY – FAR EAST (CHRA-FE):

1) For GS employees, initiate DA Form 7746 (Civilian Casualty Report) upon notification.

2) Notify HQ IMCOM via G-1 casualty operations.

3) Coordinate with the Army Benefits Center – Civilian (ABC-C) for benefits processing.

4) Act as an interface between the employee's organization, the family and the ABC-C if face-to-face assistance is requested.

5) CHRA-FE is responsible for notifying the ABC-C of the civilian employee's death and providing the survivor contact information.

6) Work with the Army Mortuary Affairs Office as needed.

7) Ensuring the employee's organization has notified the pertinent Casualty Assistance Center in response to an employee's death.

8) 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.

9) They may assist if asked when a death occurs away from the permanent duty station, or overseas, the CHRA located at the permanent duty station to assist with supporting the family.

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

e. NAF HUMAN RESOURCES OFFICE (IMCOM G9):

1) IMCOM G9 is responsible for NAF policy and program oversight.

Provides guidance on NAF employee benefits, entitlements, and reporting procedures in the event of death or serious injury.

2) Assists in coordinating with installation-level HR for survivor benefits and family assistance.

3) Manage local-level casualty reporting and notifies appropriate parties in accordance with Army NAF HR policy.

4) Coordinates with survivors regarding applicable benefits, such as life insurance, final pay, and retirement disbursements (if applicable).

5) Facilitates documentation for separation due to death and initiates communication with the Army NAF Employee Benefits Office when needed.

6) Submit reports using NAF HR internal systems (e.g., NFAS or HRLink).

7) Coordinate with the NAF Employee Benefits Office for benefits administration.

f. Chaplaincy and Behavioral Health Services

1) Provide immediate support to affected personnel and families.

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2) Participate in notification procedures when appropriate.

2) Offer counseling and stress debriefings within 24–48 hours of the incident.

g. CASUALTY AND MORTUARY AFFAIRS OPERATIONS DIVISION (CMAOD):

1) 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 DA 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:

i) 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.

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

iii) 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.

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

v) 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. This process is separate from and in addition to the benefits processing performed by the ABC-C. The Army Commander or a designated representative is responsible for securing the personal effects and delivering them to the person designated to receive them.

vi) Specific entitlements are dependent on the individual circumstances of the death. 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 (Enclosure 4). 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.

vii) 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 CHRA-FE who will notify the CMAOD.

- viii) Oversee required reporting and notification for all casualties recorded in DCIPS.
- ix) Ensure CACs initiate all initial casualty reports.
- x) Verify completion of notification to next of kin.
- xi) Verify completion of telephonic notification, for all injuries or illnesses recorded in DCIPS.
- xii) Verify official condolences on behalf of the Secretary of the Army are rendered.
- xiii) 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.
- xiv) Provide technical supervision and oversight of casualty procedures executed by CACs.

h. U.S. ARMY GARRISON HUMPHREYS' COMMANDER/DEPUTY TO THE GARRISON COMMANDER:

- 1) Ensure all DA Civilians complete a SF 2822 (Enclosure 5), Request for Insurance (Enclosure 5), 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 delivery of organization's letter of condolence.

i) OFFICE OF THE ASSISTANT G-1 (EIGHTH ARMY) FOR CIVILIAN PERSONNEL:

- 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.

j. DIRECTORATE OF HUMAN RESOURCES:

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

- i) Transportation
- ii) Mortuary Affairs
- iii) Emergency Services (DES)
- iv) Civilian Human Resources Agency – Far East (CHRA-FE)
- v) Directorate, Resource Management (ORM)
- vi) Directorate affected
- vii) 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.

k. 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) for DA civilians.

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.

l. DEFENSE FINANCE AND ACCOUNTING SERVICE (DFAS):

1) 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 to the deceased employee.

m. ARMY BENEFITS CENTER-CIVILIAN (ABC-C):

1) 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 CHRA-FE 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.

2) 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.

n. OFFICE OF WORKERS' COMPENSATION PROGRAM (OWCP):

1) The OWCP program for federal employees is administered by the Department of Labor (DOL).

2) 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.

3) The deceased employee's supervisor is responsible for submitting the Claims Administration (CA) Form 6 (Enclosure 7) Official Supervisor's Report of Employee's Death.

4) The assigned Injury Compensation Program Administrator (ICPA) will provide the Claim for Compensation by Widow, Widower, and/or Children CA Form 5 (Enclosure 6) to the survivor for completion.

5) 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

8. Roles and Responsibilities

a. DA Form 7746, Enclosure 1

b. AR 638-8, Enclosure 2.

c. DD Form 93, Enclosure 3.

d. AR 638-2, Enclosure 4.

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e. SF 2822, Enclosure 5.

f. CA Form 5, Enclosure 6.

g. CA Form 6, Enclosure 7.

9. Point of Contact for any questions or concerns is the US Army Garrison Humphreys' Director of Human Resources at DSN 757-2094.


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