

Q & A

CHERL MILLER

CASUALTY OPERATIONS COORDINATOR
CASUALTY ASSISTANCE OFFICE
FORT LEONARD WOOD

Responsible for taking care of the families of deceased veterans by assisting them through the process of bringing their loved ones to their final resting place.



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What brought you to Fort Leonard Wood?

My husband was in the Navy and was stationed here before he retired after more than 20 years of service.

What is the most fulfilling part of your job/career as a DA Civilian?

The most fulfilling part of my job is being able to bring the veteran home to their final resting place and being there for the families to provide whatever they need. Sometimes, it can be very emotional. You have to wear your emotions on your sleeve a lot and just kind of hold tight until it's all over. **We are on duty 24/7.** I have some cases that

are several years old and some of the family members still call me and talk to me about things.

Why did you choose to become a DA Civilian?

I have a lot of empathy for veterans and their families, in part because of my experience being an active-duty and retiree spouse. I started at the hospital in 2008, in the lab, and worked my way up and then came here as a Mortuary Affairs Coordinator and eventually ended up in the position I am in now. I do have some family background in this career field— **my uncle was a Mortuary Affairs Coordinator**

in the Navy and retired military, too. I can remember him talking to me as a child about how he took care of the military families.

