



DEPARTMENT OF THE NAVY  
OFFICE OF THE CHIEF OF NAVAL OPERATIONS  
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WASHINGTON DC 20350-2000

OPNAVINST 1770.1B  
PERS-00C/N1  
22 Jan 2019

OPNAV INSTRUCTION 1770.1B

From: Chief of Naval Operations

Subj: CASUALTY ASSISTANCE AND FUNERAL HONORS SUPPORT PROGRAM

Ref: (a) DoD Instruction 1300.18 of 8 January 2008  
(b) 10 U.S.C. §1491  
(c) DoD Instruction 1300.15 of 27 December 2017  
(d) Public Law 113-66  
(e) DoD Directive 5110.10 of 13 January 2017

1. Purpose

a. To assign responsibilities, establish business process ownership, and provide procedural guidance for the Casualty Assistance and Funeral Honors Support Programs in line with references (a) through (d).

b. To establish the Defense Casualty Information Processing System (DCIPS) as the program of record for all Navy casualty case handling. Stakeholders in the Navy casualty enterprise will ensure all necessary members have the access, training, and equipment required to utilize DCIPS to the maximum extent.

c. This revision establishes business process ownership and provides procedural guidance for the Casualty Assistance and Funeral Honors Support Programs in line with references (a) through (e). This revision addresses specific organizational relationships encompassing the Casualty Assistance Program and appropriately assigns responsibilities for the Funeral Honors Support Program. In addition, in line with reference (a), Commander, Navy Personnel Command (COMNAVPERSCOM), Navy Casualty (PERS-00C) has been assigned as the focal point for all Navy casualty matters. This instruction is a complete revision and should be reviewed in its entirety.

2. Cancellation. OPNAVINST 1770.1A.

3. Scope and Applicability. The Casualty Assistance and Funeral Honors Support Program missions are carefully coordinated through the organizations listed in paragraph 4, and are executed throughout the Department of the Navy. Responsible organizations will generate clear and concise guidance to commands to ensure the best qualified individuals are assigned to support both of these critical missions.

4. Responsibilities

a. Deputy Chief of Naval Operations, Manpower, Personnel, Training, and Education (CNO (N1)) must:

(1) act as program policy sponsor and provide oversight and guidance for the Navy Casualty Assistance Program.

(2) provide funding and contractual oversight for the Navy's genealogical research and deoxyribonucleic acid (DNA) collection programs.

b. Commander, Navy Installations Command (CNIC) must:

(1) act as program policy sponsor for the Navy's Funeral Honors Support Program and provide program funding, policy, execution, and oversight in line with references (b), (c), and (d).

(2) provide funding and staffing for assigned functions within the Casualty Assistance Program.

c. PERS-00C must:

(1) serve on behalf of the Secretary of the Navy (SECNAV) as the focal point for all Navy casualty matters as required in reference (a). In this capacity:

(a) Maintain oversight and be prepared to respond to official and unofficial queries regarding all facets of Navy casualty programs.

(b) Serve as the Navy's voting member on the Combined Joint Mortuary Affairs Board in line with reference (a).

(c) Liaise directly with the offices of the Assistant Secretary of the Navy, Manpower and Reserve Affairs (ASN (M&RA)) and Under Secretary of Defense, Military Community and Family Policy and other Service casualty offices as required to execute the casualty assistance mission.

(2) serve as business process owner of the Navy Casualty Assistance Program.

(3) develop, maintain, and update policy and guidance, review procedures, and regularly assess Navy Casualty Assistance Program delivery.

(4) ensure changes to applicable laws and directives are promptly implemented into policy and disseminate interim guidance as appropriate.

(5) serve as the single authority for personnel casualty report requirements as required in reference (a); certify the validity and accuracy of reported information; and coordinate with CNIC regional operations centers and casualty offices to facilitate official notifications and entitlement processing.

(a) Serve as the Navy's system administrator and quality assurance manager for DCIPS, and also represent the Navy as the voting member at the Department of Defense (DoD)-wide Configuration Control Board.

(b) Ensure all aspects of casualty cases are tracked, completed, and recorded in DCIPS.

(6) approve or obtain approval from appropriate Government agencies to adjudicate all benefits and entitlements for survivors of deceased Navy Sailors and civilians.

(7) coordinate and approve all entitlements, including authorized travel for eligible individuals in cases involving Service member death and qualifying serious, very serious, or non-serious injury or illness in line with the policies and procedures set forth in reference (a).

(8) prepare and distribute DD Form 1300 Report of Casualty for cases involving duty status - whereabouts unknown, missing or deceased Navy personnel, and other reportable personnel classifications, in line with reference (a).

(9) prepare and deliver a benefits package to the casualty assistance calls officer (CACO) of each beneficiary for delivery within 10 working days of casualty notification. Packages for primary next of kin (PNOK) and each child not living at home must include the DoD Days Ahead Binder.

(10) publish procedural guidance and certify eligibility for Servicemembers' Group Life Insurance, Family Servicemembers' Group Life Insurance, and Servicemembers' Group Life Insurance Traumatic Injury Protection.

(11) establish and maintain the Navy's Long Term Assistance Program as required by reference (a). Specific actions are listed in subparagraphs 4b(11)(a) through 4b(11)(c).

(a) Follow up, by mail, with the PNOK and secondary next of kin, 60 days following the death of a Sailor to offer support and provide a brief program explanation.

(b) Maintain direct liaison between the assigned CACO and the regional Casualty Assistance Program managers and the regional and installation Navy Gold Star coordinators to resolve any short-term benefits and entitlements issues while also identifying and resolving any concerns expressed by the deceased Sailor's survivors.

(c) Follow up, by mail, 1-year following the death of the Sailor to remind their survivors of the permanent availability of expert PERS-00C casualty assistance and benefits, and entitlements representatives.

(12) designate a person, in writing, to serve as the Navy's Gold Star and Surviving Family Member representative. The Navy's Gold Star and Surviving Family Member representative will:

(a) establish and maintain liaison with the DoD and other Military Department Gold Star and Surviving Family Member representatives.

(b) assist spouses, dependents, and family members of deceased Sailors (including the Reserve Component) regarding casualty assistance or receipt of benefits authorized by law for such spouses and dependents.

(c) participate in monthly DoD sponsored Gold Star and Surviving Family Member meetings which are designed to address specific survivor concerns, providing status reports about pending issues; and to report to Navy leadership how issues have been resolved.

(13) periodically assess program delivery to ensure Service members' and families' needs are being met in times of crisis.

(14) serve as the Navy's primary representative to the DoD Casualty Advisory Board on behalf of SECNAV in line with reference (a).

(15) administer the Navy's hostile and non-hostile missing persons program as outlined in 10 U.S.C. §1501. Specifically:

(a) coordinate with appropriate Office of the Secretary of Defense offices on matters relating to past conflict accounting and personnel recovery mission.

(b) establish and maintain contact with family members of Navy personnel designated as "missing". Liaise on their behalf with SECNAV and Defense Finance and Accounting Services regarding situational updates and financial matters.

(c) support surviving family outreach efforts to include appropriate Navy-level support at Office of the Secretary of Defense, Defense Prisoner of War/Missing in Action (POW/MIA) Accounting Agency (DPAA); POW and MIA recurring family member updates; and annual Government briefings.

(d) administer the Navy's genealogical research and DNA sample program in support of DPAA identification missions.

d. CNIC, Casualty and Funeral Honors (CNIC (N00K)) must:

(1) administer and provide oversight for the Navy's Funeral Honors Support Program in line with references (b), (c), and (d).

(a) Periodically assess program delivery and revise policy and procedures as appropriate to comply with changes in policy while maintaining professional Funeral Honors Support Program delivery.

(b) Ensure the assignment and training of Active Duty and Reserve Component Sailors and other eligible non-active duty personnel who participate in funeral honors details as outlined in reference (c). Ensure the aforementioned individuals are also compensated in line with reference (d).

(c) Develop and maintain a historic database of all funeral honors requested with associated details pertaining to each.

(2) execute and provide technical support for assigned functions within the Casualty Assistance Program.

(3) execute assigned functions within the Casualty Assistance Program, and coordinate with PERS-00C. Specific responsibilities are listed in subparagraphs 4d(3)(a) through 4d(3)(l).

(a) Maintain a current curriculum and conduct CACO training through classroom (preferred) or other suitable methods meeting requirements of reference (a). Training plan must contain sufficient scheduled training to sustain an adequate inventory of trained CACOs within each CNIC region, and comply with required annual refresher training in line with reference (e).

(b) Maintain a current database of trained CACOs in a Navy-approved database that is accessible to the entire Navy casualty enterprise.

(c) In the event of a Service member's duty status - whereabouts unknown, assign CACOs and assist them as required in providing expeditious in-person notification of PNOK, secondary next of kin, and other interested persons required in line with reference (a).

(d) Ensure CACO assignments, CACO contact information, notification information, verified next of kin addresses, relevant file attachments, and other pertinent information are recorded in DCIPS via journal entries and tabular data input.

(e) Develop comprehensive metrics for tracking the required official notifications set forth in reference (a), and provide these metrics directly to PERS-00C on a monthly basis.

(f) Ensure the forms and checklist in subparagraphs 4d(3)(f)1 through 4d(3)(f)4 are used as prescribed for casualty case management and entered into DCIPS.

1. OPNAV 1770/2 Next of Kin Travel Request. Submitted by the CACO to PERS-00C via the CNIC regional casualty office to communicate travel requirements for next of kin.

2. OPNAV 1770/1 Consent to Release Personal Information. Used by the CACO to communicate next of kin intentions to allow or not allow the release of personal information to individuals or organizations.

3. OPNAV 1770/3 Primary/Secondary Next of Kin Information. Used by the CACO to collect information regarding the assigned next of kin. Regional casualty offices will receive the form and enter appropriate information into DCIPS.

4. The CACO will use the case checklist provided by the Navy region to document completed critical steps in the performance of their duties. CACO will complete and submit the checklist within 30 days after the incident. CACOs will update the checklist every 30 days until all items are complete.

(g) Establish standard procedures for interaction between Navy regional Casualty Assistance and Funeral Honors Support Program offices, and assigned CACOs, to include provisions for direct interaction with PERS-00C when appropriate, in the execution of duties. Provide consultation, offer amplifying information on individual cases, and forward casualty reports and case records to PERS-00C when required.

(h) Provide courtesy CACO assistance in cases of serious or very serious injury and illness of Service members on active duty orders, as required.

(i) Provide general assistance to local commands through regional assets. This assistance includes, but is not limited to, casualty reporting requirements, preparation of the deceased's personal property, and any other facet of the Casualty Assistance Program.

(j) When requested, provide assistance after the death of a Reserve Sailor not on active duty orders. Assign courtesy CACOs as requested by PERS-00C for retired members' families or deserter deaths.

(k) Coordinate with applicable personnel and benefits offices to provide assistance as required for notification and assignment of courtesy CACOs to the designated emergency point of contact of DoD civilians in the instances found in subparagraphs 4d(3)(k)1 through 4d(3)(k)4.

1. DoD civilian personnel assigned outside continental United States (OCONUS) who become deceased, missing, seriously injured, or very seriously injured, as a result of hostile or non-hostile actions, or while accompanying Armed Forces in the field.

2. DoD civilian personnel assigned within the continental United States (CONUS) who become deceased, missing, seriously injured, or very seriously injured as a result of hostile actions.

3. DoD civilian personnel listed as excused absence, whereabouts unknown.

4. DoD civilian personnel wounded in action.

(1) Develop and maintain a mass casualty response plan, closely coordinated with PERS-00C, which includes anticipated increase in CACO activity and supporting functions by region or installation as directed in reference (a).

1. Establish, publish, and update areas of responsibilities for CONUS and OCONUS execution of Casualty Assistance and Funeral Honors Support Programs.

2. Serve as a member of the DoD Casualty Advisory Board on behalf of SECNAV, in line with reference (a).

3. Periodically monitor and assess programs for effectiveness and service delivery. Recommend and implement improvements based upon assessments or mandated policy changes to Casualty Assistance and Funeral Honors Support Programs.

## 5. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes 1000 through 13000 series per the records disposition schedules located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact the local records manager or the DON/AA DRMD program office.

6. Review and Effective Date. Per OPNAVINST 5215.17A, PERS-00C will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in

effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

7. Forms and Information Management Control

a. DD Form 1300 Report of Casualty can obtained from the DoD Forms Management Program Web site at <http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1300.pdf>.

b. The forms in subparagraphs 7b(1) through 7b(3) can be downloaded from Naval Forms OnLine at <https://navalforms.documentservices.dla.mil/web/public/home>.

(1) OPNAV 1770/1 Consent to Release Personal Information.

(2) OPNAV 1770/2 Next of Kin Travel Request

(3) OPNAV 1770/3 Next of Kin Travel Identification.

c. OMB 0703-XXXX (pending) has been assigned to the data collection contained on OPNAV 1770/1, OPNAV 1770/2, and OPNAV 1770/3.



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Releasability and distribution:

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