

**BY ORDER OF THE COMMANDER  
GOODFELLOW AIR FORCE BASE**



**AIR FORCE INSTRUCTION 36-3002  
GOODFELLOW AIR FORCE BASE  
Supplement**

**11 MAY 2018**

**Personnel**

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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**This publication supplements AFI 36-3002, *Casualty Services*, 20 June 2017, to establish procedures for the effective execution of the Air Force Casualty Services Program at Goodfellow AFB and affects all assigned units, including tenant units.** It applies to all active duty and retired Air Force personnel, Department of Defense (DoD)/civilian employees, other service personnel, US Air Force Reserve personnel, Air National Guard personnel, and their dependents who become casualties. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using AF Form 847, **Recommendation for Change of Publication**; route AF Form 847 through the wing publishing office. Waivers are not authorized for this supplement. Supplements to this supplement are not authorized. This supplement requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.) 2771, 37 U.S.C. 555 and 556. System of Records Notice F036 AF PC R, *Casualty Files*, applies. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with applicable Air Force instructions, and disposed of as indicated in the Records Disposition Schedule.

**SUMMARY OF CHANGES**

This supplement updates organizations, office symbols and renames numerous paragraph titles and adds responsibilities for the 17th Training Wing (TRW) and its units. This publication establishes the requirements in the event of a single or mass casualty at Goodfellow AFB and the

surrounding community. It adds unit responsibility to those units that were not addressed in the casualty AFI 36-3002.

1.10.3.1. **(Added)** In the event of a natural disaster, nuclear attack, or other circumstance involving multiple casualties (including training exercises), the Casualty Augmentation Support Team (CAST) will perform the casualty reporting duties under the guidance of the CAR. Casualty duties will take precedence of all other assigned duties.

1.10.3.2. **(Added)** The CAR will coordinate CAST actions with the Chief of Military Personnel, 17 FSS/FSMP.

1.11.1.1.1. **(Added) Installation Command Post (17 TRW/CP) Responsibilities:**

1.11.1.1.1.1. **(Added)** Maintain a casualty standby roster provided by the CAR.

1.11.1.1.1.2. **(Added)** Immediately notify the Casualty Assistance Representative (CAR) when an active duty casualty occurs at Goodfellow AFB including notification of any active duty member who is declared Deceased, Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Not Seriously Ill or Injured (NSI), Duty Status Whereabouts Unknown (DUSTWUN) or as a missing person. Then notify Mortuary Affairs, Security Forces, Unit Commander, Support Group Commander, Wing Commander, Safety Office, Air Force Office of Special Investigations (AFOSI), Chaplain Office (HC), and any other agency deemed appropriate. During duty hours call the published/established duty numbers. During non-duty hours, if the standby casualty cell is not reached, then use the stand-by phone list provided by the CAR.

1.11.1.1.1.3. **(Added)** Request as much information as possible, including name, rank, social security number, status (active, retired, civil service/non-appropriated funds (NAF) employees, contractor), and the circumstances pertaining to the casualty.

1.11.1.1.1.4. **(Added)** Upon request, recalls medical representative, chaplain or other individuals as needed to report to CAR's office to be a member of the casualty notification team

1.11.1.1.1.5. **(Added)** Refers all calls about retiree deaths to the CAR during normal duty hours.

1.11.1.1.2. **(Added) Unit Commander/Director Responsibilities:**

1.11.1.1.2.1. **(Added)** Must ensure the 17 TRW/CP is notified of all casualties (to include VSI and SI) who are assigned to their unit.

1.11.1.1.2.2. **(Added)** Assume notification duties for personnel when Primary Next-of-Kin (PNOK) reside in the local area as defined in AFI 36-3002. If commander is notified of a casualty by someone other than the Casualty Service Office, he or she immediately contacts the CP, who immediately notifies the Casualty Service Office (during duty hours) or the on-call CAR (after duty hours) for guidance prior to any casualty notifications being performed.

1.11.1.1.2.3. **(Added)** Will ensure no unauthorized notification to the NOK is made by unit members and co-workers, and provide all available information to the CAR. Under no circumstances will unit commanders make casualty notification without prior guidance and instruction from the HQ AFPC Casualty Services Branch via the Casualty Office. Commanders/leadership should brief their personnel on the proper channels of notification in the event they become aware of an AD casualty/fatality.

1.11.1.1.2.4. **(Added)** Ensure internal procedures are established to implement notification in the event of natural disaster or multiple casualty situations when more than one notification officer may be required from the unit. The CAR will contact the appropriate unit commander to obtain the identity of the field grade officer to be used as the casualty notification officer and to provide instructions. If the unit is unable to provide sufficient support, the unit commander contacts the CAR.

1.11.1.1.2.5. **(Added)** Inform the NOK that the CAR and Mortuary Affairs Officer will contact them within 24 hours regarding benefits and funeral arrangements.

1.11.1.1.2.6. **(Added)** When a member of his or her unit is categorized as VSI, SI, or NSI, by a competent medical authority and the individual is capable of communicating, ask the member if he or she would like the NOK notified. If the member is unable to communicate his or her wishes, review the Record of Emergency Data (RED) to determine who should and should not be notified of the current medical condition.

1.11.1.1.2.7. **(Added)** Ensures all newly accessed and assigned personnel are required annually to update their virtual RED on the virtual Military Personnel Flight (vMPF) website. Those that do not have system access are required to complete a hard copy DD Form 93 and provide to the Customer Service Section of the Military Personnel Section.

1.11.1.1.2.8. **(Added)** Will complete Casualty Notification Officers training as assigned by CAR IAW AFI 36-3002.

**1.11.1.1.3. (Added) Security Forces Responsibilities (17 SFS/CC):**

1.11.1.1.3.1. **(Added)** On all calls received pertaining to an active duty casualty, attempt to obtain (as a minimum, if available): name, grade, SSAN, place of occurrence, brief account of the circumstances, and the informant's name and phone number. Provide this information to the 17 TRW/CP and the CAR.

1.11.1.1.3.2. **(Added)** When necessary, assist the CAR in obtaining information necessary to complete casualty reporting and coordinate with other law enforcement agencies to obtain copies of accident reports, etc. for casualty case files.

1.11.1.1.3.3. **(Added)** When required, provides CAR with documentation (i.e. AF Form 1315, Accident Report) as required by the Department of Veterans Affairs in accordance with [Table 5.1](#), Documents Required.

**1.11.1.1.4. (Added) Medical Treatment Facility Responsibilities (17 MDG):**

1.11.1.1.4.1. **(Added)** Immediately notifies CAR or the standby casualty representative and 17 TRW/CP of a death, VSI or SI member on duty status. (AFI 36-3002, Table 2.1). **NOTE:** All others will be reported during normal duty hours.

1.11.1.1.4.2. **(Added)** Provides a qualified medical attendant to accompany the casualty notification team. Medical representative must be capable of rendering medical assistance and have the ability to handle crisis. May be tasked to provide more than one medical representative for notification teams in multiple casualty situations. Medical personnel must be available 24 hours a day and will report in ABU's or UOD at the time and location specified by the CAR.

1.11.1.1.4.3. **(Added)** Establishes internal procedures to ensure information is obtained from local hospitals when a member on duty status (DoD, DAF and NAF) has been admitted. If

military member on duty status is VSI or SI, will notify the CAR and will keep the CAR informed of the hospitalized member's condition.

1.11.1.1.4.4. **(Added)** Case Manager will provide medical progress report information to CAR within 24 hours of the initial Casualty Report and for VSI/SI every 14 days thereafter until the individual is no-longer in a reportable casualty status or has been fully restored to duty.

1.11.1.1.4.5. **(Added)** Commander ensures a 24 hour point of contact is established to receive information on VSI, SI, or NSI members. If notified by a source other than Casualty Service Office or the CP, immediately notify the CP.

1.11.1.1.4.6. **(Added)** Chief, Medical Staff will accomplish all medical administrative requirements necessary when Emergency Family Members Travel (EFMT) is requested. Medical personnel should not discuss travel entitlements with designated individuals. If EFMT is approved, HQ AFPC/DPFW, Wounded Warrior Cell will contact the designated individuals and explain their entitlements under the EFMT program. Ensures assigned personnel are familiar with the EFMT Program contained in *AFI 36-3002, para 2.25*. Briefs civilian doctor(s) on the EFMT Program if an active duty member assigned to Goodfellow AFB is hospitalized in a civilian hospital.

1.11.1.1.4.7. **(Added)** Goodfellow AFB Ross Clinic will be the EFMT point of contact (POC) for any admissions into the Shannon and Community Medical Centers. Establish internal procedures to ensure current, accurate information is obtained and given to the CAR from local hospitals when a member has been admitted for conditions classified as VSI, SI, or NSI, and report status changes during that admittance.

1.11.1.1.4.8. **(Added)** The Commander will concur or non-concur with attending physician's (military or civilian) request for EFMT.

1.11.1.1.4.9. **(Added)** If the Commander is concurring with an EFMT request, immediately supply the CAR with the following information:

1.11.1.1.4.9.1. **(Added)** Complete name and grade of hospitalized member.

1.11.1.1.4.9.2. **(Added)** SSN.

1.11.1.1.4.9.3. **(Added)** Unit/base of assignment or attachment.

1.11.1.1.4.9.4. **(Added)** Medical condition (VSI or SI).

1.11.1.1.4.9.5. **(Added)** Date member placed in medical condition (VSI or SI).

1.11.1.1.4.9.6. **(Added)** Brief account of illness or injury.

1.11.1.1.4.9.7. **(Added)** Names, relationships, addresses, and telephone numbers of NOK who will be traveling.

1.11.1.1.4.9.8. **(Added)** Name, rank, and position of individual who initially notified NOK of member's condition.

1.11.1.1.4.9.9. **(Added)** Name and rank (if applicable) of attending physician requesting EFMT.

1.11.1.1.4.9.10. **(Added)** Name and rank of Medical Group Commander who concurs with attending physician.

1.11.1.1.4.9.11. **(Added)** Name, location, and telephone number of hospital where member is a patient.

1.11.1.1.4.9.12. **(Added)** Maintain contact with the member's physician and CAR in order to keep the PNOK informed of the member's medical status.

1.11.1.1.4.10. **(Added)** Makes CAR aware of members who are VSI/SI (injury only) and do not require EFMT but may qualify for the Traumatic Servicemembers Group Life Insurance (TSGLI).

**1.11.1.1.5. (Added) Installation Chaplains Responsibilities (17 TRW/HC).**

1.11.1.1.5.1. **(Added)** Provides a Chaplain (preferably the same faith as the deceased) to accompany the notification team and provide assistance to the NOK if necessary. The Chaplain will not act in the capacity as the casualty notification officer. Chaplain support must be available 24 hours a day and will report in service at the time and location specified by the CAR.

**1.11.1.1.6. (Added) Mortuary Officer Responsibilities (17 FSS/CC).**

1.11.1.1.6.1. **(Added)** Assists in the appointment of a Family Assistance Representation (FAR) and Summary Court Officer (SCO). Provides the rank, name, unit, and contact numbers of the FAR and SCO to the CAR.

1.11.1.1.6.1.2. **(Added)** Provides training to the Family Assistance Representative (FAR) and Summary Court Officer (SCO) appointed by the unit commander of the deceased member.

1.11.1.1.6.1.3. **(Added)** Coordinates with CAR to ensure timely reporting and contact with NOK. Briefs the NOK concerning disposition of remains after official notification to the NOK has been made.

1.11.1.1.6.1.4. **(Added)** Assist the CAR in obtaining civilian death certificates.

**1.11.1.1.7. (Added) Civilian Personnel Flight (CPF) Responsibilities (17 FSS/FSC):**

1.11.1.1.7.1. **(Added)** If a civilian employee death occurs while on duty, the CPF will assist in locating the employee's supervisor so NOK or emergency contact information can be obtained. The unit commander and immediate supervisor will notify the NOK in person if in the local area.

1.11.1.1.7.2. **(Added)** The CPF will notify the Benefits and Entitlements Service Team (BEST) at AFPC of a civilian employee death. The BEST will counsel the employee's beneficiaries on benefits and advise/assist with claim forms.

1.11.1.1.7.3. **(Added)** The CPF will complete and provide the AETC Civilian Death Worksheet from the official personnel records of a civilian employee death to the CAR immediately during normal duty hours and the CP after duty hours.

**1.11.1.1.8. (Added) Airman and Family Readiness Flight (A&FRF) Responsibilities (17 FSS/FSH):**

1.11.1.1.8.1. **(Added)** Provides assistance to the NOK as needed (e.g., financial counseling, Air Force Aid, etc.).

**1.11.1.1.9. (Added) Logistics Readiness Officer Responsibilities (17 LRS/CC):**

1.11.1.1.9.1. **(Added)** Provides a staff car (sedan, station wagon, van or SUV) in excellent working condition upon request from the CAR for use by the casualty notification team and the CAR.

1.11.1.1.9.2. **(Added)** Ensures vehicle(s) used by the casualty notification and assistance teams are clean, fueled, provided with road kits, etc. and pre-inspected to expedite the team's departure.

1.11.1.1.9.3. **(Added)** Transportation support for casualty notification(s) is of the highest priority and will be maintained 24 hours a day. The permissive operating distances are waived in all casualty matters.

1.11.1.1.10. **(Added) Public Affairs Responsibilities (17 TRW/PA):**

1.11.1.1.10.1. **(Added)** Upon confirmation and verification from the CAR of official notification to the NOK, complies with AFI 36-3002, para 1.51.2.

1.11.1.1.10.2. **(Added)** The sole base agency authorized to release information and to answer inquiries from the public, news media, or other government agencies concerning casualties. Release of information is only authorized after obtaining confirmation from the Casualty Services Office that all casualty notification procedures have been completed.

1.11.1.1.10.3. **(Added)** For media event situations, the PA officer will assist families on how to manage the civilian media and will offer assistance with any public statements answering questions from the media.

1.11.1.1.11. **(Added) Emergency Management Responsibilities (17 CES/CC):**

1.11.1.1.11.1. **(Added)** Procedures for Mass Casualties outlined in Goodfellow AFB Supplement to AFI 36-3002, Casualty Services., will apply.

1.11.1.1.11.2. **(Added)** The incident commander is responsible for obtaining the number, identity, nature of illness or injury, and the location of the casualties involved in the incident.

1.11.1.1.13. **(Added) Military Pay Services Responsibilities (17 CPTS/CC):**

1.11.1.1.13.1. **(Added)** The CAR will immediately notify 17 CPTS of all active duty or civil servant deaths that fall within GAFB responsibilities.

1.11.1.1.13.2. **(Added)** CPTS will maintain a qualified person on-call during non-duty hours that is capable of assisting the CAR with DFAS on death gratuity benefits, when applicable.

1.11.1.1.13.3. **(Added)** CPTS/CC will determine appropriate personnel and actions based on information the CAR provides to meet the intent of death gratuity payment as soon as possible.

1.11.1.1.14. **(Added) Responsibilities of the Air Force Office of Special Investigations (AFOSI/DET 408).**

1.11.1.1.14.1. **(Added)** Assists the CAR and MDG in acquiring information from civilian police reports, autopsy, toxicology, coroner or medical examination reports or copies of court verdicts as needed in accordance with AFI 36-3002, Table 5.2, when AFOSI directives and state release of information authorizes. The information from these documents, as required, are provided to the CAR and MDG, trusted agents through AFOSI's report of investigation.

1.11.1.1.14.2. **(Added)** Take appropriate action, if notified by the Casualty Office, if the NOK has received any form of harassment, either by telephone, or in threatening letters.

1.11.1.2.1.1. **(Added)** The CAR will promptly notify AFPC/DPFCS of any casualty listed in AFI 36-3002, Table 1.1. A message will be sent within 4 hours of notification and will only be extended with concurrence of AFPC/DPFCS. Reasons for delay would be pending confirmation of death or other pertinent information critical to the report.

1.11.1.2.1.2. **(Added)** CAR notifies the member's unit commander that assistance will be required for casualty notification, when, and where to report. If unable to reach the Unit Commander, obtain a name from group commander of officers eligible to perform casualty notification.

1.11.1.2.1.2.1. **(Added)** Will notify the deceased member's commander(s) of the casualty, after all reporting actions are complete and only when the commander did not perform the NOK notification.

1.11.1.2.1.3. **(Added)** CAR will assemble the casualty notification team and provide guidance to the notification officer within 1 hour of receiving notification of deceased AD member

1.11.1.2.1.3.1. **(Added)** The CNO will be in charge of the casualty notification team. Casualty notification duties take precedence over all other assigned duties. The CNO performs notification according to guidance received from the CAR. Any specific instructions from HQ AFPC/DPFCS will be furnished to the CNO by the CAR. Immediately after notification is accomplished, the CNO provides acquired information to either the CAR or HQ AFPC/DPFCS depending on instructions given.

1.11.1.2.1.4. **(Added)** The CAR will provide just-in-time training to the Notification Team to include watching the Casualty Notification DVD and AFI 36-3002, Attachment 6, and answer any questions prior to dispatching team to make notification.

1.11.1.2.1.5. **(Added)** If CAR is tasked by HQ AFPC/DPFCS to notify NOK for a casualty assigned elsewhere, the group commander will appoint a casualty notification officer from available assigned field grade officers. When appropriate, CAR will prepare the notification letter dictated by HQ AFPC/DPFCS to be delivered to the NOK by the casualty notification officer.

1.11.1.2.1.6. **(Added)** CAR will contact the VO that a vehicle will be required. Inform the vehicle dispatcher of the time and location that the vehicle will be required.

1.11.1.2.1.7. **(Added)** CAR will contact the MDG medical representative on call (on/off duty) and provide when and where to report.

1.11.1.2.1.8. **(Added)** CAR will contact the Chapel (on-duty) to obtain Chaplain that will assist notification team. After duty hours the CP will contact the standby Chaplain. Chaplain contacts CAR to be informed when and where to report.

1.11.1.2.1.9. **(Added)** CAR immediately notifies the Chief, Airman & Family Readiness Center and the Commander/Director of the 17th Force Support Squadron if the casualty is a member assigned to Goodfellow AFB.

1.11.1.2.1.10. **(Added)** Any individual having knowledge of a casualty will immediately notify the CAR during normal duty hours or the CP after duty hours with the following information if applicable/known: name, grade, and social security number of the casualty; date, time, and place of casualty occurrence; circumstances of the situation; source of information (eye witness, a

friend, radio/television, etc.) and the name, grade (if applicable), and method of contacting the person making the report.

1.11.1.2.1.11. **(Added)** CAR is responsible for obtaining all documentation normally required and any additional documentation needed by the Department of Veterans Affairs to support claims submitted by the PNOK. AFOSI, SFS, Legal Office, MDG, and all other base agencies will cooperate with the CAR to ensure the required documentation is obtained.

1.11.16.2.1. **(Added)** The CAR will appoint and maintain a list of qualified officers to serve as CNOs. CNO's will be on-call during duty and non-duty hours to perform casualty notification for those casualties (personnel) not assigned to Goodfellow AFB, but who's NOK reside in the area.

1.11.17. **(Added)** Mass Casualty Reporting.

1.11.17.1. **(Added)** Mass casualty reporting procedures apply when three or more casualties occur as a result of hostilities, accidents, natural disasters, or when determined appropriate by the Chief, Mass Casualty Reporting Team.

1.11.17.2. **(Added)** Mass Casualty Reporting Team Composition:

1.11.17.2.1. **(Added)** The CAR will be the Chief of the Mass Casualty Reporting Team and is responsible for casualty reporting.

1.11.17.2.2. **(Added)** The Commander/Director, 17th Force Support Squadron will identify CAST personnel to augment the team in the event of a mass casualty situation.

1.11.17.2.3. **(Added)** The Chief, Mass Casualty Reporting Team is responsible for planning and conducting training for augmenters'.

1.11.17.3. **(Added)** The Chief, Mass Casualty Reporting Team will:

1.11.17.3.1. **(Added)** Be the representative for coordinating, reporting, and providing information to the CP on all mass casualty situations, real, or exercises.

1.11.17.3.2. **(Added)** Coordinate all actions with the AF Casualty Operations (HQ AFPC/DPFCS).

1.11.17.3.3. **(Added)** Will be located in the A&FRC and supervise the reporting, notification, and assistance phases of the operation.

1.11.17.3.4. **(Added)** Determine the need for TDY assistance for both the reporting phase and the assistance visit phase of the operation.

1.11.17.4. **(Added)** 17th Medical Group:

1.11.17.4.1. **(Added)** Initially report the total number of deceased, injured, and missing personnel to the Chief, Mass Casualty Reporting Team.

1.11.17.4.2. **(Added)** Assist the Incident Commander in determining the identification and disposition of the casualties (to include deceased, VSI, SI or NSI) at the scene.

1.11.17.4.3. **(Added)** Assist the CAR in obtaining the following information:

1.11.17.4.3.1. **(Added)** Name(s) of the deceased, VSI or SI member(s)

1.11.17.4.3.2. **(Added)** Approximate time of death



1.11.17.4.3.3. **(Added)** Name and organization of the authority that classified the member as deceased.

1.11.17.4.3.4. **(Added)** Will initiate an AF Form 348, Line of Duty Determination, according to IAW AFI 36-2910.

1.11.17.4.3.5. **(Added)** Provide the Chief, Mass Casualty Reporting Team, supplemental information to include the name, grade, SSAN, and unit of assignment of all casualties, when possible.

1.11.17.4.3.5.1. **(Added)** Obtains information regarding the status and prognosis of casualties transferred to the Shannon and Community Medical Centers.

1.11.17.5. **(Added)** CP provides sufficient pertinent information concerning the mass casualty, disaster, or hostile action (type, place, location, time, etc.) to the Chief, Mass Casualty Reporting Team, for inclusion in the mass casualty report to higher headquarters.

1.11.17.6. **(Added)** The Chief, Mass Casualty Reporting Team and the Mortuary Affairs Officer fully coordinate activities concerning the number, status, and disposition of remains of all deceased personnel.

1.11.17.6.1. **(Added)** The Mortuary Affairs Officer assists CAR in obtaining information such as the approximate time, name, and organization of the authority who classified the casualty as deceased.

1.11.17.7. **(Added)** The on-scene commander is responsible for providing the number, identity, nature of illness or injury, and the location of the casualties involved in the incident to Casualty Service Office to assist in casualty reporting.

1.11.17.8. **(Added)** The Unit Commander identifies a field grade officer within the chain-of-command to act as casualty notification officer as required.

1.14.3. **(Added)** Effective casualty services require timely reporting. Any individual having knowledge of a casualty will immediately notify the Casualty Assistance Representative (CAR) during normal duty hours or the 17th Training Wing Command Post during non-duty hours. Provide as much information on the casualty as possible. If you are unable to reach the CAR, see [para 1.11.1.1.1.2](#) in this supplement. When available, the following information should be provided: name, grade and social security number of the casualty; date, time and location where casualty occurred; circumstances involving incident; source of information (eyewitnesses, family members, friends, etc.); name, location, and a way of contacting the person making the report.

RICKY L. MILLS, Colonel, USAF  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 36-809, Civilian Survivor Assistance, 15 April 2015

AFI 36-3002, *Casualty Services*, 20 June 2017

***Abbreviations and Acronyms***

**AFI** —Air Force Instruction

**AFOSI**—Air Force Office of Special Investigations

**AFRC**—Air Force Reserve Command

**ANG** —Air National Guard

**CAR**—Casualty Assistance Representative

**CEMP**—Comprehensive Emergency Management Plan

**CNO**—Casualty Notification Officer

**DoD**—Department of Defense

**EFMT**—Emergency Family Member Travel

**FLO**—Family Liaison Officer

**FSS**—Force Support Squadron

**HC**—Wing Chaplain

**MDG**—Medical Group

**NOK**—Next of Kin

**NSI** —Not Seriously Ill/Injured

**OPR**—Office of Primary Responsibility

**PA** —Public Affairs

**SBP**—Survivor Benefit Plan

**SCO**—Summary Courts Officer

**SFS**—Security Forces Squadron

**SI**—Seriously Ill/Injured

**RED**—Record of Emergency Data

**VSI**—Very Seriously Ill/Injured