

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



**DEPARTMENT OF THE AIR FORCE  
INSTRUCTION 36-3002\_**

**GOODFELLOW AIR FORCE BASE  
Supplement**

**22 NOVEMBER 2024**

**Personnel**

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This supplement implements and extends the guidance of Department of the Air Force Instruction (DAFI) 36-3002, *Casualty Services*. This supplement applies to all units assigned, attached, and partner units to Goodfellow Air Force Base (AFB) as well as all active-duty and retired personnel, Department of Defense (DoD)/Civilian/Non-Appropriated Fund employees, other service personnel, US Space Force, US Air Force Reserve/Air National Guard personnel, and their dependents. This supplement establishes procedures and requirements that govern the Goodfellow AFB Casualty Program. Additionally, it consolidates the individual squadron commander's responsibilities concerning casualty reporting and notification. This publication requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code (U.S.C.), Sections 1475 through 1489, 2771, and 8013; Title 37, U.S.C., Sections 551 through 559. The applicable System of Record Notice(s) (SORN) F036 AF PC R, *Casualty Files*, is available at: <http://dpclo.defense.gov/Privacy/SORNs.aspx>. Ensure all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction (AFI) 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with the Air Force Records Disposition Schedule, which is located in the Air Force Records Information Management System. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Department of the Air Force (DAF) Form 847, *Recommendation for Change of Publication*; route DAF Forms 847 from the field through the appropriate chain of command. This supplement may not be supplemented or further implemented or extended. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following

the compliance statement. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Compliance with attachments is mandatory.

1.3.10.1. The Casualty Services Office is the installation OPR for the administration of all actions pertaining to casualty reporting, notification and assistance as outlined in DAFI 36-3002, paragraph 1.3.10. The Casualty Assistance Representative (CAR) monitors the casualty program on Goodfellow AFB to ensure all casualty reporting, notification and assistance is done accurately and expeditiously. Prepare written instructions to supplement this instruction according to the Casualty Operations Guide.

1.3.14. **(Added)** 17th Training Wing Command Post (17 TRW/CP).

1.3.14.1. **(Added)** Maintain Casualty Standby Roster for after-hour casualty services duties. The CAR will update annually or whenever changes occur.

1.3.14.2. **(Added)** Serves as the focal point to receive and relay information pertaining to all casualty situations. Immediately contacts the CAR when an active-duty casualty occurs, including notification of any active-duty member who is declared deceased, missing, Duty Status Whereabouts Unknown (DUSTWUN), Very Seriously Ill/Injured (VSI), or Seriously Ill/Injured (SI).

1.3.14.3. **(Added)** Upon notification of a casualty, obtains the following information: Name, Grade, SSAN, Unit of Assignment, Duty Location, Type of Casualty (death, DUSTWUN, injury, illness) and the severity, date, and time of occurrence; if other persons were involved, include their identities, status, and exact location of incident. In addition, obtains the following information about the individual reporting the casualty: Name, Grade, Organization, and Telephone Number.

1.3.14.4. **(Added)** Notifies 17 TRW Commander (17 TRW/CC), 17 TRW Public Affairs (17 TRW/PA), 17 TRW Chaplain (17 TRW/HC) and Mortuary Affairs Office (17 FSS/FSO), 17 TRW Medical Group (17 MDG/SGH) of all active-duty Air Force deaths.

1.3.14.5. **(Added)** Notifies 17th Force Support Squadron, Civilian Personnel Flight(17 FSS/FSC) upon notification of a civilian death within the first hour of the next duty day.

1.3.14.6. **(Added)** Notifies 17th Force Support Squadron Casualty Services Office (17 FSS/FSH) during normal duty hours when notified of the death of a retired member. If notified after normal duty hours, call the Casualty Services Office within the first hour of the next duty day.

1.3.15. **(Added)** Goodfellow AFB Unit Commanders.

13.15.

**1 (Added) All Commanders and Directors, will identify field grade officers within their unit that potentially could be utilized as Notification Officers to notify the Next of Kin (NOK) of deceased service-member(s). The CAR will be responsible to provide training.**

1.3.15.2. **(Added)** All Commanders and Directors, including Tenant Units and Directorates, shall gather all known facts and circumstances concerning casualties of assigned personnel, reporting all information to CAR and 17 TRW/CP.

1.3.15.3. **(Added)** Notifies the 17 TRW/CP (325-654-3558) immediately upon the death of any active-duty member.

1.3.15.4. **(Added)** Ensure unit personnel complete their initial Record of Emergency Data (RED) and Serviceman's Group Life Insurance Online Enrollment System (SOES) upon arrival of first duty station and, as a minimum, annually. Additionally, verify their documents prior to Temporary Duty (TDY) and Deployments. Conducts an annual review of all REDs.

1.3.15.5. **(Added)** Assume notification duties for personnel when Primary Next-of-Kin (PNOK) resides in the local area, as defined in DAFI 36-3002, paragraph 3.7. If commander is notified of a casualty by someone other than the Casualty Services Office, he or she immediately contacts the Casualty Services Office (during duty hours) or the on-call CAR (after duty hours) for guidance prior to any casualty notifications being performed.

1.3.15.6. **(Added)** Will ensure no unauthorized notification to the Next of Kin (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 Air Force Personnel Center, Casualty Services (AFPC/DPFCS) via the CAR. Commanders/leadership should brief their personnel on the proper channels of notification in the event they become aware of an active-duty casualty/fatality.

1.3.15.7. **(Added)** Inform and provide documentation to CAR if the deceased member is to be posthumously promoted/decoration and any administrative actions and/or pending or ongoing investigation on file, and if a special condolence letter from the Air Force Chief of Staff is appropriate.

1.3.15.8. **(Added)** Prepare the commander condolence/circumstance letter as required and submit it to the CAR within 5 calendar days after notification for review prior to dispatch.

1.3.15.9. **(Added)** Ensures 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(s) or above to be used as the casualty notification officer(s) and to provide instructions. If the unit is unable to provide sufficient support, the unit commander contacts the CAR immediately.

1.3.15.10. **(Added)** Ensure all casualty information is handled on a need-to-know basis until the CAR has confirmed with AFPC/DPFCS that all NOK notifications are completed.

1.3.15.11. **(Added)** Notify NOK by phone, if a member is categorized as VSI, SI, or NSI, by a competent military medical authority with AF Form 570, *Notification of Patient's Medical Status*. If the member 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 RED to determine who should and should not be notified of the current medical condition.

1.3.15.12. **(Added)** Ensure the Medical Treatment Facility (MTF) has started the Line of Duty Determination (LOD) on any active-duty Air Force member who has died. The LOD needs to be completed in a timely manner as some benefits for the member's spouse and/or children depend on it.

1.3.16. **(Added)** 17th Security Forces Squadron (17 SFS).

1.3.16.1. **(Added)** Notifies 17 TRW/CP and CAR upon receipt of any information regarding a casualty (death, injury, illness) involving active-duty personnel. 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 circumstances, and the name and phone number of the person calling.

1.3.16.2. **(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.

1.3.17. **(Added)** 17th Medical Group (17 MDG).

1.3.17.1. **(Added)** 17 MDG/CC will ensure the availability of on-call medical personnel to report to the Casualty Services Office for the purpose of membership in casualty notification team, as defined in DAFI 36-3002, paragraph 3.8. The medical personnel on-call will be available to report to the Casualty Services Office or designated location within 30 minutes of notification during duty hours and within one hour outside normal duty hours to accompany the notification officer to the residence of the NOK. Unless otherwise directed, they will report in uniform of the day. May be tasked to provide more than one medical representative for notification teams in a mass casualty scenario.

1.3.17.2. **(Added)** 17 MDG/CC will establish internal procedures to ensure current, accurate information (e.g., date and time hospitalized, circumstances, diagnosis, and prognosis) is obtained from local hospitals when a member has been admitted for conditions classified as VI or SI and report status changes are provided to the CAR immediately.

3.17.3. **(Added)** Case Manager will provide medical progress report information to CAR within 24 hours of the initial Casualty Report, when there is a change in the member's condition and/or every 14 days thereafter until the individual is no-longer in a reportable casualty status or has been fully restored to duty.

1.3.17.4. **(Added)** 17 MDG/CC ensures a 24-hour point of contact is established to receive information on members placed in a medical status (e.g., VSI/SI). If notified by a source other than CAR or the 17 TRW/CP, immediately notify the 17 TRW/CP and CAR.

1.3.17.5. **(Added)** Will initiate an AF Form 348, *Line of Duty Determination*, on all active-duty members assigned, IAW DAFI 36-2910, *Line of Duty (LOD) Determination, Medical Continuation (MEDCON), and Incapacitation (INCAP) Pay*.

1.3.17.6. **(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, AFPC/DPFW, Wounded Warrior Cell will contact the designated individuals and explain their entitlements under the EFMT program.

1.3.17.7. **(Added)** 17 MDG/CC will concur or non-concur with attending physician's (military or civilian) request for EFMT and forward to CAR.

1.3.17.8. **(Added)** During multiple casualty situations assist the CAR in obtaining the Rank, Name, SSAN, Unit of the VSI, SI, NSI, DUSTWUN, or Deceased member(s) and the Rank, Name, Organization of the authority that pronounced the member deceased and the approximate date and time.

1.3.18. **(Added)** 17th Training Wing, Chaplain Office (17 TRW/HC).

1.3.18.1. **(Added)** 17 TRW/HC will ensure the availability of an on-call Chaplain to report to the Casualty Services Office for the purpose of membership in casualty notification team, as defined in DAFI 36-3002, paragraph 3.8. In addition, the chaplain will accompany the notification officer for the initial casualty notification to the NOK. The CAR or CP will notify the duty chaplain. If notified by the 17 TRW/CP, the chaplain contacts the CAR for reporting instructions.

1.3.18.

**2 (Added) The on-call Chaplain should be available to report to the Casualty Services Office or designated location within 30 minutes of notification during duty hours and within 90 minutes outside normal duty hours to accompany the notification officer to the residence of the NOK.**

1.3.19. **(Added)** 17th Force Support Squadron, Civilian Personnel Flight (17 FSS/FSC).

1.3.19.1. **(Added)** If a civilian employee death occurs while on-duty, the 17 FSS/FSC will assist in identifying the employee's supervisor. The unit commander or immediate supervisor will confirm and provide the emergency contact information to the Civilian Personnel Office. The unit commander and immediate supervisor will notify the NOK in person if in the local area.

1.3.19.2. **(Added)** The 17 FSS/FSC will complete and provide the AETC Military/Civilian Worksheet from the official personnel records of a civilian employee death to the CAR immediately during normal duty hours or next duty day during off-duty hours.

1.3.19.3. **(Added)** The 17 FSS/FSC 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.

1.3.20. **(Added)** 17th Force Support Squadron, Military & Family Readiness Center (M&FRC) (17 FSS/FSH).

1.3.20.1. **(Added)** When directed to stand up the Emergency Family Assistance Center (EFAC) by the 17 TRW/CC, acts as the central focal point for services that may be available and a referral agency to assist family members during natural disasters, and acts as the central collection point for family support services during mass casualties.

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

1.3.20.3. **(Added)** Provides lifelong support and assistance for eligible NOK(s) after enrollment in Air Force Families Forever Program (AFFF) by AFPC.

1.3.21. **(Added)** 17th Logistics Readiness Squadron, Vehicle Operations (17 LRS/LRGDDO).

1.3.21.1. **(Added)** Provide a staff car (sedan, station wagon, van, or SUV) and driver upon request from the CAR for use by the casualty notification team(s) anytime, including weekends and holidays. Transportation support for casualty notification is of the highest priority and will be maintained 24 hours a day. The permissive operating distances are waived in all casualty matters.

1.3.21.2. **(Added)** Take necessary measures to ensure vehicle support in the event of a multiple casualty situation.

1.3.21.3. **(Added)** Waives requirement to wash/clean vehicle used for Casualty Services upon return to motor pool.

1.3.22. **(Added)** 17th Training Wing, Public Affairs (17 TRW/PA).

1.3.22.1. **(Added)** Is the sole base agency authorized to release information and to answer inquiries from the public, news media, or other government agencies concerning casualties no earlier than 24 hours after obtaining confirmation from the CAR that casualty notification procedures to NOK have been completed.

1.3.22.2. **(Added)** For media event situations, the 17 TRW/PA office will provide media assistance to FARs/families on how to manage the civilian media and will offer assistance with any public statements and or answering questions from the media at the request of the NOK.

1.3.23. **(Added)** 17th Civil Engineering Squadron, Readiness & Emergency Management Office (17 CES/CEX).

1.3.23.1. **(Added)** Ensures all procedures outlined in the Goodfellow AFB Installation Emergency Management Plan (IEMP) 10-2 are reviewed, updated, and briefed for natural disasters and or multiple casualties.

1.3.24. **(Added)** 17th Comptroller Squadron, Financial Services (17 CPTS/FMF).

1.3.24.

**1 (Added) Upon notification of an active-duty member's death, assists the Summary Court Officer (SCO) with completion of the SCO Checklist within 24–72 hours after death.**

1.3.25. **(Added)** Detachment 408, Air Force Office of Special Investigation (AFOSI).

1.3.25.1. **(Added)** Provide information needed to complete casualty reports as required by the Casualty Services Office.

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

1.3.25.3. **(Added)** Assists the CAR in acquiring civilian police reports, autopsy, toxicology, coroner or medical examination reports or copies of court verdicts as needed in accordance with DAFI 36-3002, Table 5.2, when AFOSI directives allow. The information from these documents, as required, will be provided to the CAR, trusted agent.

1.3.26. **(Added)** All Air Force Tenant and Geographically Separated Units (GSU).

1.3.26.1. **(Added)** Notifies the CAR of all active-duty Air Force and Space Force casualties assigned to the tenant unit or GSU during normal duty hours or the 17 TRW/CP after duty hours.

1.3.26.2. **(Added)** GSU representative will contact the CAR at Goodfellow AFB when advised of a casualty at the GSU location. This will permit the CAR to provide additional information available to be reported in the initial casualty message.

3.22. **(Added)** Mass Casualty.

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

3.22.2. **(Added)** The CAR will be the Chief of the Mass Casualty Reporting Team and is responsible for planning and conducting training for the Casualty Augmentee Support Team (CAST) and casualty reporting.

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

3.22.3.1. **(Added)** Be the representative for coordinating, reporting, and providing information to the 17 TRW/CP and Crisis Action Team (CAT) on all real-world or exercises regarding mass casualty situations.

3.22.3.2. **(Added)** Coordinate all actions with the Air Force Casualty Operations (AFPC/DPFCS, 1-800-525-0102 OPT 1; OPT 1).

3.22.3.3. **(Added)** Supervise the reporting, notification, and assistance phases of the operation.

3.22.3.4. **(Added)** Determine the need for TDY assistance for the casualty assistance visit to NOK phase of the operation.

3.23. **(Added)** Natural Disaster or Multiple Casualties response.

3.23.3.1. **(Added)** The incident commander with the assistance of the Field Response Team (FRT) is responsible for providing the number of deceased, injured, missing including the identity, nature of illness or injury, and the location of the casualties involved in the incident to the 17 MDG EOC/ESF 8. 17 MDG EOC/ESF 8 will provide casualty information to the 17 FSS EOC/ESF 6. 17 FSS/ESF 6 will provide the information to the Chief of the Mass Casualty Team.

3.23.3.2. **(Added)** 17 MDG EOC/ESF 8 will provide supplemental information to include the name, grade, SSAN, and unit of assignment of all casualties. The 17 MDG EOC/ESF 8 representative obtains information and provides to the 17 FSS EOC/ESF 6 regarding the status (VSI, SI, and NSI) and prognosis of casualties transferred to the Goodfellow Medical Treatment Facility, or other off-base medical facilities.

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

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

3.22.3.4. **(Added)** The Chief of the Mass Casualty Reporting Team will promptly notify AFPC/DPFCS of any casualty IAW DAFI 36-3002, paragraph 2.1.2.3. Additionally, will ensure casualty messages are sent within 4-hours of notification and will only be extended with concurrence of AFPC/DPFCS. Reasons for delay would be pending confirmation of medical status (e.g., VSI, SI, and Deceased) or other pertinent information critical to the report.

ANGELINA M. MAGUINNESS, Colonel, USAF  
Commander, 17th Training Wing

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

DAFI 36-3002, *Casualty Services*, 4 Feb 2021

AFI 33-322, *Records Management and Information Governance Program*, 28 Jul 2021

DAFI 36-2910, *Line of Duty (LOD) Determination, Medical Continuation (MEDCON), and Incapacitation (INCAP) Pay*, 3 Sep 2021

AFPD 36-30, *Military Entitlements*, 11 Apr 2019

DOD Instruction 1300.18, *Military Personnel Casualty Matters, Policies and Procedures*, 8 Jan 2008

MacDill AFB Installation Emergency Management Plan (IEMP) 10-2

***Adopted Forms***

AF Form 348, *Line of Duty Determination*

AF Form 570, *Notification of Patient's Medical Status*

AF Form 847, *Recommendation for Change of Publication*

***Prescribed Forms***

*None*

***Abbreviations and Acronyms***

**17 TRW (Added)**—17th Training Wing

**17 MDG (Added)**—17th Medical Group

**17 TRW/CP (Added)**—Command Post

**17 TRW/PA (Added)**—Public Affairs

**17 FSS/FSC (Added)**—Civilian Personnel Flight

**17 FSS/FSP (Added)**—Military Personnel Flight

**17 TRW/HC (Added)**—Wing Chaplain

**17 TRW/CP (Added)**—Wing Command Post

**17 TRW/FMF (Added)**—Finance Military Pay

**17 SFS**—Security Forces Squadron

**DAFI**—Department of the Air Force Instruction

**AFPC**—Air Force Personnel Center

**CAR**—Casualty Assistance Representative

**CAST**—Casualty Augmentation Support Team



**CC (Added)**—Commander

**CP (Added)**—Command Post

**CPF (Added)**—Civilian Personnel Flight

**DUSTWUN**—Duty Status-Whereabouts Unknown

**EFMT**—Emergency Family Member Travel

**EOC (Added)**—Emergency Operations Center

**FAR**—Family Assistance Representative

**FRT**—Field Response Team

**GSU**—Geographically Separated Unit

**HC (Added)**—Chaplain

**IEMP (Added)**—Installation Emergency Management Plan

**MDG (Added)**—Medical Group

**M&FRC (Added)**—Military and Family Readiness Center

**MPS (Added)**—Military Personnel Flight

**NO (Added)**—Notification Officer

**NOK**—Next-of-Kin

**NSI**—Not Seriously Ill or Injured

**PA (Added)**—Public Affairs

**PERSCO**—Personnel Support for Contingency Operations

**PNOK**—Primary Next-of-Kin

**SI**—Seriously Ill or Injured

**RED**—Record of Emergency Data

**VSI**—Very Seriously Ill or Injured

**A3.1. (Added) Casualty Augmentation Support Team (CAST) Purpose and Responsibilities.**

A3.1.2. **(Added)** The purpose of the CAST is to ensure casualties are reported AFPC/DPFCS Casualty Operations Center in the shortest possible time to ensure prompt, accurate, and humane notifications of PNOK. The CAST is appointed in writing by the Force Support Squadron Commander or Director; composed of Personnel Support for Contingency Operations (PERSCO) team members and members of the Military Personnel Flight (MPS). The CAST is trained in casualty reporting, notification, and assistance procedures that help the CAR.

A3.1.3. **(Added)** The Force Support Squadron Commander will authorize the recall of the CAST to augment the CAR, as necessary, at which time the members will be excused from all other duties.

A3.1.4. **(Added)** CAST members will participate in quarterly training (conducted by the CAR) and base level exercises that facilitate familiarization with casualty reporting procedures.