

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

AIR FORCE INSTRUCTION 36-3002



**OFFUTT AIR FORCE BASE
Supplement**

31 JULY 2019

Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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The Casualty Assistance office will act in accordance with this Supplement, MAJCOM Supplement and AFI 36-3002. This supplement was approved by HQ ACC/A1S per e-mail. Authority is HQ AFPC/DPWCS. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>. Contact supporting records managers as required. Send suggested comments, questions, and improvements to the publication on an AF Form 847, *Recommendation for Change of Publication*, through 55 CS/SCXKP, 201 Lincoln Highway, Suite 206, Bldg 41, Offutt Air Force Base, Nebraska, 68113. This publication requires collection and maintenance of information subject to the Privacy Act of 1974. The authority to collect and maintain this information is 10 U.S.C. Sections 1475-1489, 2771 and 8013, 37 U.S.C. Sections 555 - 559 and Executive Orders 13478 and 9397 as amended (SSN). System of Records Notice F 036 AF PCR, Casualty Files, applies.

The Paperwork Reduction Act of 1995 affects this publication. Reporting requirements set forth in AFI 36-3002 will be adhered to.

SUMMARY OF CHANGES

This publication has been substantially revised and must be completely reviewed. This publication establishes the requirement for the 55 FSS/FSFR, casualty assistance representatives to be on call 24/7, 365 days a year; standardizes reporting procedures for active duty members of Offutt Air Force Base who are very seriously ill (VSI) or seriously ill (SI).

1.5.1. The installation commander ensures officers, assigned to Offutt AFB, are identified to the 55 FSS/FSFR Casualty Assistance Office for casualty notification duties. Each group will have this duty one month, in rotation, twice a year (include Wing Staff as a group) not consecutive months, and will appoint a primary and alternate officer to perform casualty notification duty (volunteers preferred) for the month. Casualty Assistance will provide training on casualty notification procedures to the designated officers.

1.5. 1.1 (**Added**) In the infrequent event that the 55 Wing is tasked by the Air Force Mortuary Affairs Office (AFMAO) at Dover AFB to provide a Family Liaison Officer (FLO) to a family in Offutt's area of responsibility, each Group will also be tasked to provide one SNCO and one CGO on a stand-by basis. The FLO rotational schedule will coincide with the Casualty Notification stand-by listing managed by the Casualty Assistance office. The WG/CC reserves the right to reassign a FLO from another Group in the event that the tasking is AFSC-specific, e.g. IST pilot fatality, etc. On average, the wing has 2-5 requests per year. Training for this requirement is provided by the 55 FSS/FSOXU, Mortuary Affairs office.

1.7.2. The 55 FSS/FSFR Casualty Assistance Office is designated as Casualty Assistance Representatives (CAR). This office is responsible for ensuring the Installation Casualty Services Program is carried out successfully, per AFI 36-3002, Casualty Services (Notification, Reporting, and Assistance). The CAR will furnish name and phone number of the casualty on-call representative to the 55 WG Command Post. The CAR provides the death message and vRED (Emergency Data) to the 55 Comptroller Squadron to include the beneficiary information for preparation of the death gratuity payment. The CAR will provide assistance to the deceased's next of kin (NOK) by providing the death gratuity paperwork (EFT) and applying for all benefits.

1.7.2.1. **Wing Command Post:** Immediately notify the on-call CAR upon learning of an active duty death with any available information, such as Name, Rank, SSN, Time, Circumstances, and Source. If notified of a retired Air Force member's death during duty hours, call the CAR; during non-duty hours, call the next duty day. The Command Post will contact the on-call CAR if the NOK requests immediate assistance.

1.7.2.2. **Unit Commanders/Directors:** Immediately notify 55 WG Command Post, who will contact the CAR on-call upon notification of an active duty death in the unit. The CAR will provide the name and address of the NOK and assemble the notification team, if required. The CAR will provide the unit commander the casualty notification checklist for review. Also, commander/directors will immediately notify the Civilian Personnel Flight of a civilian employee death with the following information: Name, Office Symbol, Date of Death, and Cause of Death (if available).

1.7.2.3. **Security Forces:** Immediately notify the 55 WG Command Post upon notification of an active duty death. SF will obtain as much information on the casualty as possible including: Name, Rank, SSN, Date and Place of Incident/Accident, and a brief summary of the circumstances.

1.7.2.4. **Medical Treatment Facility (MTF):** Immediately notify the 55 WG Command Post or CAR upon notification of an active duty death; notify the CAR and Squadron Commander/Unit Director if personnel are hospitalized and listed as VSI, or SI. If appropriate, provides the CAR, Emergency Family Member Travel (EFMT) worksheet signed by the attending physician or surgeon and MTF commander. The MTF will provide a certified medical representative to be a member of the casualty notification team with the commander and chaplain.

1.7.2.5. **Installation Chaplains:** Furnish the CAR with a list of on-call chaplains in case of an active duty death and when the casualty notification team must be assembled.

1.7.2.6. **Mortuary Services Officer:** Immediately notify the 55 WG Command Post or CAR on standby upon notification of an active duty death, and furnish the CAR a listing of the standby personnel for mortuary duty. Within 24 hours of the death, the CAR will contact the NOK and set-up a visit for mortuary and casualty to provide benefits/entitlements briefings. The CAR will furnish personal information on the deceased for the mortuary reports.

1.7.2.7. **Civilian Personnel Flight:** Furnish the CAR the name of the flight representative in case of an active duty civilian death. They will furnish the civilian death report worksheet so the CAR can send the death message to HQ AFPC/DPWCS.

1.7.2.8. **Airman and Family Readiness Center:** CAR will inform the Flight Chief, of any active duty death or VSI/SI. Advise if NOK needs immediate assistance from the AFRC. Give CAR authority to assemble CAST team in case of a mass casualty/disaster in the area.

1.7.2.9. **Transportation Office:** Provide the notification team a vehicle upon the request from the CAR.

1.7.2.10. **Base Telecommunications Center and Telephone Operators:** Immediately notify the 55 WG Command Post upon receiving information of an active duty death by telephone or e-mail (during non duty hours). Direct all inquiry calls from the public, news media, or other government agencies concerning information on active duty deaths to Public Affairs (PA).

1.7.2.11. **Public Affairs Office:** Handle all inquiry calls or requests from the public, news media, or other government agencies concerning active duty casualty information. The CAR will advise PA when NOK is notified and when authorized information can be released to the public.

1.7.2.12. **Disaster preparedness office:** Immediately notifies the 55 Command Post upon receiving information about a disaster in the area which may result in death or injuries to information about a disaster in the area which may result in death or injuries to base personnel.

1.7.2.13. **(ADDED) Comptroller Squadron:** Prepare death gratuity payment within 24 hours after death notification or as required. They furnish the name of personnel to be contacted during non-duty hours who are capable of issuing death gratuity payments.

1.7.2.14. **(ADDED) Office of Special Investigations:** Assist in acquiring civilian police reports, autopsy, toxicology, coroner or medical examination reports or copies of court verdicts, when OSI directives allow.

1.7.2.15. **(ADDED) Installation Legal Office:** Provide the CAR a copy of AF Form 348, Line of Duty Determination, upon finalizing the report. If the SJA concurs with the commander's recommended finding of "In the Line of Duty" (ILOD), then the SJA will forward the AF Form 348 to 55 FSS/FSFR as complete. However, in all other cases, to include formal determinations, the SJA will forward the AF Form 348, along with recommendations, to the appointing authority. This will reflect the requirements of AFI 36-2910, Line of Duty (Misconduct) Determination, paragraph 2.5.

7.3.5.3. Commanders and First Sergeants will require all newly-assigned personnel to have a current vRED on file in the virtual MPF and stress the importance of keeping the vRED current for prompt notification of NOK. Commanders will establish procedures to ensure members departing TDY in excess of 30 days have a current vRED prior to departure.

DONALD J. BACON
Brigadier General, USAF
Commander

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

AFMAN 33-363, *Management of Records*, 1 March 2008

AFI 36-2910, *Line of Duty (Misconduct) Determination*, 4 October 2002

AFI 36-3002, *Casualty Services*, 22 February 2010

Prescribed Forms

None

Adopted Forms

AF Form 348, *Line of Duty Determination*

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AFMAO—Air Force Mortuary Affairs Office

AFRIMS—Air Force Records Information Management System

CAR—Casualty Assistance Representatives

EFMT—Emergency Family Member Travel

FLO—Family Liaison Officer

ILOD—In the Line of Duty

MTF—Medical Treatment Facility

NOK—Next of Kin

PA—Public Affairs

RDS—Records Disposition Schedule

SI—Seriously Ill

VSI—Very Seriously Ill