



**DEPARTMENT OF THE NAVY**

U. S. NAVAL SUPPORT ACTIVITY NAPLES ITALY

PSC 817 BOX 1

FPO AE 09622-0001

NAVSUPPACTNAPLESINST 1770.1G

N00/N04C

21 May 2026

NAVSUPPACT NAPLES INSTRUCTION 1770.1G

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: CASUALTY ASSISTANCE CALLS/FUNERAL HONORS PROGRAM

Ref: (a) OPNAVINST 1770.1B

(b) COMNAVREGEURAFCENT Instruction 1770.3

(c) MILPERSMAN Articles 1770 Series

1. Purpose. To establish procedures, delineate responsibilities and provide administrative guidance for U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy Casualty Assistance Calls and Funeral Honors Support Program per references (a) and (b), and to outline the duties of the Casualty Assistance Calls Officer (CACO). This instruction ensures that in the event of a casualty of a military member or dependent of a military member, a CACO will be assigned.

2. Cancellation. NAVSUPPACT NAPLES INST 1770.1F.

3. Duties and Responsibilities

a. An appointed Officer will be responsible for administration of the program. Program coordinator can utilize Region CACO to provide training for the designated CACOs and function as program coordinator.

(1) Provide training opportunities to allow the command to maintain the requirement of at least two trained CACOs, per reference (b). Regarding training:

(2) Issue a formal training schedule for each fiscal year via Corporate Enterprise and Training Activity Resource System (CETARS), which can be viewed in the Catalog of Navy Training Courses (CANTRACS).

(3) Courses should be scheduled as required in Italy (Naples and Sigonella), Spain, Greece, Germany, Bahrain, United Kingdom, Africa, Romania, and Poland. Courses should be "in person," but operational limitations and schedules may dictate virtual training. Consult with CNIC HQ CAC Program Manager prior to conducting virtual training.

b. Personnel assigned as CACO will consist of one primary officer, one alternate officer, one primary enlisted member and one alternate enlisted member. Assigned officers must have at least two years of active duty service. Chaplain Corps personnel are not permitted to serve as CACOs. Assigned enlisted members must be E-7 or above.

c. Designated CACOs will perform their duties per references (a) through (c) and those explained below:

(1) Attend CACO training and completion of Joint Knowledge Online “SIMMERSON” training.

(2) When assigned a case or as directed by the Commanding Officer, the CACO will personally notify Primary and Secondary Next of Kin (P/S NOK) in all cases of death, Missing Due to Hostile Acts (MIA), and in cases when a service member is absent from his/her duty station involuntarily (DUSTWUN - duty status - whereabouts unknown).

(3) Provide additional information of incident to the primary and secondary P/S NOK.

(4) Inquire as to the needs of the family and extend assistance.

(5) Notify proper authorities if immediate financial assistance is required for P/S NOK.

(6) Assist in the arrangement of funeral or memorial services and in providing honors and a chaplain if requested.

(7) Assist in the transportation arrangements for the deceased as well as dependents escort, as required.

(8) Assist in the completion of survivor benefits applications.

(9) Be available to be designated as a stand-by CACO in the event a member is very seriously ill/injured and death is imminent.

4. Area Coordinator. Per reference (a), NAVSUPPACT Naples will notify Region CACO for any CACO related issues.

5. CACO Guidance. The following guidelines are provided to assist CACOs and the program coordinator in determining whether NAVSUPPACT Naples will provide a CACO in the event of a casualty, or whether NAVSUPPACT Naples will task the Naval activity nearest to the NOK to provide the CACO:

a. If the casualty is a member of the NAVSUPPACT Naples and the NOK resides nearby, the Commanding Officer NAVSUPPACT Naples will effect personal notification.

b. The Commanding Officer will notify the primary and secondary NOK of NAVSUPPACT Naples members who become very seriously ill/injured and are being treated in a Naval hospital.

c. If the NOK of the service members reported as very seriously ill/injured who are assigned to a command not belonging to NAVSUPPACT Naples, the notification will be done by the service member's command.

d. If the service member's command is outside of Italy, but the NOK resides within Italy, responsibility for effecting notification will be assigned by BUPERS via Commander Navy Region Europe, Africa, Southwest Asia.

6. Discussion. Notification of a casualty or very seriously ill/injured personnel may be received by the duty office. Command Duty Officers will follow the standard operating procedure provided in the duty office.

RANDAZZO.J Digitally signed by  
RANDAZZO.JOHN.LU  
OHN.LUCIAN CIAN.1035461376  
.1035461376 Date: 2026.05.21  
12:06:07 +02'00'

J. L. RANDAZZO

Releasability and distribution:

This instruction is cleared for public release and is available via the NSA Naples website:<https://cnreurafcen.cnic.navy.mil/Installations/NSA-Naples/About/Installation-Guide/Department-Directory/N1-Administration-Department/Instructions/>