

Appendix_L_DHR SOP

Topic: ID Card Operations

OPR: Military Personnel Division, ID Card/DEERS Office
380-2348/3100/6973
Supervisor: 5866

Reference: AFI 36-3026(I); Directive Type Memorandum (DTM) 08-003 dtd 1 December 2008; Real Time Automation Processing ID Card System (RAPIDS)

Procedure:

- The Fort Irwin installation ID Card Facility verifies eligibility of all individuals for ID card privileges and entitlement in the Defense Eligibility Enrollment Reporting System (DEERS), issues the New Generation CAC Card and prepares ID Tags for Soldiers.
- Issuance of Next Generation CAC Cards: All personnel must have a valid AKO email address prior to obtaining a CAC Card; All personnel requiring a new CAC Card must have two forms of ID. For a listing of authorized ID per the 1-9 list, and other eligibility requirements, see our web page at http://www.irwin.army.mil/cmd_staff/Garrison/DHR/Pages/DEERSIDCards.aspx
- Sponsors must accompany family members for initial issue or renewal of an ID card and also DEERS enrollment, unless the sponsor signs the DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) in the presence of a verifying official (VO) at the ID Card Section, the sponsor has his/her signature notarized on the DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) or the family member has a valid power of attorney to sign the sponsor's name. If the family member has none of these, a 90 day temporary card may be issued until the sponsor's signature can be obtained for a permanent card.
- Replacement cards can be issued up to 60 days prior to expiration date.
- Lost CAC/ID Cards. CAC/ID cards are sensitive items and must be safeguarded at all times. If lost, National Security can be compromised and contains personal identity information, which puts you at risk for identity theft. (1) Soldiers in the rank of SSG (E-6) and below must provide a counseling statement (DA Form 4856) from their immediate supervisor. When a Soldier loses their CAC card for the second time, the Soldier must then provide a counseling statement from either the Commander or First Sergeant. The soldier must provide two forms of ID for identification purposes, to the ID card facility. (2) Soldiers in the rank of SFC (E-7) or above must submit a sworn statement (DA Form 2823) to the ID Card facility stating the facts of the lost ID Card which must state when and where ID Card was last in the soldier's possession and location it may have been lost. When Soldiers in the rank of SFC (E7) or above lose their CAC card for the second time, they must provide a counseling statement (DA Form 4856) from the Commander or First Sergeant. The soldier must provide two forms of ID for identification purposes, to the ID card facility. (3) Civil Service and Contractor Personnel will be required to complete a Lost ID Card Statement provided by the ID facility at the time of application for reissuance of the ID card. In the event that a Civil Service /Contractor Personnel loses their ID card for a second time, they will be required to provide a memorandum for record from their Supervisor, stating the facts of the lost ID card, which must state when and where ID was last in the employee's possession and location it may have been lost.

Appendix_L_DHR SOP

Topic: Casualty Notification/Assistance Operations

OPR: DHR, Casualty Office
760-380-4036

Reference: AR 600-8-1 (Army Casualty Program). AR and DA PAM 638-2 (Care and Disposition of Remains and Personal Effects). AR 600-8-4 (Line of Duty Policy, Procedures and Investigations).

Procedure:

- If the Casualty Office receives initial information, contact the Emergency Operations Center (EOC) at 760-380-3750. Provide EOC with a copy of the Casualty Report.
- If the EOC receives initial information, notify the Casualty Office during duty hours. After duty hours EOC will contact the Casualty on call person. If EOC is unable to make contact with the Casualty Office or the on call person, then you should contact the Fort Huachuca Casualty Assistance Center (CAC) at 1-800-248-0759.
- Casualty/Mortuary Officer during duty hours will immediately obtain a copy of Serious Incident Report (SIR) from EOC and verify circumstances, if during non-duty hours; the DHR employee who is on-call will perform this task.
- Casualty/Mortuary Officer during duty hours will contact the Fort Huachuca CAC immediately, if during non-duty hours, the DHR employee who is on-call will perform this task.
- Casualty/Mortuary Officer during duty hours will immediately obtain the deceased Soldiers Military Personnel File (MPF) and forward to the CAC a copy of the SIR, DD Form 93 and SGLV, if during non-duty hours, the DHR employee who is on-call will perform this task.
- Review DD Form 93 to identify location of the next of kin (NOK).
- Appointment of CNO/CAO, must be SFC or above, CW2 or above and CPT or above.
- When the next of kin reside in the NTC area, request the EOC task a Casualty Notification Team comprised of a Casualty Notification Officer (CNO) and Chaplain for primary/secondary next of kin notification.
- Notification team must report to the Casualty Office for a briefing in Class A uniform within one hour of unit being notified.
- When the next of kin reside in the NTC area and there is a requirement for a Casualty Assistance Officer (CAO) contact the EOC and request a CAO based on requirements. CAO will report to the Casualty Office in Class A uniform within one hour of the unit being notified.
- The CNO/CAO must be must be certified and of equal rank or higher to the deceased or next of kin, whichever is higher.
- Appointment orders for CAO/CNO will be prepared by the Casualty Office.