



U.S. AIR FORCE

AIR FORCE SURVIVOR ASSISTANCE TRAINING





U.S. AIR FORCE

Overview

- **Air Force Survivor Assistance Program**
- **Key Players and Roles**
- **FLO Duties**
- **SCO Duties**
- **Escort Duties**
- **Resources**
- **Questions**
- **Closing remarks**

Integrity - Service - Excellence



U.S. AIR FORCE

Definition

- **The Air Force Survivor Assistance Program (AFSAP) is designed to marshal all available resources in support of family needs following unexpected loss of life. At the same time, the AFSAP is also intended to provide a systematic structure within which offers of assistance, information, and support are made available on the family's terms. AFI 34-1101, para 1.1.2**



U.S. AIR FORCE

Why AFSAP?

- **Single point of contact for both the survivors and CSAF**
 - **Information and assistance**
- **Too many separate pieces of information flowing**
- **Too many contacting families**
 - **Filter and focal point**
- **Responsive to family needs**
 - **Personal touch**
- **Tie it all together**
 - **Umbrella for AF support**





U.S. AIR FORCE

Training Resources

- **Resource Guide**
- **Survivor Assistance videos**
 - **Notification through funeral**
 - **Long term issues**
- **Family Liaison Officer video**
- **Suicide prevention videos**
 - **Everyone's Willingness to Care**
 - **Supporting Those Left Behind**
- **Vehicle videos**
 - **Before Their Time**
 - **The Preventable Losses**





U.S. AIR FORCE

Base Key Players

- **Force Support Squadron**
 - **Casualty Assistance Representative**
 - **Mortuary Affairs Representatives**
 - **Airman and Family Readiness Center**
- **Medical Group**
- **Chaplain Services**
- **Legal**
- **Public Affairs**
- **Squadron Commanders and First Sergeants**



- **Recommends Family Liaison Officer (FLO) to 1 SOFSS**
 - **Important to identify a FLO as soon as possible after being notified of member's death**
- **Recommends Summary Court Officer (SCO) to 1 SOFSS**
- **Recommends Escorts, as needed, to 1 SOFSS**
- **Arranges with 1 SOFSS to train FLO, SCO, and Escort**
- **Introduces FLO to surviving family, explains job**
- **Regularly checks status of family**
- **Helps FLO, SCO, and Escort, where and when needed**
- **Keeps Chain of Command Informed**
- **Watches FLO for stress and burn out**
- **Recognizes the FLO, SCO and Escort for their service**



U.S. AIR FORCE

Family Liaison Officer (FLO)

- **A Family Liaison Officer Is:**
 - **A connection between the Air Force and grieving family members**
 - **A link to the whole array of Air Force assistance, support, and services**
 - **A trusted provider of information regarding ongoing investigations**
 - **Keeps a log of events, contacts, briefing contents, questions and solutions**
 - **Reports to the Mortuary Officer until case is final**



U.S. AIR FORCE

Who Can Be A FLO?

- Any active duty commissioned officer and senior NCO (E-7 or higher for families of enlisted members)
 - Special situations may require waiver to policy
 - Key is who would best serve the family
- Other candidate considerations:
 - Similar AFSC recommended
 - Crew counterparts (if possible)
 - Guard or reservists
 - Civilian employees
- Anyone the family is comfortable with
 - Ensure the FLO is not too close to the situation or family

Integrity - Service - Excellence



U.S. AIR FORCE

Not Everyone Can Be A FLO!

- Members of the Notification Team, Mortuary Officer, Summary Courts Officer, and other functional experts serving the survivors Will Not be the FLO
- Who else Should Not be a FLO
 - Commanders and First Sergeants - They have an entire unit to care for
 - Escort Officers – They may be away from the surviving family when needed most
 - Members ready to separate, PCS, scheduled for TDY or leave while appointed
 - FLOs are relieved from all other duties until after the funeral and base memorial services

Integrity - Service - Excellence



U.S. AIR FORCE

What Does A FLO Do?

- Initiates and sustains communication with their assigned family until:
 - Accident Investigation Board is complete; or
 - Family decides they don't want unsolicited contact
- Facilitates information flow about investigation as it becomes available from the MAJCOM
- Helps families conduct benefits-related business
- Ensures family members get what they need
- Advises the commander of any problems



U.S. AIR FORCE

FLO Duties for Dignified Transfers at Dover AFB

- **If you are appointed as the FLO for a member who is killed in the Theater of Operations, your duties and responsibilities will vary from a “normal” FLO detail**
 - **You will travel with the family to Dover AFB, DE**
 - **While traveling, your role may be to help coordinate with the airline or other entity to help reduce the family’s stress**
 - **AF Mortuary Affairs Office personnel will provide transportation to and from the airport**
 - **You may be asked to drive the family around in the immediate area of DAFB with a GOV that will be checked out to you, therefore you must bring your government issued driver’s license**



U.S. AIR FORCE

Summary Court Officer (SCO)

- **Summary Court Officer (SCO) is a commissioned officer appointed by the installation commander to handle the personal property and effects of deceased active duty personnel and other eligible individuals**

- **SCO Duties**
 - **Inventory/ship personal property within 45 Days**
 - **Collect organizational clothing and equipment**
 - **Remove questionable items**
 - **Post two bulletin announcements' with PA**
 - **Assist OSI in completing investigation**



Escort

U.S. AIR FORCE

- **An escort accompanies the remains from the shipping facility to final destination**
- **Commander recommends members for escort duties**
- **PADD may request a special escort**
- **Escorts may be civilians or military**
- **Escort Duties**
 - **Escort remains to final destination, ensure remains are safeguarded, out of public view, and are under cover at all times**
 - **Drape flag lengthwise over shipping container or casket**
 - **Delivers all appropriate papers to the funeral home**
 - **Contact FSS Mortuary Affairs if emergency or unusual nature**



U.S. AIR FORCE

Casualty Assistance

**Mrs. Inez Reyes
DSN 579-2686/5280
Commercial 850-884-2686/5280**

- **Death Gratuity Pay**
- **Service member's Group Life Insurance (SGLI)**
- **Unpaid Pay and Allowances (AOP)**
- **Basic Allowance Housing (BAH)**
- **Survivor Benefit Plan (SBP)**
- **Dependent's & Indemnity Compensation (DIC)**
- **Social Security Administration**



U.S. AIR FORCE

Mortuary Affairs

Ms. Wanda Costin-Morales

DSN 579-5190

Commercial 850-884-5190/Cell 850-240-4802

- **Briefs Person Authorized to Direct Disposition (PADD)**
- **Provides PADD assistance:**
 - **Funeral and burial arrangements**
 - **Military honors**
 - **Family Travel**
 - **Headstone and memorial marker**
 - **Flyovers**
 - **When applicable, benefits if body is not recovered**



U.S. AIR FORCE

Airman & Family Readiness Center (AFRC)

**Ms. Debbie Lundbland
DSN 579-6798/5441
Commercial 850-884-6798/5441**

- **FSC Staff – Assistance specialists**
- **Responsive to any real-time requests for assistance outside expertise of the FLO and other functional experts on base**
- **Additional support for family members**
 - **Relocation assistance**
 - **Employment assistance**
 - **Financial assistance and guidance**
 - **Grief counseling**



Traumatic Stress Response Team

U.S. AIR FORCE

- What are Traumatic Stress Response (TSR) Teams?
- How do we define a potentially traumatic event?
 - Direct exposure or personal experience to an event that involves actual or threatened death or serious injury
 - OR
 - Learning about unexpected or violent death, serious harm, or threat of death of family member or other close associate
- What are some examples of potentially traumatic events?
- What's the purpose of TSR?
- What governs TSR?
 - AFI 44-153 (Traumatic Stress Response)
- What types of services do the teams provide?



Traumatic Stress Response Team

U.S. AIR FORCE

- **When are the TSR Teams activated?**
 - **Teams must be made available to units in response to all air or ground mishaps involving loss of life or major injury**

- **How are TSR Teams activated?**
 - **Command post**
 - **CC/CCF**

- **Who can I contact about TSR?**
 - **Team Chief: Capt Corey Carnes**
 - **Alternate Team Chief: LCDR Sean Bennett**
 - **Both located with behavioral health (881-4237)**



U.S. AIR FORCE

Chaplain

DSN 579-7795

Commercial 850-884-7795

After Hours 884-8100 (Command Post)

- **Chaplains should be involved from the beginning**
 - **Members of notification team**
 - **Members of Traumatic Stress Response Team**
- **Chaplains Provide:**
 - **Spiritual/practical guidance**
 - **Guidance in planning memorial/funeral services**
 - **Counseling family/squadron/any members effected by incident**



U.S. AIR FORCE

Legal (JA)

LEGAL ASSISTANCE

DSN 579-7821

Commercial 850-884-7821

- Notary
- Powers of Attorney
 - Sale/purchase/shipment of vehicle
 - Pack up/shipment of household goods
- Income Tax/filing
- Estate planning and wills
 - Designation of health care agent
 - Living will
- Guardianship and conservatorship
- Real estate
- Numerous other legal concerns



U.S. AIR FORCE

Public Affairs (PA)

DSN 579-7464//Commercial 850-884-7464

- Will not release name until 24 hours AFTER NOK notification
 - Serve as media liaisons for the family*
 - Family can refer media directly to PA
 - PA will work media requests, interviews, etc.
 - Help (internally) publicize information about memorial service, claims for/against estate
 - Memorial services are not covered unless specifically requested by NOK with permission for public release
- * Family should decide their involvement with media



U.S. AIR FORCE

Traffic Management Office (TMO)

DSN 579- 6051

Commercial 850-884-6051

- **Primary POC for SCO**
 - **Travel for remains & escort to place of interment**
 - **Travel for family – Mortuary Affairs**
 - **Bluebark shipment (personal property)**
 - **Family needs/requirements**
 - **Split shipment**
 - **POV shipment**
 - **Direct delivery/storage requirement**



U.S. AIR FORCE

External Key Players

- **Air Force Aid Society**
- **American Red Cross**
- **Tragedy Assistance Program For Survivors (TAPS)**
- **Compassionate Friends**
- **Gold Star Wives Of America**



U.S. AIR FORCE

Things To Remember

- **“Whatever The Family Needs”**
 - **Family member can be extended (fiancée, etc.)**
 - **Closure (visit to the crash site, return of personal effects)**
- **Timely and accurate information is paramount!**
- **Rely on FSS mortuary affairs for advice/assistance**



U.S. AIR FORCE

RESOURCES

- **WEBSITE:**
- **Hurlburt Field Force Support Mortuary Affairs:**
<http://myhurlburt.com/pages/mortuaryaffairs.html#>



U.S. AIR FORCE

QUESTIONS?