

## Frequently Asked Questions and Sample Responses

### 1. Why are you doing this study?

The purpose of this survey is to learn more about experiences and satisfaction of next of kin with the casualty assistance services provided to them. The results from this study will help the Department of Defense and Service casualty programs better support families of those who die while in the military.

### 2. Who is funding this study?

The funding for this study comes from the Casualty, Mortuary, and Military Funeral Honors program within the Office of the Deputy Assistant Secretary of Defense for Military Community and Family Policy.

### 3. How are the results of this study going to be used?

The results of this study will be used to improve the services provided to families. The results are expected to be presented to each of the military services as well as for the Department of Defense overall so that the casualty programs within each service can know their strengths and improve upon any weaknesses.

### 4. How was I selected for this study?

We are calling the primary next of kin for all Service members who died while on active duty, as well as the parents of the Service members if they are not the primary next of kin, and the guardians of minor children not living in the same household as the surviving spouse.

### 5. Do I have to do this?

Your participation is completely voluntary; however, we hope you will agree to participate. This study gives you an opportunity to tell us about the support you received from your loved one's Service. If there are any questions that you don't feel comfortable answering, you can just tell me and we can skip to the next one.

### 6. How long will this take?

The telephone survey is expected to take about 30 minutes. We can do part of the survey now and part of it later, or we can take a break any time you feel you need one. If this isn't a good time, I would be happy to schedule an appointment to call you back at a more convenient time.

**7. What do I get for participating?**

Although you will not receive any direct benefit from participating in this study, this study does give you an opportunity to tell us about your experiences with the casualty assistance you received. This information will help us improve the quality of services provided to family members in the future. If there are any lingering issues or questions you might have about the support you received, I might be able to assist with those.

**8. Can you call me back later?**

Yes, I would be happy to schedule a time to call you back at a more convenient time.

**9. How do I know that what I tell you is confidential?**

Every person working on this project signs a confidentiality agreement. That means that we promise to keep information about you and the responses that you give us completely confidential. Your identifying information (for example, your name and phone number, your Service member's information) is not included with your answers. No one outside of the project will have access to your answers; results will only be provided when grouped with others.

**10. How did you get my name?**

Your Service Casualty Office provided your name and number, as well as those of other next of kin who were supported following the death of their Service member.

**11. Does my Service Casualty Office know you are calling me?**

While the Department of Defense at large is funding this study, each individual service (Army, Navy, Air Force, Marine Corps) is aware of and involved with this study, and provides us with your contact information and receives overall results.

**12. What will you ask me to do?**

I will ask you to answer questions about the support you received following your loved one's death. These questions should take about 30 minutes. There are no right or wrong answers to these questions; I will just ask for your opinion.

**13. What kinds of questions will you be asking?**

I will ask you questions about the care you have received from the Casualty Assistance Office. Most are yes/no questions, or questions that ask about your satisfaction.

**14. What happens to the information I give you?**

Your information will be combined with the information given to us by other next of kin. We will then produce a report for the casualty offices at the Department of Defense as well as each individual Service casualty office. We hope this information will help them improve the services they provide.

**15. Can someone else do the interview for me?**

We are interested in the casualty assistance that you have received as the next of kin. Only you can give us this information.

**16. How many people are you interviewing?**

We are interviewing all primary next of kin of all Service members who died on active duty, as well as the parents of the Service members if they are not the primary next of kin, and the guardians of minor children not living in the same household as the surviving spouse.

**17. How long will the study last?**

This is an on-going project. We provide results every quarter.

**18. Who can I call if I have any questions about this study?**

You may call Lisiane Valentine, the Program Manager, at 571-372-5319.

**19. How do I know that you are legitimate?**

We are not asking you for any personal information, but using information that was already provided to us by the different military services. A letter was sent to you last month indicating we would be calling; if you haven't yet received it, it should still be in the mail to you. The Survivor's Guide to Benefits indicates that you would be contacted for a survey or interview. On the DoD's Military OneSource website, there is a section dedicated to Casualty issues, and it mentions our telephone interviews. If you would like, I can call you back after you have verified that I am representing the DoD for this interview.