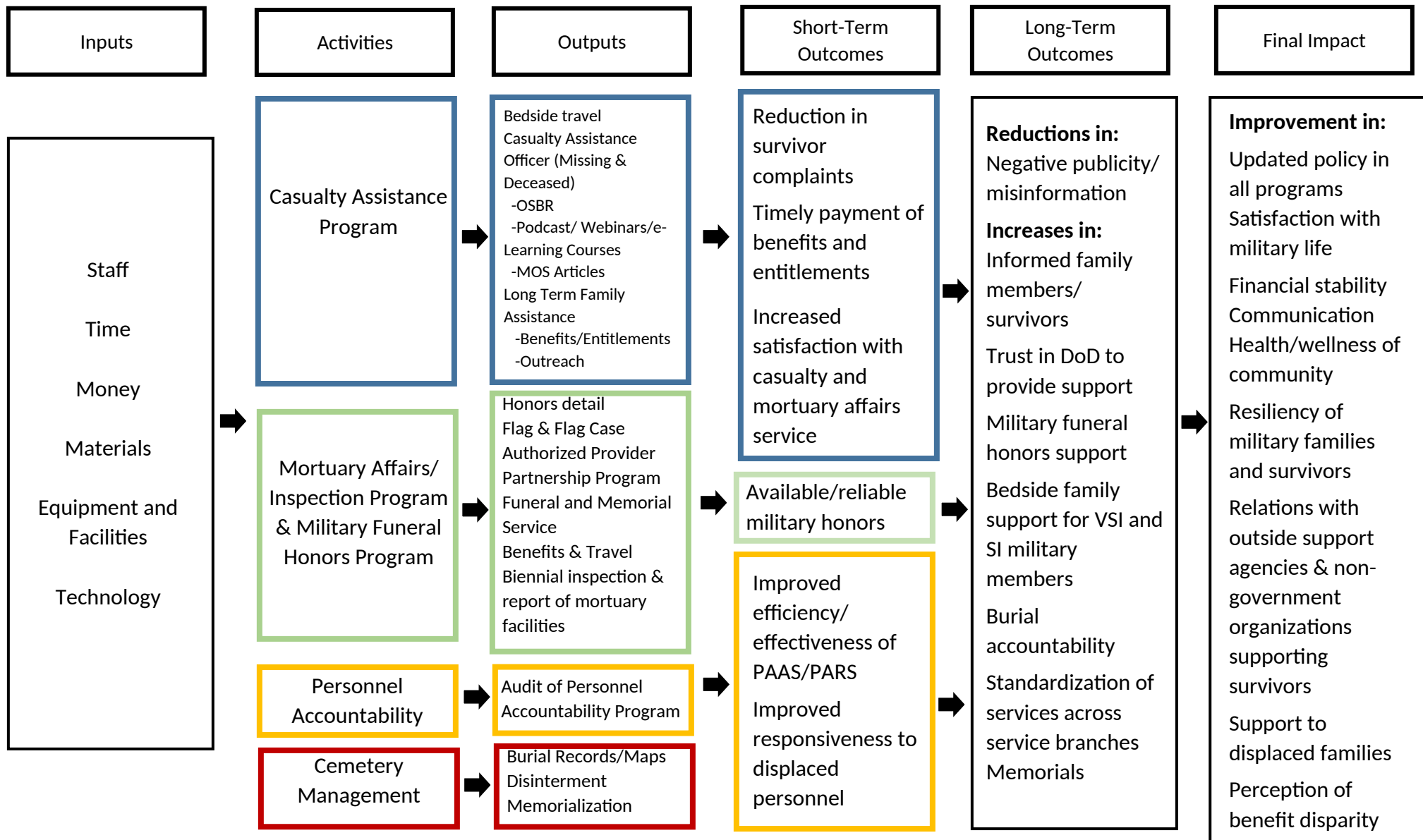


Casualty and Mortuary Affairs Logic Model



Unit/Function: Ensure that military families have support in their time of need, including understanding all benefits and other forms of assistance. Casualty support to eligible family members means support after death, injury and illness, and when a service member is missing, duty status — whereabouts unknown, or excused absence.



Relevant Policies/Legislation

- Code of Federal Regulations, Title 40, Part 229, Section 229.1 “Burial at Sea”
- Defense Transportation Regulation 4500.9-R
- DoDD 1300.22, “Mortuary Affairs Policy”
- DoDD 1300.30, “DoD Support of State, Official, Special Military, and First Lady Funerals”
- DoDI 1005.06, “Display of the National Flag at Half-Staff”
- DoDI 1300.15, “Military Funeral Support”
- DoDI 1300.18, “DoD Personnel Casualty Matters, Policies, and Procedures”
- DoDI 1300.29, “Mortuary Affairs Program”
- DoDI 1300.31 “DoD Cemeteries”
- DoDI 1344.08, “Interment Allowance for Deceased Military Personnel”
- DoDI 2310.05, “Accounting for Missing Persons – Boards of Inquiry”
- DoDI 3001.02, “Personnel Accountability in Conjunction With Natural or Manmade Disasters”
- DoDI 5154.30, “Armed Forces Medical Examiner System (AFMES) Operations”
- DoDI 5505.10, “Criminal Investigations of Noncombat Deaths”
- DoDI 6025.18, “Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule Compliance in DoD Health Care Programs”
- Joint Travel Regulations
- Public Law 102-484 (Section 1072)
- Public Law 108-136 (Section 546)
- Public Law 108-375 (Section 724)
- Public Law 109-163 (Section 562, 564)
- Public Law 109-364 (Section 562, 566)
- Public Law 112-239 (Section 596)
- Public Law 113-66 (Sections 621, 633, 651,)
- Public Law 113-291 (Section 624)
- Public Law 116-92 (Sections 573, 580A, 580B, 625)
- Public Law 114-230 (“Korean War Veterans Memorial Wall of Remembrance Act”)

Available Data / Performance Measures

- Military Funeral Honors Performed (by Service)
- Number of Telephone Calls Received (MFH Telephone Line)
- Number of visits to MFH website
- Number of MFH denied
- Number of missed funerals
- Number of Veteran Service Organization only supported funeral honors
- Survivor Survey – Responses and trend analysis
- Gold Star and Surviving Family Member Representative Program - Number of issues received/addressed/completed/trend analysis
- Survivor Inquiry Form – Number of issues received/addressed/completed/trend analysis
- Number of Claims Adjudicated - Length of time to settlement
- DCIPS allows for several metrics with regard to receipt of benefits and travel payments
- Time to account for personnel
- Number of unaccounted for personnel
- Time to provide support to displaced personnel
- Average length of payment for benefits and entitlements
- Late payment, underpayment, or overpayment of benefits
- Unemployment among surviving spouses
- Number of approved disinterment requests
- Number of identifications

- Public Law 117-81 (Sections 623, 626)
- Title 5, United States Code (Section 552, 552a, 5741, 5742, Appendix)
- Title 10, United States Code (Sections 101(d), 655, 985, 1044, 1471, 1481 to 1488, 1490, 1491, 1501-1513, 1588, 1782, 12503, 4621, Chapter 55)
- Title 31, United States Code (Section 1535)
- Title 32, United States Code (Section 114, 115, 502-505)
- Title 36, United States Code (Section 2104)
- Title 37, United States Code (Section 206, 451, 453, 464, 551-559, Chapters 3 and 8)
- Title 38, United States Code (Section 101, 1302(d), 2301(f), Chapter 24)
- Title 42, United States Code (Section 16911)
- Title 50, United States Code (Sections 1522, 1523)

Assumptions

External Factors / Governance Mechanisms

- Central Joint Mortuary Affairs Board
- Casualty Advisory Board
- Cemetery Management Board
- Mortuary Inspection Program
- DoD Gold Star and Surviving Family Member Representative Program
- Department of Veterans Affairs/DoD Survivors Forum
- Senior leader engagements with surviving family members