



## Military Life Cycle (MLC) | Survivor and Casualty Assistance Resources

### Survivor and Casualty Assistance Resources Online Reference

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The Transition Assistance Program (TAP) provides training, information, and services to help service members and their families transition to civilian life after the military. The goal of the program is to help service members bridge their military experiences and skills with their post-military goals by planning for transition throughout their Military Life Cycle (MLC).

At key touch points throughout MLC, TAP delivers modules to inform service members about benefits and services available to support them during their careers and after separation or retirement. The Survivor and Casualty Assistance Resources module presents key information about the benefits and resources available to survivors of active duty service members, Veterans, and their families.

This online reference accompanies the Survivor and Casualty Assistance Resources module and provides you with addresses to important websites and resources related to DoD and VA benefits and services.

**External Link Disclaimer:** This document contains links that will take you outside of the Department of Veterans Affairs website. VA does not endorse and is not responsible for the content of the linked websites.

## VA Home Page

The VA.gov website offers current resources, tools, and contact information for all VA benefits and services that may be available to service members, Veterans, and their families, caregivers, and survivors.

[www.va.gov](http://www.va.gov)

## How Can I Prepare Now to Help My Family?

It's not a fun topic to discuss, but it's important to talk with your next of kin about your wishes so they will know exactly what to do and who to turn to if something happens to you.

Two websites that will help your family navigate the benefits and resources available to them:

- Military OneSource (DoD resource), [www.militaryonesource.mil/family-relationships/survivor-casualty-assistance/survivor-casualty-assistance-benefits](http://www.militaryonesource.mil/family-relationships/survivor-casualty-assistance/survivor-casualty-assistance-benefits)
- VA Office of Survivors Assistance, [www.va.gov/survivors/](http://www.va.gov/survivors/)

## DoD Benefits: Military OneSource

- Survivor and Casualty Assistance—Resources, [www.militaryonesource.mil/family-relationships/survivor-casualty-assistance/survivor-casualty-assistance-resources](http://www.militaryonesource.mil/family-relationships/survivor-casualty-assistance/survivor-casualty-assistance-resources)
- A Survivor's Guide to Benefits, [download.militaryonesource.mil/12038/mos/resourceguides/a-survivors-guide-to-benefits.pdf](http://download.militaryonesource.mil/12038/mos/resourceguides/a-survivors-guide-to-benefits.pdf)
- Understanding the Role of the Casualty Assistance Officer, [www.militaryonesource.mil/family-relationships/survivor-casualty-assistance/support-after-loss/understanding-the-role-of-the-casualty-assistance-officer](http://www.militaryonesource.mil/family-relationships/survivor-casualty-assistance/support-after-loss/understanding-the-role-of-the-casualty-assistance-officer)
- Casualty Assistance (several links to webinars, eLearning, information for service providers and leader, and guidebooks), [www.militaryonesource.mil/leaders-service-providers/casualty-assistance](http://www.militaryonesource.mil/leaders-service-providers/casualty-assistance)
- Gold Star and Surviving Family Member Representative Program, [www.militaryonesource.mil/-/gold-star-and-surviving-family-member-representatives](http://www.militaryonesource.mil/-/gold-star-and-surviving-family-member-representatives)

## Who Can My Family Reach to at DoD?

Your family's first line of contact will always be the Casualty Assistance Officer (CAO)/Casualty Assistance Representative (CAR), who can help them get in touch with any other contacts they may need. In addition, your family can contact Military OneSource for help:

- [www.militaryonesource.mil/web/mos/contact-us](http://www.militaryonesource.mil/web/mos/contact-us)
- 1-800-342-9647

## VA Benefits

As a Veteran, you have the same support provided by DoD, only it will be handled through VA. And your family will still have a CAO assigned to support them with anything they need.

- Bereavement counseling at Vet Centers:
  - [www.vetcenter.va.gov](http://www.vetcenter.va.gov)
  - 1.877.WAR.VETS (24/7 counseling support over the phone)
- Beneficiary financial counseling, [www.benefits.va.gov/insurance/bfcs.asp](http://www.benefits.va.gov/insurance/bfcs.asp)
- Dependency and Indemnity Compensation (DIC), [benefits.va.gov/compensation/types-dependency-and-indemnity.asp](http://benefits.va.gov/compensation/types-dependency-and-indemnity.asp)
- Home loans, [www.va.gov/housing-assistance/](http://www.va.gov/housing-assistance/)
- Life insurance, [www.va.gov/life-insurance/options-eligibility/vgli/](http://www.va.gov/life-insurance/options-eligibility/vgli/)
- Education benefits:
  - Survivors' and Dependents' Educational Assistance (DEA) Program, [www.va.gov/education/survivor-dependent-benefits/dependents-education-assistance/](http://www.va.gov/education/survivor-dependent-benefits/dependents-education-assistance/)
  - Marine Gunnery Sergeant John David Fry Scholarship (Fry Scholarship), [www.benefits.va.gov/gibill/fry\\_scholarship.asp](http://www.benefits.va.gov/gibill/fry_scholarship.asp)
- Government headstone, marker, and medallions, [www.cem.va.gov/cem/hmm/index.asp](http://www.cem.va.gov/cem/hmm/index.asp)
- Memorial or burial flags, [www.cem.va.gov/cem/burial\\_benefits/burial\\_flags.asp](http://www.cem.va.gov/cem/burial_benefits/burial_flags.asp)
- Presidential Memorial Certificate, [www.cem.va.gov/cem/pmc.asp](http://www.cem.va.gov/cem/pmc.asp)

## Who Can My Family Reach to at VA?

Your family's first line of contact will be the CAO, but your family can also reach to:

- VA Office of Survivors Assistance, [www.va.gov/survivors/](http://www.va.gov/survivors/)
- VA Regional Offices, [www.benefits.va.gov/benefits/offices.asp](http://www.benefits.va.gov/benefits/offices.asp)
- VA Call Center, 1-800-827-1000

## Other Groups Ready to Support Your Family

- VA Veterans Service Organizations (VSOs) Directory, [www.va.gov/vso/](http://www.va.gov/vso/)
- County Veterans Service Officers (CVSOs):
  - National Care Planning Council (NCPC):  
[www.longtermcarelink.net/ref\\_list\\_state\\_county\\_veterans\\_service\\_officers.htm](http://www.longtermcarelink.net/ref_list_state_county_veterans_service_officers.htm)
  - National Association of County Veterans Service Officers (NACVSOs), [www.nacvso.org](http://www.nacvso.org)
- Tragedy Assistance Program for Survivors (TAPS), [www.taps.org](http://www.taps.org)

## Other Resources

- VA Survivors and Burial Benefits Kit,  
[www.cem.va.gov/cem/docs/factsheets/planning\\_legacy\\_booklet.pdf](http://www.cem.va.gov/cem/docs/factsheets/planning_legacy_booklet.pdf)
- If you wish to speak directly to a VA representative, contact VA:
  - For burial, Survivors Pension, DIC, or other benefits, 1-877-294-6380
  - For the status of VA headstones and markers, 1-800-697-6947
  - For obtaining bereavement counseling, 1-202-461-6530
- Office of Survivors Assistance FAQs, [www.va.gov/survivors/faqs.asp](http://www.va.gov/survivors/faqs.asp)
- Office of Survivors Assistance brochure,  
[www.va.gov/survivors/docs/osabrochurewebversion.pdf](http://www.va.gov/survivors/docs/osabrochurewebversion.pdf)