

DEPARTMENT OF THE ARMY
HEADQUARTERS UNITED STATES ARMY GARRISON
INSTALLATION MANAGEMENT COMMAND
FORT HOOD, TEXAS 76544-5000

REPLY TO
ATTENTION TO

IMWE-HOD-HR-CAC

01 August 2014

MEMORANDUM FOR Texas Funeral Commission

SUBJECT: Standard Operating Procedure (SOP) for Requesting Funeral Honors

1. The goal of the Fort Hood Casualty Assistance Center is to provide Funeral Honors for all Veterans, Retirees, and Active Duty personnel in our area of responsibility when requested by the family. The purpose of this SOP is to establish and improve our relationship with the Texas Funeral Commission and the funeral homes in our area of responsibility.

2. This SOP will assist Funeral Directors in processing military requests for Funeral Honors for fallen Army Veterans and Retirees. The procedures listed must be followed to ensure that we are providing the correct service for the fallen service member and the next of kin.

3. Funeral Honors can only be processed during business hours Monday – Friday 7:30am – 4:00pm. Honors request are not processed on the weekends or holidays.

4. The Fort Hood Casualty Assistance Center has 145 personnel available to perform Funeral Honors. Our area of responsibility is divided into four categories.

5. Funeral homes requesting Graveside Honors for Active Duty, POWs, or Retirees must provide a space of 8'x 9.5' at graveside to ensure team is able to render proper honors.

a. **Local:** The funerals conducted within 80 miles of Killeen/Fort Hood. This area stretches from Hamilton County (north) to Travis County (south).

b. **One Day:** The funerals conducted more than 80 miles away from Killeen/Fort Hood. This area stretches from Montague County (north) to Bastrop County (south) and from Nolan County (west) to Cherokee County (east).

c. **Two Day:** The funerals conducted more than 200 miles from Killeen/Fort Hood. This area stretches from Midland County (west) to Shelby County (east).

d. **Three Day:** The funerals conducted more than 250 miles from Killeen/Fort Hood. This area stretches from Crane County (south) to Dallam County (north).

6. Responsibilities of the Funeral Director:

a. When the Funeral Director receives a request for military honors from the next of kin, it is their responsibility to ensure they obtain the proper discharge information from the family or Veterans Administration (VA). The discharge information can be a DD Form 214, Certificate of

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Honorable Discharge or any other verification from the VA as long as it contains the name, rank, character of service, and years of service.

b. The Funeral Director must fill out the Military Funeral Honors Request Form located on the Texas Funeral Service Commission website. Once the Funeral Director has all of the necessary information, they must call this office at (254) 287-7200 to request military funeral honors, and fax Request Form and discharge information to (254) -288-5620. Once honors have been requested, they must fax the discharge information and a written request with date, location, and time of the funeral.

7. To ensure that our Honor Teams arrive safely and in a timely manner, we request the following information:

a. If the requesting funeral home is within the local or one day area (a or b above), we request the director notify this office at least 24 hours in advance after ensuring discharge information is correct.

b. If the requesting funeral home is within the two day area (c above), we request the director notify this office at least 48 hours in advance after ensuring discharge information is correct.

c. If the requesting funeral home is within the three day area (d above), we request the director notify this office at least 72 hours in advance after ensuring discharge information is correct.


8. In an effort to ensure that we continue providing quality service to our Fallen Heroes and their families, we request this information be disseminated to all funeral directors in our area of responsibility.

9. Enclosed is a list of the Fort Hood Casualty Assistance Center area of responsibility which consists of 175 counties.

10. Point of contact for this SOP is Edward B. McCray, Jr., Memorial Affairs Coordinator at COMMERCIAL: (254) 287-7200, or Fax: (254) 288-5620.

Encl

1. Counties in Area of Responsibility
2. Map of Counties


JENNIFER L. BENJAMIN
Chief, Casualty Assistance
Center

**Fort Hood Casualty Assistance Center
Area of Responsibility
175 Counties**

Anderson	Andrews	Angelina	Archer	Armstrong	Bailey	Bastrop
Baylor	Bell	Blanco	Borden	Bosque	Bowie	Brazos
Briscoe	Brown	Burleson	Burnet	Callahan	Camp	Carson
Cass	Castro	Cherokee	Childress	Clay	Cochran	Coke
Coleman	Collin	Collingsworth	Comanche	Concho	Cooke	Coryell
Cottle	Crane	Crockett	Crosby	Dallam	Dallas	Dawson
Deaf Smith	Delta	Denton	Dickens	Donley	Eastland	Ector
Ellis	Erath	Falls	Fannin	Fisher	Floyd	Foard
Franklin	Freestone	Gaines	Garza	Gillespie	Glasscock	Greg
Gray	Grayson	Grimes	Hale	Hall	Hamilton	Hansford
Hardeman	Hartley	Haskell	Hemphill	Henderson	Hill	Hockley
Hood	Hopkins	Houston	Howard	Hunt	Hutchinson	Harrison
Iron	Jack	Johnson	Jones	Kaufman	Kent	Kimble
King	Knox	Lamar	Lamb	Lampasas	Lee	Leon
Limestone	Lipscomb	Llano	Lubbock	Lynn	Madison	Marion
Martin	Mason	McCulloch	McLennan	Menard	Midland	Mills
Milam	Mitchell	Montague	Montgomery	Moore	Morris	Motley
Nacogdoches	Navarro	Nolan	Ochiltree	Oldham	Palo Pinto	Panola
Parker	Parmer	Potter	Rains	Randall	Reagan	Red River
Rockwall	Roberts	Robertson	Runnels	Rusk	Sabine	San Augustine
San Jacinto	San Saba	Schleicher	Scurry	Shackelford	Shelby	Sherman
Smith	Somerville	Stephens	Sterling	Stonewall	Sutton	Swisher
Tarrant	Taylor	Terry	Throckmorton	Titus	Tom Green	Travis
Trinity	Upshur	Upton	Van Zandt	Walker	Washington	Wheeler
Wichita	Wilbarger	Williamson	Wise	Wood	Yoakum	Young