

IMWE-HOD-HR-CAC

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

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, between the hours of 0730 – 1600, Mon-Fri, during normal business hours to request military funeral honors. **Fax Request Form and discharge information to (254) -288-5620. The Funeral Directors must call to verify receipt.** Note: Due to recent staff reductions and requirement to give military units adequate response time to provide funeral teams, requests submitted on week-ends and federal holidays will be picked up the following business day to coordinate. Therefore, funerals scheduled for Mondays, or Tuesdays following a Monday holiday, must be received in the Fort Hood Casualty Assistance Center no later than 4:00 pm on the Thursday prior to allow one normal business day to coordinate and obtain requested support.

5. 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 (a-c above), the director must notify this office at least 48 hours in advance after ensuring discharge information is correct. Requests received less than 48 hours prior may not be supportable.

b. If the requesting funeral home is within the three day area (d above), the director must notify this office at least 72 hours in advance after ensuring discharge information is correct. Requests received less than 72 hours prior may not be supportable.


6. 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.

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

8. 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

  
Marlean C. Druce  
Installation Adjutant General