

Mission Staff Assistant Task Book



Extracted from the Civil Air Patrol Mission Base Staff Tasks
Manual Dated 24 May 2004

Mission Staff Assistant Task Book



Familiarization and
Preparatory Training

DEMONSTRATE KNOWLEDGE OF MISSION STAFF ASSISTANT RESPONSIBILITIES

CONDITIONS

You are a new member on a mission, and are assigned as an assistant to the mission staff.

OBJECTIVES

1. Understand the job of the Mission Staff Assistant (MSA) and how to accomplish it.
2. Have the ability to support the mission by accomplishing various support functions such as recording resources and updating status charts.
3. Assist in controlling mission base confusion by escorting visitors to the correct staff member.

TRAINING AND EVALUATION

Training Outline

1. The Mission Staff Assistant serves a much needed function at the mission base by providing support to the staff members. Although considered an entry-level position where many new members get their first experience on a mission, it is a position of importance to the successful completion of the mission.

a. The MSA needs to understand the basic functions of the staff positions and organization of the mission staff. This is accomplished through training in Incident Command System (ICS) 100 and 200.

b. The MSA needs to understand the common responsibilities as outlined in ICS 200.

c. When a MSA is assigned a position they have not had experience in before, they must feel free to ask for guidance from their supervisor.

2. The MSA may be assigned to any of number of mission tasks, they may be an assistant to a staff member, they may be assigned to collect sign in information, prepare reports, post status information or keep other mission data posted or updated. These are all important tasks even though a new MSA may not immediately see the relevance of them. The MSA must insure that all personnel and resources get signed into the mission and that the information is legible. Reimbursement and insurance depends on this information.

a. Sign In. There are two methods of signing personnel and resources into a mission, manual and computerized. For the computerized method, the MSA will need instruction from someone who is familiar with the particular system being used. However, the MSA must be competent in the manual methods in the event the computerized system is not available. There are a number of CAP and ICS Forms with which the MSA needs to be familiar.

1. ICS Form 211. Check membership and CAPF 101 qualifications.

2. ICS Form 214 is used to register aircraft and vehicles.

b. Status Boards. There are several status boards at a mission base that the MSA may be task to keep updated. These boards are used to track the status aircraft, ground teams, or other activities. These boards must be kept accurate and current. These boards are used to determine if an activity are overdue. An organization chart, ICS Form's 209 and/or news releases may be posted and need periodic updating.

c. Other Data. The MSA may be assigned to assist in other functions that require the collection or dissemination of important information.

1. Financial data. The MSA may be ask to compute the amount of money expended on a training mission or to be accounted to different task numbers on a disaster mission. On a training mission a certain amount of funds are assigned for that mission. Aircraft flight times, communications expenses, and fuel for aircraft and vehicles must be tracked so the allocated amount is not exceeded. On disaster missions, there may be more than one task number that different mission events need to be tracked against. This information can be obtained from the Finance Section Chief or the Plans Section Chief.

2. Reports. Depending on the type of mission, there are various reports required. As the MSA you may be ask to collect some of this data and assist in developing the reports. Be sure to coordinate the information with the Plans Section before providing it to anyone else.

3. One of the important positions the new MSA may be assigned to is the escorting of visitors to the mission base. This may be an assigned function, or may come about as a result of being handling the sign in duties where people first arrive at the mission base. Some of these visitors will require special attention, and since the MSA might be the first person to meet them, he/she needs to understand what to do in each case. There are three types of visitors who the MSA might be the first to meet: the casual visitor, the relative(s) of the person or persons in distress, and the news media.

a. Casual visitors. If you determine that someone just wants to see what the CAP is doing and are not relatives or news media, lead them to the Information Officer. Determine if the IO wants you to remain to further escort the visitor.

b. Relatives. Be on the lookout for relatives of those in distress, special care must be taken with these individuals. If this is a search mission they will want to be helpful and participate. They will want to be around the mission base to observe what is going on. It is an unfortunate event when they overhear a discussion between members of the search team who may be speculating on the outcome of the mission. Whenever you identify a relative, take them immediately to the Information Officer or the Chaplain if one is available. Do not let yourself be drawn into a discussion about the mission.

c. News media. The News Media can be a help or a problem for the mission. Getting certain information out to the public will often assist in accomplishment of the mission objectives. However, some information is best kept within the mission staff. You may be asked to assist the IO in setting up a tour of the mission base for the media. You may, as the sign in person be the first to meet media who have arrived at the base unannounced. Always take the media to the IO without answering any of their questions. They may try to get information from you or other members on the mission. Be polite, but do not allow this. ONLY the IO or Incident Commander will release information to the media.

Additional Information

More detailed information on this topic is available in the Mission Base Reference Text and ICS 200 manuals.

Evaluation Preparation

Setup: Find a location that is suitable for the student to describe what their responsibilities are as an MSA. Have common tools of MSAs available to allow them to demonstrate as necessary.

Brief Student: Refer to above text to determine if the student understands their responsibilities accordingly.

Evaluation

<u>Performance measures</u>	<u>Results</u>	
1. Properly describe how to sign in a member and their vehicle in to a mission.	P	F
2. Properly describe how to post mission information to status boards.	P	F
3. Properly describe what types of visitors MSAs may be asked to escort, and any special responsibilities when doing so.	P	F
4. Properly describe what other functions MSAs may be utilized for.	P	F

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

Mission Staff Assistant Task Book



Advanced Training

P-0101
KEEP A LOG

CONDITIONS

You have been assigned to keep a log on a mission, and must log the actions of your unit, section or team on the ICS Form 214 for use during debrief after the mission.

OJECTIVES

Correctly maintain a log of actions during an incident.

TRAINING AND EVALUATION

Training Outline

1. When working an incident, staff members are required to maintain a log of all significant actions. This is important for record keeping of the accomplishments and setbacks, determining search effectiveness during debriefing, and as a legal record of CAP actions amongst many other things.
2. The mission log is started once a unit or section is opened and maintained until personnel are called in and at home safely to the incident commander. A separate log should be maintained for each varying unit or section that is assigned to the incident, and subordinate units at varying levels will normally also keep a log. This log is turned in with the debriefing paperwork and becomes part of the official mission record.
3. The following actions are always recorded in the log:

FOR GROUND OPERATIONS

- a. Departure and return times to mission base.
- b. Routes taken to and from the search area.
- c. Times of entering and leaving search areas.
- d. Any time the search line changes direction.
- e. Times/locations of clue detections or witness interviews.
- f. Time/location of find.
- g. Time/Location of communications checks.
- h. Any event or action related to the team's ability to complete the sortie requirements (natural hazards encountered, injuries to team members, etc.).
- i. Encounters or instructions from local authorities.
- j. Encounters with the media.
- k. Mileage/Flight time at key intersections, when leaving pavement, at other key locations, etc.

l. Time of distress beacon or other emergency signal acquisition.

m. Times distress beacon located and silenced. Also, if available, include the name(s) and organization(s) of person(s) involved in silencing the distress beacon, the manufacturer, serial number, dates of manufacture and battery expiration, vehicle information (type, vehicle registry, description), and the name of the owner.

n. Personnel assignments to and from the team/unit.

Note: This log (ICSF 214) may be kept as an attachment to the CAPF 109

FOR AIRCREW OPERATIONS

a. Briefing details

b. Names of crew members

c. Engine start time

d. Take Off time

e. Communications checks

f. Time beginning assigned grid or route

g. Time departing grid or route

h. Significant weather, turbulence, other

i. Time of landing

j. Time of engine shutdown

k. Crew changes if any

Note: this log (ICSF 214) may be kept as an attachment to the CAPF 104

FOR MISSION BASE STAFF OPERATIONS

a. Time/date unit or log started or activated

b. Name of unit, supervisor, and individual keeping the log

c. Notes from initial briefing

d. Time and noted from staff meetings

e. Significant events, actions taken, direction received or provided

4. For each log entry, the log keeper writes down the following on the ICSF 214:

- a. The time.
- b. The event taking place (see list above)
- c. Mileage and/or location as appropriate.
- d. Name of individual annotating the log each time there is a change.

Additional Information

More detailed information on this topic is available in each emergency services reference text.

Evaluation Preparation

Setup: Prepare narrative of 10 events/actions and times. Provide the individual with the list, a pen, and an ICS Form 214.

Brief Student: Tell the student that he is the log keeper for his unit, and that the 10 events listed in the narrative have occurred. Tell him to log the events/actions on the on team log form.

Note: this evaluation can be accomplished during a training exercise by observing the events taking place and checking the log to see that they are properly annotated.

Evaluation

Performance measures

Results

For each of the 10 events/actions, the student:

- | | | |
|----------------------------------|---|---|
| 1. Logs the time and event | P | F |
| 2. Writes legibly and completely | P | F |

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

DEMONSTRATE THE ABILITY TO ESCORT DIGNITARIES AND VISITORS AT MISSION SITES

CONDITIONS

You are a new member on a mission, and are assigned to the check in area. At this position you will probably be the first CAP mission staff member a visitor or news media person will see.

OBJECTIVES

1. Understand how to treat visitors, victim family members and dignitaries.
2. Understand how to handle members of the news media.

TRAINING AND EVALUATION

Training Outline

1. As a MSA, you might be the first person to meet a visitor, news media representative, family member or dignitary when they arrive at the mission base. You may be assigned to some other duty and be asked to assist the Chaplain or Information Officer to escort visitors around the mission base. The Information Officer (IO) or the Incident Commander (IC) are the only ones who should be releasing information about the mission. Some information and conversations around the mission base should not be made available to non-CAP members.

a. Casual visitors: If you determine that someone just wants to see what the CAP is doing and that they are not a relative or news media, lead them to the Information Officer. Determine if the IO wants you to remain to further escort the visitor.

b. Victim family members: Be on the lookout for relatives of those in distress. Special care must be taken with these individuals. If this is a search mission they will want to be helpful and participate. They will want to be around the mission base to observe what is going on. It is an unfortunate event when they overhear a discussion between members of the search team who may be speculating on the outcome of the mission. Whenever you identify a relative, take them immediately to the Information Officer or the Chaplain if one is available. Do not let yourself be drawn into a discussion about the mission.

c. Dignitaries: If a dignitary arrives at your location, such as an upper level law enforcement official, a County or State Emergency Management Official or political official, take them to the mission IO.

2. The News Media can be a help or a problem for the mission. Getting certain information out to the public will often assist in accomplishment of the mission objectives. However, some information is best kept within the mission staff. You may be asked to assist the IO in setting up a tour of the mission base for the media. You may, if working the signing in of personnel, be the first person to meet media who have arrived at the base unannounced. Always take the media to the IO without answering any of their questions. Be courteous, but ONLY the IO or Incident Commander will release information to the media.

a. The media will try often try to get information from you or other members on the mission, do not allow this. Be polite and respond, "I am not sure. I will take you to the IO that has that information," or "I don't have that information, the IO will be able to help you." Don't say, "No comment," or "I am not allowed to talk about it." Discourage the media from taking pictures or video until after they have met with the IO.

b. Do not answer any questions and don't allow the media to ask questions of any mission personnel before introducing them to the mission IO. Once again, be polite. We are trying to be sensitive to the family of the victim and protect the integrity of the search- not hide anything.

c. You may be ask to assist the IO in setting up a tour of the mission base for the media. Follow the instructions given you by the IO.

Additional Information

More detailed information on this topic is available in the Mission Staff Reference Text.

Evaluation Preparation

Setup: Use a table and chair to simulate the sign in location at a mission base.

Brief Student: Tell the student that they are manning the sing in desk and that a non-member has approached their location. Play the part of different visitors.

Evaluation

Performance measures

Results

- | | | |
|--|---|---|
| 1. Does the student take the appropriate actions for each type of visitor? | P | F |
| 2. Does the student understand whom the only members authorized to release information regarding the mission is? | P | F |
| 3. Does the student understand he/she is representing CAP and politeness and professionalism is important to their duty? | P | F |

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

DEMONSTRATE THE ABILITY TO PROCESS INCOMING RESOURCES FOR USE ON MISSIONS

CONDITIONS

You are a new member, and are assigned to sign in the resources for the mission.

OBJECTIVES

1. Understand the resource sign in process at a mission.
2. Know how to process resources and maintain resource data.

TRAINING AND EVALUATION

Training Outline

1. Why do we need to check in resources and what procedures are available? As was outlined in Incident Command System 200 training, it is important that all resources be properly signed into the mission. This is necessary so that the Planning Section can have visibility over the assets available for assignment. It is also necessary to ensure that the member is covered by insurance and so they get verification for participation in the ES specialty.

a. Automated check in systems: Some Wings utilize automated check in systems such as the Mission Management Utilities (MMU). If an automated system is in use in your Wing, you will need to be trained in its use. This is best done in a training environment outside of a real or training mission. Since automated systems differ in their use and capabilities, details will not be provided here. Arrangements can be made through your Wing Management Information Systems Officer for this type of training.

b. Manual Check in procedures: Even in Wings where an automated data system is in use, the Mission Staff Assistant (MSA) must understand the manual procedures in the event the automated system becomes unavailable. A Wing may be using the ICS Form 211 and instructions for its use can be found in the ICS Forms catalog or in the Mission Staff Reference Text. Other Wings may be using the old CAP Form 103 for sign in purposes. Aircraft and vehicle resources will be signed in on CAP Form 121.

2. What needs to be checked in and what qualifications need to be verified? Normally the items that the MSA assistant will need to verify at time of check in are limited to membership, Emergency Services (ES) qualifications, and CAP drivers license if driving a CAP vehicle. If an automated system such as the MMU is being used, the computer verifies this information. Should you have any question as the credentials of the individual, contact the Resource Unit Leader or your supervisor. Some Wings may require additional information to be verified at check in.

a. Membership: Ensure the member has a current membership card or other proof of current membership.

b. ES Qualifications: Ensure that the member has a current CAP Form 101 and is current for the position they are signing in for. If the member is in training for the position, he/she should have their CAP Form 101T with them.

c. If the person is driving a CAP vehicle, check to see if he/she has a valid CAP drivers license.

Additional Information

More detailed information on this topic is available in the Mission Staff Reference Text.

Evaluation Preparation

Setup: Provide a table and forms to simulate the sign-in location at a mission.

Brief Student: Brief the student that they are in charge of the sign in process and represent yourself as several different members to sign in.

Evaluation

Performance measures

Results

- | | | |
|---|---|---|
| 1. Did the student check the correct credentials? | P | F |
| 2. Did the student correctly sign in the aircraft and vehicles? | P | F |

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

P-2005
DEMONSTRATE COLLECTION AND UPDATING OF INCIDENT STATUS INFORMATION

CONDITIONS

You are a new member on a mission, and are assigned to assist in the collection and display of mission data/information.

OBJECTIVES

1. Know what information needs to be collected, why, and where it comes from.
2. Understand what information needs to be displayed and how.

TRAINING AND EVALUATION

Training Outline

1. What information needs to be collected and why? The following are examples of information you may be asked to collect as a Mission Staff Assistant.

a. Resource status data: The primary source of this information comes from the sign in process as outlined in task S-0422. Other information you may be asked to gather for the staff to use may include what teams or aircrews are ready for assignment or are already assigned. If a team or aircrew goes to lunch, when are they expected back? This information is used by the Plans and Operations Sections to develop assignments for the next few hours. If you are assigned this job, you are working in the Plans Section, Resources Unit.

b. Operations data: The operations data you may be asked to collect might include what aircrews or ground teams are on assignment, when they were dispatched or took off, when they are expected to return or reach their destination, and miles driven or hours flown. All of this kind of information or data is found in the Operations Section. The Operations Section uses this information to track resource utilization, and to know when each group is to return. This information is also used to spot overdue teams or crews. The Information Officer uses the information for media releases to let the public and other interested parties know how the mission is progressing or CAP's part in support of another agency's operations. The Finance Section uses the information for tracking costs and for reimbursement purposes.

c. Financial data: As noted above, the basic information comes from the Operations Section. There are two situations where the information becomes important other than just providing justification records for the reimbursement of aircraft time and fuel and the fuel expenditures for vehicles.

1. On an Air Force approved/funded training mission, a specified amount is provided for that mission number. On a training mission, the flight times for getting the aircrews to the mission must be obtained to determine the maintenance costs and cost of fuel added to determine the inbound cost. The fuel costs expended by Ground Teams and Staff coming on the mission must be determined as well. These two costs are then doubled to provide the estimate of funds expended to get to and from the training mission. Once these are subtracted from the total amount of funds assigned to the mission, you have the amount that can be used for the training activities. As the training progresses you may be asked to provide the current estimate of funds expended so that Operations and Planning know when activities must be suspended to prevent going over the assigned limit.

2. On a disaster relief mission, Requests For Assistance (RFA) will normally arrive with a specified maximum funding amount on it. This amount must not be exceeded. CAP may receive several RFAs with different task numbers/fund cites on them. In this case, costs must be separated out to match the RFA number. You may be asked to provide projected costs for future operations and this information will have to be developed with the assistance of the Plans Section.

d. Incident status information: Incident status information is concerned with the collection of what has been accomplished and what needs to be accomplished. What grids or areas have been searched and to what effectiveness. This information is gleaned from debriefing reports from the Operations Section and is gathered and collated in the Plans Section.

2. What information needs to be displayed and how? There are two methods for displaying information, manual and automated. Some information is displayed openly so that it is readily available for anyone to see, while other information is for use by the Mission Base Staff and wider dissemination is at their discretion. As a MSA, you may be asked to help display the information. It is important that the displays be accurate and as current as possible. Some information is displayed on status boards even when automated systems are in use.

- a. Resource Data: Resource data is normally maintained only on paper or in the automated system. However in some cases the numbers of aircrews or ground teams assigned or available may be noted on a board.
- b. Operations data: Operations data is displayed on hard copy forms that must be kept for the reasons mentioned in paragraph 1. The information may also be displayed on wall charts where visibility of critical data can be monitored by operations personnel. It is of the utmost importance that this data is current and correct at all times.
- c. Financial data: Financial data is normally kept in hard copy or some Wings use electronic spreadsheets. If kept electronically, be sure to print a hard copy for mission records.
- d. Incident status information: Incident status information is normally more sensitive in nature and not usually on display where to the general public. Situation information such as clues and areas covered are usually plotted on status maps. Release of status information will only be made through the Information Officer or the Incident Commander. Accuracy of status information is important.

Additional Information

More detailed information on this topic is available in the Mission Base Reference Text.

Evaluation Preparation

Setup: Use information from an actual mission package.

Brief Student: Tell the student that they are to collect different types of information and post it to the correct form or wall display if available. Some evaluator assistance may be given.

Evaluation

<u>Performance measures</u>	<u>Results</u>
1. Provide the student with several CAF Forms 104 and 109 and have the student collect and post the information. Can the student locate and post?	P F
2. Using flight and ground information, have the student collect financial data using the procedures of that particular Wing.	P F
3. Have the student collect resource information on members and resources for presentation to the Plans Section.	P F

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

L-0001
BASIC COMMUNICATIONS PROCEDURES FOR ES OPERATIONS

CONDITIONS

You are a member of the CAP mission staff performing a task in which the use of a radio is necessary.

OBJECTIVES

Properly operate a CAP radio.

TRAINING AND EVALUATION

Training Information Outline

1. From time to time, duties may require the use of a CAP radio. This is not a difficult task, but does require some knowledge of operating procedures and equipment.
2. You should be able to demonstrate the following skills:
 - a. Demonstrate the proper method to contact another station.
 - b. Demonstrate knowledge of call signs.
 - c. Demonstrate knowledge of basic prowords.
 - d. Demonstrate ability to operate basic radio equipment.
 - e. Demonstrate knowledge of prohibited practices.
 - f. Demonstrate knowledge of National communications policies.
 - g. Demonstrate knowledge of local operating practices.
 - h. Demonstrate knowledge of region, wing, and local policies.

Additional Information

Additional information is available in CAPR 100-1 Vol. 1 and the "Radiotelephone Procedures Guide."

Evaluation Preparation

Setup: The student is provided with a basic radio (volume, squelch, channel controls) and asked to communicate with another station. At least one radio will be needed for this exercise. The pro-words "roger," "over," "out," affirmative," should be used. The exchange should go through several transmissions with questions and answers. Prohibitive practices, such as "chit chat," should be used or discussed.

Brief Student: The student is at mission base and has been assigned the task of reporting when the director of the local office of emergency management arrives for his/her tour of the facility.

Evaluation:

<u>Performance measures</u>	<u>Results</u>	
1. Listen before transmitting	P	F
2. Demonstrate calling procedures including call signs	P	F
3. Demonstrate use/understanding of basic prowords	P	F
4. Demonstrate understanding of radio equipment including finding local repeater/simplex	P	F

Student must receive a pass on all performance measures to qualify in this task. If the individual fails any measure, show what was done wrong and how to do it correctly.

SPECIALTY QUALIFICATION TRAINING RECORD (SQTR)
Mission Staff Assistant

NAME (Last, First, MI)

CAPID

DATE ISSUED

Prerequisites

Item

Date Completed

Qualified GES

The above listed member has completed the required prerequisite training for the mission staff assistant specialty.

UNIT/WING/REGION COMMANDER OR
AUTHORIZED DESIGNEE'S SIGNATURE

DATE

Familiarization and Preparatory Training

Task

Evaluator's CAPID and
Date Completed

Complete NIIMS G193 or equivalent

Complete Task P-2006 Demonstrate knowledge of the mission staff
assistant responsibilities

The above listed member has completed the required familiarization and preparatory training requirements for the mission staff assistant specialty qualification and is authorized to serve in that specialty while supervised on training or actual missions.

UNIT/WING/REGION COMMANDER OR
AUTHORIZED DESIGNEE'S SIGNATURE

DATE

Advanced Training

Evaluator's CAPID and
Date Completed

Task

Complete Task P-0101 Demonstrate the ability to keep a log
Complete Task P-2002 Demonstrate the ability to escort dignitaries and visitors at mission sites
Complete Task P-2003 Demonstrate the ability to process incoming resources for use on the mission
Complete Task P-2005 Demonstrate collection and updating of incident status information
Complete Task L-0001 Basic Communications Procedures for ES Operations
Complete Basic Communications User Training
Complete the appropriate portion of CAPT 117, <i>Emergency Services Continuing Education examinations</i>

Exercise Participation

The above listed member satisfactorily participated as a mission staff assistant trainee under my direct supervision on mission number _____.

QUALIFIED SUPERVISOR'S SIGNATURE DATE

The above listed member satisfactorily participated as a mission staff assistant trainee under my direct supervision on mission number _____.

QUALIFIED SUPERVISOR'S SIGNATURE DATE

Unit Certification and Recommendation

The above listed member has completed the requirements for the mission staff assistant specialty qualification and is authorized to serve in that specialty on training or actual missions.

UNIT/WING/REGION COMMANDER OR
AUTHORIZED DESIGNEE'S SIGNATURE DATE

