This Frequently Asked Questions document is provided as a part of the June 2020 Emergency Services Officer Workshop held by the Oregon Wing.

Questions submitted by participants were collected, occasionally refined or combined, and answered by relevant subject matter experts. In any case where CAP regulations or other official guidance conflicts with this FAQ, those regulations or official guidance take precedence. Additional questions or requests for clarification can be sent to edward.bos@orwgcap.org.

Additional questions and answers are available to view at the CAP Knowledgebase: <https://civilairpatrol.freshdesk.com/support/solutions>

1. How can you accomplish the task of becoming an ES officer when the training time is not well utilized? (aside from COVID 19)
	* Becoming an ES Officer is just an appointment. There are no prerequisites to this position.
	* In order to progress effectively in this role, do you best, take your time, and find a mentor.
	* The best way to fix something you don't like is to become involved.
	* Specifically, to this question, training plans have to be submitted in the spring for the next FY. Ask to be involved in the process of developing your wings TP.
2. Does every wing have a Disaster Relief Officer? My wing doesn’t. How do I get that job?
	* Each wing should be doing their best to fill each position as listed in our programs. Sometimes this is challenging,
	* If you are interested in any position, use your chain of command to submit your resume and desire to fill any such position.
3. How can the CAP ESO better work with the Search and Rescue Officer and Disaster Relief Officer?
	* ESO (position) supervises and coordinates the work of the SAR Officer and Disaster Relief Officer.
	* All good management, leadership, and supervision techniques apply
	* ESO (specialty) applies to all these positions
4. Are there limitations to what the ESO can plan or arrange for future activities?
	* CAPR 60-3 guides general considerations for ES activities.
	* Firearms training is prohibited as an ES activity.
	* Do not exceed beyond the bounds of acceptable safety.
	* ES Officers are limited by what commanders find to be an acceptable use of time, energy, and resources. Basically, the biggest restriction is funding.
	* If you wish to absorb costs on your own, there are very few restrictions Nationally.
	* As long as you are following regulations, there is a fair degree of latitude.
5. Using the Ops Qual Reports - how best to merge into a meaningful consolidated report for my Unit
	* Practice and get very familiar with the system
	* Merging isn’t really an option in eServices, but you can download as Excel workbooks, and adjust get what you need. This gives you endless ways to manipulate the data.
	* A conversation with your unit commander is recommended.
6. Creating a sub-report for Mission Qualified members for when we need to quickly dispatch
	* Your activation system is generally separate from OpsQuals
	* See what other units in your wing does, or what other wings do. For example:
		+ ORWG – Web-based altering utility that queries eServices information
		+ AKWG – The 11th AF RCC calls units directly
		+ MAWG – Wing-Wide text notification to a subscription-based list
	* Many wings have alerting systems in place via email and text messaging, these can be set up with a little technical knowledge.
	* Remember that notification and activation responsibilities are trending to be done by the IMT or at higher headquarters
7. Best Practice for contacting and coordinating with Local/County EMA organization
	* The first step is to contact your wing ESO and inform them of your intent to reach out to a local EMA. Once you are given the go ahead, simply call and make an appointment.
	* Go with a presentation that has been reviewed by your chain of command. Be careful not to over extend yourself, or overpromise what CAP can do.
	* A common pitfall is attempting to embellish or exaggerate what CAP is or what resources can be made available by a local unit to support a community partner. Keep the adage, “Under-promise, over-deliver,” in mind.
	* Attend their training, if they invite the public to do so.
	* Build a relationship.
8. How does someone "Qualify" as ALERTING Officer?
	* At the unit level, this is an appointment at the unit commander’s discretion, typically with input from ES and Operations staff.
	* At wing level, an Alerting Officer must be an IC, and appointed by the commander.
9. How does a unit request a mission number (asked from a NYWG squadron).
	* NYWG has an online request process
	* You don’t need a mission number for most training events
10. How does a unit set up a training mission? How does a unit set up a tabletop exercise?
	* This isn’t training the CAP provides in an easy-to-access way.
	* There are some available courses such as
		+ IS-120.a: Intro to Exercises
		+ IS 130.a: How to be an Exercise Evaluator
		+ IS-139.c: Exercise Design and Development
	* Things that individuals ESOs can do to build their capacity:
		+ Be creative and try to plan what you can.
		+ Ask for feedback and support from more experienced personnel in other units.
		+ Go attend training (NESA, SAR Planning, Local SAR training, training with outside agencies) and bring best practices back with you.
11. Are there sample tabletop missions available to look at?
	* This should be discussed with your counterparts at higher headquarters.
	* If the hosts for this workshop are able to resource a sample, we will provide one.
12. When is the earliest that a SM can start on missions?
	* Check CAPR 60-3
	* It takes at least 6 months plus 1 day:
		+ Level 1 (6 months)
		+ GES Qualification (concurrent with Level 1
		+ Familiarization & Preparatory tasks completed (must be GES/Lv1)
		+ Then you can operate as a supervised trainee on missions
	* Remember, once qualified, you still may not be tasked to operate in that role for some time (I was a qualified GTL for years before I was GTL with a team on a mission)

Question 13. Does prior experience count toward any certifications?

* + Yes, but not in the way you might hope.
	+ There has been discussion about recognizing CEM/AEM credentials toward ES Specialty Track ratings, but nothing has been codified in the several years this idea has been floated around
	+ Like any organization, CAP has to evaluate individuals who operate on missions to its own internal standard
		- A SARTech rating, County SAR Team membership, etc does not automatically cross over into a CAP ES qualification
		- HAM Radio does not automatically grant CAP Radio privileges
		- USAF/USCG SAR Pilots still need CAP qualification and check rides
		- Some skills (CERT, High-Angle Rescue) that CAP does not qualify personnel on may be added to your 101 Card if you have current certification
		- Some classes (FEMA, Red Cross, etc) can be counted toward your requirements

Question 14. Will we get paid?

* + No. As with the vast majority of CAP positions, including the National Commander, an Emergency Services Officer is a volunteer role.

Question 15. Will we be on call?

* + Not likely. Some CAP members are “on-call” voluntarily as Alert Officers.
	+ These are typically Incident Commanders at the Wing Level.

Question 16. How do you motivate members to train and participate when there are few opportunities that it will be used?

* + Share a different message about why we continue to work on our primary ES training, even when mission activation is lower than it was 20 years ago.
		- ES training teaches basic skills that apply to many situations
		- ES Training and Exercises are a tremendously powerful “Leadership Laboratory” for Cadets and Senior Members alike.
	+ Be creative about networking and finding new customers and missions
	+ Ultimately, if you have a consistent and high-quality training program, people will want to be involved

Question 17. How do you build the program with very few members in the unit?

* + Recruit! Help grow the unit with a high-quality ES program that excited people to remain involved and invite others to do the same.
	+ Work with other units to do joint training, exercising, and activation

Question 18. Am I obligated to respond to every ES call out?

* + No, that’s not a requirement.
	+ Discuss expectations with your unit leadership, if this is a question that has come up before.

Question 19. If you could suggest just one document to read to gain a better understanding of being an ES officer, what would it be?

* + The Specialty Track Study Guide, primarily.
	+ However, an ESO needs to consume a LOT of information to be proficient and understand the full scope of their role:
		- Compliance Inspection Tabs (it’s like a cheat sheet for responsibilities)
		- CAP Regulations, pamphlets, and training materials
		- Exercise and Training Plans
		- National SAR Plan
		- Any MOUs in place that impact your jurisdiction

Question 20. Attachment 3 in CAPR 70-3 mentions CERT; is that one we can get through our local government, or does it need to be CAP? (Asked by an ORWG member)

* + Community Emergency Response Team (CERT) is non-CAP training.
	+ In your local jurisdiction it’s offered as “NET” training, short for Neighborhood Emergency Team.

Question 21. Do you have to be a scanner/observer to be a High Bird radio operator?

* + That’s not a requirement.
	+ It’s likely a best practice to have Mission Scanner or Airborne Photographer, so you have a little aircrew experience.

Question 22. Where can we go to retake the ICS 100, 200, etc? I had been told they have changed so I wanted to retake but didn't find them in LMS/AXIS?

* + Those are all on the FEMA Independent Study website.
	+ <https://training.fema.gov/is/>

Question 23. How can we improve the current mentor-trainee system/situation?

* + If you want a mentoring relationship, you can ask for a report of folks with that specialty track and positions that you can ask to work with.

Question 24. If we are in a mission with local SAR, government and/or law enforcement, has CAP ever conducted an exercise to see whether our various technologies work together? (E.g., radio communications if cell towers are not functioning?).

* + CAP has access to Common Operating Frequencies with different agencies.
	+ Yes, these get used. Discuss how/when with your local Communications staff.

Question 25. What is the process that a squadron ESO uses to obtain SAR equipment (either borrowed for a training session or to be assigned to the squadron)

* + This is the same for almost any acquisition of equipment for CAP. Options include:
		- Request to purchase through unit Finance Committee
		- Request to solicit donations through the Wing Commander
		- Request to have it issued through Logistics or Communications Channels
		- A member may self-purchase equipment and donate it to the unit, or keep it for their personal use

Question 26. Does the ESO want to focus on getting ALL members qualified in the basics or focus on advancing the training of those interested. In other words, is better to have everyone get their GES and ICUT and maybe work on GTM 3 or is it better to just train those that are interested and move them along at a faster pace?

* + A unit ESO should work with the unit commander and their counterparts at higher headquarters to project what the needs of the organization are, and prioritize training based on what the leadership decides.
	+ This is not an either/or situation. Both need to be considered and addressed in training plans, but prioritization does happen based on needs, trainee availability, and leadership decisions.

Question 27. How does the unit level ESO duties compare to the wing level ESO duties?

* + It’s more hands-on at the unit level (planning and conducting training events, relationship management with community partners, etc), and more program management at the wing level (annual planning, budgets, finding help to conduct SAREXs and larger events).

Question 28. What I’ve seen is that wing activities include lots of physical activity/training, but nothing like that at the unit level.

* + It’s actually not required to be that way.
	+ Local procedures vary, but there is a lot of opportunity for unit-level ESOs to do many of these things. In fact, it’s detrimental to wait to do training at Wing events, because those are supposed to be *Exercises* (where you put what you’ve learned to use in a scenario), and not *Training* (typically where you are introduced to new information) per se.

Question 29. Is there a sample schedule of events/duties for new unit-level ESO’s?

* + That’s a good thing to work on.
	+ We’ll see if we can provide one during the course of this workshop.

Question 30. What are other units doing?

* + The best way to find out is to communicate regularly with them.

Question 31. How long do people usually train in emergency services to become an ES officer?

* + If you’re interested and your commander support it, you do not need any formal training before being assigned to an Assistant Emergency Services Officer role.
	+ The on-the-job training requirements for how long it takes to progress in the track are in CAPP 70-3.

Question 32. What are the differences in being a cadet ES officer and a senior member ES officer?

* + A Cadet cannot be the unit’s primary ES Officer, but they can perform many of the functions as an assistant to the primary ES Officer.
	+ Cadets may earn and wear the specialty badge (basic badge only), but cannot be awarded the specialty track rating until they are Senior Members.

Question 33. What does a new Emergency Services Officer need to know about Memoranda of Understanding (MOUs)?

* Refer to CAPR 111-2 for authoritative information.
* MOUs are a “Big Deal” and represent a formal agreement between the Civil Air Patrol corporation and another entity. For local coordination, these are typically unnecessary.
* If you have a question or want to pursue an MOU after referring to the appropriate regulations, please contact the CAP General Counsel’s office via your chain of command.
* A list of current CAP MOUs can be found at <https://www.gocivilairpatrol.com/members/cap-national-hq/general-counsel/national-mous-1665>.

Question 34. How important is training with organizations outside of CAP?

* The value and importance of collaboration and training can be considered in terms of what sort of emergencies will occur where CAP and that/those agencies will work together.
* Showing up to an emergency and/or incident and having experience with working together and a relationship of mutual respect and trust built from collaboration is far superior than showing up, not having any previous relationship, and neither group knowing how to communicate, operate, or integrate with one another.

Question 35. How does a unit ES Officer view the Commander’s Dashboard and the Annual Training Plan to ensure they have the most current data available for building a plan/managing the ES program?

* Access to modules in eServices generally driven by duty assignments and their associated permissions.
* The easiest way is to ask your commander to sit down with you and let you look over their shoulder while they pull up the information. That way you can also discuss the information and how it will impact your unit’s plans.
* If you find yourself needing greater access to those modules, you can request your commander have your Web Security Administrator (WS) add view permissions for those modules to your eServices profile.

Question 36. Why should a unit ES Officer go interact with community organizations? Hasn’t CAP already “covered all the bases” and contacted everyone we need to speak with?

* Of course not! The Civil Air Patrol may have been around decades, but the faces, skills, and methods are constantly changing.
* There are only a handful of Wing, Region, and National leaders who don’t have the capacity or expertise in managing relationships with the array of municipal, tribal, county, and state-level organizations (including governments and other non-government organizations) that we can be called upon to work with.
* In addition, those organizations have their own internal changes that make building a relationship that is refreshed and maintained by local ES Officers equally valuable.
* Another consideration is the opportunity to rebuild or repaid CAP’s reputation, that may have been impacted by unprofessional or otherwise poor behavior in the past. You may be in a position to "reboot" the relationship, and therefore, it may be you making that connection.
* An example of success shared during the workshop is a CAP squadron that went out and talked to a canine search and rescue. They were able to coordinate learning about canine teams, and work with dogs for a day as decoys. This is not necessarily something that the Region or Wing Emergency Services Officer has the bandwidth to coordinate for multiple units

Question 37. When we are engaging with Search and Rescue (SAR) and Disaster Relief (DR) organizations outside of CAP, how do we avoid missteps like overlapping with CAP members from a different unit and/or annoying a group that has already started a relationship with CAP?

* It is advisable to routinely communicate with your counterparts at other units and at higher headquarters to deconflict these sorts of situations.
* It can be through regular coordination meetings, like a monthly ESO conference call in a Wing, or simply by courtesy copying (CC’ing) those counterparts when you send an email.

Question 38. Is there a list, at each Wing level, of organizations have been contacted already? If not, this would be a VERY good idea, which would help facilitate communication amongst members.

* That is very dependent on how the wing ESO manages information. Currently there is no standardized way to do this across CAP, and because of this, you should reach out to your wing ESO to ask about such a list.

Question 39. Wouldn't the Public Affairs be able to have the contacts needed to reach the local groups?

* The PAO may have some contacts, but they have a very different focus and are more likely to have relationships with members of the local media, and not members of local SAR and DR organizations.

Question 40. Sir, how important is it to not just coordinate with and make relationships with other organizations, but to train with them as well? Is it even possible to have a valuable relationship with another organization without training with them?

Question 41. Because of COVID-19, would the current annual training goals/objectives be able to be carried over to another time?

Question 42. If you have an operations qualification that is not a standard qualification on the CAPF 101, how would this be added?

Question 43. What is the purpose of the “Multi Entry” function in the Operations Qualifications module?

* If you are teaching a class you can enter multiple CAPIDs for the task signed off. You can enter up to 10 at a time so you don't have to enter tasks for every person in class. It is a time saver.

Question 44. What is the difference between the ES Patch and the ES Badge?

*

Question 45. How does renewing an ES Specialty work?

* Reaccomplishing Advance tasks
* CAPR 60-3
* try to get some type of evaluation training signed off or updated at every SAREX- do not wait until the month that your qualification need to be renewed.

Question 46. How does a person be appointed as a Skills Evaluator Trainer (SET)?

* Be qualified in the specialty you wish to evaluate for at least 1 year;
* Complete the CAP SET course in eServices;
* Be approved by your chain of command;
* NOTE: In order to ensure high-quality training and evaluation, not every qualified member immediately becomes SET, and having an over-abundance of SETs is discouraged. This may mean you are not approved for this role when you request it.

Question 47. I’m holding an Emergency Services training activity. Does this need to be in WMIRS?

* If you are using Appropriate Funds, this must be in WMIRS.
* If you are using CAP Aircraft, this must be in WMIRS.
* If you are not using CAP Aircraft or any Appropriated Funds, you may not need to track this activity in WMIRS. Consult with your Wing ESO for specific guidance.

Question 48. Why are the Emergency Services compliance items no longer inspected during Subordinate Unit Inspections (SUIs)?

* There are annual wing-wide operations exercises and evaluations that take place, with oversight by CAP-USAF.
* These cover most of the items that our stakeholders are concerned with evaluating.
* Double-Inspecting these items by checking them during SUIs has been deemed to be an inefficient use of CAP resources.
* You still have to be compliant with what the regulations require.

Question 49. Can we share CAP Geographic Information Systems (GIS) data with state Emergency Management Agencies (EMAs)?

* That is situation-dependent. Consult with your chain of command, and contact GIS@cap.gov for guidance.

Question 50. How does GIS relate to DAART?

* GIS is a field of study, expertise, and work.
* DAART is a specific system that uses some GIS concepts and tools.

Question 51. How can I become more involved with GIS?

* Reach out to the CAP GIS team, GIS@cap.gov.

Question 52. Can I evaluate a group of trainees at the same time, for example a group of students participating as part of a search line at a SAREX? Or do these students all need to be assessed individually?

* Refer to the evaluation criteria for the specific task. Generally, individuals need to be individually observed.
* Some tasks require participation in a search line, that would be ok, but other tasks require planning a search line, that is an individual task.

Question 53. What First-Aid training meet CAP’s requirements? The link in CAPR 60-3 no longer directs to a specific standard.

* The standard that CAPR-60-3 refers to can still be found at <http://www.sonic.net/~srg/ngfatos/ngfatos.pdf>.
* Generally, any standardized training that provides a First-Aid card is acceptable, as long as the course of training includes a practical/hands-on portion (for example, Red Cross, Heart Association, and so forth).
* Online-only or classroom-only with no hands-on training is not acceptable.

Question 54. Where can I find pre-planned training plans and lessons for conducting ES training?

* Talk with more experienced ESOs and counterparts at the Wing and Region levels.
* Session 3 of this workshop will provide some guidance, but there is a world of resources that cannot be adequately covered during this workshop, and networking for additional resources is recommended.

**Abbreviation Glossary**

 **AVGAS** Short for Aviation Gasoline, and used to distinguish aircraft-specific fuel from MOGAS, or Motor Gasoline, which is used in ground vehicles and some light aircraft.

 **CAP-USAF** Civil Air Patrol-US Air Force. CAP-USAF serves as the Air Force program office for the cooperative agreement between CAP and the Air Force. The CAP-USAF commander, as the program manager, is responsible for the oversight and validation of CAP’s performance under the cooperative agreement.

 **DAART** Domestic Operations Awareness and Assessment Response Tool. This system was developed by the U.S. Army Space and Missile Defense Command, Future Warfare Center for the National Guard Bureau in support of multiple mission areas including supporting local civil authorities.

 **DO** This is the Office Symbol for a “Deputy Chief of Staff for Operations” at the Region Level, a “Director of Operations” at the Wing Level, and an “Operations Officer” at the Unit Level. NOTE: This is an Office Symbol, and not an initialism or acronym.

 **DOS** This is the Office Symbol for an “Emergency Services Officer” at all levels. NOTE: This is an Office Symbol, and not an initialism or acronym.

 **DOST** This is the Office Symbol for an “Emergency Services Training Officer” at all levels. NOTE: This is an Office Symbol, and not an initialism or acronym.

 **EMA** Emergency Management Agency. This is an agency at the local, tribal, state, national or international level that holds responsibility of comprehensively planning for and responding to and recovering from all manner of disasters, whether man-made or natural. An OEM may also be requested to provide consequence management for large special events such as major gatherings, visiting dignitaries, etc. Alternatively referred to as an Office of Emergency Management (OEM), or an Emergency Management Office (EMO in some areas.

 **EMO** Emergency Management Office. This is an agency at the local, tribal, state, national or international level that holds responsibility of comprehensively planning for and responding to and recovering from all manner of disasters, whether man-made or natural. An OEM may also be requested to provide consequence management for large special events such as major gatherings, visiting dignitaries, etc. Alternatively referred to as an Office of Emergency Management (OEM), or an Emergency Management Agency (EMA) in some areas.

 **ES Emergency Services. “**ES” is the abbreviation for Emergency Services, and can refer to the overall mission for CAP that includes Search and Rescue, Disaster Relief, Counterdrug, and Homeland Security functions, or component aspects thereof.

 **eServices** This is the online personnel and administrative system used by CAP. Accessible via [www.capnhq.gov](http://www.capnhq.gov) and [www.gocivilairpatrol.com](http://www.gocivilairpatrol.com).

 **ESO** Emergency Services Officer.This is the abbreviation used to generally refer to members in this specialty track. NOTE: This is an initialism, and not an Office Symbol.

 **GIS** Geographic Information System. This refers to powerful digital map-making systems that can incorporate massive databases with location information to build customized maps for customers.

 **MOGAS** Short for Motor Gasoline, and is used to distinguish fuel for ground vehicles and some light aircraft Aviation Gasoline from AVGAS, or Aviation Gasoline, which is an aircraft-specific fuel.

 **OEM** Office of Emergency Management. This is an agency at the local, tribal, state, national or international level that holds responsibility of comprehensively planning for and responding to and recovering from all manner of disasters, whether man-made or natural. An OEM may also be requested to provide consequence management for large special events such as major gatherings, visiting dignitaries, etc. Alternatively referred to as an Emergency Management Agency (EMA), or an Emergency Management Office (EMO) in some areas.

 **OpsQuals** Operations Qualifications. This is the utility within eServices where ES qualifications, training progress, pilot credentials, some awards, and other ES-related tools are available.

 **PAO** Public Affairs Officer. Responsible for day-to-day media, marketing and public communications in CAP. Includes specialty track training and formal eServices duty assignment.

 **PIO** Public Information Officer. Responsible for press releases and media management during incidents. Includes Operations Specialty Training and Qualification, and is only active during incidents as a member of the incident’s command staff.

 **POD** Point of Distribution. This is the description for a publicly-accessible cache of supplies that may be handed out during disaster recovery operations. Procedures and recipients are determined per-incident.

 **SAREX** Search and Rescue Exercise

 **SET** Skills Evaluator Training. This is a qualification that approved evaluators hold, indicating they can “sign-off” other CAP personnel on completing task-based training. More information at [https://www.gocivilairpatrol.com/programs/
emergency-services/education-and-training/skills-evaluator-training](https://www.gocivilairpatrol.com/programs/emergency-services/education-and-training/skills-evaluator-training).

 **WMIRS** Web Mission Information Reporting System. The online mission tracking and Common-Operating-Picture system used by CAP.

 **XXWG** This is the standard abbreviation for a Wing (WG) in CAP, where XX is the two-letter postal abbreviation for the specific state or territory that the wing corresponds to. For example, ORWG is short for Oregon Wing.