



NATIONAL HEADQUARTERS CIVIL AIR PATROL

CAP REGULATION 190-1

16 NOVEMBER 2016

Corrected Copy

Public Affairs

CIVIL AIR PATROL PUBLIC AFFAIRS PROGRAM

This regulation defines the purposes of the Civil Air Patrol (CAP) Public Affairs program and identifies policies that govern its administration. This regulation applies to all CAP units.

SUMMARY OF CHANGES.

- Removes requirement for units below wing to submit a Crisis Communication Plan.
• Requires Public Affairs Officers (PAO) at region, wing and group levels to provide training for subordinate unit PAOs.
• Corrects all references to "Public Relations" to "Public Affairs".
• Specifies planning cycle as the first quarter of each calendar year.
• Requires familiarity with Branding Master Plan and use of the Brand Resource Guide; emphasizes website unity, CAP specified in metadata and photo captions and a unified presence in use of social media.
• Specifies Public Affairs (PA) content on websites be no older than three months.
• Denotes requirements for National Public Information Officer Team.
• Specifies cadets may enter Balsem Awards competition.

Note: Shaded areas identify new or revised material.

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Supersedes: CAPR 190-1, 17 May 2013.
Distribution: National CAP website.

OPR: PA
Pages: 13

Notice: CAP publications and forms are available digitally on the CAP National website at:
http://www.capmembers.com/publications/

**1. Mission.** The mission of the CAP PA program is to inform internal and external audiences of CAP's national importance, safeguard the image and assets of the corporation, and strengthen relations with key audiences and customers, which enables the organization to grow.

**2. Public Affairs Officer Objectives.**

2.1. Increase public awareness of CAP, its local, state and national missions, and its contributions to the nation.

2.2. Develop and conduct a comprehensive internal and external PA plan.

2.3. Promote cooperation between CAP and other aviation organizations, the military, business, industry and civic groups.

2.4. Consistently communicate the CAP brand identity and inspire every member to help build awareness of CAP.

**3. Assignment of the PAO.**

3.1. Each unit commander will appoint a qualified individual to be the PAO. Appointed PAOs that are not fully qualified will complete appropriate training within the first 12 months of their assignment (see paragraph 6, below).

3.2. The PAO will be appointed in accordance with current personnel procedures in CAPR 35-1, *Assignment and Duty Status*. The next higher headquarters will also be notified of all PAO appointments.

3.3. In the absence of an assigned PAO, the unit commander is responsible for the duties of the PAO. If the unit commander acts as the unit's PAO for 6 months, he/she will be assigned as the PAO according to current personnel procedures in CAPR 35-1 and is required to enroll in the PAO specialty track.

**4. Duties and Responsibilities.** The PAO is supervised by the commander. The commander and the PAO, as the commander's delegate, are the official spokespersons for their unit. The higher headquarters PAOs serve as advisors, mentors and resources for the development and implementation of an effective PA program.

4.1. Squadron and flight PAOs are the backbone of the national PA program and are primarily responsible for implementation of the program at that level.

4.2. Group PAOs will advise, mentor and support subordinate PAOs in their group on PA matters and will conduct an active PA program in support of the unit.

4.3. The wing PAO is the primary resource in conducting a wing-wide PA program. Together with the wing commander, the wing PAO will develop goals and objectives for the wing PA program as part of a PA plan and will advise, mentor and ensure that national, region and wing objectives are implemented.

4.4. The region PAO serves as a field representative for National Headquarters Public Affairs (NHQ PA) and as a liaison among the wing, group, squadron and flight PAOs. The region PAO will demonstrate leadership in guiding the work of the wing PAOs by developing an annual region PA plan that addresses identified weaknesses and needs, including social media training needs, and supports PA's national strategic goals and objectives. Region PAOs, when needed or requested,

should serve as advisors and supervisors and consult frequently with subordinate wing, group, squadron and flight PAOs.

4.5. The National PA staff volunteers report to the Deputy Director of Public Affairs (CAP/PA). The National PA staff volunteers assist the CAP/PA with media relations, social media, internal information dissemination, special event planning and community relations for the PA program; serves as a liaison between the NHQ PA staff and membership in regard to PA matters; and works in coordination with the NHQ PA staff to implement, develop and upgrade CAP's PA program.

4.6. PAOs at all levels will advise and assist their unit commander. If requested, PAOs are authorized to advise other commanders on issues that have the potential to affect CAP's professional image, or other such matters relating to CAP and the public.

4.7. PAOs and commanders are authorized to work directly with military installation PAOs in support of CAP activities.

## 5. Public Affairs Support.

5.1. PAOs at the wing and region levels are authorized and encouraged to contact higher headquarters to request assistance.

5.2. PAOs at the wing and region levels are authorized and encouraged to contact and develop a working relationship with the NHQ PA office.

**6. Training.** Wings will provide training for subordinate unit PAOs at least annually. If possible, regions and groups should also provide annual PAO training. In addition, to ensure the success of the PA program, all PAOs are encouraged to utilize professional resources and should enroll and participate in available training, including:

6.1. PAO specialty track training CAPP 201, *Specialty Track Study Guide-Public Affairs Officer*, an in-depth PA training program leading to the technician, senior and master levels of proficiency.

6.2. [How-To Guide for Civil Air Patrol Public Affairs](#). A resource to support all initiatives.

6.3. Group, wing, region and national PA training courses, workshops, seminars and field training.

6.4. Seminars and workshops offered by the military and local, state or national organizations as deemed appropriate by the PAO and commander.

6.5. Public Information Officer (PIO) training as part of the emergency services missions of CAP.

## 7. Functions of Public Affairs Officers.

7.1. Planning. PAOs at the flight, squadron, group, wing and region levels will develop an annual PA plan to promote CAP, its goals and missions for internal and external audiences. These PA plans should complement the PA objectives in the National Strategic Plan. Wing and region PAOs will develop a Crisis Communications Plan to deal rapidly and effectively with emergencies. Crisis plans will be updated annually as needed. Step-by-step instructions on how to write each plan are provided on the [National Public Affairs website](#). The [PA plan](#) will follow the four-step planning process for PA:

- Step 1 -- Determine PA needs and opportunities.

- Step 2 -- Establish goals/objectives designed to fulfill needs and opportunities identified in Step 1.

- Step 3 -- Establish action strategies for each objective, including a way to measure the effectiveness of the tactics being used.

- Step 4 -- State the desired impact envisioned for each goal provided in Step 3. The unit PAO will submit a PA plan annually in the first quarter of the calendar year, including an evaluation of the effectiveness of the previous year's goals to the wing PAO for review and input. The wing PAO will submit a PA plan annually in the first quarter of the calendar year, including an evaluation of the effectiveness of the previous year's goals, to the region PAO and to NHQ PA for review and input. The region PAO will submit a PA plan annually in the first quarter of the calendar year, including an evaluation of the previous year's goals, for review and input to NHQ PA. All successive PA plans and corresponding evaluations will be retained in accordance with CAPR 10-2, *Files Maintenance and Records Disposition*.

7.1.1. External. PAOs will develop goals and initiatives that help build relationships with external constituencies of CAP and emphasize its importance in the performance of its missions.

7.1.2. Internal. PAOs will develop strategies that emphasize CAP's importance, member recognition, retention and encouragement of member participation in unit, wing, region and national activities and training.

7.1.3. PA Crisis Communications Plan. In consultation with their commanders, PAOs at the wing and region levels will develop a Crisis Communications Plan to ensure a rapid and effective response during an emergency that may damage the organization's reputation if mishandled. Crisis PA plans will reflect guidance outlined in the CAP NHQ, [Writing a Crisis Communications Plan](#). All crisis communication plans will be approved by the commander or designated representative. Wing and region crisis plans will be reviewed annually in the first quarter of the calendar year and if revised, submitted to NHQ PA for review and input.

## **7.2. External Information.**

7.2.1. PAOs will advise the commander on external PA strategies and methods in order to conduct an effective program.

7.2.2. Target audiences include local military installations, government agencies, schools, businesses, industry, civic organizations, constituent audiences and the media. Community and governmental relations shall not be the exclusive responsibility of the PAO, unless accepted as an additional duty. PAOs should use community service projects as a source for promotional opportunities and publicity.

7.2.3. PAOs below the region level will assemble current media contact information to foster working relationships. PAOs should meet periodically with representatives of key media to improve media awareness of CAP and to establish an understanding on the part of the PAO of the information needs and preferences of each media outlet.

7.2.4. PAOs will develop standard plans and procedures for external promotion of key events in the unit, such as participation in training and actual missions, awards, promotions and special unit activities.

7.2.5. PAOs will assemble standard NHQ PA and locally developed materials presenting the background of CAP suitable for distribution to the media, prospective members, partner agency officials and others as needed.

7.2.6. The PAO should check the NHQ PA website and PAO Toolkit contents regularly for updated materials.

7.2.7. PAOs will use available unit, wing and region websites to inform the public about CAP.

7.2.8. As NHQ PA adopts or updates positioning statements, slogans, logos and other components of a brand communications program, PAOs will incorporate these elements into their communications with external constituencies, whenever practical.

7.2.9. All PA communications (news releases, public websites, articles, newsletters, photos, etc.) will be approved by the commander and written in AP Style (as detailed in *The Associated Press Stylebook*). Official CAP correspondence will be written in accordance with the guidelines in *CAPP1-2 The CAP Guide to Effective Communications*.

7.2.9.1. The AFAM approval authority is the media release authority unless mission related guidance appoints the requesting agency's PA as the media release authority. Media release authority may be delegated.

7.2.9.2. CAP generated AF media release requests related to AFAMs will be directed to the appropriate mission approval authority. See the [Media Relations for Civil Air Patrol](#). The CAP PIO or wing will verify that approval from customers and individuals cited in any article/photo are in place prior to dissemination (not required for CAP members).

### **7.3. Internal Public Affairs.**

7.3.1. PAOs will advise the commander on internal PA strategies and methods in order to conduct an effective program.

7.3.2. PAOs at all levels will regularly submit news advisories and releases, with photographs whenever possible, to the next higher headquarters. PAOs shall be aware that selected submissions may become part of higher headquarters' external PA activities.

7.4. **PA Branding Master Plan and Branding Resource Guide.** A well-defined, compelling and consistent brand identity for CAP is necessary to counter a lack of awareness of who we are and what we do as an organization. This affects member recruitment, media coverage and funding. PAOs at all levels should:

7.4.1. Be familiar with the [Branding Master Plan](#).

7.4.2. Be able to use the [Brand Resource Guide](#).

7.4.3. Ensure all official social media channels are branded in accordance with social media guidelines as provided by NHQ PA.

## **8. Newsletters, Magazines and other News Publications.**

8.1. PAOs should publish information that tells success stories, encourages participation in meetings and activities and presents other information about the unit of interest to internal and external audiences. This information may be published as a hard copy or electronic newsletter/magazine, or by whatever method/format works best for the unit (i.e. website, social media, etc.).

8.2. A newsletter and/or magazine are not required. If a unit PAO produces a newsletter and/or magazine, one copy will be filed in hard copy or as a PDF document for later reference, and maintained as a historic unit record if space allows.

## **9. National Headquarters Publications.**

9.1. [How-To Guide for Civil Air Patrol Public Affairs](#), the PAO's detailed manual for accomplishing the PA mission.

9.2. [Civil Air Patrol Volunteer](#) magazine, CAP's internal and external publication.

9.3. [CAP.news](#), a CAP-wide collection of online news.

## **10. Multimedia and Emerging Technologies.**

10.1. Quality still photography, video and audio materials are essential to telling the CAP story to internal and external constituencies. The PAO shall ensure that all distributed multimedia materials, including those distributed by emerging technologies, shall be in good taste, with members shown in proper uniform, depicting the diverse and multifaceted missions and opportunities of CAP membership. Whenever possible, multimedia materials will also depict the diversity of CAP's membership with regard to race, sex (gender), age, religion, national origin, and/or disability.

10.2. Photographs meeting stipulations in paragraph 10.1, above, will be submitted to internal and external publications, along with information to be used in captions. These submissions will include photo credits.

10.3. Photo Releases. Photos and video taken in public circumstances may be published or distributed (including images posted on the World Wide Web) without specific written or verbal permission, unless local law requires permission.

10.3.1. CAP will not publish identifying information other than name, grade, and general locale of the individual's unit of assignment, limited to city, state, and flight, squadron, group, wing or region name.

10.3.2. CAP will obtain written permission from identifiable individuals appearing in photographs that are used for commercial purposes, including paid advertising purchased by CAP, but not including official publications and websites produced by CAP staff.

10.3.3. When individual circumstances cause members to request that they not appear in photographs distributed by CAP PA staff, and any member serving as a CAP photographer shall make a good-faith effort to comply with the request.

10.3.4. None of the provisions in this section will be interpreted as applying to legitimate news organizations or to members conducting photography for personal rather than corporate purposes, unless such photos and video are later adopted for corporate use.

## 11. Digital Communications.

11.1. Website. PAOs at the squadron, wing and region levels, in conjunction with the information technology officer and/or commander designee, will create and maintain their unit website in accordance with [CAPR 110-1](#). Units are encouraged to utilize the website template available on the [PA Branding Resource Guide](#).

The PAO will have authority over the PA content of all web pages visible to the public and will keep the website accurate and current with assistance from other members as necessary. Information posted, unless timeless in content, will not be older than three months.

11.2. Social Media. Wing PAOs will use social media to reach out to their membership, potential members, CAP supporters and the general public by creating and maintaining wing social media channels to tell CAP stories. Flights, squadrons, groups and regions are not required to use social media but are encouraged to do so if desired. The responsibility for use of social media by CAP units rests with the unit commander and it will be overseen by the unit PAO or a member designated by the commander under the direction of the unit PAO. The unit PAO will ensure that CAP social media operations will:

11.2.1. Be conducted in accordance with existing CAP regulations and will not violate Operational Security (OPSEC) requirements.

11.2.2. Respect copyrights and trademarks in content.

11.2.3. Be maintained and kept fresh, interesting and relevant.

11.2.4. Use links and contact information from the source of the content.

11.3. Social Engagement. PAOs at every level will encourage members of their unit to talk about their positive CAP experiences and accomplishments on their personal social media accounts, as well as address questions, acknowledge comments and contribute to conversations about CAP. CAP members are not required to advocate for CAP on their personal social media accounts, but are encouraged to do so. The unit PAO will counsel their unit members that when representing CAP online they should:

11.3.1. Identify themselves as a CAP member.

11.3.2. Be polite and respectful.

11.3.3. Respond with a thank you when receiving praise.

11.3.4. Provide accurate information.

11.3.5. Refer a question that can't be answered by them to someone in the chain of command who can.

**12. Public Information Officer (PIO).** One of the best opportunities for CAP to get its message out to the public is when the organization is supporting emergency services missions for state and local communities. PA and media relations issues are handled by qualified personnel called PIOs or their supervisors or by incident commanders (IC) if a PIO has not been appointed. In accordance with CAPR 60-3, *CAP Emergency Services Training and Operational Missions*, information that is releasable to the public on CAP missions should be given promptly to news media representatives. Public awareness and understanding of CAP resulting from the efforts of the PIO can play a vital role in recruitment and retention, as well as government and community

relations. The PIO provides and receives critical information, advises the IC, protects the image of CAP and provides timely information to the PA staff of each higher headquarters.

12.1. Training. In order to serve as a PIO, the individual will complete the required training and certification in accordance with [CAPR 60-3, CAP Emergency Services Training and Operational Missions](#) and [CAPP 201, Specialty Track Study Guide – Public Affairs Officer](#).

12.2. Appointment. A PIO, fully qualified in accordance with current PIO training requirements or a trainee under supervision as outlined in CAPR 60-3, may be appointed at the discretion of the IC for any training or actual mission. ICs will fulfill the responsibilities of the PIO if one is not appointed. Assignment of a PIO is mandatory for all actual emergency services missions (not training) lasting or expected to last more than 48 hours, including, but not limited to, missing aircraft, missing persons, disaster relief or other humanitarian aid operations. Some missions, like counterdrug or homeland security operations, may require additional discretion and/or little to no dissemination of public information; the CAP National Operations Center (NOC) or NHQ PA may limit or edit what ICs and/or PIOs release.

12.3. For high profile missions, i.e. missions with the potential to attract extensive media attention at any level, a PIO will be appointed by NHQ PA; multiple PIOs may be appointed as warranted. NHQ PA will coordinate the PIO appointment with the applicable wing and region commander.

**13. Reporting.** CAP units below NHQ may establish quarterly reporting requirements for their subordinate unit PA activities. Reporting requirements should avoid becoming an unreasonable administrative burden. These reports may be submitted electronically.

**14. Awards.** Annually CAP recognizes PAOs at all levels who excelled in conducting and managing an exceptional PA program.

14.1. The Colonel Robert (Bud) V. Payton Public Affairs Officer of the Year award recognizes the PAO who epitomizes the PA program of CAP. The award is presented to a PAO at any level of the organization who provides outstanding and exemplary support for the CAP Cadet Program, Aerospace Education Program and Emergency Services Program and has a PA plan that greatly enhances the perceived value of CAP to the community.

14.1.1. Deadline 15 January. Unit commanders should submit nominations on a CAPF 120, *Recommendation for Decoration*, with full supporting documentation to the wing commander for consideration.

14.1.2. Deadline 15 February. Wing commanders will review the nominations from unit commanders within their wings and forward the best nominee to the region commander for consideration.

14.1.3. Deadline 15 March. Region commanders will select the best of the wing nominees and forward one nomination to NHQ PA for consideration.

14.1.4. Deadline 15 April. The CAP/PA Deputy Director, will co-chair a committee to rank order the submissions and forward with a recommendation to the Awards Committee to present to the National Commander, who will make the final decision.

14.1.5. The award will be presented annually during the CAP National Conference.

14.2. The Maj Howell Balsem Exceptional Achievement Awards recognize excellence in nine major categories of the CAP PA program, as listed below. All entries must be the work of a PAO or PIO or any member whose work product was generated while acting as a PAO/PIO including cadet and senior members. All entries must be the work of the person submitting the entry. Competition is limited to five entries per member. A project may only be entered once. All entries must have been generated during the previous calendar year and must be items that were approved by the PAO/PIO's commander. All entries must be submitted electronically. The online template for submissions will be open in January and close at midnight on 15 May; the system will automatically shut down 16 May and no other entries will be accepted.

**Major Categories:**

- Brochure/Poster/Flyer
- Magazine
- PowerPoint Presentation
- Website
- Photography –submit only a single image per entry
- External Media Coverage of CAP
- Event Promotion
- Crisis Management
- Social Media

14.3. The Balsem Awards program is administered by the Deputy Director for Public Affairs. Winners are selected based solely on the judges' view of each entry's creativity and overall effectiveness, with emphasis on following the four-step planning process.

14.4. The judges may award a first-place Balsem Award, second-place Award of Excellence, and third-place Certificate of Merit for each category, OR the judges may opt to not present an award in any category. More than one first-, second- or third-place award may be selected, as the judges deem appropriate.

14.5. The Lt Col Al Pabon Best in Show will be awarded at the judges' discretion.

JOSEPH R. VAZQUEZ  
MAJOR GENERAL, CAP  
COMMANDER

## Attachment 1 - Compliance Elements

### D-6 Public Affairs

#### Questions

| Checklist and Tab | Compliance Question   | How to Verify Compliance                      | Discrepancy Write-up   | How to Clear Discrepancy   |
|-------------------|---|---|--|--|
| SUI 01            | Has the Unit PAO developed an annual PA plan to promote CAP, its goals and missions, IAW CAP regulations?   | Review unit PA plan located in eServices.     | (A-Discrepancy): [xx] (D6, Question 1) Unit has not developed an annual PA plan IAW CAPR 190-1 para 7.1. | Develop a PA plan and upload to eServices. Ensure coordination is accomplished before you request closure to this discrepancy in the Discrepancy Tracking System (DTS).<br><br>Attach a plan of action, approved by Unit/CC, to prevent reoccurrence to this discrepancy in the DTS. |
| CI 01             | Has the Wing PAO developed an annual PA Plan to promote CAP, its goals and missions IAW CAP regulations?  | Review the wing PA plan located in eServices. | (A-Discrepancy): [xx] (D6, Question 1) Wing has not developed an annual PA Plan IAW CAPR 190-1 para 7.1. | Develop a PA plan and upload to eServices. Ensure coordination is accomplished before you request closure to this discrepancy in the Discrepancy Tracking System (DTS).<br><br>Attach a plan of action, approved by Wing/CC, to prevent reoccurrence to this discrepancy in the DTS. |
| SUI 02            | Was the PA plan completed IAW CAP regulations?<br><br>Does the PA plan include the four step planning process for PA, including an evaluation of the previous year's goals? |   |  |  |

| Checklist and Tab | Compliance Question   | How to Verify Compliance  | Discrepancy Write-up  | How to Clear Discrepancy  |
|-------------------|---|---|---|---|
|                   | <p>a) Four Step:</p> <p>Step 1) Determine PA needs and opportunities.</p> <p>Step 2) Establish objectives designed to fulfill needs and opportunities identified in Step 1.</p> <p>Step 3) Establish goals and action strategies for each objective.</p> <p>Step 4) State the desired impact envisioned for each goal provided in Step 3.</p> | <p>a) Review the plan to ensure all four steps were included.</p> | <p>a) (A-Discrepancy): [xx] (D6, Question 2) Unit PAO failed to follow the four step process when completing the PA plan IAW CAPR 190-1 para 7.1.</p> | <p>a) Modify the PA plan to include all four steps. Upload PA plan to eServices and ensure that coordination is completed before submitting request for closure in Discrepancy Tracking System. (DTS).</p>  |
|                   | <p>b) Is an evaluation of the previous year's goals included in this step?</p>  | <p>b) Review the evaluation.</p>                                  | <p>b) (A-Discrepancy): [xx] (Question 2) Unit annual PA plan did not include an evaluation of the previous year's goals IAW CAPR 190-1 para 7.1.</p>  | <p>b) Complete and upload an evaluation of the previous year's goals to eServices and ensure coordination is completed before submitting request for closure in the DTS.</p> <p>Attach a plan of action, approved by Unit/CC, to prevent reoccurrence to this discrepancy in the DTS.</p> |
| CI 02             | <p>Was the PA plan completed IAW CAP regulations?</p> <p>Does the PA plan include the four step planning process for PA, including an evaluation of the previous year's goals?</p>  | <p>a) Review the plan to ensure all four steps were included.</p> | <p>a) (A-Discrepancy): [D6] (Question 2) Wing PAO failed to follow the four step process when completing the PA plan IAW CAPR 190-1 para 7.1.</p>     | <p>a) Modify the PA plan to include all four steps. Submit the PA plan into eServices and ensure that coordination has been accomplished before submitting request for closure to this discrepancy in the Discrepancy Tracking System (DTS).</p>  |
|                   | <p>a) Four Step:</p> <p>Step 1) Determine PA needs and opportunities.</p> <p>Step 2) Establish objectives designed to fulfill needs and opportunities identified in Step 1.</p> <p>Step 3) Establish goals and action strategies for each objective.</p> <p>Step 4) State the desired impact envisioned for each goal provided in Step 3.</p> |   |   |   |

| Checklist and Tab | Compliance Question  | How to Verify Compliance  | Discrepancy Write-up  | How to Clear Discrepancy   |
|-------------------|--|---|---|--|
|                   | b) Is an evaluation of the previous year's goals included in this step?                              | b) Review the evaluation.   | b) (A-Discrepancy): [xx] (Question 2) Wing annual PA plan did not include an evaluation of the previous year's goals IAW CAPR 190-1 para 7.1.     | b) Complete and submit the evaluation of the previous year's goals into eServices and ensure coordination has been accomplished before you submit a request for closure for this discrepancy in DTS.<br><br>Attach a plan of action, approved by Wing/CC, to prevent reoccurrence to this discrepancy in the DTS.                        |
| CI 03             | Has the wing submitted its annual PA plan to NHQ PA for review and input?                            | Review coordination in eServices to ensure coordination was accomplished. | (A-Discrepancy): [xx] (D6 Question 3) Wing did not send its annual PA plan to Region/PAO and NHQ PA IAW CAPR 190-1 para 7.1.                      | Accomplish coordination.<br><br>Submit a plan of action, approved by the Wing/CC, to prevent reoccurrence to this discrepancy in the DTS.  |
| CI 04             | Has the Wing PAO developed a PA Crisis Communications Plan?  | Review the PA Crisis Communication Plan located in eServices.             | (A-Discrepancy): [xx] (D6 Question 4) Wing did not develop a PA Crisis Communications Plan IAW CAPR 190-1 para 7.1.3                              | Develop a PA Crisis Communications Plan and upload into eServices. Ensure that all coordination has been accomplished before you submit a request for closure to this discrepancy in the Discrepancy Tracking System (DTS).<br><br>Attach a plan of action, approved by Wing/CC, to prevent reoccurrence to this discrepancy in the DTS. |
| CI 05             | Has the Wing PAO submitted the PA Crisis Communication Plan to the Region PAO and NHQ PA for review? | Review coordination in eServices to ensure coordination was accomplished. | (A-Discrepancy) [xx] (D6 Question 5) Wing did not submit its PA Crisis Communication Plan to the Region PAO and NHQ PA IAW CAPR 190-1 para 7.1.3. | Accomplish coordination.<br><br>Submit a plan of action, approved by the Wing/CC, to prevent reoccurrence to this discrepancy in the Discrepancy Tracking System (DTS).  |

| Checklist and Tab | Compliance Question  | How to Verify Compliance                                    | Discrepancy Write-up  | How to Clear Discrepancy   |
|-------------------|--|---|---|--|
| CI 06             | Does the public access wing website comply with CAP regulations?   | Wing shall provide a link to the public access wing website | a) (A-Discrepancy): [xx] (D6 Question 6) The PAO or the commander's designee(s) have not created a public access wing website IAW CAPR 190-1 para 11.1.                           | a) Create a wing website and upload the link to this discrepancy in the Discrepancy Tracking System (DTS).<br>Ensure inspectors have access to the link to verify.           |
|                   | a) Did the PAO or the commander's designee(s) create the public access wing website?   |   | b) (A-Discrepancy): [xx] (D6 Question 6) The PAO or the commander's designee(s) do not maintain the public access wing website IAW CAPR 190-1 para 11.1.                          | b) Upload verification that the website is being maintained to this discrepancy in the DTS.<br>Ensure inspectors have access to the link to verify.                          |
|                   | b) Does the PAO or the commander's designee(s) maintain the public access wing website?  |   | c) (A-Discrepancy): [xx] (D6 Question 6) The PAO does not have authority over the content of all public access wing website pages visible to the public IAW CAPR 190-1 para 11.1. | c) Upload verification that the PAO has the authority over all web pages visible to the public to this discrepancy in the DTS.<br>Ensure inspectors have access to verify.   |
|                   | c) Does the PAO have authority over the content of all public access wing website pages?   |   | d) (A-Discrepancy): [xx] (D6 Question 6) Wing public access website has inaccurate or outdated content (3 months old that is not timeless in content) IAW 190-1 para 11.1.        | d) Upload verification that information on the website is accurate and is up to date to this discrepancy in the DTS.<br>Ensure inspectors have access to the link to verify. |
|                   | d) Is posted information on the public access wing website accurate and current (less than 3 months old) unless timeless in content? |   |   |  |