



## DEFENSE INFORMATION SYSTEMS AGENCY

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FORT MEADE, MARYLAND 20755-0549

DISA INSTRUCTION 220-15-65\*

21 JAN 16

### ADMINISTRATION

#### Personnel Accountability

- 1. Purpose.** This Instruction prescribes policy, assigns responsibilities, and provides procedures for personnel accountability.
- 2. Applicability.** This Instruction applies to all DISA activities.
- 3. Authority.** This Instruction is published in accordance with the authority contained in DoD Instruction 3001.02, Personnel Accountability in Conjunction with Natural or Manmade Disasters, 3 May 2010; DoD Instruction 1400.32, DoD Civilian Work Force Contingency and Emergency Planning Guidelines and Procedures, 24 April 1995; and Chairman of Joint Chiefs of Staff Manual 3150.05D, Joint Reporting System Situation Monitoring Manual, 31 January 2011.
- 4. Policy.** Accounting for personnel and providing valuable situational and safety information is a top priority of DISA during emergencies. One-hundred-percent daily (excluding weekends and holidays) personnel accountability status, both daily and upon the occurrence of a disaster, is required for all assigned personnel. One-hundred-percent accountability will be attained as soon as possible after a large scale emergency, disaster, or command-ordered evacuation. Personnel accountability will be conducted in accordance with applicable laws, government-wide regulations, and DoD Directives and Instructions. This Instruction is not intended to nor should it be interpreted to contradict direction provided in the authority documents or government-wide and departmental laws, rules, or regulations. This Instruction and the use of the reporting methods specified in paragraphs 7 and 8 do not eliminate any accountability or notification procedures implemented at the organizational level.
- 5. Objective of Daily Accountability.** The primary objective of daily accountability is to obtain mission readiness and situational awareness status. Daily accountability is intended to provide only a broad and general measure of an employee's work or nonwork status on a particular day, and it is not used as a measure to precisely monitor an employee's time. Overall personnel accountability is a shared responsibility between the directors, commanders, and supervisors and the individual employee. Maintaining and exercising daily accountability will ensure continuity of operations (COOP) in the event of a disaster or emergency.
- 6. Personnel Accountability Management (PAM) System.** The PAM system, via the Corporate Management Information System (CMIS), is the primary accountability system to be used during nonemergencies and crisis events. The PAM system is available at <https://cmis.disa.mil/hr/pam/default.cfm>.

**7. Reporting During an Emergency Situation.** Personnel accountability is initiated with the activation of the organizational phone trees or recall roster. In the event this measure fails, employees should dial the DISA hotline at 1-301-225-1600 or send an e-mail to [disa.meade.mps.mbx.mps-pers-acct-rep@mail.mil](mailto:disa.meade.mps.mbx.mps-pers-acct-rep@mail.mil). In addition to using PAM to report their status, the emergency telephone number and e-mail address should be added to all organizational recall rosters. The purpose of the telephone hotline and e-mail address is to provide a redundant emergency accountability and reporting system for times when supervisors cannot be contacted; for example, during power outages. The hotline should be used during emergencies only. The Agency accountability representative will report messages from employees to the appropriate organizational accountability representative. In the event of an emergency (i.e., hurricane, wildfire, flooding, or other threats) while on temporary duty (TDY) or serving as a Liaison Officer (LNO) to another external organization, personnel are required to report their accountability status to their immediate supervisor.

## **8. Automatic Recording in the PAM System.**

8.1 Personnel accountability, via the PAM system, is automatically recorded when employees initially access the DISA Internet browser. Automatic recording is designed to account for personnel who are present for duty (PDY) or in a telework status, including shift workers. This feature will only work if the employee accesses their computer with their common access card (CAC) via the DISA home page.

8.2 For reporting a status other than PDY or telework, employees are to manually update their current or projected status via PAM. Employees are also expected to maintain an updated PAM status by projecting and recording in PAM the dates on which they will be on leave, TDY, training, or otherwise in a duty status but unable to access their computer with their CAC via the DISA home page. For employees who do not update their status in this manner, supervisors are to reconcile records for any unaccounted for personnel. Supervisors will work with their assigned Personnel Accountability Representatives (PARs) via the PAM system to reconcile PAM for their area of responsibility no later than (NLT) 1000 hours daily (excluding holidays and weekends).

## **9. Responsibility.**

9.1 **Director for Workforce Management Directorate (WMD).** The Director, WMD, serves as the senior official accountable to the Director, DISA, for oversight of personnel accountability to ensure program management, policy, planning, preparedness, allocation of resources, and compliance with DoD guidance, directives, and standards. The Director, WMD, may further delegate authority for various aspects of personnel accountability to other DISA activities, as appropriate, but may not delegate the responsibility. The Director, WMD, will:

9.1.1 Develop and disseminate policy, processes, and procedures for personnel accountability for DISA organizations worldwide to account for personnel during nonemergencies and crisis events, consistent with DoD guidance and leveraging existing personnel plans, procedures, and systems, as appropriate.

9.1.2 Develop policy, in coordination with the Center for Operations (OP), for activating an incident management team (IMT) and supporting emergency preparedness plans and procedures for providing incident response and management, consequence mitigation, and situational information support to the Director, DISA, through the DISA Command Center (DCC), during an emergency event affecting a DISA facility.

9.1.3 Maintain and provide governance of the Corporate Management Information System (CMIS), Personnel Accountability Management (PAM), DISA Alert and Notification System (DAN), and Personnel Locator System (PLS).

9.1.4 Assist OP in the preparation of personnel accountability information; i.e., briefings, warning orders, exercise orders, Defense Collaboration Services(DCS) setups, etc.

9.1.5 Assist OP in conducting DISA worldwide individual and collective personnel accountability practice events.

9.1.6 Coordinate with the Personnel Accountability Representatives (PARs) to ensure the PAM system is being updated and all unaccounted statuses are reconciled to achieve 100-percent accountability.

9.1.7 Conduct annual training for primary and alternate PARs.

9.1.8 Initiate personnel accountability procedures for the corresponding organization(s), during command-ordered evacuations. (All available resources will be used to track all employees from the impacted organization(s) until 100-percent accountability has been achieved.)

9.1.9 Provide personnel status (PERSTAT) reports or situation reports (SITREPs) to the DCC, as required, until the end of the event.

**9.2 Director for Center for Operations (OP).** The Director, OP, will:

9.2.1 Notify the Director, WMD, via the DCC, of any emergency situation that requires recall activation. (If the DCC is contacted about an unreported crisis and there has been no notice of an event even if employees begin calling and e-mailing, the DCC will attempt to contact the impacted organization for an assessment of the situation. If contact cannot be made, the DCC will assume there is an emergency situation and notify WMD to track personnel until otherwise informed.)

9.2.2 Provide initial personnel recall status to the Senior Leadership Decision Group within 3 hours of activation and upon completion.

**9.3 Directors, Executives, Commanders, and Chiefs of Major Organizational Elements.** These individuals will:

9.3.1 Ensure accurate and efficient daily accountability of all civilians and military personnel.

9.3.2 Develop, coordinate, and maintain organizational recall plans and validate, update, and reissue plans every 120 days, or more frequently as changes warrant, in accordance with the authority documents.

9.3.3 Activate organizational-, branch-, and activity-level recall rosters and disseminate special instructions, upon contact from the DCC or WMD of recall activation,

9.3.4 Enforce situational awareness of employees about their responsibilities; e.g., ensure the Personnel Locator System (PLS) is up to date in order to receive information via the DISA Alert Notification (DAN) prior to disaster or emergency, real-world, or practice events and ensure local contact information is current.

9.3.5 Ensure branch chiefs and organizational employees maintain current and detailed recall rosters, as well as updated PLS information. (The rosters should include name, address, primary and alternate phone numbers, emergency points of contact (POCs), and potential telework and/or COOP sites.)

9.3.6 Conduct periodic reviews of recall rosters and the PAM database to ensure accuracy.

9.3.7 Ensure at least two PARs are appointed per division and that the PARs receive proper training for their roles and responsibilities.

9.3.8 Prepare, review, and update personnel accountability recall procedures at least once every 90 days.

9.3.9 Close out the recall process with WMD during recall events and after 100-percent accountability is attained.

9.3.10 Conduct a personnel asset inventory by activating internal recall procedures at least once a quarter.

9.3.11 Ensure the PLS profile for employees is up to date in CMIS.

## 10. Duties.

10.1 **Division Chiefs and Supervisors.** These individuals will:

10.1.1 Provide personnel accountability awareness training for the entire organizational workforce concerning participation during recall procedure-related crisis events or exercise planning.

10.1.2 Ensure employees are aware of personnel accountability procedures and how to report their accountability status daily in PAM or use the alternate procedures specified in paragraph 7.

10.1.3 Ensure all organizational personnel who are assigned to activate, support, or sustain personnel accountability operations, as well those designated as a PAR or supervisor, are aware of their roles in recall and PAM procedures.

**10.2 Section Personnel Accountability Representative (PAR).** A section PAR will:

10.2.1 Assist supervisors and managers to reconcile discrepancies in order to attain 100-percent accountability NLT 1000 hours of their local time zone daily.

10.2.2 Report all personnel discrepancies, such as missing or additional personnel, to WMD .

**10.3 DISA Employees.** DISA employees will:

10.3.1 Maintain situational awareness on procedures for disasters and emergency event personnel accountability tracking.

10.3.2 Be accountable and contactable and ensure their PLS profile and recall roster information is updated.

**11. Reporting of Contracted Personnel and Liaison Officers (LNOs) to DISA.**

11.1 The daily reporting of designated or on-site contractors and LNOs to DISA is optional, but desired. Contractors and LNOs are not required to provide recall information, but they are included in the daily accountability status reporting for visibility in the event of an emergency evacuation of the facility. The organizational or division PAR or Contracting Officer's Representative (COR) who is responsible for the contractor or LNO will be responsible for daily accountability reporting, unless otherwise stated in the contract and/or order.

11.2 Off-site contractors who do not regularly report for duty to a DISA facility are not required to report their status, neither daily nor during disasters, emergencies, or exercises and are excluded from PAM entirely.

**12. Accountability Upon Occurrence of a Disaster.**

12.1 The Personnel Accountability Reporting System (PARS) is the central repository used by all DoD Components when accomplishing personnel accountability, upon the occurrence of a disaster. When directed by the Chairman of the Joint Chiefs of Staff, all DoD agency- and organization-designated PARS managers will commence personnel accountability reporting using PARS. If applicable, the Joint Staff (J1) coordinates with the DoD Components to reconcile the PARS baseline, as required, until all reportable personnel have been accounted for or until directed to cease reporting.

12.2 The DoD has also mandated the use of the Personnel Accountability and Assessment System (PAAS) to be used by all DoD personnel (military and civilian) to report their status on a national level during disasters. The PAAS is a Web-based enterprise application that standardizes personnel accountability, needs assessment and case management, and recovery and reconstitution tracking and reporting. The PAAS also allows Service members, employees, and families affected by a catastrophic event to self-report accountability status, update contact

and location information, and complete a needs assessment. Each Service component has established their own individual PAAS Web site which reports data (to include DoD civilians) directly to PARS. The Web sites are specified in the enclosure.

Enclosure a/s

MARK E. ROSENSTEIN  
Colonel, USA  
Chief of Staff

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\*This Instruction replaces DPL 2010-10, 30 November 2012, and must be reissued, canceled, or certified current within 5 years of its publication. If not, it will expire 10 years from its publication date and be removed from the DISA issuances postings.

OPR: WMD - disa.meade.mps.mbx.mps-pers-acct-rep@mail.mil

DISTRIBUTION: P

Enclosure

**SERVICE SPECIFIC ACCOUNTABILITY ASSISTANCE**

**For all Air Force active duty, Air National Guard, Reservist, Department of the Air Force civilian employees, Non-Appropriated Funds (NAF) employees, outside the continental United States (OCONUS) contractors, and families**

Go to "AFPAAS" (the Air Force Personnel Accountability and Assessment System) at <https://afpaas.af.mil> or call 1-800-525-0102.

**For all Army military, Department of the Army civilians, NAF employees, OCONUS contractors, and families**

Go to "ADPAAS" (the Army Disaster Personnel Accountability and Assessment System) at <https://adpaas.army.mil> or call 1-800-833-6622.

**For all Navy and Marine Corps military, Department of the Navy and Marine Corps civilians, OCONUS contractors, and families**

Go to "NFAAS" (the Navy Family Accountability and Assessment System) at <https://nfda.navyfamily.navy.mil> or call 1-877-414-5358.

**DoD civilian personnel**

May contact the DoD Civilian Personnel Management Service (CPMS), if the appropriate Service contact cannot be made. Call 1-877-521-1923 or 1-888-363-4872 or e-mail [disasterresponse@cpms.osd.mil](mailto:disasterresponse@cpms.osd.mil).