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ADS Chapter 572

Personnel Recovery Program

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ADS 572 – Personnel Recovery Program
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ADS 572 – Personnel Recovery Program

572.1 OVERVIEW

Effective Date: 02/02/2018

USAID is mandated to develop and maintain a comprehensive Personnel Recovery Program in accordance with [Presidential Policy Directive 30 \(PPD-30\)](#). The Agency's Personnel Recovery Program applies to all USAID employees, regardless of hiring mechanism.

The Joint Personnel Recovery Agency defines Personnel Recovery (PR) as, “the combination of military, civil, and political efforts to obtain the release or recovery of personnel from uncertain or hostile environments and denied areas whether they are captured, missing, or isolated. Personnel Recovery is the umbrella term for operations that are focused on the task of recovering captured, missing, or isolated personnel from harm's way and includes but is not limited to search and rescue and the coordination of negotiated, as well as forcible, recovery options.”

The primary focus of USAID's Personnel Recovery Program is to prepare, train, and equip USAID employees and management to respond to the threats associated with isolation. Additionally, the Agency and Missions must be prepared to provide the necessary assistance to isolated personnel upon return to ensure successful reintegration back to society.

According to [PPD-30](#), “Each department and agency with overseas responsibilities shall inform its employees of U.S. policy regarding hostage-takings, and provide Personnel Recovery preparation, education, and training programs to ensure their employees understand the risk environment, evade capture, survive captivity, minimize their vulnerability to exploitation, and enable their recovery from a threat environment.” The USAID Personnel Recovery Program is designed to meet this responsibility.

The Department of State has the primary responsibility for the recovery of individuals under Chief of Mission who become separated or isolated in the course of their U.S. Government sponsored activities. However, USAID has the ultimate responsibility to prepare its employees to work in areas where there is an elevated risk of isolation prior to assigning them these areas.

This ADS chapter specifies the policies and procedures that constitute the USAID Personnel Recovery Program.

572.2 PRIMARY RESPONSIBILITIES

Effective Date: 08/26/2021

- a. The **Director of the Office of Security (SEC/OD)** ensures that the Personnel Recovery Program is implemented Agency-wide, based on availability of funds, as outlined by [PPD-30](#).

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b. The **Office of Security, International Security Programs (SEC/ISP)** provides oversight of Personnel Recovery training, equipment, and management systems at the Agency level and provides guidance and management tools to Personnel Recovery Officers (PROs) designated by Mission Directors in Missions where a Personnel Recovery Program has been deemed a requirement. Additionally, the ISP Personnel Recovery team will support USAID Missions in the establishment of their Personnel Recovery plans and policies **ensuring alignment with Embassy PR requirements.**

c. The **Office of Human Capital and Talent Management (HCTM)**, in coordination with SEC, provides personnel and resources to support post recovery activities - also referred to as **Reintegration and/or Post Isolation Support Activities (PISA) in the interagency community.**

d. The **Office of Human Capital and Talent Management, Center for Professional Development (HCTM/CPD)** facilitates Personnel Recovery-related organizational and individual training, which is developed by SEC.

e. The **Office of Human Capital and Talent Management, Staff Care Center (HCTM /SCC)** provides personnel and resources to support post recovery **and Post Isolation Support Activities (PISA).** Additionally, in the event of an isolating event, HCTM will provide counseling and informational support to the family and colleagues of the individual(s) involved.

f. The **Office of Legislative and Public Affairs (LPA)**, in coordination with other affected offices, coordinates USAID's public outreach during and after an isolating event. Additionally, LPA will provide advice to family members of isolated personnel, as requested, on media-related issues.

g. The **Office of the General Counsel (GC)** will participate in periodic Personnel Recovery Working Group (PRWG) meetings and advise the USAID **Post Isolation Support Activities (PISA)** Team on applicable legal matters in the event of an isolating event involving USAID employees.

h. **Mission Directors** ensure the local implementation of the USAID Personnel Recovery Program when implemented at their Mission by:

- Mandating that all staff members are in compliance with training requirements and other directives outlined in this ADS chapter;
- Designating a Personnel Recovery Officer (PRO);
- Ensuring the issued Personnel Recovery (PR) equipment is being utilized commensurate with the threats towards Mission employees;

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- Providing regular updated information to the USAID Administrator, SEC, applicable geographic bureaus, and other offices at Headquarters, as necessary, during an isolating event; and
- Designating an individual(s) who will work with the ISP Personnel Recovery team to assist in developing the Mission's Personnel Recovery plans and policies. Additionally, this individual(s) will be responsible for reviewing and updating the Mission's Personnel Recovery policies as needed.

i. **Executive Officers** assist Mission Directors in administering the Personnel Recovery Program. They also coordinate, monitor, and document Mission staff adherence to the Personnel Recovery training standards. Executive Officers may be designated as Personnel Recovery Officers, as defined below, where appropriate.

j. **Personnel Recovery Officers (PROs)** report to the Executive Officers. They are responsible for the daily execution and administration of the Personnel Recovery Program (see **572.3.1** for more details).

572.3 POLICY DIRECTIVES AND REQUIRED PROCEDURES

572.3.1 Management Procedures

Effective Date: 08/26/2021

Mission PROs will report quarterly to SEC/ISP regarding the status of Personnel Recovery Training, completion of Records of Emergency Data (RED) files (or Missing Person Information Cards (MPIC) depending on Post policy), and use of PR equipment. PROs are also responsible for:

1. Daily execution and administration of the Mission Personnel Recovery Program;
2. Maintaining, storing, and issuing PR equipment;
3. Ensuring that RED files or MPICs for all Mission staff are complete and updated;
4. Ensuring that RED files, **if used**, are stored in accordance with Personally Identifiable Information storage standards identified in ADS 508.3.9;
5. Maintaining awareness of USAID employee movements in high risk areas in accordance with the U.S. Embassy's travel policy;
6. Conducting PR event response and coordination with the Regional Security Officer (RSO) (and/or Embassy PRO if applicable);
7. Reporting all isolating events to USAID/SEC/ISP;

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8. Ensuring that the Mission PR policies and procedures are coordinated and synchronized with Embassy PR policies and procedures;
9. Exercising and evaluating the Mission procedures for responding to an isolating event at least annually; and
10. Submitting a quarterly report to SEC/ISP detailing:
 - Usage and condition of PR equipment assigned to the Mission, and
 - Status of the Mission's staff RED/MPIC file submission rate.

On a quarterly basis, the Division Chief of International Security Programs will give the Director of the Office of Security a report regarding the status of the USAID PR program. The SEC/ISP Division is also responsible for:

- a. The development of Agency policy and procedures for all aspects of Personnel Recovery including reporting, supporting, recovering, and post recovery operations;
- b. The development of Agency procedures and protocols for reporting and cataloging isolating events;
- c. Ensuring that the Personnel Recovery Program is in compliance with [PPD-30](#) requirements;
- d. Coordinating with other pertinent U.S. Government agencies, especially the Department of State, to ensure policies and procedures are consistent with Personnel Recovery policies already in place in the interagency;
- e. Coordinating the development of applicable Personnel Recovery training to meet the needs of all Agency personnel who could potentially be involved in an isolating event outside the United States, and individuals involved in management of an isolating incident;
- f. In coordination with SEC, Diplomatic Security (DS), and the Interagency community, developing procedures to monitor security threat levels in all areas in which USAID operates and develop a system to quickly provide additional equipment in environments of increased risk; and
- g. Coordinating the development, assembly, and distribution of equipment kits for use by all USAID employees, including Foreign Service Nationals (FSNs), traveling into the field. Field kits will include, at a minimum, first aid/self-aid materials; water purification resources; and communication devices including Personnel Tracking and Locator (PTL) devices.

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572.3.2 Equipment

Effective Date: 02/23/2015

During the establishment of a Personnel Recovery Program at a Mission, the Office of Security will provide all equipment associated with the program. For the first year of the program, the Office of Security will fund the associated costs of the equipment. After the first year, Missions are responsible for the operational costs of the equipment. Once the Personnel Recovery equipment is issued, the Mission will be responsible for replacement of devices in the event of loss, theft, damage, or misuse.

The Office of Security will maintain PR equipment kits for USAID employees based in the United States that are traveling to areas with an elevated risk of isolation. Requests to obtain a Personnel Recovery kit should be directed to the ISP Division Chief, who will approve the requests.

572.3.3 Exercise Requirements

Effective Date: 02/23/2015

On an annual basis, the Office of Security will coordinate USAID participation in interagency Personnel Recovery exercises to ensure Agency capabilities to respond to an isolating event overseas, evaluate the effectiveness and applicability of individual PR training, and develop or improve comprehensive Agency PR capabilities.

572.3.4 Reintegration/Post Isolation Support Activities (PISA)

Effective Date: 08/26/2021

The Office of Human Capital and Talent Management, Staff Care Center, will work to develop the resources to provide **post recovery and Post Isolation Support Activities (PISA)** specifically tailored to USAID employees who have experienced an isolating event. Additionally, HCTM will develop a program to support the family members of isolated personnel during and following isolating incidents.

572.3.5 Coordination with Diplomatic Security

Effective Date: 02/23/2015

The Office of Security, International Security Programs, will regularly coordinate with the Diplomatic Security, High Threat Post (DS/HTP) Personnel Recovery Program to ensure that Agency procedures, training, and equipment are consistent with Diplomatic Security practices. USAID Mission Directors will ensure all local PR policies and procedures are in accordance with Post Emergency Action Plans and Post-Specific Regional Security Officer regulations developed to comply with policies set by Annex G to 12 FAH 1, Personnel Recovery.

572.4 MANDATORY REFERENCES

Text highlighted in yellow indicates that the adjacent material is new or substantively revised.

572.4.1 External Mandatory References

Effective Date: 08/26/2021

- a. [1 FAM 022.7, Office of Hostage Affairs \(S/SPEHA\)](#)
- b. [1 FAM 260, Structure and purpose of Diplomatic Security](#)
- c. [1 FAM 260, Bureau for Diplomatic Security](#)
- d. [3 FAM 4140-4143, Guidelines for Personnel Taken Hostage](#)
- e. [7 FAM 100, Welfare and Whereabouts of U.S. Nationals Abroad](#)
- f. [7 FAM 150, Missing Persons](#)
- g. [10 U.S.C. Part 2, Chapter 76, Missing Persons Act](#)
- h. [12 FAH-1, Post Emergency Planning Handbook \(SBU\)](#)
- i. [12 FAH-1 ANNEX G, Hostage-Taking and Personnel Recovery \(SBU\)](#)
- j. [13 FAM 301.4, Mandatory Training Preparatory to Going Abroad](#)
- k. [18 U.S.C. Chapter 55, 1203, Hostage Taking](#)
- l. [22 U.S.C. Chapter 58, Diplomatic Security Act](#)
- m. [Presidential Policy Directive \(PPD\)-30 Hostage Recovery Activities](#)
- n. [Privacy Act of 1974](#)

Contact personnelrecovery@usaid.gov for access to additional references at the SBU and classified levels.

572.4.2 Internal Mandatory References

Effective Date: 08/26/2021

- a. [ADS 101, Agency Programs and Functions](#)
- b. [ADS 458, Training and Career/Professional Development](#)
- c. [ADS 508, USAID Privacy Policy](#)

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d. **ADS 561, Security Responsibilities**

572.5 ADDITIONAL HELP
Effective Date: 02/23/2015

There are no Additional Help documents for this chapter.

572.6 DEFINITIONS
Effective Date: 02/02/2018

See the **ADS Glossary** for all ADS terms and definitions.

Isolated Person

Someone who is isolated from support and who, if not recovered or assisted, is at risk of serious harm. (**Chapter 572**)

Isolating Event

An incident in which a person(s) becomes separated from friendly support due to environmental, mechanical, adversarial, or human error factors, is unable to continue their work, and requires assistance. (**Chapter 572**)

Personnel Recovery

The sum of military, diplomatic and civilian efforts to prepare for and execute the recovery of isolated personnel. (**Chapter 572**)

Post Incident Support Activities

The Department of State refers to Reintegration as Post Incident Support Activities; the terms are often used interchangeably. (**Chapter 572**)

Reintegration

A systematic and controlled method to process recovered isolated persons from the time that they are recovered until they are fully assimilated back with their family, colleagues, and society. (**Chapter 572**)

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