

**1 JULY 1999**



**Chaplain**

**CHAPLAIN SERVICE**

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OPR: HQ USAF/HCX (Ch, Colonel James R. Dixon)

Certified by: HQ USAF/HC (Ch, Maj General William J. Dendinger)

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Spiritual health is fundamental to the overall well-being of Air Force personnel and their families. Commanders in today's Air Force accommodate the religious needs of their personnel to enhance operational readiness and combat effectiveness. To this end, the Air Force Chaplain Service, through a global ministry strategy, provides spiritual care and ethical leadership across a full spectrum of operations. Receptive to mission requirements and individual needs, the Chaplain Service delivers worship opportunities, professional pastoral care, and advice to Air Force leaders regarding spiritual, religious, ethical and moral issues. This directive provides policy to guide the Chaplain Service toward mission accomplishment.

### **SUMMARY OF REVISIONS**

**This document is substantially revised and must be completely reviewed.**

This revision directs the Air Force Chaplain Service "Global Ministry" concept as the operational strategy for Chaplain Service personnel at all echelons; outlines Chaplain Service roles supporting Global Engagement (agile combat support) and the free exercise of religion within the Air Force; identifies Chaplain Service core competencies and processes; establishes responsibilities, authorities, policy interfaces, and the methods used to track, compile, and measure compliance with this directive.

**1.** The free exercise of religion is a Constitutional right of United States citizens. The Chaplain Service ensures the free exercise of religion for Air Force personnel and their families. Chaplain Service ministry is needs-based, performed cooperatively, and executed within a pluralistic environment.

**2.** The mission of the Air Force Chaplain Service is to plan, organize, train, equip, and sustain a corps of chaplains and Chaplain Service Support Personnel (CSSP) to execute global ministry strategies. Through the application of agile combat support doctrine, global ministry strategies support Air Force mission objectives and the free exercise of religion. Chaplain functions are mandated specifically by Title 10, United States Code, Section 8067(h).

2.1. The Air Force Chaplain Service, through its core competencies of spiritual care and ethical leadership, provides religious observances, pastoral care, and ethical advice to Air Force leaders at perma-

ment bases, industrial complexes, medical facilities, geographically separated units, and deployed locations.

2.2. Chaplain Service support processes include operational planning; training; administration; personnel and resource management. These processes facilitate the execution of religious observances, pastoral care, and advice to Air Force leaders.

2.3. Operational readiness is integrated into all phases of Chaplain Service ministry. Chaplains deliver professional religious/spiritual care during war, contingencies, operations other than war, national emergencies, military exercises, and peacetime. CSSP are nonclergy, specifically trained and integral to the Chaplain Service, who support the requirements of chaplain professional ministry.

3. To meet mission requirements and maintain functional integrity, the following authorities, responsibilities, and policy interfaces are established.

3.1. The Chief of the Chaplain Service, HQ USAF/HC, determines and provides functional doctrine, policy, and oversight to subordinate Air Force Chaplain Service echelons.

3.1.1. The HQ USAF/HC staff provides strategic-level advice to the Chief of the Chaplain Service regarding Governmental issues and initiatives impacting the Chaplain Service.

3.1.2. The Chaplain Service Council provides operational-level advice to the Chief of the Chaplain Service regarding Chaplain Service field operations.

3.1.3. The HQ USAF/HC Policy Development Group reviews strategic/operational-level advice and proposes Chaplain Service policy to the Chief of the Chaplain Service.

3.1.4. The Chaplain Service Readiness Working Group serves as an advisory body for the Chief of the Chaplain Service and recommends readiness initiatives consistent with Air Force deliberate and crisis action planning.

3.2. Major Command (MAJCOM), Field Operating Agency (FOA), and Direct Reporting Unit (DRU) Chaplains, in consultation with their staffs, implement Chief of the Chaplain Service policies and provide operational guidance to Chaplain Service personnel within their commands.

3.3. Wing Chaplains—or equivalent—in consultation with assigned Chaplain Service personnel and Air Force leadership design and implement a comprehensive Chaplain Service program to meet the spiritual, religious and moral needs of assigned personnel and their families. Wing Chaplains—or equivalent—also advise commanders regarding religious accommodation.

3.4. Chaplains at all echelons execute ministry tailored to support operational readiness and the free exercise of religion. Chaplains provide for the religious needs of all Air Force personnel and their families, while adhering to the requirements of their endorsing bodies.

3.5. Chaplain Service Support Personnel at all echelons provide religious ministry support which maximizes available resources required to execute the Chaplain Service mission.

4. Forms Prescribed. AF Form 1270, Chaplain Service Statistical Report.

5. See **Attachment 1** for Glossary of References and Supporting Information.

6. See **Attachment 2** for Glossary of Measuring Compliance with Policy.

F. WHITTEN PETERS  
Acting Secretary of the Air Force

## Attachment 1

## GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

**References**

Title 10, United States Code, *Armed Forces*, Sections 8067(h) & 8581, 1996 edition

*Manual for Courts-Martial*, Military Rules of Evidence 503, Part III, Communication to Clergy, 1984 edition

Department of Defense (DoD) Directive (DoDD) 1300.17, *Accommodation of Religious Practices Within the Military Services*, September 18, 1993

DoDD 1304.19, *Accession of Chaplains for the Military Services*, November 22, 1998

DoDD 1332.31, *Administrative Separation of Chaplains Upon Loss of Professional Qualifications*, October 16, 1981

Chairman of the Joint Chiefs of Staff (CJCS) Concept Document, *Joint Vision 2010*

Joint Publication (JP) 1-02, *Department of Defense Dictionary of Military and Associated Terms*

JP 1-05, *Religious Ministry Support for Joint Operations*, August 26, 1996

Secretary of the Air Force (SECAF)/Chief of Staff Air Force (CSAF) Concept Document, *Global Engagement*

Air Force Doctrine Document (AFDD) 1, *Air Force Basic Doctrine*, September 1997

AFDD 1-01, Air Force Task (AFT) 6.6.1.3., *Air Force Task Listing-Chaplain Services*

AFDD 2-4, *Combat Support Doctrine*

Air Force Chief of the Chaplain Service Concept Document, *Global Ministry*

Air Force War and Mobilization Plan (WMP) I, Annex X, *Chaplain*, March 1995

**Abbreviations and Acronyms**

**AFT**—Air Force Task

**AFDD**—Air Force Doctrine Document

**CJCS**—Chairman of the Joint Chiefs of Staff

**CS**—Chaplain Service

**CSAF**—Chief of Staff Air Force

**CSSP**—Chaplain Service Support Personnel

**DoD**—Department of Defense

**DoDD**—Department of Defense Directive

**DRU**—Direct Reporting Unit

**FOA**—Field Operating Agency

**GSU**—Geographically Separated Unit

**JP**—Joint Publication

**MAJCOM**—Major Command

**SECAF**—Secretary of the Air Force

**WMP**—War and Mobilization Plan

### *Terms*

**Agile Combat Support**—The Air Force core competency that improves the responsiveness, deployability and sustainability of forward deployed forces through a responsive agile support structure and reduced support footprint.

**Chaplain Service Equipping**—The function of supplying Chaplain Service Personnel with the necessary resources and qualities to perform assigned functional tasks in support of Air Force mission objectives and the free exercise of religion.

**Chaplain Service Organizing**—The function by which the Chaplain Service at all echelons arranges or assembles personnel and resources into an orderly, structured, functional whole to accomplish assigned functional tasks in support of Air Force mission objectives and the free exercise of religion.

**Chaplain Service Planning**—The function by which the Chaplain Service at all echelons identifies personnel and resources required to carry out global ministry strategies in support of Air Force mission objectives and the free exercise of religion.

**Chaplain Service Sustainment**—The continuing ability of Chaplain Service personnel to execute functional tasks during war, contingencies, operations other than war, national emergencies, military exercises and peacetime in support of Air Force mission objectives and the free exercise of religion.

**Chaplain Service Training**—The formal and informal functions of using special instruction and practice to enable Chaplain Service personnel proficiency within awarded Air Force specialties and assigned areas of responsibility in support of Air Force mission objectives and the free exercise of religion.

**Combat Effectiveness**—The degree to which the Air Force and its personnel are ready and able to decisively engage in war or lesser hostilities to reach desired outcomes.

**Global Ministry**—The Chaplain Service operating concept designed to support Air Force mission objectives, operational readiness, and combat effectiveness by promoting the spiritual health of all Air Force members and their families. Global Ministry operates on the principle that freedom of religion is a Constitutional right of all Air Force personnel and their families and is essential to their spiritual health. Thus, Chaplain Service personnel, through intentional planning, organizing, training, and equipping, allocate available resources to ensure this right is upheld within the Air Force community. Drawing upon the competencies of Chaplain Service personnel and performing Chaplain Service core processes, ministry is executed throughout the world. At each location where Chaplain Service personnel are assigned, ministry is uniquely shaped according to local environmental conditions and the assessed religious needs of assigned personnel. Global Ministry's primary attributes include flexible, needs-based ministry; sensitivity to the pluralistic environment; and Chaplain Service personnel cooperation toward ministry strategies.

**Needs-based Ministry**—The planned, collaborative professional acts of chaplains in responding to the

assessed religious and spiritual needs of individuals or groups.

**Operational Readiness**—The capability of a unit/formation, ship, weapon system or equipment to perform the missions or functional tasks for which it is organized or designed. May be used in a general sense or to express a level or degree of readiness.

**Pluralistic Environment**—The condition in which all Air Force members and their families from diverse religious backgrounds are able to participate in their traditional beliefs within the confines of a common Air Force environment.

**Religious Accommodation**—The act of facilitating an individual's or group's acknowledgment of the divine, religious beliefs, and practices relating to the sacred when such accommodation will not have an adverse impact on military, unit, or individual readiness; unit cohesion; health and safety standards; or discipline.

**Spiritual Health**—The human condition of being sound in spirit as it relates to sacred matters and/or an individual's view that one's spirit is a primary element of reality.

**Attachment 2****GLOSSARY OF MEASURING COMPLIANCE WITH POLICY**

**A2.1.** The Chaplain Service will measure compliance with its ability to plan, organize, train and equip its personnel to support and execute global ministry strategies and the free exercise of religion. It will accomplish this through the use of two continuous improvement process indicators: Chaplain Service Core Processes Customer Satisfaction and Chaplain Service Mission Functions Customer Satisfaction.

A2.1.1. The Chaplain Service will track customer satisfaction with its application of Chaplain Service core processes by conducting and analyzing surveys taken annually from external customers in November. These surveys focus on customer satisfaction with the execution of Chaplain Service core processes—religious observances, pastoral care, and advising leadership. External customers include commanders/first sergeants, unit personnel, and chapel parishioners. Survey results are documented on Air Force Form 1270, Chaplain Service Statistical Report. Chaplain Service personnel compare this data along with an annual compilation of man-hours expended on AFDD 1-01, AFT 6.6.1.3. tasks to manage the application of resources supporting local global ministry strategies and mission requirements. The goal is an increasing trend toward total customer satisfaction. (Reference **Figures A2.1, A2.3, and A2.4**)

A2.1.2. The Chaplain Service will track customer satisfaction with its application of Chaplain Service mission functions by conducting and analyzing surveys taken annually from internal customers in November. These surveys focus on customer satisfaction with the Chaplain Service's ability to plan, organize, train, and equip its personnel to sustain and execute the Chaplain Service mission. Internal customers include assigned Chaplain Service personnel and civilian/3A0 employees. Survey results are documented on Air Force Form 1270, Chaplain Service Statistical Report. Chaplain Service personnel use this data to manage the application of Chaplain Service mission functions which support local global ministry strategies and mission requirements. The goal is an increasing trend toward internal customer satisfaction. (Reference **Figures A2.2, A2.3, and A2.4**)

Figure A2.1. Sample Metric of Chaplain Service Core Processes Customer Satisfaction.

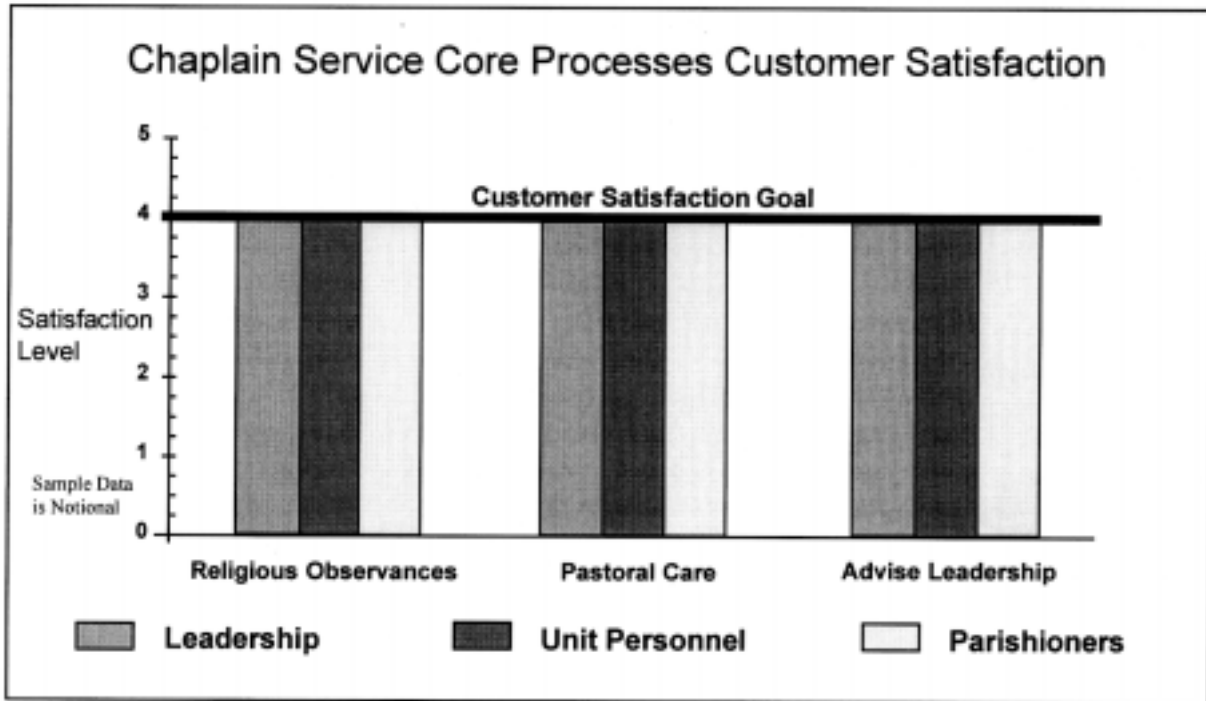


Figure A2.2. Sample Metric of Chaplain Service Mission Functions Customer Satisfaction.

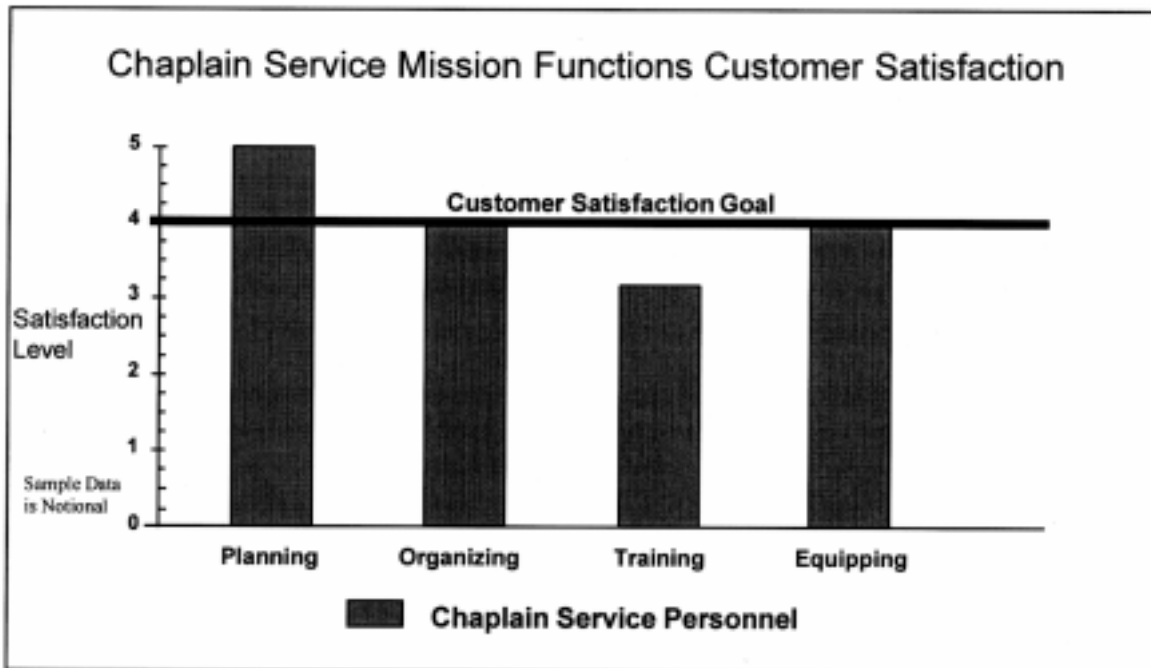




Figure A2.3. AF Form 1270, Parts 1 and 2, Chaplain Service Satisfaction Surveys.

AIR FORCE CHAPLAIN SERVICE CUSTOMER AND PERSONNEL SATISFACTION SURVEYS (COMPLETE PART I OR II AS APPLICABLE)														
AIR FORCE CHAPLAIN SERVICE CUSTOMER SATISFACTION SURVEY - PART I														
<p>The Air Force Chaplain Service is highly committed to providing for the religious needs of all Air Force personnel and their families. To this end, the Chaplain Service delivers worship opportunities, professional pastoral care, and advice to Air Force leaders regarding spiritual, religious, ethical, and moral issues. To ensure we meet our commitment, the Chaplain Service relies heavily upon feedback from Air Force leaders, personnel and their families. Your observations and comments are very important and will help us tailor our ministry to meet your religious needs in the best possible ways. Therefore, we invite you to take a few minutes to tell us the extent to which you are satisfied with the ministry we provide.</p>														
<p>DEMOGRAPHIC INFORMATION (Please place a "X" in the box that best describes your role.)</p> <table border="1"> <tr> <td>COMMANDER/FIST SERGEANT</td> <td>MEMBER OF ASSIGNED UNIT</td> <td colspan="5">INSTALLATION CHAPEL PARISHIONER</td> </tr> </table>							COMMANDER/FIST SERGEANT	MEMBER OF ASSIGNED UNIT	INSTALLATION CHAPEL PARISHIONER					
COMMANDER/FIST SERGEANT	MEMBER OF ASSIGNED UNIT	INSTALLATION CHAPEL PARISHIONER												
<p>SATISFACTION KEY:                      1 = VERY DISSATISFIED;    2 = DISSATISFIED;    3 = NEITHER DISSATISFIED/NOR SATISFIED;                      4 = SATISFIED;    5 = VERY SATISFIED;    6 = NOT OBSERVED</p>														
RELIGIOUS OPPORTUNITIES						1	2	3	4	5	6			
1. BASED ON YOUR ROLE AND NEEDS, HOW DO YOU RATE THE CHAPLAIN SERVICE AT PROVIDING OPPORTUNITIES FOR RELIGIOUS OBSERVANCES? (Worship Services, Liturgies, Rites)									X					
2. BASED ON YOUR ROLE AND NEEDS, HOW DO YOU RATE THE CHAPLAIN SERVICE AT PROVIDING OPPORTUNITIES FOR PASTORAL CARE? (Counseling, Crisis Intervention, Spiritual Nurture, Pastoral Visitation, Religious Instruction, Lay Training, Humanitarian Programs)										X				
3. BASED ON YOUR ROLE AND NEEDS, HOW DO YOU RATE THE CHAPLAIN SERVICE AT ADVISING AIR FORCE LEADERS REGARDING SPIRITUAL, RELIGIOUS, ETHICAL, AND MORAL											X			
ADDITIONAL COMMENTS														
<p><b>AF FORM 1270, 19990601 (EF-V1)</b> REPLACES AF FORM 1270, 19890501 WHICH IS RENUMBERED AS AF FORM 1270A, 19990601</p> <p>----- CUT ALONG DOTTED LINE -----</p>														
AIR FORCE CHAPLAIN SERVICE PERSONNEL SATISFACTION SURVEY - PART II														
<p>The Air Force Chaplain Service is highly committed to providing for the religious needs of all Air Force personnel and their families. To this end, the Chaplain Service delivers worship opportunities, professional pastoral care, and advice to Air Force leaders regarding spiritual, religious, ethical, and moral issues. Success in meeting this commitment depends upon the intentional planning and organizing of wing-level ministry tailored to meet these religious needs. Additionally, successful delivery of a tailored, needs-based, ministry depends upon adequately training and equipping of Chaplain Service personnel to deliver it. Your observations and comments about your local Chaplain Service planning, organizing, training, and equipping are very important and will help tailor your wing-level ministry to meet religious needs in the best possible ways.</p>														
<p>SATISFACTION KEY:                      1 = VERY DISSATISFIED;    2 = DISSATISFIED;    3 = NEITHER DISSATISFIED/NOR SATISFIED;                      4 = SATISFIED;    5 = VERY SATISFIED</p>														
MISSION FUNCTIONS										1	2	3	4	5
1. BASED ON YOUR ROLE, HOW DO YOU RATE THE CHAPLAIN SERVICE PLANNING AT YOUR INSTALLATION?											X			
2. BASED ON YOUR ROLE, HOW DO YOU RATE THE CHAPLAIN SERVICE ORGANIZING AT YOUR INSTALLATION?												X		
3. BASED ON YOUR ROLE, HOW DO YOU RATE THE CHAPLAIN SERVICE TRAINING AT YOUR INSTALLATION?													X	
4. BASED ON YOUR ROLE, HOW DO YOU RATE THE CHAPLAIN SERVICE EQUIPPING AT YOUR INSTALLATION?														X
ADDITIONAL COMMENTS														

AF FORM 1270, 19990601 (EF-V1) REPLACES AF FORM 1270, 19890501 WHICH IS RENUMBERED AS AF FORM 1270A, 19990601

Figure A2.4. AF Form 1270, Part 3, Chaplain Service Statistical Report.

CHAPLAIN SERVICE STATISTICAL REPORT			REPORT PERIOD 1 JANUARY - 31 DECEMBER 1999	RCS (Report Control Symbol) HAF-HCX(A)7103			
FROM (Organization and Address) 45 S3/HC Patrick AFB FL 32925-3202			TO (Organization and Address) HQ AFSPC/HC Peterson AFB CO 30914-4280				
SECTION I. CUSTOMER SATISFACTION <i>(Taken from Annual Surveys)</i>			SECTION II. FUNCTIONAL TASKINGS <i>(AFDD 1-01, AFT 6.6.1.3. See Page 2 for Instructions)</i>		SECTION IV. CORE COMPETENCIES <i>(Aggregate Total: Satisfaction and Hours Spent)</i>		
CUSTOMER & CORE PROCESSES		SAT. LEVEL <i>(Scores 1-5)</i>	AFT 6.6.1.3 TASKS	HOURS SPENT	COMPETENCY	SAT. LEVEL	HOURS SPENT
LEADERSHIP SATISFACTION <i>(Commanders and First Sergeants)</i>			WORSHIP, LITURGIES, RITES (RO)	2,080.00	SPIRITUAL CARE (RO/PC)	3.50	15,680.00
RELIGIOUS OBSERVANCES (RO)		4.00	COUNSELING, CRISIS INTERVENTION, AND SPIRITUAL NURTURE (PC)	200.00	ETHICAL LEADERSHIP (AL)	4.00	450.00
PASTORAL CARE (PC)		3.00	CRITICAL INCIDENT STRESS MANAGEMENT (PC)	150.00	SECTION V. MISSION FUNCTIONS <i>(See Page 2 for Instructions)</i>		
ADVISE LEADERSHIP (AL)		4.00	PASTORAL VISITATION (PC)	2,080.00	FUNCTION	SAT. LEVEL	HOURS SPENT
UNIT PERSONNEL SATISFACTION <i>(Authorized Military and Civilians)</i>			PLANNING AND EMPLOYMENT FOR CONTINGENCY MINISTRIES (PC)	500.00	CHAPLAIN SERVICE PLANNING	5.00	55.00
RELIGIOUS OBSERVANCES		4.00	RELIGIOUS INSTRUCTION (PC)	2,080.00	CHAPLAIN SERVICE ORGANIZING	4.00	55.00
PASTORAL CARE		3.00	SPIRITUAL RENEWAL (PC)	1,000.00	CHAPLAIN SERVICE TRAINING	3.00	200.00
ADVISE LEADERSHIP		4.00	LAY TRAINING (PC)	1,000.00	CHAPLAIN SERVICE EQUIPPING	4.00	200.00
PARISHIONER SATISFACTION <i>(Chapel Parishioners)</i>			HUMANITARIAN PROGRAMS (PC)	200.00	SECTION VI. PLANNING, PROGRAMMING & BUDGETING DATA <i>(See Page 2 for Instructions)</i>		
RELIGIOUS OBSERVANCES		4.00	FINANCIAL/PROGRAM SUPPORT (PC)	6,240.00	SERVICE/ATTENDANCE		TOTAL
PASTORAL CARE		3.00	ECCLESIASTICAL RELATIONS (PC)	150.00	WORSHIP OBSERVANCES CONDUCTED		225.00
ADVISE LEADERSHIP		4.00	ADVICE REGARDING SPIRITUAL NEEDS (AL)	100.00	WORSHIP OBSERVANCES ATTENDANCE		45,000.00
SECTION III. CORE PROCESSES <i>(Aggregate Total: Satisfaction and Hours Spent)</i>			ADVICE REGARDING RELIGIOUS REQUIREMENTS (AL)	200.00	COUNSELING SESSIONS CONDUCTED		200.00
PROCESS	SAT. LEVEL	HOURS SPENT	ADVICE REGARDING ETHICAL/MORAL ISSUES (AL)	150.00	PASTORAL VISITS		3,000.00
RELIGIOUS OBSERVANCES	4.00	2,080.00	REMARKS Use this space to enter your remarks.				
PASTORAL CARE	3.00	13,600.00					
ADVISE LEADERSHIP	4.00	450.00					
TYPED NAME AND GRADE OF WING CHAPLAIN (OR EQUIVALENT)			SIGNATURE			DATE (YYYYMMDD)	
JOHN J. SMITH, Ch, Lt Col, USAF			Signed			19990615	

AF FORM 1270A 19990601 (EF-V1)

REPLACES AF FORM 1270, 19890501 WHICH IS OBSOLETE.

Figure A2.4. Continued.

INSTRUCTIONS	
<p>1. Use AF Form 1270A to record the aggregate average of annual Chaplain Service External/Internal Customer Satisfaction surveys; man-hours expended in support of Air Force Task Listing tasks and mission functions; and planning, programming, and budgeting data.</p> <p>a. Section I, Customer Satisfaction, represents average customer satisfaction with Chaplain Service core processes execution at wing level.</p> <p>b. Section II, Air Force Task Listing Tasks (AFDD 1-01, AFT 6.6.1.3.), represents the annual Chaplain Service man-hours expended supporting Air Force Task Listing tasks at wing level.</p> <p>c. Section III, Core Processes, represents aggregate core processes customer satisfaction and the annual Chaplain Service man-hours expended to execute them. This section is automatically tabulated upon completion of Sections I and II.</p> <p>d. Section IV, Core Competencies, represents aggregate customer satisfaction and the annual Chaplain Service man-hours expended in the core competency areas. This section is automatically tabulated upon completion of Sections I and II.</p> <p>e. Section V, Mission Functions, represents Chaplain Service personnel satisfaction with Chaplain Service mission functions and the annual Chaplain Service man-hours expended to execute them.</p> <p>f. Section VI, Planning, Programming, &amp; Budgeting Data, represents annual functional data and is used by HQ USAF/HCP to develop Chaplain Service personnel and budgetary justification.</p> <p>2. Wing-level Chaplain Service functions submit annual AF Form 1270As to MAJCOM-FOA-DRU/HC in accordance with MAJCOM-FOA-DRU/HC suspense directions. MAJCOM-FOA-DRU/HC submit a compiled annual AF Form 1270A for their commands to HQ USAF/HC not later than 15 January. Note: MAJCOM-FOA-DRU/HC may require semiannual reporting to facilitate the annual reporting requirement.</p> <p><b>SECTION I: CUSTOMER SATISFACTION</b>            Conduct and tabulate Customer Satisfaction Surveys (AF Form 1270, Part 1) annually in November. Recommendation: Distribute surveys to customers in October to ensure sufficient time for tabulating results</p> <p><b>Leadership Satisfaction:</b> Randomly distribute AF Form 1270, Part 1 to 30% of assigned commanders/first sergeants. Add the numerical results for each core process from Leadership surveys received, (Religious Observances, Pastoral Care, and Advise Leadership). Divide the raw sums for each process by the number of surveys received. Satisfaction levels will fall between 1 and 5. Record the results in the appropriate block on AF Form 1270, Section I.</p> <p><i>Example: You get back 20 surveys that add up to 90 for Religious Observances, divide 90 by 20 to get 4.50; You get back 20 surveys that add up to 80 for Pastoral Care, divide 80 by 20 to get 4.00; You get back 20 surveys that add up to 95 for Advise Leadership, divide 95 by 20 to get 4.75.</i></p> <p><b>Unit Personnel Satisfaction:</b> Randomly distribute AF Form 1270, Part 1 to 2.5% of personnel assigned to the installation without regard to their involvement in chapel programs. Add the numerical results for each core process from Unit Personnel surveys received, (Religious Observances, Pastoral Care, and Advise Leadership). Divide the raw sums for each process by the number of surveys received. Satisfaction levels will fall between 1 and 5. Record the results in the appropriate block on AF Form 1270, Section I.</p> <p><i>Example: You get back 100 surveys that add up to 500 for Religious Observances, divide 500 by 100 to get 5.0; You get back 100 surveys that add up to 450 for Pastoral Care, divide 450 by 100 to get 4.50; You get back 100 surveys that add up to 400 for Advise Leadership, divide 400 by 100 to get 4.00.</i></p> <p><b>Parishioner Satisfaction:</b> Randomly distribute AF Form 1270, Part 1 to 2.5% of chapel parishioners. Add the numerical results for each core process from Parishioner surveys received, (Religious Observances, Pastoral Care, and Advise Leadership). Divide the raw sums for each process by the number of surveys received. Satisfaction levels will fall between 1 and 5. Record the results in the appropriate block on AF Form 1270A, Section I.</p>	<p><i>Example: You get back 100 surveys that add up to 450 for Religious Observances, divide 450 by 100 to get 4.50; You get back 100 surveys that add up to 400 for Pastoral Care, divide 400 by 100 to get 4.00; You get back 100 surveys that add up to 500 for Advise Leadership, divide 500 by 100 to get 5.0.</i></p> <p><b>SECTION II: AIR FORCE TASK LISTING TASKS (AFDD 1-01, AFT 6.6.1.3.)</b>            Collect data in <b>March and October</b> to calculate the number of man-hours expended (including support) by all assigned chaplains, CSSP, and civilian/3A0 employees for each Air Force Task Listing task. Extrapolate the data received in both months to arrive at annual totals for each task.            Note: To accomplish this, 1) for each task, add the numerical data collected in both March and October, 2) multiply each resulting sum by 6, and 3) record the results in the appropriate task blocks on AF Form 1270A, Section II.</p> <p><b>SECTION III: CORE PROCESSES AND SECTION IV: CORE COMPETENCIES</b>            These figures are automatically recorded. See INSTRUCTIONS paragraphs 1c &amp; 1d.</p> <p><b>SECTION V: MISSION FUNCTIONS</b>            Conduct and tabulate Chaplain Service Personnel Surveys (AF Form 1270, Part 2) annually in <b>November</b>. Distribute AF Form 1270, Part 2 to assigned Chaplain Service personnel (Chaplain, CSSP, and Civilian/3A0 Employee). Add the numerical results of surveys received for each area (Planning, Organizing, Training, and Equipping). Divide the raw scores for each area by the number of surveys received. Satisfaction level will fall between 1 and 5. Record the satisfaction level in the appropriate block on AF Form 1270A, Section V.</p> <p><i>Example: You get back 10 surveys that add up to 50 for Chaplain Service Planning; divide 50 by 10 to get 5.0.</i>  <i>Collect data in March and October to calculate the number of man-hours expended by assigned chaplains, CSSP, and civilian/3A0 employees for each mission function. Extrapolate the data received in both months to arrive at annual totals for each function.</i>            Note: To accomplish this, 1) for each function, add the numerical data collected in both March and October, 2) multiply each resulting sum by 6, and 3) record the results in the appropriate function blocks on AF Form 1270A, Section V.</p> <p><b>SECTION VI: PLANNING, PROGRAMMING, AND BUDGETING DATA</b>            Collect data in <b>March and October</b> to calculate the number of worship observances performed; persons who attended Chaplain Service sponsored worship observances; counseling cases conducted by assigned chaplains; unit visits conducted by assigned chaplains (a unit constitutes any place where one or more persons work); and persons who attended Chaplain Service sponsored religious instruction sessions (religious education, group studies, seminars, etc. performed at or away from the chapel facility). Extrapolate the data received in both months to arrive at annual totals for each PP&amp;B category.            Note: To accomplish this, 1) for each PP&amp;B category, add the numerical data collected in both March and October, 2) multiply each resulting sum by 6, and 3) record the results in the appropriate PP&amp;B category blocks on AF Form 1270, Section VI.</p> <p>REMARKS (Continued from page 1)            Use this space to continue your remarks.</p>