



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

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FORWARD THIS TO ALL UNITS IN YOUR WING!



A note from Col Cheryl Fielitz-Scarborough, CAP/IG:

The IG Corps is working diligently to revise CAPR 123-1 and 123-2 (to be re-numbered 20-1 and 20-2) to make them user friendly and give the general membership a better idea of how the IG Corps can assist them. The information found in the IG Audience “fine tunes” what is covered in our regulations and adds clarity.

I encourage all our membership to read the IG Audience each publication so they are better prepared for upcoming inspections or to help resolve conflicts.

Dealing with Anonymous Complaints

by Lt Col Preston Perrenot, CAP/IGQ

One of the most frequent questions I'm asked is why do we accept anonymous complaints? When the current IG program began, we didn't. The IG regulations were, and still are, clear on this subject: A complaint must be signed in order to be valid. So, what happened? Somewhere along the line, Congress passed the Sarbanes-Oxley Act and CAP determined that this law required us to examine anonymous complaints. Whether or not this act requires the acceptance of anonymous complaints is certainly debatable, but it is not a bad idea to accept anonymous complaints. Let's look at a scenario: We receive a Cadet Protection Complaint and dismiss it out of hand simply because it's not signed. Three or four months later, CAP General Counsel receives a knock on their door from a law enforcement agency stating that they have a child abuse arrest warrant for Senior Member so-and-so and we have no information on it. Oops.

There is a good reason for looking at an anonymous complaint, but what can we do with anonymous complaints? The answer is simply: Not much. To start with, the new regulations require a complaint clarification interview with the complainant. If there is no name or contact information for the complainant, that can't happen so the complaint will be dismissed. Secondly, the regulations state that



unsigned statements cannot be used as evidence to establish preponderance of evidence. So, if that is all the complainant gave you, all you have is rumor or innuendo.

Having said all of this, there are some circumstances under which an anonymous complaint can go forward. Obviously, the ideal situation is to find another person with the same knowledge who is willing to sign a complaint. This will eliminate the anonymous complaint entirely, but unfortunately, this is rare. So, what else? When the anonymous complainant provides enough evidence with his or her complaint to establish the preponderance of evidence, that substantiates the allegation without the need for further inquiry. Example: "Major X and Cadet So-and-so were drinking beer at the encampment party...and here's an 8 X 10 color glossy photograph that shows exactly that, and leaves no room for doubt."

Another circumstance is if the allegation is general and self-evident. Example: "Squadron X's van is in such a state of disrepair that it is unsafe." This is something that we can drive by and see for ourselves. A third circumstance is if the allegation can be substantiated with existing documentation. Example: Complainant alleges that a member provided false information to obtain a special appointment or promotion. This allegation can be verified by an examination of professional development and personnel records without the need to interview witnesses. What all three of these examples have in common is that we have been provided with, or discovered on our own, evidence that we can put forth WITHOUT the need to rely on the anonymous complainant's testimony.

The fact is that the majority of our anonymous complaints would be classified as frivolous under the new regulations. The good news is that less than 6% of our complaints are anonymous so they are not a major time eater. The take-away here is to accept the anonymous complaint and process it as far as you can, but with an eye towards creating a record in case CAP General Counsel gets that knock on the door.



Required Duty Positions in Subordinate Units

by Lt Col Craig Gallagher, CAP/IGI

As inspectors, we are tasked to determine if subordinate unit duty positions are filled and appointed correctly.

The excerpt below is from the SUI Tab E-1 (Commander) Inspection Knowledge Base (IKB):

E-1 COMMANDER

Questions

Type	#	Topic/Detailed Question	How to verify compliance	Discrepancy Write up	How to Clear
SUI	01	Are unit positions filled and appointed correctly?	Use eServices duty assignment report, verify all unit director positions filled.	(Discrepancy): [xx] (E1 Question 1) Unit positions were not filled IAW CAPR 35-1 paras 1-3 & 1-3a.	Appoint personnel to unit positions. Attach a copy of updated eServices duty assignment report to the discrepancy in the Discrepancy Tracking System (DTS). Attach a plan of action, approved by Unit/CC, to prevent reoccurrence to the discrepancy in the DTS.

The short answer to the question is that CAPR 35-1 tells us how to correctly appoint unit positions but the other CAP regulations don't tell us what unit positions must be filled, except for the Safety Officer and the Finance Officer. No inspector could be faulted for always answering "Yes" because the duty assignment report only contains correctly appointed unit positions (other than those on a CAPF 2A).

Until the OPR (NHQ/DP) decides to eliminate the question or replace it based on new/revised regulations, we should embrace the spirit of the question, which suggests that all directors (should be "staff") positions are filled according to the needs of the unit. The inspector and the Commander should be able to reach agreement on the necessary positions.

I recommend the following duty positions be assigned within a subordinate unit, based on required work. A discrepancy should be written for needed duty positions not filled.

<u>Staff Position</u>	<u>Assignment</u>
Aerospace Ed. (AE)	all units
Safety (SE)	all units
Administration (DA)	all units
Personnel Officer (DP)	all units
Prof. Development (PD)	all units
Public Affairs (PA)	all units
Cadet Programs (CP)	units with cadets
Finance (FM)	units with funds
Logistics (LG)	units with CAP property
Communications (DC)	units with CAP communications equipment

Some larger units should have more positions filled - but those listed above are the minimum. Most units have some members appointed to multiple positions and some have members from other units assigned to positions within the unit. The Commander can even appoint himself/herself to those positions (except Finance Officer and Testing Officer).

Coming Soon to the Learning Management System (LMS)

by Lt Col Don Barbalace, CAP/IGTA

It has been three years since I wrote the Inspection Augmentee (IA) and Investigating Officer (IO) courses. Wow, does time fly. They were first announced at the IG College in 2014. Now, with new regulations coming out for the IG Program, it is essential that the old courses be revised.



We also find that many people want general background on the inspection process (commanders and staff members who are not inspectors, but get inspected), but do not wish to do the hands-on training.

Many such members started the IA course, but never accomplished the hands-on part. We want to encourage such folks to take the Introduction to Inspection course - and get credit for it.

The plan is to retire the IA course entirely on 31 July 2017 and replace it with two other courses. The first course, "Introduction to Inspections," will be the academic portion of the IA training, and will be entirely on-line (no hands-on experience required).

Those who wish to be qualified as Inspection Augmentees will then take the second course - Inspection Augmentee Qualification (IAQ). That too will be on LMS, but it will require hands-on experience in an actual on-site SUI as a trainee member of the inspection team.

Together, the new Introduction to Inspections course and the IAQ course add up to the same training (updated for recent changes) as the older IA course.

Completion of the IAQ course will be required for the IG Technician rating. Completion of the IO course and the Introduction to Inspections course will be the new prerequisites for the IG Senior Course.

Inevitably, some people will be caught part way through the old IA course when it goes off-line. We apologize for that, but it cannot be helped. Just enroll in the Introduction to Inspections. Very little will be lost and, with your previous study, you will find that the new course will be accomplished very quickly.

The IO course will remain available as-is for now, but when the new CAPR 20-2 is available (replacing CAPR 123-2), the IO course will be updated for the new information. The changes will probably be transparent to people taking the course and just involve replacing course files.

Beside an update to the PowerPoint presentations, we also are completely revising the Complaint Investigating Officer's Guide (IO Guide). That should be finished later this year and will be released in conjunction with the publication of CAPR 20-2, *Complaints*, later in the year.



Site Chosen for the 2018 IG College (IGC)

by Lt Col Les Manser, CAP/IGT

The 2016 IG College (IGC) site in Peachtree City, GA – 25 miles southwest of Atlanta - turned out to be an excellent venue for this course and it was hoped that it could be used at least one more time before venturing out to other places like Chicago, Dallas, Denver, Las Vegas, etc. So I am pleased to announce that the IGC in 2018 will indeed be held at this location again!

The Dolce Conference Center – now called the Crowne Plaza – provided all of our identified needs when we searched for a new 2016 IGC location:

- Easily accessible location from anywhere in the country (major hub - Atlanta)
- Hotel expenses reasonable (contracted for \$113.30/night)
- Compatible for teaching and accommodating up to 50 students and 12 staff (designed as a corporate learning center with various multiple auditoriums and many break-out rooms)
- Convenient eating facilities (on-site restaurant and many off-site restaurants within 3 miles)
- High-speed Wi-Fi available supporting presentations and staff/student communications (easily handled hundreds of users without a glitch!)



Lakeside view - lodging and on-site restaurant

This facility has been used for other CAP events like the annual Southeast Region Conference.

The college will run from 3-9 June 2017. Staff will arrive on Saturday 2 June and students will be required to arrive mid-afternoon (NLT 4 PM) on Sunday 3 June. Both staff and students will depart on Saturday 9 June.

The IGC Overview will be conducted at 5 PM on Sunday and scheduled classes will be in session from 8 AM to 5 PM, Monday through Friday. A detailed daily schedule will be developed and provided to staff and students well ahead of the event.

Wing IGs are required to attend the first IGC after being assigned. Region and wings are strongly encouraged to support their IGs financially by budgeting for their transportation and billeting expenses. IG Assistants (IGAs) are also encouraged to attend along with Region/Wing Commanders, Vice Commanders and Legal Officers.

We are anticipating that the Georgia Wing will again provide excellent transportation services to and from the airport for staff/student arrivals and departures.

Crowne Plaza website: www.ihg.com and then search for Crowne Plaza – Peachtree City.



Main Briefing Room - Instructors Col Tom Kettell and Lt Col Craig Gallagher

The contracted IGC Conference Package cost (which includes for Monday-Friday: breakfast, lunch and all-day beverage breaks) is \$89/student/day. There will also be a course fee of \$75/student. At this time, the forecast for the FY2018 CAP allocation is “tight” – but we will continue to follow-up regarding any opportunities for financial relief, starting with the Conference Package cost. We will notify enrolled students of any change when they are known. Additionally, an IGC Flyer with more details will be posted on the CAP/IG Education/Training webpage in the next month.

Start making plans to attend the 2018 IGC:

1. Required for Wing and Region IGs
2. Very illuminating for Wing/Region Commanders and Vice Commanders
3. Excellent training for all IG Assistants
4. Prerequisite – completion of the IG Senior Course (IGSC) - no exceptions



IGC 2016 – Staff and Students

What's New?

CAPR 20-1 (replacing CAPR 123-1) and CAPR 20-2 (replacing CAPR 123-2) – were submitted to CAP/DA for review. Interim Change Letters (ICLs) are still being used to implement the changes to the existing regulations until the new regulations are published. At this time, the “best guess” on a release date is 1 October 2017.

Updated IO Guide - The new complaint regulation will change some complaint handling procedures and the guide will incorporate some new and/or updated templates. Hence, a revision of the Complaint Investigating Officer’s Guide (“IO Guide”) is in process to match the new regulation. The guide will be released when the new CAPR 20-2 is released.

CAPP 40-20 (replacing CAPP 203) – has been revised and updated to comply with the new 20-series regulations. It is still planning to be released in conjunction with the release of CAPR 20-1 and CAPR 20-2.



Upcoming Inspector General Training

August 2017

SER IG Senior Course in San Juan, PR on 5-6 August – contact Lt Col Preston Perrenot at pperrenot@cap.gov

SWR IG Senior Course at the CAP National Conference, San Antonio, TX on 30-31 August - contact Lt Col Les Manser at igt@cap.gov

September 2017

SWR IG Senior Course in Phoenix, AZ on 30 September to 1 October - contact Lt Col Tim Medeiros at tmedeiros@cap.gov

What to do if you want to host an IGSC:

1. **Measure Interest:** 12-20 students
2. **Plan When:** Adjacent to, but not during, a Wing/Region Conference
3. **Plan Where:** Wi-Fi, Power for Computers, Projector, Desks or Tables
4. **Contact** the CAP/IGT (igt@cap.gov) to get an IGSC Instructor and schedule the class
5. **Write** a class “Promotion Piece” (Flyer) for region/wing distribution
6. **Recruit** students (20 max)





Upcoming Compliance Inspections

WING	CI DATES	CYCLE/INSP#
GA	19-20 Aug 17	5-8
OR	16-17 Sep 17	5-9
AR	7-8 Oct 17	5-10
LA	4-5 Nov 17	5-11

IG Audience/LMS-IG Points of Contact

SEND **ARTICLE SUBMISSIONS** FOR THE IG AUDIENCE DIRECTLY TO LT COL LES MANSER at igt@cap.gov

With your article, please submit 3-5 good, multiple-choice questions and a wrong-answer feedback explanation for each question.



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