



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

Volume 8 Issue 4

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FORWARD THIS TO ALL UNITS IN YOUR WING!



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

The IG Corps has worked 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.

The Five Complaint Dispositions

by Lt Col Preston Perrenot, CAP/IGQ

We are all familiar with the dispositions that can come out of a complaint analysis, but what do they mean and how should they be applied? First of all, this disposition is our recommendation to the commander on how to proceed with this complaint so it is important to get this right.

I'll start with *Transfer* because this is one of the easier dispositions to process. Transferring a case means that we are sending it somewhere within the IG channels for processing. The classic examples are the case of the cadet who attends an encampment in another wing where something happens or the complaint is against a senior officer. He or she waits until they get home to file a complaint with his/her wing IG. The wing IG who received the case will transfer the complaint (using a Transfer Letter) to the Wing IG in the wing where the incident occurred; or, in the case of a senior officer complaint, to the CAP/IG. Instead of a Complaint Acknowledgement Letter, send an email to the Complainant informing them that the complaint was transferred to the appropriate IG.

In the old days, the IG who received the complaint would have completed a complaint analysis before transferring the complaint. We don't do that anymore because we've found that the IG who is going to



process the complaint generally wants to do his/her own complaint analysis. I've been asked whether the IG who received the complaint should open a case in ECIM and the short answer is no. Remember that IGs only have access to case files within their tier so generally speaking, the IG to whom the complaint was being transferred to does not have the same access. Let the IG who is going to handle the case open a case file.

OK, if that is a transfer, what is a *Referral*? In a nutshell, a referral happens when the receiving IG sends the case outside of IG channels. Case examples would be a safety mishap (refer to the Safety Officer), a Report of Survey for missing or damaged property (refer to the Logistics Officer), an aviation safety incident (refer to the Stan/Eval Officer) or a complaint that alleges discrimination under the U.S. Code. Discrimination cases get referred to the CAP's EEO Officer. In most cases, we need a complaint analysis to determine the need for a referral - so when it is completed - we send the appropriate office a Referral Letter and close the case.

A case can also be referred to the appropriate commander; and quite frankly, we don't see this as often as we should. How many times have we seen a complaint that alleges wrong doing on the part of a unit commander because he/she is mean or abrasive or "is not a people person"? After the completion of a complaint analysis we can even agree that this commander is acting like a jerk - but the regulation does not prohibit a commander from being a jerk. IGs can't fix attitudes but there is a person who can – the squadron commander's commander. Bottom line - any allegation that does not violate the regulations and we think should have been addressed up the chain of command in the first place should be referred to the commander.

The most misunderstood of the five dispositions is the *Assist* and we don't see enough of these. So, what is an assist? Look at it as a problem-solving solution. We have just completed a complaint analysis and we don't see a violation of the regulations but we might have seen a solution to the problem. An example is the situation where a commander transfers inactive members to the 000 unit and a member files a complaint stating that they were not notified of the transfer and were not given a chance to explain their inactivity. The regulations cover only the transfer procedures and do not address notification requirements or time limits so the commander's actions do not violate the regulations. The IG processing the complaint analysis can advise the wing commander on his options. If the commander is adamant about establishing specific transfer notification requirements and time limits for wing-wide application, then the solution is a supplement per CAPR 1-2. The procedure can establish a time limit from notification of intent to transfer, the number of attempts at contact the commander has to make, etc. Whether the Wing Commander accepts this advice is irrelevant. You, the IG, are able to close the case as an Assist instead of a Dismissal.

Which brings us to *Dismiss*. A complaint is dismissed when, after a complaint analysis is completed, it is determined that the allegation does not violate a CAP regulation. In those foggy old days, we completed a complaint analysis and sent the Complainant a one-sentence Closure Letter stating that their allegation(s) did not violate the regulations and that their complaint was dismissed. This created a few questions in the mind of the Complainant that might have seeded some distrust in the IG system. Now - when we dismiss a complaint - we, the IG, send a Closure Letter to the complainant explaining why their allegation(s) were dismissed. Obviously, we don't send them the complaint analysis, but we can use the complaint analysis justification for our decision in our Closure Letter. This concept of "Educating Complainants" is based on the idea that the vast majority of CAP members are reasonable people and will respond reasonably to a dismissal after a thorough and detailed analysis of their allegation.

And now - the "Big One" - *Investigate*. Throughout your training, you've always seen this disposition coupled with the words "the last resort." Why? I've heard people say that nothing disrupts mission readiness like an inspection. Well, the people who've said that have never been impacted by a complaint

investigation. It is unreasonable to think that we will be able to close ALL of our complaints with the other four dispositions - but even so - this disposition should be used as sparingly as possible. So, when do we investigate? When you are analyzing an allegation in your complaint analysis, you start with the question: "If this allegation were proven to be true, would it violate CAP regulations?" If at the end of your analysis, the answer to that question is yes, then you need to determine whether the allegation is substantiated or unsubstantiated. And for that, you need to conduct an investigation.



CI/SUI Discrepancy Trend Analysis

by Lt Col Craig Gallagher, CAP/IGI

As Mark Twain said in his autobiography "There are three kinds of lies: Lies, Damned Lies and Statistics". Today we'll talk about statistics; but first, some background.

Background: Almost everyone in CAP has been involved in one or more inspections – Compliance Inspections (CIs) at the wing level and Subordinate Unit Inspections (SUIs) at the squadron/group level. The primary purpose of these inspections is to make sure that all mission critical actions are compliant with our regulations. Compliance helps CAP to operate safely and more effectively and it assures the U.S. Air Force that CAP is worth their continued investment of manpower and funds. These inspections require units to do a compliance review of their processes first before the inspection team does its independent review.

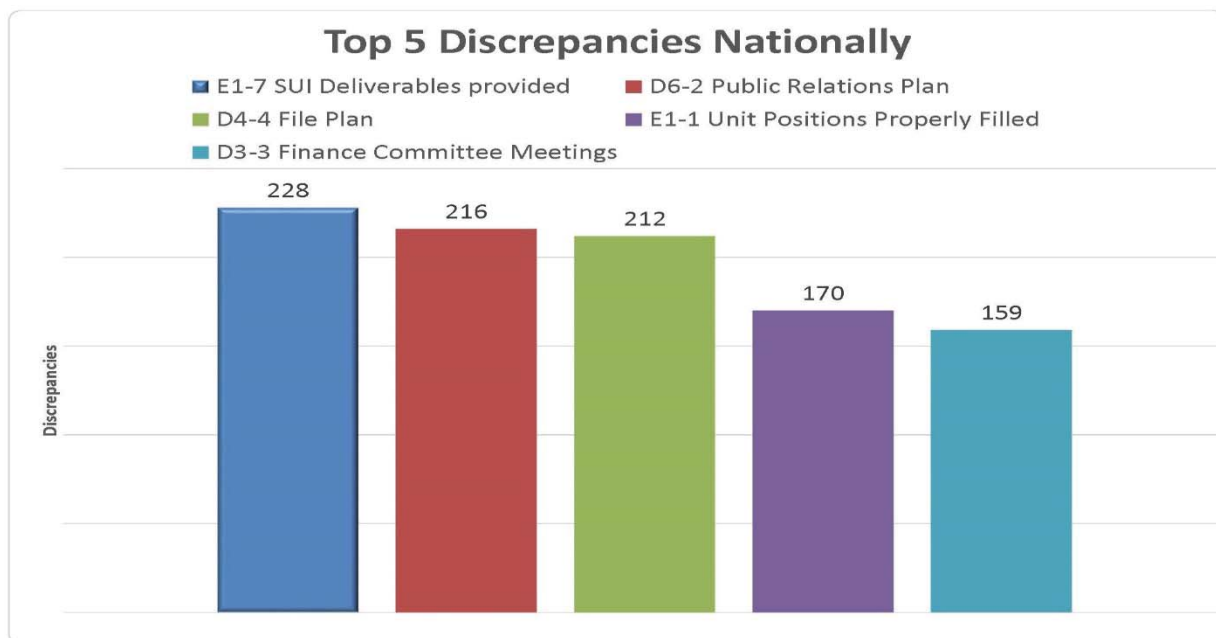
The SUI chart below was created as a result of 200+ manhours spent reading 1250+ SUI Reports and compiling the number of discrepancies for each SUI question. The chart was current as of August 2017 - but since we are averaging over 50 SUIs per month - it gets more out-of-date as each subsequent month passes. We requested a new program from CAP/IT to allow anyone to download discrepancy information anytime into an Excel spreadsheet. You will be able to use that information to create your own, current statistics. We will let you know when it is completed.

Inspectors General (IGs) are NOT in the "Atta boy!" business – that is the unit commander's job. We are in the compliance business, so if an inspected unit is doing all of the mission critical actions properly, they get no discrepancies and have nothing to correct. However, most units are not compliant in one or more mission critical areas and the IGs – through their inspection team - are required to write a discrepancy. There are many reasons for lack of compliance, with turnover in staff positions and changing regulations to name two. I am sure you can think of several other reasons.

Statistics: So, what can we learn from discrepancy statistics? This requires careful analysis because it is easy to infer the wrong thing. For SUIs, the wing can see all their units that received the same discrepancy and decide whether they need to provide additional training, etc. to reduce the number of discrepancies in the future. On a national level, we can see all 1250+ SUI Report discrepancies and decide whether more training or a change in a process or regulation is needed. Some other areas are not so self-evident:

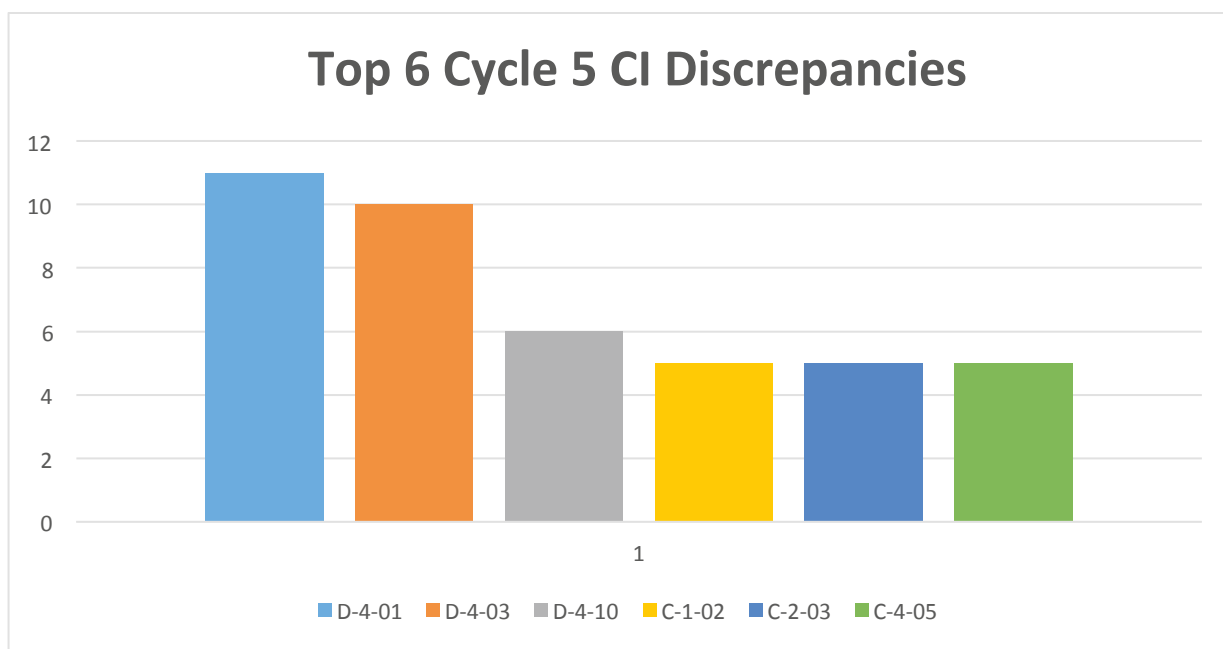
- Does a squadron with no discrepancies in their last SUI indicate the squadron is fully compliant or did the IG Team simply "pencil-whip" the inspection? We have one wing that has only 6.5% "Zero Discrepancy SUIs" but another has 61.3%. What is the cause of the disparity?

- If one wing has more discrepancies than another, does that mean one has better squadrons or the other has more thorough IG teams? Should the comparison be based on a percentage per unit, or membership or senior membership or....?
- Every SUI question has generated at least one discrepancy (D4-10 and D8-5 each had only one; another 10 had fewer than 10 discrepancies) out of the 1250+ SUI Reports reviewed. Does that mean CAP is so good in these areas that we no longer need to check on these or are the “How to Verify Compliance” directions inadequate?
- In the first eight CIs of Cycle 5, 46 of the total 108 questions (43%) had no discrepancies – I’m not sure that statistic tells us anything... yet.



The chart above shows the Top 5 SUI discrepancies for the last two years. The #1 discrepancy issued by inspection teams was the lack of inspection deliverables required to be uploaded by the unit in the documents section of the IG Module in eServices.

The numbers on top of each bar represent how many discrepancies there were for the specific question in the 1250+ SUI Reports checked.



The chart above is the result of the first eight CIs in Cycle 5 and it is apparent the D-4 Administration compliance items need to be reviewed for action at the wing and national levels.

The New IG Courses in the Learning Management System (LMS) and Credit for Previous IG Course Work

by Lt Col Don Barbalace, CAP/IGQA

As of 1 July 2017, the old Inspection Augmentee (IA) Course in LMS was “turned off” for enrollment, but was still “active” the remainder of the month for those already enrolled who could complete the course. Then, starting in August, the old course was replaced with two new courses:

- *Introduction to Inspections*
- *Inspection Augmentee Qualification (IAQ)*

At the same time, and because of changes to relevant CAP regulations, the Investigating Officer (IO) Course was updated. This is the same course as before, with the same credit, but includes some new or revised files.

These courses will require further revision and updates when the new CAPR 20-1 and 20-2 are published (replacing CAPR 123-1 and 123-2), but this change will be transparent to people enrolled in the courses and will just involve replacement of existing files with updated versions. There will be no loss of credit or progression in the courses.



The *Introduction to Inspections* course is for everyone enrolled in the IG specialty track and those who only wish to pursue being inspectors on Subordinate Unit Inspections (SUI). However, the course is *also* for commanders and others who want a general overview of the inspection program but do not wish to become inspectors.

To become qualified as a SUI Inspector, a member must first take the new *Introduction to Inspections* course (academic only) and then complete the IAQ course (hands-on only). The IAQ course consists solely of participation in an actual SUI as a member of the on-site inspection team (not as a person being inspected) to demonstrate the expected competency (inspection knowledge, assessment skills, team/unit interaction, etc.) required for qualification. The certification of IA qualification is done in LMS using the “Mentor Input/Skills Eval” function (shown below). The 4-Step process is straight-forward and is accomplished by currently-assigned IG/IGAs.

The screenshot displays the 'Mentor Input/Skills Eval' interface within an LMS. It features a breadcrumb trail at the top: 'Home > Modules > Mentor Input/Skills Eval'. The interface is divided into four steps:

- Step 1: Course** - A dropdown menu is set to 'Inspection Augmentee Qualification'.
- Step 2: Skill (Select All That Apply)** - A tip states: 'Tip: Hold the Ctrl Key (Windows)/Command Key (Mac) while selecting multiple items.' A search box contains 'IG Certification', and a list box below it shows 'IG Certification' as a selected item.
- Step 3: Completed (example: 01 Jan 2013)** - A date input field shows '28 Sep 2017' next to a calendar icon.
- Step 4: Enter multiple CAPIDs separated by a comma and click the 'Verify Members' button. (50 CAPID Limit)** - A large text area contains the CAPIDs '12345,54321'. Below this text area is a blue button labeled 'Verify Members'.

Grandfathered Courses: The old IA course is “grandfathered” into the system, so that anyone who previously completed it is deemed qualified as an SUI Inspector and is not required to take the new courses. Similarly, anyone previously qualified as an SUI Inspector through the completion of any higher course (Senior Course or IG College) or even through the very old IG Basic Course is still qualified. However, it is recommended that those having qualifications before June 2014 complete the newer courses to understand the current inspection system and compliance process. Of course, if someone fails to participate frequently enough and/or does not keep up with training and changes over time, it is the Wing IG’s prerogative to not use the person on inspection teams.

IG Specialty Track Progression: To satisfy the academic requirements portion of the Technician rating, the three entry-level courses - Investigating Officer (IO), Introduction to Inspections and IA Qualification (IAQ) – must be completed. NOTE: The new IAQ course (or the old IA equivalent) is not a prerequisite for the IG Senior Course (IGSC). The IGSC is the academic requirement for the Senior rating.

Reports: Credit for all completed training courses is recorded in individual Member Records in eServices. Additionally, all completed IG courses – except the two new courses discussed above – are shown on the IG Course Completion Report (found under Member Reports). To get the new course information into the report requires some IT programming work, which has been requested via eServices Help Desk Ticket. No completion date has been established – but it will be communicated to the IG organization when it is known.



2018 IG College (IGC) Updates

by Lt Col Les Manser, CAP/IGT

The 2018 IG College (IGC) will be held at the Crowne Plaza in Peachtree City, GA – 25 miles southwest of Atlanta. It is an excellent venue for this course – and since the IGC in June 2016 - the site has been improved with renovations to the grounds and the lodging facilities. The site provides a relaxing atmosphere conducive to learning. The 2018 IGC Flyer (shown below) includes course and enrollment details.

The 2018 IGC is still eight months away, but enrollment is open – so don't delay! There are already five students enrolled, including the new Wing IGs from South Carolina and Colorado. A review of the eServices IG Course Completion Report for the various CAP regions shows that there are 14 other Wing IGs required to attend the next IGC.

Although the CAP IG Program regulation does not require Region IGAs to take the IGC, it is expected that they have taken it due to their experience from being either a previous Wing IG or by obtaining the Master rating in the IG specialty track. A review of the IG Course Completion Report in eServices for the various CAP regions shows that there are 5 Region IGAs who should attend the next IGC. A closer look at the report also shows that 2/5 (40%) of these region IGAs have not yet completed the IG Senior Course (IGSC), which is a prerequisite to the IGC.

Based on the IG “training pipeline” alone, the 2018 IGC class would already be about half full. This leaves plenty of room for IGAs, commanders, legal officers, and other interested personnel from all levels of the organization to attend as well to learn and understand the managerial level of the CAP IG Program.

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 lodging expenses. IGC lodging for Wing IGs is not currently covered by the course but is in the works at the NHQ level to further provide financial relief.

All IGC students, regardless of duty assignment, must meet the course prerequisite - IGSC completion – no exceptions. There are enough IGSCs conducted each year in the various regions to ensure that this prerequisite is achievable. Scheduled IGSCs are shown below under the “Upcoming IG Training” section and are also posted on the CAP/IG web page for Education & Training.

Crowne Plaza address: 201 Aberdeen Parkway, Peachtree City, GA 30269



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





What is the Inspector General College?

The Civil Air Patrol Inspector General College (IGC) is a Senior Member Professional Development Level IV training program equivalent to a Region Staff College. It is an intensive week-long course offering formal classroom instruction including practicum and seminar opportunities grounded in scenario-based training methods. It is the required training course for those who wish to serve as a wing IG or higher.

What will I learn from IGC?

The Inspector General College curriculum includes study in a wide array of subjects, including:

- Executive leadership
- Complaint resolution
- Problem solving
- Group dynamics
- Interpersonal communications
- Process improvement method
- Management of the CI and SUI programs
- CAP mission accomplishment



The IGC is taught by highly-qualified instructors from the US Air Force and Civil Air Patrol. These instructors are selected based on their proven leadership skills and expertise in their chosen field.

How will attending IGC help me?

The Inspector General College will provide you with leadership and management tools to help you better execute your executive-level responsibilities – in CAP and in your own career.

Leading volunteers is an especially unique challenge, requiring CAP leaders to balance their careers and family needs with the needs of their units and CAP's missions. The IGC can help **you** enhance your leadership abilities.

In addition, the IGC fulfills the requirement for the Region Staff College, Level IV, IAW CAPR 50-17, para 6-6. It is the final academic requirement for the IG specialty track Master rating.

3 – 8 June – 2018 (travel days 3 June and 9 June)

Is IGC affordable?

With tuition of only \$75 for 5 days, the Inspector General College is an incredible investment in your career development. Commercial programs equivalent to IGC can cost thousands of dollars! All course materials, social activities and daytime meals are included in the tuition. You are also responsible for your own transportation, lodging and evening meal costs.

What should I wear and bring?

Wear the Air Force style uniform OR the CAP Corporate uniform (white epaulet shirt/gray slacks or skirt) in accordance with CAPM 39-1 and compliant to the applicable weight standards. Bring a laptop (mandatory!)

Am I eligible to attend?

Attendance Priority:

- New Wing or Region Inspectors General
- Wing and Region Commanders
- Assistant Wing or Region IGs
- Other interested members

How do I apply?

Applying for IGC is simple. Submit a CAPF 17 along with your check for \$75 to:

CAP IG College
105 South Hansell Street
Maxwell AFB, AL 36112
ATTN: Ms. Missie Derocher-Harris, IGC

For transportation, logistic and billeting questions, contact Ms. Missie Derocher-Harris, NHQ/IGC: at mderocher-harris@capnhq.gov or 1-877-227-9142, ext. 223

For course content questions, contact Lt. Col Les Manser, CAP/IGT at igt@cap.gov or 1-623-251-0384.

What's New?

CAP/IG Organization Changes – Lt Col Don Barbalace has moved from IGT to IGQ in support of complaints scenario development for the 2018 IG College curriculum. Col Ed Burns, former NER/CV, has re-joined the organization under IGT.

CAPR 20-1 (replacing CAPR 123-1) and CAPR 20-2 (replacing CAPR 123-2) – are in final 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 scheduled release date established by the CAP/DA Tracking Spreadsheet is 23 November 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") has been completed 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 published in conjunction with the release of CAPR 20-1 and CAPR 20-2.



Upcoming Inspector General Training

November 2017

PCR IG Senior Course in Ontario, CA 16-17 November – contact Lt Col Craig Gallagher at igi@cap.gov

March 2018

GLR IG Senior Course in Frankfort, KY 10-11 March – Col Jay Burrell at jayburrell@comcast.net

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#
LA	4-5 Nov 17	5-11
DE	2-3 Dec 17	5-12
WA	20-21 Jan 18	5-13
HI	17-18 Feb 18	5-14

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.



LEARNING MANAGEMENT SYSTEMS COORDINATOR FOR IG COURSES IS NOW COL ED BURNS at eburns@cap.gov