



CIVIL AIR PATROL INSPECTOR GENERAL IG AUDIENCE

Volume 9 Issue 2

April 2018

FORWARD THIS TO ALL UNITS IN YOUR WING!



From Col Cheryl Fielitz-Scarborough, CAP/IG:

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 each issue of the IG Audience so they are better prepared for upcoming inspections or to help resolve conflicts.

I want to provide interpretation/clarification for two separate paragraphs in CAPR 20-1, *Inspector General Program*. The first is Paragraph 7.7.2, first sentence:

"7.7.2. Commanders, vice commanders, chiefs of staff, and command NCOs at all levels will not serve as Inspectors General (IGs), IG Assistant (IGAs) or Investigating Officers (IOs) for complaints in the IG channel.

Commanders, vice commanders, chiefs of staff, command NCOs, or those serving in any other command staff position, at commander's discretion, may be used in CDIs as noted in CAPR 20-2, *Complaint Resolution*. Command staff members may serve as Inspection Augmentees on inspection teams."

There is no simpler way to state the intent of the regulation. There can be no bias when serving as an IG, IGA or IO. By not allowing the IG Corps to be assigned any of the positions stated above, we maintain a clear cut line between command and IG channels.

The second is Paragraph 8.4:

"8.4. Region and wing IGAs must have completed the IG Senior Course (IGSC). Region or wing IGAs may be appointed and placed in the IG Specialty Track (in accordance with paragraph 7.6) without having completed the IGSC; however, the appointed IGA must attend an IGSC within 6 months of being appointed."

Even though it says “may” be placed in the IG Specialty Track, we highly encourage all IGAs to enroll in the IG Specialty Track - and as a result – have the support of an assigned Mentor from the beginning. This will best prepare them when they are needed to assume the IG position (which now requires the Technician rating as the minimum) and will begin to track their time in the position to meet the IG service requirement (similar to “time in grade” needed for promotion) for progression in the specialty track.

Witnesses and Confidentiality

by Lt Col Preston Perrenot, CAP/IGQ

Maintaining confidentiality is one of the most critical factors in the complaint resolution process. If we don't maintain confidentiality our members, fearing exposure, will stop filing complaints - and if that happens, we might as well stay home. Maintaining that confidentiality and finding the information we need presents us with a few challenges.

Here is a scenario for you: An IG receives a complaint that names several people as witnesses to an alleged violation of regulations. In most cases, these people are just listed as witnesses without an explanation as to where they fit into the picture; so it falls onto the IG to figure that out. The IG then completes a complaint analysis and decides that an investigation is necessary. The appointing authority issues an authorization letter and the IG sends out Read-In documents to the people the complainant has named as witnesses. But something happens when these witnesses start responding. You will get statements like "I didn't see anything," or "I wasn't even there" and you start to realize that the complainant is naming people as potential witnesses that have no knowledge of the incident. In many cases, the complainant has simply copied the names off an attendance roster for the meeting or activity without really knowing whether or not they had any involvement in the incident. Before you get mad at the complainant, remember that they aren't supposed to be talking to people regarding their complaint either, so we must assume that they didn't walk around asking people what they saw or heard.

So, what have we done by involving these people? Well, obviously, we've wasted a lot of time and put a lot of effort into that waste of time. Have we risked a confidentiality breach? Probably, but we have our "disclaimer" - the Read-In document that we sent to the witnesses before we contacted them. That document explains the regulatory requirement to maintain confidentiality in IG Complaint Resolution matters and that breaching that confidentiality can result in adverse member actions. Wow. It would have been nice if we could have eliminated these people who have no knowledge of the incident before we got to this point. A good way to start is during the complaint clarification interview. Go through the list of witnesses with the complainant and determine what specifically the complainant thinks they know. You might be able to pare down the list that way. But even then, you are dealing with the complainant's perception, not necessarily reality.

So, can we send out a Read-In document to potential witnesses during the complaint analysis? The answer is no. The Read-In document speaks about the requirement to maintain confidentiality, but it also speaks about the IG's authorization to conduct interviews, examine records, etc. In short, it paraphrases the investigation appointment letter, so the Read-In document is not valid without the appointment letter and you don't have an appointment letter during the complaint analysis.

However, the requirement to maintain confidentiality is regulatory and does not come from the appointing authority. CAPR 20-2 para 12.8.3 establishes the requirement that all CAP members maintain confidentiality. This regulatory paragraph gives us the ability to provide the same "disclaimer" to personnel contacted during the complaint analysis as the Read-In document does for an investigation. Based on this, we've made some changes to the process to allow contacting witnesses before an investigation. OK, so how do we do it?



If your complainant's written and verbal statements don't eliminate or establish the veracity of a witness, you may contact that potential witness to determine if they have any relevant knowledge. Send them an email asking for a telephonic or in-person interview and include this statement in the email:

"The Inspector General is conducting an analysis into a complaint and we have received information indicating that you may have knowledge that will assist in the resolution of this matter. Please provide us with a date, time and (phone number or location) when we can conduct a short (in-person or telephonic) clarification interview. CAPR 20-2, paras 12.8.2 and 12.8.3 state: *CAP members contacted by the IG or IO regarding an IG complaint will not discuss the complaint, analysis, investigation, or findings with any other person. Unauthorized disclosure may result in legal claims.* So, you are reminded to maintain confidentiality regarding this case and the interview. Failure to maintain confidentiality can result in an Adverse Member Action."

Remember, that you are not looking for evidentiary testimony in this interview which is why you do not need a signed Read-In document or written statement. So accordingly, you must limit your questions to whether or not they have knowledge of the incident. Tell them they will receive a Read-In document and a request for a formal interview later.



This is all about cutting down the IG's workload while maintaining confidentiality. And now, the standard warning: If you decide to do this, keep in mind that this applies only to witnesses and not the subject. Do not contact or inform the subject in any way during the complaint analysis as it will breach confidentiality. Remember that maintaining confidentiality protects the complainant as well as the subject: A subject can't be accused of Reprisal if he or she didn't know there was a complaint against them. So, keep them from finding out for as long as you can.



Areas of Concern

by Lt Col Craig Gallagher, CAP/IGI

What are Areas of Concern (AoCs) and where are they used?

The "What" is quite simple – an AoC is a paragraph in an inspection report that highlights an issue noticed by an inspector. There is nothing mandatory about taking advice or addressing the concern in the paragraph and there is no response required (or desired) from the inspected unit. Also, inspectors are under no obligation to write AoCs but do when they think they have something helpful to say to the unit. These issues or problems do not rise to the level of a discrepancy, but could easily become one if steps are not taken to address the concern.

For example, when inspecting a wing, it may have 400-500 missions flown over the last four years and around 20 of them are sampled. Wings are required to have an IC Log for every Emergency Services (ES) mission. The inspector notices that 3 of the 20 sampled missions are missing an IC Log. That is not enough missing IC Logs to generate a discrepancy but it could show a disturbing trend if all the missing logs were from missions in the last year. The inspector may write an AoC

highlighting the recent deficiencies to make sure the mission files are complete. If the missing IC Logs were all over two years old, the inspector would rightly assume the process had been fixed and would not write an AoC.

For Compliance Inspections (CI), AoCs are allowed in the preliminary draft that is given to the Wing Commander at the Out-Brief. This is to allow the inspected wing staff to get the benefit of these concerns without cluttering up the final report. AoCs are removed during the review and edit process to create the final report that is distributed to all the other wings.

Subordinate Unit Inspection (SUI) reports often contain AoCs that offer suggestions of better, easier or more effective methods of accomplishing compliance. This is often based on the inspectors experience or seeing how other units have met their compliance obligations.

SUI reports do not edit out AoCs since the primary readers are the inspected unit staff and commanders above them.

Welcome to the 21st Century!

by Col Ed Burns, CAP/IGTA

In today's fast-paced world we can't avoid coming into contact with technology in order to complete even a menial task. Something as simple as applying a signature to a document can, at times, make you want to tear your hair out. In CAP we have many forms which we must utilize. Some are simply a piece of paper that we can manually fill out and sign, while others offer electronic compatibility and can be filled in via the computer. However, at the end of those electronic forms is usually a place where a signature is required. How can I get an impression of my signature in the required space?



There are two methods you can readily use. The first is to insert a copy of your actual signature from a picture; normally a .JPG/.JPEG file. To do this, write out your normal signature on a piece of paper, scan it as a photo and then use a software tool such as Microsoft Office to edit the 'photo' and CROP it to include only your signature. Once you have done that, SAVE the photo as a picture file you would recognize as your signature. Whenever a signature is required in a WORD document, for example, you need only INSERT PHOTO of your signature file into the document, place it where you want it and adjust its size as required. It is highly recommended that you subsequently SAVE AS your Word document as a PDF file so the picture of your signature can't be copied and compromised.

A second method of applying your signature is by the use of a ***Digital Signature***. These are especially useful whenever you are working with Adobe .PDF documents. CAP has provided a copy of ***Adobe Acrobat Pro*** on all of the computers it sends out to the field. Built into this software is the ability to generate a digital signature. We have recently published all ***IG Specialty Track*** evaluation worksheets from CAPP 40-20 as electronic documents on the CAP/IG Education and Training web page. You can fill these out electronically and need only affix a signature as a mentor/evaluator and a date.

To create your digital signature just follow these steps:

1. OPEN Adobe Acrobat Pro
2. Go to EDIT and select 'PREFERENCES'
3. On the left-hand menu select 'SIGNATURES'
4. This will OPEN a window 'DIGITAL SIGNATURES'
5. From this window select "Identities and Trusted Certificates" and click on 'MORE'
6. On the tool bar click on 'ADD ID'
7. Click on 'A NEW DIGITAL ID I WANT TO CREATE' and click on 'NEXT'
8. Click on 'NEW PKCS #12 DIGITAL ID FILE' and click on 'NEXT'
9. Fill in the information as requested and click on 'NEXT'
10. For 'FILE NAME' let it default to where Adobe wants to put it.
11. For Password, select a password that you will need each time you use this digital signature.
Enter the password and then re-enter to confirm the password. **VERY IMPORTANT: make sure you remember that password because without it you will not be able to retrieve your digital signature again.**
12. Click on 'FINISH'
13. You will be brought back to the window you were in at #6, above and you will see your digital signature information. If you add more signatures they will all be shown here.
14. Click on the 'X' in upper right hand corner of window to return
15. Click on OK to exit from utility. Your digital signature is now stored and can be used to sign any .PDF files.

Now to use your new digital signature, OPEN one of the electronic IG Specialty Track evaluation documents. Wherever a signature is required you will see a small red 'flag' in the upper left hand side of the text box where the signature will be entered. Simply move your cursor to that box and LEFT click. A signature window will open and will be displaying your saved digital signature information. If you have more than one digital signature you can use the drop-down menu to select which one you want to use. You will need to enter the password you chose for that particular signature. If it is correct Adobe will ask you to SAVE/SAVE AS the document. Once you click on SAVE/SAVE AS the digital signature will be affixed to your document. Adobe will adjust the size of the signature to fit the text box where the signature is to appear.

And with that, Welcome to the 21st Century!

Previous Training Still Applies, but ...

by Lt Col Don Barbalace, CAP/IGQA

Someone has asked if they still get credit for courses taken previously, or do they need to repeat the older courses. The short answer is YES, courses taken previously still count.

However, there is a difference between qualification and competence.

Qualification can be achieved on paper by taking the required training, but unless the member continues



to perform the job and stays current through experience and refresher training, he or she loses *competence*. They become incompetent in the job through loss of current knowledge and skill. Like a pilot who hasn't flown in a few years, the IG who hasn't done an inspection in a few years is no longer competent in the job though the qualification remains on paper. Lack of competence does not show in the training record, but it will show in job performance. It is unprofessional to keep practicing the old methods and procedures through lack of current knowledge. It can also be dangerous in Emergency Services, and it can cause career harm to members through inept inspections or faulty complaint processing.

So, suppose you wish to receive the Technician rating in the IG specialty track. If you took the ancient IG Basic Course (IGBC) back at the dawn of time, and it shows on your eServices training record, you have met the academic requirement, but you probably are not *competent*.

All professions require *continuing education* (CE), and it is no different in the IG specialty track. In the IG field, we call it refresher training. You must take the refresher courses, or take an updated course, AND you must have current experience in the job to remain competent.

Ratings are approved by the commander upon recommendation from a qualified IG who holds a senior or master rating. The specialty tracks require academic preparation (courses) and a period of service *doing* the job in a competent manner before the IG will recommend approval of the rating. The rating does not reflect mere coursework, but actual hands-on performance of the job. If you cannot demonstrate competence in the job, the IG will not recommend approval of the rating.

Now suppose someone holds the Technician rating and took the IG Senior Course back in the Bronze Age but has not been working as an IG for years, has not taken the refresher training, and now wants a Senior rating. That person is technically qualified as an IGA (having taken the IGSC, and it still counts), but is no longer competent. What is needed is to take an updated course and demonstrate to the IG that he or she has current knowledge and ability in the job. *Then* the IG may recommend approval of the rating.

So, do the old courses still count? Yes, of course they do, just like the trig course you took in college way back when - but can you still do trigonometry? The IG field changes rapidly, with new procedures and new regulations nearly every year. You *have* to keep up.



2018 IG College (IGC) – Last Update

by Lt Col Les Manser, CAP/IGT

The 2018 IGC is only a month and a half away and enrollment is almost closed. Three slots remain to be filled to reach the maximum limit of 50 students – so it's still not too late to apply!

All first-time Wing IGs (save one – already addressed) have enrolled, along with 15 IGAs, 6 Commanders, 2 Chiefs of Staff and 1 other interested member. There are also 4 IGC alumni enrolled i.e. they previously completed IGC but are returning for refresher training.

All IGC students who needed to meet the course pre-requisite – completion of the IG Senior Course – have either done so already or are enrolled for the SDWG IGSC scheduled later this month.

Enrolled students have been receiving a monthly newsletter from CAP/IGT on enrollment status, additional course information, answers to common questions asked and reminders for tasks to accomplish before arrival. Students will also be enrolled in the 2018 IGC Prep Course in LMS next month so as to complete some “homework” to bring with them to the college.

The IGC Flyer is posted again (next page) and the last three IG Audience issues have included lots of details on travel, course costs and logistics. Remember that all previous issues of the IG Audience can be accessed and reviewed on the CAP/IG Education and Training page at

<https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/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.



2018 Inspector General College, Peachtree City, Georgia



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 Master rating in the IG specialty track.

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

Is IGC affordable?

With a tuition fee of only \$75 for 5 days (via check or cash - due upon arrival at IGC), 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 most meals are included in the tuition. Corporate funding is paying for the on-site conference fee for all staff and students. You are responsible for your own transportation, lodging and evening meal costs.

What should I wear and bring?

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

Am I eligible to attend?

The prerequisite course for the IGC is the IG Senior Course (IGSC). It is required to be completed prior to attending IGC.

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 completed and signed/approved electronic CAPF 17 via email to CAP/IGC at mderocher-harris@capnhq.gov.

For any specific IGC course content, transportation and logistic questions, contact Lt Col Les Manser, CAP/IGT, at igt@cap.gov or 1-823-251-0384.

For any other inquiries or questions, contact Ms. Missie Derocher-Harris, CAP/IGC at mderocher-harris@capnhq.gov or 1-877-227-9142, ext. 223.

The IGC Flyer is posted on the CAP/IG Education & Training web page and was sent to all Region and Wing IGs by CAP/IGC in January 2018.



Investigating Officer (IO) Guide was updated on 6 March 2018 based on ICL 18-03 to CAPR 20-2. The ICL clarified existing requirements for ensuring that the complaint process remained confidential. The updated IO Guide was distributed to CAP/IG Staff and all Region IGs for distribution to the Wing IGs on 6 March 2018.

Member Reports/IG Course Completion Report still has not been updated to show the completion date for the new IG course in LMS, *Introduction to Inspections*. The good news is that the completion date for the other new course, *Inspector Augmentee Qualification*, is showing up in Member Records and therefore on the report under the existing “Insp Aug (IA)” column. The LMS Manager continues to state that the Help Desk Ticket for the revision of this report is “in the queue”; however, no Estimated Completion Date has been established. In the meantime, Wing/Region IGs and IGSC Instructors will still have to use the “Past Results” function of LMS to verify completion of the *Introduction to Inspections* course.

CAPR 60-1, Cadet Program Management (replacing CAPR 52-16) became effective on February 01, 2018. For those wings inspected after April 2018, there were some minor changes made in the CI B-1 (Cadet Programs) Worksheet. For subordinate units inspected after March 2018, the changes in the SUI B-1 Worksheet were more significant. Previous questions that were asked have been replaced with a new set and they all have their own question number. (Numbering now starts with Question 5 because Questions 1-4 were retired.)



Upcoming Inspector General Training

April 2018

NCR IG Senior Course in Sioux Falls, SD 21-22 April – contact Lt Col Shelly Metzger at shelly.metzger@sdcap.us

June 2018

NHQ IG College in Peachtree City, GA 3-8 June – contact Lt Col Les Manser at igt@cap.gov

August 2018

NHQ IG Senior Course in Anaheim, CA 22-23 August – Lt Col Les Manser at igt@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#
WI	21-22 Apr 18	5-17
MN	5-6 May 18	5-18
MA	19-20 May 18	5-19
UT	21-22 Jul 18	5-20

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 COL ED BURNS at eburns@cap.gov

Contact Col Burns if you notice any discrepancies/issues with the IG course materials in LMS.