



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

Volume 9 Issue 1

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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.

The New Year is off to a great start and so are the new IG publications. CAPR 20-1 (IG Program) and CAPP 40-20 (IG Specialty Track Pamphlet – previously numbered 203) have been rewritten to match the formatting used in Air Force regulations and will go into effect this month

Major General Smith notes excellence in mission accomplishment as one of his top-level areas of emphasis. MG Smith believes we achieve this excellence by being relevant and professional. He considers professionalism to have five pillars of which the two “bookends” are safety and compliance. “If we effectively apply risk management and embrace compliance, we will achieve a high and consistent level of excellence in mission accomplishment across our organization”, says MG Smith.

The IG Corps has worked diligently to improve compliance in both complaint and inspection procedures. By better educating our IG Corps, as well as the membership, we become more professional and relevant.

The complaint process has been clarified in the new CAPR 20-2 (to be released in February 2018) as well as implemented in sessions for both the Unit Commanders Course and the Wing Commander Course. Last year, the inspection process (CAPR 20-3) was changed to become more relevant by asking Mission Critical questions that were chosen by the NHQ Offices of Primary Responsibility (OPR).

I encourage the membership to thoroughly read these new publications for a better understanding of how the IG Corps can assist with concerns that may arise. Per CAPR 20-1, the IG is to remain neutral and collect the facts. The IG Corps does not pick sides because your job is to remain objective. Remember, contacting an IG is a Protected Communication.

A Few Common Mistakes in ECIM

by Lt Col Preston Perrenot, CAP/IGQ

I would like to apologize, in advance, to our readers who don't deal with the Electronic Case Information Management (ECIM) system because this article may not make a lot of sense to you, but we are currently having some issues with ECIM and this is a good way to get the information out there. I promise I'll come up with something more interesting next time.

ECIM is what we use to record and maintain our complaint case files. It enables IGs to have a completely paperless case file system with the ability to maintain control of the confidential information, but it has its drawbacks. First, is the volatility issue. People ask: "What do we do when the great sun-spot happens and it wipes out all of the hard drives in the world?" My answer is simply that we are going to have much bigger problems than what happens to our cases. ECIM is a system created for the purpose of maintaining complaint files by an outside contractor (it's an "off-the-shelf" application) which leaves us with the problem of trying to fit our way of doing things into their system. At times, this is like trying to fit a square peg into a round hole, but there are ways to make it work.

Issue Data Entry Field

When opening a new case, we are asked for the primary issue in the form of a pull-down menu. Obviously, it is important to select the right issue but that isn't the end of it. The case may look like Abuse of Authority during the initial data entry, but as you progress through the process, you may discover new evidence that makes this a Reprisal allegation. You will need to go back in and change the issue from Abuse of Authority to Reprisal. This particular data entry field is important because it drives the analytics and statistics function of the system.

Details in the Initial Data Entry Page

The last box in the initial data entry section states "Please provide details regarding this matter." The information in this box will appear in the Case Details portion of the case file when the file is accessed so it is important to summarize the complaint here. A good way to provide information for this area is to use the same paraphrased statement you made in the Original Complaint section of your complaint analysis. Always keep in mind that the initial data entry occurs before you have conducted any investigation or gathered any additional information. Everything going into this page, at this time, is entirely from the complainant's perspective.

Filling Up the Attachments Page

ECIM allows for 50mb of data to be uploaded for each file in the attachments section. That seems like a lot of space but there have been instances of where the entire allotment was used up. The easiest way to reduce storage consumption is to convert documents to pdf files. This also provides a level of security in that pdf documents cannot be easily manipulated or modified. Uploading documents as JPEG or other large file formats is a sure way to use up all of the storage space real fast. There are some documents that must remain in their original formats. For example, the complaint analysis template is an MS Word document with macros for the data entry box scrollbars. This document has to stay in its original format in order to retain this feature. Another way to save space is not to upload copies of your notes. Most of us scribble notes while we are conducting interviews, recording observations, etc. As long as the information in these notes has been recorded in an official document or elsewhere in the case file, the notes aren't necessary and should be destroyed.



Not Completing the Summary Page

The summary page is usually done at the completion of the case, whether it's closed in the complaint analysis phase or at the conclusion of an investigation. This page has data entry fields for time spent working on the case, outcome of the case and synopsis notes. There are cases that have been closed out at the end of the investigation that still show an outcome of "Yet to be determined." This is another data entry field that effects the statistics area so remember to select the appropriate outcome. Going back to the drawbacks; yes, I know: ECIM thinks we only have a maximum of three allegations to deal with and we're working on that. I recommend that you record the outcome of the primary issue and place the rest of them elsewhere. Ok, where? This brings us to the next issue.

Not Completing the Synopsis Notes

The synopsis notes, unlike the details in the initial data entry page, is completed from the IO or IG's perspective. This is where you tell us what you did, what you found and your conclusions. It is an excellent place to report the dispositions or classifications of your allegations.

Not Updating the Case

In the upper right hand corner of every case file, there is a small green box with a pencil in it. Clicking this box will lead you to the case status selection page. There are a lot of selections that reflect every step of the complaint resolution process. Remember to change the status as it comes up so that we don't have cases where, in actuality, the Report of Investigation (ROI) has been completed and submitted to the Appointing Authority and are still marked as a "NEW CASE."



Should an Inspection Augmentee have Access to Subordinate Unit Inspection (SUI) Documents?

by Lt Col Craig Gallagher, CAP/IGI

Yes, of course! It is essential that inspectors review the documents submitted by the squadron while filling out the worksheet. As of today, there two ways for the IA to get access:

- Have someone with access (usually the Team Chief) download the documents and email them to the IA.
- Be assigned as an Assistant Inspector General (IGA).

The current issues are:

1. It can be time-consuming for the Team Chief to download all of the inspection documents supplied by the squadron and then email them to members of the inspection team for review. As a Team Chief, I always downloaded all squadron-submitted documents because I wanted a ready reference when I was completing the SUI Report, but it is not a requirement.
2. Making the IA an "Assistant Inspector General (IGA)" as a duty assignment when their only function will be as an inspection team member will give them the needed access to the documents; however, it will also give them unnecessary access to all the other IGA functions such as updating the status of discrepancies, uploading SUI Reports, updating the next SUI Date, etc.

3. Being appointed as an IGA also adds additional education and requirements: IG Annual Refresher Training and attending the IG Senior Course within 6 months. This is well beyond the scope of what most people want or are willing to do when they agree to help with inspections.

Although a Web Security Administrator (WSA) can give individual access to a single application, it becomes a maintenance and security nightmare to remember to remove access for those who no longer need it. It is well known that those who need access will clamor to get it but those who no longer need it will not bother to say anything to get their access removed.

So, the option that I recommend at this time, is to have the Team Chief download the squadron-submitted documents and email them to their IAs.

The Ongoing Need for Continuity Books

by Col Ed Burns, CAP/IGTA

The term ***Continuity Book*** had always been associated with Compliance Inspections (CI). Prior to 2013 a unit was required to have a set of binders for each required position that not only contained inspection-related data but also provided the person assigned to that position with a set of instructions on how the function was to operate. This last guideline was to help provide a seamless transition from one staff member to the next.



From an inspection point of view, the need for volumes of paperwork to support the questions being asked during an inspection no longer exists in paper format. All data supporting the inspection is now uploaded into eServices. However, for efficiency of operation, a unit should still entertain the creation of an electronic continuity book for each position. Think of it as a ‘step-by-step’ guide for training someone to fill each unit position.

Let’s face it. Many units will have several positions being directed by a single individual. The span of knowledge required to accomplish that with a high success rate is a daunting undertaking. To assist increasing the success rate of those situations, having a focused guide which lays out everything there is to know about a function makes sense. Knowing the current regulation(s), knowing what supplements may exist, what forms are to be used, reporting deadlines, and what training is available are just some of the items that could be at the person’s fingertips.

We are all going to experience situations when the individual for a function just will not be available to answer questions – especially during an inspection. Someone has to be able to step in and adequately represent that function. If done correctly the continuity book could be the answer. Everything there is to know about a function is well-documented...and ***routinely updated***.

Even though they are not required by CAPR 20-3, it is in the best interest of the Commander to insist on having these continuity books readily available at the unit for all to see and use. They can provide useful information which has been customized for a particular unit such as job description, contact information, past history regarding projects, past inspection results, current regulation(s) governing that position, etc. Hopefully these books will become ***living*** documents and will help provide useful information to each individual as they assume the responsibilities for any given position.

How Much Onsite Time Should Be Required for Subordinate Unit Inspections (SUI)?

by Lt Col Craig Gallagher, CAP/IGI



The goal is no more than two hours. Most of the onsite time should be taken up with Eyes-On-Hands-On activities (Tabs D-4, D-7 and D-8) and any follow-up questions that arise during the pre-visit preparation. All worksheets not completed before the onsite visit need to be completed and given to the Team Chief.

Each inspector should spend 30 minutes to an hour before arriving on site reviewing the documentation and filling out the worksheet. For worksheets that are able to be filled out completely before the visit, the inspector can forward them to the Team Chief to be included in the initial draft of the SUI Report. The Team Chief will spend an additional hour preparing the initial draft of the SUI Report with all known information (completed worksheets, squadron command staff, inspection team members, unit name and inspection date, etc.). The only thing left to complete the report is to update the tab pages with worksheet answers, Areas of Concern, Commendables, Discrepancies and the Executive Summary.

The Team Chief may spend another 1 to 2 hours finishing up the items in the SUI Quality Assurance Checklist.

Of course, these times can vary with the circumstances, trainees and newly qualified inspectors generally take longer than more seasoned inspectors. Some squadrons do a great job in preparing for an inspection resulting in less time spent onsite as well as beforehand.



2018 IG College (IGC) Updates

by Lt Col Les Manser, CAP/IGT

The 2018 IGC is only five months away and enrollment is building – so don't delay! There are already 19 students enrolled with 10/19 (53%) being first-time Wing IGs.

A review of the eServices IG Course Completion Report for the various CAP regions shows that there are still 13 other Wing IGs that are required to enroll and attend the next IGC from the following wings:

Alaska	Maryland	Montana	Puerto Rico	Wyoming
Idaho	Mississippi	North Carolina	Tennessee	
Illinois	Missouri	Oregon	Utah	

Based on the current enrollment and the Wing IG “training pipeline” alone, the 2018 IGC class is already 62% full. However, there is still room left for IGAs, commanders, legal officers, and other interested personnel from all levels of the organization to attend and learn/understand the managerial operations of the CAP IG Program.

All IGC students, regardless of duty assignment, must meet the course pre-requisite – completion of the IG Senior Course – 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.

Wing IGs are the only students required by regulation to attend the next IGC after being assigned. Region and wings are strongly encouraged to support their IGs financially. First-time Wing IGs will only be responsible for their transportation to/from the course, the \$75 Course Fee and evening meals. Lodging will be covered.

It is important to repeat again – and in more detail - the breakdown of student expenses:

- Transportation
 - This will be variable for ALL students based on their home location and mode of travel.
 - Ground travel by CAP vehicle can be the most economical option. WEX Fleet Cards will be used for the fuel costs.
 - Students will be provided with the enrollment listing periodically for those who wish/plan to explore the carpool option.
 - Students traveling by commercial air will be supported by GAWG CAP vehicles providing transportation between the airport and the IGC site 25 miles to the southwest.
- On-site Conference Fee
 - This is covered by corporate funds for ALL students.
 - This fee is primarily for facilities usage but it does include breakfast, lunch, and AM/PM snacks for ALL students.
- Course Fee (\$75) - due upon arrival at IGC for ALL students (check or cash).
- Lodging (\$113/night) – due at checkout for ALL students except first-time Wing IGs.



Crowne Plaza – Site Details

Rooms

Make yourself at home in one of the 233 air-conditioned rooms featuring flat-screen televisions. Complimentary wired and wireless Internet access keeps you connected, and cable programming provides entertainment. Private bathrooms with showers feature complimentary toiletries and hair dryers. Conveniences include desks and complimentary weekday newspapers, and you can also request rollaway/extra beds (surcharge).

Amenities

Take advantage of recreational opportunities offered, including an indoor pool, an outdoor tennis court, and a fitness center. The facility also features complimentary wireless Internet access, concierge services, and wedding services.

Dining

Enjoy a meal at a restaurant, or stay in and take advantage of the facility's 24-hour room service. Quench your thirst with your favorite drink at a bar/lounge.

Business, Other Amenities

Featured amenities include complimentary wired Internet access, a business center, and express check-out. The facility has 63000 square feet of space consisting of a conference center and meeting rooms. Free self-parking is available onsite.



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 6-8. 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 1-623-251-0384.

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 recently sent to all Region and Wing IGs by CAP/IGC.

WHAT'S NEW

CAPR 20-1 (replacing CAPR 123-1) and CAPP 40-20 (replacing CAPP 203) became effective on 15 January 2018.

Can an IG be a Web Security Administrator (WSA)? The short answer is NO! CAPR 20-1 paragraph 7.7.5 states “An IG will not be assigned to the duty assignment of Web Security Administrator or Assistant.”

CAPR 20-2 (replacing CAPR 123-2) has been posted on the CAP Publications “Regulations for Preview” page. Since the preview period for regulations is 30 days, CAPR 20-2 will become effective on 15 February 2018.

IO Guide (Updated) – This guide will be available when the new CAPR 20-2 is released on 15 February 2018.

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

Member Reports/IG Course Completion Report – a “new” update on this report. It still has not been updated to show the completion dates of the two newest courses, *Introduction to Inspections* and *Inspector Augmentee Qualification*. The LMS Manager has stated 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. This function was addressed in the October 2017 IG Audience.



Upcoming Inspector General Training

February 2018

SWR IG Senior Course in San Marcos, TX 1-2 February – contact Lt Col George Schank at swrinspector@gmail.com

March 2018

GLR IG Senior Course in Frankfort, KY 10-11 March – contact Col Maurice Givens at mgivens@cap.gov

April 2018

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

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#
HI	17-18 Feb 18	5-14
AL	10-11 Mar 18	5-15
RI	7-8 Apr 18	5-16
WI	21-22 Apr 18	5-17

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