



CIVIL AIR PATROL INSPECTOR GENERAL IG AUDIENCE

Volume 11 Issue 1

January 2020

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 trust you all had a pleasant time with family and friends and a needed break from the hustle and bustle of work. Now back to the tasks at hand with CAP and serving our country. The IG Corps strives to make our online and in-residence courses user friendly and more value added for the member. The upcoming in-residence courses are noted at the end of the Audience...including dates for the upcoming IG College.

When filing a complaint, be sure to read CAPR 20-2 and follow the procedures closely. It will assist you in understanding the process of complaint resolution. Remember, complaints should be dealt with at the lowest level possible. CAPR 20-3 helps the member prepare for an inspection and guides you to where to get more information on compliance inspections at the wing and below wing levels.

Overall, there have been many changes and clarifications as to how the IG Corps measures and determines compliance. The IG Corps works **independently and objectively** to determine compliance through both complaint resolution and also through compliance inspections which are accomplished at the wing and below wing levels. We encourage you to read through CAPRs 20-1, 20-2, and 20-3 to ensure you are current with the latest policies and procedures in the IG world.

Reminder: the easy-to-use online CAPF 20 for filing a complaint is found on the CAP website under Inspector General. It is easier to process and will get into the hands of the correct IG much faster than the use of the paper form. However, the paper form is still available for use as well.



Remembering One of Our Own

Lt Col Donald Barbalace



6/22/43 - 11/26/19

“Don was willing to help out in whatever area we needed him to fill. He did a great deal of "proof reading" for the IG College (IGC) to ensure material was grammatically correct and made sense for the students. He was willing to work behind the scenes and was always ready to offer advice and input. His contributions for the IG Corps are immeasurable. He will be greatly missed”. (Col Cheryl Fielitz-Scarborough)

“My first encounter with Don came as we were preparing for the 2012 IG College. After many hours of reviewing and editing the course materials we decided that we needed another pair of eyes to make certain we were error free. Don became the “Editor Extraordinaire”; not only did he find errors we overlooked but suggested alternative ways of presenting our thoughts. I feel I learned a lot from Don and will miss his ‘nudges’ before we publish *The Audience* or update training materials”. (Col Ed Burns)

“Don attended the IG College as a student in 2010. It was then I realized his developmental and literary skills were needed. The IG Basic Course, both on site and later on-line were managed by Don. After I started the IG Audience, Don was its editor even after I left. The Senior Course’s print material and all the PowerPoints were the editorial expertise of Don. The IG College PowerPoints and the textbook were the editorial responsibility of Don. For me, developing the initial training program expansion, now currently undergoing further revising, could not have been done without him. He was there and taught at least a half dozen Senior courses, and served on staff in curriculum duties and as a team training director for 2012, 2014, 2016, and lastly, 2018. Don will remain in my thoughts. I really needed him to edit this eulogy”. (Col Larry Stys)

For more information regarding the celebration of Don’s life, see:

https://www.georgeboom.com/obituary/donald-don-barbalace?fh_id=15876

Your First Complaint Analysis Exercise for 2020

by Lt Col Preston Perrenot, CAP/IGQ



It's that time again. Time to work up a complaint analysis. In this issue, you will receive the complaint and your job is to work through the complaint and see if you can find, frame and analyze the allegations. An actual analysis will be in the next issue. Before getting started, keep in mind what the purpose of a complaint analysis is. A complaint analysis is not an investigation. When we start the analysis, we have no facts, no corroboration and virtually no evidence. All we have is a statement from the complainant alleging wrong-doing and it's only one side of the story. Our job is to go over the statement and determine if the complainant's allegation of wrong-doing does or does not violate the CAP regulations. At this point, we don't need to prove or disprove anything. You receive the following statement from a complainant:

ORIGINAL COMPLAINT: "Since WWII CAP has never been involved with armaments. Today, even our law enforcement members are not permitted to carry weapons while in uniform. I am appalled to read that two New State Squadrons were permitted to fire weapons-including shotguns-as reported in a CAP Article dated April 17. This was sponsored by the NRA!!! And the firing will be a monthly program. I assume that automatic weapons will soon be part of that training. This is a disgrace and that program should be discontinued immediately with apologies to our 62,000 members of which I have been a proud part of for 25 years."

IG STATEMENT: The complainant became aware that cadets in NSWG were engaging in marksmanship training after reading about it in a public affairs article. The article in question, written by Maj. Tasha Yar, stated: "NRA Marksmanship Training in Pig's Knuckle. Following a 3-hour firing session lunch was provided by the NRA Pig's Knuckle Rifle and Pistol Club. The news story identifies the cadets as being from the Pig's Knuckle Composite Squadron and the Any Town Composite Squadron. Numerous parents attended. The club has scheduled monthly firing sessions at no cost to the cadets." It also displayed a photo of uniformed CAP cadets firing .22 cal. rifles in the prone position.

For the purposes of this exercise, it is assumed that you have completed the complainant clarification interview and obtained further details, dates, potential witnesses, etc. Now you need to do the following:

- 1) Frame the allegations. We do not depend on the complainants to tell us the specific regulation that was violated even though we ask them on the CAPF 20 which regulations they think were violated. It is our job to go through their statement and find the individual allegations and then frame them as "WHO did WHAT to WHOM, WHEN in violation of WHAT standard"
- 2) Determine the specific regulations that were alleged to have been violated for each framed allegation. This means you will have to do some research into the regulations. As you do more of these, you will gain familiarity with the structure of the CAP regulations and where everything is located. For this exercise, I'll throw some hints out there. CAPR 20-2 has some definitions of undesirable conduct that may apply. As always, CAPR 35-3 has a list of reasons to terminate CAP membership (or reasons to issue an Adverse Member Action). But that's not all. This complainant's statement has Professional Development and Operations elements, so you should probably consider looking in those regulations as well. Additionally, CAPR 20-1(I) and the 35-series regulations discuss the authority of a squadron commander and responsibility of individual members. As you can see, this is a lot of work - but it's what we do.
- 3) Put it all together. A good complaint analysis should be as objective as we can possibly make it. You, as the IG, stating that you have carefully examined all of the documentation and concluded that the allegation

does/does not violate the regulations, is your opinion and not what your appointing authority needs. The analysis should have three parts:

- a) The first part should state the regulation. It is a good idea to cut and paste the relevant paragraphs into the analysis box on the complaint analysis template. By doing this, you are proving to the reader that this is what the regulation says, not what you think it says or what the complainant thinks it says.
- b) The second part is where you paraphrase what the complainant said. You don't need to put the entire complaint in there, just enough information from the complainant's statement for comparison to the regulatory paragraph.
- c) The third part should be where you make your conclusion, based on the comparison of the first two parts. This conclusion forms the basis for your recommendation to Dismiss, Transfer, Refer, Assist or Investigate. Remember that your decision to recommend an investigation should be based on the answer to this question: "If this allegation were proved to be true, would it violate the CAP regulations?"

Like you, I'll be working on an analysis for this complaint over the next three months and I'll have it for you in the next issue of the IG Audience. See you next time!

"The mind, once stretched by a
new idea, never regains its
original dimensions."

— Oliver Wendell Holmes

LMS/AXIS - IG Point of Contact

**LEARNING MANAGEMENT SYSTEMS and AXIS COORDINATOR
FOR IG COURSES IS COL ED BURNS at igt@cap.gov**

Contact him if you notice any discrepancies/issues with the IG course materials in LMS or AXIS. We are in the process of moving all IG courses from LMS to AXIS.



INSPECTIONS

Repeat Discrepancies

By Lt Col Craig Gallagher, CAP/IGI



Why do we care about repeat discrepancies? Because as an organization, we are constantly trying to improve. To clear a majority of the discrepancies, CAP requires a Plan of Action (POA) that includes systemic changes so that the discrepancy is not repeated at the next inspection. When discrepancies are repeated, the POA was inadequate or not followed.

Repeat Discrepancies are discrepancies that occur in the same Tab and question number as the previous inspection. This is true for Wing-level inspections (CIs) and below-wing-Inspections (SUIs). In order to know if a discrepancy in the current inspection is a repeat, you will need a copy of the previous inspection. They are pretty easy to come by in eServices. For SUIs, the Commander’s Dashboard > Inspector General for your unit will show you the last two SUI reports.

Inspector General Metrics for:
 NER-VT-002 - BURLINGTON SENIOR SQDN

To view the breakdown for each color, place your mouse over the Legend text under each color. To view what each metric corresponds to, place your mouse over the colored panel itself.
 To Print this page, please make sure that your Internet Browser is set to Print Background Colors and Images. If you have trouble setting this for your browser, please put in a help desk request that includes your internet browser and version.

Organization	Next SUI Date	Inspection Date 1	Inspection Date 2	Comments
NER-VT-002	30 Apr 2020	12 May 2018	23 Apr 2016	

Just click on the most recent hyperlink to download the report. For CIs, you can request the previous CI report from the CAP IG Coordinator if you can’t get it from your Wing IG or Wing Commander.

As most of you know by now, the CAPR 20-3 published August 5, 2019 raised the bar to achieve an effective grade for the overall SUI (or CI) from 70% of the graded Tabs must be effective to 80%.

There is another reason we all care about repeat discrepancies – They make achieving an “EFFECTIVE” grade more difficult! As many of you know, the bar has been raised to get an “EFFECTIVE” grade on a TAB from 50% Yeses or N/As to 60%. If you have a repeat discrepancy, the bar is raised to 70%! Ineffective Tabs will make it more difficult to get the necessary 80% of the Tabs graded as effective to achieve an overall effective grade. Just a reminder, if the overall grade in “INEFFECTIVE”, you get to go through another inspection within 6 months.

For you Team Chiefs, when you send all the inspection documents to the next unit to be inspected, include a copy of the previous inspection report and a copy of this article.

Annual Refresher Training

by Col Ed Burns, CAP/IGT

With the publication of CAPR 20-1 in October 2019 there is an expanded explanation of refresher training. The newest requirement is directed at the Wing/Region Commanders insofar as they now have to complete this annual training as well as IGs/IGAs.



Completing the training can be done in several forms as outlined in the regulation. The most popular method is by completing the quiz after reading the four editions of *The Audience* each year. Yes. That's all four editions. Your participation is automatically calculated and credit is awarded when the 4th quarter edition is completed by 2359 hours on 31 December each year.

As some commanders have commented, the material in this publication is more directed towards the IG/IGA/IA and not necessarily the commanders. Therefore, it is up to the Region/Wing IGs to provide the commanders with annual briefings which will raise their understanding of IG functions, status, etc. A good example of a briefing would be attendance at an annual IG summit. Not only is that an opportunity to provide information but it is also a great opportunity for the commander to get to know the IG/IGA/IA under his/her command. Participating in an IG Summit would also qualify all attendees for annual refresher credit.

To receive credit for refresher training that is other than *The Audience*, just send a list of attendees containing name and CAPID to igt@cap.gov. Include an explanation of the type of training and when it was delivered.



Bits and Pieces

While doing your readings you are likely to come across two new terms: ***Wing-Level and Subordinate Unit-Level Compliance Inspections***. Until now we have always differentiated our inspections as either 'Compliance Inspections (CIs)' or 'Subordinate Unit Inspections (SUIs)'. But when you think about it, both types of inspections *are* compliance inspections. As time passes we will start using the terms 'Wing-Level Compliance Inspections' and 'Subordinate Unit-Level Compliance Inspections'. Only the names will be changing; the processes remain the same.

From the Editor – I highly encourage anyone to submit an article for publication in *The Audience*. Articles should be on a topic related to the IG function at any level. Each month we gather topics that are submitted by readers via the Survey many of you fill out each quarter. Maybe someone really has built a better mousetrap and would be willing to share his/her success story. Maybe you just have a burning question that needs to be answered – and you have that answer. At any rate we welcome your input.



Stay Tuned!

2020 IG COLLEGE

The IG College will be held at the McGhee-Tyson Air National Guard Base in Knoxville, TN from 9-13 September 2020. Registration is OPEN and more details are available at:

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

Remember that successful completion of the IG Senior Course is a prerequisite which will not be waived.

CAPR 20-1

The latest revision was published on 7 October 2019.

ADVANCED INSPECTION COURSE

This new AXIS-based course is undergoing its final round of testing and should be available by the end of January 2020. The piece that is currently missing is the automatic crediting a member's training record with a completion date for the course. If this feature is not available by the end of the month we will simply take the course completion date from the AXIS transcript and apply it to the training record when available.

INTRODUCTION TO INSPECTIONS COURSE

This course was originally released via LMS and is now being ported to the AXIS platform. It, too is in the final testing stage and should be available by the end of January. If you are currently taking this course on LMS I would highly recommend that you complete it as soon as possible since and work completed in LMS will not be carried over to AXIS.

INVESTIGATING OFFICER COURSE

This course was originally released via LMS and is now being ported to the AXIS platform. It is in the creation stage and should be available by the end of February. If you are currently taking this course on LMS I would highly recommend that you complete it as soon as possible since and work completed in LMS will not be carried over to AXIS.



Upcoming Inspector General Training

February 2020

GLR IG Senior Course hosted by INWG on 15-16 February in Danville, IN. POC is Lt Col Robert Freese at rfreese@inwg.cap.gov. More information is available on the IG Training page at: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/education-training>.

MAR IG Senior Course hosted by NCWG on 6-7 February in Greensboro, NC. POC is Lt Col Dennis Bissell at dbissell@ncwgcap.org. More information is available on the IG Training page at: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/education-training>

April 2020

SWR IG Senior Course hosted by TXWG on 23-24 April in Dallas, TX. POC is Lt Col Priscella Boren at pboren@txwgcap.org. More information is available on the IG Training page at: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/education-training>.

NER IG Senior Course hosted by NER on 17 and 19 Apr in Hartford, CT. Note that Part 1 of the course will be presented on Friday and Part 2 on Sunday so students can attend the Joint NER-CTWG Conference on Saturday. POC is Lt Col Don Blumenfeld at donblume@optonline.net.

May 2010

SER IG Senior Course hosted by FLWG on 21-22 May in Tampa, FL. POC is Maj Sam Chiodo at schiodo@flwg.gov. More information is available on the IG Training page at: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/education-training>

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)





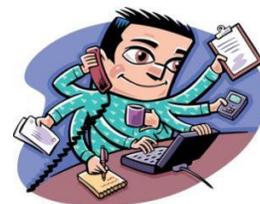
Upcoming Compliance Inspections At The Wing Level

WING	CI DATES	CYCLE/INSP#
KS	11-12 Jan 20	5-40
VA	8-9 Feb 20	5-41
NV	8-9 Mar 20	5-42
MT	4-5 Apr 20	5-43

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“The more that you read, the more things you will know. The more that you learn, the more places you'll go.”

— Dr. Seuss