



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

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FORWARD THIS TO ALL UNITS IN YOUR WING!

From Col Cheryl Fielitz-Scarborough, CAP/IG:



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 compliance inspections accomplished at the region, wing and below wing levels. We encourage you to read through CAPRs 20-1, 20-2, and 20-3 to ensure you are up to date with the latest in the IG world. Updated 20-2 was published 30 Nov, 20-1 will be out by the end of Jan 2021 and CAPP 40-20 shortly after that.

The Compliance Monitoring Dashboard (CMD) has been launched. Since the original title of Continuous Compliance is not accurate due to ever changing data, we have renamed it to CMD. This dashboard is not intended to be all-inclusive. It monitors only items with artifacts tracked in eServices.

The CMD will **not** include all inspection tabs items. It is impossible to have some of the tabs brought online due to the size and the composition of the information entailed. It **does** bring together a bulk of the items in one location which greatly reduces the time spent prepping for an upcoming inspection.

Phase 2 of the CMD is still under review as to how the approval stages will work. We want approvals to take place at the lowest possible level and some periodic oversight may occur from upper level OPRs. This upper-level oversight will help provide quality control.

When filing a complaint, be sure to read CAPR 20-2 and closely follow the procedures. It will assist you in understanding the complaint resolution process. Remember, complaints should be dealt with at the lowest level possible. Since the new Complaint Resolution (CR) process is live, all CAPF 20's should be either filed using the online system or mailed to NHQ to the IG official, Mrs. Missie Derocher-Harris. An investigator outside your wing or region will be assigned to ensure objectivity and will alleviate any perception of conflict of interest.

The region compliance inspections went very well for the first go around. Yes, it is more difficult inspecting some of the tabs remotely as we are all witnessing. But we appreciate everyone's patience as we get through compliance inspections at the wing and sub-unit levels remotely during Covid-19.

Reminder: Use the online CAPF 20 when filing a complaint; found on the CAP website under Inspector General. (see: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/complaints>) **All complaints are received at the NHQ/IG level.** It is easier and more efficient since documents get into the hands of the IG much quicker than the use of the paper form. The paper form is still available for use as well.



January's Practice Complaint

by Lt Col Preston Perrenot, CAP/IGQ

It's that time again. I have another complaint for you to try your analyzing skills on. In the next issue, I'll provide you all with what I believe is a good analysis if this complaint. Before getting started, keep in mind that the purpose of a complaint analysis 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. Keep the analysis as objective as possible. This is no time to be making your opinion known.

So, this is the complaint:

The complainant saw a post on Facebook showing what she believed was hazing in progress. On 1 July, 2020, the XXWG Encampment was in progress at Army National Guard Base, Bradley. There was ARNG drill sergeant addressing the cadets as a guest speaker during breakfast. At one point, the guest speaker had the cadets do pushups in the chow hall. This occurrence lasted for approximately four minutes and Maj. John Doe, the wing Director of Cadet Programs, who was present, did not order it stopped. The event was video-taped and the video eventually made its way onto Facebook. The post does in fact, show the cadets doing pushup at the direction of a female U.S. Army NCO and the incident is described as a "demonstration."

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.

- 1) Frame the allegations. Find the individual allegations and then frame them as "WHO did WHAT to WHOM and WHEN."
- 2) Determine WHICH specific regulations were alleged to have been violated for each framed allegation.
- 3) Put it all together. A good complaint analysis should be as objective as we can possibly make it. The analysis should have three parts:
 - a) The first part should state what the regulation says:
 - b) The second part is where you paraphrase what the complainant said.
 - c) The third part should be where you make your conclusion, based on the comparison of the first two parts.

This statement might contain more than one allegation and each allegation must be analyzed separately.

See you next time!



Educating the Force *By Lt Col Kevin Forbes, RMR/IG*

As those of you that have spent any amount of time in the Inspector General Corps know, there is plenty of training to be accomplished. From your initial training, to the intermediate courses and then to the IG College, your first one to two years is very busy. Once you accomplish all of that, you then have the annual refresher training each year in order to stay compliant with the regulations.

Now I am going to add one more bit of training to your plate. However, do not worry, you do not have to take it, you have to give it. CAPR 20-1 para 9 states “IGs at every level will educate and train CAP members concerning their privileges and responsibilities regarding the IG program. This will be accomplished annually through seminars, staff meetings, commander’s calls, newsletters, and presentations on wing websites or other media.” Please pay close attention to the fifth word quoted, “will”. This is the area that IGs operate in; ***will, shall and must***. We do not have a choice when these words are used. They are regulatory. In addition, if the IGs are not complying with the regulations, how can we expect the membership to?

Additionally, while it is a ***will, shall or must***, it is not an inspection item for Compliance Inspections. Several months back I got involved in a social media conversation. I knew better, but I just could not help myself. Actually, as social media conversations go, it was not that bad. After several lengthy posts on my part, I believe I was able to educate the people on the post and they seemed appreciative. Nevertheless, it also showed me an area that is still quite misunderstood by the majority of CAP members: the complaint resolution process.

As IGs, we really only have two things we do, inspections and complaint resolution. However, with the new system of complaint handling, the average IG may never handle a complaint during their term. Experience is one of life’s best teachers and the opportunity for those experiences is greatly diminished. So if we are not subject matter experts in complaint resolution, how can we expect the general membership to be? What my experience this past summer taught me is that most members have an unrealistic expectation of what the complaint resolution system can and cannot do for them. They do not understand the tight parameters that in which we operate. They believe that a simple complaint to the IG is going to solve what they see as an injustice in CAP. They believe that when a problem is, or is not, taken care of it is because of what an IG did or did not do. Those of us that understand this system know that is not the case. The IGs are simply the fact gatherers. We collect the information in a succinct format and pass it on to those that have the power and authority. These people are known as commanders.

So how do we get this information across? Here are some of my favorite ways to do this: staff meetings, commander’s calls, any course that will let you make a presentation and conferences. I do not believe that most conferences happen without some sort of IG class. However, what is usually the main topic of that class? I am willing to bet it is SUIs. I get it. SUIs are the area in which IGs have the most experience. We do a lot of them. We want people to be successful with them. Hopefully, there are many more SUIs happening in a wing than complaints. Do not be afraid to ask for two blocks of class time to teach both subject areas.

Now I stated earlier that many IGs may never handle a complaint during their tenure. So how do you speak with certainty on this subject area? Most, if not all, region IGs are well versed in complaint handling and are on the new NHQ complaint resolution team. In addition, there are many other experienced wing IGs and IOs that are on this team. If I may speak for them, they would love to help you prepare a class or even teach the class themselves. That's why NHQ pays us the big bucks! My point is that the help is there for you if you need it. Just ask. The more we can educate and inform the membership concerning our role, the better served we will all be.



Answering a Question About Inspection Worksheets ***By Lt Col Craig Gallagher, CAP/IGI***

One of our readers recently posed this question: ***“Why are we dealing with SUI questions on inspections that are now outdated due to a recent regulation change, but the worksheets have not been updated yet?”***

The protocol is that the CAP/IG and deputies are given a chance to review any regulations prior to them being published. This review is for the purposes of checking the compliance elements for removal or addition of questions to inspection documents as well as reviewing the verbiage used for how questions will be worded, how a compliance item will be verified, how the discrepancy will be worded and what will be required to close a discrepancy.

The wording of the inspection question is critical to making sure “No” answers generate discrepancies and “Yes” answers don’t. For example, “Were any supplements not recertified within a year?”. This question needs to be restated as “Were all supplements recertified with a year?” because the “No” answer should generate a discrepancy.

If you run into a situation where a regulation has been changed to no longer require something (e.g., Squadron Public Affairs Officers are no longer required to create a Public Affairs Plan as of a date soon to be announced.) If you have the old inspection documents when it was still required, the inspector may answer the question “N/A”. If a regulation revision that imposes new compliance requirements, but the regulation is published after the 60-day notice letter and inspection documents are given to the squadron, the squadron is only required to comply with the items in the inspection documents.

This is another reason to ensure that everyone, subordinate unit and inspection teams all have the same set of worksheets as the unit and team prepare for their SUI.

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.



SUI Question Regarding Duty Position – Revisited

By Col Gary J. Mayo, CAP, GLR/IG

Some of you may recall the July 2017 IG Audience article, “*Required Duty Positions in Subordinate Units*”. That article discussed SUI Tab E-1 (Commander) Question 1, “Are unit positions filled and appointed correctly?” and provided a recommendation on which duty positions should be assigned within a subordinate unit, based on required work. Guidance was also provided that a discrepancy should be written for needed duty positions not filled.

If you have been in CAP for longer than a minute, you know that things can quickly evolve, which is why among other things, we embrace the saying, “Semper Gumby”, also known as “Always Flexible”. This is no different for our inspection teams, as it is our responsibility to implement the Commander’s inspection program and inspect to the standards established by the OPR (Office of Primary Responsibility). When the standard or guidance from the OPR evolves, our approach to inspection questions must evolve as well... as is the recent case with SUI Tab E-1 Question 1.

Background

- SUI Worksheet Tab E-1, Question 1 states: ***Are unit positions filled and appointed correctly?***
- How to verify compliance is: ***Use eServices duty assignment report, verify all unit director positions filled.***

A Discrepancy would appear as: ***(Discrepancy): [xx] (E1 Question 1) Unit positions were not filled IAW CAPR 35-1 paras 1-3 & 1-3a.***

CAPR 35-1 para 1-3 and 1-3a states:

1-3. Assignment Actions. Duty positions are normally assigned by using the on-line duty assignment application available in eServices. Only the basic duty positions outlined in CAPR 20-1, Organization of Civil Air Patrol, are reflected in the on-line application. Duty assignments may be initiated by the personnel officer or any member designated by the unit commander and provided permission by the Web Security Administrator. The individual’s record will be automatically updated to reflect the new position. An automatic e-mail will be forwarded to both the individual assuming the new duty position and the individual leaving the position reminding them of the responsibility to properly account for the records, property and assets of this position. A copy of the online duty assignment screen may be printed to place in the member’s personnel file.

a. Commanders not wishing to use the on-line application submit a CAPF 2a, Request for and Approval of Personnel Actions, Section II, Duty Assignment Change. The personnel officer initiates the personnel action which is approved by the unit commander and forwards the form to NHQ/DP. Both the individual assuming the new duty position and the individual leaving the position must sign the CAPF 2a signifying that the records, property and assets for this position are properly accounted for. A copy will be filed in the individual member’s personnel file and a copy retained by the personnel officer.

Intent of the Inspection Question: As recently discussed with the OPR, the intent of this inspection question is to ensure that duty position appointments (as reflected in the Duty Assignment Report) are correct from an administrative perspective. In other words, the SUI Inspection Team should be checking to ensure position appointments are being accomplished either online, or via CAP Form 2a.

The intent of this question is not to confirm that duty positions as shown in organization charts are filled.

Forward Guidance: Let's not get into dissecting the language of the regulation or the inspection question here, as there are some words that could probably be changed to better reflect the OPR's intent. What is important is that we as Inspectors verify compliance in accordance with the stated regulation and the OPR's intent and guidance at this time.

This means going forward, if an Inspector is checking for administrative appointment compliance under E-1, Q1 and discovers that a particular duty position is not filled, he/she ***should not*** write it up as a discrepancy under this question. It may however be noted as an Observation, so it is called to the unit commander's attention in the draft inspection report. An observation, like the formerly used Area of Concern (AOC), does not appear in the Discrepancy Tracking System (DTS) and does not require an action or response from the commander.

Additional Guidance for Wing IGs: If you have any currently open inspections where an E-1, Q1 discrepancy was written based on a duty position not being filled (not a duty assignment being administratively appointed incorrectly), the CAP/IGI agrees that you should go into the Discrepancy Tracking System and close the discrepancy without further action required by the unit commander.

Thanks for being a member of our Inspection Teams and remember... "Semper Gumby!"



More Clarification on Repeat Discrepancies ***By Col Steve Miller, CAP/IGIA***

In the last *Audience* we discussed how to list "repeat" discrepancies. That article brought up a good question. When is a discrepancy a "repeat" discrepancy? How far back should an inspector go to look for repeat discrepancies? If a subordinate unit had a discrepancy on its 2016 SUI, did not have a discrepancy for that same question on its 2018 SUI, and then has that same question with a discrepancy on the 2020 SUI, is that 2020 discrepancy a "repeat" discrepancy? The short answer is "NO".

Many of the Sub-Unit Compliance Inspection (SUI) worksheets have multiple sub questions under a broad topic question. The answer to the broad topic question from the worksheet is what gets placed on the SUI report. If any of the sub questions on the worksheet are answered "No" then the broad topic question will be answered "No" and that "No" will be placed on the SUI report.

A discrepancy is a "repeat" discrepancy if the same discrepancy was used on the current inspection and the most recent inspection. The reason we don't dig deeper is because over a 4-year time frame there are going to be membership and staff changes. In the example above, it may be that after the 2016 SUI, the

unit got on the problem that caused the discrepancy and fixed it. Their efforts following the 2016 SUI were obvious in 2018 SUI. After the 2018 SUI maybe there were staffing changes. And maybe there wasn't a lot of continuity training. There could be an entire new command group was in place for the 2020 SUI.

Wing and Region Compliance Inspections (CI) are done approximately every 4 years. Inspectors review the most recent CI report and compare discrepancies from it with the current CI report. If the exact same question on both CIs gets a "No" answer and uses the same verbiage, it is a "repeat" discrepancy. Since SUIs are completed approximately every 2 years, that is as far back as inspectors look. Inspectors can certainly look at older SUI reports, however only the most recent one can be used to determine a "repeat" discrepancy.

Did You Hear?



- The revised CAPP 40-20, **IG Specialty Track** is planned to be released at the same time as the new CAPR 20-1. CAPR 20-2 was released on 30 Nov 2020. CAPR 20-1 is planned for the end of January 2021.
- Remember that you can obtain Annual Refresher credit by successfully completing ALL four quizzes from **The Audience!** Other opportunities that are available to obtain credit during a calendar year are by:
 - Successfully completing any IG course in LMS/AXIS (automatically granted)
 - Attending an IG Summit at the wing/region/national level (sign in sheet must be forwarded to igt@capnhq.gov by Wing/Region IG)
 - Attending a learning lab at a national conference (Sign in sheet collected at conference)
- Region/Wing IGs who may be looking for topics to present at their conferences should feel free in contacting igt@capnhq.gov. There are presentations sitting in the archives which have been used in the past and might just fit your needs without having to totally reinvent the wheel.
- As for your IG Summits, don't forget that the NHQ IG Staff is ready and willing to make a presentation or just field questions from your staffs. Just give us a heads up so we can schedule the correct individual(s) to assist you. During this time when there are so many changes taking place in both CR and Inspections, you might as well hear it first hand from those responsible for those areas.
- There is a training video from the USAF Inspection Agency available on the IG webpage at: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/education-training> which provides a good refresher for how to interview during inspections. Many of the same helpful techniques can also be used when performing interviews related to complaints.



Stay Tuned!

- **INVESTIGATION OFFICER COURSE**

This basic course is being totally restructured due to the changes that have occurred in the Complaint Resolution processes and is currently undergoing staff evaluation. This revised course will carry a student from the basics through completion of a Complaint Analysis. If you have not completed the former IG Senior Course, you will be required to retake this basic course since additional topics have been added.

- **ADVANCED INSPECTION COURSE**

This course is being made available to assist those SUI Team Members who aspire to become Team Chiefs for Sub-Unit Compliance Inspections. It will also be a prerequisite for those attending the IG College in the Inspection track and will satisfy the academic requirement for the Senior rating. This course went live on 12 Dec 2020. The course is by invitation only and you must get your Wing IG's approval. *The prerequisite courses are Introduction to Inspections and the IA Qualification courses.*

- **ADVANCED COMPLAINT RESOLUTION COURSE**

This course is in development and will replace the former IG Senior Course. It will be offered as an online course and will deal 100% with an investigation. It will be a prerequisite for anyone attending the IG College following the CR track and will satisfy the academic requirement for the Senior rating.

- **IG COLLEGE**

Going forward the IG College will be an annual offering with dual curricula. One for Complaint Resolution leading to eligibility for being appointed as a NCRO. The other will be for Inspections leading to eligibility for being appointed as a NCIO. It will involve a series of webinars and two days of intense training in either CR or Inspections. This course will satisfy the academic requirement for the Master rating. The time and place will be determined by the CAP/IG.

**"I am always ready to learn although I
do not always like being taught."**

Winston Churchill



Upcoming Inspector General Training

February 2021

Planned date by which both the Advanced Complaint Resolution (CR) and the revised Investigating Officer courses will go live online. These courses will replace the former IG Senior Course and the Investigating Officer Course.



Upcoming Wing-Level Compliance Inspections

Note: These dates have been altered due to the Corona Virus shutdowns. These dates are tentative pending announcements of any new lock-downs.

WING	CI DATES	CYCLE/INSP#
SC	1-2 Feb 21	6-2
IN	6-7 Mar 21	6-3
NE	20-21 Mar 21	6-4
SD	10-11 Apr 21	6-5

LMS/AXIS - IG Point of Contact

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

Contact me 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.