



CIVIL AIR PATROL INSPECTOR GENERAL IG AUDIENCE

Volume 9 Issue 3

July 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.

The IG Corps just finished another IG College (IGC) in Peachtree City, GA. The IGC is a college accredited course and – like the IG Senior Course (IGSC) – is open to CAP members if space is available and they meet the course prerequisite(s).

Every wing and region conference holds some type of IG seminar or brief that you can attend. Many wings and regions have leadership training weekends and the IG will either host a seminar or conduct a brief during an SLS, CLC, UCC or other CAP courses.

The IG is required by CAPR 20-1 para 9 (Educating CAP Personnel on the IG Program) and the Cooperative Agreement between CAP and USAF (under Statement of Objectives) to conduct IG-related seminars, courses, and briefs whenever possible. These activities are very helpful and informative for the membership as we talk about compliance, inspections and complaint resolution.

If you have never attended an in-residence IG course, seminar or brief - or it has been many years since you have - I highly recommend you take the time to attend the next one near you. The IG Corps works hard updating our processes to meet the needs of our membership.

If there is a wing or several units in a wing that would like to become more knowledgeable on any aspect of the IG Program, contact your wing or region IG to see when the next course or seminar is being held in your area. Upcoming IGCs (held every two years) and CAP-wide IGSCs (usually held quarterly in one region or another) are always posted on the CAP/IG website (under Education and Training) and are also listed in each issue of the IG Audience.

Per CAPR 20-1 para 8.1.3, region/wing commanders or IGs will coordinate with CAP/IGT (Lt Col Les Manser) to offer any other IG training classes for inspectors general in conjunction with region/wing conferences or separately as needed.

The Read-In Document

by Lt Col Preston Perrenot, CAP/IGQ

In the April issue of the IG Audience, I discussed maintaining confidentiality while vetting witnesses during the complaint analysis process. I pointed out that the regulation regarding the maintenance of confidentiality is very handily spelled-out in the Read-In Document. Then I promptly ruined everything by telling you not to use the Read-In Document in that situation. In this article, I'm going to tell you specifically when and how to use the Read-In document.



First, what is a Read-In Document? Well, what it is not is some kind of extra-regulatory "secret squirrel IG thing" that we pull out of our bag of tricks. It is a statement to an involved CAP member that tells them what we are going to do and reminds them of what is stated in the regulations. The Read-In Document addresses 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. This is why we don't start using the Read-In Document until the Appointment Letter is generated. Once you have the Appointment Letter, the Read-In Document serves as a notice to the recipient stating your authority and what the regulations say about it. Their signature on the document serves to confirm receipt of the document and also their acknowledgment that the regulations stated in the letter will be followed. It will also serve as the record to reference in the event that the recipient does not follow those regulations.

So, you have an Appointment Letter authorizing you to conduct an investigation. You have also established a list of participants and decided who you need to interview or what information needs to be obtained from the participant(s). The best way to do this is to send out the Read-In Documents when you send them an email requesting an interview. Have them sign the document (an electronic signature is fine) and then send it back to you. Upload the document into the case file and keep it in mind because you will be referring to it again.

When it comes time to conduct the interview, one of the first things you are going to do is pull up the Read-In Document that the interviewee signed. You will ask them if they remember signing the document and ask them if they have any questions about it. Again, this is a subtle reminder of what is stated in the regulations. I always ask them if they have spoken to anyone else about what they know about the complaint. If they say yes and tell you that they provided ALL the details to another non-IG CAP member, then you may have to consider sending that person a Read-In Document as well. Also, keep in mind your interviewee's disclosure, depending on the circumstances, may be grounds for Adverse Personnel Action.

Another way to do this is to have them bring the Read-In Document to the interview and give it to you at that time. What if the interview is telephonic and not in person? Simply ask them if they recall the Read-In Document that they signed and sent to you. Make sure that you record their response.

Who does or does not need to be sent the Read-In Document? Obviously, it needs to be sent to anyone we plan to interview - but there are other people you will need to "Read-In" as well. But first, a disclaimer: serving IGs and IGAs do not need to complete a Read-In Document. They are acutely aware of the confidentiality stated in the regulations and should be living by it anyway. If you want an IG

from another wing to do a quality review on your Report of Investigation (ROI), that person does not need a Read-In Document.

Your Appointing Authority does not need a Read-In Document since they are already on the front and back end of the complaint investigation process. How about a Subject Matter Expert (SME)? For example, you are investigating a complaint regarding misconduct on a flight. You might need the Wing Stan/Eval Officer's expertise in determining compliance with the Federal Aviation Regulations (FARs). What if you need access to a member's personnel file? You will need to "Read-In" the unit Personnel Officer that has the file and maybe even the unit Commander.

Let's say you are a male Investigating Officer (IO) and you are going to interview a female cadet. According the Cadet Protection regulations. You may need another officer with you and decide that the other officer should be female - but there is no female IG/IGA available. You may ask a non-IG officer (who is not involved or part of the unit you are investigating) to accompany you on the interview. That officer will definitely need a Read-In Document.

What about non-CAP Members? You can send a Read-In Document to them if you want to - but remember - you can't enforce CAP regulations on non-members.

COMPLAINT INVESTIGATING OFFICERS GUIDE




ATTACHMENT 17 -

READ-IN DOCUMENT

Summary

The "Rule of Thumb" (ROT) on who gets a Read-In Document:

- 1) Any person who you need to disclose all or part of the complaint to; or
- 2) Any person that needs to be made aware that there is a complaint.

Office of the Inspector General REGION/WING HEADQUARTERS CIVIL AIR PATROL Address City, State Zip Code United States Air Force Auxiliary	
 	
PRIVILEGED INFORMATION DOCUMENT ONLY PERSONS HAVING A NEED TO KNOW WILL REVIEW THIS MATERIAL	
DATE	2 February 2017
NAME	Clyde Organia
GRADE	MSgt
CAP ORGANIZATION & POSITION	XXWg/DP
CONTACT ADDRESS	123 Main
CITY, STATE & ZIP	Anytown, West 12345
TELEPHONE	(123) 456-7890
<p>The West Wing Inspector General has been authorized to inquire into the nature of a complaint concerning Abuse of Authority. An inquiry will be conducted concerning this matter. The Inspector General or designee is authorized to interview any and all CAP members, review any and all records, files, correspondence, and documents, and inspect any and all tangible or intangible material, assets, or property of CAP deemed necessary by the IG team in order to bring this inquiry to conclusion.</p> <p>To assure confidentiality and preserve the integrity of our inquiry, you may not discuss this situation with anyone while the inquiry is in progress, other than personnel serving on the investigation team from the Office of the Inspector General. You are expected to maintain confidentiality and be truthful in all matters concerning this situation.</p> <p>You are reminded that Civil Air Patrol Regulation (CAPR) 123-2, paragraph 6e states (in part):</p> <p><u>6. Members ... will not send copies of complaints, or correspondence relating to complaints, to other CAP members, including CAP staff or members of the BoG.</u></p> <p>The sending of copies of complaints, or correspondence related to complaints, to other CAP members, <u>including any member of the National CAP or USAF staff</u>, before the Inspector General has completed the inquiry <u>will not be tolerated.</u></p> <p><u>Failure to be truthful or failure to cooperate in this matter may result in adverse personnel actions up to and including termination of your membership privileges</u> or loss of other privileges provided for you by CAP regulations.</p> <p style="text-align: right;"><i>John Doe</i> John Doe, Lt. Co., CAP West Wing Inspector General</p>	
<div>I HAVE READ AND UNDERSTAND THE ABOVE INFORMATION. I KNOW THAT I AM TO RESPOND TRUTHFULLY AND PROMPTLY IN WRITING TO IG REQUESTS FOR INFORMATION.</div> <div><div> SIGNATURE</div><div>2 Feb 2017 DATE</div></div> <div>PLEASE SIGN AND RETURN THIS FORM IMMEDIATELY TO THE INSPECTOR GENERAL</div>	
<small>This is a privileged document. It will not be released (in whole or in part), reproduced, or given additional dissemination (in whole or in part) outside of Inspector General or Legal Officer channels without prior approval of the Civil Air Patrol General Counsel or their designee.</small>	



Inspections: The Grade Calculator and the Report

by Lt Col Craig Gallagher, CAP/IGI

Grade Calculators (affectionately nicknamed “Gonkulators”) for Compliance Inspections (CIs) and Subordinate Unit Inspection (SUIs) operate exactly the same.

The example below shows the four possible outcomes for Tabs in an inspection.

Overall SUI Grade: EFFECTIVE

May 18 Version 1

A1 - Aerospace Education		HIGHLY EFFECTIVE
Y	Commendable(s)?	
Y	Q1	
Y	Q2	
Y	Q3	
Y	Q4	
Y	Q5	

B1 - Cadet Programs		NOT APPLICABLE
Y	Not Applicable?	
N	Commendable(s)?	
Y	Q5	
Y	Q6	
Y	Q7	
Y	Q8	

D1 - Professional Development		INEFFECTIVE
N	Commendable(s)?	
N	Q1	
N	Q4	
N/A	Q5	

D3 - Finance		EFFECTIVE
N	Not Applicable?	
N	Commendable(s)?	
Y	Q1	
Y	Q2	
Y	Q3	
Y	Q4	
Y	Q5	

- **A1 – Aerospace Education** shows every question answered “Y” plus a “Y” for a Commendable, so the Tab is “HIGHLY EFFECTIVE”.
- **B1 - Cadet Programs** indicates this unit does not have cadets and so it is “NOT APPLICABLE”.
- **D1 – Professional Development** is “INEFFECTIVE” because it has too many “N” answers.
- **D3 – Finance** is “EFFECTIVE” because a sufficient number of questions are answered “Y”.

As of this writing, if 50% or more tab questions are answered “N” then the Tab grade is “INEFFECTIVE”. There are discussions currently underway for raising the grade standard to a higher percentage or ignoring the “N/A” answers when calculating the percentage. The answers to each of the questions come from the inspection report (which gets its answers from the inspection worksheets). The Team Chief is required to send the completed report, the completed Quality Assurance Checklist and the Grade Calculator to the IG for verification and distribution of the report.

CI and SUI Reports contain the determined Tab grades recorded by the Team Chief. All of the Tab grades are combined to calculate the overall inspection grade of either “EFFECTIVE” or “INEFFECTIVE”.

- If a CI has more than four (25%) INEFFECTIVE tabs, the overall CI grade is INEFFECTIVE.
- If a SUI has more than 30% of the tab grades as INEFFECTIVE (N/As are not counted), the overall SUI grade is INEFFECTIVE.

Using your Region/Wing Conference to Educate CAP Members

by Col Ed Burns, CAP/IGTA

Whenever your Region/Wing begins planning for its conference, make sure you are part of that process. Stake a claim for a suitable room in which you can hold your class or breakout session. For some unknown reason the IG’s requirement is not always considered in the early stages of the planning process.



Most sites used for conferences offer a set number of rooms to be used for classes/breakout sessions so it’s your task to ensure everyone knows the importance of the IG’s responsibility as an educator. Okay, Task #1 completed. You have a room. Task #2 is a bit more difficult; what do you want to say? How many people would you like to attend? Can it be done in a single session or are multiple sessions required in order to accommodate the masses? This is where you put on your ‘creativity’ hat. What is the single-most important piece of information you want to impart? Contact your fellow Region/Wing IGs to see what they have done. See what presentations they have used. Share the wealth but tailor it to your specific area.

The questions from the members that are out there are usually not unique and you can put together a very informative session agenda. If it’s a Wing Conference, invite your Region IG to either make a presentation or at least help field questions. If it’s a Region Conference, invite someone from the National IG Staff to do much the same thing. If not a formal presentation, use it as an opportunity to get your IGAs together for an IG Summit. Go over current issues and lay out plans for the future. These training opportunities don’t come around that often so you don’t want to waste the chance. Double up and use the same session as a recruiting tool to build a bench of IGAs/IAs. You just never know who may wander into to your class/breakout session and become enamored with the possibility of becoming an IG.



2018 IG College (IGC) – Post Report

by Lt Col Les Manser, CAP/IGT

The 2018 IGC conducted in Peachtree City, GA last month yielded 42 graduates (including 3 IGC alumni):

- 35 IG/IGAs
- 5 Commanders
- 2 Chiefs of Staff

As with the 2016 IGC, the Georgia Wing did an outstanding job of providing timely CAP van support to/from the Hartsfield-Jackson Atlanta International Airport for student/staff arrivals and departures. As a token of appreciation for their efforts, a CAP/IG coin was given to their POC (Lt Col Michael Crowe) on departure day.

The Peachtree City Crowne Plaza was once again an excellent conference facility for the college, providing a secluded and relaxing environment. Overall, the students found the IGC to be a worthwhile learning experience, resulting in a better understanding of the IG Program. Many students specifically noted that the IGC was very beneficial for Wing IGs in regards to how they can best manage the IG Program and help their wing members.

Start making plans to attend the 2020 IGC!

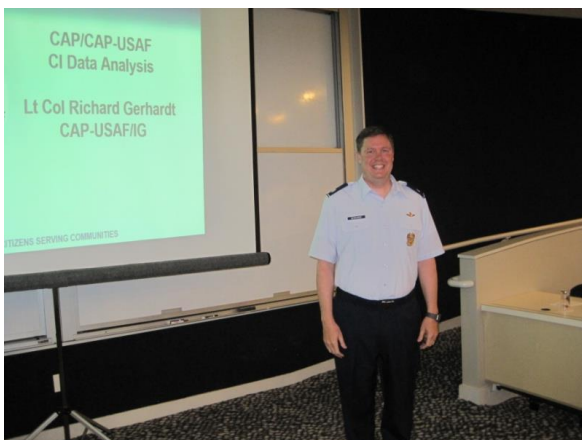
- Required for Wing and Region IGs
- Very illuminating for Wing/Region Commanders and Vice Commanders
- Excellent training for all IGAs
- IG Senior Course (IGSC) completion required to attend (prerequisite)



Col Tom Kettell, RMR/CC (and previous CAP/IG), presenting “The Commander and the IG”.



Col Cheryl Fielitz-Scarborough, CAP/IG, presenting “An Effective Report of Investigation” with student exercise participation.



Lt Col Richard “Durk” Gerhardt, CAP-USAF/IG, presenting “CI Data Analysis”.



Col J. R. “Rob” Ludington, CAP-USAF/CV, presenting “Leadership Application”.



CAP/CC Maj Gen Mark Smith, IGC student and presenter.



2018 Inspector General College - Graduating Class with Staff

WHAT'S NEW

“Complaint of the Half” Exercises will begin to be included in the IG Audience starting with the October 2018 issue. This will give IG/IGAs more practical training on the complaints side. The Complaint Analysis is a critical task at the beginning of the complaints process - and it’s the one task that gives IG/IGAs the most problems.

A redacted complaint will be put in the October 2018 issue and then a “proper” Complaint Analysis will be provided in the January 2019 issue. This cycle will continue so that two complaints per year can be used as exercises to improve on the execution of this critical task and should result in staying proficient in this area.

Member Reports/IG Course Completion Report was finally updated in early June to show the completion date for the newest IG course in LMS, *Introduction to Inspections*.

The good news is that the initial completion date for all IG courses now show up on the report. The not-so-good news is that the course completion for *Introduction to Inspections* is not triggering an update for annual IG Refresher Training.

Additionally – which occurred somehow during the revision process - units are no longer showing up in numerical order on the report. CAP/IT has been notified of these two issues via Help Desk Ticket.



Upcoming Inspector General Training

August 2018

NHQ IG Senior Course in Anaheim, CA 22-23 August – Lt Col Les Manser at igt@cap.gov

Nine (9) enrolled so far – there's still room for 11 more!

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#
UT	21-22 Jul 18	5-20
ND	4-5 Aug 18	5-21
IL	15-16 Sep 18	5-22
MO	15-16 Oct 18	5-23

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.