



# CIVIL AIR PATROL INSPECTOR GENERAL IG AUDIENCE

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**FORWARD THIS TO ALL UNITS IN YOUR WING!**

## **Editor's Note:**

This edition of The Audience is somewhat abbreviated. There is a lot happening in the IG world at this time of the year as we prepare for the National Conference in Baltimore.

- New IG Senior Course being presented for first time – need a refresher?
- New Advanced Inspections Course being readied to roll out in August
- Learning Labs being presented in Baltimore – stop in and find out what's new!
- **Important: Refresher Training is now on AXIS – we have moved from LMS**



## **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 is gearing up for the National Conference next month in Baltimore. We will host two learning labs, one on complaint resolution and the other on inspections or what is New in the IG World. We invite you to get caught up with all the changes in those two areas by attending one or both sessions.

We also will be hosting an IG Senior course on Wednesday and Thursday prior to the Conference which begins on Friday. Completion of the IG Senior Course is a prerequisite to attending the IG College which will take place in 2020. The site for next year's IG College has yet to be determined.

One other reminder is the easy-to-use new online CAPF 20 when filing a complaint. It is an easier process and the complaint gets into the hands of the correct IG much quicker than the use of the paper form. However, the paper form is still available for use for those who don't mind the extra processing time.

## ***Complaint Analysis Exercise #2***

*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 of 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:

My name is Cadet Joey Citizen and I attended the XXWG encampment last month. It was my first encampment in the CAP so I was having a hard time adjusting to the regimen. On the second day, I was in morning formation and we were at attention. Someone was talking to the formation, I think it was the encampment commander but I couldn't hear what she was saying so I leaned over and asked the cadet next to me what she had said. The other cadet didn't even have a chance to answer me because 1st Lt. Doe, one of the TAC officers came up and told me to come with him. He lead me behind the formation and very quietly, so no one else could hear him, told me that there is no talking or moving around while at the position of attention and that if I need to ask a question or need to move, I need to ask permission. I was terrified because no one has ever spoken to me like this before. I couldn't even speak! All I could do was stand at attention. There were other TAC officers there and I know that they saw what was happening but didn't do anything. 1st Lt. Doe asked me if I understood what he said and I answered "Yes sir." He told me to get back in formation. I think this is Hazing. Later, after lights out, I was sleeping and we were all awakened by Maj. Hardcase, the Commandant of Cadets, storming into our squad bay, turning on the lights and yelling for us to get up. He told us to put on our uniforms and stand at attention in front of our bunks. He then told us that two cadets in our flight, Cadets Skylark and Loser had been caught outside the barracks smoking cigarettes. Maj. Hardcase told us that these two cadets would be sent home and probably 2B'd. He also said that this was a unit failure and that we all failed. He said that someone should have known and that Cadets Skylark and Loser had left the barracks. I tried to point that it was after lights out and that we were all asleep, but Maj. Hardcase yelled at me, asking me when he told me to talk. Before I could answer, he came very close to me (in my face), and loudly told me to SHUT UP. Then he said because we all failed, we would stand at attention in front of our bunks until reveille to give us a chance to contemplate our failure. I looked at the clock and saw that it was 0530 and I knew that reveille was at 0700. After about twenty minutes, another TAC Officer, I don't know who, came in and pulled Maj. Hardcase aside for a private conversation. Maj. Hardcase then told us we could stand at ease, but no talking. We stood there quietly until 0700 then went out for morning formation. We didn't even have a chance to take a shower. Is this Abuse?

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. You now need to:

- 1) Frame the allegation(s). 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!



## ***INSPECTIONS***

### ***SUI In-Brief/Out-Brief***

*By Lt Col Craig Gallagher, CAP/IGI*

These steps are basic and pretty straight-forward. The idea is to give the inspected squadron the sense this is a collaborative effort between the inspectors and unit being inspected, resulting in compliant, effective Squadrons and Groups. Remember, the SUI program inspects units for compliance, we don't inspect PEOPLE!

#### **In-Brief**

- Introduce yourself and the other inspection team members. This should include the background for each of the team members.
- Tell those in attendance how much you appreciate the time they have (or will) devote to this inspection.
- Explain what has been done, so far.
  - If the unit has been diligent about preparing for this inspection by uploading their filled-out worksheets and supporting documentation, it is OK to brag about their efforts.
  - If you have already completed portions of the SUI, say what has been done. This will let them know what Tabs won't need to be interviewed today.
- Explain what you hope to accomplish today.
- Ask if there are any questions.

#### **Out-Brief**

- Thank the unit commander for their hospitality.
- Give an initial assessment of how the unit did.
- Give a brief explanation of discrepancies and how they can be cleared.
- Set expectations for when they can expect to get a copy of the report and can begin to clear discrepancies.
- Remind them to contact you, if they have any questions after you leave.

### **Why does it take IT so long to fix problems in the worksheets and other IG forms?**

I feel your pain, really! In this case, I am IT and I maintain the Compliance and Subordinate unit IG websites (<https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general>), worksheets, report templates, Grade Res Calculators and the Inspection Knowledgebase.

There have been some technical challenges in Adobe Pro and in Microsoft Access, but we have worked through most of them. There are two main reasons for delay:

1. Notification needs to come to me via email ([igi@cap.gov](mailto:igi@cap.gov)), you shouldn't depend on others to carry your message. If the notification isn't clear enough to make the requested changes, I'll contact you for more information.

2. Corrections/changes always take 60 days to go into effect after they are posted to the IG websites. Remember, all of the worksheets, the report template and the Grade Res Calculator always travel as a set and every Team Chief is supposed to download a complete set for each SUI 60 days before a SUI is scheduled to take place. If you take a worksheet today to go with a set from yesterday, the number of questions may not match the rest of inspection documents.

## ***Random Thoughts***

*by Col Ed Burns, CAP/IGT*

I just want to take a few moments to personally thank Lt Col Les Manser for holding down the training fort since 2017. As the CAP/IGT, Les did a yeoman's job in putting the IG-related training programs in order. Not only did he schedule training programs across the country but in his spare time he was also the Editor of the quarterly publication *The Audience* and a member of the Compliance Inspection Team.



We wish him well as he returns to doing what he enjoys most – flying! Now as a member of the MDWG he will be applying his expertise to the Operations-related missions of CAP.

As for your individual training needs, don't forget all of the training you can get by following the syllabus for each specialty track rating. Each one is described in amazing detail in the latest edition of CAPP 40-20. Working with your wing/region IG as mentors can quickly propel you into subject areas you need to know about. The more you learn; the more your skills are sharpened.

Each specialty rating has requirements in the areas of Service, Knowledge and Academics. All three must be satisfied in order to obtain a sign-off for the rating. For Technician and Senior, your wing IG and your Wing Commander need to provide the sign off. For the Master rating, it is your Master-rated mentor and don't forget the signoff by your region IG. The evaluation form for the Master rating must be sent to CAP/IGT prior to the CAP/IG approving it. Only the CAP/IG can award a Master IG rating.

Hopefully you will all be taking the practice complaints that we are providing twice a year in this publication. These cases are real, redacted and are good indicators of the types of complaints that could wind up on your desk someday. So, get out your copy of the *IO Guide*, find your set of the most recent templates, crack open the regulations and work on a Complaint Analysis. Talk it over with your counterparts if you get stuck or just have a question. Treat it the same as you would with an actual complaint. Working the issues is a great way to learn, even if you make mistakes along the way.

**Tell me and I forget.  
Teach me and I remember.  
Involve me and I learn.**

***Ben Franklin***

## ***Creating a SUI Report***

***By Col Steve Miller, CAP/IGIA***



Once you have completed a Subordinate Unit Inspection (SUI), you create the SUI Report. In order to have a consistent body of work on SUI reports, there are several steps to follow. Also, for consistency, you do not want multiple people editing a SUI report. It should be one person, typically the team chief. The person completing the report should ensure the numbering of discrepancies is correct.

You start with the blank SUI template. It is found on the IG page under SUI Information. Save the blank report on your computer. The first page you enter unit information including the squadron name and charter number. Remember, in the date field you input the date the inspectors are on site.

In the letter to the Squadron CC, you enter the wing's name, address, the inspection date, the squadron name/charter number, and the IG's name and rank. On page five, you pick the grade the unit earned. This grade is produced by the Grade Resolution Calculator. The Executive Summary field is where you may enter your thoughts on how the inspection went or other relevant information on the inspection.

The table on page four shows the individual inspected areas, commendables, and discrepancies. You do not enter anything on this page. It is auto-filled from each inspection area.

On the Key Personnel page list the unit commander and deputy commander/seniors and or cadets. You do not need to list every person interviewed for the inspection. Next list the Team Chief then the inspection team members.

On page seven in the upper left corner, first line, you enter the unit's charter number. On the second line, you enter the unit's name and date of the inspection. Once you get to the individual inspected areas, transfer all your data from the individual worksheets to the appropriate page of the SUI Report. If there are commendables or discrepancies, copy that information from the worksheet. Delete the text "Copy Commendables and Discrepancies from the Worksheet and paste here". The only information to be included in the data field below the questions are commendables and/or discrepancies. You do not need to spell out how to close the discrepancies. That information is found in the Inspection Knowledgebase.

On the top left of each inspected area use the pulldown menu to pick the appropriate grade (as determined by the grade resolution calculator). In the summary section input the number of commendables and discrepancies in the appropriate boxes. The inspection grade and number of commendables and discrepancies will auto-populate to the table on page four. In the staffing section input the number of years/months and the specialty track rating each section head has earned.

For each of the compliance questions you must answer Yes, No, or N/A. Use the pulldown to choose your answer. Remember if any questions or sub-question on the worksheet are answered "No", then the answer on the report must be "No". If there is "No" answer, there must be a discrepancy listed in the field below all of the questions. The wording for discrepancies must be copied from the worksheet. The space below any discrepancies should be blank. Do not suggest ways in which a discrepancy can be closed.

The last step in writing the SUI report is to complete the Quality Assurance Checklist (found on the IG Page under SUI Information). Complete the checklist, run a spell check on the document and send to the Wing IG or IGA who will also complete the Quality Assurance Checklist and send to the inspected unit.





## **Stay Tuned!**

### **IG SENIOR COURSE (IGSC) CURRICULUM CHANGES**

The IGSC curriculum is being updated to expand on the Complaint Analysis portion of the Complaints Resolution process. The updated course will be rolled out in conjunction with the CAP National Conference held in Baltimore, MD on 7-8 August 2019.

### **CAPR 20-3 REVISION**

The implementation of changes to the inspection regulation has been completed and was reviewed by the CAP/COO. It is currently in the approval process phase with the CAP/CC and the CAP-USAF/CC. It is expected that the revised regulation will be published in July 2019.

### **CAPR 20-1 AND CAPR 20-2 REVISIONS**

The revised regulations are currently in the field for commander and national staff input. Once that phase is completed, the implementation of changes will be accomplished, then reviewed by the CAP/COO and then go through the approval process with the CAP/CC and the CAP-USAF/CC. It is expected that these revised regulations will be published after the CAP Annual Conference in August 2019.



## ***Upcoming Inspector General Training***

### **August 2019**

CAP IG Senior Course at the Baltimore Marriott Waterfront Hotel, Baltimore, MD on 7-8 August - contact Col Ed Burns, CAP/IGT, at [igt@cap.gov](mailto:igt@cap.gov).

### **October 2019**

RMR IG Senior Course at South Metro Fire District HQ, Centennial, CO on 5-6 October – contact Maj Kevin Forbes, RMR/IG, at [kevin.forbes@slcgov.com](mailto:kevin.forbes@slcgov.com) or call 801-502-5125.

PCR IG Senior Course at the Shilo Inn 11707 NE Airport Way Portland, OR 97220 on 3-4 October – contact Lt Col Edward A. Bos, ORWG/IG at [e.bos@orwg.cap.gov](mailto:e.bos@orwg.cap.gov) or call (907) 444-5679,

### **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](mailto: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#
AK	17-18 Aug 19	5-34
OH	07-08 Sep 19	5-35
CA	12-13 Oct 19	5-36
OK	02-03 Nov 19	5-37

## *IG Audience/LMS/AXIS - IG Points of Contact*

SEND **ARTICLE SUBMISSIONS** FOR THE IG AUDIENCE DIRECTLY TO COL ED BURNS at [igt@cap.gov](mailto: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 and AXIS COORDINATOR** FOR IG COURSES IS COL ED BURNS at [igt@cap.gov](mailto:igt@cap.gov)

Contact Col Burns 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.