



# 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 wing and below wing levels. We encourage you to read through 20-1, 20-2, and 20-3 to ensure you are up to date with the latest in the IG world.

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.

Once the updated 20-2 is published, the new CR process goes live, and all CAPF 20's should be either filed using the online system or emailed to NHQ to Mrs. Missie Derocher-Harris at [mderocher@capnhq.gov](mailto:mderocher@capnhq.gov). An investigator outside your wing or region will be assigned to ensure objectivity and will alleviate any perception of conflict of interest.

The regions will be undergoing a compliance inspection geared especially for this level. The compliance inspection will take place 30 Sept 2020 but the regions have been prepping for this since March.

We have been involved in meetings with IT twice a month getting ready for Phase 1 of Continuous Compliance. This phase makes the documents available for review for the commanders and inspectors, cutting short the time spent for inspection prep. Phase 2 will bring the validation from the NHQ/OPR to ensure quality documentation has been submitted.

**Reminder:** the easy to use online CAPF 20 can be found on the CAP website under Inspector General at: <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/complaints>. It is easier and documents get into the hands of the appropriate IG much quicker than the use of paper form. The paper form is still available for use as well.

## ***A Complaint Analysis Exercise***

*by Lt Col Preston Perrenot, CAP/IGQ*



This complaint is an old one and some of you who have attended the IG Senior Course will recognize it as an exercise from the course. I decided to include it in this issue because the rules have changed since this complaint was written. Also, it is a good example of a case with multiple allegations of the same violation, which is an area where we fall down, as you will see. Besides, every once in a while, I like to prove that I don't just make all this stuff up.

When you boil it down, a complaint is just a statement from the complainant alleging wrongdoing 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. We are not trying to establish the facts or the veracity of that statement. At this point, we are just confirming that the complainant's statement is a violation of the regulations.

You receive the following statement from a complainant:

***ORIGINAL COMPLAINT: "I have a cadet abuse complaint against Major Doe. On Saturday, July 12, 20xx was my first CAP flight and the 1st sexual harassment. I was on a plane with Cadet Happy and Major Doe. After the flight, he dropped off Happy and we drove 30 miles back to Buford City. He told me, "You are big for your age." I got the subject changed and talked about my swimming team at the Buford North HS when he said, "I bet you look good in a bathing suit", but then we got home and I got out. Then on July 19 I was alone again on my 2nd O flight. It was a shorter ride home after he dropped off Cadet Happy and the Major said nothing inappropriate and I believe the events of the 12th would not repeat.***

***Then on the 25th he e-mailed me to tell me what to wear for the promotion board I thought I was having Tuesday at the meeting and he wrote, "You should wear your uniform or a white shirt and black pants which ever you look sexier in."***

***Then on the 26th was my 3rd flight. I did not think myself in danger and I wanted to learn as much about flying as I could so I rode with Major Doe up to the Buford City Municipal Airport to take up our unit comm.--trailer he towed with the unit's vehicle for the upcoming weekend wing SAR thing. We arrived and he rented an airplane and took me on a flight for an hour and that was fine. We had to wait for a ride home so we got to the trailer for a couple hours and I asked if he wanted to play cards.***

***He said, "Yes, Strip Poker".***

***I said, "Let's play gin" and we started to play gin. A little while after he started talking about my looks and said "you could make any man stand at attention". Soon Capt Citizen, Sqdn. CC arrived to take us home. When we got back to his car to take me the rest of the way home he said, "Someday I would like a kiss from you." Of course I did not and gathered my stuff and ran in the house.***

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 each allegation. 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. Keep in mind that it is important to frame each allegation separately even if it is the same violation. So you may end up with several "counts" of the same violation.

Sometime, we IGs try to take the short road and lump all of the incidents of the same violation together. Don't do that. Each incident should be its own allegation.

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 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!





## ***Answering Questions From You!*** ***by Col Steve Miller – CAP/IGIA***

The IG staff has received many questions regarding the Sub-Unit Compliance Inspection (SUI) process. This article will respond to some of the questions we've received.

### **Who can conduct a SUI?**

Must be a member who serves on the Wing's SUI team. Does that service mean he/she is an Inspection Augmentee or just a SUI team member?

CAPR 20-3 para 9.6.1 states "At no time will a SUI be performed with a team of fewer than two qualified members of IGs, IGAs or Inspection Augmentees (IAs)."

An IGA trainee or IA trainee may assist in the inspection, however, their participation does not negate the requirement to have two trained IGs, IGAs, or IAs on the SUI Team conducting the inspection.

An IA is the newest classification of inspector. Trainees who assist in a SUI are not considered IAs until they complete the required coursework. To become an IA the member must have completed the Introduction to Inspections Course and the Inspection Augmentee Course.

### **Rationale for SUI/CI Questions**

Since the rewrite of the SUI program in 2014, questions that make it to each SUI worksheet come from the CAP/HQ Office of Primary Responsibility (OPR) such as Aerospace Education or Cadet Programs, etc. The questions are to be mission critical, measurable, and easily verified. If a question is not associated with a "will, shall, or must" from a regulation, then it will not be added to the worksheet.

### **How do I get a good grade on the SUI?**

First, there are only two possible grades a unit can receive on a SUI – Effective or Ineffective. The SUI is an open book test. Every unit is expected to receive an "Effective" grade – the good grade.

Why do I say that? Let's look at the process: 1) We tell you the date we are going to inspect your unit. 2) On each of the SUI worksheets we tell you all the questions we are going to ask (1st column). 3) We tell you what we want you to present to get the answer right or where you should go in eServices to verify the answer (2nd column). 4) We give you the grade resolution calculator we use to determine your grade.

(<https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/sui>). Under "Related Documents" choose "Grade Res Calculator".

To ensure a unit earns a good "Effective" grade the unit CC should run his/her own practice SUI months prior to next scheduled SUI. Once all worksheets are completed he/she should then run the grade resolution calculator. At that point, the unit CC can be reasonably confident of the SUI grade. However, an inspector may not agree with an answer to a SUI question presented by the unit.

So, how does the unit get an "Effective" SUI grade? Do your job. Have your staff complete the worksheet for their area of responsibility. By doing so, they will know the minimum of what is expected of them for the SUI for their area of responsibility. The worksheets used on SUIs are great training tools.

### **How to document regulation violations that are not addressed in the worksheets.**

The only questions that are graded on SUIs are those from the SUI worksheets. The only discrepancies that will make it to the SUI report, if there are any, are related to a specific question on the worksheet. There is no fishing for

discrepancies. Each question on each worksheet has a prescribed write-up for the discrepancy. Do not deviate from it. You may add supporting information in bullet point format after copying the discrepancy verbiage from the worksheet, column 2. Nothing else should follow. Do not include “how to close the discrepancy” on the SUI report. That information is found in the IG Knowledgebase.

So, what happens if the inspector observes an obvious violation of a regulation not associated with one of the worksheet questions. Does the inspector write up a discrepancy? The answer is “No”. If this occurs, what does an inspector do? He/she should bring the discrepancy to the attention of the person being interviewed. The information should also be shared with the unit CC. The discrepancy obviously needs to be addressed. However, it isn’t part of the SUI report. After the CC has been advised of the regulation violation, it becomes a command issue.



### ***Changes Coming Due In Part To Covid-19***

***by Col Ed Burns, CAP/IGT***

So, your wing was scheduled for its Wing-Level Compliance Inspection this year. Then Covid-19 hit and it became a virtual event instead. No need for setting aside 3 days of on-site activity with inspectors flying in from around the country. Instead, phone interviews and finding new ways of satisfying those “Eyes On/Hands On” items to ensure things were as they are supposed to be.

In one respect, our current inspection procedures which were initiated in 2014 placed us in a fairly good position for ensuring our units are in compliance. There were only a handful of items that needed to have hands on attention like Comm, Supply, Transportation and Aircraft. Procedures were put together which permit those areas to be inspected without a physical inspector on site. Photographs and/or movie clips provide the evidence that a remote inspector could review and certify those items that needed closer attention. The first of the virtual inspections occurred the second weekend in July and enhancements to future virtual inspection procedures are being put into practice for the remainder of 2020.

Our in-residence training programs for 2020 had to be canceled. Rather than sitting the year out we have accelerated our development of additional online training opportunities. Changes to the Complaint Resolution (CR) procedures that were announced in the April edition are well underway and necessitated many changes to some of our courses. The Investigative Officer (LMS) course is being expanded into more of a truly CR 101 instead of a CR survey-level course. It will take the student from Contact with a complainant through the Complaint Analysis.

The former IG Senior Course will be renamed Advanced Complaint Resolution, and will deal solely with the investigation and be presented online. The IG College will remain as the terminal course for anyone seeking a Master IG specialty track rating and will be offered annually and consist of an in-residence portion and a series of webinars as pre-course work. It will most likely be offered as a pre-conference course at the annual National Conference.



## Inspections? Complaint Resolutions?

Something to definitely think about going forward. If you had the choice would you rather spend all of your IG time as an inspector or in resolving complaints? As an IG today you now wear both hats: that of being an inspector and also one who handles complaints. This is about to change once the revised CAPR 20-1 and 20-2 are released later this year.

Your career path through the specialty track will be defined based upon the choice you make. As previously announced, all complaints will be the responsibility of a cadre of National Complaint Resolution Officers (NCRO). They will no longer be processed at the wing or region level. An appointed NCRO can also be a wing/region IG, however they will only process complaints when one is assigned by the CAP/IGQ. Someone else in the organization must be responsible for the Sub-Unit Compliance Inspection program within that wing/region.

If you are a wing/region IG who wishes to work on complaints you can do so once you have been designated as an Associate NCRO. Required training for this position will consist of the new Investigative Officer Course and the Advanced Complaint Resolution Course. After you complete this required training you may be assigned to assist with complaints by the CAP/IGQ ***but you will be working under the mentorship of an appointed NCRO*** until such time as you gain the necessary experience to work a case alone after completing the IG College (Complaint Resolution curriculum) level of education.

For an IG who chooses to specialize in inspections only there will be a similar arrangement. Once you have shown that you are able to manage the Sub-Unit Compliance Inspection program within your wing/region ***and you have completed the Introduction to Inspections, Inspection Augmentee Qualification, Advanced Inspection Course, the IG College (Inspection Curriculum) and be evaluated performing hands-on training you become eligible to be appointed as a National Compliance Inspection Officer (NCIO)***. The NCIOs will be responsible for performing the Wing-Level Compliance Inspections as required by the Cooperative Agreement.

The IG specialty track program is also being redesigned to accommodate these important changes. Requirements for advancing through the specialty tracks will depend upon which path you choose. Of course you can qualify for both paths by completing all of the requirements established for each.

## Did You Hear?

Starting this month all of the Region HQs will begin prepping for their first-ever compliance inspection. Per the Cooperative Agreement between CAP and CAP-USAF, all units must undergo a compliance inspection. All regions had an in briefing on 30 Jun 2020 and all data must be uploaded into eServices NLT 30 Sep 2020. The inspections will be completed by 31 Oct 2020. Modified worksheets will be used which take into account a region's organizational structure and the fact that most are without an actual HQ location. Tabs C1, C3, and for those having aircraft and vehicles, C4 and D8 will be subject to inspection by a joint CAP-CAP/USAF inspection team.



## 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.
- A clarification is in order regarding the IG Specialty Track reporting in the APRIL 2020 edition of The Audience. While a unit commander can approve and process both the Technician and Senior IG rating they must first be signed off by someone holding at least a Senior IG rating, preferably the Wing IG. Along with the changes to CAPR 20-1 and 20-2 a new CAPP 40-20 will be published defining the new specialty track progressions for IGs.





## Stay Tuned!

- **ADVANCED INSPECTION COURSE**

As soon as the AXIS Coordinator completes his other high priority assignments, this course will become available to the IG Corps.

- **INVESTIGATIVE OFFICER COURSE**

This basic course is being totally restructured due to the changes that are forthcoming for Complaint Resolution and is currently undergoing testing.

- **ADVANCED INVESTIGATION 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 investigations.

- **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 in-residence collaboration.

- **2020 VIRTUAL NATIONAL CONFERENCE**

Registration is NOW open for CAP's **FREE** Virtual National Conference. Register here <https://civilairpatrol2020.pathable.co/register-here>. Registration code is CAPEXcel2020.

You are cordially invited to virtually attend the IG session, "*The IG is Calling Me, What Did I Do?*" scheduled for Friday, August 14<sup>th</sup> at 1300 central time.





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

### **July 2020 (This is a change)**

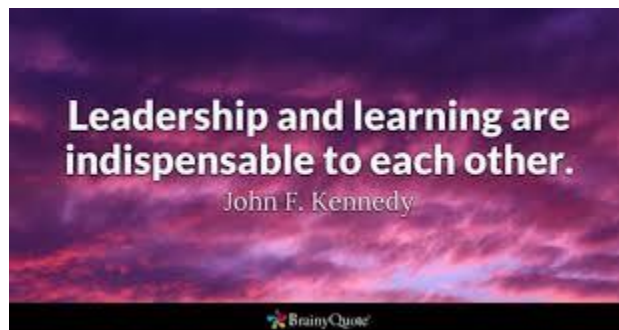
SER IG Senior Course that was to be hosted by FLWG on 30-31 July 2020 in Tampa, FL has been canceled.

### **November 2020**

CAWG IG Senior Course hosted by CAWG on 12-13 November in Sacramento, CA. POC is Maj Craig Newton at [Craig.Newton@cawg.cap.gov](mailto:Craig.Newton@cawg.cap.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](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 At The Wing Level***

***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#
NY	22-23 Aug 20	5-45
CT	22-23 Aug 20	5-48
MI	29-30 Aug 20	5-44
NJ	19-20 Sep 20	5-49
PA	26-27 Sep 20	5-46
NE	17-18 Oct 20	5-50

## ***LMS/AXIS - IG Point of Contact***

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

We want to take this opportunity to wish that all of our readers are and continue to be safe and well during this pandemic. Please follow all of the directives being issued by federal, state and local authorities. This occurrence is something many of us have never encountered and our lives have been turned upside down. If you have an opportunity, give a big shout out to our medical professionals and first responders. We look forward to publishing our next edition in October 2020.