



CAP REGULATION 20-1

7 October 2019

Inspector General

INSPECTOR GENERAL PROGRAM

This regulation covers the background, authority, and purpose of the Civil Air Patrol (CAP) Inspector General (IG) program. It defines who may appoint inspectors general, the roles and responsibilities of inspectors general and other offices and/or agencies involved with the inspector general process.

SUMMARY OF CHANGES. This document has been revised to provide updates and clarification for certain paragraphs. Attachment 2, Annual IG Program Overview, has been added.

1. Overview. The CAP IG program will establish an independent, impartial, and objective process to:

1.1. Ensure Inspectors General (IGs), Assistant Inspectors General (IGAs), and Investigating Officers (IOs) are trained to conduct a thorough and unbiased process for Complaint Resolution (CR) that follows the IG channel with objective fact-finding.

1.2. Ensure IGs and Inspection Augmentees (IAs) are trained to conduct thorough and unbiased inspections based on fair and objective fact-finding.

1.3. Create an environment of openness and approachability by educating members on the privileges, protections and responsibilities regarding the IG program.

1.4. Provide leadership and coordination for activities designed to promote economy, efficiency, and effectiveness in the administration of CAP programs and missions.

1.5. Ensure commanders will not appoint IGs or IGAs to conduct Commander Directed Investigations (CDI). See [CAPR 20-2 Complaint Resolution](#) Section 15 for additional information.

2. Waivers. Waivers to this regulation require the approval of the CAP Inspector General (CAP/IG). Waivers will come up through the IG channel and will be reviewed by the Civil Air Patrol-United States Air Force/Inspector General (CAP-USAF/IG) for coordination.

3. Operating Instructions and Supplements to this Regulation. Supplements and OIs pertaining to this regulation are not authorized.

4. The IG – Commander Relationship.

4.1. IGs will assist commanders by:

4.1.1. Being the “eyes and ears” of the commander to enable early detection of issues that could negatively influence unit morale, efficiencies, or mission accomplishment.

4.1.2. Keeping the commander informed of potential areas of concern through inspections and complaint resolution.

4.1.3. Educating commanders on their reporting responsibilities regarding allegations involving CAP Senior Level Official (SLO) members holding the grade of Colonel or above.

4.1.4. Being an integral member of the commander’s staff and have direct access to the commander.

4.1.5. Educating commanders on the protected status of communications to and from an IG.

4.2. Commanders will assist appointed IGs by:

4.2.1. Ensuring the authority, duties, and responsibilities of the IG are clearly delineated, understood, and supported.

4.2.2. Ensuring the IG is equipped and trained to meet the needs of the position.

4.2.3. Assuring the necessary independence of the IG to overcome any perceived lack of autonomy that would discourage potential complainants and preclude disclosures of wrongdoing from being brought to the attention of an inspector general.

4.2.4. Completing some type of Annual Refresher training as noted in para 8.1.4 below, to help educate the commander on the IG process.

5. Appointment, Duties, and Authority of the Civil Air Patrol Inspector General

5.1. The CAP/IG is appointed and removed in accordance with CAP’s [Constitution and Bylaws](#). The CAP/IG must have obtained a Master rating in the IG specialty track prior to appointment.

5.2. To minimize the perception of self-investigation and help maintain the independence of the IG program, the CAP/IG shall not be a family member of the National Commander, a member of the National Commander’s immediate household nor be an individual where members could reasonably perceive a conflict of interest in the appointment.

5.3. To develop and supervise the CAP IG program, the CAP/IG will:

5.3.1. Coordinate with the Region Commander on the selection of the Region/IG. The outgoing Region/IG may submit a nomination for the position to the Region Commander for his/her consideration. In addition, the CAP/IG is available as a resource to the Region Commander to help identify well-qualified candidates.

5.3.2. Manage the CAP CI program in concert with the CAP-USAF/IG.

5.3.3. Manage the CAP CR program, to include protection from retribution against persons utilizing the process.

5.3.4. Develop and manage a CAP IG Education and Training program that will instruct CAP commanders and the CAP general membership about the CAP IG program as well as advance the professionalism and qualification of CAP IGs/IGAs.

5.4. The CAP/IG will conduct inspections and investigations as may be assigned by the National Commander (CAP/CC), Board of Governor's (BoG) or Civil Air Patrol-United States Air Force/Commander (CAP-USAF/CC) and will prepare reports thereof. The CAP/IG will provide oversight for all IG inspections and investigations through timely review of special interest items and report as needed to the CAP/CC, BoG, General Counsel and CAP-USAF/IG. This oversight includes the authority of the CAP/IG to comment on and review all IG findings of subordinate units.

5.5. To carry out responsibilities at their echelon, IGs and IOs must have expeditious and unrestricted access to and copies of all CAP records, reports, investigations, audits, reviews, documents, papers, recommendations, or other authorized relevant material in accordance with regulations. No CAP member may deny a properly appointed IG or IO such access. Only those IG personnel who are qualified to conduct investigations and are approved by the CAP/IG, will review CR files and documents. This provision does not give IGs the authority to access attorney-client, psychotherapist-patient, or cleric-penitent privileged communications or to violate any confidentiality rule established by law.

6. Appointment of Civil Air Patrol Inspector General Staff. The CAP/IG will coordinate with the national commander prior to approving any appointments or removals of IG staff personnel. NHQ IG staff offices of primary responsibility: IGQ – Complaints; IGI – Inspections; IGT – Training, IG/IT – Information Technology, and IGS – Special Investigations. The CAP/IG also will obtain an appointment from the CAP Legal Officer Corps (IG/JA) who has a Master rating in the IG specialty track and previous IG experience to assist as needed. Personnel appointed to the IGQ, IGI, IGT, IG/IT, and IGS positions must have attained a Master IG rating prior to appointment. CAP/IG will define in writing the title, duties, authorities, and responsibilities for each staff personnel appointed.

7. Appointment, Duties, and Responsibilities of Region and Wing Inspectors General (IG).

7.1. Region and wing IGs will be appointed by and report directly to their respective commander (refer to CAPR 20-1(I) *Organization of Civil Air Patrol*). This authority to appoint an IG is for wing and above (not for group or subordinate units) and may not be delegated. Should a region or wing commander fail to appoint an IG for the region or wing, the CAP/IG will, in coordination with the next higher-level commander, ensure an inspector general is appointed for that region or wing. To minimize the perception of self-investigation and help maintain the independence of the IG program, the region or wing IG will not be a family member of the region/wing commander, a member of the region/wing commander's immediate household nor an individual where members could reasonably perceive a conflict of interest with the appointment.

7.2. The commander may remove their IG only with the concurrence of the next higher commander.

7.3. Wing IGs will complete an Annual IG Program Overview (see Attachment 2). The program overview will be submitted annually by 15 November to their Wing Commander and Region IG. The program overview will be used as a planning tool for the coming year.

7.4. Region IGs will conduct and document an Annual Review of subordinate wing IG programs. The report shall include trends and analysis and a complete review and status of the wing IG's System of Record (SoR). The annual review will be submitted to their Region Commander, CAP/IG, and CAP/IGT by 15 Jan of each year.

7.5. The Region IG will review and recommend closure for open discrepancies in accordance with CAPR 20-3 *Inspections*.

7.6. Region and wing IGs may appoint IGAs as needed with the concurrence of their respective commanders. The IGA shall be enrolled in the IG specialty track. A member shall have completed the IO, Introduction to Inspections, and Inspection Augmentee (IA) Qualification Courses prior to being appointed as an IGA. A Region IGA must have at least a Senior rating in the IG specialty track.

7.7. IGs will not be constrained by additional duties that detract from their primary responsibilities. With this in mind, the following limitations are placed on those who serve as IGs.

7.7.1. An IG will not be double billeted except as noted in para 7.7.5. This restriction does not preclude an IG from operational/support assignments, including but not limited to: Emergency Services positions (i.e., incident commander, mission aircrew member, ground team leader, etc.), Cadet Programs support functions (e.g., driver, overnight supervisor, host, cadet competition judge or panelist, encampment staff, etc.) or Aerospace Education activities (i.e., teacher, seminar leader, activity monitor, aerospace education counselor, etc.). IGs performing duties on the aforementioned operational/support assignments shall not be appointed to investigate complaints arising during activities in which they participated. The restrictions against "double billeting" of IGs do not apply to those appointed as IGAs.

7.7.2. Commanders, vice commanders, deputy commanders, and chiefs of staff at all levels will not serve as IGs, IGAs or IOs in the IG channel. Command NCOs at any level, will not serve as IGs. Command staff members who are qualified as IAs may serve as IAs on inspection teams.

7.7.3. CAP legal officers may serve as assistant IGs at any level. Attorneys who are not serving as CAP legal officers, or any other legal advisory role to a commander, may serve as IGs or IOs. Legal officers who are qualified may serve as IAs on inspection teams. Legal officers serving as an IO will not conduct the Legal Sufficiency Review on any case they are investigating.

7.7.4. CAP Chaplains will not serve as IGs or IOs. Chaplains and Character Development Instructors who are qualified may serve as IAs on inspection teams.

7.7.5. In order to fulfill the IG specialty track requirements for having a non-IG Senior and Master rating, the wing or region IG may be assigned as an assistant to a wing, region, or national staff director. In this case, the wing or region IG will not assume the duties of that staff director at any time for this duty assignment. Prior to being assigned, the wing or region IG must obtain his/her commander's and the next higher level IG's approval. An IG will not be assigned to the duty assignment of Web Security Administrator or Assistant.

8. Training Requirements for Inspectors General.

8.1. CAP Pamphlet 40-20, *Inspector General Specialty Track Study Guide*, maps out steps to obtain Technician, Senior, and Master ratings. Members appointed to the position of IG or IGA shall be enrolled in the IG specialty track upon appointment.

8.1.1. The CAP Inspector General College (IGC) will be offered at least biennially for the training of IGs. This is an in-residence course. Completion of the IGC will meet the academic training requirements of the IG specialty track for the Master rating. CAP/IGT will review the completed Evaluation & Certification Worksheet prior to CAP/IG approval for the Master rating. IGC must be completed in accordance with (IAW) para 8.3 below.

8.1.2. The IG Senior Course (IGSC) is a two-day in-residence course. To attend IGSC, the member must have completed two online courses: IO and Introduction to Inspections. Completion of the IGSC is a requirement before attending IGC and shall meet the academic training requirements of the IG specialty track Senior rating. IGSC must be completed IAW para 8.4 below.

8.1.3. Region/wing commanders or IGs will coordinate with the CAP/IGT to offer IG training classes for IGs in conjunction with region/wing conferences or separately as needed.

8.1.4. All IGs and IGAs will accomplish the IG Annual Refresher Training by successfully completing any ONE of the following: achieving a passing score on all four online IG Audience quizzes within each calendar year, attending or teaching at an IG Summit, instructing or re-attending an IG Senior Course or IG College or by completing other training opportunities that may be made available by CAP/IGT.

8.2. Region IGs must hold a Master rating in the IG Specialty track. A region commander may appoint an IG who has not achieved a Master rating; however, a waiver for this requirement must be submitted to and approved by the CAP/IG.

8.3. Wing IGs must have completed the IGC and obtained at least a Technician rating in the IG Specialty track prior to appointment. A wing commander may appoint an IG who has not completed the biennial IGC; however, the appointed IG must attend the next IGC. Waivers for attending IGC must be submitted to and approved by the CAP/IG.

8.4. Wing IGAs must have completed the IGSC. Wing IGAs may be appointed and enrolled in the IG Specialty track (in accordance with paragraph 7.6) without having completed the IGSC; however, the appointed IGA must attend an IGSC within 6 months of being appointed.

8.5. All newly appointed wing IGs must have a program evaluation conducted, which may be completed remotely, by their region IG within 6 months of appointment. The program evaluation will consist of at least a review of all inspections completed, a review of all complaints processed and an interview with the new IG.

8.6. Before a CAP member can be assigned to temporary duty as an IO, they must have completed the IO course.

8.7. Before a CAP member can be assigned temporary duty as an IA, they must first complete the Introduction to Inspections and IAQ courses found in the Online Learning Platform. Prior to being certified as an IA, the wing IG or IGA will mentor the new IA trainee through the IA Qualification process, ensuring he/she successfully completes the worksheets in an effective and professional manner.

9. Educating CAP Personnel on the IG Program. 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.

Mark E Smith
MARK E. SMITH
Major General, CAP
Commander

ATTACHMENT 1 - COMPLIANCE ELEMENTS

Type	#	Topic/Detailed Question	How to Verify Compliance	Discrepancy Write-Up	How to Clear
CI	1	Has the Wing IG completed required training?			
		a) IGC & Tech Rating?	a) Provide copy of screen shot from e-Services showing IGC & Tech completion.	a) (Discrepancy): [xx] (E3 Question 1) Wing IG has not completed training IAW CAPR 20-1, para 8.3.	a) Wing IG will attend IGC & achieve tech Rating. Attach a screen shot of IG College completion and technician rating to the discrepancy in the Discrepancy Tracking System (DTS).
		b) Annual Refresher Training?	b) Provide copy of screen shot from e-Services showing completion of annual refresher training.	b) (Discrepancy): [xx] (E3 Question 1) Wing IG has not completed annual refresher training IAW CAPR 20-1, para 8.1.4.	b) Wing IG will complete annual refresher training. Attach a screen shot showing annual refresher training completion. Attach a plan of action, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the DTS.

Type	#	Topic/Detailed Question	How to Verify Compliance	Discrepancy Write-Up	How to Clear
CI	3	Is the Wing IG double billeted?	Review e-Services and verify the Wing IG is not double-billeted.	(Discrepancy): [xx] (E3 Question 3) Wing IG is not billeted IAW CAPR 20-1 para 7.7.1.	Divest any other duty assignments. Attach a plan of action, approved by Wing/CC, to prevent reoccurrence to the discrepancy in the Discrepancy Tracking System (DTS).
CI	15	Has the Wing commander completed required training?			
		a) If not previously accomplished were the online IG courses completed within 90 days of being appointed?	a) Provide copy of screen shot from e- Services showing online IG course Completion.	a) (Discrepancy): [xx] (E1 Question 15) Wing CC has not completed online IG courses within 90 days after being appointed as a Wing CC IAW CAPR 20-1, para 4.2.4.	a) Wing CC will complete the online IG courses and attach a screen shot of IG Course completion in the Discrepancy Tracking System (DTS).
		a) Annual Refresher Training?	b) Provide copy of screen shot from e- Services showing completion of annual refresher training.	b) (Discrepancy): [xx] (E1 Question 15) Wing commander has not completed annual refresher training IAW CAPR 20-1, para 8.1.4.	b) Wing commander will complete annual refresher training. Attach a screen shot showing annual refresher training completion to the discrepancy in the DTS.

ATTACHMENT 2 – ANNUAL IG PROGRAM OVERVIEW

The Annual IG Program Overview is a “living document” that provides continuity for the Wing’s IG Staff (IG & IGAs) and those supporting the IG Program in temporary non-staff positions (Investigating Officers (IO) and Inspection Augmentees (IA)). It also provides the applicable Wing CC and Region IG with the details of how the program is managed.

This document will be created in memorandum style format on wing letterhead, signed by the Wing IG (“FOR THE COMMANDER”) and maintained as a record supporting compliance.

A variety of topics are provided below as guidance for establishing and improving the wing’s IG Program. Topics and subtopic items that are shown in **bold** are required to be addressed in this document.

NOTE: It is not necessary to duplicate the established program, position and training requirements already outlined in the regulation here; however, it is important to address the coordination/action necessary to ensure that the established requirements are met.

IG PROGRAM GOALS/OBJECTIVES

IG PROGRAM REVIEW & REPORTING

- Frequency of Program Reviews
- Reporting to Wing CC and Staff (Status, Trends, Actions)
- **Reporting to Region IG (This Annual IG Program Overview as a Minimum)**

RECRUITMENT & SELECTION OF IGAs

- **Coordination with the Wing CC before Assignment**
- **Scope of IGA Duties: Wing/Group**
- **Coordination with Region IG for IG Senior Course Scheduling**

COMPLAINT RESOLUTION PROGRAM

- **Frequency of ECIM Case Reviews**
- Coordination with Wing CC: Selection of IOs for Investigation Cases

INSPECTIONS

- **Budgeting Input to Wing Operations for Air/Ground Missions Supporting Scheduled SUIs**
- Frequency of SUI Process & Schedule Reviews
- Additional Training (beyond LMS) Specified for Team Chiefs/IAs
- SUI Teams: Selection, Coordination, Travel Options, Uniforms

EDUCATION & TRAINING

- **IGAs (beyond LMS-required courses)**
- **Wing Members (at Scheduled Events, Activities)**
- **IG Specialty Track Progression**