



CIVIL AIR PATROL INSPECTOR

IG AUDIENCE

Volume 14 Issue 2

April 2023

PLEASE FORWARD THIS TO ALL UNITS IN YOUR WING!

From Brigadier General Regena Aye, CAP/VC:



Our IG Partners

There is a popular saying attributed to various sources that what gets measured gets done. Some, who have experienced a Compliance Inspection or a Subordinate Unit Inspection, might believe that measuring compliance is why we have the Inspector General (IG) Program in Civil Air Patrol (CAP). Others, who may have been involved in a complaint, might believe it is to conduct an objective review of all the facts to resolve problems. In fact, the IG program is a vital partner that helps leaders enact the mission and vision of CAP. The IG program is not only concerned with compliance but also with inspiring volunteers to achieve excellence in their service to the nation and their communities. Compliance is a short-term goal that can be measured and enforced, but excellence is a long-term vision that requires motivation and leadership.

IGs serve as the eyes and ears of commanders and help them succeed. They provide commanders with objective, impartial feedback on the performance and morale of their units. IGs often serve as mentors in their work. They also assist commanders in identifying and correcting systemic challenges that may hinder CAP's effectiveness and efficiency. Although they may inspect or investigate, IGs are not adversaries or critics but partners and facilitators who support members in fulfilling their roles and responsibilities.

As CAP continues to evolve, the IG program has a bright future. The IG program will continue to enhance its professionalism, knowledge, and responsiveness by providing quality training, education, and mentoring. It will also help us build a culture of trust, respect, and cooperation where issues are resolved at the lowest possible level and feedback is welcomed as an opportunity for improvement. To achieve this vision, we need everyone to help. Thank you for partnering on the critical journey to improve our fantastic organization's professionalism and excellence!

"Excellence is never an accident; it is the result of high intention, sincere effort, intelligent direction, skillful execution, and the vision to see obstacles as opportunities" (anonymous)



The Commanders' Corner
Items of Command Interest



Compliance Inspection Discrepancy Review

By Col Steve Miller, IGIA/NCIO

It's been some time since we've talked about closing discrepancies from Compliance Inspections (CI) and Subordinate Unit Inspections (SUI). This article will go over discrepancies that are not closed on site.

After each of the inspected areas are completed the person who worked with the inspector should know if his/her area had any open discrepancies. What should happen next?

Although the final report will get delivered within 14 days, the person responsible for an area of the inspection that received a discrepancy may start work to close each discrepancy. In many cases the person responsible for an area that received a discrepancy may know exactly what is needed to get the discrepancy closed. Once the final report is delivered, the discrepancies should have been uploaded to the Discrepancy Tracking System (DTS). At that time what has been completed by the inspected unit can be uploaded and the approval process begins.

In cases where the inspected person doesn't really know what it will take to close a discrepancy there is a resource available with answers on how to close any discrepancy. That resource is the IG Knowledgebase. It is found at this link. [IG Knowledgebase](#). On the right side of the page, one will find "Related Documents". Each link found under the related documents will take you to the specific worksheets used for the inspection. Choose which worksheet you would like information on to close a discrepancy. The opened link will bring up that worksheet.

There are four columns on each of the worksheets 1) Topic/Detailed Question 2) How to Verify Compliance 3) Discrepancy Write up, and 4) HOW TO CLEAR. The How to Clear column lists specifically what needs to be done for each discrepancy to be closed. If you still have questions, you can always reach out to your wing or region IG.



Complaints: What We Need; What We Don't Need

By Lt Col Preston Perrenot / CAP/IGQ

Welcome to Complaint Writing 101. We start by defining a complaint. A complaint is a precise recounting of an event or events which forms the basis for allegations of violation of regulations. The questions that must be answered in the body of the complaint are Who did What to Whom, When and in violation of Which CAP regulation. We need these questions answered not only to go forward with the analysis but to determine if the issue is something that falls within the IG's scope. Remember, we do not handle safety issues, logistics matters that belong on a Report of Survey, allegations of discrimination or violations of the ethics policy. If it's not an IG matter, we need to know to whom the allegation should be referred.

So, what do we need in a complaint? Details. Lots of details. There can never be too much detail. Tell us what happened. Don't worry about our sensibilities. We've heard it all before. As a complainant, you do not need to apply the subject's actions to the regulations in your narrative. We will do that. Just tell us a chronological story that includes names, dates, places, what you saw, who else was there, etc. We will go through your story and extract allegations from it and then frame those allegations. This is why details are important. Also, providing more details at the outset means a much shorter clarification interview.

What we do not need in a complaint:

- 1) Your opinion. The preponderance of evidence must be supported by verifiable facts. We can't do anything with unsupported opinions.
- 2) Your interpretation of the regulations. We have lawyers that do that for us.
- 3) Your experience. The fact you've been in the CAP for 40 years and have earned every single specialty track badge is great, but it has no bearing on the case. Your allegations WILL be analyzed regardless of whether you are a 50-year member or a 12-year-old cadet.
- 4) Some complainants will add what punishment the subject should receive. First, the IG has nothing to do with adverse member or disciplinary actions. That is strictly the purview of the commander. We can't even make recommendations regarding discipline. Secondly, you're getting a little ahead of yourself, aren't you? At this point, there has been no analysis, so we don't even know if your allegations violate any regulations, much less if they occurred as stated.
- 5) Stick to the matter at hand. A properly framed allegation is one that stands on its own and can be analyzed on its own merit independently from any other allegations. So, if you present an allegation that occurred a month ago, that allegation is more than likely the incident that triggered the complaint. Adding an unrelated allegation that the subject allegedly did a year ago does not support the current issue and probably will not be analyzed. If it wasn't important enough to file a complaint about then, it certainly isn't now.





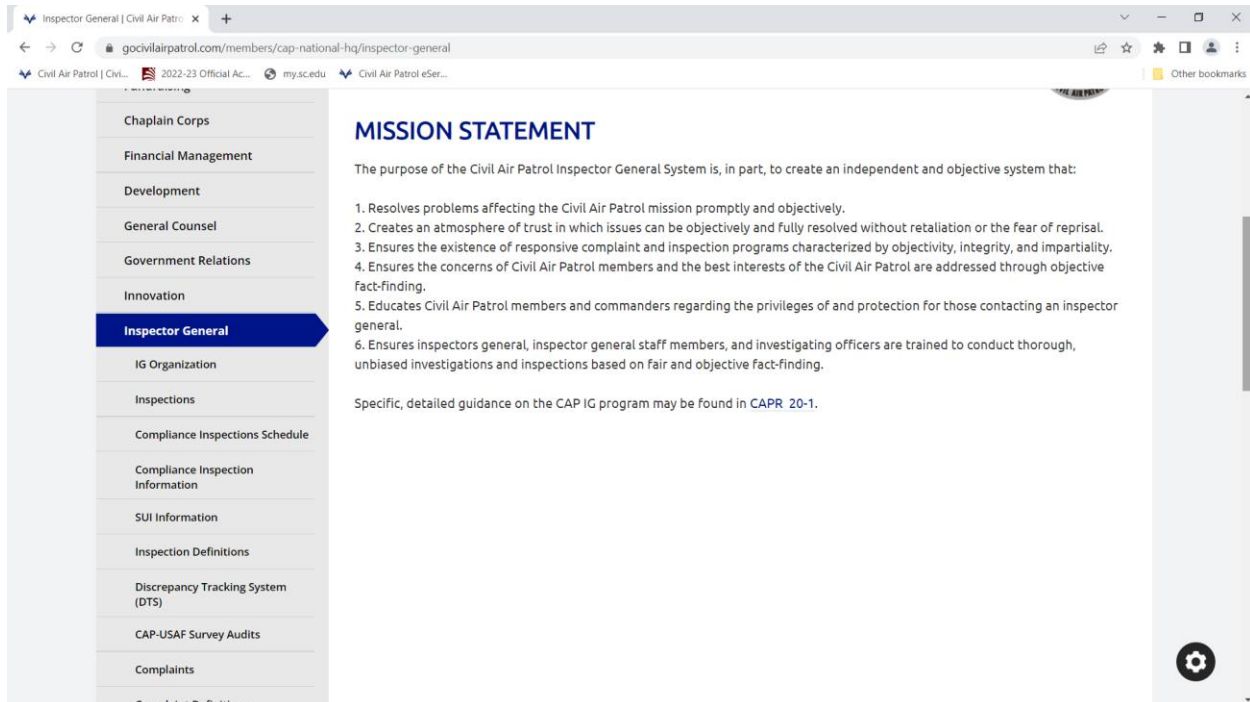
Worksheet Update Notifications

By Col Russell Chazell CAP/IGI

A comment was recently received from a Wing IG which stated that “we receive no advance notice that something is changing on a worksheet. If we are all on the same team, how about giving a heads up to the entire team what is changing on a worksheet without us only finding out when we download a worksheet for a SUI.”

I recognize that effective communication amongst the IG Corps is a critical aspect of our overall success whether we’re talking about compliance inspections (CI) or subordinate unit inspections (SUI). To that end, I draw your attention to the primary mechanism for providing notice to the field of changes to CI and SUI worksheets.

The public CAP website at <https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general> provides all the information needed to ensure the requested “heads-up” of worksheet changes. Here is a screenshot:



As you can see, there are links on the left side of the page corresponding to “Compliance Inspection Information,” “SUI Information,” and “Inspection Knowledge Base.” These three links take you to all the updated pages. Here’s another screenshot for “SUI Information:”

On this page, you'll find the current worksheets on the right side of the page in both portable document format (pdf) and zip file format. Additionally, in the middle of the page is a narrative description of what has changed most recently.

I have implemented a process where we only make worksheet updates at the beginning of the month. Additionally, in an effort to enhance communication, I am sending an email to the entire IG Corps each month alerting everyone that new worksheets have been updated.

The answer to the question about “getting a heads-up” to the entire team would seem to be answered by the bolded narrative at the top of the webpage as well as my email to the Corps. Please keep in mind that if a new SUI worksheet is uploaded on 1 March 2023, no unit would be accountable for those changes for at least 60-days because the notices issued before 1 March 2023 would use the worksheets in effect on the day the notice is sent out. Similarly, for CI worksheets issued on 1 March 2023, no wings or region HQs would be accountable for those changes for at least 90-days because the notices issued before 1 March 2023 would use the worksheets in effect on the day the notice is sent out.

A best practice would be for the Team Chief – whether for an SUI or a CI – to upload the current worksheets to the documentation section in the e-services IG module for the unit being inspected on the same day the notice is sent out. That way, the unit will be using the correct worksheets as they compile and upload their supporting information in preparation for the inspection.

Another screenshot:

The screenshot shows the CAP eServices web application. The header includes the 'eServices' logo and a user profile for 'Col Russell E. Chazell'. The main content area is titled 'Documentation' and features a 'File Type to Upload' dropdown menu set to 'ALL'. Below this is a 'Select File to Upload' button with a 'Choose File' input field. A table titled 'Documentation Folder Files' displays a list of PDF files, including '0_139585_WS_CI_A1.pdf' through '0_139585_WS_CI_E3.pdf', and '0_335860_COWG_CI_FINAL_Report_052119.pdf'. Each row includes a 'View File' link, the file name, the 'Date and Time' of upload, and a 'Delete File' link. The footer contains navigation links for 'Civil Air Patrol Sites', 'Downloads', 'Contact Us', and 'Follow CAP'.

Finally, please ensure that your email address is accurately reflected in e-Services because that is where we gather the list for my monthly email announcing changes. If your email address is missing or inaccurate, you'll miss out on the monthly notification. Also, if there are no updates for a given month, no message will be sent.

With the exception of the monthly email message, these processes have been in place for years. I hope you find this short refresher helpful.



Training Updates for 2023 By Col Ed Burns, CAP/IGT/NCIO/NRP

The North Carolina Wing recently held a 2-day in-residence course for BOTH the Basic CR and Advanced Inspection courses. If you would like to host either or both at one of your Region/Wing Conferences please contact me for more information (igt@capnhq.gov). The courses as they are designed in AXIS lend themselves quite nicely for an in-house presentation.



This section of the newsletter addresses questions submitted by our readers through the surveys at the end of the quizzes. If one person has a question, there must be others wondering why things occur the way they do. Questions posed by readers also provide the staff with a ‘new look’ about procedures/processes, etc.

1. Q: Does an existing Master rated IGC alumni qualify to be evaluated to become an ANCRO or NCIO or will he/she have to retake all the new online courses?

A: The member took the IGC prior to 2018 will need to retake the online Basic and Advanced CR courses or the Advanced Inspection course and reach out to their respective wing / region IG for simulation (ANCRO) as well as actual work (NCIO). Once this work is completed, the decision is up to the CAP/IG.

2. Q: It would be nice to get notification when the IG Refresher is published.

A: All wing and region IGs get the IG Audience sent to them from NHQ IG office. The Audience comes out quarterly so you can be looking for the newest edition in Jan, Apr, Jul, and Oct.

3. Q: I once was an appointed IG or IGA, how can I become involved in the IG Corps again?

A: There are a couple of steps to follow.

1. Talk to your wing IG. We are always looking for more help in the IG Corps.
2. The wing IG will discuss your request with the wing commander who approves additions to the wing IG staff.
3. Begin taking IG online courses. You can do either inspections or complaint resolution, or both. Yes, you will need to start over as many things have changed in the training for the IG Corps. It is also a good refresher to go through the courses.
4. Get a copy of the Technician specialty track worksheet or whatever level you left off for IG Corps and begin working on completing the listed tasks. You may need to review all check lists to ensure that you are not missing any of the task item listed.



Upcoming Wing/Region-Level Compliance Inspections

WING	CI DATES	CYCLE/INSP #
NH	3 - 4 April 23	6-32
CO	29 – 30 April 23	6-33
VT	20 – 21 May 23	6-34
WY	17 – 18 June 23	6-35
NCR	25 – 26 June 23	6-36

LMS/AXIS - IG Point of Contact

**LEARNING MANAGEMENT SYSTEM 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.

**THE AUDIENCE EDITOR: Col Cheryl Fielitz-Scarborough at
cfielitzscarborough@cap.gov**

CAP/IG: Col Jay Burrell at ig@capnhq.gov

CAP/IGQ (Complaints): Lt Col Preston Perrenot at igq@capnhq.gov

CAP/IGI (Inspections): Col Russell Chazell at igi@capnhq.gov

CAP/IGT (Training): Col Ed Burns at igt@capnhq.gov