



**CIVIL AIR PATROL INSPECTOR GENERAL**

# **IG AUDIENCE**

**Volume 14 Issue 1**

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

**From Col Jay Burrell, CAP/IG:**



## **CONFIDENTIALITY**

I can't stress enough the importance of maintaining confidentiality. In the Complaint Resolution Process, we have Read-In documents that state you will maintain confidential any information provided during an investigation. This requirement is critical. I think we all know the reason for this and the

need to adhere to it under CAP regulation.

During an inspection, a member may approach the inspector about a complaint or issue they are dealing with. This is understandable as the member realizes these inspectors are part of the IG Corps. If it is an appointed IG, (even the CAP-USA/IG) they can listen to the issue but should encourage the member to file an online CAPF 20. It is best for the member to file the complaint rather than the IG to file on behalf of the complainant.

If it is an Inspection Augmentee (IA) then the IA should stop the member from telling the issue and direct them to the online CAPF 20. Both IGs and IAs have gone through training and understand this type of conversation should be kept confidential.

While all our processes are transparent, each of us is responsible for maintaining confidentiality. There are simply times when we need to say, "I understand you have questions, but I just can't say anything"!

Thank you for your professionalism and your maintaining confidentiality!

**"Leadership is not about being in charge. It's about caring for those you are in charge of."**

**---Simon Sinek**



## The Commanders' Corner

Items of Command Interest



### Cycle 6 Discrepancies for Wing level CI

*By Col Steve Miller, IGIA/NCIO*

Below are the discrepancies for the first 25 compliance inspections of Cycle 6. This entire analysis can be downloaded through AXIS.

Grades by Tab		
Tab	E	I
A-1 Aerospace Education	25	0
B-1 Cadet Programs	23	2
C-1 Mission Management	22	3
C-2 Communications	23	2
C-3 Flight Management	25	0
C-4 Aircraft Management	20	5
D-1 Education & Training	23	2
D-4 Administration	24	1
D-5 Personnel	24	1
D-6 Public Affairs	25	0
D-7 Supply	25	0
D-8 Transportation	25	0
D-9 IT	25	0
E-1 Commander	25	0
E-2 Safety	25	0
E-3 Inspector General	25	0

Discrepancies by Tab			
Tab	Disc	Rpts	Tot
A-1 AE	2	0	2
B-1 CP	24	2	26
C-1 MissMgmt	11	11	22
C-2 Comm	14	8	22
C-3 Flt Mgmt	11	4	15
C-4 AC Mgmt	44	5	49
D-1 E&T	1	1	2
D-4 Admin	8	0	8
D-5 Pers	1	0	1
D-6 PA	1	0	1
D-7 Supply	8	5	13
D-8 Trans	9	1	10
IT	5	2	7
E-1 CC	15	1	16
E-2 SE	9	0	9
E-3 IG	16	0	16
TOTAL DISC	179	40	219

Discrepancies Ranked by % of Occurance							
Tab	Q #	Questions	DISC	REP	TOT	DISC %	RANK
C-1	3	mission records not maintained properly (loaded to WMIRS)	5	11	16	64%	1
B-1	7	Units don't have 2 or more Grads of TLC	13	2	15	58%	2
C-3	5	wing failed to ensure all flights flown had flight release	5	4	9	36%	3
E-3	9	wing failed to ensure DTS items were closed in 5 months	6	0	6	24%	4
C-2	3c	No wing annual comm effectiveness after-action report	2	3	5	20%	5
C-4	1	No published supp to CAPR 130-2 formerly 66-1	3	2	5	20%	5
C-4	5e	W & B forms weren't accurate in all req locations	5	0	5	20%	5
C-4	5f	failed to ensure biennial corrosion control accomplished	4	1	5	20%	5
C-4	6e	wing/region failed to properly secure AC	5	0	5	20%	5
D-9	3	failed to comply with annual Internet Ops requirements	3	2	5	20%	5

The number one discrepancy in both Cycle 5 (2016 – 2020) and Cycle 6 (2021 - present) was on Worksheet C1 Q03. That question deals with “mission records not being maintained properly

(loaded into WMIRS)". Of the 77 inspections completed in Cycle 5 & 6 there were 47 occurrences of this discrepancy. That's 61%.

Inspectors have talked with wings that did not have this discrepancy and found something they do that ensures mission records are entered into WMIRS. After each mission someone or some folks actually look through the records from the mission and ensure they get uploaded.

This action can easily be DUPLICATED. On larger missions it could take a team of folks. On small missions it could be one or two. The point is that having at least one person look at the mission paperwork after a mission is completed can reduce the missing documents occurrences.

The form inspectors use when inspecting mission records can be found at the IG website>Compliance Inspection Information>then toward the lower right of the page click on the "Review Mission Folders Form" link. That link will bring up the Excel spreadsheet used by the inspectors. A direct link to that spreadsheet is: [Review Mission Folders Form](#)

The number two discrepancy dealt with wings not having at least two members who have completed the "Training Leaders of Cadets" (TLC) course(s). Of the 77 inspections in Cycles 5 & 6 there were 35 wings (45%) who received a discrepancy on this question.

CAPR 60-1 para 2.3.2.4, states: "...every cadet unit shall have at least two members who have graduated from a TLC course (any level). The graduation credentials must have been earned within the previous 48 months. Thereafter, members renew their graduation credentials every 48 months by repeating a TLC, completing a higher-level TLC, completing TLC Refresher, or serving as an instructor."

There is a report available in eServices to show if your wing/squadron has the minimum required two members per unit who are current with their TLC credentials. Go into eServices. Click on Menu>Reports>Member Reports>Member Reports (in red print at top of page)>Under modules click on "Member Reports". Under "\*Reports" use the pull down for the list of reports. Choose "TLC Progression". At that point use the "Unit" pulldown to find your unit number. Last choose "Report Format" to create your report. A shortcut to this very long convoluted mapping is: [Member Reports.](#)



## **What is the role of Wing / Region IGs in Complaint Resolution**

*By Lt Col Preston Perrenot / CAP/IGQ*

In 2019, the complaint resolution process was redesigned so that complaints are now handled through a team of National Complaint Resolution Officers (NCRO) and Associate National Complaint Resolution Officers (ANCRO). The complaints themselves are now administered out of the NHQ/IG office rather than the wing and region IG offices. This was done because complaint resolution has become more complicated and time consuming and gotten to the point where the complaints began to interfere with the IG's ability to accomplish their inspection duties. When a complaint comes in that is in their area of responsibility (their wing or region), it is assigned to a member of the NCRO team. The complaint will be assigned to an NCRO that is not assigned to the wing in which the complaint originated. We try to do the same for regions but can't always manage it due to manpower limitations. So, a Region IG, who is an NCRO, may be assigned to a complaint in one of the wings in their region.

This brings us to the next element; Wing and Region IGs who are also NCROs or ANCROs. As stated previously, complaint resolution is no longer part of a wing or region IG's job description, but it can be an additional duty. If a Wing or Region IG becomes qualified in complaint resolution, they can be added to the National Complaint Resolution Team as an additional duty.

What is the role of a Wing or Region IG in complaint resolution?

If a Wing or Region IG receives an inquiry about filing a complaint, they should direct the complainant to the online complaint submission form. The IG should refrain from filing "on behalf" of the complainant. This leads to a "Third-Party" complaint which is very difficult to process as the IG attempts to relay the information as they understand it. Therefore, the IG Corps steers clear of Third-Party complaints. If they receive a complaint or a CAPF 20, they should immediately forward the documentation to the CAP/IGQ and notify the complainant that they will be contacted by an NCRO.

What happens if a commander seeks advice from their IG about a complaint within their area of responsibility? If the commander has concerns about things going on in the wing/region – they can contact their respective IG and ask for input. Perhaps advice on handling an inquiry by the commander by calling for information or making a visit to the respective squadron in question. The IG may also remind him / her that they can submit a CAPF 20 and have the IGQ office conduct a Command Inquiry.

A Wing or Region IG is still an advisor to the commander and a senior member of the staff. As such, they may advise the commander on IG issues in the same way the wing legal officer does (Systematic issues, personnel, training, recommendations, etc.)

Wing and Region IGs, whether or not they are qualified as NCROs or ANCROs, are still members of the IG Corps and subject to the regulations regarding disclosure of information in an IG complaint





## Progressing Through the IG Corps Specialty Track

*By Col Cheryl Fielitz-Scarborough CAP/IGTA/NRP/NCIO*

Yes, CAPP 40-20 for the IG specialty track is still in limbo, but we are moving forward with the training. For now, work off the current 40-20 on the website from Jan of 2018. For Technician rating you must do the tasks for both CR and Inspections. After that, you have the choice of working toward Inspections, Complaint Resolution or you can do both.

**Technician rating** – tasks can be observed and signed off by a Senior or Master rated IG. The sheet is then sent to your wing or region commander to sign. If you are at wing or below, it is sent to the wing commander. If you are at region level, then it is sent to the region commander.

**Senior rating** – tasks must be observed and signed off by a Master rated IG. The sheet is then sent to your wing or region commander (see above) to sign off.

**Master rating** – tasks must be observed and signed off by a Master rated IG. Your wing or region commander will submit this rating request online. When this happens, you must also send a copy of your completed Master rating checklist to Col Ed Burns [igt@capnhq.gov](mailto:igt@capnhq.gov) for review. Once this review is taken place it is passed on to the CAP/IG for approval. The step of sending your checklist to the CAP/IGT is an often-missed step and will delay your approval online.

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

Some things to look forward to in 2023 from the Training group will be:

- IG College for both Inspections and Complaint Resolution (CR) will be combination of virtual webinars and will culminate in a face-to-face 2-day gathering at a time and place to be determined by the CAP/IG.
- A new course entitled “IG 101” will be offered during the first half of 2023 and will include both the inspection and CR aspects of the IG Corps. It will be similar to the old IG Basic Course but now on steroids. This course will be required for anyone desiring the Technician rating.
- Courses consistent with the IG Specialty Track knowledge requirements. There will be a separate course for Technician, Senior and Master in each of the IG disciplines of inspection and CR. These will be found in AXIS starting mid-year.
- We are contemplating having at least 2 webinars in each half of the year for both inspections and CR.

The IG College session which ended in October 2022 produced several interesting webinars which are now available for everyone to view. These are not for credit but they do contain

information that may be valuable to you as an IG/IGA/IA. Feel free to avail yourselves of these episodes which run for approximately 1 hour each. The topics and links are:

- The CAP IG Inspection Program - <https://vimeo.com/731022905/13aaf36be1>
- Interviewing - <https://vimeo.com/745064987/87d35fcf34>
- Commendables and 4-Tier Grading System - <https://vimeo.com/751281353/17481dc1a5>
- Discrepancy Tracking System - <https://vimeo.com/763251708/8bb2856a4d>

You can go directly to the videos without having to go through AXIS simply by cutting and pasting the link into your browser.



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: How often should I check for any updates to the wing and sub – unit compliance inspection worksheets?**

**A:** The CAP IGI is continually updating worksheets as the regs change or for clarification. You can find the updates listed as well as the worksheets on the IG webpage. If you use these sheets to organize your respective OPR, then checking frequently is a good idea. Remember, once you have received your 60 day notice for inspection, the worksheets for that time frame are the ones used even if updates have been made since your 60-day notice letter.

**2. Q: I do not see the need to be required to take refresher training on complaint resolution when I am only an IA.**

**A:** Remember Col Burrell’s article about confidentiality. You may be on an inspection and a member (adult or cadet) may confide in you about an issue they or another member are experiencing. You need to know how to handle this and processes may change. As a member of the IG Corps, you need to be up to date with pertinent information to help our membership.

**3. Q: How can I become involved in the IG Corps?**



**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.
4. Get a copy of the Technician specialty track worksheet for IG Corps and begin working on completing the listed tasks.



### ***Upcoming Wing/Region-Level Compliance Inspections***

WING	CI DATES	CYCLE/INSP #
FL	28 – 29 Jan 23	6-26
MD	7 – 8 Jan 23	6-29
WV	4 – 5 Feb 23	6-30
MAR	4 – 5 Feb 23	6-27
IA	11 – 12 Mar 23	6-31

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

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

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