



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

Volume 15 Issue 1

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PLEASE FORWARD THIS TO ALL UNITS IN YOUR WING!

From Col Jay Burrell, CAP/IG:



Remembering Two of our Own

There has been a total of ten CAP/IGs starting in 1996 and continuing until the present day. The normal term for the CAP/IG is three years and it usually runs concurrently with the National Commander. Some have served more years and some less. Depends on the National Commander's decision.

On 1 November 2023, our 4th CAP/IG, Col William (Bill) S. Charles passed away. Col Charles served from March 2003 – August 2006.

Col Russ Chazell: “We served on the NEC (now known as CSAG) together and I considered him a friend. I worked with Bill when he was CAP/IG, and I was a region commander and also when I was the National Chief of Staff. I found him to be a fair and honorable man. He was always helpful and was a pleasure to work with. You knew you could take his word to the bank and could count on him if you needed assistance. He will be sorely missed, and CAP is a lesser organization without him.”

Col Jim Linker: Col Bill Charles immediately preceded me as CAP/IG. I recall with gratitude his sound advice and guidance that greatly eased the transition. Bill's counsel was always brief, to the point and, as with all his conversations, punctuated with bursts of hardy laughs. He found humor in almost any topic, but he had zero tolerance for transgressions and bad behavior.

A former policeman, his term as Inspector General had an investigative emphasis, like his predecessor, Col. Hargrove. Yet he brought a broader, more member and organizational sensitivity of the IG system by his strong collegial relations throughout CAP and deep knowledge of CAP's mission and volunteer spirit.

All who were privileged to know him will remember Bill as a stand-up fellow, a true friend and a jovial commenter on the straightaways and speed bumps of life's journeys.

Col Leo Burke: (from his Facebook post-edited) Col William Charles II was a close friend and mentor. He is survived by about 100 cats that Bonnie and he have rescued over the years. Bill first joined CAP as a lieutenant in the Farmington Squadron. While serving as a Novi police officer he suffered a disabling injury.

Bill was active in ES, serving as a mission coordinator and incident commander. He would go on to serve as a wing IG, wing Vice commander and then commander of Michigan Wing. He then went on to serve as Great Lakes Region Commander, the National Controller and eventually as the National IG. Col Charles's decorations include six Distinguished Service Awards.

Bill and Bonnie were very active in animal rescue. There were always kittens being taken care of until they could be found a new home. Bill was as welcoming to anyone he met as he was to those kittens.



On 2 January 2024, our CAP/IGT, Col Ed Burns (1942-2024) passed away. As an adolescent Ed combined his love of “the water” with service by becoming a member of the Navy Sea Cadets. Ed graduated with a bachelor's degree from Saint Peter's College in Jersey City, NJ, where he was a member of the rifle team and in the ROTC program.

Joining the US Army, Ed proudly served in Vietnam achieving the rank of Captain, where he was awarded National Defense Service Medal, Vietnam Service Medal, Vietnam Campaign Medal, Army Commendation Medal, and the Bronze Star for Meritorious Achievement. Following his military career, Ed earned an MBA from Fairleigh Dickenson University which aided his growth in management and leadership.

Ed maintained a four-decade long involvement with the Civil Air Patrol that began in 1981, when his daughter's squadron needed a senior member. He rose through the leadership ranks achieving the rank of Colonel. He did the IG SR course in 2005 and was Northeast Region/IG in 2009 and was appointed to the NHQ/IG staff in 2010. Ed took a break from IG when he served as NER Vice/CC from 2013-2017. While serving with the NHQ/IG staff headquarters at Maxwell AFB in AL, he held the position of Deputy Inspector General for Training as well as sitting on the CAP National Review Panel for Complaint Resolution. He served the IG Corps in many roles from March 2003 – January 2024. Col Burns CAP decorations include: one Distinguished Service Medal, four Exceptional Service Medals, and three Commander's Commendation Awards. His Wife Pat was a tremendous support and very instrumental in his being able to travel and continue with the organization for these many years.

Lt Col Durk Gerhardt: Col Edward C Burns, a remarkable man who left an indelible mark on my heart. Ed was not just a hardworking and fun-loving individual, but also a truly caring and warm-hearted person. I had the privilege of working with Ed on numerous Compliance Inspections, and it was evident that friends and family were the cornerstone of his life. Ed spoke about his kids, Anneliese, and Edward, as well as the loved ones in his life with an unmistakable twinkle in his eyes, radiating pride and joy.

As a dedicated member of the military, Ed embarked on his journey in the US Army in 1959, embodying the spirit of military service and a commitment to being a total force airman for an impressive 50+ years. His unwavering commitment to service is nothing short of inspiring, and I hold his dedication in the highest regard. I believe Ed's legacy is woven into the fabric of the Air Force and CAP, a testament to his resilience, passion, and enduring love for his country.

Every moment spent with Ed was a cherished gift, and the memories of our time together will forever be etched in my heart. I can't stop thinking about the remarkable life of Col Ed Burns—a loving father, a dedicated military veteran, and a cherished friend. His spirit will continue to shine brightly in my heart, reminding me of the profound impact he had on those fortunate enough to know him.

Col Jim Linker: Ed was so important to the professional training capabilities of the CAP IG system and was a very dear friend.

Col Jay Burrell: Col Ed Burns was a tireless member of the IG Team, and his work ethic was something we all could emulate. I first met Ed at the IG college where he and Ken Dixon took me under their wing and trained me in what it meant to be an IG and how to do the job successfully. I have never forgotten this and will always remember their dedication to CAP and the IG Corp. His passing weighs heavy on me and Ed was more than just the IG Training but someone who made a difference in my CAP training and someone I am proud to call a friend.

Ed, not only did you help so many people, but you truly made an impact on my life and the lives of so many people. YOU TRULY MADE A DIFFERENCE, and we are all better for it.

Col Cheryl Fielitz-Scarborough: Col Burns was a valuable asset and resource for the IG Corps. He was highly respected by both CAP and CAP-USAF/IG Corps. I met Ed when I was a wing IG taking the IG College Course. He was enthusiastic about what it means to be an IG and helping other members understand how the IG works. He will be deeply missed both personally and professionally. Thank you, Ed, *Semper Vigilans*.

Col Tom Kettell: In remembrance of Col Ed Burns, a humble and dedicated man who not only served our nation with valor during the Vietnam War but also selflessly contributed as a volunteer in the Inspector General program. Colonel Burns embodied the true essence of service, displaying humility and unwavering dedication. I was honored to serve alongside him for well over a decade. Ed's dedication to upholding the highest standards of service and integrity reflects a life well-lived in the service of others. May his legacy inspire us to approach our own paths with the same commitment and humility.



The Commanders' Corner

Items of Command Interest



Documentation

By Col Russell E. Chazell, CAP/IGI

CI and SUI teams get plenty of questions around the topic of documentation. What is necessary to meet the requirement of CI worksheet E1 (Commander), question 16 (Are all compliance inspection worksheets, unit details and data and other deliverables provided IAW CAP regulations?) and SUI worksheet E1 (Commander), question 7 (Are all Sub-Unit compliance inspection worksheets, unit details and data and other deliverables provided IAW CAP regulations)?

[CAPR 20-3 \(5 August 2019\)](#), provides the answer in paragraphs 8.2.1 for CIs and 9.7.3 for SUIs. Paragraph 8.2.1, in summary, states that “the wing representatives shall provide completed CI worksheets, unit details, data and other deliverables, as specified in the CI Worksheets and “XXWG CI Information – Vehicles, Aircraft and Inspected Units” email.” Paragraph 9.7.3, in summary, states that “subordinate unit CC shall provide completed SUI worksheets, unit details and data and other deliverables specified in the SUI worksheets.”

In short, if the worksheet says to provide it, the unit being inspected needs to upload it to the documentation section of the eServices IG module “[n]o later than 45 days prior to the inspection” which, for CIs, is the in brief date; and, for SUIs, “[no later than] 10 days before the [SUI] onsite date.” These are hard deadlines required by regulation. If the inspected unit does not upload ALL the required documentation by the deadline, the inspector should write a discrepancy. If all the missing documentation is provided during the inspection, then the Team Chief can close the discrepancy onsite with no further action needed. If the inspection team must look for the documentation in eServices or elsewhere, then a plan of action will be needed to close the discrepancy.

The most common question I get from the units – mostly wings – is: “Why do we have to upload stuff that is already in eServices?” The answer to that question is two-fold. First, there is typically one inspector for multiple worksheets and typically more than one unit staff officer responsible for the worksheets being inspected. Inspection teams are already overtasked without having to go searching through eServices for information that, presumably, the unit staff officer should be already familiar with. It's a simple matter of resource allocation. Secondly, and in my view, more importantly, if the inspection team gets the information themselves, they may grab stuff on eServices that is not on point or is inaccurate. If the inspected unit didn't provide something and left it to the inspector to find it, and that inspector uses the wrong information, it is too bad for the inspected unit. The inspector should not allow the wing to “cure” the inaccurate information that they, by regulation, should have provided in the first instance. If the inspection

team must get the information, the inspected unit must live with the result of that. They'll then have two discrepancies to close – one for not providing the information, and one for whatever non-compliance attached from the inaccurate information. As a former squadron/wing/region commander, I wouldn't want the inspection team to make decisions based on information not provided by my staff. I would want to put my best foot forward and provide the inspection team with accurate and compliant information. It is not the role of the inspection team to make assumptions.

My advice to inspection teams at all levels is to hold the line on documentation. If it's important for the unit under inspection to do well, then it's important for them to provide all the required documentation on or before the deadline.



The Difference Between Due Diligence and an Investigation

By Lt Col Preston Perrenot / CAP/IGQ

In the previous article, I spoke of military tradition that a commander has the inherent authority to investigate matters in their own command. In CAP, since the IG has assumed the duties of conducting command inquiries, commanders think they no longer has that ability or authority. This is not true. A commander can still investigate matters in their command. They just need to have the IG do it instead of appointing an investigator from within their command. Which brings us to when a commander needs to initiate a Command Inquiry with the IG.

Wing, Region, and the National Commander may initiate a Command Inquiry which is a systemic formal procedural investigation designed to determine all of the information and evidence regarding an issue or incident. It is governed by regulation and has a lot of moving parts which is why it requires a highly qualified and trained member to conduct it. The results of a command inquiry are used by the commander to make a critical decision on the matter and are recorded in the IG case files for a minimum of five years. An additional benefit is that in most cases, the National Complaint Resolution Officer (NCRO) appointed to conduct the command inquiry will be outside of the initiating commander's area of responsibility so there is not a perception of undue command influence.

Due Diligence is simply a commander's ability to ask, "What happened?" This ability has not gone away and, in fact, is applied to all commanders from a flight commander to the National Commander. Commanders below the wing level cannot initiate a command inquiry but can report the issue to their wing commander. So, what are the limits of due diligence?

- Establishing that the incident did or did not occur.
- Establishing the facts surrounding the issue or incident (identification of personnel involved, dates, etc.).
- Establishing a regulation has been violated or there is a point of failure in the system.
- Identifying individuals involved.

Due diligence may be enough to provide the commander with all of the information needed to make a decision or correct the problem. If, at the conclusion of due diligence, the commander feels that there is not enough information to conclude the matter, the commander can initiate a CIQ. So, what's the difference? A CIQ is characterized by:

- The official appointment of an NCRO.
- The formal recorded interview of witnesses, subjects, victims, etc., for the purpose of gathering information for a formal report to command.
- The collection, maintenance, and analysis of evidence.
- The regulatory protection of confidentiality in the process.
- The permanent maintenance of the investigation case file.

Generally speaking, if a commander's due diligence requires the appointment of an individual(s) to find more information, that is when the CIQ is initiated.



IG Course Completion Report

By Col Steve Miller, IGIA/NCIO

We have received questions on how to use the IG Course Completion Report. This article is a brief description of that report.

How do you get to the IG Course Completion Report.

- 1) go to "eServices.
- 2) Click on "Menu" in the upper left corner of screen.
- 3) Choose "Reports", then choose "Member Reports", then click on "Member Reports" again, then click on "Member Reports" a third time.

A shortcut to get to Member Reports is: [Member Reports](#)

Under "*Reports" select "IG Course Completion Report"

Under "*Unit" select your wing or squadron

Select your desired "Report Format". There are four choices PDF, MS Word, MS Excel, or CSV

The first three (PDF, WORD, Excel) have the same column headings. They are:

Unit Number											
CAPID	Full Name	IG Refresher	IG Basic	Intro to Insp	IA Qual	IO Cert	IG Senior	IG College	T.C. Cert	ACR	BCR

The CSV format looks like this:

Org	CAPID	Full Name	IGAnnualRefresher	IGBasic	IntrotoInsp	SUICert1	IOCert	IGSrCrs	NIGC	Textbox2	Textbox6	Textbox96
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The PDF, Word, and Excel versions are easy to read and pleasant to look at. The reports have the CAP logo and name of the report on the first page. For easy reading, every other data row is shaded and each unit (if you are reviewing multiple units) is shaded with darker shading. For each unit, members are sorted by last name.

The CSV version is very basic. It contains just the data. However, unlike the other three formats, the data in the CSV format can be easily sorted by any one of the column headers. This sorting ability is very handy when working with more than one unit. One might want to get a quick look at all members who are current with their IG Refresher training or which members are certified to do inspections or which members who have completed other training. With the CSV file format all you need to do is sort by the column heading.

As listed above, the column headings for the reports are straight forward. The major difference is for the training required to do inspections. For PDF, Word, and Excel reports the heading is listed as “IA Qual”, which stands for Inspection Augmentee Qualified. On the CSV formatted report that column has a different name – “SUICert1”.

Another column header difference is on the PDF, Word, and Excel reports. They have a column “T. C. Cert”. That column represents an advance inspections course. On the CSV formatted report that column heading is “Textbox2”. The last two columns in the report are for future training.



Notes for Team Chiefs for CI and SUI Inspections

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

There are many things we need to iron out at our next IG Summit but in the meantime, we will begin training on some things in the Audience.

For Wing Compliance Inspections: There is a documentation file the team uses. The inspector for the OPR downloads the worksheet and fills it out as they interview the Wing OPR. This interview can take place via phone, email, or text. Once they complete this interview, the inspector will let the member know if they need to be in attendance during the onsite portion for further training or working through needed/missing documentation. The inspector should make sure they have contact information for the OPR for the date of the onsite in case it is different.

The inspector will complete the worksheet and make sure:

- a) The OPR info is correct along with the CAPID, spec track and years in office,
- b) Discrepancy fill ins are correct,
- c) The discrepancy is written up correctly,
- d) Compare the discrepancy with the previous report to ensure this discrepancy is not a repeat, and
- e) Delete any unused verbiage on the worksheet.

The inspector will now change the title of the worksheet PRIOR to uploading it into the documentation folder. To be consistent, the names noted below will be the ONLY format used in naming completed/final files in the team documentation folder. The example below would be

for a compliance inspection of the D4 “Admin” and B1 Cadet Programs “CP” worksheets for the Kansas wing done by an inspector with the initials “NM” or “SM”:

CI_D4_KSWG_Admin_NM_FINAL

CI_BI_KSWG_CP_SM_FINAL

**This way the Team Chief knows the file is the final draft and ready to be copied and pasted into the draft report.

The inspector will then delete the empty worksheet for the corresponding one they just uploaded as FINAL.

For below Wing Compliance Inspections (SUI): When conducting an inspection, ALWAYS place the inspection into DTS; even if there are no discrepancies. Inspectors for Wing CIs are looking for this information. There should be a date in DTS that matches the report that was uploaded. If there are 0 discrepancies, then the start and end date will be the same. Then close the inspection.



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, etcetera.

1. Q: What to do if a violation of regulations is noted during an inspection?

A: Observation or Area of Concern are two options you can place on the draft copy of the report. This way the commander is made of aware of potential issues and take care of them before they escalate. Take these notes OFF prior to uploading the final draft into e-services.

2. Q: When can an Inspection Augmentee become a Team Chief for an SUI?

A: This will take place under the supervision of an experienced inspector, preferably the wing IG for the first time. The member will go on several inspections and learn by watching and then completing some tabs on their own. This will help the member gain experience as they move on in their specialty track for Technician. When the wing IG believes the member to be comfortable and confident enough for team chief, they will be assigned as such.

3. Q: Can an IG be double billeted?

A: Yes, they can IAW 20-1 para 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.
[This is the current answer, but will be updated in the new 20-1 which will be published in the next month or two]



Upcoming Wing/Region-Level Compliance Inspections

WING	CI DATES	CYCLE/INSP #
VA	3 – 4 Feb 24	6-45
NV	24 – 25 Feb 24	6-46
MT	6 – 7 April 24	6-47
MI	20 – 21 April 24	6-48

LMS/AXIS - IG Point of Contact

LEARNING MANAGEMENT SYSTEM and AXIS COORDINATOR

FOR IG COURSES: Col Dan Leclair and COL Cheryl Fielitz-Scarborough at igt@capnhq.gov

Contact us 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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