



CIVIL AIR PATROL INSPECTOR

IG AUDIENCE

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PLEASE FORWARD THIS TO ALL UNITS IN YOUR WING!

From Col Jay Burrell, CAP/IG:



Hello my fellow IG's. As the new CAP/IG I am excited and humbled to set the direction for the CAP IG Corps. We have a long and proud history of service to CAP with Integrity and Excellence in all we do.

There have been minimal changes on the NHQ IG Staff. The only change is that Col. Russ Chazell will be taking over inspections from Lt. Col. Craig Gallagher. Col. Chazell brings a wealth of experience to this position. He is a lawyer, but we won't hold it against him, and the former National Chief of Staff under both Major Generals Amy Courter and Chuck Carr. Col. Chazell has been tasked with developing a new process for the inspection side of the house. This new process will recognize and incent units to strive for Excellence and drive Innovation throughout the organization. Our goal is to look at the great things being done in the units. We want to encourage people to improve their programs beyond what is acceptable. Again, Excellence in all we do.

When inspecting units, I encourage all of you and your inspection teams to start with Excellence. Ask what they can show you about their program that is above and beyond. Have them put their best foot forward. This relaxes the person being inspected and encourages dialog. Our members are doing great things and we need to encourage them to look for new, Innovative ways to bring Excellence into their program. As a way to foster this spirit of Excellence, we will be bringing back Commendable recognition. I think this is an important way to recognize those programs that go above and beyond what is acceptable performance and gives people a reason to seek Excellence.

Each of you have significant impact on the success of our overall program. Each of you are professionals in your role as IGs. Thank you all for taking on this often-thankless role as Inspectors General. I am looking forward to working with you as we continue to demonstrate Excellence in all we do!

"Education is what remains after one has forgotten what one has learned in school".

---Albert Einstein



A Complaint Analysis Exercise

by Lt Col Preston Perrenot, CAP/IGQ

It's that time again. I have another complaint for you to try your analyzing skills on. In the next issue, I'll provide you all with what I believe is a good analysis if this complaint. Before getting started, keep in mind that the purpose of a complaint analysis is to go over the statement and determine if the complainant's allegation of wrong-doing does or does not violate the CAP regulations. At this point, we don't need to prove or disprove anything. Keep the analysis as objective as possible. This is no time to be making your opinion known.

So, this is the complaint:

During 6/30/2017 – 7/7/2017 XXWG conducted a cadet encampment at in Pig's Knuckle XX, at the XXARNG Training facility. Capt John Doe (complainant) states his stepson's C/MSgt Joe Citizen (complainant) and C'TSgt Jack Citizen (complainant) told him that during the encampment several members of the Cadet Encampment Cadre participated in "waterboarding" of cadet members. This alleged hazing was voluntary and was necessary per current cadre members, if you wanted to be on staff next year. According to complainants, several cadet members participated in this activity which was video taped by several cadets. At least one video was posted on social media. Also, a social media discussion thread occurred in which cadets were discussing these events. Complainants provided names of cadets they recall as participating.

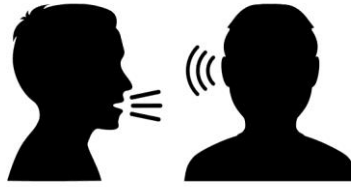
Additionally, complainants allege several cadets were involved in activities in-which male and female cadets slept in the same rooms and that other affected cadets were relocated to other rooms to facilitate these arrangements. Complainants provided the names of cadets who, they recall, participated in these activities.

Complainants allege the Encampment Commander, Maj Tywin Lannister and Cadet commander C/Capt Sansa Stark told cadet staff that they didn't care what staff did as long as they had things to do and were quiet. Complainants state that no senior members checked in on them after hours for at least the last two nights of encampment.

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.

- 1) Frame the allegations. Find the individual allegations and then frame them as "WHO did WHAT to WHOM and WHEN."
- 2) Determine WHAT specific regulations were alleged to have been violated for each framed allegation.
- 3) Put it all together. A good complaint analysis should be as objective as we can possibly make it. The analysis should have three parts:
 - a) The first part should state what the regulation says:
 - b) The second part is where you paraphrase what the complainant said.
 - c) The third part should be where you make your conclusion, based on the comparison of the first two parts.

This complaint might contain more than one allegation and each allegation must be analyzed separately. See you next time!



Have You Heard?

- This is starting to sound like a broken record, but the revised CAPP 40-20, **IG Specialty Track** is planned to be released at the same time as the new CAPR 20-1. Delays have been experienced due to our needing to conform to the new specialty track program formats. The new processes for **all** specialty tracks will be very IT-intensive, therefore requiring a goodly amount of programming effort. At this point we don't expect to see CAPP 40-20 published until sometime in 2022. If you are ready to advance in the specialty track and are stymied as to how to navigate, contact your Region IG.
- Remember that you can obtain Annual Refresher credit by successfully completing ALL four quizzes from *The Audience*! The credit is posted **only after the fourth quiz is successfully completed**. **In order to obtain the proper credit for the year, all four quizzes must be completed by 31 December 2021**. Other opportunities that are available to obtain credit during a calendar year are by:
 - Successfully completing any IG course in AXIS (automatically granted)
 - Attending an IG Summit at the wing/region/national level (sign in sheet must be forwarded to igt@capnhq.gov by Wing/Region IG)
 - Attending a learning lab at a national conference (Sign in sheet is collected electronically).
 - Region/Wing IGs who may be looking for topics to present at their conferences should feel free in contacting igt@capnhq.gov . (There are presentations sitting in the archives which have been used in the past and might just fit your needs without having to totally reinvent the wheel).
- In order to complete the Basic CR Course you **must** submit your Complaint Analysis for grading. In order for an evaluator to be assigned you **must** send an email to igt@capnhq.gov advising that you submitted your assignment. If you don't, your assignment will just sit there with no one being assigned for an evaluation.
- Due to the Delta variant of Covid-19, travel restrictions were once again imposed thereby making all wing/region-level compliance inspections virtual.

**"I am always doing that which I
cannot do, in order that I may learn
how to do it."**

---Pablo Picasso



This of the newsletter addressing questions submitted by our readers. This is why we ask you to complete a survey at the end of each quarter's quiz. If one person has a question, there must be others wondering why things occur the way they do. Questions poised by readers also provide the staff with a 'new look' about procedures/processes, etc.

1. Q: I think it would be nice to offer a once a quarter or twice a year zoom meeting with everyone that has a portion in the audience newsletter. I realize that this could be completed at conferences but not everyone is able to make a conference. This would give the same benefit to those who have the flexibility to make conferences.

A: Beginning in 2022 we will be offering webinars in addition to *The Audience*. These will be 1 hour long and will be one more way of obtaining your Annual Refresher Training. We are planning to have 2 per year.

2. Q: Is there a plan, process or path to allows Senior NCOs to serve as ANCROs and NCROs or is being a NCRO reserved for Lt Cols and above?

A: We are currently evaluating the use of *non-command NCOs* as potential NCROs/ANCROs.

3. Q: As a former state level law enforcement officer and retired federal investigator, I would like to see an improvement in a clearer understanding at all levels of CAP IG that CAP IG personnel only engage in Administrative Investigations and under no circumstances enter into the Criminal Investigations arena.

A: The IG Corps has always emphasized where its responsibility lies and that definitely does not include investigating any criminal wrong-doing. The safeguards in place involve not only the inclusion of the CAP General Counsel, but also the Legal Officer that sits on each of the National Review Panels. If it is deemed that there is a criminal component to a complaint, the CAP process will be suspended until a determination of criminal involvement is made.

4. Q: As a Wing Commander it is good to know what our IG is doing but being of the 60's crowd and not good at on-line learning I find this to be a checked box. You make commanders take it but it isn't even a selection on why we're taking it. Which makes me believe you're not that keen on the idea either.

A: Beginning in 2022 we will also be giving a new 'face' to *The Audience*, whereby there will be articles for commanders, inspectors and NCRO/ANCRO/NRP. If you would never want to process complaints, for example, you could skip that section and

only focus your attention on the area in which you participate.

5. Q: It would benefit us to have a seminar where we could meet face to face.

A: We couldn't agree more. That's why we encourage all of the Region IGs to host at least one IG Summit each year. Where possible, members of the NHQ IG Staff can participate if invited. Each year the IG Staff makes 2 presentations at the National Conference; one for CR and the other for Inspections. For the last 2 years these have been virtual presentations but we still had over 250 members sign in, listen and ask questions. These are also ways you can complete your Annual Refresher Training.

Thoughts on Writing Commendables **Col Russ Chazell, CAP/IGI**



The 18th Century English writer, Samuel Johnson, said: "Praise, like gold and diamonds, owes its value only to its scarcity." As we in the IG Corps perform inspections – whether they are CIs or SUIs – do we hoard the gold and diamonds? Or do we generously pass them out to those who deserve them? In other words, do we take the time to write up commendables in our inspection reports?

CAPR 20-3 (5 Aug 2019), paragraph 10.3, lays out the requirements for a "Commendable." The elements of a Commendable are:

- Applies directly to a mission critical compliance question
- Is a highly effective process implemented over a sufficient period of time
- Results in exceeding mission requirements
- Is process-oriented
- Saves money or resources
- Has a benefit for the members and/or the mission

For a commendable to apply, the unit must be able to document that their processes meet the listed requirements. Commendables can be written during a CI or an SUI and serve to highlight a unit's "above and beyond" effort.

Showcasing commendables in inspection reports requires inspectors to go beyond just clicking off the items on the checklist. We need to go the extra mile to inspect with discernment so that we can point out excellence when we see it. Many units are geographically isolated and may not realize that some process that appears to them to be "business as usual" is really something that sets them apart from other units in their echelon.

There is plenty of room in the CI or SUI report template to address the elements of a commendable for the receiving commander to see how what was showcased met the elements required by the regulation. A sentence or two addressing each element will suffice.

As inspectors, we visit many units and know excellence when we see it. Let's take the time to "pass out the gold and diamonds." Admittedly, our job as inspectors is to evaluate compliance; but there's no harm in saying "Good Job!" when warranted.



Semper Gumby

Stay Tuned!

- **BASIC COMPLAINT RESOLUTION COURSE**

This basic online IO course has been totally restructured due to the changes that have occurred in the CR processes and was released on 31 May 2021. This revised course includes a module on the entire IG Corps and will carry a student from Contact through completion of a Complaint Analysis. If you have not yet completed the former IG Senior Course prior to October 2018, you will be required to take this new course since additional topics have been added. This course went live on May 25, 2021.

- **ADVANCED INSPECTION COURSE**

This course is being made available to assist those SUI Team Members who aspire to become Team Chiefs for Sub-Unit Compliance Inspections. This course replaces the IG Senior Course for those who will be following the Inspection path. It will also be a prerequisite for those attending the IG Master Course in the Inspection path and will satisfy the academic requirement for the Senior rating. This course went live on 12 Dec 2020. The course is by invitation only and you must get your Wing IG's approval. ***The prerequisite courses are Introduction to Inspections and the IA Qualification courses.***

- **ADVANCED COMPLAINT RESOLUTION COURSE**

This course is in development and will replace the former IG Senior Course for those in the CR path. It will be offered as an online course and will deal 100% with an investigation. It will be a prerequisite for anyone in the CR path who desires to attend the IG Master Course and will satisfy the training requirement for the Senior rating. It is currently being tested and will be rolled out by 31 October 2021.

- **IG MASTER COURSE**

Going forward the IG College will be known as the IG Master Course. It 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. This course will satisfy the training requirement for the Master rating. The time and place will be determined by the CAP/IG. Prerequisites will be ***either*** the Advanced Inspection Course for the Inspection path or the Advanced CR Course for the CR path. If you completed the former IG Senior Course ***after*** October 2018 you would have met the prerequisite for the CR path.



Upcoming Wing/Region-Level Compliance Inspections

WING	CI DATES	CYCLE/INSP #
DE	16-17 Oct 21	6-12
WA	6-7 Nov 21	6-13
LA	13-14 Nov 21	6-11

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.

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“You can never be overdressed or over-educated.”

---Oscar Wilde