



CIVIL AIR PATROL INSPECTOR GENERAL

IG AUDIENCE

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PLEASE FORWARD THIS TO ALL UNITS IN YOUR WING!

From Col Jay Burrell, CAP/IG:



Concluding 2023, Finish Strong

Hello my fellow IG's. Thank you all for the hard work each of you have put into this year. I would like to thank Preston and his team for their hard work on the complaints side of the program. Russ has worked tirelessly with his team to make sure inspections are being done on time and professionally. Ed and his team have been busy making sure our people and commanders are well trained in the IG area. We couldn't succeed without your efforts.

There is a lot going on in the IG Area. We just completed a summit to rewrite all the regulations. The team spent 3 days writing and re-writing these and they are now in the final stages of being approved. This is a monumental task and I want to thank the group that went to Maxwell AFB and worked so tirelessly on these updates. We hope to have them finalized soon.

Lastly, we have 3 more months to round out the year. As we approach the end of the year, we will have more travel to complete. Remember when on these inspections you will probably be driving on unfamiliar roads with varying road conditions. Please pay special attention to icing conditions, hazardous conditions, and most importantly Black Ice.

Your continued safety is not just important to the program but also to your family and me. Thank you for your attention to safety you have shown, and I appreciate your hard work and effort.



The Commanders' Corner

Items of Command Interest



Urban Legends Clarified

By Col Russell E. Chazell, CAP/IGI

According to Britannica.com, an *Urban Legend* is defined as “a story about an unusual or humorous event that many people believe to be true but that is not true.”

There are two urban legends that have popped up lately that I’d like to clarify. The first one is that flights don’t need subordinate unit inspections (SUI); and the second one is that “zero discrepancy” SUI’s do not need to be entered into the Discrepancy Tracking System (DTS-Other). I’ll address them in turn:

- [CAPR 20-3 \(5 August 2019\)](#), paragraph 9.4, states: “Units such as flights, school squadrons, and groups may have different structures and therefore may operate in a manner that varies. WG/CCs, in consultation with their region commander, will determine which tabs are inspected for these units, as needed.” This statement does not say, as the urban legend leads one to believe, that flights are “automatically” exempted from SUIs. Flights, along with school squadrons, group HQs, and other specialty units may be exempted, but this exemption is not automatic. The [Cooperative Agreement](#) is the document that lays out the requirements that CAP must meet to spend its Congressional appropriation. Objective 1 of the *Cooperative Agreement* states: “CAP will establish and maintain an inspection program for **units below wing level** and jointly with CAP-USAF for regions and wings that assess CAP’s ability to comply with mission critical criteria established in accordance with (IAW) CAP regulations.” Clearly, “units below wing level” includes flights. In short, with the exception of -000 and -999 squadrons (see [CAPR 20-3, ICL 20-03, 3 April 2020](#)), any unit with a charter number is inspectable. Per 20-3, paragraph 9.4, the scope of the inspection for a flight (or Group HQ, or school squadron, etc.) could be anything from no inspection to a complete SUI or something in between – perhaps only safety and cadet programs. However, this decision must be documented in writing by the Wing Commander and endorsed by the Region Commander. A simple “memo to file” would suffice. One wing uses this language to document its exemptions:

MEMORANDUM FOR RECORD:

SUBJECT: *Inspection Requirements for Group and Cadets-at-School Units in XX Wing*

1. In the XX Wing of the Civil Air Patrol, U.S. Air Force Auxiliary, the “Groups” are generally composed of a Commander and a Deputy Commander. The Group functions as a “chain-of-command” oversight entity for the Squadrons and Flights, monitoring the unit’s performance in the program areas, i.e., Aerospace Education, Cadet Programs, Safety, etc. The Groups also act as a “span-of-control” conduit for information to be passed up and down the chain of command. In addition, the Groups act as a review and approval authority for actions originating at the subordinate unit level that requires concurrence up the chain of command, through the Groups to the Wing and beyond.

2. Acting pursuant to authority granted by Civil Air Patrol regulation CAPR 20-3, Paragraph 9.4, Units such as flights, “cadets-at-school” squadrons, and Groups “may have different structures and therefore may operate in a manner that varies. WG/CCs, in consultation with their region commander, will determine which inspection tabs are appropriate for inspection for these units”.

3. In the XX Wing, The Inspector General (IG) will conduct an appropriate Subordinate

Unit Inspection (SUI) IAW current CAP regulations and the published XX Wing IG Program Overview. XX Wing Groups will not be held to an SUI as they are Command and Control by the Wing Commander. XX Wing “cadets-at-school” (generally 800 Series) units will not be held to an SUI, but will be provided Wing oversight and guidance by Wing Headquarters and affiliated squadrons.

/s/

*Col Cool Hand Luke, CAP
Commander, XX Wing*

/s/

*Col Even Cooler, CAP
Commander, ZZ Region*

Of course, this language can be modified to suit the needs of the wing using it. To summarize, all chartered units, regardless of type (except -000 and -999) are inspectable and either need an SUI report or a waiver letter uploaded to e-services within the 27-month SUI window to avoid receiving a discrepancy.

- The second urban legend is that SUIs where units receive zero discrepancies do not need anything added to the “DTS-Other” section of the IG Module in e-Services. Again, that is not the case. CI inspectors use that section to determine whether discrepancies are closed within the 5-month window required by 20-3 (see [paragraph 9.13](#)). Every SUI, including those where no discrepancies are assessed, must be added to “DTS-Other.” After the Wing IG/IGA completes a report, the “zero discrepancy” inspection should be entered like any other report and then immediately closed. That creates a record of the inspection – showing no discrepancies – that CI inspectors can easily find to see that 1) an SUI was completed within the 27-month window, and 2) that all discrepancies – read as none – were closed

within the 5-month window. Doing this will simplify the CI and ensure the wing's efforts are clear and traceable.

- **Important Reminder:** "All discrepancies, even if they were closed on site, need to be placed into the DTS." They can be input as "closed."



New Rules for the Command Inquiry

By Lt Col Preston Perrenot / CAP/IGQ

This is the first of a two-part series. The next article will be on the difference between commander due diligence and a formal investigation.

The Complaint is the most common action in the Complaint Resolution world. But a lesser-known function is the Command Inquiry and that is what this article will cover. A command inquiry is a method for the commander to initiate an investigation into any aspect of his or her command that the commander thinks needs to be investigated and the Inspector General will conduct that investigation. A few years ago a national commander replaced the Command Directed Investigation (CDI) with the Command Inquiry (CIQ). The CDI came out of a military tradition that allows a commander to conduct investigations into his or her command. Up until the creation of the CIQ, the CAP did the same thing. There were, however, some problems with it. First and foremost, there was no regulation that allowed for it and no procedure for it. Even though there was a CDI Guide, a commander was free to ignore and do his or her own thing. Second, there was no requirement or system in place for maintaining the records of these CDIs. As our colleagues who do wing compliance inspections can attest, the storage of CDI reports and evidence was often in a dusty drawer in desk at wing headquarters and no one can remember how it got there. Third, a commander could appoint whoever they wanted to conduct the CDI, regardless of qualifications and ability. This created a lot of inconsistency in how the investigations were conducted across the country. The CAP spent a lot of time, money, and effort to teach us how to conduct investigations, so it only made sense to have us conduct the investigations. Plus, unlike the CDI investigators, CAPR 20-2 regulates how we conduct those investigations so they are going to be consistent, and the preponderance of evidence standard will be applied.

So, a commander can initiate a CIQ in the same fashion that a complainant files a complaint – through the online submission system. The CAP/IG will appoint or cause to be appointed a qualified National Complaint Resolution (NCRO) or Associate National Complaint Resolution Officer (ANCRO) to conduct the investigation. In a CIQ, there is generally no complainant and the issue being investigated may not necessarily be a violation of the regulations. It could be something that the wing commander needs verification on. For example, verification of a statement in a CAPF 120 for a Lifesaving Award. Or, determining if the medical care at an encampment is adequate. The possibilities are endless. Additionally, since the commander is essentially hiring a private investigator, no complaint analysis is required which makes for a much speedier conclusion. Further, since it is an IG investigation, all the regulatory requirements

to cooperate with an IG complaint apply to CIQs as well. And, since all complaint resolutions and command inquiries are run out of NHQ, wing and regional boundaries do not apply.

What we won't do. You knew that was coming, right? We won't validate conclusions that have already been drawn by a commander. Say a commander becomes aware that a member violated a regulation and the evidence he or she has available establishes the preponderance of evidence to substantiate that the member violated the regulation. "Well, sir. You already have what we would be looking for." If they are asking if this merits a disciplinary or adverse member action, we will close the CIQ and respectfully suggest that the commander take that up with their legal officer.

One final note: Only wing commanders and above can initiate a command inquiry because of the indemnification requirements in CAPR 112-10.



Compliance Inspection Discrepancy Review

By Col Steve Miller, IGIA/NCIO

The following charts summarize data from the first 36 compliance inspections for Cycle 6.

Grades by Tab

1-Oct-23			
Tab	EFFECTIVE	INEFFECTIVE	%
A-1 AE	36	0	100%
B-1 CP	34	2	94%
C-1 Miss Mgmt	32	4	89%
C-2 Comm	32	4	89%
C-3 Flt Mgmt	36	0	100%
C-4 AC Mgmt	28	8	78%
D-1 E & T	32	4	89%
D-4 Admin	35	1	97%
D-5 Pers	35	1	97%
D-7 Supply	35	0	97%
D-8 Trans	36	0	100%
D-9 IT	36	0	100%
E-1 CC	36	0	100%
E-2 SE	36	0	100%
E-3 IG	32	4	89%

Grade by Tab

1-Jan-23			
EFFECTIVE	INEFFECTIVE	%	CHANGE
25	0	100%	0%
23	2	92%	2%
22	3	88%	1%
23	2	92%	-3%
25	0	100%	0%
20	5	80%	-2%
23	2	92%	-3%
24	1	96%	1%
24	1	96%	1%
25	0	100%	-3%
25	0	100%	0%
25	0	100%	0%
25	0	100%	0%
25	0	100%	0%
25	0	100%	-11%

Discrepancies by Tab - October 2023			
Tab	Disc	Rpts	Tot
A-1 AE	6	1	7
B-1 CP	27	12	39
C-1 Miss Mgmt	17	13	30
C-2 Comm	28	10	38
C-3 Flt Mgmt	13	6	19
C-4 AC Mgmt	77	11	88
D-1 E&T	3	1	4
D-4 Admin	8	0	8
D-5 Pers	1	0	1
D-7 Supply	9	10	19
D-8 Trans	15	1	16
D-9 IT	7	3	10
E-1 CC	28	1	29
E-2 SE	19	0	19
E-3 IG	31	5	36
TOTAL DISC	290	74	364

Discrepancies by Tab -January 2023			
Tab	Disc	Rpts	Tot
A-1 AE	2	0	2
B-1 CP	24	2	26
C-1 Miss Mgmt	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-7 Supply	8	5	13
D-8 Trans	9	1	10
D-9 IT	5	2	7
E-1 CC	15	1	16
E-2 SE	9	0	9
E-3 IG	16	0	16
TOTAL DISC	178	40	218

CI Discrepancies Ranked by Percentage								
Tab	Q #	Questions	DISC	REP	TOT	# Insp	DISC %	RANK
B-1	7	units in wing don't have 2 or more Grads of TLC	13	9	22	36	61.1%	1
C-1	3	wing mission records are not maintained properly (loaded into WMIRS)	9	13	22	36	61.1%	1
E-3	9	wing failed to ensure DTS items were closed in 5 months	12	1	13	36	36.1%	2
E-1	17	wing historian or officer appointed to prepare the annual history failed to do so	4	0	4	13	30.8%	3
C-3	5	wing failed to ensure all flights flown had a proper flight release	5	6	11	36	30.6%	4
E-3	7a	Sub-Unit inspections weren't conducted with at least two qualified inspectors	7	3	10	36	27.8%	5

So, how are we doing?

Overall tab grades – four tabs had an increase in “Effective” grade percent; five tabs dropped in their “Effective” grade percent; and six tabs had no change. Those six with no change had 100% of their tabs rated “Effective”.

The two tabs with the highest percentage of discrepancies did not change. Those tabs were:

- C1 Q03 “mission records were not maintained properly (loaded into WIMRS)
- B1 Q07 Units in wing do not have two or more graduates of TLC (Training Leaders of Cadets)



Training Updates for 2023 and Beyond

By Col Ed Burns, CAP/IGT/NCIO/NRP

I am happy to report that there is movement once again in getting our regulations approved for publication. A working weekend at Maxwell AFB in early September got all of the I's dotted and the T's crossed and they were submitted for formal review. The same is true for the revised CAPP 40-20 that is so dependent upon the other regulations before we can publish it.

In the grand scheme of things we will be changing the progression of courses that will better fit into the new CAPP 40-20 for specialty track ratings. Here's a view of what you will be seeing in the near future:

The IG Corps – a very basic course ***primarily for the membership*** in which we tell the story of the Inspector General and how it fits into CAP.

IG 101 – a more intensive course combining Inspections and Complaint Resolution that will be a requirement for anyone seeking to get their Technician rating in IG.

Introduction to Inspections – will go a bit deeper into the Inspection program for anyone choosing the Inspection path.

Inspection Augmentee (IA) Qualification – a procedural course which affirms that someone wishing to be an IA and take part in SUIs is actually signed off by their Wing IG.

Basic Complaint Resolution (CR) – designed for anyone seeking to follow the CR path. This course will replace the former IG Senior Course. This will also be a prerequisite course for attending the IG College in the CR path.

Advanced Inspections – created for someone who wishes to become a SUI Team Chief. This will be a prerequisite course for attending the IG College in the Inspection path.

Advanced CR Course – will no longer be available in AXIS since we are integrating that entire course into the IG College (CR).

The IG College – where both the CR and Inspection paths will be taught each year in order to ***become eligible*** to be selected as National CR Officers (NCROs) or National Compliance Inspection Officers (NCIOs).

Interviewing Techniques – a new 2-day course being developed by the CAP/IGQ for NCROs and ANCROs to help them in the area of complaint resolution.

The 2023 IG College for both CR and Inspections kicked off as a remote course in early September. There are 40 students seeking the Inspection specialty and 6 students seeking the CR specialty. The IG College is held annually at a time and place designated by the CAP/IG.



The Value of Participation in the IG Corps Specialty Track

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

We encourage the membership to sign up and be a part of the IG Corps Specialty Track. We understand that there are so many other fields and OPRs to be a part of and all are of value to CAP.

By going through the IG Specialty Track, you will gain valuable information and understanding of how the inspection process works. This will help members to be more successful going through a wing level (CI) or below wing level (SUI) compliance inspection. Both inspections measure compliance and have a great deal of similarities but there are some differences.

When you go through the specialty track you will have practical and hands on experience that you can take with you to aid your commander and unit members in preparation of your inspection.

The same is true with the Complaint Resolution (CR) side of the house. Going through CR you delve into the paperwork and procedures involved in processing a complaint. **Not all complaints go to investigation.** A very common misunderstanding of the membership.

After completing the technician rating, you will begin to see and understand how it all comes together to give the commander the best information possible to make a decision. Will the complaint allegations have a disposition of: Dismiss, Assist, Refer, or Investigate? These are the four options the IG Corps has. If the complaint goes to investigation, then the allegations have a classification of either: as substantiated or not substantiated.

By enrolling in the IG Specialty Track – you will begin the training and may find – “Hey this fits me”. It either does or it doesn’t. When it comes to the IG field, you either love it or hate it..... some like the inspection aspect and others CR. We are always looking for new members to be a part of the team so consider beginning the IG Specialty track. A good way to start out is by completing the new IG Corps Course.



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: What is the proper use and completion of the new SUI checklists?

A: The IGI updates the checklists for both CI and SUI each month. The IG Knowledgebase assists units in completing the checklists with the information required for each question.

2. Q: On the administration worksheet there are many questions pertaining to supplements OI's, which the majority of units don't use, is there a reason those are still listed? As regulations are changed and updating we are not seeing many questions being added to existing worksheets, only taken away.

A: It is on “rare” occasion that units below wing level have OIs anymore. NHQ could take a good look at these questions to see if they are still needed. The CI and SUI team only asks what NHQ requests. We do not make the checklists. Again, a very good questions, they may be other pertinent questions that need to be asked. I suggest you contact the NHQ/OPR for these concerns.

3. Q: Can electronic files and folders be used in admin and personnel instead of paper copies?

A: Yes, they can. If you follow the same outline that is noted in the regulation for developing paper files, your electronic files will cover everything needed.



Upcoming Wing/Region-Level Compliance Inspections

WING	CI DATES	CYCLE/INSP #
OK	21 – 22 Oct 23	6-41
TX	11 – 12 Nov 23	6-42
DC	9 – 10 Dec 23	6-42
KS	6 – 7 Jan 24	6-43

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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