



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:



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!



The Commanders' Corner
Items of Command Interest



Discrepancies Closed on Site

By Lt Col Michael Fultz / GLRIG and NCRO

CAPR 20-3, IG Inspections, paragraph 1 states, Inspections are a responsibility of command. CAP commanders must continuously evaluate organizational readiness, efficiency, and effectiveness. The inspection system provides the commander with a credible, independent process to measure effectiveness and ability to comply. Compliance Inspections (CI) are used to inspect Wings and Regions. Subordinate Unit Inspections (SUI) are used to inspect Flights, Squadrons, and Groups.

Inspectors use worksheets to check for compliance to regulations by answering questions. When a question on the worksheet is answered NO, it becomes a discrepancy. All discrepancies discovered during inspections must be recorded in the worksheets. After the inspection, the Team Chief transfers the answers from the individual worksheets into the CI Report or SUI Report.

Some discrepancies can be closed onsite (corrected onsite) but must still be recorded in the worksheet and resulting inspection report. All discrepancies must be entered into the Discrepancy Tracking System (DTS). Those closed on site must be entered as "closed". Open CI discrepancies must be closed within 10 months after the outbrief. SUI discrepancies must be closed within 5 months after the onsite inspection.

Again, all discrepancies discovered during inspections must be recorded in the worksheets, the final inspection report, and entered into DTS. Recording ALL discrepancies gives commanders at all levels a true picture of the organization's effectiveness, efficiency, and readiness.

**"Do the best you can until you know better. Then when you know better, do better."
---Maya Angelou**

The Command Inquiry (CIQ)

By Lt Col Preston Perrenot / CAP/IGQ



A Command Inquiry (CIQ) is what used to be called a Command Directed Investigation (CDI). A CDI was an investigation that was ordered by a commander based on a commander's inherent authority to investigate any matter within his or her command. While the concept is sound, there were several problems within the process that lead to poor investigations and flawed conclusions.

First, there was no regulation that governed the conduct of a CDI. For a short time, there was a CDI Guide that recommended "best practices" for a CDI but commanders were not required to use these practices.

Second, Inspector General personnel were prohibited from being assigned to conduct or participate in a CDI. The result was that commanders could not use the only people in the CAP who are trained investigators. CDI investigators were selected based on training and experience gained from a multitude of sources outside of the CAP or, in some cases, no investigative training at all. This created a lack of consistency in methods, processes, techniques and application of standards of proof.

Third, there was no system of record for CDIs, so CDI reports very rarely made it beyond the command level at which they were conducted.

In December of 2019, all of this changed when the National Commander ordered that henceforth, all CDIs – changed to CIQ, would be conducted by the CAP/IG. A wing, region or national commander may order a CIQ on any matter that they deem necessary, and the CAP/IG will assign a trained IG investigator to conduct the investigation. Essentially, the investigator is assisting the commander. The only differences are that the investigator is selected by the CAP/IG, not the commander and the report and evidence are maintained by the CAP/IG.

How does it work?

Unlike a complaint, a commander requesting a CIQ can be kept apprised of the details as the investigation progresses. Like a complaint, the commander will receive a Complaint Analysis and then a Report of Investigation at the conclusion of the investigation. The report will be maintained in the IG case file system of record and is available for review by the responsible or succeeding commanders.

A complaint is basically an allegation of a violation of CAP regulations filed by an eligible person against a CAP member. Generally, this is information that comes to the attention of the IG first and is then provided to the commander. A CIQ is generally the opposite. Information comes to the commander first and the commander decides that he/she needs more information.

Most CIQs start out as an "Eagle Look." An Eagle Look is an examination of processes and procedures that does not necessarily have an accusation of wrongdoing.

An example would be a parent stating that there is inadequate medical care at an encampment. The allegation identifies a potential problem but does not specify a violation of regulations nor does it identify a specific person responsible for the problem. The IG can conduct an Eagle Look investigation for the commander to verify whether there is proper medical care at the encampment and to determine if there is any wrongdoing by CAP members.

Another example of a CIQ is a Verification of Facts. A commander may order an investigation to verify facts. For example, verification of the information contained in a CAPF 120 requesting a decoration such as a Silver/Bronze medal of Valor, Lifesaving Award, Find Ribbon, etc. So, contrary to popular belief, this does not eliminate the commander's inherent authority to investigate matters within their commands. It merely places the process into the hands of the IG which will result in a more complete and consistent product.

It's Time for Your Compliance Inspection
By Col Ed Burns, CAP/IGT



Each time I prepare to inspect a unit I begin my research by looking at the Master Document and Schedule that was uploaded into the Unit Folders in eServices. In that document can be found the names and contact info for the members of the inspection team. The rest of the data is to be filled in by the unit and reuploaded, so the inspectors know who to contact for each of the TAB areas.

On the top portion are some areas which will help the inspection team to plan their trip to your site. These include the name of the closest commercial airport and the physical address of your wing headquarters. Team members will also update this file with their arrival and departure times so the POC for a COV will know when they have to go to the airport to pick up the first team member arrival. The hotel the team will be using will also be updated by the inspection team.

The faster you can provide the contact information, the faster we can start making interview appointments. We expect that all of this information is available when you have your first in briefing 45 days before the onsite inspection.

This same document also serves as the in briefing and out briefing documents for the inspection. The remaining pages will be managed by the Team Chiefs for the inspection. If you make changes, please keep this form updated and add the upload date to the end of the file name so we know which one is most current.





Tips for Preparing for a Compliance Inspection (CI) Part 2

By Col Steve Miller, CAP/IGIA/NCIO

After my last *Audience* article was published, I received feedback from the field. Based on that feedback, this quarter I will make some changes to last quarter's article. Those changes are in **bold**.

Step 1) Find the date of your upcoming CI. This link takes you to the schedule. [CI Schedule](#)

Step 2) The wing may start preparing for the inspection any time it wants; however, it is suggested to begin CI preparation 6 – 12 months prior to the CI. Doing so may allow the wing to fix things prior to the inspection.

- 1) Get the worksheets for the inspection. **Prior to your inspection** you will find current inspection worksheets on the IG website under "Compliance Inspection Information". Use this link: [CI Worksheets](#). On the right side of the page, under "Related Documents", you will find the current inspection worksheets. You can download them individually or all of them in a zipped format by clicking on the "Zipped CI Worksheets" link.
- 2) Distribute the appropriate worksheets to you staff.
- 3) Each worksheet shows the compliance questions and how to verify compliance.
- 4) Go through each worksheet question. If you can answer "yes" to the questions and have back up to support your answers you should be good to go.
- 5) If you answer "no" to any question, you have time to fix the problem. Many questions answered "no" can be fixed prior to your inspection. You can go the [IG Inspections Knowledgebase](#) for specific requirements to close a discrepancy. Again many, but not all, discrepancies may be closed prior to the inspection.

Step 3) Approximately **90** days before the CI begins NHQ sends out an email to the Wing CC with information pertaining to the inspection. At that time all blank worksheets to be used for the inspection will be uploaded in the documentation section for your wing in eServices ([CI Documents](#)). **While you may have been preparing for your CI using worksheets you previously downloaded, now only use the worksheets found in documentation under your wing in eServices.** Those worksheets are the ones the inspectors will be using. Questions on those worksheets match the Grade Resolution Calculator and the Compliance Inspection Report that will be used for your inspection.

Once on that site, choose your wing. There you will find the blank worksheets to be used for your inspection. Even if these worksheets are different from those you downloaded earlier or if newer worksheets come out later, these are the worksheets that will be used for the your wing's inspection. They will match the grade resolution calculator and CI Report that will be used for the inspection.

On past inspections there has been some confusion on which worksheets the wing will use for the CI inspection. By using worksheets found in the documentation section in eServices that confusion should be eliminated. This process is designed to allow the inspected wing and the inspectors to both be on the same pages for the inspection.



Clarification of Wing Sub-Unit Compliance Inspections Tab E-1

By Col Cheryl Fielitz-Scarborough CAP/IGTA/NRP

In the July 2022 article covering required duty positions within a unit below wing level, there is still some clarity needed.

This topic was discussed in detail in 2021. Let me remind the membership that the **IG Corps does NOT** write the questions for the inspection program. The Office of Primary Responsibility (OPR) writes the questions as they are the ones who develop the guiding regulations. They determine what is important to inspect and report on from their regulation. For consistency in inspections, we MUST follow the intent given by the OPR. The IG Corps carries this out during the inspection and leaves the questions to the OPR. When the OPR changes the standard or guidance for their regulation, then the IG Corps adjusts accordingly.

Background

- SUI Worksheet Tab E-1, Question 1 states: ***Are unit positions filled and appointed correctly?***
- How to verify compliance is: ***Use eServices duty assignment report, verify all unit director positions filled.***

A Discrepancy would appear as: ***(Discrepancy): [xx] (E1 Question 1) Unit positions were not filled IAW CAPR 35-1 paras 1-3 & 1-3a.***

CAPR 35-1 para 1-3 and 1-3a states:

1-3. Assignment Actions. Duty positions are normally assigned by using the on-line duty assignment application available in eServices. Only the basic duty positions outlined in CAPR 20- 1 (now 30-1), Organization of Civil Air Patrol, are reflected in the on-line application. Duty assignments may be initiated by the personnel officer, or any member designated by the unit commander and provided permission by the Web Security Administrator. The individual's record will be automatically updated to reflect the new position. An automatic e-mail will be forwarded to both the individual assuming the new duty position and the individual leaving the position reminding them of the responsibility to properly account for the records, property, and assets of this position. A copy of the online duty assignment screen may be printed to place in the member's personnel file.

1-3a. Commanders not wishing to use the on-line application submit a CAPF 2a, Request for and Approval of Personnel Actions, Section II, Duty Assignment Change. The personnel officer initiates the personnel action which is approved by the unit commander and forwards the form to NHQ/DP. Both the individual assuming the new duty position and the individual leaving the position must sign the CAPF 2a signifying that the records, property, and assets for this position are properly accounted for. A copy will be filed in the individual member's personnel file and a copy retained by the personnel officer.

There has been MUCH discussion on this particular question as to what it is asking and how it seems to be duplicated with the question from D5 tab. **There is a change coming to the E1 tab relating to Question1.** I have spoken with the CAP/IGI and he will be sending forth guidance regarding when this change will take place.

The excerpt below is from the current SUI Tab E-1 (Commander) Inspection Knowledge Base (IKB):

E-1 COMMAND

Questions

Type	#	Topic/Detailed Question	How to verify compliance	Discrepancy Write up	How to Clear
SUI	01	Are unit positions filled and appointed correctly?	Use eServices duty assignment report, verify all unit director positions filled.	(Discrepancy): [xx] (E1 Question 1) Unit positions were not filled IAW CAPR 35-1 paras 1-3 & 1-3a.	Appoint personnel to unit positions. Attach a copy of updated eServices duty assignment report to the discrepancy in the Discrepancy Tracking System (DTS). Attach a plan of action, approved by Unit/CC, to prevent reoccurrence to the discrepancy in the DTS.



The IG College 2022 - Update

By Col Ed Burns, CAP/IGT

The IG College for 2022 will be wrapping up this month. The 35 students will have completed 4 webinars and two written assignments since July. Some very insightful information has been exchanged and plans for the future of Wing-level and Subordinate Unit-level compliance inspections have been discussed. We will begin planning for the IG College 2023 before the end of the year and hope to be able to deliver it as a face-to-face event.

Subject matter from the webinars will be made available to anyone who wishes to hone their skills in the area of inspections. These will be informational offerings that can be taken at your leisure at home. There won't be any quizzes/data submissions required. Look for these to be announced in the next edition of The Audience.



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: The IG Audience is helpful. Can this training be provided for vice commanders as well?

A: Everyone has access to the IG Audience so all can review the information. If more information or training is needed, then we suggest contacting your wing and region IGs to work with Col Ed Burns (igt@capnhq.gov) to see about setting up a training session in your region. We can do onsite training in conjunction with other CAP events.

2. Q: I think the specialty track keeps changing. Every time I almost qualify, you change the rules. Getting a master rating is difficult to attain.

A: The worksheet you began your training under is the worksheet you follow through to completion. There are new courses that have come out that serves as good refreshers and to help you do your job as IG, IGA, or IA. Work with your wing or region IG to help you finish your current worksheet.

3. Q: There should be more ways to remain current.

A: There are a number of ways you can remain current.

1. achieving a passing score on all four online IG Audience quizzes within each calendar year,
2. attending or teaching at an IG Summit,
3. instructing or attending an IG Senior Course or IG College or
4. by completing other training opportunities that may be made available by CAP/IGT

“There is no limit to the amount of good you can do if you don't care who gets the credit.”

---President Ronald Reagan



Upcoming Wing/Region-Level Compliance Inspections

WING	CI DATES	CYCLE/INSP #
FL	Postponed due to hurricane Ian	6-26
MAR	4 – 5 Feb 23	6-27
KY	3 – 4 Dec	6-28

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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