



# CIVIL AIR PATROL INSPECTOR GENERAL

# IG AUDIENCE

Volume 10 Issue 2

April 2019

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



**From Col Cheryl Fielitz-Scarborough, CAP/IG:**

**The information found in the IG Audience “fine tunes” what is covered in our regulations and adds clarity.**

**I encourage all our membership to read each issue of the IG Audience so they are better prepared for upcoming inspections or to help resolve conflicts.**

There is a great deal of change going on in the world of the IG Corps. As I mentioned in the last IG Audience, all three of our regulations have gone through an update. CAPR 20-3 will soon be ready for implementation and 20-2 and 20-1 are in the field now for commander and national staff input. One of the most significant changes has been the implementation of an online complaint submission form. It can be found on the website on the IG page. Lt Col Perrenot, IGQ for complaints, will cover this in more detail in his

article. We are very excited about this new form as it is easy for members to use and will expedite the process.

The IG Senior Course has undergone a complete rewrite in order to better train our IGs, commanders and membership in the IG processes; especially in Complaint Resolution. The IG College will be next June, and we have already begun the rewrite of the curriculum for it as well. It is important to the organization to have highly trained and qualified IGs in position to assist commanders and members. With these changes we hope to improve upon the methods & procedures used by IGs at all levels. This will also aid the commanders and members in understanding their responsibilities regarding CR.

As I mentioned in the January edition of the Audience, any commander can utilize the inspection worksheets at any time to perform a self-assessment of his/her unit or wing. But remember these worksheets are “living documents” that are ever-changing as CAP regulations are updated and rewritten. While Lt Col Gallagher has done a great job in keeping up with the changes, every once in a while a change is missed. There is frustration and confusion at times as to which version of the worksheets will be used for your wing’s inspection. Your worksheets will be loaded into your documentation folder at the time you receive your 90-day inspection notification letter. Keep in mind that inspections are driven by the questions on the worksheets and discrepancies are given accordingly.

## ***Online Complaint Submission***

*by Lt Col Preston Perrenot, CAP/IGQ*

Short article this time, folks - but don't get used to it. In an effort to streamline the Complaint Intake process, we have spent the last few months working with the folks at NAVEX Global and have come up with an electronic complaint submission form that we hope will make the initial processing of complaints more efficient. The new form will prevent complaints from falling through the cracks and not getting worked as well as ensure that the IG chain is aware of the complaint. So, this is how it works.



First, when the complainant submits the form, it automatically will generate an ECIM case number and open a "New Case." This will start the ECIM process immediately.

The initial data entry is completed by the complainant with an expanded area for contact information on other participants in the complaint such as witnesses and subjects, as far as the complainant knows that information. Upon submittal, that information is automatically placed into the participants section of the case file.

While there is no method for putting a signature on this form, there is an acknowledgement at the end of the form which serves the same purpose. If a complainant chooses to remain anonymous, they will see a pop-up screen displaying the regulatory statement regarding anonymous complaints (CAPR 20-2, para 11.3).

We've also increased the visibility of the portion of the form that refers to the chain of command. The complainant will be required to enter the date that they notified their commander of the incident related to the complaint. Obviously, if the commander is the subject of the complaint, this does not apply - but we're hoping that it will cause complainants to try the chain of command before going forward with a complaint.

The complaint will initially be received at the NHQ/IG Office as an "alleged violation of CAP regulations." The CAP/IG or CAP/IGQ will determine what tier level the case belongs to and assign that particular IG as the primary assignee. This will prevent the problems of case assignment that we've seen in the past. The NHQ/IG Office will then forward the case to the appropriate IG. If the case is a wing level case, the Region IG will be copied on the transmittal. It will be up to the receiving IG to determine what the proper issue is and change the title of the case from "violation of CAP regulations" to the appropriate title.

A complainant can find the new form at

<https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/complaints>

And a couple of final points. This form does not replace the PDF and MSWORD versions on the CAP publications page. Complainants may still use those forms to file complaints. The new form is not on any of the CAP e-services or publications pages yet - but that's coming. Individual IGs may put the link to the form on their wing or region IG pages. We are also working with IT to integrate the form into e-services so that it will search the database for information on the participants entered on the form.

We hope that this new electronic form reduces a lot of the questions that complainants have regarding the completion of the form as well as prevent the delay in getting ECIM cases underway.



## Inspections – Team Chief Duties

by Lt Col Craig Gallagher, CAP/IGI

You, the Team Chief (TC), are in charge of the Subordinate Unit Inspection (SUI) and are assisted by one or more qualified inspectors. Naturally, you need to start off with CAPR 20-3 for the process and follow-up later with the SUI Quality Assurance Checklist.

CAPR 20-3, Table 9.1 outlines the overall schedule for a SUI:

**Table 9.1 Subordinate Unit Inspection Events**

Timeline	Event
Day -60	Unit notified by Team Chief of inspection date and requirements
Day -10	All deliverables are due
Day 0	Onsite interviews
Day +14	SUI Report delivered to unit commander and his/her commanders
Day +30	First response to every open discrepancy is due
Day +60	Second response for every open discrepancy is due and every 30 days after until all discrepancies are closed
5 Months after onsite	All discrepancies must be closed

This table is from the soon-to-be-released 2019 version of CAPR 20-3. It is identical to the 2018 version except for the two shaded areas; “open” was inserted in the Day +30 row and 6 changed to 5 for the number of months a unit has to close all discrepancies.

It is critical to get started on time to give everyone involved time to prepare. Sixty days before the Next SUI Date (Commander’s Dashboard>Inspector General), you notify the unit commander that it is time for their next SUI.

Organization	Next SUI Date	Inspection Date 1		Inspection Date 2		Comments
NER-RI-034	30 Sep 2020	27 Sep 2018	<a href="#">SUI_2018-09-27.pdf</a>	04 Oct 2016	<a href="#">SUI_2016-10-04.pdf</a>	
NER-RI-036	29 Feb 2020	10 Feb 2018	<a href="#">SUI_2018-02-10.pdf</a>	25 Feb 2016	<a href="#">SUI_2016-02-25.pdf</a>	
NER-RI-037	28 Feb 2021	16 Feb 2019	<a href="#">SUI_2019-02-16.pdf</a>	29 Apr 2017	<a href="#">SUI_2017-04-29.pdf</a>	

Part of the notification includes a request for a specific date for the inspectors to be onsite, the current IG Knowledgebase (KB.zip) and all the worksheets that will be used in the inspection. Getting agreement from the unit commander on the specific date is the next key item. Once the date is known, you recruit one or more inspectors to assist. You should start filling all the “boiler-plate” parts of the SUI Report (pages 1, 3, 7 and the heading on page 9).

During the time prior to the unit uploading their inspection documents, you should check in with the unit commander every other week or so and ask if s/he needs any help in preparing or uploading their documents which have to be uploaded 10 days before the SUI (a not so subtle reminder to the unit commander). If the unit commander is having trouble finding the time to prepare and upload the

documents, you may want to recruit the wing commander to call her/him and give a little encouragement.

Once you have the uploaded documents, you and your inspector(s) should go over them and verify the worksheet answers. Once the inspectors return their version of the worksheets to you, you can start updating the SUI Report Tabs. You need to be sure to follow the guidelines in the Team Chief column in the SUI Quality Assurance Checklist (<https://www.gocivilairpatrol.com/members/cap-national-hq/inspector-general/sui>). You and your inspector(s) may call staff members of the squadron being inspected for additional information prior to being onsite or interview them when onsite. Your inspector(s) will fill out their worksheets and hand them over to you to incorporate into the SUI Report.

To close out your part of the SUI process:

1. Copy the answers to the questions and the discrepancy text, if any, from the worksheets into the SUI Report.
2. Use the Grade Resolution Calculator to determine the grade for each Tab and the overall grade. Use these grades to update the SUI Report.
3. Go through each item in the SUI Quality Assurance Checklist to make sure all the tasks for you and your inspector(s) were accomplished.
4. Turn over the SUI Report (still in the blue-box format), the Grade Resolution Calculator, the SUI Quality Assurance Checklist and all the completed worksheets to the Wing IG for final processing.

## ***Changes Coming to the IG Senior Course***

*by Col Ed Burns, CAP/IGTA*

After a successful 6-year run, the IG Senior Course (IGSC) is being completely revised and should be ready for its premiere showing at the 2019 National Conference in Baltimore.

Since the Inspection program appears to be on firm footing it was decided to remove the Subordinate Unit Inspection (SUI) module and instead fortify the IGSC with more Complaint-related course work. Between what is presented in the ***Introduction to Inspections Course*** and what was being presented in the IGSC there was just too much repetition. There will still be one Inspection-related module (Compliance Inspections) remaining but everything pertaining to the SUI will be removed.

A new course, ***Advanced Inspections*** is in development and should also be ready about the same time as the new IGSC. This new course will concentrate on what a SUI Team Chief must know in order to carry out that very important function at the Wing level. It will contain everything from the scheduling aspect to preparing the all-important Draft Report for the inspected unit. This scenario-based course will be presented via the Learning Management System.





## ***Region IG Summits***

by Lt Col Les Manser, CAP/IGT

CAPR 20-1 para 8.1.4 lists an IG Summit as one of the four options that IG/IGAs can pursue to obtain credit for the required Annual IG Refresher Training. Region IGs are expected to conduct an IG Summit with their Wing IGs (as a minimum) at least once a year.

In the past, summits have usually been conducted in conjunction with a Region/Wing Conference. This forum may be the only time during the year when all of the Wing IGs in the region can meet each other and hold open and value-added discussions on IG Program management. However, this may not always be feasible due to location, time availability and/or cost.

With the help of technology through video conferencing, these summits can be held anytime of the year when it is convenient for all Wing IGs if the “physical” face-to-face opportunity doesn’t work out. It also makes it possible for the CAP/IG Staff to participate (if desired and coordinated well ahead of time by the Region IG) for cross-talk on specific elements of the IG Program. The GLR/IG conducted their region summit in February using the Zoom.us videoconferencing platform and it worked out extremely well, providing a “digital” face-to-face interactive meeting for the Wing IGs and CAP/IG Staff. Other platforms (like Skype or GoToMeeting) can be used; however, it is critical to have a stable and constant high-speed internet connection during the entire time.

Although there are no specific agenda items/topics required or a minimum amount of time defined for the Region IG Summits, they have usually been 4-6 hours in duration and typically cover some or all of the following:

- Region-wide IG Program Issues and Trends
- Future Plans/IG Regulation Revisions affecting Wing IG Programs
- Focus (as necessary) on specific IG/IGA Roles & Responsibilities
- Information Sharing on IG Program Best Practices
- Collaboration on Solving Common IG Program Problems
- Specific Training of Wing IGs in a Group/Peer Setting

Region IGs plan to have IG-only sessions conducted during the summit but they also have the option to plan and conduct sessions that include Wing IGAs and Commanders at any level on the day of the summit when it is advantageous and convenient. This can result in increased communication on certain IG topics and receiving feedback from the IG Program “customers” for the Plan-Do-Check-Act continuous improvement cycle.

To obtain Annual IG Refresher Training credit for participating IG/IGAs, the Region IG will submit the summit’s Attendance Log/Roster to CAP/IGT in a timely manner. Shortly thereafter, the new refresher date for the IG/IGAs will appear on the IG Course Completion Report, which is the source record used during Compliance Inspections for the annual IG refresher training compliance item.



## **Stay Tuned!**

### **IG SENIOR COURSE (IGSC) CURRICULUM CHANGES**

The IGSC curriculum is being updated to expand on the Complaint Analysis portion of the Complaints Resolution process. The updated course will be rolled out in conjunction with the CAP National Conference held in Baltimore, MD on 7-8 August 2019.

### **CAPR 20-3 REVISION**

The implementation of changes to the inspection regulation has been completed and was reviewed by the CAP/COO. It is currently in the approval process phase with the CAP/CC and the CAP-USAF/CC. It is expected that the revised regulation will be published in May 2019.

### **CAPR 20-1 AND CAPR 20-2 REVISIONS**

The revised regulations are currently in the field for commander and national staff input. Once that phase is completed, the implementation of changes will be accomplished, then reviewed by the CAP/COO and then go through the approval process with the CAP/CC and the CAP-USAF/CC. It is expected that these revised regulation will be published before the CAP Annual Conference in August 2019.

### **COMPLAINT OF THE QUARTER**

We were happy to hear that our new feature met with some compliments. The next contribution will be served up in the July edition of *The Audience* and the resultant discussion will be found in October.



## *Upcoming Inspector General Training*

### **August 2019**

CAP IG Senior Course at the Baltimore Marriott Waterfront Hotel, Baltimore, MD on 7-8 August - contact Lt Col Les Manser, CAP/IGT, at [igt@cap.gov](mailto:igt@cap.gov).

### **October 2019**

RMR IG Senior Course at South Metro Fire District HQ, Centennial, CO on 5-6 October – contact Maj Kevin Forbes, RMR/IG, at [kevin.forbes@slcgov.com](mailto:kevin.forbes@slcgov.com) or call 801-502-5125.

### **What to do if you want to host an IGSC:**

1. **Measure Interest:** 12-20 students
2. **Plan When:** Adjacent to, but not during, a Wing/Region Conference
3. **Plan Where:** Wi-Fi, Power for Computers, Projector, Desks or Tables
4. **Contact** the CAP/IGT ([igt@cap.gov](mailto:igt@cap.gov)) to get an IGSC Instructor and schedule the class
5. **Write** a class “Promotion Piece” (Flyer) for region/wing distribution
6. **Recruit** students (20 max)





## *Upcoming Compliance Inspections*

WING	CI DATES	CYCLE/INSP#
NH	27-28 Apr 19	5-30
CO	18-19 May 19	5-31
VT	15-16 Jun19	5-32
WY	13-14 Jul 19	5-33

### *IG Audience/LMS-IG Points of Contact*

SEND **ARTICLE SUBMISSIONS** FOR THE IG AUDIENCE DIRECTLY TO LT COL LES MANSER at [igt@cap.gov](mailto:igt@cap.gov)

With your article, please submit 3-5 good, multiple-choice questions and a wrong-answer feedback explanation for each question.



**LEARNING MANAGEMENT SYSTEMS COORDINATOR** FOR IG COURSES IS COL ED BURNS at [eburns@cap.gov](mailto:eburns@cap.gov)

Contact Col Burns if you notice any discrepancies/issues with the IG course materials in LMS.