



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:**



**Fellow IGs,**

The national conference is just around the corner, which means in addition to the change of command, there will also be the appointment of a new CAP Inspector General. These past three years have been very busy for us with numerous program changes in all three areas: Inspections, Complaint Resolution, and IG Education and Training.

We recently completed a rewrite of the CAPR 20 series IG regulations and are eagerly awaiting final approval and publishing. We are also looking forward to moving from a two-tier to a four-tier inspection grading system which should launch later this year. We are also considering the implementation of a recognition program for Inspectors General and Inspection Augmentees who have completed a specific number of inspections.

These last three years have been personally rewarding for me, and it has been an honor and a privilege serving as your CAP/IG. Thank you all for your dedication to the IG program. I wish all of you and your families a successful national conference and a great remainder of 2024!



***The Commanders' Corner***  
Items of Command Interest



**Just Say No to Repeat Discrepancies**  
*Col Russ Chazell, CAP/IGI*

Albert Einstein supposedly said that “Insanity is doing the same thing over and over and expecting different results.” As we prepare to begin Compliance Inspection Cycle 7 this coming November, let’s consider whether we are insane. Are we doing – or not doing – the same thing over and over and expecting a different result? Are we continuing to miss compliance elements from inspection to inspection and not expecting to get a repeat discrepancy? If we, as commanders and IGs, are not diligently working to eliminate repeat discrepancies from our inspections, then maybe we are insane. Maybe we are insane because repeat discrepancies raise the bar to achieving an effective inspection rating. When we don’t do what we said we would in the Plans of Action we submitted last time to close discrepancies, we demonstrate our potential insanity. Contending with repeat discrepancies is like flying our airplanes with half the cylinders not firing. We must work the other cylinders harder to get to the same power settings – if that’s even possible – and we risk killing the engine altogether. Why would we do that?

CAPR 20-3 (5 August 2019 – yes, we’re trying to get a new one published, no kidding) para. 7.3.1 says that 80% of all the worksheets (also known as tabs) must be effective for the overall inspection to be effective. Further, to get an effective score on the tab, 60% of all the questions must be answered as “yes” or “not applicable” (7.3.2). But here’s the kicker, if there are repeat discrepancies in that tab, the minimum number of questions with answers “yes” or “not applicable” goes up to 70%. A SINGLE REPEAT DISCREPANCY forces your unit to find 10% more power on that tab. On some tabs, a single repeat discrepancy can make it impossible to reach that 70% threshold. On other tabs, two repeat discrepancies can make an effective score impossible for that tab. If we connect the dots, we see that there are 15 compliance inspection tabs and 11 SUI tabs. If three tabs are ineffective on a compliance inspection or SUI, the overall inspection is ineffective. It’s easy to see how repeat discrepancies can lead to an ineffective overall inspection. As a commander or IG, it’s not fun to tell your higher echelon commander, CAP-USAF, or most importantly, the members of your units that the inspection was ineffective. The entire inspection must be redone in 6 months or 180 days for an SUI or CI. It’s a morale crusher. Don’t be insane. Just say no to repeat discrepancies before they ruin your inspections.

Since I became IGI in September 2021, my mantra has been that inspections should be a “white hat” experience for the unit being inspected. Of course, the inspectors must verify compliance with the regulations; but they should also work with the units as members of the CAP team and, where appropriate, educate and mentor the units to effectively complete their inspections. To that end, beginning with the first CI of Cycle 7, in-briefs for compliance inspections will be scheduled 30 days before the documentation upload deadline (currently the in-brief occurs on

that deadline). The CI team chiefs will review the prior inspection report and call out all the discrepancies from that prior inspection. This will give the commander 30 days to resolve any issues that may lead to repeat discrepancies BEFORE the inspection begins. While it may be challenging to fix these issues in 30 days, it will at least give the wing the opportunity to mitigate as many repeats as they can before the inspection begins. For SUIs, I strongly encourage Wing IGs and SUI Team Chief to hold an in-brief 40 days before the onsite inspection and go over the units' previous discrepancies. That will give the unit commanders time to mitigate their potential repeats before the 10-day SUI documentation upload deadline.

I hope that as we take this extra time to review previous discrepancies, we can, as a team, work to "just say no" to repeat discrepancies and have a more compliant and effective organization. Our members and the taxpayers deserve no less.



## **Does every complaint require an investigation?**

*By Lt Col Don Blumenfeld, Northeast Region IG*

The short answer is "No".

Let's look at the reasons behind this.

The role of the NCRO in Complaint Resolution is to "Assist commanders in discovering and correcting problems affecting the productivity and morale of assigned personnel... Even though allegations may not be substantiated, the evidence or investigation findings may reveal systemic, morale or other problems impeding efficiency and mission effectiveness." (CAPR 20-2, para. 1.3)

From the very beginning it's clear that Investigations are not needed for fact finding when the facts are self-evident. Usually this means a large number of eyewitnesses who do not dispute what happened. Let's consider a few examples.

*Example 1:* as the squadron assembles for its opening formation, an argument between two cadets escalates into a physical fight. This event is witnessed by 20 cadets and most of the senior staff.

*Example 2:* during a quarterly commanders call at wing headquarters, a squadron commander, with the rank of captain, gets into an argument with the wing director of operations (a lieutenant colonel), over the allocation of CAP aircraft. The squadron commander becomes loud, obnoxious, and rude. This is witnessed by the chief of staff, several wing staff officers, and every unit commander present.

*Example 3:* at the wing's Basic Encampment a senior member (SM) was driving a corporate van transporting a flight of ten cadets and their training officer. The SM makes a sharp turn at a high speed into a parking lot. The van tips on its side. The incident is seen by the commandant of cadets, several cadet cadres, and the van's occupants.

In each of these instances the facts are undisputed. There is no reason for an investigation

because the facts speak for themselves.

Every one of these commanders (respectively squadron, wing, and encampment) would be completely justified in taking immediate corrective action since they have sufficient factual information to know **what** happened.

The wise commander would also want to inquire mitigating and exacerbating factors to determine **why** it happened...but that is something for an Eagle Look or other process, such as a safety investigation.



## What Constitutes a “Qualified Inspector” for Sub-Unit Inspections?

By Col Gary J. Mayo, CAP, CAP/IGT

It has recently come to our attention there is confusion, or at the very least an inconsistent understanding, about what determines whether a person is a “Qualified Inspector” for Sub-Unit Inspections or not.

The intent of this article is to set the record straight and hopefully end any debate. There will also be guidance at the end of the article regarding the review of a Wing’s records during Compliance Inspections to determine if an SUI was performed by two qualified inspectors, as required by CAPR 20-3, para 9.6.1.

CAPR 20-1, para 8. - Training Requirements for Inspectors General – states the following: ***“8.7. Before a CAP member can be assigned temporary duty as an IA [Inspection Augmentee], they must first complete the Introduction to Inspections and IAQ courses found in the Online Learning Platform. Prior to being certified as an IA, the wing IG or IGA will mentor the new IA trainee through the IA Qualification process, ensuring he/she successfully completes the worksheets in an effective and professional manner.”***

So, there it is in plain English... you must complete Intro to Inspections and the Inspection Augmentee Qualification course online and be mentored by the Wing IG or IGA before sign-off as a qualified inspector. Now you might ask, if it’s that simple and clearly stated, where’s the confusion? The answer is, in the interpretation of training records and the course completion reports.

Up until recently it had been thought by many that you could not access the IA Qualification course online unless you had completed the Introduction to Inspections course. Based on that notion, a common practice used to determine if an SUI team member was qualified or not has been to look for a completion date under the “**IA Qual**” column on the **IG Course Report**. If a date appeared under that column, the assumption was that the person is a “qualified inspector” and there was no need look further. The problem is however, “IA Qual” means the individual

completed the IA Qualification course requirements including being mentored and signed-off as having successfully participated in SUIs as a trainee. “IA Qual” *does not* mean that the individual is “*certified as an Inspection Augmentee*” and is therefore a “*Qualified Inspector*.”

Our internal reviews and discussions have validated this because there are many individuals who have a completion date under “IA Qual”, but none under the “Intro to Insp” column on the IG Course Report. This makes them ineligible for duty as an Inspection Augmentee, because they are not qualified in accordance with CAPR 20-1. Despite not having taken Intro to Inspections, some of members appeared in Sub-Unit Reports as qualified SUI team inspectors and should have been noted as trainees.

Given the points above, here are the key takeaways and guidance for Wing/Region IGs and Compliance Inspection Team Members:

### **Key Takeaways**

- To be a Qualified Inspector a.k.a., Inspection Augmentee, you *must* complete both the Introduction to Inspections Course and the Inspection Augmentee Qualification Course online. (Completion dates for both courses must appear in your eServices training record and the IG Course Report.)
- It is possible to take the IAQ course without having taken the Intro to Inspections course, but IAQ alone does not qualify you for an inspection team.
- A date under the IA Qual column of the IG Course Report does not mean the person is a qualified inspector; it only means they have completed the IAQ course.

### **Guidance for Wing/Region IGs**

- It is strongly suggested that you download and review the IG Course Report for your Wing. Compare the IA Qual column against the Intro to Insp column. Any person who does not have dates in BOTH columns cannot be assigned to an inspection team as an Inspection Augmentee.
- Encourage anyone who has completed the IA Qual to take Intro to Inspections to complete the certification process.

### **Guidance for Compliance Inspection Team Members**

- Worksheet E-3 INSPECTOR GENERAL, *Question 7 a) Were Sub-Unit compliance inspections conducted with at least two qualified inspectors?* Verification of this sub-question on the worksheet is being temporarily suspended. Guidance will be provided directly from the CAP/IGI to CI Team Chiefs via email.
- Commencing in November 2024 with the start of Compliance Inspection Cycle 7, this question will be reinstated for review, evaluation, and enforcement IAW CAPR 20-1, para 8.7. This means inspectors will be verifying that SUI inspection team members have completed both the Intro to Inspections and the IA Qualification courses.
- This action is being taken to allow Wings the opportunity to (1) confirm IAs are in fact “qualified”, (2) if not qualified, take corrective actions, and (3) ensure consistency in the compliance inspection review process.

Hopefully with this clarification and guidance, we can ensure the inspection team members are in fact qualified.



## Are you Double – Billeted?

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

We are getting ready to finish up cycle 6 for Wing Compliance Inspections. Frequently missed questions resulting in a discrepancy are those dealing with the IG and IGA billeting status. This is very hard to monitor and to ensure of the single billeting status.

Currently, the IG regulations allow IGs and IGAs to work at a specialty track for another OPR. In doing so, the IG or IGA can **NOT** be the primary officer. If they hold a primary slot in another job, that is a discrepancy.”

The problem we are running into is that members state that “as soon as I found out I was placed as the primary, I changed the status to secondary.” This has been an ongoing issue. We have discussed this with IT and placed a help ticket to “block” this from happening. If there was a block so an IG or IGA could not be placed as the primary – this would stop the discrepancy from happening.

The reason we have this in the regulations is to keep the IG from conflict of interest. We are protecting our IGs and our members. **The IG must always remain INDEPENDENT AND OBJECTIVE.** Our members must have trust in the IG Corps and the system we have in place to give them a fair shake with any issues they bring forward.

The same is true for the IGA. They cannot hold the office of commander, vice commander, deputy commander, chief of staff and command NCOs at any level. Often, the member holds one of these positions at a unit or group and is asked to become a wing IGA and they forget to remove themselves from the command staff position. Again, if we had a “block” from IT, this would keep members from being assigned as an IGA until they remove themselves from the command position. This usually happens when someone at the wing level or higher command assigns them as an IGA and doesn’t realize their command position at another level. This is usually accomplished by the commander, vice commander or personnel officer.

Until IT can get these blocks in place, you need to keep tabs on members who are assigned as IGs and IGAs, so they do not bring with them a discrepancy.



## *CAP Inspectors General Professional Development Plans*

*By Col Gary J. Mayo, CAP, CAP/IGT*

This year has been and will continue to be a year of transition for IG professional development. Numerous changes and updates are planned for current courses, as well as the creation of several new courses and initiatives to improve the effectiveness of training content and delivery to the IG community and commanders. We will also be reorganizing the course offerings to better align them with the dual track professional development paths as established in the Inspector General Study Track Guide.

The intent of this article is to highlight the strategic focus of training and development for CAP Inspectors General and to give you a glimpse into the plans that are on the drawing board for this year. There is however a disclaimer: *The information provided below is a high-level, directional overview and is still undergoing refinement. The final course content that is delivered may differ slightly from this overview. Semper Gumby!*

### **IG Professional Development:**

The strategic focus of the CAP IG Program education, training, and development is:

- To build awareness and understanding within the general membership of the history, roles, and responsibilities of the CAP Inspector General Program.
- To provide training courses and professional development initiatives for Inspectors General, Assistant Inspectors General (IGA), and Inspection Augmentees (IA).
- To deliver a rigorous course of study that will result in a highly skilled and qualified corps of National Compliance Inspection Officers (NCIO) and National Complaint Resolution Officers (NCRO).
- To deliver training initiatives that will support individual IG study track progression from entry level to Master Rating in the Inspection Track and/or the Complaint Resolution Track.
- To continue to provide training and awareness initiatives specifically designed for commanders.

### **IG Training Courses:**

The current IG course offerings and content are being revised and updated in 2024 as CAP transitions from the AXIS Learning Management System to the new Absorb Learning Platform. In addition, unique methods for content delivery will be utilized for IG Courses to improve learning effectiveness.

The reorganized IG course structure and flow will be as follows:

#### **IG 101**

- Background course that any CAP member can take; you do not need to be in an IG related duty assignment to enroll for this course
- Briefs a history of the Inspector General Program, inspections and complaint resolution
- Discusses elements of the IG Program covered in CAPR 20-1
- This course will be a requirement for pursuing any duty assignment in the IG field

#### **IA Qualification Course**

- Required to become a subordinate unit inspection (SUI) team member
- This all-inclusive course will be expanded to include current Intro to Inspections course content and will lead to the participant becoming a “qualified inspector”
- Qualified inspectors interested in further training to become an SUI Team Chief will be allowed to enroll in the Advanced Inspections Course outside of the IG specialty track, provided they meet the SUI experience requirements. This special advanced course enrollment must be recommended and approved by their Wing IG.
- Prerequisite: IG 101

## **IG 201**

- Required for Technician Rating
- More in-depth background training in both inspections and complaint resolution
- Provides the student with the basics to pursue more specialized professional development in either the inspection track or the complaint resolution track
- Prerequisite: IG 101

## **Advanced Inspections Course**

- Required for Senior Rating in the Inspection Track
- Replaces the IG Senior Course for Inspections
- Focuses on the processes and procedures to conduct an SUI from unit notification to inspection report finalization & publishing
- Prepares a member to be an SUI Team Chief
- Prerequisite: IG 201

## **Advanced Complaint Resolution Course**

- Required for Senior Rating in the Complaint Resolution Track
- Replaces the IG Senior Course for complaint resolution
- Focuses on the skills needed to complete a thorough Complaint Analysis
- Prepares the student to become an Assistant National Complaint Resolution Officer (ANCRO)
- Prerequisite: IG 201

## **IG College – Inspections**

- Offered annually
- Required for a Master Rating in the Inspections Track
- Presented as a hybrid with webinars leading up to a 2-day in-residence session
- In-depth training on the Wing/Region Compliance Inspection Program
- Focuses on transitioning the student from SUI Team Chief to Compliance Inspection Team Chief
- Prepares the student to become a National Compliance Inspection Officer (NCIO)
- Prerequisite: Advanced Inspections Course

## **IG College – Complaint Resolution**

- Offered annually
- Required for a Master Rating in the Complaint Resolution Track
- Presented as a hybrid with webinars leading up to a 2-day in-residence session
- In-depth training on complaint resolution protocols with a heavy emphasis on investigation processes, Report of Investigation preparation and development, and special case handling
- Prepares the student to become a National Complaint Resolution Officer (NCRO)
- Prerequisite: Advanced Complaint Resolution Course

The IG Training Team is committed to providing the CAP IG Community and Commanders with the best possible training and development opportunities, delivered in the most efficient and effective manner. Further course details will be provided, and announcements published on the IG Education and Training website page as plans are finalized.





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: The Audience should be divided between those doing inspections and those doing complaints. If I am only doing inspections, I have no need to stay up to date on CR.**

**A:** As an IG or IGA, you should have a base background and continued training in CR in case you are in the field at CAP events (conferences, training seminars, encampments or doing inspections etc) and you are approached by a member asking about filing a complaint and the procedures. If you are not staying up to date on the process and changes, you may incorrectly advise the member.

**2. Q: I think it would be beneficial to be able to appoint the Inspection Augmentees in eServices as part of the track for movement through the IG specialty track**

**A:** The NHQ/IG staff has discussed this with IT in the past. Yes, it would be beneficial to have this capability. Plus, it would help inspectors on Below Wing and Wing inspections. We could run the report and have the list. We are hoping for this request to make it through the IT task list in the near future.

**3. Q: Some interim guidance in anticipation of updated specialty track and regulation changes would be good.**

**A:** The new regulations and specialty track guide should be out shortly. All IG regs are at CAP/NHQ awaiting MG Phelka’s signature. We hope to have the regulations out at the national conference. This way, we can discuss and answer any questions during our two IG seminars at the National Conference.



### ***Upcoming Wing/Region-Level Compliance Inspections***

| <b>WING</b> | <b>CI DATES</b> | <b>CYCLE/INSP #</b> |
|-------------|-----------------|---------------------|
| ID          | 13 – 14 July 24 | 6-51                |
| PCR         | 27 – 28 July 24 | 6-52                |
| CT          | 10 – 11 Aug 24  | 6-53                |
| NJ          | 7 – 8 Sept 24   | 6-54                |

### ***LMS/AXIS - IG Point of Contact***

#### **LEARNING MANAGEMENT SYSTEM and AXIS COORDINATOR**

**FOR IG COURSES:** Col Gary Mayo at [igt@capnhq.gov](mailto: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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