



THE IG OBSERVATION

NATIONAL GUARD BUREAU OFFICE OF THE INSPECTOR GENERAL

Mr West sworn in as new NGB IG

Inside the OBSERVER

- ◆ NGB IG 1-2
- ◆ Deputy IG / SEA 3
- ◆ Assistance 4-6
- ◆ Investigations 7
- ◆ Inspections 7
- ◆ Intel Oversight 8
- ◆ Ops / Support 8-9
- ◆ Car Rental Program 10
- ◆ Western Regional 11
- ◆ SAF IG 12
- ◆ DAIG 13
- ◆ SAF IG Roster 14
- ◆ SAF IG Training 15-16
- ◆ NGB IG Roster 17

The NGB IG Observer newsletter helps improve our lines of communication. Send any feedback or suggestions to Master Sgt. David Eichaker at david.e.echaker.mil@mail.mil



TAKING the OATH

Mr. Tony West (above, right) is sworn in as the new National Guard Bureau Inspector General by Gen. Joseph L. Lengyel, Chief, National Guard Bureau, at the Pentagon Jan. 24. West retired from the Air Force and Air National Guard after 37 years of service in 2012. West achieved the rank of Technical Sergeant before becoming a commissioned officer. He retired as a Colonel. Thirteen of his 37 years in uniform were as a Traditional Guard member. He spent his remaining years as an AGR— in both Title 10 and Title 32 statuses. Before assuming his current post, West served as the Detailed Inspector General for the Army Reserve’s 81st Regional Support Command at Ft Jackson, SC. (Army National Guard Photos by Sgt. First Class Jim Greenhill)



LTG David E. Quantock (above), Army IG, congratulates West. Maj. Gen. Sami D. Said (left), Deputy IG of the Air Force, was also in attendance.

Teaching, training key to reducing misconduct

By Mr. Tony West
NGB Inspector General

Greetings IGs! Words cannot express how excited I am to serve as The Inspector General at the National Guard Bureau. In 1995, Mr. Cronin Byrd selected me to be on the IG Team for three years. With 37 years of uniformed service in the Air Force and Air National Guard, I can state with full confidence that my time as an IG better prepared me to support commanders and general officers more than any other assignment.

My IG background has afforded me vast learning experiences from other disciplines which I would not have otherwise been exposed. I gained tremendous knowledge and wisdom from many leaders, colleagues, complainants, witness, and subjects. The time you have serving as an IG will be a fleeting moment in your career – take full advantage of this learning environment as you will benefit greatly from it, no matter the number of years you have remaining in uniform. The principles you learn in this great career enhancement opportunity are applicable in the civilian workforce and life in general.

In the last NGB-IG newsletter, we republished Gen. Lengyel's letter to you - The National Guard Inspector General Community. He emphasized his strong support for what you do. After meeting with him, let me assure you those are not idle words. He depends on IGs to help him achieve his priorities 1) Provide Ready Forces to meet the Nation's needs, 2) People, Families, Employers, and 3) Innovation. These are not stand alone priorities but integrated to ensure we remain a ready and effective force prepared to respond to calls for support from our States, Partners, and Nation. Our IG mission is embedded in each one of these priorities by assisting with

Gen. Lengyel's Individual Fundamentals of: 1) Ensuring a culture of respect and dignity, 2) developing leaders at all levels, 3) exercising fiscal stewardship, and 4) accept challenge to improve units and ourselves every day. If you have not read the CNGB's Vision, you can download it at <http://www.nationalguard.mil/Portals/31/Documents/Leadership/CNGB%20Vision%20for%20the%20Future%201FEB2017.pdf>

A great vision, but what specifically can we do to help? First and foremost, understand that we are force enablers to our TAGs and Commanders. Investigations and misconduct are yesterday's problems that prevent our senior leaders from focusing on current and future missions. We serve as force enablers by focusing heavily on our TEACHING AND TRAINING function with the intent of reducing unintentional misconduct. Most of our members do not intentionally try to break rules however, some of our laws, regulations, policies, and procedures are not intuitive. Seek ways to integrate teaching and training moments into everything you do. SGM Baker said to me (in part), a few minutes of instruction can prevent several days, months, and years of investigation.



“We serve as force enablers by focusing heavily on our TEACHING AND TRAINING function”

Another area of focus I would like our IG Community to consider is to be “Servant Models.” As servants, we are here to support the National Guard, the Army, and the Air Force. For us to be good servants, we must be good models with integrity as our guiding principle. To be a good model, we must adhere to standards before we make judgements on others as to whether they conform to standards. Make sure we take care of our own readiness requirements such as: medical readiness, uniform discipline, physical fitness, training and education. Nothing damages

credibility more than an IG showing up on a past-due list.

You were selected for this critical position because you are the best of the best, and from all I have seen, I have great hope for our continued success. Although we may work for different directing authorities, we are still an IG Team; please take advantage of tech channels within your State or Region, in the NGB, Army, Air Force, and DoD – no one has all the answers but collectively we do.

Seeking Best Practices to Improve IG Mission

By **COL Kris Kramarich**
NGB Deputy IG

Team IG: We have been able to personally meet many of you when you attend the IG course at Fort Belvoir and we learn something new each time. We continuously update the state break-out content to reflect the most current issues we see or anticipate surfacing. On occasion, we receive written feedback through the TIGS staff, and the number one recurring question is: Would like to see more content on how to employ an M-Day IG. What are some of your best practices with your M-Day team members? According to the October 2016 Force Management Report, nearly half of the JFHQ IGs have at least one M-Day position for a combined total with the Division IG team members of nearly 100 M-Day positions and many more Airmen in the Wings. Please send your feedback through your State/Territory IG to your Regional Chair or



COL Kris Kramarich

directly to SGM Baker or myself. We appreciate your help in sculpting the instruction to best prepare the IGs as they depart Army and Air Force IG training.

Additionally, our newest Air National Guard team member, Maj Rodarte, coordinated with the Air Force IG for the NGB TIG to conduct the National Guard Bureau training portion at the Inspector General Training Course (IGTC). Mr. West conducted the first session shortly after arriving. This course is another step in the direction to providing Air National Guard information focused training for the teams supporting the National Guard Joint Force Headquarters. The M-Day challenge may also be beneficial for this course.

As always, thank you for what you all do for our Soldiers, Airmen, and Civilians. You make a difference on the force readiness and resilience every day.

New Combat Devices Authorized by DoD

By **SGM Sean Baker**
Senior Enlisted Advisor, NGB IG

Department of Defense Instruction 1348.33 dated 21 December 2016 authorized two new combat related devices for military awards. They are:

(1) The “C” device which recognizes meritorious service or achievement performed under combat conditions for qualifying Service members who are personally exposed to hostile action or are at significant risk of exposure to hostile action

(2)The “R” device recognizes qualifying exceptional achievements that have a direct and immediate impact on the outcome of a combat engagement or other military



SGM Sean Baker

operation, from a location where the Service member was neither personally exposed to hostile action, nor at significant risk of exposure to hostile action

Not all awards earned during a deployment are authorized a C device. The device is intended to recognize service or achievement specifically under combat conditions. Likewise, not all support provided from a remote location qualifies for an R device. The R device is intended only to recognize achievements which directly impact combat operations.

The services will publish requirements and eligibility for each device, the awards to which the devices may be affixed, and the approval process (to include retroactive approval). The approval authorities for the devices are consistent with approval authorities for the corresponding award.

Considerations for Supporting Multiple States

By COL Michael Fleetwood

Western Regional Chair and WA State IG

With the coming of the summer rotation, the opportunity for Title 10 State IGs being asked to assist other States increases. As I've been asked to assist a couple of times, I offer some items to consider, should you be called to help.

There's a couple ways that you can be asked to assist. The easiest is when a departing State IG contacts you with a request for assistance. This allows some overlap, whether in person or via email/phone, ensuring you are aware of the current issues. But sometimes this isn't possible and you may be called to help a State that hasn't had a backfill for a considerable time. Either way, the first step is to inform NGB IG of the intent and gain the approval of both TAGs. In discussing this with the TAGs, it's important to emphasize that you will keep all issues/discussions between the two organizations separate and that you won't involve the IG staff in your assigned State with any issues of the supported State. You'll also need to secure an appointment letter from the supported TAG.

The manning and experience of the JFHQ IG offices in each of our 54 States/Territories varies widely, so that's one of the important considerations when determining what level of support you'll need to provide. In some cases, you may be able to provide all the guidance and oversight required via phone/email and travel to the supported

State may not be necessary; but other times, particularly when investigations are required, you may end up spending considerable time in the supported State. When preparing a Defense Travel System (DTS) authorization, it's important to ensure you are using the associated travel funds for the State you are supporting. The USPFO from that State can assist in setting up your cross-organization account, but you'll want to ensure that your assigned State DTS Travel Manager is aware to confirm the correct travel approval chain is associated with the cross-organization account.

As you prepare to provide support, you need to request access to ACTS and IGARS accounts for that State. Once this is done, access to IGARS is the same, just select either the assigned or supported State from a box in the bottom of the functions column on the main IGARS page. Access to the supported State's ACTS account is a bit more involved with that system as a Common Access Card can't be associated with more than one State, therefore access is through your email and password. Mr. Matt Williams (SAF/IGQ ACTS Administrator) can assist in establishing this. Once access to these accounts is achieved, you'll want to review of all current cases. It's important to be aware that, in some States, only a single IG has access to JFHQ-level SAF/IGQ cases and sometimes this is the State IG.



Soldiers Sgt. Kyle Brown and Staff Sgt. Sara McCombs, Delta Company, 898th Brigade Engineer Battalion, Washington Army National Guard, perform land navigation during their unit's basic winter survival training, Feb. 11, 2017, near Enumclaw, Wash. The unit conducted training to prepare for the harsh conditions of winter. (Army National Guard Photo by Spc. Tyler Main)



Airmen from Joint Incident Site Communications Capability, 242nd Combat Communications Squadron, Washington Air National Guard, establish circuit with Northwest Teleport site in support of the Presidential Inauguration on January 20, 2017. A JISCC is designed to support homeland defense and civil support mission requirements. (Army National Guard photo by SFC Jason Kriess/released)

Screening Process Gap Affects Soldiers

By LTC Kristina Gray
Assistance Division Chief

Greetings Team IG! It has recently come to our attention that there is a gap in the screening process for ARNG Soldiers. Officers selected for promotion to CPT through COL and CW3 through CW5 are to be screened for adverse action prior to promotion, as required by Army Directive 2016-26. Officers are screened automatically once selected by the DA board for promotion. When DA screens individuals for adverse action after DA selection, the screening requirement is considered to have been met. If a Commander, IG, or CID opens an investigation after screening, and the individual is subsequently submitted for promotion, he or she is not automatically rescreened at DAIG and CID for adverse action.

Although the ARNG Personnel Division (ARNG-HRP) screens individuals for adverse action when the State submits them for promotion, they only screen locally by checking for Suspension of Favorable Actions (FLAGS), and both restricted and non-restricted files of Army Military Human Resource Record (AMHRR). CID and IG screening is not included. ARNG-HRP does not automatically request screening of IG and CID records if the individual was previously screened following DA selection.

It is entirely possible that an individual could have been screened for adverse action after DA selection, have a CID or IG investigation opened against them and substantiated after the screening, then be promoted while under investigation since the screening requirement had been met already. ARNG-HRP only requests screening at CID and DAIG for unit vacancy promotions, if individuals have not yet been screened for adverse action as part of the DA selection process. We are currently addressing this policy gap with the ARNG-G1. Keep in mind that the intent is that an individual must continue to meet the “exemplary conduct standards” to remain qualified for promotion. In the meantime, TAGs may individually request IG and CID screening for promotion of their Soldiers to ARNG-HRP.

Screening for adverse action is intended to be on a case by case basis for a promotion, key assignment or position of trust. The 54 States/Territories may request individual records screening, but not entire rosters beyond those under consideration. Such requests only delay the process and negatively impact those awaiting promotion.



LTC Linda Gray (top photo), and Maj Daniel Rodarte (above) recently joined the Assistance Division.

Screening may be rendered ineffective unless IGs properly name the subject and assign with the proper allegation in IGARs. If the name of the subject and allegation is not properly identified in the IGARs case, subjects may not be identified as such in DAIG’s screening process, putting units at risk for unknowingly promoting individuals who do not meet the standards of exemplary conduct.

Correct LOM Identified

By LTC Kristina Gray
Assistance Division Chief

We recently became aware of an issue regarding LOM awardees being presented the incorrect medal, potentially throughout the National Guard. Some individuals were presented with the LOM – Officer medal, when they were actually awarded the LOM, in recent years. The degrees of LOM Chief Commander, Commander, Officer, and Legionnaire are only authorized for Armed Forces of foreign nations.

The LOM (no degree) is awarded to members of the Armed Forces of the United States.

Although the T32 Awards Section identified the error in 2014, some individuals may still be wearing the incorrect medal. Please notify your units of the possibility. To exchange a medal set for the correct one, make a request through G1 channels to the ARNG-HRH Special Actions Branch.

CORRECT

Legion of Merit—
Legionnaire



INCORRECT

Legion of Merit—
Officer

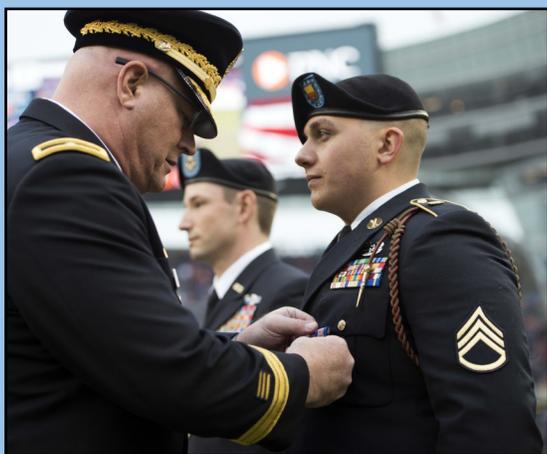


NOTE: *The Legion of Merit Legionnaire and Legion of Merit (non-degree) are the same medal.*

DESCRIPTIONS:

The correct design (left) does not have the medal replica on the ribbon. The incorrect design's (right) overall width is 1-7/8 inches and the pendant has a suspension ring for attaching the ribbon.

Guard members Recognized for Courageous Actions



Illinois Army Guard Staff Sgt. Jeremy Adkins (above, right), receives the Soldiers Medal from Brig. Gen. Michael Zerbonia, Illinois Army Guard's Assistant adjutant General, for his bravery in pulling a driver from a burning vehicle. (U.S. Army National Guard photo by 1st Lt. Aaron Ritter)



Arizona Air Guard's Staff Sgt. Matthew St. Onge, (left) a crew chief, and Staff Sgt. Ancel Miller, an electrical environmental specialist, receive Air Force Commendation Medals from Col. Randall Inman, their 161st Maintenance Squadron commander, for rescuing a woman after a head-on car accident. (U.S. Air National Guard photo by Tech. Sgt. Michael Matkin)

IG Web Page Updated

By Master Sgt. David Eichaker
Assistance Division Chief

The National Guard Bureau's IG web page has been updated to include archiving previous NGB IG newsletters for easier access to past editions.

If any IGs in the field have an idea to better improve the NGB IG content on the website, please contact MSgt David Eichaker at david.e.eichaker.mil@mail.mil.

We are still working on updating the '54' IG inboxes so if you haven't submitted your contact information to CW5 Pablo, please do so.



<http://www.nationalguard.mil/Leadership/Joint-Staff/Personal-Staff/Inspector-General/>

int-Staff/Personal-Staff/Inspector-General/ Inspector General - Person... x

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ALWAYS READY ALWAYS THERE

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Inspector General (NGB-IG)

Mission: To provide the Chief, National Guard Bureau (CNGB), as directed, with assessment of the economy, efficiency, discipline, morale, esprit de corps, relevance and readiness of the National Guard through an agenda of assistance, investigations and inspections in order to support the defense of our homeland and the Global War on Terrorism.

Vision: Serving as the eyes, ears and conscience of the NGB Command Group, members of the NGB-IG office will do their part to ensure that the 21st century National Guard is the best trained and ready Reserve military force in the world.

General Guidance for contacting the Office of The Inspector General
The IG cannot action request with incomplete DA 1559s or AF Form 102s.

In order to have an IG begin work on a matter, personnel must prepare a written IG Action Request Form 1559 or the Inspector General Personal and Fraud, Waste & Abuse Complaint Registration Form 102 COMPLETELY with all supporting documents for submission to their local IG:

- Army - Inspector General Action Request (DA 1559)
- Air Force - The Inspector General Personal and Fraud, Waste & Abuse Complaint Registration Form 102

National Guard Personnel Working/Assigned at State Level (T32) Please Note: Each State/Territory is authorized a Command IG from the Active Component that reports directly to The Adjutant General (TAG) of their State and the Chief, National Guard Bureau.

The link below provides contact information for the Inspector General's office for each state, territory and District of Columbia.
Inspector General's Office Roster (July 15, 2016)

Personal Staff Divisions
Personal Staff Overview
Inspector General
Judge Advocate
General Officer Management Office
Legislative Liaison
Public Affairs

NGB IG Newsletter
2016 4th QTR.pdf
2016 2nd QTR.pdf

ARCHIVED

Student Loan Program Significantly Reduced

By LTC David Eldridge
Inspections Division Chief

Greetings from Washington D.C., a nice place to visit. Although the Inspections and Analysis Division is only a shop of two, you can do a lot with two. Look at Batman and Robin, Rocky and Bullwinkle and Holmes and Watson, and who could forget the Blues Brothers. Just a few examples to remind you of the power of two.

NGB-IG completed the Student Loan Repayment Program (SLRP) inspection in February. Preliminary findings show the program working significantly better than two years ago, with the backlog of SLRP payments gone at the NGB level. The main challenge is getting Soldiers to annually submit the required documentation (a signed DD Form 2475 and student loan documents). Our next two inspections are Suicide Prevention Program (SPP) and Suspension of Favorable Personnel Actions (Flagging).

In coordination with DAIG’s Army-wide SPP inspection, we will inspect NGB (Army and Air), a sampling of our

states, then exchange inspection results with DAIG. In Addition to SPP, DAIG recently began an Army-wide “Gold Star Family Support, Army Casualty Assistance Program, and Survivor Outreach Services” inspection. The inspection teams will visit several states with the goal of identifying best practices for distribution. The recent emphasis of Army-wide inspections and concerns over “inspectionitis” led DAIG to create a SharePoint listing all known inspections and locations affecting Army units. The intent is to de-conflict and synchronize inspections and assist inspectors in determining which installations and states to visit. DAIG is collecting all known Army inspections regardless of the inspecting Agency (i.e. DoD, AAA, GAO). The challenge is collecting outside agencies’ schedules and locations.

Lastly, we’ve updated our portion of the NGB IG GKO website, located at <https://gkoportal.ng.mil/ngb/STAFF/D01/B02/S04/SitePages/Home.aspx>. You will find the most recent version of the following: previous NGB IG inspections list, NGB and DA Two Year Inspection Plans, and USPFO trends report and inspection schedule.

WBR Procedures Streamlined

By MAJ Chad Price
Investigations Division Chief

Hello from the NGB-IG Investigations Division. I would like to start by introducing SFC Danial Monzon (CAARNG) and SFC Jason Gogue (GUARNG) who are new to our investigations team. SFC Monzon started with us in September and SFC Gogue arrived at the end of January. Both are a great addition to our team, bringing with them a wealth of State and Territory expertise. They will be the primary points of contact to receive cases from DAIG and refer to the appropriate field IG office; it is highly likely you will receive an email from one of them if you haven’t already.

Key Updates - The Army IG Whistleblower Investigations and Oversight Branch (WIOB) hosted their quarterly DCS brief in February.

Just a little over half of the 54 National Guard Inspectors General offices dialed into that brief. It is highly recommended that you dial into these sessions, because that brief is used to disseminate the most current changes within the whistleblower investigative process. For instance,



Left to Right: Majors Chad Price, Adam Ray, and Nathan Wilson, SFCs Jason Gogue and Danial Monzon.

there are new advisement procedures to begin a WBR investigation. There is now a 10 day and 30 day “fillable” memo required during the initiation of a whistleblower action. These new procedures are more streamlined means to communicate whether to investigate or dismiss. Information regarding this process can be found in the newly published Section 9-1 of the A&I Guide.

If you did not receive the updated Section 9-1 it can be found on IGMET under WIOB Branch POC’s <https://ignetpentc2w1.ignet.army.mil/WIOB/Wb.aspx>. As always feel free to contact us with any inquires or assistance.

Who Should Receive IO Training?

By LTC Ron Schwickerath

Intelligence Oversight Division Chief

The NGB-IG intelligence oversight (IO) inspection team is helping the NGB J2 staff with a number of policy, instruction and methodology updates scheduled for release in FY 17. This quarter we recommend focusing on “who else should be receiving initial and annual IO training?” The obvious personnel are: individuals holding a military intelligence MOS or AFSC and personnel operating unmanned aerial system (UAS) or remotely piloted aircraft (RPA) systems. Now those are the easy ones that should be receiving training, but who else should be receiving training?

How about Commanders, Executive Officers, or Administrative Officers who oversee or direct intelligence or special forces— should they be receiving IO training? One common inspections trick, is to check the Commander or senior leaders. How about personnel controlling UAS/ RPA traffic in a control tower – are they trained? Should pilots be receiving IO training because they are operating sensors on their rotary or fixed wing airframe?

A recent questionable intelligence activity involved a unit training in a Title 32 status with a UAS. The air traffic control personnel controlling the aircraft were unaware of the left and right limits regarding UAS operations as described in the approved proper use memorandum. As a result, the state instituted procedures to mitigate future QIAs involving UAS operations that include mission spe-

cific training provided to personnel in the air control tower.

While inspecting a Military Intelligence unit in one State, we found a best practice in an IO standing operating procedure (SOP) which included four questions for subordinate units to “ask” when determining exactly what personnel should be receiving training. While these questions were taken out of a unit SOP and may not apply to all, we recommend this approach as a point of departure to dig deeper into your IO program to ensure you are training all the right personnel with regards to tailored IO training:

Are there any personnel with signature authority for the commander? Are there personnel assigned with an MI MOS/AFSC (regardless of duty position)? Are there personnel performing an intelligence analysis function not identified on an MTOE or UPMR (e.g. Company Intelligence Support Team (COIST))? Are there personnel performing an intelligence collection function not identified on an MTOE or UPMR (e.g. UAS operators)?

The National Guard J2 team is your best POC for intelligence oversight policy and procedure questions, but feel free to also ask our NGB-IG intelligence oversight team questions about IO inspections at ng.ncr.ngb-arng.mbx.ngb-ig-intelligence-oversight@mail.mil

IG Advanced Course Prioritized by NGB IG

By CW5 Frank Pablo

Operations Section Chief

The IG Advanced Course is a 5-day resident course to enhance the skills of experienced IGs in selected aspects of Inspections, Assistance, Investigations, and Teach and Train strategies to improve critical thinking and the quality of written IG products. The Army conducts three IG Advanced Courses per year. Graduates will receive a Certificate of Training.

The NGB IG prioritizes Advanced Course attendance focusing on those who need it for recertification (normally our Civilian workforce teammates), those who have nearly a year in position, and preferably a year remaining. Re-

member to send the name of the person you request to attend one of these courses to CW5 Francis Pablo, NGB-IG Operations & Support Division, at least two months prior to the start date of the course. The States/Territory are responsible to fund Civilian and Military IGs, M-Day/AGR T32 status, State IGs use funding provided by NGB.

| Advanced IG School Dates | | |
|--------------------------|-----------|---------------|
| Class Date | Class No. | Suspense Date |
| 3-7 April, 2017 | A-17-03 | Closed |
| 16-20 Oct, 2017 | A-18-01 | 1 Aug 2017 |
| 30 Oct—3 Nov 2017 | A-18-02 | 15 Aug 2017 |

**Currently, there is no AF IG advanced course*

Bi-annual Force Management Report Refined

By MSG Brandy Benitt / SFC Jonathan Lipscomb
Operations and Support Division

Greeting and Salutations to our Inspectors General (IG) in the 54 States, Territories, and District of Columbia. It is both our pleasure and goal to provide you the best customer service possible.

A "BIG" thank you goes out to each of the State IG offices for completion of the bi-annual Force Management Report for submission to DAIG. We have refined the system to reduce the amount of time required to complete the report. Although the State IG is the signature authority for the Risk Assessment, this document is valuable to your TAG as he/she assesses personnel priorities. As the Chief, National Guard Bureau (CNGB) Gen Lengyel and the NGB IG, Mr. West travel to the 54, the intent is to coordinate an opportunity to speak with the State IG. The TAG and IG should be in synch with the IG manning posture and impacts.

In February we sent out the updated version of the IG Nomination Checklist, the nomination process, and the discrepancies that may result in a disapproval or delayed approval.

One of the biggest discrepancies we see is the DA Photo. We have seen recent trends of improper placement of ribbons, devices, and including a thread that was very visible to the eye. All nominating IG offices must take the time to QA/QC their packets prior to submitting information to NGB-IGP. Additionally, the nominated Soldier is responsible to ensure their ORB/ERB is current/validated, reflecting the correct information; for example, the awards shown on the DA Photo are annotated on the ORB/ERB. If this is not the case, please attach support documentation to the packet. As a reminder, these packets are reviewed by The Inspector General (LTG Quantock) or by The Deputy Inspector General (MG Smith). We've included a couple of pictures of uniform issues for your reference. While uniform discrepancies may seem trivial, it's the DAIGs first indication of a Soldier and their IG's attention to detail. Let's make these "Right" so we can process "Forward"!

Improper Placement of Ribbons & Devices

- ⇒ Improper knot tie
- ⇒ Improper arm placement
- ⇒ Improper alignment of unit awards
- ⇒ Improper spacing of ribbons and devices
- ⇒ Ribbon rack does not match ORB/ERB



Knot Tie & Arm Placement



Spacing of Ribbons & Devices. Ribbons and ORB/ERB don't match



Unit Awards Alignment

Knowing the Government Car Rental Program

[Who can use the U.S. Government Rental Car Program?](#)

Military members and employees of the Federal Government, including the United States Postal Service, while in official travel status, and when such rental is authorized by the government.

[Why should federal government travelers use the U.S. Government Rental Car Program?](#)

The program is designed to meet the needs of the government traveler, offering quality rentals through approved vendors at over 10,000 rental locations. The Defense Travel Management Office (DTMO) administers the program through the U.S. Rental Car Agreement. This Agreement provides the advantage of reduced rates and special rental benefits such as: free collision/damage waiver or loss/ damage waiver and liability insurance coverage; no charge for drivers under the age of 25; and no charge for additional authorized drivers, unlimited mileage, and no minimum rental period.

[How do I show that I am qualified for the U.S. Government Rental Car Program when renting a vehicle?](#)

A traveler's official travel status is authenticated by either:

- 1- Presenting a travel authorization/order or Government Travel Charge Card (GTCC) when on authorized official travel
- 2- Making a reservation through the Defense Travel System (DTS) or the General Services Administration E-GOV Travel System (ETS)

The GTCC and/or travel authorization/orders do not guarantee that travelers are covered under the terms and conditions of the Agreement. The government rate must be booked and the Government Administrative Rate (GARS) must be charged.

[How do I know that I have a government rate?](#)

If you book your rental car through the DTS/ETS or go through your approved government contracted Commercial Travel Office (CTO) or Travel Management Center, you will receive the government rate. If GARS is on your contract, it indicates that you are being charged the government rate. Many of the participating rental car companies use the term "GOVT RATE" on their contracts; however, some do not. **It remains your responsibility to ensure**

that you ask for and receive the government rate when you pick up the vehicle.

[What is GARS?](#)

The Government Administrative Rate Supplement (GARS) is a daily fee (\$5 or foreign currency equivalent) and is intended to address those costs incurred by the rental company which are peculiar to doing business with the government. If you see GARS on a rental contract, you are covered under the terms and conditions of the program unless you operate the vehicle in a manner that would apply exceptions. See paragraph 18 of the Agreement for exceptions.

[If I rent a vehicle under the program, am I always covered for accidents or damage?](#)

In most cases, yes. However, there are exceptions listed in the U.S. Government Rental Car Agreement that void the terms and conditions of the Agreement. If the vehicle is being used in an unauthorized manner, travelers may be responsible for loss or damage. A complete list of the fourteen exceptions is listed on page under paragraph 18.b of the U.S. Government Rental Car Agreement at <http://www.defensetravel.dod.mil/Docs/CarRentalAgreement.pdf>

[Is training available that explains the U.S. Government Rental Car Program?](#)

Yes. DTMO offers a web-based course, "Rental Car Program" (formerly known as "Rental Car 101"), that provides an overview of the U.S. Government Rental Car program and covers rules and tips for renting cars when traveling. This course available through DTMO's Travel Explorer (TraX), is recommended for travelers who intend to rent a vehicle. Register through Passport, DTMO's web portal at www.defensetravel.dod.mil/Passport to access TraX,

Lessons Learned Can Benefit Units

By Lt Gen Anthony J. Rock

Air Force Inspector General

(article from www.my.af.mil) Full link below.

As we enter the New Year, let's recall the CSAF established the revitalization of our squadrons as a top priority. How can the inspection enterprise help our squadrons? One thing we've found imperative is a clear communication link between the Wing Commander, the Inspector General and the Wing Inspection Team in getting the word out to the squadron level. Part of this comm link is information concerning inspection findings or "lessons learned" that can be a gold mine of information on undetected risk. Unfortunately, units often overlook these vital elements and relegate these nuggets to "lessons identified," filed away because it happened at another unit. Rather than ignoring these lessons learned, getting it in a timely manner to the squadron level can be useful. We learn from our mistakes and, when it comes to inspections, we should be learning from the experiences of our fellow Airmen at other bases.

To elaborate, sometimes there's goodness that comes out of failure. Shining the spotlight on INEFFECTIVE reports may sound counter-intuitive, but it can unlock undetected risk in your own organization. The MAJCOM IG report provides a wealth of "there I was" accounts that can serve other units well. Often these counterpart units are a phone call away and it can be enlightening for Wing IGs to talk to their fellow IGs at similar units.

There is also goodness in the ability to develop and focus sustainable corrective actions for the long-term—not to just make it through the inspection or inspection relook. When a unit's UEI is below EFFECTIVE, it's a good idea to glean what we can as to the "why." MARGINALLY EFFECTIVE and INEFFECTIVE ratings often get much press through the "grapevine" of communication, but getting ground truth can best be accomplished by accessing the IGEMS Report-function. Here is where the Wing IG can step in to ensure that the flow of information and the accuracy of that information is crystal clear to the squadron leadership. Couple this with a "trust

-but-verify" approach to self-assessment and wings will be assured that the squadrons are getting the latest information.

Our forensics on the recent INEFFECTIVE ratings indicate an ineffectual CCIP and CIMB as contributing causes to the overall grade. As a result, some units failed to perform key aspects of their mission. In particular, local exercises that should have been indicators of substandard practices became stove-piped or marginalized by leadership elements at squadron or group level. In essence, the Wing Commander's supporting cast, the group and squadron leaders, did not practice a culture of critical self-assessment that can unlock barriers to risk identification and mitigation.

Back to the original question: How can the inspection enterprise help revitalize squadrons? Remember that inspection is a commander's program. The wing commander sets the tone by providing the clear Commander's Intent and Priorities. It is the wing IGs' responsibility to ensure that the identification and reporting of compliance gaps and seams are not hobbled by a culture of perfection or internal distrust. Trust your squadron commanders and use your IG and WIT to verify you're meeting mission requirements. Sometimes, due to OPSTEMPO or lack of experience across the wing, a unit may not have the requisite skills to validate compliance—in this case those relationships the IG has built with IG counterparts at other wings, can be brought to bear and will help you verify that you are meeting codified processes and procedures. We're all in this together.

Thank you for your Service and I truly look forward to working with you in 2017!

All the best,

Lt Gen Anthony J. Rock
Air Force Inspector General



Article Link: <https://www.my.af.mil/gcss-af/USAF/AFP40/d/sA4057E1F3A790E62013AD29829BA0DD1/Files/editorial/From%20TIG.pdf?programId=t2D8EB9D639C56C14013AE1B60B2130BC&channelPageId=sA4057E1F3A790E62013AD29829BA0DD1>



Army TIG Visits National Guard Senior Leaders

By Master Sgt. David Eichaker
Assistance Division

LTG David E. Quantock, The Inspector General, Office of the Secretary of the Army and MG Leslie C. Smith, Deputy IG, spoke with TAGs during the National Guard Senior Leadership Conference, Feb. 22. After speaking with NG senior leaders, they took time to meet with the NGB IG team.

One of LTG Quantock’s GSLC talking points included Allegations Against ARNG Senior Leaders:

1. What gets senior official reported (perception).
2. What gets a senior official investigated.
3. What gets a senior official substantiated.

Bottom Line: Perception matters...always try to "see" yourself and be aware of how others might interpret your conduct. If you don't, you may find yourself being investigated for actions you knew to be correct, but others perceived as misconduct.



LTG Quantock and MG Smith pose with the NGB IG Team during their visit after speaking at GSLC.



LTG Quantock speaks with MAJ Nathan Wilson and other members of the NGB IG Investigations team during his visit.



LTG David Quantock, Inspector General, U.S. Army, and Mr. Tony West, NGB IG, pose with National Guardsmen, after the February 10, 2017 TIGS graduation ceremony, class 17-02.



LTC Linda Gray graduated from the TIGS course, February 10, 2017, class 17-02. LTC Gray came here from the 28th ID HHBN, and is now assigned to the assistance division.

ROI Conclusion Paragraph Updated

By Mr. Nolan Corpuz
Chief, Training Division, SAF IG

MEMORANDUM FOR ALL MAJCOM-FOA-DRU/
JFHQ Inspectors General

SUBJECT: NOTIG 17-1 – Recommendations for Substantiated Cases

1. DOD has recently delayed the approval of two substantiated reprisal investigations because the ROI and/or the SAF addendum failed to include recommendations for complainant remedy and subject command action. 10 USC 1034, DODD 7050.06, and the DOD Guide for Investigating Reprisal have all been updated to mandate that recommendations be included in all reports of investigation. AFI 90-301 currently states that recommendations are optional, and if included should not be part of the ROI.
2. SAF/IGQ is in the process of updating AFI 90-301 and the Supplemental Guide but in the meantime, we are still obligated to conform to the law. Going forward,

please include the following paragraph after the conclusion paragraph in the ROI:

RECOMMENDATIONS:

A. In not substantiated cases, state:

“We make no recommendations in this matter.”

B. In substantiated cases, state:

“We recommend that the commander take appropriate corrective action regarding the substantiated finding;”

and

“We recommend that the complainant petition the Air Force Board for Correction of Military Records (AFBCMR) to reconsider [appropriate action based upon the case] based upon the substantiated finding(s).”

3. Should you have any questions, please contact my POC, Patricia Evans, at DSN 754-5261, commercial (202) 404-5271, or patricia.a.evans2.civ@mail.mil.

SAF/IGQ

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Mr. Matt Bartlett (Deputy) 202-404-5668

In-Take Management/Hot-Line

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Case Management

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Mr. Jeff Hanson 202-404-5352
Col Chris Grazzini 202-404-5353
Lt Col Kris Carter 202-404-5347
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SAF/IGQ Worldwide Training Conference

9-11 May 2017

The 2017 training conference is a unique opportunity for continuing education in the Inspector General business. Unlike past years, this event will strictly be an IGQ event, focused on changes to the complaints resolution system and evolving Air Force issues. The conference is scheduled for 3 full days; however, there is one period set aside for break-out sessions on Thursday, 11 May, as outlined in the Agenda paragraph below.

Here is important information for your registration and travel arrangements:

•**REGISTRATION:** Registration will be accomplished online through the NCC at the following address: <https://book.b4checkin.com/nationalcc/rlpv1/NegotiatedRates.asp?TID=32906&CompanyName=USAF%20WW&Category=Group> Please pay strict attention to the directions on the homepage to ensure error-free completion. In addition, please type "IGQ" in the Comments Box when you get to that point in the reservation process. Registration is first come, first served, but MAJCOM IGQ and ANG JFHQ staff members will be given top priority.

•**AGENDA:** The schedule and general information about the conference and the location will be available on the SAF/IGQ Air Force Portal page as soon as it is finalized. NOTETO MAJCOM IGQs: Time has been set aside for separate MAJCOM/FOA/DRU breakout sessions on Thursday afternoon. ANG and JFHQ-specific small group sessions have also been scheduled for Thursday afternoon. If preferred, you may schedule another period for the evening of either 10 or 11 May. If considering an evening session, be advised that there is a planned icebreaker on 9 May at 1900 and optional hands-on ACTS training/assistance starting at approximately 1830 on 10 May. Please contact us with your preference so room arrangements can be made.

•**TRAVEL:** Most attendees should plan to arrive on Monday, 8 May, and depart on Friday, 12 May. If planning to

depart on Thursday, do not schedule a flight departure time before 1900. Dulles International Airport is the closest major airport to the NCC (12 miles away).

•**UNIFORM:** The appropriate attire for this year's conference will be the utility uniform (Flight suits, ABUs, ACUs, khakis, etc.) for military members, and business casual for civilians.

•**TRANSPORTATION:** Rental cars are not necessary since all activities will be on-site at the NCC. The NCC offers scheduled shuttle service to/from Dulles International Airport at \$35 each way. A reservation must be made in advance, and the request form can be found at the NCC transportation link on the main page of the reservation website.

•**LODGING/PER DIEM:** As a condition of our contract with NCC, attendees will reside on-site at the NCC with breakfast, lunch and dinner meals provided. The room rate at the NCC is based on the max lodging and meals rate for Loudoun County (Lansdowne, VA), which is \$156 per day (+ \$5 incidentals), plus \$20.28 per day in taxes--a reimbursable expense.

SAF/IG will also be hosting two separate conferences at the NCC during the same time frame: *AFI 90-201 Rewrite Conference* and *8IXXX Planning Conference*. Information regarding the NCC (Registration, Transportation, Lodging/Per Diem) will be the same; however, attendance at these conferences will be via invitation only. Prospective attendees will be contacted directly by the respective conference POCs.

Mr. Nolan Corpuz (DSN 754-5645 / Comm 202-404-5645) leads this year's planning team. If you have any questions, please do not hesitate to give him a call.

Mark your calendars and register early to attend this superb training opportunity. We are certain it will enhance and fortify your IG expertise, as well as open up those treasured networking possibilities. We look forward to seeing you there!

2017 IGTC Training Dates

By Mr. Nolan Corpuz

Chief, Training Division, SAF IG

The FY17 SAF/IGQ training schedule is finalized! Once again, SAF/IGQ will offer six, one-week training courses, with training conducted at the National Conference Center in Lansdowne, VA. Additionally, the 2017 SAF/IG Worldwide Conference, will be held 9-11 May 2017, is also at the National Conference Center. Registration messages will be sent to the field asking for nominations for all courses, as well as the Worldwide conference.

The 2017 IGTC dates are listed below:

- IGTC 17C: 20-24 March 2017
- IGTC 17D: 12-16 June 2017
- IGTC 17E: 17-21 July 2017
- IGTC 17F: 21-25 August 2017

Worldwide Training Conference:

- 9-11 May 2017

All IGQ courses listed above, as well as the conference, will be held at the National Conference Center in Lansdowne, VA. Please contact your MAJCOM POC to sign up or email me at nolan.r.corpuz.mil@mail.mil. Additionally, DoD IG Whistle-blower Reprisal Investigations periodically offers a 3 1/2 half day investigating officer course at the Mark Center in Alexandria, as well as various locations around the CONUS and overseas.

Please contact Mr. Rich Leatherman at richard.leatherman@dodig.mil for a schedule and registration instructions.

Finally, if you're assigned to a Joint Command, you may consider signing up for one of DoD IG's three-week Joint IG courses offered in FY17.

The tentative dates are below:

- May 2017
- August 2017

Please contact Mr. Will Thomas at Wilfred.thomas@dodig.mil if you'd like to attend.

IGs in the Field



LTC Pedro Casiano, (center) Inspector General for the Virgin Islands National Guard, briefs Guard members during annual training, in preparation for the upcoming Vigilant Guard 17, VI Joint Force Headquarters, February, 2, 2017. (U.S. Army National Guard photo by Chenelle Brady/released)

The NGB-IG office needs images of your National Guard IG teams in the field. The intent is to feature Army and Air Guard members from the IG community performing their duties in the IG Observation quarterly newsletter. You can enlist the assistance of your local public affairs if needed. Remember OPSEC\COMMSEC when taking photographs. Email photographs directly to david.e.eichaker.mil@mail.mil

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