



“Q” Town Crier

... Words From IGQ

Col Tom Stark

In July, we welcomed Col (Sel) Marc Pagliaro to the AMC/IGQ team. Col Pagliaro comes to HQ AMC from a joint duty assignment as a J3 exercise planner in Korea. He’s a command pilot with C-141B airlift experience and a former commander. In mid-August, Col Pagliaro will become the new chief, inquiries and complaints division.

Marc—best wishes to you and your family at Scott and in your new duties!

I’ll be moving to a new IG position—chief, planning and scheduling division. It’s been an exciting 18 months learning and working the IG complaints business. I’ve thoroughly enjoyed the time working with the installation IGs/staffers, my staff, and SAF/IGQ. Thanks for the support.

Also this month, Lt Col Eterna Oehme took over for Lt Col Sam Griffin as the new SAF/IGQ Team 2 Chief. Eterna—good luck with your new SAF responsibilities. Also, welcome to SAF/IGQ Team 2 newcomer, Capt Alice Trevino.

On 30 July, Col Jim Marker, 375 AW/IG, retires

after serving 43 years in the Air Force. Col Marker is the current longest-serving active duty member in the Air Force. No one has handled the IG complaints business with more professionalism, compassion, and leadership than Col Marker.

Col Marker’s trademark response to how he’s fairing is a sing-song “Fannn-tastic.” We’ll certainly miss his positive enthusiasm.

Jim—thanks for the years of great service and the outstanding effort in the complaints arena. Best of luck to you and your family as you transition and depart for Anchorage, Alaska. God Speed!

AMC ACTS Data Recap

Mr Keith “Radar” Russell

We’ve attached a power point recap of AMC complaints data for Jan – Jun 02. Appreciate the hard work in the recent data call. Hopefully we all continue to get more comfortable and proficient with ACTS. Our goal is to make the end-of-year ACTS data crunch more efficient with fewer errors.

The numbers show that the overall IG workload for the first half of 2002 is on par with 2001.

Historically, the command/supervision and personnel categories are the target of most complaints, and 2002 is no different.

Additionally, the overall number of CAT I/II

July 2002

Inside this Issue

- Pg 1** - Words From IGQ
- AMC ACTS Data Recap (Jan – Jun 02)
- Performance Feedback
- Pg 2** - Words from SAF/IGQ on Case Management
- IIGTC Update
- Pg 3** - Inputs for 2002 AMC Installation IG Conference

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investigations is down as is the average time to complete the investigations. We feel that this is due to a more in-depth analysis prior to the start of an investigation and better case management by all IGs.

Performance Feedback

Lt Col Terry Dove

Recently, we've fielded several complaints regarding performance feedback and the lack thereof. Per AFI 36-2406, *Officer and Enlisted Evaluation System*, it's a ratee's responsibility to know when feedback sessions are due, request a feedback session if needed, notify the rater and, if necessary, the rater's rater, when required or requested feedback did not take place.

Per para 2.10, *Failure of Rater to Conduct or Document a Feedback Session*, "While documented feedback sessions are required by this AFI, they do not replace informal day-to-day feedback. A rater's failure to conduct a required or requested feedback session, or document the session on a PFW, will not, of itself, invalidate any subsequent performance report or (for officer) PRF."

Per the *Military Commander and the Law*, "A PFW is not an official record or Quality Force Management tool. It may not be used in any personnel action (i.e. involuntary discharge or control roster action) unless the ratee first introduces it or

alleges that the rater did not hold a required feedback session. Nonetheless, the rater may document a feedback session that may result in further administrative or judicial action on documents other than a PFW (such as a Record of Individual Counseling)."

Lastly, although it's the ratee's responsibility to ensure feedback is conducted and documented, the SQ/CC may ultimately be the one explaining the remark on the report that says "no feedback accomplished."

If Installation IGs note a problem at their base, we recommend that IGs discuss the problem with the base senior leadership.

Words from SAF/IGQ on Case Management

Capt Robb Reynolds asked that we share with the Installation IGs that the MAJCOM teams up at SAF are meeting weekly with Col Worth (SAF/IGQ) to discuss case management.

SAF/IGQ maintains oversight on special complaints (i.e. reprisal, O-6 allegations, congressionals, mental health evaluations).

Here are some SAF/IGQ ground rules. When cases are at the 179 days open point, Col Worth gets interested. When cases are at the 210 days open point, Col Worth will call the MAJCOM/IGQ. Finally, at the 240 days open point,

Col Worth will call the MAJCOM/IG.

Clearly, our goal in AMC is to close cases at or near the TIG's goals (45 days for CAT I and 120 days for Cat II).

We'll continue to monitor all open AMC Cat I/II investigations to ensure efficient and effective AMC case management.

We've attached the Jul 02 AMC Open Cat I/II investigation document. As the document shows, the command is doing a good job with case management. AMC is just under the TIG's Cat I goal and close on his Cat II goal.

Thanks for the hard work and keep charging.

Installation IG Training Course (IIGTC)

The next IIGTC course is scheduled for 5-9 Aug 02. For the remainder of the CY 02, SAF's tentative IIGTC schedule includes classes 9-13 Sep, 12-25 Oct and 2-6 Dec 02. Please, identify candidates for these remaining 2002 classes.

Several AMC IGs are dealing with PCS, retirement, and/or stop loss issues. Continue to work with your senior leadership to ensure there is an IG transition plan in place. Once new IGs are identified, coordinate with Capt Meyer to get an IIGTC slot. Historically, AMC gets four slots per class.

**Inputs For 2002 AMC
Installation IG Conference**

REMINDER: The HQ AMC Installation IG Conference is set for 28-31 Oct at Scott AFB (Airlifter's Hall). Lt Col Dove is asking for your inputs, topics, and/or suggestions. Please forward your ideas to him NLT 31 July. More to follow...