



“Q” Town Crier

... Words From IGQ

Col Tom Stark

The AMC IGQ staff is working hard in prep for the upcoming 2001 AMC Installation IG Conference. By now, everyone should have received the 3 Oct email announcing a change in the conference dates (23-25 Oct). Due to a cancellation in other IG activities, we had the opportunity to push up the conference 1 day. The new schedule will provide greater opportunity for interaction with the HQ AMC and IGQ staff and flexibility in scheduling return travel.

INSTALLATION IG TRAINING COURSE (IIGTC)

Recently, SAF/IGQ announced the cancellation of the 5-9 Nov IIGTC class. The next IIGTC classes are scheduled for 14-18 Jan, 11-15 Feb, and 11-15 Mar. With the Nov cancellation and fallout from the Sep class, I anticipate HQ AMC/JA, the 305 AMW, and 89 AW filling the Jan class. Recommend in addition to the IG, each base have one other IIGTC-trained individual available to serve in the IG's absence. As always, forward your nominees to IGQ. See SAF/IG's website (www.ig.hq.af.mil) for the complete FY02 IIGTC schedule.

INVESTIGATING OFFICER COURSE (IOC)

Planning continues for the upcoming IOC (16-18 Oct) at Travis AFB. Questions can be forwarded directly to the course POCs Lt Col Joe Dructor or MSgt Alex Muniz at DSN 837-2224. If you have a late request to add a student, please call Travis ASAP for consideration. MSgt Muniz reports class size a little smaller than expected. This is a great opportunity to take advantage of this SAF/IGQ course to train future IOs. Having trained IOs greatly enhances the overall complaint resolution process. Don't miss this opportunity.

2001 AMC ACTS DATA

Recently, we completed our review of the AMC Jan-Jun 01 ACTS database from the Jun data call. We'll present the data at the upcoming conference.

One conclusion we've reached is that the reported numbers for the first half of 2001 are significantly below the same period of a year ago. For example, the database shows the level of closed IG actions at approx 40% of the 2000 level. One could argue that IG business is down, but a more realistic explanation is that we're not inputting our contacts into ACTS.

IGs need to get involved--take a close look at your process for keeping ACTS up-to-date. Ensure that everyone in your office is

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Inside this Issue

Pg 1

- Words From IGQ
- IIGTC Update
- IOC Update
- 2001 AMC ACTS Data

Pg 2

- More ACTS Stuff
- Case File Quality Review Checklist
- AMC/CV Msg
- AMC/CC Msg

Pg 3 - Recent AMC Trends

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familiar with ACTS. Please make this a priority in the coming weeks—ACTS is the sole source for USAF complaint statistics. HQ AMC and the TIG depend on an accurate database for effective complaint trend analysis.

MORE ACTS STUFF

Capt Heather Meyer provides the following. Per AFI 90-301, para 1.31.1.2, "ACTS is the primary data collection tool for IGs at all levels. IGs create an entry in ACTS for any action defined as an investigation, referral, assist, records release, review, dismissal, rebuttal, or transfer." ACTS is the only method we have to analyze data, identify trends, and to accurately track our workload. Although it takes some effort it is vital that every contact, regardless of how the issue is resolved, is loaded into ACTS.

Additionally, per the ACTS User's guide, an IG action will only be assigned one File Reference Number (FRNO). For example, a complaint is filed with the AMC/IGQ office. The AMC/IGQ office determines the case needs to be transferred to another IG within the command. The IG receiving the transferal will continue to use the FRNO assigned to the case by AMC/IGQ. When loading the case into ACTS you will need to overwrite the automatically generated FRNO and insert the assigned FRNO.

If you have any questions regarding ACTS, please contact Capt Meyer or SMSgt Price.

CASE FILE QUALITY REVIEW CHECKLIST

Attached is the latest edition of the AMC case file quality review checklist. SMSgt Tom Price has provided the same checklist that we use when conducting a MAJCOM quality review. The checklist is similar to one used by SAF/IGQ. The checklist should not be used in lieu of AFI 90-301, but it's a great tool to help ensure all the critical elements are included in your case file. We strongly recommend you use this checklist before forwarding your case file to AMC.

AMC/CV MSG: Human Relations/Sensitivity Awareness

On 24 Sep, Lt Gen Marcotte released a message to all AMC CCs highlighting the following. Based on recent tragic world events, the unfortunate possibility of equal opportunity incidents could increase—notably those of Middle Eastern Descent. He reminded all of AMC's ZERO tolerance for unlawful discrimination. He charged all CCs to be even more vigilant and respond appropriately to possible acts of discrimination. The foundation for success is strong and effective leadership in creating and maintaining an environment,

which fosters trust, dignity, and respect.

Recommend IGs help echo this message and help CCs continue to be sensitive to all members of the Armed Services. As Gen Marcotte reminded—people are our #1 priority.

AMC/CC MSG: Leave/TDY Mgt During Op ENDURING FREEDOM (OEF)

On 26 Sep, Gen Robertson released a message to all AMC CCs highlighting the following. "Now that STOP LOSS and partial mobilization have been implemented, it's prudent to reinforce our leave and TDY guidance during OEF."

"Leave and TDY management remains at the discretion of each wing commander based on current, planned, and anticipated mission tempo. As always, CCs should use sound judgement when making leave/TDY decisions. A good rule of thumb is that the mission should not be shortfalled due to the number of people on leave or TDY."

Again, recommend IGs remain vigilant and provide appropriate feedback to CC.

Now, more than ever, play an active role to ensure that everyone on your base is familiar with the latest USAF, AMC, and Base policies and guidance. Work hard to keep the troops informed and to address their concerns.

RECENT AMC TRENDS

In the past months, we've seen a trend in congressional inquiries concerning base access. Three AMC bases have experienced incidents that have resulted in congressional inquiries.

In the first incident, a non-DoD civilian showed up at the base expecting to be granted immediate and unescorted access to the flight line. SFS acted properly and denied the civilian access.

This congressional ended in a short-notice personal PA tour for the civilian and a letter signed by the CC forwarded to a Senator.

In the second incident, a gate guard stopped a vehicle that didn't have a military decal. The guard kept the driver (mother) and a DoD dependent passenger (daughter with a sick child) in place at the gate for an hour until a local sheriff arrived to issue a ticket for an expired state driver's license. SFS should have let the daughter and child proceed on to the hospital.

This congressional ended with two letters and additional SFS/CC-directed training. The first letter was signed by the IG and forwarded to a Congressional office. In the second letter, the CC apologized to the mother for the extended delay.

The third incident involved a visitor who wanted access to the base for a personal driving visit. SFS acted properly and denied the visitor access.

This congressional ended with a letter signed by SAF/LL forwarded to a Senator. The base is exploring the possibility of adding monthly tours for people who have 1-2 individuals in their party.

Recommend you share these incidents with your base PA, SFS, and leadership. AFI 31-101 discusses policies and procedures for controlling access to AF bases. Interesting to note, each incident occurred before the Sep 11th terrorist attacks.

IGs need to gear up for additional complaints and inquiries in this area.