

**BY ORDER OF THE COMMANDER  
36TH WING**

**36 WING INSTRUCTION 90-401**

**7 MAY 2014**



***Special Management***

***HIGH-LEVEL INQUIRIES***

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction establishes policy and procedures for handling High-Level inquiries for the 36th Wing (36 WG) and outlines guidelines to answer inquiries from members of Congress and other High-Level inquiries based on AFI 90-401, *Air Force Relations with Congress*. These procedures are intended to ensure complete and accurate responses are released in a timely manner. It applies to all 36 WG organizations including geographically separated units (GSUs). Ensure all records created as a result of processes prescribed in this publication are maintained according to AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management System (AFRIMS) Air Force Records Disposition Schedule (RDS). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847 from the field through the appropriate functional chain of command.

***SUMMARY OF CHANGES***

This revision clarifies the 36 WG process for High-Level inquiries received by the Wing.

## 1. 36th Wing Policy Regarding High-Level Inquiries.

1.1. Members of the 36 WG will respond promptly, accurately and fully to all High-Level inquiries. For the purpose of this instruction, High-Level inquiries are defined as requests for information originating from the White House, Members of Congress or their staffs, and Government of Guam Officials or their staff that go beyond the level of routine communication. High-Level inquiries normally flow via the Secretary of the Air Force, Office of Legislative Liaison (SAF/LL), but may come to the 36 WG directly from the source.

1.2. If a High-Level inquiry is received directly by a 36 WG unit, contact the 36 WG/IG for directions on answering the query. The 36 WG/IG will coordinate with SAF/LLI to determine response actions to inquiries. The 36 WG/IG is responsible for ensuring the 36 WG/CC is aware of all High-Level inquiries. See Attachment 2 for High-Level inquiry checklist.

1.3. The 36 WG/CC is the approval authority for all responses to High-Level inquiries. *Exception:* 36 WG/JA will follow procedures described in AFI 51-201, *Administration of Military Justice*, when responding to requests for information from AFLOA/JAJM.

1.3.1. The 36 WG/CC will sign all responses to High-Level inquiries. The 36 WG/CC may delegate this to the 36 WG/CV or a Group Commander on a case-by-case basis.

## 2. 36 WG/IG Responsibilities.

2.1. The 36 WG/IG will be the POC for all High-Level inquiries affecting the 36 WG.

2.1.1. Upon receipt of an inquiry, the 36 WG/IG will immediately coordinate with the 36 WG/CC (36 WG/CV if the 36 WG/CC is unavailable), and JA (if necessary) to determine an OPR and establish a suspense for the response. For issues pertaining to US Navy resourcing or policy, 36 WG/IG will refer the matter to the JRM IG to develop the response for Andersen AFB Base Commanding Officer approval.

2.1.1.1. Responsibility for drafting replies to High-Level inquiries rests with the OPR at the flight, squadron, group, or division level with the functional expertise to answer the question.

2.1.2. 36 WG/IG will notify the OPR of tasking and suspense.

2.1.3. 36 WG/IG will route the signed response in accordance with AFI 90-401, *Air Force Relations with Congress*.

## 3. 36 WG OPR Responsibilities.

3.1. OPRs will prepare an in-depth response that accurately answers all questions or concerns.

3.2. IAW AFI 33-332, *Air Force Privacy Act Program*, and DoD Regulation 5400.11, *DoD Privacy Program*, Privacy Act records may not be released unless the subject of the record consents in writing through a Privacy Act Release statement (Attachment 4), or the release is authorized as an exception to the general rule of non-disclosure. Contact 36 WG/JA for assistance. For personal medical information, a Health Insurance Portability and Accountability Act (HIPAA) release statement is generally required. Contact the 36 MDG for assistance with HIPAA information.

3.3. Timely response to High-Level inquiries is a command metric. **OPRs will ensure responses are provided by the established suspense dates.** The suspense date is the day the response will be ready for 36 WG/CC final review and signature. If a final reply cannot be forwarded within the established suspense date, immediately notify the 36 WG/IG. Do not attempt to contact the tasking agency for an extension. **Do not** wait until the suspense due date to request an extension.

3.4. After all internal and lateral coordination is accomplished, the response will be delivered to the 36 WG/JA, then to 36 WG/IG. The OPR may hand deliver or email the response to the next office as required. OPRs will prepare an Air Force Form 1768, *Staff Summary Sheet*, or prepare an E-SSS with an appropriate response attached.

3.4.1. The 36 WG/IG will review the response and forward to the 36 WG/CV and 36 WG/CC, as required.

#### **4. Follow-up Action.**

4.1. If the inquiry reveals an actual deficiency, follow-up action is required. The appropriate commander or division chief and the IG will determine if the deficiency is a one-time occurrence or if a systemic problem exists.

4.2. If a systemic problem exists, the 36 WG/IG will write a finding against the appropriate flight, squadron, group, or division.

4.3. The appropriate flight, squadron, group commander, or division chief will develop and implement a corrective action.

4.4. The 36 WG/CC is the approval authority for corrective actions.

STEVEN D. GARLAND  
Brigadier General, USAF  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DoD Regulation 5400.11, *DoD Privacy Program*, 14 May 2007

AFPD 90-4, *Relations with Congress*, 14 Jun 2012

AFI 33-332, *Air Force Privacy Act Program*, 16 May 2011

AFI 90-401, *Air Force Relations with Congress*, 14 Jun 2012

AFMAN 33-363, *Management of Records*, 1 Mar 2008

***Adopted Forms***

**AF Form 847**, *Recommendation for Change of Publication*

Attachment 2

CONGRESSIONAL INQUIRY CHECKLIST

Figure A2.1. Congressional Inquiry Processing Checklist

	ACTION	Date	Inits
1	Congressional inquiry received by unit from AFPC, HHQ, or direct from congressional source		
	Immediately notify 36 WG/IG (366-6845/FAX 366-3330)		
2	36 WG/IG will:		
	Within 24 hours, inform 36 WG/CC (36 WG/CV when CC is off station)		
	Within 24 hours of receipt of congressional inquiry (not from IG or LLI channels), IG will send an acknowledgment to the congressional member or staffer that SAF/LL will send a final reply. <i>Exception</i> -Inquiries received directly from Guam congressional members or staffers will be answered as directed by the 36 WG/CC		
	36 WG/IG will contact HQ PACAF functional OPR and HQ PACAF/CCX for specific guidance, as necessary		
	36 WG/IG will task the appropriate unit to prepare response and that unit will assign an action officer by COB the day of notification		
	36 WG/IG will enter all required documents into ACTS		
	Unit Action Officer will:		
3	Coordinate suspense with 36 WG/IG		
	Discuss investigation techniques with 36 WG/IG or 36 WG/JA. Identify the functional experts or subject matter experts that can advise during the writing process		
	Prepare inquiry response using the provided response template		
	Prepare inquiry response in coordination with unit commander and 36 WG/IG (see attachment 5)		
	Prepare inquiry response staff coordination package (see attachment 3) --Package will be sealed and directed "eyes only" to the next office		
	Electronic packages must be encrypted		
	Route SSS through the appropriate group commander, 36 WG/ JA, 36 WG/IG, 36 WG/CV and then 36 WG/CC for signature. Draft will be to 36 WG/IG no later than 1 business day prior to suspense		
	Omit group commander coordination for all tenant units --36 WG/IG will work with tenant units to determine off-base command chain coordination		
	Inquiry Closure		
	36 WG/IG will send reply to 11 AF/CV, requesting agency, in turn. Guam Congressional inquiries will be sent to the office of inquiry or as directed by 36 WG/CC.		
36 WG/IG will send an electronic copy to PACAF/CCX and PACAF/IGQ			
36 WG/IG will enter response and supporting documents into ACTS			

NAME OF ACTION OFFICER \_\_\_\_\_ ACTS #FRNO \_\_\_\_\_

SUSPENSE TO 36 WG/JA \_\_\_\_\_

SUSPENSE TO 36 WG/IG \_\_\_\_\_

## Attachment 3

## STAFF SUMMARY SHEET EXAMPLE

Figure A3.1. Staff Summary Sheet Example

<p>Minimum coordination required:</p> <p>OPR-Action/Coord <i>(This is the functional expert who writes the response)</i></p> <p>Group CC - Coord</p> <p>36 WG/JA - Coord</p> <p>36 WG/IG - Coord</p> <p>36 WG/CCEA - Log</p> <p>36 WG/CV - Coord</p> <p>36 WG/CC - Sign/Release</p> <p>36 WG/IG - Action</p> <p>Subject: Congressional, Presidential, etc. Inquiry,</p> <p>Summary:</p> <p>ISSUE: Respond to inquiry from name of Congressperson with state in () or name of official and title regarding name of complainant, unit, and general nature of issue, e.g. separation, Article 15, son/daughter's well-being.</p> <p>BACKGROUND: Briefly present the events leading to the inquiry. Use tabs to provide documentation or more in-depth information.</p> <p>DISCUSSION: Describe the thought process used to arrive at the answer and provide any additional information in the tabs to support the discussion.</p> <p>CONCLUSION(s): Address any conclusions that you might draw. If none, leave this section out.</p> <p>RECOMMENDATION: 36 WG/CC approve release of draft response at Tab 1 (item for approval or signature should always be at Tab 1).</p>
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Attachment 4

PRIVACY ACT RELEASE EXAMPLE

Figure A4.1. Privacy Act Release Example

**PRIVACY ACT RELEASE**

**Authority:** AFI 90-401.

**Purpose:** To obtain personnel information.

**Routine Uses:** This information will be disclosed in response to either a Presidential or Congressional inquiry. If a third party initiated the inquiry, this information will also be provided to them. Third party names(s) will be provided to you.

**Disclosure:** Voluntary. However, failure to furnish information will result in no information being released.

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1. \_\_\_\_\_ I do not authorize the United States Air Force to release any Privacy Act Protected information concerning **(enter subject)** to **(person filing congressional)** and to Congressional office holders, their staffs, and any person or agency requesting it in the course of their duties.

2. \_\_\_\_\_ I do authorize the United States Air Force to release any Privacy Act Protected information concerning **(enter subject)** to **(person filing congressional)** and to Congressional office holders, their staffs, and any person or agency requesting it in the course of their duties.

\_\_\_\_\_  
**(Airman's Name), Rank, USAF**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**(Enter Witness), Rank, USAF**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**Date**

## Attachment 5

## CONGRESSIONAL RESPONSE

Figure A5.1. Congressional Response Memorandum

	<p>DEPARTMENT OF THE AIR FORCE HEADQUARTERS, 36TH WING (PACAF) ANDERSEN AIR FORCE BASE, GUAM</p>	<p>Date</p>
<p>Brigadier General Steven D. Garland Commander, 36<sup>th</sup> Wing Unit 14003 APO, AP 96543-4003</p>		
<p>The Honorable Madeleine Z. Bordallo 2441 Rayburn House Bldg Washington, DC. 20515</p>		
<p>Dear <b>(enter elected official or staffer's name)</b>,</p>		
<p>Thank you for your inquiry regarding <b>(issue)</b> on behalf of <b>(enter name)</b>. A thorough review of the circumstances was conducted and a signed HIPAA disclosure (or Privacy Act Release) from <b>(enter name)</b> made it possible to openly discuss the findings in our response.</p>		
<p>Provide any background information and list the overarching guidance, DoDI or AFI that provides policy or instructions on the issue. Verify inputs with functional expert on base to ensure relevant information is current. Focus on providing a solution as you answer the questions thoroughly, framing the answers relative to the questions. If a process is being followed correctly then no issues however if an apology is appropriate then acknowledge the error and what is being done to solve the problem.</p>		
<p>List other resolution routes (as appropriate) that may be helpful (example, AFI 36-2406, Officer Evaluation Systems or AFI 36-2603, Air Force Board for Correction of Military Records).</p>		
<p>Thank you for the opportunity to reply to this inquiry. Please do not hesitate to contact me or <b>(enter 36 WG/IG name)</b>, 36 WG/IG at 671-366-6845, with any further questions.</p>		
<p>STEVEN D. GARLAND Brigadier General, USAF Commander</p>		