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Journal for the Certified Forensic Interviewer

cfinsider

Journal for the Certified Forensic Interviewer



Letter from the Chairman of the CISA Advisory Committee



Chairman CISA Advisory Committee

We have some exciting news regarding a new member of the CFI Advisory Board. We have issued an invitation for Melissa Mitchell, Director of Loss Prevention, LifeWay Christian Stores to join the Advisory Board. She has accepted our invitation to join and will be with us at our annual meeting in Chicago in November.

For those of you who may not know Melissa she is a loss prevention veteran who offers thoughtful well spoken advice. She has served with the National Retail Federation Loss Prevention Advisory Council. With over 20 years experience in the loss prevention field she has held the positions of store detective, district manager, regional manager, and finally Director. She also participates as a mentor for the Women in Loss Prevention Caucus.

I have known Melissa personally for years and can guarantee she will be a strong asset in supporting the CFI designation.

On another note we are beginning to develop the seeds of an organization with CFI's gathering in groups around the country. In some instances, these gatherings are part of the NRF's Investigators Network where large numbers of CFI's and other investigators get together to discuss common problems in the industry. One of the largest of these groups is in the New York area. They have taken the next step of putting together a group

of speakers to discuss behavior, legal aspects, and issues related to the interviewing.

We anticipate over the next year an association will be developed to bring these chapters under a common umbrella. We will be sending out surveys in the coming months to determine interest and the direction a possible association should take. We value your input and look forward to a strong response to future surveys.

Finally, we would ask each of you to be an ambassador for the CFI designation. Put the CFI after your name on personal communications and talk about it with those who may be unaware of this steppingstone for their careers. If each one of us could bring in one new member we could double the size of our group in one year.

Sincerely,
David E. Zulawski, CFI
Chairman of the CFI Advisory Board

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Hello from the Editor

Joe Nay, CFI
Heinen's Fine Foods

Welcome back for another edition of your CFInsider! I hope you find the journal informative and equal to the best our profession has to offer... you, the CFI.

Last month I enrolled in a Wicklander-Zulawski seminar led by Michael Reddington, CFI and I want to share with you my thoughts as I spent two days with Mike. Watching and listening to a professional of his caliber made me proud to be a part of this fascinating industry, and spending those two days with Mike made me want to be an even better interviewer and ambassador for forensic interviewing. Besides teaching the X's and O's of an interrogation, Mike hammered away at the high standards at which he and our industry expect us to operate. Mike stated that an interviewer should be committed to finding the truth, treating suspects with the highest level of respect, and utilizing only ethical and legal techniques while interviewing. Anything less than this is unacceptable because "you are better than that," Mike said. Let me tell you, that really hit home with me. Mike summed up in 5 words what I have been preaching for 5 years as an editor of the CFInsider. We are the best at what we do... anything less is unacceptable.

During his presentation it dawned on me how important his message is for all of us to hear. It didn't matter if we were new to the field or a grizzled veteran. Mike challenged us to represent our industry at the highest level of moral, ethical, and legal standards, and to resist the temptations of sloppy interviewing and poor technique as we do our investigations. My take-away from this class was that I, personally, have to do more to be a positive force in my field. I have to reach out to new interviewers in our industry and make clear to everyone I work with that they can expect, and should demand, the highest standards of professional behavior from me.

In a way that is what the CFI certification

represents...CFI tells everyone who comes into contact with us that we are committed to the highest professional standards and they should expect nothing less from us. If you have yet to achieve your CFI certification please make it a personal goal to study for and attain it. If you are a CFI please share your skills and knowledge with your peers. Discuss your successes and set-backs. Share your thoughts and feelings of what makes you a CFI, and what makes CFI's the foundation our industry rests on. I hope you find this edition interesting, and I also hope to see all of you soon.

CFI Scholarships Nominations

Time to expand the CFI! We would like to offer two free CFI Scholarships, to include a CFI Preparatory CD Rom and the CFI Examination (\$845.00 value). One scholarship will go to an individual in the private sector and another to someone in the public sector.

Potential recipients will need to be nominated with a letter explaining why they should be chosen to receive the scholarship. We will then select the winners at the CFI Advisory Committee Meeting to be held November 10, 2010. The winners will be previewed in the next issue of the CFInsider.

The minimum requirements for the nominees will be:

- 1) Qualify under current standards and eligibility requirements.
- 2) Must be someone that clearly has the desire to be a CFI.
- 3) Currently holds a position with interviewing responsibilities.

Please make sure all areas are covered in the letter for the person being nominated. Go out and find someone you think deserves this honor.

Please forward all letters to [Wayne Hoover](mailto:Wayne.Hoover).

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Legal Aspects

Berghuis v. Thompkins, 560 U.S. (2010)

In further defining the Miranda decision the United States Supreme Court addressed the right to remain silent in the case of *Berghuis v. Thompkins*, which was decided on June 1, 2010. This case addressed the invocation and waiver of the right to remain silent in the Miranda decision.

The United States Supreme Court in *Miranda* set out a specific set of warnings which must be given to individuals who are in custody and going to be interrogated. A suspect, who is in custody must waive his rights before any of his incriminating statements can be used against him at trial. In the alternative, the suspect might also invoke his right to silence and make no statement at all.

Most cases involving *Miranda* revolve around several issues. Whether or not a suspect was in custody at the time he made his statement and should have been given his *Miranda* rights. Second, the interrogation and how it was conducted. And third, the warnings themselves and the suspect's waiver of them.

In *Berghuis v. Thompkins* the issue revolves around the waiver of *Miranda's* right to silence. *Thompkins* was arrested for a shooting which occurred in Southfield, Michigan. After being taken into custody he was questioned by two detectives who advised *Thompkins* of his *Miranda* warnings. To make sure that *Thompkins* could understand English they asked him to read the *Miranda* warning form out loud. He subsequently refused to sign the form and officers preceded with the interrogation.

Thompkins at no point during the interrogation indicated he wanted to remain silent, not talk with the police or request an attorney. In fact, *Thompkins* remained silent for almost the entire three-hour interview. After approximately 2 hours and 45 minutes of interrogation *Thompkins* was asked by one of the detectives if he believed in God. *Thompkins* replied affirmatively. He was then asked if he prayed, and again he said yes. The detective then asked, "Do you pray to God to forgive you for shooting that boy?" Again, *Thompkins* replied yes. He refused to make any form of written statement and the interrogation concluded.

Attorneys for *Thompkins* filed a motion to suppress the statements he made during the final moments of the interrogation asserting that his right to remain silent have been

violated. The circuit court denied the motion and allowed his statements to be used at trial. *Thompkins* was convicted of first-degree murder.

The Michigan Court of Appeals rejected the claim as well and the Michigan Supreme Court refused to address the issue. After working its way to the United States Court of Appeals *Thompkins'* case was reversed. On June 1, 2010 United States Supreme Court reversed the 6th United States Circuit Court of Appeals and determined there was no *Miranda* violation.

Thompkins had argued that his failure to speak during the first two hours and 45 minutes of his interrogation invoked his right to remain silent. The United States Supreme Court disagreed. The Court said remaining silent in the face of questioning was not a clear and unambiguous invocation of his right to remain silent. The Court reasoned that just like asking for an attorney the suspect's response should be clear and unambiguous to be effective.

While there were other components to the defendants appeal the courts clarification that the suspect's response in desiring to remain silent should be clear and unambiguous to be effective was most work in clarifying the decades old *Miranda* decision.

Join the CFI North East Chapter

Linkedin will be our primary means of communication about the CFI NE Chapter. The reason for this is that on linked in, everyone is responsible for updating their own information which makes it easier and more efficient to send out updates. [Click here.](#)

Are You Carrying Yours?





Successful Interviews

Thomas F. McGreal CFI

On a cold winter morning Chicago detectives responded to a homicide that occurred on a public street on the west side of the city. The assigned detectives conducted a canvass of the neighborhood seeking witnesses to the occurrence. Detective Jackie Mok, under the ever-watchful eyes of nearby onlookers, knocked on the door of a local resident. An elderly woman responded to the door. Detective Mok began to identify herself as the woman shouted, "I didn't see anything." Detective Mok, in visible discomfort, complained about the cold weather and asked if she could step in the hallway to warm herself. After a brief hesitation, the woman agreed. While standing in the foyer, Detective Mok asked the woman, "How can you stand living with all this violence? You must be in constant fear." An immediate connection was made between Detective Mok and the woman. After a short conversation the woman shouted towards the interior of her home, "Belinda, come and tell this lady what you saw."

Why do citizens respond to some officers and not to others?

The answer may be in the approach. Successful interviews are often conducted by officers who are sincere, respectful, and go out of their way to put a witness at ease. Recognizing and overcoming common fears is paramount. Detective Mok recognized that she was not going to obtain any information from a woman who did not want to be seen talking to the police. Seeking shelter from the cold was a tactful way of obtaining privacy. Once inside the foyer, Detective Mok continued to build rapport with the potential witness. She expressed an understanding of the woman's apprehension. It was at this point that a bond was created between the two women. Detective Mok was no longer a government official but a person who was sincere, respectful, and concerned about the witness's fears and concerns.

A vast majority of citizens want to cooperate with the police but are fearful for their safety and the safety of their families. Many times these individuals are concerned about testifying in court. Few persons will divulge detailed information to a public official in full view of others. Some persons don't want to get involved. Unless these fears and concerns are relieved very few interviews will be successful.

Developing Rapport

Police officers and investigators are often unaware of routine practices that inhibit successful interviews. I would like to share a few lessons learned while working over thirty years in law enforcement. Knowledge may be gained from many of the topics I discuss whether the reader is employed in the public or private sector.

Officers should always identify themselves leaving no doubt about their identity. I attempt to develop rapport and lessen the witness's fear of public officials by giving my first and last name prior to identifying my position (e.g. "Hello, my name is Tom McGreal. I am a investigator assigned to the Cook County State Attorney's Office.") In many instances, the person will then begin to ask questions, such as "what happened?" Witnesses are often frustrated when it appears that they are giving answers to numerous questions and getting no answers in return. If possible, answer reasonable questions with general responses. Never give specific answers regarding the crime or crime scene. This may jeopardize the case when a suspect is questioned. Respectfully explaining to the witness why he/she can not receive more specific information is often accepted. The majority of citizens want to cooperate with the police and understand a basic concept of police procedure.

Interviews should not be conducted while wearing sunglasses. The sunglasses create a barrier, inhibiting the person interviewed from looking into an officer's eyes and forming an opinion regarding his/her sincerity and trustworthiness. The practice also reinforces the image of a public official who has little concern for the citizen's welfare. Also, small practices, such as wiping one's feet on a doormat or the removal of a hat when entering the home of a witness may display a feeling of respect.

I recall an incident that occurred when I was a child. A heating malfunction, originating near a basement oil tank, occurred in our home. As my father was attempting to stop the fire at the source, my mother called the fire department. The responding firefighters entered our home at the front door proceeding to the basement. Foam was used to prevent a potential disaster, causing the house to be filled with smoke. The smoke damage was devastating. The interesting result of the occurrence was the opinions of my father and mother regarding the event. My father believed the firefighters caused the resulting damage because of their use of foam. My mother had a completely different view of the incident. "Tommy, every fireman wiped their feet at the door as they came into the house." To this very day, my mother has a positive view of

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the responding firemen. How powerful, but effortless, a gesture can be. How much effort would it take for a male investigator to remove his hat when speaking with a woman, entering an elevator, or even a home? The act doesn't have to be obvious. Merely running your hands through your hair after removing your hat would effectively make the act appear natural. The message of respect would be sent, even if at a subconscious level.

Because of the authority of the investigator's office, many interviews begin with a subject voicing resentment over the lack of responsiveness by other investigators in non-related issues. Do not dismiss these concerns. This is a critical time in the investigator's quest for rapport. The perception of the person interviewed is his or her own reality. Ignoring their complaints may maintain the belief that investigators are only concerned about gathering information that will satisfy their own needs. Merely taking a few moments to allow the subject to vent their frustrations may be sufficient. The jotting down of information relevant to their complaints will create the impression that the investigator is listening to the grievance. The recording of the subject's information may even help solve a case, non-related to the issue at hand. At the very least, the investigator will have created the impression that he/she is concerned about the subject's needs.

When there is a necessity to interview multiple witnesses that are acquainted, each of the interviews should be conducted separately. If not, the interview of the strongest personality will prevail. An example of this may occur when the officer questions the witnesses regarding the height of an offender. Witness number one may say that a person was 6'0". Witness number two will interject that the person was only 5'7", convincing witness number one to change his/her own perception of the person's stature. Successful interviews should depend upon individual perceptions of reality, not a compromise between opposing views. Even if an interview is conducted in a witness's home, it may be necessary to request separate interviews. Hopefully, the interviewing officer/investigator has established enough rapport that the request will be granted. It may also be necessary to request that other distractions be eliminated (e.g. television, radio, screaming children.)

If at all possible, an interview should be conducted on the same level as the person interviewed. I find that my best results were obtained when both the witness and I were seated. Although, there have been instances when this was difficult. I, as many officers, have experienced homes that were rife with vermin. In many of these cases, I politely thanked the resident and explained

that my back was sore from many hours seated in a car. In some cases, I did sit, realizing the importance of the particular interview. It is imperative that the officer/investigator does not display revulsion or a feeling that the home is, in some way, a departure from the normal. The main concern is the establishing of a bond which will lead to a successful interview.

Police officers and investigators often respond to homicides or serious batteries that occur in taverns, lounges, or other business establishments. If the police response is prompt, as many as fifty to seventy-five patrons may be at the scene of the occurrence. In these instances, the responding officers often secure the premises, believing the offender is still in the immediate area. The responding investigators must begin their investigation prior to eliminating any of the occupants as possible offender(s). Privacy is limited and cooperation is scarce. In cases such as these, the initial interview often suggests that the only occupant who was not in the bathroom at the time of occurrence is lying on the floor of the bar room. Former Chicago Detective/Trainer James Clemens often speaks to this issue, believing that privacy is often in the eyes of the person interviewed. During his training sessions, Detective Clemens notes that just stepping into an unoccupied corner, positioning the witness with his back to the crowd, and the exaggerated lowering of one's voice can give the illusion of privacy and the appearance that the police officer/investigator is concerned about the welfare of the person interviewed. In some instances, this is all that is needed to coax a reluctant witness to cooperate.

It is very difficult to conduct successful interviews within the sight and hearing of others. If privacy, or the illusion of privacy, can not be obtained, the interviewing officer or investigator should attempt to obtain from a reluctant witness as many verified identifiers as possible, i.e. driver's licence, social security card, birth certificate, photo-identification or any official document that will verify their identity. Future interviews may be conducted in a more suitable environment. The interviewer should also supply a reluctant citizen with a business card, providing his own identity, place of employment, and telephone number. The witness may only fear talking in front of others. In some cases, witnesses have attempted to contact investigators even before they returned to their office.

The ability to develop and maintain rapport seems natural to some but elusive for others. Those investigators who are successful seem to have similar attitudes. Like Chicago Detective Jackie Mok, they are sincere, respectful, and concerned about the subject's

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fears and concerns. They have the ability to take themselves out of the role of a government official and assume the role of a person respected. Those investigators who have problems developing rapport may have to look at their own attitudes. What perception are you creating when conducting an interview?

Thomas F. McGreal retired from the Chicago Police Department, as a Homicide Detective, with over twenty-nine years of service. He is currently employed by the Cook County State's Attorney's Office as an investigator in the Post Conviction Unit. Thomas McGreal is a Certified Forensic Interviewer and Speaker employed by Wicklander-Zulawski & Associates, Inc.

CFI Profile

If you would like to profile a CFI, we would love to add that to the newsletter, so other CFIs can be made aware of those out in the field. If you would like to be profiled, we have interviewers that can talk to you so we can share what you are doing with others. Please contact [Wayne Hoover](#) for details.

Speakers Wanted

A number of conferences are requesting applications for speakers for 2011. Last year saw a record number of CFIs presenting at these conferences, and we would like to see the trend continue. If you have information to share with others in our industry, please make sure to fill out the applications to be a speaker at events. If you are looking for conferences to speak at, please contact Wayne Hoover and he can direct you to the applications.

Article Submissions

All CFIs are invited to submit articles, book reviews or other materials for publication. Submission of an article to CFI Insider does not guarantee it will be published.

CFI Insider reserves the right to edit any article for grammar, clarity, and length, but the content or opinions contained therein will be those of the author.

Publication of an article, its contents, and opinions do not necessarily reflect the opinion or beliefs of CFI Insider or the Advisory Committee.

Letter to the Editor

Response to Letter from the Editor in the CFI Insider 2010 Issue 1

Cary,
Thanks for the great job on the CFI Newsletter. I always enjoy reading it and checking out the links to other sources.

I did want to give you some more information on the article "Police Technique Troubling", which might put the officer's actions in better context. You noted,
"The use of long silence, such as the officer used here, is rarely effective in obtaining a confession or admission."

This, more than likely, was not the officer's intent. This technique was taught to me when I was police officer to be used in cases where the suspect has invoked their Miranda Rights.

We all know that in *Miranda v. Arizona*, The Supreme Court stated that questioning cannot continue once a suspect has invoked their rights to remain silent and to counsel.

This was further defined in *Edwards v Arizona* to forbid subsequent attempts to interview a suspect after they have invoked their rights.

However, in *Oregon v. Bradshaw*, the Supreme Court held that someone who has invoked their right to silence and counsel can subsequently voluntarily waive those rights, if they initiate conversation directly related to the investigation. The police are then allowed to obtain a voluntary waiver of the person's rights, and continue questioning, without any violation of *Miranda v. Arizona* or *Edwards v. Arizona*.

We were taught that once a person has invoked their rights, simply stop talking and stay with them in the room for a short while. The silence can be deafening, and often times, that person is wanting to know information about the investigation or the evidence against them. They may re-initiate conversation with questions like, "Well, what is going to happen to me now?" or "So, why did you arrest me and not my cousin?" Once they have done this, you can ask if they want to talk about the investigation, that they don't have to, and that you will need them to sign the Miranda waiver to continue.

So, while I think 49 minutes of staring at a person is excessive, I doubt the intent was for a confession, but rather for a re-initiation. The suspect was intelligent, and did not re-initiate conversation.

Randy Tennison, CFI



Integrity Starts at Home

Kym Willey, CFI, SPHR

Regional Loss Prevention, Luxottica Retail

A respected colleague of mine was challenged a few years ago to develop a program addressing integrity for the company we both work for. After a lot of research, the program "Building a Culture of Integrity"¹ was rolled out. The program revolved around the concept that culture was responsible for employee theft, or the lack of. When I had the opportunity to review the program, I wholeheartedly agreed. But recently I began to wonder if that culture starts way before the employee begins work.

As a mom of two boys, I'm constantly challenged on teaching them the value of integrity. Both of them know that lying will result in double punishment and my husband and I try to teach them to always do the right thing, even if it's not the most popular choice. My oldest son Nathan, who is ten, brought home a paper in which he was asked to write about something important. He wrote about how to play baseball. In the beginning of the story he writes that you must go to the store to get a bat, ball and glove. And in the next sentence he wrote that you must pay for everything before you leave. When I read that, I felt good that the messages my husband and I were teaching him were being absorbed.

Then Nathan lost a tooth. He was very excited that the Tooth Fairy would come and leave him money in exchange for his tooth. That night as I was playing Tooth Fairy he woke up and asked me what I was doing. I found myself in a dilemma. As a mom, I wanted him to continue to believe in the fairy tale, but having been "caught" I felt the need to be honest. I sat down and told him that the Tooth Fairy wasn't real. He was very quiet and then said to me, "the Tooth Fairy was a lie". I didn't know what to say. He then said, "you lied." That was a difficult statement to swallow. I rationalized to him the reasons for the Tooth Fairy and that the concept was suppose to bring joy for children who had been anxious about losing a tooth.

I walked away from that conversation thinking about what type of culture we were creating at home. I thought I was sending the right message but after having the conversation with Nathan, I began to question what kind of message I was sending. Is it okay to create a lie to make someone happy or to teach a life lesson? How will that carry over as he enters his teenage years and matures into an adult? When he gets his first job, and is presented with an opportunity to give his friends a hook up, will he? If he

finds himself in a financial bind, will he rationalize a reason to justify a dishonest act?

I did a little research into the effects of lying. I was astounded. According to Michael Lewis, PhD, and distinguished professor of pediatrics, "...by the age of 2 to 3 years, 70 percent of all children lie very well." He goes on to state that if children didn't lie to protect themselves, something was wrong. Research has shown that children were very savvy in using deceit to maintain relationships, to conceal a misdeed, and to avoid embarrassment, disapproval or punishment. I asked myself, if children automatically learn to lie, as a parent how do I teach or create a culture of integrity at home? Were the fairy tales and traditions that were happening at home harmful to their development?

Alan Hilfer, director of psychology at Maimonides Medical Center in New York states, "don't feel bad, we all tend to lie to our children on a regular basis." He says that "there are lies, and then there are lies." Hilfer suggests that Santa and the Tooth Fairy are not the stuff of future therapy sessions. Instead, they make situations more magical and imaginative. The experts did say that telling lies of convenience such as McDonald's is closed when it isn't because you don't want to eat there, or pretending to call Santa to report bad behavior falls into the unacceptable category. By age 7 or 8, experts say most kids understand the intentions behind a lie.

Based on what I read, I know that I must continue to talk openly and honestly about subjects as they arise. As a parent, it's my responsibility to continue to discuss the importance of being honest whenever those situations arise. As an investigator, I know that lying is a natural way for people to avoid things that are unpleasant and I need to work on rationalizing the importance of being honest.

I was curious to see if Nathan would tell his five-year-old brother Nicholas, the "truth" about the Tooth Fairy. A few days after the Tooth Fairy incident, Nicholas also lost a tooth. I asked Nathan if he had told Nicholas that the Tooth Fairy wasn't real and he replied, "no, he'll figure it out soon enough."

Reference

¹ "Building a Culture of Integrity" by Millie Kresevich



CFI Northeast Region

Chris Batson, CFI, Manager
GSCLP Investigations and Inventory Analysis

Meeting Agenda and Dates

Earlier in the year, we were able to lay the foundation for the first of the CFI's Regional Chapters and I am now proud to announce that we are ready to host our first official meeting. Please join me on **Thursday, September 23rd** for our kick-off meeting. As of today, we have secured two very prominent guest speakers, Robert Baier, a nationally recognized expert in handwriting analysis and Catherine Riccards, former NYC prosecutor and now Sr. Director of Professional Standards for Saks Fifth Avenue. Mr. Baier will be conducting a training presentation on how to detect deception and lies in hand writing, a skill that will be very valuable while reviewing reports and written statements. Catherine will be reviewing what law enforcement and prosecutors want to see in a confession; what you can do to make your case air tight.

The meeting will be held in Manhattan, at Tiffany Company. Also, space may be limited so we are asking that you please RSVP as soon as possible. There is no cost to attending the meeting. Please contact [Chris Batson](#) to RSVP.

We also do have some space left on the agenda for open dialogue about what you would like to see the group evolve into, but we also have plenty of time if anyone would like to do a presentation. Just let me know.

Agenda:

1:00 pm -5:00pm

Tiffany & Co

57th St and 5th Ave New York, NY 10022

1:00-1:15	Welcome and overview of mission statement Chris Batson
1:15-2:45	Forensic Handwriting Analysis Bob Baier
2:45-3:00	Break
3:00-4:30	How to Investigate Prosecutable Cases Catherine Riccards
4:30-5:00	Chapter Administration Discussion Chris Batson

Using the Media to Sharpen Your Interviewing Skills

Marty Andrews, CFI
Regional Loss Prevention Manager, Vans

I am always looking for an edge to enhance my interviewing skills. There are numerous ways to accomplish this, but one that I enjoy is through the media. When I attended the CFI training with Wayne Hoover from Wicklander-Zulawski he mentioned analyzing media interviews to look for signs of truth and deception. Whenever I attend a seminar or conference, I always go home with a couple of things that really stick, and this moment with Wayne was one of them. Being a huge sports fan, I am naturally drawn to athlete interviews. There are a lot of questions regarding athletes' integrity these days and I find the sports world a great place to find interviews.

Follow this [link](#) to a recent interview conducted by ESPN with former Oakland Raiders Quarterback JaMarcus Russell. In this video you will find Russell being asked some very difficult personal questions in regards to drug tests and his use of codeine. Russell admits to failing a drug test in the past due to codeine and to his use of codeine without a prescription. The responses to these difficult questions allow you to establish a behavioral norm and you can sense openness and honesty. When a question is asked about his recent arrest regarding codeine, where the case is still pending, things change. The interviewer asks about the most recent instance with codeine and you can notice a very subtle difference in his response. The things most noticeable are Russell's eyes blinking quickly and he looks downwards before saying "nope, not at all."

In looking into the case surrounding Russell even further, there is more evidence to support Russell's response being questionable. A cup with codeine in it was found on Russell's night stand during a raid of his home, a bottle of codeine was in his closet, and two empty codeine bottles were found in the trash. This is overwhelming evidence against Russell to say the least. The grand jury is reviewing the case and it has yet to be determined if Russell will be charged in the matter.

Media interviews allow CFI's a great opportunity to see truthful and deceptive behavior. They can allow us to sharpen our behavioral identification skills to be more effective when conducting our own interviews without the lights and cameras.

If you have some interesting interviews that you have witnessed in the media past or present please post them on the CFI networking group or send them to me at marty_andrews@vfc.com and we will highlight them in future issues of the CFI insider.



Consumer Loyalty Programs: What Are Your Real Statistics?

Ted R. Jagielski, CFI

Back in 1950, an idea emerged that caught on nationally: S&H Green Stamps. This marketing concept has lasted for 6 decades. The idea was to entice customers to shop at participating grocery stores or gas stations. Customers earned stamps for each purchase. These stamps could be redeemed for various household items including appliances and tools. American Airlines followed the lead in the 1980's with frequent flyer miles and this concept quickly caught on. Many of us use these consumer loyalty programs daily at businesses like car rental companies, pharmacies, hotels, restaurants, etc. Many, if not most retail companies are now offering a consumer loyalty program of some kind. Most of these programs offer the consumers discounts on future sales, free offers with the purchase of other products or points systems that award consumers with incentives that are not available to non-members. Most programs are available to the consumer at no cost; however some companies charge a one-time fee or annual fee for their benefits.

Statistics show that customers who join a loyalty program will spend more at the cash register than those who do not. One such study suggests that a company can increase its profits by 100% simply by adding 5% more new customers. In these difficult economic times, loyalty programs are appealing because they are generally a low-cost way to market the company's products and services and, at the same time, tap into the high-value, loyal consumer.

Companies are now focusing internal training efforts on these programs. Sales associates are trained to invite new customers, and many companies offer incentives to hourly employees. Additionally, management may be subject to performance reviews on customer participation statistics. Many managers are offered bonuses or incentives for meeting certain customer sign-up goals. If the goals have not been reached, pressure from district or regional staff increases. Staff may then begin to create fictitious sign-ups to meet their goals. This leads to honesty and ethics issues. Staff could simply create a name and address, scan blank consumer loyalty applications and destroy the forms. This is one of many ways to falsely raise these statistics to meet goals. Many times, due to these and other programs, a fine line is created between ethics and dishonesty in the workplace. Frequently we have found that the unethical associate may be involved in more undesirable and dishonest behaviors. These behaviors significantly damage the profits or reputation of the business.

The Role of Loss Prevention

The Loss Prevention department should evaluate the integrity, goals, objectives and incentives of such programs. Investing time and effort in the monitoring of loyalty programs can often lead to the identification of other risk areas, including unscrupulous sales and management staff. Discovering fraud in loyalty programs usually requires cooperation with the loyalty program vendor or internal statistical departments (including your own exception reporting analyst). You may need to investigate where the loyalty data is kept and managed. Once you identify the department(s), schedule a meeting to see what data is available for analysis. Then develop reports that can easily identify unusual and unrealistic patterns. These reports will prove to be a valuable tool to add to any existing exception reporting system or program.

In my 29 years as a Loss Prevention Manager, I've seen many small ethics issues turn into very large loss prevention cases. Most of these cases involve employee theft of cash and merchandise. The employee's ethical behavior was simply less than stellar when hired. Since we began monitoring our loyalty program, we have developed hundreds of cases that would not have been identified through standard exception reporting.

Challenges

One of many challenges related to investigating loyalty fraud includes what I call "blind eye" management. An employee may be receiving accolades for their loyalty sign-up performance. Because of this, management may turn a deaf ear to any possibility that the statistics are grossly overstated. This can be challenging since your investigation often must convince management and decision makers that a gross misconduct occurred. The interview of such associates has created another set of challenges, i.e. did they know what they were doing was wrong or against policy? As interviewers we know that this kind of "naïve" admission may sometimes cause confusion for decision makers. If ethics rules and clear direction were not provided during training, and there was a failure to properly document this training, this makes establishment of a "dishonest or unethical act" or "intent" more difficult.

Take a Hard Look Internally

The focus of any initial customer loyalty investigation should look intently towards the review of company policy and procedures. Are areas of statistical falsification covered? Are the rules clearly defined? Are consumer loyalty programs spelled out clearly to the associate? What are the company's expectations? We have to identify weaknesses in these areas and make recommendations

Continued...



Continued from previous page...

for improvement to avoid confusion. To accomplish this, the LP professional must partner with policy writers, employee relations managers, training departments and, in some cases, internal communications departments. Once procedures are clarified and other loopholes are addressed, the next step is to clearly communicate these rules and regulations to the organization's leaders, management, and sales staff. It is recommended that each associate sign an "Employment Conditions" form when hired. This form is the cornerstone of all ethics, policy, and procedure regulations. It establishes an agreement between the employee and the employer related to company expectations and policies regarding honesty and ethical behavior. This form may become a legal document during unemployment hearings, wrongful terminations, etc. This document provides proof of training. Once this foundation is in place, it is easier to prove a case of ethics or dishonesty versus a missed training opportunity.

Get the Word Out

Often the best business practices are defined by those companies who are proactive in addressing new areas of ethics or dishonesty. Many of the training and policy manuals may have been written prior to establishing a new program of some kind, including loyalty programs. Most policy manuals address employee falsification but, in the new retail climates, this can be far too general.

Establish "Best Practice" rules by benchmarking with other leading retail organization's loss prevention programs. Explain to all sales staff that this type of behavior is unacceptable and is monitored. Ensure that all store staffs are clear on the acceptable ways to entice new customers. Inform district or regional management when problems or suspicions are discovered. Often this awareness can change how they approach sales staff regarding low statistics. These practices will reduce the distorted increases in loyalty programs. Any distortion might mislead management into believing their loyalty program is making a difference when, in fact, it may not be!

Women in LP Caucus

The Women in LP Caucus meets annually at the NRF Loss Prevention conference and on a quarterly basis via a conference call to provide sessions for professional development support and resources. The conference calls are open to everyone in loss prevention. Additionally, there is a Mentoring program offered to assist loss prevention professionals in advancing their career. If you would like to become a mentor or mentee, please [email](#) Cynthia Grizzle, CFI.

National Retail Federation



Jerett Sauer, CFI of The Gap presents "Leading the eCommerce Fraud Business – The Next Generation"



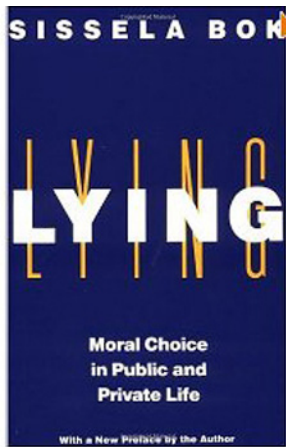
Andrew Barborak, CFI of Gander Mountain presents "Inspect What You Expect - Audits Drive Success"



Denise Hunter, CFI (left) of Marmaxx presents "Diversity in the Workplace: How Females are Impacting Loss Prevention"



Book Review



Lying-Moral Choice in Public and Private Life

Sissela Bok

Chris Cassidy, CFI
Regional Loss Prevention Manager
Southern States Cooperative

Sissela Bok is one of my favorite thinkers. As a philosopher and ethicist she has a tendency to make even the most jaded of us pause and ask ourselves many different things. Philosophy, generally by design, can easily and frequently turns the grays into just another blended color. Bok does that.

cloud the black and white

I first read this book a long time ago, so reading it again brings a new perspective after so many years of listening to confessions during interviews. With this work, Bok explores the concept, ability, reasons and variations of lies created and told by people. Whether it is a lie to the child about 'if you don't eat your spinach, you won't be strong like Popeye', or the parent who denies youthful discretions, this work discusses it all.

Bok asks "Is the 'Whole Truth' attainable?" And to that point, is it worth it? Do you really want to know what happened in the kitchen the last time you went to the fast food place for lunch? Sometimes ignorance is bliss.

Truthfulness, Deceit and Trust are brought up in such a way to question whether or not we should believe fairy tales any more than the news at 6:00 PM. Let's take trust for example. Trust, I believe, is conditional and has a lot to do with faith. Not religious faith, but the faith (and belief/expectation) that most people who are guilty of a crime are going to lie during the first few minutes (at least) of an interview. As CFI's, we are taught to expect that.

Is it okay to lie to protect others or for some other benevolent purpose? That depends on who and what is being protected and who is being deceived. Suppose an acute crisis erupts and threatens the lives of innocents. If a lie, whether big or small, will prevent tragedy, who will fault the person who made the lie and saved people?

I may be preaching to the choir here, but as professional

interviewers, we are all aware of the line walked when it comes to interviewing. Simply asking the question, 'Why would I keep a video of you handling money?' may make the subject believe you have them on video taking money, but did we really ask that question? To the subject who is guilty, they believe we did.

Bok writes about several components of moral choice and ethics, including, weighing consequences, white lies, lies to the sick and dying, paternalistic lies, lies to liars and enemies, and my favorite lies for the public good. In addition to these, she also discusses Questions of Professional Responsibility. The next book I read by her will be on Happiness. My copy of Lying, will now reside next to Ayn Rand's 'Atlas Shrugged'.

How Do You Sign Your Emails?

Derek Mayes,

Certified Forensic Interviewer

Senior Regional Loss Prevention Investigator

STAGE STORES

BEALLS • GOODY'S • PALAIS ROYAL • PEBBLES • STAGE

Attention Email Addresses

We have been experiencing a problem with email addresses recently. Some of our emails are kicked back as undeliverable from these domains. If you have another email address, or a way of making emails from w-z.com accepted please do so. If you have an alternate email, please let us know as well. ([Click here](#) to email Wayne.)





CFIs On the Move!

June 2, 2010-September 21, 2010

Information was generously provided by:



Loss Prevention Recruiters

LPrecruiters.com

Mario Fernandez, CFI was appointed to Regional Loss Prevention Manager – Marshalls

Kathleen Barney Neri, CFI was appointed to Special Agent – Internal Revenue Service

Jesse Diaz, CFI was promoted to Store Manager – Kmart

Shannon Stilwell, CFI was promoted to Sr. Mgr. of Exception Reporting & ORC – Kohl's

Mike Peteja, CFI was appointed to Regional Loss Prevention Manager – Dressbarn

James "JD" Daniel, CFI was appointed to District Loss Prevention Manager – Kroger

Shani McKee, CFI was promoted to Sr. Regional LP & Safety Manager – PetSmart

Joe Nowakoski, CFI was promoted to Sr. Regional LP & Safety Manager – PetSmart

Cynthia Grizzle, CFI was promoted to Regional VP South Central Region – Macy's

Nate Prusi, CFI was appointed to Partner & Asset Protection Advisor – Starbucks

Bill Suthard, CFI was appointed to Sr. Corporate Investigator – Barnes & Noble

Dewayne Harrison, CFI was appointed to Regional Loss Prevention Manager – Dollar General

Gary Moncur, CFI was promoted to Divisional Loss Prevention Director – Dollar General

Russ Swanson, CFI was appointed to Division Manager, Retail Loss Prevention – T-Mobile

Ben Lockhart, CFI was promoted to Sr. Manager Loss Prevention – T-Mobile

Martin Hengst, CFI was promoted to Regional Loss Prevention Director – Armani Exchange

Charles Werner, CFI was promoted to Regional Investigations Manager – Nordstrom

Darin Barton, CFI was promoted to Senior Investigator – Lowe's

Al Dauser, CFI was appointed Regional Loss Prevention Manager – Dollar General

Marc Heath, CFI was appointed Field Asset Protection Manager – Dollar Tree

Shane Owings, CFI was promoted Director of Asset Protection – Polo Ralph Lauren

Anthony Quinn, CFI was appointed Regional Manager – Allina Security

Mike Morales, CFI has become an Independent Petroleum Landman

Shane Thorpe, CFI was promoted to Store Manager – Nike

Ian Vernon, CFI was appointed to District Manager of Asset Protection – Polo Ralph Lauren

Doug Newsome, CFI was promoted to VP of LP & Technology – Goodwill Industries of Upstate/Midlands SC

David Powers, CFI was appointed to Regional Loss Prevention Manager – Charming Shoppes

Chris Hinger, CFI was appointed to Loss Prevention Director – Golf Galaxy

Alfred Guilfuchi, CFI was promoted to Global Manager Asset Protection & Investigations – The Timberland Company

James Moore, CFI was appointed to Manager, Asset Protection – Advance Auto

Andrew Fossler, CFI was appointed Retail Loss Prevention Manager - Goodwill Industries of Southeast Wisconsin

Ken Gladney, CFI was promoted to Loss Prevention Manager - United Supermarkets

How to Become a CFI

We know that CFIs circulate issues of the CFI Insider for others to read, and wanted to make sure you knew how to earn this designation. [Click here](#) to learn more about becoming a CFI.

Survey Ideas

A few issues ago we posted the results of a survey regarding torture with great input from our CFIs. Should you have a topic you would like to survey other CFIs, please email [Wayne Hoover](#) with your ideas.



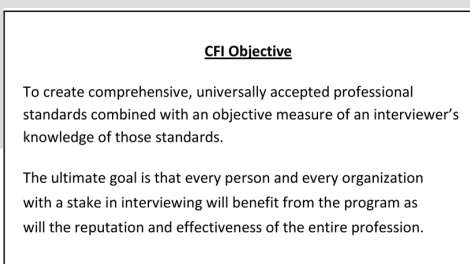
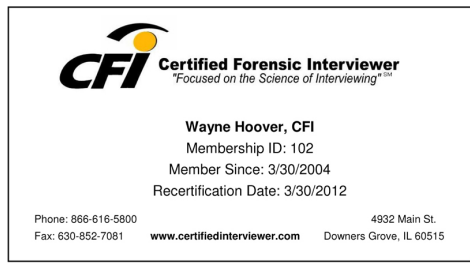
Links of Interest

An [interesting link](#) that detailed what an employer could do in regards to a background investigation as part of a pre-employment situation.

[Questions not allowed](#) during a applicant interview, as seen on yahoo.com.

CFI Membership Card

We have created a CFI Membership Card, that has your certification dates, your membership ID number, and the CFI Pledge. They are being sent out to all new CFIs with their new certificates, as well as to the current members with their recertification packets. As we move towards the new CFI website, you will need your ID number to access the membership pages of the site.



Did You Know?

In addition to the CFI Coin, we have received requests for numerous CFI items. While several are under development, including a new logo for shirts, we do have 48 commemorative CFI leather bound folders available. The cost is \$30.00 plus shipping. Please click [HERE](#) to order yours today!



CFIs in the Media

Mike Draper, CFI, Market Investigations Senior Manager at J.C. Penney, conducted a walk through for the concept, tools and techniques critical to ensuring the best investigative results. This was done on August 31, 2010 for RILA and their Building Blocks of an ORC Task Force Webinar.

Derek Ciceri, CFI, Karl Langhorst, CFI and Dan Doyle, CFI, are part of a spotlight in [D & D Daily](#).

Steven Palumbo, CFI discusses The Benefits of Certification as seen in [retailsolutionsonline](#).

A number of CFIs were involved with the latest issue of the NRF's Women in LP Newsletter:

Jackie Cato, CFI is the Editor for the Women in LP Newsletter

Peggy Schwingel, CFI interviewed **Jennifer DiCarlo, CFI** on "[Women in our World.](#)"

Stefanie Hoover, CFI wrote an article titled "[Twentysomething Again.](#)"

Chris Norris, CFI and Wayne Hoover, CFI wrote an article titled "[Can You Help Make Your People Better Interviewers?](#)" as seen in the RILA Report.

Walter Palmer, CFI wrote an article titled "[Effort vs. Ability: The Importance of Performance Capacity](#)" as seen in the RILA Report.

Jim Carr, CFI, Rent-A-Center, as seen in the [Loss Prevention Membership Newsletter](#) (August 2010).

Dave Lane, CFI with Books-A-Million was credited by Law Enforcement for the \$194,556.85 e-Bay case that involved selling stolen audio books.

CFI involved in bizarre case: Suspect says watching "The Sopranos", "Dexter" and "Breaking Bad" gave an employee the idea to hide under his desk until after closing and then dress like a ninja to hide the fact he was stealing by filling tote boxes full of merchandise. He would then wait until 8 am to leave with the merchandise after the store would open. Police found \$30,000 in merchandise in his home.



LPC Certified

Congratulations to the first inaugural class of LPC certified professionals. A large number of them were CFIs, almost 40%, as seen in the August 2010 issue of Loss Prevention Membership newsletter.

Carlos Alo, CFI, LPC
Kenneth Boremi, CFI, LPC
Scott Boren, CFI, LPC
Kelly Campbell, CFI, LPC
David George, CFI, LPC
Wayne Getz, CFI, LPC
David Lund, CFI, LPC
Christopher McCray, CFI, LPC
Steven Palumbo, CFI, LPC
William Thompson, CFI, LPC
Terry Vannarsdale, CFI, LPC
William Wright, CFI, LPC

ADVANCING the Professional - CHICAGO
 A Day of Education by The Loss Prevention Foundation as seen in the [Loss Prevention Membership Newsletter](#) - August 2010

This education day will feature skill building that is both conventional and non-conventional for the LP professional. EVERYONE is welcome!

Featured Speakers:

- John Vautier from Vautier Communications
- **Wayne Hoover, CFI**, Partner/VP-CFI Programming with Wicklander-Zulawski
- Ken Amos, divisional vice president of loss prevention with Walgreens and other retailers too!

* Registration is filling up fast! Space is limited so [register soon](#) to save yourself a spot!

* CFI's will receive continued education credits for attending this event

Quote of the Quarter

The good relationships and alliances you create define your mutual ability to be effective.

--Reid Hoffman, co-founder of LinkedIn

Recertification: Certificates

The timing of recertification processing is a question that has been asked numerous times. We thought we would take a moment to clarify some questions that have been asked. When you send in your money and recertification paperwork early, that doesn't mean you will receive your new certificate immediately. All certificates are processed together, immediately after your recertification month ends. This is because we do a random audit of all that recertified so they all need to be done at the same time. After the individuals to be audited have been selected, we then send out the new certificates for those that were up for recertification in that month.

Recertification: Options

During tough economic times when travel and training budgets are limited for you and your staff, obtaining Continuing Education Credits may seem difficult, but there are other options available. One of the best ways to get those credits for your recertification and provide additional training for you and your staff is the use of a webinar. On-line, interactive training webinars with live instructors is a great resource to enhance your and your team's interview skills. To learn more about interviewing webinars, [click here](#).

A directory providing details of computer forensics courses offered by academic institutions worldwide is now [online](#).

CISA

The objective of this certification program is to create comprehensive, universally accepted professional standards combined with an objective measure of an interviewer's knowledge of those standards. The ultimate goal is that every person and every organization with a stake in interviewing will benefit from the program, as will the reputation and effectiveness of the entire profession.

CFI Code of Ethics

The Certified Forensic Interviewer is a professional with the expertise to conduct a variety of investigative interviews with victims, witnesses, suspects or other sources to determine the facts regarding suspicions, allegations or specific incidents in either public or private sector settings.

The Certified Forensic Interviewer demonstrates understanding of legal aspects of interviewing and proficiency in interview preparation, behavioral analysis, accusatory and non-accusatory interviewing, documentation, and presentation of findings.

[Click here](#) to link to the complete CFI Code of Ethics.



Welcome CFIs

The following individuals became CFIs during the quarter, FEBRUARY - APRIL 2010. Congratulations to those who have achieved the CFI status this last quarter!

To view the current list of all CFIs, visit our web site, or [click here](#).

Matthew Aikens
Kourosh Aliha
Melissa Allgood
Tyler Andersen
Kenneth Bennett, Jr.
Scott Boren
Kelly Campbell
Tommy Conaway
Laura Conrad
Travis D'Antonio
Teresa Deluca
Chantal Dunn
Hector Erazo
Rachelle Espinoza
Steven Fritzingler
William Gilbertson
James Grant
Felipe Guzman
Scott Halterman
Mark Hassett
Ethan Isleib
Mark Jackson

Jeffrey Lee
Michael Loox
Richard Manning
Sheila Martinez
Brandon Mathews
Christopher Mavroudis
Jeff McPike
Larry Newsome
Chris Oakley
Christopher Olney
Brandon Parker
Farrah Parrott
Scot Porter
Christopher Prochut
Thomas Raasch
David Ryack
Scott Samuelson
Charles Shelton
Kimberley Tassitano

Organizations Represented

The following list comprises the new organizations that have individuals who have successfully achieved the CFI designation during the quarter, MAY - JULY, 2010.

To view the current list of organizations represented, visit our updated web site, or [click here](#).

Charlotte County Sheriff's Office,
Florida

Coffee Bean & Tea Leaf

Columbia Sportswear

El Paso County, Colorado

Goodwill Industries of
Upstate/Midlands SC

HD Supply

Indian and Northern Affairs
Canada

Internal Revenue Service

Petsmart

San Pablo Lytton Casino

Sprint

TJX Europe

U.S. Department of Agriculture

cfinsider

- The cfinsider journal is distributed in electronic format only. You can view back issues of this newsletter. [Click Here](#).
- Opinions and ideas in cfinsider are intended for information only, and not meant to be used as legal advice. Statement of fact and opinions made are the responsibility of the authors and do not imply an opinion on the part of CISA, its officers, the editors or its members.
- Member articles about interview and interrogation published in cfinsider qualify for Continuing Education Credits.
- Should you have any questions on obtaining re-certification for your CFI designation, please [click here](#) to contact CISA.



Are you on LinkedIn? Have you changed your screen name to be recognized as a CFI? John Doe, CFI.

[Certified Forensic Interviewers \(CFI\) Networking Group:](#)
A place where CFIs blog about interviewing and interrogating.



CFI Recertification

Below are the individuals who are up for recertification who need to send in their signed sheet saying they met the requirements to be recertified, the payment, or both. The individuals listed are for OCTOBER - DECEMBER, 2010. Please [click here](#) to download a form. Send in your payment and form as soon as possible, so you will not be required to take the CFI examination again to keep your CFI designation.

Anthony Aloisio
William Angiolillo
Lance Bayliss
Jeremy Bendewald
Sara Beretta
Barry Berkowitz
Gregory Bleakley
Joseph Bleyer
Edward Borquez, Jr.
Laura Brewster
Michelle Cabrita
Domenic Cappelluti
Brad Carstens
Joseph Cartwright
Douglas Cash
David Chitwood
Judson Christensen
John Coletti
Andres Cuadrado
Harold Damaska
Alfred Dauser
Jennifer Days
Christopher Dempsey
Chris DeTray
Gayle Downey
William Dwenger
Jayme Escobedo
Joseph Flynn
Kevin Gollner
Bruce Grundy
Randolph Hall, Jr.
Andrew Henderson
Hershel Henry
David Hughes
Marjorie Jackson
David Jennings
Robert Jensen
Paul Joeckel
Kevin Kennedy
Faisal Khaliq
Julia Kopp
Ron Kornblum
Thomas Kubaitis
Rafael Landestoy

Deborah Lanford
Christopher Lienesch
Joe Lozinski
Nelson Luis
John MacLeod
Anthony Maddox
Marjorie Manto
Patrick Mattingly
Thomas McGreal
Steven McPherson
Ryan Mogel
Mark Morris
Joseph Nay
Geoff Neimeth
Kathleen Neri
Nathan Niese
Wesley Oakley
Amy Oden
Jason Olson
Emery Orozco
Scott Patterson
James Pittman
John Pollard, Jr.
Brian Rachford
Lori Riopelle
Teresa Rios
Jerry Rivera
Steven Ruley
David Shaffer
Byron Smith
Saundra Smith
Russ Swanson
Jack Ternan
Jennifer Thomason
Scott Trantum
Ben Turner
Jeffrey Valentine
David Wallace
Douglas Waters
Kevin White
James Wilcox
Kimberly Willey
Ehab Zahran

CFIs Recertify

We are proud to list those who have recertified. This list includes those who have submitted their paperwork from MAY - JULY, 2010, to continue their CFI designation through 2012. Congratulations on maintaining your CFI.

Dorcas Agyei
Rodney Armston
Jennifer Avery
Tiamarie Balsamo
Jay Becraft
David Belniak
Jennifer Bennett
Deanna Bonachea
Dennis Braman
Thomas Cairns
James Cardenas
Christopher Cassidy
William Chilcutt
Melville Chiong
Matthew Christman
David Collins
Nancy Collins
Jason Contreras
John Cudal
Michael Custer
Maureen Desilets
Kristy Evans
Mario Fernandez
Brian Finnicum
Lee Foley
Ronald Foss
Dustin Frady
Christopher Goebel
Edward Hacker
Joseph Hajdu
Jong Han
Kelly Harrison
Brett Harvey
Matthew Higgins
Stefanie Hoover
Kimberly Horstman
Robert Hyrmer
Timothy Icenhower
Willie James

Robert LaCommare
Kevin Larson
Sergio Martinez
Scott Martyka
William McLaughlin
James McLemore
John Melli
Keara Mitcham
Mark Miller
Patricia Morgan
Ryan Morgan
Kelly Moye
Mark Neapolitan
John Nicholson
Carolyn Old
Timothy Osbourn
Joyce Penrod
Jason Ploof
David Pruett
Brian Quast
Jeffrey Ricketts
Denise Roe
John Seehoffer
Andrew Sekula
Robert Selah
George Shaffer
Kevin Stewart
Alan Swayne
Alan Todd
Michael Toledo
Elisha Toye
Monica Walter
Donald Ward
Laura Wilt
Al Wood
Jane Woodland
Christopher Yadanza
James Zeccolo



CFI Recertification Information

[Link here](#) for a list of some of your options. To download the recertification form, please [click here](#).

Here are some links that take you to pre-approved seminars or programs that can be applied to your recertification:

www.policetraining.net
www.w-zcampus.com/campusV2/campus/course_catalog.html
www.w-z.com/schedule_basic_private.php
www.lsiscan.com/scan_training.htm
[NRF Investigator Network Meeting Calendar](#)

*Approved NRF Meetings

September 22
[NRF-Investigator's Network Meeting](#), McLean, VA
 September 29
[New England ORC Symposium & Trade Show](#), Worcester, MA
 October 6
[NRF-Investigator's Network Meeting](#), San Bruno, CA
 October 20-21
[2010 LP Sr. Executive Summit](#), Dallas, TX
 November 2
[NRF LP Professional Development Conference Call](#), hosted by the Women in LP Caucus, 2:00pm Eastern
 June 13-15, 2011
[NRF LP 2010 Conference & EXPO](#), Dallas, TX

*NRF INV Meetings

October 6 - NY Metro
 October 7 - Boston
 October 26 - Bradenton, FL

*FMI LP Conference

March 6-9 - Orlando, FL

*September 23

Arizona Association of Special Investigation Units 10th Annual 2010 Insurance Fraud Seminar, Insurance Services Expo

*September 29

Birmingham LP Association Meeting Preview

*October 11

ADVANCING The Professional - Chicago, Loss Prevention Foundation, Sears Corporate Headquarters

*Note: CFIs have mentioned that they will be at these conferences and/or presenting at the conferences. For networking possibilities with other CFIs, please contact [Wayne Hoover](#) for an introduction.

CFIs Speaking at Conferences

Mark McClain from Walmart and Mark Van Beest, CFI are co-presenting this year at the Economic Crime Institute's annual conference on the subject of [Retail Fraud](#).

Should you be attending a national conference, company conference, or seminar that requires name tags, email [Wayne Hoover](#), and he will send you your CFI ribbon to attach to the name tags.



CFI Advisory Board Meeting Nov. 10

The CFI Advisory Board will hold the annual meeting on November 10, 2010. The Advisory Board will be given an update on the progress of the designation over the last 12 months as well as discussing the direction the organization. Topics will include, Chapters, the new website, marketing, potential concerns with members backgrounds and the possible removal of their designation, ideas for 2011, among other things. Should you like to add any ideas for the meeting, please contact [Wayne Hoover](#) and he will make sure they are added to the agenda. We look forward to all input, as we want to make the CFI everything you would like it to be. Thanks in advance for your contributions to this meeting.

Letters to the Editor

Every magazine provides an opportunity for readers to express their feelings about the content of the publication. We welcome your thoughts and comments to help us better address your issues. To write us [click here](#).