



Presents

**The 31st Annual
Fraud Investigators
Spring Conference
May 16-18, 2018**

At the Historic
Grand View Lodge
23521 Nokomis Ave.

Nisswa, MN

1-866-801-2951

www.grandviewlodge.com

General Announcements

SESSIONS: All training sessions will be held in the Norway Center. Breaks will take place in the Norway Lobby.

MEALS: Breakfast will be served in the Heritage Room. Lunch both days will be served in the Oak Room. Wednesday night dinner will be served on the beach (weather permitting) and Thursday night dinner will be served in the Heritage room. Refer to the program for meal times.

MFIA Board Elections: Elections will be held during the business meeting scheduled for 4:30 p.m. on Thursday. This year we will be electing a Vice President, 2 Outstate Directors and Hennepin County Director. Information regarding board positions will be available in the March 2018 edition of the Informer.

Name Badges: Please make sure to turn in your name badge to MFIA Secretary/Treasurer, Angela Garvey, at the end of the conference.

POST: You must sign the roster every day. MFIA will submit the roster to the POST Board at the conclusion of the Conference. Officers are still expected to keep certificates or proof of completion documentation for the course they attend.

Conference & Speaker Evaluation: The MFIA board wants to hear from you! Please complete the evaluation form at the end of the conference & drop it in the evaluation box before you leave.

Hospitality: There will be a hospitality space on Wednesday and Thursday evening starting at 5:00 p.m. The location will be announced at conference.

Wednesday, May 16th

11:30-12:30 **LUNCH (Oak Room) REGISTRATION (Norway Lobby)**

12:30-12:45 **Welcome & Introductions**

- Jim Nielsen, MFIA President

12:45-2:45 **A Case Study: Noor Al Huda**

- Dan Hudson, USDA

This session will be a case study of the investigation of how a store was buying and cashing out EBT cards. This session will take you through this type of an investigation from start to finish and will include roles that fraud investigators have in it.

2:45-3:00 **BREAK**

3:00-4:00 **DHS-OIG Update**

- OIG Staff

This block of training will be an update as to what's new and upcoming from the Office of Inspector General. It will include Staff from OIG to discuss issues relevant to fraud investigators and the important role they fill in stopping fraud, waste, and abuse. A time for questions and answers will be allowed at the end of the presentation. Areas covered will be Legislative issues, legal issues, FPI program updates, Child Care updates and current and upcoming projects.

4:00-5:00 **Fraud & Collections Roundtable Discussion**

- Moderators/Timers: Preston Cowing and Jim Backlund

This will be a group discussion on welfare fraud & collections issues and concerns which Minnesota Fraud Investigators and Collectors face on a daily basis. The format shall consist of a moderator and timer. They shall ensure each topic has a specific time limit and the topics discussed stay focused. Some topics will be determined while at the conference, while other topics may be pre-determined by the board of directors. The goal of this training is to have all members participate in a format which allows everyone a chance to participate and share information. This will not be a complaint session, but an interactive training tool to draw on the years of expertise present in our efforts to fight fraud, waste and abuse of public benefits.

5:00-6:00 **NETWORKING/HOSPITALITY**

6:00-7:30 **DINNER ON THE BEACH (Backup Site-Heritage Room)**

7:30-12:00 **NETWORKING/TEAM BUILDING**

Thursday, May 17th

7:00-8:00 BREAKFAST BUFFET – HERITAGE ROOM

7:30-8:00 REGISTRATION – Norway Lobby

8:00-10:00 An Introduction to Advanced Techniques and the Progression Of an Effective Interview

- Mark Anderson, Anderson Investigative Associates

In this block, we will examine all aspects of preparation before, during, and after the interview. This planning will then help us to effectively execute the progression through the interview, emphasizing the uniqueness of each interview encounter. Procedurally, the greater standardization we can apply to the framework, the more effective we can be at listening to our interviewee, whether a victim/complainant, witness, or subject. We will cover getting from beginning to end of the interview.

10:00-10:15 BREAK

10:15-11:10 Advanced Rapport Strategies and Development

- Mark Anderson, Anderson Investigative Associates

Is rapport essential to the interview? It absolutely is, especially if we are seeking to obtain information that the interviewee doesn't want to give. We will talk about layers of rapport, how to be more likeable in the interview, and how to employ rapport to control the stress level in the interview. Finding commonality is essential to maximizing the truthful information we obtain.

11:10-12:00 Handling Denials and Responding to Interviewee Questions

- Mark Anderson, Anderson Investigative Associates

Not handling denials properly has a significant negative effect on interview results. Denials distract from the direction of the interview and put additional issues to defeat on the table. We will look at why denials are offered, the difference between a direct denial and a reason denial and how to handle each. We will also discuss how to respond to vs. how to answer interviewee questions in order to stay focused on continuing to obtain information and stay in the present.

12:00-1:00 LUNCH BUFFET – Oak Room

1:00-2:45

Characteristics of Effective Report Writing

- Michelle Eldien, Otter Tail County Attorney

In this session, Ms. Eldien will discuss the importance and characteristics of a well written report. She will discuss the mechanics of good writing and provide a framework for organizing and writing the actual report. Finally, she will explain how the investigative report is used by the prosecutor to piece together the criminal case.

2:45-3:00

BREAK

3:00-4:30

Search Warrants in a Paper Environment

- Michelle M. Zehnder Fischer, Nicollet County Attorney

This presentation will explore search warrant requirements, detailing probable cause to justify the warrant, different types of search warrants relevant to fraud investigations, and administrative subpoenas.

4:30-5:00

BUSINESS MEETING/ELECTIONS

5:00-5:30

NETWORKING/HOSPITALITY

5:30-6:00

COMPLIMENTARY COCKTAIL RECEPTION – LOWER TERRACE

6:30-8:00

DINNER BANQUET – HERITAGE ROOM

8:00-12:00

NETWORKING

FRIDAY, MAY 18th

7:00-8:00

BREAKFAST BUFFET – HERITAGE ROOM

7:30-8:00

BOARD MEETING – OAK ROOM

8:00-10:00

Behavioral Baselines and Evaluation of Physical and Verbal Behaviors

- Mark Anderson, Anderson Investigative Associates

Are we really that good at reading body language? In this session we will examine nonverbal indicators of deception but focus in greater detail on verbal indicators of deception. We will discuss ways to maximize this evaluation by the types of questions we ask and the behavioral baseline with establish. Finally, we will look at eye accessing cues, and what is useful and what is myth when it comes to eye movement.

10:00-10:15

BREAK

10:15-11:00

Types of Questions to Ask to Maximize Information

- Mark Anderson, Anderson Investigative Associates

The best interview is the one where we get all of the required information asking the fewest number of questions. The more questions we ask, the more likely mistakes will be made. We will discuss the importance of open ended questions, why to ask them, and the importance of asking more. We will address bait and assumptive questions and how and when to employ them in the interview arena.

11:00-12:00

Presenting Evidence and Employing Themes to Obtain the Best Information

- Mark Anderson, Anderson Investigative Associates

Our transitions during our interviews are very important. We will examine how to convince the interviewee that we know what happened by the construction and delivery of our evidence presentation. We will address credibility statements and their value. Our employment of themes is crucial to maximize the truthful information we receive. We will provide an in-depth understanding of themes, examining rationalizations, projections, and minimizations, and how their effective implementation increases the quality of information we receive.

Minnesota Fraud Investigators Association
31st Annual Spring Conference
May 16-18th, 2018
Grand View Lodge, Nisswa, MN

Conference Registration/Membership Form

Please complete one form for each Registrant/Member. This information will be used for name tags.

Last Name	First Name	Middle Initial
Title	E-mail address	
Agency	Agency Phone	
Agency Mailing Address		
City	State	Zip Code

Conference Registration/Membership Fees

(Registration fee does not include lodging or meal-see attached lodging registration document for those rates)

REGISTRATION DEADLINE 05/01/2018

- \$25.00 – MEMBERSHIP ONLY (not attending the conference) -includes MFIA & concurrent UCOWF membership
- \$125.00– FULL CONFERENCE – includes MFIA & concurrent UCOWF membership dues

NOTE: MFIA/UCOWF MEMBERSHIP RUNS FROM MAY 2018-APRIL 2019

Type of Payment: Personal Check Agency/Company Check Agency Voucher

**Please make checks payable to Minnesota Fraud Investigators Association (MFIA)
and return form with payment to:**

Angela Garvey-Secretary/Treasurer MFIA
c/o Washington County Sheriff's Office
15015 62nd St. N.
Stillwater, MN 55082





**Minnesota Fraud Investigator's Association
31st Annual Spring Conference
at the Historic Grand View Lodge
on Gull Lake!
Wednesday, May 16-Friday, May 18, 2018**

Lodging Packages:

\$359.50 Single Occupancy/person/stay
\$282.95 Double Occupancy/person/stay

Additional Guest:

Adult spouse/guest - \$115.97/person/night (includes breakfast)
Child (age 3-11 yrs.) - \$56.82/child/night (includes breakfast)

Lodging package includes two nights lodging, meetings, and meals starting with Lunch on Wednesday and concluding with Breakfast on Friday.

- **Single occupancy consists of one meeting attendee in a bedroom with a private bathroom. Double occupancy consists of two meeting attendees sharing a bedroom and a bathroom. These rooms may be in a multiple bedroom unit.**
- We will attempt to accommodate your lodging requests to the best of our ability. Please keep in mind all requests may not be honored.
- Resort check-in time is after 4:30 p.m.
- All rates are inclusive of an 8% Service Charge and a 7.375% State Tax

Early Stay and Post Stay options available:

Early Stay Tuesday (additional \$105.53/person, includes breakfast, based on availability)

Post Stay Friday (additional \$105.53/person, includes breakfast, based on availability)

*****Lodging reservations must be made through the following link:*****

<https://grandviewlodge.formstack.com/forms/mnfraud17>

The Grand View Lodge Registration cutoff date is April 16, 2018. Since this is our first year at this location, the Board is requesting all conference attendees to extend Grand View the courtesy of adhering to this cutoff deadline in order to ensure a smooth transition to this new facility. The success of the conference is highly dependent on the ease of conference registration, lodging registration and check in. Thank you in advance for your attentiveness to this April 16, 2018 deadline.

CANCELLATION POLICY

- ALL CANCELLATIONS MUST BE SENT BY EMAIL TO: group.reservations@grandviewlodge.com.
- Cancelled Reservations received by 04/16/2018 will receive a full refund.
- **NO REFUNDS will be issued (attendee is responsible) if cancellation is received after 04/16/2018.**
- When using a Purchase Order or Voucher, Cancellation/Refund Policy will apply

Any questions regarding Grand View Lodging can be directed to Tracey DeChaine, Housing Specialist, at 218-963-8737 or TraceyD@grandviewlodge.com