



FEATURED ARTICLE:

Context Matters, Circumstances are Important, and Why a Computer is Not Good at Interpreting Behavior
by Jarod Stockdale, CPP, CFI

CFI SPOTLIGHT: CFI of the Year, Christopher Fontana, CFI by James B. McLemore, CFI

FLAG ON THE PLAY:

Involuntary Statement - Case Dismissed (Part II of II) by Jeff Baile originally published in International Game Warden, Fall 2017 Issue

LEGAL ASPECTS

by Dave Zulawski, CFI, CFE



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LETTER FROM THE CHAIRMAN

Well, here we are entering the summer of 2018. Behind us are the National Retail Federation loss prevention conference and RILA. There we had a chance to reconnect with colleagues and friends and discuss the critical issues relating to loss prevention and its partnership with law enforcement. The programs were interesting, informative, and in some instances inspiring. Remember, that your attendance at one of these or other conferences can be used as continuing education for your Certified Forensic Interviewer designation.

We are also only about nine months away from our next Elite Training Day (ETD) in Fort Myers, Florida.

Save the date: April 3-4, 2010

Location: Chico's Headquarters
11215 Metro Parkway
Fort Myers, FL 33966

IAI is already working on some world-class presentations for ETD 2019. If you have suggestion for a topic or engaging speaker, please contact [Wayne Hoover](#) or [Dana Sadowsky](#).

The program should once again be filled with top-notch speakers and information, not to mention, the weather in Fort Meyers in April should be absolutely wonderful. We look forward to seeing you there in 2019. Save the date!

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CONTEXT MATTERS,

Circumstances are important, and why a computer is not good at interpreting behavior

by Jarod Stockdale, CPP, CFI

"The technology is interesting but not accurate..." Was my initial reaction after watching a video clip of a facial recognition software "interpreting" micro expressions. The clip was of an exchange between Senator Orrin Hatch and Facebook CEO Mark Zuckerberg. The computer interpreted the facial expressions of Senator Hatch as "Discontent & Discomfort" while attributing "Interest & Ecstasy" to Mr. Zuckerberg. While it is certainly interesting to see how far we have come in the development of artificial intelligence software, in my humble opinion, we still have a long way to go.

In the modern era of software development much of the discussion is focused around the potential of artificial intelligence, or machine learning. It is not hyperbole to say that the true potential for this type of software is not fully recognized. We are already seeing dramatic improvements in data processing with analytic software able to complete tasks in minutes, that might require a human counterpart exponentially more time. But there is a limit on what is reasonable for a computer to do. The basic rule of computers has not changed. The old saying: "garbage in, garbage out" still applies. The computer can only apply the algorithm to the data set entered. Without the entirety of the circumstances, and the context of how the data was received, how could a computer possibly arrive at a reasonable determination?

Interviewing is a skill. For those who dedicate a career to honing the skill and continued learning of technique and psychology, it becomes closer to an art form. The problem with any software is that the data set is never complete. The computer cannot interpret the behavior of an individual based on the totality of circumstances. This is a big handicap. With an understanding of context, combined with knowledge of the full circumstances, we gain better understanding of what we are seeing in the behavior.

The demo that I watched was reliant on a single source for data; facial recognition. While a computer can match an image to another with reasonable accuracy, extrapolating from only that data something as complicated as a person's motivation, emotional state, stress level, deceptiveness or truthfulness without the complimentary body language and context is just absurd. If only an interview were so easy...

During the congressional hearing, Senators were extremely limited on allotted time. Therefore, they were not able to conduct in-depth questioning or follow-up, but rather had to simply read questions from something like a script. In the clip we see Sen. Hatch ask how Facebook can be sustainable if the service is free. The computer judges his delivery of this question as "Discontent and Discomfort". To the experienced interviewer, I would disagree, that the Senator was actually very comfortable. This was not his first appearance in congress or in front of cameras, and he certainly felt no intimidation from Zuckerberg. What I saw was a very good poker face, a man that has deep experience in not revealing how much he knows, or where he might lead the conversation next. Sen Hatch is not so naïve that he does not understand the business model of Facebook. He was looking for an answer that indicated Facebook does not just "sell ads" but in fact is in the business of selling your data.

The clip then shows Zuckerberg's answer; where he smiles big and says; "We sell ads Senator". The computer identifies Zuckerberg facial expression as "Interest and Ecstasy". Again, Zuckerberg is not so naïve to directly answer that question with the whole truth. His expression in context is actually indicative of deceit. The whole circumstance, considering his rigid body language, forced demeanor, and including his facial expression, shows an air of deception, stress, and nervousness. Inappropriate laughter, or in this case; a ridiculous smile with his answer, combined with the totality of circumstances, is textbook deceptive behavior. Trained interviewers would understand to key on this and continue the line of questioning. I would speculate that Senator Hatch, given the opportunity, and if it was politically expedient, is himself savvy enough to have seen the flag and chased it down.

As a professional interviewer it is important that we recognize the limitations of technology to do the job we have trained to do. There are tremendous opportunities for technology, and great advantages to the use of modern analytics. The Boston Marathon bombers were identified using an analytics software to find them in the crowd days, or even weeks faster than people could have accomplished it alone. The value of these systems is not in dispute. But there is a big gap in performing

“simple” tasks like identifying a smile, and determining if that smile is forced, and whether it is appropriate for the situation? Can a computer be aware of circumstances? Can a computer properly apply the context of a situation to the algorithm that is the decision engine? Not yet.

How does this help you the investigator and interviewer? By becoming familiar with the technology, you are better able to guide your organization when the inevitable discussion comes. There is always that manager or executive that watches too much TV, and wants the newest and coolest tech. Be ready, be well read, be able to deliver good information. And of course, start building up your themes to include “revolutionary facial recognition” software:

As you know Mr. Smith, we recently upgraded the surveillance systems here at Widget Co. One of the things that was important to us was to include video analytics into our new software platform. You know that really has allowed us to do some cool stuff in our operations. Our facial recognition package is really terrific. Did you know for example when someone clocks in now, their image is pulled from the database and the computer can compare the person who just clocked in to determine if it is the same person. Isn't that great? And you know it has really improved our marketing program too. The camera system can tell us about demographics like; how many men came in and

how many women. It can tell us that most of the women are between 25-40 and the men are between 30-50. So now we can target our ad campaigns and our sales are up. We can tell where people tend to linger in the store and when our busy times are by just generating a simple report. The cameras are even smart enough to compare what was rung through the register compared to what was bagged. It has been a good system you know in helping us to better understand our operations. But its not perfect. You know some of the reports I see like the timecard thing are because the employee photo is old. Maybe a guy grew a beard or one of the ladies grew their hair out different. So I've got to sift through all of it to figure out what's what. You know Mr. Smith, the traffic was pretty heavy getting in so I haven't had a lot of time to go thru the whole folder today or to pull the camera reports. Can you think of any reason why the camera system may have flagged you in the last few weeks for someone else clocking you in?

While it is clear that technology is not yet ready to replace a quality interviewer, that does not mean you can't use it to your advantage. Get out there and do some research, get educated, and then have some fun as you take advantage of your training and knowledge. Something the machines will never replace. ■



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FLAG ON THE PLAY

Involuntary statement - Case dismissed

PART II of II

Inferred Promise of Leniency

Occurs when the accused could reasonably have inferred a promise going to the punishment for the crime to be confessed (*State v. Munoz, 1998- NMSC-048, ¶ 34*).

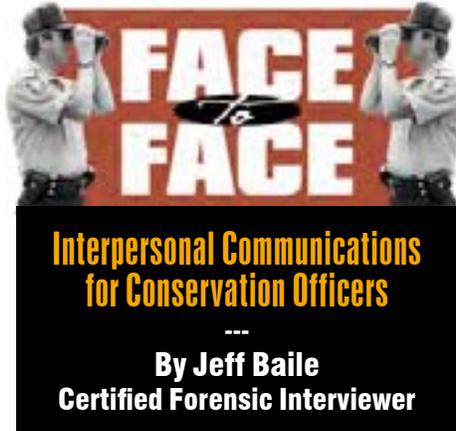
Express Promise of Leniency

An unequivocal guarantee that the defendant would receive leniency if he gave a statement (*State v. Munoz, 1990-NMCA-109, ¶ 13, 111 N.M. 118, 802 P.2d 23*).

AS DISCUSSED in **PART I**, confession cases are initially attacked on Miranda matters. If that doesn't work, the next round is to argue the underlying voluntariness. Of all the reasons we might get an interrogation flag thrown, promising or inferring some sort of benefit in exchange for a confession will draw one faster than any. Promissory penalty flags are probably the easiest for the defense to win and toughest for the state to defend.

Once a promise is mentioned or inferred by the government, defense has free rein to keep that thread running throughout any hearing. We can't take it back; it's out there and they will continually argue it had an on-going effect on their client's decision to confess.

Again, we are reminded that it's us it's not them who create the legal loopholes our suspect escapes through. Courts do permit statements that reduce the moral seriousness such as "you must have been talked into this" or "I'm here to help you get this off your chest." But the use of any type of promise going towards lesser punishment or receiving a benefit is prohibited.



Judges don't like it. Juries don't like it. Prosecutors don't like it. And, honestly, defense attorneys don't like it.

Most of us don't realize that promising leniency or some sort of benefit in any form, in exchange for a confession, is actually a type of plea bargaining. Law enforcement can of course work with the state's attorney after charges are filed, but police cannot unilaterally offer or even insinuate leniency in the field in return for a confession. Even officer discretion, in some cases, can be considered promissory when used as leverage.

For example, stating two tickets will be written if the suspect confesses but he'll get five if he doesn't, is a manner of plea bargaining. No doubt police can choose to write tickets or not write, write a bunch or just a few in any given situation. The situation becomes promissory, though, when the otherwise legally authorized discretion that police have is used as leverage to get a confession.

In my early years I experienced a good number of hearings where the defense raised this issue. For the most part I did prevail but it usually wasn't pretty. Continuing to use this interrogation ploy, I was told, was "bad practice" having long-term negative consequences on my credibility as a witness.

WHAT CAN I SAY?

No instructor can really guide any interrogator (as they never really did for me either) on exactly what to say at any given time. That's because, just like playing lead guitar, interrogations are mostly improv. What we can confidently say, however, is simply – don't promise or infer benefit in exchange for incriminating information. Think of something

South Dakota CO JOSH THOMPSON displays empathy to his defiant suspect Diana Landegent through his palm flash during a practical interrogation class. Most of us don't think to practice our persuasion styles but it's just as important any other endurance training. Notice how he opens and closes the hands as he interrogates, a critical skill any interrogator must develop. He also maintains direct eye contact with her, something Diana says she used to have trouble with.

"It's not as awkward to keep eye contact anymore," Diana says. "Once it got past the weird factor, it wasn't so weird after all. It was a huge advantage to have. I always had a problem of looking away to think and that would cause me to zone them out."

Josh has found that he can tolerate a lot more now from the suspect. "I have learned to sit back and let them fall into their own lies and catch them up in them. Listen to the story. I have also been able to learn and keep a good pause and try to attack the interrogation at the right time with some good one-liners or bypass certain situations I am not there for to keep them on the right track."

"My stamina and confidence has increased drastically," says **Austin Norton** about his interrogation stamina. "The more confessions I obtained on not just small but larger more complex cases have allowed me to become more comfortable with my interview/interrogation routine." Notice once again how the interrogator flashes openness.

AUSTIN'S TIPS:

- Never give up
- Don't tower over the subject
- After I get done with what I have to say, I just like to sit back and be silent. This typically makes the subject uncomfortable. To feel less uncomfortable, they fill the void by talking. Adding a slight smile while being silent kind of puts the icing on the cake.



else to say. To get a more defined view of what might be considered promissory language, ask your prosecutor for some relevant cases. Put them in your squad and review often. Give them a list, as well, of statements routinely used in your interrogations and ask for their candid input. Next, take the same list to a respected defense attorney and have them comment. Between the two, you should have some really good operational definitions of what is allowable or not. The definitions won't be precise but they sure will be a lot narrower. With the addition of the body cams our precise interrogation dialog becomes even more important.

PRACTICING INTERROGATIONS

Practice: n

a. *repeated exercise in or performance of an activity or skill so as to acquire or maintain proficiency in it*

b. *the actual application or use of an idea, belief, or method as opposed to theories about such application or use*

When we run out of steam in a foot chase, the suspect usually gets away. And failure to keep up during the interrogation has the exact same effect. This lack of endurance – the inability to spontaneously improvise when the interrogation gets tough – is one of the uppermost reasons interrogations fail.

To be a long-time successful career

interrogator is always having the perseverance to outlast the suspect. There should never be a time when the government terminates the interrogation first. The only reason the suspect will leave the room is when you have a confession or Miranda is invoked – this is what we shoot for.

One way to work on your interrogation energy is attending practical (scenario-based) interrogation classes with instructor and class feedback. In addition to invigorating endurance, having your interrogation style critiqued is extremely eye-opening. Others see and hear things we are not aware. Another great way is practicing with a co-worker

HERE'S THE STEEPLE

Forming the hands in a steeple announces extreme confidence in what is being said as **CO Eric Voigt** shows. Attorneys do this a lot in front of juries to boost their arguments. Transitioning from steeping to a palm flash during your interrogation also nonverbally communicates you are empathetic to their situation and thoughtfully thinking about what they are saying.



a few times a month. This is a lot of fun and the scenarios are created quite easily.

Decide who will play which role and then fashion a relevant situation using an existing crime. When assuming the suspect role, make sure to give the interrogator a hard time as we want them to cogitate and think on their feet just like in real interrogations. Continue the simulation for as long as you can making it as realistic as possible, then switch roles. Even if the sessions only last five minutes, you will find the experiences stick.

If you're heading into a likely interrogation in the field, another way would be to practice out loud in the squad continuously until you pull into the drive. You'll be adapting on the fly, but rehearsing just before the interrogation begins will cause things to pop into your mind quickly. Just like taking one last look at your notes before midterms.

Zach Thomsen, stationed in Phillip South Dakota, says one of the biggest things he's learned from interrogation practice is to slow down. "Slow down and let the subject speak, don't interrupt them, play the pause and make sure, when I feel the point hits, to tell them what I think happened. Also a person does not want to give too much information right away in an interrogation. Hold known facts back and use as ammo during the further part of the interrogation, if known facts are available."

Every time we practice the process of interrogation, the procedure embeds in our brains just a little deeper. It is through this repetition that our deter-

mination and endurance flourishes. We develop the keen ability to keep on talking through those really tough moments and find ourselves "never giving up" as Officer Norton has found.

FRUSTRATION AGGRESSION MANAGEMENT

Definition: *The state that emerges when circumstances interfere with a goal response.*

In our case, the goal is confession and the circumstance is the inability to think up more to say (lack of interrogation stamina) in the face of incessant denials.

Multiple rejections from the suspect can lead to a state of mind called Frustration Aggression which often leads to muted anger. This anger, in turn, can cause the interrogator to react emotionally not tactically. Studies in anger management show this mind set is tough to manage in the heat of the moment. And this is often the flashpoint where police opt to use non-permissive language.

Having an on-going interrogation practice commitment in your toolbox helps tremendously with managing frustration aggression. Any kind of rehearsing, no matter how long the practice sessions lasts, creates degrees of "procedural memory." This kind of unconscious memory development has a strong tendency to pre-determine how we respond in all kinds of sticky situations. When the interrogator bumps up against an intense suspect, it is this training we want to tap. Tact, stamina and professionalism not anger, frustration or strong-arming.

This is important theory going to the very heart of interrogator conduct. For reviews read:

- (1) *Frustration-Aggression Hypothesis: Examination and Reformulation* by Leonard Berkowitz, *Psychological Bulletin* 1989, Vol. 106, No. 1, 59-73.
- (2) Barker, R., Dembo, T. and Lewin, K. (1941) *Frustration and aggression: An experiment with young children*, *University of Iowa Studies in Child Welfare*, 18, 1-314.

IT IS NOT ILLEGAL to interrogate, it is illegal to illegally interrogate. Any confession that lacks integrity – one that smacks of government overreach or unprofessionalism – will draw a flag every time. It's the kind of game cheating the defense is mandated to look for and act on; even when they know their client is factually guilty. They are obsessively committed to getting their client off the same hook that we are obsessively trying to put them on. That's their oath. It's what they're paid to do.

Any of them will admit, however, the one thing that presents them their biggest challenge is the confession. Remember that a suppression hearing is a defense motion; they must convince the court it was tainted. Legally, a confession is assumed true and lawfully taken. Unless we inadvertently help the defense with their arguments by creating interrogation loopholes, they typically will have a tough time convincing the judge.

If we can learn to pay extraordinary close attention to Miranda situations, use clever forward thinking, never run out of things to say, and scrutinize our language, we can avoid most interrogation flags. 🕒

Jeff Baile is retired from The Illinois Conservation Police. Course inquiries or case assistance: jbaile@jbaile.com www.jbaile.com

WANTED:

I am compiling research on False Confession for an upcoming article. If you have experienced a genuine false confession and would like to contribute your story please email me.

RATIONALIZATION OF THE QUARTER:

Waterslide – Peer Pressure

Rationalization: Waterslide – Peer Pressure

State it: Sometimes we do things that we wouldn't normally do because someone else pressures us. You know, like peer pressure.

Story it: A few years back my family and I were on vacation. On this particular day we went to a water park. Well, when we drove up to the waterpark there was a huge waterslide. When I say huge, I mean really, really tall. My son immediately said, "Dad I want to do that." My son swims like a fish and loves the water; me not so much. I said "Ok, as long as you meet the height requirement you can do it." When we got into the park, the first thing we did was go to that waterslide. When we got over to the stairs, my son begged, "You're going to do it with me, right Dad?" I told him that wasn't part of the deal. What I haven't told you yet is that I have a fear of water and wasn't even excited to be at the water park that day, let alone be staring at this huge slide with the thought of going down it. My son kept asking and asking and finally I said, "Ok, I will do it." We got to the top of the waterslide and my heart was pounding out of my chest and here is my nine-year-old just as excited as can be. We went down the slide a few times that day, but you know, I would never have done that had he not pressured me into doing so.

Morale it: I think we all have times in our life when we do something that we normally wouldn't do because someone else has influenced us.

Link it: That's why the company has people like me. So we can determine if someone did something because someone else influenced them or did they act on their own will. As you can understand, it's important to know and understand the intent behind situations where people have been influenced to do something they wouldn't have normally done. ■



CFI SPOTLIGHT:

CFI of the Year, Christopher Fontana, CFI

by James B McLemore, CFI

This CFInsider edition spotlights our CFI of the Year winner, Christopher Fontana, CFI of the Collin County Sheriff's office. Chris has been in law enforcement for 10 years and serves on the hostage negotiation team and is an advisor for the police explorer program; he take time to teach young children between the ages of 14 and 21 on how police officers operate from day to day. Currently, Chris supervises the Collin County Rural Child Crimes Taskforce. Chris and team conduct child crime investigations for 16 police agencies and 6 independent school districts. Prior to law enforcement, Chris worked loss prevention in the private sector for 17 years in a multi-unit capacity focusing on specialty retail.

Editor: What lead you to a career in law enforcement?

Fontana: My desire to have a rewarding and meaningful career where I could make a real difference in people's lives led me to law enforcement. Another reason was the changing economy and trends in retail that made law enforcement more attractive.

Editor: When making the transition from retail loss prevention to law enforcement, what was your biggest hurdle?

Fontana: My biggest hurdle was starting at the bottom again and working shift work with no weekends off. Of course this inspired me to lay the groundwork as a Deputy and set the pace for my success while filling the need to help others in their personal lives.

Editor: When did you receive your CFI designation and what did you find about the course beneficial to the law enforcement community?

Fontana: I received my CFI in 2009. The benefit to law enforcement is being able to effectively interview and interrogate suspects and communicate effectively with the community.

Editor: You began your law enforcement career as a peace officer as a reserve Sheriff Deputy, fast forward to today, what lead you to investigate crimes against children?

Fontana: My experience with investigations in the private sector made me qualified to work in investigations and this is where my interest and talent lies. I was given the opportunity to either work white collar crimes or child crimes. I choose child crimes because I wanted to be a voice for the victims and help them seek justice.

Editor: In years past law enforcement have been challenged on their interviewing methods as the Reid Method was once the go-to for law enforcement, how does the WZ Method stack-up with law enforcement regarding criminal investigations and interviews?

Fontana: The Reid Method can be effective in certain situations but in my experience the WZ Method is more effective at building rapport with the suspects to make them comfortable enough to have open dialog and ultimately confess to the offense committed.

Editor: Though most individuals could not handle the mental stress involved with your day to day work functions, what is the joy that comes from what you do?

Fontana: My joy is seeing the victims get justice.

Editor: You were nominated and won the CFI of the Year; you did not know who nominated you, what was it like when you were notified from IAI as being a contender and could potentially win CFI of the Year?

Fontana: I was very surprised and I was very honored. Being a CFI means you are an elite interviewer and I know many CFIs who are elite interviewers. This was a special award for me because I know there are lots of talented CFIs.

Editor: What was going through your mind when you received the CFI of the Year award?

Fontana: I felt blessed to be part of such a great organization.

Editor: What message would you like to send to the CFI community both public and private sector professionals?

Fontana: The skills gained by achieving a CFI certification are valuable and are transferable between the public and private sector.

In concluding this interview with Chris aside from his family of criminal investigators and child advocates he has another family which he embraces, a wife of 22 years, and his daughter. Chris and his wife are both alumni from Arizona State and are very proud that their daughter is following in their footsteps also attending Arizona State. Aside from Chris being involved with the Collin County Sheriff's Office and being a Sun Devils fan, we learned that Chris loves to visit Destin, FL several times a year, is an avid gun collector and still takes time to enjoy cruise vacations with his family. ■



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LEGAL ASPECTS:

by David Zulawski, CFE, CFI

Carpenter v. United States, No. 16-402

In a case that may have implications for both the public and private sector working together in an investigation, the Supreme Court ruled that the government generally needs a warrant to collect location data about customers of cell phone companies. In the private sector the location data provided by a company-owned phone would generally belong and be available to company investigators without the necessity for a warrant. It would be a matter of company policy how and when this data could be used in an internal investigation and thus, an investigator seeking to access this data should consult with the company's legal department. However, an investigator working with public law enforcement should be aware that a warrant would likely be necessary to access an employee's private personal cell phone information.

Chief Justice John Roberts Jr. wrote for the majority, "We decline to grant the state unrestricted access to a wireless carrier's database of physical location information." While the decision made circled

exceptions for emergencies like bomb threats or child abductions, he wrote, "Such exigencies include the need to pursue a fleeing suspect, protect individuals who are threatened with imminent harm or prevent the imminent destruction of evidence."

This case resulted from the investigation of a pattern of armed robberies in the Detroit area of RadioShack's and other stores beginning in 2010. Investigators developed witnesses that identified Timothy Ivory Carpenter as planning and participating in the crimes. Investigators using months of records obtained from the cell phone companies showed that Timothy Carpenter's cell phone had been nearby when several of the robberies occurred. He was convicted and sentenced to over 100 years in prison for his participation in the robberies.

Lawyers for Mr. Carpenter claimed that the 127 days of cell phone records violated his privacy since it showed his location during those days at more than 12,000 locations.

Chief Justice Roberts wrote, "Mapping a cellphone's location over the course of 127 days provides an all-encompassing record of the holder's whereabouts. As with GPS information, the time-stamped data provides an intimate window into a person's life, revealing not only his particular movements, but through them his 'familial, political, professional, religious and sexual associations.'"

Two recent Supreme Court decisions also limited government access to digital data. In *Riley v. California*, the court said a warrant was required before searching cell phones. In the *United States v. Jones*, the court limited the ability of the police to use GPS tracking devices to trace suspects' movements without a warrant. Both of these decisions seem to be in line with the most recent decision in the *Carpenter* case.

Apple, Facebook, and Google filed friend of the court briefs saying, "no constitutional doctrine should presume that consumers assume the risk of warrantless government surveillance simply by using technologies that are beneficial and increasingly integrated into modern life." ■



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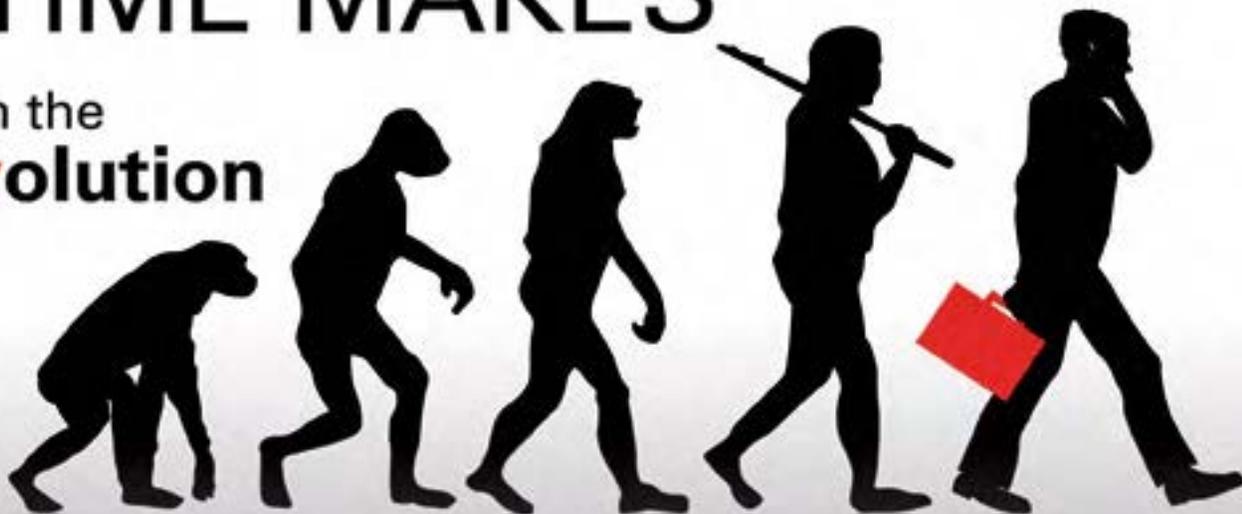
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Rod Diplock
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ON THE MOVE

MARCH - 2018

Melissa Lauricello, CFI was promoted to Director of Loss Prevention for Brooks Brothers.

Justin Henkenberns, CFI was promoted to Sr Leader, Loss Prevention & Security for RH (previously known as Restoration Hardware).

Joe Oliveira, CFI was named Director of Asset Protection for The Fresh Market.

Terrell Williams, CFI was named Regional Loss Prevention Manager – GSF for Amazon.

Elena Mencos, CFI, CFE was named Area AP Manager for DTLR, Inc.

James Hart, CFI was promoted to District LP Manager at TJX Companies.

APRIL - 2018

Jeff Bevins, CFI was named District Asset Protection Leader – Target Channel for CVS Health.

Nicole Garcea, CFI was named Regional Asset Protection Manager for BJ's Wholesale Club.

Andy Santiago, CFI was named Area AP Manager for Walmart Logistics.

Henry Johnson, CFI was named Regional LP Manager for Amazon.

Mellisa Slavik, CFI was named Regional Loss Prevention Manager for Amazon Robotics.

MAY - 2018

Brian Stromberg, CFI was named Regional Vice President of Operations and Asset Protection for Macy's.

Kenneth Boremi, LPC, CFI was promoted to Vice President, Retail for Brookstone.

Bryan Lee, CFI was named Team USA Manager – Safety, Security & Loss Prevention for Domino's.

Will Pratt, CFI was named Regional Loss Prevention Manager for Old Navy.

Kenny Smith, CFI was named Area Asset Protection Manager for Big Lots.

Eric Stone, CFI was promoted to Regional Loss Prevention Manager for Amazon Robotics.

Dawn Charbonneau, CFI was named District Loss Prevention Manager for Ollie's Bargain Outlet.

Dane Mindell, CFI was named Asst. Vice President, Physical Security for Bank of the West.

CHAPTER UPDATES

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THIRD IAI SOUTH CHAPTER MEETING RECAP

The third IAI SOUTH CHAPTER meeting was held on June 19, 2018 at the Collin County Children's Advocacy Center (2205 Los Rios, Plano, TX 75074 from 12pm-3pm CT. The keynote speaker was Texas DPS Regional Training Coordinator, Agent Chris Earnest. His presentation was titled "Active Shooters." Agent Earnest has been with the Texas DPS for over 20 years, including 9 years serving in the Highway Patrol, 11 years in the Criminal Investigation Divisions and currently serves in the Regional Training Division. A Moderated Roundtable Session "Interview Rationalizations: What has worked for you" was also conducted at the meeting. Lunch and refreshments were provided and sponsored by Taco Bueno – Ken Gladney, CFI.



FIRST MEETING OF THE IAI WEST COAST CHAPTER

The first IAI West Coast Chapter meeting since relaunching the chapter took place Tuesday, June 26th, 2018 from 12pm-4pm at the Office Depot Distribution Center in Garden Grove, CA. Speakers included Wayne Hoover, CFI, Senior Partner at Wicklander-Zulawski and Executive Director of IAI as well as George Torres, CFI, LPQ, Director at California Organized Retail Crimes Association.

QUOTE OF THE QUARTER:

“ A lie gets halfway around the world before the truth has a chance to get its pants on. ”

–Winston Churchill

LINKS OF INTEREST:

30 REASONS WHY PEOPLE LIE

[click on title to visit link](#)



VIDEO OF THE QUARTER: SEEKING FEEDBACK

by Dave Thompson, CFI



NEW CFIs

MARCH-2018

Joseph Berry
Andrew Birozy
Christopher Butts

Peter Delgadillo
Kevin Dodson
Tracy Gilmer

Christopher Lutz
Aaron Singleton

APRIL-2018

Joe Berry
Robert Burton
Michael Clay

William Dann, III
Kimberly Groulx
Jennifer Higgs

Gary Kinsey
Lance Lee
Kristine Rebber

Robert Ruiz
Brandon Smith

MAY-2018

Amanda Brees
Jaron Cohen
Eddie Coker
Sherry Cramer

Amy Dees
Kyle Dretsch
Cory Duddles
Paul Evans

Steve Gorrie
Kevin Handke



CFIs RECERTIFIED

MARCH-2018

Cathi Ambro
Christopher Anderson
Joseph Biffar
Ricky Casey
Suzanne Castillo
Jim Contakos
Raymond Cotton
Jay Davila
Dan Doyle
Mark Earl
Kasondra Fehr
Jeffrey Foster

Jack Gehrke
Bryan Gittings
Dave Harben
DeWayne Harrison
Justin Henkenberns
Michael Hooper
Wayne Hoover
Mitch Karass
Katherine Landino
Kirk Lonbom
Mike Marquis
Steven May

John Millner
Robert Mirakaj
Osbey Orozco
Tracey Pace
Daniel Petrousek
Sam Reichman
Adam Rutkowski
Marlene Salomon
Tamera Schliebe
John Shaffer
Tonya Sjolin
Jason Smith

Shane Sturman
Mark Sullivan
Alan Tague
Claude Taybi
Gary Thompson
Kevin Valentine
Douglas Wicklander
David Zamora
David Zulawski

APRIL-2018

Anthony Auciello
Jose Barradas
Michael Batteau
Robert Brill
Sean Carpenter
Amber Carpenter
Eric Chase
John Cole

Jose Correia
Jesse Diaz
Mike Forgione
Arthur Heredia
Shannon Hill
Brett Johnson
Peter Kepler
Paul Leasum

Brandon Marshall
Michael Nelson
Alana Parry
Lawrence Pike
William Ratnakar Rapaka
Mark Reaves
Charles Rossello
William Sanchez

Mindy Solt
Roland Strouse
Martin Theriault
Scott Vollrath
Adam Wilke

MAY-2018

Michael Adachi
Kevin Baker
John Bartlett
Chance Bowlin
Donald Butler
Adam Cabrera
Roderick Cabrera
Kyle Davidson

Eric Echols
Stephen Gaughan
James Hart
Deborah Hesly-Brown
Marc Lambert
Daniel Lehman
Gabriel Levit
Martin Lisitza

David Lund
Bryant McAnnally
Eric Mean
Melanie Millaway
Jose Nunez
Kendra Pryce
James Richey
Linda Rodrigues

Alex Shea
Craig Smith
Eric Surprenant
Brittney Vachon
Peter Zajda



CFIs UP FOR RECERTIFICATION

JULY-2018

Michael Bice
Richard Chapman
Jasen Crisp
Michael DiDomenico
Daniel Easterly
Eddie Foley

Alfredo Guilfuchi
Mike Ibarra
Gregory Jobe
Greg Leibenguth
Charles Mikaitis
Jason Ploof

Jim Redeker
Roger Rickard
Eli Rosenblatt
Carlos Rubio
Edward Schroeder
Angela Staup

Duane Stewart
Paul Suiters
Francis Talbott
Lea Tamarack
Mark Varner
Annette Wall

AUGUST-2018

Shelley Alesso-Schlund
Stephen Bain
Kimberlee Baney
Everett Barger, III
James Behrend
Tommy Brabson
Heather Brown
Michael Ceella
William Chambers
James Check
Brent Cohen

Thomas Counts
Thomas Courtney
Daniel Davies
Kerry Decker
Robin Finney-Lim
Larry Forwood
Eric Frasure
Nathan Frazier
Michael Fried
Mark Gaudette
Kristen Good

Molly Gottlieb
Jared Hammans
Stephen Hughes
Patrick Kernell
Tim Krueger
Mark Krulikowski
Jose Limon
Jose Lopez
Kevin Mahoney
Stephen McIntosh
Robert Mekwinski

Gary Mills
Thomas Mistrata
Glenn Owens
Robert Seaser
Donald Shaw
Martin Straw
Robert Summers
Michael Surratt
John Wandell
Don Wuchter

SEPTEMBER-2018

Robert Auld
Craig Austin
Brandon Brown
Joseph Carteret
David Cobarrubias
Dorothy Connolly
Jacqueline Endre
Severiano Garcia

Kevin Gettings
Abraham Gonzalez
Bryant Grant
Randy Guarneri
Bryan Hajek
Paul Kadane
Brian Kristel
Lisa Maddox

Andrew Marino
Richard Mathers
Richard Meldrum
David Morris
Bobby Mothershed
David Mulliner
Keneth Parks
Monte Perkins

Calvin Poe
Jose Rivas
Bryan Self
Jerry Snider
Michael St. Clair
Robert Thomson
Danny Walker
Jonathan Williams

CFIs IN THE MEDIA

LPM INSIDER

Karl F. Langhorst, CPP, CFI wrote "Is ORC on the Rise? Just Ask Your Store Associates."

Kevin J. Thomas, CFE, CFI, CBCP wrote "Fundamental Loss Prevention Skills for Establishing a Professional Brand."

Tom Meehan, CFI wrote "What to Expect for the Rest of 2018 in Retail Technology Trends."

Adam Smith, CFI, CFE wrote "The Moral, Societal, and Legal Obligation for Workplace Theft Prevention."

Johnny Custer, CFI was featured in "Loss Prevention Sales Strategies" by Jac Brittain, LPC.

Adam Smith, CFI, CFE wrote "Armed Robbery Prevention—When It's an Inside Job."

Walter Palmer, CFI, CPP, CFE wrote "Retail Data Analytics: A Straightforward Breakdown of Types and Sources" with Adrian Beck and Colin Peacock.

LP MAGAZINE MARCH-APRIL 2018 ISSUE

David Zulawski, CFE, CFI and **Shane Sturman**, CFI, CPP wrote "Life Is Like a Circle: Part Two."

Tom Meehan, CFI wrote "We Gave Up Privacy for Convenience Years Ago."

Karl Langhorst, CFI was mentioned in "Retail Crime in Los Angeles" by Basia Pietrawska.

LP MAGAZINE MARCH-APRIL 2018 ISSUE

David Zulawski, CFE, CFI and **Shane Sturman**, CFI, CPP wrote "Life Is Like a Circle: Part One."

Tom Meehan, CFI wrote "Stop Worrying about the Retail Apocalypse and Focus on the Tsunami of E-commerce Returns."

Johnny Custer, CFI was featured in "Loss Prevention Sales Strategies" by Jacque Brittain, LPC.

LP MAGAZINE JANUARY-FEBRUARY 2018 ISSUE

David Zulawski, CFE, CFI and **Shane Sturman**, CFI, CPP wrote "Random Lessons from the Room: Part Four."

Kevin Valentine, CFI was featured in "From LP to Internal Audit to Enterprise Risk Management: The Evolution of Kevin Valentine's Career with Signet Jewelers" by James Lee, LPC.

Mark Neapolitan, CFI was mentioned in "From LP to Internal Audit to Enterprise Risk Management: The Evolution of Kevin Valentine's Career with Signet Jewelers" by James Lee, LPC.

Tom Meehan, CFI wrote "How to Become a Subject-Matter Expert."

D&D DAILY

Melissa Mitchell, CFI was featured in "25 Years of LP Council Leadership."

Tom Meehan, CFI was featured in "Magnet Detection Pioneer Alert Systems Selects CONTROLTEK as Exclusive Regional Partner for North America."

Mike Keenan, CPP, CFI wrote "Auditing: An Essential Tool For Any Effective LP Program."

Brett L. Ward, CFI wrote "Investigating Claims of a Hostile Work Environment."

David E. George, CFE, CFI, wrote "Still Think Apprehending Shoplifters is a Good Idea?"

Walter Palmer, CFI, CPP, CFE wrote "The Value of Industry Conferences – Part I."

Walter Palmer, CFI, CPP, CFE wrote "Maximizing Education at Professional Conferences – Part II."

David E. George, CFE, CFI, wrote "RILA Conference: Was It Worth Attending?"

Karl Langhorst, CFI was mentioned in "ALTO Wins "Best Newcomer" Award at North American Fraud Awards."

Johnny Custer, CFI wrote "Transforming LP From Cost Center to Profit Driver."

LEXINGTON HERALD LEADER

Walter Palmer, CFI, CPP, CFE was mentioned in "Managing risk: How organized crime has changed the retail security business."

NEW IAI MEMBERS

MARCH-2017

Art Stump
David Duffy
Naomi Arana
Sjef Jongbloed
Jim Ward
Michael Wray
Matthew Brenner
Jason Cody

Darrel Jones
Chris Sumner
Lyndsey Bowden
Raymond Fritz
Thadd Corey
Agnes Leung
Jeffery Schartung
Timothy Sheppard

Page Ramirez
Stephen McDonald
Katelyn Proulx
Ian Setnar
Ken Rickett
Michelle Bruneau
Lars Kuhne
Roger Harris

Muhsin Hassan
Lina Amiri
Meredith Pippio
Lionso Ventura
Amanda Bragg
Derrick Scroggins
Leo Varghese

APRIL-2018

Stacey Hursh
Clever Bonilla
Michael Rubino
Mark Ruiz
Erin Dugan
David Strom
Jessica Horton

Rudy Wang
Paul Terrigno
Sandra Whitehead
Nathaniel Schuhart
Nicole Toyloy
Markus Bressler
Danny Stasik

Bryan Barlow
Martin Medina
Nick Hoskins
Jay Vaishnani
Gordon Ladds
Fernando Barcenas
Jonathan Thomas

Racquel Emanuel
Michael Tirado
Richard Martin
Jason Beliles
Roy Chapel
Joshua Rachor
Victor Luna

MAY-2018

Harjot Sahota
Robert Perez
Samina Siddiqi
Robert Auld
Jeffrey James
Jacob Feldhaus
Elizabeth Liuzzo
Elijah Clark
Tyler Grandy
Adam Bennett

Michael Karis
Jim Kriston
Lisa Sternbane
Donald Schwab
Michael Cohen
Clarissa Ocasio
Debby Faile
Heather Brown
Bryan Avila
Marco Alvidrez

Thomas McCarthy
Kimberlee Baney
Patti Holton
Kevin McNeil
Jonathan Brickley
Jane Shrum
Evan Gray
Edward Pryor
Timothy Turner, Sr.
Eddie Coker

Vanessa Reed
Racquel Carmouche
Scott Bernards
Adam Hughes
Adam Moellinger
Maricela Rico
China Jasmin



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Be active in 2018 by joining a committee. Remember: A committee volunteer receives four (4) Continuing Education Credits toward re-certification per Committee, by being an active member! Pick one below! [Sign up!](#)

CONTINUING EDUCATION COMMITTEE

This committee is no longer accepting new members.

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Jeremy Bailey, CFI, Hibbett Sporting Goods
Andrew Barborak, CFI, Gander Mountain
Michael Berry, CFI, Walt Disney World
Chance Bowlin, CFI, Petco
Carissa Brinkmann, CFI, Sears Holding
Linwood Byrd, CFI, CVS Health
Roderick Cabrera, CFI, Total Wine & More
James Carr, CFI, Rent-A-Center
Neftali Carrasquillo, CFI, Jr.,
Texas Department of Insurance
Suzanne Castillo, CFI, Ralph Lauren
Michael Coleman, CFI, Auto Zone
Raymond Cotton, CFI, Wells Fargo
Bill Dietzen, CFI, Auto Zone
Dan DiMatteo, CFI, Portland Police Department
Daniel Easterly, CFI, Bealls
Douglas Fessenden, CFI, Restoration Hardware
Robert Figueroa, CFI, Rent-A-Center
Cheryl Floccare, CFI, Tractor Supply Company
Matthew Frankart, CFI, Tilly's
Garth Gasse, CFI, SSP America
Ken Gladney, CFI, Taco Bueno
Michael Goodman, CFI, Walmart
Aaron Hancart, CFI, The Cellular Connection
Michael Hannon, CFI, Rite Aid
Justin Henkenberns, CFI, Restoration Hardware
Elena Hollenbeck, CFI, Nike
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Shane Jennings, CFI, Music & Arts Centers, Inc.
Paul Joeckel, CFI, Auto Zone
Jason Lotts, CFI, CVS/Caremark
Scott Martyka, CFI, Aldi
JD Mauricio, CFI, Luxottica Retail
David Miglin, CFI, Big Lots
Matthew Morgan, CFI, Forever 21
Conrad Nelson, CFI, Bloomingdales
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Karen Sandoval, CFI, EisnerAmper LLP
Steve Schwartz, CFI, Kohls
Greg Sharp, CFI
Everett Stein, CFI, Tractor Supply Company

Jack Ternan, CFI, U.S. Security Associates
Shaun Vanderwerf, CFI, L-Brands
Shauna Vistad, CFI, Blue Cross
William Wells, CFI, Rite Aid

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Levi Ellis, Hobby Lobby
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Robert Figueroa, CFI, Rent-A-Center
Wayne Hoover, CFI, Wicklander-Zulawski
Paul Joeckel, CFI, Auto Zone
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Douglas Fessenden, CFI, Restoration Hardware
Chris Fincke, CFI, AAFES
Jay Ganal, CFI, Gap Inc.
Ed Gatti, CFI, Home Depot
Chris Girone, CFI, Office Depot
Michael Goodman, CFI, Walmart
Michael Hannon, CFI, Rite Aid
William Hill, CFI, AmeriCold Logistics
John Howard, CFI, AT&T
Mark Jackson, CFI, Big Lots
Andrea Jensen, CFI, Office Depot
Deborah Lanford, CFI, 7-Eleven
Timothy Lapinski, CFI, Helzberg Diamonds
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Deanna Lawton, CFI, REI
Angelica Lopez
Jason Lotts, CFI, CVS/Caremark

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Michael Narciso, CFI, URBN
Anthony Parco, CFI, Big J Sports
Bill Penn, CFI, Gap Inc.
Bernard Peterson, CFI, Family Dollar
Ryan Roby, CFI, Verizon
Adam Rutkowski, CFI, Kohls
Joshua Salthouse, CFI, Golub Corporation
Ryan Shedd, CFI, SpartanNash
Daniel Taylor, CFI, Ulta
Robert Tidd, CFI, Signet Jewelers
Victoria To-Dowd, CFI, CVS Health
Jay Tubaugh, CFI, Toys R' Us
Bill Turner, CFI, Radio Shack
Cente Van der Wende, CFI, Ralph Lauren
Shaun Vanderwerf, CFI, L Brands
Gloria Whitman, CFI, Von Maur
Terrell Williams, CFI, Amazon
Kati Wisniewski, CFI, Ratner Company

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Joe Davis, CFI, Walmart

Dominic Ferraro, CFI, Charter Communications
Stefanie Hoover, CFI, CONTROLTEK
Wayne Hoover, CFI, Wicklander-Zulawski
Larry Hughes, CFI, Westgate Market
Shane Jennings, CFI, Music & Arts Centers, Inc.
Paul Joeckel, CFI, Auto Zone
Cary Jones, CFI, Visionworks
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Mark Lukens, CFI, Petsmart
JD Mauricio, CFI, Luxottica Retail
James McLemore, CFI, Bealls
Joe Nay, CFI, VXI Global Solutions
Michael Reddington, CFI, Wicklander-Zulawski
Benjamin Robeano, CFI, Big Lots
Robert Sanchez, Jr., CFI, Dollar General
Greg Sharp, CFI
Kevin Stone, CFI
Sonja Upchurch, CFI, NWI Investigation Group
Steve Welk, CFI, Barnes & Noble College
Joe Wojcik, Pappas Restaurants Inc.
Elias Zavala
David Zulawski, CFI, CFE, Wicklander-Zulawski

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- Hannaford Supermarket
- Jake's 58 Hotel / Casino
- Liquor Stores North America
- Louisiana Lottery
- McKesson
- North Star Mutual Insurance Co.
- Santikos Enterprises
- Southeastern Grocers
- St. Charles Parish Public Schools
- The Twelve Project
- White County Sheriff's Office

NEW ORGANIZATIONS

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- 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 IAI.

LETTER FROM THE EDITOR

CHAPTER'S DRIVING TRAINING

Hopefully you have noticed that we are up to 4 IAI Chapters around the United States. The West Coast just had their first meeting with great attendance and networking. The South and Midwest are finishing up their first year with an increasing membership in each location. The original Chapter, the Northeast is still continuing their history of providing diverse and continued training.

What I love about these Chapters is each one has their own personality. The leadership is amazing and consistent, they are driven to make the meetings a source of information and networking for all that attend. I have also enjoyed seeing the involvement of non-CFIs, and non-IAI members. Remember, everyone with a stake in interviewing is able to attend, so make sure to bring a peer to any of these Chapter meetings.

I also love that our Sponsors of IAI are getting involved at the Chapter level. Protos helped the South Chapter with a meeting, CONTROLTEK has volunteered for the West Coast, and LPI is hosting the next Northeast Chapter meeting.

As we finish up the summer, remember to continue your education at these wonderful Chapters. If I could also toss in the idea, don't be afraid to volunteer either as a member or even as a speaker. Any help you can provide to these Chapters would be appreciated.

Again, thank you for all the exciting involvement that many of you have had and will continue to have. Without you, we would not be the Association we are today. Have a wonderful summer and we look forward to seeing you all at a Chapter meeting soon, or the ETD in April of 2019.

L. Wayne Hoover, CFI
Executive Director of IAI

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