

2017 POST CONFERENCE REPORT



Since 2013, Justice Sheryl McCloud has been a member of the Washington State Supreme Court. On Wednesday 17th May, she delivered the 2017 annual conference keynote address at the Tacoma Convention Center.

In addition to providing an insight into the workings of the State Supreme Court, Justice McCloud developed a theme of fraud and integrity, defining successful prosecution.



‘I endorse Rob McKenna when he said at your conference that Fraud Investigators are heroes’
Justice McCloud

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SPECIAL POINTS OF INTEREST

- 2017 Conference, New location, excellent feedback.
- Conference evaluations reveal very high marks for almost every speaker.
- Meet the team responsible for the Conference on page 4

VERBAL JUDO



HIRAM ROSA

Port of Seattle police officer Hiram Rosa is a specialist in reducing, managing and avoiding conflict by using a pre-planned, practical approach to communicate under pressure.

“This was my favorite speaker. He would be very valuable to any customer service inter-action.

I would like him to speak at our yearly meetings”

ITS ALL ABOUT FACE

“Great class, Great speaker. Valuable tools to have in any field”



GLENNA TROUT

Internationally respected Face Reader and former Bellevue Police Officer, Glenna Trout, was invited to address the delegates about facial communications based on feedback and excellent presentations at previous PNLTFA annual conferences.

Glenna explained that the face carries the majority of information a person transmits. During her four hour presentation, delegates were introduced to basic tools for better understanding facial communication. Developing, practicing and using these tools can improve observation, communication, interviewing and investigating skills.

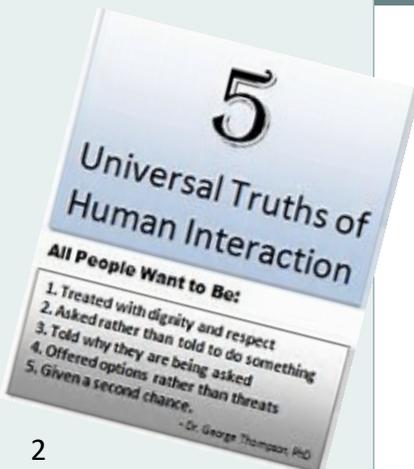
Exercises in perspective, first impressions, face mapping, practice in identifying facial emotions and the various layers of emotions became a catalyst for many questions and much enthusiastic discussion.

UNCLAIMED PROPERTY, ANYTHING FROM A LEG TO CASH. JUST ASK THE DEPT OF REVENUE

Linda Brown is an Auditor for the Department of Revenue.

Linda’s career with the Department started in Excise Tax Compliance. In February 2001 she joined Unclaimed Property as an Auditor, not realizing that her work would take her into contact with hundreds of organizations including financial institutions, insurance, utilities, automobile dealerships, manufacturers, health care providers, government agencies and retailers.

Unclaimed property. Visit - <http://ucp.dor.wa.gov/>



HOW TO STAY SAFE ONLINE, AND HOW TO USE IT AGAINST THOSE WHO DON'T.

Lynn Kolp describes herself as a 'Bounty Hunter'.

For her presentation at the annual conference she urged delegates to remain safe online and provided practical advice and examples.

Lynn reminded delegates to mitigate the effects of social media by using strong passwords, and to check privacy settings, especially after updates.

Advice for companies included educating employees about Internet safety, and regularly updating security settings.

'MOTIVATION + CAPABILITY = THREAT

"Your digital footprint is everywhere on the Internet"

"I think this class should be mandatory for every State worker. It really opens your eyes to how easily your information can be found"



LYNN KOLP

ONLINE INFANT FORMULA TRAFFICKING INVESTIGATION BY DOH

Illegal online sales of WIC provided infant formula has been identified as a major fraud occurring in WA and across the nation.

A grant proposal resulted in over \$500k to support an online formula investigation development and pilot program for conducting controlled UC buys.

During the first year the team conducted 139 cases and recovered over 700 cans of formula.

All cases confirmed the sellers as WIC participants.



WIC TEAM with PNLTF Board member Tim Hunstead

As a result of their success, USDA requested that the WA WIC team present project details and results to the national WIC conference in August 2016.

USDA also selected WA WIC as a 'model' for other states to follow when conducting similar investigations.

Recovered \$20k and 51 disqualifications from program.

Interested and would like more details?

WIC COMPLIANCE

1-800-841-1410

**Team Leader
Allan Esparza**

**Miranda Panuska
Amanda Cross**

PNLTFA HISTORY TACOMA, MAY 2017

Current PNLTFa President, Ken Hare pictured with former PNLTFa President (2004/5) Lisa Johnson and guest speaker, Joe Rogers, former PNLTFa Vice President.

Rogers, the Seattle based ASAG with Social Security Office of the Inspector General, delivered a number of selected case studies to an enthralled and appreciative audience.



MORTGAGE FRAUD SPECIALIST OUTLINED ILLEGAL ACTIVITY

Andy Carter is a Senior Financial Legal Examiner with the Washington State Department of Financial Institutions.



DFI regulates financial services in Washington to protect the public and promote economic vitality.

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www.pnltfa.com

PO Box 15086 Tumwater, WA
98511-5086



THE PNLTFa TEAM RESPONSIBLE FOR THE 2017 CONFERENCE