

NOVEMBER 2022 EDITION



CALI JOURNAL

CALIFORNIA ASSOCIATION OF LICENSED INVESTIGATORS



WWW.CALI-PI.ORG

California Association of Licensed Investigators
26895 Aliso Creek Rd # B-485
Aliso Viejo, CA 92656
949-715-5401
949-502-0450 Fax
info@cali-pi.org



About the California Association of Licensed Investigators

The California Association of Licensed Investigators (CALI) is a not-for-profit professional organization dedicated to protect and enhance our licensed private investigators and licensed private patrol operator members.

With approximately 1100 members, CALI is the largest private investigator association in the world. The association works to advance the investigation and security professions through educational programs and legislative advocacy efforts that promote the needs of the profession before governmental agencies and the State Legislature.

CALI works in support of the ability of clients, often either a consumer or a victim, by performing legitimate investigations within the parameters and boundaries established in law. Our members are licensed and regulated by the Department of Consumer Affairs, Bureau of Security and Investigative Services.

Connect with us!



www.facebook.com/CALIPI



www.twitter.com/calipiorg



<https://www.linkedin.com/company/california-association-of-licensed-investigators/>



www.cali-pi.org

About the CALI Journal

The CALI Journal is a quarterly electronic publication of the California Association of Licensed Investigators (CALI) for general information only and does not constitute legal or professional advice. The statements and opinions expressed in the CALI Journal are those of the authors and advertisers, not necessarily of CALI.

Contribute to the CALI Journal

CALI encourages members and industry experts to contribute relevant content for publication in the quarterly CALI Journal. We want to hear from you! Submit your article for review to info@cali-pi.org.

To advertise in the CALI Journal, please contact Maria Lagunas, Executive Director, at 949-715-5401 or email mlagunas@cali-pi.org.

©2022 CALI. All Rights Reserved. The contents of this CALI Journal may not be reproduced by any means, in whole, or part, without the prior written consent of CALI.

CALI LEADERSHIP

2021-2023 OFFICERS

President

Frank W. Huntington, III, CPI

Chairman of the Board

Jay Rosenzweig, CPI

VP of Administrative Services

Lee Wolfe, CPI

VP of Investigative Services

Anthony Hopkins, CPI

Treasurer

Chris Reynolds

Secretary

Tawni Tyndall, CPI

Director at Large

Chad Ragan

Director at Large

Roberto Rivera, CPI



California Association of Licensed Investigators

26895 Aliso Creek Rd #B-485
Aliso Viejo, CA 92656

Maria Lagunas
Executive Director

949-715-5401
949-502-0450 Fax
info@cali-pi.org
www.cali-pi.org

2021-2023 DIRECTORS

Central Coast Director

Ernest Romero, Jr.

East Bay Director

Charles Rafferty

Golden Valley Director

Donavan Sizemore

Inland Empire Director

Dan Alvarez

Los Angeles Director

Jay Rosenzweig, CPI

North Bay Director

Robert Estes, CPI

Orange Director

Thomas Graybill, CPI

Redding/Chico Director

Dan Largent

Sacramento Director

Anna Stowe

San Diego Director

Jay Paulino, CPI

San Francisco Director

Hanley Chan

San Joaquin South Director

Mitch Rowland

San Jose Director

Anne Fields

South Bay/Long Beach Director

David Williams

2022-2023 GOVERNORS

Central Coast Governor

Vacant: Contact Director, Ernest Romero, Jr.

East Bay Governor

Tony Suggs

Golden Valley Governor

Shiloh Roten

Inland Empire Governor

Paul Mason, CPI

Los Angeles Governor

Howard Dratch, CPI

North Bay Governor

Suzie Short

Orange Governor

Cameron Jackson, CPI

Redding/Chico Governor

Vacant: Contact Director, Dan Largent

Sacramento Governor

Vacant: Contact Director, Anna Stowe

San Diego Governor

Vacant: Contact Director, Jay Paulino

San Francisco Governor

Lindon Lilly

San Joaquin South Governor

Cory Morse

San Jose Governor

Tracey Kroot

South Bay/Long Beach Governor

Mason Washington

What's Inside This Issue...

05 President's Message

09 Welcome New Members

10 Member Benefit & Member Spotlight

12 How I Became A PI

14 Progress for Reputation Management

16 CALI Central Coast District Mixer/Special Event

18 NLITE - March 2023

20 Great Customer Service When the Client Is Wrong

21 CALI 2023 Legislative Day

22 Thank You Letter from Scholarship Recipient

23 The Role of Cryptocurrency Forensics in Private Investigation and Asset Recovery

24 Employment Opportunities

PRESIDENT'S MESSAGE

Frank W. Huntington, III, CPI



So many things to do, so little time! As I enter the second year of my term, I am grateful for the hard work our leadership and membership does for this great organization. We had some goals and new ideas going into the term and I am very happy to report that those are coming to fruition, slowly but surely.

In August, the Board voted to reorganize the district meeting process and eliminate the requirement that districts hold a minimum number of district meetings each year. Instead, ask that each district hold at least one "Mixer" where we would encourage new and prospective CALI members to attend. The CALI office will coordinate the payment for these mixers which allowed us to consolidate 14 different district accounts into one, making for a much smoother accounting operation.

The Central Coast District was the first to hold such a mixer on October 22 in Paso Robles courtesy of Chairman Jay Rosenzweig who opened his home. Numerous members attended, and from what I hear, all had a good time.

On December 6, the North Bay District will be holding a mixer at the Oxford Hotel in Rohnert Park that will include a toy drive. I encourage all to attend. I would ask all districts to start planning their mixers now as I believe once the districts start rolling these out, they will all be great successes.

Instead of the district training meetings, we are now encouraging neighboring districts to get together and coordinate half-day to all-day training sessions to attract many more participants. That, along with our ever-expanding online training sessions, continue to make CALI a leader in investigator training.

Governors, please work with Vice Presidents Lee Wolfe and Anthony Hopkins to coordinate these events.

Speaking of which, on October 19 our professional development crew put on a great online presentation by our Service & Industry partners at TLO where we had more than 120 people in attendance. Our next webinar will be on November 2 when Tara Godoy, BSN, RN, CFN, will present on "Blunt Force Trauma: What Every Investigator Needs to Know." On Saturday, February 4, 2023, CALI will be holding a full day of in person professional development at a great venue in Walnut Creek, details to follow. Please see CALI's events page for information on all these events.

In August, I was able to attend the AALPI (Arizona) conference in Scottsdale followed by a NCISS board meeting. When I last attended AALPI's conference in 2021, we discussed the need for reciprocity between our two states, especially since we share a border. Well, bureaucracy does move slowly, but I am happy to report that the powers that be in Arizona are talking to the powers that be in California to make this happen. Stay tuned!

In October, I had the pleasure of having lunch with Association of Workplace Investigators (AWI) President Eli Makus. We had a great conversation about our mutual respect for proper licensing and discussed possible collaborative training opportunities in the future. More to follow!

One of our other goals was to change the time of year for the annual conference. June has historically been a rough month as we compete with weddings, graduations, etc. Moving forward, we are hoping to have our conferences later in the summer or early Fall. Having said that...SAVE THE DATE! CALI's 2023 conference will be held August 24-26 at a beautiful property in, wait for it, SONOMA WINE COUNTRY!

In September, I along with our Conference Chairs, Treasurer and Executive Director toured the DoubleTree by Hilton Hotel in Rohnert Park and were immediately impressed. The property is 20 minutes from the Santa Rosa Airport where Alaska Airlines flies from most other airports in the state. The fares are very reasonable and our ED was able to get a discount for our conference attendees. If that does not suit you, there is an airport shuttle from both San Francisco and Oakland airports that runs hourly and comes directly to the property.

Moving forward, we have also elected to change our fiscal year to a calendar year. Several years ago, we changed the due date for dues from June to a member's join date. With that change, there is no need to have a fiscal year ending in June. Additionally, the timing has become a nightmare for our ED to close out the yearly books shortly after the conference ends. Changing the fiscal year will make the tasks much more manageable.

In order to accomplish these changes, we will be asking the members to vote on a special bylaw that will extend the current Board's terms until December 31, 2023, and setting the elections toward the end of the calendar year. The Board extension will be a one-time change and will sunset on December 31, 2023, with the new Board term beginning January 1, 2024.

Sadly, we again lost some friends recently. Longtime CALI member Randy Ontiveros, husband of our own Francie Koehler, passed away in July after a lengthy illness. To say Randy was a character would be an understatement. He and Francie shared a wonderful life full of love and adventure. Francie, I am sure I speak for all when I say you and your family are in our thoughts and prayers.

Then, just recently, CALI unexpectedly lost a young woman named Kelsa Kinsly. Kelsa too led a very full life having been an actor, news reporter and finally a private investigator. Every PI that worked with Kelsa had nothing but good things to say about her. Our condolences to Kelsa's friends and family.

To Randy and Kelsa, as well as all our late friends; we are all better for having known you.

Although CALI has a long-time history of legislative victories, I am sorry to say we lost one recently when the governor signed into law SB 731. This will seal the criminal records of those that have maintained a clean record for four years. CALI and our members fought hard against this one with many letters sent to our legislators as well as the governor. The bill is set to go into effect on July 1, 2023, but we are not done yet. CALI is exploring different options and is in contact with other organizations that share our frustration with this closure of public records.

This is a good time to remind you all of the importance of maintaining relationships with our state legislators. Our next Legislative Day is scheduled for March 6, 2023, and I encourage everyone to participate. Having said that, however, our efforts are not limited to a once-a-year event. Please make the effort to get to know your representatives on a year-round basis. And, when the Government Affairs Committee asks for your help with contacting them, please do so!

As always, I want to thank the CALI membership for entrusting me with this position. I am always grateful and will continue to do my best for the betterment of the Association. I also want to thank the Board, leadership, and the governors for all their hard work. Last, but certainly not least, special thanks to our Executive Director, Maria Lagunas, for her never-ending dedication and support for CALI!

Lastly, as we transition from Summer to Fall, and into the holiday season, please remember to spend quality time with your friends and family and to remind them how important they are to you. If you are traveling, travel safe, and---again, thank you all, and best wishes for the season!

Frank W. Huntington, III

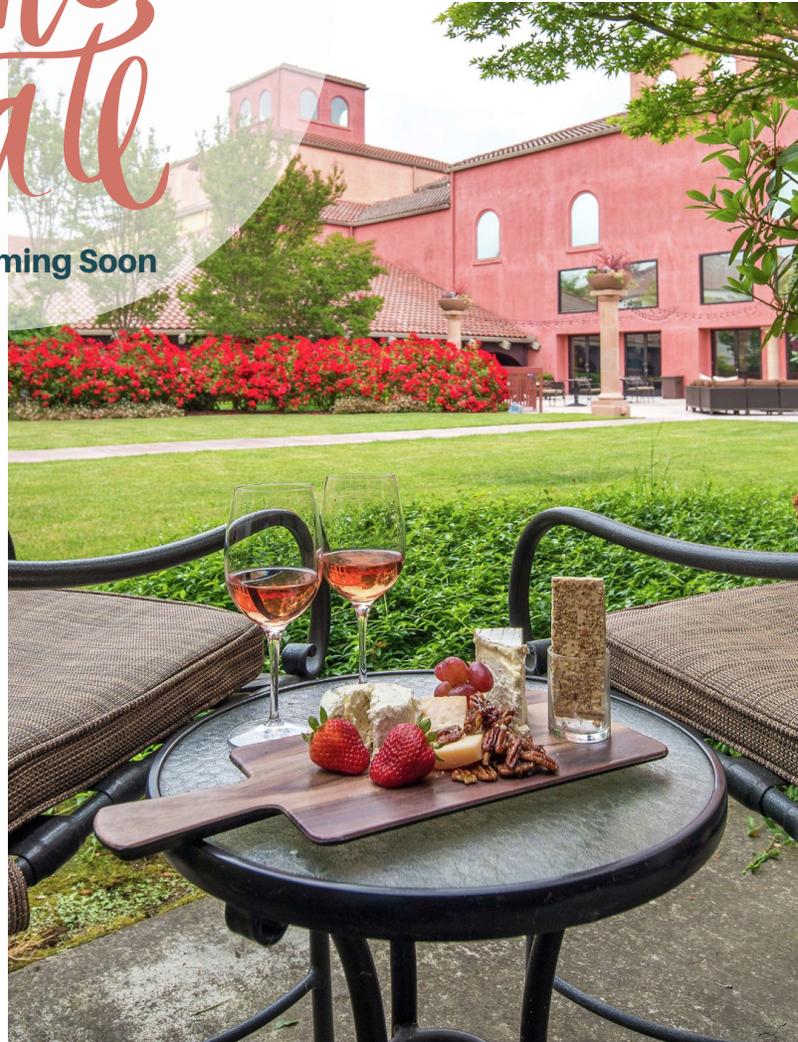
Frank W. Huntington, III CPI
CALI President

CALIFORNIA ASSOCIATION OF LICENSED INVESTIGATORS
2023 CALI ANNUAL CONFERENCE
AUGUST 24-26, 2023
SONOMA WINE COUNTY



*Save
the
Date*

Details Coming Soon



SKOPENOW

Leveraging data to streamline open source investigations.

Anonymous **Social Media Investigations.**

Dark Web to **Surface Web Reconciliation.**

Multi-party and **Social Network Link Analysis.**

Hands off, end-to-end **Reporting.**

AI driven **Behavior Recognition.**

Have your investigation teams try for free: [Skopenow.com/CALI](https://skopenow.com/CALI)



Welcome New Members!

**Please join CALI in extending a warm welcome to our newest members
who joined from August 1, 2022 - October 27, 2022**

Central Coast District

Jason Bietz

East Bay District

Michael Rood

Maritza Zamora

Inland Empire

James Brabeck

Inmer Cornejo

Daniel Sugrue

Los Angeles District

J. Janette Estrella

Ryan Jawetz

Kristian Hall

Christopher Ramirez

Michael Slider

North Bay District

Deborah Ball

Orange District

Crystal Hogan

Ruben Ibarra

Scott Spalding

George Webb

Redding/Chico District

Steven Hirsch

Kevin Kimple

Jared Lauderdale

Donald Watson

Sacramento District

Patrick Cox

Terry Gilbeau

John Savage

Jonathan Sheley

Douglas Voska

San Diego District

Kelly Breckenridge

Andy Cox

Jorge Valenzuela

San Francisco District

Peter Guglielmino

San Joaquin South District

Christopher Campbell

Alicia Lopez

Paul Walker

San Jose District

Robert Benson

South Bay/Long Beach

Matthew Kreida

Out of State

Matthew Stern - DC

Scott Kamp - FL

Rolando Palma - FL

Dave Amis - TX

Arthur Chatman Jr. - TX

Fred Clark - TX

Mark Debeysey - TX

James Ellis - TX

Michael Escalante - TX

William Ferguson - TX

Noel Gonzalez - TX

Connie Vogler - TX

Estella Wheelus - TX

Service & Industry

Maltego

Notifeye Legal Inc

OREP Insurance Services

Thomson Reuters,

Public Records



CALI MEMBER BENEFIT TELEMEDICINE SERVICES

Are you looking for 24/7 doctor access for you and your family? This telemedicine program is **ONLY \$10/month** with no copay for your entire household!

Avoid going to the doctor's office and paying for those visits. Connect with a doctor from the comfort of your home or office 24-7-365!

What does that mean for you and your family?

- Available to everyone (Insured or Non-Insured)
- \$10 per month (covers entire household)
- \$0 co-pay, no limits
- Doctors available 24-7-365
- Prescriptions sent instantly to your pharmacy

CALI members get access to EXCLUSIVE pricing on Telemedicine services and other discounts by visiting our Member Benefits page at www.cali-pi.org/benefits.

What can telemedicine treat?

- Allergies
- Arthritic Pain
- Cold & Flu
- Tonsillitis
- Laryngitis
- Pharyngitis
- Skin Infections
- Gastroenteritis
- Ear Infections
- Pink Eye
- Insect Bites
- Minor Burns, Sprains, & Strains
- Respiratory Infections
- Sinusitis
- Strep
- Urinary Tract Infections
- Sexually Transmitted Diseases
- Hypertension, asthma, diabetes



Member Spotlight

Natasha Emmons, a Los Angeles-area licensed private investigator with 20 years of journalism experience has joined the *CALI Journal* committee to assist in planning and editing content, starting with this issue. Emmons covered state government and commodities markets in New York. She covered small business, legal support, workplace violence and entertainment for trade magazines in Southern California. She most recently covered nursing, physical therapy and occupational therapy for trade journals in the Chicago area. Her private investigations career began at Acumen Probe in Chicago in 2013, where she investigated personal injury and wrongful death cases for plaintiffs. She also served as a process server at Stern Process & Investigation in Chicago. Back in California, she became a surveillance investigator at Huntington Beach-based Horsemen Investigations in 2015, then moved to San Diego-based Argus West Investigations in 2017. She attended her first CALI Conference in Palm Springs in August 2022.

TLOxp

Other Databases

TransUnion
gives you
3x more data

Right Data. Better Results. Right Now.

For vehicle sightings, social media user information and email addresses, investigators use TLOxp[®] from TransUnion to solve their toughest cases.

START YOUR 7-DAY FREE TRIAL TODAY!

Call **888-337-9972** or visit
transunion.com/product/investigations

How I Became a PI

By Francie Koehler, CPI, CLI, CCDI

I worked in retail management for an off-price women's apparel in Fort Collins, Colorado when I was offered a position to run the home office district just south of San Francisco. I had lived in California for about a year when a significant security problem surfaced in my Burlingame Store. I reported it to company security, and Randy Ontiveros was sent to investigate. That day we terminated all but one employee for theft, drug use, and sales. That was Thursday. The following Monday, we went to dinner, and I found out Randy was a private investigator. I had never met a private investigator before. In fact, I thought they only existed in books, movies, and TV. We started seeing each other regularly.

My company was trying to navigate through serious financial problems. The company went into bankruptcy, and I was fortunate to survive the cutbacks and reorganization. Several months later, I found myself moved from supervising 8 stores to 15 stores, then to being responsible for four states with 80% travel. It was a challenging time.

At the same time, Randy was prompting me to leave retail and work for him. The long days and hours were affecting my health. The company transition team closed 250 stores, managed critical employees, supervised construction, and merchandised and reopened 200 stores in four months. Since we were still dating, I thought working together was a crazy idea, but I finally succumbed. I turned in my notice one Friday, but the company had other plans. I had 10 years with the company by this time, and senior administration did not want me to leave. Arrangements were made for me to fly to the home office in New Jersey on the Sunday night redeye. I informed them I wasn't going to change my mind, but my regional director asked me to go as a favor to her.

That Friday night, Randy and I were having dinner when he received a call about a missing 17-year-old Palestinian girl. We left the restaurant immediately and went to the girl's residence. After meeting with the family, we worked through the night and through the weekend. We organized an event in our office parking lot that got the attention of all four area TV stations. Just before I left for the airport, one of the reporters caught and interviewed me. I thought nothing of it at the time.

The following day, I arrived at the New Jersey home office. I waited to meet with the company president and vice president. It was then I found out that the interview with the reporter was broadcast on all the Bay Area news channels with a caption of "private Investigator." I was told my employees were blowing up the phones at headquarters, wanting to know why their "boss" was working as a private investigator. I never had an audience with senior administration. It wasn't long before I was on my way back home.

My new career was launched. Randy was a great mentor, and I started off conducting workplace investigations. One day, our landlord, an attorney, asked if I wanted to investigate a couple of criminal cases. Surprisingly, it was refreshing. I was no longer dealing with teenage girls who were stealing cash and merchandise. It was a whole new experience. I founded Special Circumstances, my agency, nine years later.

Women excel as private investigators because they are multitaskers, typically good listeners, and generally not identified as investigators. Private investigation is tailor-made for those who desire variety and challenge. It is a career that is forever changing and allows for unlimited creativity and innovation. I fell into the business accidentally, and I will never regret it. By the way, after 14 years, I asked Randy to marry me. And he did.





I hear *AMIS* is the right choice!

Our Policy Is Designed For:

- ▶ Private Investigators / Detectives
- ▶ Forensic Investigators
- ▶ Accident Reconstructionists
- ▶ Insurance Adjusters
- ▶ Consultants
- ▶ Background Checkers
- ▶ Attorney Services
- ▶ Process Servers
- ▶ Public Record Retrievers

We Offer:

- ▶ Commercial General Liability
- ▶ Errors & Omissions (E&O)
- ▶ Workers' Compensation
- ▶ Bonds
- ▶ Business Personal Property
- ▶ Cyber Liability
- ▶ Crime
- ▶ Free Online Quick Quotes

"Big enough to serve and small enough to care"



***AMIS* / Alliance Marketing & Insurance Services LLC**

www.amisinsurance.com

800-843-8550

mnowell@amiscorp.com

CA Lic: 0K21904



Progress for Reputation Management

By Steven Krivit, PI, Marin Private Investigations

As a former investigative journalist, I appreciate the protection provided by the First Amendment that allows the broad freedom of speech we enjoy here in the United States. However, the adverse consequence is that rogue actors, coupled with the anonymity afforded by the Internet, can cause tremendous harm to the reputation of other individuals. Sometimes the news media is complicit in this activity.

Theoretically, we are innocent until proven guilty in this country. That may be true during a court trial, but not when our clients are being tried by the news media. When arrests are made and mug shots are taken, the news media has the legal right to publish — and profit — from such activity.

Recently, the Associated Press, one of the most influential news organizations in the world, published a new policy that offers some relief. The policy will allow subjects of AP news stories to request removal of certain news stories. A key condition, stated on the AP Web site, is that "the story must be about criminal charges that have been resolved — ideally through dismissal, acquittal or expungement."

Ordinarily, when our clients have been acquitted, it has been nearly impossible to get news organizations to pull the damaging stories from the Internet. Reputation management has even developed into its own profession and, at times, been closely linked to "the slander industry."

Last year, Google took a major step forward and created a program where it will refrain from displaying Google searches under certain conditions, particularly results from Web sites that offer to remove adverse information for a fee.

This new AP policy should help, and should be useful as leverage with other news organizations that do not yet have such policies. Some advice when contacting news organizations: Try to identify and contact the responsible editor rather than the news writer. Respect their right to publish and seek their empathy.

The California Private Investigator's



Updated California Private Investigator's Legal Forms

CALI's exclusive "The California Private Investigator's Legal Forms" have been updated. The legal forms package contains twelve must-have forms plus information and links to six more important government forms. Also included is a 17-page Forms Manual to guide the user on understanding and modifying the forms to suit their unique needs. Visit www.cali-pi.org to purchase the legal forms package.

LEARN MORE

CALI Central Coast District Mixer

Paso Robles, CA

By Jay Rosenzweig, CPI

On a beautiful Saturday afternoon in late October, CALI members from all over Central California gathered in Paso Robles wine country. This special event and mixer took place in the backyard home of Chairman of the Board, Jay Rosenzweig. We even had members travel over 4 hours to attend from the North Bay and Los Angeles Districts.

The main purpose of this event was to have an informal get together for camaraderie, networking and just to have a plain old good time. Well, from what we were told, we exceeded those expectations above and beyond!

Many of our association leadership were there, including our Government Affairs Chair, Francie Koehler and Anne Fields. Francie spoke briefly on what's happening in Sacramento regarding bills that affect our industry. In addition to Jay speaking about Board announcements, Anthony Hopkins, our VP of Investigative Services, and Mitch Rowland, the San Joaquin District Director also spoke briefly. These brief discussions did not interrupt the good time we had in the backyard, enjoying the fresh tacos, guacamole and salsas, with beer and the Paso Robles wine that were provided.



Here's a quote from Anthony Hopkins that he posted on the CALI Facebook page, "These CALI informal mixers are so easy to organize. I truly enjoyed the intriguing discussions with my fellow CALI PI's. Worth the 4.5 hour drive from Sonoma County to Paso Robles."

This event was a good example of what can happen in the future regarding district mixers, and just having a good time with our colleagues, without having the pressure of finding a speaker to entertain our members. That's what we have a professional development program for. Also, where else can you have an event where you can play cornhole, darts, and horseshoes all at the same time while being at a CALI function?

A big thank you to the Central Coast District for hosting this event. The San Joaquin South and San Jose Districts also collaborated with this event. By the way, almost half the members that attended were from the San Joaquin South District. Congrats to them on that! We also want to thank Linden Lilly, District Governor of San Francisco for bringing a delicious pink champagne cake from the bakery at the Madonna Inn. It was delicious!

All in all, it was a wonderful afternoon in Paso Robles, and we hope to do more of these type of events in the future.





JUDY SHEA | PRESIDENT | NM PI LIC. 3295



JT PALMER & ASSOCIATES
— THE KEY TO YOUR SEARCH —

National & International Asset Search

Phone Number Research

Current Employment Locate

Employment History

Insurance Research

*No Monthly Fees

*Licensed & Insured

*Current & Verified Information

CALL US

(800) 808-0078

(817) 894-3539

www.jtpalmerassociates.com

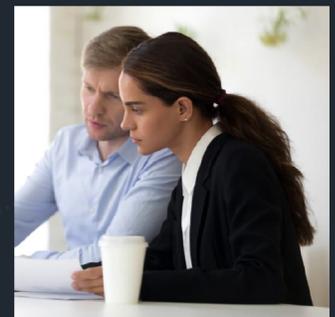
wwwInvestigators-toolbox.com

Use code cali22 to save \$50

Take advantage of this special discount for all CALI members. Expires 12/31/22

Consider investing in your business and investing in yourself

Join Matthew Spaier, Pi Magazine's 2021 Investigator of the year and over 500 investigators in using the future of networking, learning and data resource management



INVESTIGATORS
TOOLBOX

AN INVITATION TO ATTEND

NLITE

**Newly Licensed Investigator
Training & Education**



**Saturday, March 4, 2023
Sacramento, CA**

NEWLY LICENSED?

The California Association of Licensed Investigators (CALI), the world's largest private investigator association, would like to invite you to attend NLITE, a professional development course designed specifically for newly licensed investigators. This course will provide the tools and information you need to begin a successful career as a private investigator in California.

TRAINING OUTLINE:

- Starting Your PI Business
- Ethics and Professionalism
- California PI Laws, Practices and Problems
- Attorney-Client and Work Product Privilege
- Licensing Issues & Firearms
- Invasion of Privacy
- Contracting for Investigators
- Report Writing & Testifying

WHO SHOULD ATTEND?

NLITE is offered to ALL NEW LICENSEES in California. You do not have to be a member of CALI to attend. A "new licensee" is anyone that has obtained a California PI license within 24 months prior to attending the training in March 2023.

Space is limited. Register Now!

NLITE Special - CALI Membership Fee of \$125 for the First Year!

To learn about NLITE, visit www.cali-pi.org/NLITE



PRIVATE INVESTIGATOR EXAMINATION PREPARATION COURSE **ONLINE**

CALI offers an ONLINE Private Investigator Preparation course to prepare qualified candidates for the State of California PI License exam. The preparation course was designed by a committee of licensed investigators that offers a step by step review and sample quizzes to prepare qualified candidates. Also included are lesson plans, study materials and references to other important information for the exam.

www.cali-pi.org/piexam 🔍

GREAT CUSTOMER SERVICE WHEN THE CLIENT IS WRONG

By Cameron Jackson, Private Investigator
C. Jackson Investigations, Inc.
Newport Beach, CA

Whether you are working a criminal or civil investigation, conducting a surveillance, investigating a work comp claim, computer forensics or everything in between it is easy to get caught up in procedure and forget one of our primary missions – customer service.

Last week my administrative assistant had a professionally heated call with a paralegal insisting we did our proof of service (POS) incorrectly. My assistant explained we had correctly filled out the POS as it was court approved. Generally speaking, county courts in California have standardized legal forms available for attorneys and the public. The paralegal was upset because the court was rejecting the POS and she was blaming us for the “mistake”. I looked at the POS and indeed, we had done it properly.

My normal reaction in the past was to get on the phone and tell the paralegal he or she was wrong. Unfortunately, that was and is the wrong reaction. On this occasion I took the call with a very upset paralegal and did the following. First, I let the paralegal know I spoke with my assistant and was fully briefed. Second, instead of telling her she was wrong, I said I wanted to do whatever I could to help. I asked the paralegal if there was a more appropriate POS form. She proposed a new POS and I said we would be happy to fill it out. The new POS was incorrect, but that’s not the point and it didn’t matter. Here’s why.

It showed I was empathizing with her position, and I was willing to help in whatever way I could. Offering the new but incorrect POS immediately disarmed her and brought down her state of anger. The paralegal began talking it out and letting me know what the court was doing. It turned out the court staff was giving the paralegal incorrect procedural directions.



By listening, it gave me additional information to assist the situation. This led to the third customer service kill-shot. I said, “I know what the problem is. You’re dealing with a knucklehead at the court.”

From this I received a very hearty laugh, and the paralegal was completely put at ease. I had validated what she also knew to be true. One, that the POS was correct and two, she was not to blame for the error by the court staff. This small interaction completely removed my company as the problem. We were now part of the solution.

I can’t tell you how many times I have made the mistake of getting into a procedural argument with lawyers or their staff. What I learned the hard way was it’s never worth it in the long run. You either lose a client or make relations tense. To recap for success and a customer service win, here are the three simple steps to providing great customer service in these situations.

- First, let the client know you have been fully briefed on the situation.
- Second, empathize with their position and let them know you want to do whatever you can to assist.
- Third, listen to what they are saying and if you can affirm what they were trying to accomplish or offer suggestions as the correct path, do so immediately.

The moral of the story is, don’t get caught up in being correct. I like to remind my staff that clients are dealing with their own stresses, insecurities, incompetence, horrible bosses, home issues, etc. Being part of the solution will win a client for life.

Final thought – always try to give the client more, even when they’re wrong.



Save the Date!

CALI LEGISLATIVE DAY

MONDAY, MARCH 6, 2023

One of CALI's paramount goals is to serve as a legislative force for our industry. We complete this through a number of avenues, but one of our most significant is our annual Legislative Day in Sacramento, CA – Campaign for CALI!

Registration details coming soon.



www.cali-pi.org/Legislative-Day

Thank you

August 8, 2022

Dear Mr. Ragan, Mr. Huntington, and the General Members of CALI:

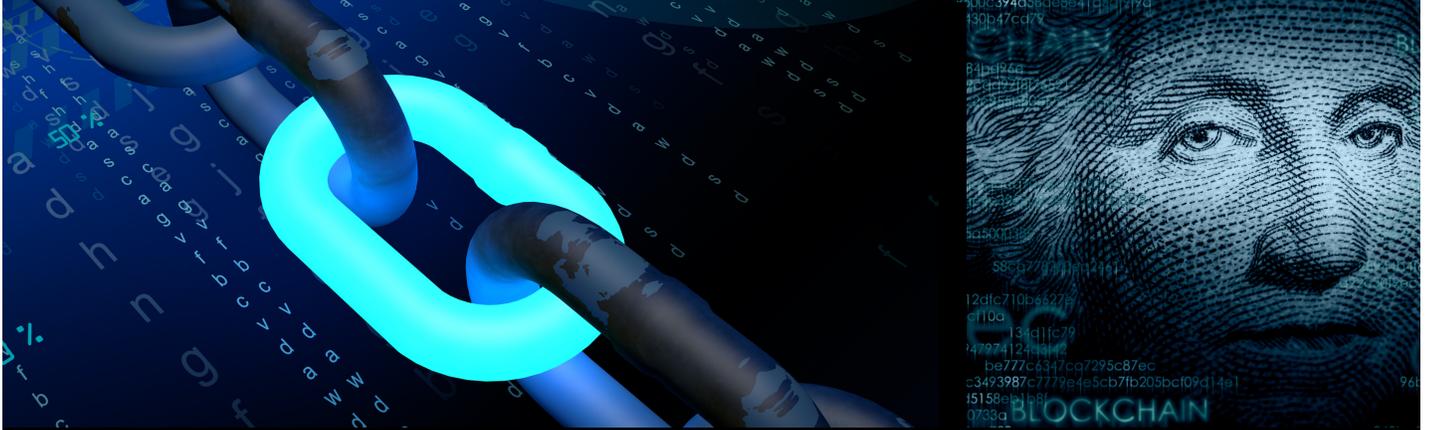
I am sincerely honored to have been selected as the recipient of the CALI Licensed Investigators Scholarship Certificate. Thank you for your generosity, which will allow me to strengthen my online business presence.

I have been completing my studies at Boston University in Genealogy, and I continue my genealogy work for Tracey Kroot at Kroot Private Investigations LLC, and have helped several other firms on a pro bono basis. I am very thankful for receiving your thoughtful gift. Because of your scholarship, I will be having my business website developed by a professional in the upcoming months. This online presence will be directing business both to myself as a professional Genealogist, to Kroot Private Investigations, and all the membership and potential clients interested in my services for investigative inquiries. I look forward to working with you in the future!

Thank you again for your thoughtful and generous gift.

Sincerely,

Laura Johnson
Professional Genealogist



THE ROLE OF CRYPTOCURRENCY FORENSICS IN PRIVATE INVESTIGATION AND ASSET RECOVERY

By Matthew E Stern, CEO of CNC Intelligence

As the global adoption of cryptocurrencies accelerates, this innovative payment medium has become an attractive target for criminals looking to steal money and launder the proceedings of their activities. Criminals, or would-be criminals, may feel assured by the false belief that cryptocurrency transactions are anonymous and untraceable, however, we can trace digital assets, identify those behind the transfers, and recover ill-gotten goods.

As digital fraud grows increasingly widespread, private investigators must learn new skills to deal with the new requirements these trends mean for their field of activity.

Dealing with cryptocurrency fraud is a complex undertaking. And it requires complex and multi-faceted skills on the part of investigators. Optimal investigations require a comprehensive approach that marries blockchain forensics with physical, off-chain investigation and effective cooperation with law enforcement.

Where Do Cryptocurrency Forensics Fit into the Investigation?

Most popular digital currencies use a blockchain-based public ledger to record their transactions.

Bitcoin is immutable. No one can modify the ledger once miners enter a transaction, and confirm it. The ledger is also public, meaning that anyone can read it. Although transactions do not feature names, skilled blockchain forensic specialists can use attribution information for thousands of entities to figure out who is responsible for a transaction. And that's not all cryptocurrency forensics can achieve.

- Transaction mapping allows licensed investigators to determine the path of digital assets through a myriad of transactions all the way to their destinations.
- Through cluster analysis, investigators can look at the cryptocurrency addresses a person or entities control and widen the scope of the investigation. By analyzing multiple addresses and the transactions that belong to them, blockchain forensic experts can determine the identity of the entities behind the transactions.
- Many actors involved in cryptocurrency transactions collect KYC (Know Your Customer) information and observe AML (Anti Money Laundering) laws. In the course of the investigation, such actors are subpoena targets. The information they provide can help identify entities behind transactions.
- By identifying cryptocurrency addresses with significant value, crypto investigators can determine targets for seizure warrants from the appropriate authorities. Once they seize the funds, investigators can begin the recovery process.
- Advanced algorithms help investigators establish links between their target addresses and cryptocurrency mixers, peer-to-peer exchanges, darknet markets, and fraud rings.
- Investigators may also run their own blockchain nodes that allow them to "listen" for IP addresses associated with transactions. This way, they can determine the location of the entity making the transactions.

Cryptocurrency forensics and digital asset tracing are cutting-edge branches of private investigation services. With crime becoming increasingly digital, virtual asset tracing skills are arguably the future of the profession.



AOE/COE Investigators Needed!



Formed in 1987, RJN Investigations is a private investigative company specializing in video surveillance, activity checks, and other SIU services related to Worker's Compensation and insurance defense-level investigations.

We are currently seeking AOE/COE investigators to fill positions throughout Southern and Northern California. We also have a need for licensed sub-contractors on select accounts and territories.

If you are a licensed PI, have former law enforcement experience, possess a JD or MBA, or have completed IEA courses CA10 or greater, please apply online at <https://www.rjninv.com/careers/surveillance-investigators/>

*******Field investigator hours worked are eligible for licensure in CA*******

JOB DUTIES:

Conduct onsite and virtual recorded interviews pertaining to workers' compensation defense claims, liability claims, subrogation, and SIU investigations. The investigator will have to be available to travel locally and to work weekends at times. You must communicate effectively with all parties to the investigation. The job requires strong writing skills as you must type effectively and accurately to prepare comprehensive investigator reports. A solid history of demonstrating customer service and thinking "outside the box."

REQUIREMENTS:

- Valid California Driver's license
- Clean DMV record
- Current auto insurance/registration
- Knowledge of uploading photo images and digital audio files is essential
- Experience using a laptop - typing skills 30-35 WPM
- Knowledge of Microsoft Office and the internet
- Good grammar and writing skills are a plus
- Bilingual in ANY language and /or criminal justice degree is a HUGE plus!
- Must be able to pass a thorough background check and drug screening

Outstanding benefits package upon completion of probation:

- Medical, Dental, Vision
- AFLAC & UNUM Program
- Life insurance – 100% paid for by the company.
- 401(k) – with Employer match.
- Floating holidays
- Paid vacation
- Paid Sick Time
- Employee Referral bonus upon completion of introductory period.
- Company supplied equipment (laptop, cell phone – digital recorder)
- Educational reimbursements

We appreciate the interest of all candidates; only those candidates meeting specific position requirements may be contacted.

annabellew@rjninv.com

We are an Equal Opportunity Employer



Surveillance Investigators Needed!



Formed in 1987, RJN Investigations is a private investigative company specializing in video surveillance, activity checks, and other SIU services related to Worker's Compensation and insurance defense-level investigations.

We are currently seeking surveillance investigators to fill positions throughout Los Angeles County and Northern California: Alameda, Santa Clara, and San Francisco Counties. We also have a need for licensed sub-contractors on select accounts and territories.

If you have recently completed Private Investigators Training, Criminal Justice graduate, have Loss Prevention, or prior military or Subrosa experience, please apply online at <https://www.rjninv.com/careers/surveillance-investigators/>

*******Field investigator hours worked are eligible for licensure in CA*******

JOB DUTIES:

- Conducts surveillance of claimants using surveillance vehicles and video cameras.
- Maintains constant observation of the claimant and documents information relative to the claimant's activities.
- Conducts activity checks and general interest surveys in the claimant's neighborhoods.
- Writes surveillance log of investigations for clients and management.
- Locates, verifies, and confirms accurate residence of claimant.
- Collects and obtains evidence
- Operates a video camcorder and covert pinhole camera.
- Service of process, retrieve court or medical records as instructed.
- Testifies in court.

REQUIREMENTS:

- Valid California Driver's license
- Clean DMV record
- Current auto insurance/registration
- Need reliable surveillance-ready vehicle suitable for covert purposes
- Knowledge of uploading photo images and digital video is essential
- Experience using a laptop - typing skills 30-35 WPM
- Knowledge of Microsoft Office and the internet
- Good grammar and writing skills are a plus
- Bilingual in ANY languages and /or criminal justice degree is a HUGE plus!
- Must be able to pass a thorough background check and drug screening.

Outstanding benefits package upon completion of probation:

- Medical, Dental, Vision
- AFLAC & UNUM Program
- Life insurance – 100% paid for by the company.
- 401(k) – with Employer match.
- Employee Referral bonus upon completion of introductory period.
- Company supplied equipment (Video camera – hidden pinhole units – laptop – cell phone)
- Floating holidays
- Paid vacation
- Paid Sick Time
- Bonus incentives
- Casual dress code while conducting surveillance
- Educational reimbursements

We appreciate the interest of all candidates; only those candidates meeting specific position requirements may be contacted.

annabellew@rjninv.com

We are an Equal Opportunity Employer.

NOT A MEMBER OF CALI?



Join the Association of Excellence!

Reasons to become a CALI Member:

- CALI is the largest private investigator association in the world!
- CALI has the most active PI listserv in California, providing referrals for jobs in California, the United States, and globally, on a daily basis
- CALI is a national leader in legislative advocacy & governmental public relations
- CALI has a full-time lobbyist in Sacramento
- FREE Professional Development Webinars
- CALI members receive discounted registration rates to CALI events: CALI's Annual Conference, Newly Licensed Investigator Training and Education, Experienced Licensed Investigator Training and Education, and District Mixers
- CALI members receive FREE registration to CALI's Legislative Day in Sacramento
- CALI members receive special member discounts on products and services
- CALI offers a FREE quarterly electronic newsletter - *CALI Journal*
- Licensed CALI members are listed in the Find An Investigator Online Directory
- CALI events offer educational and networking opportunities
- CALI members receive discounted rate for the ONLINE Private Investigator Examination Preparation Course
- Big 3 Program: CALI members could join FALI or TALI or both organizations, as out-of-state members, for half of their regular dues

We invite you to visit CALI's website at www.cali-pi.org to learn more about the association. There is no better association for the investigation profession when it comes to member benefits, education, and legislation!

www.cali-pi.org/join