



The Oregon Investigator

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Special points of interest:

- Presidents Letter to OALI members
- Kitty Hailey Article!
- Roy Miller Article!
- Summer Seminar and annual meeting at Spirit Mountain
- OBI Board meeting in Newport, OR

President's Letter

The Oregon Association of Licensed Investigators had their Spring Seminar on Saturday, March 15, 2003. The Seminar was a total success!

The speakers were Tom Kinberg whose presentation was on latent print examining, processing & comparison and he provided a hands-on demonstration. Paula Barran spoke about FCRA and how it affects investigators. Paula is a repeat speaker, back by popular demand. Paula created a lot of audience discussion because of the impact FCRA has on the investigative profession. Robert Townsend, NALI Chair spoke about the implications and effects of privacy legislation vs. the Private Investigation in-

dustry. Robert is very knowledgeable about the law and he talked about a Federal Draft Model Act for Licensed Professional Investigators that included a description of a *Special Master* (a judge), who would provide to qualified investigators, permission to access information that would not otherwise be available. The last speaker for the day was Dan Gatti a Salem, Oregon attorney who is investigating the name of Aaron's Priest. Dan talked about secrecy within the Catholic Church and a book the



church keeps listing names of priests including their locations and movements within the many church properties. The book records name changes as the priest moves from one location to another. This was all new information I was not

(Continued on page 2)

ATTENTION: THIS IS YOUR CONSCIENCE SPEAKING By Kitty Hailey, CLI, CFE

Excuse me. Can I talk to you? No, not the guy behind you. Stop looking around. I want to talk to you. That's right. I'm that little voice in your head. You know the one. I sit somewhere to the rear of center up near the top of

your skull. Sometimes, when I'm really agitated, I step on a nerve and send those shivers down the back of your neck into your spine. Remember? Yes, now you know who I am. I'm THAT voice. Bet you never thought you'd be

hearing from me this way.

Well for your information I've got my pride! I've been thinking of going on strike. Yep, you heard me. I'm not sure I want this job anymore. There is just too

(Continued on page 5)

Presidents Letter, continued

aware of.



Attendees were hanging on every word; no one fell asleep after lunch and one investigator left momentarily to bring his wife in. As he walked by me he said 'This is too good, I want my wife to hear this too.'

Greg Parson did a great job on this seminar. I expect he will do even better in June. Thanks to all the Board members who helped at the Seminar.

Listed are the raffle winners and the company who donated items for the raffle at the Seminar.

PI MAGAZINE, info@pimagazine.com, donated a one-year subscription to the magazine won by: Margo Barranti, Cascade Investigations, PO Box 186, Vida, Oregon 97488, 541-896-3029, MARBARS@AOL.COM

AMERICAN BAIL ENFORCEMENT ACADEMY, 1-800-304-4346, donated two (2) "Skip Trace 101" Training CDs won by: Jerry Canning, PO Box 41193, Eugene, Oregon 97404, 541-345-8335 and by: Thomas Baird, Safety Systems America, PO Box 3166, Portland, Oregon 97208, 503-241-3448, tomssa@teleport.com

OALI, oali@oali.org, donated several items. A tabletop paper cutter won by: Roy Moffitt, Moffitt Investigations, PO Box 1661, Redmond, Oregon 97756, RoyMof@earthlink.net; a 29-inch rolling duffle bag won by: Mark G Zumwalt, 1782 Stringer Gap, Grants Pass, Oregon 97527, mj_zumwalt@hotmail.com and two (2) I-Cams 3-in-1 digital cameras won by: Charles E Farrington Jr., J.E.Y. Associates, 1925 NE 130th Avenue, Portland, Oregon 97230, 503-204-7888

Even though the OALI Board met after the Seminar one item was not discussed until later via e-mail. We talked about the legal implication of providing speakers that our investigators may assume are always correct. Rather than take a chance that information provided at our Seminars may be misunderstood, the Board chose to add a "Disclaimer" to all future Seminar advertising and any videotapes we sell of Seminars. Our Legal Counsel Karen Zorn of Salem, Oregon, read the disclaimers the Board chose and suggested the following as the best choice.

"The Board chose to add a
"Disclaimer" to all future
Seminar advertising and any
videotapes we sell of Seminars."

DISCLAIMER

Seminars, Conferences and videotapes provided by the Oregon Association of Licensed Investigators (OALI) are provided for investigators continuing education requirements. The speakers at OALI Seminars and Conferences are not under the control of OALI. Seminar speakers are presenting information from their own personal knowledge and ex-

perience; this is not to be construed as a legal opinion. OALI does not endorse, approve, or certify such information, nor does it guarantee the accuracy, or correctness of such information. Always obtain a legal opinion from your own attorney to protect yourself and your business.

We are already putting this disclaimer on the videotapes that are in the OALI inventory.

Our Annual Membership Meeting with Elections and Seminar are scheduled for June 6th and 7th, 2003, at Mt Bachelor, Bend, Oregon.



Presidents Letter, continued

You must be present to vote on any Constitutional Changes, however, you can vote for Board members by mailing your ballot well in advance of the June 6th, membership meeting. The ballot needs to be received by Wednesday, June 4th, 2003 to be counted.

VP Greg Parson is planning a round-table discussion for the Fall Seminar. I don't know yet if we can pull it off, I hope so. It will focus on the Federal Credit Reporting Act (FCRA), Federal Trade Commission (FTC) and Gramm-Leach-Bliley (GLB). We are trying to locate appropriate speakers. If you have suggestions for presenters for the Fall Seminar contact Greg (lexrm@consultant.com) or myself (patricia@watchfuleyenw.com) and provide their name and contact information. Your help would be greatly appreciated.



Dave Vollbrecht our OALI Treasurer has been working on an instruction manual for OALI. At this writing Dave has put in over a week on this manual. Dave created some reports using the new QuickBooks Pro Edition 2003 program that will make many of the difficult and time consuming jobs for Seminar preparation a breeze.

Our Regional Directors are continuing their outreach programs providing free continuing education to encourage non-members to join OALI. It is my goal to add five new OALI members each month. The Regional meetings go a long way in making that happen.

Regional Directors are helping Treasurer Dave Vollbrecht, by calling past-due OALI members in their Region to encourage dues payments. Dave has been spending hours doing this himself, their help is greatly appreciated.

Regional Directors are also using a printout Dave provided of non-members in their area to make personal contact and encourage membership in our association.

A new Membership Directory was printed and mailed in March. These Directories are FREE and a great advertising tool for you. If you have attorney clients or others who use investigative services, call the Treasurer or myself at 503-654-8691 to order copies of the OALI Member Directory. You can give your clients the Directory with your business card clipped to the front. The client will almost always, call you first.

"A new Membership Directory was printed and mailed in March."

I have really enjoyed being the OALI President since January 1, 2003, we have done a lot but there is much yet to do. I am looking forward to the future with the association.

Sincerely,
Patricia A Vollbrecht

President
patricia@watchfuleyenw.com



Schedule of Events

- 5/2/03OBI Meeting at Newport
- 5/2/03CDLA Meeting at Newport.
- 5/9/03FARO Seminar
- 6/6/03OALI Annual Meeting at Mt Bachelor, Bend, Oregon

May 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOTICE OF PUBLIC BOARD MEETING

Friday, May 2, 2003 9:00 a.m.
Best Western Agate Beach Inn,
Cove Room
3019 N. Coast Highway, New-
port, Oregon

The Oregon Board of Investiga-
tors will convene a Board meet-
ing at 9:00 a.m.
on May 2, 2003, for the purposes
outlined on the meeting agenda.
Please
note meeting location change
from previous schedule.

Board Members: Tom Baird,
Chuck Bennett, John Buehler
(Vice-Chair), Leroy
Chastain, Don Eubank, Cynthia
Hamilton (Chair), and James
Hennings

Contact: Oregon Board of Inves-
tigators Administrative Office

Times and Order: The Board
meeting will commence at 9:00
a.m. and continue



until all agenda items are com-
plete.

Ed Note. This is an edited notice

Conscience, continued from page One

much stress and pressure. I don't mind it when you try to depict me with those two characters sitting on your shoulders. You know the ones? The little angel with the teeny halo, wearing white and smiling. The little devil wearing black or red with those ridiculous horns and a pitchfork. Of all things! And the hours! Good grief. Do you realize that I work just about 24/7? Sometimes you've got me up there in the middle of the night just when I really do need to rest. I'm not getting any younger you know. I need my beauty sleep!



The real reason I want to quit well let me tell you. It's not the devil/angel stuff. I've kind of gotten use to the little creatures. That's not what's bothering me. What's really got me fuming is your job. After all these years I know your work inside out and backwards. I could take over in a minute. But what do you do. You don't make it easy for me do you? Noooooo. You have to go and push the envelope, sneak over the line, stretch the point and make me work overtime. Day in and day out I'm responding to the silly things you do when you know better.

Don't give me that quizzical look. You know just what I mean. Okay, I'll explain myself. I thought I had myself a human with real integrity. You were an honest little kid. When you were a real tiny tyke you did lie occasionally. (Remember when you tipped over the India ink and it stained the top of the dining room table. I can forgive you for that. I probably would have blamed it on little Jamie, too. What a mess. You got caught didn't you? It was the finger print cap that gave you away. Mom was always a better investigator than you.) For the most part, though, you kept your standards. You told Dad when you tried cigarettes. You could have cheated on the final in 9th grade math but you figured out the problems yourself. I used to be proud of you.

“Do you realize that I work just about 24/7? Sometimes you've got me up there in the middle of the night just when I really do need to rest.”

Then you get into this profession and what do you do? I'll tell you what! You flip flop on standards, ride the line on ethics and make decisions to satisfy the moment and the client. Here's what I mean. Sometimes you trespass on people's property. Yes you do. I've been there! Don't lie to me. I've seen you sneaking around without consent to peek in the windows. You've become a regular peeping Tom (or Tomasina). Um Hum. You even take pictures. You know the law tells you that you have to stay right on the sidewalk unless you have permission from the property owner to enter. Okay, okay. It's not a federal case. But it could be! Remember that. What it really is, is evidence that may be interesting to note, but not acceptable in court. Don't I warn you every time? You should know by now: “If it doesn't feel right, don't do it.”

And those Internet Databases! Wow, wow, wow. Now here is real trouble. I don't mind that you're getting a little broad in the

butt from sitting in front of the computer all day long. But I do care about the way those 23" monitor lights are messing with your brain. You log onto at least seven different vendor programs. You know the ones, DBT, CDB, IRB, that whole alphabet soup of service providers. You know what you're supposed to do, don't you? So why don't you do it. I bet you couldn't name those IRSG principles if you tried. Could you? Nope. Yeah, yeah. Something about “working for law enforcement.” Something about, “to prevent fraud.” Something to do with, “other permissible purposes.” This one you always click. “Other” has become your catchphrase. You know you have to read those things. You know you can't just get information for anyone about anything. Well sure, you used to be able to do that. But not anymore. That was back in the days when you were just a PI. Now you're so much more than that. Now you're not just a PI. Now you're a Professional Investigator. ACT THAT WAY for goodness sake. Your mom would really be angry with you. Think standing in the corner on “time out” for one hour was punishment? Whew. She'd have you locked in your room for a month with some of the tricks you pull!



Conscience, continued from page six

Don't you know that's why there is such a hue and cry recently about Investigator's Ethics? No. It is not an oxymoron. Now stop that! That's old fashioned thinking. Sure, I'm here in your head. I know you think you're some kind of James Bond or Charlie's Angel. Well let me tell honey, you're letting this media hype thing get to your ego. You are not licensed with special privileges to break the law. In fact, you have a greater responsibility to abide by the law. You know it, too. Real people depend on you to find their missing relatives. Kids are looking for deadbeat parents. Employers need you to protect their workplaces. Women need to identify those stalkers. Schools depend on you to research teachers so that children don't fall victim to abuse. Insurance companies rely upon you to fight fraud. Wrongfully accused men and women need you to provide their defense while they are incarcerated and waiting trial. You ARE an important person. You ARE a vital link between the attorney and the public. You DO a great service. You SHOULD be proud of being a professional investigator.



Just remember that it comes with responsibilities. You've got to raise your standards to the highest possible. You must respect the rights of all people and above all, DO NO HARM. So get your act together! Stop being wishy-washy about your ethics. Help me to get a good night's sleep. It will be a good change for you, too. I'm telling you, I will strike. You must step back and take a long hard look at the rules and regulations that are in place to protect you, your clients and other investigators. Or you are going to find yourself without your little ole' conscience. And what will that get you? Probably five to seven in some place with very thin blankets!

If you don't start respecting yourself and your wonderful profession, how will we ever convince legislators to respect us with the laws that govern our conduct? Let's just conduct ourselves like really moral responsible people. Okay? Did I get my point across? Good. I'm sure your colleagues and clients will appreciate it as well.

Hey. Thanks for listening.

Ed. Note. Kitty will be at the OCDLA meeting at Newport, on the coast on May 2nd. You can meet her and buy her books there!

You must respect the rights of all people and above all, DO NO HARM.

Editors Note

Hurry Up!!

Please remember to email any nominations for OALI office or any proposed constitutional changes to our secretary, Shelley Radmer, at Sradmer@Oregoninvestigators.com.

New elections will take place at our annual meeting, in June, at the Spirit Mountain Casino,.

Please plan on attending and try to encourage new investigators, (or old foggy ones!) to join OALI and come to the seminar with you.



Ready!

Set!

Lets meet and greet, mix and mingle, press the flesh!

The National Conference of State Legislators Annual Meeting

San Francisco, Ca July 22-25, 2003

Is at hand! Time is short!

One on one face time with your Legislator!!!!

The City by the Bay!

Cable Cars halfway to the Legislative Stars!!

Fellow professionals and related Associations/Organizations,

You are invited to become proactive and financially participate with the National Association of Legal Investigators (NALI) in exhibiting at this years exciting NCSL Annual Meeting to meet with 6,000 plus State and Federal Legislators. NALI cannot do this alone and needs to know the extent of your possible financial participation commitment now.

Nothing is More Effective than Face-to-Face Contact When You Have Something Important to Say. The legal Professional Investigator has a lot of important things that need to be said!!!!

When you exhibit with the National Association of Legal Investigators (NALI) at The National Council of State Legislators (NCSL) 2003 conference you will have ample opportunity to make that important one-on-one contact with state government legislative officials and top corporate leaders. As a participating sponsoring exhibitor with NALI hours are scheduled at peak attendance times to increase traffic to our booth allowing us to present to the law makers the downside to their constituents of well meaning but ill considered legislation, making logical arguments and gaining supporters for changes to be made in pending/passed or proposed legislation on privacy similar to the FCRA and the GLB.

Plus the convenient schedule allows professional Investigators time to set up appointments and make contacts during the conference for follow-up personal meetings.

Thank you and warm regards,

Robert Townsend
NALI LPAC Chair

Ed. Note: This ad has been edited from an email form. Some parts have been omitted for publishing.

The Most Misunderstood Element of Investigation
By Roy Miller, M.M., M.C.R.M., C.R.J.

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It happens way too often.

Good, competent investigators who put themselves through the wringer month after month, jeopardizing their business, even their family's well-being. And all because they don't understand this one key area of the entire investigative process.



They don't know how to get paid. Fairly, completely and on-time.

Yet, it's a very simple process. Notice I didn't say easy: it takes a certain amount of ... guts... to make it happen, and some investigators don't find that easy. Many private investigators I know are humanitarians; they need to be businessmen. Because when they are businessmen, the process of getting paid is both simple and easy.

Here are the basics:

Identify the Scope

The first thing you need to do before starting any investigation is to clearly define the scope of the work, and this can best be accomplished within some form of written document or contract.

Here's what typically happens. An investigator takes a case for \$500 to go interview John Smith to find out what he knows about incident "A." When he does, John Smith tells him he needs to talk to Bill Jones, because he knows about incidents A2 and A3. Eventually the P.I. files his report and submits a bill for \$750 due to the extra interviewing he needed to accomplish. The client says, "Whoa, you said \$500. I'm not paying for this!" Discussions (sometimes known as arguments) follow, somebody gives a little, some money changes hands and the P.I. never works for this client again. At least not happily.

It would have been better if the P.I. and the client agreed, in writing and up front, that, at a rate of \$50 an hour, he would uncover as much information as possible about incident A, talking to all the people involved. This way it is not a surprise when you have to go talk to Bill Jones and charge for that interview.

Additionally, agree on the terms of payment: do you invoice after the work; do you work off a retainer; how are incurred expenses to be handled. Otherwise, when the job is complete, there is no assurance that you will actually get paid.

Perhaps you are among those PI's who believe that if you demand this type of agreement you will lose the project and that client. That isn't likely. Demanding a written agreement actually elevates the professionalism of what you do. How many

attorneys do you know who would enter into work for a client without some type of written contract? And, admit it, don't attorneys present themselves as more professional for doing this, for knowing their way around the block, so to speak? Why then shouldn't you be allowed to do the same? Your stock actually rises when you pursue this thoroughly proper course of action.

Other Parts of the Agreement

There are other elements which will also affect the investigation and impact the amount of money you will be paid. Each of these should also be included in the agreement. They include:

- What is the completion date for the assignment? Is this something the client needs (or, more



"The first thing you need to do before starting any investigation is to clearly define the scope of the work"

Investigation, continued

likely, simply wants) to have completed right away? If so, are you accepting this assignment at the possible delay of existing work, in which case you can institute your higher “accelerated rate.”

- What resources are required for this assignment? If you need to use multiple automobiles, additional or contracted staffing, special cameras, etc., this will also have an impact on your costs and thus on your invoice. Be sure that all of this is spelled out in advance.

Keep in mind that a clear definition of the desired goals of the investigation can help you produce a clear definition of the hourly rates.

The Flinch Factor

You already have the talent and skill, the investigative tools, to conduct the investigation. There are tons of books on how to handle specific types of investigations. But you also need to have the moxy to strike a proper business deal if you are going to make a business, rather than a charity, of your work. It’s all a state of mind, and you literally need to be willing to walk out the door of a deal (case, assignment, client) that is not right for you. You must decide for yourself that you will no longer have cash flow problems, and that you are in the investigative business.

Here’s one other tip to watch for in the negotiations process with a client. It’s what I call the “Flinch Factor.” If I describe the business, the payment arrangements of a case to a client, quote my fees and explain the terms of my getting paid, and

the potential client doesn’t even flinch at all, then I know I have left money on the table. If the client hesitates or seems to be concerned about the cost of the investigation, then it is likely that I am pushing the limits he has already set in his mind. But if he accepts my terms too quickly, then it is likely that he was expecting to pay more for my services.

This can be a fine line that you need to define, recognize and approach carefully for yourself. But when you do, you are well on your way to making even more money in your investigative business.

And, quite frankly, making and collecting the money due you is what being in business is about!



But you also need to have the moxy to strike a proper business deal if you are going to make a business

FARO Spring Seminar

FARO Spring Seminar 2003 NOTICE Bring a Lap Top Computer or Share One
May 9th, 2003 - Friday (0800-1700 Hrs)
Washington County Sheriff's Department
215 SW Adams Ave., Hillsboro, Oregon 97123

(8) Credit Hours Awarded - DPSST/ACTAR/OBI/POST
"Linear Momentum - Fine Tuning The Solution "

Speaker/Presenter
Michael J. Kennedy



A Journal of the Oregon Association of Licensed Investigators

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www.oali.org

Better Investigations through Professionalism

The Oregon Association of Licensed Investigators

2002-2003 Board of Directors

President: Patricia Vollbrecht

Vice President: Greg Parson

Secretary: Shelly Radmer

Treasurer: David Vollbrecht

Sergeant at Arms: Charles Farrington Jr.

Membership Director: Rick Templeton

Executive Director: Ted Tolliver



Editor's Corner

Well, another year is coming to an end and there have been a lot of things happening. We have had the resignation of our President and our able VP taking over and smoothly handling the transition. We have had several exceptional seminars this year, and if you missed seeing speakers like Paula Barran, Robert Townsend, and Daniel Gatti live and in person, then I am sure you heard about them. The opportunity to meet, mingle and learn from these very knowledgeable, nationally known figures is very exciting and very unique. We should all reflect and give thanks that we have such a great association.

As we approach our new year, and it begins this June 6th at our annual meeting, we need to make plans to make this year even better. We will begin by electing a new board of directors. I urge everyone to give careful thought to the candidates and vote for the people who you believe have the vision to lead us into the future. At this point I would like to thank our current board for doing a great job! It is a sometimes thankless job, with little more than personal satisfaction being the reward, but we should remember that without the selfless sacrifice of these individuals we all would be lessened and our profession that much weaker. So, Thank you!

Speaking of thanks, I would like to use this time to thank our nation's proud Armed Forces! What a terrific victory they have achieved in Iraq. Regardless of politics, I'm sure all of you wish our young men and women the best. So, again, a huge Thank You!

Daniel Matarazzo, Editor



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