

Spring 2016



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Los Angeles Risk & Insurance Management Society

LA RIMS Quarterly Newsletter

President's Message



The arrival of Spring has brought some exciting new developments for the Los Angeles Chapter of RIMS. We ended our official winter with another successful educational luncheon event in Redondo Beach. The topic of "Drone On: How Flying Robots Will Affect Our Lives, Laws, and Insurance" was informative and timely in today's world as this subject is ever changing. If you missed the event, you can view the presentation [here](#).

I am also proud to announce the addition of our two newest Board Members. Please welcome Valerie Nguyen and Adam Boujida. We are thrilled to have them on board and look forward to a productive rest of the year. Our Board is accepting new Directors, so if you are a Risk Manager and would like to serve, please contact me or another Board Member.

Along with these new roles, LA RIMS has formed a strategic partnership with the LA Rising Risk Professionals group. We are looking forward to this collaboration as it will help facilitate the many initiatives that LA RIMS has planned for tomorrow's risk and insurance professionals. One of those successes is our commitment to students and the risk management programs at CSUN and CSUF. With our financial donation at the end of 2015, CSUN will be sending four students to attend the Annual RIMS Conference in San Diego. We will strive to build on these important relationships throughout the year and beyond.

In May, we plan to hold our second Risk Manager Roundtable of the year. We are currently looking for a volunteer to host, so if you are interested please contact us. And on June 1st, we will hold our Annual Golf Tournament at Brookside Golf Course in Pasadena. We still have some sponsorship opportunities, foursomes and volunteer openings, so please reach out to fill these spots for our flagship, can't miss event of the year.

LA RIMS is poised to move to the next level and this can only be achieved with your continued support to our mission of education and development, networking and community outreach.

Thank you all and I look forward to seeing you at our upcoming events.

Vincent Monastersky
President, LA RIMS

Board of Directors



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Fox Entertainment Group, LLC



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Princess Cruises



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Maling Huang
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BBSI



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Sheryl Higa
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Director
Richard Morgan
Entertainment Partners



**Rising Risk Professional
Delegate**
Adam Boujida
Activision



Director
Valerie Nguyen
Coffee Bean & Tea Leaf

Save the Date



May 18th
Risk Manager Round Table

June 1st
Golf Tournament
Brookside Golf Club
Pasadena, CA



July 20th
Education Event Luncheon
Santa Monica, CA

August 10th
**RIMS Summer Mixer
On the Beach**
at
Jonathan Beach Club
Santa Monica, CA

September 21st
Education Event Luncheon
The Palm Restaurant, Downtown, L.A.

October 19th
Risk Manager Round Table

November 9th
Education Day
Brookside Golf Club

December 8,th
Holiday Party
Woodland Hills Country Club



Welcome New LA RIMS Members!

We would like to welcome our new LA-RIMS members. We encourage you to get well acquainted with the website www.LARIMS.org where you can find up to date information about upcoming events, and all news LA-RIMS.

Our objective here at LA RIMS is to create a highly interactive communication system to elicit understanding, foster education and develop a responsive and productive resource network that allows our members to hone their skills and become experts in their field.

- Zernan Abad—City of Los Angeles
Valeria Agundez-Leon—Cal State University, Northridge
Tahmeena Ahmed—Bradford & Barthel, LLP
Luis Amaya—Cal State University, Northridge
Isabel Baez—Cal State University, Northridge
Andrea Banos Cal State University, Northridge
Maryury Caceres—Cal State University, Northridge
Adam Caine—Cal State University, Northridge
Jessica Carrillo—Cal State University, Northridge
Destiny Castro—County of Los Angeles
Alexandra Celano—Cal State University, Northridge
Roxanne Denis—Cal State University, Northridge
Ryan Dittmore—Cal State University, Northridge
Ani Ekmekchyan—Cal State University, Northridge
Stephanie Evans—The Wonderful Company
Melissa Folmer—Allianz
Wendong Fu - Cal State University, Northridge
Cindy Guardado—Cal State University, Northridge
ToriAnne Gustafson—Cal State University, Northridge
Jacob Haghazadeh—Cal State University, Northridge
Mirna Estela Hanger—City of Los Angeles Personnel Dept.
Pontus Henrikson—Cal State University, Northridge
Hernan Hernandez—Cal State University, Northridge
Mariana Hernandez—Cal State University, Northridge
Jesus Hernandez Jr.—Cal State University, Northridge
Mary Hudgens—County of Los Angeles
Demetria January—County of Los Angeles
Laura Leach—Cal State University, Northridge
Nikista Lewis—County of Los Angeles
Stefan Maghiar—Cal State University, Northridge
Sirob Malkonian—Cal State University, Northridge

Welcome New LA RIMS Members!

Vanessa Mendez—Cal State University, Northridge

Milana Menevdeva—Cal State University, Northridge

William Nelson—Cal State University, Northridge

William Nelson—Elixir

Wendy Nystrom—Zurich North America

Blaine Ostrander—Registry Monitoring

Thu Phan—Cal State University, Northridge

Ashwan Poonie—Cal State University, Northridge

Elsella Prendez—County of Los Angeles

Angelica Raya—Cal State University, Northridge

Jennifer Reyes—Port of Los Angeles

Anthony Reyes Belli—Cal State University, Northridge

Samalia Reynes—Cal State University, Northridge

Christopher Richmond—Syracuse University

Omar Saldana—Cal State University, Northridge

Amalia Sanchez—Reiter Affiliated Companies

Sonia Sandha—Cal State University, Northridge

Jennifer Savey—Widom Savey LLP

Anna Scholubbers—Cal State University, Northridge

Alexa Shadid—Cal State University, Northridge

John Smolk—Edison International

Paula Tellez—Cal State University, Northridge

Kento Terauchi -Cal State University, Northridge

Brenda Todd—Cal State University, Northridge

Bryant Tran—Cal State University, Northridge

Amy Tsu—Cal State University, Northridge

Cindy Vazquez—Cal State University, Northridge

Angel Villegas—Cal State University, Northridge

Richard Widom—Widom & Savey LLP

Golf Tournament June 1st



LA RIMS ANNUAL GOLF TOURNAMENT
Sponsored by

CHUBB®

Wednesday June 01, 2016
Brookside Golf Course

Registration/Sponsorship Form

Location: Brookside Golf Course
1133 N. Rosemont Avenue
Pasadena, Ca 91103

10:00 AM: Registration & Range Opens
10:30 AM: Putting Contest Course Opens
11:00 AM: BBQ Opens
12:00 PM: Shotgun Start
5:00 PM: No Host (Cash) Bar
6:00 PM: Dinner, Prizes & Raffle

Golf & Dinner Package (including range, lunch, etc.): \$225 per person
Dinner only: \$ 75 per person
Sponsorships:
Tournament Corporate Sponsor: \$6,000 (Includes 2 holes, 2 foursomes, and more!)
Early Bird Hole Sponsor Package: \$2,250 – Space Permitting! (Includes foursome – Deadline: 5/02/16)
Hole Sponsor: \$1,750 (Without foursome)

Hole Sponsorships: LA RIMS is proud to continue our "own the hole" theme. This allows hole sponsors to create a conference type atmosphere on their hole. You essentially own the hole, which includes more than simple signage. We encourage you to make it interactive with a booth (table & canopy), and include your company representatives, contests, drinks, handouts, prizes, etc. The winning hole sponsor will receive recognition in the tournament program and LA RIMS newsletter + a free hole sponsorship & foursome in 2016!

Name: _____ Dinner Only _____
 Company: _____ Address: _____
 Telephone: _____ Email: _____
 Guest: _____ Company: _____ Dinner Only _____
 Guest: _____ Company: _____ Dinner Only _____
 Guest: _____ Company: _____ Dinner Only _____
 Credit Card Type: _____ Credit Card #: _____
 Expiration Date: _____ Billing Street #: _____ Billing Zip Code _____

To pay by check, make checks payable to: LA RIMS Chapter & mail check & registration form to:
LA RIMS, PO BOX 10065, Burbank, CA 91501 (Please advise by email in advance)

_____ Golf & Dinner Package	_____ @ \$ 225 = _____	
_____ Dinner Only	_____ @ \$ 75 = _____	
_____ Corporate Sponsorship	_____ @ \$6,000 = _____	TAKEN
_____ Early Bird Hole Sponsorship	_____ @ \$2,250 = _____	
_____ Hole (without foursome) Sponsorship	_____ @ \$1,750 = _____	
_____ Range Sponsorship	_____ @ \$1,000 = _____	
_____ Lunch or Dinner Sponsorship	_____ @ \$1,000 = _____	
_____ Beverage Sponsorship	_____ @ \$1,000 = _____	
_____ Hole-In-One Sponsorship (4 Available)	_____ @ \$1,500 = _____	(Includes Premium)
	_____ Raffle prize donations	

Provide brief description & value of the prize: _____
 Total: _____

Deadline to register is May 20, 2016 – Please fax registration to: 818-843-7423 or
 Email to: larimschapter@larims.org – If any questions, please call: 818-843-2245

California RIMS on the Mall Recap

California RIMS members from across the state participated in the annual RIMS on the Mall on March 8-9. The successful event featured speakers that included Assembly Member Ken Cooley, who is a member of the Insurance Committee. On the second day participants met with their Assemblyman or Senator to discuss issues such as workers compensation and employment safety.



RIMS on the Mall participants with Assembly Member Ken Cooley



The Use of Innovative Investigation Strategies to Manage Risk



The Use of Innovative Investigation Strategies to Manage Risk

By Richard Smith, Vice President of Major Accounts & Program Management

Frasco Investigative Services

The use of investigative services has been an important tool for risk professionals since Risk Management became a formalized discipline. The investigation of incidents that pose a risk and cost to an organization is a critical tool to help mitigate these risks and costs. As a risk professional you deal with a wide array of incidents that can pose a risk to your organization, to both your employees, which are your greatest asset, as well as to your financial bottom-line.

As a provider of investigative services for over 51 years Frasco has helped risk professionals implement the most effective and innovative investigative strategies to help mitigate claims as well as ferret out abuse and fraud. Implementing an investigative plan of action should never be approached as a “one size fits all” strategy. Each incident that requires some form of investigation is like a fingerprint or a snow flake, each is different and unique and must be approached as such.

Risk professionals typically face two types of risks: **Internal** and **External**.

Internal risk typically pertains to claims or incidents related to your employees. These types of risk include workers’ compensation claims, illness, absence and FLMA abuse. Additional internal risks include workplace issues such as drug use/sale, theft, employee-on-employee violence, discrimination, sexual harassment, hostile work environment and wrongful termination. Managing these internal risks will require a close working relationship between yourself, human resources and benefits to adequately address these potential risks.

External risk typically pertains to claims or allegations brought against your organization by a party outside your organization. Some typical external risks are auto, general and property liability claims. If you are in the manufacturing or food service sector product liability may be a major risk that you grapple with. All organizations must address the safety and security of their employees and their workplaces so violence against your employees by someone outside your organization must always be on your radar.

As mentioned above should you experience any of these situations your investigation must be customized to address the specific incident. There are core group of investigative services that are used in many of these situations. Most of these investigative techniques are flexible and nimble

enough that when used by an experienced investigative firm they can be very successful in helping you gain the information you need to manage and perhaps mitigate the risk. The following are some of the investigative methods that can be employed by risk professionals:

The Use of Innovative Investigation Strategies to Manage Risk

Social Media & Background Investigations



Conducting a search of social media sites and various public records should be part of every investigative plan of action. This investigation method is cost effective and can usually be completed in less than 3 business days. Information that can be gained from this type investigation can be used to enhance other investigation methods used such as statements, examinations under oath and surveillance. Typical uses for social media and background investigations include physical injury claims, stress and psych allegations as well as workplace issues including workplace violence.



Because investigators have access to so much information steps must be taken to ensure that the information uncovered does in fact pertain to the subject that is being investigated. As professional investigators we use a number of tools to ensure the validity and accuracy of this information including facial recognition software to scan the internet.



Geotagging is another aspect of the social media search. This can identify tweets, posts or photos that are posted on the internet. If the person posting this information has the GPS feature of their device activated (and most do) we can determine precisely where and when the person was when the post occurred.



A word of caution when conducting social media searches. If you do this without taking certain safeguards the person you are searching can determine you are looking at their profiles or posts. Therefore you should have a professional investigator familiar with these safeguards conduct these types of investigations.

Surveillance



Surveillance can take many forms and is one of the most versatile investigation methods to address a wide variety of issues. Most risk professionals' associate surveillance with workers' compensation and personal injury claims. While this type of investigation is widely used for these types of claims, and quite successfully if done properly, surveillance can be used in many other situations as well.

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Remote/Unmanned Surveillance:



Remote/Unmanned surveillance can be successfully used in situations where a person could be easily detected. This type of surveillance is also less costly and longer periods of surveillance can be conducted. Remote/Unmanned surveillance has many applications including addressing workplace issues such as drug use, theft and other forms of workplace misconduct. It can also be used in instances where the subject of the surveillance is located in a rural environment or in such close quarters that a person would be noticed. This type of investigation entails the use of concealed cameras placed in a variety of objects that blend in with the surrounding environment. Many of these devices can be remotely monitored via cellular connection.

As with any type of surveillance remote/unmanned surveillance must be conducted within the boundaries of the law, that being:

The person under surveillance has no reasonable expectation of privacy.
The surveillance is not unreasonably intrusive.

No attempts are made to induce the subject that is under surveillance to engage in an activity that he or she would have not normally engaged in (entrapment/roping).

Use of an Undercover Operative:



One of the most effective investigative methods to address many workplace misconduct issues is to place an undercover operative in the workplace. This in effect is form of surveillance using a person that is embedded in the workforce to gather information about misconduct. This can be a very effective tool to address use/sale of narcotics, theft, timecard fraud, safety violations, policy and procedure violations and harassment/hostile work environment issues. Most undercover operations have a duration of 90 days and are followed by post-undercover interviews.

Drones



As drone technology has become more advanced the use of drones has become a viable consideration for some investigations. The primary uses for drones are related to surveillance and scene investigations. There are however several issues that must be considered before a drone is utilized. Because the use of drones for various investigative applications is in its infancy there are many legal and regulatory considerations that are yet to be clarified.

The Use of Innovative Investigation Strategies to Manage Risk

From a legal perspective the use of drones for surveillance raise questions about trespassing and invasion if privacy issues. Both need to be closely considered before a drone is utilized for this type of investigation. There are also regulatory challenges that can limit the use of drones. In addition to proposed regulations by the FAA many local jurisdictions are enacting their own regulations and ordinances which limit the use of drones. Therefore if the use of a drone is being considered local ordinances must be reviewed before a drone is utilized.

Interviews & Statements



While the use of technology and various surveillance techniques are powerful investigative tools face-to-face interviews can be the most powerful tool of all. Most investigations either begin or culminate with interviews. Because of how impactful interviews can be to the outcome of an investigation they must be done by a person that not only is familiar with subject matter of the investigation but someone who possesses excellent interview skills. These skills include the ability to detect deception through strategic questions and as well as physical observation. Even the room and environment in which the interview is conducted should be thoroughly planned out. In most cases it is recommended that the interview be recorded and consent from the party being interviewed should be obtained. This will ensure that the questions asked and answered are properly documented and a transcript of the interview can be produced if necessary.

There are typically two types of interviews: Administrative and Adversarial.

Administrative interviews are usually interviews of persons that have witnessed or possess information about the incident under investigation. This type of interview is designed to gather information to corroborate or refute information developed during the overall investigation.

Adversarial interviews are of the person or persons that are believed to directly involved in the incident. This type of interview is designed to uncover inconsistencies in the person's statement and impeach credibility. These interviews are considered adversarial because the person being interviewed is going to be confronted with information or evidence of their misconduct.

Solution



As we have discussed investigative services can play a critical role in uncovering information to assist in reducing or mitigating risk. An investigation can also sometimes uncover evidence of abuse or outright fraud. But no investigation will achieve maximum success without employing a well thought out game plan and the use of professional investigators that employ innovative approaches to the investigative process.

Frasco Investigative Services has been providing investigative solutions to Risk Professionals for over 51 years. We provide a full suite of investigative services and have offices in CA, AZ, IL, NY, MA and TN allowing us to provide services throughout the United States.

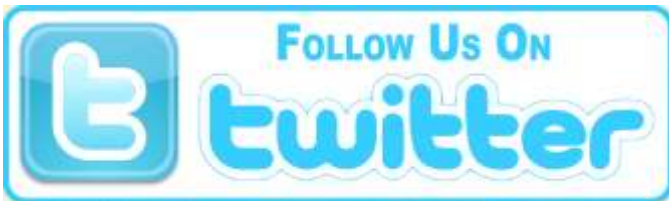


LA RIMS Quarterly Newsletter

LA RIMS
PO Box 10065
Burbank, CA 91510

Mission Statement

Los Angeles RIMS is dedicated to be the preeminent association in risk management focused on attracting the leaders in the industry while fulfilling the needs of its members and affiliates. Through education and development, networking, and community outreach, we aim to promote the principles, and highlight the value of risk management to drive the success of our member organizations.



@RIMS_LAChapter



RIMS Los Angeles Chapter

