MCPI MISSION STATEMENT: The Michigan Council of Professional Investigators (MCPI) is an organizational network of investigators from across the State of Michigan founded on integrity, professionalism and high industry standards. Our organization will strive to provide investigators with education, legislative support, business opportunities, and synergistic forums to gather and exchange ideas. The MCPI members maintain the highest standard of ethics and confidentiality to promote trust and support amongst our clients and colleagues.

INSIDE THIS ISSUE

Page 2  President’s Message
Page 3  Board of Directors, Committees, Resources
Page 4  Featured Sleuth - Steve Crane
Pages 5-6  The Value of Networking by Kitty Hailey
Page 6  Good Book - Intentional Living Choosing a Life that Matters
Page 7  Vendor Sponsors
President’s Message

Jerry Hardesty

MCPI Members
It is already Fall 2020 and thought I would be welcoming our new President and reading his first letter to the membership! However, the 2020 COVID situation changed everything for all of us, our families, and our communities.

Most or all of you should have received a membership survey from your MCPI Board of Directors. The survey was regarding extending the current board for one more year. With all the uncertainty and our inability to be able to hold membership meetings in person, we proposed to the membership your current MCPI Board remain in place for an extended term. The survey results came back with an overwhelming majority in favor of the current board staying on for one more year. There was one dissenting opinion. After receiving the survey results, the board voted to extend the current board for one more year. We felt stability was important considering everything going on. I have spoken with several members and it seems for many, business has returned to normal. For others they are even busier than pre-covid; for other’s work is still slow.

One of MCPI’s most significant change is the board departure of Katherine Johnston. Katherine was a long serving Board Member at Large. Katherine has accepted a position as a Special Agent with the US Department State Bureau, of Diplomatic Security. Katherine will be missed. Katherine was fantastic and the federal government needs agents of her caliber.

Replacing Katherine is Jim Kelly from Subrosa. He was nominated by the board to replace Katherine. Jim has expressed interest to serve on the board several times and volunteered to assist us often. All MCPI Board seats will expire fall 2021. We will need members to step up and become board members, so if you have thought about it, please speak with me or any board member about getting involved.

Our next meeting will be a virtual ZOOM meeting. Scheduled for Oct 8, 2020 at 9:00a.m. Watch your email for the ZOOM INVITE. I think it is important we touch base with each other and spend a few moments of re-introduction with each other. As soon as we can safely meet in person, we will schedule an in-person meeting. Stay safe-and keep in mind 2020 will be over soon and we can all look forward to a better year in 2021.

Regards
Jerry Hardesty, President, MCPI
### 2019/2020 MCPI BOARD OF DIRECTORS

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>PRESIDENT</td>
<td>Jerry Hardesty</td>
<td>Hardesty Private Investigations, 800-595-0830, <a href="mailto:hardesty@hardestyPI.com">hardesty@hardestyPI.com</a></td>
</tr>
<tr>
<td>VICE PRESIDENT</td>
<td>Steve Crane</td>
<td>ACS Professional Investigations, 248-363-1360, <a href="mailto:steve@acsinvestigations.com">steve@acsinvestigations.com</a></td>
</tr>
<tr>
<td>TREASURER</td>
<td>Jane Boudreau</td>
<td>Jane Doe Investigations, Inc, 800-621-7445, <a href="mailto:jane@janedoeinvestigations.com">jane@janedoeinvestigations.com</a></td>
</tr>
<tr>
<td>SECRETARY</td>
<td>Cheri Gelnak</td>
<td>CG Miller Investigations, LLC, 734-812-9055, <a href="mailto:cgelnak@twmi.rr.com">cgelnak@twmi.rr.com</a></td>
</tr>
<tr>
<td>SARGEANT AT ARMS</td>
<td>James Dean Schoenherr</td>
<td>Recon Management Group, LLC, 248-540-0160, <a href="mailto:jim@reconmgmt.com">jim@reconmgmt.com</a></td>
</tr>
<tr>
<td>PAST PRESIDENT</td>
<td>Linda Ann Milam</td>
<td>Milam Investigations, 248-866-1196, <a href="mailto:lmilam@ameritech.net">lmilam@ameritech.net</a></td>
</tr>
</tbody>
</table>

### MCPI COMMITTEES

<table>
<thead>
<tr>
<th>Committee</th>
<th>Chair</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>UAC</td>
<td>Jim Schoenherr, Sgt-at-Arm</td>
<td></td>
</tr>
<tr>
<td>LEGISLATIVE</td>
<td>OPENING</td>
<td>Jerry Hardesty, Jane Boudreau, Steve Crane, Cheri Gelnak</td>
</tr>
<tr>
<td>FINANCE</td>
<td>OPENING</td>
<td></td>
</tr>
<tr>
<td>CEU</td>
<td>Justin Billard</td>
<td></td>
</tr>
<tr>
<td>AWARD &amp; SCHOLARSHIP</td>
<td>Cheri Gelnak, Jim Kelly, John Sydenstricker, Jim Schoenherr</td>
<td></td>
</tr>
<tr>
<td>EDUCATION</td>
<td>Jerry Hardesty, Tom Williams</td>
<td></td>
</tr>
<tr>
<td>PROGRAM/EVENTS</td>
<td>Jerry Hardesty, Cheri Gelnak, Sue Hardesty</td>
<td></td>
</tr>
<tr>
<td>WEBSITE</td>
<td>Sue Hardesty</td>
<td></td>
</tr>
<tr>
<td>SPONSORS</td>
<td>Mike Cook</td>
<td></td>
</tr>
<tr>
<td>NEWSLETTER</td>
<td>Cheri Gelnak</td>
<td></td>
</tr>
<tr>
<td>MEMBERSHIP</td>
<td>Jerry Hardesty, Cheri Gelnak, Jim Kelly</td>
<td></td>
</tr>
</tbody>
</table>

### USEFUL RESOURCES

- El Dorado Insurance Agency
- Open Source Intelligence (OSINT) Techniques by Michael Bazzell
- Open Source Intelligence (OSINT) Training Webinars and Materials by Kirby Plessas
- Association of Certified Fraud Examiners (ACFE) Events & Training Materials
- Department of Licensing and Regulatory Affairs (LARA) License Verification
- True People Search
Steve Crane of ACS Professional Investigations (steve@acsinvestigations.com) is our current Featured Sleuth. He was born in Chicago before the family moved to Michigan, where he graduated from Farmington High. Steve received his Bachelor of Science degree in Law Enforcement & Security Administration from Northern Michigan University in 1985. During college, he worked undercover for Perry Drug Stores. After college, he was offered a job with Perry Drugs as a District Loss Prevention Manager. Within eight months, he was promoted to a Regional Loss Prevention Director for their Auto Works division. Steve went on to work for Enstar Specialty Retail and Family Dollar Stores as a Regional Loss Prevention Director and then for Rent-A-Center as a Divisional Loss Prevention Director. He left Rent-A-Center to become the Corporate Loss Prevention Director of All Wound Up, which was later sold to Borders Group. During his career in loss prevention, Steve conducted thousands of investigations into employee theft, vendor theft, cargo theft, organized shoplifting rings, and discrimination and sexual harassment allegations, just to name a few. He also has conducted over 8,000 integrity interviews, and it has been said that his work ethic and technical investigative skills are in the top 5% in the retail loss prevention industry.

In 1995, Steve founded Asset Control Services, Inc. (DBA ACS Professional Investigations), and for the past 25 years, his firm has conducted over 30,000 investigations of insurance claims, Workers’ Compensation, mortgage fraud, provider fraud, identity theft, and employee theft for insurance companies, self-insured, third-party administrators, law firms, corporations, and individuals. In 2017, Steve received a letter from an inmate who went to prison at the age of 17 for a murder he didn’t do and was sentenced to life in prison without the possibility of parole. Steve took on that case pro-bono, and on January 7, 2020, Steve was there when he walked out of prison a free man (see photo above). That was his first criminal investigation. In 2019, Steve took on another pro-bono case for an individual who was sentenced to 25 to 50 years in prison for a rape he didn’t do. On July 23, 2019, Steve had the pleasure of seeing his client walk out of prison, and four days later, he was exonerated. Over the past three years, Steve has worked on 52 criminal cases and currently has six cases that have been turned over to Wayne County’s Conviction Integrity Unit and are now being reviewed for Brady violations. During the past 25 years, Steve has strived for ACS to remain a strong regional company that is quality-driven and results-oriented. ACS is licensed in Michigan, Ohio, Indiana, Wisconsin, and Kentucky.

Over the past 14 years, Steve has been on the board of the Michigan Council of Professional Investigators and currently holds the position of Vice President. Steve celebrates not only his company’s 25th anniversary, but his 25th anniversary to his bride, Katrina, who is also a private investigator. Steve has a daughter who just graduated from Ole Miss this past spring, and she will be attending graduate school at Wayne State University in the fall. Steve also has a son who will be a junior this fall at Michigan State University. Steve has two dogs (whoodles) and enjoys traveling, boating, and skiing. Steve is definitely an asset to MCPI.

**Contact Information:** ACS Professional Investigations 7195 Cooley Lake Road, West Bloomfield, MI 48324 P: (248) 363-1360 | www.acsinvestigations.com
The Value of Networking  
By: Kitty Hailey, CLI

I am a sole proprietor with a staff of over a thousand!

For most, the profession of the investigator is a solitary one. There are few who become involved in large, multinational firms. In general, the average investigator is an individual embarking upon a second profession.

I have been privileged to do both. I have worked alone, with a large private firm and with a quasi-governmental agency. With this experience, I often ponder the reason investigators are so territorial. We need each other. Yet, we often think that the right course is to hibernate in our own little offices and learn only from our mistakes.

One truism I have found is that “I know what I don’t know.” There is a period in all our lives where we believe we are super-human and can do it all. We may desire to go to every corner of the globe, but there are times when it is expedient to hire someone in that location to do the work instead. The reality is that we each have our strengths, but our weaknesses can be our downfall.

So, I market myself now, as I have in the past, as a sole proprietor with a staff of over a thousand. These people are my professional colleagues whom I have met and learned from over the years through professional associations, conferences, publications, and classes.

How to Find a Suitable Colleague  
Professional associations are excellent sources of referrals. Doing a Google search for an investigator in say, Biloxi, Mississippi, is not necessarily the right approach. There is no quality control in that action. However, putting a post on a respected list serv of a professional association will give you double results for your inquiry. You will receive offers from Biloxi investigators who are available to assist. You will also receive comments from fellow investigators suggesting that “I have used so and so and found her to be outstanding and fair.” Putting that same post on multiple list servs multiplies the results and the chances of locating the right person for the job.

Once you have the names of one or two persons, doing a due diligence search for background information is obviously the next step. Here’s where search engines and databases come into play.

Do not just trust someone. Investigate to see that they are not being sued, censured, or having the wrong kind of publicity in their local papers. Check with local licensing authorities to make sure that the individual is not being cited for improprieties.

Do not just e-mail—call. Discuss your case with these investigators and chose the one you think will fit your case. Ensure that he/she is licensed, bonded and carries insurance.

How to Use Your Colleague  
Contracts and contractual letters soften the possibility that a good relationship might go sour one day. Define the role and the parameters of the new subcontractor. Perhaps the greatest fear of any investigator is that someone will “steal” their client. That possibility is minimized exponentially by preparing a simple letter of agreement limiting the communication the sub-contractor has with the client, and stating clearly that this is your client and the subcontractor acknowledges that he/she has no right to approach or negotiate with the client for a change of investigator.

In my ethics book, “Code of Professional Conduct,” I outline the dos and don’ts of working with other investigators. Often, referencing that volume cuts to the quick and clearly states the responsibilities of one investigator to another.

Prepare a summary of the case. Provide your colleague with everything he/she needs to know to effectuate a good return for your investment. Do not keep vital information from them as this can only backfire and cause you to pay for wasted time or effort. In fact, it might only result in obtaining information you already have. Honesty works. This is now a team. Share the objectives and strategy to the extent that your confidentiality agreement demands.

Most importantly, pay your investigators FIRST. As you well know from your own experience, ours is a profession where work comes intermittently. This sporadic income is occasionally devastating to our finances. Treat your investigator as you would like to be treated. Pay well, pay fairly, and pay on time. You have now created a friend for life, and a professional whom you can trust in another venue.

Your Colleague as Your GPS  
Working in a foreign location is difficult at best. Even with the innovation of Global Positioning Systems (GPS) and Map Quest, the uniqueness
of a strange town can cause multiple problems. Problems equal time wasted. For example, in Miami, Florida one will encounter 27th Street. However, there is also a 27th Avenue, 27th Terrace and 27th Court. Compound this with the understanding that there are quadrants in which each street has a compass designation; you are now dealing with NW27th Street, SW 27th Avenue and SE 27th Terrace. The multiplicity of possibilities can confuse even the most sophisticated GPS.

In cases like this, I hire a real-life guide who is familiar with the streets, construction zones and short cuts. The result is a professional companion who knows the “natives” and their customs, the courthouse locations, the traffic patterns at rush hour and the best restaurants in town. It’s a win-win situation.

Your Colleague as Interpreter
There are many types of foreign language. Within the territorial United States we have dialects that are as unique from state to state as they are from country to country. Obviously, if one is traveling to Puerto Rico, it behooves that investigator to know Spanish, or to hook up with a local colleague who is multilingual. So, too, is it equally important for a Northerner to understand the unique customs of life in the Deep South. It is essential that one is understood and does not offend anyone in their quest for information. There is a rhythm of speech, appropriate forms of communication, titles, and courtesy that makes even a state within the territorial United States as different as France is from England.

Treat your investigator friends fairly and hope they will do the same for you. Expect that a subcontracted individual will consider giving a courtesy discount so that you can make a profit on their work. If they do not offer it, suggest it yourself. After all, we are in this business for a profit. Being considerate of one another is a good place to start. The favor may be returned one day.

We are a unique brand of persons. Our work requires a commitment of time, effort, and energy. We are entrusted with responsibilities far greater than those of other trades people. A garment not properly hemmed may cause an inconvenience but is not usually a matter of life or death. To do justice to our clients and promote professionalism within our ranks, we have only to treat each other well and benefit from the results.

Kitty Hailey is a licensed professional investigator trying desperately to retire but having much too much fun working and writing about it. After an eight-year stint with the Federal Defender Capital Habeas Unit she is again in the world of private clients within the US and Internationally. She can be contact through her website at www.kittyhailey.com.

_____________________

Thank You to our Vendor Sponsors!

EL DORADO

NORTHPORT SECURITY

Bug Sweeps
Marty VanderVliet
616-676-9206 / PO Box 1082, Ada, MI 49301