

CONFERENCE

PLANNING

MANUAL

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INTRODUCTION

This manual has been created to assist you in the planning and execution of an NWFIA semiannual conference. The Conference Planning Manual is a guideline to planning your conference and is a compilation of the experience of many conference planners. The wisdom shared in this manual comes, in part, from the school of "hard knocks". When you see a topic capitalized and in quotations, there is a specific portion of the manual addressing that topic.

Please understand that if you host a conference, neither you nor your agency/company incurs a financial commitment. There is a time commitment, however. It is vital that your agency/company commits to hosting the conference. That includes sending the Conference Chair to the preceding conference to brief the Executive Board and announce your conference at the Business Meeting.

As few as three people can put on a conference, but five to eight people will allow you to spread the workload more evenly. Your conference committee should consist of at least a Conference Chair, Treasurer, and a Donations Chair.

The *Conference Chair* is the overseer of the conference. The Conference Chair has overall responsibility for coordinating the conference (does not mean the Chair has to do everything). This responsibility includes, scheduling planning meetings, locating a facility and signing the contract, finding and coordinating the speakers, acquiring AV equipment, budgeting, receiving registrations, recording attendees in a spreadsheet, coordinating with the Treasurer and Donations Chair, and overseeing all aspects of the conference. The *Treasurer* is responsible for setting up the conference bank account, depositing registration money in the conference account, remitting funds to purchase materials or pay speakers, and keeping a spreadsheet of the conference income and expenditures. (The Conference Chair should also be a signer on the conference account so he/she can write checks for conference needs). The *Donations Chair* is responsible for soliciting door prizes and M-A-W prizes, creating the display that recognizes those who contributed prizes, and making a map of the (conference) area highlighting those businesses that donated prizes to the conference (see example on page 47).

It is very important that you understand you have the NWFIA Executive Board's support through this endeavor. The Fourth NWFIA Vice President is specifically assigned to act as a liaison between the Conference Committee and the NWFIA Executive Board. Contact that Board member or the President if you have any questions. Usually all of the board members have experience in putting on one or more conferences and would be happy to lend assistance.

WHEN?

The conferences are usually scheduled in early Fall (September – November) and early Spring (March – May). If you are considering a date outside the norm, it must be approved by the NWFIA Executive Board. When choosing a date, avoid US and Canadian holidays. The conferences are two days long, with the first day being the golf tournament (optional), Executive Board & Past President's Meetings, and early registration (check-in). Conferences may be held on Thursday & Friday with Wednesday being the check-in day or Friday & Saturday with Thursday being the check-in day. See more information under "SCHEDULE," later in this manual (page 16).

Once you have a confirmed date, advertise your conference at the preceding conferences, in any NWFIA mailers, and on the NWFIA web site (www.nwfia.org). This allows members to plan ahead. It is preferential to post even partial conference information if all the details are not solidified. It is best if the date and location are confirmed a year in advance, but it is not a requirement.

WHERE?

By the time you read this booklet, the city for your conference has probably been decided. Every effort should be made to ensure that geographical locations alternate between Washington, Oregon, Idaho, and British Columbia to assist in equalizing the financial responsibility to the attendees. Typically locations closest to the I-5 corridor (Hwy 99 & Hwy 1 in British Columbia) draw more attendees due to proximity to population centers. However, conferences are often held east of the Cascade Mountains or west of the Coast Range and should not be discouraged.

FACILITY (Hotel/Motel)

The facility needs to accommodate the conference meetings and accommodations for the guests. You will need to contract early with the facility. The contract needs to be approved by the NWFIA Executive Board prior to your committing to a facility. See "FINANCIAL MATTERS" (page 23) for information on how to pay the deposit.

The **conference room**, for the main meeting(s), needs to accommodate approximately 150 people. Our conferences are usually not that large (average 80-120), but the extra space is beneficial. You will also need a room for the (typically) hosted lunches. It is preferable to host the lunch in a different room than the meeting room. It is difficult for the facility staff to set up the lunch while the meeting is in progress and it is difficult for attendees to have to clean up their work area in order to make room for lunch.

Ask the facility if they are willing to "block" a group of **guest rooms** for conference attendees. Ask what date we will lose the "block." This will have to be noted in your "INVITATION PACKET" (page 14). It is preferable if the guest rooms are under \$100.00/night.

If you choose to make a Thursday/Friday **night activity** part of your conference plan, you may also need to make arrangements for a room for that activity if applicable.

Additionally, you will need a room for the Saturday night **banquet/entertainment**. The evening usually begins with a "No-Host" cocktail hour. This will require the facility to provide bar service appropriate for the number attending. If you elect to have a *head table* for the banquet (the head table is meant for the Executive Board members, attending spouses, the Master of Ceremonies and any other honored guest chosen by the NWFIA President. Usually the facility does not need to know this number until the prior morning. Contact the NWFIA President for a final count), you will need to let the facility know this. There will need to be a table-top podium and microphone on the head table. The *tables for the attendees* are usually round and seat 8-10 people each. Depending on your plans for the banquet, other spaces might be necessary – dance floor, activity area, etcetera.

It is preferable if the facility has a restaurant and lounge. Lounges that offer dancing have been quite popular in the past.

You will need a room large enough to accommodate approx. 10 people for the **Executive Board and Past President's meeting** on the check-in day. There are no services necessary, although drinking water is appreciated. You need to ask the current NWFIA President what time he/she would like the meeting to begin and you can approximate a 2+ hour meeting. You will also need to ask the President if a room will be needed for the Past Presidents Meeting and when that will occur. The Past President's meeting precedes the Executive Board meeting and generally lasts one hour.

MAIN MEETING ROOM

- SEATING Conference-style seating is preferable. This consists of long, narrow, tables, where the attendees sit side-by-side and all face forward. Round tables do not allow all the attendees to face forward and still have a work area in front of them. Additionally, round tables do not accommodate as many people in the room as do conference-style tables. The facility will usually provide water, scratch pads & pens on the tables. Confirm this with the facility.
- AV EQUP You need to assure the facility can provide all the speakers' required audio-visual equipment. Ask how much this is will cost. Generally, you will need a lapel-style microphone for the speaker, and an LCD projector (for Power Point presentations). Check with each of the presenters to ensure you have all the equipment they will require.

If at all possible, prior to the conference, test the equipment in the involved meeting room. It is important that ALL attendees have a clear view and can hear the presentation. If the speaker is going to ask for audience participation, you should consider having a *cordless* microphone to pass to the attendees.

STAGE - It is best to have a raised stage. This allows the audience to see the speaker. The facility should provide a podium for the speaker(s). Even if the speakers do not want to use a podium, it will be helpful for various comments by the President and others.

There will be several people involved in the opening ceremony. Ensure there is seating, on the stage, for all of your opening ceremony presenters.

- MISC.- Find out where the closest restrooms and telephones are and have the MC announce this during the opening.
- TABLES You will need tables for the *continental breakfast*, and *afternoon snacks* (generally pre-determined by the facility). It is best if the hotel staff can set up tables in the back of the meeting room or in the foyer directly outside the conference room. This allows attendees to get coffee etc. during the meeting with

minimal disturbance.

You will also need a table, near the door, for *registration* and various administrative documents. You will need a table for the *door prizes* and *Make-A-Wish prizes*. If you have *vendors*, you will need one or more tables for each vendor.

FLAGS - You will need an *American* AND *Canadian* flag, as well as the poles and stands. Check with the NWFIA secretary. The secretary generally keeps a US and Canadian flag plus a NWFIA banner, which you will want to display on a wall. The secretary generally has a Make-A-Wish banner as well, which you will want to display near your M-A-W prize table.

HOSPITALITY ROOM

This portion covers the facility; detailed information about the "HOSPITALITY ROOM" is covered on page 10 of this manual. You will need a room – usually a suite – big enough to house the Hospitality Room. Many facilities will provide this at no expense, if sufficient guest rooms are secured by conference attendees. It is best if this room is away from other guests, since it is usually quite noisy. The Hospitality Room CAN NOT BE TOO BIG! A Hospitality Room that is too small will be uncomfortable and will receive complaints. Early registration (check-in) should also occur in this room or adjacent to it. If the Hospitality Room has an adjoining room, use the adjoining room for early registration. Attendees are more apt to register the first night if it is conveniently located (where they are already "hanging out"). This will make your initial morning registration much easier. If a guest room/suite is being used, request the staff remove the beds (generally a \$50 charge and is not unusual). Ask the facility to post a notice advising attendees of the Hospitality Room and early registration's location.

Most facilities rent a wet bar for about \$50 per day. The wet bar comes stocked with plastic cups, ice, lemons/limes/cherries, toothpicks, etcetera. A wet bar is a wise use of your resources. The Hospitality Room will need to have a refrigerator, and a microwave. Ask if the facility will provide several extra hand-size towels for use as "kitchen" towels. Find out if the facility can provide at least two large garbage cans (the usual "motel room size" are not large enough); one for trash and the other for recyclables – tin & glass. You will also need access to extra outdoor-style chairs – plastic or folding. It is nice if the room has a balcony or access to outside. This provides a place for people to smoke, without making others uncomfortable.

MEALS

A continental breakfast and afternoon snack are usually part of the conference on the meeting days. The afternoon snack usually consists of sodas and cookies or something similar. Lunches on conference days are recommended. This prevents people from having to find someplace to eat, alleviates the extra time needed for travel to and from lunch, and allows for a luncheon speaker, if desired. It is up to you whether or not you are going to include a nightly activity as part of the conference. If a you're having a meal, you will need to make arrangements for that, also.

Buffet or "plate-style" meals work well. The buffets tend to move quickly. If you decide to do a plate-style meal, you will need to offer the meal choices in the Invitation Packet. It is a good idea to have a red meat option, a chicken option, and a vegetarian option. The catering staff at the facility can assist you in this area. If you choose a buffet, make sure the facility staff knows that you want it set up so a large number of people can get through in a short amount of time. Determine the price you need to charge for *extra* (*guest*) *meal tickets* for each meal. These are most often purchased for spouses/guests who would like to attend a meal. You also need to decide if you are going to have a luncheon speaker. If so, you will need to deal with all the same AV equipment, etc, discussed under "Main Meeting Room."

CONFERENCE TOPICS/ SPEAKERS

If you need assistance determining topics for your conference, contact the Executive Board for suggestions. Future conference topics are usually solicited in the conference preceding yours.

You can have one speaker that covers a specific topic for the whole conference, or have several speakers covering various topics. Your goal is to make the presentation topics as educational as possible for all the attendees – law enforcement, financial institutions and private industry. The speakers and topics will need to be approved by the NWFIA Board prior to the program being sent to the membership. Speaker qualifications must be verified. Each speaker will need to provide a brief "bio." These will be included in the "INVITATION PACKET" (page 14) and the "REGISTRATION PACKET" (page19). The biographies will also be required in order to get the conference certified for law enforcement and continuing education credits for attorneys or accountants.

The Conference Committee might consider a luncheon speaker for one or both days.

See "FINANCIAL MATTERS" (page 23) regarding compensation for speakers. We cannot financially compensate NWFIA members who give presentations. The Conference Committee should pay for the speaker's needed supplies, handouts, etcetera.

Either just before the conference, or at the conference, provide each speaker with a roster of those attending. This will assist them in better knowing the audience they are speaking to.

During the conference, the "MASTER OF CEREMONIES" (page 12)) will act as the host for the speaker(s).

MAKE-A-WISH

Make-A-Wish (M-A-W) is the chosen charity for NWFIA. We have been committed to this organization for over two decades and work to earn money for M-A-W at each conference. Each state/province has a M-A-W Foundation. The money donated at the conference goes to the Foundation specific to the state/province in which the conference occurred. For example, if the conference is held in Portland, the money earned would go to Make-A-Wish of Oregon.

Below is a listing of Make-A-Wish Offices:

National Headquarters 1-800-304-9497

- M-A-W of Oregon
 5139 SW Westgate Dr. #113 Portland OR 97221
- M-A-W of Washington 107 Cherry St. #305 Seattle WA 98104
- M-A-W of Idaho
 4355 W. Emerald Boise, ID 83706 208-345-9474
- M-A-W of British Columbia
 Suite 1120, 470 Granville St., Vancouver BC, Canada V60 1V5

The following are ideas on how to integrate M-A-W into your conference:

- Mention M-A-W in the Invitation Packet (see example of M-A-W Fact Sheet on page 26). You may even attach a M-A-W donation letter (see example on page 28) as part of your Invitation Packet.
- Have a speaker from M-A-W, or a knowledgeable individual, speak at the opening ceremony. If the M-A-W speaker does not have a personal story to relate, consider showing the M-A-W video. Contact the M-A-W, in the involved state, for further information.
- Have a M-A-W donation jar in the hospitality room and in the main meeting room (it's possible to use one jar for both locations). Make sure someone is responsible for keeping an eye on the jars. M-A-W prize tickets need to be a different color from regular door prize tickets. Throughout the conference the person in charge of the M-A-W jar, sells M-A-W prize tickets (usually \$1 per ticket or 6 tickets for \$5). It's a good idea to advertise the gifts in the Hospitality Room and in the meeting room so attendees will purchase additional tickets. The prizes are raffled at the Banquet or at the very end of the conference.

You will need a role of two-part tickets (different color from the door prize tickets). Have them write their name on their half and put it in the M-A-W container. They need to keep the other half with them for the drawing.

• You can solicit higher-dollar M-A-W prizes from local businesses (page 28). Additionally, if someone donates an extra nice door prize, you can include the prize in your M-A-W prizes.

At the end of the conference, NWFIA makes a separate contribution to M-A-W. This amount is added to the amount collected at the conference. It can also help the success of your project if you find out what the record is for the largest donation at any one conference. Challenge the attendees at your conference to beat the record, and keep them updated throughout the conference of how much money has been donated thus far. (Probably not a good idea if the conference attendance is low.) At the end of the conference, it is good to tell the attendees how much was collected and will be donated to M-A-W.

HOSPITALITY Room

The intention of the Hospitality Room (HR) is to encourage the communication and sharing of ideas in a relaxed and social atmosphere. The facility portion of this topic was covered under "FACILITY" earlier on page 6 of this manual.

One idea to draw attendees to the Hospitality Room is to have a silent auction for higher-end prizes. Folks bid on the prizes in the HR and the MC announces the winner at the end of the conference/banquet.

You will need to have at least three Hospitality Room keys. The following people should be provided with keys if they so desire. Ask each if they want a copy of the key. It is important to ensure that no one has access to the Hospitality Room during non-operational hours (i.e., when the conference is in session):

- The Hospitality Room host/hostess
- The NWFIA President
- The Conference Chairman

See the "SCHEDULE" (page 16) portion of this manual for the normal operating hours of the Hospitality Room. The Hospitality Room should be closed during the main conference meetings and any organized social events. There is usually no set closing time for the Hospitality Suite but it is not unreasonable to close the room by 1:00 a.m. (see example of signs on page 29).

It is a good idea to have some type of sign, outside the room, directing attendees to the Hospitality Suite. Once registration has occurred, it is good to encourage attendees to wear their conference "NAME TAGS" (page 20). The MC should announce this during the OPENING and at the end of the first day. Name tags help people know who they're talking to, and help limit entry to conference attendees and their guests. Attendees are welcome to bring their guest(s) to the Hospitality Suite.

It is suggested one or two people are assigned to be the host/hostess of the Hospitality Room. The Hospitality Room host/hostess will also operate as the "bartender" or designate someone in their place. There is a lot of work involved in operating a successful Hospitality Room. If the host/hostess is also an attendee, it is extremely difficult to attend all the classes and perform all the necessary duties for the Hospitality Room. In some cases, the facility will provide you with a complimentary guest room, adjacent to the Hospitality Room. It is also possible to use the early registration room as the host's/hostess' sleeping quarters. The host/hostess needs a room —free of charge — so they can operate the Hospitality Room efficiently.

It is important for the host/hostess to keep in mind the potential liability to NWFIA and the organizers of the conference in providing complimentary "refreshments" in the Hospitality Room. The bartender should discontinue serving any person who is obviously intoxicated and may be driving. Should this become a problem with the attendee, the host/hostess should advise an NWFIA Executive Board member. Every effort should be made, by both the NWFIA Executive Board and the conference organizer, to prevent anyone from driving while intoxicated. For the attendees not staying at the facility, NWFIA will pay for cab service to ensure the attendee arrives safely.

It is recommended that you have a Make-A-Wish donation jar in the Hospitality Room.

Non-perishable items, left over after the conference, should be passed on to the next conference's organizers. The Hospitality Room host/hostess should inventory the left-over stock, so the organizer for the next conference knows what will need to be purchased. The following is a list of suggested supplies for the Hospitality Room.

Blender (This should be part of the supplies passed on)

Paper napkins

Paper plates

Plastic cups (usually provide with hotel wet bar)

Disposable cups for coffee

Stirsticks (usually provide with hotel wet bar)

Toothpicks

Plastic silverware

Sharp knife (Possibly in the supplies passed on.)

Serving trays, bowls, etc. (In supplies)

3 coolers (for meats, veggies, dressing, etc)

Lemons/limes (usually provided with hotel wet bar)

Mixers

Juices

Sugar/sweeteners

Cream

Supplies for making coffee & a coffee maker

Sodas

Ashtrays (In supplies)

Make A Wish jar for donations

Decorations (optional)

Nuts, chips, pretzels, etc.

More substantial snacks, for example: meat/cheese trays, vegetable & dip trays, microwavable snacks, etc.

Beer

Wine

Cooler-type malt or brewed drinks

Hard Alcohol

Refer to "FACILITY" for other items, likely supplied by the hotel/motel.

You will need the ability to keep large trays cold. It is a good idea to spread the food items around the room, in order to spread the people around the room.

Arrange for the facility to fill the room's bathtub with ice for keeping the beer, coolers, and soft drinks cold.

Budget \$12 - \$15 per attendee for food & drink in the Hospitality Room.

MASTER OF CEREMONIES

You will need to choose a Master of Ceremonies. The following is a list of responsibilities that fall on the MC (see sample of MC Notes on page 31):

- 1. Ensure the program progresses in a timely manner. The MC is vital to the success of the conference. This person sets the tempo for the conference and keeps things moving.
- 2. Introduce the speaker(s) and act as a host to the speaker(s) during the conference.
- 3. Obtain background information (bio) from the speaker(s) in order to introduce them to the attendees. (Possibly use the previously supplied bio.)
- 4. Make any necessary announcements during the program.
- 5. Coordinate with the conference organizer for any last minute changes in the program.
- 6. Possibly assist in the drawing of door prizes during breaks in the main program.

OPENING

The following is a list of items that need to be covered in the opening of the conference.

- 1. MC makes short intro/welcome MC requests the attendees to stand
- 2. Presentation of the flags (US, Canadian, & the state where the conference is being held) by an honor guard. The flags may be presented by:
 - Armed Forces Color Guards
 - Law Enforcement Color Guards
 - The Past Presidents of NWFIA
- 3. The membership recites the Joint Flag Salute

"WE PLEDGE ALLEGIANCE TO THE FLAGS OF OUR TWO COUNTRIES AND TO THE REPUBLIC FOR WHICH THEY STAND TWO NATIONS, UNDER GOD, INDIVISIBLE, WITH LIBERTY AND JUSTICE FOR ALL."

(Make sure a copy of the salute is provided in the "REGISTRATION PACKET" or project it on the screen so all can see it. There is a sample on page 47).

- 4. MC introduces person giving the benediction.
- 5. Invocation is given.

The invocation is usually given by a minister/chaplain. Most law enforcement agencies have a chaplain. If you're unable to locate a minister/chaplain, the invocation may be given by an NWFIA member. The invocation should be non-denominational in content.

6. MC introduces the NWFIA President

- 7. President gives welcoming address
 - Introduces Executive Board
 - Introduces the Past Presidents
- 8. MC introduces area representatives

It is nice to invite a local official, such as a police chief, mayor, etc., to give a welcoming statement on behalf of the community where the conference is being held.

9. MC introduces conference committee members.

This points out to the conference attendees who they can go to for information about community such as directions, dining/shopping recommendations, etcetera. You may consider having shirts or name tags so attendees can readily find a conference committee member.

- 10. MC introduces the conference organizers (this may be synonymous with #9 above) Organizers might have comments to make at this time.
- 11. MC mentions items in the "REGISTRATION PACKET" (page 19).
- 12. Introduction of Membership (optional)

Each attendee stands and introduces themselves, provides the name of their agency/company and their position/job responsibilities. (MC advises there is a conference roster provided in the "REGISTRATION PACKET.")

13. MC goes over the conference schedule.

Make sure to note the times and location of the Hospitality Room and introduce the host/hostess(s).

- 14. MC explains about our participation in Make-A-Wish and introduces M-A-W presenter
- 15. Make-A-Wish presentation
- 16. MC advises the various ways they will be collecting M-A-W donations during the conference.
- 17. MC goes over where phones, restrooms, etc. are located.
- 18. MC introduces first speaker

INVITATION PACKET

The Invitation Packet (see example on page 33) is the formal announcement of the conference along with the registration form. This is not to be confused with the Registration Packet, which is the packet of documents the attendees receives upon registration/check-in at the conference. See "REGISTRATION PACKET" (page 19).

The NWFIA Executive Board recommends that the **Invitation Packet be submitted as a Word document to the NWFIA Secretary 60-90 days prior to the conference so it can be converted to a pdf file and placed on the website's Conference page.** The Conference Committee can send a post card to the membership and others at the same time so prospective attendees have sufficient time to receive approval and funding to attend the conference.

You will need to contact the NWFIA Secretary for a set of labels to mail these. If your organization is not willing to pay for the printing and postage for this mailing, NWFIA will pay for it. Contact the NWFIA Treasurer.

The Invitation Packet should include the following:

- Pg 1 A greeting letter from the NWFIA President (first page)
- Pg 2 A flyer generally describing the conference; Topics, theme, speaker "bio's"

 Do **NOT** include social activities on this page. It is nice to include the purpose of NWFIA (see constitution), for those non-members who might be invited.

 It is good to mention if the conference has been certified for law enforcement credits.
- Pg 3 Schedule of Events Do **NOT** include social activities. This might require two pages. See samples under "SCHEDULE" (page 16).
- Pg 4 Information about social events, such as the Hospitality Room, optional dinners, and the entertainment for the banquet (if applicable).
- Pg 5 Hotel information
- Pg 6 Registration Form This will be the form they return to you to register for the conference. This should include meal choices, means on how to buy extra meal tickets, extra amount for non-members (currently \$50.00), extra fee for late registration (optional), ability to sign up for optional meals (for instance a Friday night activity). See samples included in this manual. Make sure to include the name and address you want the registrations mailed to. A return envelope is optional.

You will likely be making the "NAME TAGS" (page 20) and conference roster from this document. It would be helpful to note this so the attendee completes it with the information (name, title, etc.) they would like used.

The below information will be used in creating your "NAME TAG" and roster for the conference.

Name				
Title				
Agency	//Company			

Pg 5 "GOLF TOURNAMENT" (page 22) information & registration (if applicable). This will likely have a portion that is to be returned to you.

If there are to be **elections** during your conference, it is important to mention this in your invitation packet. You can contact the NWFIA Executive Board about specifics. It is a good idea to mention the "INFORMATION EXCHANGE" (page 21) in your invitation packet. Remind people this will be a part of the conference and encourage them to bring photos, etcetera. It is also suggested you ask people to bring "DOOR PRIZE" (page 21) donations with them to the conference. The elections and "INFORMATION EXCHANGE" items can be covered on items Pg 2 & Pg 3 (listed above), but the "DOOR PRIZES" should only be mentioned on the "social events" portion, under Pg 5.

You can obtain the NWFIA logo header, for any of these documents, from the NWFIA Secretary.

If you want higher attendance at your conference, consider informing groups such as those listed below by postcard, e-mail, or phone (so long as your conference material is relevant to these organizations):

- Your State's Bar Association (usually has associated cost for Attorney's CLEs)
- All Law Enforcement in your region (see The USA Cops website
 (http://www.usacops.com/or/pollist.html) which lists all police agencies in the United States. Search your state for contacts to departments); also advertise on your state's DPSST or POST website.
- Banker's Association in Oregon, Washington, and Idaho
- Credit Union Association in Oregon, Washington, and Idaho
- Federal Law Enforcement
- US Attorney's Offices
- State and County Welfare Fraud Investigators
- Tax & Licensing Fraud Investigators
- Senior & Disabled Services Investigators
- Department of Motor Vehicles Investigators

SCHEDULE

The following is a sample conference schedule. One of these will be provided in the "INVITATION PACKET" (page 14) and another in the "REGISTRATION PACKET" (page 19). There might be additional information provided on the "REGISTRATION PACKET", if it was not known when the "INVITATION PACKET" was posted on the website.

WEDNESDAY

10:00am John Breckenridge Memorial Golf Tournament

Beautiful Valley Golf Course

3:00pm Conference Registration begins Room 124

4:00pm Past- Presidents Meeting Willamette Room

5:00pm Executive Board Meeting Willamette Room

THURSDAY

7:00-8:00am Registration - Continental Breakfast Waldorf Conf. Room

8:00-8:30am Opening ceremonies Waldorf Conf. Room

MC/ Rick Jones - Smith Bank

8:30am Presentation - Speaker - Organization

10:00am Break

10:15am Presentation - Speaker - Organization

Noon - 1:30 Lunch The River Room

Note if "Hosted" or "Non-Hosted" and if there will be a lunch speaker

1:30pm Presentation - Speaker - Organization Waldorf Conf. Room

2:45pm Break

Note if snacks provided

3:00pm Presentation - Speaker - Organization

4:00pm Information Exchange

The Information Exchange usually goes about an hour, but it is better not to list an ending time because you do not want people to feel pressured to end if it goes longer.

If the speaker is the same for multiple sessions, you need not repeat the speakers name and agency/company for each time period.

If you have a Friday night social activity, do not list it on this "official" schedule.

FRIDAY

7:00am	Continental Breakfast	Waldorf Conf. Room	
8:30am	Presentation - Speaker - Organization	Waldorf Conf. Room	
10:15am	Break		
10:30am	Presentation - Speaker - Organization		
Noon-1:30	Lunch	The River Room	
1:30pm	Presentation - Speaker - Organization	Waldorf Conf. Room	
2:45pm	Break		
3:00pm	Presentation - Speaker - Organization		
4:30pm	Business Meeting State the fact that there will be Elections occurring during the Business Meeting (if yours is an elections conference).		
	You MUST give a specific time for the business		

You **MUST** give a specific time for the business meeting to begin. You CAN NOT state, "Immediately following the last speaker's presentation..." because "Robert's Rules of Order" requires that a specific time be listed. That way, people who are interested in voting but may not be in attendance during the last speaker's presentation will know when to return to the meeting room. The meeting will likely last about half an hour, but do not list specific ending time.

6:00 Conference Banquet (for Election Conferences)

Do not include details about the banquet on the "SCHEDULE". Those details should be listed on a separate "social" page. The Banquet is part of installing new Executive Board members and will continue to be part of Fall conferences – those having elections.

SOCIAL EVENTS

The reason for stressing the importance of separating the social and professional events is to prevent misinterpretations by administrators who are responsible for approving or denying attendance by their employees. These events are an optional part of a successful conference; therefore, the attendees should have the option of receiving this information on a separate page. A document covering the social events should be included in the "INVITATION PACKET" (page 14) and the "REGISTRATION PACKET" (page 19). It would be helpful to include the specific room number for the activities, such as the "HOSPITALITY ROOM" (pages 10) and the banquet, on the flyer in the "REGISTRATION PACKET". The following are examples of social information you may wish to include on the "SOCIAL EVENTS" page:

- The conference theme (optional).
- Make-A-Wish information.
- Make-A-Wish prizes.
- A request for people to bring "DOOR PRIZES" to donate.
- Door prizes (that the conference committee has gathered).
- Information about the Thursday or Friday night activity (if you are having one).
- Hours & location of the Hospitality Room (request them to wear their name tags).
- Information about the banquet and activities (if you are having one).
- Appropriate attire for each activity. For example, most dress in formal/semi-formal attire for the banquet.

REGISTRATION PACKET

This is the packet the attendees receive when they check in at the conference. We recommend, if there is space, registration begin in the "HOSPITALITY ROOM" (pages 6 & 10) on Thursday afternoon. It is helpful if the involved hotel/motel puts a notation in their entry area, noting the location of this registration. Registration should continue the following morning, in the main meeting area, before the conference begins.

The "REGISTRATION PACKET" should include, at least, the following:

- A receipt for the registration payment
- A "DOOR PRIZE" ticket
- The Pledge of Allegiance, unless projecting it on a screen (See OPENING)
- A Schedule of Events This will be similar to the one sent in the "INVITATION PACKET," but may have more details...meeting room names, etc.
- Speaker handouts for the conference presentations (that are available ahead of time)
- Roster of attendees If any attendees arrive without pre-registering, you can have the MC provide their information, via an announcement, during a break in the presentation.
- Evaluation forms (see information under "MISCELLANEOUS" on page 25)
- Certificate of Attendance (see example on page 48)
- Speaker Bios
- Meal tickets
- Make-A-Wish handout (optional)
- Anything the Executive Board would like to provide to attendees
- Information or questionnaire about future conferences (to be determined by the Executive Board)
- Name tags (see "NAME TAGS" on page 20)
- Information about local community. Consider making a map of the area around your hotel listing restaurants, shopping, activities, etcetera (page 47).
- Application for NWFIA. Good idea to include for any non-member attending
- Tablets, pens, trinkets (optional). Banks and Credit Unions are good sources for these items.

NAME TAGS

It is important to make the print large enough to allow for easy reading. This encourages successful networking. Since this is a multi-day conference, we do not recommend the "sticky-style" name tags, either the pin-on, clip-on, or neck wallet-types are preferable. Computer generated name tags that can be slipped into the holder are usually the most professional in appearance. The name tag MUST include the attendee's name and business/agency name; the person's title is also preferable (see example on page 33).

JOE SMITH FRAUD INVESTIGATOR UNION BANK

- OR -

JOE SMITH SERGEANT UNION CITY POLICE DEPARTMENT

It is important to create the name tags in a way that assists the Sergeant at Arms (3rd VP) in determining who is eligible to remain for the Information Exchange and the Business Meeting. Attendance is restricted by the NWFIA Constitution.

REGULAR MEMBERS, LIFETIME MEMBERS, & HONORED MEMBERS -

Allowed in all conference meetings

ASSOCIATE MEMBERS - Allowed at the Business Meeting, but not the Information Exchange.

NON-MEMBERS - Not allowed at either the Business Meeting or the Information Exchange.

To make things less confusing, put a color-coded sticker on the name tags of Regular, Lifetime, and Honored, and associate members. This means anyone with a sticker can attend their respective meetings. In small print (room permitting) you can put, "Associate Member", etcetera. The President or Sergeant at Arms will announce at the beginning of the Information Exchange and/or Business Meeting that those with the appropriate colored sticker are eligible to attend those meetings.

You will need to contact the NWFIA secretary for the most current list of members. This will need to include whether or not their dues are current.

INFORMATION EXCHANGE

This is a time for the attendees to discuss and share information about current investigations, suspects, and trends. This is a very valuable part of the conference and needs to be portrayed as such to the members.

There are two basic ways to conduct the Information Exchange: 1) The MC sends the cordless microphone around the room and each attendee briefly introduces themselves and states what their job responsibilities are. At that time, they share any information about a case or suspect. It is nice if people have brought photos or handouts about their topic. The MC monitors the exchange and assures that the information is applicable (assures it is not an infomercial for the attendee's business). Again, the MC's job here is to keep the exchange moving along. 2) The MC calls all who wish to share information to the front of the room. The attendees who wish to share do so from the front of the room instead of where they were seated. This facilitates the information exchange and keeps things moving. It is important to encourage the attendees to share, but discourage exceptionally long presentations. This method is not especially suited to the more timid and can discourage attendees from sharing. It is suggested that this method be used only when there is a large number of conference attendees.

DOOR PRIZES

Door prizes are a fun part of the conference. The prizes are usually a combination of items donated by attendees and sponsoring businesses, but some can also be purchased with funds from the conference (if donations are sparse). You may solicit door prizes from various businesses. Remember, we are a non-profit organization. If items are donated, make sure they are in good taste and remember to mention the donating company at the conference.

It is important to encourage attendees to bring door prizes to the conference. Make this request in the "INVITATION PACKET." Those on the Conference Committee assigned to Door Prizes should inventory these prizes when the attendee checks in. Make sure each item is clearly labeled with the name of the donating company/agency. Ask the donating attendee to attach their business card to the prize. After receiving all the gifts, review them to determine how you want to group them for distribution. Count the number of gifts and determine how many prizes you will hand out during each drawing.

You will need a role of two-part tickets. Place a ticket in the "REGISTRATION PACKET" (page 19) of each attendee. When registering, have the attendee write their name on the one half of the ticket and put it in a container on the registration table. The attendee keeps the other half for the drawings.

At the opening ceremony, the MC should announce that everyone needs to promptly return after breaks because that is when the door prize drawings will occur and you have to be present to win.

Two (or three) people will need to work together to draw and distribute the prizes. One person picks out the gift (all gifts are set up in order of dispersal) and the other calls out the number. A third person can distribute the gifts. Having a third person makes the distribution more efficient.

The person who calls out the number should first tell everyone who donated the gift. You can have someone from the audience or the previous winner, draw the next name. The name is announced and the gift is given, etcetera.

If you choose to solicit door prizes from local businesses, make sure you mention them at the conference. This can be accomplished by one or more of the following methods:

- Acknowledge the businesses on the Conference page of the NWFIA website.
- Make a display board acknowledging the businesses.
- Have a Power Point display running during the morning registration on the first day that acknowledges the businesses.

GOLF TOURNAMENT

A golf tournament is not mandatory for your conference, but a number of our members enjoy having a tournament. Several years ago, the membership decided to honor John Breckenridge, a member who passed away in 1990, by naming the tournament after him. Since that time our golf tournament has been called the *John Breckenridge Memorial Golf Tournament*.

The tournament is usually scheduled on the early check-in day (Wednesday for a Thursday-Friday conference and Thursday for a Friday-Saturday conference) prior to the Board and Past President's meeting (since many of them play in the tournament). It's preferable to find a course that is in proximity to the conference hotel. Establish a contact at this golf course and reserve several consecutive tee times beginning at approx. 10 a.m. well in advance of the conference. An initial deposit may be necessary to reserve these tee times.

In order to determine how many tee times you will need, have a check-off box on the registration form. Historically, the tournament has averaged three to six foursomes. Even though attendees had an opportunity to register for the tournament when they registered for the conference, you may have some walk-ons. It's a good idea to plan for this contingency and accommodate these folks.

Your conference announcement and later registration packet should include as much information about the tournament as possible: Name and location of the course, date and time of the tournament, directions to the course, and greens fees. Attendees should send their greens fees with their conference registration.

In order to make the tournament more interesting, purchase prizes to be handed out at the banquet (or at the end of the conference when the President honors the conference organizers) for "closest to the pin", "longest drive", "best team score", etcetera. Make sure your golf budget takes into account the greens fees and cart rentals along with the prizes.

It is highly suggested that the conference chair designate a member of the conference committee to organize the golf tournament and take care of all the tournament details.

FINANCIAL MATTERS

Throughout your conference planning and implementation, do not hesitate to contact the NWFIA Treasurer for assistance with the financial matters. Once again, your company/agency is not required to financially assist with the conference. The greatest financial assistance is their allowing you, their employee, to plan the conference. Additionally, allowing you to use their copy machine, computer, and printer to make handouts, signs, etcetera is a huge assistance.

Before you spend any money, you will need to open a conference checking account. NWFIA is a non-profit organization, so you will usually be able to open a "no-fee-type" account. Contact the Treasurer for the necessary "non-profit" documents. More than one person must be an authorized signer on the account.

NWFIA can provide you with a check (advance) to cover expenses you will incur prior to anyone registering for the conference; i.e., required deposits for the facility or speakers. This check is usually in the area of \$1000-\$1500 and should be (providing your conference is "in the black") paid back to NWFIA after your conference.

Items to budget (see example on page 46) for include:

- Meals / Breaks
- Speaker Fees & Expenses
- Speaker/MC gifts
- AV equipment & other facility expenses
- Any printing of documents for presentations
- Invitation & Registration packet expenses
- Entertainment
- Hospitality Room
- Door prizes (optional)

Once you have a basic idea of your potential expenses, contact the NWFIA Executive Board for guidance on how much the Association will contribute. The conference **registration fees** are currently averaging \$150-\$200 per attendee. You will need to charge an additional \$50 for any non-member attending the conference. It will be up to the Conference Committee to decide if a "late registration fee" will be accessed. This is usually \$10-\$20.

Instead of accessing a "late fee", consider putting a deadline on "early registration". The attendees get a \$10-\$20 break if they register by the deadline. This puts a positive spin on the registration and encourages attendees to register early. The more registrations you can get early in the process, the easier it will be for you to plan for food and registration packets.

You are allowed to seek financial **donations** or sponsorships from various sources, as long as those sources are reputable and would be a positive association for our organization. For example, a check printing company might volunteer to donate enough money to pay for one of the afternoon snacks for everyone attending. If this occurs, make sure to acknowledge that donation at the conference and send a "thank you" letter from NWFIA.

Such donations can help defer part of the cost for attendees. Potential donating companies need to be advised that we are a non-profit organization.

NWFIA can pay for the **printing and postage** of your "INVITATION PACKET" if your company/agency is not able.

It is up to the Conference Committee to give **complimentary rooms** provided by the "FACILITY." Generally, complimentary rooms are provided for speaker and the Hospitality Room host/hostess.

When receiving your paid registrations, it is important to compare them against your NWFIA **membership list**. If someone is paying as a "member," their NWFIA dues <u>must</u> be current. Otherwise, you will need to contact the NWFIA Secretary and the two of you can work together to have the attendee either pay their dues or register as a non-member and pay the additional \$50.

When receiving your registrations, **good record keeping is essential**! You will have a lot of incoming information and money that needs to be accurately recorded and organized. For instance, someone will mail you a check that is for their registration, their non-member fee, their late registration fee, an extra Saturday night dinner ticket for their spouse, and the golf registration fee. Their registration form will also tell you what meals they have chosen. You must be able to organize this information in such a way that no confusion occurs. Financially, you will be responsible for being able to clearly document what exactly the person was paying for; not just that they paid \$200.00. You will need to provide the attendee with a receipt for their payment. The receipt should be part of their "REGISTRATION PACKET."

It is up to the Conference Committee to determine what **compensation**, in addition to a speaking fee, should be given to each **conference speaker** (room, meals, etcetera). The organization cannot financially compensate NWFIA members who give presentations. If the speaker is being compensated by his/her agency/company, the Conference Committee should pay for the speaker's needed supplies, handouts, etcetera. As a rule of thumb, a non-paid conference speaker should have no out-of-pocket expenses.

You will need to contact the NWFIA Secretary to find out **who**, from the last conference, **won** the **drawing for a free registration** at the next conference. You will need to take this into consideration in your budget.

It is a good idea to have a securable **cash-box** on hand at the conference. There are various times you will need access to cash: People will want to purchase extra meal tickets, people will need change to purchase Make-A-Wish tickets, or you might need "petty cash" for incidentals. Have a couple rolls of quarters to make change for the drawings at the Business Meeting.

You will need to complete a detailed **report** of the **conference income and expenses** to the NWFIA Treasurer within sixty (60) days after the seminar. Any seminar profits or NWFIA advances must be remitted to the NWFIA Treasurer within sixty (60) days. All supporting documentation, i.e., bank statements, checkbook, receipts and registration lists is to be included in the report.

MISCELLANEOUS

LAW ENFORCEMENT CREDIT

Some state's police academies have forms that enable law enforcement attendees to receive continuing education credit in their respective states. Currently (as of 2005), Oregon's Department of Public Safety Standards & Training (DPSST) asks that an **Oregon** law enforcement officer sponsor the training and completes the upper portion of the F-6 form. DPSST's web address is http://oregon.gov/DPSST/index.shtml. Each of the Oregon law enforcement attendees signs the roster and the sponsoring officer sends the completed form to DPSST after the seminar. **Washington** and **British Columbia** do not have a system for accrediting our conferences. **Idaho's** Idaho Peace Officers Standards & Training asks that Idaho law enforcement officers sign their form and then send the form to the following address: Attn: Region 2 Coordinator, 700 S. Stratford Dr., Meridian, ID 83642; phone 208-884-7252; web address: www.idaho-post.org).

SPEAKER / MC GIFTS

You will need to provide a gift for the speaker(s). If there is only one speaker for the entire conference, a plaque may be appropriate. Gift baskets work well unless the speaker has flown to the conference. Nice pens sets are another popular gift. Also, consider giving the speaker a certificate in a (paper) certificate holder (see example on page 33).

VENDORS

The Conference Committee should decide if the conference will have vendor displays. All vendors will need to be approved by the NWFIA Executive Board. We recommend the vendors be set up somewhere other than in the main meeting area; first, for confidentiality issues (Business Meeting and Information Exchange), and second for noise/distraction issues. Vendors generally pay approximately \$500 to show their wares and are usually given 15 minutes to speak at one of the lunches. Vendor participation as speakers or panelists should be kept to a minimum. There is much more educational value in a presentation by a qualified industry representative than one given by a salesperson.

DRAWINGS AT THE BUSINESS MEETING

There are two drawings at the Business Meeting: In the first drawing, everyone puts their name on a piece of paper and puts it in the drawing basket. The name drawn wins a **free registration** (non-transferable) for the next conference. Make sure the NWFIA Secretary is aware who wins this drawing because it needs to be noted in the minutes. The second is a **prize drawing.** Each person puts their name and \$1 in the drawing basket. The name drawn wins a prize (type you're giving conference presenters, M-A-W raffle tickets, or whatever you wish) and the money in the "pot" goes to Make-A-Wish.

EVALUATIONS

Place a conference evaluation form in each registration packet (see example on page 44). The evaluation form should cover the topics, the speakers, the hotel, and other relevant conference information. The evaluation forms should be given to the NWFIA Executive Board. The Board will compile the results of the evaluations and report back to the Conference Committee and the conference speaker(s). The evaluations will help the Association to meet the members' needs at future seminars. It is a good idea to post the evaluation results on the conference page of the NWFIA website.



Example of Make-A-Wish Fact Sheet for Conference Handout:



Foundation Facts

- Mission: The Make-A-Wish Foundation® of Oregon grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength, and joy.
- The Oregon chapter serves children with life-threatening medical conditions, ages 2 ½ through 17, who live in the state of Oregon and Clark County, Washington.
- The Make-A-Wish Foundation® of America is the largest, non-profit wish-granting charity in the world, with 74 chapters in the U.S. and 28 international affiliates spanning five continents.
- Through private donations and the efforts of more than 25,000 volunteers, the Foundation has granted more than 127,000 wishes around the world.
- The Make-A-Wish Foundation began in 1980 after 7-year-old, Chris, wished to be a police officer, during his struggle with leukemia. With the help of his mother and some friends, Chris. special day was filled with a helicopter ride and patrol car duty. He even received a custom made uniform and motorcycle training.
- The Make-A-Wish Foundation of Oregon was the 5th chapter to form in 1983. Since then, the chapter has granted more than 1,400 wishes to local children with lifethreatening
- medical conditions throughout the state and Clark County, Washington.
- The Oregon chapter has more than 200 volunteers statewide. Statewide operations are facilitated by 7 full-time and four part-time staff members.
- The Oregon chapter.s first wish was for Sam, who wished to meet Erik Estrada from the television show, CHiPS.
- The Oregon chapter more than 100 wishes annually. This year, the chapter hopes to bring smiles to the faces of more than 110 children in Oregon and Clark County, Washington.
- Wishes come in all shapes and sizes, but generally fall into 4 categories: I wish to HAVE.I wish to BE.I wish to GO.I wish to MEET.
- The Make-A-Wish Foundation relies on medical professionals, parents or the potential wish child to refer children for a wish.
- Any child, age 2 ½ through age 17, with a life-threatening medical condition may be referred for a wish.

Foundation Facts (cont.)

- Disney-related wishes are very popular. Many children choose to visit *Disneyland*® Resort in California, *Walt Disney World*® Resort in Florida, or have a Disney-themed party. Other popular wishes include computers, entertainment centers, backyard play structures, vacations, and meeting favorite celebrities.
- The average cost of a wish is about \$5,000. This total includes both the cash necessary

to fund the wish, as well as donations of in-kind products and services.

• The Foundation is supported by private donations from individuals, schools, businesses,

clubs, associations and foundations.

- Money raised in Oregon and Clark County, Washington STAYS within our territory to grant local wishes. The chapter spends 82 cents of every dollar on program services, 10.4 cents for fundraising and just 7.6 cents for management.
- In the last four years, the Foundation has granted the following number of wishes to children in each region:
- Currently, the Make-A-Wish Foundation is working on the following wishes for children in these regions:

Region	Wishes in Progress	Wishes not yet determined	Total
Portland	31	24	55
Vancouver, WA	10	04	14
Willamette Valley	09	07	16
Greater Lane County	05	04	09
Southern Oregon	02	06	08
Central Oregon	06	03	09
Eastern Oregon	02	01	03
Coast	03	01	04

Region	Number of Wishes (1/1/00-12/31/04)
Greater Portland	304
Willamette Valley	93
Greater Lane County	48
Southern Oregon	57
Central Oregon	26
Eastern Oregon	18

Data as of 1/25/05

Example of Donation Letter:

Northwest Fraud Investigators Association P.O. Box 88341

Tukwila, WA 98138-2341 Eugene Contact #: 541-682-6235

www.nwfia.org

The Northwest Fraud Investigators Association (NWFIA) will be holding our spring, 2005 conference on April 28th & 29th, 2005 at the Valley River Inn in Eugene. The theme of the conference is Financing Terrorism. Two nationally recognized presenters - IRS Special Agent (retired) Ron Phillips and Captain Chuck Tilby of the Institute for Intergovernmental Research – will explain how law enforcement, private enterprise, and the financial community can recognize and combat the funding of domestic and foreign terrorism.

NWFIA is seeking prominent Lane County financial institutions to sponsor a continental breakfast, or a snack during the conference. The continental breakfast is \$1,600 each day, and the afternoon snack each day is \$1,340. NWFIA would be grateful, however, for sponsorship in any amount. If your institution is interested in donating to our conference, we will show our appreciation by making prominent mention of your institution in our conference handouts, on the NWFIA website, on our marquee in the lobby, and the master of ceremonies will mention your name several times during the conference. This letter and our letter of thank you indicating your exact donation are sufficient documentation of your donation for tax purposes.

NWFIA was founded in 1929. The Association membership includes experienced investigators in all levels of local, state and federal law enforcement, banking and business in the northwest (including Oregon and Washington, Idaho and British Columbia); all working together in an effort to stop crimes involving check fraud, stolen credit card usage, and embezzlement that effect local businesses and financial institutions. If you have any questions you may contact donations chairman, Dan Lane at (541) 682-5837, dan.g.lane@ci.eugene.or.us or NWFIA vice-president and conference chairman, Doug Jordan at (541) 682-6235 or doug.r.jordan@ci.eugene.or.us. Thank you in advance for your consideration and support.

Sincerely,

Dan Lane

Dan Lane

Conference Donations Chairman

Hospitality Room Hours

Wednesday, April 27th p.m. to 1:00 a.m.

3:30

Thursday, April 28th p.m. to 1:00 a.m.

5:30

Friday, April 29th p.m. to 1:00 a.m.

5:45

MINORS PROHIBITED From Possessing Alcohol

No one under 21 years of age will be Served any Alcoholic Beverages.

Nor may they Consume any Alcoholic Beverages

On these Premises

MC Notes Opening Day

- I. **Introduction** (just short of 8:30am)
 - a. Northwest Fraud Investigators Association Spring 2005
 - b. Call attendees to their seats
 - c. Short welcome
 - d. Everyone stand
- II. Color guard presentation of the flags
- III. **Joint pledge of allegiance** (on the big screen)
- IV. Introduce **EPD Chaplain Lupe Phillips** for benediction
- V. Introduce NWFIA President Rosaleen McKenna
 - a. President welcome
 - b. Introduce Executive Board
 - c. Introduce Past Presidents
- Vl. Introduce Chief Bob Lehner
- VII. Make a Wish Foundation
 - a. Introduce Kip Branch, Washington Co SO
- VIII. Introduce Eugene Conference Committee
 - a. Doug Jordan, Mike Rustik, Dan Lane, Terry Fitzpatrick of EPD
 - b. Krista Johnson, Frances Powell, EPD FCU Volunteers
 - c. Tracy Clevenger, Pacific Cascade Federal Credit Union
 - d. Jennifer Allen, Oregon Community Credit Union
 - e. Doris Westfall, Keybank
- IX. Conference Packet
 - a. Speaker materials
 - b. Schedule
 - (1) Speakers
 - (2) Breaks
 - (3) Business Meeting
 - (4) Info Share
 - (5) Hospitality Rooms 124/126
 - (6) Wearing name tags
 - (6) Lunch locations and times, lunch tickets
 - c. Door prize tickets
 - d. Dan's restaurant/shopping map

X. Sponsors

- a. Read list of Sponsors (from Dan Lane)
- b. Convention and Visitors Association of Lane County
 - (1) Sandee Hansen
- c. Amcrin
 - (1) **Jim "Gator" Hudson** (lunch presentation/vendor table)
- d. Special Olympics
 - (1) Kris Martes

XI. Housekeeping Issues (include jokes about hippies and anarchists)

- a. Restrooms
- b. Returning from breaks on time
- c. Door prize giveaways

XII. **DAY ONE**: Introduce Speakers

9:00-12:00	Mark Almon, Mike Riley IRS (read bios)
	Breaks 10:00 and 11:00 with Door Prizes
12:00-1:00	Lunch (McKenzie Room)
1:00-1:15	Door Prizes
1:15-4:00	Bruce Reynolds FBI (read bio)
	Breaks at 2:30 and 4:00
4:00-4:15	Break followed by door prizes
4:15-5:00	Business Meeting (blue/red stars - NWFIA members only)

XIII. DAY TWO: Introduce Speakers

8:00-11:00	Chuck Tilby (read bio)
	Breaks at 9:00, 10:00 with Door Prizes
11:00-11:15	Short break before info exchange – (<i>red stars come back</i>)
11:15-12:00	Information Exchange (red stars - members only)
12:00-1:00	Lunch (McKenzie Room)
1:00-1:15	Door Prizes
1:15-4:45	Chuck Whitlock (read bio)
	Breaks at 2:15, 3:30
4:45-5:00	Closing remarks by NWFIA President
5:00-5:30	Make-A-Wish raffle prizes

Example of Conference Name Tag:

Financing Terrorism

Spring 2005 Conference

Doris Westfall

Key Bank Fraud Investigator

Northwest Fraud Investigator's Association

Financing Terrorism

Spring 2005 Conference



Eugene Police Department
Detective

Northwest Fraud Investigator's Association

The following is an example of a Speaker Certificate:



The following is an example of an Invitation Packet:



Letter from the President.....

Dear NWFIA Member.

I, on behalf of the Executive Board would like to welcome you to the NWFIA Spring 2005 conference. This conference is being held at one of the premier convention locations in the Northwest, near the Willamette River. We invite you to visit and take part in any of the several activities available here at the Valley River Inn.

The Eugene Police Department, in concert with Pacific Cascade Federal Credit Union, Oregon Community Credit Union and Key Bank are sponsoring this conference. They have provided a conference program which highlights the role which fraud plays in the support of domestic and international terrorism. We trust that the membership will find the content both informative and educational.

The NWFIA Association was founded in 1929 by a group of law enforcement officers who had the goal of curbing fraudulent activity, through coordination of effort. The NWFIA in support of this goal provides both educational opportunities (2 conferences a year) as well as a current membership roster to each member.

Today, via the NWFIA website (http://www.nwfia.org/) perspective members have access to basic information about our association as well as our schedule & format of upcoming conferences. Our membership has in addition, electronic access to the membership roster, which incorporates a search facility, as well as access to the association bylaws and roster of Past Presidents.

The Spring 2005 Conference Committee posted full conference information as well as registration forms on the NWFIA website, this represents a significant cost savings to the association re: postage, which instead can be redirected towards conference content.

In our efforts to provide a solid educational experience via the conference as well as remain financially prudent, a few other changes were made to the conference format. These changes are listed on the Conference Questionnaire form which is part of your conference packet. Please complete the Conference Questionnaire and hand it in to a member of the Executive Board or place it in the box at the back of the conference room by 1pm on Thursday, April 28th.

The NWFIA General Business Meeting is scheduled for Thursday, April 28th at 4p.m.. This meeting is open to the entire membership. I would encourage all NWFIA members to attend in order that you might actively participate in the renewal and progression of the NWFIA Association. Bring forth your ideas in regards to driving membership numbers as well as presenting future conference topics.

An equally important part of the NWFIA experience is the networking opportunities which are provided, both during class and afterwards in the Hospitality Room. I look forward to meeting you either in class or in the Hospitality Room during Spring 2005 Conference. If you have any questions, please feel free to contact a member of the conference committee or any member of the Executive Board.

Sincerely,

Rosaleen McKenna President, NWFIA

Financing Terrorism

The White Collar Crime of the 21st Century April 27th – April 29th, 2005 Valley River Inn, Eugene Oregon

As the U.S. government moves to choke the financial network of terrorists and their supporters, law-enforcement authorities are focusing on a growing and seemingly easy source of money for terrorists: credit card fraud.





Chuck Whitlock has been an investigative reporter for the television shows Hard Copy and Extra. Chuck has appeared on such programs as NBC's Today Show, The View. CNBC's Steals & Deals. CNN's Your Money, Regis and Kathie Lee, The 20th Century with Mike Wallace, The Maury Povich Show, Geraldo, Sally Jesse Raphel, and Oprah.

If you work for a financial institution, a law enforcement agency, or a retail business, don't miss this important opportunity to learn about one of North America's most significant and timely challenges – combating terrorism – sponsored by the Northwest Fraud Investigators Association (NWFIA). www.nwfia.org

Three nationally renowned speakers – Ron Phillips, Chuck Tilby and keynote speaker Chuck Whitlock – will talk about fraudulent records, scams, and how domestic and international terrorist organizations finance their operations through financial crimes.







Don't miss out on this rare opportunity to learn what every citizen should know about terrorism, and the crimes that support and promote it.

www.chuckwhitlock.com/





Financing Terrorism

The White Collar Crime of the 21st Century

Northwest Fraud Investigators Association Spring 2005 Conference April 27th – April 29th, 2005

The Eugene contingency of the Northwest Fraud Investigator's Association (NWFIA) cordially invites you to the Valley River Inn for our Spring, 2005 conference. The Valley River Inn (VRI) is one of the Northwest's premier conference locations nestled on the banks of the beautiful Willamette River.

The conference theme is **Financing Terrorism**, the White Collar Crime of the 21st Century. As the U.S. government moves to choke the financial network of terrorists and their supporters, law-enforcement authorities are focusing on a growing and seemingly easy source of money for terrorists: credit card fraud. Suspected terrorist cells operating in the United States, Canada and Europe have employed a variety of scams to steal millions of dollars from credit card companies. They then use the proceeds to support their activities and to funnel money to Middle East terrorist groups, according to congressional testimony, court records and FBI interviews with a known terrorist. In the aftermath of the Sept. 11 attacks on the World Trade Center and Pentagon, investigators in the US and in Europe have found evidence that suspected terrorists and others under scrutiny for possible terrorism had engaged in the sophisticated whitecollar crimes of identity theft and credit card fraud. Just as the suspected hijackers blended into American lifestyles and took advantage of our freedoms, terrorists and their supporters have been exploiting a singularly American commodity: easy credit.

Chuck Tilby is Captain of the Eugene Police Special Operations Unit and is a nationally known expert in the area of domestic terrorism. During his tour as the Eugene Police Special Investigations Unit supervisor, Chuck tracked and investigated countless Earth First, Earth Liberation Front, Animal Liberation Front as well as countless other domestic terror organizations. He was also an integral part in prosecuting Jeffrey Luers, one of the northwest's most infamous homegrown terrorists. Chuck instructs all over the United States for the Institute for Intergovernmental Research (IIR) on the topic of terrorism. Chuck will be sharing a riveting slide presentation that explores domestic and foreign terrorism.

The IIR is a Florida-based nonprofit research and training organization that specializes in law enforcement, juvenile justice, and criminal justice issues. IIR provides local, state, and federal law enforcement agencies with assistance needed to implement changes that promote greater governmental effectiveness. IIR is involved in numerous projects throughout the United States. One such project is the MATRIX (Multi-state Anit-Terroist Information Exchange) Project, which is a pilot effort to increase and enhance the exchange of sensitive terrorism and other criminal activity information between local, state, and federal law enforcement agencies. Another, perhaps more well known project, is the National White Collar Crime Center (NW3C) which provides support

services to state and local law enforcement for the prevention, investigation, and prosecution of high-tech and economic crime.

Chuck Whitlock is a speaker certified by the National Speakers Association. Chuck speaks to audiences across the United States about how they can protect themselves from being scammed. A nationally recognized expert on scams, he has shared his knowledge and experiences on programs such as, NBC 's Today Show, The View, CNBC's Steals & Deals, CNN's Your Money, Regis and Kathie Lee, The 20th Century with Mike Wallace, The Maury Povich Show, Geraldo, Sally Jesse Raphel and Oprah. He has been an investigative reporter for the television shows Hard Copy, Inside Edition, and Extra; Chuck has compiled hours of rare footage exposing all types of scam artists from these programs.

As one of America's leading authorities on white collar crime, Chuck Whitlock informs, instructs and entertains as only he can in this succinct and effective training program. Renowned to law enforcement agencies across the nation, Chuck Whitlock is the perfect mix of inspiration and instruction. As an investigative reporter respected by law enforcement, he has exposed hundreds of con artists and captured scores of scams on camera. His books on white-collar crime are a must-read in a culture where people are increasingly being victimized by fraud. Chuck will be sharing his Crimeline (check it out at crimelineonline.com) *presentation on financing terrorism* developed by Dennis Lormel (FBI Chief of Financial Crimes, retired), who was the Section Chief of Terrorist Financing. This module of instruction is available no where else, and we are fortunate to have this opportunity.

Together these distinguished speakers will explore how domestic and foreign terrorism is financed through the commission of financial crimes and what we in law enforcement, in the private business sector, and in the financial community can do to recognize and combat the funding of terrorism. This is quality instruction that you do not want to miss. Mark your calendars and plan to attend Financing Terrorism, the White Collar Crime of the 21st Century.

Additionally, we will have **Mike Riley** from the Portland IRS office. Mike is a member of the **IRS Counterterrorism Task Force** and deals with the funding of terrorism on a daily basis. Mike is an outstanding speaker with many years experience.

Finally, rounding out our speakers is an **FBI special agent** assigned to the **Terrorism Financing Operations Section** (TFOT).

Financing Terrorism

2005 NWFIA Spring Conference Schedule
April 27th – April 29th
Valley River Inn
Eugene Oregon

Course Schedule

Wednesday, 04-27-05

3:30 p.m. - 11:00 p.m. Registration and networking in the hospitality room*

4:00 p.m. - 5:00 p.m. Past President's Meeting 5:00 p.m. - 6:00 p.m. Executive Board Meeting

Thursday, 04-28-05

7:00 a.m. - 8:30 a.m. Registration

8:30 a.m. - 9:00 a.m. Opening ceremonies

9:00 a.m. - 12:00 p.m. Financing Terrorism, Mike Riley - IRS Counter-terrorism

12:00 p.m. - 1:00 p.m. Lunch (provided)

1:00 p.m. – 4:00 p.m. Financing Terrorism, FBI TFOT

4:00 p.m. - 5:00 p.m. NWFIA General Business Meeting (members only)

5:30 p.m. - 11:00 p.m. Networking in the hospitality room*

Friday, 04-29-05

8:00 a.m. - 11:00 a.m. Terrorism and Fraud, Captain Chuck Tilby

11:00 a.m. – 12:00 p.m. Information Exchange (members only)

12:00 p.m.— 1:00 p.m. Lunch (provided)

1:00 p.m. – 4:45 p.m. Financing Terrorism, Chuck Whitlock

4:45 p.m. – 5:00 p.m. Make-A-Wish Raffle Prizes

5:30 p.m. – 12:00 a.m. Networking in the hospitality room*

^{*} Remember to bring your business cards to exchange with all the new people (contacts) you'll meet

DOOR PRIZES

We are asking that each attendee bring at least one door prize if possible. Please bring those with you when you register Wednesday night or Thursday morning.

INFORMATION EXCHANGE

Please bring cases or "bad guy" information to share with the membership. It is the best way to network cases and the information shared is confidential among the membership.

Lodging Information

As mentioned above, the **Valley River Inn** (VRI), located at 1000 Valley River Way (see attached map), is one of the Northwest's premier conference locations nestled on the banks of the beautiful Willamette River. There is a wide array of activities that you or your family may wish to experience here. The VRI has an outdoor pool, 24 hour indoor Jacuzzi and sauna, croquet lawn, volleyball lawn, bike rentals, miles of riverside bike/jogging paths, in-room movies and video games, and much more. The VRI can arrange fishing, hiking, rafting, golfing and virtually anything else. The VRI is just across the street from the Valley River Center, and a short walk from a multi-screen movie theatre and numerous eateries and stores.



The VRI's guest rooms are beautiful and offer river, pool or garden views. They have iron and ironing boards, data port phones, coffee makers with cider, hot chocolate, coffee and decaf. If you're arriving by car, there is lots of free parking. If you're arriving by air, the VRI's airport shuttle is complimentary. They also have an on-site concierge to help guests with any special outings or information one might need.



ROOM RATES:

Room rates have been discounted for NWFIA conference attendees and are as follows:

	<u>Single</u>	<u>Double</u>
Deluxe	\$95.00	\$95.00
Riverview	\$119.00	\$119.00
Concierge	\$119.00	\$129.00

Check-in time is 4:00 p.m.; check-out time is 11:00 a.m. Should rooms become available prior to 4:00 p.m, VRI will try to accommodate early arrivals on a space-available basis.

To reserve your room, call 1-800-543-8266. *Make sure you tell the hotel's staff that you are attending the NWFIA conference when you reserve your room.* **Reservations must be made prior to March 26**th, **2005 to guarantee these rates, so please reserve your rooms as soon as possible.**

Be sure and mark your calendars for the Spring 2005 Northwest Fraud Investigators Association conference April 27th – April 29th, 2005 in Eugene at the Valley River Inn!

If you have any questions, please contact one of us:

Doug Jordan (541) 682-6235 <u>doug.r.jordan@ci.eugene.or.us</u>
Steve Williams (541) 682-2682 <u>steve.e.williams@ci.eugene.or.us</u>
Dan Lane (541) 682-5837 <u>doug.r.jordan@ci.eugene.or.us</u>
dan.g.lane@ci.eugene.or.us



From I-5

From I-5 take exit 194b (to I-105 west), then take second exit off I-105 marked "#1 Delta Hwy/Santa Clara - Junction City". Merge to the right lane and take the 1st exit to Valley River Center. Get into the left lane as you are coming over the overpass. At the bottom of the overpass there is a four-way lighted intersection: turn left onto Valley River Way. Follow to the end; VRI is on the left.

From Airport

Leaving the airport terminal, turn right onto Greenhill road. At the four-way stop turn left onto Airport road. Follow to the end (T-intersection) and turn right onto Highway 99. Go about 1.5 miles to Beltline road east (take right onramp after passing under overpass) follow Beltline east to the Delta Highway exit. Exit off of Delta Highway; take the Valley River Center Exit. Use the center lane at the exit. There will be a four-way lighted intersection. Go straight through onto Valley River Way and follow to the end; VRI is on the left.

Area Transportation

Valley River Inn is conveniently located on the Lane Transit District bus line. There is also complimentary shuttle service to and from the airport. Rental cars are also available at the airport, or you may arrange for one through the concierge. The concierge is also happy to help you with taxicabs and other transportation needs.



Northwest Fraud Investigators Association Spring 2005 Conference April 27th – April 29th, 2005

Financing Terrorism

The White Collar Crime of the 21st Century

REGISTRATION FORM

Complete and return this form with a check payable to NWFIA 2005 Spring Conference. (For accounting purposes, NWFIA's Tax ID #: 91-1230845)

There is limited classroom space, so make sure you respond quickly!

Mail your check and registration to

Pacific Cascade Federal Credit Union ATTN: Tracy Clevenger 1075 Oak Street Eugene OR 97401

Register early and SAVE!!

Early Registration ends April 1, 2005

Member Conference Registration	\$175	
Member Conference Early Registration	\$150	\$
Non-Member Conference Registration	\$200	
Non-Member Conference Early Registration	\$175	\$
Extra Thursday Lunch \$16		\$
Extra Friday Lunch \$16		\$
Total Enclosed		
with Registration Form	\$	

Registration includes Thursday & Friday lunch, briefcase, neck wallet, handouts & door prizes

Name	
Address	
City, State, Zip	
Company/Dept	
Position/Title	
Daytime Phone	
e-mail	

Northwest Fraud Investigators Association

P.O. Box 5522

Aloha, Oregon 97006-0522 Eugene Contact #: 541-682-6235

www.nwfia.org

The Northwest Fraud Investigators Association (NWFIA) will be holding our spring, 2005 conference on April 28th & 29th, 2005 at the Valley River Inn in Eugene. The theme of the conference is Financing Terrorism. Nationally recognized presenters - Captain Chuck Tilby of the Institute for Intergovernmental Research, and Chuck Whitlock, one of America's leading authorities on white collar crime – will explain how law enforcement, private enterprise, and the financial community can recognize and combat the funding of domestic and foreign terrorism, who fund many of their crimes through Identity Theft and other related financial crimes.

NWFIA is a 501(c)(3) non-profit organization founded in 1929 to stop crimes involving check fraud, stolen credit card usage, and embezzlement that effect local businesses and the financial community. The Association membership includes experienced investigators in all levels of local, state and federal law enforcement, banking and business in the northwest (including Oregon and Washington, Idaho and British Columbia).

NWFIA is seeking donations from prominent businesses in the Lane County area for conference door prizes and raffle prizes. Donations may consist of items normally sold by your business or organization or a gift certificate(s) redeemable at business or organization. The larger, more expensive door prizes will be raffled to conference attendees. The money collected from the raffle will go to the Oregon Chapter of the Make-A-Wish Foundation (www.wish.org/) – NWFIA's official charity. Make-A-Wish grants the wishes of children with life-threatening medical conditions in an effort to help fill those children with hope, strength, and joy. If your business or organization is interested in donating to our conference, we will show our appreciation by making prominent acknowledgement of business or organization in our conference handouts, on the NWFIA website, on our marquee in the lobby, and the master of ceremonies will mention your name several times during the conference. This letter and our letter of thank you indicating your exact donation may be used to document your donation for tax purposes. NWFIA's tax ID number is 91-1230845.

Thank you for your consideration. If you have any questions you may contact Donations Chairman, Dan Lane at (541) 682-5837, dan.g.lane@ci.eugene.or.us or NWFIA vice-president and conference chairman, Doug Jordan at (541) 682-6235 or doug.r.jordan@ci.eugene.or.us. Thank you in advance for your consideration and support.

Sincerely,

Dan Lane

Dan Lane

Donations Chairman

NWFIA Spring 2005 Conference Committee

Conference Evaluation

Financing Terrorism

The White Collar Crime of the 21st Century

Northwest Fraud Investigators Association Spring 2005 Conference April 27th - April 29th, 2005

Thank you for attending the conference. We hope you found it to be informative and enjoyable. We would appreciate your taking the time to complete this evaluation form. The information is helpful in continuing to improve our conferences. Mark those that apply.

After completing the form, please leave it on the table in the back of the room.

SPEAKERS					
Mike Riley - IRS	□ Excellent	□ Very Good	□ <i>G</i> ood	□ Adequate	
Poor					
Mark Almon - IRS	□ Excellent	☐ Very Good	□ Good	□ Adequate	
Poor					
Comments:					
HOSPITALITY ROOM	Excellent	Very Good	Good	Adequate	Poor
Comments:					

FACILITY					
Meeting rooms:	□ Excellent	☐ Very Good	☐ Good	☐ Adequate	□ Poor
Food:	□ Excellent	☐ Very Good	☐ Good	☐ Adequate	□ Poor
Guest rooms:	□ Excellent	□ Very Good	□ <i>G</i> ood	☐ Adequate	□ Poor
Service:	□ Excellent	☐ Very Good	□ Good	☐ Adequate	□ Poor
□ I did not sta	y at the hotel				
General feedbac	ck on the conf	erence:			
					-
Suggested topic	s for future o	conferences:			
Please mark the one that most applies □ Law Enforcement □ Other Government					
□ Financial Institution □ Private Industry					
Please mark if you are a member of the Northwest Fraud Investigator's Association I am a NWFIA Member					

Example of Conference Budget Spreadsheet

Example of Conference Budget Spreadsheet			
Item	Expense		Notes
EXPENSES			
Thursday's continental breakfast	\$1,374.45		\$10.50 per person x 150 people = \$500 per day
Thursday's break	\$856.20		
Thursday Lunch	\$2,094.40		
Friday's continental breakfast	\$1,374.45		\$10.50 per person x 150 people = \$500 per day
Friday's break	\$807.10		\$20 per dozen x 150 people having avg of 1.5
Friday Lunch	\$2,094.40		\$16/person x 150 people
Food Total	\$8,601.00		
Hotel	\$1.50		2 local phone calls
			Lapel = \$75/day; mixer for Fri.= \$25/day; fl mic =
Microphones	\$175.00		free
Hopsitality Room	\$709.44		2 suites @ 236.48 per night x 3 nights
Hopsitality Room Food & Bevergage	\$1,276.81		\$10/person
Wet Bar	\$50.00		Wet bar for Hosp. Room (\$50/day)
Remove beds	\$100.00		One time fee to move beds from Hosp. room
Name tags & stars	\$26.27		Go inside neck wallets
Make-A-Wish Raffle Prizes	\$91.47		(See additional spreadsheet below for details)
Door Prizes	\$98.17		(See additional spreadsheet below for details)
Economic Force Brief	\$1,020.66		150 Economic Force Briefscase from Adverteising
Neck Wallets	\$255.93		Actual price from Adverteising
Padfolios	\$647.15		Adverteising (S & H extra); check # 557
Conference Committee Name	407.54		T
Badges Additional Conf. Comm. Name	\$67.54		Tracy, Krista, Jennifer, Doris, Mike, Dan, & Terry
	\$25.14		Frances & Rex
badges Speaker Fees	\$1,875.00		Whitlock check #551
NWFIA Advance	\$2,875.00		Williock Check #551
IRS Hotel Rooms	\$0.00		2 & @ \$95/nite + tax (= \$101.65 each); comped
FBI Hotel Rooms	\$0.00 \$0.00		$2 \times (\omega + 95)/11110 + 101 \times (= +101.05 + 2011)$, comped
Petty Cash for conference	\$0.00 \$50.00		check#552 change on hand for make-a-wish/
Misc. Expenses	\$350.00 \$350.99		(See additional spreadsheet below for details)
Conference Committee work. Lunch	\$50.99 \$50.00		Papa's Pizza on Wed set-up day; check # 522
Other Total	\$9,746.07		1 apa 3 1 122a 011 Wed 3et-up day, Olleck # 322
Total Expenses	\$9,740.07 \$18,347.07		
Item	Ψ10,541.01	Income	Notes

Item	Income	Notes
INCOME		
NWFIA Advance	\$2,875.00	
Registrations	\$18,489.00	
Weyhesauer CU	\$200.00	
BECU	\$500.00	Neck wallets & padfolios
Liberty Bank	\$200.00	
Pacific Cascade Fed CU	\$1,020.66	Briefcases + S & H
NW Corporate CU	\$78.00	
AMCRIN	\$200.00	Vendor Fee
NWFIA Payment for Plaques	\$200.00	
Petty Cash Deposited Back to Acct	\$50.00	
Dividends Paid 11/04 -1/05	\$0.32	
Total Income	\$23,812.98	
Balance	<i>\$5,465.91</i>	



Example of Joint Flag Salute (for projection with LCD projector):





SPECIAL RECOGNITION

The NWFIA Executive Board wishes to acknowledge Eugene Police Sergeant Lisa Barrong, the author of the Conference Planning Manual. Lisa is a Past President and long-time member of the Northwest Fraud Investigator's Association. Besides being involved in all aspects of the Association, Lisa acted as the Conference Liaison, helping many plan their conferences. After Lisa was promoted from Financial Crimes Detective to Patrol Sergeant, she was unable to continue working in the Association. This manual is a tribute to her steadfast dedication to NWFIA and serves to assist all those who host conferences in the future.

Lisa created this manual as a "living document"; as technology and trends change, so should this manual. Lisa wrote the original manual in 2000 and it was updated in 2005. Therefore, if you have ideas that would improve this manual, please bring it to the attention of the Executive Board. Continuing input from the membership is essential to the success of our organization and to future conferences.