



## Nomination Form

### POST Excellence in Training Award

### Application for Nominees



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#### Section 1. Nominee Information

|  |  |  |                |
|--|--|--|----------------|
| 1. Award Category (select one only)    | <input type="checkbox"/> Individual <input type="checkbox"/> Lifetime <input checked="" type="checkbox"/> Organizational |  |                |
| 2. Nominee                             | California Department of Insurance   |  |                |
| 3. Title (if applicable)               | Enforcement Branch Headquarters Training Unit  |  |                |
| 4. Agency/Organization (if applicable) | California Department of Insurance   |  |                |
| 5. Mailing Address                     | Street   | [Redacted]                             |                |
|  | City   | [Redacted]                             |                |
|  | State  | [Redacted]                             |                |
|  | Zip  | [Redacted]                             |                |
| 6. Contact Numbers                     | Voice  | [Redacted] [Redacted]                  | Ext [Redacted] |
|  | Cell   | [Redacted] [Redacted]                  |                |
|  | Fax  | ( [Redacted] ) [Redacted] - [Redacted] |                |
|  | Email  | [Redacted]                             |                |

#### Section 2. Nominator Information

|                         |  |  |                |
|-------------------------|--|--|----------------|
| 7. Name                 | Susan Burns                            |  |                |
| 8. Title                | Captain, EBHQ Training and Policy Unit |  |                |
| 9. Agency/Organization  | California Department of Insurance     |  |                |
| 10. Mailing Address     | Street                                 | [Redacted]                             |                |
|                         | City                                   | [Redacted]                             |                |
|                         | State                                  | [Redacted]                             |                |
|                         | Zip                                    | [Redacted]                             |                |
| 11. Contact Numbers     | Voice                                  | [Redacted] [Redacted]                  | Ext [Redacted] |
|                         | Cell                                   | [Redacted] [Redacted]                  |                |
|                         | Fax                                    | ( [Redacted] ) [Redacted] - [Redacted] |                |
|                         | Email                                  | [Redacted]                             |                |
| 12. Department Head/CEO | Name                                   | George Mueller                         |                |
|                         | Title                                  | Deputy Commissioner                    |                |

13. Signature



Executive Signature — Required

Dec 2, 2021

Date

Complete all remaining sections. Attach additional pages if needed.

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### Section 3. Justification for Nomination – REQUIRED

#### 14. Describe the individual's or organization's purpose and training responsibility.

The California Department of Insurance (CDI) regulates the business of insurance in California. The Enforcement Branch (EB) of CDI is the investigative body for the Department. The EB consists of the Fraud Division and the Investigation Division. Leading the nation in consumer protection continues to be the motivating force in providing all investigative and support services necessary for the fight against insurance fraud. The Enforcement Branch leads the fight for consumer protection through collaboration with other law enforcement agencies and prosecutors throughout the state.

The Fraud Division was established with the CDI in 1979 and is primarily responsible for investigating suspected fraudulent claims as reported by the insurers, law enforcement, and the public. The mission of the Fraud Division is "to protect the public from economic loss and distress by actively investigating, arresting, and referring, for prosecution or other adjudication, those who commit insurance fraud and other violations of law; to reduce the overall incidence of insurance fraud and consumer abuse through anti-fraud outreach; and training to the public, private, and governmental sectors." The Fraud Division currently has 329 authorized positions and maintains nine regional offices throughout the state.

The Investigation Division is responsible for investigating complaints against agents, brokers, public adjusters, bail agents and other individuals and entities involved in the insurance industry. The Investigation Division acts as the primary law enforcement agency in the State of California for investigating different types of suspected insurance fraud committed against the consumer. The most prevalent fraud investigated by the Investigation Division is premium theft. Premium theft occurs when a licensed or unlicensed individual accepts payment from a consumer for the purpose of purchasing an insurance product, such as an automobile or homeowner policy, and diverts the payment for his/her personal use. Another focus of Investigation Division resources is insurance fraud committed against senior citizens. Senior Abuse cases may involve premium theft, misrepresentation, forgery, churning/twisting, or the sale of unsuitable life insurance and/or annuity policies. The Investigation Division has 110 authorized positions and maintains seven regional offices throughout the state.

The Enforcement Branch Training Unit encompasses three (3) specialty units: the Administrative Training Unit, which is responsible for ensuring Detectives, Investigators, and support staff receive the highest level of service and professional training available; the Enforcement Tactics Training Unit (ETTU), which is responsible for quarterly firearms training, qualifications, arrest and control, impact munitions, tactical rifle training, conducted electrical weapons, baton, pepper spray, building entry, Tactical Communication, and First Aid/CPR Courses in accordance with POST; and the Field Training Officer (FTO) Program, which is responsible for ensuring the extensive probationary training of all new detectives. This program recently expanded to include a newly implemented Field Training Investigator (FTI) Program which is responsible for ensuring proper comprehensive probationary training of all new (non-sworn) investigators.

All of these superior working components contribute to the success of the Enforcement Branch Training Unit.

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#### 15. Describe the nominee's overall achievement.

The Enforcement Branch Training Unit has established a world class training program that has positively impacted the cultural and performance standards for the Enforcement Branch. In the past year, the Training Unit has rebuilt and launched a Field Training Officer (FTO) Program tailored to an investigatory agency. The Training Unit also developed a proprietary software package that utilizes a custom database to track all FTO related documents. This dramatically increased transparency throughout the entire FTO process and allowed trainers and trainees to identify areas of improvement early in the probation period. This also facilitated real time feedback for all areas under observation in the FTO program. The Training Unit also created an in-house FTO Development Course that focuses on objective and uniform training practices. The development course has greatly increased the quality and consistency of training new Detectives and Investigators throughout all regional offices in the State of California.

The Training Unit has adapted and expanded our three-week Basic Investigator Course to meet the restrictions imposed by the pandemic. This includes switching to a fully virtual training course that leveraged telecommuting technology to offer a dynamic and engaging training atmosphere. Our Training Unit completed courses that focused on teaching in a virtual environment in order to assist our instructors with using and maximizing the potential in virtual training. The Training Unit has also opened our courses to outside agencies to promote cooperation and to set the standard for insurance fraud investigations.

Additionally, the Training Unit has developed several programs to help our new Detectives and Investigators succeed and to prepare the next generation of leaders. These programs include the Academy Assistance Program that was designed to assist new recruits in acclimating and thriving in a regular basic academy; the Remedial Training Program that is used in partnership with regional Captains to help current staff reach and exceed required standards; and the Coaching Program that assists our Detectives and Investigators plan and prepare for potential leadership positions.

The Training Unit was assigned and now oversees the Enforcement Branch Policy and Procedure Manuals. This included a full rewrite and execution of the previous policy manual and the creation of the first ever Procedure Manual. The manuals are maintained in Lexipol and are updated in a timely manner, offering the most up-to-date policies and procedure resources for Enforcement Branch staff.

#### Section 3. Justification for Nomination *continued*

#### 16. Give explanations for each of the following three criteria to support your nomination.

##### a) Innovation

The development of an updated Field Training Officer (FTO) Program required a drastic improvement in how daily observation reports were completed and collected. The prior method required an FTO Trainer to complete a physical form. This method was slow and cumbersome and results from a training phase could take a long time to compile. The Training Unit developed and built an in-house application designed it to work with the new FTO workflow. The new application allowed a trainer to complete the daily observation report digitally and then submit the form to an FTO Coordinator for approval and finally an acknowledgement from the trainee. This was all done through a custom application that time stamped the information and compiled all the scores from the daily observation report into a simple report that is accessible to the trainer, trainee, and management. This application created a very transparent process and provided immediate feedback on how a trainee was performing. The application also identifies potential training issues early and allows us to provide focused training opportunities to help our people succeed.

In addition to the FTO application, the Training Unit has also created a video library of courses from our virtual Basic Investigator Course. This video library is indexed and searchable and provides a user friendly system for finding information on training areas that might need to be addressed.

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#### b) Impact

The new programs and training initiatives from the Training Unit has had a profoundly positive effect on the California Department of Insurance - Enforcement Branch. This includes a continued shift in our department culture that embraces the concept of "One Team, One Mission." The FTO program has helped to keep training consistent across all of our California offices and it provides greater opportunities for success with our new recruits. Our new programs have improved our academy graduation rates and continue to provide the latest tools and resources for our staff to drive forward our mission. The Training Unit continually seeks out new and innovative ways to administer training and which has led to several amazing training opportunities that have really enhanced our department's core competencies.

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#### c) Reputation/Recognition

The impact and effectiveness of the Training Unit has been recognized within the California Department of Insurance through several internal awards. This includes the "Commissioners Award," the highest award given in our department. The increased quality and effectiveness of our training programs have also led to a substantial increase in subject matter experts volunteering to present from both inside and outside our agency. The Training Unit has built partnerships with P.O.S.T., District Attorney's offices and other law enforcement agencies throughout the State, to bring world class training to our department and is always working on building new relationships. Through hard work, incredible customer service, an abundance of resources, knowledge and dedication to the Enforcement Branch, the Training Unit has built a reputation for excellence.

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## Section 4. Support Documentation – REQUIRED

### 17. Provide a brief list of any supporting documents included with this application.

Field Training Officer Procedure Manual - Available upon request  
Field Training Investigator Procedure Manual - Available upon request  
Commissioner's Awards  
Sample Observation Reports

## **Nomination Form: POST Excellence in Training Award**

### **Application for Nominees**

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#### **To complete your application:**

- 1) Make sure you have filled in all applicable sections.
- 2) Print and sign form.
- 3) Attach all supporting documents.
- 4) Send your completed application to:



**Excellence in Training Screening Committee**  
**c/o California POST**  
**Executive Office**  
**860 Stillwater Road, Suite 100**  
**West Sacramento, CA 95605**

Application questions: 916.227.2807 — Scott Loggins

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