

**Investigations Boot Camp Training Agenda**

**Tuesday, October 14, 2021**

*Morning Schedule*

9:00 - 9:15 Overview of Advanced Investigations Training – *Christina Granderson,*

*Chief of Benefits*

9:15 - 10:00 Investigations Tips– Presented by *Laketta Ware/Sonya Garvis*

*Benefits Supervisors*

How to determine the information needed to complete a Fact Finding Report

Call control, grammar, phone etiquette, Do’s and Don’ts of investigations

**10:00 - 10:15 Morning Break**

10:15 – 10:45 Forensics of Investigations… Presented by *Linda Williams, Adjudicator*

 What is an investigation?

 How to conduct an investigation?

 What happens after an investigation is submitted?

10:45 – 12:00 Case Studies

**12:00 - 1:00 Lunch**

*Afternoon Schedule*

1:00 – 1:30 Investigations Activity

1:30- 3:00 Case Studies

**3:00 - 3:10** **Afternoon Break**

3:10 – 4:00 Review & Discussion

 Questions & Answers