

Wisconsin Department of Health & Family Services  
Bureau of Quality Assurance

# General Investigation Skills



Training provided by: Office of Legal Counsel

# Agenda ~ Day One



- ❖ Your role as a regulator
- ❖ DHFS's authority to regulate
- ❖ Evidence and Burden of Proof
- ❖ Planning an investigation
- ❖ Your investigative style
- ❖ Investigative skill: Observation

# ~ Day Two



❖ Investigative Skill: Note-Taking

❖ Investigative Skill: Interviewing

# ~ Day Three



- ❖ Document and record review
- ❖ Decision making - When is enough enough?
- ❖ Documentation and report writing
- ❖ Appeals and hearings

# Training Goals



- ❖ To define Dept. staff's role as regulators and investigators.
- ❖ To enable Dept. investigative staff to identify and use the components of a thorough investigation, including: planning, interviewing, observing, reviewing documents, collecting evidence, and documenting evidence.

# Goals, cont'd.



- ❖ To identify the varying levels of proof needed at different stages of a case and in legal actions.

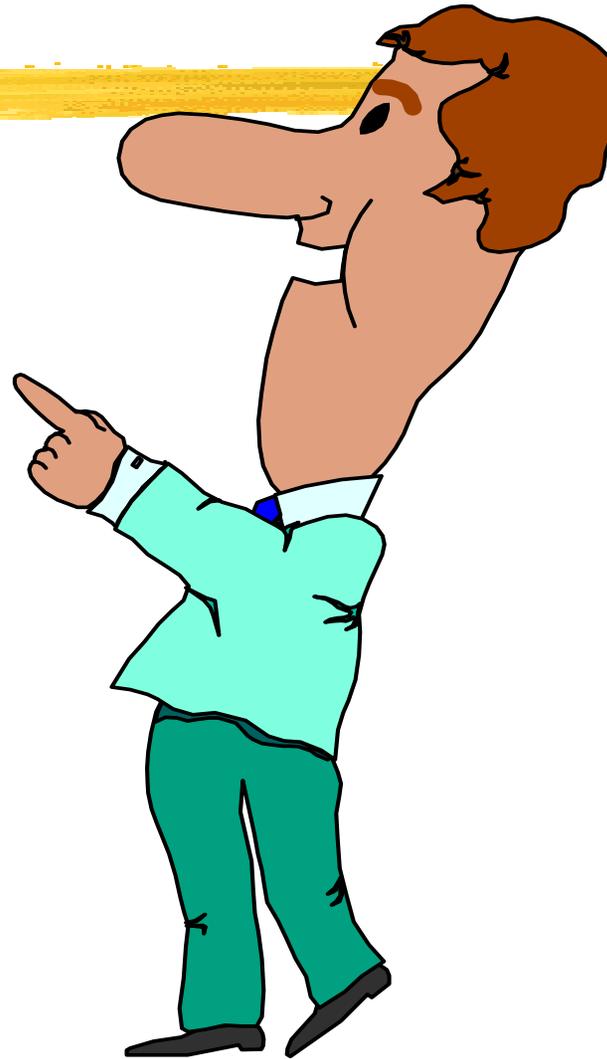
# Goals, cont'd.

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To turn each and every one of you into ACE investigators!

Your goals?



Let's get started!

