

RACHAEL L. N. FROST

Skills and Experience Quick Sheet

Investigations, threat assessment and management specialist focusing on safer and more secure environments, developing and implementing complete programs and actions for all staff members to produce effective results for both physical site and behavioral security concerns. Specializing in leadership, teams, and extensive program development, directing and managing personnel from a wide variety of job classifications across large areas, agencies, and corporate, government, and non-profit organizations, towards goals and corporate mission. Special skills and experience developed through private violence response and recognition firm ownership, twenty years in government law enforcement focused on investigative teams' development, funding, and operations, and six years in journalism, editorial management, and technical writing, include, but are not limited to, the following:

- Investigation, court, and program expert in Intimate Partner Violence and sexual assault, stalking, strangulation, restraining orders, and physical abuse (areas which cost corporations in excess of an \$8 billion loss annually and which significantly affect large event servicing). Fraud, property, robbery, and persons' crimes investigative and patrol operations' experience;
- Operations Skills: Surveillance and behavioral cues for persons of concern; Defensive tactics instructor (15 years); CCTV and Surveillance; Extensive experience with contact and cover verbal and physical response to intoxicated individuals; and Post-blast investigation trained (site security explosive device trained);
- BATI-trained interviewer and interrogator, specializing in effective information gathering from all sources;
- Train-the-Trainer in Certified Emergency Response Team (CERT) and Standardized Emergency Management (SEMS) management from the National Fire Academy (also trained in NIMS and ICS);
- Effective technical report, grant, and program writing, producing comprehensive policies and documents;
- Ability to partner and collaborate with others, personable and engaging, able to work with a wide variety of personalities, recognizing and respecting different experiences and perspectives, coordinating with other Directors and Managers to identify needs and meet goals;
- Excellent customer service skills and de-escalation abilities focusing on both clientele and personnel;
- Conducts effective gap analysis for vulnerabilities, with recommendations for corrective actions, with a focus on risk assessment and counterintelligence considerations;
- Strategic planning leader committed to thought leadership, change management, and building respect and value among personnel while operating through information system processes;
- Effective teams' development through enterprise system management, concentrating on increasing productivity, resilience, problem-solving, connective operability, and creating safer and more secure environments;
- Innovative, creative thinker; a self-starter with extensive problem-solving abilities, able to produce buy-in and partnerships for developing programs, while enhancing and improving current activities and systems;
- Repeatedly proven to seek and address all areas of concern for program development and implementation across numerous jurisdictions and agencies to include writing policies, procedures, and protocols, then partnering for integration into new management;
- Threat assessment and management planning for safer and more secure environments, concentrating on physical site security, information technology, processes, personnel, clientele, and outside actors, for natural and manmade disasters, as well as terrorism and targeted violence incidents;
- Emergency response, assessment, and management to include preparation, prevention, and response considerations across environments, personnel, and clientele. Plans, coordinates, and manages emergent, intermediate, and long-term issues and events;
- Monitors and audits information for site, external, and insider threat detection and mitigation, working across disciplines such as security, human resources, law enforcement, government, and additional corporate directors in a multi-disciplinary team environment to identify and counter threats effectively;
- Able to collect, evaluate, and disseminate accurate and timely intelligence to support action plans while conducting research and analysis of complex issues;
- Well-versed in Microsoft Office, OSINT techniques across public records, social media, etc., communications, information analysis, and more.



**MASTER
INVESTIGATOR IV (ret.)
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WORK EXPERIENCE

Twenty-year law enforcement veteran (retired 2019) specializing in threat assessment and management investigations program development and response across jurisdictions and disciplines to include government agencies, for-profit and non-profit businesses, medical facilities, and more. Focus on information systems for investigation, personal and intimate partner violence-related programs, investigations, funding, and more. Fifteen years as an investigator and the first female Master Investigator (2014) in the Riverside County Sheriff's Department. Also specialized in misconduct cases through the Internal Affairs Department. Sought, obtained, and operated more than \$3.5 million in Federal and State grant funds to address violence-related issues across Riverside County. Developed the multi-disciplinary domestic violence and threat assessment response program and training for local county agencies and beyond. Assisted with Department policy development, domestic violence and strangulation reporting, strangulation protocol, and more.

Currently, specializing in violence response and recognition to include leadership and messaging to effectively integrate staff in complete program development, workplace violence, training programs and presentations, case evaluation, expert witness, and all aspects of violence recognition and response. Clients include the Air Force, corporations, law enforcement agencies, schools, and professional associations. Specialties include workplace, campus, and houses of worship violence and recognition training and program development to include the influence of personal violence, domestic and child abuse, and more. Program and training development of "THE BASICS," a complete series for all attendees to obtain the education, engagement, and practice to develop and implement complete violence response and recognition programs in their environment.

TRAINING & PROGRAM DEVELOPMENT

Programs developed with the specific site, goals, culture, and best practices in mind. Program development is a partnership with complete "Full Circle" content, training, policy, and procedures evaluation and implementation. "Full Circle" programs address all stakeholders, considerations, and issues of concern that apply to program development from all aspects - client, customer, visitor, partner, location, and more. Nationally recognized trainer for thousands of people across the United States in threat assessment and management, domestic violence, stalking, strangulation, sexual assault, child abuse, as well as leadership, messaging, and staff/client engagement programs. Training is designed to be engaging and energetic, providing immediate action items for attendees to change the way they operate whether within an organization, corporation, agency, etc.

EXPERT WITNESS

Expert witness in court and evaluation for domestic violence, stalking, restraining order violations, strangulation, sexual assault, and threat assessment and management. Testified in numerous criminal justice cases as an expert witness for domestic violence and strangulation, to include developing additional investigators and their expert witness technique and knowledge. Through case evaluation option to address offender and victim behavior and for educating on violence recognition and response.

AWARDS

Department-wide Distinguished Service Medal (two-time recipient) from the Riverside Sheriff's Department for development and implementation of domestic violence, strangulation, and threat management programs.

Investigative Excellence award from the Law Enforcement Appreciation Committee (LEAC) of the Inland Empire, California, for domestic violence-related investigation and programs.

"Unsung Hero" award from Shelter for the Storm for contributions to domestic violence investigation, training, and law enforcement work with domestic violence cases.

Making A Difference award from the Riverside County Family Justice Center for domestic violence programs and grant development and production across multidisciplinary fields

Officer of the Year (two-time recipient) For Patrol Operations and in-process incident response.

CERTIFICATIONS/QUALIFICATIONS

Grant Writer and Program Developer, obtained in excess of \$3.8 million in grants from the Office of Violence Against Women, and the California Office of Emergency Services, assisted staff with additional grant applications in a variety of disciplines; developed related countywide programs to address domestic violence, stalking, strangulation, sexual assault, and threat assessment and management.

Behavioral Analysis Training Institute (BATI) and FBI-trained Interview and Interrogator, and BATI Cognitive Interview and Forensic Statement Analysis trained.

Threat Assessment professional, graduate Advanced Threat Assessment Academy training, Gavin de Becker & Associates; developed the Riverside Sheriff Department's Domestic Violence Threat Management program; and, trained as a Community Emergency Response Team (CERT) Trainer (National Fire Academy-trained).

Critical Infrastructure Threat Assessment Specialist (ACAMS/Digital Sandbox/CalCop) to include location and processes assessment specialties for security concerns.

CERTIFICATIONS/QUALIFICATIONS *(continued)*

Emergency Management to include CERT, SEMS, NIMS, ICS, and development of a countywide mass disaster and violence response plans, threat assessment and management protocols, etc.

Defensive Tactics and Use of Force Instructor (ret., Riverside County Sheriff's Department) to include conducting training, as well as use of force and officer-involved shooting investigations through law enforcement Internal Affairs Bureau.

Pre- and Post-Bomb Investigator and Threat Assessment and Management Training to include training in recognizing bomb making materials, basic explosive device structure/materials, behavioral and situational cues related to site security, threat assessment and management issues with direct and indirect threats and behaviors of concern, to include asset protection, safety plans, agency coordination, and more.

Forensic Sciences Certification, San Diego (two-year program)

MEMBERSHIPS and ASSOCIATIONS

Association of Threat Assessment Professionals, Communications Chairperson for Association, Law Enforcement Steering Committee member

Cadre of Experts member, End Violence Against Women International
Providing expert training and witness availability, etc., as needed to government, public and private agencies, in the areas of sexual assault, domestic violence, threat management, and related fields

Alliance for Hope, Law Enforcement Steering Committee Member (Strangulation) and trainer

California Homicide Investigators Association, member

California Sexual Assault Investigators Association (CSAIA), member

Kids Court, *Chief Financial Officer and Board Member*

Kids Court is a nonprofit organization specializing in curriculum that exposes children to the court system prior to testifying to minimize their trauma and improve cognitive function within the court room setting and beyond

PRESENTATIONS

Presentations are specific to each environment to include Workplace, Family Law, Law enforcement, and agency trainer for investigations of and human resources applications for domestic violence, sexual assault, stalking, restraining order violations, strangulation, and threat assessment and management. Below, a basic sample of presentations provided:

PRESENTATIONS *(continued)*

“Those Who Kill: Exploring the Non-Fatal Strangulation Correlation with Suspects Who Murder Police Officers and Commit Mass Homicide,” Association of Threat Assessment Professionals Annual Conference, Anaheim, CA; Pueblo County, CO, Domestic Violence Conference; and more.

“Frog in a Pot: Domestic Violence, Threat, and Mass Homicide,” End Violence Against Women International Annual Conference, Chicago, IL; U.S. Air Force staff, Offut, NE; Association of Threat Assessment Professionals, Orlando, FL; Altus Air Force Base, Oklahoma, Laughlin Air Force Base, Texas, Association of Threat Assessment Professionals Winter Conference, Orlando, FL, End Violence Against Women International Annual Conference, Washington, DC; Several corporations focusing on workplace violence and intimate partner harm; and more.

“Domestic Violence Threat Management,” California Sexual Assault Investigators Association, Annual Conference, San Luis Obispo, CA; End Violence Against Women International Annual Conference, Washington D.C, Riverside County agency training; and more.

“Tactical Response to Community Violence: Threat Management and Warning Behaviors,” Ben Clark Training Center, Woodcrest, CA; United States Air Force;

“Threat Management: Recognizing Warning Behaviors,” Riverside County agency training (Utilities facilities, medical and mental health, human resources, etc.); and,

“Turning Challenges into Strategies: Investigating the Consent Defense,” Federal Bureau of Investigation and UCLA Violent Crime Behavioral Analysis Unit Seminar, UCLA; California Sexual Assault Investigators Association, San Luis Obispo, CA; United States Air Force.

“Shadow of Death: I Will Fear No Evil, Except for the One Who ‘Loves’ Me,” Association of Threat Assessment Professionals’ Winter Conference.

“SURVIVORS: Mutual Dependency When Responding to Trauma,” Virginia Department of Criminal Justice.

PROFESSIONAL TRAINING

Complete training available upon request

Domestic Violence, Sexual Assault, Strangulation and Child/Persons’ Crimes

Annual training at conferences for California Homicide Investigators Association, California Sexual Assault Investigators Association, Violent Crime Behavioral Analysis Unit Seminar, and End Violence Against Women International, training at the National Family Justice Center conferences to include stalking and strangulation training, Domestic Violence for Investigators, Advanced Officer training in Domestic Violence and Sexual Assault, Officer-Involved Domestic Violence, OVW-Domestic Violence Investigations, 80-hour Homicide instruction, Beginning and Advanced Child Abuse and Sexual Assault Investigation, Advanced Strangulation Institute Training, Child Homicide and False Allegations of Kidnapping, Human Trafficking Prosecution, and Child Abduction Response.

PROFESSIONAL TRAINING *(continued)*

Threat Assessment and Management

Specialized training to include annual conference for the Association of Threat Assessment Professionals and the annual Inland Empire Terrorism Response Conference, successful completion of the Advanced Threat Assessment and Management Academy from Gavin de Becker & Associates, Domestic Terrorism Operations and Sovereign Citizens, Critical Infrastructure Asset Protection, Counter Terrorism and Threat Management, Threat and Risk Assessment Infrastructure, Post-Blast Investigations, Campus and School Violence Threat Management, Advanced Threat Assessment and Management, Safety in Our Schools, Behavioral Analysis Threat Assessment: Preventing Active Shooter, Behavioral Analysis Threat Assessment (Advanced), and Joint Regional Intelligence Center training to include Countering Violent Extremism and Terrorism and Benghazi. Emergency Management Train-the-Trainer for CERT and SEMS, First Aid, and NIMS, ICS.

Law Enforcement Specialties

Advanced Peace Officer Standards and Training Certificate, Officer-Involved Shooting Investigations, Beginners and Advanced Interview and Interrogation (BATI and FBI), Cognitive Interview and Forensic Statement Analysis, Problem-Oriented Policing, Drug-Use Recognition, Crime-Free Multi-Housing instructor, Mentoring and Coaching for Successful Law Enforcement, Identity Theft and Elder Abuse investigations, Bicycle Patrol certification, Public Records Act Compliance, and Pitchess Motions, etc.

WORK EXPERIENCE

Frost ICED / Investigation, Consultation, Education & Development

Chief Executive Officer (2019 - Present)

Specializing in contract program development, leadership and teams information and enterprise system management related to security and threat assessment and management, expert witness, and consultation regarding domestic violence, stalking, strangulation, restraining orders, sexual assault, threat assessment and management, and more.

Advanced Officer Training Coordinator

*Ben Clark Training Center (2019)
Riverside County Sheriff, CA*

Project Developer/Investigator

*Violence Against Women's Act "Arrestee" Grant (2015-2019)
Riverside County Sheriff, CA*

Developed, sought, and obtained two \$900,000 grants from the Office of Violence Against Women. Responsible for program development/implementation domestic violence and threat management systems. Continual development of Threat Management Teams to include training of county, municipal and private agencies to recognize, respond and intervene in threat; created Strangulation, Domestic Violence and threat response materials and programs for public safety. Leadership of all agencies involved in grant programs to address joint goals, mission, operability, extensive investigations.

WORK EXPERIENCE *(continued)*

Project Developer/Investigator

California Office of Emergency Services Grant (2012-2014)
Riverside County Sheriff, CA

Developed, sought and obtained the California Office of Emergency Services (Cal-OES) grant in excess of \$700,000. Responsible for administration, investigation of cases, and development of the Domestic Violence Threat Management team to include a specialization in domestic violence and sexual assault cases involving stalking and threat assessment, restraining order violations, child endangerment, strangulation, and more. Management of program, involved processes, and personnel.

Initial Program Development/Implementation *(2012 – 2019)*

Riverside County Sheriff, CA

Developed proactive and reactive programs for the Riverside Sheriff's Department specific to domestic violence and threat management. Proposed, obtained funding for, and implemented countywide Threat Management Teams, training county, municipal and private agencies in conducting threat management in a team environment, identifying and responding to warning behaviors, and creating a network of response personnel to minimize confusion in a mass violence event.

Grant Writer

Violence Against Women's Act "Arrestee" Grant (2013)
Riverside County Sheriff, CA

Developed, sought and obtained the Violence Against Women's Act (VAWA) grant for \$900,000 to address specialized law enforcement and advocacy needs of the tribal and military communities as related to domestic violence. Operating within that grant as a threat assessment and response specialist. Proposed, developed and implemented programs for Riverside County in conjunction with grant writing needs of the Department related to domestic violence, stalking, sexual assault, child abuse and threat management.

Investigator

Violence Against Women's Act "Arrestee" Grant, Riverside County Sheriff (2006-2007)
Persons' Crimes, Riverside County Sheriff (2005 – 2007, 2010 - Present)

Developed program application for OVW Grant specifications for countywide investigation of domestic violence cases and the Riverside Sheriff's Department's first Domestic Violence Investigations Unit. Investigative specialization in domestic violence cases, stalking and restraining order violations, sexual assault, child abuse, assaults, and threat assessment and management of high lethality threat cases. Assisted with grant application for 2007 OVW submission (awarded).

WORK EXPERIENCE *(continued)*

Investigator

Professional Standards Bureau at Sheriff's Administration (2007 – 2010)

Responsible for conducting in-depth personnel investigations, assisting Department legal representatives with civil cases, responding to Officer-Involved Shooting incidents and conducting the associated policy and procedure investigations, etc. Promoted to Senior Investigator and obtained Advanced POST certificate.

Problem-Oriented Policing Team, Law Enforcement Patrol Functions

(June 2000 – December 2005)

Responsible for deputy-rank development of the Temecula Citizen Corps, a community disaster response team. Trained by FEMA as a train-the-trainer for disaster response and SEMS. Trained and worked with Neighborhood Watch organizations and the volunteer staff of the Citizen Corps to integrate the program into the city's disaster response protocol. Conducted presentations, training and managed volunteer staff as part of the program. Patrol deputy duties including investigating hundreds of property and persons' crimes, responding as part of emergency law enforcement services. As part of the Problem Oriented Policing Team, responsible for crime-free multi housing, developing and implementing community-oriented programs targeted at reducing crime in the contract city, graffiti reduction/identification programs, as well as all special enforcement actions assigned by supervision. Promoted to Investigator in 2005. Extensive work and operations within our jurisdiction's entertainment areas addressing intoxicated subjects, restaurateurs, business owners, etc. for positive outcomes.

Editor and Columnist

San Diego Commerce, a Daily Journal Corporation publication (April 1996 – January 2000)

Responsible for content, layout and design development for the *San Diego Commerce*, a Business, Real Estate and Legal newspaper owned and operated by the Daily Journal Corporation, a publishing company headquartered in Los Angeles. Expanded the editorial section to include focus articles on businesses in San Diego, legal spotlights on law firms and attorneys, and partnered with the Riverside publication to improve outreach and content, receiving recognition from corporate board.

AVAILABLE UPON REQUEST/FURTHER INFORMATION

- Reviews and recommendations for all programs and services
- Sample programs designed for corporations, government agencies, etc.
- Complete training records
- All training presentations come with a completed website for materials, references, documents, and a share version of all PowerPoints (www.beforeviolencehappens.com, password protected)
- Rate sheet for all contract programs, expert witness fees, case consultation, training and presentations (*no hidden fees, no per diem costs) and salary requirements for permanent positions
- Contract programs will be specifically designed for each corporation, agency, business, or education facility
- Trusted expert partners are utilized whenever possible to meet additional needs, as required