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Overview

The Board was established in 1974. Board staff acts at the direction of the Board chair and the Executive Director. All 5 Board members are appointed by the Commissioner of the Department of Public Safety. The budget currently allows for 3 full-time Board staff positions which are responsible for managing and regulating all Protective Agent and Private Detective license holders within Minnesota.

Board Members

Rick Hodsdon – Board Chair and Public Member, also part of Complaint Committee

Melinda Elledge – Public Member

Scott Mueller – Deputy Superintendent of Investigations BCA designee

Doug Belton – Protective Agent Licensee Member, also part of Complaint Committee

Allen Garber – Private Detective Licensee Member

Stephen Melchionne – Attorney General Representative

Board Meetings

Board meetings are scheduled for the last Tuesday of each month at 10:00 am unless Board members have conflict. When scheduling meetings, a quorum must be present to have a meeting. Board document packets are sent out the Friday before a meeting. Invitations to participants (applicants, speakers, license holders) are sent out at least one week before the meeting date. Speakers must notify the Board 7 days in advance of a scheduled meeting if they wish to address them.

If a Board member cannot be present and wishes to be remote we use WebEx for all teleconferencing. Meeting invites including the link is sent to Board members with the Board packet prior to the meeting. The meeting link and digital Board packet are also posted on the website for public members.

Budget / Financial

Our agency's current appropriated budget is \$277,000 annually. Our budget is 100% from the general fund, all fees and administrative penalties collected by our Board go back into the general fund. The majority of funds go to salaries leaving the agency lacking needed resources.

Complaint Committee

The Complaint Committee is a committee of two Board members and the Attorney General Representative. They are responsible for reviewing all complaints received by the Board.

Executive Director – Kate White

Run Board meetings

Oversee day to day operations of agency

Approves all license holder and instructor training

Run Complaint Committee meetings

Participate in MMB Agency leader calls

Part of Internal Controls meetings

Part of Agency COOP Coordinator meetings

Budget meetings

Approve all timesheets

Sign off on Board member expense reports

Sign off on P card logs

Run staff meetings

Speak at conferences if requested

Regional meetings for license holders

Answer calls or inquiries from media, date privacy and general information

Conduct employee performance reviews

Send mass email communications to license holders and trainers with important updates

Testify in front of Senate and House Committees for agency overviews and budget presentations

Statute revisions and proposals

Responsible for agency's Affirmative Action Plan – act as agency's Affirmative Action Officer

Testify in unlicensed activity/contested cases in court

Prepares all reports throughout the year

Investigative Analyst

Currently Abby Smith – (focuses on time intensive projects/reports)

Manages all complaints, license holder audits, and unlicensed activity

Reviews and processes all new license applications

Responds to all data requests

Administrative Assistant

Currently – Megan Canny (focuses on managing day-to-day communications and responsibilities of the office)

Answers general email inbox

Answers / responds to general phone line

Reviews all license renewals

Reviews Officer Changes

Processes license name changes

Processes address changes

Deposits checks

Processes invoices

Transcribes monthly Board meeting minutes

Creates synopsis and agenda for Board meetings

Pre-Board meeting tasks

Post-Board meeting tasks

Schedules upcoming Board meetings

Updates Access database

Updates all website information

Part-Time / Temporary Employees

Assists with all projects / tasks as needed

Currently Chris Krajsa – (focuses on investigations/monitoring and assisting with large projects/reports)

Manages training program

Assists with all applications

Assists with all complaints

Assists with all unlicensed activity monitoring

Assists with OSINT background investigations

License Holders

Licenses can be one of three levels:

- Corporate (PAC or PDC)
- Partnership (PAP or PDP)
- Individual (PAI or PDI)

Some license holders have both types of licenses (PA and PD). If a company has an LLC, Inc. or Corp. as part of their name, they are automatically at the corporate level. Individual licenses use the person's name as the license holder, with the ability to add an assumed business name or DBA.

License holders can complete a status change to switch the level of their license, generally this is an individual that wishes to become a corporate license holder. We do not have reciprocity with any other states for licenses and there is no expedited process for licensing, as the Board must approve licenses at each meeting once a month.

Protective Agents

A person who for a fee, reward, or other valuable consideration undertakes any of the following acts is considered to be engaged in the business of protective agent:

- (1) providing guards, private patrol, or other security personnel to protect persons or their property or to prevent the theft, unlawful taking of goods, merchandise, or money, or to prevent the misappropriation or concealment of goods, merchandise, money, or other valuable things, or to procure the return of those things;
- (2) physically responding to any alarm signal device, burglar alarm, television camera, still camera, or a mechanical or electronic device installed or used to prevent or detect burglary, theft, shoplifting, pilferage, losses, or other security measures;
- (3) providing armored car services for the protection of persons or property;
- (4) controlling motor traffic on public streets, roads, and highways for the purpose of escorting a funeral procession and oversized loads; or
- (5) providing management and control of crowds for the purpose of safety and protection.

A person covered by this subdivision may perform the traffic-control duties in clause (4) in place of a police officer when a special permit is required, provided that the protective agent is first-aid qualified.

Private Detectives

Persons who for a fee, reward, or other consideration, undertake any of the following acts for the purpose of obtaining information for others are considered to be engaged in the business of a private detective:

- (1) investigating crimes or wrongs done or threatened against the government of the United States or of any state, county, or municipal subdivision thereof;
- (2) investigating the identity, habits, conduct, movements, whereabouts, transactions, reputation, or character of any person or organization;
- (3) investigating the credibility of witnesses or other persons;
- (4) investigating the location or recovery of lost or stolen property;
- (5) investigating the origin of and responsibility for libels, losses, accidents, or damage or injuries to persons or property;
- (6) investigating the affiliation, connection, or relationship of any person, firm, or corporation with any organization, society, or association, or with any official, representative, or member thereof;
- (7) investigating the conduct, honesty, efficiency, loyalty, or activities of employees, persons seeking employment, agents, or contractors and subcontractors;
- (8) obtaining through investigation evidence to be used before any authorized investigating committee, board of award, board of arbitration, administrative body, or officer or in preparation for trial of civil or criminal cases;
- (9) investigating the identity or apprehension of persons suspected of crimes or misdemeanors.

MNPDB Website

List of all active license holders

List of all certified training courses that are available to outside students

Board meeting packet, teleconference links, and schedule

Past Board meeting minutes

Monthly Posting Notice

All necessary forms for renewals, training, officer changes

Current fee schedule

Statutes and Rules

Applications

\$25 check or money order must be received to request an application

Applicants are added to the posting notice, per statute this has to be done at least 20 days before a Board meeting

Application packet and supporting documents must all be received for an application to be considered complete and up for review by the Board.

Application must contain:

- A check with the correct payment amount
- All application forms completed
- Tax ID form completed
- Worker's Compensation form completed
- \$10,000 surety bond application
- Proof of Financial Responsibility
 - Net worth statement signed by a CPA
 - General liability insurance policy
 - Irrevocable letter of credit from a financial institution
- Application materials for all officer positions if applicable
- Documentation of work experience form(s)
- 5 personal reference forms
- Signed informed consent form for criminal history check
- Full set of fingerprints
- Durable, colored photograph

Training

All courses that are submitted for approval must be audited for compliance with Statutes and Rules

Applications:

- New Training Course
- New Instructor (instructors can only be approved if being added to an existing course or submitted with a new course application)
- Request for CEU's – these are course that license holders take and want to apply to their training requirements

License holders and their employees must have 12-hour pre-assignment training take within 21 days of being hired. They must also complete 6 hours of continuing education each year. If the employees are armed, they must complete an initial armed training course as well as an additional 6 hours of armed training each year.

All training courses get renewed every two years, we renew courses on even years

Renewals

Renewals must be received by the 1st of the month for which the license is set to expire

Renewals are reviewed for consistency with the following:

- All Officers in our records match the reissuance paperwork
- All addresses, phone numbers, and emails should match our records

Renewal material must contain the following:

- Updated surety bond information
- Informed consent forms for all Officers
- Proof of financial responsibility for duration of renewal period
- Worker's Compensation form
- Affidavit of Training (and armed Affidavit if applicable)
- Appropriate fee payment for license type and amount of employees

Affidavits of Training require:

- Employee Name
- Hire Date
- Date for which BCA and FBI background checks were completed
- Date for which an ID card was issued
- Date and course number for which Preassignment Training was completed (must be within 21 days of hire)
- Dates and course numbers for continuing education completion (runs on license anniversary)

Officer Changes

The Board must be notified of any Officer Change within seven days of the change occurring. Officer Change applications must include the following:

- Application
- Five References (must have 5+ years of knowing individual)
- Work release of information form (if QR/MM)
- Fingerprints and durable photograph
- Fee associated with change (only QR/MM)

License Name Changes

License Holders add or change names often, most commonly adding a DBA to their license. There is a \$25 fee associated with this change as a new license certificate must be printed and mailed. A notification must be sent to our agency, along with proof of the name change on the following:

- Surety Bond
- Insurance
- Secretary of State filing

Complaints

Complaints can be received by agency staff or Board members either written or orally. The complaint form can be found on our agency website.

Procedures

There is a document that has a detailed overview of the complaint process. Briefly, the complaint form along with a summary report prepared by the Investigative Analyst or part-time employee is sent to the Complaint Committee members for review. Generally we have meetings set up to discuss multiple complaints at once. The Complaint Committee decides if they want staff to investigate further, most often an investigative audit of the license holder, or if they wish to dismiss the complaint. The Complaint Committee only has jurisdiction to investigate complaints that allege violations of our Statutes or Rules. If there are allegations outside of this jurisdiction, we cannot investigate. If an investigative audit is determined, the Investigative Analyst will complete the audit with the license holder, the process concludes with the audit results being analyzed and presented to the Complaint Committee for a decision and recommendation to the Board if applicable. The license holder has a right to a contested case hearing if they wish to appeal any disciplinary action.

Administrative Penalties

The Board may wish to issue administrative penalties for a variety of reasons. We have a penalty schedule that lays out the Statute or Rule violation, as well as different levels that may be applicable due to culpability and frequency of offenses. These are generally issues at monthly Board meetings as a result of issues that arise during the review of a renewal. Administrative penalties may also be assessed as a result of a complaint, if the Complaint Committee deems it the appropriate outcome.

Audits

Audits are used as a form of disciplinary action in some cases. Investigative audits are usually done in the course of a complaint investigation. Occasionally, the Board will choose to impose quarterly audits for a license holder to show improvement over time, if they had a multitude of problems on a renewal.

Current Projects

- Data Privacy – We are examining our Data Privacy policy for accuracy.
- Statute revision – We are in the process of changing verbiage for the FBI.
- Website revision – We are working to solidify language for an FAQ page and About Us page along with making it more user friendly. This is attempting to cut down on the common calls and emails we get asking for clarification of Statutes or Rules. We are also attempting to be more transparent with stakeholders by having biographies for each Board member and staff
- Records retention – Our records retention schedule was approved and there are certain documents that may be purged after 7 years. We are in the process of going through physical and digital files to organize
- File organization – Our file room is in need of reorganization and we are working to create a better system for physical files
- Form simplification – We are editing forms for simplicity and better clarification
- Budget year for 2024-2025 – The Governor’s office and Commissioner of Public Safety is requesting financial requirements for all State agencies. We will be requesting additional staff, a records management system, additional fiscal monetary funding for 2024-2025, BCA to process fingerprint cards for licensees, _____
- Complaints (12 open cases)
- Quarterly Audits
- Internal Controls Spreadsheet – Completed (August 2022)
- Agency COOP Coordinator Monthly Meeting
- MMB Agency Leader Calls
- Internal Control Roundtable Meeting
- Agency Profile (in progress)
- Budget for 2024-2025 – Legislative Initiative Process (in progress) Forms A and B
- Hiring for two open positions (completed in December)
- Review monthly budget (requesting additional information-in progress)
- Updating training records--for current courses to prepare for RMS. Emails being sent to all providers requesting current information on training courses (seasonal intern has taken on project- in progress)
- Board meetings remoting- in with TEAMS (in progress)
- 2022 Annual Report--gathering financial and licensee holder information along with other facts (in progress)
- Updating Master Statics log—The log keeping has transgressed. Past and current statistics need to be entered. Important details to be used for Annual Report
- Reduce number of folders in Master Log (on-going)
- Lektriever-is old paying out more in repairs than the worth of machine.