



# THE CAROLINA INVESTIGATOR

June/July 2018 Edition



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# LETTER FROM THE PRESIDENT

It's been a busy couple months and I apologize for the delayed distribution of this newsletter.

Before getting into your BOD's efforts & updates, I wanted to share a conversation that I had with Director Brian Jones on 7/26 related to the recent challenges with Permitium & the impact on the licensing & renewal process.

After speaking with Director Jones, the key takeaways are that the PPS staff is working diligently to address problems, is on your side, shares in the pain & frustration, and wants to help everyone make it through the process! Everyone is working together to resolve the issues as quickly as possible & wants to help you conquer any challenges you have experienced.

Permitium's launch for the licensing & renewal process is in the beta test stage. Aspects are being tried, bugs identified, and issues resolved. It's a very dynamic situation. The biggest challenge is that this beta stage is in a live, real-time environment to the full customer base (as opposed to rolling out on a smaller scale first) so it compounds the number of complaints/issues and those affected. This also means that more issues are being found faster, so let's celebrate those little wins.

For example, a recent hiccup that delayed printing credentials was the realization that Permitium is hardwired to issue 6-digit license numbers for NEW licensees, instead of the traditional 4-digits. PPS staff immediately checked to confirm that 6-digits will fit on the PPSB-approved badges (YES, it does). When one issue gives rise to another question, PPS staff is proactively seeking out answers.

Even in the most perfect world, there are bound to be challenges. Here's what you need to know:

If you are having problems with a new application or renewal, **BE THE SQUEAKY WHEEL & LET SOMEONE KNOW.**

For technical support with Permitium, please call 855-642-2453 or email [help@permitium.com](mailto:help@permitium.com)

If you decide to call Permitium, you WILL reach a voicemail. This is inevitable. LEAVE A MESSAGE. Director Jones suggests e-mailing [help@permitium.com](mailto:help@permitium.com) instead to have a paper trail to reference. Plus, if you don't hear back from Permitium, you can forward that e-mail to PPS and get them involved. PPS is actively making demands & holding Permitium accountable for these shortcomings, but they can't do it if they don't know what your experience has been.

If it does not appear to be a technical issue, Garcia Graham ([Garcia.graham@ncdps.gov](mailto:Garcia.graham@ncdps.gov); 984-220-8627) & Deborah Martin-Johnson ([Deborah.martinjohnson@ncdps.gov](mailto:Deborah.martinjohnson@ncdps.gov); 984-220-8628) are your GO-TO PPS staff contacts. Despite any frustration, please be nice & courteous. Everyone is on the same side, doing the best they can & wants to help us get through it together. So smile, and take a breath.

REMEMBER TO FOLLOW US ON:



LinkedIn

Just for your reference, the complete Staff Roster is included on page 21 if you need to reach anyone else at any time. Nice to have it handy!

If you haven't done it yet – REQUEST YOUR LOGIN/PASSWORD from Permitium TODAY! It may take up to 4-6 weeks to receive it. Be sure to check your junk/spam folders for an e-mail from [auto@permitium.com](mailto:auto@permitium.com).

Each individual licensee must email [PPSM@ncdps.gov](mailto:PPSM@ncdps.gov) and provide your company's name, Business Permit Number(s) (BPNs), the Qualifying Agent's name, and a telephone number where you can be reached. You will receive a welcome email from Permitium ([auto@permitium.com](mailto:auto@permitium.com)). This email will contain the portal URL, along with your username and password to access your dashboard.

Despite the recent challenges, I applaud PPS for their extensive efforts to prepare the industry for Permitium including the numerous reminders to request usernames/passwords, in-person & online training, sending letters, e-mails, having Permitium at a booth at NCAPI's Fall Conference, adding a write-up in our Feb. 2018 newsletter, etc... In the end, it will all be worthwhile & for the benefit of industry. Just hang in there!

OK – Now, here are some updates on your BOD's efforts over the past two months & progress on the original priority areas that were identified to the membership when your 2018 BOD took office:

### 1 - Improve communication between the Board of Directors and our members.

Here's our third newsletter, better late than never! It is also the first newsletter to be distributed through the MemberClicks platform since our new website is live! Whoop!

We need help creating & curating content to ensure this newsletter best serves the membership. Your suggestions and content submissions are welcome. As a stickler for respecting others' intellectual property rights (IPR), we will only publish content for which we have the proper permissions. If you find an article that you think would benefit the membership, please contact that related publication for permission to reprint it (electronically). Once/If permission is received, please forward all related correspondence to us for review & consideration to include in the newsletter. Anything related to the newsletter may be sent to Hope Callahan ([news.editor@ncapi.com](mailto:news.editor@ncapi.com)) and me ([president@ncapi.com](mailto:president@ncapi.com)).

Our new website on the MemberClicks platform is alive & kicking. We hope you have had a chance to visit & explore it, as well as log-in to see the member portal. More to follow on the member portal on page 7.

### 2 - Raise awareness of the NCAPI within our industry and amongst new licensees

As some of you may have seen upon receiving your wall license & hard card, a letter from the NCAPI letter is included in that big envelope with your credentials. This letter is included with renewals as well as credentials going to new licensees.

In other efforts, NCAPI exhibited at the SCALI conference in Myrtle Beach back in May and received a very warm reception from the SCALI members, director, and attendees. It was definitely worthwhile! Bob Dunn reports further on this on page 5. Both of us drove to Myrtle Beach and exhibited for two days at no expense to our association.

### 3 - Increase the involvement of membership to strengthen NCAPI and build relationships.

Progress in this department as well. Ruth Cruz-Nichols, our Member Liaison, has included the first member update section in this newsletter on page 10. If you have something that you would like to share with the membership in the August/September edition, please contact her at 919.607.5178 or [alternativelegalservices.nc@gmail.com](mailto:alternativelegalservices.nc@gmail.com).

Since the new site launch, we have received inquiries through the contact form, as well as phone calls from members & prospective members with questions. These inquiries are largely addressed by our BOD Secretary (Heather) or me. Thank you to those who have reached out, and we appreciate your patience during our transition if replies were delayed. I hope

## BOARD OF DIRECTORS CONTACT FORM

**President**  
**TAMARA RABENOLD**  
704-965-3254  
[president@ncapi.com](mailto:president@ncapi.com)

**Vice President**  
*(Legal and Legislative):*  
**SHAUN MARSO**  
919-988-0617  
[legal.legislative@ncapi.com](mailto:legal.legislative@ncapi.com)

**Vice President**  
*(Membership)*  
**BOB DUNN**  
540-661-2793  
[membership@ncapi.com](mailto:membership@ncapi.com)

**Treasurer**  
*(Budget & Finance):*  
**JEFF KIKER**  
704-202-1692  
[treasurer@ncapi.com](mailto:treasurer@ncapi.com)

**Administrative**  
**Vice President**  
*(Ethics and Bylaws):*  
**DEBORAH WORLEY**  
919-608-4659  
[ethics.bylaws@ncapi.com](mailto:ethics.bylaws@ncapi.com)

**Vice President**  
*(Programs & Education)*  
**JIM GEIGER**  
336-580-1573  
[programs.education@ncapi.com](mailto:programs.education@ncapi.com)

**Secretary**  
*(Scholarship Program):*  
**HEATHER H BROWN**  
704-408-9785  
[secretary@ncapi.com](mailto:secretary@ncapi.com)

**Past President**  
**GREG HATTEN**  
828-242-2047 or  
828-280-0180  
[past.president@ncapi.com](mailto:past.president@ncapi.com)

you found our responses timely & helpful. If not, please let me know!

#### **4 - Adhere to Constitution and By-laws**

While it is always our intention to adhere to the Constitution & By-laws, the documents are antiquated and in desperate need of an update in keeping with best practices for non-profit associations.

To this end & as mentioned in the last newsletter, your Board unanimously voted to hire an attorney to rewrite & update our Association's Constitution, Bylaws and related Articles of Incorporation. There has been considerable progress on this project, and the draft documents are due to go before the Ethics & Bylaws Committee in the coming weeks for review & discussion.

After the E&B Committee's consideration, they will be presented to the full BOD. Next, it is on to you, the FULL membership. Our goal is to have the proposed documents circulated a minimum of 30 days before the Fall Conference, so that they may be brought up for a vote at our Conference in Atlantic Beach! If you as part of the membership chooses to accept these proposed new documents, it will be a great step forward for the sustainability & future health of the association. We are eager to share the drafts with you when they get out of committee. Stay tuned!

As volunteers who have full-time jobs and many with companies to run in addition to NCAPI responsibilities, we all do the best we can with the time we have. Needless to say, this is a huge reason why we are always eager for volunteers. If you want to contribute your time and talents to the NCAPI to help us get more done, please contact me and I will find a place to plug you in! WE WANT YOU!

Thank you for this opportunity to serve & I will endeavor to continue my best efforts. As always, I welcome your ideas, feedback, & constructive criticism.

We hope everyone is enjoying a safe & fun-filled summer!

**Tamara D. Rabenold**

NCAPI President, [president@ncapi.com](mailto:president@ncapi.com)

NC PPSB #3633

## **Can You Make A Donation For Our Raffle?**

In less than five months, we will be having our big Benevolence Fund Raffle at the conference. This is a one time event each year and we are in need of items to help us raise funds for this cause.

Items should be new but can be anything of any value. A basket of goodies, a gift card, a bottle of wine, electronics, an ugly Christmas sweater (this was highly coveted last year), or an item useful in our PI business.

Please consider making a donation of an item.

Should you be willing to help out your association with this cause, contact DeDe Worley at [ethics.by-laws@ncapi.com](mailto:ethics.by-laws@ncapi.com). All donations will be much appreciated and will be acknowledged at the conference.

As a reminder, should you at any time want to make a monetary donation, you can send a check in the mail to:

NCAPI Benevolence Fund  
c/o NCAPI  
133 East Council St.  
Salisbury, NC 28144



# Ethics and By-laws Committee Update

Submitted by **DEBORAH WORLEY**,  
NCAPI Vice President/Committee Chair

As mentioned in the last issue of the Carolina Investigator, Robert Saunders, a Greensboro attorney, has reviewed all NCAPI governing documents.

Mr. Saunders made his findings and recommendations to the Board of Directors in April. It was then decided unanimously to have him continue this project and draft new documents.

The Ethics & Bylaws Committee will review his draft when it is completed and present on to the Board of Directors. Please see #4 in the President's Letter on page 2 for more details on the process and planned timing.

It is our goal to have Articles and Bylaws that meet the standards of a non-profit association, and are clear and consistent to guide the actions of NCAPI.

Members should feel free to submit any comments, concerns or questions to our committee at [ethics.bylaws@ncapi.com](mailto:ethics.bylaws@ncapi.com).

Your input and support is appreciated.

## CODE OF ETHICS

### **PREFACE**

A private investigator is dedicated to a search for truth and the furtherance of his client's interest consistent therewith. This search for truth makes possible the establishment of the American ideals of fairness and justice for the benefit of the client in every case that the investigator works on. It should be the intention of every investigator to deal honestly, justly, and courteously with all persons and to practice his profession according to this Code of Ethics.

### **PROFESSIONAL RELATIONS**

The Private Investigator will extend the effectiveness of his profession by cooperating with other investigators and related professions, and by the exchange of information and experience so long as the interests of his clients or employers are not violated.

**HE/SHE** will not advertise his work, skill, or merit in an unprofessional manner or in dramatic, misleading, or exaggerated fashion, and he will avoid all conduct or practice likely to discredit or do injury to the dignity and honor of his profession.

### **RELATIONS WITH THE PUBLIC**

The Private Investigator will, when the appropriate opportunity presents itself, explain to the public, the role of his profession in the furtherance of the administration of justice.

**HE/SHE** will not knowingly violate any right or privilege of any individual citizen which may be guaranteed or provided by the United States Constitution, any State constitution, or the laws of the State and Federal Governments or any subdivision thereof.

**HE/SHE** will make all his reporting based upon truth and fact. He/She will not disclose or relate or betray in any fashion that trust of confidence placed in him by either client, employer, or associate, without that person's consent. He/She will not suggest, condone, or participate in any fashion or degree, for any purpose whatsoever, in entrapment.

**HE/SHE** shall refrain from accepting an assignment or employment if a personal conflict of interest lies therein. He/She will deal fairly and equitably with his client or employer, and will clearly explain his duties and the basis for his charges in each case.

**HE/SHE** will guard against employing those techniques, or utilizing such equipment or devices that may threaten the life or safety of another.

**HE/SHE** will not allow personal feelings or prejudices to interfere with factual and truthful disclosures on the assignments in which he/she has been employed or consulted.

### **RELATIONS WITH INVESTIGATORS**

**HE/SHE** will endeavor to provide the opportunity, education, and skill for the professional development and advancement of investigators in the profession.

**HE/SHE** will not directly or indirectly injure the professional reputation, prospects, or practice of another investigator. If he/she considers that an investigator is guilty of unethical, illegal, or unfair practice or designs, he/she will present the information to the proper authority for action.

**HE/SHE** will uphold, and never abuse, the principle of appropriate and adequate compensation for those engaged in investigative work. He/She will not criticize another investigator's work except in the proper forum for technical discussion and criticism.

**HE/SHE** will not compete illegally with other investigators in the solicitation of work and not engage in the unauthorized practice of law.

# FROM THE DESK OF the Membership and Public Relations Committee Chairman:

**A**s your Membership & Public Relations Committee Chairman, I am happy to inform the membership that the new website is alive & kicking. We are excited for the increased functionality to benefit our members and the process of running the Association. See page 7 & 8 for more details on making the most of your member experience.

Just a short note on membership and the benevolence fund. As of now we have 152 paid members who have joined as new members or rejoined the association. I welcome all renewing and new members.

The benevolence now stands at approximately \$3,500. This has been accomplished by donations from members and NCAPI lapel pin sales. A heartfelt "thank you" to all who have made this amount possible. Remember this fund is about helping a fellow PI who has fallen on hard times and is in need of assistance.

The NCISS "Hit the Hill" was a huge success and lots of things were discussed concerning the protection of our industry.

I also represented NCAPI at the Spring Conference of the Florida Association of Private Investigators. Their association was kind enough to provide our association, booth space for free.

I attended the South Carolina Association of Legal Investigators' Annual Conference in Myrtle Beach (5/10 – 5/12 at Embassy Suites Hotel at Kingston Plantation Resort). Tamara was present as well. Thanks to SCALI for providing our association a booth space for free.

As many of you already know, it will be a very busy year for our board members dealing with issues that affect our industry and our association which has a direct impact on our profession. I would like to thank all the members of the association who have given their time and support to these efforts.

I am looking forward to seeing you again at the 2018 conference or at one of the NCAPI meetings.

As a reminder, bring a fellow PI who is not a member of NCAPI to the next board meeting and introduce them to the benefits of belonging to our association. Remember, there is strength in unity and numbers.

In closing, I feel there is a lot more work to be done in the areas of membership, recruitment and public relations. As members of this association, please email me with your ideas, suggestions or comments on things you would like to see addressed. There are a great number of issues, ideas and things that the M&PR Committee will be working on in the coming months. So stay tuned and watch for changes.

Remember this is our association; we make it what it is, please come out and support it. At this point, I am going to stop, as time and space will not allow me to ramble on.

Until next time,

Best regards,

**BOB DUNN,**

Vice President- Membership & Public Relations Committee Chairman



# TREASURER'S REPORT

## NCAPI Finances as of June 19, 2018

1st Citizens on demand account balance	\$30,605.62	
CD 4041	\$6,059.17	
CD 4068	\$5,986.91	
Benevolence Fund	\$3,579.52	
Well Fargo main checking account	\$9,188.58	
PAC Fund	\$5,409.30	
All funds total	\$60,829.10	\$170.01 less than last report

## April-May income in the on demand account

In	Out
\$1,101.50	\$112.14
\$1,600.79 less than previous	\$25.54 more than last report

## General account

In	Out
\$1,210.08	\$1,873.85
\$14.92 less than last report	\$7,446.08 less than last report (\$9,319.83 last report)

## Payments were made for:

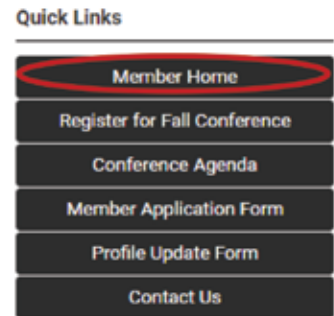
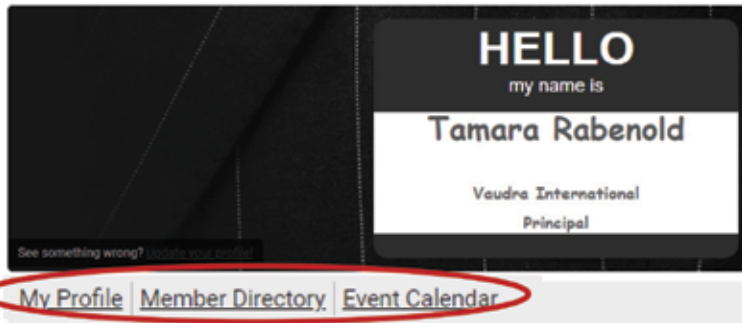
- \$125.64 receipts for Heather Brown
- 1st Citizens February credit card for April \$106.37
- Callahan Designs for newsletter \$250.00
- 1st Citizens May credit card \$1,354.34. Hotel, meeting rooms
- Credit card fees for both months \$37.50

Updates on Conference monies and sponsorship will be included in the next newsletter (Aug./Sept.).

Respectively Submitted

Jeff Kiker  
Treasurer

# New Website Highlights: Member Portal & Profile

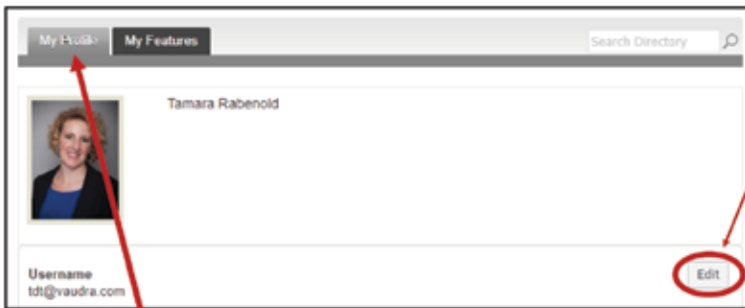


Welcome to the Members Only portal of our Association's website.

Once logged in using your e-mail address and password, you will arrive to the Member Home page.

See 'Quick Links' to easily get back to Member Home when logged in.

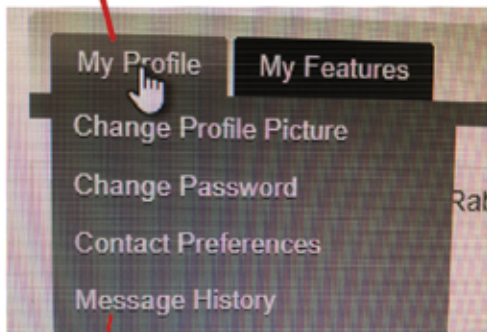
This page has your links to My Profile, Member Directory & Event Calendar. The Member Directory & Event Calendar are easy enough to figure out. But — we wanted to point out a few other things related to & accessible through 'My Profile.'



In clicking 'My Profile', it displays your details on file with the Association & you can make sure they are right!

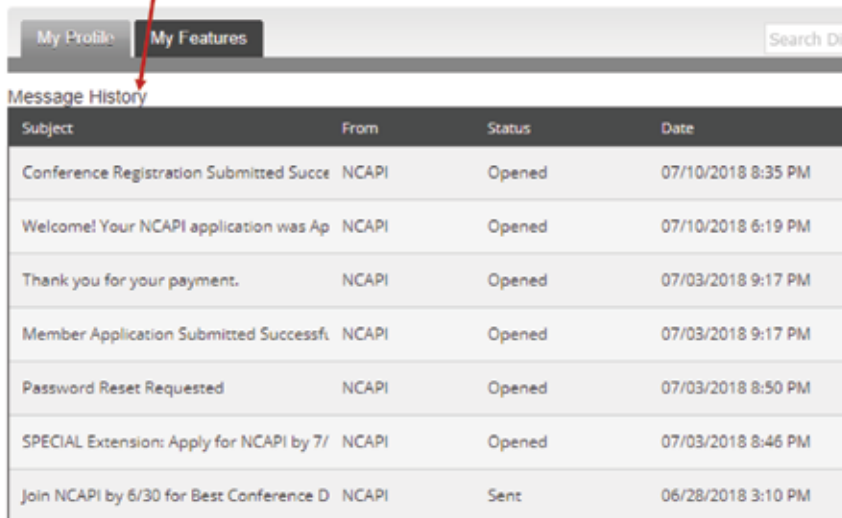
**EDIT** — Gives you ability to update, add to & complete a number of fields within your profile including company name, contact details, biographical details, professional affiliations/certifications, etc...

Your profile is only as good, complete or accurate as what you put in it. We encourage everyone to review & update their profile! The Primary Address is also what is referenced for the Investigator Directory search function.



Here is where you can really customize your Member experience.

- **Add/Upload a Profile picture** [Let's put a face with a name!]
- **Change your password**
- **Contact Preference** — you can toggle 'on' or 'off' for our mailing list to receive newsletters, announcements & updates; and it also shows where you can unsubscribe
- **Message History** — it shows what messages you received from us, and you can open & review them here (vs. searching for them in your e-mail). It's your digital paper trail of communications with us.

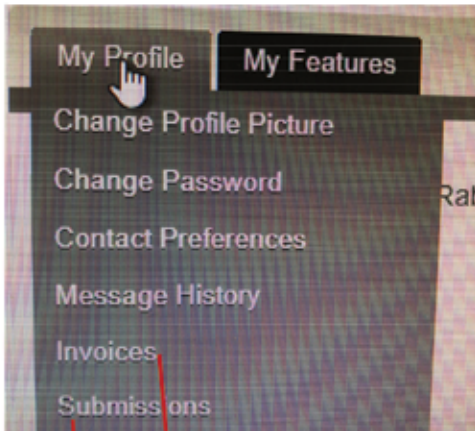


\*\*\* One advantage of this new site is the ability to send e-mails to the membership in an organized, trackable way to ensure that you are kept aware & informed of Association business.

As a BOD, we are working diligently to implement strategies that will benefit the sustainability of the Association. Effectively & efficiently keeping in touch with YOU is a critical component as without our members, we cease to exist!

While we are still learning new ways to use the website as a means to keep in touch, connected & enhance your membership experience, we hope that these features provide is a helpful resource to our members. If you have suggestions or issues with the user experience, please let us know! We welcome your feedback!

# Website Highlights: Member Portal & Profile (cont.)



- **Invoices** — any invoice that you are sent, along with the related payment will be displayed here; again, digitally keeping track of your account. You are able to click on it to review. We are excited to have this feature to make it easy for everyone to keep track of payments, and give every member easy access to a receipt when payment is submitted.

\*\*\*\* Whenever possible, we will encourage members to PAY online through the website. We hope you agree that this is faster & easier than mailing a check, plus completely secure. On the admin side of the website, all of these profile features and tracking of messages, invoices & submissions are easily viewed by us and tied to your profile. It's a win-win!

My Profile My Features Search Directory

**Invoices**

ID	Type	Created Date	Due Date	Status	Total Amount	Amount Paid	Balance
1024	Forms	07/03/2018	07/03/2018	Paid	\$100.00	\$100.00	\$0.00
1031	Forms	07/10/2018	07/10/2018	Paid	\$100.00	\$100.00	\$0.00

- **Submissions** — any form you completed i.e. membership application, conference registration, etc... will be kept here for your reference. Again, you are able to click on it in order to view the submission too.

\*\*\*\* Whenever possible, we encourage members to join, renew, or register online through the site. It makes keeping track of everything so much easier. If your profile is complete, many of the fields that you would need to complete on a form will auto-populate with your profile details — so makes it faster for you too!

My Profile My Features Search Directory

**Submissions**

Form Name	Invoice ID	Submit Date	Amount Paid	Balance
NCAPI Membership Application	1024	07/03/2018 9:14 PM	\$100.00	\$0.00
NCAPI Annual Conference 2	1031	07/10/2018 8:35 PM	\$100.00	\$0.00

**My Features:** The tab next to 'My Profile' is 'My Features', which is where you are able to manage your preferences related to any features offered through the website—right now, that's our Listserv. The Listserv is a means to communicate requests/questions to the membership as a whole if you have a case on which you need assistance, questions about resources, recommendations for experts or contacts in other areas, etc... The intention is for this listserv to replace the old Yahoo Group with which some may be familiar. This Listserv will provide a better & more reliable way to reach currently active NCAPI members so you know exactly who will be on the receiving end of your message — licensed PIs/PIAs, affiliates & business members in good standing.

You may e-mail all NCAPI members by e-mailing: [NCAPImembers@ncapi.memberclicks.net](mailto:NCAPImembers@ncapi.memberclicks.net)

My Profile My Features Search Directory

**E-lists**

E-list Name	Subscribed	Email Delivery
NCAPI Listserv	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



# Important Things To Remember When Using the NCAPI Listserv

As a benefit of your NCAPI membership, you are subscribed to the NCAPI Listserv through [ncapi.com](http://ncapi.com).

To use the listserv, simply send an email to [NCAPImembers@ncapi.mememberslicks.net](mailto:NCAPImembers@ncapi.mememberslicks.net)

This sends your message to all current NCAPI members. Using the Listserv can help you get assistance on cases when you need, find resources, seek recommendations for experts or contacts in other areas or states.

If you do not wish to be a member of the Listserv, you may unsubscribe by signing into the website and managing your preferences. First click on 'My Profile', then toggle over 'My Features', and select E-lists. Here you may click the 'ON' to 'OFF' for subscribed and email delivery next to NCAPI Listserv. As long as your membership is current, you may re-subscribe at any time. (see the new website highlights on page 7 for help finding this area)

As the Listserv is a powerful email distribution system and to ensure the best possible experience for all members, we have some basic participation rules and listserv etiquette. Please take a moment to acquaint yourself with these important guidelines.

## THE RULES

- Maintain civility at all times. Listserv discussions are meant to generate & stimulate conversation, ideas, sharing of resources, etc..., not to create contention or discord.
- All defamatory, abusive, profane, threatening, offensive, or illegal materials are strictly prohibited. Think before you post. Do not post anything in a listserv message that you would not want the world to see or that you would not want anyone to know came from you.
- Stay on topic. If you are going to go off topic, post a new email with the new topic in the subject line.
- Don't post commercial messages. Blatant marketing is not appropriate for this listserv. Contact members directly and on an individual basis with any product or service information if you believe that it would benefit him/her. All members e-mail addresses are available and posted in the Investigator Director.
- The Listserv is designed to help you find support on cases as well as professional information or 'tips'. It is there specifically for you to get and receive professional help and advice from other members.

## LISTSERV ETIQUETTE

- Make sure everyone on the listserv knows who is sending the message. Use your complete business signature with address, phone number, website, etc... This is one way to market who you are and share your company's information. Also, while all of us can look in the header for the sender's email address, it is helpful if you include it as part of your signature too.
- Use the Subject Line to state concisely and clearly the topic of your comments in the message. This allows members to respond more appropriately to your posting and makes it easier for members to search the archives by subject.
- Please keep your e-mail messages brief and clearly state what you are looking for and/or how you are hoping the membership may assist you.
- Never mention any 'case' details in a listserv posting. Once you have made contact with a colleague who may assist you, please exchange details privately.
- Send messages such as "thanks for the information" or "Me too" to individuals --not to the entire listserv.
- Do not send administrative messages, such as "remove me from the list", through the Listserv. Instead, sign into the NCAPI website, follow the instructions given above in this article and remove yourself from the listserv.

We trust that using the NCAPI Listserv within these rules/etiquette will improve your professional contact network and increase your opportunities to work with others within the Association.

Submitted by:

**Deborah "DeDe" Worley**

2018 NCAPI Vice President / Chair – Ethics & Bylaws

# Members Updates



## Wendy Ackermann

For the past 19 years, Wendy has worked at Data Check Systems Inc. in Greensboro, NC. Thru hard work, dedication and perseverance, she acquired Data Check Systems Inc. in 2015, and is now the company's Chief Executive Officer in Wilmington, NC.

Let's congratulate and support Wendy in her continued success!

Wendy's voice to the community: "Find your niche and consider new possibilities to innovate your process."

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## David Arndt

David has a LEO background and has found that NCAPI has assisted him in his transition from Law Enforcement to a Private Investigator. Thru NCAPI membership, David has had the opportunity to reach out to other Investigators who are specialized in specific tasks and work together as a unit and build lasting relationships. "Private Investigators have a true and useful purpose in the community. We offer so much more when we work together. I am proud to be a part of an organization that upholds the high standards and ethics of our profession."

David's voice to the community: "Everyone has a right to a fair and true defense"

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## Mallie Bisette

This past February, Mallie was not feeling well and thought he had the flu. After a few visits to the doctor with no relief, he headed to the emergency room at Rex Hospital. Mallie had pneumonia! He was quickly admitted and was medically induced into a coma for nine days. During this time, Mallie lost 30 pounds, muscle mass and underwent 3 months of therapy to learn how to walk again. He recently returned to work on a limited basis and appreciates all of the thoughts and prayers during his recovery.

Mallie recommends that if you have the flu for 2-3 days, and can't shake it off... go to the emergency room, people are dying from this!

Mallie's voice to the community: "We need to be cautious how we obtain information and how we dis-tribute it."





## Heather H. Brown

On July 28, 2016, Heather was diagnosed with breast cancer. She went thru 6 rounds of TCHP chemotherapy and one year of Herceptin treatments which resulted in a double mastectomy, oophorectomy and finally to reconstruction. During her treatment, Heather utilized a cooling cap called “DigniCap” which was cleared by the FDA in 2015 and helped her maintain 90% of her hair! Thru her perseverance, Heather finished her treatment on August 1, 2017, and started a nonprofit organization called “Hope for Hair” ([www.hopeforhair.org](http://www.hopeforhair.org)). Let’s show Heather how we can make a difference with our financial support!

Heather’s voice to the community: “Let us keep acting as a professional organization”.

---

## Miki Knutson-William

On February 14, 2018 Miki married her best friend Calvin Williams in New Bern, NC.

In 2015 Miki received recognition for New Business Start up by the New Bern Professional

Women’s Association, she is a volunteer EMT at Rescue 30 in Jasper, NC, writes articles for the

Compass publications and is the Chief Executive Officer of Your Third Eye.

Miki has a Bachelor’s Degree in Criminal Justice and is currently pursuing her Master’s Degree.

Let’s congratulate Miki in her nuptials to Calvin!

Miki’s voice to the NCAPL community is “Do what you do, with detailed professionalism”.



## Tamara Rabenold

On Saturday, May 26, 2018, Tamara Rabenold lost her uncle, Johnie Kenneth Renshaw of Longview, Texas. He passed away peacefully, just 8 days shy of his 87th birthday. Our condolences to Tamara and her family.



Tamara Rabenold & Larry Flannery

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**Larry Flannery** is a long-standing NCAPI member and face of industry that many of you know & love. About 6 months ago, he suffered some medical issues that really threw him for a loop. Since then, he has been working closely with doctors and is on the road to recovery! He has even registered to attend the upcoming NCAPI conference in Atlantic Beach & looks forward to seeing everyone. Many thanks to all of you for the prayers, thoughts & well-wishes sent his way. Lucky me, I see him after each PPSB meeting on my return trip home from Raleigh. For those of you who miss seeing his face, here's a picture from our last visit in June.

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# Thoughts & Prayers

Please keep Jeff Kiker's mother in your thoughts & prayers, as she recently underwent a kidney transplant. Wishing her a speedy recovery!

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*If you would like to share your news, joys or sorrows with the BOD & membership, please contact Member Liaison, Ruth Cruz-Nichols [alternativelegalservices.nc@gmail.com](mailto:alternativelegalservices.nc@gmail.com) / 919.607.5178. We hope that this gives our members another outlet to celebrate the wins and find support through the struggles.*

# In Case You MISSED IT

## Summary from PPSB & NCAPI Meetings in Raleigh (6/21)

*The following are a few highlights on relevant topics discussed during the bimonthly PPSB meeting. We will endeavor to keep you informed of changes that have the greatest impact on our members in each newsletter.*

### **NCPPSB Meeting:**

Three new Governor appointments sat in on their first PPSB meeting of their new term: Ron Burris, Tammy Owens & Debra Duncan. You can learn more about Ron & Tammy in the 'Meet the PPSB' section on page 19.

**Addressing Unlicensed Activity:** The Grievance committee is working to better address and enforce against unlicensed activity. There are plans to include training curriculum for law enforcement to educate officers on the Do's & Don'ts of security guard work. This effort will endeavor to ensure LE recognizes unlicensed activity when they see it so they are more likely to take action.

**Law & Rules:** There are efforts to pass new legislation (HB 566/SB 634), which are supported by PPSB. Possible new regulations included within these bills are adding a license category for Executive Protection, changes to firearms law and modernization of existing statutes. If the legislation passes, a committee of industry members including three past presidents of the NCAPI will reconvene to define 'Executive Protection' as it relates to this new licensing category. More to follow if/when this legislation passes.

**The dates were confirmed & approved for 2019 PPSB meetings.** All meetings will be held in Raleigh. The 2019 dates are: Feb. 20-21, Apr. 24-25, June 19-20, Aug. 21-22, Oct. 23-24, Dec. 18-19. The general session PPSB meeting (with continuing education TBD in some instances) will occur on the second day of the two date range.

### **NCAPI BOD Meeting: CANCELLED**

We did NOT hold a NCAPI executive meeting on 6/20 or the subsequent BOD meeting on 6/21 following the NCPPSB meeting. We cancelled these meetings because three BOD members were unable to attend in person or via phone. Considering the time & expense involved, we decided the membership was better served in this way.

The NCAPI President (Tamara Rabenold) drove into Raleigh the morning of 6/21 to represent the NCAPI at the PPSB meeting.

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To advertise in the newsletter please contact any of the Board Members for more information. Advertising fees are on a per edition basis with the advertiser providing the advertisement in a PDF format.

Advertising fees are:

FULL PAGE: \$125

HALF PAGE: \$100

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## THE NCAPI NEWSLETTER NEEDS YOUR HELP!

We want to know your ideas, we need input from you.

The NCAPI Newsletter is by our membership and for our membership.

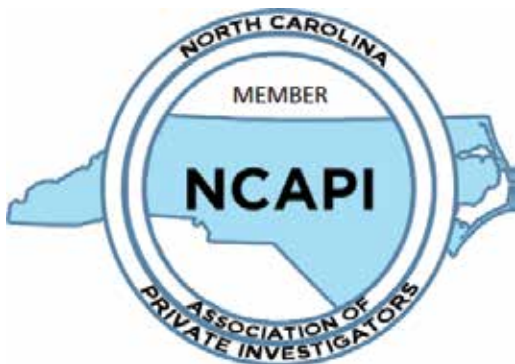
The newsletter staff would like your opinions on what you would like to see in our upcoming issues. Here are just a few things we are looking for.

- We need articles of interest to the Private Investigation World
- Technical articles on equipment you may have used on cases or know about and are willing to share information with other colleagues.
- Let us know about current events in which you or other PI's in your area have been involved in.
- Advertise your company, offer your services to other PI's, help your business grow (please see adverting section for details).

It is all about what YOU want and what is interesting to YOU! So why not take just a few minutes and help make your next by newsletter a roaring success by contributing.

Please submit ideas, comment or questions to Hope at [news.editor@ncapil.com](mailto:news.editor@ncapil.com)

## Reminder: Using NCAPI Logos



Members who wish to use the NCAPI Logos on their websites and other forms of media should only use logos that conform to the NCAPI Constitution requirements for the uses of the logos. The Emblem of the ASSOCIATION shall be used on all official documents of the ASSOCIATION, as determined by the Board of Directors. The Emblem may not be used by any member in any form of advertising, promotion, or identification without first inserting the proper words: "CHARTER MEMBER", "ASSOCIATE MEMBER", OR "MEMBER" on the Emblem inside the innermost circle, above the NC / VA state line. The Emblem shown to the left has been adopted as the official Emblem of the ASSOCIATION and may be reproduced only in colors or color combinations approved by the Board of Directors. Logos are available for download on the NCAPI Yahoo group in the "Files" section.



# UPCOMING MEETING DATES

Circle these dates now upcoming meetings for NCPPSB & NCAPI. Visit the NCPPSB's website for meeting updates and schedules at <https://www.ncdps.gov/about-dps/boards-commissions/private-protective-services-board/meetings-and-minutes>

## August 22-23, 2018

**NCAPI Executive Meeting** on Wednesday, 8/22 - 3:00pm in the Mordecai Room

**NCPPSB Committee Meetings** on 8/22 & General Session on 8/23  
Four Hours of training classes available after this meeting from 1:00 - 5:00 pm

## October 24-25, 2018 - *(voted on by PPSB at 2/22 meeting)*

**NCPPSB Committee Meetings** on 10/24 & General Sessions on 10/25  
Location: Holiday Inn North, 2805 Highwoods Boulevard, Raleigh, NC 27604

*\*No NCAPI BOD Meetings held this month.*

## NOVEMBER 4-6, 2018

**NCAPI CONFERENCE** - In Atlantic Beach, NC - DoubleTree by Hilton Hotel,  
2717 W. Fort Macon Road, Atlantic Beach, NC 28512

## December 19-20, 2018 - Raleigh, NC

**NCAPI Executive Meeting** on Wednesday, 12/19 - 3:00pm - TBD in the Mordecai Room

**NCPPSB Committee Meetings** on 12/19 & General Session on 12/20  
Four Hours of training classes available after this meeting from 1:00 - 5:00 pm

**NCAPI BOD Meeting** held 30 minutes after the conclusion of the PPSB meeting in the Mordecai Room  
Location: Holiday Inn North, 2805 Highwoods Boulevard, Raleigh, NC 27604

# NCAPI CONFERENCE IN ATLANTIC BEACH, NC, NOVEMBER 4-6, 2018



## *People, Purpose and Passion.....*

*The Pathway to Success, with emphasis on the small private investigative business entrepreneur*

Visit <https://ncapi.memberclicks.net/conference-information> & click REGISTER NOW!

**Venue: DoubleTree by Hilton Hotel, 2717 W. Fort Macon Road,  
Atlantic Beach, NC 28512**

**Hotel reservations: Call 1.800.222.8733; \$85.00/night with Group Code: PRI.**

**Book by October 9th to reserve your room at the discounted rate!**

### **REGISTRATION COST REMINDER:**

- NCAPI Members that joined/renewed by 7/15 are eligible for the Early Bird rate of \$100!
- NCAPI Member who joined post 7/15 are eligible for the Early Bird rate of \$150!
- These great Early Bird rates expire on September 1st, so register today & don't delay!
- After September 1st, all NCAPI members' registration rate increases to \$200!

*Members eligible for the \$100 rate will have to enter a discount code when registering. If you can't find your discount code, please let us know! It was included in your initial 'Welcome' e-mail, which you can view in your Member Profile under Message History (see the new website highlights on page 7 for help finding this area). We will send it out again on July 31st.*





North Carolina Association Of Private Investigators'

# Fall Conference

ATLANTIC BEACH, N.C.  
NOVEMBER 4 - 6, 2018



DoubleTree by Hilton Hotel, 2717 W. Fort Macon Road, Atlantic Beach, NC 28512  
Approved by NCPPSB – PPS#18-419 (12 CE units)

## Sunday, November 4, 2018

12:00 – 5:00pm Exhibitor set-up  
4:00 – 5:00pm Attendee Conference Registration & Early Check-In  
5:00 – 6:30pm Welcome Reception with cash bar & snacks in Exhibitor Room

## Monday, November 5, 2018 – Day 1

7:00 – 7:50am Conference registration, Complimentary breakfast in Exhibitor Room  
8:00am Presentation of Colors by Carteret County Sheriffs Office  
8:10 – 8:25am **NCAPI Welcome & Opening Remarks by Sheriff Asa Buck III**  
8:30 – 9:20am **Private Protective Services Board; Brian Jones, Director**



*In Brief - About the Presenter:* Brian Jones began his public safety career as a correctional officer with Florida Department of Corrections. Later, he served as a patrol officer, community policing officer and detective for the Pensacola, Florida Police Department. After moving to North Carolina, he became an assistant district attorney for the Durham District Attorney's Office. Prior to his appointment as director of Private Protective Services, he was the director of planning and development for the Durham County Sheriff's Office. Dir. Jones received a bachelor's degree in criminal justice and master's in administration from the University of West Florida and holds a juris doctor from the Vermont Law School.

9:25 – 9:30 Vendor Highlights  
9:30 – 9:45 Coffee Break in Exhibitor Room  
9:45 – 10:35 **The Truth About Lying: A Psychologically Informed Perspective, Dr. Len Lecci**

*In Brief - About the Presenter:* Dr. Len Lecci is the Professor of Psychology, at the University of North Carolina Wilmington, and a clinical psychologist with an expertise in assessment. He is frequently an expert witness in court to help address issues related to false presentations. He obtained his Ph.D. from Arizona State University, completed an internship through Harvard Medical School, and has published numerous scientific articles and briefed congress.



10:40 – 10:45 Vendor Highlights  
10:45 – 11:15 Coffee & Snacks in Exhibitor Room  
11:15 – 12:10pm **The Truth About Lying, Dr. Len Lecci [cont.]**  
12:15 – 12:45 Entertainment by Croatan High School Singers (Carteret County)  
12:45 – 1:45 Lunch (on your own)  
2:00 – 2:55 **Open Source Intelligence; Sandra Stibbards**



CROATAN HIGH SCHOOL  
Chorus and Drama



*In Brief - About the Presenter:* An encore performance after the positive feedback from NCAPI's 2017 conference, Sandra Stibbards is back. She is owner/President, Camelot Investigations, Licensed Private Investigator in California (PI 18099). Ms. Stibbards has been presenting training seminars on Open Source Intelligence (OSINT) for over eight (8) years. The course was created originally for the US Federal Government. Ms. Stibbards is the Chairperson of the ASIS Investigations Council, holds a seat on the ASIS Women In Security Council and is an Advisory Board Member of FAPI. Sandra is also Certified as a B.A.I. (Board Accredited Investigator).

2:55 – 3:00 Vendor Highlights  
 3:00 – 3:15 Coffee Break in Exhibitor Room  
 3:15 – 4:15 **Open Source Intelligence; Sandra Stibbards [cont.]**  
 4:15 – 4:30 Elections Committee Set-Up & Transition  
 4:30 – 6:00 BOD Elections, Candidate Introductions, Voting & Counting  
 6:00 – 7:00 Meet the New NCAPI Board @ Cocktail Hour with Appetizers

## **Tuesday, November 6, 2018 – Day 2**

7:00 – 8:00am Networking & complimentary breakfast in Exhibitor Room  
 8:00 – 9:00 **Small Business Management; Ariana Billingsley**

*In Brief - About the Presenter:* Ariana Billingsley is the Regional Center Director, Small Business and Technology Development Center at East Carolina University. The SBTDC is administered by NC State University on behalf of the University of NC System and is operated in partnership with the US Small Business Administration. She has extensive experience providing business counseling to small and mid-size companies in Eastern NC, designing and delivering training programs and advising business owners on federal, state and local government contracting laws, policies and procedures.



9:00 – 9:15 Coffee Break in Exhibitor Room  
 9:15 – 10:15 **Small Business Management; Ariana Billingsley [cont.]**  
 10:15 – 10:45 Coffee Break in Exhibitor Room / Check-out [Check-out @ 11:00am]  
 10:45 – 11:45 **Marketing & Advertising for Small Businesses; Jeff Gallop**

*In Brief - About the Presenter:* Jeff Gallop has been Director of Sales for Sinclair Broadcasting in Eastern North Carolina since December 2017. Prior to that, Gallop was CEO of PowerPlay Mobile, a digital marketing company. Gallop co-founded PowerPlay in 2008 creating a business focusing on developing innovative multimedia marketing solutions for small to medium sized businesses. Gallop's career as a media executive spans thirty years, having worked with over 1,000 businesses.



11:45 – 12:00pm Coffee Break in Exhibitor Room  
 12:00 – 1:00 **Marketing & Advertising for Small Businesses; Jeff Gallop [cont.]**  
 1:00 – 2:00 Lunch (on your own)  
 2:00 – 3:00 **All Things Legal; Mark Williams**



*In Brief - About the Presenter:* Mark Williams is an attorney and member/manager at Rice Law, PLLC, where he represents individuals on civil litigation issues including family law, real estate trusts and handles appeals of family law and civil litigation issues. Prior to becoming an attorney, Williams was the Director of Financial Aid & Veterans Services at the University of North Carolina at Wilmington and President of the Center for Higher Education Support Services (CHESS), a consulting firm serving colleges and universities. Williams has fourteen years' experience in the administration of federal student financial aid programs and analysis of higher education research topics.

3:00 – 3:15pm Coffee Break in Exhibitor Room  
 3:15 – 4:15pm **All Things Legal; Mark Williams [cont.]**  
 4:15 – 5:15pm **The Drug Crisis & Working in Law Enforcement, Sheriff Asa Buck**

*In Brief - About the Presenter:* Sheriff Asa Buck is a Beaufort native and lifelong resident of Carteret County. He became a member of the Carteret County Sheriff's Office in 1998, was elected Sheriff in 2006, and re-elected in 2010 and 2014. Over the past few years, the Sheriff's Office, District Attorney's Office and local police departments have conducted several highly publicized efforts targeting suspects engaged in the illegal sale and diversion of prescription medication and illegal street drugs. These operations will result in over 500 suspects being arrested, charged and prosecuted. Sheriff Buck was selected to serve as a commissioner for the NC Commission on the Administration of Law and Justice, and as a member of The Governor's Task Force on Mental Health and Substance Use.



5:15 – 5:30pm **Farewell & CE**

# Get to Know the Faces of NC PPSB

## GOVERNOR APPOINTEE

**Tammy Owens**

*Based out of Raleigh, NC*

**ROLE:** Public Member; Committees TBD

**WHEN BEGAN SERVING?** Appointed by Governor Cooper in June 2018

**ANY PRIOR INVOLVEMENT IN PI INDUSTRY?** This will be my first time directly interacting within this industry. I've served on various boards throughout my career to include national boards, state, local and community boards & commissions. I enjoy impacting and making a positive difference through community involvement and engagement.

**YOUR DAY JOB?** My full-time job is in the government sector as an IT Business Relationship Manager. I am a public administrator with the NC Department of Information Technology. I manage supportive services for state Information Technology as an agency-liaison to support technology-related needs for state agencies, universities, community colleges, local government and public schools.

**WHAT EXCITES YOU MOST ABOUT THIS NEW APPOINTMENT?** I'm honored to join the board members and am especially excited to gain knowledge about the PPS industry in order to engage in screening, and impact the laws & rules regulating protective services to support compliancy on behalf of the businesses in the state of NC.

**WHAT HOPE TO CONTRIBUTE?** I hope to impact the industry with positivity, creativity and an improved planning process in accomplishing NCPPSB goals.

**FAVORITE QUOTE?** I have many...I'll share two: "You must be the change you wish to see in the world."- Ghandi and "We are what we repeatedly do; excellence, then, is not an act but a habit."

- Aristotle

**ANYTHING ELSE YOU WOULD LIKE TO SHARE?** I spent most of my career as a public servant in Virginia Beach, VA advocating on behalf of the business community to impact job creation, business development and economic growth. My time was very well received and quite rewarding. My wish is that my return to my home-state, NC, will be equally as rewarding and impactful in all I encounter!



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## GOVERNOR APPOINTEE

**Ronald Burris**

*Based out of Albemarle, NC*

**ROLE:** Industry Member; Serves on Screening Committee and Training & Education Committee

**WHEN BEGAN SERVING?** Appointed by Governor Cooper in June 2018, and served on the Board in the past as well

**HOW BECAME INVOLVED IN PI INDUSTRY?** I am not directly involved in the Industry & my interest has been as an indirect observer.

**WHAT'S YOUR STORY?** I started as a small-town, general practice attorney in Albemarle, spent over two decades as a trial judge in district & superior courts, spent almost two decades as in-house hospital counsel, and now primarily work part-time as a compliance officer for an organization that provides services for autistic clients.

**WHAT ARE YOU MOST EXCITED ABOUT IN REJOINING NCPPSB?** Returning to be part of a productive board within an important service industry facing opportunities and challenges.

**FAVORITE QUOTE?** There but for the grace of God go I.

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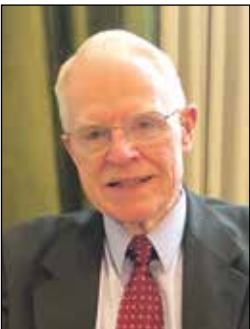
## SPEAKER OF THE HOUSE APPOINTEE

**Clyde Cook, Jr.**

*Based out of Garner, NC*

**ROLE:** Industry Member; Serves on Grievance Committee, Laws and Rules Committee and Training and Education Committee

**WHEN BEGAN SERVING?** August 2012; now on third term as recently reappointed by House Speaker Tim Moore



**HOW BECOME INVOLVED IN PI INDUSTRY?** As Gov. Jim Holshouser's term was winding down in mid-1976, I was employed on the staff of his DOT Secretary as admin aide for law enforcement and departmental investigative matters.

My position was exempt from the State Personnel Act and NC Governor's were limited to a single term back in those days, so I understood since accepting the aide job that I'd likely be replaced by the incoming Governor when appointed to DOT Secretary. Since I suspected that I may better use my law enforcement and related investigative and security skills in the private sector, I decided to go into the Private Investigative and PSE (called Audio Stress Analysis back then) "lie detection" business -- which I did, immediately upon being dismissed by the new DOT Secretary in early 1977.

**YOUR DAY JOB?** Although I was already retired as a NC State Employee, after a career that included U.S. Army Security Agency Military Police, ALE, DMV, NC Supreme Ct., and U.S. Marshal Service, I decided to open a P.I. office as a sole proprietor after leaving a governmental position with the NC General Assembly in early 2015.

As of 2017, I have slowed down and do very little paid P.I. work, preferring to instead conduct periodic pro bono investigative work & lots of genealogical snooping on my own kin. I am now more or less retired...although not entirely unwilling to jump back into the fray, should the right opportunity come along.

I also volunteer as a charter member of Citizens & Police Together (C.A.P.T.), the Garner, NC Police Dept.'s non-profit organization formed in recent years to improve police-community relations, by periodically helping police with certain non-sworn duties related to public safety and community relations. For example, I served as a school-crossing guard at a local elementary school on occasion, and worked at the YMCA, helping to collect child ID details for parents who want their children's information handy electronically in case their little ones ever get lost or become missing persons.

**WHAT ENJOY MOST ABOUT YOUR INVOLVEMENT WITH NCPPSB?** Despite the many challenges inherent in dealing with any government bureaucracy, I am convinced that citizens who voluntarily serve on boards and commissions like PPS are an essential brake on the tendency of regulators to over-regulate and/or over-complicate regulation, and a necessary restraint on the tendency of some such regulated businesses and industries to resist or ignore regulation to the detriment of ordinary citizens & consumers.

Consequently, I find it very satisfying whenever something happens that makes me think that just maybe my PPSB colleagues and I are making some noteworthy headway in our efforts to help streamline the regulatory bureaucracy, while simultaneously ensuring better compliance by those subject to its authority -- hopefully at least enough to make our dogged efforts worthwhile overall.

**WORDS OF ADVICE?** Unfortunately, being an ace investigator, good security guard and patrolman, detection of deception expert, or whatever, is NOT always enough to ensure success in the private protective services business. In fact, business acumen seemingly matters just as much, if not even MORE, to ensure long-term survival in this tough, risky, highly competitive profession. I strongly advise that persons new to the business get themselves some help with the business side of the equation, lest they wind up with lots of business but little to no profit -- or no license to continue being in a private protective business at all anymore, whether profitable or not, because they cut regulatory corners in an effort to more easily survive financially.

**HOW DO I KNOW THIS?** I practically starved to death my first year or two in the business, until an attorney friend gave me some very good business (as opposed to legal) advice, just in time. Suddenly I realized I had earned a Political Science Degree from UNC-CH without taking a single business or marketing course, and therefore had to better understand and appreciate the business side of my little enterprise in order to just survive, much less thrive. That hard lesson has made me think that perhaps successful completion of a relevant practical business course or seminar ought to eventually be required as a condition for obtaining a PPS business license of any kind.

Since serving on the Board, I see licensees and registrants in trouble with the PPSB simply because they did not have a good solid business plan, and/or a thorough understanding of the applicable laws and regulations before going into the business. As a result, it may become tempting to let adherence to laws and regs slide in order to focus on more demanding tasks like paying the bills, keeping clients happy, & running a business. Suddenly, the next thing they know, they are being cited by the PPSB for violations that could possibly result in being put out of business -- due to delayed compliance or inattention to PPS laws and/or regulations, rather than the financial failure that motivated such noncompliance in the first place.

**FAVORITE QUOTE?** A very simple but worth-remembering ancient Chinese proverb that read, in effect, "Many trees and few fruits --That is the design of God; Many words and few deeds --That is the fault of Man." Another favorite old Chinese proverb sagely advises, "Be not afraid of going slowly, be afraid only of standing still."

**ANYTHING ELSE?** I sincerely thank the NCAPI for its many commendable efforts over the years to improve Private Protective Services and regulation in this state; plus I ask your members to meanwhile please bear in mind that effectively serving on the PPSB sometimes requires much more effort than they might think.

---

### **Next time depending on who takes time to answer our questions...**

**Governor Appointee** – Debra Duncan, Monroe, NC Role: Public Member, most recently appointed as of June 2018

**President Pro Tempore Appointee** - Eric Weaver Sr., Bennett, N.C.

**Speaker of the House Appointee** - Vincent P. "Bud" Cesena, Charlotte, NC

**President Pro Tempore Appointee** - William MacRae, Apex, NC

**Governor Appointee** - Dustin Greene, Winston-Salem, NC

**Governor Appointee** - Brian Lowman, Willow Springs, NC

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