



**STATE OF WASHINGTON
DEPARTMENT OF LICENSING
WASHINGTON STATE
COLLECTION AGENCY BOARD
REGULAR BOARD MEETING MINUTES**

DATE: Thursday, March 21, 2024

TIME: 10:00 a.m.

LOCATION: Virtual via Microsoft Teams

BOARD MEMBERS: **Fred Wade**, Chair
Mark Case, Board Member
Denice Smith, Board Member
Justin Murphy, Board Member

STAFF MEMBERS: **Sydney Muhle**, Program Specialist
Susan Nieves, Program Specialist
Evelyn Manley-Rodriguez, Program Manager

1. Call to Order

Chair Fred Wade called the meeting to order at **10:02 a.m.**

2. Roll Call

Program Specialist Susan Nieves conducted roll call. All Board members were present.

3. Approval of Agenda

Board Member Justin Murphy made a **MOTION** to approve the agenda as presented. Board Member Mark Case **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

4. Approval of Minutes

4.1. The Special Meeting Minutes of September 28, 2023

Board Member Case made a **MOTION** to approve the minutes as presented. Board Member Denice Smith **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

5. Awards/Recognition

5.1. Recognition of Dirk Bunker, Mari Neubauer, and Scott Kinkley for Their Service with the Board

Board members and staff may share appreciation for their service and departing thoughts.

Program Specialist Sydney Muhle thanked each departing member for their contributions, insight, and dedication while serving the Board. Ms. Nieves presented plaques for each member.

Chair Wade and Board Member Case thanked the departing members.

Board Members Bunker and Neubauer said it had been a pleasure to serve and thanked the Board for the opportunity.

5.2. Welcoming New Board Members

Justin Murphy was appointed to the Board as of December 1, 2023, and Denice Smith was appointed to the Board as of January 1, 2024. This is an opportunity for them to introduce themselves to the Board and the public.

Ms. Muhle welcomed Justin Murphy and Denice Smith and introduced them to the Board. The new Board members shared short summaries of their backgrounds.

6. New Business

6.1. Election of Officers

The Board will elect a Vice Chair for the upcoming year.

Ms. Muhle shared a summary of the duties and expectations of a vice chair.

Board Member Murphy nominated Board Member Case to serve as Vice Chair.

Board Member Murphy made a **MOTION** to elect Board Member Case as Vice Chair for the 2024 term. Board Member Smith **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

6.2. 2024 North American Collection Agency Regulatory Association (NACARA) Annual Meeting

The Board will discuss member attendance at the 2024 NACARA Annual Meeting.

Ms. Muhle provided details on the 2024 NACARA Annual Meeting, scheduled for September 30 through October 2 in Sacramento, CA.

The Board determined that Board Member Murphy would serve as the Board representative at the meeting, with Board Member Smith slated as an alternate if Board Member Murphy becomes unavailable.

ACTION ITEMS: Staff to coordinate registration and travel with Board Member Murphy for the NACARA annual meeting. Staff to provide updated meeting details to the Board as they become available.

6.3. Clarification of Washington Administrative Code (WAC) 308-29-085(5)(a) and (b)

A Board member has requested a discussion of the time requirements outlined under WAC 308-29-085(5)(a) and (b) to clarify the Board's intent for the rules.

Ms. Muhle provided a background on this topic, including that Board Member Case had requested additional context around the intent of the WAC, particularly whether the intent of the rule was for calendar or working days.

Board Member Case said the WAC 308-29-085(5)(a) did not include a specific length of time for the training program. He said there needed to be clarification on whether the training program was 15 calendar days, bringing the total number of days to 60.

Board Members Case and Smith clarified, based on their experience helping craft the WAC, the intent was for 60 calendar days.

Board Member Murphy made a **MOTION** to clarify that WAC 308-29-085(5)(b) refers to 45 calendar days. Board Member Case **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

AGENDA ITEM: WAC Review, including 308-29-085.

6.4. Consideration for Waiver Regarding Washington Administrative Code (WAC) 308-29-085(5)(b)

Attorney Leslie Bender is requesting a waiver of the requirements under in WAC 308-29-085(5)(b) on behalf of licensee Receivables Outsourcing, LLC. The Board will take action on this request.

Ms. Muhle read the emergency waiver to the Board.

The Board discussed the request and determined the request was reasonable. They requested this topic to be included in the annual WAC review.

Board Member Murphy made a **MOTION** to grant the waiver. Board Member Case **SECONDED** the motion, and it was **APPROVED** with a vote of 4-0.

7. Reports

7.1. Central Investigations and Audit Unit Reports

7.1.1. Administrative Closures Report

Program Manager Evelyn Manley-Rodriguez presented the Collection Agency Board Administrative Closures report to the Board.

7.1.2. Complaint Status Report

Ms. Manley-Rodriguez presented the Complaint Status Report to the Board.

Chair Wade asked what would happen with the cases assigned to the outgoing Board members. Ms. Muhle clarified that the cases would be reassigned to active members.

7.2. Licensing and Customer Support Services Reports

7.2.1. Licensee Count Report

Ms. Muhle presented the Licensee Count Report to the Board.

7.3. Boards, Commissions and Outreach Reports

7.3.1. Action Item List Review

Ms. Nieves provided an update to the item on the Master Actions Items List.

8. Public Comments

There were no written or verbal public comments.

9. Conclusion

9.1. Announcements

There were no announcements.

9.2. Requests for Future Agenda Items

Board Member Case requested a discussion item regarding legal financial obligations.

9.3. Review of action items and items for next meeting

Ms. Nieves shared captured agenda and action items with the Board.

Agenda Items:

- Legal and Financial Obligations
- Update on Charter Review
- WAC Review, including 308-29-085

Action Items:

- Staff to coordinate registration and travel with Board Member Murphy for the NACARA annual meeting.
- Staff to provide updated NACARA Annual Meeting details to the Board as they become available.

10. Adjournment

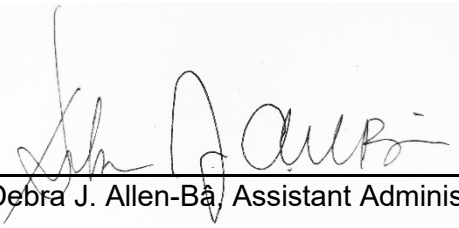
Chair Wade adjourned the meeting at **10:46 a.m.**

Next Board Meeting:

September 26, 2024

10:00 a.m.

Virtual via Microsoft Teams

Submitted by: 
Debra J. Allen-Ba, Assistant Administrator

9/26/2024
Date

Approved by: Fred Wade
Frederick Wade, Chair

9/26/2024
Date