



STATE OF WASHINGTON
DEPARTMENT OF LICENSING

PO Box 9012 • Olympia, Washington 98507-9027

**COLLECTION AGENCY BOARD
AGENDA
SPECIAL BOARD MEETING**

DATE: April 20, 2016

TIME: 8:30 a.m.

LOCATION: Red Lion Hotel
Board Room
Olympia, WA 98502

1. Call to Order

- 1.1. Introductions
- 1.2. Order Of Agenda
- 1.3. Approval Of Minutes: September 15, 2015
- 1.4. Review Communications

2. Public Comment Opportunity

3. New Business

- 3.1. Elect Vice Chair
- 3.2. 2015 NACARA Annual Meeting Report
- 3.3. NACARA Annual Meeting, October 2016

4. Old Business

- 4.1. Operation Collection Protection
- 4.2. Review Complaint Process
- 4.3. Review Master Action Items List

5. Complaint Cases for Review*

- 5.1 Case Manager Closures Report
- 5.2 Administrative Closures Report

6. Legal Issues for Deliberation*

- 6.1. Orders To Be Presented

7. Disciplinary & Investigation Items

- 7.1. Closed Session Deliberation report (*only necessary if closed session is held*)

8. Board Administrator's Report

- 8.1. Program Operations
- 8.2. Department Of Licensing
- 8.3. Other Items

9. Other Business

- 10.1 Action Items From This Meeting
- 10.2 Agenda Items For Next Meeting

10. Adjournment

*The Board may enter into closed session to discuss disciplinary proceedings.