



STATE OF WASHINGTON
DEPARTMENT OF LICENSING

**WASHINGTON STATE
COLLECTION AGENCY BOARD
DRAFT MEETING MINUTES
REGULAR BOARD MEETING**

DATE: April 20, 2016

TIME: 8:30 a.m.

LOCATION: Red Lion Hotel
Board Room
2300 Evergreen Park Dr SW
Olympia, WA 98502

MEMBERS PRESENT: Tami Dohrman, Chair
Scott Wiswall, Vice Chair
Raymond Henning, Member
Scott Kinkley, Member
Mari Borden, Member

STAFF PRESENT: Rick Storvick, Assistant Administrator
Autumn Dryden, Administrative Assistant
Grace Hamilton, Investigator
Elizabeth Thompson-Lagerberg, Advising AAG

GUESTS PRESENT: Steve Bernheim
Shanan Gillespie, Staff; Randy Garcia, Staff

1. Call to Order

1.1. Introductions

Board members, staff, and visitors introduced themselves.

1.2. Order Of Agenda

Mr. Henning made a MOTION to accept the agenda as presented. Mr. Wiswall seconded the MOTION and it passed.

1.3. Approval Of Minutes: September 15, 2015

Mr. Wiswall made a MOTION to accept the minutes as presented. Ms. Borden seconded the MOTION and it passed.

- 1.4. Review communications
No business.

2. Public Comment Opportunity

No business.

3. New Business

3.1. Elect Vice Chair

Mr. Henning made a MOTION to appoint Mr. Wiswall to the position of Vice Chair. Mr. Kinkley seconded the MOTION and it passed.

3.2. 2015 NACARA Annual Meeting Report

Mr. Wiswall and Mr. Storvick attended the 2015 NACARA Annual Meeting. Mr. Wiswall reported on the meeting. He found it beneficial and recommended the board attend in the future.

3.3. NACARA Annual Meeting, October 2016

Ms. Dohrman asked board members to indicate their interest in attending the 2016 NACARA Annual Meeting. All board members were interested. Staff will request approval to send Ms. Borden with Mr. Henning as an alternate. Ms. Hamilton will attend as well.

4. Old Business

4.1. Operation Collection Protection

Mr. Storvick reported materials in the packet for Operation Collection Protection are the press releases released last fall. They highlight enforcement actions taken against abusive debt collectors by a coalition of 120 agencies from throughout the United States.

4.2. Review Complaint Process

Ms. Hamilton shared a presentation on the complaint process including the processes for initial complaint intake, case manager review, charging documents, default orders, Brief Administrative Procedures (BAPs), and hearings. Board members provided feedback and she will share the presentation at the Washington Collectors Association conference in May.

4.3. Review Master Action Items List

The board reviewed and discussed outstanding action items.

5. Complaint Cases for Review*

5.1. Case Manager Closures Report

No business.

5.2. Administrative Closures Report

Packet item only; no action.

6. Legal Issues for Deliberation*

6.1. Orders To Be Presented

No business.

7. **Disciplinary & Investigation Items**

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

No business.

8. **Board Administrator's Report**

8.1. Program Operations

Mr. Storvick shared that the board staff's move from the second floor of their building to the first floor is complete.

Board members reviewed a licensing report. No action needed.

8.2. Department Of Licensing

No business.

8.3. Other Items

The board touched on the issue of hang up/no answer calls.

Action Item: Staff will research past board minutes for discussions about hang up/no answer calls.

9. **Other Business**

9.1. Action items from this meeting

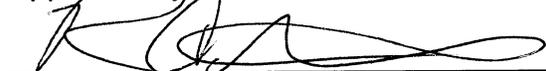
Action items from this meeting were reviewed and will be added to the master action items list.

9.2. Agenda items for next meeting

- Hang up/no answer calls

10. **Adjournment 9:55 am**

Approved by:



Rick Storvick, Assistant Administrator



Tami Dohrman, Chair

9-20-16
Date
9/20/2016
Date

