



STATE OF WASHINGTON  
**DEPARTMENT OF LICENSING**

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

**DATE:** December 8, 2014

**TIME:** 9:00 a.m.

**LOCATION:** Department of Licensing  
405 Black Lake Blvd. SW  
Building 2, Room 2209  
Olympia, WA

**PRESENT:** Tami Dohrman, Chair  
Richard Marker, Vice Chair  
Scott Wiswall, Member  
Raymond Henning, Member  
Scott Kinkley, Member

**STAFF PRESENT:** Lorin Doyle, Administrator  
Rick Storvick, Assistant Administrator  
Autumn Dryden, Administrative Assistant  
Lily Reinecke, Administrative Assistant  
Grace Hamilton, Management Analyst  
Julia Gambrel, Professional Licensing Manager

**OTHERS PRESENT:** Kathleen Drew, Director  
John Dzedzic, Brief Adjudication Proceedings (BAP) Officer  
Elizabeth Thompson-Lagerberg, AAG

**Board Orientation 9:00 AM**

Board members participated in an orientation to the board, board meeting process and general training.

**1. Call to Order – Regular Business Meeting 10:00 AM**

- 1.1.1 Introductions – Board members, staff and guests introduced themselves. Staff welcomed new board members: Tami Dohrman, Raymond Henning and Scott Kinkley.

## 1.2 Order of Agenda

Staff requested the following item be added to the agenda under New Business:

### 3.4. Open Public Meetings Act Attestations

Mr. Marker made a MOTION to accept the agenda as amended. Mr. Henning seconded the MOTION and it passed.

## 1.3 Approval of Minutes: April 21, 2014

Mr. Marker noted the meeting date in the footer was June 6, 2013 and should be corrected.

Mr. Wiswall made a MOTION to accept the minutes as amended. Mr. Henning seconded the MOTION and it passed.

**Action Item: Staff will change the footer in the April 21, 2014 minutes, as recommended.**

1.4. Review of Communications – Mr. Storvick reported staff is working on completing a large public disclosure request for information pertaining to RCW 19.16 in regards to the recognition of debt buyers being under the same jurisdiction as collection agencies.

## 2. Public Comment - None.

## 3. New Business

3.1 Complaint Process Overview & Recommendations – Mr. Storvick introduced the complaint intake staff member, Grace Hamilton, who reported there are currently over 50 open disciplinary cases. Mr. Storvick stated staff needs the board to delegate authority to process the complaints because of the change of staff.

3.2 Board Delegations – Ms. Doyle presented background information regarding Collection Agency Delegations. She directed board members to the report in the packet that outlined Board and Director authorities.

3.2.1. Mr. Dziejcz outlined the Brief Adjudicative Proceeding (BAP) process and identified where certain delegations could make processing complaints more efficient and timely. Ms. Lagerberg also made recommendations. Board members reviewed the draft “Delegation of Disciplinary Authority” document in the board packet and made the following changes: (d)(2)i. “made communications ~~excessive calls or otherwise harassed a debtor~~ in violation of RCW 19.16.250(13)a, b, c and/or (18)”; (d)(3) “. . . to recommend to ~~the Board, or the Board’s designee(s),~~ that disciplinary action be commenced . . .”; (e)(2) “. . . conducted by a Brief Adjudicative Process Presiding Officer where the charges fall within (d)(2).”; (g)

“Receive, initiate, consider, and negotiate, ~~and reject or accept~~ offers of settlement . . .”

Mr. Marker made a MOTION to approve the Delegation of Disciplinary Authority, as amended. Mr. Henning seconded the MOTION and it passed.

**Action Item: Staff will bring a process map of the disciplinary process reflecting the newly adopted delegations to the next meeting.**

3.3 2015 Meeting Schedule – Staff stated the board has historically met twice a year and recommended scheduling board meetings in March and again in early September.

3.3.1. Regulatory Board Section Calendar - Board members agreed to meet on March 17, 2015 and on September 15, 2015 in Olympia at 9:00 a.m.

3.4 Open Public Meetings Act – Staff distributed attestation forms to board members and asked them to sign and return it if they watched the Open Public Meetings Act video, which is required training for all board members.

4. **Old Business** - None

5. **Complaint Cases for Review\*** - None

**Action Item: Staff will bring a complaint report to the next meeting.**

6. **Legal Issues for Deliberation\***

6.1 Orders To Be Presented - None

7. **Disciplinary and Investigation Reports** - None

7.1 Closed session deliberation report (only necessary if a closed session is held)  
No business

7.2 Disciplinary cases report  
No business

8. **Assistant Attorney General’s Report** - None

9. **Board Administrator’s Report**

9.1 Program Operations –Staff reported the Engineers Board will be joining the Design, Funeral & Collections Section in January and the work team will be renamed the Regulatory Boards Section. Staff explained the Engineers Board is coming fully staffed, so there will be very little impact on the section’s existing boards and staff.

9.1.1 Legislative Updates – None

9.1.2 Licensing and Application Update - Staff addressed a report in the board packet about the number of new licensees.

**Action Item: Staff will bring a report breaking out the number of licensees who are debt-buyers to the next meeting.**

9.2 Department of Licensing  
No business

9.3 Other Items  
No business

**10. Other Business**

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

10.2 Agenda items for next meeting - None

**11. Adjournment 12:19 PM**

Approved by:

\_\_\_\_\_  
Rick Storvick, Assistant Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Tami Dohrman, Chair

\_\_\_\_\_  
Date