



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

DATE: Thursday, March 23, 2023
TIME: 10:00 a.m.
LOCATION: Video Conference
MEETING LINK: [Click here to join the meeting](#)
MEETING ID: 224 636 835 70
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Olympia
[\(833\) 322-1218,,781479215#](#) United States
(Toll-free)
PASSCODE: 2mpBNQ
PHONE CONFERENCE ID: 781 479 215#

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes
 - 4.1. The Special Meeting Minutes of September 15, 2022
5. Old Business
 - 5.1. **2022 NACARA Annual Meeting Report**
Board Member Case and Investigator Grace Hamilton will give a report on last year's NACARA Annual Meeting.
6. New Business
 - 6.1. **Election of Officers**
The Board will elect a Vice Chair for the upcoming year.
 - 6.2. **2023 NACARA Annual Meeting**
The Board will discuss member attendance at the 2023 NACARA Annual Meeting.
 - 6.3. **Department of Licensing's (DOL) Process to Review Consumer Complaints**
A Board Member has requested an item to discuss the DOL process for reviewing consumer complaints with case managers.
7. Reports
 - 7.1. **Committee/Task Force Reports**
 - 7.2. **CIAU Reports**

7.2.1. Administrative Closures Report

7.2.2. Complaint Status Report

7.3. LCSS Reports

7.3.1. Licensee Count Report

7.4. BOSS Reports

7.4.1. Action Item List Review

7.4.2. Staff Update

7.4.3. Board Executive's Report

7.5. Other Reports

7.5.1. Board Training

Board Training will cover the Open Public Meeting Act, Parliamentary Procedures. Ethics in Service, and Public Disclosure.

8. Public Comments

The public may address the Board on matters within the Board's jurisdiction, either verbally during the meeting or by submitting written comments. The Board is limited to directing staff to study the matter further or requesting that the matter be rescheduled for discussion and consideration at a later time.

Members of the public who address the Board verbally are limited to one three-minute comment. In lieu of a verbal comment, individuals may submit their comment in writing at least two days prior to the meeting by emailing DOLBoards@dol.wa.gov. Written comments are limited to no more than 500 words and will be read by staff during this portion of the meeting.

9. Conclusion

9.1. Announcements

9.2. Requests for future agenda items

9.3. Review of action items and items for next meeting

10. Adjournment

Next Board Meeting:

September 28, 2023

10:00 AM

Virtual via Teams