



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

**DATE:** Thursday, September 28, 2023  
**TIME:** 10:00 a.m.  
**LOCATION:** Video Conference  
**MEETING LINK:** [Click here to join the meeting](#)  
**MEETING ID:** 215 091 636 886  
**PHONE:** [+1 564-999-2000,,238676999#](#) US, Olympia  
[\(833\) 322-1218,,238676999#](#) US (Toll-free)  
**PASSCODE:** rrYnZ7  
**PHONE CONFERENCE ID:** 238 676 99#  
**JOIN VIA WEB** [Download Teams](#) | [Join on the web](#)

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes
  - 4.1. The Special Meeting Minutes of March 23, 2022.
5. Old Business
  - 5.1. North America Collection Agency Regulatory Association (NACARA)  
Annual meeting report out.  
Vice Chair Scott Kinkley and Investigator Grace Hamilton will give a report out from their attendance at the annual meeting.
6. New Business
  - 6.1. 2024 Meeting Schedule  
Board staff will present proposed board meeting dates for 2024 to the Board.
  - 6.2. Board Authorizations (formerly “Delegations”)  
The Board authorizes specific administrative duties to Department of Licensing (DOL) staff. Due to organizational and staffing changes within DOL’s Business and Professions Division (BPD), staff is seeking Board approval of new authorizations to the BPD Assistant Director.
  - 6.3. Board Member Recruitment  
Board staff will provide an update on the recruitment process for Board vacancies.

## **7. Reports**

### **7.1. Central Investigations and Audits Unit Reports**

7.2.1. Administrative Closures Report

7.1.2. Complaint Status Report

### **7.2. Licensing and Customer Support Services Reports**

7.2.1. Licensee Count Report

### **7.3. Boards Commissions and Outreach Reports**

7.3.1. Action Item List Review

## **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 in advance. Verbal comments are limited to one three-minute comment. Written comments are limited to no more than 500 words and must be emailed to [DOLBoards@dol.wa.gov](mailto:DOLBoards@dol.wa.gov) no less than two business days prior to the meeting with the subject line "Public Comment: Collection Agency Board." In response to all public comments, the Board is limited to requesting that the matter be added to a future agenda for discussion or directing staff to study the matter further. Inflammatory comments and language will not be permitted.*

## **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:**

**March 21, 2024\***

**10:00 a.m.**

**Virtual**

**\*Pending Board approval.**