



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

**DATE:** April 14, 2022

**TIME:** 10:00 a.m.

**LOCATION:** Teams

**MEMBERS PRESENT:** Fred Wade, Chair  
Scott Kinkley, Member  
Mark Case, Member  
Dirk Bunker, Member

**ABSENT MEMBERS:** Mari Neubauer, Member

**STAFF PRESENT:** Rick Storvick, Administrator  
Cathy Naegeli, Administrator  
Deb Allen-Ba, Assistant Administrator  
Bill Dutra, Assistant Administrator  
Kimberly Hall, Administrative Assistant  
Shari Honeywell, Administrative Assistant  
Grace Hamilton, Investigator  
Star Boone, Customer Service Specialist  
Elizabeth Lagerberg, Advising AAG  
Samantha Hellwig, AAG  
Jonathan Pitel, AAG

**GUESTS PRESENT:** Virtual meeting

**OPEN SESSION**

**1. Call to Order 10:01 a.m.**

1.1. Introductions

Kim Hall conducted a roll call, and all board members and listed staff were present.

1.2. Order of Agenda

MOTION: Mr. Case made a MOTION to accept the agenda as presented. Mr. Kinkley seconded the MOTION and it passed.

1.3. Approval of Minutes: October 13, 2021

MOTION: Mr. Bunker made a MOTION to approve the minutes as presented. Mr. Case seconded the MOTION and it passed.

1.4. Review Communications

None.

**2. Old Business**

2.1. 2021 NACARA Annual Meeting Report Out

Ms. Hamilton reported how the virtual annual meeting went. They went over the new rule changes. All board members were able to attend if they wanted with it being virtual.

2.2. Board Charter

Mr. Storvick advised that a committee will be created to update the board charter. The committee will start meeting in June or July. Mr. Case and Mr. Kinkley.

2.3. Review Master Action Items List

Ms. Hall discussed the action item list.

**3. New Business**

3.1. Board Delegations

Mr. Storvick discussed the current board delegations. They will need to be updated with whomever replaces Mr. Storvick. The delegation needs to be removed and made sure its still meeting the boards needs. Also review if the workload and case work is being met. A committee will be formed to review and update document.

3.2. 2022 NACARA Annual Meeting

Ms. Hamilton provided information about the upcoming Annual meeting. It will be in-person in Nashville. The agenda is still being worked on. Mr. Case would be the board member attending.

**4. Complaint Cases for Review\***

4.1. Administrative Closures Report

Ms. Hamilton provided the administrative closure report. This is a new report with additional information. Currently 10 in investigation, 3 legal, and 3 with board members.

**5. Legal Issues for Deliberation\***

None.

**6. Disciplinary & Investigation Items**

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

None.

6.2. Disciplinary Cases Report  
None.

**7. Assistant Attorney General's Report**  
None.

**8. Board Administrator's Report**

8.1. Program Operations

Mr. Storvick shared a new report of licensees. It shows the shift in licensees from month to month. Mr. Storvick also provided an update regarding the rules that were updated last year. The rules committee reviewed to make sure no issues with the change have come up. No issues were found.

8.2. Department Of Licensing

Mr. Dutra discussed the new investigation unit that is now the Centralized Investigations and Audits unit. Ms. Hamilton will continue to be the main investigator. Ms. Added that the change is enhancing the current work.

8.3. Other Items  
None.

**9. Other Business**

9.1. Action Items from This Meeting

- Schedule Charter committee meeting
- Discuss Board Delegation committee with Ms. Neubauer
- Arrange travel for Mr. Case

9.2. Agenda Items for Next Meeting

- Committee report outs
- 2023 board meeting schedule

**10. Public Comment**

**11. Adjournment** 10:42 am

**Next Board Meeting:**

September 15, 2022

Approved by:

*Debra Allen-Ba*

Debra Allen-Ba, Program Assistant Administrator

9/16/2022

Date:

*Fred Wade*

Fred Wade, Chair

Sep 16, 2022

Date