

**Collection Agency**

**Board Meeting**

**Tab 1**

**Call to Order**

April 14, 2022

10:00 AM



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

**DATE:** Thursday, April 14, 2022

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

**LOCATION:** Video Conference

**LINK:** [Click here to join the meeting](#)

**PARTICIPANT PIN CODE:**

**ATTENTION:** Board meetings are open to the public except when business calls for an Executive Session. During Executive Session all guests will be excused. Start times are subject to change by the Board Chair.

**1. Call to Order**

- 1.1. Introductions
- 1.2. Order of Agenda
- 1.3. Approval of Minutes: October 13, 2021
- 1.4. Review Communications

**2. Old Business**

- 2.1. 2021 NACARA Annual Meeting Report Out
- 2.2. Board Charter
- 2.3. Review Master Action Items List

**3. New Business**

- 3.1. Board Delegations
- 3.2. 2022 NACARA Annual Meeting

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

- 4.1. Administrative Closures Report

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

**6. Disciplinary & Investigation Items**

- 6.1. Closed Session Deliberation report (*only necessary if closed session is held*)
- 6.2. Disciplinary Cases Report

**7. Assistant Attorney General's Report**

**8. Board Administrator's Report**

8.1. Program Operations

8.2. Department Of Licensing

8.3. Other Items

**9. Other Business**

9.1. Action Items from This Meeting

9.2. Agenda Items for Next Meeting

**10. Public Comment**

**11. Adjournment**

**Next Board Meeting:**

September 15, 2022



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

**DATE:** October 13, 2021

**TIME:** 2:00 p.m.

**LOCATION:** Zoom

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

**STAFF PRESENT:** Rick Storvick, Administrator  
Kimberly Hall, Administrative Assistant  
Grace Hamilton, Investigator  
Julie Konnersman, Management Analysis  
Elizabeth Lagerberg, Advising AAG  
Jonathan Pitel, AAG

**GUESTS PRESENT:** Virtual meeting

**OPEN SESSION**

**1. Call to Order 2:02 p.m.**

1.1. Introductions

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

1.2. Order of Agenda

Reviewed agenda.

1.3. Approval of Minutes: September 16, 2021

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

## **2. Legal Issues for Deliberation\***

### **2.1. Orders to Be Presented**

#### **2.1.1. 2016-11-0901-00COL**

Agreed Order- Yakima County Service

Mr. Pitel presented an Agreed Order that was negotiated by our prosecuting attorney Geoffrey Allen with the respondent's attorney Marc Rosenberg.

- The respondent shall pay to the Department a fine of \$15,000
- It is AGREED that the fine shall be paid three payments of \$5,000.
- Suspension and stay. Respondent's license to practice as a collection agency is hereby suspended for six (6) months.

MOTION: Ms. Neubauer made a MOTION to approve the Order as presented. Mr. Case seconded the MOTION and it passed. Mr. Kinkley abstained.

## **3. Adjourn Meeting 2:10 p.m.**

# **Board Meeting**

## **Tab 2**

### **Old Business**

Topics from past meetings, presented for update, action or further discussion by the board.

Washington State Collection Agencies Board  
Regular Board Meeting via Teams  
April 14, 2022

**2021 North American Collection Agency Regulatory Association (NACARA)  
Annual Meeting Report Out**

**Background:** The North American Collection Agency Regulatory Association (NACARA) held the annual meeting virtually, Oct 4-6, 2021. The meeting was conducted utilizing the Zoom platform which board members and staff were able to attend.

**Recommendation:** Discussion only – report out by board members and staff who participated

Submitted by Board Staff  
March 29, 2022

Washington State Collection Agencies Board  
Regular Board Meeting via Teams  
April 14, 2022

### **Board Charter Introduction**

**Background:** Staff developed a DRAFT Board Charter template for all nine board's we currently support. The charter defines roles, responsibilities, and authority of the board and outlines an understanding of the board's role with the agency. In developing a board charter as a key governance resource, it is important the board engages in the drafting and finalization process.

The board previously discussed establishing a committee to start the review of the template. Staff have yet to schedule a meeting of committee members and request the consideration to restart the process once new board support staff have been hired later this year.

The attached board charter is a template for review and discussion. The intent is to refine the template through the work of a committee and finalize it by spring 2023. Once finalized, the document should be an excellent resource for board members and provide staff a tool for onboarding new board members.

**Recommendation:** Secure 2 volunteers to review and refine the DRAFT Board Charter for Board consideration and adoption at a later meeting.

Submitted by Board Staff  
April 6, 2022

**Collection Agency Board  
Board or Staff Assignments**

<b>Date Assigned</b>	<b>Action Item</b>	<b>Assigned to</b>	<b>Comments</b>	<b>Date done</b>
<b>9/16/21</b>	Schedule 2022 board meetings	<b>Kim</b>	<b>Done</b>	<b>9/20/21</b>
<b>9/16/21</b>	Email board delegation	<b>Staff</b>	<b>Done</b>	<b>11/1/21</b>
<b>9/16/21</b>	Schedule committee review meetings	<b>Staff</b>	<b>Done</b>	<b>1/6/22</b>

# **Board Meeting**

## **Tab 3**

### **New Business**

Topics for action or discussion by the board that were identified at or since the last board meeting.

Washington State Collection Agencies Board  
Regular Board Meeting via Teams  
April 14, 2022

### **Board Delegations**

**Background:** The Washington State Collection Agency Board delegates specific administrative duties to the Board's administrator. The delegations are not transferable, meaning when the administrator leaves the program, the Board must approve the delegations for the new person.

The current delegations from the Board to the administrator for disciplinary matters signed in 2017 is attached for your review and consideration. The document is consistent with delegations from other board programs within the Department of Licensing and has been reviewed by the Board's Assistant Attorney General.

**Recommendation:** The Board establish a committee of two members to review current delegations with staff and the Board's advising attorney and submit updated draft delegations for the Board's consideration at the September 2022 Board meeting.

Submitted by Board Staff  
April 2, 2022

# Welcome

Welcome to the Washington State Collection Agency Board. The board in part may adopt, amend, and rescind rules, inquire into the needs of the collection agency business, and work on policy matters in administering RCW 19.16.

Your responsibilities are briefly outlined below. Please see associated sections for more detail.

- Attend board meetings; prepare as needed and actively participate
- Participate in board committees for specific projects
- Responsibly represent the board to the profession and public
- Public Disclosure

## **Board created—Composition of board—Qualification of members**

### **RCW 19.16.280**

There is hereby created a board to be known and designated as the "Washington state collection agency board." The board shall consist of five members, one of whom shall be the director and the other four shall be appointed by the governor. The director may delegate his or her duties as a board member to a designee from his or her department. The director or his or her designee shall be the executive officer of the board and its chair.

At least two but no more than two members of the board shall be licensees hereunder. Each of the licensee members of the board shall be actively engaged in the collection agency business at the time of his or her appointment and must continue to be so engaged and continue to be licensed under this chapter during the term of his or her appointment or he or she will be deemed to have resigned his or her position: PROVIDED, That no individual may be a licensee member of the board unless he or she has been actively engaged as either an owner or executive employee or a combination of both of a collection agency business in this state for a period of not less than five years immediately prior to his or her appointment.

No board member shall be employed by or have any interest in, directly or indirectly, as owner, partner, officer, director, agent, stockholder, or attorney, any collection agency in which any other board member is employed by or has such an interest.

No member of the board other than the director or his or her designee shall hold any other elective or appointive state or federal office.

## **Board — Initial members — Terms — Oath —Removal**

### **RCW 19.16.290**

The initial members of the board shall be named by the governor within thirty days after January 1, 1972. At the first meeting of the board, the members appointed by the governor shall determine by lot

the period of time from January 1, 1972, that each of them shall serve, one for one year; one for two years; one for three years; and one for four years. In the event of a vacancy on the board, the governor shall appoint a successor for the unexpired term.

Each member appointed by the governor shall qualify by taking the usual oath of a state officer, which shall be filed with the secretary of state, and each member shall hold office for the term of his or her appointment and until his or her successor is appointed and qualified.

Any member of the board other than the director or his or her designee may be removed by the governor for neglect of duty, misconduct, malfeasance, or misfeasance in office, after being given a written statement of the charges against him or her and sufficient opportunity to be heard thereon.

### **Board meetings — Quorum — Effect of vacancy**

#### **RCW 19.16.300**

The board shall meet as soon as practicable after the governor has appointed the initial members of the board. The board shall meet at least once a year and at such other times as may be necessary for the transaction of its business.

The time and place of the initial meeting of the board and the annual meetings shall be at a time and place fixed by the director. Other meetings of the board shall be held upon written request of the director at a time and place designated by him or her, or upon the written request of any two members of the board at a time and place designated by them.

A majority of the board shall constitute a quorum.

A vacancy in the board membership shall not impair the right of the remaining members of the board to exercise any power or to perform any duty of the board, so long as the power is exercised or the duty performed by a quorum of the board.

### **Board — Compensation Reimbursement of Travel expenses**

#### **RCW 19.16.310**

### **Board—Territorial scope of operations**

#### **RCW 19.16.320**

### **Board—Immunity from suit**

#### **RCW 19.16.330**

### **Board—Records**

#### **RCW 19.16.340**

All records of the board shall be kept in the office of the director. Copies of all records and papers of the board, certified to be true copies by the director, shall be received in evidence in all cases with like effect as the originals. All actions by the board which require publication, or any writing shall be over the signature of the director or his or her designee.

## **Additional powers and duties of board**

### **RCW 19.16.351**

The board, in addition to any other powers and duties granted under this chapter and RCW 18.235.030:

- (1) May adopt, amend, and rescind rules for its own organization and procedure and other rules as it may deem necessary in order to perform its duties under this chapter.
- (2) May inquire into the needs of the collection agency business, the needs of the director, and the matter of the policy of the director in administering this chapter, and make such recommendations with respect thereto as, after consideration, may be deemed important and necessary for the welfare of the state, the welfare of the public, and the welfare and progress of the collection agency business.
- (3) Upon request of the director, confer and advise in matters relating to the administering of this chapter.
- (4) May consider and make appropriate recommendations to the director in all matters referred to the board.
- (5) Upon request of the director, confer with and advise the director in the preparation of any rules to be adopted, amended, or repealed.
- (6) May assist the director in the collection of such information and data as the director may deem necessary to the proper administration of this chapter.

## **Disciplinary authority—Powers.**

### **RCW 18.235.030**

The disciplinary authority has the power to:

- (1) Adopt, amend, and rescind rules as necessary to carry out the purposes of this chapter, including, but not limited to, rules regarding standards of professional conduct and practice;
- (2) Investigate complaints or reports of unprofessional conduct and hold hearings as provided in this chapter;
- (3) Issue subpoenas and administer oaths in connection with any investigation, hearing, or proceeding held under this chapter;
- (4) Take or cause depositions to be taken and use other discovery procedures as needed in an investigation, hearing, or proceeding held under this chapter;
- (5) Compel attendance of witnesses at hearings;
- (6) Conduct practice reviews in the course of investigating a complaint or report of unprofessional conduct, unless the disciplinary authority is authorized to audit or inspect applicants or licensees under the chapters specified in RCW 18.235.020;

- (7) Take emergency action ordering summary suspension of a license, or restriction or limitation of the licensee's practice or business pending proceedings by the disciplinary authority;
- (8) Appoint a presiding officer or authorize the office of administrative hearings, as provided in chapter 34.12 RCW, to conduct hearings. The disciplinary authority may make the final decision regarding disposition of the license unless the disciplinary authority elects to delegate, in writing, the final decision to the presiding officer;
- (9) Use individual members of the boards and commissions to direct investigations. However, the member of the board or commission may not subsequently participate in the hearing of the case;
- (10) Enter into contracts for professional services determined to be necessary for adequate enforcement of this chapter;
- (11) Grant or deny license applications, secure the return of a license obtained through the mistake or inadvertence of the department or the disciplinary authority after providing the person so licensed with an opportunity for an adjudicative proceeding, and, in the event of a finding of unprofessional conduct by an applicant or license holder, impose any sanction against a license applicant or license holder provided by this chapter;
- (12) Designate individuals authorized to sign subpoenas and statements of charges;
- (13) Establish panels consisting of three or more members of the board or commission to perform any duty or authority within the board's or commission's jurisdiction under this chapter; and
- (14) Contract with licensees, registrants, endorsement or permit holders, or any other persons or organizations to provide services necessary for the monitoring or supervision of licensees, registrants, or endorsement or permit holders who are placed on probation, whose professional or business activities are restricted, or who are for an authorized purpose subject to monitoring by the disciplinary authority. If the subject licensee, registrant, or endorsement or permit holders may only practice or operate a business under the supervision of another licensee, registrant, or endorsement or permit holder under the terms of the law regulating that occupation or business, the supervising licensee, registrant, or endorsement or permit holder must consent to the monitoring or supervision under this subsection, unless the supervising licensee, registrant, or endorsement or permit holder is, at the time, the subject of a disciplinary order.

### **Rules, orders, decisions, etc.**

#### **RCW 19.16.410**

The board may adopt rules, make specific decisions, orders, and rulings, including therein demands and findings, and take other necessary action for the implementation and enforcement of the board's duties under this chapter.

## **Board Chair**

### [RCW 19.16.280](#)

There is hereby created a board to be known and designated as the "Washington state collection agency board." The board shall consist of five members, one of whom shall be the director and the other four shall be appointed by the governor. The director may delegate his or her duties as a board member to a designee from his or her department. The director or his or her designee shall be the executive officer of the board and its chair.

## **Board Chair Responsibilities**

The Board Chair has several responsibilities to the board, the DOL and the general public. The board chair is responsible for running all public meetings, insuring each topic is covered, and if the agenda includes public comment it is managed so all wishing to comment are allotted reasonable time. The board chair appoints or calls for volunteers to committees and allows time on agendas for committee reports.

## **Board Committees**

The board chair may create committees of board members for specific projects. These committees may also include volunteers from the public.

Examples of these projects may include:

- Outreach Recommendations
- Policy or procedure recommendations development
- Rules development

## **Ethics**

### [Ethics in Public Service - RCW 42.52](#)

Board members are subject to the provisions of the Ethics in Public Service Act and may not use their position for private benefit or gain.

#### Overview

The State's ethics law is founded on the principle that a public position, whether filled through election, appointment, or by hiring may not be used for personal gain or benefit. The standards established under the state's ethics law, chapter 42.52 RCW, are based on the idea that State Officers should not:

- Have financial or other interests, or engage in business or professional activities that conflict with the performance of their official duties.
- Use their state positions to secure special privileges or exceptions for themselves or any other person.
- Receive compensation from a source other than the State of Washington for the performance of their official board duties.
- Receive a gift if it could be reasonably expected to influence or reward the performance of

their official duties.

### Conflicts of Interest

While some conflicts are clear, others are more complex. Conflicts of interest involve the concepts of benefit and bias. When evaluating a potential conflict of interest ask yourself:

- Will your interests benefit as a result?
- Would a reasonable person conclude that a private or personal interest impairs your independent and impartial judgment in the exercise of your official duties?

Examples of conflicts:

- Having or acquiring a beneficial or financial interest in a contract, sale, lease, purchase or grant that is under your authority or supervision as a state officer.
- Accepting compensation, a gratuity or reward from someone else who has a beneficial interest in a contract, sale, lease purchase or grant under your authority or supervision.
- Acting in a state matter or transaction involving an entity or person in which you have a beneficial interest, or an entity in which you serve as an officer, agent, employee or member.
- Sharing in compensation or assisting others in transactions involving the state, when you had responsibility for these transactions as a state officer.

### Use of State Resources

The state's ethics law protects and limits the use of state resources- including equipment, office and conference space, vehicles, supplies, postage, and personnel- for the conduct of official state business. State resources may never be used to support an outside business. The following standards govern specific state resources:

- Phones. Local telephone calls to conduct reasonable personal business (medical and dental appointments, child care arrangements, transportation, etc.) are permitted. Long distance calls must be placed using a personal calling card. Cell phones are limited to business use.
- Email. Occasional personal email messages are permitted provided they do not relate to a prohibited use, such as an outside business or political campaigns.
- Internet. Internet use, other than to transmit email messages related to official duties, is restricted to official business purposes only. Agencies may adopt policies that allow de minimis use of the Internet approved by the Executive Ethics Board.
- Receipt of Gifts, Gratuities, and Favors
- There are two circumstances under which gifts, gratuities, and favors may not be accepted:
- If the gift, gratuity, or favor could reasonably be expected to influence the performance or nonperformance of official duties
- If the gift, gratuity, or favor could be considered as part of a reward for action or

inaction.

\*See Ethics quick guide under Other Resources.

## **Open Government**

### **Open Public Meetings Act - RCW 42.30**

The board, like all government, is responsible for providing accessible and transparent processes to the public.

The board is governed by public meeting rules. The rules are generalized below. All board meetings must be open to the public.

- The board must notify the public of its meetings
- Any time a majority of the board is present and board business is discussed, it is considered a meeting
- Email conversations can be considered meetings if they involve a majority of board members
- Meeting minutes are available to the public
- Any time 3 or more board members are present there is a quorum.

\*Please see Open Public Meeting Q & A under Other Resources.

## **Public Disclosure**

Public record” is broadly defined as any writing that contains information relating to the conduct of government or the performance of any governmental function that was prepared, owned, used or retained by any agency regardless of physical form. This includes paper, tapes, microfiche, CD’s, databases, emails, text messages, or chat session transcripts. The definition has been applied to each new medium that has been created, and as long as that medium contains information related to government operations, it will be considered a public record.

\*See more information under Other Resources.

## **Board Pay**

### **Compensation of members of part-time boards and commissions - RCW 43.03.240**

(1) Any part-time, statutory board, commission, council, committee, or other similar group which has rule-making authority, performs quasi-judicial functions, has responsibility for the administration or policy direction of a state agency or program, or performs regulatory or licensing functions with respect to a specific profession, occupation, business, or industry shall be identified as a class three group for purposes of compensation.

(2) Except as otherwise provided in this section, each member of a class three group is eligible to receive compensation in an amount not to exceed fifty dollars for each day during which the member attends an

official meeting of the group or performs statutorily prescribed duties approved by the chairperson of the group. A person shall not receive compensation for a day of service under this section if the person (a) occupies a position, normally regarded as full-time in nature, in any agency of the federal government, Washington state government, or Washington state local government; and (b) receives any compensation from such government for working that day.

(3) Compensation may be paid a member under this section only if it is authorized under the law dealing in particular with the specific group to which the member belongs or dealing in particular with the members of that specific group.

(4) Beginning July 1, 2010, through June 30, 2011, no person designated as a member of a class three board, commission, council, committee, or similar group may receive an allowance for subsistence, lodging, or travel expenses if the allowance cost is funded by the state general fund. Exceptions may be granted under section 605, chapter 3, Laws of 2010. Class three groups, when feasible, shall use an alternative means of conducting a meeting that does not require travel while still maximizing member and public participation and may use a meeting format that requires members to be physically present at one location only when necessary or required by law. Meetings that require a member's physical presence at one location must be held in state facilities whenever possible ((, and)). Meetings conducted using private facilities must be approved by the director of the office of financial management, except for facilities provided free of charge.

(5) Beginning July 1, 2010, through June 30, 2011, class three groups that are funded by sources other than the state general fund are encouraged to reduce travel, lodging, and other costs associated with conducting the business of the group including use of other meeting formats that do not require travel.

## **Travel and Reimbursements**

[Subsistence, lodging and refreshment, and per diem allowance for officials, employees, and members of boards, commissions, or committees – RCW 43.03.050](#)

[Mileage allowance – RCW 43.03.060](#)

### *Travel*

Method of travel is determined based on what is most economical for the state. Typically in- state travel is all done by the board member's privately owned vehicle. Any other form of travel must be pre-approved by the Department of Licensing's Architect's program.

Mileage reimbursement is paid up to the government limit (state rate). No receipts are needed.

If air travel is more economical, the Administrative Assistant will arrange the travel utilizing the state travel contract and the airfare will be paid by the agency. No reimbursement will be made to any board member for airfare that is arranged and paid for by the board member.

If a rental car is required for board travel, the Administrative Assistant will arrange the reservation

utilizing the state rental car contract and the cost will be paid by the agency. Receipts are required to be submitted.

### Reimbursements

Parking fees are eligible expenses that may be reimbursed to the board member. Receipts are required for reimbursement.

Hotel and per diem travel expenses for members of the advisory board are reimbursed according to section 10.70.20.b, option 1 of the Washington State Administrative and Accounting Manual (SAAM).

For allowable meal and lodging expenses, members are reimbursed at an hourly rate equal to 1/24<sup>th</sup> of the allowable per diem rate in effect at the time of travel for the specific area or locality. Reimbursement is then determined based on time spent in going to a meeting, attendance at a meeting, and returning from the meeting. We will not reimburse you for time spent doing activities unrelated to the board meeting.

- Hotel and meal receipts are not required.
- You will not be reimbursed for meals that are provided at the meeting.

Examples:

#### **For a meeting held in Yakima County**

Hourly rate = \$5.38 per hour (Calculation: Lodging rate (\$83) + Meal rate (\$46) = \$129.00 per day / 24 hours = \$5.38 per hour)

#### **For a meeting held in King County**

Hourly rate = \$9.29 per hour (Calculation: Lodging rate (152) + Meal rate (\$71) = \$223.00 per day / 24 hours = \$9.29 per hour)

Exceptions to the Maximum Allowable Lodging Amounts (Subsection [10.30.20](#)) do not apply for board members attending board meetings.

### To Receive a Reimbursement

After participating in a board activity (board members) to receive a reimbursement, you must submit to [SHoneywell@dol.wa.gov](mailto:SHoneywell@dol.wa.gov) the following information:

- Your round trip mileage to and from the meeting (to and from your home or work site only). *Do not include any mileage for travel unrelated to attending the board meeting.*
- The number of hours spent in travel status and participating in the board meeting. *Do not include time spent for activities unrelated to the board meeting such as visiting friends or shopping.* If an overnight stay is required or justified, you will include that time as part of your time spent in travel status.
- Cost and receipts for any additional travel expenses related to the board meeting (such as

parking).

All board members will be paid their travel reimbursement through the state’s vendor payment system. To be set-up in the system, new members must complete the Statewide Vendor Registration Form (see attached).

**\*Other Resources**

- [Required online training](#)
- [Boards and Commissions Membership handbook \(PDF\)](#)
- [Open Public Meeting Act Q & A](#)
- [Travel Reimbursement Color map by County](#)
- [Travel Reimbursement Rates](#)
- [Ethics Quick Guide Sheet](#)
- [Public Record Act Quick Guide](#)
- [Public Records Act](#)

**Board Roster**

Member – Role- Term Expiration Date

Frederick Wade	Chair	Ex-officio
Mari Neubauer	Public Member	December 31, 2022
Scott M Kinkley	Public Member	December 31, 2019
Mark Case	Licensee Member	December 31, 2020
Dirk Bunker	Licensee Member	December 31, 2021

**Board Staff**


**Meeting Dates**

Washington State Collection Agencies Board  
Regular Board Meeting via Teams  
April 14, 2022

**North American Collection Agency Regulatory Association (NACARA) Annual Meeting**

**Background:** The North American Collection Agency Regulatory Association (NACARA) anticipates holding their annual meeting in Nashville, TN on October 12-14, 2022. In the past staff have requested travel approval for one board member and one staff member to attend and represent Washington State. If the association holds an in-person meeting, and if travel is allowed at that time, we would like to be prepared to request travel approval as we have done in the past.

All current board members have previously attended the annual meeting either virtually or in person.

**Recommendation:** Identify a primary and secondary board member to attend the conference if staff are able to register a board member when registration opens.

Submitted by Board Staff  
April 6, 2022

# **Board Meeting**

## **Tab 4**

# **Complaint Cases for Review**

Complaint closure recommendations  
presented by the assigned case manager.

Board action is required on each case.

## Collection Agency Complaint Status as of March 11, 2022

Count of Status Program Type	Case Manager	Status Closed	Investigation	Legal	Management Review	Grand Total
Collection Agency	Dirk Bunker	5			1	6
	Mark Case	6			1	7
	Scott Kinkley	1	1	3	1	6
	n/a	106	9			115
<b>Grand Total</b>		<b>118</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>134</b>

*Closed cases include January 2021 through current*

*n/a = No jurisdiction or Unsubstantiated*

# **Board Meeting**

## **Tab 5**

# **Legal Issues for Deliberation**

Negotiated settlement orders or default orders  
presented by the board's prosecution team.

Board action is required on each order.

# **Board Meeting**

## **Tab 6**

### **Disciplinary**

**&**

### **Investigation Reports**

Standard disciplinary reports and a list of any administratively-closed complaints.

Provided for information only – typically no board action is needed.

# **Board Meeting**

## **Tab 7**

# **Assistant Attorney General's Report**

Presentation of general legal issues  
of interest to the board.

Provided for information only –  
typically no board action is needed

# **Board Meeting**

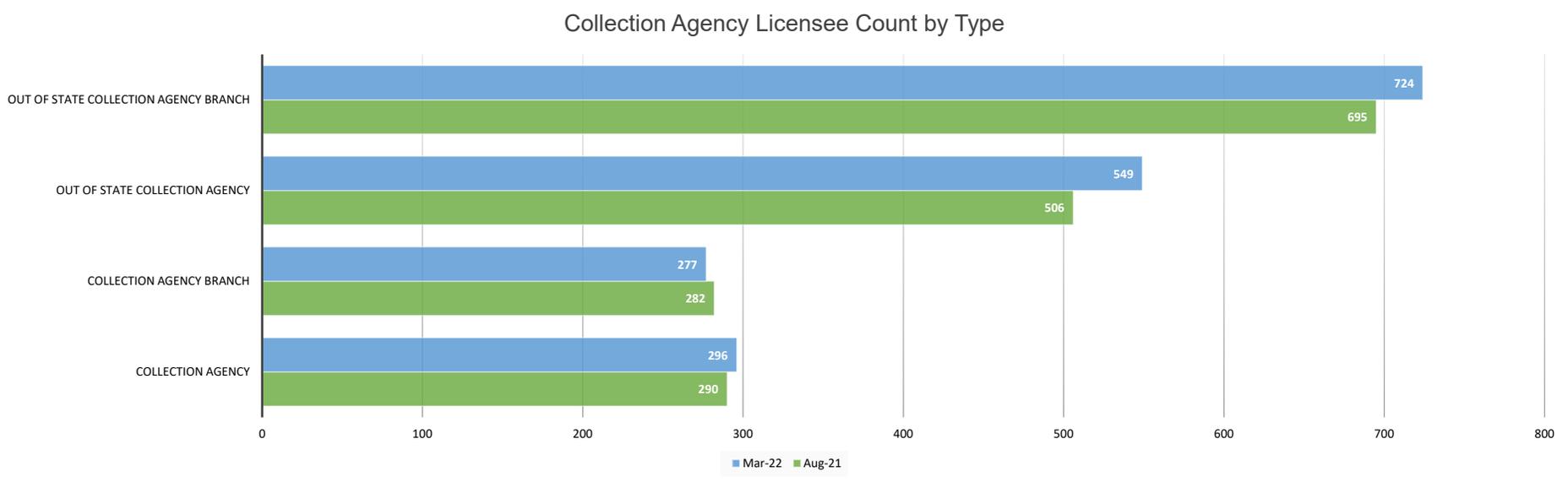
## **Tab 8**

# **Board Administrator's Report**

Operational reports and information  
about legislative matters of interest to the board.

Provided for information only –  
typically no board action is needed.

Collection Agency Licensee Count as of March 14, 2022



# **Board Meeting**

## **Tab 9**

### **Other Business**

Review of action items from this meeting, agenda items for the next meeting, and discussion of topics added under the Order of the Agenda.

# **Board Meeting**

## **Tab 10**

### **Public Comment**

The board has the option to allow comment from the public on agenda items or other topics, unless the comment is related to an open investigation.

The board may limit the comment period, and will provide instructions if it chooses to do so.

# **Board Meeting**

## **Tab 11**

### **Adjournment**