

00:00:00.000 --> 00:00:00.580

Wade, Frederick (DOL)

OK.

00:00:03.000 --> 00:00:15.570

Wade, Frederick (DOL)

OK, Good morning. Everyone I am Fred Way Chairman of the Washington State Collection Agency board and it is now 10:01 AM on Thursday, April 14, 2022.

00:00:16.610 --> 00:00:18.390

Wade, Frederick (DOL)

And I'm calling this board meeting to order.

00:00:19.110 --> 00:00:28.230

Wade, Frederick (DOL)

This meeting is open to the public to listen in to the board meeting today and we will be providing an opportunity for public comment at the end of the meeting.

00:00:29.390 --> 00:00:37.440

Wade, Frederick (DOL)

As a courtesy we encourage everyone to to mute themselves while they are not speaking to reduce the background noise.

00:00:38.530 --> 00:00:44.350

Wade, Frederick (DOL)

However, that also comes with one challenge and that is to remember to unmute yourself when you are speaking.

00:00:45.560 --> 00:00:51.910

Wade, Frederick (DOL)

Also, for board members to help us capture information correctly. Please state your name when making comments.

00:00:53.800 --> 00:01:08.100

Wade, Frederick (DOL)

At this time, I would like to ask our board clerk Kim Hall to call roll to confirm attendance of all board members and staff. And once Kim has called your name. Please respond by verbally stating here to confirm your tenants. Thank you.

00:01:10.480 --> 00:01:11.520

Hall, Kimberly (DOL)

So first Fred.

00:01:12.340 --> 00:01:13.010

Wade, Frederick (DOL)

I'm here.

00:01:13.730 --> 00:01:14.150

Hall, Kimberly (DOL)

That.

00:01:15.510 --> 00:01:15.900

Scott M. Kinkley

I'm here.

00:01:16.770 --> 00:01:17.150

Hall, Kimberly (DOL)

Art.

00:01:18.260 --> 00:01:18.860

Mark Case

I'm here.

00:01:19.610 --> 00:01:19.960

Hall, Kimberly (DOL)

Start.

00:01:21.390 --> 00:01:21.930

+19\*\*\*\*\*55

Here.

00:01:22.980 --> 00:01:27.720

Hall, Kimberly (DOL)

I believe Mary is absent OK, we discussed Elizabeth.

00:01:32.020 --> 00:01:32.580

Hall, Kimberly (DOL)

Amantha.

00:01:34.900 --> 00:01:35.440

Samantha Hellwig (WA AGO) (Guest)

Present.

00:01:34.990 --> 00:01:35.320

Kimberly Tibbs

So.

00:01:36.280 --> 00:01:36.680

Hall, Kimberly (DOL)

Done.

00:01:40.790 --> 00:01:41.130

Hall, Kimberly (DOL)

Rick.

00:01:42.780 --> 00:01:43.160

Storvick, Richard (DOL)

Here.

00:01:43.950 --> 00:01:44.460

Hall, Kimberly (DOL)

Grace.

00:01:45.770 --> 00:01:46.100

Hamilton, Grace (DOL)

Here.

00:01:47.070 --> 00:01:47.440

Hall, Kimberly (DOL)

No.

00:01:49.950 --> 00:01:50.360

Dutra, Bill (DOL)

Sure.

00:01:51.210 --> 00:01:51.700

Hall, Kimberly (DOL)

Darla.

00:01:55.980 --> 00:01:56.490

Hall, Kimberly (DOL)

Kathy.

00:01:59.470 --> 00:01:59.860

Naegeli, Catharine (DOL)

Here.

00:02:00.900 --> 00:02:01.330

Hall, Kimberly (DOL)

Star.

00:02:05.400 --> 00:02:06.010

Boone, Starleen (DOL)

So far.

00:02:07.010 --> 00:02:07.460

Hall, Kimberly (DOL)

Barry.

00:02:17.550 --> 00:02:47.320

Storvick, Richard (DOL)

Kim I'm gonna jump in here real quick and just thanks for doing that a quick note for the board members. You might have identified that we have a few extra staff as guests today and it's due to changes in our organizational structure and recent changes in staff assignments that we're pleased to

have John Patel doesn't look like he's here yet, but he is likely going to be here at some point and then Samantha Hellwig from the AG 's office Samantha is the newly assigned.

00:02:47.400 --> 00:03:17.350

Storvick, Richard (DOL)

Prosecuting attorney for collection agency board cases and John who worked with the board previously is her supervisor. Samantha doesn't have any new cases to present to you Dave but we wanted to provide her an opportunity to meet the board and see some of the process 2 other guests that I wanted to introduce our bill. Dutra and Kathy Negley, who's supervised our investigation staff now and Bill will have time towards the end of the agenda.

00:03:17.470 --> 00:03:30.820

Storvick, Richard (DOL)

And Kathy they'll have time to share a little bit about their role and in our new organizational structure. How they support the board. As we move forward so with that Fred. Thank you and it's back to you.

00:03:32.920 --> 00:03:42.900

Wade, Frederick (DOL)

OK first on the agenda here is the order of agenda. You'll see that that page is 2 and 3 of the packet that went to the board earlier.

00:03:45.850 --> 00:03:49.660

Wade, Frederick (DOL)

Also, we need to approve the minutes for October 13.

00:03:53.020 --> 00:04:00.650

Wade, Frederick (DOL)

And if I can I'll get back to this right screen here? Is there a motion to approve the October 13 2021 meeting minutes?

00:04:01.420 --> 00:04:02.520

Hall, Kimberly (DOL)

Let's see it and that.

00:04:06.900 --> 00:04:07.880

Wade, Frederick (DOL)

I'm sorry say that again.

00:04:11.970 --> 00:04:15.160

Hall, Kimberly (DOL)

Sorry I apologize we need to approve the agenda that's a regular meeting.

00:04:15.610 --> 00:04:18.480

Wade, Frederick (DOL)

Ohh, I'm sorry, OK, we need to approve the agenda OK.

00:04:19.940 --> 00:04:22.420

Wade, Frederick (DOL)

So do I have a motion to approve the agenda.

00:04:22.960 --> 00:04:25.190

Mark Case

This is Mark I'll move to approve the agenda.

00:04:25.770 --> 00:04:27.280

Scott M. Kinkley

This is Scott Second, the motion.

00:04:25.830 --> 00:04:26.310

Wade, Frederick (DOL)

OK.

00:04:28.850 --> 00:04:30.250

Wade, Frederick (DOL)

All right any discussion.

00:04:31.390 --> 00:04:32.210

Wade, Frederick (DOL)

Any opposed.

00:04:33.410 --> 00:04:37.930

Wade, Frederick (DOL)

I'm sorry any discussion all those in favor say aye.

00:04:38.970 --> 00:04:39.250

Scott M. Kinkley

Aye.

00:04:39.330 --> 00:04:39.690

Wade, Frederick (DOL)

Alright.

00:04:39.350 --> 00:04:39.920

+19\*\*\*\*\*55

I.

00:04:40.560 --> 00:04:40.920

Mark Case

Aye.

00:04:41.530 --> 00:04:42.380

Wade, Frederick (DOL)

Any opposed.

00:04:45.040 --> 00:04:46.050

Wade, Frederick (DOL)

Any abstentions.

00:04:47.560 --> 00:04:53.790

Wade, Frederick (DOL)

OK then we'll move on to the approval of the minutes October 132021 minutes.

00:04:54.970 --> 00:04:59.460

Wade, Frederick (DOL)

Is there a motion to approve the October 132021 meeting minutes?

00:05:01.350 --> 00:05:04.000

+19\*\*\*\*\*55

This is dark, I motion to approve the minutes.

00:05:05.220 --> 00:05:05.610

Wade, Frederick (DOL)

OK.

00:05:05.300 --> 00:05:08.290

Mark Case

This is not this is Mark I'll second the motion.

00:05:10.640 --> 00:05:12.540

Wade, Frederick (DOL)

All right any discussion.

00:05:14.650 --> 00:05:17.420

Wade, Frederick (DOL)

All in favor of the motion, please say aye.

00:05:18.160 --> 00:05:18.350

Scott M. Kinkley

Aye.

00:05:18.580 --> 00:05:19.150

+19\*\*\*\*\*55

I.

00:05:18.860 --> 00:05:19.270

Wade, Frederick (DOL)

I.

00:05:19.790 --> 00:05:20.230

Mark Case

Aye.

00:05:21.970 --> 00:05:22.920

Wade, Frederick (DOL)

Any opposed.

00:05:24.340 --> 00:05:25.690

Wade, Frederick (DOL)

And then extensions.

00:05:26.820 --> 00:05:28.790

Wade, Frederick (DOL)

Alright the motion carries and then.

00:05:29.780 --> 00:05:33.420

Wade, Frederick (DOL)

We'll move on to the next item on the agenda, which is to.

00:05:34.100 --> 00:05:34.590

Wade, Frederick (DOL)

Umm.

00:05:35.970 --> 00:05:41.220

Wade, Frederick (DOL)

Go to the little one moved on to old business starting with Grace.

00:05:46.690 --> 00:05:49.340

Hamilton, Grace (DOL)

So are we talking about in the Cara.

00:05:49.960 --> 00:05:50.500

Wade, Frederick (DOL)

Yes.

00:05:50.080 --> 00:05:50.550

Hamilton, Grace (DOL)

Conference.

00:05:51.200 --> 00:06:14.190

Storvick, Richard (DOL)

Yes, so this so this is a follow up grace on the the car meeting that happened last fall, a report out there a little bit further down. We'll talk about the new annual meeting coming up so this is an opportunity for you to share about that and then we'll also provide an opportunity for any of the board members that attended to also provide insights on the fall meeting this last fall.

00:06:17.580 --> 00:06:18.720

Hamilton, Grace (DOL)

So once again.

00:06:20.540 --> 00:06:23.280

Hamilton, Grace (DOL)

The conference virtually.

00:06:23.920 --> 00:06:28.490

Hamilton, Grace (DOL)

Umm, which it it was, it went off without a hitch, which was great.

00:06:29.890 --> 00:06:33.560

Hamilton, Grace (DOL)

Uh we had a focus on.

00:06:34.340 --> 00:06:38.350

Hamilton, Grace (DOL)

Like Post COVID Collection and.

00:06:39.490 --> 00:06:42.500

Hamilton, Grace (DOL)

A lot of states having the change in.

00:06:43.480 --> 00:06:48.150

Hamilton, Grace (DOL)

Their work environment working remotely that was talked about a lot.

00:06:48.450 --> 00:06:55.600

Hamilton, Grace (DOL)

When the new FC a rule change that was touched on quite a bit, it was passing in the Bush here.

00:06:56.320 --> 00:06:56.850

Hamilton, Grace (DOL)

Umm.

00:06:57.610 --> 00:06:58.160

Hamilton, Grace (DOL)

So.

00:06:59.190 --> 00:07:06.340

Hamilton, Grace (DOL)

I l've everything was great. I don't know I believe everyone was able to attend that wanted to since it was virtual.

00:07:07.360 --> 00:07:16.080

Hamilton, Grace (DOL)

Everything else that had any insight on that. But other than I thought it was a great conference and actually that we forward to coming up one to finally be interesting.

00:07:30.960 --> 00:07:37.190

Storvick, Richard (DOL)

So any board members have any insights from attending any of the one or more of the sessions.

00:07:41.390 --> 00:07:41.790

Storvick, Richard (DOL)

All right.

00:07:43.470 --> 00:07:44.590

Storvick, Richard (DOL)

Right I think it's back to you.

00:07:52.920 --> 00:07:53.290

Wade, Frederick (DOL)

OK.

00:07:55.630 --> 00:08:00.800

Wade, Frederick (DOL)

So the next item, we have Rick is regarding the board charter.

00:08:01.800 --> 00:08:04.430

Storvick, Richard (DOL)

Thank you. Yeah, it's so I guess back to me again right.

00:08:05.490 --> 00:08:35.840

Storvick, Richard (DOL)

Last fall. We talked about the board charter because of everything going on. We haven't been able to get things set up for staff to support that we're in the process of doing some hiring right now and we're hoping here by June to have some additional bodies on board to help us and at that point we'd really like to stand up a committee of a couple folks to go through this draft charter. What's in the packet literally is a draft for a totally different.

00:08:35.950 --> 00:09:05.890

Storvick, Richard (DOL)

Organization some of the information you might want to just toss out and other pieces of it. You might want to hold on to refine the architect Board was one that decided that they really wanted a little bit of history in their charter to give folks a perspective of when the board was established and kind of some background on that, so it's really intended to be something that is a tool, especially when we're on boarding a new board members that would give them a snapshot of what the board is the role of the board.

00:09:05.990 --> 00:09:22.230

Storvick, Richard (DOL)

And things of that nature and so again if we can identify a couple of volunteers to work with staff and and we'll probably start that work here. June July with the hope to bring an update to the fall meeting.

00:09:23.880 --> 00:09:32.220

Storvick, Richard (DOL)

So Fred we, we'd ask if between folks if there's a couple people we'll get them on the list and then follow up this summer.

00:09:36.010 --> 00:09:39.060

Wade, Frederick (DOL)

OK and do you want the when do you want those names?

00:09:40.390 --> 00:09:51.300

Storvick, Richard (DOL)

If if we could get it just right now, then Kim can get. It recorded and we can have it ready. If we don't gather 2 today, then Kim will send out emails until 2:00 people.

00:09:52.710 --> 00:09:54.070

Storvick, Richard (DOL)

Volentold themselves.

00:09:55.160 --> 00:09:55.370

Mark Case

OK.

00:09:55.820 --> 00:09:56.620

Wade, Frederick (DOL)

OK.

00:09:57.880 --> 00:09:58.770

Wade, Frederick (DOL)

Alright there we are.

00:09:57.890 --> 00:10:01.880

Scott M. Kinkley

I I'd be happy to participate with that right so.

00:10:02.840 --> 00:10:03.130

Wade, Frederick (DOL)

OK.

00:10:03.760 --> 00:10:05.850

Mark Case

This is Mark I'd also be happy to help.

00:10:08.020 --> 00:10:08.670

Storvick, Richard (DOL)

Thank you John.

00:10:09.720 --> 00:10:12.200

Hall, Kimberly (DOL)

So I got Mark and who is the first one, yeah.

00:10:13.000 --> 00:10:14.240

Scott M. Kinkley

I apologize that was me Scott.

00:10:23.590 --> 00:10:26.570

Wade, Frederick (DOL)

OK, that get you what you need Rick Yep.

00:10:27.230 --> 00:10:27.640

Wade, Frederick (DOL)

OK.

00:10:28.850 --> 00:10:33.440

Wade, Frederick (DOL)

Then the next item is the review of the master agency items listed by Kim.

00:10:35.430 --> 00:10:56.260

Hall, Kimberly (DOL)

Yes, so the last of our fall meeting. We had a Chris a few that we have actually been able to complete so the schedule of the 2022 board meetings. The we emailed out the board delegation as requested and then to schedule. A committee review meeting, which we did with both Scott and.

00:10:56.530 --> 00:10:57.410

Hall, Kimberly (DOL)

You want to say something.

00:10:58.230 --> 00:10:59.000

Hall, Kimberly (DOL)

That was everything.

00:11:03.510 --> 00:11:04.170

Wade, Frederick (DOL)

OK thanks again.

00:11:05.930 --> 00:11:13.000

Wade, Frederick (DOL)

And next item under the agenda is new business and it starts out with the board delegation by Rick.

00:11:15.170 --> 00:11:44.050

Storvick, Richard (DOL)

Thank you. Fred we talked a little bit about this in the fall. We sent out the current delegations. At this point we need to establish a committee. It becomes a little more important one of the things that will take place between now and your next board meeting is I'm going to retire and the current delegations are made to a specific individual and that's to myself, so it'll be really important at the September meeting to sign a new delegation.

00:11:44.780 --> 00:11:46.950

Storvick, Richard (DOL)

To the person who replaces me.

00:11:47.940 --> 00:12:17.300

Storvick, Richard (DOL)

Umm and So what we're asking boards to do is to look at your previous delegation consider whether or not. It's accurate to the work that you expect us to do on your behalf are the parameters of appropriate things what we would do is have Elizabeth work with you so if there's any questions. You can look at that type of thing. The board delegations have been seen as something that is.

00:12:17.850 --> 00:12:47.860

Storvick, Richard (DOL)

Very specific assigned to an individual a name at 1:00 point in the past. There was a conversation about trying to assign the delegation to a position and it was identified that no you need to assign it to an individual. So you just need to find somebody as wonderful as me to assign delegations to and set that up one of the things that's really important with this board and that was a lot of the conversation. The last time the delegations were approved as this board.

00:12:48.580 --> 00:13:04.430

Storvick, Richard (DOL)

Typically meets twice a year and so the particularly around some type of cases. You've delegated currently for staff to be able to close certain types of cases and take action on your behalf.

00:13:04.850 --> 00:13:34.940

Storvick, Richard (DOL)

Umm and so I I think that's gonna be a real important element to look at is that working well if not, and and how do you draw some real distinct lines so there's not confusion between yourself and staff as to how things are handled so again. Fred this is an area that I would anticipate we would start picking up this discussion come June. Once we get a few more staff on board to help support.

00:13:35.090 --> 00:14:06.140

Storvick, Richard (DOL)

And then over the summer, we'd wanna take a pretty hard look at this and and try to develop something that would be ready for your September board meeting and we would ask to have 2 board members and again. We look at 2:00. Board members for committees because once we have 3 have a quorum, which creates an issue that we have to post that it's like another board meeting, so we really want to have 2 folks kind of dig into this and bring something back.

00:14:06.300 --> 00:14:08.620

Storvick, Richard (DOL)

Did the whole board for their consideration?

00:14:13.720 --> 00:14:20.260

Wade, Frederick (DOL)

OK and do you want? Do you need those 2 names today or do you or do you say any you can wait till June for that?

00:14:20.580 --> 00:14:44.370

Storvick, Richard (DOL)

Yeah, we could we could wait for that. You know one of the things particularly with Mary not being here and Scott and and and Mark are already signed up for the one committee. I don't know if Mary wanted to be there. I I think if Scott and Mark one of them wants to actually participate in this as well? Absolutely. I mean that's that's part of what you could do but.

00:14:46.120 --> 00:14:48.570

Storvick, Richard (DOL)

Yeah, I just I'd hate for.

00:14:51.490 --> 00:14:55.140

Storvick, Richard (DOL)

Just the 2 of them to do all the committee work.

00:14:56.260 --> 00:15:04.210

Storvick, Richard (DOL)

And and make sure you've got that a little bit spread out so that we don't like bury folks this summer between this and case manager work that you all do so.

00:15:04.750 --> 00:15:05.090

Wade, Frederick (DOL)

Right.

00:15:06.280 --> 00:15:12.490

Wade, Frederick (DOL)

OK and I'd be willing to sign up for something to break if that's if that's if that's allowed.

00:15:10.200 --> 00:15:11.390

Storvick, Richard (DOL)

OK, perfect.

00:15:13.040 --> 00:15:16.190

Storvick, Richard (DOL)

Apps absolutely you could also be a committee member on these Fred.

00:15:16.780 --> 00:15:17.130

Wade, Frederick (DOL)

OK.

00:15:21.340 --> 00:15:33.970

Storvick, Richard (DOL)

And you know, one possibility if you all feel good about it. We could volunteer old Mary and let her know that she's become a part of this, or if you want. We could reach out to her and see if she's interested.

00:15:35.410 --> 00:15:41.500

Storvick, Richard (DOL)

Directly and if not, that we could reach out to more of the board members to see if there's somebody else would like to come alongside with this.

00:15:44.460 --> 00:15:53.670

Scott M. Kinkley

That this is Scott I think if you want to reach out and see if she's interested. I mean, I. I respect that you're looking out for our time. But I'm I'm not opposed if if other people don't want to be on this either so.

00:15:52.010 --> 00:15:52.330

Storvick, Richard (DOL)

OK.

00:15:56.480 --> 00:16:03.310

Storvick, Richard (DOL)

Why don't we progress with that we'll reach out to Mary and if she she's not available. Scott will take take your name and and you and Fred could work on this.

00:16:05.470 --> 00:16:09.420

Storvick, Richard (DOL)

That makes it pretty simple uh for Kian to try to set that up that way.

00:16:10.050 --> 00:16:10.580

Wade, Frederick (DOL)

OK.

00:16:14.300 --> 00:16:15.150

Wade, Frederick (DOL)

OK sounds good.

00:16:19.180 --> 00:16:24.450

Wade, Frederick (DOL)

And the next item is the 2022 nakara annual meeting.

00:16:25.800 --> 00:16:59.270

Storvick, Richard (DOL)

So Grace this is where you can jump back in to what extent are are plans already in place and and then what we would wanna know at this point is identify a primary and a secondary board member so if it's in person. We're prepared once we get more information and we can pursue travel arrangements if possible, that we would be able to start down that path and have somebody identified to attend so grace. You want to give us a little background on what's planned for October, it looks like.

00:17:07.240 --> 00:17:37.350

Hamilton, Grace (DOL)

OK, good, I sorry sorry about that, Umm so the 2022 Nikara Annual Training Conference is set to be in person in Nashville, like Rick said the conference is gonna be held at the Sheraton Grand Downtown Hotel and it's gonna be on October 12th to the 14th. The conference committee is still solidifying an agenda. I'm part of that committee so if anybody has any ideas on topics that you would are dying for us to talk about just shoot me an email.

00:17:37.430 --> 00:17:39.370

Hamilton, Grace (DOL)

And and I will bring it up to the committee.

00:17:40.110 --> 00:17:54.180

Hamilton, Grace (DOL)

Umm but we are, we do already have some really great topics on the agenda, UM where uh doing some of the same things that we do every year making sure that we can have the same FTC and CFPB coming to.

00:17:54.820 --> 00:18:05.380

Hamilton, Grace (DOL)

To talk about especially with the UM the new the updated rules so once that agenda is finalized. I can forward that out to the board for review.

00:18:06.150 --> 00:18:29.600

Hamilton, Grace (DOL)

And Umm I know last year when we, we thought it was going to be an in person. I believe we had mark case going to the conference with me if mark still available to attend and then we can move forward with getting those travel arrangements approved for him. But if not, then. Yeah, like Rick said, we can. We need to figure out who is gonna be going so that's what I that's what we got for this year 's Conference.

00:18:31.510 --> 00:19:01.480

Storvick, Richard (DOL)

And and maybe just a a little follow up on it. Uh grace that Nikara is North American Collection Agency Regulatory Association right and which we are members of and aren't there about 30. Some states, 34 states that participate in this and it's it's really a collection of folks that are the regular regulators from those individual States and in some cases, I think New York City is an entity unto themselves.

00:18:42.650 --> 00:18:43.000

Hamilton, Grace (DOL)

Yes.

00:19:01.560 --> 00:19:03.280

Storvick, Richard (DOL)

That's our our part of this is that right.

00:19:03.820 --> 00:19:33.390

Hamilton, Grace (DOL)

Right Yep and we got a couple new states like California jumped on board this year. And I believe Oregon did as well. We also have a couple provinces and Canada that are part of the of the association so it's a really good round, rounded out group of people and then one day we so one day is designated just for regulators and then a second day is we invite industry to be a part of that as well? Which.

00:19:16.450 --> 00:19:16.840

Storvick, Richard (DOL)

OK.

00:19:33.500 --> 00:19:42.490

Hamilton, Grace (DOL)

And we found in the last about 5 years or so of doing that it's really nice to be able to get all those people in the same room and have good conversations about.

00:19:43.480 --> 00:20:03.520

Hamilton, Grace (DOL)

Regulation and and also the industries point of view, and whatnot so that that's always nice to do and

then the 3rd Day is usually a half day and there's typically a couple sessions that the industry is able to come to and then and then we close close it off for business meetings and things like that.

00:20:05.100 --> 00:20:05.500

Storvick, Richard (DOL)

Thanks.

00:20:10.590 --> 00:20:13.310

Hamilton, Grace (DOL)

But actually just to put something else out there.

00:20:14.650 --> 00:20:22.580

Hamilton, Grace (DOL)

Mark if you were to go. Yes, your industry, but you're going as a regulator so you'd be able to go to all of the all the.

00:20:23.590 --> 00:20:24.300

Hamilton, Grace (DOL)

A sessions.

00:20:23.990 --> 00:20:24.500

Storvick, Richard (DOL)

Sessions.

00:20:24.990 --> 00:20:25.390

Hamilton, Grace (DOL)

Yes.

00:20:26.990 --> 00:20:29.670

Mark Case

Great yeah, I'd still love the opportunity to go.

00:20:27.470 --> 00:20:27.740

Storvick, Richard (DOL)

And so.

00:20:31.340 --> 00:20:32.780

Hamilton, Grace (DOL)

Yeah, it's it's a great conference.

00:20:33.660 --> 00:21:03.690

Storvick, Richard (DOL)

So why don't we? Why don't we do this as we move forward mark will be in touch as details come out and then before we put in a request. We'll just check with you to make sure that those dates are clear on your calendar so that that that would work and if not, then we could plug somebody else in there, if something came up so and with it being the 12th through the 14th grace. I would assume based on flight availability in and out of Nashville. It would be pretty common that you would fly out there on the 11th and then return on the 15th.

00:21:03.980 --> 00:21:09.090

Storvick, Richard (DOL)

Unless somehow the the timing was such that you can fly out on the 14th to come back or whatever right.

00:21:09.590 --> 00:21:13.750

Hamilton, Grace (DOL)

Yeah, that's typically how we have to do it, especially when it's on the east.

00:21:14.420 --> 00:21:15.600

Hamilton, Grace (DOL)

More on the East Yeah.

00:21:14.600 --> 00:21:15.010

Storvick, Richard (DOL)

Right.

00:21:16.160 --> 00:21:24.140

Storvick, Richard (DOL)

And we really try hard to avoid red eye flights and things like that, so that you can actually be up and functional when it's time to attend the meeting, so OK.

00:21:23.490 --> 00:21:23.720

Hamilton, Grace (DOL)

Yes.

00:21:25.080 --> 00:21:26.740

Storvick, Richard (DOL)

Thanks, Grace Yep.

00:21:32.550 --> 00:21:33.460

Wade, Frederick (DOL)

All right if.

00:21:34.860 --> 00:21:40.910

Wade, Frederick (DOL)

There's nothing else for that particular agenda item will move on to the next agenda item, which is.

00:21:41.860 --> 00:21:47.510

Wade, Frederick (DOL)

Complaint cases for review and we have an administrative closures report by grades.

00:21:51.190 --> 00:21:52.890

Hamilton, Grace (DOL)

Takes OK sorry I couldn't get my mute.

00:21:53.170 --> 00:22:01.380

Hamilton, Grace (DOL)

Umm OK so this is kind of a snapshot. This is a new report so this is different than what you've seen in the past.

00:22:02.000 --> 00:22:13.570

Hamilton, Grace (DOL)

Umm it's a snapshot of kind of where all of our cases are at this point did Wanna Point out, though, that the closed cases section that's a much larger.

00:22:14.730 --> 00:22:29.640

Hamilton, Grace (DOL)

Picture than what you normally see normally it's just Umm. What was close from one board meeting to the next board meeting just that that little gap of time. This is from January 21, all of 2021 and then until March.

00:22:30.390 --> 00:22:44.780

Hamilton, Grace (DOL)

Up to 2022, so that's why the number is so high UM. Currently we've got 1010 cases and investigations 3 that are awaiting the legal process and 3 being reviewed by board members.

00:22:46.620 --> 00:22:50.960

Hamilton, Grace (DOL)

To determine whether we're gonna close those or proceed with legal.

00:22:51.760 --> 00:22:57.620

Hamilton, Grace (DOL)

Sanctions so that's kind of just a picture of where everything 's at and if you have any questions just let me know.

00:23:02.630 --> 00:23:04.620

Wade, Frederick (DOL)

Any questions from the board.

00:23:09.980 --> 00:23:23.880

Wade, Frederick (DOL)

And hearing none then move on to the next item. The item number 5 legal issues and deliberation, which we don't have any this time, so the next item is number 6? Which is this one there and investigation items.

00:23:26.390 --> 00:23:27.580

Wade, Frederick (DOL)

And Rick.

00:23:28.520 --> 00:23:35.690

Storvick, Richard (DOL)

Yeah, so here you didn't have a closed session for deliberation, so there's nothing there on that and.

00:23:36.690 --> 00:23:50.610

Storvick, Richard (DOL)

No additional information on the display cases report but one of the things I will just follow up briefly

from Grace is comment. And it's something that will go into a little bit more when build and Kathy have an opportunity to share with you.

00:23:51.570 --> 00:24:15.810

Storvick, Richard (DOL)

Essentially, what we've done is we've taken our organization and we've functionally aligned so all of our licensing staff are working within one group and all of the investigation staff within one group to to really gain more information, so some of this reporting may start to look a little bit different as they create these report structures that will keep you informed if the status of things so.

00:24:17.810 --> 00:24:37.560

Storvick, Richard (DOL)

Again, we'll we'll learn a little bit more about that, from the perspective of Kathy and Bill and what we intend to do in the fall is actually bring you leadership from one of those other sections. Probably the one that writes the legal the Socs and those things so you can meet those folks and understand their role in the process as well.

00:24:41.420 --> 00:24:42.080

Wade, Frederick (DOL)

Thanks, Rick.

00:24:42.600 --> 00:24:42.820

Storvick, Richard (DOL)

Yep.

00:24:45.770 --> 00:24:49.960

Wade, Frederick (DOL)

Next item on the agenda is the Assistant Attorney General Support Elizabeth.

00:24:50.670 --> 00:24:51.550

Wade, Frederick (DOL)

Do you have anything?

00:24:52.480 --> 00:24:54.430

Elizabeth Lagerberg (Guest)

No, I do not have anything at this time.

00:24:55.350 --> 00:24:56.040

Wade, Frederick (DOL)

Right thank you.

00:24:58.160 --> 00:25:04.030

Wade, Frederick (DOL)

We went on to number 8 item 8 is the board administrators report back to Rick.

00:25:04.510 --> 00:25:05.540

Storvick, Richard (DOL)

Yeah, thank you Fred.

00:25:07.410 --> 00:25:08.090

Storvick, Richard (DOL)

The.

00:25:09.260 --> 00:25:23.060

Storvick, Richard (DOL)

One thing you have here this is again a new report that staff have created to give you a picture of a licensees by count you can see that the blue line represents.

00:25:23.160 --> 00:25:54.910

Storvick, Richard (DOL)

A number of licensees as of March. So here just recently the green line represents the report. When we pulled it in August this past August. So you can see kind of a slight shift in that and I anticipate that we'll continue using this report. As we move forward to just give you a snapshot of licensees as we bring these reports to one of the things mentioned if somehow you'd like this information to look a little different or there's some details that you're not seeing that you'd like to see.

00:25:55.270 --> 00:26:04.140

Storvick, Richard (DOL)

Let us know and and we'll reach out and and see if there's ways that we can tweak it. We'd like to tell you that we could provide you exactly what you're looking for but.

00:26:05.230 --> 00:26:15.910

Storvick, Richard (DOL)

I learned a long time ago that even though I think somebody that's running reports should just be able to push a button and get all the wonderful information. I like to see. I've learned that that doesn't always work that way.

00:26:16.890 --> 00:26:24.000

Storvick, Richard (DOL)

If we're dependent on what our data looks like and how that interacts. But if we can tweak this in some way let us know.

00:26:24.800 --> 00:26:25.390

Storvick, Richard (DOL)

Umm.

00:26:26.170 --> 00:26:43.410

Storvick, Richard (DOL)

The other thing I want to mention during program operations. One of the things that we did last fall is we had Mark and Scott assigned to a committee to look at the work from home rules that you all had approved.

00:26:44.430 --> 00:27:13.600

Storvick, Richard (DOL)

About a year and a half ago, I think it was February of 21 that they officially went into place a part of that rule you may recall required that the board review that on an annual basis, so this was the first annual basis. We met with Mark and Scott staff provided information indicating that we didn't have any

complaints that were associated with that rule things specific to it, and so then staff also reached out across the United States.

00:27:13.750 --> 00:27:20.750

Storvick, Richard (DOL)

Uh across in the car to find out has anybody else, experienced things have they established rules and.

00:27:21.480 --> 00:27:27.050

Storvick, Richard (DOL)

There's a handful of states that my understanding adopted rules based on kind of the.

00:27:28.580 --> 00:27:39.610

Storvick, Richard (DOL)

The format that you all created and and use some of the language that you utilize found that there are numerous states that have enacted work from home rules to allow it.

00:27:40.010 --> 00:27:56.880

Storvick, Richard (DOL)

Umm and that we that we looked at that to find out was there language in any of their rules that we thought might be helpful to change or adapt ours and at this point, the determination was there's no recommendation for any changes to our current rule.

00:27:58.160 --> 00:28:07.330

Storvick, Richard (DOL)

And but what we need to do is make sure we put it on the calendar again to review again next year. It is that that review is part of the?

00:28:08.830 --> 00:28:28.120

Storvick, Richard (DOL)

Rule itself that needs to be reviewed on an annual basis, you know, and and maybe next year. We dig a little deeper and and really look if there's some other things outside of just that work from home rule. It would be good to just revisit rules overall to see if there's something else that ought to be considered for tweaking or changing when we go through that next year.

00:28:31.140 --> 00:28:37.170

Storvick, Richard (DOL)

So other than that Operation Wise as I mentioned we've gone to a functional alignment.

00:28:37.490 --> 00:28:42.020

Storvick, Richard (DOL)

Ohh and so try to draw that picture, a little bit better.

00:28:44.660 --> 00:28:53.590

Storvick, Richard (DOL)

5 years ago, I think the section that I oversee that administer was called the regulatory board section and we had 23 staff that supported.

00:28:54.740 --> 00:29:05.940

Storvick, Richard (DOL)

56 boards and so investigators worked for us. People that wrote legal documents work for us. Management analysts that create a reports all those folks worked for us.

00:29:06.620 --> 00:29:32.310

Storvick, Richard (DOL)

And our functional alignment, we've taken our licensing staff and again. They're in a specific group, so I don't know all 44 licenses that the business and professions division issue are all working out of one group. There's a lot of commonalities Needless to say in the work that they do, and so that's a helpful thing and the investigations staff now are with Kathy and bill.

00:29:33.510 --> 00:29:46.480

Storvick, Richard (DOL)

And and so right now, the regulatory board section is now the boards and commissions support section. I believe is what our official name is and instead of 6 boards, we now support 9 boards.

00:29:47.670 --> 00:29:48.520

Storvick, Richard (DOL)

And.

00:29:49.970 --> 00:30:20.870

Storvick, Richard (DOL)

Those of us that are specifically on that include myself, Deb Deborah Allen Baugh Sherry and Kim. We will be adding to that in a 3 and will be adding to that 2 staff members that will be PS fives who will become real key members interacting with all y'all and also helping coordinate reaching out to make sure that the staff that we once had that didn't investigations which for this team is Grace Grace is still assigned to.

00:30:20.980 --> 00:30:23.410

Storvick, Richard (DOL)

This program and and working with all y'all.

00:30:24.230 --> 00:30:53.880

Storvick, Richard (DOL)

Uh and making sure we've got good communication there for us. It's really important as we move through this functional alignment that you retain and maintain your authorities. You are the licensing authority. You are the adjudicative authority for this program and we want to make sure that even though we've got staff working in other places. We maintain the connection to you and your role in that so that's kind of a precursor build Cathy.

00:30:54.140 --> 00:30:56.950

Storvick, Richard (DOL)

I think one of you were going to share a little bit.

00:30:57.920 --> 00:31:09.830

Storvick, Richard (DOL)

About CIA you right and I love it because it's one of the few that I can remember. The Acronyms because it starts with CIA so I think that there's special because they're kind of like the FBI and stuff, so Bill Kathy.

00:31:10.880 --> 00:31:13.790

Dutra, Bill (DOL)

Thank you Rick I appreciate that so bad.

00:31:14.470 --> 00:31:25.140

Dutra, Bill (DOL)

The acronym is interesting, but rather organic and it is a combination of what we currently oversee which is the division, centralized investigations audits and inspections unit.

00:31:26.260 --> 00:31:38.720

Dutra, Bill (DOL)

Your your role with Grace Hamilton does not change. I wanna make that clear. Grace is still the subject matter expert that will be supporting these licensees myself as the assistant administrator and Kathy Nagley as the administrator.

00:31:39.430 --> 00:31:43.000

Dutra, Bill (DOL)

We are there to support the licensees and support support our staff.

00:31:43.780 --> 00:32:13.770

Dutra, Bill (DOL)

Our goal is to with this alignment is that we have all of our light type functions for the division for I think it was around 39 different licensing programs and 42 different types of programs are all that do this type of work are all housed under one entity so there's a consistent process, but the other added benefit to doing this is that there is a tremendous amount of subject matter expertise when conducting complex investigations of numerous different types.

00:32:13.850 --> 00:32:44.970

Dutra, Bill (DOL)

We're talking about what is commonly referred to as white collar schemes to do to do bad things when people do want to do go out of their way to do something wrong. We have a lot of subject matter expertise in dealing with these types of things and dealing with these types of customers. Grace has a will have much greater availability to some of these experts that work in these other units, but Grace is still is the primary expert in dealing with these types of complaints. Our goal is not to create and we're not going to be creating.

00:32:45.060 --> 00:33:14.060

Dutra, Bill (DOL)

They tremendously large group of generalists that are going to dabble in and out of different professions. That's not our goal. It's not our intent that does not serve our industry. Well, it does not serve this board well to do that, your time is valuable. We understand that and we don't want to take your time to try to retrain and re explain what it is that this industry does and what their expectations are and what their performance should be as they conduct their business.

00:33:14.990 --> 00:33:22.640

Dutra, Bill (DOL)

So I'm going to turn this over to my boss, which is Kathy Nagley. She's the administrator for these centralized investigations and audits unit.

00:33:24.080 --> 00:33:42.720

Naegeli, Catharine (DOL)

Oh, thank you for having us today to be able to introduce you to our new structure. We're really excited about having this opportunity and building with the relationships with you like bill said. Grace is dedicated to you so you're not gonna see any major changes other than additional support.

00:33:43.160 --> 00:34:14.410

Naegeli, Catharine (DOL)

Uh you know that team uh we are recruiting for somebody to you know help out. The teams that do investigations for the different boards to be able to supply them with more tools again being able to just have grace be able to reach out to like individuals, bouncing ideas off of maybe look at industries. So we're our hope is to just enhance this and be able to give that person in and the boards more tools and resources so.

00:34:14.710 --> 00:34:20.090

Naegeli, Catharine (DOL)

Thanks for allowing us to speak with you today and and introduce ourselves and feel free to reach out.

00:34:22.960 --> 00:34:31.380

Storvick, Richard (DOL)

So board members just any questions, you might have of of either Kathy or bill or the process kind of where we're at.

00:34:36.050 --> 00:35:02.540

Storvick, Richard (DOL)

So one of the things I'll say is that I'm I. I doubt that Kathy and Bill are gonna attend all of your meetings. I would expect that actually they probably wouldn't typically attend unless there's a specific topic or something coming up or a concern that you have if at some point you feel we need to connect with them absolutely as they said. Grace is gonna be the one primarily that you're gonna see interacting with that process.

00:35:03.020 --> 00:35:04.290

Storvick, Richard (DOL)

Umm yeah.

00:35:05.060 --> 00:35:35.290

Storvick, Richard (DOL)

Bill overseeing our investigation staff with a couple of other boards. He's already had the opportunity to lend. Some of his expertise to some investigation activities are taking place, and that's gonna be one of the great things is that Grace is gonna be equipped with some additional team members that have expertise in investigation type of work and working through that so we're pretty excited. We want to just make sure that we keep you connected at any point again. If you feel that there's kind of a disconnect or something.

00:35:35.890 --> 00:35:47.050

Storvick, Richard (DOL)

Raise your hand right away cause we'd rather nip it in the Bud and make sure that it's functioning well for each of the boards so it Kathy Bill thanks for coming and joining us today.

00:35:49.440 --> 00:36:12.170

Storvick, Richard (DOL)

With that Fred I think that's that's all we have again. We've got a lot of movement right now as we move into this functional alignment and we need to get some new staff on board. We're hoping to hit up a few of you this summer to get some committee work going so that you're ready for the fall and with that I'll give it back to you.

00:36:15.250 --> 00:36:18.850

Wade, Frederick (DOL)

OK thanks Rick and now we're on.

00:36:20.130 --> 00:36:31.890

Wade, Frederick (DOL)

Tab 9, which is other business and other business. We have action items from this meeting so do we have any action items from this meeting Kim?

00:36:33.260 --> 00:36:47.080

Hall, Kimberly (DOL)

Yeah, a few items here. I need to get together with Mark and Scott and schedule. The charter committee meetings and I will reach out to Mary as well to see if she's going to be on the board delegates committee.

00:36:47.770 --> 00:36:52.630

Hall, Kimberly (DOL)

And if not, I will fly you know, Fred and then I will arrange.

00:36:53.390 --> 00:37:03.710

Hall, Kimberly (DOL)

Or start the process going to travel from mark as well for the and the car meeting and then for agenda items, the only thing I have is?

00:37:04.810 --> 00:37:11.840

Hall, Kimberly (DOL)

And to have report outs from those committees and then also they will be scheduling, the 2023.

00:37:12.950 --> 00:37:16.580

Hall, Kimberly (DOL)

Meanings for the following year at the fall meeting.

00:37:20.670 --> 00:37:22.040

Wade, Frederick (DOL)

OK, thank you.

00:37:25.080 --> 00:37:26.150

Wade, Frederick (DOL)

And I believe that.

00:37:27.120 --> 00:37:27.980

Wade, Frederick (DOL)

Takes us to

00:37:29.140 --> 00:37:29.400

Wade, Frederick (DOL)

no.

00:37:36.430 --> 00:37:51.480

Wade, Frederick (DOL)

And so this is an opportunity for the board to receive comments from the public and individual comments will be limited to 3 minutes each. If you would like to make a comment please. Unmute your line state your name and share your comments with the board.

00:37:52.230 --> 00:38:06.510

Wade, Frederick (DOL)

And while we won't be able to directly provide answers to your comments today. We will get back to you and as a reminder. Please mute your line. Once you have finished? Is there anyone on the line who would like to make a comment.

00:38:13.830 --> 00:38:16.800

Larry Kasoff

I would like to make comment it's Larry Kasoff.

00:38:21.360 --> 00:38:31.460

Larry Kasoff

So I've noticed him a significant number over the years that the case managers. It doesn't seem like there's consistency.

00:38:32.150 --> 00:38:42.930

Larry Kasoff

Among them, it does seem like there is a disproportionate number where if they go to Scott as the public member. They're far more likely to end up in legal.

00:38:44.920 --> 00:39:01.390

Larry Kasoff

Then, if they go to the industry members and I guess as a person who makes a lot of complaints and sees the inconsistencies. I'm just you know struck by it. And it may it may just be that the assignments are what they are, but it.

00:39:02.260 --> 00:39:06.970

Larry Kasoff

You know from the public 's perspective, it looks like there's some inconsistency there.

00:39:07.730 --> 00:39:15.980

Larry Kasoff

Umm I also have heard both at this meeting as well as in the previous meeting that there have been no complaints related to the work from home rule.

00:39:16.680 --> 00:39:21.870

Larry Kasoff

Umm I have made complaints against collection agencies about violations of that.

00:39:22.580 --> 00:39:41.300

Larry Kasoff

Right when it started I have not received a response to indicate that those have been closed. So I don't know where the disconnect is or if the complaint or if you're only referring when you say no complaints from the work from home rule came from agencies themselves rather than the public.

00:39:44.110 --> 00:40:00.000

Larry Kasoff

And and furthermore about the work from home rule. I also note that the work from home. Rule doesn't do address the issue of some agencies that actually are located at a person 's home and you know that creates some interesting situations as far as the rule.

00:40:01.330 --> 00:40:02.720

Larry Kasoff

And that concludes my comments.

00:40:05.130 --> 00:40:07.070

Wade, Frederick (DOL)

OK, thank you for your comments Larry.

00:40:08.870 --> 00:40:11.930

Wade, Frederick (DOL)

Is there anyone else who would like to make a public comment?

00:40:31.290 --> 00:40:33.800

Wade, Frederick (DOL)

OK hearing none I will.

00:40:35.820 --> 00:40:49.870

Wade, Frederick (DOL)

Go ahead and start to adjourn the meeting and this meeting is adjourned the time is 10:42 AM. Thank you everyone board members and audience for attending.

00:40:51.630 --> 00:40:52.160

Mark Case

Thank you.

00:40:53.940 --> 00:40:57.580

Storvick, Richard (DOL)

Thank you Fred and I wish you all well in September.

00:40:54.130 --> 00:40:54.750

Scott M. Kinkley

Thank you everybody.

00:40:54.540 --> 00:40:55.120

+19\*\*\*\*\*55

Thank you.