



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

**DATE:** Thursday, September 28, 2023  
**TIME:** 10:00 a.m.  
**LOCATION:** Virtual via Teams

**BOARD MEMBERS:** **Fred Wade**, Chair  
**Scott Kinkley**, Vice Chair  
**Mark Case**, Board Member  
**Dirk Bunker**, Board Member

**STAFF MEMBERS:** **Sydney Muhle**, Program Specialist  
**Susan Nieves**, Program Specialist  
**Grace Hamilton**, Investigator

**1. Call to Order**

Chair Fred Wade called the meeting to order at **10:00 a.m.**

**2. Roll Call**

Program Specialist Susan Nieves conducted roll call. All Board members were present.

**3. Approval of Agenda**

Vice Chair Scott Kinkley made a **MOTION** to approve the agenda as presented. Board Member Mark Case **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

**4. Approval of Minutes**

**4.1. The Special Meeting Minutes of March 23, 2022**

The Board requests a correction in the minutes to change “CFPD” to “CFPB” in three locations reflecting the word “bureau”.

Board Member Dirk Bunker made a **MOTION** to approve the minutes with corrections. Vice Chair Kinkley **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

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## 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.*

Vice Chair Kinkley and Investigator Grace Hamilton provided reports on their in-person attendance at the NACARA Annual Meeting. The meeting covered the topics of legislative updates, training on trust examinations for agency trust accounts, and virtual office rule changes throughout the country.

Ms. Hamilton was reelected as NACARA's Executive Committee Director for 2024 and will work on the Conference Planning Committee.

## 6. New Business

### 6.1. 2024 Meeting Schedule

*Board staff will present proposed board meeting dates for 2024 to the Board.*

Ms. Nieves shared the proposed meeting dates of March 21, 2024, and September 26, 2024, with meetings beginning at 10:00 AM.

Board Member Bunker made a **MOTION** to approve the 2024 meeting dates as proposed. Board Member Case **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

### 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.*

Program Specialist Sydney Muhle provided a summary of the organizational and staffing changes leading to the recommendation to authorize the position of DOL Assistant Director to the same functions as were previously delegated to a Board Staff Administrator.

Vice Chair Kinkley made a **MOTION** to approve the Board Authorizations. Board Member Case **SECONDED** the motion, and it was **APPROVED** by a vote of 4-0.

### **6.3. Board Member Recruitment**

*Board staff will provide an update on the recruitment process for Board vacancies.*

Ms. Nieves informed the Board that initial discussions were being conducted with applicants for the vacant Board positions. She said staff would send their notes to the Governor's office once that step had been completed.

## **7. Reports**

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

#### **7.1.1. Administrative Closures Report**

Ms. Muhle reviewed the Administrative Closure Report with the Board.

#### **7.1.2. Complaint Status Report**

Ms. Muhle reviewed the Complaint Status Report with the Board.

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

#### **7.2.1. Licensee Count Report**

Ms. Muhle reviewed the Licensee Count Report with the Board.

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

#### **7.3.1. Action Item List Review**

Ms. Nieves reviewed the Action Item List with the Board.

## **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.*

There were no written or verbal comments from the public.

## **9. Conclusion**

### **9.1. Announcements**

Program Specialist Jason Lenn introduced himself to the Board. He detailed his role of Military and Military Spouse Liaison for DOL and how it relates to the work

of the Board. He informed the Board of mandatory training that would become available for Board members soon.

**9.2. Requests for future agenda items**

None.

**9.3. Review of action items and items for next meeting**

Ms. Nieves shared that the Charter Committee will remain on the Master Action Items list and no additional items were added during the meeting.

**10. Adjournment**


Chair Wade adjourned the meeting at **10:34 a.m.**

**Next Board Meeting:**


March 21, 2024

10:00 AM

Virtual via Microsoft Teams

Submitted by:   
Debra J. Allen-Ba, Assistant Administrator

March 21, 2024  
Date

Approved by:   
Frederick Wade, Chair

26 March 2024  
Date