

Washington State Collection Agency Board meeting transcript

March 21, 2024

Fred Wade (00:06):

Okay. We'll go ahead and get started. Well, good morning. I am Fred Wade. I'm the chair of the Washington State Collection Agency Board, and it is now 10:02 A.M. on Thursday, March 21st, 2024. And I'm calling this board meeting to order. This meeting is open to the public and we will be providing the opportunity for public comment at the end of the meeting. As a courtesy, we encourage participants to mute themselves when they are not speaking to reduce the background noise. However, one challenge is remembering to unmute yourself when you are speaking. Also, for board members to help us capture information correctly, please state your name when making comments. Thank you. At this time, I would like to ask our board clerk, Susan Nieves, to call role to confirm the attendance of all board members. Once Susan has called your name, please respond by verbally stating, "Here," to confirm your attendance.

Susan Nieves (01:16):

I'll start with you. Chair Wade.

Fred Wade (01:18):

Here.

Susan Nieves (01:20):

Board member Case?

Mark Case (01:22):

Here.

Susan Nieves (01:23):

Board member Murphy?

Justin Murphy (01:25):

Here.

Susan Nieves (01:26):

And board member Smith.

Denice Smith (01:28):

Here.

Susan Nieves (01:30):

Thank you.

Fred Wade (01:34):

All right. At this time we'll move on to the approval of the agenda. Is there a motion to approve today's agenda?

Justin Murphy (01:41):

I'll move to approve today's agenda.

Fred Wade (01:45):

Okay. This is Mark?

Justin Murphy (01:48):

Sorry, this is Justin Murphy.

Fred Wade (01:51):

Justin. Okay. Is there a second?

Mark Case (01:54):

Mark Case, I'll move to second.

Fred Wade (01:57):

All right. Any discussion? All in favor of the motion to approve today's agenda, please say aye.

Mark Case (02:03):

Aye.

Justin Murphy (02:05):

Aye.

Fred Wade (02:07):

Any opposed? Any extensions? Hearing none. We'll move on to the approval of the minutes of September 28th, 2023. Is there a motion to approve the September 28th, 2023 meeting minutes?

Mark Case (02:24):

This is Mark Case, I move to approve the meeting. Minutes is September 28. 2023.

Fred Wade (02:30):

Okay. Is there a second?

Denise Smith (02:31):

This is Denise Smith. I will second.

Fred Wade (02:36):

All right. Any discussion? All in favor of the motion to approve the minutes, please say aye. Aye.

Denice Smith (02:43):

Aye.

Justin Murphy (02:45):

Aye.

Mark Case (02:49):

Aye.

Fred Wade (02:51):

Okay. Any opposed? Any abstentions? Hearing none. We'll move on to the next agenda item, which is awards and recognitions and welcoming new board members. Sidney, will you present this item?

Sidney Muhle (03:09):

Yes, sir. So our first item is going to be recognizing three board members who have now turned off, and I believe all three are here. Dirk Bunker, Mari Neubauer, and Scott Kinkley have all recently turned off of the board, and so we wanted to just take a moment and thank them for their service, all three of them, Mari as a public member, and then Dirk and Scott as very long-time serving members in their individual capacities. They've all brought so much to the board, a lot of insight, and it's been a pleasure working with all three of them. So we wanted to take a moment and recognize all of their service. And we do have plaques for all three of you that Susan has and will be getting out in the mail to you.

(04:05):

She's showing them their beautiful Washington state plaques. So thank you all so much for your service, particularly with this board. This is a very unique field for our regulatory boards and it's not always an easy board because of that, with the different adjustments that you all have to make, and we really appreciate all of your flexibility and your assistance, and just your dedication to this board and to the collection agency field. So thank you all so much for your service. I don't know if any of our other members who have served with you have any thoughts that they would like to share as well.

Mark Case (04:49):

This is Mark. Again, just thank you to all of you. Pleasure working with all you and getting to know you, and hope to see you around and wish you all the best.

Dirk Bunker (05:01):

This is Dirk. I just want to say that I've really appreciated being on the board and I've learned a lot, and it's been an awesome experience, so thank you.

Mari Neubauer (05:16):

And just to second that, this is Mari. Thank you so much for the opportunity to serve. I too learned so much and just really appreciate all of the support from board staff, just in all of the

meetings and the conferences. And obviously we couldn't do this without you guys, so thank you. And it's been a pleasure to serve with everyone, so thanks so much.

Fred Wade (05:43):

And thank you Dirk, Mari, and Scott for your cooperation, and I appreciate working together with you all and I think we've done some great here because of the ability of you, all of us to work together. So thank you.

Sidney Muhle (06:06):

And I did just look at our attendee list. Mr. Kinkley had told us he was going to be here for this meeting, but I'm assuming he got held up, so we will make sure that he hears all of the expression for his service as well. Thank you all. All right, and then-

Mari Neubauer (06:26):

All right. I'm going to go off.

Sidney Muhle (06:28):

All right. Thanks, Mary. All right. Well, moving on to our next item, welcoming our new board members. We have had two new members appointed, Justin Murphy and Denice Smith were both appointed by the governor's office since our last meeting, Justin being appointed as a member representing the collection agency industry and then Denise as a public member. So just wanted to take a moment and introduce them to the rest of the board and to the public and then give each of them a couple of minutes just to introduce themselves and explain a little bit about who they are.

Denice Smith (07:14):

Go ahead, Justin.

Sidney Muhle (07:14):

Who'd like to go first?

Justin Murphy (07:16):

Sure, I'll go first. Justin Murphy. I'm associate general counsel at one of the licensed agencies in Southwest Washington Professional Credit Service. I've been there since January of 2017 in that role, and prior to that I was working in the collection industry from an outside counsel perspective for five or six years prior to that.

Denice Smith (07:48):

And my name is Denice Smith. I currently work as the collection and loss mitigation manager at Gesa Credit Union, and prior to that, I was with a third party debt collection agency for 26 years as chief compliance officer.

Sidney Muhle (08:06):

Well thank you both and we're excited to have you. And Mr. Chair, we will turn it back over to you.

Fred Wade (08:13):

Okay. All right, welcome. Welcome, Justin, and welcome, Denise. Looking forward to working with you. We will now move on to new business. And at the first of every year, the collection agency board holds elections to elect a vice chair for the following 12 months, and so now this is an opportunity for someone to step up and be a vice chair. So I'll now open the floor for nominations for vice chair,

Sidney Muhle (08:56):

Mr. Chair, if I can. I think we had a question last year particularly for this board only needing twice a year, what exactly does the vice chair do? And it is a little bit of a different role. It's a much quieter role for this board than it is for some of our other regulatory boards. But a lot of times we'll rely on the vice chair if we need an additional voice in addition to Chair Wade. We may bring the vice chair in on a couple of meetings just as a, "Hey, this is what's come up," and you have that additional sounding board.

(09:36):

It's few and far between, but it does happen from time to time. And then for practical purposes, in the event that for whatever reason Chair Wade has to declare conflict of interest or turnover running the meeting for whatever reason, maybe out sick or whatever, the vice chair would step in and run the meeting similar to what Chair Wade does. So like I said, it's a much quieter role for this particular group than it is for some of our other regulatory boards. It's not a very big lift or big additional requirement on anybody, it's just in those as-needed circumstances.

Justin Murphy (10:20):

Who was the vice chair for last year?

Sidney Muhle (10:23):

So last year was Scott Kinkley and he has now turned off of the board.

Justin Murphy (10:32):

I'll nominate Mark, since he's not the new member.

Mark Case (10:38):

Thank you.

Justin Murphy (10:40):

You're welcome.

Sidney Muhle (10:48):

And so if we could have a motion and a second to that effect, and then we'll take a vote.

Justin Murphy (10:53):

I motion to nominate Mark Case as vice chair.

Denise Smith (10:58):

And I will second that motion.

Justin Murphy (11:05):

Fred, I think you're still on mute.

Fred Wade (11:08):

Yep. I sure am. All right. Denice is second. Justin made the motion to nominate Mark ,Denice has seconded it. Any discussion? Hearing none. All in favor of the motion to nominate Mark Case as vice chair for the next 12 months, please say aye. Aye.

Denice Smith (11:27):

Aye.

Justin Murphy (11:28):

Aye.

Fred Wade (11:31):

All right. Any opposed? Any abstentions? Hearing none. Congratulations, Mark. You are the vice chair for the next 12 months.

Mark Case (11:40):

Thank you very much. It'd be my pleasure.

Fred Wade (11:44):

Our next agenda item is the NACARA annual meeting, as Sidney will provide an update for this.

Sidney Muhle (11:54):

Thank you, Mr. Chair. As the packet and the screen says, the annual meeting for the North American Collection Agency Regulatory Association, NACARA, will be held in Sacramento, California, September 30th through October 2nd. And because the next time this board meets will be immediately before that, we do look for a volunteer to attend on behalf of the board at the spring meeting. Unfortunately, that means we don't have a whole lot of information about the conference schedule, the agenda, what everything is going to look like. At this point we have the date and location, so we wish we could provide more to you, but just the way that the schedule falls for this group, it doesn't work out that way. But as additional information does come out, we will provide it. We'll share it out to the board as a whole in case anybody is attending on their own, but particularly work with the board designee to make sure you have all of that information as it becomes available.

(13:02):

Our representative to NACARA, so for those who don't know, our investigation supervisor, Grace Hamilton, is our liaison with NACARA. She actually sits on the NACARA executive board and does a lot of work with the annual meeting planning, which is great because once that information comes out, we get it immediately rather on the wait through the normal channels. But she unfortunately is out today. She was going to be here to share additional information if

she had any, but she is out, so we don't have anything else to share. But if anybody is particularly interested in attending, we'd be looking for formal approval from the board to send whoever that designee is going to be.

Fred Wade (13:49):

All right. So I guess the first question is anyone interested in attending this annual meeting?

Justin Murphy (13:58):

I guess I would be.

Fred Wade (14:00):

Okay. Justin, anyone else?

Mark Case (14:07):

This is Mark. I had the opportunity to go in 2022 and it was a really good experience, and I think it'd be useful for one of the newer members to attend this one. So if Justin would like to attend, I am in full support.

Fred Wade (14:22):

Okay.

Denice Smith (14:30):

I am also interested in going. I do think that I already have a conference booked, so I would need to check my availability dates, but of course if Justin went, that's great too.

Justin Murphy (14:42):

Well, Denice, I can go to this one and we can pencil you in for next year if you want.

Denice Smith (14:47):

Fantastic.

Sidney Muhle (14:49):

And Denice, we can always have you as the alternate in case something comes up because we understand that this is six months in advance and something can always come up for Justin between now and then. And so if something happens, he'd have to bow out, we would reach out to you and see if you were available and willing to attend in his place.

Denice Smith (15:08):

Great.

Fred Wade (15:09):

Okay. And then I can be the backup to the backup.

Sidney Muhle (15:15):

Or if you would like to be the alternate as the chair, we can.

Fred Wade (15:20):

Okay. All right.

Sidney Muhle (15:25):

All right. Well, then we will proceed with setting everything up for Mr. Murphy.

Fred Wade (15:37):

All right. Thank you very much. Next agenda item is a consideration for waiver of WAC 308-29-0855A and B. and Sidney will be presenting this item as well.

Sidney Muhle (15:58):

Yes. And this was a request as stated from a board member to provide some clarification around the intent for WAC 308-29-0855A and B. To summarize, this is around the 60-day training requirement for remote work. I believe this was past early 2020. I'm going to rely on Mark and Fred's historical knowledge, but I believe this was passed in response to COVID.

Fred Wade (16:33):

That's correct.

Sidney Muhle (16:36):

And so this is just providing clarification around that 60-day rule, and particularly if the intent of the board is 60 calendar days or if it is 60 individual working days. And this request did come from our new vice chair Mr. Case. So Mark, I don't know if you have anything else that you wanted to provide for context, but I do think we've had a couple of questions surrounding this come into the agency. So very timely request and I think the clarification from the board would be appreciated.

Mark Case (17:13):

Yeah, thank you. A couple of comments. I know we put 60 and then just looking back through the WAC, and this is really a question for the rest of the board too, if anybody has input, the in-house supervision requirement is 45 days. And subsection A also references a training program, but I don't see where in the WAC the length of the training program is actually specified. I think we're all taking the leap that the training program was 15 days plus the 45 gets us to 60, so perhaps we can clarify that piece. But as for the whole 60 calendar day versus 60 working day, being one of the individuals that was on the committee that helped craft this rule, my recollection was that it was to be 60 calendar days and otherwise, I think we would've specified 60 working days specifically. But just the more the general claim would be actually 60 calendar days, and I think industry wanted just some clarification of that from the board.

Denice Smith (18:36):

I would agree with Mark. I was actually participating in the crafting too from the industry standard and for Washington Collectors Association, and it was 60 calendar days. That was our intention.

Justin Murphy (18:54):

Do we need further clarification because we did not put a time period on the training program in the actual WAC? The only time mentioned is the 45 days. Part A mentions the training program and then Part B mentions the 45 day supervision, but there's no specific time added on to Part A.

Mark Case (19:34):

Yeah, I think that's something we could flesh out between now and the next meeting. But perhaps for purposes of this meeting, just a clarification that it's referring to calendar days and not specifically working days would be sufficient.

Justin Murphy (19:51):

Okay. Do we need to make a motion to that effect, Mr. Chair?

Sidney Muhle (20:00):

Yes, if we could.

Justin Murphy (20:03):

I make a motion to clarify that WAC 308-29-085 sub part B, the 45 days supervision program refers to 45 calendar days, not business days. Sorry, now we put that all together.

Fred Wade (20:30):

All right. Is there a second?

Mark Case (20:32):

Mark Case, I'll second the motion.

Fred Wade (20:34):

Okay. Any additional discussion? Hearing none. All in favor to accept the motion as presented by Justin, say aye. Aye.

Mark Case (20:48):

Aye.

Denice Smith (20:50):

Aye.

Fred Wade (20:51):

All right. Any opposed? Any extensions? All right, moving on to the next item. The next item is the consideration for waiver regarding Washington Administrative Code 308-29-0855 B. Sidney?

Sidney Muhle (21:13):

Thank you. And as I said, very timely request for that last item. So this is a request from Licensee Receivables Outsourcing, LLC to waive the requirement for the in-office time that is outlined under WAC 308-29-0855 B for that 45 days. So we did include the initial request from

the applicant in the board packet and at the same time, we did submit a request for additional clarification to the licensee, specifically requesting what is the emergency circumstance that has precipitated this because that is the requirement that's outlined in the WAC currently, is that the board can waive this under emergency circumstances. So we asked for additional clarification on that, which we received very late in the day yesterday, and I'll just summarize. I can read the entire thing if the board prefers, but otherwise I'll just hit the highlights. The licensee provides healthcare revenue cycle services including consumer collections, collections from healthcare insurers, insurance billing and follow-up, customer service and other related revenue cycle services for hospitals and large physician practice groups.

(22:32):

Nearly all of its operations are performed virtually. There is no longer a brick-and-mortar facility for this licensee and they don't have a collections call center where work is performed. They do conduct all call center work from remote offices, subject to written information security plans, voice analytics, and call recording management and oversight in a robust compliance management system run and administered virtually. There is no team of collectors with supervisors in a physical office. In short, this licensee has no built-out call center or physical office in which they can locate a collections team for newly hired collectors to complete the training program as required by Washington State Law. In addition to that, they don't have any Washington-situated healthcare clients, no Washington resident employees, and no Washington physical location. Collection activities are conducted in regards to Washington residents, related to care and treatment of Washington residents received in facilities in states other than Washington. And we did double check and verify, they are licensed out of state.

(24:04):

It is not uncommon for their healthcare clients to prefer the individuals collecting and servicing their patient accounts are part of the communities that they collect in. Their collectors understand the culture, history and hardships faced by patients in those communities. Part of the licensee and its healthcare client's objectives, this creates a better, more empathetic collectors and is especially important when they're collecting medical debt. So to kind of summarize it, if new hires are required to train in an office for 45 days, an emergency circumstance would be created for this licensee by Washington State, law as they would need to lease a building, build out a call center, require a team of remote collectors to come in with their leaders and build out that call center, and they would need to maintain a physical call center for only 45 days, where all of their other locations are remote.

(25:10):

This would not only subject the licensee to technology and real estate costs to build that out, but would be a hardship on the existing collection staff who would have to return to a physical office for the 45-day training interval. They state that this is not possible financially, especially when you consider the attrition and potential need to train several new collectors or employees over the course of a year. Additionally, the licensee maintains secure compliant virtual collections, new hires spending 45 days in a temporary physical call center when their day-to-day actual work would be done remotely would not prepare the new hires for the rigorous virtual work expectations. Meanwhile, it would also create a hardship to their existing staff to return to a physical office for almost two months when they have organized their lives to work remotely. This would be especially burdensome to employees with families.

(26:08):

Arguably, the hardship this would work on and its workforce could preclude this licensee from being able to meet its client's expectations in that it maintains collection agency licensees in all states in which such licenses are required, and at a minimum would interfere with their ability to replace the small number of employees that they might lose from this time due to ordinary attrition. Their collection activities are performed for non-Washington healthcare clients and is an indispensable part of the medical care that is provided across the country, as well as Washington State residents. In conclusion, we are seeking an emergency waiver as this licensee considers the potential fallout from this law as a severe emergency. It will negatively impact the client's medical providers and their ability to provide services, collectors and employees and their families, and future patients and clients as part of their entire business model. So with that, I would be happy to answer any questions from the board.

Denice Smith (27:28):

So this is Denice. I have a couple questions. So I want to just confirm, there's 42 of the 103 employees that do third-party activity in Washington?

Sidney Muhle (27:40):

I'm trying to look at their request. It says they have a total of 145 employees, of whom 42 are involved in third-party collection activities or compliance-related there to. So I don't know, I don't believe those are specifically in Washington.

Denice Smith (28:10):

Okay. And then what is the length of their training specific to calling Washington residents for their business practices?

Sidney Muhle (28:20):

I do not know the answer to that question, but the attorney for the licensee is on this call. Her name is Leslie Bender, if Mr. Chair, you're [inaudible 00:28:34]

Fred Wade (28:33):

Yes. I see Leslie's hand is up. Go ahead, Leslie.

Leslie Bender (28:39):

Sure. And I apologize, of course at the exact moment, there is some construction going on in my building. I apologize. The licensee's training program also occurs virtually and it lasts a month, four weeks.

Denice Smith (28:59):

Thanks, Leslie.

Justin Murphy (29:07):

How are they supervised remotely? Is it using one of those, I know there's vendors with the technology to run virtual rooms where you have a manager overseeing each collector in their remote space. Is it something-

Leslie Bender (29:26):

Exactly. And the company is organized in teams based on the clients, so they are fully integrated with their client service manager, with the client service reps, and the collectors and any support people that are related to their work.

Justin Murphy (29:47):

And you said that four-week training and supervision, is that both the training program mentioned in sub part A of the WAC as well as the supervision?

Leslie Bender (30:03):

The supervision continues virtually, Mr. Murphy, for 90 days virtually.

Denice Smith (30:15):

And Leslie, this is Denice Smith again. I'm assuming during the supervisory part of their training, there is special check-ins and monitoring of all of their work and auditing of that work that is obviously documented in the CMS that that company holds?

Leslie Bender (30:34):

Exactly. The company is obligated by its health system client. It primarily works for nonprofit hospitals that are headquartered in the Cleveland, Baltimore, and Boston areas, and their clients require them to do daily monitoring and check-in. They have a voice analytics system that allows supervisors not only to listen in real time, but to break into calls and participate or provide assistance, but it is daily ongoing monitoring.

Denice Smith (31:13):

Okay, thank you.

Fred Wade (31:19):

All right. Any other questions?

Mark Case (31:23):

No other questions, but perhaps a comment. This is Mark Case. And again, as I was on the committee that helped draft this, went back into some of our notes and I can tell you we did not actually anticipate or contemplate the situation that we have before us where an agency or licensee is almost basically 100% remote. Perhaps we could have foresaw that coming, but that was not exactly taken into account. So I do appreciate the questions asked by the other board members, as well as the answers provided by Ms. Bender with respect to their training program and the length of it and the virtual supervision.

Justin Murphy (32:14):

Just to add on there, Mark, I wouldn't be surprised if this becomes a more common thing and a more common request in the way that things are moving in the collection space nationally.

Mark Case (32:36):

Yeah, I agree Justin. Like I said, it wasn't exactly contemplated, but as we all remember, it was things were happening pretty quick at the time and I don't think anybody thought two or three steps down the road like this. But certainly makes sense, given the last four years and where we're at.

Sidney Muhle (32:57):

I believe in looking through the notes from the committee and from the board meetings at that time, it was really just to create an opportunity for collection agencies to go remote in that everything was shutting down, and it was more addressing the emergency situation. But I don't think anybody in any industry anticipated the amount of remote that would hang around post-COVID.

Fred Wade (33:24):

Okay. Well, with that, I will call for a motion. Do we have a motion to grant the waiver?

Justin Murphy (33:33):

I'll make a motion to grant the waiver. I feel satisfied with the descriptions of the training and the ongoing supervision.

Fred Wade (33:45):

Okay. Thank you, Justin. Is there a second?

Denice Smith (33:51):

Oh, go ahead, Mark.

Mark Case (33:53):

This is Mark Case. I'll second the motion.

Fred Wade (33:54):

Okay, thank you Mark. Any further discussion? Hearing none-

Mark Case (34:01):

I'm sorry. One other thing. I believe the WAC, we have an annual review, so perhaps this is something that would be good to docket for that to discuss the next time the WAC does come up for review and how to handle the situation.

Fred Wade (34:21):

Okay, good point. All right, all in favor of the motion to grant a waiver to Receivables Outsourcing, LLC say aye. Aye.

Denice Smith (34:32):

Aye.

Justin Murphy (34:32):

Aye.

Mark Case (34:32):

Aye.

Fred Wade (34:36):

All right. Any opposed? Any extensions? Motion carries and the waiver is granted. Moving on to the next item. The next item on our agenda is reports, and Sidney will present the reports.

Sidney Muhle (34:56):

Thank you very much. And I am actually going to call on Evelyn Manley Rodriguez, who is going to be representing our Investigations and Audits. Sorry, Evelyn. And she's going to be presenting the data for her unit.

Evelyn Manley Rodriguez (35:19):

Okay. Good Morning, Chair Wade, and members of the board. My name is Evelyn Manley Rodriguez. I'm a program manager with Centralized Investigations and Audits Unit, and I support regulatory boards. Thank you for having me join you this morning. So the following case count reflects the Collection Agency Board administrative closures. We have four cases closed due to no jurisdiction, 48 cases closed due to no violations, and four cases recommended to be closed by the case manager. I would like to share the top complaints or maybe trends associated with these closures, and they are failure to validate the debt, collecting invalid debt, unprofessional conduct, and unlicensed practice. Any questions on that? If there's no questions, maybe we can go to the second slide. Great. So next is the complaint status of each case as of February 23, 2024. 20 cases were closed due to no jurisdiction or they were unsubstantiated. Two cases with investigations team right now, we have two of those, and 10 cases are currently under management review, and that brings a total cases of 32. And that's all I have.

Sidney Muhle (36:59):

All right. Thanks, Evelyn. I guess are there any questions on any of the case data before we move on? All right. Thanks so much, Evelyn. All right, so looking at our licensee counts, currently we have 268 collection agencies, 271 collection agency branches in-state, and then out of state we have 497 collection agencies and 659 out-of-state collection agency branches, for a total of 1,691 licensees. And I did want to point out, in case any board members hear about it, there is a slight backlog in responses with the collection agency shared inbox here within the agency that was due to some personal absences and shifts that were happening internally. So we are aware of that, they're getting through that and getting it caught up as quickly as possible. But just in case any of you hear anything about that, we are aware of it and we're on top of it and should have that caught up here very shortly.

Fred Wade (38:14):

Okay.

Sidney Muhle (38:16):

All right then I will let Susan Nieves review our very short action item list.

Fred Wade (38:23):

Hey Sidney, I have a question.

Sidney Muhle (38:27):

Yes.

Fred Wade (38:28):

I was trying to squeeze in my question here. Back on the collection agency complaint status, I see that Dirk and Scott had some cases. What happens to those now that they are off the board?

Sidney Muhle (38:46):

So those will be reassigned to other case managers. I believe our investigation supervisor, Grace Hamilton, has already reassigned several of them to Mr. Case as the only longer serving board member. But I believe there were a couple, because that really increased Mr. Case's caseload, I believe she was working on pulling together a case manager training for our two new board members to get them up to speed and then we'll be reassigning a couple of those to them. But we have to make sure we provide them with some training and some contacts before we do that. So those either already have been reassigned or in the process of being reassigned at this moment.

Fred Wade (39:32):

Okay. All right, thank you.

Justin Murphy (39:33):

And I can say I've had my training within the last couple of weeks with Grace.

Sidney Muhle (39:39):

Great.

Susan Nieves (39:47):

So with our action item list, we only have one item on there, and that's the charter review and that is currently still in progress.

Sidney Muhle (39:59):

And there will be more news coming on that this summer. It's just some other irons have been in the fire and it kind of just keeps getting ticked back down the list, but we are working on it. We'll have an update for you guys over the summer.

Fred Wade (40:17):

Okay. Now we'll turn to our next item, which is public comments. So we will now enter our public comment period. 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 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. If you would like to make a comment, please unmute your line, state your name, and share your comments with the board. As a reminder, please mute your line once you have finished. Board staff, do we have any written public comments to be read by staff?

Sidney Muhle (41:40):

I was just double checking but I do not believe that we do, Mr. Chair.

Fred Wade (41:45):

Okay. All right. Then let's start with the verbal comments please. Does anyone have any verbal comments? All right, I'm going to do my little auctioneer kind of thing here. Verbal comments going once. Anyone have any verbal comments? Going twice. Okay. I don't hear any, so we'll move on to our next agenda here, which is announcements. Do we have any announcements? Hearing none. Do any board members have items they would like to request for the next agenda?

Mark Case (43:12):

This is Mark Case. I believe we had one item that was potentially to be on this agenda but was going to be moved to the next meeting agenda, had to do with legal financial obligations.

Sidney Muhle (43:26):

Yes, and we do have that on the next agenda.

Mark Case (43:31):

Thank you.

Fred Wade (43:37):

All right, Susan, could you review the action items for the next meeting?

Susan Nieves (43:44):

As Sidney stated, we will give you an update on the charter review and we will have the legal financial obligations as an agenda item for discussion on the next meeting in September.

Sidney Muhle (44:03):

And then I also captured the WAC review, particularly including 308-29-0855, as well as further clarification around the 45, 60 day requirement, not just the calendar day, but the full intent on whether it's 45 or 60 included in that WAC review.

Susan Nieves (44:32):

Thank you, Sidney.

Fred Wade (44:37):

All right. Thank you very much. The time is now 10:46, and this meeting is adjourned. Thank you very much. Have a great weekend.

Mark Case (44:49):

Goodbye, everyone. Thank you.

Justin Murphy (44:49):

Thank you.