



STATE OF WASHINGTON  
DEPARTMENT OF LICENSING

**REAL ESTATE COMMISSION  
MEETING MINUTES**

**DATE:** December 15, 2022  
**TIME:** 10:00 AM  
**LOCATION:** ZOOM – Virtual

**MEMBERS PRESENT**

Jennifer Clawson, Chair, Assistant Director  
Shelly Schmitz, Commissioner  
Casey Brazil, Commissioner  
Shari Song, Commissioner  
Sabrina Jones-Schroeder, Commissioner  
Eddie Chang, Commissioner  
Ruth Fabiola Macias

**STAFF PRESENT**

Debra Allen-Ba, Assistant Administrator  
Sandy Baur, Program Specialist  
Saundra Schaefer, Program Specialist  
Julia Manley, Assistant Administrator  
Tanya Hessler, Program Manager  
Katherine McDaniel, Professional Licensing Assistant  
Administrator (Joined Late)

**1. Call to Order 10:10 AM**

1.1. Introductions

Program Specialist Saundra Schaefer conducted roll call of Commissioners and staff. All Commissioners were present.

1.2. Order of Agenda

Due to an agenda posting error, all actionable items from this meeting were tabled. There will be a Special Meeting scheduled in 2023 to address this meeting's action items.

1.3. Approval of Minutes: September 22, 2022

Tabled.

1.4. Review of Communications

None.

## 2. Old Business

### 2.1. PSI Exam Listening Session Update

Program Manager Tanya Hessler gave an update with Professional Service Industries (PSI) exam listening session. Two sessions occurred on July 7, 2022, and July 23, 2022, which resulted in a list of action items. Association of Real Estate License Law Officials (ARELLO) approval has been granted. PSI will keep Department of Licensing (DOL) informed of the progress. PSI and DOL are working on improving websites.

### 2.2. DOL Phone Message System Update

Ms. Hessler discussed an update with the question of adding a phone messaging system. DOL cannot set up a phone messaging system as staff would not have capacity to return calls. DOL is currently answering 75% of incoming calls, and staff is continuing to work on improvements. Assistant Administrator Julia Manley said since staff is working on backlogs, call numbers are dropping down. She said staff is looking at the data and shifting people to make things run more smoothly.

Commissioner Shari Song asked a question about email response timing. Ms. Hessler said an overtime project is starting December 16, 2022 addressing email response time, with a goal to get to answering emails in real time.

Chair Jennifer Clawson and Commissioner Sabrina Jones-Schroeder asked about the renewal and application process. Ms. Hessler said the processing time is just a few days from receipt of mailed-in and online applications, which is a huge improvement. Ms. Manley clarified that there are several licensing types, some are pass-through, meaning staff does not have to review for the license to be issued. However, fingerprints do require a DOL review prior to license issuance. There is currently a backlog of expired fingerprints which DOL is working to bring to a manageable volume.

Commissioner Jones-Schroeder asked if there is still a backlog with emails and, if so, how far back. Ms. Manley said there has been a huge improvement from last meeting. There are about 1,100 unanswered emails dating back to October 8, 2022.

Commissioner Shelly Schmitz said her assumed names do not populate when she tries to renew her firm. Ms. Manley said it is a known issue that DOL is working to fix. Ms. Hessler will contact Commissioner Schmitz's and look into the specific details of her issue.

Commissioner Jones-Schroeder shared one of her broker's difficulties/roadblocks in completing testing as an example of what many brokers have been experiencing regarding PSI testing. She said she would like staff to understand practical application difficulties. Ms. Hessler will address Commissioner Jones-Schroeder's broker's issue with PSI. Staff will continue to work with PSI on customer service.

Chair Clawson said we take these matters seriously. We are working to resolve these types of issues to make the process easier. There have been significant meetings that included Chief Information Officer, Bill Kehoe and Secure Access Washington (SAW). We are putting in overtime to address issues and hope to start the new year in a much better place.

**ACTION ITEM:** Julia Manley will investigate Ms. Arrand's situation and reach out to her.

**ACTION ITEM:** DOL to continue working with PSI on customer service skills.

### 2.3. Review Master Action Item List

Ms. Baur reviewed Master action items.

Commissioner Jones-Schroeder reiterated issues with PSI. She stated this issue has been an action item for a long time, there are no consequence with PSI, and it is no longer acceptable. Something needs to change with DOL and staff. Chair Clawson responded that this is a situation that has a lot of working parts and we have continued conversation with our contract's office and attorneys. With all the working parts it takes time to take steps, but it is on DOL's radar. Staff wants to improve service.

## 3. New Business

### 3.1. 2023 Calendar Approval on "Teams"

Tabled

### 3.2. Elect Vice Chair

Tabled

### 3.3. Annual Board Training

Ms. Baur provided Annual Board Training to all Commissioners present.

Open Public Meeting Act (OPMA) – Ms. Baur addressed Commissioner Song's question about the chat being disabled. Ms. Baur offered that, prior to meetings, the public can submit comments in writing to staff. Public will also continue to be able to speak during public comments period.

Commissioner Song had a question about minutes from the PSI committee meeting. Ms. Debra Allen-Ba shared that was a work group that did not have a quorum and with no quorum OPMA rules do not apply.

Parliamentary Procedure – Commissioner Song ask if the Chair would be running the meetings like they did when meetings were in person. Ms. Baur answered yes, adding with remote-only meetings, we have had to adapt, but we will be moving back to established parliamentary procedure.

#### **4. Committee/Task Force Report**

None.

#### **5. Staff Report**

##### 5.1. Program Operations

###### 5.1.1. Licensee Counts

Ms. Baur listed the Licensee Counts.

##### 5.2. Department of Licensing

###### 5.2.1. Real Estate Audits

Ms. Baur shared data regarding the number of audits.

###### 5.2.2. Regulatory Compliance, UCC, and Firearms (RCUF) Presentation

Assistant Administrator Kathy McDaniel introduced herself and provided information on RCUF's role in DOL.

##### 5.3. Other Items

###### 5.3.1. Introduction of Washington Center for Real Estate Research New Executive Director, Steven Bourassa

Ms. Baur gave an announcement of Steven Bourassa as the New Executive Director.

#### **6. Other Business**

##### 6.1. Any Other Business

Commissioner Jones-Schroeder is having difficulty when she is adding a licensee to her firm, she is unable to see the name that goes with the licensee's number.

Ms. Baur said she would add as an Action Item (to check to see if had been restored)

Ms. Allen-Ba addressed the question- License look-up was disabled, and that functionality should be restored in late January.

Commissioner Jones-Schroeder asked why the graph provided from DOL is with an age break down?

Ms. Allen-Ba – To maintain consistency with the nine board and commissions the graphs are broken down by age. Some boards and commissions want to monitor potential forecast of retiring professionals exiting the workforce. The design profession for example wants to anticipate the need to gain new licensees when their workforce declines. DOL is open to suggestions of what you would like to see in the graph's breakdown.

##### 6.2. Action Items from This Meeting

Adding customer service piece from PSI.

Touch base adding to licensee to a firm process.

From Sandra Schaefer Action Ms. Manely will investigate Ms. Arrand's PSI issue.

Chair Clawson asked for follow up on the contract side with PSI and what actions are being taken.

### 6.3. Agenda Items for Next Meeting

January 2023 calendar

Vice Chair Election

Approval of minutes from prior meeting

January special meeting

## 7. Public Comment

Ann Hartman asked if staff has the commission meeting dates scheduled for 2023. Chair Clawson let her know they will be set during the January Special Meeting and will be sent out via ListServ.

A member of the public, who did not provide their name, said a managing broker told them the answers on the PSI test were incorrect and asked if it has been discussed by the Commission. Ms. Hessler said during the PSI meeting, they outlined the process used to vet and verify the questions. She has not heard that the answers are incorrect and there are layers the questions go through before being added to the test.

Natalie Daniels said she has brought up issues for two years and they have not been addressed. Some of her points were:

- There is no sample Managing Broker's exam, only a sample Broker test, which DOL is required to provide.
- The Broker sample test has an incorrect question about fair housing. She has sent a question to Tim Allen about this and has not received a response.
- Many people have had their test lost with PSI and are having trouble with their SAW accounts.
- The pass rate of the test is only 30%.
- PSI customer service concerns.
- The deadline on how it expires is incorrect.

She believes the Commissioners should not have better access and extra assistance with the DOL because more people need assistance. Additionally, she said someone with DOL needs to help PSI with communication.

DJ Henn asked for a ListServ to be sent clarifying when the 6-hour fair housing course needs to be scheduled for license renewal as currently many licensees erroneously think it must be taken prior to June.

A member of the public, who did not provide their name, said they took test with PSI and received conflicting information from PSI and the Managing Broker school regarding who is responsible for uploading test information to the DOL website. They said there is a miscommunication that DOL needs to address with PSI.

Commissioner Jones-Schroeder asked if we could reach out to neighboring states to see what kind of issues they may be having with PSI and testing. Chair Clawson said that improving PSI customer service is ongoing work that DOL has done, and the issues have been brought up during conferences. She added that she will check with staff to ensure they have looked at neighboring states for a comparison and will provide a report out at the next Commission meeting.

Commissioner Casey Brazil asked for the passing rates for the past 10 years to see if the 30% passing rate is a trend associated with how long have we been with PSI. Commissioner Jones-Schroeder said switching to scenario-based testing changes made a big impact to test pass rates. She added, it likely has less to do with who is administering the test than the changes to the test itself.

Commissioner Jones-Schroeder asked if the special meeting be open to the public and on Zoom, like the current meeting. Ms. Allen-Ba said the special meeting will be in Microsoft Teams, will be open to the public, posted on the DOL website, and a ListServ will be sent out.

Rachelle Willhite asked the direction of the teams, whether it will be on agendas in the next year. She also asked if the Commission has considered the assumed names DBAs. Ms. Allen-Ba noted it is an action item that will continue to be worked on next year.

**ACTION ITEM:** Staff to provide data on passing rates for the past 10 years.

**ACTION ITEM:** Staff to bring back team names/assumed names.

## 8. Adjourn

Chair Clawson **ADJOURNED** the meeting at 11:30 AM.

### Next Board Meeting:

Date: TBD

Time: TBD

Virtual via Microsoft Teams

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

03/09/2023  
Date

Approved by: Jen Clawson  
Jen Clawson, Chair

3/9/2023  
Date