

Washington State Real Estate Commission Meeting Transcript

February 16, 2023

Baur, Sandy (DOL) 0:04

Perfect.

Clawson, Jennifer (DOL) 0:04

So, good morning. So good morning. I'm Jen Clausen, chair of the real Estate Commission. It's now 10:00 AM on Thursday, February 16th, and I'm going to call this Commission meeting to order.

Clawson, Jennifer (DOL) 0:17

This meeting is open to the public. We'll take time at the end of this meeting for brief public comment period. Participants will be provided the opportunity to address the Commission with one three-minute comment. As a reminder, Commission members are not to engage in the conversation with observers when listening to the public comments.

Clawson, Jennifer (DOL) 0:36

As a courtesy, we encourage all participants to mute themselves when they are not speaking. To reduce the background noise.

Clawson, Jennifer (DOL) 0:44

When challenge is remembering to unmute, when you are speaking also to help us capture information correctly, please state your name when making comments.

As a reminder, to avoid possible OPMA violations, the chat feature has been disabled for all Commission meetings.

Clawson, Jennifer (DOL) 1:01

I would like to acknowledge that an action item from our December 20, 2022, meeting was the schedule a special meeting in January. Unfortunately, staff was unable to find a date and time to accommodate the quorum members, so all actions from that meeting have been added to our agenda today.

Jennifer Clawson (DOL) 1:15

So, at this time, I'd like roll call. I'll ask Sandra to do roll call confirming attendance of all of our Commission members once Sandra calls your name, please respond by verbally stating here or present to confirm your attendance.

Schaefer, Sandra (DOL) 1:37

Thank you, Chair Clawson.

And, and yeah. Thank you.

Clawson, Jennifer (DOL) 1:40

Here.

Are you are you starting with me?

Schaefer, Sandra (DOL) 1:43

Hi I'm starting with you. I apologize.

Clawson, Jennifer (DOL) 1:44

OK, that's good here.

Schaefer, Sandra (DOL) 1:46

And. Commissioner Schmitz.

Shelly Schmitz1:48

Here.

Schaefer, Sandra (DOL) 1:50

Thank you, Commissioner Brazil.

Casey Brazil1:52

Here.

Schaefer, Sandra (DOL) 1:54

Commissioner Chang.

Eddie Chang1:56

Here.

Schaefer, Sandra (DOL) 1:58

Commissioner, Fabio Macias.

Ruth F Macias (Guest)2:01

Here.

Schaefer, Sandra (DOL) 2:02

Thank you, Commissioner Jones-Schroeder.

Sabrina Jones-Schroeder2:04

Here.

Schaefer, Sandra (DOL) 2:05

And, Commissioner, saw, excuse me, Commissioner Song here. Thank you now for staff program specialist, Sandy Bauer.

Baur, Sandy (DOL) 2:14

Present.

Schaefer, Sandra (DOL) 2:15

Thank you. And administrative, excuse me, assistant administrator Deborah Allen-Ba.

Allen-Ba, Debra (DOL) 2:20

For present.

Schaefer, Sandra (DOL) 2:22

Perfect. Thank you. I will go ahead and turn it back over to Chair Clawson.

Clawson, Jennifer (DOL) 2:27

Thank you, Sandra. So, we will head to agenda item number three approval of the agenda.

Clawson, Jennifer (DOL) 2:34

So, I would like to request a motion for approval of our agenda today.

Eddie Chang 2:39

So, moved.

Clawson, Jennifer (DOL) 2:42

Do you have a second?

Casey Brazil 2:43

2nd.

2nd.

Ruth F Macias (Guest) 2:44

I Ruth Macias. Ohh.

Clawson, Jennifer (DOL) 2:48

All in favor?

Casey Brazil 2:49

Aye.

Susan Volz2:50

Aye.

Shari (Guest)2:50

Aye.

Eddie Chang2:50

Aye.

Clawson, Jennifer (DOL) 2:51

Any opposed?

Clawson, Jennifer (DOL) 2:54

OK, great. We will move on to the approval of the Minutes and we're gonna do the first approval of minutes was for our September 22nd, 2022. Do I have a motion to for approval of minutes?

Eddie Chang3:08

So, moved.

Clawson, Jennifer (DOL) 3:09

A second.

Shari (Guest)3:11

Sherry second.

Clawson, Jennifer (DOL) 3:13

All in favor?

Shelly Schmitz3:15

I am.

Ruth F Macias (Guest)3:16

Aye.

SJ

Sabrina Jones-Schroeder3:16

Aye.

Clawson, Jennifer (DOL) 3:18

Any opposed?

OK, great. So we've got our minutes from September 22nd, 2022 approved. Now we'll move to our minutes for our December 15th of 2022.

Do I have a motion to approve the Minutes?

Eddie Chang3:38

The moved.

Clawson, Jennifer (DOL) 3:41

And the second.

Casey Brazil3:43

2nd

Shari (Guest)3:44

2nd.

Clawson, Jennifer (DOL) 3:45

OK.

Great. All in favor.

Ruth F Macias (Guest)3:48

Aye.

Susan Volz3:48

Aye

Casey Brazil3:48

Aye

Eddie Chang3:48

Aye.

Sabrina Jones-Schroeder3:50

Aye.

Clawson, Jennifer (DOL) 3:51

Any opposed?

Great. So that's moved also. So, we've got the both of our approvals for September 22nd, 2022 and December 15th of 2022.

Now we'll move on to our agenda, item number 5, our awards and recognition.

And so, at this time, Sandy, are you doing this part or am I?

Baur, Sandy (DOL) 4:20

I'm prepared to do that.

Clawson, Jennifer (DOL) 4:22

Great. I'll turn it to you.

Baur, Sandy (DOL) 4:24

Perfect. So, on January 16th, 2023, the DOL received a request from Chair Wallen of the House Consumer Protection and Business Committee.

Baur, Sandy (DOL) 4:37

OK, someone please mute. We're getting. Thank you very much. I appreciate that.

And we received that request from the House Consumer Protection and Business Committee, and they would requested a person from the real Estate Commission to give a presentation to that committee. They wanted to know a brief history about how professions and licensing and dual agency laws have changed over the years.

Baur, Sandy (DOL) 5:06

Different licensing requirements, buyer agent versus seller agent and all sorts of information associated with those subjects.

So, we. Umm.

I asked Commissioner Chang, and it was very short notice if he would be willing to put together that presentation and testify, and he graciously accepted. He put together a fantastic presentation and on the 24th of January.

meeting

Baur, Sandy (DOL) 5:33

He was very professional, he answered so many great questions from the committee and did a really good job. So, Gee, we just wanted to take this opportunity to thank Commissioner Chang for his enthusiastic and extremely well done presentation. Thank you.

Clawson, Jennifer (DOL) 6:01

Great. Thank you, Sandy and Commissioner Chang. It was very well received. So thank you for stepping in and helping us there.

So our 6th agenda item is old business. So, 6.1 we have our calendar approval.

Sandy, it looks like you're going to help lead us through that as well.

Baur, Sandy (DOL) 6:22

Yes, I am. So, one of the agenda items that was held off for this meeting was approval of the 2023 meeting calendar. We proposed these specific dates for the meetings for 2023, February 16th, which is today May 18th, August 17th and November 16th. All of these meetings we proposed to be in teams rather than zoom.

Baur, Sandy (DOL) 6:51

And we propose that each meeting start at 10:00 AM. Sandra, it feels scroll to the next slide.

This a brief presentation of all of the board meetings that we support in 2023. We have a we have 9 commissions and boards that we support. So, we would like to recommend that you approve your 2023 schedule as presented. Back to you, Jen.

Clawson, Jennifer (DOL) 7:23

Could we make it a little ohh, here are the dates. OK. It was hard to read on the last screen so.

Clawson, Jennifer (DOL) 7:29

Do we have any discussion that the Commissioners like to make around the dates that are proposed?

Sabrina Jones-Schroeder 7:39

Umm, I guess my only question is.
There's no plan for a live meeting this year.

Baur, Sandy (DOL) 7:47

That's a great question.

Clawson, Jennifer (DOL) 7:47

I wouldn't.

No. Go ahead, Sandy. No, you're fine.

Baur, Sandy (DOL) 7:52

Yeah, that's a great question. And we are working on getting the technology to have at least one hybrid meeting in 2023. We're not exactly sure which meeting that will be yet. We're working on getting the technology, installing it, testing it and making sure that we can have an effective meeting. The proposal will be looking something like we'll have the Commissioners meet in Olympia, at DOL at one of our conference.

Baur, Sandy (DOL) 8:22

Conference rooms and then we will open up a virtually for the public to attend. We've had really great attendance since we've gone virtual, and we don't wanna lose that. So our hope is that sometime in 2023 we do have at least one in person meeting involving

the Commission. As soon as we have a solid date that we can do that we'll reach out and let each of the Commissioners know which one that will be.

Baur, Sandy (DOL) 8:50

Thank you. Does that answer your question?

Sabrina Jones-Schroeder 8:54

Yep. Thank you.

Casey Brazil 8:57

And this is Casey Brazil. I also would just like to state that I understand that having the virtual meetings is great for the public, but having a hybrid one is I think we're gonna get a lot more out of it by.

Casey Brazil 9:10

Having all the Commissioners in the room, so the more we can do that the more willing I'm, I'm, I'm willing to come from Spokane and, and be there for every meeting I can be at so excellent.

Baur, Sandy (DOL)

We feel the exact same way. So, we're working really hard on getting that technology available to us.

Casey Brazil 9:21

Thank you

Clawson, Jennifer (DOL) 9:28

We're actually really close to technology. We found some technology and we're just setting up a couple of test rooms. So we're extremely close.

Clawson, Jennifer (DOL) 9:40

OK, great.

Clawson, Jennifer (DOL) 9:40

OK, great.

Baur, Sandy (DOL) 9:41

Are there any?

Baur, Sandy (DOL) 9:42

Are there any other questions?

Clawson, Jennifer (DOL) 9:48

So then do we need? I need a motion right to accept our dates for 2023. Do I have a motion so moved?

Shari (Guest)9:57

I make a motion to Sherry to approve the calendar of meetings as presented.

Shelly Schmitz10:04

This is Shelly, I second.

That's the way I.

Clawson, Jennifer (DOL) 10:07

The create all in favor.

Susan Volz10:10

Aye.

Eddie Chang10:10

Aye.

Ruth F Macias (Guest)10:10

Aye

Shari (Guest)10:10

Umm.

Clawson, Jennifer (DOL) 10:12

Any opposed to the dates?

Clawson, Jennifer (DOL) 10:15

Great. So, the motion's been moved, and we have our date set for 2023.

Clawson, Jennifer (DOL) 10:22

So now we'll move into our 6.2.

And of electing a vice chair.

So now the.

The floor is opened for nominations for vice Chair.

Sabrina Jones-Schroeder10:31

You saw me after the meeting.

OK, I'll tell you after the meeting.

So.

OK, see you later.

And depending on what they did.

Baur, Sandy (DOL) 10:42

This is just a quick reminder to the public to please mute, mute your phone. If you have called in, we're getting a little bit of background noise.

Baur, Sandy (DOL) 10:51

Thank you.

Shari (Guest)10:55

So, the positions we have are chair and vice chair, right?

Shari (Guest)11:00

Now, who's the chair?

I just. You're the chair.

Clawson, Jennifer (DOL) 11:04

I'm. I'm the chair. Mm-hmm. Yes. So, the.

Shari (Guest)11:06

OK, that one's nurse.

Clawson, Jennifer (DOL) 11:09

Yep. So, the chair is it's set in statute that it's either the director of the department or a designee. And so, so that is why I sit on as the chair of the real Estate Commission and then we need a vice chair.

Casey Brazil11:18

No.

Shari (Guest)11:22

OK. And then any, are there any other positions or that's it?

Clawson, Jennifer (DOL) 11:29

That's the only position, but we are going to be looking at subcommittees today also.

Shari (Guest)11:34

OK.

Eddie Chang11:36

Anybody wanna be chair?

Sabrina Jones-Schroeder11:36

Uh.

I was just gonna say Sherry as the ranking.

Shari (Guest)11:41

I was reading the Sabrina. I'm gonna. I'm over here before you get.

Sabrina Jones-Schroeder11:43

No. As the ranking longest standing Commissioner, would you be willing to take the nomination?

Shari (Guest)11:51

I would like to nominate Sabrina.

Sabrina Jones-Schroeder11:54

Oh, I was nominating you, Sherry.

Well, how about if we leg wrestle for it at the next meeting?

Eddie Chang12:06

What's the role of the vice chair?

Clawson, Jennifer (DOL) 12:11

Can you help with that Sandy?

Baur, Sandy (DOL) 12:14

Sure. Let me step in here. The vice chair acts as the chair in any capacity when the chair is not available or unable to execute those duties

Shari (Guest)12:30

Which is a pretty much running the meetings. Is that correct?

Baur, Sandy (DOL) 12:33

Correct.

Running, running, running the meetings, facilitating some of the meetings.

Shari (Guest)12:35

Umm.

Baur, Sandy (DOL) 12:40

Requesting the vote leading the discussion.

About different items. Attending agenda setting meetings etc.,

Shari (Guest)12:55

Umm.

Sabrina Jones-Schroeder13:02

Sherry, are you not interested in doing that?

Shari (Guest)13:08

I mean I can sure.

Umm, I think, Sabrina, you would be excellent at it as well.

So.

213 279 160 314

joined the meeting

Sabrina Jones-Schroeder13:19

I was planning to, to volunteer for the Education Committee. I would do one or the other so.

So whichever, wherever you want me.

Eddie Chang13:32

Well, I I can step in and do it. I'm the only person that's not actively managing an office. So, my schedule is a little bit more flexible than.

Then.

Then you UB's.

Shari (Guest)13:47

Who has asked me. What's that, Eddie?

And yeah.

Eddie Chang13:54

I I'd be willing to do it if we if nobody wants it.

Casey Brazil13:59

On on that note, this is Casey Brazil. I'd like to nominate Eddie for Vice chair.

Casey Brazil 13:49

On on that note, this is Casey Brazil. I'd like to nominate Eddie for Vice Chair

Shari (Guest)14:08

I'd like to thank you the motion and I think the green would be great on the Education Committee and I think it's great that Eddie's willing to step up and jump right in.
Casey Brazil14:23

I think someone's vacuum is going.

Clawson, Jennifer (DOL) 14:23

OK. So, it sounds like we have one nomination right for a motion.

For Mr. Chang, is there any other? Any other nominations before we move forward with this motion?

Do I have a second?

Shelly Schmitz14:53

This is Shelly. I second the motion.

Clawson, Jennifer (DOL) 14:56

OK, great. So, all in favor of Commissioner Chang being the vice chair.

Shelly Schmitz15:00

Aye

Ruth F Macias (Guest)15:01

Aye.

Shari (Guest)15:01

Aye.

Clawson, Jennifer (DOL) 15:03

Any opposed?

Clawson, Jennifer (DOL) 15:08

Great. I'm excited to have a vice chair.

So, thank you.

OK, so now we'll move on to the Education Committee and I know we have a nomination that just came up for.

Uh for the education committee? Are there other nominations? We've got Sabrina on there.

Eddie Chang15:29

I second the nomination.

Clawson, Jennifer (DOL) 15:31

And I, sandy, can you help us here? We have three people or three Commissioners.

Baur, Sandy (DOL) 15:37

Yes, that's that is correct. We have a maximum of three members to be on this committee. That is to make sure that we don't ever have a quorum. And but this committee will be doing is giving input on curriculum updates and coordinating with the department and any other type of work that might be within the scope of education.

So, we'll need a total of three Commission members to be on this committee.

Sabrina Jones-Schroeder16:08

So, I'm I, I think we can self-nominate for this, right? So I'll I will volunteer for one of the slots. Sabrina John Schroeder.

Shelly Schmitz16:08

This.

And this is Shelly for the Education Committee. Does that also it says an an includes teams?

Or is that a separate committee?

Baur, Sandy (DOL) 16:28

That will be a separate committee.

But you can be on both.

Shelly Schmitz16:33

Oh, then I'll now can I be on education and teams?

Casey Brazil16:44

Yeah, I would. I would like to serve on the Education Committee.

Ruth F Macias (Guest)16:51

I know it's open for this, Ruth, but.

I also would like to serve on that.

Baur, Sandy (DOL) 17:01

On the Education committee.

Ruth F Macias (Guest)17:04

Yes. If not, I'm one of the teams. They'll be fine.

Eddie Chang17:10

Do we have to? Do we have to vote on the do we have to vote on the Members or just the?

Baur, Sandy (DOL) 17:17

Yes.

Eddie Chang 17:18

OK.

Baur, Sandy (DOL) 17:18

Yes, we will need to vote on, on the Members and we can do that as a collective vote once you have three names, you can say I moved that ABC be on the Education Committee, but the 2nd and then a vote.

Baur, Sandy (DOL) 17:35

And as of right now, we have four, we have Sabrina, Shelly, Ruth and Casey volunteering to be on the Education committee, and we'll need 3.

Clawson, Jennifer (DOL) 17:45

Sandy, I know this is a little bit out of order but, cause we are going to talk about the teams nominations a little bit later but what if we do them at the same time? So we can do, is there any problem with us moving it up in the agenda?

Baur, Sandy (DOL) 17:58

We can absolutely do that.

Clawson, Jennifer (DOL) 18:01

So that if Members are wanting to be on something, we're not. If there's a preference.

Baur, Sandy (DOL) 18:05

OK.

That's correct. We can do a kill collective vote as well. We can vote for ABC on the Education Committee and ABC's on the teams meeting with one vote.

Clawson, Jennifer (DOL) 18:18

OK.

Sabrina Jones-Schroeder 18:19

Ruth, would you be willing to flop from education over to team names?

Ruth F Macias (Guest) 18:25

Yes.

Sabrina Jones-Schroeder 18:28

So.

OK. So, we just need two more folks for team names. And Shelly, you were interested in that one as well. Not so, Ruth.

Shelly Schmitz18:36

Yes, yes.

Sabrina Jones-Schroeder18:38

Shelly.

Clawson, Jennifer (DOL) 18:38

Shall.

And Sherry, OK.

Sabrina Jones-Schroeder18:42

All right, so I move that we appoint Sabrina, Shelley and Casey to education Ruth, Shelly and Sherry to team names.

Eddie Chang18:53

2nd.

Clawson, Jennifer (DOL) 18:55

All in favor?

Ruth F Macias (Guest)18:57

Aye.

Shelly Schmitz18:57

Aye.

Clawson, Jennifer (DOL) 18:59

Any opposed?

Great. Thank you. I think it was easier to pull him at the same time together.

Baur, Sandy (DOL) 19:07

Exactly.

Perfect.

Clawson, Jennifer (DOL) 19:11

OK, great. So. So will move on to new business, it looks like we don't have any new business

Sabrina Jones-Schroeder 19:20

I'm sorry. Sorry. Sorry, sorry.

Yeah, I know you love the new business at the meeting. I'm just.

And I was traveling and just it's been a little crazy, but are we?

I'm going to have a report out at the next meeting on just the budget.

Clawson, Jennifer (DOL) 19:38

We.

Sabrina Jones-Schroeder 19:38

We just.

Clawson, Jennifer (DOL) 19:39

Sure. Was it not in the packet today.

I thought it was in, was it not in the packet?

Baur, Sandy (DOL) 19:45

No, it wasn't in the packet.

Clawson, Jennifer (DOL) 19:46

No, we can definitely put that on the agenda for next for the next meeting for sure, Sabrina.

Sabrina Jones-Schroeder 19:51

That would that would be great. Thank you.

Clawson, Jennifer (DOL) 19:54

Yeah, absolutely.

We've got some great new formats that are way easier to read with where we are in different parts of the budget.

Baur, Sandy (DOL) 19:59

Right.

Clawson, Jennifer (DOL) 20:04

OK. So are we ready to move on to agenda?

Agenda item number 8 report outs and our first one that I'm really excited for Sandy to give to us is the 8.1 the PSI report out.

Baur, Sandy (DOL) 20:19

Alright, thank you. I'm very excited to give this report out as well.

As you know, we get, we had two listening sessions with our real estate schools back in July, July 7th and July 26th and we had some ongoing agenda items that we needed to address with both DOL and PSI. So as a result of that DOL has scheduled monthly meetings with PSI to discuss accountability for customer service issues to clarify and streamline.

Baur, Sandy (DOL) 20:54

Processes and to have a joint curriculum effort once those.

Updates are approved by ARELLO. Now I am prepared to give a quick report out on the February meeting. The February meeting happened after we got this packet out, so this is just a quick verbal update. Earlier this week we met with PSI and we should shared that we felt that our candidates have an unrealistic wait time to register for their exams. So, PSI is working to ensure their candidate that our candidates.

Baur, Sandy (DOL) 21:35

Are prioritized and that their WAR numbers are uploaded right away, so it will decrease and the wait time.

We also shared concerns with testing sites being closed and our candidates showing up and not being able to take their exams well. PSI was very concerned about that as well and it it was one of their testing sites that is run by a third party. For instance, H&R Block. They were concerned and so they wanted to reach out to that testing site and find out what happened. The current process for something like that when that happens is for.

Baur, Sandy (DOL) 22:15

The Proctor to contact PSI as soon as possible to let them know they need to close the site, then it's PSI responsibility to reach out to those candidates who had scheduled an exam to let them know that that site will be closed if they don't answer the phone.

Umm then PS I will send them an e-mail alerting them up that close. Well this kind of seemed pretty cumbersome to us, so we ask them if they could take that to their executive leadership team and maybe work on some kind of alternate communication and figure out a better and more timely way to communicate with our candidates. We also shared that some of our candidates were not able to schedule pull.

Both exams within six months, which is which is required.

So PSI is going back and examining their programming. It's not supposed to be allowed to let that happen. There may have been some updates that interfered with that, so

they're going back and they're looking at their programming to make sure that that is updated and fixed. So that won't happen again.

We also brought up some work concerns about candidates registering and paying for their exams and then when they go in to schedule their exam, they're not able to find their registration. So, PSI thinks this might have something to do with the candidate not actually hitting submit.

Button at the very end and they're they're payment isn't actually processed. So, if that happens in the future, please reach out to us at rbs.admin.support@dol.wa.gov. Then we can have PSI do a specific name search and find out exactly what had happened. We also shared overall customer service concerns and such as rude interactions, not knowing how to administer exam.

So the deliverables that PSI has for us next month is they're going to be investigating their call wait times. They're going to be.

Telling us how many calls they get from Washington state. They're going to be listening to those recorded calls and they're looking for a customer service, teachable moments.

They're also going to be looking into their post exam feedback so they can gather all this data and we can discuss it with with them at our meeting next month. So that's moving. That's how we're progressing with our interaction with PSI. We also had several public comments regarding the availability of sample exams or practice tests on the PSI website as a result of those.

Baur, Sandy (DOL) 25:11

Uh, concerns that we brought to PSI, PSI has updated their website and they have added the appropriate language and practice test required for Washington state after this presentation and after the recommendation. Piece I will give a brief demonstration with the step by step process of how to find those exams on the PSI website.

Baur, Sandy (DOL) 25:38

In addition to those practice tests that are available on the website, sample questions for both the broker and the managing broker have been added and are on the candidate handbook on pages 6 through 9. Now there's a link to the Candidate Handbook on the DOL website.

So you can download it and look at it at any time.

Umm, disrupt descriptions of the exam are also in the candidate website describing for both the broker and the managing broker describing how many questions are on the test, what subjects are covered in those questions, and what the total scored points are for those questions. And, and I took little snippets of that and added it to this presentation today. So, you can look at that really quick. So, our recommendation moving forward is for the education.

Subcommittee that was just formed today, work with us and DOL to review and update managing broker.

Qualification curriculum.

Thank you.

With that, are there any questions in Jen? I think there was something else you needed to add as well.

Clawson, Jennifer (DOL) 26:49

So.

Yeah, we'll Deb, I think your motioning to something where we supposed to change a slide.

Allen-Ba, Debra (DOL) 27:00

No, I just wanted to make one quick, quick correction on the e-mail address for issues with examinations. So, if your candidates are having problems getting through to PSI and you need to get a hold of the, the Department of Licensing, it will be faster if you directly contact the real estate licensing unit and their e-mail address is all together one word realestate@dol.wa.gov.

Baur, Sandy (DOL) 27:01

Not yet.

Allen-Ba, Debra (DOL) 27:30

The e-mail address that Sandy gave out is to reach us in the board support and we will help you out with any questions you'd have about our Commission. So just that really quick clarification, so that's all.

Baur, Sandy (DOL) 27:38

Mm-hmm.

Clawson, Jennifer (DOL) 27:45

OK. Yeah, I did have some thoughts as you were presenting this information, Sandy and I, I think about some of the feedback that we've received and conversations we've had around pass fail rates.

Clawson, Jennifer (DOL) 27:59

I was gonna propose something to the Commission to see how you all felt about it, but I'm. I was wondering how you all felt about as maybe using some of the research dollars that we have, and I realize we don't have the budget slide right here, but we have quite a few dollars in our budget for research to do to hire UW. What does our research for us to look at pass fail rates across the nation and be able to bring back a report or presentation to us about what that looks like in other states. And that might give us.

Clawson, Jennifer (DOL) 28:29

More data as we as we look at this issue a little bit more thoroughly.

Baur, Sandy (DOL) 28:36

That's a really good idea. I like that.

Clawson, Jennifer (DOL) 28:41

And if there's any other research topics on this, you want us to look into like we could add those in. But I thought it would be a great starting point.

Shelly Schmitz28:50

Me. This is Shelly may ask a question.

Clawson, Jennifer (DOL) 28:53

Sure.

Shelly Schmitz28:54

Is the research data across the nation? Would that be just those that use PSI or is it all states no matter who they use for their testing?

Clawson, Jennifer (DOL) 29:05

I think we could ask it either way, we could ask for PSI States and then we could ask for a whole so we could, we could ask, you know, we can give the direction on what we want for research. It would be up to us as a Commission to make sure that we honed in on those areas that were important to us.

Shelly Schmitz29:10

OK. OK

Clawson, Jennifer (DOL) 29:23

But we have a contract with UW. We haven't asked them for any research in a while and I thought this might be really helpful for us as we as we really look at. Fixing some of this problem.

Shelly Schmitz29:38

Yeah, sounds good.

Clawson, Jennifer (DOL) 29:40

OK.

Shari (Guest)29:40

So, can I? Can I just ask for a clarification? Just to Sherry. So, did I hear that if you try to call PSI or contact them for a customer service-related issues and if you're not getting response or connected, they can contact a real estate division of DOL, is that what?

Was that?

Baur, Sandy (DOL) 30:04

Yes. So, in particular, in particular with the problem of. Umm. Paying for and registering for your exams. Then you go back in to try and schedule and you're not able to find your registration.

That problem in particular is really difficult for PSI to research that without a specific name to associate with it, so that if, if that happens again, I would really like them to reach out to us so that we can capture that data and then have our conversation with PSI about that. So, we can hold them accountable for each time it happens.

Shari (Guest)30:46

So, if the e-mail to real Estate Department, will there be a response because I still notice that the emails are very slow in getting a response.

Baur, Sandy (DOL) 30:58

Yes.

Shari (Guest)30:58

Of DOL, I mean real estate.

Baur, Sandy (DOL) 31:00

Yes.

We. Yes, we will. We will get a response to you.

Shari (Guest)31:06

OK.

Clawson, Jennifer (DOL) 31:16

OK. Well then can we add that to the action items, the research?

The research request and will work with OK great. Thank you.

Schaefer, Sandra (DOL) 31:25

I I've taken note of it.

Clawson, Jennifer (DOL) 31:29

OK. So on to our next.

Item on the agenda.

Baur, Sandy (DOL) 31:35

So, this is just the quick step by step.

Directions on how to find those exams on the PSI website. So, on the PSI homepage, if you click test takers, you will get a drop down menu and then from there you will click on test prep store. If you click on that then it will take you to a page where it has all the sorts of tests that PSI has for the different industries.

Baur, Sandy (DOL) 32:09

Click on the real estate tile. The whole thing, the whole picture, the real estate tile, and it will bring you to a page where it lists the states on the left hand side.

Of the page. So, if you Scroll down and say show more because it only shows it's in alphabetical order and it only shows the top certain percent. So, if you click show more it will pull up a list of all of the states. Then you'll see Washington, right? So, if you click on Washington, it will take you to the specific tests and sample practice tests available. For Washington state, both brokers and managing brokers are listed on that site.

Baur, Sandy (DOL) 33:01

If you would like a copy of these uh instructions because it can get confusing up updates are, are really confusing and it's really hard to, to capture. If you would like a copy of these step-by-step directions, please e-mail RBS.admin.support@dol.wa.gov and I can e-mail out a PDF of these step-by-step instructions. Any questions?

Shelly Schmitz33:33

Alright, yes, this is Shelly. Can you repeat that e-mail address?

Baur, Sandy (DOL) 33:37

Yes, it is RBS.

RBS.

Admin.

Support.

All scrunched together in one word, at DOL.WA.GOV

Shelly Schmitz33:58

Thank you.

Baur, Sandy (DOL) 33:59

You're welcome.

And I'd be happy to e-mail this PDF out to anyone who would like this.

Clawson, Jennifer (DOL) 34:08

Great. Thank you for the extra work.

Baur, Sandy (DOL) 34:08

Are there any?

Clawson, Jennifer (DOL) 34:10

On that.

Ruth F Macias (Guest)34:10

I would like it, Ruth.

Shelly Schmitz34:16

This is Shelly. Me too.

Baur, Sandy (DOL) 34:18

We'll send it out.

Clawson, Jennifer (DOL) 34:21

Thank you.

Baur, Sandy (DOL) 34:21

It's all. It's also included in your packet that we emailed out.

Clawson, Jennifer (DOL) 34:29

OK. Are we ready to move on to licensing counts?

With 8.2.

Baur, Sandy (DOL) 34:38

Hear you here? We have our uh current licensee count as of February 6th of this year.

Umm, there are a grand total of.

49,749.

Real estate firm licensee licensing count.

Grand Total 4857 and the real estate firm names count 16,867.

Growing industry, I love it.

Sabrina Jones-Schroeder35:21

So, if I'm to just interpret those numbers and I know I'm not, this is Sabrina John Schroeder. If I'm not, I'm not on the team's name committee. But if I'm to interpret those numbers, we have 48157 licensed firms and branches, but 16,867. Assumed name, so there's like 12,000. Team names or assumed names that have been approved by the DOL that are above and beyond the actual branches out there, give or take.

Baur, Sandy (DOL) 35:57

Give or take, yes, which is why I'm really excited about this team's subcommittee so we can figure out exactly how to move forward with this.

Sabrina Jones-Schroeder35:57

Am I looking at? I'm giving looking at those Umm.

Baur, Sandy (DOL) 36:08

And we really need the expertise of the of the industry to help us with this.

Sabrina Jones-Schroeder36:13

I might change my mind and want to be on that subcommittee.

Eddie Chang36:17

So, with regards to teams, the, the assumed names are probably have nothing to do with the actual number of teams because an assumed name due on an assumed name for a DB, the rights of the name of the team name would then go to the brokerage. So, like if I were to use have my brokerage put us as an assumed name, my team the as an assumed name, we would own the broker to have ownership of the actual team name and it would allow me to basically, advertise without using the brokerage name, but I would never like give up the control of my team name to my brokerage.

So, I don't. I don't know if I don't know how many of those are actually team names. Our brokerage has a has a license name and then a DBA and then assume name as what we're doing as a DBA. But that's none of it is the team's name.

Baur, Sandy (DOL) 37:12

Right. And this is these these.

This count is a combined combined assumed name, DBA name, entity name.

Shari (Guest)37:21

Sandy, can you clarify the difference between assume name DBA and entity name?

Baur, Sandy (DOL) 37:28

Actually, I am not the expert in that. I will defer to Deb on that.

Allen-Ba, Debra (DOL) 37:37

Hi Sherry. So, this is where it gets really confusing in our system and the, the doing business as name is, is pretty easy to understand. So, you firm maybe licensed under one name, but if you're doing business as a different name that gives you the right to advertise under that name, that you're doing business as. So, in our system, the entity name.

Shari (Guest)37:58

Umm.

Allen-Ba, Debra (DOL) 38:01

May be different. That may be what you licensed under and then you're actually doing business under a different name.

The assumed name is something that, so you haven't paid for either of those two names. The entity name and the, the doing business as name are two names in our system that don't have any additional cost to them. That's just what you licensed under. That's how we have you listed. The assumed name is something that you, the firm, will have applied for. And Eddie, you were absolutely correct on that is going to allow your firm to advertise under another assumed name. So.

Schaefer, Sandra (DOL) 38:47

We may have lost Deb.

Clawson, Jennifer (DOL) 38:47

Uh, I think we lost Deb.

Shari (Guest)38:48

Yeah, it's frozen.

Allen-Ba, Debra (DOL) 38:50

Uh oh.

Shari (Guest)38:52

There we go. We missed.

Clawson, Jennifer (DOL) 38:52

Get to start again.

Allen-Ba, Debra (DOL) 38:54

Sorry, how far did I get?

No, I was on A roll.

I did that. Did you hear me confirm that Eddie was correct about the assumed names?

Shari (Guest)39:04

Yes, right after that.

Schaefer, Sandra (DOL) 39:04

Yes.

Allen-Ba, Debra (DOL) 39:05

OK.

OK, right after that. So basically, the assumed names for some firms are using those as a way to designate a team under a firm.

That may not be true of all firms. It may be used differently. We don't, in our statute, really have anything that defines a team. That is something that the industry has kind of worked on on its own. It is not in statute. Assumed names are, so that gives a firm the ability to advertise under those assumed names. When you renew with your your firm license each year, you will, you have to renew that assumed name as well.

Did that help clarify or did I freeze again?

Clawson, Jennifer (DOL) 39:52

You didn't freeze.

Shari (Guest)39:52

Yeah. Mm-hmm.

Allen-Ba, Debra (DOL) 39:55

It it's clear as mud, isn't it? This is why we need some assistance in terms of working through this. I can speak from Department of licensing that assumed names take a lot of effort on the departments.

Side because it is statutorily required for us not to issue an assumed name under any name that has already been licensed.

So the vetting that happens for these is an A manual process where we actually have to look at each application for an assumed name and make sure that there is not already a license issued an assumed name under that. Umm.

Clawson, Jennifer (DOL) 40:35

Or or similar, right, Deb? I mean there's.

Allen-Ba, Debra (DOL) 40:37

Or yes or similar which.

Clawson, Jennifer (DOL) 40:38

I believe it takes 2 full time people to do this work.

Sabrina Jones-Schroeder40:45

And I would take that even a step further and I believe the statute also says that that assumed name cannot appear to be a firm in and of itself. So, if I wanted to create a team, it can't be Sabrina Jones real estate or Sabrina Jones Realty, right. And so that, that, that manual vetting of that team name is not only is there a same or similar name, but does it look like it's its own real estate entity? It can be Sabrina Jones group, Sabrina Jones.

Allen-Ba, Debra (DOL) 41:07

Uh-huh. Mm-hmm.

Sabrina Jones-Schroeder41:16

Team, but, but, not anything that makes it look like it's my own. My own firm, right?

Allen-Ba, Debra (DOL) 41:21

Right, right.

Sabrina Jones-Schroeder41:23

Now and just to be clear, so if I wanna create if I want to market under a team name, so bring the Sabrina Jones Real Estate Group, right. I can market that.

Sabrina Jones-Schroeder41:34

All day long without getting an assumed name approved as long as I still have my firm's name clear and conspicuous in all my marketing.

Allen-Ba, Debra (DOL) 41:41

It could just. You're correct.

Sabrina Jones-Schroeder41:44

And so, I think that's the point Eddie was making is maybe he markets you know with his team name, but he hasn't applied for that team name as an assumed name because then it would belong to his firm.

Allen-Ba, Debra (DOL) 41:55

Umm.

Sabrina Jones-Schroeder41:55

Right. So, he markets with his team name, but then must still have his firm name Clear and conspicuous on his marketing so that he doesn't have to have it approved as a DOL assumed name. Is that right, Eddie?

Allen-Ba, Debra (DOL) 41:58

Alright.

Eddie Chang42:08

That's correct.

Allen-Ba, Debra (DOL) 42:11

So, you can see where the complexity gets going and we get deeper and deeper into this and it it's not a small issue. So, you're looking at how many assumed names there are. It it, it becomes a real. Workload issue for the Department of Licensing and I don't know that it it helps to clarify for the industry. Umm so.

This work group would be really helping us to clarify and coming up with some proposals to to clean up. Possibly some rule changes?

Sabrina Jones-Schroeder42:53

And this is Sabrina Jones-Schroeder again. I guess for the record, because I'm not on the subcommittee, I understand the team concept and that it. It is a business model that is here and that the 2010 license law changes were adopted to embrace the team business model.

My experience of that, whether it's, it's the team name that is, has been adopted, appropriately licensed as an assumed name or it's, it's being marketed along with the clear and conspicuous which is always challenged as well, whether the firm name is actually clear and conspicuous, I think it's caused great confusion with the consuming public. I think consumers look at the team name.

Allen-Ba, Debra (DOL) 43:39

Mm-hmm.

Sabrina Jones-Schroeder43:44

It generally is.

It's way larger than the firm name and they think that that's a firm I was just looking at a local ad.

Sabrina Jones-Schroeder43:53

That it had the the firm name and the the team name in the middle but her her.

She she listed as her title managing broker Slash owner and I just thought, well, what are you the owner of? I know you're not the owner of that company because I know the owners of that company. Are you the owner of that team name, which is not an assumed name, but it's a team name. And I'm confused and I'm in the industry. So, you know, I don't know how you, I don't think you can shove that horse back in the barn. But I just think I think the the consuming public is confused. By who's a firm and who's not a firm, and I think it's a problem.

Eddie Chang44:36

I, I completely agree, and I think that it is a problem that we need to address, but with and teams are something that's not gonna go away. But with teams, not teams not in the RCWS, I think the first step would be to have teams under the RCW so that we can do rulemaking around, around that.

Clawson, Jennifer (DOL) 45:02

Well, and I think that we're right now by getting the subcommittee working, pulling it together and starting we have, we have quite a bit of time that we can be prepared. For possibly next session. Right. Just see what we can do.

Eddie Chang45:18

Yes.

Clawson, Jennifer (DOL) 45:25

OK, great. Well, it sounds like we're we have some exciting work to happen in these subcommittee groups.

Shelly Schmitz45:31

Umm.

Clawson, Jennifer (DOL) 45:31

So yes.

Shelly Schmitz45:33

Jennifer, this is just really quick. Do you have for the subcommittee a history of when the assumed name rule came about? Like, like, what was the conversation to get there in 2010? In deed.

Clawson, Jennifer (DOL) 45:48

I think we can. I think we'll be able to pull some of that information together. So, we will have the subcommittee staffed by our team, right? So, Sandy will be part of these subcommittees and we'll be able to pull research and pull things together if they don't have everything. So, if there were things that you want to see at that committee, that

first committee meeting definitely reach out. Right. Sandy, I'm not overcommitting you right now. I think that's yeah.

Baur, Sandy (DOL) 46:12

No, that's, that's absolutely correct. I'll be the liaison for both of those committees. I'll be scheduling meetings for both of those committees, taking notes and being delays on to help them gather the deal, DOL data to help support them in their mission.

Clawson, Jennifer (DOL) 46:14

Yeah.

Shelly Schmitz46:28

Perfect. Thank you.

Clawson, Jennifer (DOL) 46:29

Yeah. OK, great. Well, let's head on to 8.3, which is review master Action item list.

Schaefer, Sandra (DOL) 46:41

Yeah, that's me. How you, Sandra? So, we have from June 16th of 2022 an audit of guidelines are posted on the dual website that has been completed and the URL is posted there which is the d0l.log.gov/business/realestate/audits.HTML.

From September of 2022, we have ongoing PSI updates to include items captured at the December 2022 meeting, including customer service complaints and managing broker exam issues. This is an ongoing item. Sandy did provide the report out earlier, but it is something that will continue to follow up on and ensure that stuff actually gets done.

From September of 2021, which may actually be a typo, I believe that's actually from 2022. Uh, we have research, clarification of broker and managing broker licensing names and issues with firm assumed names and teams. We just addressed that. That's what the team names. Team committee will be will be taking care of. So, it will be an ongoing in process. It was on today's agenda.

Uh. From December 15th of 2022 we have license look up check in and adding licensees to firms.

And that is a report out that will happen later on on this agenda, and it is also in progress. Any questions?

Clawson, Jennifer (DOL) 48:10

It.

Baur, Sandy (DOL) 48:10

And I believe that.

And Deborah and Chair Clausen are prepared to give a brief report out on that now.

Schaefer, Sandra (DOL) 48:20

OK.

Clawson, Jennifer (DOL) 48:21

Yeah. So, two things. We have the license look up and the part of our system license lookup. It's the part where you can file a complaint anonymously and look at education courses and that is scheduled to be back up in live March 15th. We've had some additional testing that's gone on. And so, I've got a commitment from our IT department. I was hoping it was going to be sooner, but March 15th is that is when it will be back up in live.

Now one of the issues that you all brought up at the last Commission meeting was around when you type in a license number, it doesn't populate with name and information forward like it used to.

Clawson, Jennifer (DOL) 49:05

I thought that was part of the license look up. And so, when I started talking to our IT department, I found out it was a totally different issue that we had not reported that bug because we didn't realize that bug was out there. So, it has been reported and they're trying to get it into the March release as well. So that when you go in and look up your name or put the license number in there, the name and information will populate. So, you make sure you're grabbing the right license. Did I describe that right, Deb?

Sabrina Jones-Schroeder49:31

So, Jen, that, that had to do with when you are going into your firm and inviting a new licensee, so not the license look up, but inviting a new licensee. Cool.

Clawson, Jennifer (DOL) 49:32

So.

Yes.

Clawson, Jennifer (DOL) 49:36

Yes.

Yep.

Right. So, there were two separate issues we thought they were the I thought they were the same because I knew.

I thought everything else was functioning right, but when you all described it and we went back and talked to our experts on the system, they said no, Jen, that wouldn't be the same issue. So, then they put in a ticket and are working to solve that other issue.

Allen-Ba, Debra (DOL) 50:00

And I.

Clawson, Jennifer (DOL) 50:01

So thank you. Ohh but Deb.

Allen-Ba, Debra (DOL) 50:02

No, no, go ahead. I did get an update that they're hoping to release that on March 15th as well with the the system update. So, it was it. It actually hadn't been identified as a problem until you brought it up. So thank you.

Sabrina Jones-Schroeder50:19

Can I be another Burr under your saddle? Because it wouldn't be DOL meeting if I didn't, right?

Clawson, Jennifer (DOL) 50:25

Sure.

Sabrina Jones-Schroeder50:26

It's so since our last meeting this came up. So, thank you for for raising that issue and I'm happy to know that that's a ticket and that they're working on that. So, because that is still not working. So I'm happy to know that maybe by March 15th that will be because I do sit there and still bite my nails, hoping I've input the number correctly and invited the right person to join my firm before I click submit. But at some point, and it just again, it just befuddles me that they must just launch little updates.

And it fixes something, but then it breaks something else.

Once Upon a time, since the new system went into place.

When I've opened up my firm, I have always scrolled to the bottom of my list of licensees where there was a blue ad licensee button.

That is how I have always added a licensee to the firm and with a recent uh licensee addition, I clicked on it, and I put in his numbers, and I got the the the bouncing Gray balls and then nothing. It returned me to the screen, and I thought OK, that's what usually happens. I'll go to my e-mail because then I would get the e-mail that you've invited. Congratulations, you've invited and that's when I would see the name of the person in Yahoo. It was the right person.

No e-mail, so I would do it again. No e-mail do it again. No e-mail. I did call and and got support on that and was told to go to more actions. So, under the menu above the firm list of licensees under more actions. There's an ad licensee and I was able to add the licensee there successfully just like that. But I had never had to do that before. I'd always just clicked the add licensing ad licensee blue button.

And now that link is broken. So I guess again I don't know. I don't know what happened from the last person I added under that blue button to that person. I now know the workaround is to go to more actions, but if that is a broken link, it needs to come off the website or it needs to be fixed. And I don't know if I'm the only broker. If everybody else was using more actions or if other brokers experienced the same frustration, but that's another.

Sabrina Jones-Schroeder52:49

Maybe ticket item to either remove that as a link or make sure it's working again. Hopefully I've given you enough detail to know what the issue is.

Clawson, Jennifer (DOL) 52:58

I'm looking at Deb. Does that make sense?

Allen-Ba, Debra (DOL) 53:01

I yeah, I've got notes on that, Sabrina. So, we'll go ahead and add that to our action items as well, so that we can give you a report out on what we find out and I will follow up.

Clawson, Jennifer (DOL) 53:03

OK.

Sabrina Jones-Schroeder53:10

And Deb, if if I if you have any questions about that, please reach out to me and I we could even log on to together and I can walk you through if it if you need any clarification of where the issue is.

Allen-Ba, Debra (DOL) 53:21

No, I I can definitely see the blue box that you're talking about at the bottom. So, I will, I will contact our IS and see if we can get it fixed.

Sabrina Jones-Schroeder53:30

Cool. Thanks.

Allen-Ba, Debra (DOL) 53:32

Alright, thank you.

Clawson, Jennifer (DOL) 53:36

Great. So that wraps up our action item list.

Clawson, Jennifer (DOL) 53:42

And then Sandra, I'm assuming for next time you'll add the action item of the research piece, right?

Schaefer, Sandra (DOL) 53:49

Yes.

Clawson, Jennifer (DOL) 53:49

So how that works? OK, thank you. OK, so now we're gonna move on to the public comment part of our agenda. So, as we move into this section, just a reminder that the public may address the Commission on matters within the Commission's jurisdiction, either verbally during the meeting or by submitting written comments. The Commission is limited to directing staff to study that matter for further or requesting that the matter be rescheduled for a discussion and consideration at a later time.

Members of the public who addressed the Commission verbally are limited to one 3 minute comment in lieu of a verbal comment. Individuals may submit their comment in writing at least two days prior to the meeting by emailing RBS.

Admin.support@doll.WA.com.gov written comments are limited to no more than 500 words, and we'll be read by staff during the portion of the meeting. So at this time we'll start with our open comment portion.

Baur, Sandy (DOL) 54:50

And we did not have any written comments submitted.

Clawson, Jennifer (DOL) 54:55

Great. And then Sandy, will you run this part, we call on our individuals?

Baur, Sandy (DOL) 54:58

Yes, I sure will. So, our first comment is from Mariana V.

Clawson, Jennifer (DOL) 55:00

OK. Thank you.

MariannaV.com (Guest)55:09

Hi, everybody. Thank you so much for the opportunity. This is my first time attending a meeting and it's very insightful to see that you guys are struggling with the same thing. We are struggling as brokers. My question regarding the assumed names and my thought is that the public hires their friends.

To represent them in real estate, that's the bottom line. People know a lot of people like Eddie and I go way back. We have 72 friends on Facebook that are common, so we know that everybody knows a bunch of brokers. They have no clue about what's the difference between Windermere and Re/Max. And like this is all industry stuff, right? So, when it comes to assumed names, essentially, we are the brand. We are the brand. So, if we decide to position ourselves somehow, that assumed name represents us and what we do and I really.

Like that, you guys going to look into this? Because I always wondered. My brand is Maria Navi. That's it, right? Like if I leave my office or SP real estate and they own Marian Navi, what are they gonna do with it? But I in the meanwhile I spend so much money developing this brand. So, wouldn't it make sense that we would restructure it and tie it to the principal person who developed that brand? It's not necessary teams. I don't have a team. I'm just a brand, right? Like Eddie Chang is a brand.

MariannaV.com (Guest)56:29

Right. So, could, could we figure out how to attach it to the initial licensee so that way?

We would have the option to jump ship if you want to. I don't want to, but so many brokers do so.

What? What then? What then? You know just. Yeah, that's all. Thank you so much for the opportunity. I would love to hear some thoughts or maybe some changes how we administer people under assumed name and just have some different ways that we are not tying or brokers essentially to brokerages but they don't want to be because of the development they put themselves. Thank you.

Baur, Sandy (DOL) 57:10

Thank you so much for that comment and I'm sure that our new subcommittee will really appreciate that. Thank you.

Are there any other?

Comments.

If you would like to make a comment, go ahead and just raise your hand and I'll call on you.

Yes, Natalie Danielson.

Natalie Danielson57:42

Can you hear me?

Baur, Sandy (DOL) 57:44

Yes, thank you.

Natalie Danielson57:45

OK, OK, good. I'm concerned because when you were discussing the issues with PSI, there's a couple agents, one recently, they got a Vermont test when they went to take it, there's three times that candidates that have been taking my cram class and stuff where they went to take the test and it was lost. That hasn't even been mentioned. And then there was a big mess up trying to get rescheduled. I mean, they sat through the exam for hours and then it was so they were told they were lost. Then they were told they were there, the DOL must know this because it's been an issue and then there's one right now who's been trying to schedule a test for weeks, so I'm, I'm concerned that there wasn't. There wasn't actually when they say this to me and I they took my class and stuff. Who, who specifically do I refer these people to to get help?

Natalie Danielson58:39

This is are you going to let us know that also, I believe I've bought the practice test. I believe the practice test is just the, the old pre license test that they named the Managing brokers test and I'm concerned about that because there is not a test that has the questions that are like on the test with the six.

Umm, there are questions that have 6 answers. Three are correct and one gets two points. The practice test doesn't seem to have that or any discussion of that, so I'm concerned about that.

So those are my 2 concerns.

There you go.

Baur, Sandy (DOL) 59:15

Thank you so much. I really appreciate that.

Natalie Kelly.

Natalie Kelly59:27

Hi. OK, so.

And in in the similar vein, I have someone who is trying to reschedule because they failed in exam the first time.

And they need some help in scheduling because it's it's not a fluid seamless process, but more specifically, I know this is mentioned on a previous call. If they fail one portion of the test and then they retake the exam over again and they pass the other part, what can we do about seeing that? Hey, they did pass it at one point each side of the exam to move forward with the licensing. Is there any movement forward in a process of procedure to resolve that?

Baur, Sandy (DOL) 1:00:10

I will add that to our agenda item for the next meeting, thank you so much.

Baur, Sandy (DOL) 1:00:26

And each member of the public is limited to one comment. Are there any other comments today?

Sreeni Gorthi 1:00:49

Hi, my name is Sreeni Gorthi.

I have taken the managing broker examine last month I find the system are not doing, the very slow. I was not able to finish all the question in one center. Then I took the same exam in a different location. I had a lot of time to complete the exam. I gave feedback to PSI

Baur, Sandy (DOL) 1:00:53

Hello

It would be good if all the PSI centers have better computers to take the test efficiently.

Baur, Sandy (DOL) 1:01:42

Thank you very much for that comment.

Are there any other comments today?

OK. Well, thank you very much. I really appreciate the public's interaction and have some things to take back to our next meeting. Thank you.

Baur, Sandy (DOL) 1:02:03

Back over to you, Chair Clausen.

Clawson, Jennifer (DOL) 1:02:05

OK. Thank you, Sandy. So now we had to the UM.

The last part of our agenda, so our conclusion with 10.1 announcements, I do have one announcement. I don't know if anybody else does. We've had some more changes in our leadership at within the business and Professions Division again. And so Bill Dutra some several of you have worked with him in the past is going to be our administrator, our interim administrator in our boards and outreach group. So, you may see him.

Interact with some of you as Commissioners like you have in the past when he was in our real estate section. So welcome Bill to the team. I'm excited to have him as well as the team that supports all of our boards and commissions. Finally set and complete all of our positions are full and being able to help support all of our board work that gets done.

Sabrina Jones-Schroeder 1:03:03

What's his official title, Jen?

Clawson, Jennifer (DOL) 1:03:11

He is the administrator over the Regulatory and Outreach section.

So you may, may deal with him on on this side of things. He may pop into some meetings from here and there, and then we're also working on really developing an outreach component in our division where we're working with the public and our licensees on different issues that they may be. They're having barriers that we can remove and some rulemaking that we can do. So we're excited to have him join us in that space.

Baur, Sandy (DOL) 1:03:45

Excellent. And we do have one other announcement.

After this packet was already assembled, we sent out a communication on listserv.

Umm with the updates of the fair housing. Uh three o'clock hours curriculum and we just included that in and part of this packet and we just wanted the Commission members to be aware that this communication has already gone out.

Sabrina Jones-Schroeder1:04:14

I do have a question about this. Umm. So, for, I have a couple questions about this. So all current licensee have to have completed the six hour fair housing by June 1, 2023?

Umm.

Was is there a date so many of us have newer licensees who have received their license. See within this past year when when the fair housing requirement was being adopted.

How does a new licensee know for sure if they need 3 hours of Fair housing or six? Because I've been asked that question several times and I'm not sure how to answer it.

Baur, Sandy (DOL) 1:05:03

Doesn't.

That's that is a great question and.

What we can do is we can include some more scenarios and resend this back out.

To include some different scenarios and if you have a particular scenario that you would like us to cover, feel free to e-mail us at the RBS admin support so this.

Sabrina Jones-Schroeder1:05:39

OK. So then thank you. That would be super. And then my next question is, once we get past this initial kind of I call it the ramping up, right, everybody needed to take the six hour fair housing and.

Baur, Sandy (DOL) 1:05:41

Yeah.

Sabrina Jones-Schroeder1:05:53

And now we're into the licensees subsequent renewals where their requirement will be 3 hours of Fair housing every two year renewal cycle, correct?

Baur, Sandy (DOL) 1:06:05

Correct.

Sabrina Jones-Schroeder1:06:07

Umm, I'm seeing it release of the fair housing. 3 hour curriculum is.

Is that going to be so? Currently we have the three hour. What used to be called the core curriculum is now called current issues in Washington real estate. Will the three hour fair housing be incorporated into that so that there will be a 6 hour current issues to include fair housing or will those be 2 separate classes? So current issues will still be its own 3 hour class and fair housing will be a 3 hour class and licensees will be required to have.

Baur, Sandy (DOL) 1:06:42

That's.

Sabrina Jones-Schroeder1:06:43

Those two separate 3 hour classes as part of their 30.

Baur, Sandy (DOL) 1:06:46

That is a great question, and I will take that back to our uh education.

Expert and I will have an answer for you. I'll and I'll include that in the communication that we we send back out on listserv. So, everybody will know.

Sabrina Jones-Schroeder1:07:02

Awesome.

Thank you.

Baur, Sandy (DOL) 1:07:05

You're welcome.

Shari (Guest) Sandy, so in the second paragraph where it says fair housing course with the first renewal, it's not necessary the first renewal, so people have been licensed for a long time. It's just there next renewal that's up coming.

Baur, Sandy (DOL) 1:07:22

OK, I can, I can update. I can update that as well when we send this back out.

Shari (Guest)1:07:24

OK.

OK.

Baur, Sandy (DOL)

Alright thank you this is just something we wanted to the Commissioners to be aware of and that's it for the announcements. Thank you

Clawson, Jennifer (DOL) 1:07:48

Great we will head to 10.2 future agenda items.

So does anybody have any future agenda items they'd like to make sure that we.

Clawson, Jennifer (DOL) 1:07:53

Add.

Sabrina Jones-Schroeder 1:07:54

Just what I mention earlier the budget.

Clawson, Jennifer (DOL) 1:07: 56

Yep, we will get that added.

Shari (Guest)1:08:07

And.

Clawson, Jennifer (DOL) 1:08:11

And we will create space for the subcommittee report outs.

Sorry, Sherry.

Shari (Guest)1:08:12

And.

Ohh no yeah budget for sure. And then are we going to revisit the Managing Broker title again or are we just going to let that go?

Clawson, Jennifer (DOL) 1:08:26

Would that be part of the teams work group or the Subcommittee? Or is it totally something different?

Shari (Guest)1:08:33

I. It's an issue that's been coming up and you know, we keep bringing up, but we've never really addressed.

Shelly Schmitz1:08:41

This is Shelly. I would suggest we include that with the team subcommittee as I think both of those topics come together.

Sabrina Jones-Schroeder1:08:52

So, licensee, licensee titles and teams.

Shelly Schmitz1:08:56

Yep, we will get that added.

And then we'll create space for the subcommittee report outs.

Shari (Guest)1:08:57

Yeah, I think that makes really good as they're both consumer protection related.

Clawson, Jennifer (DOL) 1:09:03

So, on the.

Baur, Sandy (DOL) 1:09:03

We can definitely add that to the scope of work.

Clawson, Jennifer (DOL) 1:09:06

Great. That's I was just going to ask if we could just broaden that scope and what that committee works on.

Sabrina Jones-Schroeder1:09:12

Now I really want to be on that committee.

Shelly Schmitz1:09:17

Can can we have more than three?

Sabrina Jones-Schroeder1:09:20

No, I'm totally kidding. I'm good.

Shelly Schmitz1:09:21

Oh.

Clawson, Jennifer (DOL) 1:09:23

No. If we get more than three, then we risk OPMA violations with a having a quorum, we would love to have more than three, but there's rules around that.

Shelly Schmitz 1:09:28

Ohh.

OK.

OK.

Clawson, Jennifer (DOL) 1:09:35

But I think that with bringing the report outs back to the Commission, we can create space for you all to have conversations so that Sabrina, like you work, do some work and then the rest of the Commissioners can provide some input for you to go back and do some additional work. And we'll continue to work it, create a lot more space for on the Commission meetings.

OK. Any other agenda items?

OK. So, we're going to review our action items for next meeting, which I might have jumped the gun a little bit early on on you, Sandra, OK.

Schaefer, Sandra (DOL) 1:10:35

No, no you're perfectly fine. I've got this part so, just to clarify, review these are the items I have written down for next meeting budget, the subcommittee report would which does include the teams names and licensee titles. Now we have added that piece to it. I also captured from the the comments, excuse me, the public comments regarding if you fail one part of the test but not the other, how to expedite that so that it's or how to make it so that the the second part can be taken. So we'll revisit that and then for action items I have a staff will reach out to UW to request research for pass fail rates of across the country and we'll nail down whether or not that's just for PSI or if that's.

Altogether, we have uh staff and Sandy. Excuse me, not staff Sandy and the subcommittee will compile a history of assumed names and how we got to where we are today.

I have staff will put in a service ticket for adding a license, a button or the process in general on the website to either remove the button or to get the link fixed.

Umm I have a Ruth and Shelly that want have the online test instructions email. What isn't exactly an action item

Umm I have sent to the three o'clock hour update with the updates that were discussed in the conversation.

Did I miss any?

Alright, thanks. Back to you.

Clawson, Jennifer (DOL) 1:12:05

Great. Well, thank you so much. I'd like to do a huge shout out to the staff that helps support this Commission. So, thanks for your work with our Commission meeting today and at this time, we are ready to adjourn. It's 11:12 am.

Allen-Ba, Debra (DOL) 1:12:30

Thanks all.

Baur, Sandy (DOL) 1:12:44

Susan, you're still recording.