



2020

LICENSING & RECORDING

ONLINE EVENT September 8-10 and 15-17

**PROGRAM
GUIDE**





SEPTEMBER 8-10

Tuesday, September 8

[CLICK HERE TO JOIN MEETING](#)

- **8:15am - 8:30am Conference Welcome**

Brenda Chilton, Auditor, Benton County

Brenda Chilton has been the Benton County Auditor since 2010. Prior to becoming Auditor she had been employed with the Auditor's Office for 11 years, the last five of those years as the Chief Deputy Auditor. Brenda served as President of the Washington State Association of County Auditors in 2014-15 and currently serves on its Board. She is a nationally certified Election Administrator through The Election Center's Professional Education Program/Auburn University. Brenda currently serves as Co-Chair of WSACA's Licensing Committee.

Vicky Dalton, Auditor, Spokane County

For the past 22 years, Vicky Dalton has served as the Spokane County Auditor. During her tenure, Vicky has experienced 5 presidential elections, the 2004 Governor's election that was decided by 133 votes statewide, the 2005 recall of the City of Spokane Jim West, implementation of vote-by-mail and the implementation of same day registration. Vicky has served as Chair of the WSACA Recording Committee for several years.

- **8:30am - 10:00am Recording | Roundtable I - Marriages**

Jared Krause, Licensing & Recording Manager, Thurston County Auditor's Office

Jared was born and raised in Western Washington and graduated from Western Washington University. He has been in Licensing & Recording with the Thurston County Auditor's Office since 2007 as the Licensing & Recording Manager.

- **10:30am - 12:00pm . . . Recording | Roundtable II - COVID-19**

Round table discussions will include lessons learned, what have we done in our COVID-19 responses, and how we can all move forward in these unprecedented times.

Casey Kaul, Recording and Licensing Manager, Pierce County

Casey has worked in the Auditor's office for 18 years. For the last nine years she's managed a team of 32 working in Recording, Marriage, Pet Licensing, Passports, and Vehicle Licensing. Casey is active in the Washington State Association of County Auditor's, Recording and Licensing committees, and PRIA (Property Records Industry Association).

- **1:30pm - 3:30pm Licensing | DOL - Monitoring**

The newly renewed agreements between Agents and Subagents, and Agents and the Department of Licensing, rolled out provisions for three levels of oversight of Agents, VLR's, Subagents, and Subagent VLRs. Representatives from the Department of Licensing will provide an outline of DOL's developed policies and procedures for the contractual monitoring requirements.

Michael Rexroth, Vehicle Services Liaison Officer, Department of Licensing

Michael "Rex" Rexroth is a Liaison Officer who has been with the Department of Licensing for 3 years. Rex has a BA in Computer Science and years of customer service experience.

Kaila Kline, Vehicle Services Liaison Officer, Department of Licensing

Kaila Kline is a Liaison Officer within Vehicle and Vessel Operations. She has worked at the Department of Licensing for 3 years. Kaila is a mom and wife, and loves to read in any spare time she gets.

Wednesday, September 9

[CLICK HERE TO JOIN MEETING](#)

- **8:30am - 10:00am Licensing | Licensing Potpourri**

A presentation of recent topics of importance to Agents and VLR's.

Moderator: Brenda Chilton, Auditor, Benton County

Speaker: Shawn Bohlinger

Office Support Supervisor Kimberly Singer oversees the Licensing & Recording programs. She has worked in the Auditor's Department for over 30 years. In 2007, the Licensing and Recording Divisions merged into one division, and during several reorganizations of the division, she was promoted to supervisor of seven team members.



- **10:30am - 11:15am Recording | Marriage Certificates & Death Certificates**

Review required fields for marriage registration and the correction/amendment process. Highlight changes in Vital Records law effective 1/1/2021 to include a new short form death certificate and the inclusion of a non-binary sex designation for birth, marriage and death records.

Jean Remsbecker, State Registrar & Director of the Center for Health Statistics, Washington State Department of Health
Jean Remsbecker has worked in the Center for Health Statistics for 11 years and was previously the Vital Records Manager. Prior to working for the State of Washington she worked for Safeco Insurance and The Bon Marche in Human Resources.

- **11:15am - 12:00pm Recording | Housekeeping with Your Recording Fees**

Walk through a process to cross reference the recording fees in your recording system to the RCWs and the State Treasurer A-8. When finished, you will have a permanent document that explains where the money goes after you collect it.

Vicky Dalton, Auditor, Spokane County

- **1:30pm - 3:30pm Licensing | DOL Update (Audit/Accuracy Reviews)**

The newly renewed agreements between Agents and Subagents, and Agents and the Department of Licensing, rolled out provisions for three levels of oversight of Agents, VLR's, Subagents, and VLRs. The second level of Oversight is Auditing, described as the formal examination of facilities, equipment, records, actions, practices, and requirements related to the performance of the Agent/Subagent/DOL agreements. Representatives from the Department of Licensing will give an update on the development of the necessary policies and procedures for the contractual auditing requirements. The update will also include information related to the performance of Accuracy Reviews. Accuracy Reviews relate to the review of completed transactions to insure they have been properly executed, documented, and entered into the DRIVES system to achieve an acceptable accuracy level of not less than 95%.

Pat Ely, Licensing Services Manager, Department of Licensing

Pat Ely has worked for the Department of Licensing for a year and a half as a Liaison Manager. Pat spent 13 years as an operations manager with special focus on auditing before coming to DOL.

Cleo Tabor, Customer Service Specialist 3, Department of Licensing

Cleo Tabor provides assistance to VVO Support members and helps VLR's with DRIVES navigation, policy and procedure, and record corrections. She strives to improve processes, provide consistency, and is a strong believer in sharing knowledge. Cleo has been with the Department of Licensing for five years and has been in the customer service industry for over 30 years.

Heather St. Clair, Customer Service Specialist 3, Department of Licensing

Heather St. Clair has worked for the State for approximately 6 years, including the Department of Licensing and the Department of Transportation. She provides assistance to VVO Support members, helps to train new and existing customer service staff, and strives to improve our processes.

Thursday, September 10 [CLICK HERE TO JOIN MEETING](#)

- **8:30am - 9:30am Recording | Survey Recording Backward and Forward**

Within the role of cooperate and advise there will be an update on issues the Survey Advisory Board has been dealing with over the last year. We will cover Surveyor\Recorder and other issues that do, or may, affect our groups. We will touch on the duties and obligations of Land Surveyors. We will also review upcoming changes to the Auditor's checklist as well as the proposed recording fee surcharge for monument preservation.

Bob Knuth, PLS WA CA OR CFEDS, Department of Natural Resources

Bob spent his early years in the private sector developing survey skills in Western Washington and Western Oregon. After three years working in a small city Public Works Dept. Bob took the job of Chief Surveyor for Pacific County (ask him about that sometime). The next step was twenty years in California government working Right of Way, field and office. Returning Home Bob was graciously offered a position with the DNR which led to the PLSO Manager slot.



- **9:30am - 10:00am Recording | Document Rejections**

Jon Scherer, Recording Manager, King County Recorder's Office

Jon Scherer has been with the King County Recorder's Office since 2008, first as a supervisor, later as Recording Manager. As Recording Manager for the largest county in the state, Jon has become skilled in interpretation of statute, doing more with less, and dealing with most kinds of drama.

- **10:30am - 12:00pm . . . Licensing | Best Practices for Mail Handling**

Mail-in renewals are a large portion of the day-to-day work that VLR's perform on behalf of the Department of Licensing. From the largest counties, to the smallest counties, the manner in which mail-in renewals are processed varies. A mid-size county will provide a summary of best practices for efficient mail processing. An opportunity will be provided for questions and answers, as well as shared input from participants.

Shawn Bohlinger, Licensing/Recording Manager, Benton County

Shawn Bohlinger leads the Licensing & Recording Departments in Benton County. She has worked for Benton County for 15 ½ years, where she has held the positions of Vehicle Licensing Representative, Office Supervisor, Recorder, Licensing/Recording Manager, Election Specialist, and holds a Certified Election Administrator Certificate. Mrs. Bohlinger currently creates Policy and Procedures for Licensing and Recording. She also attends DOL Operational meetings and WSACA Recording meetings.

- **1:30pm - 2:30pm Recording | Document Retention/Digital Archives**

Debbie Bahn, Electronic Records Archivist, Washington State Digital Archives

Debbie Bahn has been with the Washington State Archives since 2008. She is responsible for transfer, preservation management, and access of state and local electronic records into the Digital Archives. In addition, Debbie is the manager of the Eastern Region Branch in Cheney and teaches as an adjunct instructor for Eastern Washington University.

June Timmons, Chief Applications Architect, Washington State Digital Archives

June Timmons has been with the Washington State Archives since 2006. She manages the application development team. Her Team is responsible for creating and managing all the applications to preserve and provide access to archival electronic records. Prior to joining the agency, June worked architecting and developing applications for Microsoft, T-Mobile, and other companies.

- **2:30pm - 3:00pm Recording | C-Pacer Liens**

Erik Makinson, Resource Synergy

- **3:00pm - 3:30pm Recording | Notice of Trustee Sale**

Nathan Peppin, Washington State Department of Commerce

..... **SEPTEMBER 15-17**

Tuesday, September 15

[CLICK HERE TO JOIN MEETING](#)

- **8:20am - 8:30am Morning Welcome**

Brenda Chilton, Auditor, Benton County

Vicky Dalton, Auditor, Spokane County

- **8:30am - 10:00am Recording | Roundtable III - Best Practices**

Charlene Huffman, MBA, CGAP, Program Manager II, Recording & Licensing, Clark County Auditor's Office

Charlene has spent the past 20 years working in County government. Initially with the Kitsap County Clerk's Office and then with the Clark County Clerk's Office holding a variety of positions from being a Judicial Proceedings Specialist to the managing the Guardianship Monitoring Program and Criminal Department Senior Clerk. In 2015 I became the Program Manager for the Auto Licensing and Recording/Marriage License Departments.



- **10:30am - 12:00pm ... Recording | Roundtable III - Forms**

Kathy Cook, Recording Supervisor, Spokane County Auditor's Office

Kathy worked at Spokane County for over 20 years as a Recording Supervisor. Before this, she work in the title insurance business in Southern California.

- **1:30pm - 3:30pm..... Licensing | Customer Service in a Pandemic (A panel discussion)**

The way we have done business has changed during the COVID-19 Pandemic. Offices and VLR's have shined during this period in finding ways to provide the essential services needed by the public, while protecting both staff and customers. A panel will discuss what actions they have taken and challenges they have faced.

Shannon Corin, Administrative Manager for Licensing/Recording Division, Kitsap County

Shannon Corin leads the Licensing & Recording Division in the Auditor Department. She holds an Associates of Arts Degree in Accounting, a Certified Payroll Professional for 12 years, and a Certified Municipal Clerk 2014-2018. She comes with experience from local government, construction industry, professional services, and sales & service industry.

Jared Krause, Licensing & Recording Manager, Thurston County

Jared Graduated from Western Washington University. He has been in Licensing & Recording with the Thurston County Auditor's Office since 2007 and the Licensing & Recording Manager since 2017.

Wednesday, September 16

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- **8:30am - 9:00am Recording | Address Confidentiality Program**

Heather Hirota, Secretary of State

- **9:00am - 9:30am Recording | Pria Update**

Updates from the PRIA August conference will be provided as well as any local updates.

Casey Kaul, Recording and Licensing Manager, Pierce County

- **9:30am - 10:00am Recording | Legislation**

Discussion of the WSACA priority bills for the 2021 Legislative session – Torrens Elimination and Authoritative Agency. Exploration of other possible legislation being brought forward by other groups.

Vicky Dalton, Auditor, Spokane County

- **10:30am - 12:00pm ... Licensing | DRIVES of the Future**

December 12, 2016, the Department of Licensing, Agents, and Subagents, replaced the legacy vehicle field system. DRIVES was launched. It is hard to believe we are coming up on it's four year anniversary. We'd like to have a discussion about feature development in DRIVES.

Elizabeth Soltero, Vehicle and Vessel Licensing Supervisor, King County

Elizabeth Soltero has been the King County Vehicle and Vessel Licensing Supervisor since 2018. Her licensing career began over 16 years ago when she started as a title clerk at a subagent office. She has been with King County since 2013, during which, she spent 4 years as the Subagent Liaison, establishing a robust program for subagent oversight and development.

Thursday, September 17

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- **8:20am - 8:30am..... Morning Welcome**

Brenda Chilton, Auditor, Benton County

Vicky Dalton, Auditor, Spokane County

- **8:30am - 10:00am Licensing | Roundtable**

Participants will discuss and debate identified topics related to licensing.

Thad Duvall, Auditor, Douglas County

Thad Duvall took office as Douglas County Auditor in July 1997. He currently serves on various Boards and Committees and has been a member of the WSACA Licensing Committee for many years.