

2021



LICENSING & RECORDING

... *Online Event* ...

SEPTEMBER **13 – 17**

**PROGRAM
GUIDE**



Monday, September 13

1:00pm - 1:15pm **Conference Welcome**

Welcome to WSACA's second Virtual Licensing & Recording Conference!

- Brenda Chilton** - Auditor, Benton County
- Marianne Nichols** - Auditor, Pend Oreille County
- Paul Andrews** - Auditor, Kitsap County
- Vicky Dalton** - Auditor, Spokane County

1:15pm - 2:30pm **Keynote Speaker - Kevin Parker**

This particular talk will focus on the idea that everything good in an organization happens internally. As I see it, customer service is the manifestation of the internal reality. This idea extends from the idea that customer service begins internally with each employee, it is experienced externally by customers, clients, and constituents. While there are many wonderful ideas about customer service, developing employees, empowering them, and calling them to a higher standard is an effective way to create a meaningful customer experience.

Kevin Parker

2:30pm - 2:45pm **Networking Break**

2:45pm - 4:00pm **Recording - Recording Standards Commission Introduction and Legislative Updates**

The 2021 Legislative Session passed four bills that impact Recording. We will discuss fees, wage liens, online access to records, the Recording Standards Commission, and racially restrictive covenants.

- Vicky Dalton** - Auditor, Spokane County
- Andrea Schmitt** - Attorney - Abogada, Columbia Legal Services
- James N. Gregory** - Professor, Department of History, University of Washington
- Emmett O'Connell** - Communications Officer, Thurston County

Tuesday, September 14

9:00am - 10:15am **Recording - PRIA Update**

Property Records Industry Association - what is going on in the rest of the country and what are the emerging issues.

Mark Ladd - Vice President, Regulatory & Industry Affairs, ICE Mortgage Technology

10:15am - 10:45am **Networking Break**

10:45am - 12:00pm **Licensing - A Contract & Investigation**

This session is a review of the DOL contract with coverage of the Investigative segment of the contract.

- Paul Andrews** - Auditor, Kitsap County
- Mike Sigler** - Licensing Services Manager, Department of Licensing
- Tim Davis** - Simpson - Licensing Service Representative 4, Department of Licensing



1:00pm - 2:15pm **Recording - DNR Survey Update**

Quick update on the checklist. Unclutter your office. Send the PLSO those old documents in the back of the vault.

Bob Knuth - Manager, Public Land Survey Office, Department of Natural Resources

2:15pm - 2:45pm **Networking Break**

2:45pm - 4:00pm **Licensing - Monitoring: A Refresher**

This is a review of the monitoring process

Shawn Bohlinger - Licensing/Recording Manager, Benton County

Wednesday, September 15

9:00am - 10:15am **Recording - Roundtable Discussion**

Learn from others how to handle some problem situations. We need your experience, expertise and thoughts. Please join us whether you are the expert or the one needing fresh ideas.

Melanie Muzatko - Records & Vehicle Licensing Manager, Spokane County

Marianne Nichols - Auditor, Pend Oreille County

10:15am - 10:45am **Networking Break**

10:45am - 12:00pm **Licensing - Auditing: Part 1 (DOL Audits Agents)**

Why do we audit? Besides contract compliance, the many benefits of auditing will be discussed. Potential challenges will be shared along with best practices. Once identified, how can best practices be applied to the four main components of the DOL Audit: Pre-audit, Virtual Audit, Off-site Audit and Closing Audit. Finally, there will be an opportunity for group discussion and questions.

Teresa Berntsen - Director, Department of Licensing

Jared Krause - Licensing & Recording Manager, Thurston County

Diana Benson - Chief Deputy Auditor, Thurston County

1:00pm - 2:15pm **Licensing - Auditing: Part 2 (Agents Audit Subagents)**

This session will be covering what to expect in the Audit process between Agents and the Subagents. What to look for and expect.

Elizabeth Stenson - Vehicle and Vessel Licensing Supervisor, King County Licensing

Iva So'oto - Subagent Liaison, King County Licensing

D'Alice Craig - Subagent Liaison Support, King County Licensing

2:15pm - 2:45pm **Networking Break**

2:45pm - 4:00pm **Recording - Archives Updates**

Learn to transfer your recordings to the Washington State Archives AND catch up on what's new!! The Digital Archives website serves as a centralized public portal for county recordings. During this session, June and Debbie will take you behind the scenes of the Digital Archives, explain the step-by-step process for becoming a transferring partner, and introduce you to our brand new feature—the Partner Portal, a dashboard customized for just for YOU! There will be time for questions at the end.

Debbie Bahn - Electronic Records Archivist, Washington State Archives

June Timmons - Chief Applications Architect, Washington State Archives



Thursday, September 16

9:00am - 10:15am **Recording - Transfer on Death Deed/Lack of Probate**

An overview of the processes used by the Benton County Treasurer's Office regarding Real Estate Excise Tax (REET) transactions related to Inheritance WAC 458-61A-202. More specifically, Transfer on Death Deeds, Lack of Probate Affidavits, and Community Property Agreements. This presentation will detail some of the various scenarios and ways in which we have seen these documents used, as well as how they are processed by the Treasurer's Office. These processes of the Benton County Treasurer's Office are developed in coordination with the Benton County Auditor's Office, and following the guidance of the Department of Revenue, under WAC 458-61A.

Alicia Woods - Foreclosure Specialist, Benton County

10:15am - 10:45am **Networking Break**

10:45am - 12:00pm **Licensing - Multi-Tentacle Transactions**

In this session, we will be reviewing transactions that can branch off into a variety of directions pertaining to what the situation is, much like the tentacles of an octopus.

Lauren Miller - Kennewick Office Supervisor, Benton County

Myriam Gutierrez - Prosser Office Supervisor, Benton County

Shawn Bohlinger - Licensing & Recording Manager, Benton County

1:00pm - 2:15pm **Recording - De-escalation Training (OPEN TO ALL)**

We have all dealt with customers who are upset or disruptive. Training officers from the Spokane County Sheriff's Office will walk us through scenarios and techniques to de-escalate these situations. This session is open to both Recording and Licensing staff.

Byron Zlateff - Deputy, Spokane County Sheriff's Office

Anthony "Tony" Anderman

2:15pm - 2:45pm **Networking Break**

2:45pm - 4:00pm **Licensing - Mobile Home Update**

This session is an overview of the Mobile Home Work Group.

Jerry Pettit - Auditor, Kittitas County

Joe Preti - Department of Licensing

Friday, September 17

9:00am - 10:15am **Licensing - Best Practices**

This session will be tips and tricks that all counties have used to make their jobs easier.

Brenda Chilton - Auditor, Benton County

10:15am - 10:45am **Networking Break**

10:45am - 12:00pm **Licensing - Roundtable Discussion**

This session consists of topics to be discussed, collaborated about and then brought forth between all the Counties to come up with ideas of how we are all handling each item

Christy Garcia - Licensing Compliance Officer, Pierce County

12:00pm **Adjournment**

THANK YOU SPONSORS & EXHIBITORS

