

CRB* TODAY

COURT REPORTERS
BOARD NEWSLETTER

GUARDING THE RECORD
FOR CONSUMER PROTECTION



Message from the Chair *Toni O'Neill*

Strategic Planning for Consumer Protection

"If you can't fly, then run. If you can't run, then walk. If you can't walk, then crawl. But whatever you do, you have to keep moving forward." – Martin Luther King, Jr.

In looking back at my first year in serving on the Board, I would at times find myself somewhat frustrated by the seemingly slow pace at which change was able to be effected. Since then I have come to learn that it is not an accident that government is slow to change. Many safeguards are in place to ensure that the public has an opportunity to participate in Board decisions by offering input and feedback before changes are made.

An example of this opportunity for the public is coming up on December 4, 2014, in Sacramento when the Court Reporters Board will meet to create a new strategic plan. The Board undertakes the process because effective strategic planning articulates not only where an organization is going and the actions needed to make progress, but also establishes measurable guidelines towards reaching the goals of the Board. A good strategic plan will not only include goals and objectives but will also have an accompanying timeline which becomes, in essence, the Board's own scorecard for measuring its success.

The Board is working with its sister agency within the Department of Consumer Affairs, SOLID Training & Planning Solutions, who will facilitate the strategic planning session. Strategic planning is used to set priorities and focus resources to ensure that everyone is working toward common goals. It allows the Board to establish agreement around intended outcomes as well as to assess and adjust the Board's direction in response to a changing environment. Anyone who has ever been through the process of strategic planning will tell you it's a disciplined effort to assimilate information and

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COURT REPORTERS BOARD OF CALIFORNIA
2535 Capitol Oaks Drive, Suite 230
Sacramento, CA 95833

Toll Free: (877) 327-5272
Phone: (916) 263-3660
Fax: (916) 263-3664

www.CourtReportersBoard.ca.gov

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PAULA BRUNING, *Layout Designer*

Message continued from cover

input from stakeholders in order to enable the Board to make fundamental decisions that will shape and guide the work of the Board in the coming years.

In preparation for the strategic planning session, SOLID sent out a survey to over 6,000 licensees and other industry stakeholders. To ensure a statistically reliable result, the Board was hoping to receive 200-500 responses to the survey. Within three days of the e-mail notification that the survey was available, SOLID had received over 700 surveys. I love the fact that court reporters are so responsive to industry issues and are willing to take part in affecting their own destiny. Such a large response gives the Board the ability to make decisions for the future by being confident that a statistical majority of stakeholders are being heard.

Although the stakeholder survey is now closed, the strategic planning session is open to the public, and your input is welcome. It will be held at the Department of Consumer Affairs HQ2, 1747 North Market Boulevard, Sacramento, California.

As I have learned, we may not always be able to fly, run, or even walk as quickly as we may wish towards what we want to accomplish, but the Board will continue to move forward in pursuit of our new strategic plan, ever mindful of the importance of, and guided by, our consumer protection mission.

Transcript Reimbursement Fund Update

Previously Allocated Funds Released

As reported in previous years, the Transcript Reimbursement Fund (TRF) that was previously only available to pro bono attorneys was opened up to pro per litigants via a two-year pilot project beginning in January 2011. The program proved to be very popular, and the annual \$30,000 allowance was quickly utilized within a few months each year. The pilot project became part of the ongoing permanent TRF program and was extended to 2017 through the Board's sunset review process. Fast forward more than three years and there has been an ever-present backlog of indigent applicants waiting for assistance in accessing justice.

"We noted that funding was allocated to a large number of provisionally-approved applications where neither the litigant nor the court reporter submitted an invoice to collect the funds," stated Melissa Davis, TRF Coordinator for the Pro Per Program. She then put a plan into action and has been contacting those litigants and reporters to inquire if the funding was still needed for their case. In all, she sent more than 20 letters and 130 e-mails.

Her efforts have not been in vain. As of mid-October, nearly \$8,000 has been released back to the Pro Per Program and reallocated to assist 16 additional pending applications. In addition, some of the previously approved cases were finalized by obtaining the proper paperwork to bring them to closure. "I will continue to follow up on these old cases so that we may assist as many litigants as possible," Davis pledged.

BreEZe Project Update

Release 2 Approaches Launch

The second phase of the BreEZe project continues forward, with Release 2 boards and bureaus anticipating going live in the spring of 2015. The Court Reporters Board is in Release 3, allowing us to reap the benefit of all the lessons learned as the previous two groups transition to the new system.

Once aboard the BreEZe system, consumers will be able to file a complaint or look up a license status online. Court reporters will be able to renew their licenses or update their addresses and contact information directly online. Candidates who have successfully passed the CSR license exam will be able to apply for a license online. The goal is greater ease of use for our stakeholders and improved back-office functionality that will greatly enhance our licensing and enforcement efficiency.

For more information, visit www.dca.ca.gov/about_dca/breeze/index.shtml. Questions about BreEZe can be e-mailed to BreEZeProject@dca.ca.gov.

Industry Update

When the Labor Wheel Turns

The buzz in the court reporting world today is a forecasted shortage of court reporters nationwide by 2018. The assertion is made based on the 2013-14 Court Reporting Industry Outlook Report conducted by Ducker Worldwide for the National Court Reporters Association.

The projected shortage is greatest in California. If there is no change to the current supply of court reporters, we are predicted to see a shortfall of 2,320 court reporters by 2018. The shortage will be mainly a result of decreased enrollment and school closures coupled with an aging workforce. According to the Bureau of Labor Statistics, the median age of workers in all occupations combined is 42 years old. The median age of a court reporter is 51 years old. A full 70 percent of the court reporter population is 46 years or older.

One of the factors analyzed for the demand was gross domestic product (GDP), which is an indicator of legal activity. When the economy is down, there is more pressure on law firms and insurance companies to keep costs low. As the economy improves, it's reasonable to expect GDP growth to positively impact the need for court reporters.

Other factors included in the analysis of demand are the level of crime as measured by crime statistics, the degree of tort reform each state has experienced, the level of penetration of digital recording and voicewriting into the court reporting industry, as well as rapid growth of nontraditional uses of court reporting such as CART and captioning services.

To determine the supply side or availability of court reporters for the market, the Industry Outlook Report looked at the number of license applications over the last five years as well as the number of schools and the number of enrollments.

The report indicates that supply and demand seem to be in balance at the time of the production of the report, but has forecasted varying degrees of shortage across the country in the coming four years. For more information regarding the full report, contact the National Court Reporters Association at www.ncra.org or 800-272-6272.

Bryan Sacramento Court Reporting Program Closes

The Sacramento campus of Bryan College has closed its court reporting program. “We never like to see schools close,” commented Yvonne Fenner, executive officer of the Court Reporters Board, “but the changes in the federal regulations governing vocational programs have created many challenges for court reporting programs across the country, not just in California.”

Current students have transferred to the online program offered by Bryan University or have located another “bricks and mortar” school offering a court reporting program.

Examination Statistics

Written Exams				
March 1, 2014 - June 30, 2014		Total	Pass	Overall %
English	Overall	61	41	67.2%
	First Timers	32	25	78.1%
Professional Practice	Overall	49	38	77.6%
	First Timers	35	29	82.9%
November 1, 2013 - February 28, 2014		Total	Pass	Overall %
English	Overall	91	55	60.4%
	First Timers	46	32	69.6%
Professional Practice	Overall	62	52	83.9%
	First Timers	44	40	90.9%

Dictation Exam			
July 2014	Total	Pass	Overall %
Overall	142	35	24.6%
First Timers	50	26	52.0%
March 2014	Total	Pass	Overall %
Overall	122	24	19.7%
First Timers	33	15	45.5%

Newly Licensed Certified Shorthand Reporters

April 19, 2014 – October 13, 2014

The Court Reporters Board of California is pleased to welcome the following people to the rolls of licensed California court reporters:

Breann Bertino, Riverside, CA, CSR 13942
 Susan Biard, Orange, CA, CSR 13941
 Callie Black, Laguna Hills, CA, CSR 13971
 Gareth Briscoe, Sacramento, CA, CSR 13950
 Kendra Cabral, Citrus Heights, CA, CSR 13948
 Liza Cachola, Riverside, CA, CSR 13935
 Bethany Clarke, Beaumont, CA, CSR 13947
 Jenny Davidow, Bellingham, WA, CSR 13949
 Dulcemaria Duarte, Anaheim, CA, CSR 13968
 Jennifer Esquivel, Fallbrook, CA, CSR 13976

Kathleen Foley, Los Angeles, CA, CSR 13952
 Rebecca Fox, Los Angeles, CA, CSR 13974
 Carrie Gibson, Ontario, CA, CSR 13937
 Lori Goodin, Damascus, MD, CSR 13959
 Megan Grossbart, Agoura Hills, CA, CSR 13954
 Carol-Joy Harris, Novato, CA, CSR 13938
 Jacquelyn Haupt, Fairfield, CA, CSR 13964
 Gabriel Hernandez, San Diego, CA, CSR 13972
 Michelle Hernandez, Fontana, CA, CSR 13960
 Brittany Kepler, Los Angeles, CA, CSR 13970

New CSRs continued from page 4

Madison Kurz, Springville, CA, CSR 13957
 Rosemary Locklear, Pitman, NJ, CSR 13969
 Yvette Lopez, Chino Hills, CA, CSR 13966
 Patricia Luisi, La Mirada, CA, CSR 13946
 Amanda Marcos, Alpine, CA, CSR 13965
 Michelle McMahon, Los Angeles, CA, CSR 13967
 Rubi Michaca, Santa Ana, CA, CSR 13953
 Hillary Meyer, Glendora, CA, CSR 13939
 Ted Murdock, Elk Grove, CA, CSR 13936
 Michelle Murtagh, Loma Linda, CA, CSR 13975
 Reyna Ota, South Pasadena, CA, CSR 13934
 Rachel Rael, Oak Hills, CA, CSR 13951

Valerie Ransom, Long Beach, CA, CSR 13943
 Stacy Rodriguez, Hesperia, CA, CSR 13955
 Brittany Silva, Placentia, CA, CSR 13940
 Whitley Sisneros, Redding, CA, CSR 13962
 Marissa Solis, Visalia, CA, CSR 13958
 Tamera Stephens, Kaysville, UT, CSR 13944
 Ashley Sutton, Castro Valley, CA, CSR 13956
 Lacreisha Vaughn, Sacramento, CA, CSR 13945
 Kathryn Wiggins, Carmichael, CA, CSR 13961
 Allison Wong, Sherman Oaks, CA, CSR 13963
 Sogol Zivari, Beverly Hills, CA, CSR 13973

Student Spotlight

Growing up in the “melting pot” that is Los Angeles, California, Sarah Chun observed diversity all around her. She became *intrigued by the different languages* among the pockets of communities and cultures.

Ms. Chun worked as an escrow officer in the real estate industry where she handled both business and real estate transactions. While *her Korean and English bilingual skills were helpful*, she found the work unfulfilling. After having her first child, she began to search for a second career. “My husband heard about court reporting through his colleague and felt that I should check it out,” she said.

Her first step in this new venture was via a theory class in the fall of 2012. “It exposed me to this *new cryptic language called ‘steno’* working in tandem with a machine that works similarly to a musical instrument,” she said. She wanted to master the language and be part of the court reporting community of professionals who are dedicated to providing excellent work, are good listeners, and are relentlessly hard-working.

Ms. Chun enrolled in the court reporting program at Downey Adult School, a program she had not known

existed in the same city she had been living for seven years. She found the staff both approachable and knowledgeable. Her favorite class there is jury charge where one-stroke briefs for long phrases that are repetitive provide a greater probability of passing goal speeds.

“When I’m not at school or practicing, I like to spend time with friends and family. I also spend time meditating, which develops my ability to concentrate and focus,” she said, “an essential skill for a successful court reporter.”



She expects to graduate in the next 18 months. After graduation she hopes to work as a deposition court reporter in both Los Angeles and Orange Counties. She stated, “I want to gain exposure as a working reporter and find my niche in the types of work I enjoy as a reporter. I find the medical field fascinating with all the technical terms and specialized words.”

Languages have been a recurring theme in Ms. Chun’s life, with “steno” being the latest addition to her repertoire. “I’ve found I can apply my listening skills and linguistic inclinations to my adventures in court reporting,” she concluded.

Frequently Asked Questions

Q If a deposition is taken of a witness physically out of reasonable distance from the court reporter's office, how should the transcript be made available to the witness for read and review? What about out-of-state firms with no offices in California at all? Should reporting firms be making PDF transcripts available for the witness only?

A California Code of Civil Procedure (CCP) 2025.520 requires the court reporter to notify the deponent and all parties attending the deposition when the original transcript is available for reading, correcting and signing. It also allows the deponent to change the form or substance of any answer by means of a letter to the court reporter within the 30 days following the notice of transcript availability. The CCP does not set forth procedures for the reporter in making the transcript available to the deponent for read and review.

The CCP does not require the reporter to provide the deponent with a free copy of the transcript, but it is within the reporter's discretion to provide the deponent with a complimentary copy of the transcript for review. However, if the deponent is a party witness, the reporter must also provide the opposing party with a complimentary copy as well. In the alternative, the attorney that would like the deponent to review the transcript may provide a copy to the deponent for review. The deponent may also waive his or her right to review the transcript.

Q Does the State of California offer a Spanish shorthand reporter certification? I have a client with a Spanish-speaking witness. They will have a court-certified interpreter present in the deposition. There will be a CSR in the room taking down the record. They would also like to have a Spanish-speaking court reporter taking down the Spanish record and providing them with a certified Spanish transcript. They would like to use the Spanish record to make sure the interpreter is interpreting correctly. Is this possible?

A California does not offer a Spanish shorthand reporter certification. Code of Civil Procedure section 185(a) says, in pertinent part:

"Every written proceeding in a court of justice in this state shall be in the English language, and judicial proceedings shall be conducted, preserved, and published in no other."

Based on this code section, regardless of whether the reporter is "Spanish speaking," the reporter would have to transcribe the proceeding in the English language only and would be prohibited from preparing a Spanish language record.

Regarding the concern that the interpreter is interpreting accurately, litigants may opt to use a "check" interpreter who will speak up only if he or she feels the main interpreter has failed to provide an accurate interpretation.

Q I recently reported an extremely difficult proceeding. The law firm requested a transcript expedited just prior to a death in my family. I sent my agency an e-mail regarding what had happened in my family, advising them that I wasn't sure I would make the deadline, but would work as hard as I could, given the circumstances. The agency replied that they had contacted their client who wished to proceed with the expedite so it is still requested as originally scheduled.

My question is: Since I rushed through this transcript, is there any type of wording I can add to my cert protecting myself, since I was basically forced to produce a rush transcript during a time of shock and grief? I'm not sure I want to certify the transcript without some type of caveat.

A As a certified reporter, you are required to make, by means of written symbols or abbreviations in shorthand or machine shorthand writing, a verbatim record of any oral court proceeding, deposition, court ordered hearing or arbitration, or proceeding before any grand jury, referee or court commissioner and the accurate transcription thereof and pursuant to California Code of Civil Procedure 2025.540 (a) certify on the transcript that the deponent was duly sworn and that the transcript is a true record of the testimony given. No, you cannot qualify your certification of accuracy with any wording to protect against the possible inaccuracy of your work.

FAQs continued from page 6

Q I have an appeal transcript to do for a trial I reported last summer. I am hearing conflicting stories from other reporters regarding a couple of things, and I'd like some clarification from you, please.

1. Is it required that we use 28 lines, or can we use 25? I see the Minimum Transcript Standards are 25, but does that only apply to depositions?

2. If we have previously transcribed portions of the trial (maybe an individual witness's testimony), can we still charge for an O+1 since it still has to be repaginated, other portions of the day transcribed and inserted, etc.?

A In answer to your first question, section 2473 (a) of the California Code Regulations states:

"A reporter licensed under Chapter 13, Division 3 of the Code shall comply with the following transcript format standards when producing a transcript in a legal proceeding. If a reporter is employed by a court, either as an official or pro tem official reporter, the transcript format set forth by state or local rules of court, or adopted by that jurisdiction, if any, will supersede. If there are no transcript format guidelines established within a jurisdiction, the following minimum transcript format standards shall apply:"

Or simply stated, if your court does not have its own format, the Minimum Transcript Format Standards would apply and you would be required to use 25 lines.

In answer to your second question, no, you should not charge for an O+1 for those portions of the transcript that have been previously produced and have already been charged at the original rate. Anything that is produced for the first time may be charged at the original rate. Anything that was previously produced should be charged at a copy rate only.

Q Should a reporter use in practice the name that his or her license is issued under? It would seem important that the Board be able to find or identify a reporter by name, and if the only name you have for

a CSR is the one listed in your licensing database, shouldn't that name be the one used by the reporter? Or if they choose to use a different name in work and on transcripts, then should the reporter provide you with a name-change request?

A As you note, it's important for the Board, as well as the public, to be able to find a specific court reporter; therefore licensees are expected to practice only under the name listed on their license, which would be the official record the Board maintains, and California Code of Regulation 2406 requires reporters to list their license number on the cover page and certificate page of each deposition, court transcript, or transcript of other legal proceedings. Further, Business and Professions Code section 8024.6 requires reporters to give written notice to the Board of any name change within 30 days after their name change.

Q We're running into more reporters requesting to be paid an expedited fee on the copy orders when the original transcript has been expedited. I'm not sure of the specific code on this, but we've always felt strongly that the transcript has to be delivered to all parties at the same time. We have not charged extra for the expedited copy since the original party was paying for the expedite. Some companies are charging the copy attorneys an expedited fee as well, and if the attorney does not want it expedited, they are holding the transcript back until eight days after the deposition has been taken even when they deliver it to the other attorney on an expedited basis.

My recall is that this is not correct and even somewhat unethical. Can you enlighten me? I want to keep our reporters happy and working for us, but want to do it ethically and not give the appearance of favoring one side over the other. Help!

A The best practice would be to not charge an additional expedited fee to the party requesting a copy.

As deposition transcript rates are not set in statute, reporters are permitted to set their own rates. However, the rates must be reasonable. Since the expedite fee is a fee added

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to the cost of the transcription for its early production and delivery, the Board finds that an expedited fee should be a one-time charge for the original transcript and that charging the expedited fee twice would be unreasonable, thus grounds for discipline as unprofessional conduct directly related to the practice of shorthand reporting, pursuant to subdivision (d) of Business and Professions Code (B&P) section 8025. Similarly, a reporter's refusal to provide a copy of a transcript unless the party agrees to pay an unreasonable (expedited) fee would be grossly unfair and also grounds for discipline pursuant to B&P 8025.

Q I've just become aware that some reporters in California are playing back audio in lieu of readback. I am aware of the CRB's position and Backup Audio Media Best Practices document on your

Web site that playing audio in lieu of readback is not allowed. However, is there a code section that I can point to with regard to that?

A There is no California law governing readback. Code of Civil Procedure section 2025.510 (g) states:

"If the testimony at the deposition is recorded both stenographically, and by audio or video technology, the stenographic transcript is the official record of that testimony for the purpose of the trial and any subsequent hearing or appeal."

The audio is not the official record, the stenographic notes are, and so arguably the readback should be read from said notes.

When is a Phone a Phone?

Do you remember when all you could do with your cell phone was make a phone call? Nowhere is technology developing faster than in the mobile device world. The device that you use today to make a phone call undoubtedly has all the capabilities of a computer. With the added convenience of having an all-inclusive smart device, however, it should be noted that these devices are susceptible to malware similar to that found on PCs.

Malware can get onto your phone in a variety of ways. Smartphones can get infected when you accidentally download a malicious app. Clicking on some ads can also start downloads of malware. Also, hackers can pretend to be a public Wi-Fi hot spot in order to gain access to personal data.

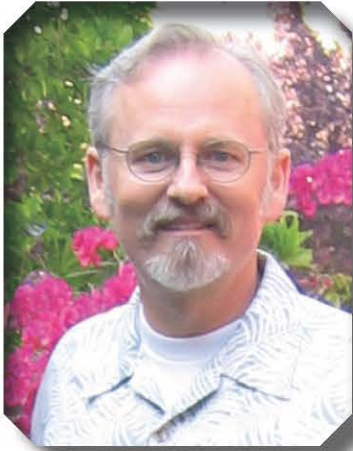
If you practice basic electronic security on your mobile device – strong passwords, downloading apps from reputable sources and treating e-mail on your phone with the same caution as you would on a computer – malware is easily avoided.

How can you tell if your device has become infected? As with infected PCs, mobile devices that have downloaded malware can develop noticeable performance issues. Is everything taking longer than usual? Are you using up data at a faster rate than before? Does your battery seem to be running down much faster than previously? Are calls being dropped or interrupted with weird noises?

While there may be other reasons for performance issues, such as you're approaching the device's storage capacity, there is no point in guessing. The easiest way to know for sure is to run a scan using one of many free or paid anti-malware programs. If you do have malware detection and removal software on your mobile device, you should run malware scans routinely as a matter of precaution. It does not take long, and it can give you some peace of mind.

CSR Spotlight

Phil Livoni



After graduating in 1982 with a Bachelor of Arts degree in fine art with an emphasis in textiles, Phil Livoni began a custom clothing and tailoring business. Over the years, he and his wife shared many dinners with close friends including Jeri Rich, an official reporter in a criminal department. The conversations would inevitably circle around to her interesting career.

“The turning point for me was when Jeri described her then-current trial,” Mr. Livoni said, “where she had reported the testimony of an expert witness on Munchausen by Proxy Syndrome.” Having never heard of this condition, he was intrigued to learn more. As an avid reader, *the job appealed to him as a source of continual new knowledge.* His friend encouraged him to take a theory class to see if court reporting would be a good fit for him.

Mr. Livoni was hooked and went on to attend Chaffey College and Sage College. Since becoming licensed in 1993, he has worked solely as an official, most of which has been in criminal court. “Court reporting is a fascinating field, and each case is unique,” he described. “There are always unexpected answers and even dramatic twists and turns. And *no one has a better seat than the court reporter!*”

Although he would not describe his job as “fun” as very few people come to court because they want to be there, he commented that judges, counsel, and courtroom staff find ways to laugh and gently poke fun at each other as a bit of a survival instinct to make the best of the very serious and intense nature of the job.

He went on to recount some of the toughest cases he has had to report, one of which invoked his own tears as he mustered up the composure to continue writing. “Many people come to court because of tragedies in their lives,” he said. “I have seen many people held accountable for the wrongs they have perpetuated against others, and I have also seen the falsely accused walk out vindicated. *Court reporting is a seriously rewarding career!*”

He is keenly aware that the entire case may pivot on a few words or sentences, and his awesome responsibility and privilege to be *the keeper of the record is such a valuable and integral part in the administration of justice.* For that reason, he believes the high standards and regulatory function of licensing is absolutely necessary.

And to those newly licensed, he offers a bit of advice in regards to handling fast-speaking attorneys and witnesses: “Get comfortable with your human limitations and practice several ways to state in a professional manner that the proceedings need to slow down. The legal community is very small, and bad reputations get around quickly.”

In his off time, Mr. Livoni enjoys spending time with his wife and grandchildren. History is his favorite topic, but his art background is still apparent in his hobbies. He has combined the two by offering consulting work to museums on conservation and display of historic textiles. He also has a large collection of 19th-century clothing and is restoring and furnishing a Victorian home. “We are passionate about the Victorian Aesthetic Movement, the 1860s through 1880s,” he said.

Scope of Practice Regulation Takes Effect

The Office of Administrative Law has reviewed the Scope of Regulation package and found that it meets the standards set in the Administrative Procedure Act regarding authority, reference, consistency, clarity, nonduplication and necessity. The regulation took effect October 1, 2014.

The passage of the regulation has created some confusion on the part of some court reporters who see the new California Code of Regulations (CCR) section 2403 as imposing new duties upon the licensees. CCR 2403 is a compilation of existing reporter responsibilities already set by statute throughout the Code of Civil Procedure (CCP), but since various parties/participants (litigants, attorneys, official and freelance reporters, videographers, clerks, judges, et cetera) have responsibilities that are intermingled in the CCP, the CRB has set out the scope of practice into one regulation, 2403. The creation of CCR 2403 was intended to ensure that the Board's licensing population is fully aware of their individual duties and responsibilities and similarly to ensure that unlicensed persons are fully aware when they are engaging in activities and/or rendering services which are considered shorthand reporting and thus require licensure.

For the exact language of the regulations change, visit our Web site at www.courtreportersboard.ca.gov or contact Paula Bruning at Paula.Bruning@dca.ca.gov.

CRB to Update Strategic Plan

The Court Reporters Board is getting ready to take on the task of strategic planning on Thursday, December 4th, 2014, in Sacramento. The current strategic plan was adopted in 2012 and had set forth goals through 2014.

"While the planning process itself is laborious, bordering on tedious, the ideas generated and the brainstorming with fellow Board members more than compensates," declared Board Chairperson Toni O'Neill. "With a relatively new board, it's a wonderful opportunity to get to know each other's thought processes and priorities," she added.

Strategic planning is the road map for Executive Officer Yvonne Fenner. "Once the Board adopts the final strategic plan, they have basically given me my game plan for the next few years," Fenner noted. "The Board sets forth the goals they want to see accomplished, and it's up to me and the rest of staff to ensure that it happens." American author Napoleon Hill perhaps put it best: Goals are dreams with a deadline.

The Board will use the results of a survey sent to over 6,000 licensees and industry stakeholders to analyze the Board's strengths and weaknesses and see where the challenges lie.

The Board will be assisted in the strategic planning process by SOLID Training & Planning Solutions, the Board's sister agency in the Department of Consumer Affairs. In addition to facilitating the planning session, SOLID staff will work with Board staff to create an action plan which will break down objectives into specific goals and assign a target time frame. The Board will be able to assess progress on the plan when staff reports on the action plan at each meeting.

The strategic planning session is open to the public. If you are interested in attending the session, it will be held at the Department of Consumer Affairs HQ2, 1747 North Market Boulevard, Sacramento, California.

Task Forces Move Forward with Best Practices Requests

Board Member Rosalie Kramm, always on the cutting edge, put technology to good use by holding two task force meetings recently via videoconference. On August 25, 2014, the Exhibit Handling Task Force and the Interpreted Depositions Task Force met via videoconference, allowing task force members the choice of three locations from which to participate: San Diego, San Francisco and Sacramento.

Exhibit Handling Task Force

Joining Task Force Chairperson Kramm in tackling the request for best practices on handling exhibits were Matt Spievak from San Francisco and Melinda Nelson from Auburn. This task force was of particular need as the statutes governing exhibit handling are almost nonexistent. "It's key to have input from all parts of the state," noted Ms. Kramm, "as California is so large and practices vary from one end to the other."

Interpreted Depositions Task Force

The task members taking on the Interpreted Depositions Task Force were Task Force Chairperson Rosalie Kramm from San Diego, Matt Spievak from San Francisco and Cheryl Haab from Van Nuys. While the basics of reporting interpreted depositions are covered in the schools in the deposition procedures courses, there are many twists that arise in the working world, and the task force strove to cover as many aspects as possible.

Consumer Protection

"This is consumer protection at its most basic level," state Ms. Kramm. "Having a well-informed court reporting workforce prepared to handle whatever comes their ways helps the consumer receive the best possible record of their proceedings."

Both Task Forces were able to compile the points for a best practices draft document that will be submitted to the Board at their next meeting, tentatively set for Friday, December 5, 2014, in Sacramento. A best practices document is simply that, a suggestion for how to handle certain topics. It is not a regulation, and the Board will not have authority to take enforcement action against anyone who chooses not to follow the suggested best practices.

It is hoped the best practices documents will improve the license exam and also be a useful resource to the licensing community.

Legislative Update:

Licenses to be Expedited for Honorably Discharged Veterans

SB 1226 (Correa) was chaptered on September 27, 2014. This legislation, beginning July 1, 2016, will require all boards in the Department of Consumer Affairs to expedite, or when applicable assist, the initial licensure process for an applicant who supplies satisfactory evidence to the Board that he or she has served as an active duty member of the Armed Forces of the United States and was honorably discharged.

Court Reporters Board of California - Disciplinary Actions May 2014 - September 2014

The disciplinary actions listed below cover the period of time from May 2014 to September 2014. To find out whether a licensee has had disciplinary action prior to May 2014, or to obtain further information on specific disciplinary action for a licensee listed below, please contact the Board office toll-free at 1-877-3-ASK-CRB (1-877-327-5272).

A disciplinary action is a formal proceeding that includes the basis for the action sought against the licensee. These disciplinary actions are held in front of an Administrative Law Judge and allow for attorney, testimony, and challenges as provided in the legal system. The Administrative Law Judge then issues a decision that the Board can accept, reject, or send back for additional information. Disciplinary cases can result in license suspension or revocation and/or a probationary status with conditions.

RESPONDENT NAME - COUNTY	LICENSE NO.	ACTION	EFFECTIVE DATE	CHARGES
Ohanesian, Susan - Alameda County	13528	Stipulated Settlement and Disciplinary Order; 3 years probation; \$2,700 cost recovery.	6/16/2014	Business & Professions Code Section 8025 (a) and 490: Conviction of a crime.
Bruhl, Easteller - Marin County	3077	Decision and Order; license revocation.	6/2/2014	Business & Professions Code Section 8025 (d): Fraud, dishonesty, and/or unprofessional conduct. Failure to comply with Board's probation program; failure to obey all laws.
Gallardo, Yvette - Santa Cruz County	12889	Stipulated Settlement and Disciplinary Order; 3 years probation; \$3,000 cost recovery.	6/2/2014	Business & Professions Code Section 8025 (e): Repeated unexcused failure to transcribe notes; Section 8025 (d): Unprofessional conduct; Section 8025 (j) in conjunction with CA Code of Regulations, Title 16, Section 2475 (b)(4): Violation of professional standards of practice.
Roux, Jennifer - Sonoma County	11033	Decision and Order; 3 years probation; \$6,077.50 cost recovery.	05/30/2014	Business and Professions Code Section 8025 (d): Unprofessional conduct; Section 8025 (e): Repeated unexcused failure to transcribe notes; Section 8025 (g): Failure to comply with court requests for transcripts.

Court Reporters Board Of California - Disciplinary Actions Pending November 2013 - September 2014

RESPONDENT NAME - COUNTY	LICENSE NO.	ACTION	EFFECTIVE DATE	CHARGES
Hughes, Scott - Alameda County	12365	Accusation	7/29/2014	Business & Professions Code Section 8025 (d) and CA Code of Regulations, Title 16, Section 2475: Unprofessional conduct; Section 8025 (e) and CA Code of Regulations, Title 16, Section 2475: Repeated unexcused failure to transcribe notes; Section 8025 (h): Failure to pay civil penalties.
Callihan, Laura	N/A	Statement of Issues	7/21/2014	Business & Professions Code Sections 480 (a)(2): Act involving dishonestly, fraud or deceit; (c): Making a false statement in the application for license; 8025 (c): Knowingly made false statements of fact.
Lewis, Stephanie - Riverside County	12746	Accusation	12/5/2013	Business and Professions Code Section 8025 (d): Incompetence in the practice of shorthand reporting; Section 8025 (j) in conjunction with CA Code of Regulations, Title 16, Section 2473 (a): Violation of minimum transcript format standards.
Biggs, Janene - Solano County	11307	Accusation	11/25/2013	Business & Professions Code Section 8025 (d): Unprofessional conduct.
Pun, Wendy - San Francisco County	12891	Accusation	11/25/2013	Business & Professions Code Section 8025 (d): Unprofessional conduct; Section 8025 (e): Repeated unexcused failure to transcribe notes; Section 8025 (h): Failure to pay civil penalties.

Court Reporters Board of California - Citations and Fines Issued May 2014 - September 2014

The Citations and Fines remain posted for one year from the date initially issued. To find out whether a specific licensee has ever been issued a Citation and Fine prior to the date shown, or to obtain further information on a specific Citation and Fine, please contact the Board office toll-free at 1-877-3-ASK-CRB (1-877-327-5272).

The following respondents' Citation and Fines that reflect "Satisfied" have been satisfactorily resolved. Payment of a fine is not an admission to the violation.

RESPONDENT NAME - COUNTY	LICENSE NO.	DATE ISSUED	VIOLATION	SATIS- FIED
Dietz, Sherry - San Diego County	10325	09/29/2014	Business & Professions Code Section 8025 (d): Dishonesty... unprofessional conduct... (inaccurate statement on certification page of transcript)	No
Wright, Krista - Yolo County	11509	09/23/2014	Business & Professions Code Section 8016: Engaging in the practice of shorthand reporting without a certificate of licensure in full force and effect. (late renewal)	No
Felix-Green, Veronika - Los Angeles County	9227	09/02/2014	Business & Professions Code Section 8025 (d) and (j) in conjunction with CA Code of Regulations, Title 16, Section 2473 Minimum Transcript Format Standards (MTFS). (failed to comply with MTFS)	Yes
Keys, Deborah - Contra Costa County	7697	08/27/2014	Business & Professions Code Section 8016: Engaging in the practice of shorthand reporting without a certificate of licensure in full force and effect. (late renewal)	No
Koch, Shirley - Orange County	10849	08/07/2014	Business & Professions Code Section 8025 (d) and (j) in conjunction with CA Code of Regulations, Title 16, Section 2475 (b)(6) Professional Standards of Practice (PSP). (failed to comply with PSP-act without biased toward, or prejudice against, any parties and/or their attorneys; failed to take possession of exhibits)	Yes
Palma, Meghan - Marin County	13601	05/16/2014	Business & Professions Code Section 8016: Engaging in the practice of shorthand reporting without a certificate of licensure in full force and effect. (late renewal)	Yes

