



June 2009

THE ECHO

A MESSAGE FROM YOUR PRESIDENT SUE RYAN

Wow, what a conference. If you weren't there, you missed fantastic education, Hood River Inn's great hospitality, and laughing with your peers in one of the most beautiful Oregon settings – the Hood River Valley.

Each time there is a conference, the President raves about the top-notch job the Conference Vice President and Education Vice President did. But it is true and your VPs for conference and education deserve your thanks and gratitude.

It is not an easy job to put a conference like we just had together. It takes input from numerous individuals on what classes and information to provide. After deciding the classes and information to present, time is spent locating professionals to present the sessions and working out the details to benefit you, yet keeping the costs reasonable for you. The Conference VP has the time and expense commitments the Education VP has beginning with numerous telephone calls and trips to the facility to make sure we have adequate rooms for our sessions, meals that are reasonable and good, lodging that is clean and reasonable for our members, and an opportunity for all of us to let our hair down and relax at the end of the day

My hat is off to Donna, Bonnie and Christine and the members of their committees and to all our Board and Committee members for their time and devotion expended to make sure we have conferences like we just had.

I would also like to thank you, the members, for supporting OACA by attending our Spring Conference and for taking the time to fill out the evaluation survey. We have compiled the data and you can be sure that the information received will definitely be incorporated in the planning and preparation for future conferences.

Your Board of Directors, committee members and I look forward to seeing you at our Fall Conference in Newport. Be sure and put October 18th, 19th and 20th on your calendars now. Until then, have a great summer!!!!

Inside this issue:

Membership Information	2
Conference Highlights and More	3
Membership Application	5
Board of Directors	8

EDITOR'S NOTE

The ECHO is committed to accuracy in all of its content. If you see something that requires a correction or a clarification, please contact Amy Anderson at: amy@ci.hillsboro.or.us



SECRETARY'S CORNER

VENDOR SCHOLARSHIP'S

The OACA Board was pleased to award Vendor Hardship Scholarships to an OACA members in April to attend the spring conference, however there is still vendor scholarship funds available to you as a dues-paying member to attend the Fall conference but first you have to apply.

The Vendor Hardship Scholarship is available to assist OACA members with conference expenses. The application period is open prior to each conference and applications are available on the OACA website, or by contacting the association Secretary.

Applicant must be an active dues-paying member and application must include a statement about financial need. Please refer to <http://www.oaca.org> to get more information.

MEMBERSHIP



New Member Breakfast Highlights

Our New Member Breakfast in Hood River was well attended. It was my very first so I stumbled through it, but everyone was very supportive! The new member breakfast is always a good way for new members to learn how the conference works and meet the all the current board members. Sue Ryan our OACA President welcomed everyone, and passed out our new member packets. Christine Watts our conference Vice President talked about the agenda and the hospitality night honoring Past Presidents. We enjoyed a wonderful breakfast and all got to know each other. Thank you to all who attended!

MEMBERSHIP DRIVE

OACA always welcomes new members and encourages our members to recruit new members from their colleagues and acquaintances. As an incentive for recruiting new members, the Association continues to offer some valuable rewards! Refer 3 new members in a year and your City will win a free annual membership! Refer 5 new members and your City will win a conference registration!

Just make sure the new member you refer writes your name on their application as the person who referred them. When you refer new members, everyone wins!

Contact us today at 888-eGovPay 888.346.8729

Convenience Fee Credit Card Processing

Certified Government Payments leverages the convenience of credit card services while eliminating cost barriers for our clients. Accepting payments often becomes a time-intensive and costly process for government organizations. Certified Government Pay removes these issues and time constraints by providing a simple yet secure and robust payment system to process these transactions online. Each transaction is processed with a convenience fee added to the transaction.

- Eliminate Credit Card Processing Fees with a convenience fee.
- Payments are fully integrated with the government agencies current data system.
- We provide a seamless graphical user interface for online payments.
- Payment Central is designed to process payments for municipal and county government agencies.
- Payment information is updated in the client's system at a designated time each night to ensure accurate account data.
- Making a payment with Certified Government Payments is fast, easy and secure.

Ask us for a live demo to show how Certified Government Payments will eliminate credit card processing costs, save you time, protect your cardholder data.

www.certifiedgovpay.com

Contact us today at 888-eGovPay (888-346-8729)



OREGON ASSOCIATION FOR COURT ADMINISTRATION 2009 MEMBERSHIP APPLICATION

The Oregon Association for Court Administration is a professional organization developed to provide educational opportunities for those individuals interested in the ongoing improvement of the administration of the courts in the State of Oregon. By your signature below, you signify your understanding that your membership in OACA is subject to the By Laws of the Association.

Name (Please Print)	Court or Agency
Title	E-mail Address
Mailing Address	Phone
City	Fax
State	
Zip	

- First-Time Member Renewal
 Active \$50.00 Associate \$50.00 Student \$20.00

Signature

Date

Referred by: _____

Annual dues are per calendar year (January 1 through December 31) and must accompany this application. Membership in OACA is transferable if dues are paid with public funds and person terminates position.

Make check payable to OACA, and forward the application and dues to:

OACA TREASURER JAN HENRY
 PO Box 283
 Lebanon, OR 97355

OACA - An organization of court administration personnel, court clerks, court administrators
 and others striving to better court administration.



CONFERENCE HIGHLIGHTS

Greetings everyone!

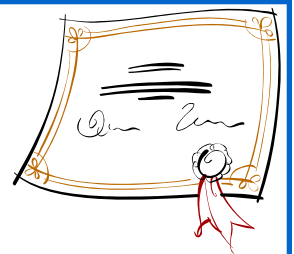
Spring Conference was great! Thank you to everyone who attended. Hood River was beautiful and the education was excellent! I met many new people and had a wonderful time. All the hard work the board put into the conference paid off.

We conducted a small survey and got some really good feedback. A majority of people said they would rather have extra meals provided rather than a banquet so that's how we will continue to structure the conferences, at least for now. It really was nice not to have to worry about finding somewhere to eat during the day and have the evening open to relax and seek out a great place to enjoy dinner. Also, most people said they will continue to attend 2 conferences per year so we will continue to plan for that and you want to attend conferences at varied locations. Thank you to all who took the time to fill out the evaluations and answer those questions and most of all for your honesty. We need to hear from you so we know what you want! Every member of OACA is important to our success as an organization and communication is the key.

The Past Presidents reception was great fun. We had a gorgeous view of the river, there was really great food and it was so nice to sit and chat with everyone. I want to encourage everyone to attend this reception! We don't have a banquet so this IS the social hour for everyone to get together and have fun, network, relax and enjoy themselves. I will be reminding you again before conference in the fall but wanted to make mention of it because I want to see you all there to help OACA in honoring those who have served this organization.

Thanks to everyone who helped make this conference such a wonderful experience for me. It was nice to hear everyone say how relaxed they were and I personally wouldn't mind if relaxation became our permanent theme for conferences. We all work so hard every single day so we deserve to go these conferences for all of the obvious benefits but if we get relax a little too? I'm game! Plan on coming to Fall Conference at the BEACH in Newport with me and relax a little yourself! Until then, take care of you and yours.

Congratulations to **Pam Munsterman** of Wilsonville Municipal Court! Pam completed 100 educational credit hours and received her OACA Certified Court Manager certificate at the 2009 OACA Spring Conference in Hood River. She completed her training in Legal/Court Procedures; Personnel/People Skills; Judicial Organization and Theory; Operational Systems Management, as well as Electives.



I encourage everyone to participate in the OACA Certification Program and to always have your certification attendance sheets from conference signed even if you are unsure whether or not you will be applying for certification. You will need the documentation signed at the time of attendance in order to submit for credit.

GOOD NEWS! For anyone needing clarification on the certification program, there will be a session at the Fall Conference in Newport. The session will focus on how to track your credit hours, including how to use the formatted spreadsheet that we provide, what kind of courses other than OACA classes will be eligible for credit and a question and answer period.

Donna Poirier, Education Co Vice-President



Spring Conference Session Reviews

Municipal Court Rap Session – Traffic Only

Molly did an excellent job as a first-time session host! Her opening was confident and concise.

There were no lulls in the conversation and many, many topics were covered. The range of topics was impressive, some courts experiencing a lower volume of citations while others have a higher influx, how courts are dealing with the economic status, flexible payment plans, different finance fees, etc. We discussed use of collection agencies, processing reinstatements, "Red Flag" issues, writing off old debt, diversions and violations bureaus. The conversations were open, informal dialoguing makes for one of my favorite conference features. The opportunity to brainstorm and discuss issues with peers from all ends of the court spectrum is invaluable.

Thanks for the opportunity to give input! I thoroughly enjoyed the conference!

Reviewed by: Sara Sol, Keizer Municipal Court



800-588-6874
ntsinw@ntsi.com

**"Proven Programs Since 1974
that Provide Results"**

- Traffic Survival Workshop
 - Level 1 (On-line also)
- Aggressive Driving Workshop
- Alcohol & Drug Awareness
- Anger Awareness Workshop
 - Level 1: 8 hrs
 - Level 2: 16 hrs
- Theft/Consumer Awareness
- Youth Courses Available

**UPDATED COURSES NOW
AVAILABLE**

www.nts.com

Municipal Court Rap Session—Traffic & Misdemeanor

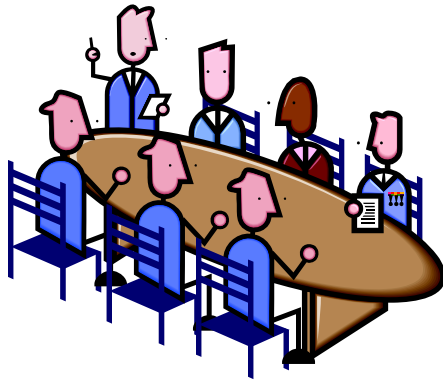
Christine Watts from McMinnville Municipal Court led the rap session which was very well attended and had a great question and answer format. It's always interesting to hear and learn about other court's processes and procedures and it is really exciting when you can bring it back to your court and make a difference!

Some of the topics discussed included MIP convictions. First time convictions come with a 1 year license suspension (DMV form #735-6115A) that can be lifted by the judge after 90 days. Second convictions come with a full 1 year license suspension and a referral for treatment from the court. Questions were being asked on what happens when the evaluation is not done? Most courts are using Contempt of Court as a method to ensure compliance.

Collections were also discussed because in these current economic times most, if not all courts, are experiencing an increase in their outstanding accounts receivable. It was noted that it seems priorities have been shifting with some of our clients because they need a license to drive and the courts have been getting creative with payment plans. There was some brief discussion on amnesty plans courts have used and whether some other courts should all get together and try to do an amnesty plan all at the same time.

Several courts are now doing e-ticketing on some level or another. Generally there was positive discussion about e-ticketing and there were some suggestions on how to make the transition easier if things are discussed from the beginning. We also discussed court security on many levels (LEDS, in office, in court room, OJD security survey).

Reviewed by: Shawn Branson, McMinnville Municipal Court



Justice Court Rap Session:

In this session we touched on several topics. One topic was the Department of Revenue Collections. We talked about the process and how easy or difficult it may be for different courts to adopt this type of collection. Everyone had input as to what type of collections are working for them.

Another topic was the rules for adding a fee to all Credit Card Transactions. There was a handout with information showing how the Justice Courts can charge up to a \$5 fee for the transaction.

We discussed ORS 166.274 the Relief from prohibition against possessing or purchasing a firearm. There is a surcharge that the Justice Courts are allowed to charge until July of 2009.

As always the Justice Court Rap Session was informative and we were able to bounce ideas off of each other. It's a great way to see what's working for some courts and what's not.

Reviewed by: Becky Robertson, Linn County Justice Court

Education, Training & Development

Michigan State University instructor Jan Bouch led the keynote discussion entitled Education, Training and Development.

Discussion centered on why we seek, need, and benefit from education, training and development at every level to keep abreast of ongoing changes in courts. Personal learning styles were explored with a discussion on characteristics and fundamentals of adult learning, including brain facts and memory. The importance of how enough sleep, exercise and proper nutrition contribute to overall well-being, as well as enhanced memory were also reviewed. Several lively class exercises were performed with group participation to help better understand the learning cycle, the differences of perspective and perception, how we utilize our experience and make connections, how we process information, and how people learn and put their learning into practice.

How to design and integrate a training program was reviewed from assessment (which is ongoing to ensure alignment with the plan) through integration and outcome. Performance measures and evaluations were also reviewed. Some of the areas of an employee orientation examined through role play were: "getting to know us," technical skills; "the bottom line," and "building your comfort zone."

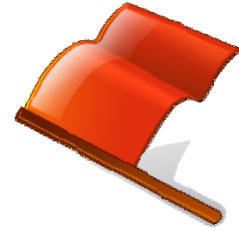
Ms Bouch reminded us that it may be hard work to design a good orientation, but the front end work is worth it. She suggested doing orientation in small increments, and varying the ways of presenting the information. Training is not just for new employees, but is an opportunity to engage and re-orient staff, including self-study and awareness. It is also imperative for succession planning and management.

Reviewed by: Karen McCulley and Leslie Bjornbak, Central Lane Justice Court



The Red Flag Rules

Sue Martines, an Identity Theft Risk Management Specialist, gave a complete overview of identity theft beginning with, "What is identity theft?" and ending with, "Actions that can be taken to safeguard identities."



She listed the five types of identity theft including, Financial, Criminal, Driver's License, Social Security Number, and Medical. Then she explained how each can occur and what impact each can have on an individual or business. A business that loses customer information to identity theft can experience as much as a 25% reduction in their customer base when the theft is made known. An individual who becomes a victim of identity theft could incur costs associated with attorney fees or lost time at work or debts created by the thief. In the case of Medical identity theft, a victim could even lose their life if their medical history were combined with that of the person who stole their medical identification.

Ms. Martines said that 51% of identity thefts occur in the workplace. She listed several safeguards against this such as shredding documents, using complicated passwords, and following up quickly when something appears to be out of the ordinary.

In conclusion, she said that we will never be able to fully protect ourselves from identity theft, but we can minimize the chances of being a victim if we will be aware and be careful with our Identification.

Reviewed by: Jodie Hinkle, West Linn Municipal Court

Bankruptcy

It is always a pleasure to have Judge Jad Lemhouse, Linn County Justice Courts, as a presenter at our OACA conferences.

He is well respected for his broad, up-to-date knowledge and ability to present information on whatever topic he is asked to address in a clear and palatable way.

We appreciate Judge Lemhouse for unraveling the mysteries of bankruptcy law. The confusion surrounding this topic was evidenced by the many questions that were asked.

We all left the session feeling a little more confident to handle the bankruptcies that come in to our courts.

Reviewed by: Joanne Sargent, Linn County Justice Court

"CHOICES FOR CHANGE"

Educational programs developed for
the Northwest to help defendants

"Make Better Choices"

- ◆ **Choices 1** – Defensive Driving
- ◆ **Choices 1** – Available **Online** at www.courtsi.com
- ◆ **Choices 2** – Ending Aggressive Driving
- ◆ **Alcohol Drug Information School (ADIS)**
- ◆ **Consumer Awareness** – Shoplifting / Bad Check writing
- ◆ **Anger Management Skills** - 8 & 16 hour programs

CSI's newly developed courses are based on the belief that the student will choose productive behaviors if provided with choices and that those informed alternatives will motivate



Toll Free: 1-866-268-7874
Fax 425-671-0908
www.Courtsi.com
Email: Register@Courtsi.com



SPRING CONFERENCE SESSION REVIEWS

COURT ADMINISTRATION FOR COURT PROFESSIONALS

Donna Poirier and Kay Renfro did a great job sharing this valuable presentation with us. Topics covered included core competencies, court tools, common elements, roles and responsibilities, and Judge versus Court Clerk annoyances and vice versa.

A couple of things I truly enjoyed about this presentation were the thorough information provided and the resources given. I like being able to have helpful links provided so that in future when I need to I can utilize this resource without having to do a lot of research on my own. Not many of us have extra time on our hands to do research, so this works great for me.

Another topic I enjoyed was the Judge/Court Clerk conversations we had as a group. They were very enlightening and brought forth some ideas I had not considered. The different points of view also provided some insight as to how other clerks communicate issues to their Judges for resolution. Of course all courts are different and some of us are luckier than others but I think we all have a great deal of respect for our Judges.

One item of special interest was the fact that Court Clerks *are not* protected from lawsuits as Judges are, and the importance of protecting our lives and livelihoods. I did not know we were not protected and I am sure all of us will be taking this into consideration in our daily operations.

Thank you Donna and Kay for a job well done! A+

Submitted by: Angela Helliwell, Sweet Home Municipal Court



APPEALS FOR MUNICIPAL & JUSTICE COURTS

Becky Robertson, Court Administrator for Linn County Justice Courts and Leslie Bjornbak, Supervisor at Central Lane Justice Courts, facilitated a discussion on the Appeals process for Municipal and Justice Courts.

There was lively discussion around the Appeals topic. Various forms used at several courts were shared that allow the defendants to fill out their own paperwork without court staff "giving legal advice," but sharing a Step-By-Step Guide to file appeals. The form was developed with the Judge's approval.

Sample Forms included: Traffic Appeals, Animal Control Appeals, Small Claim/Civil Appeals and Generic Appeal forms, plus samples of Transcripts of Docket Entries and Abstract Recall forms for DMV.

Participants were reminded that they will need to have their own Judges and Legal Counsel review the forms to see if they would be amenable to using a similar form, or if they would like to adapt the forms to fit their courts.

"Whatever your Judge or your Legal Counsel says is right for your court, is right for you."

Submitted by: Leslie Bjornbak, Central Lane Justice Court



Don't Forget our Chat Room....

Have a general court question, want to know how other people are processing something well then you need to check out the OACA Yahoo Chat Room.

This is a member only chat room. So when you initially log on you will need to get approval to belong. It's actually very easy so log on and join today if you have not already done so.

<http://groups.yahoo.com/group/OregonOACA/>



Word Match — Write the letter of the correct match next to each problem

- | | |
|----------------------------|------------------------------|
| _____ General Court Trial | _____ Civil Case |
| _____ Plaintiff | _____ Criminal Case |
| _____ Justice of the Peace | _____ Penal Code |
| _____ Municipal Court | _____ Warrant |
| _____ Small claims Court | _____ Crosswalk |
| _____ Complaint | _____ Traffic Control Device |

- A. The person or company filing the complaint in a civil lawsuit
- B. A court case involving disputes over money or property between individuals or businesses
- C. Any sign, signal, marking or device placed or erected for the purpose of guiding or directing traffic
- D. An order to pay out governments funds
- E. Portion of roadway at an intersection that is distinctly indicated for pedestrian crossing
- F. A set of criminal laws
- G. A court that handles major criminal and civil cases
- H. A lawsuit
- I. A court case in which a person is accused of breaking a criminal law
- J. A court in a city that handles minor civil and criminal cases
- K. A state court that hears civil involving small amounts of money
- L. A judge who presides over a state justice court, usually in rural areas and small towns

OREGON ASSOCIATION FOR COURT ADMINISTRATION
2008—2009 OFFICERS AND DIRECTORS

OFFICER'S

PAST PRESIDENT

CAROL HUMPHREYS

Crook County Circuit Court
300 NE Third St.
Prineville, OR 97754
Wk) 541-447-6541
Fax) 541-447-5116
chumphreys@q.com

PRESIDENT

SUE RYAN

Lincoln City Municipal Court
PO Box 50
Lincoln City, OR 97367
Wk) 541-996-1217
Fax) 541-996-1263
suer@lincolncity.org

CONFERENCE VICE PRESIDENT

CHRISTINE WATTS

McMinnville Municipal Court
230 NE 2ns Street
McMinnville, OR 97128
Wk) 503-434-2356
Fax) 503-472-4104
wattsc@ci.mcminnville.or.us

CO-EDUCATION VICE PRESIDENTS

DONNA POIRIER

Beaverton Municipal Court
PO Box 4755
Beaverton, OR 97076
Wk) 503-526-2359
Fax) 503-350-4031
dpoirier@ci.beaverton.or.us

BONNI COOK

Beaverton Municipal Court
PO Box 4755
Beaverton, OR 97076
Wk) 503-350-4056
Fax) 503-350-4031
bcook@ci.beaverton.or.us

ECHO, RESOLUTIONS & BY LAWS VICE PRESIDENT

AMY ANDERSON

Hillsboro Municipal Court
150 E Main Street
Hillsboro, OR 97123
Wk) 503-681-6459
amya@ci.hillsboro.or.us

MEMBERSHIP VICE PRESIDENT

DANAH HARRINGTON

Molalla Municipal Court
PO Box 248
Molalla, OR 97038
Wk) 503-829-7711
Fax) 503-829-3676
court@molalla.net

SECRETARY

WENDIE HAMM

Monmouth Municipal Court
151 W Main St.
Monmouth, OR 97361
Wk) 503-751-0136
Fax) 503-838-0725
wrowe@ci.monmouth.or.us

TREASURER

JAN HENRY

Lebanon Sweet-Home Justice Court
PO Box 283
Lebanon, OR 97355
Wk) 541-258-5777
Fax) 541-258-5500
jhenry@co.linn.or.us

DIRECTORS

MOLLY BARRETT

Keizer Municipal Court
PO Box 21000
Keizer, OR 97307
Wk) 503-856-3409
Fax) 503-390-3787
barrettm@keizer.org

DIRECTOR

ANGELA HELLIWELL

Sweet Home Municipal Court
1140 12th Avenue
Sweet Home, OR 97386
Wk) 541-367-4660
ahelliwell@ci.sweet-home.or.us

DIRECTOR

TRISSIE PENLAND

Sutherlin Municipal Court
111 S Umpqua St.
Sutherlin, OR 97479
Wk) 541-459-4636
Fax) 541-459-3499
t.penland@ci.sutherlin.or.us

DIRECTOR

VACANT

DIRECTOR OF CERTIFICATION

KIM TIDBALL

Florence Municipal Court
900 Greenwood St.
Florence, OR 97439
Wk) 541-997-3123
Fax) 541-997-4108
kim.tidball@florence.ris.lane.or.us