



Greetings OACA!

I hope that all those who attended the fall conference at Sunriver learned something new that they could bring back to their court and co-workers. That is the goal of OACA, to provide you with education that you wouldn't otherwise receive and to make connections with colleagues that you usually wouldn't have the opportunity to meet. There was an array of topics that each of our speakers touched on during the sessions. Our Education VP's Dori Oliveira and Debra Artnsen did an excellent job lining up the speakers.

Thank you both!

Continued.....



2018 POST-FALL

THE ECHO  
OREGON ASSOCIATION FOR COURT ADMINISTRATION

## **ABOUT OACA**

Oregon Association for Court Administration is a professional organization committed to excellence. The association was established in 1977 and is Oregon's only organization for court professionals and those interested in the Courts of Oregon. Our membership includes Justice, Municipal, Tribal and State Court Staff, students, vendors, active and retired judges, and others who share an interest in Oregon Courts.

Fall is my favorite time of year and I couldn't have asked for a more beautiful setting than Sunriver. Absolutely stunning. I love the change in the morning and evening temperatures (the brisk cold doesn't bother me) and, more than anything, I LOVE all the colors of the trees and foliage. Our Conference VP's Pam Ganey & Emira Vejo hit it out of the park with this conference. Congrats on a job well done!

I hope you all had an opportunity to at least make an appearance at the Court Connections Banquet on Sunday evening (previously known as the Past President's Reception). The band was incredible and they had everyone dancing at one point or another. The dinner was delicious as well. We did take a moment to acknowledge Kay Renfro and everything she has done for OACA. She will be sorely missed! The impact she has made in this organization is immeasurable. We all wish her the best in her retirement. Thank you Kay!

We held elections for the board at our business luncheon on Sunday. We had a full ballot with a representation of small and large courts, municipal and justice courts, as well as a couple new (and returning) board members. Thank you to all those who are returning to the board for another term and thank you to Cheri Coble and Jamie Rhodes for stepping up and volunteering for 2019! Lastly, thank you to those that are considering running for the board in 2020. I will be following up with you throughout the next year!

Please don't forget to mark your calendars for our Spring conference at Agate Beach from April 14-April 16, 2019. The board is working hard to ensure that we have a packed full conference for you all to enjoy. Remember, now that MSU has phased out there will only be one track offered at conferences-you won't have to pick between competing sessions anymore.

Please feel free to email me anytime at [shawn.branson@mcminnvilleoregon.gov](mailto:shawn.branson@mcminnvilleoregon.gov). You have me as your president for one more year and I, as always, look forward to hearing from you! I hope everyone has a happy holiday season. See you all in the spring!

Shawn

## **OACA MISSION**

The goal of the OACA Board is to provide beneficial and reasonably priced learning experiences. This is done through conferences held biannually, one in the spring and one in the fall. Each conference provides formal training and allows attendees the opportunity to network with people from similar court environments. The Board works very hard to develop the educational agenda for each conference.

A SHOUT OUT TO “KAY RENFRO”  
IN APPRECIATION FOR YOUR  
COUNTLESS YEARS OF CONTINUED  
DEDICATION, HARD WORK, AND SUPPORT OF OACA.  
YOUR CONTRIBUTIONS AND LEADERSHIP HAVE MOLDED  
OACA TO THE ORGANIZATION IT IS TODAY.

YOU WILL BE MISSED!



# MEMBERSHIP

What an excellent fall conference we had in beautiful Sunriver! There was an awesome turnout with nearly 100 people in attendance to enjoy the educational classes and networking opportunities.

## **Renewal Time**

As the new year approaches so does the time to renew our OACA memberships. Membership is valid from January 1<sup>st</sup> to December 31<sup>st</sup> and must be renewed each year. Don't miss out on the great opportunities that membership provides, including:

- Enriching continuing education
- Access to members-only section of the OACA website
- Discounted conference registration fees
- Ability to network with other court professionals

Remember, the membership application process can only be completed online. If you are unable to submit your application online and need assistance, please contact Mary Quinn, Membership Vice President.

## **Refer a friend incentive!**

As of November 2018 OACA has recorded 136 active members and 28 new members. Let's increase that number by sharing our wonderful organization with other court professionals and refer a friend! Each active member that refers three new members in a calendar year will earn a free annual membership or earn a free conference registration for five new referrals in a calendar year! That's a huge incentive so be sure the new member provides your name on their application.

If you have any questions regarding your OACA membership, please contact me at (503) 786-7520 or email me at [quinnm@milwaukieoregon.gov](mailto:quinnm@milwaukieoregon.gov).

Mary Quinn



# CERTIFICATION

Hello all, I just wanted to go over a few things relating to certification for those of you that were unable to attend the fall conference and hear our informational session on certification.

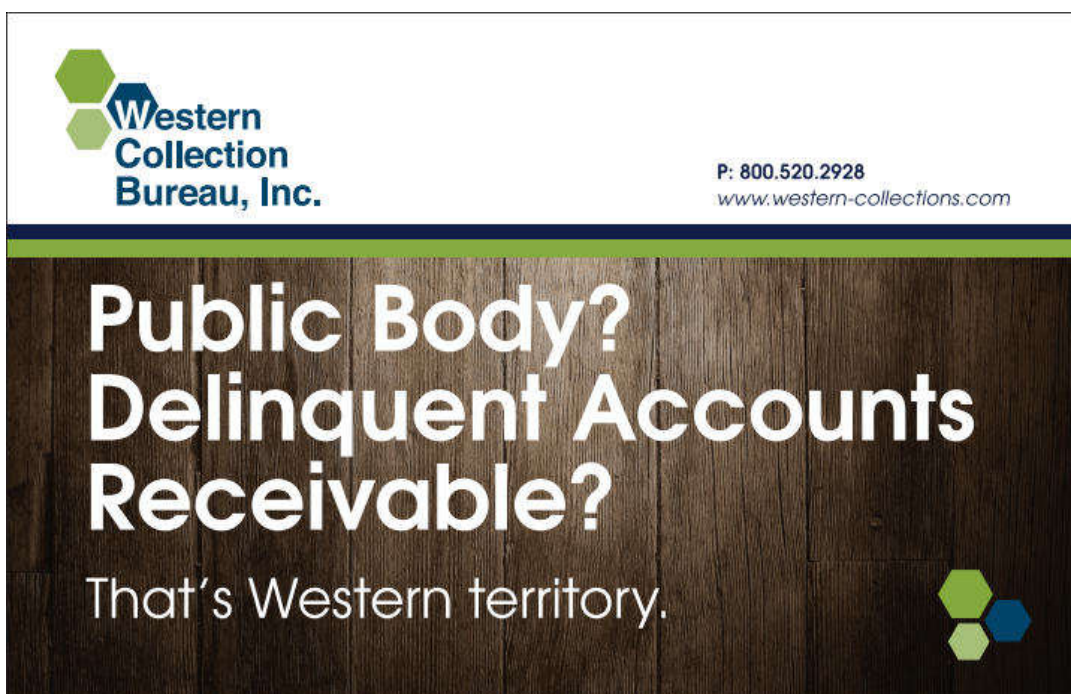
There is an education certification program handout that is located on our OACA website under education. The handout explains the OACA certification program including the requirements and how to submit your paperwork to receive certification.

Also, on the website you will find the certification spreadsheet. On this spreadsheet you will enter your class in the appropriate categories along with date, type of credit (ex: OACA, NACM, etc.) coursework would be the name of the class and then the credits earned. The spreadsheet calculates for you. It is your responsibility to make sure the spreadsheet is filled out when submitting your application and paperwork for certification.

Once you complete all the credits in the tier submit a copy of the spreadsheet with the back-up and your application which is also on the website.

If you have any outside credit such as computer software training, community college class that would pertain to one of the categories, fill out the outside training credit request. That would need to be accompanied with your proof at the time of certification.

If you have any questions, you may contact me. Carla Bantz—Milwaukie Municipal



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## EDUCATION

What beautiful weather we had for the 2018 Fall conference in Sunriver! Sure, a bit chilly but NO SNOW, woo hoo! I'm glad that so many of you were able to make the trip to my neck of the woods. I was also pleased to see so many members and guests attending the Court Connections Banquet as well. The banquet was a great place to socialize with fellow court employees and enjoy some wonderful food and music.

I attended the MSU course on Information Technology Management on Sunday. While it was a good session, I am sorry that I did not get to experience the alternative sessions offered on Sunday. I heard several positive comments about Sgt. Vincent's, Judge Todd's and Wendy Boyer's presentations.

The Rap Sessions are often a highlight of conference for me and this fall was no exception. I attended the Traffic Only session where we had a lot of questions, answers, and discussions. Thank you all for your participation.

I am eager to receive the survey results for all of the sessions and read all of the session reviews. I would like to give a big THANK YOU for all who hosted and/or reviewed sessions.

I hope that each of you found this Fall Conference as informative and relevant as I did. I always leave conferences with a few new ideas and a few refreshers that I can incorporate into my daily life. I would like to encourage any of you who have been thinking about running for the board to do so. It has been a pleasure serving on the OACA Board and as Co-Vice President of Education.

Doralyn Oliveira—Bend Municipal



## SAVE THE DATE

2019 SPRING OACA CONFERENCE—AGATE BEACH

APRIL 14-15-16, 2019



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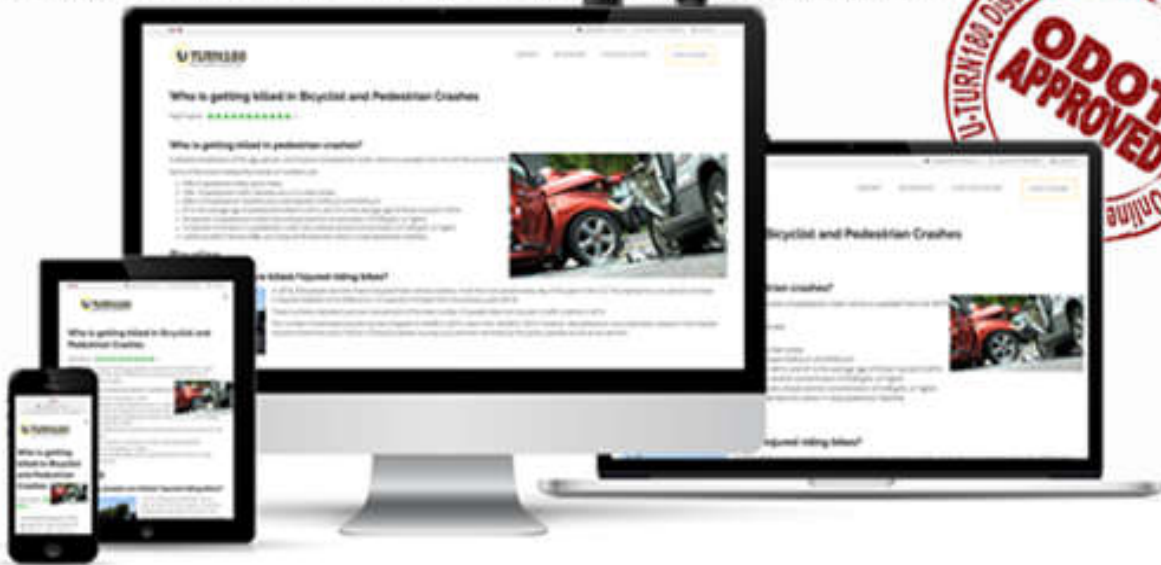






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# CONFERENCE

Hello Everyone! I hope you all enjoyed the Fall Conference. What a great venue Sunriver Resort is and the band Mitch and the Melody Makers got us all up dancing at the banquet....well them and Kay wouldn't let anyone sit through a dance. We will miss you Kay and forever grateful for all you have done for OACA.

This coming year our spring conference for 2019 is being held at the Newport Best Western Agate Beach Inn. The address is 3019 North Coast HWY Newport OR 97365. If weather permitting we will have a bon fire down at the beach one night. All the remodeling is done at the hotel now and rid of those big trailers in the parking lot. The Spring Conference is April 14-16, 2019. Please make sure you get your hotel reservations early.

More details about the Spring Conference will be in the next newsletter. I hope you all have wonderful Holidays with your families and friends. I look forward to seeing you all in the Spring.

Pam Ganey-Welburn

Conference Vice President

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### DESTINATION ZERO—WELLNESS PROGRAM

Sergeant Scott Vincent from Bend Police Department presented us with training on wellness. His presentation was geared towards Law Enforcement; however there was a lot of very good information that can be used in a workplace of any kind.

Sergeant Vincent, after losing a brother to a heart attack and a very good friend to suicide, of who were in Law Enforcement, really dug in and began to see where changes could be made. He noticed that there was training for things such as defensive tactics, shooting, driving fast, etc, but nothing given to officers on how to handle the stress of the job. No skills regularly taught on dealing with the ugly and disheartening things they see and do.

Bend Police Department has implemented many practices to help their officers' process what they see and do in their job. Sergeant Vincent is now going to other agencies teaching them as well. The things that are being done in Bend are Yoga, mindfulness exercises, and a workout of the day. Sergeant Vincent has also been able to obtain a psychologist part time for when any officers need one to talk to. There is a peer support team also available.

Although not nearly on the same level, we as court clerks are also dealing with people and situations when they are usually at their worst. It is so important that we have outlets to process the things that are bothersome. The benefits to our health and wellbeing are life changing when we take care of ourselves both mentally and physically.

Melissa Harmon—Linn County Justice Court

# PROCEDURAL FAIRNESS AND CUSTOMER SERVICE

Judge Todd was very knowledgeable, witty, and engaging.

He said we, clerks, are the front, as well as the end, contact. “They may forget what you said, forget what you did, but will never forget how you made them feel.”

“Procedural fairness is people caring as much about the process as the result.”

By law, we cannot give them legal advice, but we can give them access to legal information. Judge Todd provided us with business cards and posters for the Oregon State Bar Lawyer Referral Service. OSB has the ability to assist people to obtain legal counsel regardless of their financial situation. You can call the number listed and request posters and cards to hand out. The OSB website also provides a wealth of information.

Oregon State Bar; Lawyer Referral Service

[Www.oregonstatebar.org](http://www.oregonstatebar.org) Portland Metro: 503.684.3763; Greater Oregon: 800.452.7636

Judge Todd suggested providing books or coloring books and crayons to keep children quiet and happy so their parent/caretaker can concentrate on their legal issues.

He also stated that he would be providing his presentation for OACA to share on its website. I look forward to re-reviewing his helpful, humorous, well-done presentation!

Candy Ashby—Florence Justice Court

**\*PEOPLE ARE MORE CONCERNED ON HOW THEY ARE TREATED THAN ON THE  
OUTCOME OF THE CASE.**





# MSU—INFORMATION TECHNOLOGY MANAGEMENT

Tim Dibble is an Adjunct Professor at Michigan State University and Vice President of the The Justice Management Institute. Mr. Dibble's teaching techniques and a small class made for a great learning experience.

The learning objectives of the class were:

- Access and improve our own knowledge, skills and abilities in information technology
- Discuss and learn about the alignment and role of technology with court purposes and strategies
- Gain a practical understanding of the continuous cycle of technological change and improvements
- Study way to leverage technology to address common challenges in courts
- Explore the possible future impact of technology in courts.

The class covered much information in a short amount of time. Mr Dibble made it a great learning environment with working in groups on topics and discussion with the other members in the class. The class made us think about the ways technology affects not just our jobs in the court but our daily life. I would recommend this class and instructor for a future class.

Carla Bantz

Milwaukie Municipal Court

# THRIVING THROUGH CHANGE & INSPIRING ACCOUNTABILITY

## Part 1 ~

Wendy Boyer's presentation focused on how to reflect on ourselves and our work places during changes to create a positive path forward. The most informational part of the program was how she defined different stages of people handle change; Disbelief, Opposition, Exploration, and Investment. It was interesting learning how each stages manifest in the work place. A lot of what Boyer talked about was how to recognize opposition in ourselves and our organization. When dealing with change she used the acronym A.C.T. on how to address it; Act, Change, and Travel. I found the whole presentation very helpful as change happens every day, both large and small. You can use the tools of self-reflection, active listening, and direct action mentioned in the presentation to address all forms of change in your personal and professional life.

Hannah McAllister—Beaverton Municipal Court

## Part 2 ~

As a new Court Clerk at the Beaverton Municipal Court, the topic was timely and relevant in my perspective. I came from a superior court in California and transferring to a municipal court was a change itself. Also, our office is going through a few changes since the beginning of the year. This includes a new Presiding Judge, new hire Court Clerks, and a new Court Administrator. The session provided plenty of information and effective tools that I can utilize with my coworkers to help and guide us to be successful through these changes. Especially, when our new court case management system will go live next year. Ms. Boyer was a great speaker. She spoke loud and clear. She made her audience engaged the whole time. The activities were thought-provoking and interactive. Although, I would say the activities would have worked perfectly if we all worked for the same company or in the same office. Still, they were good tools to take back with me to work. Overall, the session was informative and relevant since change is inevitable and constant.

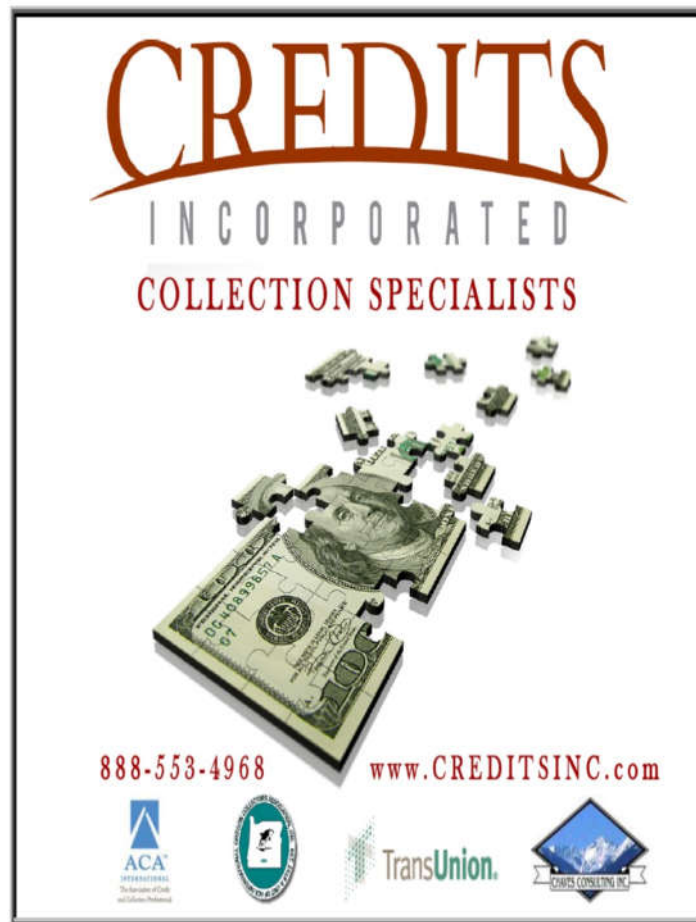
Zoren Santiago—Beaverton Municipal

# LEDS REP101 AND AUDITS

This is always a great class to be reminded of all the steps that go into certifying someone for LEDS to what needs to be done if they leave your employment. There is a LEDS Rep manual online for reference. Remember to update LEDS and also the CJIS site as they are not connected and don't talk to each other. If the employee does leave, you do have to keep their records for 2 years after they have left employment. For new hires if they have a start date you can go ahead and get them finger printed so you can get them started on LEDS sooner. Until the fingerprints come back they should not have access to LEDS. The help desk is a great resource for answering any and all questions and if they don't know they will find out or refer you to someone who can.

Bonni Cook

Beaverton Municipal



# LED 20/20 PROJECT, DISPOSITION REPORTING

LEDS 20/20 project new and improved program for us to access all criminal and violation information. The program is still in the process of being created. It began in 2017 and will be completed by 2020.

Why are we in need of this change? Our current program (Crimevue) is simply too outdated. It is no longer supported by the vendor.

LEDS 20/20 is very user friendly. It's format is similar to an email account. You can easily search and find different queries to receive your hits. This makes trying to track down the correct information easier.

Our team is really excited to take advantage of this program. We look forward to being able to use it in our court.

Katie Leigh—Linn County Justice Court

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# Department of Revenue

## Collection and Assessments

The instructors for this class were Teri Smith and Nikki Bennett.

Terri talked about the Criminal Fines and Assessment Program (CFA). CFA reimburses the state for costs associated with the statewide law enforcement and victim services. Municipal and Justice Courts report and pay these costs on a monthly basis.

The CFA accounting has changed numerous times. The last change was 2018 the CFA was raised to \$50 (from \$45) for Municipal and Justice Courts.

Your court should have monthly payment coupons that DOR have sent to you. You should fill out the monthly coupon and send it in with your monthly payments.

There is also an option to set up an electronic payment with Revenue Online. Revenue Online (ROL) is a secure online portal that provides customers with access to their accounts. If you are interested in setting an account, contact the Department of Revenue and they will get an account set up for you.

Nikki spoke about Other Agency Accounts (OAA).

ROL (Revenue Online). You can set up an account with Dept. of Revenue (DOR) to send a debit file to OAA. You will receive payments from DOR/OAA if taxes are filed by the individual and they are receiving a tax refund. Once you send accounts to OAA you can make changes to the amount and remove the debt if you want.

Contact info for OAA:

[OAA.TechnicalHelp@oregon.gov](mailto:OAA.TechnicalHelp@oregon.gov)

503-947-0000 (Derrick)

503-945-8771 (Nikki)

[OAA.AccountTech2@oregon.gov](mailto:OAA.AccountTech2@oregon.gov)

Account Resolution

503-779-8240 (Dorothy)

503-779-8215 (Stella)

OAA Operations Manager

Todd Evans

[Todd.Evans@oregon.gov](mailto:Todd.Evans@oregon.gov)

503-945-8101

NIKI HUBBARD—LEBANON MUNICIPAL

# DMV

DMV was present to provide a brief presentation outlining some changes that are occurring at DMV, discuss new legislation and how that may impact municipal courts, and go over some frequently asked questions. After the presentation the panel, comprised of 2 representatives from the Driver Suspensions Unit (Katheryn Matson and Neatty Adams) and 2 representatives from the Driver Records Unit (Lynne Wicker and Amanda Smith), took questions from the audience and facilitated a Q & A session.

The presentation touched on how DMV is moving from their antiquated case management system to a newer more modern user friendly case management system; this change is titled Service Transformation Program (STP). The change will allow DMV to better serve their customers, increase flexibility, provide real time access to data and information, and provide more efficient business processes. A timeline was provided with the first system roll out occurring in January 2019 with the second system roll out occurring July 2020. Different ways to stay connected throughout this implementation are; visit the STP website, sign up for information, attend OACA conferences, and contact STP. Additionally new Legislation was discussed that may have an impact with Municipal Courts. Senate Bill 1538 eliminates authority to impose suspensions for: Inhalant or controlled substance, littering, theft of gas, school attendance and misconduct, transferred documents for purposes of misrepresentation of age, false info to police officer, and returned/uncollectable check to the dept. There are also changes to hardship/probationary permits and how suspensions are imposed for minors.

A few take aways from the Q & A portion: DMV is asked a lot about “should courts mail or fax their clearances or suspension?”. The answer was both are ok, just pick one method. They do prefer that suspensions go through the mail. Clearances will get processed quicker if they are faxed. If a defendant requests to have their IID removed, DMV requires the word “vacate” included on the order granting the removal. It is important to have ODL and DOB on all forms, if DMV cannot match paperwork to an existing profile in their system, they will have to create a new profile and this could impact accurate driving records. eConvictions were discussed, there are user guides and flyers available detailing how it works and how to get started. eConvictions improves the timeliness of suspension actions and driver record updates. Any bounce backs from eConvictions, those records can be resubmitted in paper format. The importance of officers marking commercial vehicles on citations was discussed; in order to maintain accurate records for CDL holders this needs to be marked appropriately.

Overall this session was very informative and productive!

Cheri Coble—Eugene Municipal Court



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