THE ECHO



December 2016

OREGON ASSOCIATION FOR COURT ADMINISTRATION

ABOUT OACA

Oregon Association for Court Administration is professional organization committed to excellence. The association was established in 1977 and is Oregon's only for organization 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.

OACA MISSION

The goal of the OACA Board is 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 The Board environments. works very hard to develop the educational agenda for each conference.

A MESSAGE FROM YOUR PRESIDENT, CHRISTINE WATTS



Hello!

I hope this message finds you enjoying this fall season. This will be my third consecutive term serving as President of this organization and I am honored to do so. I have to say it's been such an amazing experience for me. I appreciate the opportunity and I will make this organization proud!

I would like to express my thanks to all who braved the tumultuous weather and joined us in Ashland! It was another exemplary conference. Your board of directors worked tirelessly to make sure every aspect of the conference content and venue were first rate. We are hoping to get valuable feedback from the attendees. Your opinions and suggestions help us tremendously in planning future conferences.

Thank you to the board members who served this past term. I'm honored to have served with you all. Your dedication and passion was undeniable and I thoroughly enjoyed our teamwork and volunteerism. Together we accomplished several wonderful changes and advancements for this organization. I am certain this year's board will follow in your footsteps! You set a great example for all.

As the new board was sworn in, I felt a vast sense of anticipation for the coming year. With all the accomplishments that have been made during my terms, I feel there is still much to be done. I'm looking forward to getting to know the new board members and strengthening my relationships with our "veteran" board members. Together we stand strong and will accomplish many things!

Continued on next page.....

It was announced at the conference there will be an increase in dues and fees. Beginning in 2017, membership dues will be \$75.00 and the conference registration fee will be \$200.00. It is in no way a huge increase and it's long overdue. We felt it was necessary due to increasing costs in venue and speaker fees. If you have any questions or concerns regarding this feel free to contact me.

We are also looking at "revamping" the MSU program. When an MSU session is not presented as a class to the entire conference, it is by far the least attended break out session and the most expensive, typically. We would like to allocate that expense to afford additional keynote speakers. If you are participating in the MSU track, please answer the survey question on our website.

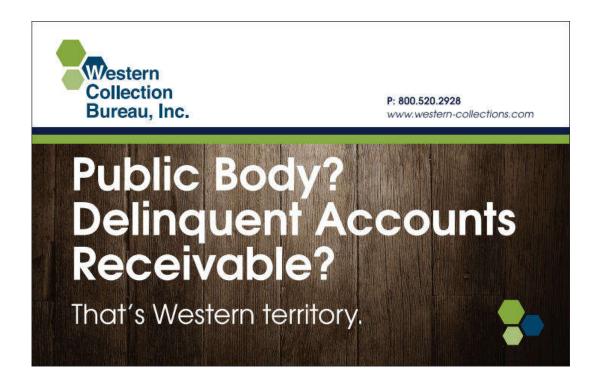
A HUGE thank you goes to the vendors for their participation and contributions. I hope, as conference attendees, you took the time to say hello and visit. Their support of our organization is truly invaluable. We are able to grant scholarships for those whose budgets don't allow, or is limited in, funding continuing education. In addition, they contribute additional monies and we are truly thankful for their partnerships. We flat out could not hold conferences without their support.

As always, if you have any ideas or suggestions you would be willing to share, do share! This is your organization so make your voice be heard!

Now, it's time for this new board to get to work!

See you in April when we go back to the beach! Until then, enjoy yourselves, your family and friends during the upcoming holiday season. My very best to you all.

Sincerely, Chris



Education

What a great turn-out for our fall conference! We are certainly fortunate to have such opportunities for education. It's vastly important, not only for our jobs, but also, for our spirits. While the day-to-day duties of our profession may become tedious, these training opportunities help to alleviate the monotony and restore our capacity for attentive customer service and continued enthusiasm for our work.

Although we strive to have a well-rounded agenda at each conference, it is not feasible to tailor the education to individual needs. We strive to be as equitable as possible, bringing a wide variety of topics to each schedule. If certification is your goal, I would like to encourage you to take a personal interest in your education. Take everything OACA offers at the conferences you attend. While a class may not apply to the work you do right now, you never know what the future holds. Learn the material, and then decide if it is useful to you. If it is not pertinent now, it may be later. Seek out other opportunities for education to round out your own personal knowledge and experience.

If your reasons for attending conferences are more social, OACA has you covered there, as well! OACA realizes the importance of networking and socializing with peers. Our jobs can be stressful. Spending time with people who understand your struggles can give you the extra push you need to clear those hurdles. Judging by the responses to the various Rap Sessions at the conferences, we learn so much from each other. This is an important aspect of OACA. That, and a little live music, makes for some much needed fun and camaraderie.

I personally feel that OACA is the most rewarding element of my job. I get a lot out of it, and it is my sincere hope that OACA is rewarding for you as well. See you in the spring!

Mary Shroll





Toll Free: 877-399-UTRN (8876)
Local: 503-759-7166
Email: courts@uturn180.com
Web: www.uturn180.com

Oregon Owned and Operated, Online and Classroom Traffic Safety Courses In Albany, Clackamas, Keizer, Oregon City and Springfield

- Oregon is our ONLY Focus: We know Oregon's traffic safety laws, traffic crash problems and prevention challenges down to the curb-level in the community. We live and work here as well, and our families drive these same roads! If saving lives is the goal, we are the right choice!
- Unparalleled court services: You want completion reports Daily,
 Weekly or Monthly? WE CAN DO THAT! U-TURN180's customized reports
 are based on YOUR business preferences captured during our streamlined
 5-minute system setup call. Now including customized fill and save forms.
- Seizing the opportunity to make a difference: The court has a VERY REAL opportunity to help change the future behavior of a driver. When you choose to partner with U-TURN180, you choose a locally-owned business of dedicated highway safety practitioners who have spent most of their professional lives finding ways to save others. We are TEAM players!
- Choosing the best traffic safety education provider:
 We have engaged some of the best and brightest instructors in the Oregon highway safety community! Five years of overwhelmingly positive student evaluations solidifies our belief that we ARE MAKING A DIFFERENCE!

U-TURN180 is the only private provider operating a system-wide diversion tracking system. We enforce your re-attendance and other business rules!



Membership

Membership is gearing up for the 2017 membership renewal process that will be taking place in January. In the ECHO newsletter is an application for you to fill out and return with your yearly membership dues. You may also renew your membership and pay your dues at www.OACA.org



Your OACA membership is from January thru December and must be renewed each January. Do not miss out on the great opportunities that OACA offers. Your membership dues must be paid to access the "members only" section of our website. Your membership provides you with the most outstanding training opportunities that you could ever hope to obtain. OACA offers two conferences a year for the membership to network and obtain valuable information to take back to your courts.

OACA always welcomes new members and encourages our members to recruit new members from their colleagues and acquaintances. An incentive for recruiting new members is that the association offers some valuable rewards. Refer 3 members in a year and win a free annual membership! Refer 5 new members and win a conference registration! Just make sure the new member you refer writes your name on their application as the person who referred them.

Fall Conference New Member Breakfast

We had a wonderful, informative fall conference at Ashland Hills. We held our Fall new member breakfast on Sunday, the first day of the conference and gave the new members an opportunity to be welcomed by the board and given information regarding the organization. Welcome to all of our new members!!

Holly Fenton



OACA has 179 members; 36 of which are new!



Oregon Association for Court Administration 2017 OACA 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 court 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) Title		Court or Agency E Mail Address		
Oty State Zip		Fax	-10-10-	
Please fill out application how you would First – Time Member		like it to appear on all documentation Renewal	1.	
☐ Active \$75.00	☐ As	sociate \$75.00	30.00	
	18 19 18 18			
Signature		Date	30 10	

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:

ALLISON SEDERLIN

Springfield Municipal Court 230 4th Street Springfield OR 97477 Wk: 541.744.4180

Fx: 541.744.3376



PAY YOUR MEMBERSHIP DUES ONLINE AT WWW.OACA.ORG

Conference Update

Hello OACA!

I would like to send out a huge "Thank You" to all who attended the fall conference in Ashland. We had some "Incredible" sessions! I heard from quite a few people who told me personally this was one of the best conferences they had ever been to regarding education. After reviewing the critiques, it became evident that the majority of our members agreed. This conference absolutely rocked with the classes that were offered. Thank you OACA Education VP's!

We had record attendance at our Past President Reception on Sunday night and our entertainment was fantastic! I think it goes without saying that we all like to dance and get down, so I will definitely keep that in mind for future conferences. I sometimes struggle with exactly what direction to go with our entertainment for the reception so, if anyone has ANY ideas or referrals for entertainment for Newport and/or Hood River, please email me.

Yes, I signed on for another year as your Conference Vice President. I cannot begin to tell you how proud I am to work with and for OACA. You are all such an amazing group of people and I learn something new each and every conference. So, I thank you and do encourage each and every one of you to get involved in your organization on some level. Speaking of which, a huge THANK YOU to those people who signed up to work on committees. OACA needs you and it is so encouraging to see our members volunteer and help with the board and the organization as a whole. Committee members can expect to be receiving emails from the board soon welcoming you and advising you when our next board meeting is.

I hope each and every one of you has a wonderful holiday season surrounded by your family and friends and I can't wait to see you in the spring!

Shawn Branson, Conference Vice President

MARK YOUR CALENDARS:

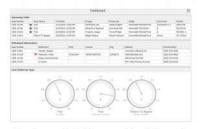
Spring Conference is in Newport at the Hallmark Inn—April 23rd—April 25th, 2017. Fall Conference is at the Hood River Inn—October 15th—October 17th, 2017.



VisionMS is a Municipal Software Leader that provides Office Automation from Financials to Municipal Court, making your jobs more efficient! We are proud and very excited to offer affordable solutions with cutting edge technology, integration and support second to none in the industry.

Vision Municipal Court is built for you to better manage cases and improve customer service and communication by providing unlimited case types, defendant tracking, case status, and rates that accommodate any sized Municipal Court. We look forward to establishing a relationship with you!

We appreciate those of you who visited our booth during the conference and look forward to serving every OACA member. Please contact us today or visit us online to learn more!



Business Intelligence Dashboards



Customizable Case Center



Integrated Document Management



www.visionms.net sales@visionms.net 509-315-8845

MUNICIPAL COURT—RAP SESSION

The Rap Sessions are always a favorite at the conference. It's a time to ask questions and get ideas from other courts like yours. Things that were talked about this time were:

*How do courts split payments between agencies? If you are using Magic they can add a code that will split it automatically for you. The suggestion was made to call your software provider to see how they can help you. This should be easier than tracking it on a separate spreadsheet.

*There was a lot of discussion about suspensions, the process, the fees added and the procedures each court uses to follow up. Each court has their own individual process and fee but they are more than willing to share with other courts. Use the member section on OACA to ask your question.

*Everyone decided that they would like to upload forms and fee schedules to the member only section of the website to help other courts. Anytime a new form is created it can be added and other courts can adapt them to fit their court. It was also noted that if you do use another courts form, be sure to run it by your legal department.

*There was a question about posting the daily court docket on line. Some courts do post on line but only the name, time and court room (if there are multiple ones). It does seem to help reduce phone calls from defendants asking about court date and time.

*There was a lot of discussion regarding community service as payment for citations. Some courts do offer a program for completing community service. One court gave an example. They will assign work at a homeless shelter or as a groundskeeper at a senior center. Jackson County has a waiver (contact Nancy Payne) that your city can review and use if you are interested. The defendants are "paid" \$10 per hour as a credit to their citation. They do process these citations like a diversion not a conviction because no money is changing hands. Please check first with your legal department and then with businesses in the community to see if this would work in your area. It can help keep people driving that otherwise could not afford to pay off a citation.

*Some courts are reporting the number of citations is down. Officers seem to be doing more education at the stop in place of writing citations. Some judges are also offering more diversion classes to defendants. One court was audited because the numbers were so low compared to past years.

*Is everyone else seeing a lot of DWS repeat offenders? The answer was YES! It seems that many courts are having this problem. One court said they have started suspending the vehicle registration if the driver is the registered owner of the vehicle or if it can be proven that the owner knew the driver borrowing the vehicle was suspended. The next time the driver is pulled over and a citation is issued the vehicle with the suspended registration will be towed.

*Can you take a plea and payment by phone? The ORS states that you need a written plea. It was suggested that you have them sign and email back the citation prior to taking any payment.

Reviewed by:Michelle Warren Banks Municipal Court

JUSTICE COURT-RAP SESSION

Becky Robertson, Linn County Justice Court, stepped up to the plate and was our facilitator for the Justice Court Rap Session at the Fall 2016 conference. Becky will be greatly missed after her up-coming retirement! But, never fear, because Angie Debban will be the new Becky with all the answers! I The Rap Session was well attended with 18 including 1 Judge and 1 Vendor.

Many topics were discussed. Becky had flow charts to share showing how Small Claims and FEDs are processed from beginning to end (especially helpful to me!). Other items of interest were the report now required from Muni and Justice Courts concerning caseloads, revenues and expenditures (ORS 1.860); Majic software; the concern that it is taking 4-6 months to get results of drug tests from the Lab, causing some DUII and BUII cases to be dismissed; some DMV abstracts are required to be still be done manually instead of E-Filed (i.e. Careless w/Accident); Courts will be able to send dispositions to the State online with Web LEDS. What may have been news to some of us regarding Parking Citations, where only the vehicle information is on the citation, is that we cannot use LEDS to find the Registered Owner Name. We must set up an account with DMV and pay for that information.

- Choices 1 Defensive Driving...in English & Spanish
- Choices 1 Available Online...covering Oregon Laws
- Choices 2 Ending Aggressive Driving...8 Hour Class
- Alcohol/Drug Information School...MIP Charges
- Consumer Awareness...Shoplifting / Bad Check writing
- Anger Management Skills...8 & 16 hour programs

Court Services Institute courses are based on the Belief that the student will choose productive behaviors if provided with CHOICES . . . and that those informed alternatives will motivate CHANGE.

CSI's Management Team has been working with the Oregon Courts since 2002, and is very proud of our service to the Oregon communities. Our experience allows us to notify the Court of any prior diversion an individual has taken with us in the last 13+ years.

Use our 3-part Referral Forms, or the Word version of our Referral Form, to be notified of Compliance at the time of completion or Non-Compliance at the attendance deadline date...notifications are sent to the Courts in a timely manner upon compliance or non-compliance, no waiting for a monthly report!

COURT SERVICES INSTITUTE

866-268-7874 www.courtsi.com Greg@courtsi.com Lorraine Nelson, President COURT SERVICES INSTITUTE

TRAFFIC & MISDEMEANOR COURT—RAP SESSION

Questions that were brought up were as follows:

-What courts offer traffic school for class A?

We discussed that depending on the driving record/ and or the Judge. Most courts offer traffic school for speeding

-Have delinquent notices prior to suspending been successful?

Almost all of the clerks agreed that it was worth the time to send out delinquent notices. A few courts even offer a phone call instead of a letter called "call one patient". The charge is \$5.00 per call and it's a reminder to get the payment in before suspension happens.

-We discussed how courts deal with loose change.

Most of the courts have a policy money is money and they will take it any way they can get. Some courts have an order to not take anything less than .25 in change.

Reviewed by: Kathleen Miller

COLLECTIONS: FROM FIRST APPEARANCE TO CONTEMPT

The speaker for this session was The Honorable Larry Blake who is the sitting Judge at seven different Municipal Courts throughout Oregon. He mainly talked about how he handles cases within the Courts that he is the Judge. He said that 95% of our time is spent on 5% of the population. He wants people to respect authority, and therefore, asks the officers who cite into his Courts to write down if they had a good or bad experience with defendants. He also encourages his clerks to let him know if they experienced anything good or bad with any defendant.

If people fail to appear for court on traffic citations, the maximum fine is imposed. He said that he authorizes diversion on traffic matters. The fee for a diversion is usually \$50.00 less than the fine would have been except in Newberg where fines and fees are set by the City Council. He believes that by offering diversion programs, people get something and the City also benefits by maybe getting better drivers which he believes is really the goal in the end. Judge Blake also believes that it is good to work with people in ways such as imposing community service, requiring that young adults get their GED or diploma or maintain a certain GPA while in school. In some cases, he orders that elderly drivers be re-tested. He works with people on monthly payments and has different criteria for payment requirements depending on the Court location.

He talked about fix it tickets and said that he has a schedule of fines and a list of these citations for his clerks.

He also mentioned amnesty, and Wendy Looney from Newberg spoke about the amnesty program that Newberg has run a couple of times before. She said that the amnesty program is normally run for a period of three months during tax season. No restitution or criminal cases are included in the program and the cases included must be two years or older. Reviewed by: Marlene E. Leland; Lebanon Municipal Court



800-452-0317 or 503-585-5651 www.valley-creditservice.com

626 Appleblossom Ave NE • Keizer, OR 97303

Alice Ray-Graham, Chief Marketing Officer











Can your collections partner say this?

Professional and ethical business practices Industry-recognized financial security standards

Year-round training for collectors Above average recovery rates

- HIPAA compliance
- SOC 2 compliance
- OBA Associate Member
- A+ BBB seal of approval



Serving municipalities in Oregon since 1912.

Toll free: 800.888.6597 ext. 330











Matt Inscore

CODE 4: FRONT DESK SAFETY & SECURITY

Session 1:

Front Counter Safety and Security, was an excellent class. The class instructor was Captain Joe Puckett. The information he brought to us was information he has gathered while training with the FBI in Hostage/Crisis Negotiations, as well as years in Law Enforcement.

Captain Puckett's focus was to teach us "Verbal Excellence", "Verbal De-escalation", and "Reading Body Language". We were reminded that statistically, violence in our court was not likely, however, we should be prepared. Taking 5 minutes a month with office staff, or just yourself, to have an exit strategy, in the event one is needed, could be lifesaving.

In our jobs, we are busy. We tend to forget that the people standing on the other side of the window or counter are people, and need to be heard. How we communicate with them, and treat them, could be what saves us in the event of an attack. In communication, words only account for 7%, while tone is 38%, and non-verbal is 55%. If someone does become violent while we are dealing with them, it is important to know when "customer service stops and you start thinking of your safety".

It is imperative that we plan ahead. We need to exercise our brains to prepare for our reaction under pressure. 37% of our time is dealing with difficult people. Knowing how to talk with someone to deflect their negativity or anger is very important, however knowing when it is time to keep yourself safe is key.

Reviewed by: Melissa Harmon; Linn County Justice Court

Session 2:

Captain Puckett continued training in the second part of the presentation on how to deescalate a situation in under one minute. He taught us to focus on feelings, use silence and clarify their message. Reading body language will take lots of practice. We were taught how to recognize positive body language and negative body language.

Open palms are positive and so is enhanced eye contact. Folded arms, hand holding up chin, hand over mouth and fidgeting are some of the negative body language. Deciding body language can include rubbing chin and scratching head.

The position of legs & feet are important clues on demeanor. We learned about dominant poses including anti-gravity arms and torso protecting. Leg splaying happens when someone feels threatened.

The information I went away from this class was very useful. Captain Puckett emphasized safety, "flight not fight". If you feel threatened by someone's body language, find a way to excuse yourself and call for help. I feel this class would be beneficial to government employees and if you didn't get the opportunity to attend, I would encourage you to contact your human resources department to schedule this beneficial training.

Reviewed by: Becky Robertson; Linn County Justice Court

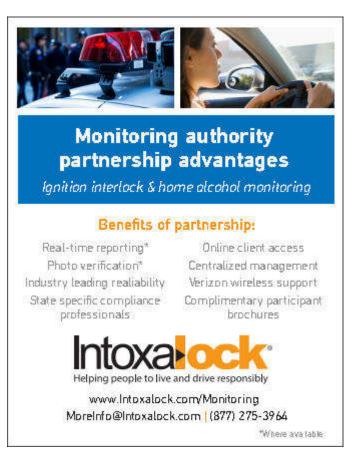
BASICS OF BANKRUPTCY

The instructor for this class was Gina Whitlow. Gina is currently with the Legal Department and Compliance Coordinator with Western Collection Bureau, Inc., in Portland, Oregon. Gina's presentation was not legal advice given by an attorney but provided by a professional in the credit and collection industry.

Gina talked about what Court's should do when we receive a bankruptcy notice, bankruptcy terms, the difference between a Chapter 7 and a Chapter 13 and what the Court can do during the bankruptcy period.

A Chapter 7 usually lasts between 3-5 months and a Chapter 13 usually lasts between 3-5 years. On a Chapter 7, Court fines may survive. There is no proof of claim filed on a Chapter 7 unless he Court receives a notice to file a claim.

On a Chapter 13 Courts need to file a proof of claim. There is a time limit for filing the proof of claim, so be aware of your time frame and get it filed. You may receive payments from the bankruptcy trustee if you have filed a proof of claim.



Court's can receive voluntary payments during bankruptcy.

After discharge on a Chapter 7 bankruptcy, Courts are ok to collect on the fine portion and ok to collect post-bankruptcy interest on traffic fines.

After discharge on a Chapter 13 bankruptcy, fines and interest are discharged. Collection is forever prohibited.

Gina did a great job of going over the basics of bankruptcy and offered her number and email to anyone with questions.

Contact Gina Whitlow: 503-539-9827 lginamk@gmail.com

Reviewed by: Niki Hubbard

Lebanon Municipal Court

DMV-RAP SESSION

As always, it is wonderful to have representatives from the DMV present to answer member's burning questions.

There were quite a few questions surrounding e-convictions. There are currently 13 courts using e conviction and an additional 13 courts in the test phase. Please send Careless Driving – with crash (class A) by mail to be posted to a driver's record. The e-conviction upload is not able to distinguish between the class A or B Careless Driving. Also, if you are using Chaves Consulting software and having issues with e-convictions, please be sure to contact Chaves for assistance.

The DMV is attempting to switch to email contact versus phone calls. When you email the e-convictions unit, they are storing your email address for future use in case they have questions or need to contact you or a clerk from your court.

If you are not already, be sure to use the most updated vacate form from DMV. The form has all the pertinent information in order to successfully vacate a conviction or suspension.

There was a discussion regarding suspension clearances and the date the DMV uses when clearing a suspension. They use the date the suspension was cleared with the court. However, when a defendant takes the clearance form to a field office, the only option the representative has is to use the date the defendant appears, and if it is after the suspension date, the defendant will be charged the reinstatement fee. If the defendant wishes to be reimbursed for the reinstatement fee (because the suspension was cleared with the court prior to the suspension), s/he must make the request to the main DMV office. On a side note, if the defendant's vehicle was towed due to a suspended license, and the defendant believes there was a mix up with the suspension clearance, there is tort claim process the defendant can follow in an attempt to recover some expenses.

Also regarding suspension clearances, if the suspension clearance is issued prior to the suspension going into effect, it is helpful to write "CBS" on the top of the suspension clearance form prior to mailing or faxing it in.

Great news for everyone - The field offices are now able to accept credit and debit cards! YAY!

Reviewed by: Anna Mae Gliebe Tigard Municipal Court

*Reminder: Our OACA website forum is now up and running in the Member Section. Post your questions or comments. *The Yahoo chat group is no longer available.*

RAP SESSION WITH FULL MEMBERSHIP

First of all, I want to say congratulations to the Education V.P. for bringing us a class like this. It has been a long time since getting all conference attendees together to discuss our classes, and have an opportunity to review the new changes to our website as a group.

The session was opened with swearing in of our new OACA board 2016-2017. Donna Poirier from Linn County Justice Court did the honors of administering the oath.

Kay also gave kudos to Christine Watts, our President, for her work with the vendor fees and the new level of sponsorships she has created.

Our first speaker was our OACA Treasurer Allison Sederlin. She has been working on the website committee and gave us a presentation on the new "members only" portion of our website. When you become a member, you should receive a password and log in from our Membership V.P. Holly Fenton. Membership renewal is in January, if you don't renew, you could be denied access to the member portion of the website.

You can now register on line for conference and membership. You will find information from the conferences. You have access to the past speakers class materials and information. You can see minutes from board meetings, job postings of current employment opportunities, and vendor information.

The biggest change to the website is the "question forum". We are no longer using Yahoo Chat for a place to ask and get information from each court in a chat/group format. This is for members only. You can also subscribe to certain posts by subject on the forum, and it can go to your email. If you have problems with the site or need something posted, you can contact Allison Sederlin at asederlin@springfield-or.gov.

Our last part of our RAP Session started with Deborah Ingledew, from Salem Municipal Court, giving a review of the MSU class she had taken. The Instructor, Jan Bouch, can answer anything that is "HR". Jan had a question for us, "Does OACA have a mentor program?" She reminded the class that we in OACA are all a good resource for each other. I did not go to the class, but I liked hearing from someone that did. Deborah thought she challenged the class and was uplifting. The big message she got from the class, is that you set the tone on how the office will run.

We finished our RAP session by going over topics from our individual RAP sessions. This never hurts, because some topics apply to all court administration and others apply only to criminal or justice courts. Here are some of the Topics:

What are the minimum qualifications for court appointed attorney's applications?

State says to pay \$45/hour. Courts each use different criteria, some pay for all cases assigned, some pay on each case assigned. Some have time limits when to do a new application to check employment, some use state food stamp guidelines. All agree Judge can assign one anytime.

Continued on next page......

How long to keep traffic violations in the files?

Different courts do different things. All agree violations can be up to 20 years. Some do only 10. Some do 10 because their auditor has recommended it. Most then just clear suspension and they close the case.

Doing a Show Cause when there is a large balance to get them to start paying?

Newburg does issue a show cause sent to the last known address when they find a large amount owing in fines. If they appear, a payment plan will be set, if not, they issue warrant for FTA. Other courts will issue warrants on all driving while suspended cases even violation level.

Ferguson Issues in our Courts?

Some clerks have a problem with their council members and reminding them courts are revenue neutral. Some councilors still look at it as revenue coming in.

Do courts let officers come into their court offices?

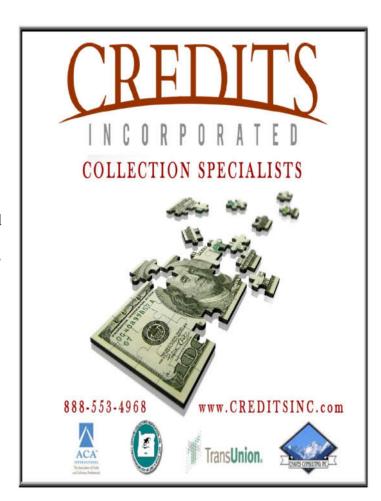
Some do, some don't. Some worry about the public perception. Some courts will not contact the city attorney or police officer about errors in their filing of cases or charges either.

How do you get names for each Jury trial?

Various answers on this one, but most spoke on the program they use. Tyler Technologies was well liked for their jury program. It seemed where they get the information (elections, DMV) wasn't as important as the program they were using and selecting the jurors.

Over all, I thought this was a good session, and one I would like to see again. Thank you Kay, for facilitating this session!

Reviewed by: Sue Carlile-Hopper



Better Science. Better People. Better Results. Better World.

Increase your revenue with the industry leader that gets results



A HAWES FINANCIAL GROUP COMPANY

Government Collection Services

for states, cities, counties, and special districts
for over 80 years

ROB NESTELL

Account Executive (541) 335-2204

rnestell@professionalcredit.com

(888) 888-1992 | www.professionalcredit.com/oaca

INTEGRITY * UNDERSTANDING * RESPECT * COURTESY



The Right Solution for the Justice System

JUSTICE SYSTEMS MAKES CASE MANAGEMENT EASY

Our Experienced,
Attentive Project Team
Executes Your
Conversion,
Customization, and
Implementation



Our Accomplished Court Specialists Provide Superior Hands-On Training And Go-Live Assistance



Our Friendly Help Desk Offers Readily Available And Responsive Ongoing Support





Learn More at JusticeSystems.com
Or Call 505-883-3987

MSU-HUMAN RESOURCES MANAGEMENT

Let me start off by saying that Dr. Jan Bouch was enlightening, uplifting, encouraging, informative, and interactive. She wanted to know the background of each person in attendance, how long they worked for a court, how many employees, and in what work capacity. These sessions were geared for the first time supervisor or for the experienced manager with 30 years of service. Although the class offerings were not well attended, (only 11 in our morning and afternoon sessions) it is definitely a class that should be attended by anyone who supervises or manages a workforce.

Dr. Bouch emphasized that court employees are the face of courts, and that courts need good employees who care about service delivery, professionalism, ethics, and doing the right thing. She discussed that most often supervisor/managers have a difficult time dealing with conflict. But she emphasized that conflict is a real or perceived threat or opposition to one's needs, interests, principals, concerns, or safety, and is not aggression.

The art of coaching and teaching should be a tool for everyone that provides leadership. She inspired attendees to look at problem resolution through a different perspective. She challenged us not to be just problem solvers but to teach and coach those to work through problem resolution thereby building the capacity of your own staff. So in reality, as you walk through the front door of your lobby, before you even get to your office door, you have someone that needs to tell you about the problem that you as the supervisor or manager need to fix right away before you even sit down. Instead, you teach and empower your staff to work through the issue and keep you apprised of the situation, building their confidence, efficiency, effectiveness.

Dr. Bouch also discussed the importance of being present and being interactive, managing the relationship with your staff every day and the art of smiling to encourage approachability and communications. Things we sometimes forget that are important because we all have very busy and stressful work environments. I have to say ... one of the best classes I have ever taken in my 30 plus years of being a supervisor and manager.

Reviewed by: Deborah Ingledew; Salem Municipal Court



SENTENCED TO DEBT: FERGUSON'S IMPACT ON COURT REFORM

Judge Joe Charter from Jackson County Justice Court spoke on this topic at the 2016 OACA Fall Conference. He went over a timeline of events beginning a few years back in Ferguson, and discussed how those events have led to reevaluating how police and courts all over the country operate. Some interesting stats from Ferguson he mentioned were that arrest warrants were issued mostly for failure to pay, fines and fees were the second largest source of revenue in 2013, and African Americans were 85% of vehicle stops, 93% of arrests, 88% of use of force cases, and 92% of warrants issued. Since then, 2 dozen states have passed laws regarding police violence and use of body cameras. The body cameras have led to fewer arrests, but more tickets, fewer citizen complaints, and a reduction in use-of-force incidents. In regards to payment to courts, there are now some DOJ basic principles from 03/14/16 he discussed.

These include how courts should consider alternatives to jail for defendants that are unable to pay and that they should not use bail/bond practices to keep people in jail who can't pay for their release. As an example, Missouri Municipal Court's reform includes a cap of \$300 on fines and fees for minor traffic offenses, requires courts to consider a defendant's ability to pay fines, prohibits jail for failing to pay, and limits the percentage of revenue a city can receive from fines. In California, they have a traffic amnesty program that reduces fines by 50% or more, there's no limit on the court's use of garnishment or community service, and they don't issue bench warrants for FTA. Some alternatives to suspensions in other states include wage garnishments, tax intercepts, amnesty programs and community service. He says Courts should consider a defendant's ability to pay, insure public safety, prescribe penalties which are proportionate to the seriousness of offenses, and safeguard offenders against disproportionate punishment (no excessive bail or fines imposed, no cruel and unusual punishment).

Courts should not be responsible for raising revenue or paying for government services. He asked us to consider our own Courts and think about if we have problems similar to Ferguson. Some local Judge's suggestions that he mentioned were to have a collections policy that is clear and begins on first contact, to allow community service, to allow hardship permits for FTC/FTA suspensions, and to use warrants sparingly. Also, to discharge balances if a lump-sum payment toward one's balance is made, if a defendant promptly reinstates their license, if one makes regular payments for a specified period of time, and if one has no additional convictions. It was suggested to develop a simple fine reduction scheme to reward good driving records, provide payment options to meet the ability to pay of each individual, and create alternatives to cash payments.

Reviewed by: Catherine Kramer; Springfield Municipal Court

BE INCREDIBLE

Jeff Johnson is a phenomenal speaker and motivator. He kept us engaged through the whole session.

We each received a card with 7 steps to become incredible. They are:

- 1. Become action oriented
- 2. Focus on what you control
- 3. Create and maintain an action plan
- 4. Show gratitude to keep a positive attitude
- 5. Expect Incredible
- 6. Elevate others around you

One of the first things Jeff said that really left an impression on me was "Be Present". Present both physically and mentally. How many of us are physically where we should be, but our minds are occupied with—the argument you and your spouse had last night, the car really needs a tune-up, child's grades are slipping, vacation plans, the dog needs to be groomed, my bills are piling up, should I color my hair, etc.

Take Action—the real leader is the first follower.

Make a difference.

Have a <u>written</u> action plan. An unwritten plan lasts about as long as your attention span. Jeff quoted Ralph Waldo Emerson "You cannot lift someone else without lifting yourself."

Be Incredible!

This session was so well done, I would love to hear Jeff present at OACA again.

Reviewed by: Candy Ashby; Lane County Justice Court



Over 40 Years of Excellence

Providing Professional Collection Services Since 1976



Emergency Services



Public Safety



Road Improvements



Education

Supporting Essential Public Services

For more information about our law firm, visit our Web site at www.lgbs.com or call (800) 262-7229

Principal Office: Austin, Texas. The attorney responsible for the contents of this advertisement is Carmen Perez.

Officers and Directors

2015 - 2016

PRESIDENT

CHRISTINE WATTS

McMinnville Municipal Court 230 NE 2nd Street McMinnville, OR 97128 Wk.: 503.434.2348

Fx: 503.435.5787

Christine.Watts@ci.mcminnville.or.us

IMMEDIATE PAST PRESIDENT

KAY RENFRO

Beaverton Municipal Court PO Box 4755 Beaverton, OR 97076 Wk: 503.526.2291

Fx: 503.350.4031

krenfro@beavertonoregon.gov

CONFERENCE VICE PRESIDENT

SHAWN BRANSON

McMinnville Municipal Court 230 NE 2nd Street McMinnville, OR 97128 Wk: 503.434.2356 Fx: 503.435.5787

shawn.branson@ci.mcminnville.or.us

EDUCATION VICE PRESIDENT

MARY SHROLL

Tualatin Municipal Court 8650 SW Tualatin Rd. Tualatin, OR 97062 Wk: 503.691.3025 Fx: 503.961.6884

mshroll@ci.tualatin.or.us

ECHO, RESOLUTIONS & BY LAWS VICE PRESIDENT

WENDY LOONEY

Newberg Municipal Court 401 E. Third Street Newberg, OR 97132 Wk: 503.537.1241

Fx: 503.538.5393

wendy.looney@newbergoregon.gov

MEMBERSHIP VICE PRESIDENT

HOLLY FENTON

Salem Municipal Court 555 Liberty Street SE, #215 Salem, OR 97301 Wk: 503.588.6139 Fx: 503.588.6441

HFenton@cityofsalem.net

SECRETARY

SUE CARLILE-HOPPER

Beaverton Municipal Court PO Box 4755 Beaverton, OR 97076 Wk: 503.526.3736 Fx: 503.350.4031

scarlilehopper@beavertonoregon.gov

TREASURER

ALLISON SEDERLIN

Springfield Municipal Court 230 4th St.

Springfield, OR 97477 Wk: 541.744.4180 Fx: 541.744.3376

asederlin@springfield-or.gov

DIRECTOR

CARLA BANTZ

Milwaukie Municipal Court 10722 SE Main St. Milwaukie, OR 97222 Wk: 503.786.7531 Fx: 503.786.7528

bantzc@milwaukieoregon.gov

DIRECTOR

DORALYN OLIVEIRA

Bend Municipal Court 555 NE 15th Street Bend, OR 97701 Wk: 541.388.5577 Fx: 541.693.2189

doliveira@bendoregon.gov

DIRECTOR

ANASTASIA OLVERA-EICHLER

Fairview Municipal Court

PO Box 337

Fairview, OR 97024 Wk: 503.674.6210 Fx: 503.666.0888

olvera-eichlera@ci.fairview.or.us

DIRECTOR

EMIRA VEJO

Beaverton Municipal Court PO Box 4755 Beaverton, OR 97076 Wk: 503.526.2635 Fx: 503.350.4031

evejo@beavertonoregon.gov

DIRECTOR

PAMELA GANEY-WELBURN

Brookings Municipal Court 898 Elk Drive Brookings, OR 97415 Wk: 541.469.1114 pganey@brooking.or.us