

THE OACA INQUIRER

Winter 2014

OHIO ASSOCIATION FOR COURT ADMINISTRATION, INC.



Supreme Court of Ohio

Ohio Association for Court
Administration, Inc.

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2014 Spring Conference Preview

Join us for the 2014 Spring Conference, May 13-16, 2014, at the Crowne Plaza North, Columbus. On Wednesday, we will have an update by the Supreme Court staff along with other meetings, on Thursday we will participate in the joint Court Technology Conference with the Ohio Judicial College and the Clerks Association. We will have programming on a technology-related subject, in conjunction with the Clerks Association. Then, on Friday, we will conclude with an HR speaker, Amy Shannon. Ms. Shannon is the President of Pinnacle Leadership Solutions and will present an HR program looking at Hostile Work Environments and the New Laws on Bullying.

ABOUT OACA

The Ohio Association for Court Administration is a professional organization of court managers who are committed to excellence. The association was established in 1973, and the current membership consists of 293 members from all Ohio court jurisdictions, as well as members of court-related agencies. OACA is a member organization of the National Association for Court Management.

OACA Goals:

- Enhance professional development
- Encourage solidarity
- Improve administration of justice
- Provide legislative and policy updates
- Encourage diversity
- Anticipate and meet the challenges
- Provide conferences with quality education

OACA Member Benefits:

- Member newsletters
- Association website
- Legislative and policy updates
- Conferences
- Networking
- Mentor programs
- CEU and CLE opportunities
- Scholarship programs

*Upcoming
OACA Conferences:*

*May 13-16, 2014
Crowne Plaza North
Columbus*

*October 28-31, 2014
Embassy Suites Dublin
Columbus*

WINTER 2014 NEWSLETTER

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Newsletter designed by:
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Judicial College

Message From OACA's President



Dear OACA members,

Happy New Year! Thank you for allowing me to serve as your president this year. As we start on our next chapter, having completed our first 40 years, it is good to reflect on the value that OACA provides to our members, and therefore to the Ohio justice system. The superb education offered at our conferences, thanks to our highly effective education committee, helps create court leaders who are trained on the latest methods, and fully aware of changes in the legal world. On the networking front, our association provides critical support, making our jobs in court administration less lonely, by giving us essential connections across the state with others in similar positions.

Our conferences last year were full of great training and networking. Spring at Mohican was a delight. Paul Mellor, who spoke on memory, was a highlight of the conference for me, and I find myself using some of his memory tips. Our fall conference was highlighted by the SuperMeeting, a once every three year event sponsored by the Ohio Judicial College where all court-related associations are invited to a day of education and networking.

Last year's 40th anniversary celebration will be remembered for years. Everyone in attendance had a fantastic time, and we were able to donate over \$600.00 from our silent auction to Hope Hollow, a project of member Kevin Clark and his wife Jane.

For more information on this valuable charity, visit their website at <http://hopehollow.org/>.

Our 2014 spring conference will include a first! - A joint technology conference with OACA, the Ohio Judicial Conference and the Ohio Clerks of Court Association. The 2014 Court Technology Conference will be held in conjunction with our conference. This one-day show is set for Thursday, May 15 at the Crowne Plaza Columbus North. You can visit the Ohio Judicial Conference website, located at www.ohiojudges.org, to check out the vendors as they register. In turn, you can visit each vendor's website to see what each has to offer. You can also view the conference schedule and much more on the website.

Thank you to the Ohio Supreme Court for the assistance we receive so that we can be a very effective organization. Without the help of Margaret Allen, Sara Stiffler, Lindsey Schmitz and Katrina Webb, among others, we would not be able to run as efficiently or smoothly.

At last count OACA is 293 members strong, but we could better serve Ohio justice by growing our numbers. Please look around your county and invite someone new to a conference. Looking forward to seeing you in May!

Elizabeth Stephenson
OACA President

Seeking excellence in court administration

Members of the 2014 Executive Committee



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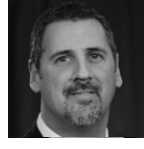
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Behind the Scenes: KUDOS to all the hard work from OACA'S committee chairs and members!

Administrative Support

Bennett Manning, Chair

Sylvia Argento

Lori Clune

Greg Popovich

Kimberly Switzer

Ken Teleis

Tammy Wurthmann

Communications

Ken Teleis, Chair

Berlin Carroll

George Denney

Paula Houston

Tim Lubbe

Ed McNachtan

Elizabeth Stephenson

Finance

Lori Henry, Chair

Andrew Bauer

Don Colby

John Homolak

Tim Lubbe

Ken Teleis

Mentor Orientation

Susan Sweeney, Chair

Sylvia Argento

Jean Atkin

Andrew Bauer

Nominating

Michael Kochera, Chair

Elizabeth Stephenson

Archival/Historian

Tammy Wurthmann, Chair

Sylvia Argento

Melinda Cooper

Cheri Shaw

Education

Melinda Cooper and

Don Colby, Co-Chairs

Juanita Bryant

Don Colby

Carrie Connelly

Regina Daniel

George Denney

James Fox

Jason Hill

Angie House

Robin Lehman

Bennett Manning

Theresa McNea

Marc Warner

Legislative

Susan Luken, Chair

Jo Ellen Cline, *ex officio*

Stephanie Hess

Michael Kochera

Membership

Atiba Jones, Chair

Dawn Bailey

Katherine Curfman

Lori Henry

Mike Negray

Stephanie Nelson

Tasha Ruth

Cheri Shaw

Tammy Wurthmann

Vendor Show

Ken Teleis, Chair

Kathleen Hanners

Paula Houston

We Want You!

If you are interested in serving on a committee, please let the chair of that committee know.

OACA Fall Conference: Ethics for Court Professionals

Presenters: Peter Kiefer, Criminal Court Administrator for the Maricopa Superior Court, Phoenix, Arizona, and Karl Thoennes, Court Administrator for the Second Judicial Circuit Court, Sioux Falls, South Dakota

By Melinda S. Cooper, Court Administrator/Magistrate, Fifth District Court of Appeals

The morning of the 2013 SuperMeeting was spent with Mr. Peter Kiefer, Criminal Court Administrator for the Maricopa Superior Court, Phoenix, Arizona, and Mr. Karl Thoennes, Court Administrator for the Second Judicial Circuit Court, Sioux Falls, South Dakota. They presented a program on court ethics in which we were asked to consider various real life situations, with potential “gray” ethical issues intertwined. We then discussed what ethical issues might or might not be involved. Although we did not receive black and white answers as to whether ethical issues were actually implicated in all of the scenarios, Mr. Keifer and Mr. Thoennes guided

the conversation and provided multiple ethical rules and guidelines to help us discuss the issues and come to our own conclusions. This program really made us think and opened our eyes to potential issues and how to deal with them. In concluding the program, the two administrators pointed out that the public's perception of attorneys and courts has changed significantly since 1962, generally for the worse, and through our behavior and awareness of ethical concerns we can help to inspire public confidence and trust and display the impartiality, fairness, equality and integrity that the public demands.

OACA Fall Conference: Why People Aren't Doing What You Want Them to Do and What You Can Do About It

Presenters: Greg Gray, CEO, Renaissance Unlimited, Inc.

By Melinda S. Cooper, Court Administrator/Magistrate, Fifth District Court of Appeals

The afternoon program of the SuperMeeting was presented by Mr. Greg Gray, CEO of Renaissance Unlimited, Inc. It was an entertaining informative look at customer service and why people may not be doing what you want them to be doing. It was a wonderful mixture of humor and useful, real-world information.

We started out looking at how to provide good customer service. Mr. Gray was quite clear that the public is looking for good customer service. He suggested that everyone's goal should be to “thrill people” with our better than “good” customer service. However, he also made the point that when it comes to bad customer service, the worst thing we

can do is show indifference. According to Mr. Gray, research shows that indifference is the sure way to create dissatisfied customers. In short, he suggested that we pay attention, be willing to take a risk to provide good customer service, do ordinary things extraordinarily well, know the big picture, take ownership, “under promise and over deliver” and act with humility. He suggested these behaviors will make customers happy.

We then looked at why people may not be doing what we want them to do. Mr. Gray provided 14 different reasons why people may not be doing what you want them to do and provided strategies to overcome the difficulty. Below are his reasons and

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(continued from page 4)

strategies in an abbreviated format.

In short, Greg Gray was entertaining, disarming and very informative. If you are looking for more information, Mr. Grey is the author of "GETTING THERE AND STAYING THERE; The People Side Of Sustained Operational Excellence." If the book is anything like the presentation at the SuperMeeting, those who attended would agree that it is well worth the read and that it will keep your interest.

Reasons:	Strategies:
They don't know how to do it	Provide training to overcome the skill deficit
They do not know what to do	Communicate more clear expectations
They don't know why they should do it	Show them the big picture
They think something else is more important	Establish or reestablish priorities
They think they are doing it	Clarify expectations and provide feedback
They think your way won't work	Listen (because they might be right) and provide feedback
They think their way works better than your way	Listen (because they might be right) and provide feedback
There is no reward for doing it	Provide feedback and create a meaningful recognition program
There is no consequence for not doing it	Provide feedback, clarify appropriate potential consequences and act on those consequences, if and when necessary
They are rewarded for not doing it	Clarify expectations and hold people accountable to those expectations
They are punished for doing what you want them to do	Remove the punishment by removing the punishing behavior (note: it may be your behavior) (example, "the harder I work, the more I am asked to do" is a form of punishment)
They refuse to do it (insubordination)	Begin the process of moving towards removing them from your employment
They can't do it no matter how hard they try	Reassign them to a role more in line with their skills and temperament, if possible and consider revisiting your hiring or selection filters
No one could do it	Re-evaluate your expectations, recalibrate your distribution of work and or reassess your resources

"I felt comfortable as a non-active member (in terms of not being on a committee or the board) and I feel the atmosphere allows members, to be active or not and still feel connected to the association. The reason I joined and remained a member of OACA was because the association was more laid back than others. You don't feel pressured to be overly involved, but comfortable either way."

—Atiba Jones, Executive Director, Franklin County Common Pleas Court

OACA Fall Conference: News Media and the Court

Presenters: D. Allan Asbury, Esq., Administrative Counsel, and Bret Crow, Public Information Manager, The Supreme Court of Ohio; Todd Franko, Editor, The Vindicator

By George H. Denney, Court Administrator, Youngstown Municipal Court

Court media specialists and a newspaper editor opened a window to a world of news gathering and public information issues during a fall conference of court managers.

The Ohio Association for Court Administration marked its 40th anniversary during the October conference in Worthington, where on the final day more than 100 Ohio trial court managers were provided insight into media relations and public information.

Presenting the OACA program, "News Media and the Court," were D. Allan Asbury, administrative counsel at the Ohio Supreme Court; Bret Crow, a Supreme Court Public Information Manager; and Todd Franko, editor of *The Vindicator*, a daily newspaper circulating in Northeast Ohio with production offices in Youngstown.

The program included a panel discussion on topics of public perception, transparency in the courts and difficulties traditional media encounter because of revenue shifts to "new media."

Franko, a newspaper chief editor for 17 years, encouraged court managers to support open records efforts for the benefit of the courts, traditional media and communities they serve. *The Vindicator*, like other traditional news media, spends a great deal of money in fighting for access to public records, he said.

Easier access to court documents leads to more accurate reporting and promotes trust in government, Franko said.

Asbury, who serves as the Supreme Court of Ohio counsel for legal matters including ethics and public records, applauded *The Vindicator's* efforts to access public records, and cited "Vindicator Printing Co., et. Al. v. Wolff," (2012), in which the Supreme

Court of Ohio ruled that Judge William H. Wolff, assigned to *State v. Cafaro* in Youngstown, unseal court documents. *The Vindicator's* request for attorney fees was denied.

Asbury noted that the public record rules are getting lots of attention and "fine tuning" in the past four years, and that it appears that courts are more readily siding with media on the issue of access.

"Our rules and case law are just beginning to scratch the surface" regarding public records access," Asbury said.

Court managers need to be aware of how traditional media affects the public's perception of the Judicial Branch of government said Crow, who previously worked as a newspaper reporter and editor.

Courts cannot expect public trust and confidence to prevail when media are blocked from access, Crow said, advising court managers on what to expect during an interview with a reporter.

Public information officers have a duty to represent the Court in the best light, but on the other hand have a duty to provide media with the proper facts, he said.

"Remember, an interview is not a conversation," Crow said, encouraging court managers to be pro-active by maintaining relations with media. Ohio courts that do not have public information officers are encouraged to contact his office at the Supreme Court of Ohio for advice and information, he added.

Get to Know OACA Member, Lisa K. Deters Court Administrator, Lima Municipal Court

How did you first get involved with OACA and/or the judicial branch?

I was hired at Lima Municipal Court in September of 1988. I was a Deputy Clerk in the Civil Division for three years. Judge William G. Lauber hired me from the Clerk's Office to be his Deputy Bailiff and, also, handle all administrative duties under the Presiding Judge. In 2012 the Court Administrator position was created. Upon my promotion from Deputy Bailiff to Court Administrator the Judges recommended joining OACA.

What is your position, how long have you been in it and how many people do you supervise? What departments are you responsible for?

My position is Court Administrator. Lima Municipal Court consists of two judges and one full-time magistrate. I have 19 staff members reporting to me. The departments include all deputy bailiffs in the Judges' and Magistrate's Office, assignment commissioners, security and probation departments.

Which words or phrases do you most over-use?

Ending a sentence with a preposition. I know the minute I say it. "Ugh." I also am famous for saying, "For the love of Pete."

If you could change one thing about yourself, what would it be?

I would like to stop being so clumsy and have a little grace. My husband will only slow dance with me once a year because (as he calls it) I'm rhythm deficient.

Who has been the greatest influence on you?

Lima Municipal Court Judge William G. Lauber. He has been my mentor in this judicial branch since I began in 1988. He is such a knowledgeable teacher and counselor.

What do you value most in your friends?

Honesty and humor.

Tell us about your family (parents, kids, siblings, pets, etc.)

My husband, Christopher, travels for a living as a Stage Manager for International Rock and Roll Tours. Some say we have the perfect marriage. He's never home but his check is direct deposit. All kidding aside, he truly is my Knight in shining armor.

We have one daughter, Katlyn. She is a senior at The University of Cincinnati majoring in Health Education. She is hoping to continue her education and achieve her Master's Degree. I'm hoping to win the lottery so we can pay on all the student loans.

Our family pet is a golden retriever, Memphis. He was given this name as a compromise. Christopher is a huge Elvis fan wanting to name him as such. I, on the other hand, refused to call for Elvis to come in from outside several times a day. I'd like to stay in good standing with our neighbors and not be referred to as the "crazy one."

What is your motto (words you live by or that mean a lot to you)?

"Wisdom" is the ability to make good judgments based on what you've learned from your mistakes whereas "insanity" is doing the same thing over and over expecting different results.

What do you wish other people knew about OACA and/or the judicial branch?

This organization is such a great support system for every member in every way.

What sorts of trends do you see?

Social media being a tool used in courts for warrants, collections etc.

What do you like most and least about your job?

I enjoy implementing new and advanced programs to streamline the Court's workflow. I miss not being in the courtroom listening to the newest reasons or excuses as to why the defendants do the things they do.

Get to Know OACA Secretary, Michael Negray Deputy Court Administrator, Cleveland Municipal Court

How did you first get involved with OACA and/or the judicial branch?

I first got involved with OACA in 2002 as I was promoted to the court administrators office. My boss at the time was Michael Flanagan, court administrator and a past OACA president. He encouraged me to become a member.

What is your position, how long have you been in it and how many people do you supervise? What departments are you responsible for?

I have been deputy court administrator for approximately one year and am starting my 20th year with the court. I supervise six people: chief bailiff, chief probation officer, finance director, grant writer, public information officer, and chief court reporter. I am responsible for the bailiff's department, probation and court reporters.

What is your favorite way of spending time?

I have been an avid softball player for as long as I can remember. I have traveled across the country playing the softball circuit for over 30 years.

Who has been the greatest influence on you?

The greatest influence on me has been my parents, Russ and Jill. They have been married for 51 years and are the backbone of the Negray family. They have taught me to be positive and always strive to be the best I can at whatever I want to accomplish. They are always here for me and I am always asking their advice when I have issues that need to be resolved.

What might someone be surprised to know about you?

That I was elected into the Greater Cleveland Slo Pitch Softball Hall of Fame in 2011.

What do you value most in your friends?

I would say loyalty and compassion. I am very close with a number of friends and they are a big part of my everyday life.

Tell us about your family.

I am the oldest of four boys.

How did you meet your spouse? Describe your first date; your marriage proposal; your wedding and honeymoon.

I am recently engaged (a few weeks ago) to an attorney in Cleveland, Ohio. Her name is Cindy Kobal and she specializes in representing clients who have workman's compensation claims pending. We met through a friend of mine as she was a neighbor and they thought we would get along so they introduced us. We will be getting married in 2015.

What is your motto (words you live by or that mean a lot to you)?

Always treat people the way you would want to be treated.

What do you wish other people knew about OACA and/or the judicial branch?

What a great resource OACA is. There is always someone who is willing to help with any question or concern that you may have.

What do you like most about your job? What do you like least?

I like that I am in a position where I can help people further their career growth and help them when they need assistance.

A Look Back at the Fall Conference



Clockwise, starting at the top: OACA's 2014 Executive Board is sworn in by Supreme Court of Ohio Administrative Director Steven Hollon, Esq.; OACA members listening in during a presentation; Ken Teleis is the dealer for a table at the OACA 70's Casino Night; Two OACA Members pose for a photo during break.