

THE OACA INQUIRER

Summer 2014

OHIO ASSOCIATION FOR COURT ADMINISTRATION, INC.



Supreme Court of Ohio

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2014 Fall Conference Preview

Join us for the 2014 Fall Conference, October 28-31, at the Embassy Suites Hotel Dublin.

On Wednesday, we will have an update by the Supreme Court staff along with other meetings. On Thursday we will discuss the topic, "Strategies for Addressing Mental Illness Issues in the Courts," during which an experienced clinical counselor will give us a better understanding of mental health issues and provide tools and information to help us better address and handle these issues and situations with the people around us, whether they are the public, litigants, or our own staff.

Then, on Friday, we will conclude the conference with "Employee Discipline Matters" with Supreme Court of Ohio Human Resources Director Jeff White, and "Mental Illness and Sup. R. 95" with Supreme Court of Ohio Domestic Violence Program Manager Diana Ramos-Reardon.

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 224 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:
October 28-31, 2014
Embassy Suites Dublin
Columbus
May 12-14, 2015
Crowne Plaza Columbus North
Columbus*

SUMMER 2014 NEWSLETTER

Inside this issue:

2014 Fall Conference Preview	1
About OACA	1
Upcoming OACA Conferences	1
Message From OACA's President	2
Members of the 2014 Executive Committee	3
Behind the Scenes	3
Electronic Records Management	4
Tech Conference Presenter Highlights "Cool Stuff"	5
Workplace Bullying	6
Get to Know OACA Education Co-Chair, Melinda S. Cooper	7
Get to Know OACA Member, Susan K. Sweeney	8
A Look Back at the Spring Conference	9

Newsletter designed by:
 Lindsey Schmitz
 The Supreme Court of Ohio
 Judicial Services

Message From OACA's President



Dear OACA members,

Thank you for allowing me to serve as your president this year. Many of us were able to enjoy the education and networking of our recent conference, but if you were not there this newsletter will fill you in on some of what you missed. It was a great conference full of information, technology insights and networking time.

Wednesday included an information-packed session from the Supreme Court, our member meeting and an afternoon of concurrent sessions. I had the pleasure of giving Steve Hollon, the former administrative director of the Supreme Court of Ohio, the OACA 2014 President's Award. Thursday was the first-ever joint technology conference co-sponsored by OACA and the clerk and judge associations. It was attended by about 40 vendors and 260 judges, clerks and court representatives. The education sessions and vendor presentations were very helpful. Friday was a half day of human resource training concentrating on bullying.

Membership has reached 224 members but we still have 30 counties without representation (See the map to the right). Our aim is to reach out to those counties and offer a free membership incentive. Look for information later as to how you might be able to help by reaching out to courts in those counties.

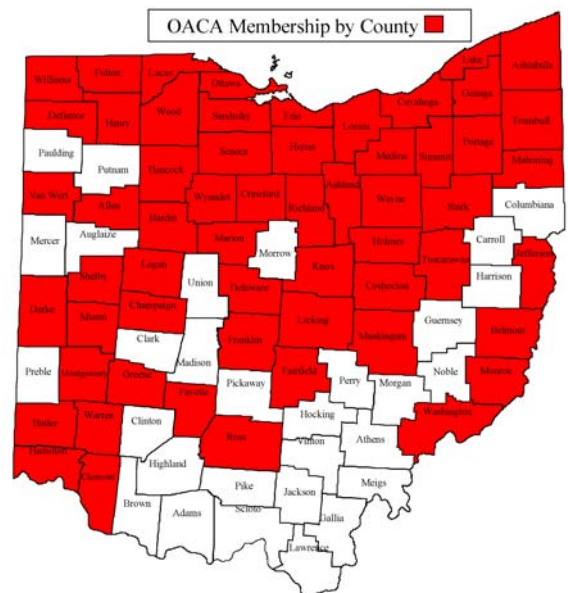
Our 2014 fall conference will be held at the Dublin Embassy Suites Hotel on October 28-31. A fantastic education program is planned and our evening activity will be a Halloween party.

Thank you to the Supreme Court of Ohio for the assistance we receive so that we can be a very effective organization. Without the help of Margaret Allen, Lindsey Schmitz, Brad Heuschkel and others, we would not be able to run as efficiently or smoothly. Thanks, farewell and congratulations to Sara Stiffler, who has moved to another position at the Supreme Court and welcomed a second son in April. Sara was part of the original team supporting OACA and was instrumental in establishing practices that aid our operation today.

As always, contact any of us on the board if you have questions or want advice on how to get more involved. I'd love to see each member serving on at least one committee. Have an excellent summer and I am looking forward to seeing you in October!

Elizabeth Stephenson
 OACA President

Seeking excellence in court administration



Members of the 2014 Executive Committee



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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

Archival/Historian

Tammy Wurthmann, Chair

Sylvia Argento

Melinda Cooper

Cheri Shaw

By-Laws/Code of Regulations

Bennett Manning, Chair

Linda Lovelace

Elizabeth Stephenson

Communications

Ken Teleis, Chair

Berlin Carroll

George Denney

Paula Houston

Tim Lubbe

Ed McNachtan

Elizabeth Stephenson

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

Finance

Lori Henry, Chair

Andrew Bauer

Don Colby

John Homolak

Tim Lubbe

Ken Teleis

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

Mentor Orientation

Susan Sweeney, Chair

Sylvia Argento

Jean Atkin

Andrew Bauer

Nominating

Michael Kochera, Chair

Elizabeth Stephenson

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 Spring Conference: Electronic Records Management

Presenters: Nial Raaen, National Center for State Courts

By Don Colby, Court Administrator, Lucas County Court of Common Pleas

On Wednesday, May 14, 2014, Nial Raaen of the National Center for State Courts presented a program on the topic of "Electronic Records Management." The presentation was part of the 2014 Court Technology Conference sponsored by the Ohio Judicial Conference, the Ohio Clerk of Court Association and the Ohio Association for Court Administration.

Mr. Raaen stated that more and more records are now created in a digital format instead of on paper. This has created a crisis due to the rise of more information being accessed more easily. He stated that electronic records, like paper records, have a continuum of care and a life cycle that needs to be adhered to. It is important that the record is both maintained and destroyed according to a set standard in order to avoid legal issues.

He talked about several storage options for electronic records and stated that whatever method is chosen, it needs to be up to date and the data needs to be transferred as the electronic means if storage changes. For example, information stored several years ago on a "floppy disc" may no longer be accessible because there may not be equipment to read it. What we use for storage today may be outdated within the next 10 years. One point he made was that when migrating the information from one medium to another, it is important to make sure that all of the data is transferred.

Mr. Raaen talked about several standards for electronic records management that will help a court organize and maintain their electronic records. The most common method is by using the functions

of the records to organize them. Another method is to organize them by the department, division, etc. This will make it more difficult to track records across multiple entities. This is especially difficult in records that Mr. Raaen referred to as "Unstructured Records." This includes emails, office automation work products and social media. For these records, it is important to organize them according to their content, not by their type.

For the long-term storage of records, Mr. Raaen recommended that one of several metadata standards be followed, such as the Dublin Model with 15 elements. This has been adopted as an OSO standard. This will ensure that the data is stored successfully and that it can be accessed.

In closing, Mr. Raaen emphasized that electronic records need to be managed just like paper records. Records retention policies and procedures need to be created and followed. While you may be able to destroy an electronic record that you are keeping, it should be noted that the record may still be out on the Internet due to it having been shared with a third party. He also suggested everyone take a look at the 2012-2013 Policy Paper "To Protect and Preserve: Standards for Maintaining and Managing 21st Century Court Records" that was recently released by the Conference of State Court Administrators. The materials were in the packet that was handed out at the conference.

OACA Spring Conference: Tech Conference Presenter Highlights “Cool Stuff”**Presenters: Barron K. Henley, Esq., Affinity Consulting Group LLC****By George Denney, Court Administrator, Youngstown Municipal Court**

Having trouble getting up in the morning? Hitting that snooze button again?

Barron Henley has a quick fix for you, especially if you like holding onto your cash. It's called the SnuzNLuz, a Wi-Fi alarm clock that will automatically donate money from your bank account to a charity that you *don't like* if you hit the snooze button. Really.

Henley, a self-proclaimed “obsessive researcher of products I will never use,” explained the SnuzNLuz alarm clock can be set to donate an amount of your choice to your least favorite charity upon hitting the snooze button. Now that's motivation to get up and put the coffee on! “Google” it. You'll see.

“It's easy, it's simple,” said Barron Henley Esq., a founding partner of Affinity Consulting Group. Affinity is a national legal technology consulting firm providing law practice automation services and document management.

“Simple is better” was a theme in Henley's message, *Tech Tips, Tricks, Gadgets and Cool Stuff*, presented to court administration attendees at the Ohio Judicial Conference Technology Conference as part of OACA's Spring Conference May 13-16 Worthington.

For an example, Henley listed several video conferencing kits for under \$1,000 that do the same quality work as much more expensive units. The Logitech Conference Cam CC3000e at \$999.99 or the Logitech BCC950 at \$249.99 serve well for small groups, he noted.

“I could show you a \$50,000 system that works as well,” Henley said. “But I respectfully submit to you that is totally unnecessary.”

Henley, whose consulting firm offers electronic documents needed by lawyers, also

detailed ways to secure email by subscribing to a service that can be simple but effective. There are websites that offer various levels of email encryption without revealing a lot of personal information about the sender. Effective email encryption services are offered for as little as \$10 a month, he said.

Senders can also ensure document protection and synchronize file systems through secure website services. Inexpensive software upgrades are available to prevent recipients from editing or copying electronic documents, he added, mentioning Foxit Phantom PDF Business, a tool that receives a high rating on CNET.

The technology consultant also demonstrated how to improve efficiency in the office by using the right tools, such as an inexpensive desktop scanner linked to the computer rather than a central office copy, fax and scanning machine that is can be time consuming and ineffective when trying to identify and compartmentalize files.

A few websites or gadgets Henley suggested to ease your day include:
www.Tvbgone.com - a site advertising a remote that shuts off any television within range
www.docuSign.com - for a product that provides for electronic signatures on documents
www.emergencycompliment.com - in case you are having a bad day
www.howsecureismypassword.net - a site that estimates how quickly passwords are stolen.

Henley peppered his presentation with fun products too. There's the plastic baggie product that has green mold images on it that make sandwiches appear to be moldy, and is supposed to serve as a deterrent to co-worker sandwich thefts.

“I'm just people helping people,” he joked.

OACA Spring Conference: Workplace Bullying

Presenters: Amy Shannon, President, Leadership Solutions LLC

By Bennett Manning, Court Administrator/Magistrate, 12th District Court of Appeals

After spending the majority of the OACA Spring Conference learning about case management systems, courtroom recording devices, ankle bracelets and high-tech gadgets, the last program was decidedly low tech and easy to understand: "Workplace Bullying: The Silent Epidemic" The term was defined by our instructor, Amy Shannon, President of Leadership Solutions, LLC, as "repeated health-harming mistreatment, verbal abuse, or conduct that is threatening, humiliating, intimidating, or sabotage that interferes with work or some combination of the three." Actually, that definition was provided by doctors Gary and Ruth Namie, who work at a place called the Workplace Bullying Institute. (Who knew?)

Examples of workplace bullying include social bantering and teasing, verbal abuse and profanity, humiliation, constant criticism, and gossip. Sounds like a normal day at the office for me (kidding). Some other examples are stealing credit for work performed by the victim, professional exclusion or isolation, and sabotage of career and financial status.

Statistically, 75 percent of people who are being bullied in their workplace will not say anything about it and simply leave. Forty-three percent of workplace bullies have an "executive sponsor" because they are actually very good at their jobs and valuable to the organization in that way. The trick is to separate the productivity from the bullying behavior.

Organizational "red flags" for bullying include high turnover of employees, absenteeism,

withdrawal and self-isolation, deterioration of relationships, and even destruction of personal property and minor injuries.

Suggestions for handling workplace bullies start with (of course) carefully documenting the behavior. When confronting the bully, the conversation must focus on the behavior, not the person; you can't make people change, but you can tell them that certain behavior must stop. It helps to be non-confrontational and specific. For example, say "you told Connie to shut up," instead of "you're not being very nice." Set a clear action plan to modify the behavior. Amy provided a sample policy prohibiting workplace bullying.

There is apparently some possible, if not proposed, legislation that would outlaw workplace bullying along the lines of other laws that prohibit discrimination based on race, sex or national origin. It appeared to be the consensus of the group that we do not need more legislation outlawing bad behavior at work, but that may be in our future.

Regardless, eliminating bullying behavior from the workplace is a goal worth pursuing; the more comfortable the work environment is for everyone, the more productive everyone will be. And a happy, productive workplace is where employees (and their supervisors) want to stay. Studies have shown that while the amount of money you are being paid is important, it is not as important as feeling useful and productive and liking the people you work with.

Get to Know OACA Education Co-Chair Melinda S. Cooper Court Administrator and Magistrate, Fifth District Court of Appeals



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

I applied to work at the Court of Appeals after a rather disappointing trial. I saw an ad for a staff attorney position and thought “that is the place to help ensure justice is served. So I applied and was hired. After about seven years, the position of administrator became available and I was chosen for the position. Immediately upon finding out about my new position, one of the judges told me to get as much education as possible and that my predecessor was a member (and past president) of OACA. He told me I should join too and go to everything that I could. I have not regretted any of it.

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 am the court administrator and magistrate for the Ohio Court of Appeals, Fifth Appellate District. I have been with the court since 1999 and court administrator since 2006. The court has 20 employees (including me) and six judges.

What departments are you responsible for?

All of them. We do not actually have departments since we are so small.

What is your favorite way of spending time?

I am learning to golf and loving it. I am also part of a golf program for women veterans called Clearview H.O.P.E.. I spend a lot of time golfing or volunteering in that program.

What historical figure do you most identify with?

Dr. Mary E. Walker. She was a surgeon for the Union Army during the Civil War and was awarded the Medal of Honor for her service. She fought for all people to have equal rights, freedom and respect. I portray her as a living history actor for the National First Ladies’ Library in Canton, Ohio. I am honored to portray her and to have followed her through the doors she opened that allowed me to serve as a Captain in the Army. I have tried to do

my small part to protect those same rights she fought for back then.

What is your favorite journey/vacation?

I grew up going to Canada each summer with my grandparents. Not a single bad memory from those vacations!

What do you consider your greatest achievement?

Graduating from Army Officer Candidate School. Hardest thing I have ever done and would never want to do it again. I don’t have a single regret about doing it but would not want to do it twice!

Where would you like to live?

In the west. I used to live in Colorado and miss it often.

Who has been the greatest influence on you?

The United States Army. Never the same since and very proud of it.

If you could be or do anything else—what?

A professor or still an officer in the Army.

Tell us about your family.

My parents are from small towns in rural Stark County. I am an only child. Several pets: two dogs and three cats that chose me and one cat that was part of the extended family and needed a good home.

What is your motto?

Try to never do something you will not be able to explain later or would not want to tell someone that you did that.

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

How the judicial branch and the members of OACA are part of the great American freedoms and protections we inherited from those who founded our Nation.

What do you like most/least about your job?

Most: That no two days are ever the same and there are always problems to solve and challenges to face. Least: Telling employees and judges things they need to hear but do not want to hear.

Get to Know OACA Member, Susan K. Sweeney Court Administrator, Barberton Municipal Court



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

I served as the Clerk of Courts for the Barberton Municipal Court from 1998 to 2003 and then went on to practice law. I came back to the court in 2010 as the Chief Deputy. In 2012, I was offered the newly-created Court Administrator position and as luck would have it, I was also offered the position of Chief Operating Officer for Girls Scouts Northeast Ohio. Although I struggled with which position to accept, I never doubt that I made the right decision to stay involved in the judicial branch.

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've been the Court Administrator since May 2012. We are a small, two-judge court with 13 employees. As court administrator I work with all departments, including the Probation Department and Clerk of Courts office to facilitate development and implementation of all court programs and policies.

What is your favorite vacation?

Any place I can be near the ocean, which I find amazingly relaxing.

What one word would you use to describe yourself?

Methodical.

What might someone be surprised to know about you?

I can be painfully shy until I get to know you/feel comfortable around you and then watch out!

What is your most treasured possession?

A letter my grandmother wrote to me years ago and put away for me to find after she passed away and a Bible given to me by the late Judge Brenda Burnham Unruh.

What do you value most in your friends?

Loyalty and their ability to make me laugh.

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

It's better to look back on life and say, "I can't believe I did that!" than to look back and say, "I wish I had done that."

What do you think will change about OACA and/or the judicial branch over the next five years?

I think the use of technology, such as e-filing and moving towards a paperless system, will increase over the next five years. I'm an advocate of e-filing after having practiced in federal bankruptcy court where it was required; such a tremendous time and money saver.

What do you like most about your job?

Taking on projects from inception to completion... there is nothing more satisfying!

What do you like least?

Government workers that feel a sense of entitlement to their job regardless of performance. Of course, we have none of those at our court.

A Look Back at the Spring Conference



Left to right: Milt Nuzum (Supreme Court of Ohio), OACA President Elizabeth Stephenson, and Jeff White (Supreme Court of Ohio); Presenter Amy Shannon (Pinnacle Leadership Solutions); Atiba Jones (OACA Membership Chair); Presenter John VanNorman (The Supreme Court of Ohio); Presenter Steve Hollon (Ohio Constitutional Modernization Commission); Melinda Cooper and Don Colby (Education Co-Chairs); Mindi Wells (The Supreme Court of Ohio); OACA Attendee Greg Popovich; and Stephanie Hess (The Supreme Court of Ohio).