

CCRA *Connect*

SPRING 2019 EDITION



Photo: CCRA Brings NCRA's DiscoverSteno A to Z Program to California

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MISSION STATEMENT

CCRA continuously leads our industry through legislative advocacy, educational opportunity, and professional inclusion. We actively protect and unify the freelance, CART/Captioning, official, and student communities.

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The deadline for ad and article copy for CCRA Connect is the first of the month prior to the scheduled publication date. Articles, ad copy, changes of address, complaints of nondelivery, and subscription requests should be directed to CCRA, 320 Pine Avenue, Suite #1050, Long Beach, CA 90802 or call (949) 715-4682. Advertising inquiries should also be directed to the Association office. Photographs accompanying articles should be RGB color JPEG files at least 600 pixels x 800 pixels with a resolution no less than 200 dpi.

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PRESIDENT'S MESSAGE

“Education is the most powerful weapon which you can use to change the world.”

– NELSON MANDELA



Part of CCRA's mission is to provide educational development to advance the profession of court reporting and captioning in California and across the nation. At a time when information, true or not, is so readily available to the general public, it is our duty as an association of members of this industry to educate ourselves, educate our colleagues, and educate the general population about what we do and how awesome we are at doing it.

Two of California's biggest music festivals just occurred recently, Coachella and Stagecoach. Did you know there were stenographers backstage providing live captioning for festival participants? These are the types of stories we need to get out into the world. It is up to us to change the narrative. If you're on Facebook, Instagram, or Twitter, follow our page and share our posts! You never know what friend or family member might see it and want to join our family of stenographers.

Keep an eye out in the coming months for several career-building seminars and workshops that CCRA

will be offering, and be sure to mark your calendars for our annual convention in San Mateo October 11-14, 2019. We are invested in you as our members. We want to see each court reporter and captioner reach their full potential!

Lastly, please be sure to keep your membership current with CCRA and encourage your friends and colleagues to join as well. It is imperative in this tumultuous climate that we stick together and remain vigilant and steadfast. Your membership not only makes us a stronger and larger group, but your membership dues enable CCRA to continue operating and fighting for you behind the scenes. You are invaluable to us. Thank you for your continued support of our amazing profession.

Let's change our world together.

Rachel N. Barkume

Rachel N. Barkume
President



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CCRA Brings NCRA's *Discover Steno A to Z* Program to California

by Aimee Skochko

In January of this year Brooke Ryan, CCRA Past President and Chair of CCRA's A to Z Program, brought to fruition the first-ever California A to Z Program in Sacramento. Brooke spent tireless hours preparing workbook binders, securing a location, and amassing an army of volunteers to kick off this amazing program. Thanks to Brooke's hard work, CCRA can now take our A to Z Program statewide to introduce the art of steno to future court reporting students for FREE!

The results? The Sacramento A to Z Program sent 14 participants to court reporting school! Wow!

Our second A to Z Program quickly got underway in Los Angeles where LACCRA member Jeannette Bush coordinated another six-week program. The LA program celebrated "graduation day" on May 4, 2019, with 16 participants enrolling in court reporting programs!

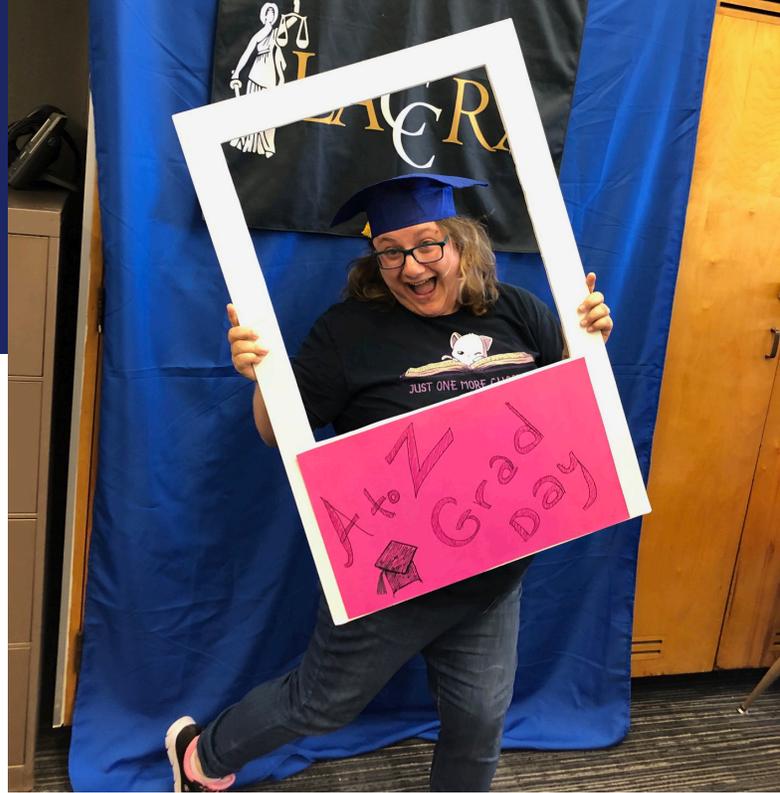
CCRA's next stop for this awesome program is San Diego where Russell Walker will be the coordinator. This location "sold out" FAST! We only had room for 24 participants, which was quickly filled. Keep an eye out for the next program starting near you soon!

The following are two reviews from both a participant and a volunteer from the Sacramento A to Z Program. As you can see, the program is so rewarding for volunteers and an invaluable introduction to the stenographic profession for the participants. We are so excited about this program!



To volunteer to help with a program near you, please contact Brooke Ryan at brooke.ryan@cal-ccra.org.

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“When I heard about CCRA hosting the first-ever NCRA Discover Steno A to Z Program in California in conjunction with the Sacramento Official Court Reporters, as a working reporter since 1999, I've never been so excited to volunteer to help! My role was the Membership Committee. I was the one to have e-mail and phone communication with every participant that signed up for the A to Z Program in and around our area.

I felt overwhelmed with excitement and joy on the very first day of our session when I shook the hands and met all the participants face to face for the first time. After all the e-mail communication back and forth for months, it was awesome to see the joy on their faces just to be there.

As each session went by, you would think with all the work you're doing and all the time that you are putting into this program that you would be exhausted and want this to end... but NO. Watching the participants from the first session, from learning how to put together their machine to placing their fingers and learning the touch of their machine, to actually putting together words and sentences at the end of the program was an amazing feeling of accomplishment for me. This feeling grew stronger with each session.

By the end, I developed a relationship with each participant, professionally and personally. I miss seeing and talking with them now that the eight weeks have ended, so I've now taken on a mentoring role while they work their way through court reporting school.

The biggest surprise was the bond that has developed with my coworkers and chair members. They will forever be held close to my heart!”

- by Cara Foster, RPR, CSR

“Court reporting as a career had intrigued me enough to look at schools, but for a while I was too intimidated to make the dive and I was not willing to risk the investment. I had never sat in front of a stenograph machine, so I wasn't even sure if court reporting would be something I would actually enjoy doing.

An acquaintance of mine remembered that I had talked to him about my interest in court reporting. He emailed me a flyer for something called an Intro to Steno A to Z. I saw that it was a free six-week course and was excited to try it out!

CCRA provided loaner machines for all the participants. We were able to play around on them and learn the very basic strokes and alphabet. It was fun, challenging, and the instructors were so helpful and engaged! At the end of the program we received information about schools, and at that point I was certain I wanted to pursue court reporting.

I'm on my fifth week of school now, and I can absolutely notice that going to the A to Z Program gave me a HUGE advantage. I already knew the keys, I already knew the basic theory, and I felt way ahead of my peers.

I'm so grateful to have participated in the A to Z Program. I met several court reporters who have given me advice and mentorship. I was even provided a loaner stenograph machine to use while I'm in school!”

- by Spenser Fritz, Sacramento A to Z Participant

"E-filing" Electronic Filing of Court Reporter Transcripts Are You Ready to e-File?

by Doreen Perkins, Chair of the CCRA e-Filing Task Force

Are your transcripts in compliance with CCP 271 and CRC 8.144? Effective January 1, 2018, changes were made to the Code of Civil Procedure and the California Rules of Court to implement the electronic filing of court reporter transcripts, providing that electronic transcripts shall be deemed to be an original transcript for all purposes and creating requirements to the transcript format when in electronic form, such as text-searchable PDF, bookmarks, cover sheet requirements, indices, and digital signature requirements.

Currently, official and freelance court reporters in sixteen California counties are providing the Supreme Court, Appellate Court, Superior Court, and judicial partners with e-filed transcripts through YesLaw. These e-filed transcripts are in strict compliance with all of the new rules contained within CCP 271 and CRC 8.144. Can you say the same for your transcripts?

CCRA is currently working with our Action Team leaders to implement e-filing statewide. If you are interested, please contact us to get the process started. At this time e-filing is voluntary, but only until January 1, 2023, when it becomes mandatory. That



date is fast approaching. CCRA members working in court receive a significantly discounted rate of \$25 per month for the use of the YesLaw service. Not a member of CCRA? [Click here to join now.](#)

CCRA is working closely with YesLaw to set up convenient training opportunities near you. Options include on-site training, webinars, and, best of all, hands-on e-filing training at our annual convention at the San Mateo Marriott, October 11 through 14, 2019. We hope to see you there!

Be on the cutting edge of e-filing! Don't wait until the last minute and then scramble to become statutorily compliant! Get started today! Contact us at info@cal-ccra.org for more information.

EXAM DAY Saturday, June 15, 2019

Four Locations: San Diego • Los Angeles • Orange County • Sacramento

The **Certified Realtime Generalist (CRG)** exam is a five-minute professionally recorded dictation test given at 200 Q&A with a maximum of 40 errors, 96% accuracy, with a two-minute lead-in. There are no CEUs to maintain. The **Certified CART Generalist (CCG)** exam is a 15-minute professionally recorded dictation test. The first 5 minutes will be lead-in, with the last 10 minutes graded. The examination will be given at 180 words per minute. 96% accuracy is required to pass the test (76 errors total allowed).

Registration for members is \$50. Pay an additional \$50 ON SITE to have your test graded. [Visit www.cal-ccra.org](http://www.cal-ccra.org) to register.

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LEGISLATIVE UPDATE

The Haps at the Cap



by Sandy Walden and Aimee Skochko,
CCRA Legislative Committee Chairs

Transcript Rate Increase

Once again, CCRA is working diligently on behalf of all CSRs for an increase in the fee officials and freelancers working in court can charge for court transcripts. As you know, this statutory amount was set 30 years ago and remains unchanged. It is archaic and desperately out of touch with the cost of living and the work necessary to produce transcripts.



AB 1385 is our transcript rate increase bill being authored by Assemblymember Miguel Santiago. So far, our bill is moving along successfully. On April 9, 2019, AB 1385 passed out of the Assembly Judiciary Committee and was re-referred to the Committee on Appropriations. On April 24,

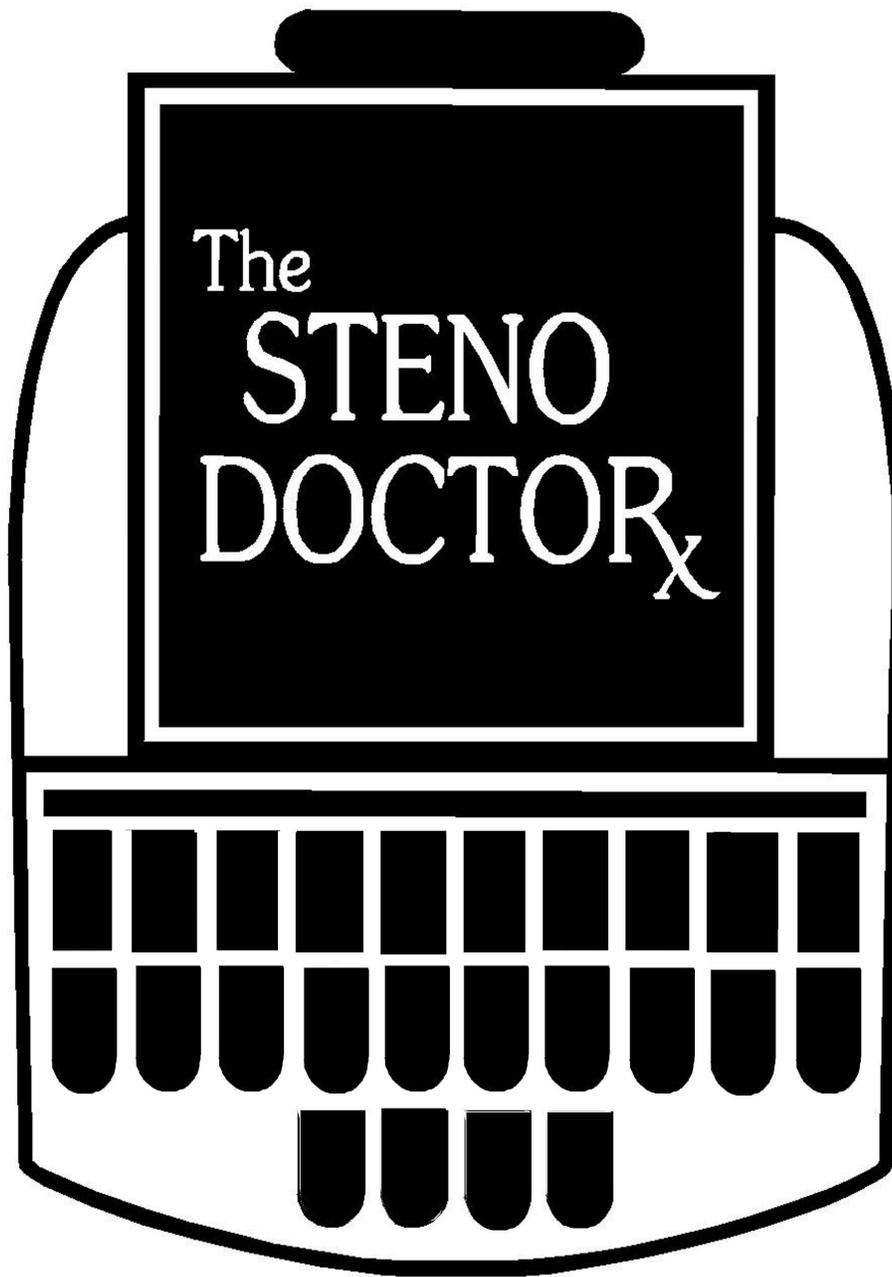
2019, AB 1385 was held in the suspense file, which is normal for bills having a fiscal impact.

CCRA's next action item on AB 1385 is delivery of your letters in support of the bill to Lorena Gonzalez, Chair of the Assembly Appropriations Committee. Great work! Our letter campaign has been a huge success this year!

We've Got Our Eyes On You!

CCRA is keeping an eye on several different issues this year to protect the interests of all steno reporters. Some of the highlights include:

- Audio/Video-Only Depositions
- Licensure/Testing of Voice Writers in California
- Dynamex Decision Impact on Independent Contractors
- Budget Line Items Affecting Court Reporters - May Revise expected May 10, 2019
- Funding for the Transcript Reimbursement Fund
- CRB Sunset Review
- Licensure/Testing of CART Providers in California



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Save the Date for our Annual Convention! October 11-14, 2019



It's that magical time of year again, and we aren't talking about Christmas! It's the next best thing, CCRA's 109th Annual Convention! Mark your calendars now for October 11-14, 2019!

This year your convention chairwomen are Sandy Walden, Stella Angles, and Brooke Ryan! With this team coordinating the classes, educational and social events, you know the convention schedule will be jam-packed and sure to delight!

Look for our early-bird registration to open sometime in June, and don't forget to book your hotel early to take advantage of our room block and discounted rate. Our class agenda will be released soon after early-bird registration, but rest assured we will be offering a variety of classes for officials, freelancers, CART/captioners, and our beloved students. In addition to some spectacular new classes, we will be bringing back our ever-popular Certified Realtime Generalist exam, our California CART Generalist exam, and our super fun Speed Contest.

The San Mateo Marriott San Francisco Airport hotel is located just 8 miles from San Francisco International Airport and is among the premier SFO Airport hotels. The San Mateo Marriott welcomes guests with stylish, luxurious accommodations and warm, welcoming service. Featuring spacious guest rooms with plush beds and all the amenities you'll need, the San Mateo

Marriott San Francisco Airport hotel delivers the perfect work/relax balance.

The San Mateo Marriott San Francisco Airport hotel is just a short distance from darling Downtown San Mateo. Downtown San Mateo is a diverse and thriving walkable neighborhood in the heart of the peninsula. From street food, snacks, to Michelin-starred dining, you'll find it all in Downtown San Mateo. We are so excited to plan our "Dine Arouds" in this charming downtown venue.

The hotel is also close to the Hillsdale Shopping Center. The Hillsdale Shopping Center is a shopping mall currently anchored by Macy's and Nordstrom. Featuring over 130 stores and restaurants, the mall is located at the intersection of Hillsdale Boulevard and El Camino Real or CA-82, adjacent to the Hillsdale Caltrain Station and the former site of Bay Meadows Racetrack.

The San Francisco Bay Area is truly a beautiful region filled with exciting activities, and the San Mateo Marriott San Francisco Airport hotel is centrally located, making it easy to sample the best of the Bay Area and Silicon Valley. For those looking to extend their trip, be sure to visit famed attractions such as Alcatraz, Union Square, the Golden Gate Bridge and Fisherman's Wharf for the full San Francisco city experience. We can't wait to see you there!

**San Mateo Marriott San Francisco Airport
1770 S. Amphlett Blvd., San Mateo, CA 94402
(650) 653-6000**

Each One Reach One

MENTORING PROGRAM



by Kaitlyn Houston

Hello! My name is Kaitlyn Houston, and I am the Coordinator for the Each One Reach One Mentoring Program, a division of CCRA's Support Our Students Committee. I have been a freelance CSR in Northern California for two years, and I am thrilled to join CCRA in their efforts of creating invaluable relationships between mentees and mentors.

With the demand for reporters on the rise, this is a crucial time to be reaching out to our students and new reporters with the support they so desperately need. Mentoring is a rewarding way to give back to your profession. Every reporter has had an experience either while in school or at the beginning of their career where it seemed like you were completely alone and defeated. My goal for the program is to make sure that as many mentees as we can reach are confident that they have someone who is there to listen to them and support them throughout their journey.

Regular communication with your mentee is vital. A simple e-mail, phone call, or even text can get the ball rolling. Mentors provide help by answering everyday questions their mentees may have and making suggestions on ways to develop their skills efficiently. They also provide reassurance and encouragement. Sharing your experiences as a reporter is an excellent way to strengthen your mentee's confidence and determination in reaching their goals.

If you are considering becoming a mentor, please reach out to me at kaitlyn.houston@cal-ccra.org. I am happy to answer any questions you may have. If you are ready to start a mentoring relationship, head over to CCRA's website under the "Students" tab and select the "Mentoring Program" option. You will find an application to fill out along with the expectations of a mentor.

As the saying goes, "There is no time like the present." Mentees are anxiously waiting to create these connections, and we need your help now more than ever!



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<http://bit.ly/CCRA-AMAZON>

A New Freelancer Workflow



by Dayna Hester

I thought I'd start my introduction with a court reporter riddle. Monday's job was two depositions, the first of which turned into a 146-page daily. For the second job, the witness was late and the start time pushed to 5:30 p.m. with an 8:30 p.m. end time. Not great, but we know it happens. Tuesday's job was a three-day expedite with a same-day rough. On Wednesday my assignment indicated a two-day expedite; this turned out to be exactly the case. Thursday's job was the same case as Tuesday's, but this time it was a two-day expedite. Is your head spinning yet? On Friday, no sign of an expedite request—darn—but I was able to upsell a rough order. Saturday, as you can imagine, I had to spend four hours on the computer. Sunday, I took my "promise-to-self" day off. All deadlines were met. Total pages for the week: 848. I had no sleepless nights.

The riddle: How did I do it?

The answer: Using TeamViewer and abiding by the honor system.

TeamViewer is Case CATalyst's newest advancement which allows your scopist(s) to join you in your job in realtime. With a wifi connection, while I'm writing at the deposition, the scopist scopes. On a clean job, she finishes about 30 minutes behind me; on a technical job, as much as two hours; on jobs that start to "grow" before our eyes, like an estimated hour-long expert that transitions into 250-page daily, we invite an additional scopist to the depo party. And what's this business about the honor system, you may ask?

Scopists have always played an integral role in my career. When TeamViewer launched, I went to my main scopist and proposed the proposition: "Look, you're going to scope my jobs whether they are regular turnaround or expedites. What if we reversed how things work?" Meaning, I would ask her to join every deposition with TeamViewer. If the job doesn't expedite, then it's a regular-rate charge. But if it does expedite within three days of the job concluding or there is a rough ordered, she charges her expedited rate. This created a situation

where she has no backlog and has a work schedule that looks pretty much like my deposition schedule. And for me, what did the situation create? All my jobs are scoped the day they are taken and I just need to find proofing time.

Here's exactly how the riddle solution played out. Last Monday morning's job turned into a daily. When it concluded, I started proofing the job until the second depo started. (This second job didn't expedite and so it's in queue to proof in the next 8 days). I woke up early Tuesday, finished proofing Monday's daily, and exhibits got messengered in. Tuesday's job finished around 2:00 p.m. I started proofing a little but was tired from Monday's late night, so by 5:00 p.m. I shut the computer down. Wednesday I woke up early to finish Tuesday's expedite. Wednesday's job ended again about 2:00 p.m., but instead of jumping into it and proofing, I organized Tuesday's and Wednesday's exhibits. Once I saw that my Thursday job would start at 11:00 a.m., I knew I could proof Wednesday's expedite that morning. By the time Thursday's job started (which is a two-day expedite due Monday), I knew I had Friday morning, Saturday morning, or Monday morning to proof, so the stress was off. Friday's job was not an expedite, which was fine. But because it was scoped when I was done, offering a rough makes my scopist more money for work she's already completed, so an attempt to upsell was enticing and the attorneys took to it. All roughs ordered during the week—which was four of the six jobs—were sent within two hours of the job finishing and took no extra time from my schedule.

As an add-on to the riddle, has anyone recognized what's missing from the example above? Answer: At the start of the week, I had no backlog that had to be produced during the week, which allowed me to only focus on the expedites.

The moral of the story is: By tweaking the pay structure with my scopist—meaning, all things are scoped the same day; after the fact, if they expedite, the scopist gets the expedite rate—it removes a lot of scheduling

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Host a *Paint & Sip*

by Regina DeMoville

Have you ever wanted to be a Picasso? Well, now's your chance, and no painting experience is necessary!

CCRA will help you be the host or hostess of your very own Paint and Sip party! CCRA provides light snacks, wine, and all the paint supplies! All you need to do is invite your friends and secure a location! The registration fee is \$45.00, and 100% of the funds raised from these Paint and Sip parties will either go to the Walk4Hearing or directly to CCRA's Captioning Committee to fund a captioner for the hard of hearing. There's not a better way to have fun for an amazing cause than to host your very own paint party!

If you'd like to book a party, please contact Regina DeMoville at rdemoville@hotmail.com. Oh! And did we mention you get to keep your painting?

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uncertainty for both the scopist and the reporter. Having more control over time leads to less stress. Said another way, I am not having expedites thrust on me, taking away from my precious family time, and all the while rushing to get my backlog turned in.

One final note about the honor system. Like dependable agencies do with their valued court reporters, they pay the rate they promise. With my scopist, she may

think that day she is scoping a regular turnaround job. But when I leave the job and the office calls to say the attorney needs a rough right way, before I send the rough I reach out to my scopist to ensure she knows to charge the daily rate because I appreciate her and I want to honor the work she does with me.

Thank you to all those scopists who contribute to our profession. And to any reporter who would like to brainstorm with me on how to make our profession less stressful or more lucrative, reach out, please! I can be reached at dayna.hester@cal-ccra.org.



Support Our Students Committee Update

by Lauren Biggins,
Support Our Students Committee Chair

For those that don't know me, I would like to start off by introducing myself. My name is Lauren Biggins and I am the Chair of the Support Our Students Committee. We have been very busy, working hard to give our future CSRs the resources and support they need to succeed and to find new students to promote this wonderful career we share as Official Reporters, Freelance Reporters, and Captioners. So far this year we have attended multiple career fairs, and we have held a Mock CSR in both Northern California and Southern California, which had an amazing turnout.

The career fairs we have attended include the following: California High School Career Fair (Whittier), Vista High School Career Fair (Vista), South San Francisco Unified School District Career Fair (San Francisco), Vista Del Lago High School Career Fair (Moreno Valley), and Jefferson Middle School Career Fair (San Gabriel). It has been a pleasure to attend and participate in these career fairs and WOW the students with our capabilities. They are amazed when they see real-time translation and get a kick out of seeing what comes up when they press different keys on our steno machines.

At these career fairs we talk about all aspects of stenography and all the different paths you can take with your career. We point out the flexibility of freelance reporting, the stability of official reporting, and the

many different events and opportunities there are for captioners. Many students showed a lot of interest, especially after learning they can participate in CCRA-sponsored A to Z programs for free before attending school. We are looking forward to participating in more career fairs and spreading the word about becoming a stenographer. We couldn't do it without our wonderful volunteers who willingly take time out of their schedules to attend and help CCRA recruit new students. A special thank you to Carolyn Dasher, Desiree Cooks, Briana Pilato, Adriana Robles, and Shaunise Day.

Our Mock CSR in February 2019 was a great success. Between the two locations, Northern and Southern California, we had 47 total participants. We conducted the Mock as closely as possible to the real CSR test, including giving one deposition test and one court test. The students were given three hours to type the tests before they were self-graded with the help of our volunteers. We had a lot of great feedback from the students and would like to thank each and every student for participating. SOS will be holding another mock before the upcoming July CSR and we hope to have the same great turnout. This event would not be possible without the help from our volunteers. Thank you to our Southern California Readers: Bob Sullivan, Kary Parker, Heatherlynn Nickels Gonzalez, and Jocelyn Epperson; our Northern California readers: Mike Hensley, Rachel Barkume, Gareth Briscoe, and Kay Reindl. Also, thank

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Join us for the *Walk4Hearing*

by Regina DeMerville

It's that time again! The Walk4Hearing is coming up quickly! On Saturday, June 8, 2019, Hearing Loss Association of America will host its Long Beach Walk4Hearing, and CCRA's Team CARTAttack! will be right there with them!

This is a fun 5k event to raise money and awareness about hearing loss. There are several ways to participate. You can sign up for FREE to walk with our team (Team CARTAttack!), you can collect donations on our Walk4Hearing team page, or both! There will be many booths from many different vendors. Take a walk around beautiful Long Beach and collect all the free giveaways! There will also be a silent drawing. Purchase tickets at the event and win many cool prizes!

Team CARTAttack has a fundraising goal of \$5,000! We've made it before, so with your help we can do it again! To find our team page, go to HLAA.convio.net and click on "Find a Walk." Then scroll down to the Long Beach Walk4Hearing and click "Register/More Info." Then on the right side, click "Team" and type in "CARTAttack." Hit the search button and then our team name link. That's where you can register to walk with the team and/or make a donation!

If you have any trouble or have more questions, email Regina DeMerville at rdemoville@hotmail.com. See you all there!



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you to our wonderful volunteers: Regina DeMerville, Dayna Hester, Stella Angeles, and Susan Valasquez. Last but not least, a HUGE thank you to Downey Adult School and Humphreys College for allowing us to use their schools as venues on a Saturday. These events could not happen without all the wonderful people and organizations who give us their time, hard work, and dedication.

Support Our Students has had a great year so far, and we look forward to making the rest of the year even better. If you would like to help with any of our events, have leads on career fairs that are coming up, or would

like to sponsor a student for the upcoming Mock CSR in June, please feel free to reach out to me at lauren.biggin@cal-ccra.org. Any help we can give our hard-working students is greatly appreciated.

We also have a wonderful mentor program, Each One Reach One, which is being coordinated by our SOS committee member, Kaitlyn Houston. If you are looking for a student to mentor, please reach out to her at kaitlyn.houston@cal-ccra.org. Support Our Students Committee and CCRA appreciates all our members for helping us do everything possible to give our students the help and support they need to get through school and into the working world with us. We are looking forward to a great and empowering 2019!