



Court Reporters Board Strategic Plan

2019 – 2023



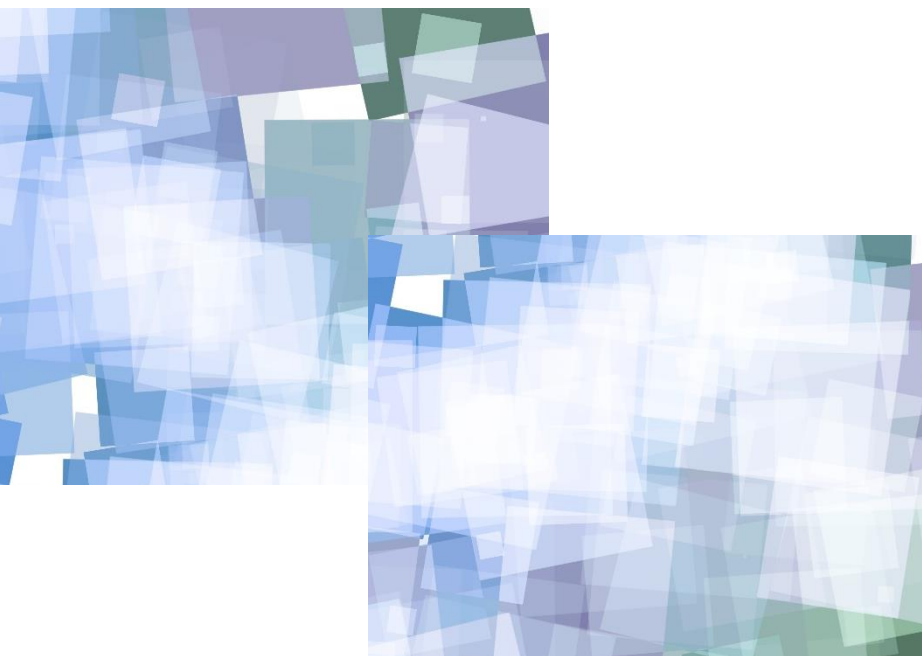
SOLID Planning Solutions
Department of Consumer Affairs

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Court Reporters Board of California Members

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Vacancy – Licensed Member



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Alexis Podesta, Secretary, Business, Consumer Services, and Housing Agency

Dean R. Grafilo, Director, Department of Consumer Affairs

Yvonne Fenner, Executive Officer, Court Reporters Board

Message from the Board Chair

The Court Reporters Board (CRB) is pleased to present the latest edition of its strategic plan for FY 2019-2022. The following pages detail the hard work and careful attention of the CRB, guided by the executive officer, Yvonne Fenner. Working with internal and external stakeholders, strategic initiatives were outlined for the coming five years in consumer protection of California court reporting. Our goal is to protect the integrity of the transcript, from creation to delivery.

This roadmap will continue the development and success of previous plans. The guideposts for progress are professional qualifications, enforcement, educational oversight, consumer information, and organizational effectiveness. With the helpful guidance of the SOLID facilitators, the CRB was able to identify the most critical tasks under these guideposts to continue fulfillment of its consumer protection mission of protecting the public by ensuring the integrity of the judicial record while maintaining the standard of competency through oversight of the court reporting profession. Setting out these specific goals will aid in measuring our success over time as we work toward setting and maintaining the standards for court reporting, the keystone to a fair judicial system.

Under the previous strategic plan 2015-2018, the Board has made significant progress and will build upon our accomplishments. As the court reporting industry continues to adapt to technology developments, the CRB works to ensure consumers have access to highly trained professionals entering the workforce.

We look forward and are steadfast in maintaining a strong presence on behalf of consumers as we face the challenges of a rapidly changing future. This strategic plan is intended to be a living document, providing a continuing touchstone for the staff yet flexible enough to change as the board faces the external environment and the emergence of new opportunities or conflicts. It is an exciting time to be a part of court reporting. I am honored to continue my leadership and serve as a bridge for knowledge and collaboration. Together, this ambitious proactive plan will have positive impacts for many years to come.



Davina Hurt, Board Chair

About the Board

The Court Reporters Board was established in 1951 by an act of the Legislature. The Board's mandate is to protect the consumers of the state. It does that by: 1) administering a minimum level competency test to determine entry level abilities, 2) regulating the minimum curriculum which court reporting schools and programs must offer, and 3) disciplining licensees when necessary. In addition, the Board administers the Transcript Reimbursement Fund (TRF) which reimburses CSRs for providing transcripts to indigent civil litigants. All the Board's activities, including the TRF, are funded from licensing and examination fees. Thus, the Board is considered a "special fund" or self-funded agency, because no tax dollars from the General Fund support the Board.

The Board is composed of three public members and two licensees. The Governor appoints one public member and two licensees to the Board. The Speaker of the Assembly and the Senate Rules Committee each appoint one public member. All Board members serve staggered, four-year terms.

Since its inception, the Board has licensed 14,308 people. Of those, approximately 6,500 have current licenses. In the profession, licensees are known as either "officials" who work in court, or "freelance" who work through court reporting agencies and report mostly depositions.

Our only office exists in Sacramento. There is an executive officer and a staff of three full-time employees and two part-time. There is an enforcement analyst, an exam/licensing analyst, a TRF Pro Bono Program/school compliance analyst, a TRF Pro Per Program analyst, and a receptionist for the Board.



Accomplishments from 2015 – 2018 Strategic Plan

As a part of strategic planning, the Court Reporters Board reviewed its previous strategic plan goals and identified which objectives were accomplished. The following are among the significant Board accomplishments since the 2015-2018 strategic plan was adopted:

Enforcement: The Board sponsored AB 2082 (Kalra), which was chaptered September 21, 2018. Specifically, this law prohibits any entity providing court reporting services, including non-licensee-owned firms, from requesting compensation for a transcript that is not in compliance with the minimum transcript format standards, requesting compensation for a certified court transcript using fees not set in statute, providing a transcript in advance to one party over another, or failing to notify a party of a request to prepare any portion of a transcript including rough drafts and expedites. A violation is punishable by civil fine not to exceed \$10,000 per violation.

Examination: The Board conducted an occupational analysis with the assistance of the Office of Professional Examination Services (OPES), the purpose of which is to define the profession for CSRs in terms of actual job tasks that new licensees must be able to perform competently at the time of licensure and in terms of the knowledge necessary to perform those tasks. The information gathered via the occupational analysis process allows the Board to ensure the license examinations are relevant to the actual job skills and knowledge needed for a candidate passing the license examination to be minimally competent to practice.

In addition to the traditional occupational analysis, the Board worked with OPES to conduct a speed survey of working reporters to learn how fast entry-level court reporters need to be to be minimally competent. The results of the survey supported continuing to test at the current requirement of 200 words per minute for the skills portion of the license exam.

Consumer Information and Outreach: Board staff worked with DCA's Office of Public Affairs to develop a communications plan. The plan incorporates the goals of educating stakeholders on the Board's services, standards, and complaint process, as well as supporting schools' recruitment efforts to preserve the integrity and continuity of the court reporter workforce for consumer protection.

Practice Standards: To further its mission to protect the consumer, the Board approved and published 10 best practices pointers for use by licensees. The practice pointers are not regulations or statutorily mandated but rather designed to help educate licensees on various areas of practice.



Mission

To protect the public by ensuring the integrity of the judicial record and maintaining the standard of competency through oversight of the court reporting profession.

Vision

Consumers hiring a California licensed court reporter engage the highest quality, most knowledgeable, and ethical professional.

Values

CONSUMER PROTECTION

We make effective and informed decisions in the best interest and for the safety of Californians.

EXCELLENCE

We have a passion for quality and strive for continuous improvement of our programs, services, and processes through employee empowerment and professional development.

INTEGRITY

We are committed to honesty, ethical conduct, and responsibility.

SERVICE

We are professional and responsive to the needs of our stakeholders.

COLLABORATION

We value partnerships. We foster the public's trust through open communication and work in a cooperative, respectful, and courteous manner.

Strategic Goals

Goal 1: Professional Qualifications

The Board promotes the professional qualifications of those practicing court reporting by establishing examination standards and requirements.

- 1.1 Maintain fair testing to provide consumers with competent entry-level reporters.
- 1.2 Expand Best Practice Pointers to keep licensees up-to-date with industry standards.
- 1.3 Facilitate expansion of verbatim reporting methods to provide a sufficient workforce.
- 1.4 Investigate real-time captioning standards and assess industry practices for consumer protection.

Goal 2: Enforcement

The Board protects consumers by preventing violations and effectively enforcing laws, codes, and standards when violations occur.

- 2.1 Monitor compliance by non-licensee-owned firms to ensure integrity of the record.
- 2.2 Inform licensees regarding the role of the Board's enforcement to dispel common misconceptions.
- 2.3 Educate consumers about the Board's complaint process to have a place for recourse in cases of violation.

Goal 3: Educational Oversight

The Board advances higher education standards through educational oversight to increase the quality of education and safeguard consumer protection.

- 3.1 Support schools' recruitment efforts to preserve the integrity and continuity of the workforce.
- 3.2 Increase Court Reporters Board school visits to more effectively monitor compliance with applicable laws and regulations.



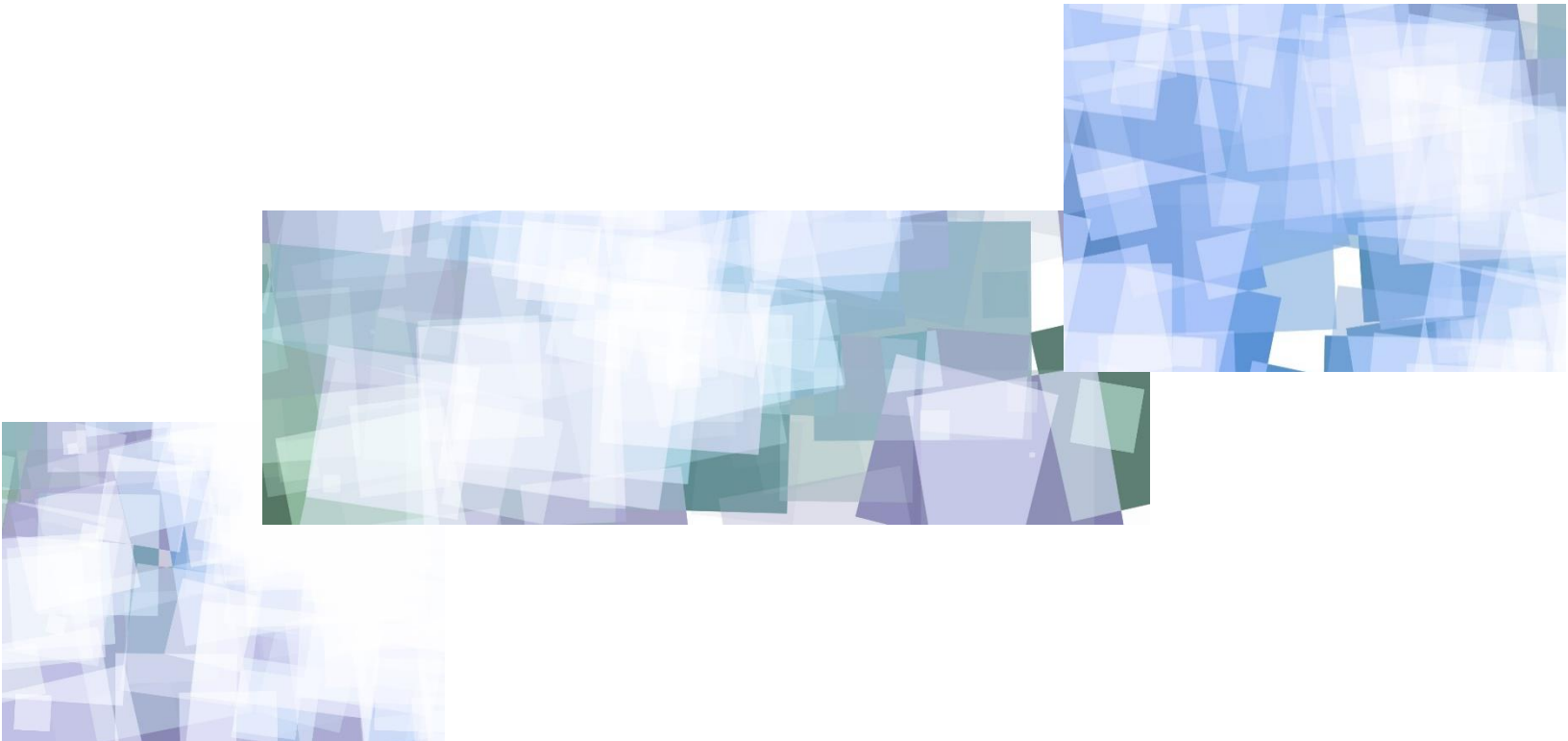
Goal 4: Consumer Information

The Board increases public and professional awareness of its mission, activities, and services, with a focus on practice standards.

- 4.1 Launch a strategic awareness campaign in collaboration with external stakeholders to educate consumers about the court reporting roles and CRB responsibilities and services.

Goal 5: Organizational Effectiveness

The Board enhances organizational effectiveness and strives to improve the quality of customer service.

- 5.1 Improve the CRB website to improve service and efficiency for consumers.
 - 5.2 Implement business modernization to allow online renewals and applications.
 - 5.3 Continue to cross-train staff to be effective and efficient, as well as to prepare for succession planning.
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Prepared by SOLID Planning Solutions,
Department of Consumer Affairs, for
Court Reporters Board
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*This strategic plan is based on stakeholder information and discussions facilitated
by SOLID for the Court Reporters Board from June 2018 to September 2018.
Subsequent amendments may have been made after Board adoption of this plan.*



COURT REPORTERS BOARD
OF CALIFORNIA

STATE OF CALIFORNIA



DEPARTMENT OF CONSUMER AFFAIRS