

# Arizona Notes

Arizona Court Reporters Association

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## Join Us for Midyear

*By Barbara Stockford, ACRA Vice President*

ACRA is pleased to announce the roster of speakers at its upcoming Midyear Seminar on April 30, 2011, at the Holiday Inn in Mesa, Arizona. Our guests this year include a featured speaker at both NCRA and state association conventions; a teacher of students who are deaf or hearing impaired; an Arizona court reporter and resident briefs expert; and a physical therapist.

Margie Wakeman Wells, CRI, has her B.A. degree from University of California, Santa Barbara, and is a lifetime credentialed teacher in the state of California. Her teaching career spans over 40 years and includes high school and junior college settings. Ms. Wakeman Wells has taught court reporting since 1977, and is nationally recognized in the court reporting profession as an English language expert. Her recently published in-depth guide to punctuation, Court Reporting: Bad Grammar/Good Punctuation, will be available for purchase at our seminar.

Lisa Sanders holds her master's degree in Deaf Education and has been working in the field for 25 years. Currently employed by the Scottsdale Unified School District as a teacher of students who are Deaf or hearing impaired, Lisa provides academic support and oversees CART and interpreter services provided to students. During our seminar, Lisa will discuss the do's and don'ts when working with the hearing impaired population. She will be accompanied by students who will discuss their views about and suggestions for CART providers and how best to help students in the educational setting.

Pamela Mayer, RPR, RMR, CRR, is Arizona's briefs expert and founder of Brief Buddies, Arizona's online briefs exchange. Pam will help you find that shortcut and will offer suggestions to write leaner and cleaner those troublesome words and phrases. Please bring your favorite brief forms to share with your colleagues!

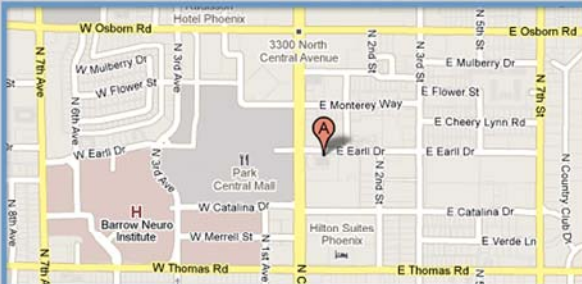
Chris Sherrill, P.T. with Banner Good Samaritan Outpatient Physical Therapy will address causes of repetitive muscle strain of the back, shoulders, arms, and hands; offer exercises to alleviate and prevent muscle strain; and discuss nutrition for the court reporter.

Mark your calendars for this exciting event! You'll earn 6 CEU points for attending and leave with knowledge you'll find useful in your day-to-day reporting practice. Registration will open in early March.



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**ACRA is the voice of court reporters. We fight the hard fight ...**

**President's Message**

Over the past month, I have been taking a refresher course in Civics 101, courtesy of ACRA's esteemed lobbyist, John MacDonald. As I confessed to him, I last made an in-depth study of the mysterious workings of the government about 50 years ago, and I have forgotten most of what I learned then.



To update you on House Bill 2354 and Senate Bill 1156, the two identical bills that seek to replace live court reporters in Grand Jury proceedings with FTR, after an extensive letter-writing campaign by our members and others and a meeting of several reporters, myself, and John MacDonald with Senator Linda Gray, the sponsor of the Senate bill, Senator Gray cancelled the Senate Judiciary Committee hearing scheduled for January 31 and withdrew SB 1156 from consideration this legislative session. Sen. Catherine Miranda had also withdrawn her support of the bill.

The House bill was heard in the House Judiciary Committee on Thursday, January 27. John MacDonald addressed them in opposition in his usual eloquent style, but they nevertheless passed the bill with but one nay vote. John reported that the sponsor of a bill can usually get his bill through this committee.

The next stop of House Bill 2354 is the House Rules Committee. All bills must pass this committee before they can progress. So far it is not on the agenda. We will continue to monitor this bill's progress and keep you informed.

We have contacted the officers and directors of both PLEA and AZCOPS advising them of our concerns with HB 2354, and both groups have responded that they will have their lobbyist look into the matter. At least one has been in contact with John MacDonald for more information.

I attended the Committee on Superior Court meeting on Friday, February 4. Amy Love from the AOC presented a legislative update on a number of bills in the House and Senate, including HB 2354. She reported that it had passed from the House Judiciary Committee. She also commented that they had "let" the sponsor of the Senate bill withdraw her bill since the House bill had passed the House Judiciary Committee. (It sounds to me like they were trying to save face.)

After her presentation, I addressed the Committee briefly, stating that ACRA continues to be opposed to this bill, that we had mounted a vigorous letter-writing campaign to the sponsors of both House and Senate bills, that we had met with Senator Gray on last Thursday to share with her our concerns about the bill, and that on Friday we had received an e-mail from one of her co-sponsors withdrawing her support of the bill and then an e-mail from Sen. Gray advising that she was cancelling the Senate Judiciary Committee hearing set for Mon., Jan. 31, and withdrawing the bill. (I did not make reference to Amy's comment that they "let" her withdraw the bill - I let the Committee draw its own conclusions.)

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*President Message, continued from page 3*

I concluded that we would continue to fight vigorously in opposition of the House bill.

So we have won one battle, and it remains to be seen where the next battle will be fought. Please bear in mind that winning the battle does not mean we will win the war. We need your continued participation and support. Many of you wrote incredibly well-crafted letters to the various legislators at our request. These obviously made an impact. We may ask you to repeat that effort in the future and will let you know if and when that becomes necessary.

Though you may feel you can't write a decent letter or can't adequately articulate your concerns in a telephone call or personal conversation, there is one thing you could (and should) do! Legislative battles are expensive! ACRA must pay its lobbyist, and our PAC fund is depleted. If you know of any court reporter who is not a member of ACRA, remind them that it is their duty to support their professional organization. A contribution to ACRA's PAC will help us to support politicians who are favorable to our causes.

ACRA is the voice of court reporters. We fight the hard fight to protect their jobs and preserve their profession. The Board of ACRA spends countless hours in activities on behalf of the membership, attending and monitoring meetings, writing letters, making phone calls, monitoring web sites, etc. These are working reporters who are giving up income-producing time to engage in these activities on your behalf. Surely, ACRA's membership dues (which are tax-deductible as a business expense, by the way) are little enough by way of return.

We will continue to battle House Bill 2354 on behalf of Arizona court reporters. Thanks for all your help!

Doreen Borgmann, CR, RMR, CRR  
President, Arizona Court Reporters Association



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## ACRA Proposed Bylaw Changes

The following are the Proposed DSA Bylaws changes to be voted on at the Midyear Seminar, per Article XI, Section 1.

Rationale: At the request of the committee, a nomination deadline date was added and the Board decided to streamline the makeup of the Committee based on NCRA bylaws.

Text italicized & in parentheses is proposed to be deleted and text underlined in bold to be added.

The President shall appoint a Distinguished Service Award Committee.

A. The purpose of the award is to encourage and to recognize work amounting to distinguished service by individual members of the Association for the benefit of the reporting profession. Service categories may include participation on committees and/or the ACRA Board of Directors, public relations or other activities for advancement of the profession.

B. The award may be presented annually and may be presented to a present or past member of ACRA and may be posthumous.

C. The President shall appoint a committee consisting of *(five)* **three** members to serve as follows:  
*(Two members for a three-year term)*

*(Two members)* **the two most recent DSA winners available** *(for a two-year term).*

*(One member)* **The most recent Past President** for a one-year term **who will serve as Chairperson.**

*(The President will designate a Chairman for the five members).* **Should the previous Past President not be available, the President may appoint the next most recent Past President available as Chairperson. Should a previous DSA recipient not be available to serve on the committee, the next most recent recipient shall be appointed to serve on the Committee.**  
*(Each year thereafter the President shall appoint as many members as may be necessary to fill the vacancies then existing. and each appointment shall be for a term of three years or to complete the unexpired portion of a term.)*

D. The committee will call for nominations of candidates to be *(submitted not less than 90 days prior to the Annual Meeting)* **by May 15th of each year.** The committee may also consider nominations from past years and may originate nominations. **Any nomination made by the committee shall contain the same supporting documentation that is required of member submissions. Nominations made by the committee shall be submitted by May 15th of each year.** The committee may make its own inquiry as to the qualifications of any candidate. Committee proceedings will not be published.

E. Not later than two weeks after the closing date for nominations the committee will submit to the Board of Directors the list of nominees considered, the information supporting the nominations, and their ultimate recommendation of the candidate for the award. Neither names of nominees nor the candidate will be published.

F. The candidate for the award in any year shall be accepted or rejected by a majority vote of the Board of Directors. This vote will not be published.

G. A suitable scroll or plaque will be presented to the recipient of the DSA. The DSA may be presented at the Annual Convention and an informational article prepared for the next scheduled issue of ArizoNotes.

### ACRA 2011 Visa Gift Card Raffle

Tickets are only \$10.00 each! Drawing will be held at the Midyear Seminar on April 30 and winners need not be present to win. Tickets are available to anyone, so tell your family and friends to help support ACRA and get a chance to win a great prize!

1st Prize: \$1,000 Visa Gift Card  
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You can get your tickets until noon April 29 at the Online Store on the ACRA website, [www.acraonline.org](http://www.acraonline.org), from an ACRA Board member or by calling the ACRA office at 480.496.4010

## Gift-Giving Practices

The following letter is being sent out to firms that are participating in incentive gift-giving practices in violation of Arizona law. This is to keep our membership informed of potential violations and discipline against their CR license.

Dear...

I am writing to you as president of the Arizona Court Reporters Association (ACRA). The ACRA Board of Directors has received several member complaints regarding some of your company's solicitations. The solicitations of concern are those that offer attorneys and law firms financial incentive for scheduling proceedings with your company. These enticements may violate specific provisions of the Arizona Code of Judicial Administration Section 7-206<sup>(1)</sup> and expose the Arizona Certified Reporter (AZ CR) to potential complaint, investigation and discipline<sup>(2)</sup>.

Though ACRA is neither a certifying nor licensing body<sup>(3)</sup>, its purpose, in part, is "...to promote lawful and proper professional ethics, as well as compliance with all applicable laws...for verbatim stenographic reporters;" and "...to cooperate with federal, state, and local governments, their agencies, and other organized groups for the benefit of the public and the verbatim stenographic reporting profession (4)."

Commitment to these objectives and concern for the good standing of our members' licenses compel this analysis and correspondence.

First, Arizona law specifies only an Arizona Certified Reporter can report depositions taken in Arizona state cases<sup>(5)</sup>. Thus, the AZ CR is inextricably involved in your company's fulfillment of these incentivizing solicitations, and that involvement may be interpreted by the Arizona licensing authority as prohibited under the Code.

Specifically, AZ CRs must "...at all times be aware of and avoid...directly or indirectly offering to pay any commission or other consideration in order to secure professional assignments<sup>(6)</sup>." Certified reporters asked to cover proceedings procured through financial enticement have a duty to at all times be aware of and avoid involvement in that prohibited conduct. A lack of disclosure does not relieve the reporter of that duty, so using AZ CRs to cover proceedings secured in this fashion may be putting those reporters' licenses at risk.

In addition, the Code states the AZ CR must "...avoid impropriety and the appearance of impropriety in all professional activities, shall respect and comply with the laws and shall act at all times in a manner that promotes public confidence in the integrity and impartiality of the judicial system<sup>(7)</sup>." Giving financial reward in exchange for work creates the fact and appearance of partiality, unfair dealing and noncompliance with the law. The failure of the AZ CR, an officer of the court, to guard against this impropriety undermines public confidence in the judicial system and may violate this Code directive.

Further, there is the unexpected and surely unintended difficulty this financial incentivizing may create for the lawyer and the law firm. While the specifics of attorney ethics are outside this board's purview, financially rewarding the scheduling of depositions may have unforeseen consequences with regard to attorney/client relations, taxation and the Ethical Rules of the Arizona State Bar.

In closing, ACRA is committed to protecting the integrity, impartiality and good reputation of our profession as a whole and our members individually. In fulfilling that commitment, the Board will provide this critical information to ACRA members for their consideration. The Board also respectfully requests your company alert the AZ CR of any job assignment procured through incentivizing solicitation. Being forewarned, the certified reporters can make their own informed decisions.

If you have questions concerning this letter, I can be contacted at [acra@saminc.org](mailto:acra@saminc.org). If you have questions regarding ACJA 7-206 or 7-201, please contact the Board of Certified Reporters directly at [CourtRep@courts.az.gov](mailto:CourtRep@courts.az.gov).

Sincerely,  
Doreen Borgmann  
President, Arizona Court Reporters Association

1) [www.azcourts.gov/cld/CourtReporterCertificationProgram.aspx](http://www.azcourts.gov/cld/CourtReporterCertificationProgram.aspx)

2) ACJA Section 7-201

3) [www.azcourts.gov/cld/CourtReporterCertificationProgram.aspx](http://www.azcourts.gov/cld/CourtReporterCertificationProgram.aspx)

4) ACRA bylaws

5) ARS 32-4003(A)

6) ACJA J(3)(e)(3)

7) ACJA J(1)(a)





# Dear Nancy

By Nancy Varallo RDR/CRR/FAPR

## Dear Nancy:

I keep hearing witnesses say the phrase “a whole nother” thing, instead of saying “a whole other” thing or “another” thing. Would you write “nother” with or without an apostrophe?

**Signed: A Brother from a Whole Nother Mother**

## Dear Brother from a Whole Nother Mother:

I Googled whole nother and found entire blogs devoted to this phrase. I couldn't believe it. They MUST be court reporters! We're the only ones who care about such things. But I learned this phrase had teachers, editors, writers, and just plain folks blogging. I must confess, I was overcome, teary-eyed with relief. They care, they really really care! For years I've imagined the grammarians of the world had been force-marched to Transcrvania, the work camp where Those Who Care would be terminated. But, oh joyous news, they have survived! And they're blogging. Which brings me to those fascinating blogs, rich with factoids crucial to the working reporter. Here's what I learned: “Whole nother” requires no apostrophe. The phrase was born between 1955 and 1960. (So were most of us, if you gaze around you at an NCRA convention!) I learned that seven (imagine, seven!) people want to eradicate its usage. I learned whole nother is a metanalysis of an other or another. Then I learned that metanalysis is not a word. Meta-analysis is, of course, but that's a whole nother blog.

## Dear Nancy:

I'm a CART provider in business for myself, but I also subcontract for another firm on a semester-long basis. I'm always careful to mention my affiliation with the agency when introducing myself to CART consumers, and I make sure all significant communication with them gets cc'd to the office. I often wind up developing a good rapport with the CART consumers. If they offer me positive feedback about my work, would it be inappropriate of me to ask the firm owners whether I can use those testimonials on my website?

I don't want the firm to feel as if I'm threatening their client base. I would never poach a client, and I want to avoid even the appearance of impropriety. What should I do?

**Signed, Tentative Self-Promoter**

## Dear Tentative Self-Promoter:

You seem to have a firm handle on your personal and business ethics. Congratulations! Professionals often worry about the appearance of impropriety. And they should! But this is an opportunity for you to take the worry and turn it into a fruitful dialog.

It appears you and this agency have an excellent working arrangement. Talk to them. Ask the owners if they would permit you to use these testimonials on your website. As long as you're okay with the answer, be it yes or no, your discussion can produce valuable ideas about how each of you can benefit the other. I'm all in favor of pursuing brainstorming sessions like this because they promote a positive give-and-take. They improve relationships.

Testimonial pages tend to be a website's most frequently visited pages. A prospective customer wants to know who makes use of your services, are they satisfied, and what do they choose to say about you. It's important to keep testimonials up to date. In fact, the trend among court reporting firms is to skip the standard reporter bios and, instead, highlight testimonials from their own reporters describing what a great place it is to work.

Don't be tentative; be confident. Dear Nancy knows you can work this out!

## Dear Nancy:

I am a 180 student ready to start my court reporting internship. I've been reading about the replacement of court reporters by digital recorders and other methods. I know this subject has been debated and discussed for many years. What are the skills and work habits that today's court reporting students need to strive for to keep pace with these trends, and to become and stay gainfully employed?

**Signed, Living on Uneasy Street**

## Dear Living on Uneasy Street

If you're ready to start your internship, my guess is you've got some pretty good work habits and skills already. Keep your focus, review theory principles regularly, and keep up with your speed and accuracy practice, especially once you start interning. Take full advantage of your internship opportunity. Try out all kinds of court reporting assignments. Sit out in court and depositions. Ask a captioner and a CART provider if you can shadow them. (Contact me if you need help connecting with any of these professionals.) Importantly, take some time to introduce yourself to agency owners, especially those who arrange for you to sit with their clients. Dress well; be punctual; conduct yourself like a professional; say thank you. A good first impression leads to a job interview. A poor first impression leads nowhere.

*Continued on page 8*

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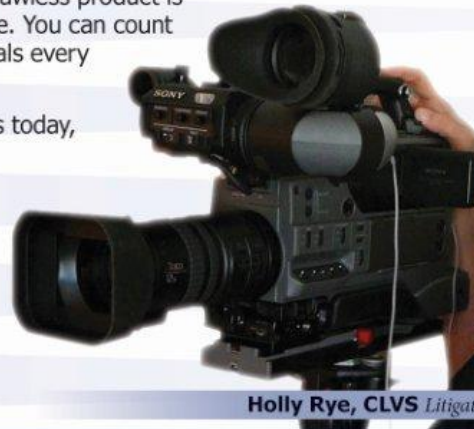
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*Dear Nancy, continued from page 7*

Here's advice you've heard before, but I want to underline it and put it in bold, all caps: **Stay in school until you attain graduation speeds and get your diploma!** Don't succumb to the temptation to go to work for an agency before you're done with school. You won't be adequately prepared to meet the challenges you'll face; they will overwhelm you.

Only by completing your speed tests will you be prepared to pass the RPR. Choosing to work for that credential is the smart career decision. The RPR will open doors for you, whether or not your state has a licensure or CSR requirement. Down the road when you may be job-hunting, your RPR certification will keep your career options open. But don't stop with the RPR. In today's marketplace, realtime skill and RMR certification are the hallmarks of a true professional.

There's competition out there, from digital recording, voicewriters, tape recording systems. Don't fret unnecessarily about it. There are many positions that require the skills of a realtime-capable, steno reporter. I can't say it too often: The better writer you are, the more options you will have. Your realtime skills are your calling card. Make sure yours are good.

Good luck with your internship. And, please, finish school! We need you in this profession.

*Nancy Varallo, RDR/CRR/FAPR is owner of Court Reporting Management Services, LLC. You can submit your Dear Nancy question at her website: [www.CourtReportingMgt.com](http://www.CourtReportingMgt.com)*



## IRS Launches the IRS2Go App for iPhone, Android; Taxpayers Can Check Refunds, Get Tax Information

January 24, 2011

WASHINGTON — The Internal Revenue Service today unveiled IRS2Go, its first smartphone application that lets taxpayers check on their status of their tax refund and obtain helpful tax information.

"This new smart phone app reflects our commitment to modernizing the agency and engaging taxpayers where they want when they want it," said IRS Commissioner Doug Shulman. "As technology evolves and younger taxpayers get their information in new ways, we will keep innovating to make it easy for all taxpayers to access helpful information."

The IRS2Go phone app gives people a convenient way of checking on their federal refund. It also gives people a quick way of obtaining easy-to-understand tax tips.

Apple users can download the free IRS2Go application by visiting the Apple App Store. Android users can visit the Android Marketplace to download the free IRS2Go app. "This phone app is a first step for us," Shulman said. "We will look for additional ways to expand and refine our use of smartphones and other new technologies to help meet the needs of taxpayers."

The mobile app, among a handful in the federal government, offers a number of safe and secure ways to help taxpayers. Features of the first release of the IRS2Go app include:

### Get Your Refund Status

Taxpayers can check the status of their federal refund through the new phone app with a few basic pieces of information. First, taxpayers enter a Social Security number, which is masked and encrypted for security purposes. Next, taxpayers pick the filing status they used on their tax return. Finally,

taxpayers enter the amount of the refund they expect from their 2010 tax return.

For people who e-file, the refund function of the phone app will work within about 72 hours after taxpayers receive an e-mail acknowledgement saying the IRS received their tax return.

For people filing paper tax returns, longer processing times mean they will need to wait three to four weeks before they can check their refund status. About 70 percent of the 142 million individual tax returns were filed electronically last year.

### Get Tax Updates

Phone app users enter their e-mail address to automatically get daily tax tips. Tax Tips are simple, straightforward tips and reminders to help with tax planning and preparation. Tax Tips are issued daily during the tax filing season and periodically during the rest of the year. The plain English updates cover topics such as free tax help, child tax credits, the Earned Income Tax Credit, education credits and other topics.

### Follow the IRS

Taxpayers can sign up to follow the IRS Twitter news feed, @IRSnews. IRSnews provides the latest federal tax news and information for taxpayers. The IRSnews tweets provide easy-to-use information, including tax law changes and important IRS programs.

IRS2Go is the latest IRS effort to provide information to taxpayers beyond traditional channels. The IRS also uses tools such as YouTube and Twitter to share the latest information on tax changes, initiatives, products and services through social media channels. For more information on IRS2Go and other new media products, visit [www.irs.gov](http://www.irs.gov).

## Official Reporting Opening in Colorado

Colorado has again begun hiring official court reporters, a fact about which we are very excited. There was a hiring freeze for quite a long time. We currently have three openings: Greeley, Pueblo, and in a suburb of Denver, Centennial.

I believe you all know about our recent Realtime Task Force efforts to help all of our officials become certified ASAP (with waivers for a measured concerted effort toward the goal).

In line with our goals, CCRA would like to see our open positions filled with qualified reporters, preferably ones who have already attained their CRR.

Below is the link to the Colorado State Web site that should give interested reporters the information needed to research and apply for these positions. <http://www.courts.state.co.us/Careers/Opportunities.cfm>

Kathy Davis, President  
Colorado Court Reporters Association

## Quick “But”-Kickin Balance Tip (to keep you from getting unbalanced and tipping over!)

By Linda Henley-Smith

Is Your Control Out of Control?

You probably know by now that I often use lines from songs in my writing. I do this because I am a singer and that's what we do...we sing. Since I can't use the music here, I use the lyrics. Just pretend I'm singing. As long as you are pretending, imagine that I sound really really good. There is a song from the Broadway musical, The Pajama Game, which begins like this:

Hurry up, hurry up  
Can't waste time  
When you're racing with the clock  
When you're racing with the clock  
And the second hand doesn't understand  
That your back may break and your fingers ache  
And your constitution isn't made of rock  
It's a losing race when you're racing with the  
Racing racing racing with the clock

I think that pretty much sums up life for some of us. We are so busy being busy that we aren't really as productive as we could be. The only thing we're producing is exhaustion! Some of us have convinced ourselves that this is just our lot in life and OF COURSE, we're rushing around like squirrels on caffeine, because we have to make sure everything gets done. And it goes without saying, that we are the only ones who can get the job done, because nobody else is capable. Right? And we sure love to complain about it, don't we? We say things like, "There just aren't enough hours in the day." Or, "There is no way I can get everything done that I have to do in the time I have." And the ever popular, "If I don't do it, it won't get done!"

Guess what? There are people who just might be capable of helping and sharing the load, if we'd give them a chance. There are only so many hours in a day. If we spend every minute controlling things and fixing things and re-doing what others have done...what will everyone else do with their time? They have hours, as well, so why not delegate? Sure, if your kids make their own beds, they may not be as neat as if you had done it, but so what? If you let your son try his hand at doing his own laundry, he might end up looking like he wrestled with a gorilla and lost...or he just might do a good job at it....but you'll never know if you don't give it a chance. At work, if you're lucky enough to have an assistant, let him or her do what he or she is there to do, which is to assist. If you are on your own, try not sweating the petty stuff (or petting the sweaty stuff). If papers don't get filed by quitting time, never fear...they will still be there in the morning, and contrary to popular belief, the world will still spin on its axis. At home, if your refrigerator needs cleaning, and you're tired... just remove the things that are moving under their own power, and don't risk sleep deprivation by cleaning at 1:00 AM! Better yet, let someone else who uses the fridge have the pleasure of tending to it. You do not need to control your refrigerator.

True leaders know how to delegate. They trust others to be capable. They are not control freaks. They prioritize and they know that when they are constantly racing with the clock....the clock will always win. Now stop reading this and get back to work...time's a-wastin'! Just kidding.

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## Briefs

By Pam Mayer

I'll be leading our "brief swap" seminar at the Arizona midyear convention and have been hard at work building dictionaries to share. I'll be focusing on my briefs for various acronyms, objections, and phrases. Join me at midyear, and please bring your favorite briefs to share! To whet your appetite, here are a few Arizona briefs.

(And, yes, I know the comma is supposed to come before the end quote....boo, software programmer.)

"AHCCCS", "SWRA*-BGZ"	"Lake Havasu", "HRA*-EFBG"
"Albertson's", "PWHRO-ERBTS"	"Lincoln", "HRO-EUFRPBG"
"American Express", "PH-ERPS"	"Litchfield", "HR-EUFPD"
"Apache", "PA-EFP"	"Litchfield Park", "HR-EUFPD/PA-RBG"
"Apache County", "PA-EFPD" (for "County," either add a -D or -K)	"Maricopa County", "PHA-EURBGD"
"Apache Junction", "PA-EFPGS"	"Mesa", "PHA*-ES" or "PHAO-ES"
"Avondale", "A*-FPBD"	"Mohave", "SPHO*-EF" (I add S- to avoid conflict with "motive")
"Bashas", "SPWA-RBS" (I add S- to avoid conflict with "bashes")	"Mohave County", "SPHO*-EFD"
"Benson", "PW*-EPBS"	"Motorola", "PHO*-ET"
"Bisbee", "PW*-EUBS"	"Navajo", "STPHA*-F"
"Blue Cross/Blue Shield", "PWHRAO-ULD"	"Navajo County", "STPHA*-FD"
"Bullhead", "PWHR-ULD"	"Page", "PA*-EPBLG"
"Bullhead City", "PWHR-ULDZ"	"Paradise Valley", "PHRA*-F"
"Cactus", "KA*-BGS"	"Parker", "PA-ERBG"
"Camelback", "KA*-BG"	"Peoria", "PRAO-ER"
"Camelback Road", "KA*-BGD"	"Phoenix", "TP-EPB"
"Casa Grande", "KRA-PBD"	"Phoenix, Arizona", "TPA*-BGZ"
"Chandler", "KHA-RPBD"	"Pima", "SPAO-EPL" (I add S- to avoid conflict with "people")
"Cochise", "SKO-EFP"	"Pima County", "SPAO-EPLD"
"Cochise County", "SKO-EFPD"	"Pinal", "SPAO-EPBL" (I add S- to avoid conflict with "penal")
"Coconino", "KO*-EPBG"	"Pinal County", "SPAO-EPBLD"
"Desert Ridge", "STKR-EUPBLG"	"Pinetop", "PAO*-EUPBT"
"Douglas", "TK*-ULGS"	"Prescott", "SPR-EBGT" (I add S- to avoid conflict with "protect")
"Estrella", "STRA-EL"	"Prescott Valley", "SPR*-EFBGT"
"Flagstaff", "TPHRA-F"	"Quartzsite", "KWAO*-EUT"
"Florence", "TPHRO-RPBS"	"Queen Creek", "KWAO*-EBG" or "KWAO-EBG"
"Fountain Hills", "TPO*-UPBS"	"Safeway", "SWA*-EU"
"Fry's", "TPRAO*-EUS"	"Scottsdale", "STKA-EL"
"Gila", "TKPWAO*-EL" (I use G- instead of H- to avoid conflict with "heel")	"Sedona", "STKO*-EPB" or "STKO-EPB"
"Gila Bend", "TKPWAO*-EBL"	"Show^Low", "SHO*-EL" or "SHO-EL"
"Gila County", "TKPWAO*-ELD"	"Sky Harbor", "SKA-RB"
"Gilbert", "TKPWHR-ERT"	"Sonoita", "STPHO*-EUT"
"Glendale", "TKPWHR-EL"	"State of Arizona", "STA*-BGZ"
"Good Samaritan", "TKPWAO*-PLS"	"Superstition", "SAO*-URPGS"
"Goodyear", "TKPWAO*-R"	"Surprise", "SPRAO*-EUS"
"Graham", "TKPWRA-FPL"	"Tempe", "TAO-EFPL"
"Graham County", "TKPWRA-FPLD"	"Thunderbird", "TH-URPBD"
"Hayden", "HA*-EUPBD"	"Tuba City", "TAO*-UBS"
"in Arizona", "TPHA*-BGZ"	"Tucson", "TAO-UPBS"
"in Phoenix", "TPH-EPB"	"White Mountains", "WHO-UPBS"
"Indian School", "STPHAO-L"	"Willcox", "WO*-BGZ"
"Jerome", "SKWRO*-EPL"	"Winslow", "WHRO*-EPBS"
"John^C. Lincoln", "SKWRO-EUPBGZ"	"Yavapai", "KWRAO-EUP"
"Kingman", "KA*-PBG"	"Yavapai County", "KWRAO-EUPD"
"La^Paz", "HRA*-PZ"	"Yuma", "KWRAO*-UPL" or "KWRAO-UPL"
"La^Paz County", "HRA*-PDZ"	"Yuma County", "KWRAO-UPLD"



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**Aaron Gordon**

5050 N 40<sup>th</sup> St, Suite 100  
Phoenix, AZ 85018  
602.224.3820 (o)  
602.648.0353 (f)  
[agordon@pfc.nef.com](mailto:agordon@pfc.nef.com)

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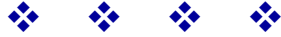
## Important Contact Information

**ACRA Office:** (480) 496-4010 (Robin Hirth),  
 acra@saminc.org

**ACRA Website:** www.acraonline.org

**CR Office:** (602) 452-3878

**CR Website:** www.supreme.state.az.us/cr



For content, contact Editor  
 Karen Kahle  
 (520) 740-3015

For advertising information, contact  
 ACRA Administrator  
 Robin Hirth  
 (480) 496-4010

## DEADLINES

Summer Issue - May 10, 2011

Fall Issue - August 10, 2011

Winter Issue - November 10, 2011

Spring Issue - February 10, 2012



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## Dates to Remember...

**March 26, 2011**

### ***ACRA Board Meeting***

Chandler

10:00 am

Contact the ACRA office for details if you would like to attend.

**March 30, 2011**

### **2011 ACRA Dues Final Due Date**

If you wish to be listed in the 2011 membership directory, dues must be paid by this date.

**April 30, 2011**

### ***Midyear Seminar***

Holiday Inn, Mesa

Visa Raffle Drawing

**May 7, 2011**

### **NCRA Testing**

Visit [www.ncraonline.org](http://www.ncraonline.org) for details and to register.

**May 10, 2011**

### ***Summer ArizoNotes Deadline***

Contact Karen Kahle at (520) 740-3015 / [hvymtlccr@juno.com](mailto:hvymtlccr@juno.com) for submissions, and Robin Hirth at (480) 496-4010 / [acra@saminc.org](mailto:acra@saminc.org) for advertising information.

**September 16-18, 2011**

### ***ACRA Annual Convention***

Prescott Resort, Prescott