

Court Reporters Board of California

2025 Leadership Accountability Report

December 29, 2025

Tomiquia Moss, Secretary
California Business, Consumer Services and Housing Agency
500 Capitol Mall, Suite 1850
Sacramento, CA 95814

Dear Secretary Tomiquia Moss,

In accordance with the State Leadership Accountability Act (Leadership Accountability), the Court Reporters Board of California submits this report on the review of our internal control and monitoring systems for the biennial period ending December 31, 2025.

Should you have any questions please contact Yvonne K. Fenner, Executive Officer, at (916) 263-4081, Yvonne.Fenner@dca.ca.gov.

GOVERNANCE

Mission and Strategic Plan

The mission of the Board is 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.

The Board has five main strategic goals:

1. Professional Qualifications for Licensure: to promote the professional qualifications of those practicing court reporting by establishing examination standards and
2. Enforcement: to protect consumers by preventing violations and enforcing laws, codes, and standards when violations occur.
3. Educational Oversight: to advance higher education standards through educational oversight to increase the quality of education and safeguard consumer protection.
4. Outreach: to increase awareness of the Board's mission, activities, and services, with a focus on practice standards by sharing information with the public and professionals.
5. Administration: to enhance organizational effectiveness and strive to improve the quality of customer service.

Control Environment

The CRB has established the foundation for an effective control environment via the values developed as set out in the current strategic plan. They are as follows:

CONSUMER PROTECTION – The Board makes effective and informed decisions in the best interest and for the safety of Californians.

EXCELLENCE – The Board has a passion for quality and strives for continuous improvement of its programs, services, and processes through employee empowerment and professional development.

INTEGRITY - The Board is committed to honesty, ethical conduct, and responsibility.

SERVICE - The Board is professional and responsive to the needs of its stakeholders.

COLLABORATION – The Board values partnerships. The Board fosters the public's trust through open communication and works in a cooperative, respectful, and courteous manner.

The Board strives for transparency by making policy decisions at open Board meetings and encourages the participation of all stakeholders. Staff carries out those policies keeping in mind the values from the strategic plan and the consumer protection mandate.

Staff performance is annually reviewed by the Executive Officer (EO). The performance of the EO is annually reviewed by the Board. The Board reports to the Legislature through the sunset review process at predetermined intervals.

Board Members and staff stay current on all mandatory training to ensure values and ethics are being followed. Additionally, the Department of Consumer Affairs (Department or DCA) offers job specific and job-related training through SOLID, its training center. Additionally, because of the small staff, cross-training is especially important to ensure consumers can get assistance in a timely manner should staff be out of the office.

Appropriate levels of responsibility and authority for staff performance is exercised by complying with the laws, rules, and guidelines set out by the California Department of Human Resources (CalHR) as well as the State Personnel Board. The CRB maintains documentation of its control systems through its policies and procedures and desk manuals.

Information and Communication

Communication is very important to the CRB as decisions are made based on the information available at the time. The Board meets three to four times per year, and staff prepares comprehensive reports on Board operations and budget information for members' review and discussion at each meeting. These meetings are open to the public and provide a forum for stakeholders to present information or concerns to the Board. The EO updates the Board regularly on developments and progress between meetings.

Board management holds staff meetings to make sure all staff are aware of the latest developments in the industry and Board activities.

The Board regularly undergoes a Sunset Review process before the Legislature. As part of that process, the Board prepares a comprehensive report on its operations over the period since the last Sunset Review, which includes information on all aspects of the Board. The Board reviews the draft version of this report at a public meeting and provides input on the content.

Information is shared with stakeholders via the Board's Facebook and Twitter accounts, allowing the Board to distribute information to those on social media. Additionally, the Board's website is updated with new information for consumers and licensees.

MONITORING

The information included here discusses the entity-wide, continuous process to ensure internal control systems are working as intended. The role of the executive monitoring sponsor includes facilitating and verifying that the Court Reporters Board of California monitoring practices are implemented and functioning. The responsibilities as the executive monitoring sponsor(s) have been given to: Yvonne K. Fenner, Executive Officer.

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Yvonne.Fenner@dca.ca.gov.

RISK ASSESSMENT PROCESS

The following personnel were involved in the Court Reporters Board of California risk assessment process: executive management.

The following methods were used to identify risks: ongoing monitoring activities, and other/prior risk assessments.

The following criteria were used to rank risks: likelihood of occurrence, potential impact to mission/goals/objectives, timing of potential event, potential impact of remediation efforts, and tolerance level for the type of risk.

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RISKS AND CONTROLS

Risk: Staff

With several staff members nearing retirement, the Board is at risk of long-term institutional knowledge leaving quickly resulting in possible disruptions and delays to the Board's licensing and enforcement activities.

Control: Update Succession Plan

Board management will update the Board's Succession Plan, as well as develop cross training opportunities for staff to transfer mission critical and operational knowledge regularly.

Control: Update Desk Manuals

Board management will work with staff to update desk manuals to include all knowledge and procedures required to ensure licensing and enforcement activities are not interrupted should staff retire or not be available for a long period of time.

Risk: Funding

While revenue is beginning to increase due to new licensees, the Board must be vigilant in monitoring fund condition as expenditures increase. Of concern is funding to the

Transcript Reimbursement Fund (TRF), a program to aid qualified indigent litigants in paying for transcripts. The board may fund the TRF only as long as it has a minimum of six months operating expenses in reserve.

Control: Closely Monitor the Board's Funds

Board management will continue to work closely with the DCA Budget Office to monitor the Board's fund to ensure the appropriate reserve level and when a fee increase may be necessary to keep the Board solvent.

Risk: AI

AI-generated transcripts of judicial proceedings is changing the field of court reporting. These transcripts are often inaccurate and incomplete. Education of licensees is needed to provide guidance on appropriate use.

Control: Monitoring and Research

The Board will need to proactively research AI technology used by licensees and continue to monitor the changes in court reporting software to ensure it is used responsibly and if it is harming consumers.

Control: Statutory or Regulatory Action

With its monitoring and research, the Board will determine if legislation or regulations may be necessary to protect consumers from deficient transcripts.

CONCLUSION

The Court Reporters Board of California strives to reduce the risks inherent in our work and accepts the responsibility to continuously improve by addressing newly recognized risks and revising risk mitigation strategies as appropriate. I certify our internal control and monitoring systems are adequate to identify and address current and potential risks facing the organization.

Yvonne K. Fenner, Executive Officer

CC: California Legislature [Senate, Assembly]
California State Auditor
California State Library
California State Controller
Director of California Department of Finance
Secretary of California Government Operations Agency