

*“Human progress is neither automatic nor inevitable. Even a superficial look at history reveals that no social advance rolls in on the wheels inevitability. Every step towards the goal of justice requires sacrifice, suffering, and struggle; the tireless exertions and passionate concern of dedicated individuals.[...] This is no time for apathy or complacency. This is a time for vigorous and positive action.”*

Dr. Martin Luther King, Jr.

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## A Change of Season for the OCR

Chris Henderson, Executive Director

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## This is the beginning of a new season at the OCR

- This is a time of many changes at OCR—we have many new staff, new contractors, and I am honored to be your new Executive Director
- I hope that this conference is a time for us all to grow and progress—as practitioners, as leaders—through learning opportunities and professional exchange.

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OCR's staff has gone through several changes in a relatively short time—allow me to re-introduce you.

## OCR Staff

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**Cara Nord**  
Staff Attorney

In addition to being one of your staff attorney liaisons, Cara is also directing our Engaging and Empowering Youth initiative, one of our most exciting new projects which you will hear about next.



**Ashley Chase**  
Staff Attorney & Legislative Liaison

In addition to being one of your staff attorney liaisons, Ashley tackles the tough challenge of advocating for OCR's values and mission at the General Assembly.




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**Michelle Jensen**  
Training Coordinator

Hopefully you've met Michelle—she's running the show today and directs our training program. Michelle is your go-to resource for all things training.




**Brandy Lombardi**  
Administration and Accounting Specialist

Brandy processes all your billing and HR paperwork. If you have a question about billing or invoicing, Brandy is the expert to call.



**Angel Foster**  
Administrative Assistant

Angel knows how to direct you if you're not sure—she's the one who will answer the phone whenever you call OCR's main line, and she can help you navigate just about any question.




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**Katie Irwin**  
Staff Accountant

Katie is the reason OCR's finances stay in good shape. You may have seen her today keeping things flowing smoothly at registration!



**Rebecca Garrison**  
Information Systems Manager

Rebecca is your technology helper—she was in the trenches leading the CARES development team and can answer just about any CARES question you have. She also handles our website, data reports, and other technology.



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**Mark Teska**  
Chief Operating Officer

Mark is the reason we have funding—he writes our budget and advocates for more money for our attorneys. Mark makes sure the OCR operates efficiently and that we hold ourselves accountable to taxpayers.



**Sheri Danz**  
Deputy Director

Sheri is our fearless Deputy Director who has held the office together during a year of major transitions. She is also the driving force behind the updated GRID books you'll be receiving at this conference.



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## We are here to help you.

All of us in this room, on our staff, and in the field are in this line of work because we want to make a difference. Our small staff is here to support you. But you, the attorneys in the field, are the most important part of OCR.



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## OCR's Mission

*The mission of the Office of the Child's Representative (OCR) is to provide effective legal representation to Colorado's children involved in the court system because they have been abused and neglected, impacted by high-conflict parenting time disputes, or charged with delinquent acts and without a parent able to provide relevant information to the court or protect their best interests during the proceedings. As a state agency, the OCR is accountable to the State of Colorado to achieve this mission in the most cost-efficient manner without compromising the integrity of services or the safety and well-being of children. The OCR is committed to ensuring that its attorneys provide these children, Colorado's most vulnerable and marginalized population in the courts, the best legal services available to protect and promote their safety and well-being and to have their voice heard throughout all aspects of a case.*

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## OCR's Values

**In addition to our mission, I want to be sure you also hear our values—how we intend to serve you every day.**

**Accountability:** Colorado's children, attorneys, and taxpayers can count on OCR to ensure that each decision we make and action we take advances our mission in a fair and transparent manner.

**Efficiency:** OCR strives to accomplish its mission and conserve resources by streamlining efforts, adhering to deadlines, resolving conflict constructively, and honoring well-defined projects, processes, and roles. We balance our drive to achieve with thoughtful planning and implementation.

**Empowerment:** OCR cultivates an environment of respect and honesty. We value the experience and expertise of the children we serve, our contract attorneys, and our staff. We invest time to connect, focus on strengths, value feedback, and recognize success. We support each other in our mission to empower children.

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## Two Upcoming Changes

- Audit
- Survey

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## Performance Audit

- OCR has undergone a performance audit that has shown us what we do well and areas we can improve.
- A webinar will be held on October 11 to share pertinent information.

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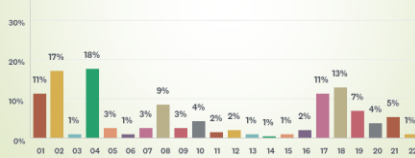
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## 2018 Attorney Satisfaction Survey

- 194 Responses**—our most yet!
- All 22 judicial districts** in Colorado responded to the survey—see the breakdown below:




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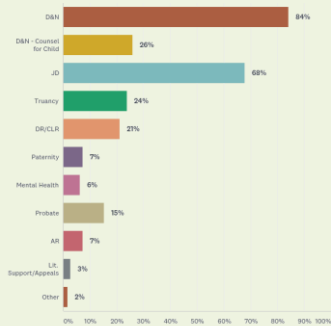
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## 2018 Attorney Satisfaction Survey

### Case Types of Survey Respondents:




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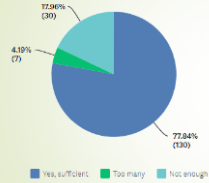
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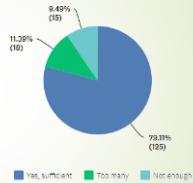
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## 2018 Attorney Satisfaction Survey

Sufficient # of Cases?



Adequate # of Attys in JD?




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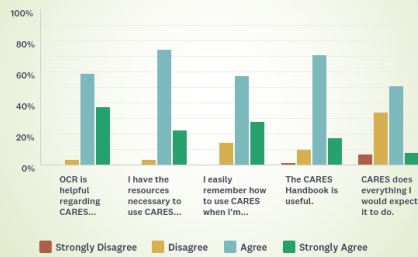
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## 2018 Attorney Satisfaction Survey

New CARES




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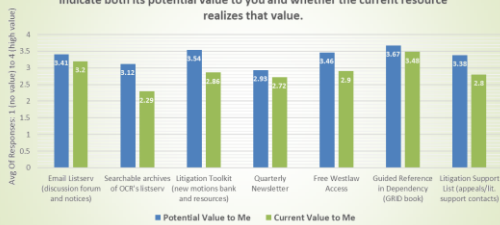
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## 2018 Attorney Satisfaction Survey

Q15) Below is a list of resources offered by OCR. For each resource, please indicate both its potential value to you and whether the current resource realizes that value.




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## Let's get started:

- Resources Guide
- SSP Breakout
- Contact Me: CELL **720-226-1672**



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*“Continuity gives us roots;  
change gives us branches,  
letting us stretch and grow and  
reach new heights.”*

*Pauline R. Kezer*



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