2001

STAFF SUPPORT
YEAR-END REPORT

James E. Montgomery
Chief of Police .

Major Linda Pillo
Staff Support Commander

Bellevue Police Department Mission Statement
"To Provide a Safe Environment in Partnership with the Community."

Bellevue Police Department
Staff Support Mission Statement
"To provide quality service which support the internal operation of the Bellevue Police Department and the citizens of the community with a high level of efficiency and integrity in a confident, respectful manner"

Thanks to all the staff who contributed to this report and a special recognition to the following for their input:

Leslie Cline
Ginger Lowry
Edna Snow
Debbie Martin
Cori Deal
Bud Campbell
Kimberly Harney

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Introduction

The Staff Support Section of the Bellevue Police Department is made up of the Records Unit and the Property/Evidence Unit. The Records Unit has four supervisors, three leads and 21 records specialists. This staff supports over 177 commissioned staff and serves the community 24 hours a day, seven days a week.

Duties include but are not limited to:

- Managing all the paperwork generated by the Police Department and the Eastside Narcotics Taskforce (ENTF) including the retention of records, dissemination of records and data-entry.
- Handling non-emergency phone calls to the Police Department and entering the information in the computer aided dispatch system for officer response if needed.
- Run records checks through the state and federal database for the commissioned staff and enter warrants, no contact orders, missing persons and vehicles into the state and federal systems.
- Support walk-in citizens to the Police Department by processing firearm licenses, collecting bail, disseminating reports and handling other requests for service.
- Assist with city hall campus security, monitoring the fire alarms and monitoring the booking room cameras 24/7.

The two member staff of the Property/Evidence Unit support the commissioned staff and the community with property booked into their facility. The staff is responsible for tracking all the property and maintaining the chain of custody. The staff regularly trains the commissioned officers on the proper packaging of evidence and ensures the Police Department follows state and federal regulations regarding the collection, storage and disposal of property and evidence.

Commander's Message

This past year, the personnel have worked diligently to identify better ways of doing business and revising internal procedures. As a result, many processes have been streamlined. Through employee's input generated in 2000, scheduling, unit organization and employee evaluation changes were implemented in 2001.

During 2001, the Records Specialists moved closer to becoming generalists by refreshing their skills on various tasks and preparing for a performance audit to be completed in 2002. The goal is to have every Specialist trained in all the critical tasks, including many of the data center tasks.
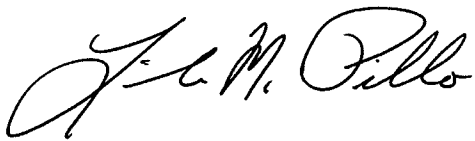
Training was a high priority this year. Most of the staff attended at least one training session. Many were afforded the opportunity to attend several classes pertinent to their current job responsibilities as well as offering career development opportunities.

The second annual "All Staff Meeting" was held on June 4th. The Records Specialists and Property/Evidence personnel were honored through a dinner hosted by the Department. "Years of Service" pins were handed out which will become an annual tradition.

Citizen volunteers are very important to the Records Section. There was a total of 976.50 hours worked assisting the staff with filing, inventory and other tasks. The employees really appreciate the work these valuable people do.

Nearly one year after signing the contract for our new Records Management System and after many hours spent on development, the new "info-center" was installed in December of 2001. Through the continued leadership of Project Manager Edna Snow and System Administrator Lynne Zirkle, the system is scheduled to "go-live" in July of 2002.
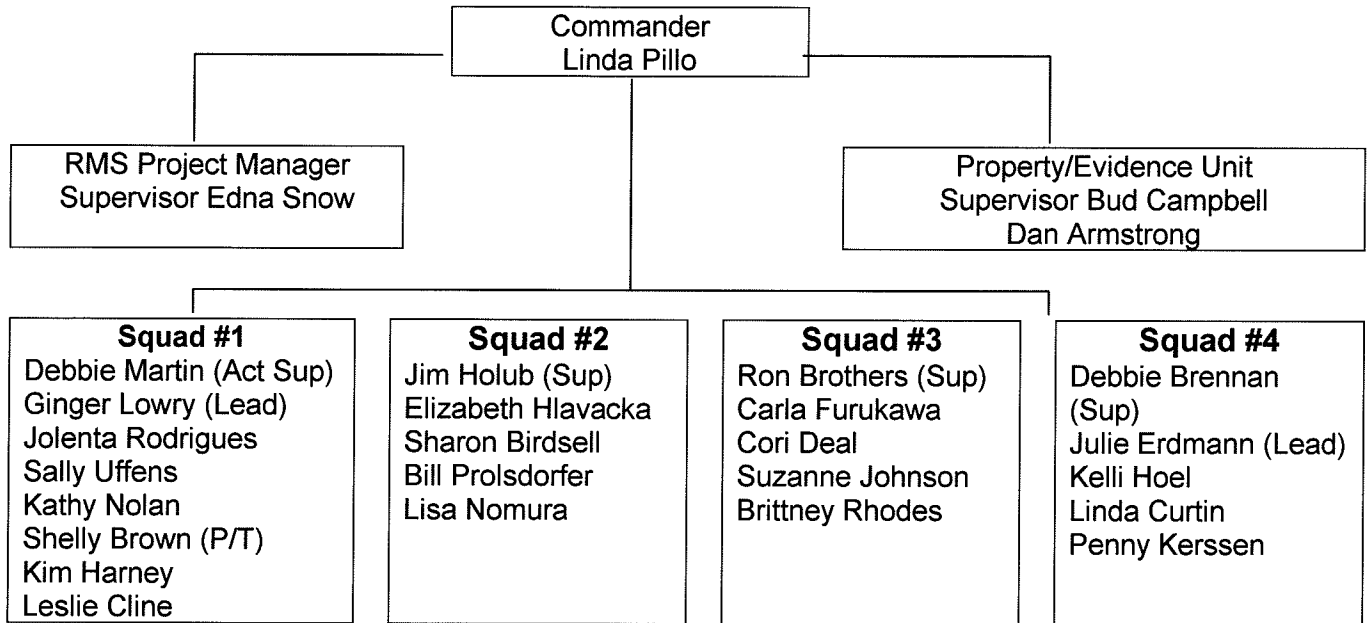
I am very proud of the work these dedicated men and women do. The knowledge, skill level and commitment to their work are invaluable to this organization. Since they are behind the scenes supporting the rest of the Department, their work sometimes goes unnoticed. I encourage every member of the Department and the community to take a moment and say "thank you" to the Staff Support personnel for their outstanding performance.

Linda Pillo
Major
Bellevue Police Department

Staff Support Section

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                        Commander
                        Linda Pillo
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┌──────────────────┐       │        ┌─────────────────────────┐
│ RMS Project Manager │     │        │  Property/Evidence Unit │
│ Supervisor Edna Snow │    │        │ Supervisor Bud Campbell │
└──────────────────┘       │        │     Dan Armstrong       │
                           │        └─────────────────────────┘
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Squad #1	Squad #2	Squad #3	Squad #4
Debbie Martin (Act Sup)	Jim Holub (Sup)	Ron Brothers (Sup)	Debbie Brennan (Sup)
Ginger Lowry (Lead)	Elizabeth Hlavacka	Carla Furukawa	Julie Erdmann (Lead)
Jolenta Rodrigues	Sharon Birdsell	Cori Deal	Kelli Hoel
Sally Uffens	Bill Prolsdorfer	Suzanne Johnson	Linda Curtin
Kathy Nolan	Lisa Nomura	Brittney Rhodes	Penny Kerssen
Shelly Brown (P/T)			
Kim Harney			
Leslie Cline			

In Training
Jessica Christensen

Hourly Employees
Donna Rowley
Jean Morgan
Amie Jordan
Michelle Luce
Sarah Burks

Supervisor/Lead Special Assignment

Edna Snow
Data Entry
Hourly Employees

Ron Brothers
Expungements (B/U)
Card-Key (B/U)
Archives
Volunteers
Dissemination

Jim Holub
Expungements
Technology/Equip
Card-Key
Security Task Force
   Committee

Debbie Brennan
New Hire Training
PSA
TAC
PCN's

Debbie Martin
Procedures
CPL's/Gun Purchase
Staff Training
Bail/NSF
Hourly Employees
   (1-6/02)

Ginger Lowry
Procedures
Mugs
Arrest Coordinator
Records Retention
CCDR's

Julie Erdmann
Citations
Supplies
PCN's
Access Trainer/TAC Asst.

Staff Special Assignments for 2002:

Brittney Rhodes - Data Center Statistics

Sharon Birdsell - Filing / Organization

Linda Curtin and **Elizabeth Hlavacka** - Forms

Brittney Rhodes - Gun purchase clerical

Carla Furukawa - Validations

Kim Harney - Salvation Army Vouchers

Leslie Cline - New Hiring Training Specialist

Kathy Nolan - CCDR's

Ginger Lowry - Retention of Records

Bill Prolsdorfer, Lisa Nomura and **Brittney Rhodes** - CPL's clerical process

Penny Kerssen - Supplies / Cits.

Suzanne Johnson - Missing Case Reports

Cori Deal - Records Retention, Access Trainer, TAC Asst.

Sally Uffens, Jolenta Rodrigues, Shelly Brown, Elizabeth Hlavacka - Data Entry Processes

Data Center Statistics

Warrants	2000	2001
Incoming	2,309	2,049
Expired	427	515
Recalled	481	487
Total	3,217	3,051
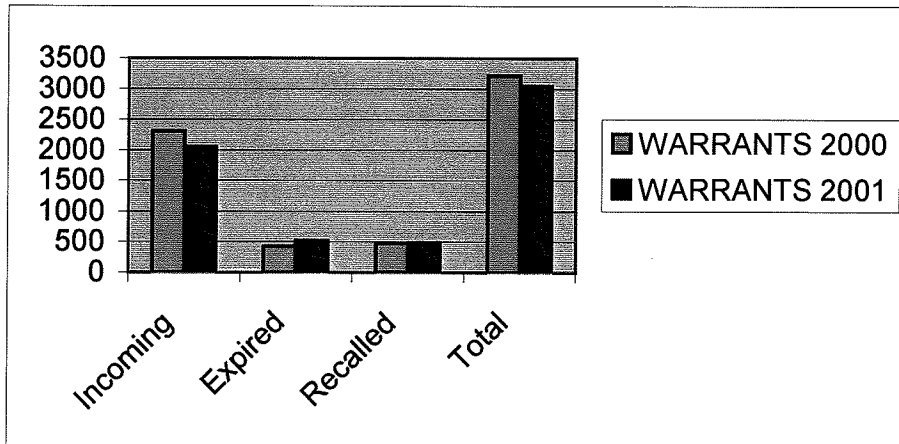
Detention Facility	2000	2001
Total Arrests	2,842	2,729
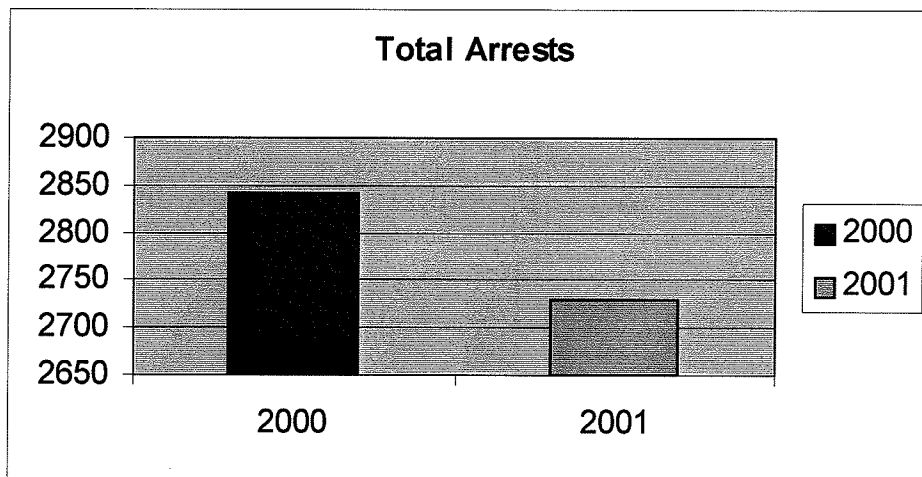
Police Tows and
DWLS Tows

	2000	2001
	1,965 639	1,943 601
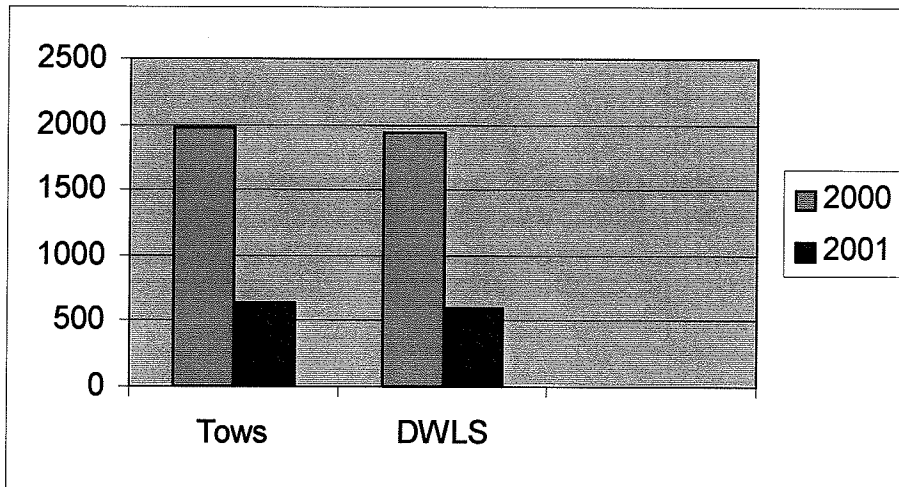
Domestic Violence Orders	2000	2001
Anti-harassment	185	146
Protection	424	389
No Contact	157	174
Restraining	<u>153</u>	<u>94</u>
Total	919	803
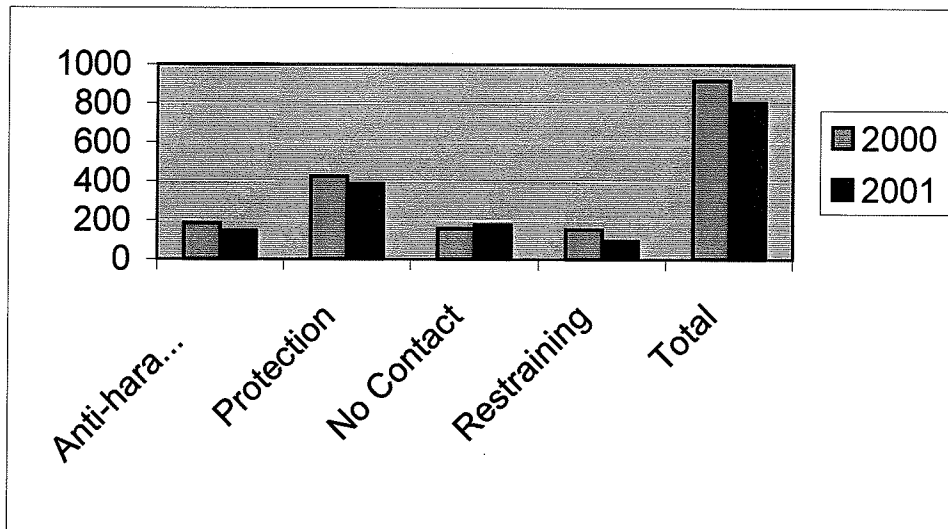
Operations Statistics

BAIL COLLECTED

	2000	2001
January	$24,750.00	$16,700.00
February	$19,450.00	$28,950.00
March	$20,110.00	$20,950.00
April	$20,575.00	$20,550.00
May	$19,600.00	$24,700.00
June	$14,350.00	$21,575.00
July	$23,095.00	$20,555.00
August	$16,250.00	$5,050.00
September	$12,025.00	$10,875.00
October	$21,900.00	$4,675.00
November	$25,625.00	$8,225.00
December	$14,825.00	$10,960.00
Total	$232,555.00	$193,765.00

BAIL MONEY COLLECTED
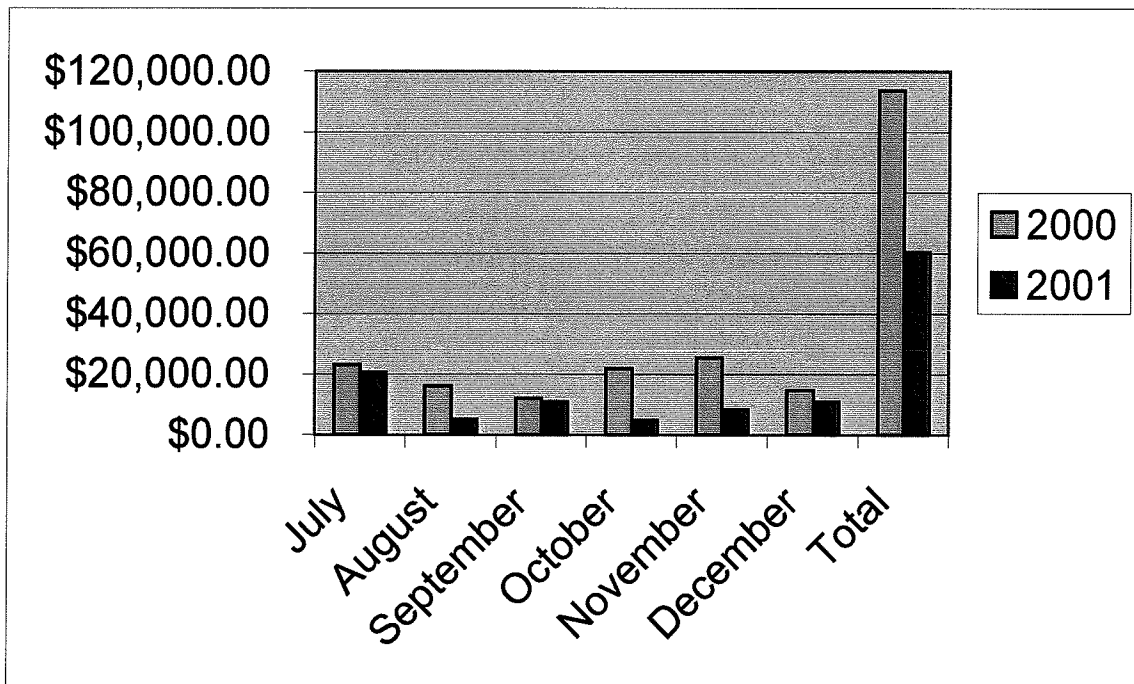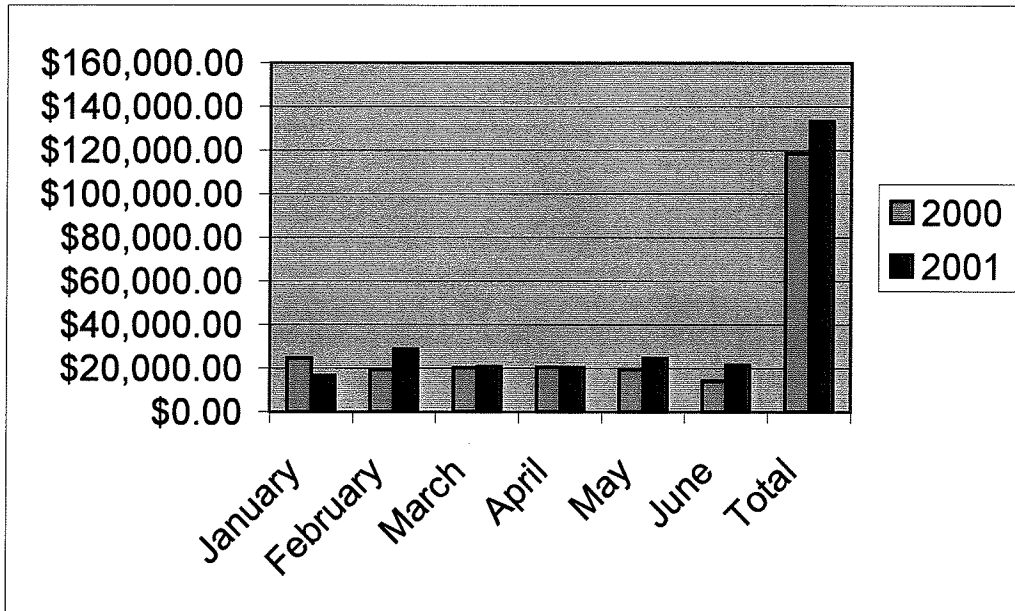
	2000	**2001**
Computer Automated Dispatch Entries	8,291	4,936

CAD ENTRIES
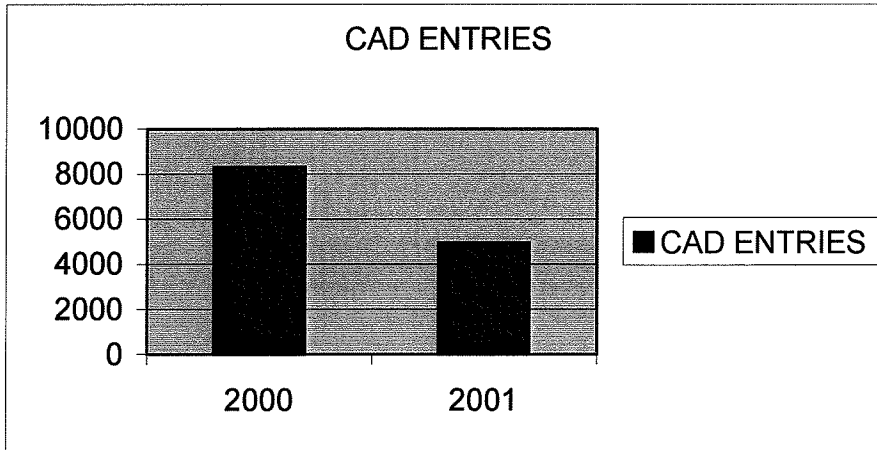
DISSEMINATION

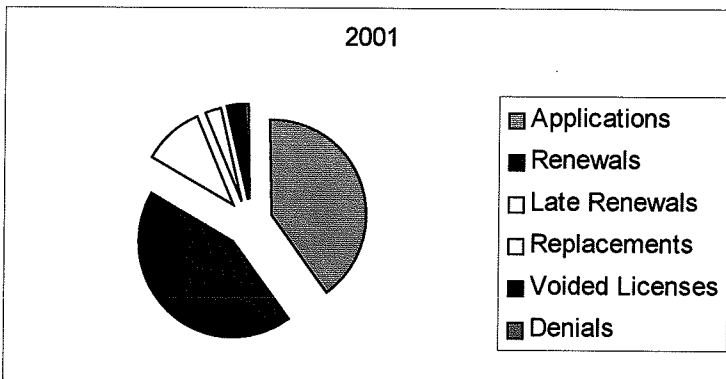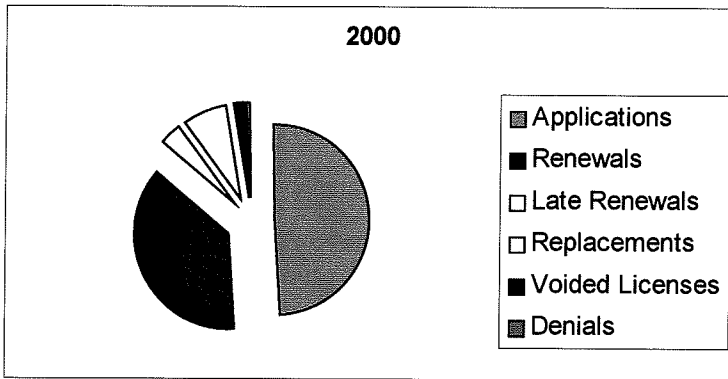|	**2000**	**2001**
Records Checks	4,052	3,421
Cases Disseminated	5,766	5,649

(Legal, Officers/Detectives, Outside Agency,
Probation, Citizens, NRS/L&S, Attorneys,
Insurance Companies, Other)
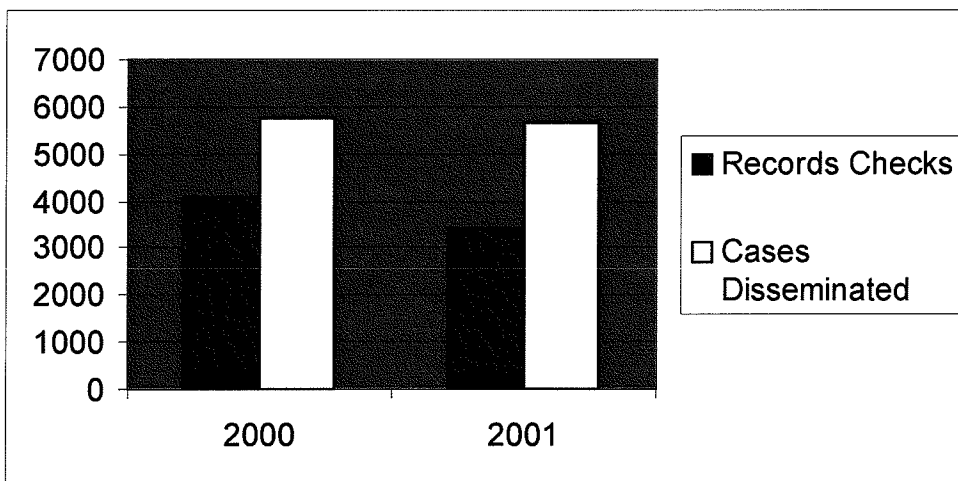
Gun Licenses - Concealed Pistol Licenses

	2000	2001
Original Applications	164	259
Renewals (On-Time)	126	302
Late Renewals	12	70
Replacements	27	21
Voided Licenses	6	20
Denials	2	3
Total (CPLs)	**337**	**672**

2000

Applications
Renewals
Late Renewals
Replacements
Voided Licenses
Denials

2001

Applications
Renewals
Late Renewals
Replacements
Voided Licenses
Denials

Incoming Phone Calls (Average)

	2001
Phone, Front & Lead Desks (does not include BU desk)	16,630
Data Center (x6944 & x6945)	26,275

This is a City of Bellevue funded program to assist citizens with one-time emergency lodging/food/transportation assistance. During Salvation Army business hours, citizens will be sent directly to their office for assistance.

Salvation Army Vouchers

	2000	2001
Lodging		
Adults Assisted	31	22
Children Assisted	9	5
Bus Vouchers		
Adults/Children Assisted	17	22
Food/Hygiene Items		
Adults Assisted	14	10
Children Assisted	5	4

Data Entry Statistics

	2000	2001
Case Report Entry	15,100	16,065
Arrest Report Entry	5,124	4,719
FIRS	1,400	2,088
Mug Photos	2,513	3,646
Traffic Infractions	23,311	20,689
Parking	9,088	8,081
Criminal	2,466	1,420
Non-Traffic Infractions	995	139
Total	**59,997**	**56,847**
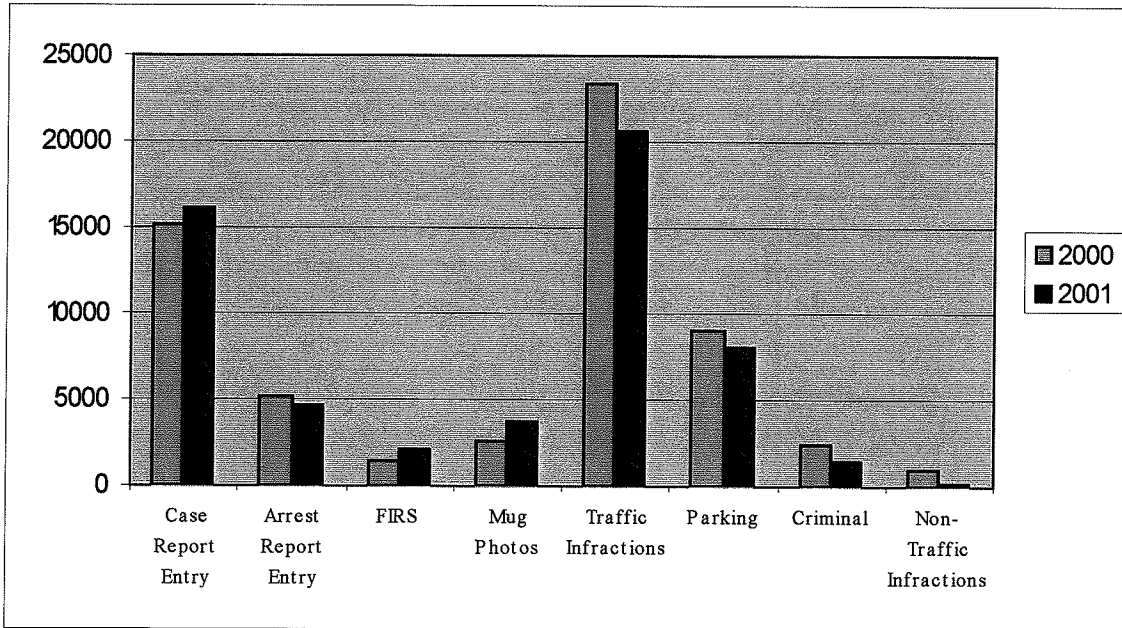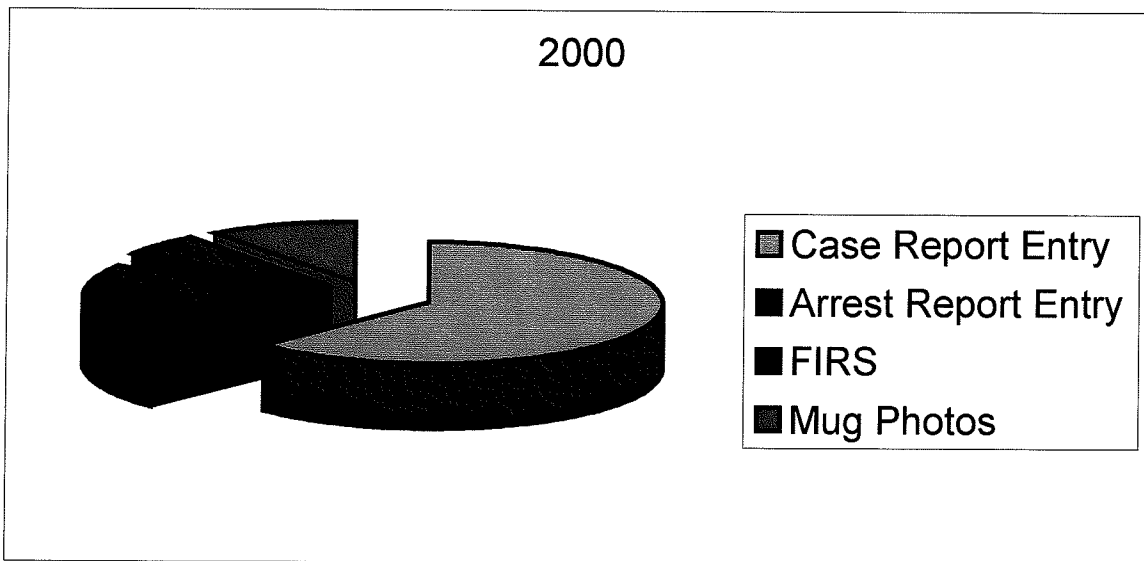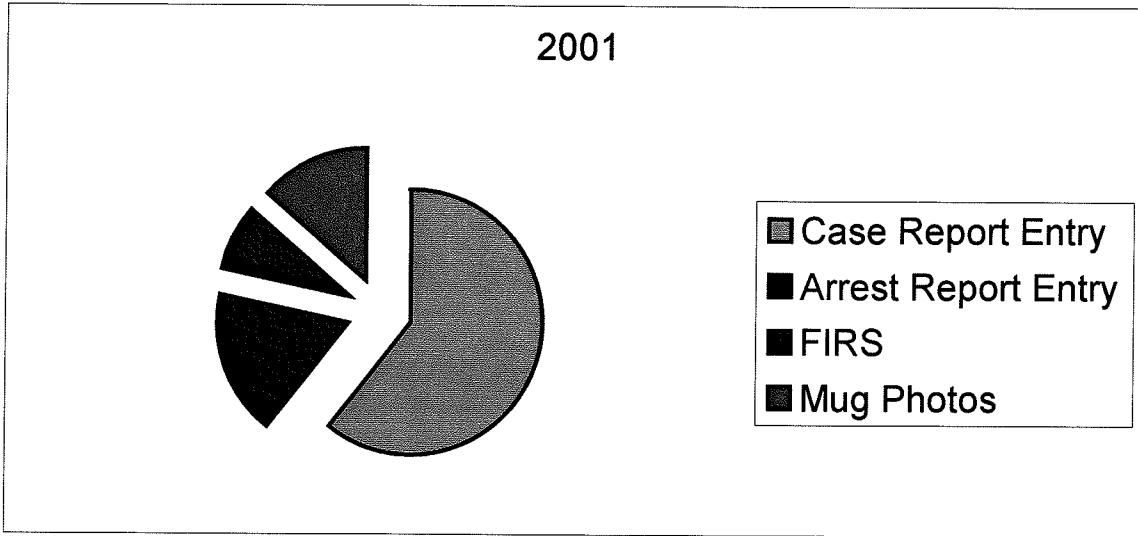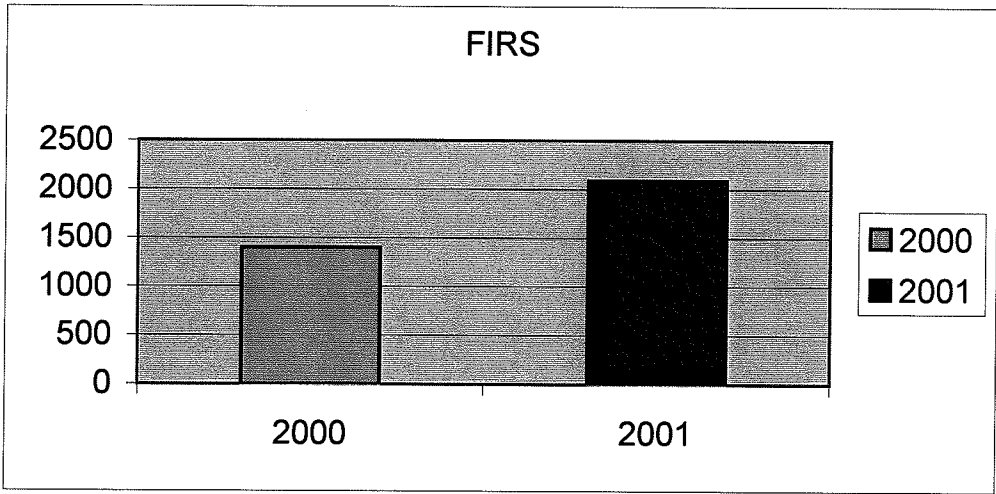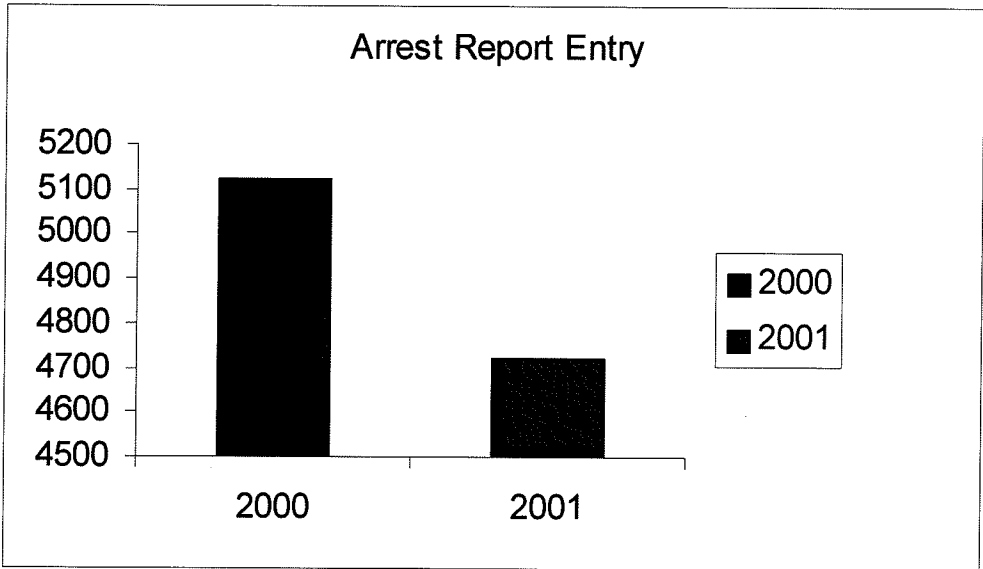
2001

Legend:
- Case Report Entry
- Arrest Report Entry
- FIRS
- Mug Photos

2000

Legend:
- Case Report Entry
- Arrest Report Entry
- FIRS
- Mug Photos

Arrest Report Entry

	2000	2001

FIRS

	2000	2001

Traffic Infractions

Year	Value
2000	~23,300
2001	~20,600

Total Data Entry

Legend: 2000, 2001

Year	Value
2000	~60,000
2001	~56,800
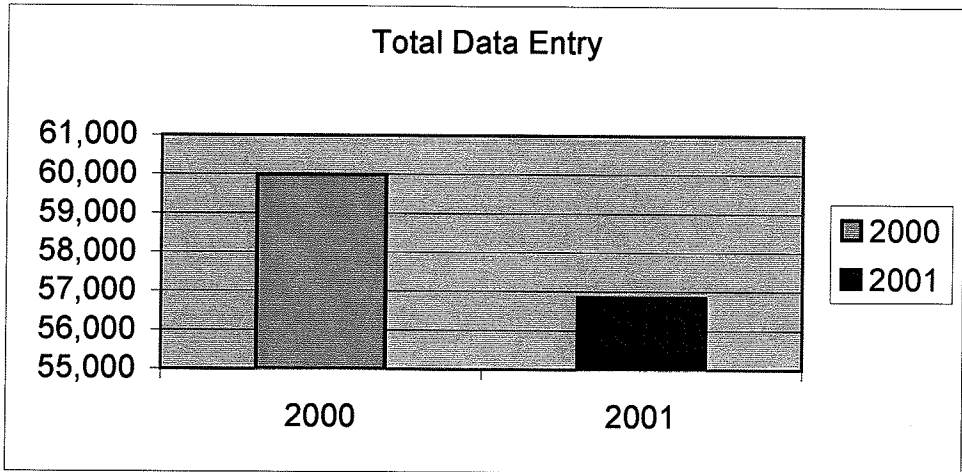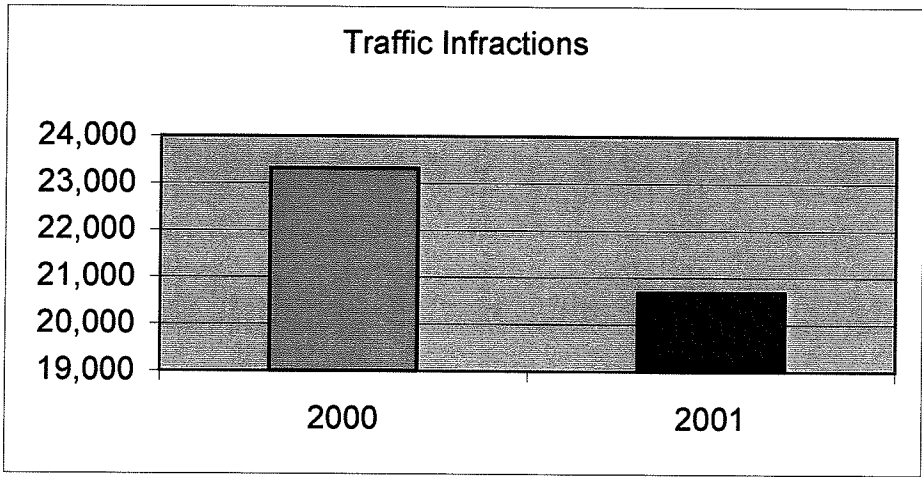
Property/Evidence Unit

This was the year that taught us about the threat, precise handling and packaging of Bio Hazardous materials. Coordination with other agencies did not remedy our concerns. Questions about the problem resulted in several conflicting answers. Our conclusion was to error on the side of caution. The property room received three items of unknown powdery substance that was later determined to be non-hazardous. Business as usual for us generated an increase in booked evidence to the highest level in four years. Cooperation between the officers and the Property Evidence Unit continues to increase. Packaging and paperwork is improving, disposition forms are being returned in a reasonable time, with questions and concerns being addressed by the officers. All guns booked into evidence are rechecked for stolen and weapons information is submitted to the ATF (via Lt. Gasperetti) for tracing and establishment of a database. Pertinent information returned by ATF is placed in the case file. We continue to participate in the monthly multi-agency meetings (Evidence Property Information Network-EPIN). Information gleaned from this informal organization has been extremely helpful. One critical issue was notification that the State Department of Ecology determined that there were no certified facilities in Washington to legally burn drugs. Another area of concern is the comparison of job standards and description from agency to agency and the sharing of policy and procedures.

PROPERTY EVIDENCE TRANSACTIONS BY YEAR:

2001   8,064 property evidence items booked
           1,173 dispositions completed
           6,891 active evidence items remaining

2000 - 7,131 property evidence items booked
           2,634 dispositions completed
           4,497 active evidence items remaining

1999 - 6,825 property evidence items booked
           4,032 dispositions completed
           2,793 active evidence items remaining

1998 - 7,146 property evidence items booked
           6,496 dispositions completed
           650 active evidence items remaining

1997 - 7,326 property evidence items booked
           6,636 dispositions completed
           690 active evidence items remaining

Note: The number of evidence items is approximate. It is not possible to get an accurate count except by hand. The above count is determined by estimating that each case has an average of three (3) items of evidence.

ACTIVE CASES OLDER THAN 1997

1996 - 4 cases
1994 - 1 case
1993 - 1 case
1990 - 1 case
1989 - 1 case
1987 - 1 case

1985 - 1 case
1984 - 1 case
1980 - 1 case
1979 - 1 case
1965 - 1 case

FIREARMS

There are 125 handguns and 81 long guns currently stored as evidence. Also 38 handguns and 47 long guns are being stored for destruction.

ITEMS CONVERTED FOR DEPARTMENT USE

Note: See attached letter.

DONATIONS TO CHARITABLE ORGANIZATIONS

St Vincent De Paul	19 Bicycles	2 Bags of Clothing
Salvation Army	39 Bicycles	7 Bags of Clothing
Issaquah Valley Community Services	8 Bicycles	3 Bags of Clothing
		12 Back packs

UNCLAIMED PROPERTY AUCTION

The James G. Murphy, Inc. Company (JGM) held one auction August 8, 2001. Bellevue Police Department submitted 64 items. Total return was $3,132.50 less JGM commission with City of Bellevue receiving $2,518.84. ENTF submitted 10 items. Total return was $3,039.50 less JGM commission with ENTF receiving $2,444.06.

UNCLAIMED CASH TO THE CITY TREASURY

$2170.05 of unclaimed money was transferred to COB Treasury September 26, 2001.

MARIJUANA ANALYSIS

The Property Evidence Clerk analyzed suspected marijuana from 237 cases during the year.

TRAINING

During the spring In-Service Training the Property Evidence Unit presented 13 hours of training to 123 individuals.

In November, Danny Armstrong attended a 2-hour seminar on "Weapons of Mass Destruction" at the CJTC.

FOUND PROPERTY CLAIMED BY FINDER

➤ Minolta Camera released to finder 3/21/01.
➤ Motorola Walkie Talkie released to finder 3/26/01.
➤ Nishiki Road Bike released to finder 5/3/01.

Two additional claims were submitted for a Makita Drill Box and a Multi Gemstone Ring. Neither party completed the claim process on time and did not return phone calls.

FOUND PROPERTY CONVERTED TO DEPARTMENT USE DURING 2001

The following is year 2001 property conversion information as provided in IAW RCW 63.32.010 and BPD Manual Chap 4.2, VI, A4.

ITEM	DEPT	$ VALUE	DATE
Sony cellular phone and accessories	CSS	10.00	1/10
Whirlpool refrigerator/freezer	SS	150.00	2/14
Sony 20" TV/Monitor	DET	100.00	3/20
Kicker Speaker	CSS	15.00	4/24
Apple Laptop computer w/case	CSS	25.00	4/24
Clarion & Kenwood CD players	CSS	20.00	4/24
2 kicker speakers	CSS	25.00	4/24
Samsung cellular phone	CSS	25.00	4/24
Camera	CSS	25.00	4/24
Miscellaneous CD's w/2 cases	CSS	25.00	4/24
Aiwa AM/FM portable stereo	CSS	25.00	4/24
3 Dell Laptop computers w/accessories	PSU	375.00	7/25
Philips portable AM/FM radio	SWAT	25.00	7/25
Honda generator	SWAT	200.00	8/1
Armalight AR-10 rifle and scope	SWAT	1800.00	8/1
Tools	DET	10.00	9/10
Motorola cellular phone	ENTF	20.00	9/27
Nikon N-90 camera	ENTF	200.00	10/25

ADMINISTRATION

<u>INTERNAL AUDIT</u>

On October 24, 2001 a Patrol Captain conducted an internal audit. Of the eleven (11) items randomly selected a minor discrepancy was found between the case jacket information and an item of evidence.

<u>VOLUNTEERS</u>

Three volunteers are currently working in the Property Evidence Unit.
- Dave Lewis started in March 1999 and gave us 263 hours in 2001.
- Bill Hawkins started in April 2000 and has 118 hours this year.
- Kathi Ellsworth started December 2001 and has 10 hours this year.

These individuals provide a valuable contribution to this Unit. Dave does the majority of the case disposition requests to the Officers and Detectives, as well as, maintaining a log and disposing of items. Bill works on administrative functions and spot checks evidence against the evidence file. Although new, Kathi has stepped in to fulfill an administration function that was lacking. **THANK YOU** for a great job.

<u>LABS</u>

Each week a minimum of one trip is made to the Washington State Patrol Crime Labs and/or State Toxicology Lab to deliver evidence for analysis.

<u>MANUAL</u>

The Property Evidence Manual was updated in December and many accreditation standards were incorporated into the change.

<u>DESTRUCTION</u>

A trip was made to Brooks, Oregon, on April 4, 2001 to destroy 16 boxes of narcotics (125 lbs.), 10 boxes of biohazard material (50 lbs.), and a box of gas canisters (25 lbs.). Currently, as of December 31st, there is <u>NO</u> site in the State of Washington to destroy narcotics items. The site in Oregon has also discontinued to accept these items. Rumor has it that the Department of Ecology is going to be enacting an emergency order to allow burning at the Spokane facility.

RMS New Technology Project

The RMS project led off 2001 on January 2nd as the official kick-off date for development of the new RMS InfoCenter. This project implementation continued to be a high priority task in the Staff Support Section throughout the year.

Numerous InfoCenter demonstrations were provided to Police and Information Technology personnel in an effort to have as many people as possible become familiar with the new system. In addition, the vendor examined the current data applications and business processes in Records to aid in the development of the Phase 1 and 2 Functional Design Specifications. RMS Committee members headed by Project Manager, Edna Snow, met regularly in bi-monthly meetings to stay on top of related tasks and current issues affecting the project timeline.

As the major project implementation documents were being written, reviewed and revised (The Functional Design Specifications, Acceptance Test Plan for the Phase 1 and 2 Core System and site installation guide), other project work continued in parallel including:
- Training on table building and system administration tasks
- Download of NCIC codes and tables
- Extraction and conversion of names and identification numbers
- Development of patrol reports from Stout Solutions
- Clean-up of data in the old system
- Development of training plan
- Ordering of hardware, set-up, installation and testing
- Analysis of new features

In mid-October, MASI engineers and COB IT personnel worked jointly in San Diego to load the operating systems on the servers and install the application of software on the workstations. Quality assurance testing by MASI was completed and the equipment was installed at Bellevue during the last week of November. Lynne Zirkle was named as the System Administrator for the InfoCenter and received training along with two Records personnel to enter data and build a database in the new system for acceptance testing.

Acceptance testing will continue into the next year with a go-live date for the core system projected for July 2002.

2001 TRAINING

Probationary Training Program

Training Supervisor Debbie Brennan and Training Specialist Leslie Cline worked closely together in 2001 to improve the Probationary Training Program. The structure of the program was as follows:

New Hire Orientation/Classroom Training	(three weeks)
Front Counter Training	(three – four weeks)
Phone Training	(three – four weeks)
Data Center Classroom Orientation	(two weeks)
Data Center Training	(ten – twelve weeks)

One big improvement to the program in 2001 was the addition of a two-week Data Center Classroom Training session. Specialist Cori Deal conducts this session. This orientation has proven to be very helpful to new employees, providing them with an overview of almost all the Data Center Training topics that will be covered during their Data Center Training. Another strong addition to the training program was the introduction of Data Center Reviews (conducted by Leslie Cline). These reviews assess the probationary employee's skill level and have been very helpful in fine-tuning our Data Center Training Program, making it much more consistent.

After successfully completing all three major training phases (Front, Phones and Data Center) the probationary employee is assigned to a squad to fill a position, allowing them to increase/improve their skills for the remainder of their probationary year.

In 2001 four new specialists were hired. Three successfully completed all three training phases (and subsequently passed probation in January 2002). In addition, two other specialists (one full-time, one part-time) passed probation during 2001.

In part because of the number of probationary specialists, we greatly expanded our pool of trainers in 2001. Almost every senior specialist in the department took on, at minimum, a three-week training assignment. These specialists included:

Carla Furukawa	Cori Deal
Julie Erdmann	Leslie Cline
Bill Prolsdorfer	Kelli Hoel
Kim Harney	LeAnn Powers
Lisa Nomura	Linda Curtin
Ginger Lowry	

Elizabeth Hlavacka & Sally Uffens trained our new hires on basic RMS inquiries (two - three hour training sessions for each new hire).

Other improvements made to the probationary training program in 2001:

- Training Checklists were completed for all three major training phases (listing all items trained on)
- The Training Reports, Guidelines & Instructions for all three major training phases were updated and/or re-written
- Quizzes were created to test probationary employee knowledge after completion of each training phase
- Significant improvements were made to many of the training manuals
- For the first time Train the Trainer meetings were conducted by Supervisor Brennan and Specialist Cline to allow all trainers to meet and discuss critical issues of the probationary training program.

As a result of some of the things learned in 2001, the decision has been made to start new hires in the Data Center (rather than Front or Phones), as this seems to be the most difficult portion of our training program. We look forward to an ever-improving probationary training program in 2002.

Washington State ACCESS Trainers

Lead Specialist Julie Erdmann and Specialist Cori Deal were the 2001 State ACCESS Trainers. Supervisor Jim Holub was the Terminal Agency Coordinator. In 2001 the Washington State ACCESS Trainers are required to attend two training sessions. Julie and Cori attended a training session in May of 2001 in Leavenworth and attended a TAC seminar in July at Kennewick. The May training session was for two days and the TAC Conference was for three days.

Julie and Cori conducted the following training sessions in 2001:

March 7	6 trainees	Level I
March 28	8 trainees	Level II
April 25	10 trainees	Level I
August 29	6 trainees	Level I
September 28	3 trainees	Level II
September 29	3 trainees	Level I

The ACCESS Level I class is approx 5½ hrs. ACCESS Level II is a 10- hour course with a 1-hour lunch break. A total of 36 employees were ACCESS trained (including Clyde Hill and Medina personnel).

Cross-training Senior Specialists

Supervisor Debbie Martin was in charge of cross-training our senior specialists in 2001. She created a Training binder, which included all training courses, offered both inside and outside the City that she becomes aware of. Specialists were encouraged to signup for additional courses to improve their skills. Examples of classes attended:

- How to Become a Better Communicator
- Managing Multiple Projects & Deadlines
- Train the Trainer
- DV Training for Telecommunicators
- Business Writing & Grammar Skills
- Powerful Power Point Presentations

In addition to these outside classes Specialists were encouraged to attend, all Specialists began to review all basic and critical daily task skills in order to prepare for the Performance Standard Audit (PSA). Each Records Specialist will take the PSA before December 2002 as a requirement of their job. This preparation has increased both the amount of cross training in Records and the general skill level of each Records Specialist.

RMS Training completed in 2001

Sally Uffens	Trained four new specialists and four new officers on introductory RMS
Elizabeth Hlavacka	Trained Jean Morgan (relief) on arrest entry for about a week and then 1-week for arrest follow-ups. Trained 1 day with Michelle Luce (relief) for Criminal traffic arrests.
Shelly Brown	Trained temp and regular employees on traffic citation entry and FIR entry.

Classes Attended 2001

Danny Armstrong
- Computer: Excel Introduction

Sharon Birdsell
- Computer: Visicad Training
- How To Become A Better Communicator
- Train The Trainer

Debbie Brennan
- L.E.I.R.A. Fall Conference
- Washington Notary Public Seminar
- Creativity Day Camp For Managers, Supervisors & Team Leaders

Ron Brothers
- Computer: Visicad Training

Shelly Brown
- New Hire Desktop Orientation
- Computer: Introduction To Word
- Train The Trainer
- Computer: Visicad Training
- ACCESS Level II Certification

Bud Campbell
- Computer: Access Introduction

Leslie Cline
- Train The Trainer
- Computer: Visicad Training
- Professional Trainers Conference
- L.E.I.R.A. Fall Conference

Linda Curtin
- Train The Trainer
- Computer: Visicad Training

Cori Deal
- Train The Trainer
- D. V. Training For Telecommunicators
- ACCESS/WACIC Training Session
- Computer: Powerful PowerPoint Presentations
- D.V. Training @BDC
- Computer: Visicad Training
- TAC/ACCESS User's Conference
- Taking Charge of Professional Satisfaction
- Credibility, Composure and Confidence

Jeralyn Delaney
- Computer: Visicad Training
- ACCESS Level II Certification
- Managing Multiple Projects & Deadlines
- Train The Trainer

Julie Erdmann
- Computer: Visicad Training
- Life Balance & Stress Reduction Solutions
- ACCESS/WACIC Training Session
- TAC/ACCESS User's Conference
- Credibility, Composure and Confidence
- Strategy For Diversity Initiatives In The 21st Century

Carla Furukawa
- ACCESS Level II
- Train The Trainer
- D. V. Training For Telecommunicators
- D.V. Training @BDC
- Computer: Visicad Training
- Dealing With Negative Attitudes In The Workplace
- Credibility, Composure & Confidence

Kim Harney
- Mentor Training
- Train The Trainer
- Computer: Visicad Training

Elizabeth Hlavacka
- Negative Attitudes In The Workplace
- How To Become A Better Communicator
- How To Be A More Effective Team Leader
- ACCESS Level II
- Train The Trainer
- Life Balance & Stress Reduction Solutions
- Computer: Visicad Training
- Basic Crystal Report Training

Kelli Hoel
- Train The Trainer
- LEIRA Spring Conference
- Computer: Visicad Training
- How To Be A Better Communicator

Jim Holub
- Troubleshoot, Tune Up & Maintain PC's
- Interviewing People
- ECTC - Stop Reloading, Start Listening
- ACCESS/WACIC Training Session
- CPR - First Aid
- TAC ACCESS Users Conference
- Speak & Write Persuasively
- Managing Multiple Projects, Objectives & Deadlines
- Time Management
- Strategy For Diversity Initiatives In The 21st Century
- Understanding Networking Fundamentals

Suzanne Johnson
- Computer: Visicad Training
- ACCESS Level II

Penny Kerssen
- New Hire Desktop Orientation
- Chemical Hazards
- Bloodborne Pathogens
- Computer: Visicad Training
- ACCESS Level II

Julie Littlejohn
- Bloodborne Pathogens
- Chemical Hazards
- Computer: Visicad Training
- ACCESS Level II

Ginger Lowry
- ❑ Computer: Visicad Training
- ❑ Computer: Excel Introduction
- ❑ LEIRA Spring Conference
- ❑ Computer: PowerPoint Introduction
- ❑ Business Writing & Grammar Skills Made Easy
- ❑ Power Writing For Business Professionals

Debbie Martin
- ❑ Computer: Visicad Training
- ❑ Train The Trainer
- ❑ Conducting Performance Evaluations
- ❑ Computer: PowerPoint Introduction
- ❑ Dealing Effectively With Unacceptable Employee Behavior
- ❑ ACCESS Level II Certification
- ❑ Excelling As A First-Time Manager Or Supervisor
- ❑ HR - Supervisory Pathways

Larry Mytty
- ❑ Computer: Visicad Training

Kathy Nolan
- ❑ New Hire Desktop Orientation
- ❑ Chemical Hazards
- ❑ Bloodborne Pathogens
- ❑ Computer: Visicad Training
- ❑ ACCESS Level II

Lisa Nomura
- ❑ Computer: Visicad Training

LeAnn Powers
- ❑ Train The Trainer
- ❑ Mentor Training

Bill Prolsdorfer
- ❑ Pre-Employment Interviews
- ❑ Computer: Visicad Training

Brittney Rhodes
- ❑ New Hire Desktop Orientation
- ❑ Bloodborne Pathogens
- ❑ Chemical Hazards
- ❑ Computer: Visicad Training
- ❑ ACCESS Level II
- ❑ L.E.I.R.A. Fall Conference

Jolenta Rodrigues
- Front Counter Training
- Computer: Visicad Training
- New-Hire Desktop Orientation
- How To Take Charge Of The Front Desk
- Taking Charge of Professional Satisfaction

Edna Snow
- Washington Notary Public Seminar

Sally Uffens
- ACCESS Level II
- Train The Trainer
- Computer: Visicad Training