

Karen Herb

<mailto:karen@document-allstars.com>

(949) 443-0171



Document Specialist

Proofreading/Formatting

Graphics Support

Technical Editor/Pre-Publication Review

Document All Stars is a woman-owned Underutilized DBE certified with the California Unified Certification Program and a WOSB certified by the SBA.

Specialties

- Expert knowledge of Microsoft Word/Office, Adobe Acrobat, Adobe Creative Suite (InDesign, Illustrator, Photoshop), and Corel WordPerfect/Office.
- Technical editing, consistency of project details, format compliance, corporate style guide specifications, readability, grammar, punctuation, and corporate voice; *Chicago Manual of Style*, *APA Publication Manual*, and *GPO Style Manual*.
- Experienced with international localization of documents prepared for publication in multiple countries – e.g., U.S./Australia/England.

Technical Publishing

- **Environmental Impact Reports and Planning Documents.** Formatting, editing, technical review. Integrate subconsultant reports, edit for consistency of project details; verify exhibits, tables, and illustrations. MS Word styles and advanced publishing features to automate section numbering, table of contents, lists of tables and exhibits, and PDF navigation, hyperlink cross-references to figures, tables, and “see also” sections.
- **Housing Element Updates** to more than 30 General Plans in California. Formatting, editing, style guides, statistical tables, and graphics.
- **Narrative Appraisal Reports** for real estate appraisal consultants specializing in appraisals for public agencies and eminent domain. Formatting, editing, document-wide cross-references of project statistics, data tables, digital site photographs, scanned images of public records and maps.
- **Technical Research Publications** for U.S. Department of Agriculture, Forest Service. Editorial assistance with styling, readability, grammar, punctuation, style guidelines, and bibliographic references.
- **Franchise Training Modules** for U.S. division of home improvement franchisor. Procedure descriptions integrated with how-to photographs. Fifteen management modules with ready-to-use forms in Word and PDF posted on the company’s website for franchisees.
- **Technical Operations Manual** (650 pages) and six franchisee training manuals for European headquarters of home improvement franchisor. Integrated materials from manufacturers in Italy and installers in England. German version created from unformatted data submitted by translator.

Adobe InDesign

- **Workbooks** for 5 volumes of **CD/audiotape series** (5 volumes, 600+ pages) for non-native English speakers. Project required use of IPA phonetics symbol sets. Originally created in Adobe FrameMaker and subsequently converted to Adobe InDesign.
- **Educational Materials** (5,000+ pages) for international trainer and developer of children’s success curriculum. Formats, templates, and visual elements for teacher manuals and student workbooks in MS Word and InDesign, marketing and training presentations in PowerPoint, and AutoPlay CD menus for retail sale. Documents converted for paper sizes and language localizations for publishing in the U.S., the U.K., and Australia.



Experience

Karen Herb

Project Manager / Technical Editor / Document Specialist

- 25+ years' experience in technical document production, including formatting, compliance with corporate and published style guides, technical editing, and proofreading
- Expert knowledge of Microsoft Word/Office, Adobe Acrobat, Adobe InDesign, Adobe Illustrator, Corel WordPerfect/Office
- Extensive editing experience, including format compliance, adherence to style guide specifications, verification and consistency of facts, readability, grammar, punctuation, and consistent voice. Technical editing using *Chicago Manual of Style*, *GPO Style Manual*, and *Publication Manual of the American Psychological Association (APA)*
- Experienced with documents targeted to diverse audiences – scientists, engineers, educators, trainers, general public, speech disabled, students and adolescents – including international publishing specifications and localization issues for documents published in multiple countries (e.g., U.S./Australia/England)

Technical Publishing

- **Environmental Impact Reports** and planning documents (400 to 2,000 pages each). Format, proofread, edit for consistency of project specifications, exhibits, tables, and illustrations. MS Word styles and advanced publishing features to automate section numbering, table of contents, lists of tables and exhibits, and cross-references in text to figures, tables, and “see also” references.
- **Professional Technical Editing** for USDA Forest Service Southern Research Station. Copy editing and manuscript styling of technical and scientific reports and research articles related to forest and natural resource science. Proofread for grammar, punctuation, clarity, consistency with Forest Service custom dictionaries and style guidelines, Government Printing Office Style Manual, and audience-appropriate readability.
- **Educational Materials** for international trainer and developer of student achievement curriculum. Each program in series included teacher manuals and student workbooks in MS Word and Adobe InDesign, and auto-run CDs to be distributed at workshops and sold online.
- Reformatted, revised, and edited **localized versions of 5 textbooks** (300 to 500 pages each) for publication in the U.S., the U.K., and Australia, with accompanying **Trainer's Guides, Participant Handouts, and PowerPoint presentations** for international trainer's Train the Trainer and Parent Participation conferences.
- Created InDesign format, edited content, and updated five volumes of **Workbooks to accompany CD/audiotape series** for non-native English speakers to be sold online to ESL trainers. Each workbook included automated table of contents, list of exercises, multi-level index, cross-references within and between chapters. Project required extensive use and understanding of IPA phonetics symbol sets.

References

George Buell, Sr. Vice President

Civic Solutions

27362 Calle Arroyo
San Juan Capistrano, California 92675
(949) 489-1442

buell@civicsolutions.com

Formatting, technical editing, proofreading, and fact consistency checking of General Plan Update for a California desert city, including separate Housing Element

Civic Solutions has been a client since 2016.

Veronica Tam, AICP, Principal

Veronica Tam and Associates

107 S. Fair Oaks Avenue, Suite 202
Pasadena, CA 91105
(626) 304-0440

Formatting, technical editing, proofreading Housing Elements for California public entities

Tam and Associates has been a client since 2022.

John Douglas

J.H. Douglas & Associates

P.O. Box 474
Shaver Lake, CA 93664-0474
(714) 803-2860

john@jhdplanning.net

Formatting, technical editing, proofreading of more than 40 Housing Elements, Environmental Impact Reports, and a General Plan Update for California public entities

John Douglas has been a client since 2006.

Heather McHugh, Benefits Admin. Manager

University of California, Office of the President

1111 Franklin Street
Oakland, CA 94607

heather.mchugh@ucop.edu

Assistance with InDesign publications for Health & Welfare and Retirements units, such as benefits summary and enrollment, designation of beneficiary, and benefits distributions.

UCOP was a client in 2022 during a change in department personnel.

Sydney H. Hawran, MAI, Partner

Hawran & Malm, LLC

Real Estate Consulting Appraisers

2618 San Miguel Drive, Suite 1601
Newport Beach, CA 92660

(949) 477-4977

syd@hmvalue.com

Formatting, proofreading, and technical editing of narrative real estate appraisal reports for public agencies; published reports contain 200+ pages of text, exhibits, tables, and public agency forms

Hawran & Malm has been a client since 2011.

Diane Bathgate, AICP

RRM Design Group

32332 Camino Capistrano, Suite 205
San Juan Capistrano, CA 92675

(949) 361-7950

dlbathgate@rrmdesign.com

Proofreading and editing Environmental Impact Reports, Housing Element Updates, Specific Plans, General Plan Elements, and proposals

RRM has been a client since 2015.

Shawna Schaffner, Chief Executive Officer

CAA Planning, Environmental Planners

30900 Rancho Viejo Road, Suite 285

San Juan Capistrano, CA 92675

(949) 581-2888

sschaffner@caaplanning.com

Formatting, technical editing, proofreading, and fact checking of Environmental Impact Reports and related CEQA planning documents for California entities

CAA Planning has been a client for more than 20 years.

Document All Stars is a certified UDBE (woman owned) and a WOSB certified by the SBA.

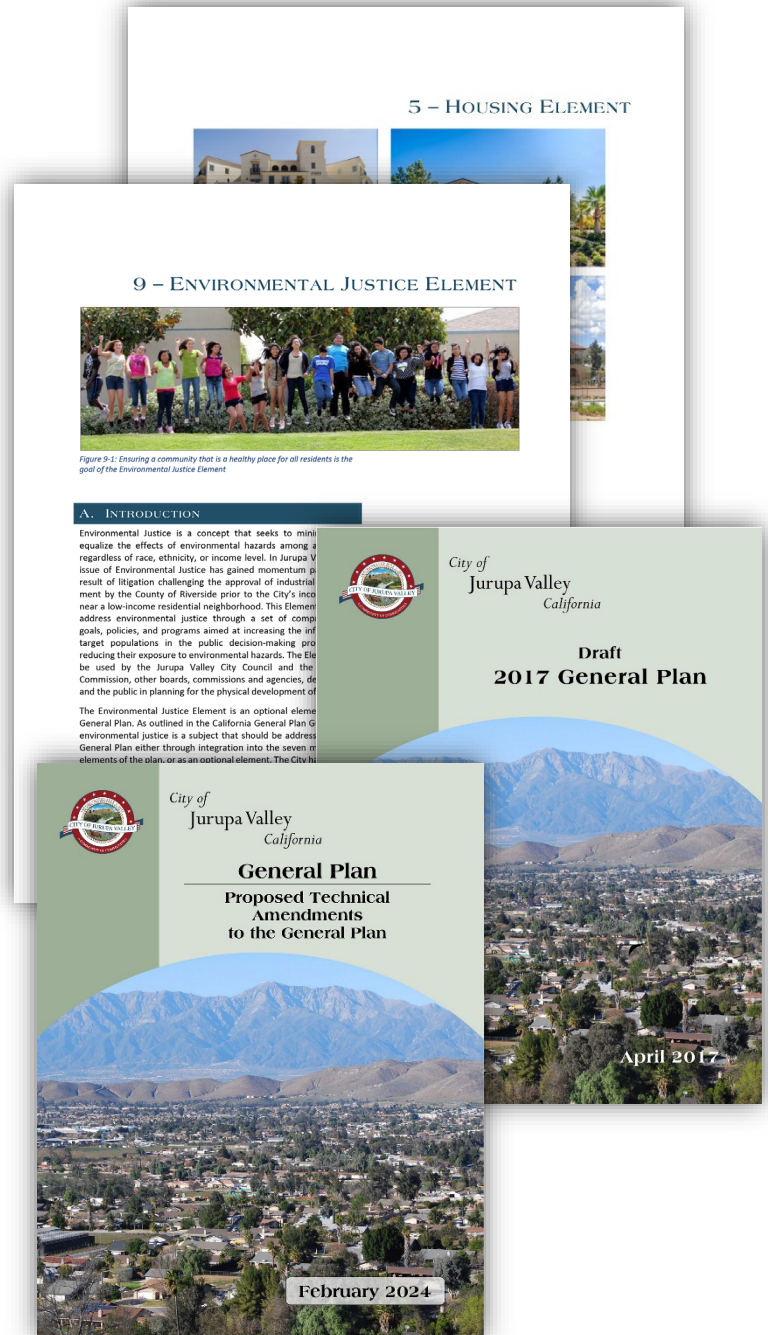


Portfolio Samples

General Plan, City of Jurupa Valley Civic Solutions 2016-2024

- MS Word and PDF; 520+ pages; 195 exhibits; 71 data/technical tables
- 10 topical General Plan Elements
- Created cover design and page design; assisted with graphics; edited for style consistency; verified that project specifications were used consistently throughout document
- Assisted multiple authors on project work team
- Edited copy for grammar/punctuation/style, proofread, formatted text and tables
- Prepared PDFs with bookmarks and hyperlink navigation to post on the City's website for public review
- Prepared auto-run CD menus and CD labels for distribution to interested parties

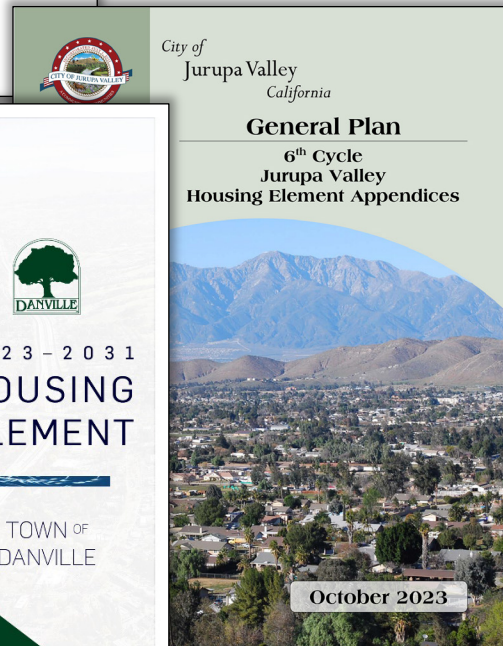
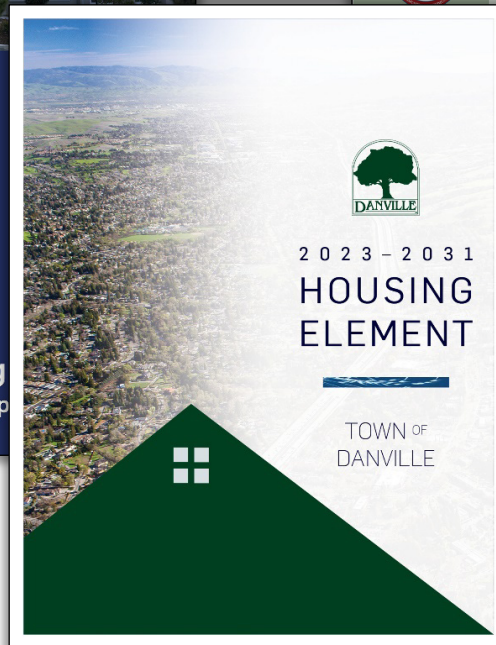
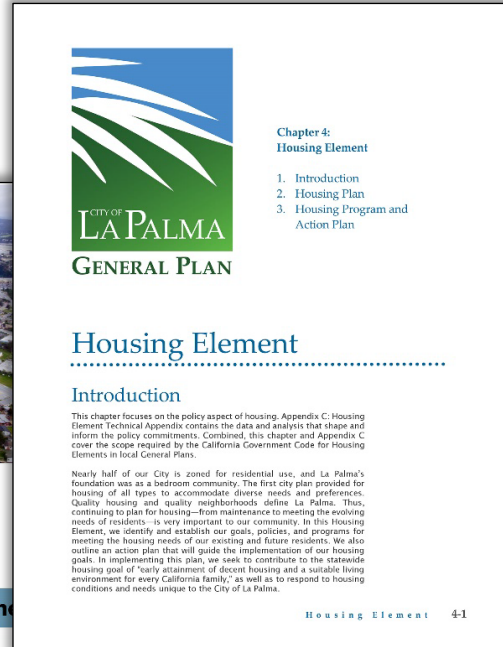
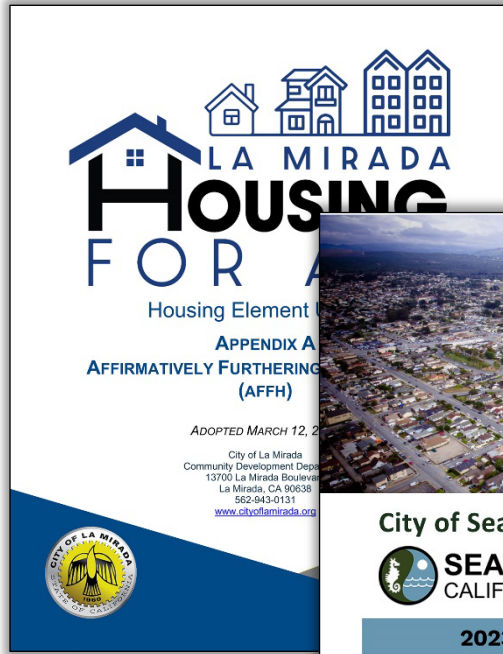
Contact George Buell, Sr. Vice President
Civic Solutions
(949) 489-1442
buell@civicsolutions.com



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Housing Elements – 6th Cycle



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Specific Plan, Environmental Impact Report, and Responses to Comments Esperanza Hills County of Orange, California 2013-2018

- MS Word and PDF; 858 pages; 213 exhibits; 161 data/technical tables; 1,124-page Responses to Comments
- 15 topical subsections, such as Aesthetics, Air Quality, Biological Resources, Cultural Resources, Geology & Soils, Greenhouse Gas Emissions, Hydrology & Water Quality, Land Use & Planning, Noise, Recreation
- Created page design; incorporated graphics from multiple sources; edited for consistent style and corporate voice; verified that project specifications are used consistently throughout document
- Assisted multiple writers/subcontractors on client's work team
- Edited copy for grammar/punctuation/style
- Created "Track Changes" revisions from the public entity's legal reviewers and subconsultant experts during lengthy draft and approval process
- Prepared PDFs with hyperlink bookmarks panel and navigation
- Prepared auto-run CD menus and CD labels for distribution to interested parties

Contact **Shawna Schaffner, CEO**
CAA Planning
(949) 581-2888
sschaffner@caaplanning.com

Doug Wymore, Principal
Yorba Linda Estates, LLC
(480) 966-6900
dwymore@wymorelaw.com

The collage shows various documents from the project. Key elements include:

- Chapter 4 - Project Description:** A page titled "4.3 Project Description" stating that the project site contains approximately 468.9 acres and is designed to provide a maximum of 340 residences in large-lot, low-density neighborhoods.
- Table 4.3-1 Planning Area Statistics:** A table with columns for Development, Planning Area 1, Planning Area 2, and Esperanza Hills.
- Chapter 5 - Hydrology and Water Quality:** A page titled "5.8 Hydrology and Water Quality" containing a detailed analysis of surface drainage and onsite hydrology conditions.
- CD Cover:** A cover for the "Esperanza Hills Specific Plan" featuring a landscape image and the project title.
- Final EIR Title Page:** The title page of the "Esperanza Hills Final Environmental Impact Report" for Project No. PA120037, dated March 10, 2015. It lists the lead agency as the County of Orange and the preparer as CAA Planning, Inc.

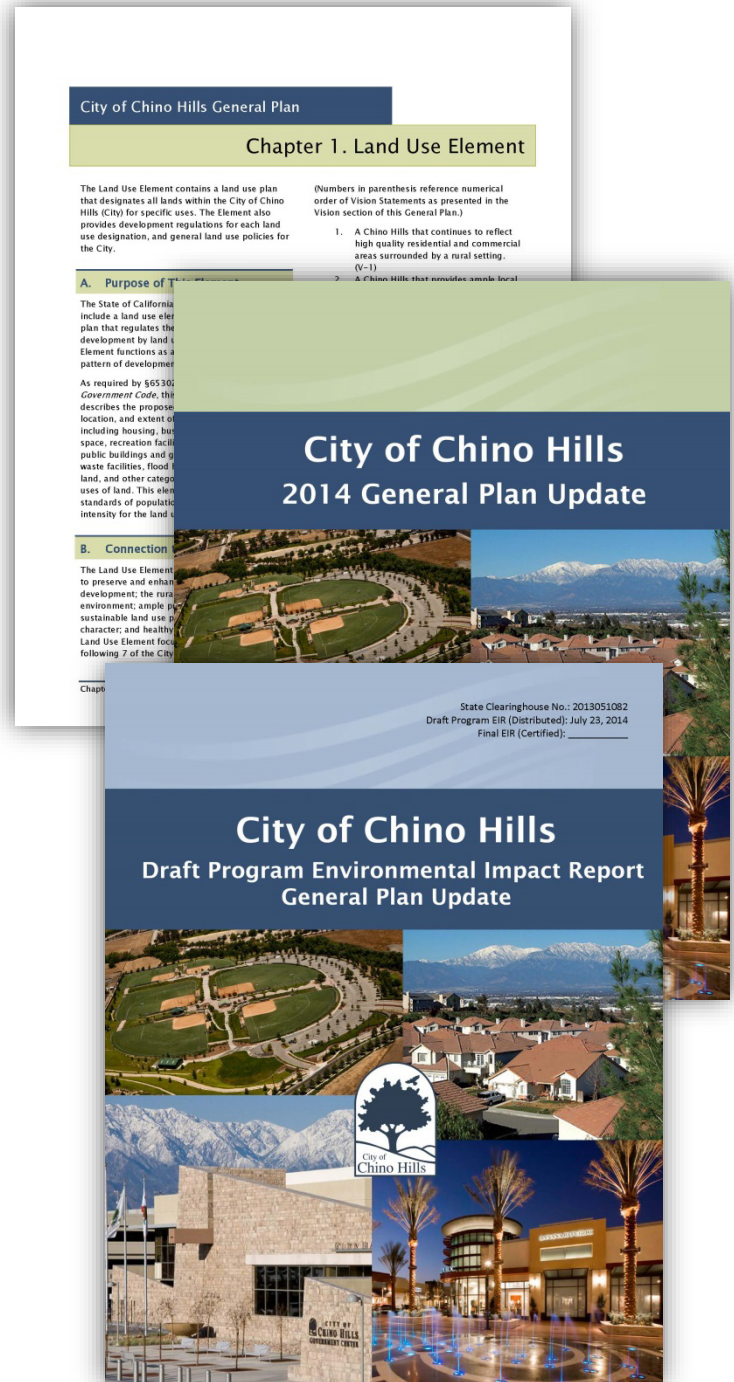
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General Plan Update, Environmental Impact Report, and Responses to Comments City of Chino Hills 2013-2015

- MS Word and PDF; 650+ pages; 54 exhibits; 69 data/technical tables
- 15 topical subsections
- Created cover design and page design; assisted with graphics; edited for style consistency; verified that project specifications were used consistently throughout document
- Assisted multiple authors/subcontractors on City's work team
- Edited copy for grammar/punctuation/style, proofread, formatted text and tables
- Provided "Track Changes" revisions and comments to be circulated among contributing authors during approval process
- Prepared PDFs with bookmarks and hyperlink navigation to post on the City's website for public review
- Prepared auto-run CD menus and CD labels for distribution to interested parties

Contact Joann Lombardo
Director, Community Development
(909) 364-2740
jlombardo@chinohills.org



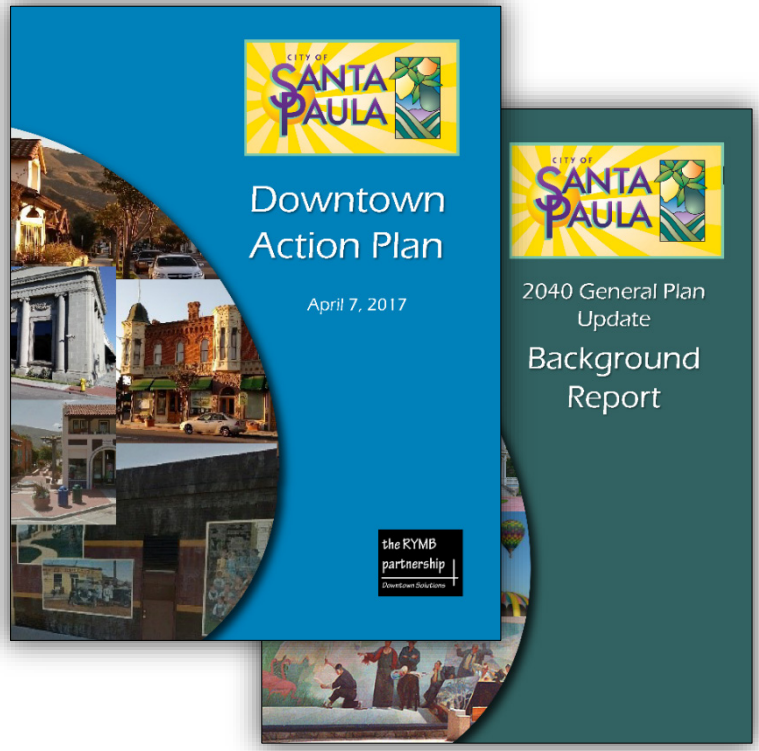
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**General Plan Update
Housing Element Updates
2006-2019**

- Receive draft text from client and apply formatting throughout
- Clean up, insert, or replace graphics
- Copy edited for format, grammar/punctuation/style, proofreading, graphics, tables
- MS Word and PDF; 75+ pages each, 30+ data/technical tables and graphs

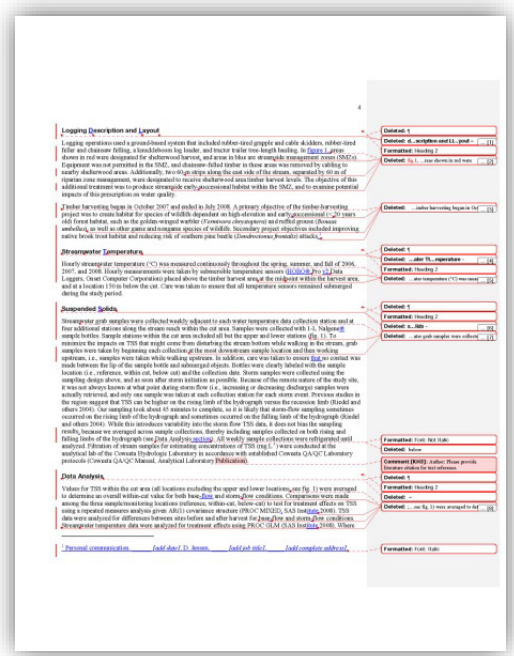
Contact John Douglas
J.H. Douglas & Associates
(559) 841-8248
john@jhdplanning.net



**Professional Editorial Assistance
Technical Reports, Research Papers
USDA Forest Service, Southern Research Station
Contract No. AG-4568-C-10-0018
2009-2011**

- Provided copy editing and manuscript styling per Forest Service specifications, style guidelines, custom dictionaries, and GPO Style Manual
- Project required experienced editorial discretion to conform authors' manuscripts and respect individual writers' choices and intent while considering readability levels and audience
- MS Word track changes; 20 to 75 pages per task order

Contact Donna Burnett, Science Delivery
USDA Forest Service, Southern Research Station
(828) 257-4351
dburnett@fs.fed.us



Evidence of Established Quality Control Procedures

Shawna Schaffner, CEO

CAA Planning and Environmental Services

Document All Stars, and Karen Herb in particular, are expert at providing word processing services. ***Tactful editors and fantastic proofreaders***, they deliver timely documents that are superbly formatted. Document All Stars exhibits ***great efficiency at grasping the nature of the project, including incorporating scientific and technical data and creating tables and charts***. And they have never missed a deadline.

Sydney Hawran

Hawran & Malm, LLC

I have engaged the document preparation services of Document All Stars since March 2011 when I opened my own business. ***They literally made our first year a success*** enabling us to put together large complex multi-property appraisal reports for public agencies containing hundreds of pages of narrative, exhibits, and required agency forms. ***Their work is beyond superlative – it is delivered to me professionally reviewed and in an incredibly timely manner in its preparation***, allowing me to meet my deadlines. I have written large appraisal narrative reports for acquisition and condemnation projects for over 25 years and ***never had a product completed for me in such a professional manner both technologically and in presentation***. I could not operate without Ms. Herb's skills.

Cheryle Hodge

Hodge & Associates Environmental Consulting

We work with very large environmental documents that are published for public review and must meet environmental law requirements. You amaze us at being able to make the impossible happen when it comes to critical deadlines.

Maureen Stuart

Editor / Team Lead, Technical Publications

USDA Forest Service, Southern Research Station

The authors reported to me (and I agreed) that your work significantly improved the readability and clarity of the text. So, MISSION ACCOMPLISHED! ***The technical editing was good, especially your attention to comparing data in the text with data in tables/figures, as well as your review of the literature citations***. ... I think your edits greatly improved the readability of this manuscript. (*Author comment forwarded: My manuscript has been much improved. Please inform your editor that I am very pleased with the results.*)

Heather Oleson, Executive Assistant

Toastmasters International

Document All Stars transcribed historical interviews for Toastmasters International. The interviews were conducted with Past International Presidents at an international convention. Their work was professional, prompt, and extremely accurate. ***One of our Past International Presidents said that the transcripts were the best he had ever seen. Specifically, we did not have to go back and listen to the audio in order to make revisions***.

Demonstrated Ability to Meet Deadlines

Tom Merrell, President
Civic Solutions

Thank you! You are awesome. Timing is perfect. *I really appreciate that you came through for us.*

Douglas Wymore, Developer
Esperanza Hills

You were a rock star. We really took this one down to the wire, so it was great that you stepped up and delivered.

Shawna Schaffner, CEO
CAA Planning and Environmental Services

Document All Stars, and Karen Herb in particular, are expert at providing word processing services. Tactful editors and fantastic proofreaders, *they deliver timely documents that are superbly formatted.* Document All Stars exhibits great efficiency at grasping the nature of the project, including incorporating scientific and technical data and creating tables and charts. *And they have never missed a deadline.*

Randy Nichols, Principal Consultant
p3 services

Thanks so much for making my project a priority today and setting up a nice-looking document with features that I can use on future documents of this type. *You are a real pro!*

Cheryle Hodge
Hodge & Associates Environmental Consulting

We work with very large environmental documents that are published for public review and must meet environmental law requirements. *You amaze us at being able to make the impossible happen when it comes to critical deadlines.*

Demonstrated Ability to Contain Costs

Lorna D. Sikorski
LDS & Associates

You are one of the most time-efficient people I have ever met! We have met some incredibly tight deadlines with your assistance. *Your editing and proofreading skills really limit the "do over" factor that used to drown our projects in additional costs.*

Timothy P. Farley, President
Farley Consulting Services

I don't know how I could have conducted my business nearly as successfully as I have without your competence and work ethic. *Publishing reports has frustrated us for a long time. The quality of your work is better and the cost of your service is less than any outside service or in-house attempts we've made before.* Thanks!

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Partial List of Clients

Environmental

Cambria Community Services District
CAA Planning – Environmental Planning Consultants
Chino Hills, City of
Civic Solutions – Urban Planning and Community Development
EPC Environmental – CEQA Consulting
Hodge & Associates – Urban Planners
J.H. Douglas & Associates – Environmental Consultants
RRM Design Group – Planning and Urban Design
U.S. Dept. of Agriculture/Forest Service – Southern Research Station
Veronica Tam and Associates – Environmental Planning Consultants
Yorba Linda Estates, LLC

Authors/Educators

LDS & Associates – English Skill Building and Accent Reduction Programs
The Bernard Group – You Can Do It! Education (Melbourne, Australia)
University of California, Office of the President
U.S. Dept. of Agriculture/Forest Service – Southern Research Station

Construction/Manufacturing

Granite Transformations LLC (USA)
Granite Transformations/
RockSolid Granite (Europe)
Klorman Construction
Peterson Brothers Construction, Inc.

Real Estate Appraisers/Consultants

Hawran & Malm, LLC –
Real Estate Appraisal Consultants
Hennessey & Hennessey LLC –
Real Estate Appraisal Consultants
TranSystems Real Estate Division (formerly Overland, Pacific & Cutler, Inc.) – Right of Way Acquisition and Real Estate Services

Consulting/Training

Echols-Hayes Communications
Farley Consulting Services – Claims Management Consulting
JBK & Associates – Strategic Healthcare Consulting
Talaria Advisory Group – Employee to Employer Communication
Systems Management Training & Consulting Group – Safety Training
Toastmasters International

Legal/Medical

Colin G. Koransky, Ph.D. –
Licensed Clinical Psychologist
Duff S. McEvers, Law Offices
James Miller, Esq.