

NATIONAL ASSOCIATION FOR COURT MANAGEMENT

2006 Annual Conference
July 9-13, 2006

Marriott Harbor Beach Resort
Fort Lauderdale, Florida

Leadership of the Nation's Trial Courts

Educational Program

Saturday, July 8

9:00 am to 3:00 pm

NACM Leadership Seminar for State Association Presidents (by invitation)

Location: Caribbean Salon V

Coordinator: **Collins E. Ijoma**, Immediate Past President

1:00 to 5:00 pm

NACM Board of Directors Meeting

Location: Jacksonville/Tallahassee

Sunday, July 9

9:00 am to noon

NACM Board of Directors Meeting (continued if needed)

Location: Jacksonville/Tallahassee

10:00 am to 6:00 pm

Conference Registration

Location: Caribbean Registration Desk

10:00 am to noon

Forum on the Advancement of Court Technology (FACT) Steering Committee

Location: Caribbean Salons VI-VIII

Noon to 1:30 pm

Joint Briefing by Technology Stakeholder Groups (Combined FACT and JTC Attendance)

Location: Caribbean Salons VI-VIII

1:00 to 4:00 pm

NACM Nominating Committee Interviews

Location: Tampa Boardroom

1:30 to 5:00 pm

COSCA/NACM Joint Technology Committee (JTC)

Location: Caribbean Salons VI-VIII

4:30 to 5:00 pm

NACM Host and Reporter Orientation

Location: Key West/Palm Beach

4:30 to 5:15 pm

Michigan State University Certification Program, 2006 Annual Track on Leadership, and General Overview

Location: Jacksonville/Tallahassee

Presenter: **Maureen E. Conner**, Executive Director, JERITT Project, Michigan State University, East Lansing, MI

5:15 to 6:00 pm

First-time Attendees Reception

Location: Grand Salons A-D

6:00 to 8:00 pm

Welcome and Dinner with entertainment by the Sunphonix Steel Orchestra (cash bar)

Location: Grand Salons E-K

Presenters: **Chelle Uecker**, NACM President, Orange County Superior Court, Santa Ana, CA; **Fred Lewis**, Chief Justice of the Supreme Court of Florida, Tallahassee, FL; **Nicki E. Grossman**, President, Greater Fort Lauderdale Convention and Visitors Bureau

Monday, July 10

8:30 to 9:00 am

Welcome and Award of Merit Presentation

Location: Caribbean Ballroom

Presenters: **Chief Judge Dale Ross**, Broward County, 17th Judicial Circuit, Ft. Lauderdale FL; **Chelle Uecker**, NACM President, Orange County Superior Court, Santa Ana, CA

9:00 to 10:00 am

Keynote: Leading and Pacing Others and Having Fun Doing It

Location: Caribbean Ballroom

Life is a journey...enjoy the ride! This exciting program offered by Brian Blasko invites you to discover and maximize your own personal potential. Our lives and careers are like vehicles, and we are the engines that keep them running smoothly. Come learn how to gain some "fuel" for your internal gas tank. While traveling on this journey Brian will share a few strategies for successful leadership, teamwork and personal development. The strategies have all been test-driven and proven road-worthy. Do not let life's little road blocks keep you stuck on the side of the road. Come have some fun and learn how to push your pedal to the metal!

Presenter: **Brian Blasko**, Youngstown, OH

Host: **Chelle Uecker**, Santa Ana, CA

Reporter: **Jennifer Wells**, Panama City, FL

10:00 to 10:15 am

Coffee and Beverage Service

10:15 to 11:45 am

Six Concurrent Workshops: Round I –
Leading the Community, the Justice System and the Court

• **Court Security: A Fundamental Component of Court Administration**

(repeats at 10:00 am on Tuesday)

Location: Caribbean Salon IV

Part 1 –Part 1 of a three-part program

Each Court Security session builds on the information from the prior session. The overall objectives for the combined sessions are to have participants be able to organize and manage court security improvement efforts at their court.

Using case studies developed from the terrible events of March 11, 2005, Judy Cramer will describe how events unraveled at the Fulton County Courthouse on that date. Participants will be asked why they think events happened as they did and then led by facilitated discussions on to what they think needs to be done.

Presenters: **Steve Steadman**, Senior Consultant, Policy Studies, Inc., Denver, CO; **John Voelker**, Director of State Courts Office, Madison, WI; **Timm Fautsko**, Principal Court Management Consultant, National Center for State Courts, Denver, CO; **Judy Cramer**, Court Administrator, Fulton County Courts, Atlanta, GA, **Greg Cowan**, Court Operations Consultant, Office of the State Courts Administrators, Tallahassee, FL

Host: **Martha Merrell**, Tampa, FL

Reporter: **Celina Rios**, Miami, FL

• **Leadership Workshop I: Foundations and Fundamentals (MSU Credit)** (repeats at 3:15 pm)

Location: Caribbean V

Effective leadership is part "do" and part "be". Some of it is a function of actions we take. Some is a function of the kind of person we are. In this complicated mix of necessary behaviors, there are certain observable, learnable practices. The performance of an individual leader can be improved through the identification and acquisition of these practices. The National Association for Court Management (NACM) has identified five areas of competency that are essential for effective third branch leadership. Simply occupying a position is no guarantee of effective leadership. As an influence process, leadership can occur at any time, at any place, at any level of an organization. It is episodic and situational. The five areas of leadership competency are described in NACM's Core Competency Curriculum Guidelines. They are: Credibility in Action, Focus Through Vision and Purpose, Manage Interdependencies: Work Beyond the Boundaries, Create a High Performance Work Environment and Do Skillful and Continual Diagnosis.

Presenter: **Dan Straub**, President, Straub & Associates, Presto, PA

Host: **Mark Van Bever**, Palm Bay, FL

Reporter: **Pamela DeVault**, Lee's Summit, MO

• **Intermediate Organizations: Purpose and Successful Case Studies** (repeats at 1:30 pm)

Location: Clearwater/Orlando

A new community-based phenomenon is spreading across America - the emergence of independent, non-partisan, non-profit organizations focused on court improvement and reform. For the most part, these groups are not political action committees (PACs) or special interest groups directed toward single issues, but associations of civic leaders, lawyers, and concerned citizens interested in preserving and enhancing their state and local justice systems. These organizations come in all shapes and sizes, and are predominantly state and locally based. The most successful are

dedicated to continuous monitoring and support of the highest standards of quality and integrity within their target jurisdictions. Through a Socratic panel, this workshop will provide participants an opportunity to explore and better understand alternative forms of this type of organization. Join us for this provocative discussion about an emerging issue.

Facilitator: **Gordon Griller**, Director, Trial Court Leadership Program, National Center for State Courts, Scottsdale, AZ

Presenters: **June Kress**, PhD, Executive Director, Council for Court Excellence, Washington, DC; **Bert Brandenburg**, Executive Director, Justice at Stake, Washington, DC; **Tim Delaney**, President, The Center for Leadership, Ethics and Public Service, Phoenix, AZ; **Todd Nuccio**, Trial Court Administrator, 26th Judicial District, Charlotte, NC

Host: **Yolande Williams**, Seattle, WA

Reporter: **Marcus Reinkensmeyer**, Phoenix, AZ

- **Cultural Competency for Court Leaders and Court Staff** (repeats at 3:15 pm)

Location: Key West/Palm Beach

This course considers the specific interests and concerns of the courts. Understanding how attitudes about differences influence behavior is fundamental to improving interactions across many cultural lines like: race, gender, age, disability, sexual orientation, educational level, economic status, etc. This skill-based educational program asks participants to consider their values and beliefs about “differences.” The course also examines the court’s treatment of differences. Participants will engage in exercises involving interpersonal and communication skills to increase confidence and comfort levels in handling cross-cultural interactions.

Presenter: **Diane Burbie**, Managing Principal, The ASPIRE Group, Pasadena, CA

Host: **Matthew Benefiel**, Orlando, FL

Reporter: **Marsha Unthank**, Minneapolis, MN

- **Court Interpretation: Scope of Problem and Basics** (repeats at 1:30 pm)

Location: Caribbean Salons I-III

Part 1 –Part 1 of a three-part program, this session will discuss with court managers the language issues facing the courts, large and small, today and in the future. What is an interpreter? Why is this our problem? This three part program will help you 1) better understand the issues you face, 2) identify the resources you need, and 3) suggest a leadership role for the courts. All sessions are interactive, with practical suggestions that the court manager can take back to the office. Paying lip service or paying interpreters? Why are interpreters and translators such valuable resources? A qualified interpreter can make the court proceedings that involve a non-English

speaker proceed more smoothly, more quickly, and leave you without those lingering doubts about access to justice. Qualified interpreters can save you money, time, and bad press.

- Interpreting and translating – what’s the difference and what are the key issues for courts
- What are published resources for educating judges and court staff
- Executive Order 13166 & Title VI – DOJ
- So you want to translate standard forms? What you need to know.

Presenters: **Wanda Romberger**, Manager, Court Interpreting Services, Research Division, National Center for State Courts, Williamsburg, VA; **Lisa Bell**, Court Operations Consultant, Office of the State Courts Administrator, Tallahassee, FL

Host: **Gay Inskeep**, St. Petersburg, FL

Reporter: **Stephen Shaw**, Fort Pierce, FL

- **Advanced Media Case Study** (repeats at 2:45 pm on Thursday)

Location: Caribbean Salons VI-VIII

With 24-hour news coverage, and the extensive interest of the public in the court system, our courts deal daily with the media and the concurrent problems and challenges that go along with the media’s presence. This session will feature two (2) experienced trial judges with wide-ranging experience with the media. The goal of this program is to help court professionals deal more effectively with the media and to enhance the confidence in our judicial system.

- Presenter: **Judge Adele Grubbs** and **Judge James Bodiford**, Cobb County Superior Court, Marietta, GA

Host: **K. Angela Smith**, Tampa, FL

Reporter: **Cathy Memecek**, Scottsdale, AZ

11:45 am to 1:15 pm

NACM Business Meeting and Awards Luncheon

Location: Grand Salons A-E

1:30 to 3:00 pm

Six Concurrent Workshops: Round II – Leading the Community, the Justice System and the Court

- **Communication and Motivation** (repeats at 3:15 pm)

Location: Caribbean Salons VI-VIII

Effective communication is the “key” to success. In this fun-filled workshop, Brian Blasko will deliver valuable information regarding the four general personalities we communicate with daily. Don’t miss this high-energy session that will take you on an unforgettable journey into the mind of the 4x4, Volvo, Sorts Car and Minivan. When starting your car, the correct key is essential...People are the same way! We need to start using the right keys to ignite the right personality engine. This

adventure will examine the characteristics and attributes of each vehicle. The “car key factor” will demonstrate how to interact effectively with each personality.

Presenter: **Brian Blasko**, Youngstown, OH
Host: **Sarah Brown-Clark**, Youngstown, OH
Reporter: **Thomas Dibble**, Newark, NJ

- **Court Security: Why and How to Collaborate with Others** (repeats at 1:00 pm on Tuesday)

Location: Caribbean Salon IV

Part 2 –Part 2 of a three-part program

Using small group discussions and presentations, John Voelker will facilitate a scenario in which the participants are divided into groups representing the courts, law enforcement, county commissioners, and the public. The scenario will be a budget presentation regarding court security.

Presenters: **Steve Steadman**, Senior Consultant, Policy Studies, Inc., Denver, CO; **John Voelker**, Director of State Courts Office, Madison, WI; **Timm Fautsko**, Principal Court Management Consultant, National Center for State Courts, Denver, CO; **Judy Cramer**, Court Administrator, Fulton County Courts, GA, **Greg Cowan**, Court Operations Consultant, Office of the State Courts Administrators, Tallahassee, FL
Host: **Beth Blankenship**, Shalimar, FL
Reporter: **Lawrence G. Meyers**, Joplin, MO

- **Leadership Workshop II: Manage Interdependencies and Work Beyond the Boundaries (MSU Credit)** (repeats at 1:00 pm on Tuesday)

Location: Caribbean Salon V

Peter Drucker has noted that, “There are no results within the walls of an organization.” By this, he means that every organization has some clientele, some customer, without which it would have no reason to exist. Courts have interdependencies with numerous other entities and individuals that must be as actively managed as internal relationships are. Court leaders should work on relationships, both internally and externally. This allows the courts to balance independence with accountability as the Trial Court Performance Standards require us to do.

Presenter: **Dan Straub**, President, Straub & Associates, Presto, PA
Host: **Krista Tracey**, Bradenton, FL
Reporter: **Thomas Genung**, Ft. Pierce, FL

- **Court Interpretation: Scope of Problem and Basics** (repeat of 10:15 am)

Location: Caribbean Salons I-III

Presenters: **Wanda Romberger**; **Lisa Bell**
Host: **Karen Gatto**, Clearwater, FL

- **Intermediate Court Organizations: Purpose and Successful Case Studies** (repeat of 10:15 am)

Location: Clearwater/Orlando

Presenters: **Gordon Griller**, **June Kress**, **Bert Brandenburg**, **Tim Delaney**, **Todd Nuccio**
Host: **Robert Snyder**, Clearwater, FL

- **NCSC Elders and the Courts Initiative** (repeats at 3:15 pm)

Location: Jacksonville/Tallahassee

Whether it’s called the “silvering of society,” the “graying of America,” or “baby boomers aging up,” the numbers are unprecedented! Do courts recognize the impact this demographic change will have on their daily processes, case management and dockets? Are they prepared? Recently, courts across the country have received media attention highlighting court struggles to address these very issues. In 2005, the National Center for State Courts (NCSC) created the multidisciplinary Elder Abuse and the Courts Working Group (EACWG) to increase judicial and court awareness, build court capacity and develop tools courts can use to improve the identification of and response to the growing problem of elder abuse, neglect and exploitation. The Working Group met in April 2006; these national experts developed five core recommendations for courts. At the TOP was the need for strengthened judicial and court leadership in this area. They also identified the top key components of an effective court response and strategies to improve community coordination. Please join Mike Bridenback, NACM Board member and representative to the EACWG, and Denise Dancy, Co-chair of the Working Group, in a discussion about the specific recommendations, strategies and products of the EACWG Meeting - and the specific leadership role court managers can have in moving their courts ahead in shaping an effective court response to elder abuse.

Presenters: **Denise Dancy**, Research Division, National Center for State Courts, Williamsburg, VA; **Mike Bridenback**, NACM Appointed Director, Court Administrator, Tampa, FL

Host: **Barbara Rodriguez**, Tavares, FL
Reporter: **Lisette Sanabria Dede**, Miami, FL

3:00 to 3:15 pm

Coffee and Beverage Service

3:15 to 4:45 pm

Six Concurrent Workshops: Round III –
Leading the Community, the Justice
System and the Court

- **Communication and Motivation** (repeat of 1:30 pm)

Location: Caribbean Salons VI-VIII

Presenter: **Brian Blasko**

Host: **Britt Beasley**, Jacksonville, FL

- **Court Web Pages: Best of Breed** (FACT sponsored) (repeats at 2:45 pm on Tuesday)

Location: Caribbean Salons I-III

A significant number of courts seek to improve customer service and access to justice by developing websites. Early efforts resulted in websites containing rudimentary information, directions to the courthouse, pictures of judges, and telephone numbers to court departments. Advances in web design now afford the opportunity to interact with court patrons by making court calendars, forms, case indices, electronic filing, online fine/fee payment and other dynamic transactions available. This session will look at the best of class in court website content and suggest several models to which courts can benchmark for new web design or current site improvements. The session is geared to court managers and decision makers, not to programmers, although some programming options will be covered. This session is sponsored by FACT, the Forum on the Advancement of Court Technology (<http://FACT.ncsc.dni.us>), for which Chris Crawford serves as chair.

Presenter: **Chris Crawford**, Justice Served, Eureka, CA

Host: **Jon Lin**, Ocala, FL

Reporter: **Celina Rios**, Miami, FL

- **Leadership Workshop I: Foundations and Fundamentals, (MSU Credit)** (repeat of 10:15 am)

Location: Caribbean Salon V

Presenter: **Dan Straub**

Host: **Mark Weinberg**, Daytona Beach, FL

- **Court Interpretation: Court Interpreter Training - Why Care About It?**

Location: Caribbean Salon IV

Part 2 - Interpreter training? Why do I care about interpreter training? This is Part 2 of a three-part program for court managers who deal with a lack of resources (among them qualified interpreters) every day. Learn why interpreter training (IT) benefits you as a manager whether your court is metro or rural. This session is designed to help court managers understand why ongoing interpreter training (IT) is necessary and to better determine what level of skill is required to be considered a qualified interpreter. The numerous training approaches, the variety of available

curricula, the lack of enforceability in existing governmental regulations, and the lack of training requirements demonstrate the need for a standardized, comprehensive training curriculum for court interpreters. Learning to effectively identify a professional interpreter from an "ad-hoc" yet well-intentioned bilingual person is a must.

Presenters: **Carola F. Green**, Coordinator Court Interpreting, Research Division, National Center for State Courts, Williamsburg, VA; **Agustin de la Mora**, Interpreter Coordinator, 9th Judicial Circuit Court, Orlando, FL

Host: **Karen Gatto**, Clearwater, FL

Reporter: **Barbara Dawicke**, Gainesville, FL

- **Cultural Competency for Court Leaders and Court Staff** (repeat of 10:15 am)

Location: Key West/Palm Beach

Presenter: **Diane Burbie**

Host: **Michelle Bourrie**, St. Petersburg, FL

- **NCSC Elders and the Courts Initiative** (repeat of 1:30 pm)

Location: Jacksonville/Tallahassee

Presenters: **Denise Dancy**; **Mike Bridenback**

Host: **Sharon Noll**, Tampa, FL

4:45 to 5:30 pm

Special Program: What's Going On In NACM?

Location: Key West/Palm Beach

6:00 to 11:00 pm

Group Social – Beach Party at the John U Lloyd Beach State Park. Shuttle buses will depart from the Convention Entrance of the Marriott Hotel

Tuesday, July 11

8:30 to 8:45 am

Welcome and Justice Achievement Award Presentation

Location: Caribbean Ballroom

Presenter: **Skip Chesshire**, NACM President
Elect, Cobb County Superior Court, Marietta, GA

8:45 to 9:45 am

Keynote: Families in Court: Issues and Answers

Location: Caribbean Ballroom

Presenter: **Justice Barbara J. Pariente**,
Supreme Court of Florida, Tallahassee, FL
Host: **Skip Chesshire**, Marietta, GA
Reporter: **Phillip Knox**, Phoenix, AZ

9:45 to 10:00 am

Coffee and Beverage Service

10:00 to 11:30 am

Five Concurrent Workshops: Round IV –
Leading the Community, the Justice
System and the Court

• **Self Represented Litigants: Why This Is
a Leadership Issue and The Basics**

(repeats at 2:45 pm)

Location: Caribbean Salons VI-VIII

Why court leaders should be concerned about self represented litigants. A review of all the factors to which court leaders need to pay attention in order to ensure that self represented litigants not only have access to the courthouse and the justice system, but also have a realistic opportunity to obtain the relief to which they are entitled under the law and facts applicable to their case. Topics include courthouse signage, self help centers, workshops and seminars for pro se litigants, automated sources for forms and information, training for judges and staff, proactive caseload management practices, assistance in preparing for hearings and trials, producing orders, decrees and judgments that litigants can take with them when they leave the courthouse, special pro se calendars, assistance in enforcing court orders and judgments, security concerns, and collaboration with legal services and other public and private entities.

Moderator: **John Greacen**, Greacen
Associates, LLC, Regina, NM

Presenters: **Katherine Alteneader**, Co-Director,
Family Law Self Help Center, Anchorage, AK;
Jennifer R. Keiser, Director, Family Division,
Circuit Court for Prince Georges County,
Upper Marlboro, MD; **Susan Ledray**, Pro Se
Services Manager, 4th Judicial District Court,
Hennepin County, Minneapolis, MN

Host: **Martha Merrell**, Tampa, FL

Reporter: **Andy Madsen**, Regina, NM

• **Leadership Workshop III: Be Credible in
Action and Create Focus Through
Vision (MSU Credit)** (repeats at 10:00 am on
Wednesday)

Location: Caribbean Salon V

Credibility is the keystone of leadership. Personal credibility leads to trust. Warren Bennis says that, "Trust is the lubricant of all organizations." Without it the wheels of organizational machinery don't turn very smoothly. Effective court leaders are action-oriented and transparent. They say what they mean, they mean what they say, they do what they say, and everybody knows it. They hold themselves to the same standard that they use for others. Many of the component parts of credibility fall into the "give to get" category. If one wants to get trust, respect, honesty, fairness, feedback, openness, one has to give it first.

Presenter: **Dan Straub**, President, Straub &
Associates, Presto, PA

Host: **Kimberly Miller**, Bradenton, FL

Reporter: **Valerie Carullo**, Miami, FL

• **Advanced Concepts in Cultural
Competency**

Location: Clearwater/Orlando

This course explores how courts can do more than just tolerate "differences" represented in their diverse workforce and public served. Participants learn to draw on the diverse cultures, experiences, perspectives and talents found among diverse co-workers and community partners. We provide practical approaches to respecting personal boundaries, while gleaning culture specific information necessary for effective problem-solving. Techniques for managing performance issues – without confusing cultural dynamics – is a key portion of the course content.

Presenter: **Diane Burbie**, Managing Principal,
The ASPIRE Group, Pasadena, CA

Host: **Alana Monge**, Sarasota, FL

Reporter: **Phillip Hanley**, Phoenix, AZ

• **Families in Court: Proven Strategies**

(repeats at 2:45 pm)

Location: Caribbean Salons I-III

This interactive panel will address an array of approaches being implemented around the country to improve the effectiveness and performance of courts handling juvenile and family cases including the application of performance measures; scheduling practices when family members are involved in multiple cases; use of screening and assessment tools; ADR; court/agency collaboration; and various means for expediting dispositions in delinquency and dependency cases.

Presenters: **Richard Van Duizend**, Principal
Court Management Consultant, National
Center for State Courts, Arlington, VA; **Carla
Guenther**, Deputy Chief Magistrate,
Hamilton County Court of Common Pleas,
Cincinnati, OH; **Rik Schmidt**, Director,
Juvenile Court Services, Pima County
Juvenile Court, Tucson, AZ; **Gene Flango**,
Executive Director, Programs Resource
Development, National Center for State
Courts, Williamsburg, VA

Host: **Susan Berg**, Tavares, FL

Reporter: **Lauren Lazarus**, Miami, FL

• **Court Security: A Fundamental
Component of Court Administration**

(repeat of 10:15 am Monday)

Location: Caribbean Salon IV

Part 1 –Part 1 of a three-part program

Presenters: **Steve Steadman**, **John Voelker**,
Timm Fautsko, **Judy Cramer**, **Greg Cowan**

Host: **Heather Thullbery**, Tampa, FL

11:30 am to 1:00 pm

Lunch on your own

1:00 to 2:30 pm

Six Concurrent Workshops: Round V –
Leading the Community, the Justice
System and the Court

- **Self Represented Litigants Self Help Programs: Making the Case to the Bench and Bar**

Location: Caribbean Salons VI-VIII

Objections to self help programs raised by judges and lawyers and how to respond to them. Can citizens represent themselves effectively? If so, in what types of cases? Do self help programs produce more pro se litigants? How can judges and court staff deal with the legal and ethical restrictions on providing assistance to self represented litigants? Should court self help programs be provided only to indigent citizens? How can court leaders effectively market self help programs to skeptical judges, court staff, and the organized bar?

Moderator: **Susan Ledray**, Pro Se Services Manager, 4th Judicial District Court, Hennepin County, Minneapolis, MN

Presenters: **John Greacen**, Greacen Associates, LLC, Regina, NM; **Bonnie Rose Hough**, Supervising Attorney, Center for Families, Children and the Courts, Judicial Council of California – Administrative Office of the Courts, San Francisco, CA

Host: **Marcus Reinkensmeyer**, Phoenix, AZ

Reporter: **Brian Karth**, Phoenix, AZ

- **Court Interpretation: Public Service Interpreting Resource Centers (PSIRCs)** (repeats at 2:45 pm)

Location: Clearwater/Orlando

Part 3 – By Jove, I think we've got it! *Bringing it all together – Part 3 of this three-part program looks at Public Service Interpreting Resource Centers (PSIRC's). Learn how courts –large and small – can play a leadership role in better managing scarce interpreting resources, improve access to justice, and provide equal treatment to limited-English proficient (LEP) individuals. **The Solution: Resource and Service Sharing.** A cost efficient and effective way to help the American justice system meet its language needs is through a resource sharing program similar to the currently existing Consortium for State Court Interpreter Certification's testing program. That program allows a number of states to pool their resources and come up with cost efficient ways of managing their needs. PSIRCs can provide a cost effective and efficient way to meet the needs of multiple public service agencies. The cost of maintaining the Centers would be defrayed by a combination of start-up funding and fees from the agencies using the services. When managed efficiently, overhead*

costs would be low and a self-sustainability would come into effect.

Presenters: **Bill Hewitt**, Principal Court Research Consultant, Research Division, National Center for State Courts, Williamsburg, VA; **Wanda Romberger**, Manager, Court Interpreting Services, Research Division, National Center for State Courts, Williamsburg, VA

Host: **Aida Hulluska**, Tampa, FL

Reporter: **Diana Williams**, Tampa, FL

- **Court Reporters: Fair and Balanced**

(repeats at 2:45 pm)

Location: Key West/Palm Beach

Budgets are tight and resources are scarce. Come learn how to manage your court reporting resources when there is a shortage of funding and/or a shortage of personnel. This seminar will address current court reporting technology, reporter/administration relationships, and court reporting management practices.

Presenter: **Merilyn Marquardt-Sanchez**, President, National Court Reporters Association, Phoenix, AZ; **Paulita E. Kundid**, Court Reporter, Daytona Beach, FL

Host: **Janice Albury**, Tampa, FL

Reporter: **Chris Crawford**, Eureka, CA

- **Court Security: Why and How to Collaborate With Others** (repeat of 1:30 pm on Monday)

Location: Caribbean Salon IV

Part 2 –Part 2 of a three-part program

Presenter: **Steve Steadman**, **John Voelker**, **Timm Fautsko**, **Judy Cramer**, **Greg Cowan**

Host: **Sheila Sims**, Pensacola, FL

- **Drug Courts: Do They Work?** (repeats at 2:45 pm on Thursday)

Location: Caribbean Salons I-III

Building from the first drug court in Miami in 1989, there are now over 2,000 problem-solving courts in the United States alone. This workshop presents a case study of one such effort: the Drug Court Program in Cobb County, Georgia that began in December 2002. The presenters will discuss the elements of success including funding, the program's financial statistics, demographic history, and graduate statistics. One of the first graduates will tell his personal story followed by a question and answer period.

Presenter: **Judge George Kreeger**, Drug Courts, and **Kristie Garrett**, Drug Court Administrator, Cobb County Superior Court, Marietta, GA

Host: **Todd Tuzzolino**, Ocala, FL

Reporter: **Paul Indelicato**, Miami, FL

- **Leadership Workshop II: Manage Interdependencies and Work Beyond the Boundaries (MSU Credit)** (repeat of 1:30 pm on Monday)
Location: Caribbean Salon V
Presenter: **Dan Straub**
Host: **Arlean Adekoya-Fitzgerald**, Port Charlotte, FL

2:30 to 2:45 pm

Coffee and Beverage Service

2:45 to 4:15 pm

Six Concurrent Workshops: Round IV – Leading the Community, the Justice System and the Court

- **Court Web Pages: Best of Breed** (FACT sponsored) (repeat of 3:15 pm on Monday)
Location: Caribbean Salon V
Presenter: **Chris Crawford**
Host: **Angela Smith**, Tampa, FL

- **Court Interpretation: Public Service Interpreting Resource Centers (PSIRCs)** (repeat of 1:00 pm)

Location: Clearwater/Orlando
Presenter: **Bill Hewitt**; **Wanda Romberger**
Host: **Barbara Dawicke**, Gainesville, FL

- **Court Security: Emergency Preparation** (repeats at 10:15 am on Thursday)

Location: Caribbean Salon IV
Part 3 –Part 3 of a three-part program.
This session led by Timm Fautsko and Greg Cowan will use a group problem-solving format to help participants gain an understanding of the components of the process of preparing for emergencies.

Presenters: **Steve Steadman**, Senior Consultant, Policy Studies, Inc., Denver, CO; **John Voelker**, Director of State Courts Office, Madison, WI; **Timm Fautsko**, Principal Court Management Consultant, National Center for State Courts, Denver, CO; **Judy Cramer**, Court Administrator, Fulton County Courts, GA, **Greg Cowan**, Court Operations Consultant, Office of the State Courts Administrators, Tallahassee, FL

Host: **Paula Davey**, Deland, FL
Reporter: **Rick Martinez**, Miami, FL

- **Self Represented Litigants: Why This Is a Leadership Issue and The Basics** (repeat of 10:00 am)

Location: Caribbean Salons VI-VIII
Presenters: **John Greacen**, **Katherine Alteneder**, **Jennifer R. Keiser**, **Susan Ledray**
Host: **Krista Tracey**, Sarasota, FL

- **Court Reporters: Fair and Balanced** (repeat of 1:00 pm)
Location: Key West/Palm Beach
Presenters: **Marilyn Marquardt-Sanchez**; **Paulita E. Kundid**
Host: **Janice Conway**, Sarasota, FL

- **Families in Court: Proven Strategies** (repeat of 10:00 am)
Location: Caribbean Salons I-III
Presenters: **Richard Van Duizend**, **Carla Guenther**, **Rik Schmidt**, **Gene Flango**
Host: **Michelle Smith**, Sarasota, FL

2:45 to 7:00 pm

Vendor Show

Location: Grand Ballroom
NACM Pins Showcase and Exchange in Vendor area 4:30-5:30 pm

4:30 to 5:30 pm - Bonus Workshop

- **Improving Dependency Case Processing: Making Best Use of New Federal Dollars**

Location: Jacksonville/Tallahassee
The purpose of this session is to make participants aware that \$20 million per year for the next five years in new federal money has been added to the Court Improvement Program to improve processing of child abuse and neglect cases. Half of the funds are for data collection and analysis, which includes court performance measurement, data sharing, and quality assurance. The other half of the funds are for cross training of judges, court staff, and child welfare staff on aspects of processing child abuse and neglect cases. The presenters will discuss the types of service delivery that meet funding guidelines and will make suggestions on how to leverage technical assistance and training, including e learning, to achieve maximum improvement in court performance.

Presenter: **Victor E. Flango**, Executive Director Programs Resource Development, National Center for State Courts, Williamsburg, VA; **Daniel J. Hall**, Vice President, Court Consulting Services, National Center for State Courts, Denver, CO; **Ray Foster**, Education Technology Director, National Center for State Courts, Williamsburg, VA

5:30 to 7:00 pm

Vendor Reception

Location: Grand Ballroom

Dinner on your own: Shuttle transportation available to and from the local dining areas

Wednesday, July 12

Fun Run/Walk
Golf - sign up sheet in Registration Office
Bahamas Cruise

7:30 to 10:30 am

Vendor Show

Location: Grand Ballroom
Continental Breakfast (8:30 to 9:30 am)
Prize drawing (10:00 to 10:30 am)

8:00 to 10:00 am

Knowledge Fair – Featuring Justice

Achievement Award Winners and Nominees
Location: Grand Salons E-F Foyer

10:00 to 11:30 am

- **Leadership Workshop III: Be Credible in Action and Create Focus Through Vision (MSU Credit)** (repeat of 10:00 am Tuesday)

Location: Caribbean Salon V
Presenter: **Dan Straub**, President, Straub & Associates, Presto, PA
Host: **Heather Thullbery**, Tampa, FL

NACM Committee Meetings

All conference attendees are invited and welcome to attend any NACM Committee meeting. A Committee Preference Form that includes the activities of each committee is included in the conference materials. If you have questions about the committees, please feel free to contact any NACM Board member.

10:30 to 11:30 am

- **Conference Development Committee**
Location: Clearwater/Orlando
- **Publications/Communications**
Location: Jacksonville/Tallahassee

11:00 am to 12:00 pm

- **Membership Services**
Location: Caribbean Salon I-III

11:30 am to 1:00 pm

Lunch on your own

1:00 to 2:30 pm

- **Leadership Workshop IV: Do Skillful and Continued Diagnosis (MSU Credit)**

Location: Caribbean Salon V
Leaders must always have a ready answer to the "How well are we doing?" question. That answer must be based on data. The most effective leaders find ways to get feedback from the

organization and its clientele on a real-time basis. They are not satisfied with the historical information provided by statistics and reports. It is often too old to be of value in heading off current problems. They find other sources of information that include both lagging and leading indicators of court performance. There is no "one best way" to manage a court. Each is unique in the leadership challenges it presents. Therefore, tomorrow's leader needs to be first and foremost a diagnostician.

Presenter: **Dan Straub**, Presto, PA
Host: **Suzanne Stinson**, Benton, LA
Reporter: **Phillip Knox**, Phoenix, AZ

- **What's New With CourTools!**

Location: Jacksonville/Tallahassee
This bonus workshop will begin with an introduction and overview of CourTools and continue with a description of WebCT and NCSC Research Measure Analysis Templates. The presenters will also report how CourTools are being used throughout the nation's courts.

Presenter: **Dan Hall**, Vice President, Court Consulting Services, National Center for State Courts, Denver, CO; **Richard Schaufler**, Director, Research Services, National Center for State Courts, Williamsburg, VA; **Ingo Keilitz**, President, Sherwood Consulting/CourtMetrics, Williamsburg, VA

Host: **Walt Smith**, Sarasota, FL
Reporter: **Phillip Hanley**, Phoenix, AZ

Dinner on your own

Thursday, July 13

8:45 to 10:00 am

Keynote: Leadership, Stress and Refrigerator Rights: A Humorous Teaching About Living a Good Life

Location: Grand Salons E-F

No matter what career you pursue - whether business, health care, public service or non-profit - we share a critical connection. We are working in a culture of mobility, competitive individuality and media saturation. The result is that Americans lead the developed world in stress related ailments. Enjoying one's work, contributing, and leading are the desire of every productive person. Much of the current advice we hear is focused on self-help and based on popular psychology. These approaches seldom work and rarely last. Into that mix comes a new approach - based on solid research & practical application. Dr. Will Miller will offer attendees a perspective that promises to leave you energized and changed for good. And, oh by the way, you will laugh as you learn.

Introduction: **Paul Burke**, NACM Vice President,
Director of Court Operations, Trial Court of
Massachusetts, Boston, MA
Presenter: **Dr. Will Miller**, Lafayette, IN
Host: **Paul Burke**, Boston, MA
Reporter: **Blan Teagle**, Tallahassee, FL

10:00 to 10:15 am

Coffee and Beverage Service

10:15 to 11:45 am

Six Concurrent Workshops: Round VII –
Leading the Community, the Justice
System and the Court

• **Jury Management: Promising Innovations** (repeats at 1:00 pm)

Location: Grand Salons J-K

This session will update attendees on the latest trends in jury management and trial procedure including the promise and perils of jury automation, evolving case law on what "fair cross section of the community" really means, the experience in Arizona with the Lengthy Trial Fund, and better ways to measure jury use. Preliminary findings from the NCSC State-of-the-States Survey of Jury Operations also will be presented.

Presenters: **Tom Munsterman**, Director,
Center for Jury Studies, National Center for
State Courts, Arlington, VA; **Paula
Hannaford-Agor**, Director, Center for Jury
Studies, National Center for State Courts,
Williamsburg, VA

Host: **Michelle Bourrie**, St. Petersburg, FL

Reporter: **Brian Karth**, Phoenix, AZ

• **Judicial Branch Education Leadership and Court Management Providers and Programs** (repeats at 2:45 pm)

Location: Grand Salons C-D

Leadership is defined in many ways, thus approaches to teaching leadership are vast and varied. During this session participants will discuss and debate the definition of leadership; compare and contrast several current approaches to leadership education; review results of a national survey to assess what is currently being done in judicial branch education regarding leadership courses/programs; and explore possible next steps for identifying and educating potential future leaders in the courts.

Presenters: **Karen Thorson**, Director,
Education Division/CJER, Administrative
Office of the Courts, San Francisco, CA;
Maureen E. Conner, Executive Director,
JERITT Project, Michigan State University,
East Lansing, MI

Host: **Suzanne Blavet**, Clearlake, CA

Reporter: **Susan Laniewski**, Billerica, MA

• **Taking the Lead with Media Relations**

(repeats at 1:00 pm)

Location: Grand Salons G-H

In today's information age, leadership isn't limited to the judicial arena. The media have become a pervasive factor to be reckoned with in terms of maintaining and increasing the public's confidence our judicial system. This session will concentrate on how best to demonstrate this public leadership, beginning with an overview of why it is important for the courts to have a plan to respond to media inquiries and to cultivate the appropriate relationships so that the critics of our judicial system do not have the media playing field all to themselves. After reviewing why this is critical to the public's trust and confidence in the judicial system, the session will focus on ways court administrators can implement such a plan and include examples of how best to cope with circumstances, both positive and negative as respects media interest in the courts.

Presenter: **Gary Hengstler**, Director, National
Center for Courts & Media, Reno, NV

Host: **Calvin Green**, Tampa, FL

Reporter: **Jude Del Preore**, Mount Holly, NJ

• **How to Deal with the Legislature**

Location: Grand Salons A-B

The chair of the most powerful committee of the Georgia Legislature, House Rules will share insider tips on how court leaders can improve their effectiveness in shaping and maintaining legislative – judicial relationships. At best it is partnership that involves both constructive tension and conflict and shared agendas.

Presenter: **Earl Ehrhart**

Host: **Michael Bridenback**, Tampa, FL

Reporter: **Salli Eckert**, Miami, FL

• **Families in Court: Integration Through IT** (repeats at 1:00 pm)

Location: Grand Salon F

The concept of one judge- one family is a best practice for child welfare cases. But the ultimate goal of achieving permanency cannot be realized unless there is a way to determine compliance with ASFA guidelines, child well-being data, and timely hearings. But what is the court's responsibility for this? This workshop will explore practical solutions to obtaining information about timeliness including a view of a very simple tool to collect information.

Presenter: **Ray Wahl**, Juvenile Court
Administrator, Administrative Office of the
Courts, Salt Lake City, UT

Host: **Paula Davey**, Deland, FL

Reporter: **T.J. BeMent**, Las Vegas, NV

- **Court Security: Emergency Preparation**
(repeat of 2:45 pm on Tuesday)
Location: Grand Salon E
Part 3 –Part 3 of a three-part program
Presenter: **Steve Steadman, John Voelker, Timm Fautsko, Judy Cramer, Greg Cowan**
Host: **Debbie Thomas**, Tavares, FL

11:45 am to 1:00 pm
NACM Swearing In and Business Meeting Luncheon

Location: Caribbean Salons I-V

1:00 to 2:30 pm

Six Concurrent Workshops: Round VIII –
Leading the Community, the Justice System and the Court
Location: Grand Salons

- **Understanding, Managing and Succeeding With Females In the Courts**

Location: Grand Salons C-D

Within the past decade, females entering the justice system have significantly increased in numbers. The perception is females entering the system are more violent and criminal in their behaviors. However, as professional organizations and researchers have profiled females entering the system, the results reflect a female population who is not necessarily more violent in behavior but certainly one for whom the justice system has been ill-prepared. The needs of females are dramatically different from males and these needs are not being addressed. Females are costly to treat and frustrating for court workers and judges. Compounding this issue is the societal ramifications of not adequately or appropriately treating females within the justice system in that their birthing potential is enormous and adolescents represent one of the most at-risk groups for the spread of sexually transmitted disease, including AIDS and HIV. There is an alternative to escalating girls to costly, residential placement. This workshop will assist the participant in the essential understanding of the need for a cost-effective, deliberate, female-responsive approach to quality, community – based, case management.

Presenter: **Kevin Bowling**, NACM General Jurisdiction Director, Court Administrator, 20th Judicial Circuit Court, Grand Haven, MI;
Sandra Metcalf, Assistant Juvenile Services Director, Family Division, 20th Circuit Court, West Olive, MI

Host: **Kevin Bowling**, Grand Haven, MI
Reporter: **Dennis Metrick**, Phoenix, AZ

- **ADA Basics: It Is the Law** (repeats at 2:45 pm)

Location: Grand Salons A-B

The Americans with Disabilities Act (ADA) ensures access for people with disabilities to programs, services, and facilities in both the public and private sectors. In this session, presenters will review provisions of the law that apply to the nation's courts and will outline methods for achieving compliance. Common access issues and solutions to them will be explored. The information provided will help court managers assume a leadership role in guaranteeing access to court operations, services, and facilities for all users. Representatives from the U.S. Department of Justice and the U.S. Access Board, which are responsible for implementing key provisions of the ADA, and a key official from a Federal advisory panel on courthouse accessibility will be the presenters.

Presenter: **David Yanchulis**, Accessibility Specialist; U.S. Access Board, Washington, DC; **Tracy R. Justesen**, Disability Rights Section, US Department of Justice, Washington, DC; **Luis F. Pitarque**, Project Manager/Architect, HDR Architecture, Inc., Alexandria, VA

Host: **T.J. BeMent**, Las Vegas, NV

Reporter: **Roy Wynn**, Washington, DC

- **Self Represented Litigants: Self Help Programs: Designing One to Fit Your Needs** (repeats at 2:45 pm)

Location: Grand Salon E

How to go about developing your self help program or fine tuning an existing program to take advantage of experience throughout the country. Topics include what case types and services to include in your program, means testing of self help services, alternative self help services delivery mechanisms, ensuring equal services to petitioners and respondents, effective use of websites, document assembly tools, and other uses of technology, issues arising from the use of court employees and outside contractors to staff self help programs, collaborating with the bar, legal services, and other community organizations to provide a full range of services needed by self represented litigants, evaluating your self help program, and statewide planning and program coordination.

Moderator: **Bonnie Rose Hough**, Supervising Attorney, Center for Families, Children and the Courts, Judicial Council of California – Administrative Office of the Courts, San Francisco, CA

Coordinator: **Richard Zorza**, Zorza Associates and Director, Self Represented Litigation Network, Washington, DC

Presenters: **Katherine Alteneader**, Co-Director, Family Law Self Help Center, Anchorage, AK; **Jennifer R. Keiser**, Director, Family Division, Circuit Court for Prince Georges County, Upper Marlboro, MD;

Host: **Sherry Davis**, Hazlehurst, MS

Reporter: **Warner Hassell**, Nashville, TN

- **Taking the Lead with Media Relations**

(repeat of 10:15 am)

Location: Grand Salon G-H

Presenter: **Gary Hengstler**

Host: **Dennis Menendez**, Sarasota, FL

- **Jury Management: Promising Innovations**

(repeat of 10:15 pm)

Location: Grand Salons J-K

Presenter: **Tom Munsterman, Paula Hannaford-Agor**

Host: **Richard Melendi**, Tampa, FL

- **Families in Court: Integration Through IT**

(repeat of 10:15 am)

Location: Grand Salon F

Presenter: **Ray Wahl**

Host: **Abdiel Ortiz**, Tampa, FL

2:30 – 2:45 pm

Coffee and Beverage Service

2:45 to 4:15 pm

Five Concurrent Workshops: Round IX – Leading the Community, the Justice System and the Court

- **Judicial Branch Education Leadership and Court Management Providers and Programs** (repeat of 10:15 am)

Location: Grand Salons C-D

Presenter: **Karen Thorson; Maureen E. Conner**

Host: **Sheila Sims**, Pensacola, FL

- **Advanced Media Case Study** (repeat of 10:15 am on Monday)

Location: Grand Salons G-H

Presenter: **Judge Adele Grubbs; Judge James Bodiford**

Host: **Pamela DeVault**, Lee's Summit, MO

- **ADA Basics: It Is the Law** (repeat of 1:00 pm)

Location: Grand Salons A-B

Presenter: **David Yanchulis, Tracy R. Justesen, Luis F. Pitarque**

Host: **Mary Bratos**, St. Augustine, FL

- **Self Represented Litigants: Self Help Programs: Designing One to Fit Your Needs** (repeat of 1:00 pm)

Location: Grand Salon E

Presenter: **Bonnie Rose Hough, Katherine Alteneader, Jennifer R. Keiser, Richard Zorza**

Host: **Lynn Meehan**, Tampa, FL

- **Drug Courts: Do They Work?** (repeat of 1:00 pm on Tuesday)

Location: Grand Salons J-K

Presenter: **Judge George Kreeger, Kristie Garrett**

Host: **Gail Holly**, Tampa, FL

4:30 to 5:00 pm

Plenary: Conference Closing – NACM President and President Elect Report on Future Conferences

Location: Grand Salons E-F

The newly-elected NACM President and President Elect report on the locations and themes of future conferences and goals for the upcoming year.

Presenters: **Skip Chesshire; Paul Burke**

Reporter: **Ron Truss**, Birmingham, AL

7:00 to 10:30 pm

Closing Dinner and Dance (music and entertainment by the Manhattan Music Band)

Location: Grand Ballroom

Friday, July 14

9:00 to 9:45 am

New NACM Board Members Orientation

Location: Key West/Palm Beach

9:45 to Noon

NACM Board of Directors Meeting

Location: Key West/Palm Beach

HOSPITALITY SUITE

Suite 1155

NON-SMOKING

Sunday, July 9	8:00 to 11:30 pm
Monday, July 10	9:00 to 11:30 pm
Tuesday, July 11	8:00 to 11:30 pm
Wednesday, July 12	8:00 to 11:30 pm
Thursday, July 13	10:00 to 11:30 pm

NACM ASSOCIATION SERVICES OFFICE HOURS

Caribbean Registration Desk

(The Association Services Office will serve as the message center for the conference)

Sunday, July 9	10:00 am to 6:00 pm
Monday, July 10	7:30 am to 5:00 pm
Tuesday, July 11	7:30 am to 5:00 pm
Wednesday, July 12	7:30 am to 5:00 pm
Thursday, July 13	8:00 am to 5:00 pm

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Sandra Knife
Administrative Specialist

A “Special Thanks” to the following for assistance in planning the conference:

KNOWLEDGE FAIR

TOM DIBBLE
Trenton, NJ

VENDOR SHOW

SUZANNE STINSON
Benton, LA

FUN RUN/WALK

CAROL ORTMAN
Brighton, CO

HOST AND REPORTER

COORDINATOR

MIKE BRIDENBACK
Tampa, FL

HOSTS AND REPORTERS

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