

# NATIONAL ASSOCIATION FOR COURT MANAGEMENT

**Midyear Conference**  
**March 9 – 11, 2008**  
**The Francis Marion Hotel**  
**Charleston, South Carolina**

**Public Perceptions, Community Collaboration,  
and Funding of the Courts**

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## EDUCATIONAL PROGRAM AND SOCIAL EVENTS

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### **SATURDAY, MARCH 8**

8:00 am – 5:00 pm

**NACM Board of Directors Meeting**

**Location:** Calhoun Room

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### **SUNDAY, MARCH 9**

8:30 am – Noon

**NACM Board of Directors (if needed)**

**Location:** Calhoun Room

1:00 pm – 7:00 pm

**Conference Information/Registration**

**Location:** Registration Booth

1:00 pm – 4:00 pm

**MSU Advisory Committee**

**Location:** Gold Room

3:00 pm – 4:00 pm

**Conference Host Meeting**

**Location:** Laurens Room

3:00 pm – 5:00 pm

**Forum on the Advancement of Court Technology  
(FACT)**

**Location:** Calhoun Room

4:30 pm – 5:15 pm

**Michigan State University Certification Program General  
Overview and 2008 Midyear Track on Resources,  
Budget, and Finance**

**Location:** Gold Room

6:00 – 7:30 pm

**Welcome and Opening Reception**

**Presenters:** *Paul Burke*, NACM President, Trial Court of  
Massachusetts, Boston, MA;

*Jean Hoefler Toal*, Chief Justice, Supreme Court of  
South Carolina

**Location:** Colonial Ballroom

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## MONDAY, MARCH 10

7:00 am – 5:00 pm

Conference Information/Registration

**Location:** Registration Booth

8:00 am – 8:30 am

Continental Breakfast

**Location:** Colonial Ballroom

8:00 am – 5:00 pm

Dr. is In

**Location:** Middleton Room

8:30 am – 9:00 am

**Opening Welcome, Remarks, and Introductions**

**Location:** Colonial Ballroom

Presenters: **Paul Burke**, NACM President, Trial Court of Massachusetts, Boston, MA;

**Deadra L. Jefferson**, Chief Judge, Charleston Circuit Court, SC

9:00 am – 10:00 am

**Keynote Address: “Dealing With and Shaping Public Perceptions about Our Institutions” MSU #1**

**Location:** Colonial Ballroom

Presenter: **Lou Anna Simon**, President, Michigan State University, East Lansing, MI

Host: **Debra DeBerry**, Decatur, GA

*Publicly supported organizations share numerous challenges and opportunities in times of rising costs and stagnant or declining resources. Courts and universities share many core service values, including attention to issues of access, equity, accountability to produce desired outcomes, and stewardship of resources. Lou Anna Simon, president of Michigan State University, will address these topics in a manner that draws on her higher education and wider public-sector experiences but has implications for courts.*

10:00 am – 10:15 am

Break

**Location:** Colonial Ballroom

10:15 am – 11:45 am

### Round I: Four Concurrent Showcase Workshops on Public Perceptions and Community Collaboration

• **“What The Public Thinks About Their Trial Courts and What We Can and Should Do About It”** **Location:** Gold Room

(Repeats at 2:00 pm)

Presenters: **Mary C. McQueen**, President, National Center for State Courts, Williamsburg, VA;

**Lorri Montgomery**, Communications Director, National Center for State Courts, Williamsburg, VA

Host: **Kip Rodda**, Lakeport, CA

*In one public opinion survey about the courts, a respondent replied: “I think the courts are making an effort, but they do have problems because there is such a major gap between the courts and the community.” In this session, participants*

*will learn what courts can and are doing to narrow this gap. The session will begin with an overview of several major surveys about people's attitudes toward trial courts and focus on the problem areas identified in the surveys. Participants will learn real-world solutions to what court personnel can do to improve the public's opinion of their courts. The session will highlight effective outreach programs already in place in some courts and identify realistic changes court personnel can make to improve customer service. In addition, participants will learn how to neutralize situations with difficult customers, how to effectively handle press calls, and where to turn for advice.*

• **“Understanding Community Perceptions and Expectations”** (Repeats at 2:00 pm) **Location:** Calhoun Room

Presenter: **Ed Lazarus**, Winning Works, Chevy Chase, MD

Host: **Mike Bridenback**, Tampa, FL

*Examine public opinion toward the legal system and the courts, including the attitudes of those who have been involved as parties in civil and criminal proceedings. The session will rely on both qualitative (focus group and individual interviews) and survey data from among the population as a whole, litigants, jurors, and ADR participants. The session will also draw heavily on findings from academic and practical research studies on the attitudes of potential jurors toward issues and parties involved in litigation. The session will examine the consistent and predictable attitudes the general public holds toward litigants, courts, lawyers, and court staff.*

• **“Justice At Stake: How to Speak to the Community”** (Repeats at 2:00 pm) **Location:** Colonial Ballroom

Presenter: **Bert Brandenburg**, Executive Director, Justice at Stake Campaign, Washington, DC

Host: **Renee Townsley**, Spokane, WA

*This session will begin with a review of opinion research into American attitudes about the independence and accountability of the courts. It will review common attacks on the judiciary and offer a communications framework for defending fair and impartial courts from political interference. Participants will be able to discuss how these findings might apply to situations facing the courts in their communities.*

• **“Practical Case Study: “Success Elements in Working with the Community”** (Does Not Repeat) **Location:** Pinckney Room

Presenter: **Todd Nuccio**, Trial Court Administrator, 26<sup>th</sup> Judicial Court District, NC

Host: **Doug Bray**, Portland, OR

*Gain practical insight on how court systems can develop relationships and form partnerships within their communities to better serve the public. Information will be shared regarding the various factors to be considered, approaches to be taken, and building blocks to employ in helping to garner success. Concrete examples of programs and services that have been developed to meet stakeholder needs, promote goodwill, build social capital and, ultimately, gain the public's trust and confidence will be provided. Lessons learned along the way will also be shared to help others avoid potential pitfalls.*

**11:45 am – 5:00 pm**

**Vendor Show**

**Location:** Carolina Ballroom

**11:45 am – 2:00 pm Lunch in Vendor Show Area**

2:00 pm - 3:30 pm

## Round II – Four Concurrent Showcase Workshops on Public Perceptions and Community Collaboration

- **“What The Public Thinks About Their Trial Courts and What We Can and Should Do About It”** (Repeat of 10:15 am) **Location:** Gold Room

Presenters: **Mary C. McQueen**, President, National Center for State Courts, Williamsburg, VA;  
**Lorri Montgomery**, Communications Director, National Center for State Courts, Williamsburg, VA  
Host: **Doug Stephens**, Columbus, OH

*In one public opinion survey about the courts, a respondent replied: “I think the courts are making an effort, but they do have problems because there is such a major gap between the courts and the community.”*

*In this session, participants will learn what courts can and are doing to narrow this gap. The session will begin with an overview of several major surveys about people’s attitudes toward trial courts and focus on the problem areas identified in the surveys. Participants will learn real-world solutions to what court personnel can do to improve the public’s opinion of their courts. The session will highlight effective outreach programs already in place in some courts and identify realistic changes court personnel can make to improve customer service. In addition, participants will learn how to neutralize situations with difficult customers, how to effectively handle press calls, and where to turn for advice.*

- **“Understanding Community Perceptions and Expectations”** (Repeat of 10:15 am) **Location:** Pinckney Room

Presenter: **Ed Lazarus**, Winning Works, Chevy Chase, MD  
Host: **Dean Stanzione**, Lubbock, TX

*Examine public opinion toward the legal system and the courts, including the attitudes of those who have been involved as parties in civil and criminal proceedings. The session will rely on both qualitative (focus group and individual interviews) and survey data from among the population as a whole, litigants, jurors, and ADR participants. The session will also draw heavily on findings from academic and practical research studies on the attitudes of potential jurors toward issues and parties involved in litigation. The session will examine the consistent and predictable attitudes the general public holds toward litigants, courts, lawyers, and court staff.*

- **“Justice At Stake: How to Speak to the Community”** (Repeat of 10:15 am) **Location:** Calhoun Room

Presenter: **Bert Brandenburg**, Executive Director, Justice at Stake Campaign, Washington, DC  
Host: **Chris Crawford**, Modesto, CA

*This session will begin with a review of opinion research into American attitudes about the independence and accountability of the courts. It will review common attacks on the judiciary and offer a communications framework for defending fair and impartial courts from political interference. Participants will be able to discuss how these findings might apply to situations facing the courts in their communities.*

**“Resources, Budget and Finance Introduction to the Fundamentals and Foundations” MSU #2** (Does Not Repeat)

**Location:** Gold Room

**Note:** Continues until 4:00 pm to meet requirements for MSU credit

**Presenter:** *John Hudzik*, Vice President, Global Engagement & Strategic Projects, Michigan State University, East Lansing, MI

**Host:** *Lawrence Myers*, Joplin, MO

*Get an introduction to the critical issues facing courts as they seek to acquire, retain, and manage essential resources. Most recent national and state fiscal and budget trends will be summarized, and the implications and challenges for levels of funding courts can expect in the coming year or two will be explored. Implications for budget "rules of the game" and essential court behaviors to acquire needed funds in this environment will be presented.*

**3:30 pm – 5:00 pm**

**Afternoon Break in Vendor Show**

**4:30 pm – 5:00 pm**

**Prize Drawing** (Must be present to win)

**Dinner on your own**

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## **TUESDAY, MARCH 11**

**7:30 am – 5:00 pm**

Conference Information/Registration

**Location:** Registration Booth

**8:00 am – 5:00 pm**

Dr. is In

**Location:** Middleton Room

**8:30 am – 8:45 am**

**Keynote Introduction**

**Location:** Colonial Ballroom

**Presenter:** *Marcus Reinkensmeyer*, NACM President-Elect

**8:45 am – 9:45 am**

**Keynote Address: “Funding of the Courts: Understanding the Global and National Economies”**

**Location:** Colonial Ballroom

**Presenter:** *Jeff Thredgold*, President, Thredgold Economics Associates

**Host:** *Jeanine Tucker*, Modesto, CA

*“Entertaining” and “Economist” in the same sentence?? YES!!*

*Jeff Thredgold is the only economist in the world to have ever received the designation of CSP (Certified Speaking Professional), the highest earned designation in professional speaking.*

*He takes his audiences on an entertaining, informative, and humorous “tour” of the U.S. economy, financial markets, education, employment, the global economy, retirement, technology, and the future.*

*Some domestic highlights:*

*...Why tight labor conditions will impact you*

*...Why inflation will remain under control*

*...Why retirement at 65 will give way to “bridging”*

**9:45 am – 10:00 am**

**Break**

**Location:** Colonial Ballroom

10:00 am – 11:30 am

**Round I: Four Concurrent Workshops on Funding of the Trial Courts**

- **“Court Funding: What We Know About What Works” MSU #3** (Repeats at 1:15 pm) **Location:** Gold Room  
Presenter: **John Hudzik**, Vice President, Global Engagement & Strategic Projects, Michigan State University, Lansing, MI  
Host: **Virlynn Tinnell**, Kingman, AZ  
*This session builds on the earlier session to look at issues related to interbranch relations and impacts on issues of judicial independence when considering budget matters. The focus will be on critical interbranch behaviors and practices (including by the judicial, executive, and legislative branches) -- what establishes a positive budget review climate and what detracts from it. Also, key component budget information and presentation strategy will be presented in the context of alternative budget planning and presentation formats. There will be time in the latter half of this session for group discussion, elaborations, and Q and A.*
- **“Trial Court Budget Strategies: Stewardship, Accountability and Partnership” MSU # 4** (Repeats at 1:15 pm) **Location:** Carolina B  
Presenters: **Colin Campbell**, Judge, Maricopa Superior Court, AZ;  
**Marcus Reinkensmeyer**, Court Administrator, Maricopa Superior Court, AZ  
Host: **Linda Romero Soles**, Modesto, CA  
*Drawing on the experience of the Superior Court of Arizona during the post September 11 economic downturn, former Presiding Judge Colin F. Campbell and Court Administrator Marcus W. Reinkensmeyer will present proven budget strategies for trial courts. This interactive session will address documentation of mandated court functions, cutback management approaches, enhancement of court generated revenue, and opportunities for administrative restructuring.*
- **“Court Funding: What Can Be Learned From the Last Recession”** (Repeats at 1:15 pm) **Location:** Carolina A  
Presenter: **Daniel J. Hall**, Vice President, Court Services, National Center for State Courts, Denver, CO  
Host: **Stephanie Hess**, Columbus, OH  
*When the last recession hit, the immediate solution was to look at the supply side of the equation, e.g. increase revenues. As the recession deepened, courts found the long-term solution also lay in dealing with the demand side, e.g. providing effective services at more controlled cost levels. Similarities in the current economic situation merit taking a look back at the last recession to identify the lessons learned both on the “supply side” and the “demand side” in order that court managers can be better prepared to meet future economic challenges.*
- **“Collaboration with Juvenile Court Constituencies”** **Location:** Colonial Ballroom (Repeats at 1:15 pm)  
Presenters: **Dale Koch**, Judge, Circuit Court - Multnomah County, OR;  
**Sharon Townsend**, Administrative Judge, Eighth Judicial District, NY  
Host: **Kevin Bowling**, West Olive, MI

*Examine how courts, agencies, and communities can work together to improve court practice and the delivery of services to delinquent and dependent youth and families at risk of abuse and neglect. Explore strategies for creating an effective, collaborative, problem-solving culture.*

**11:30 am – 1:15 pm**

**Lunch on your own**

**1:15 pm – 2:45 pm**

## **Round II: Five Concurrent Workshops on the Funding of the Trial Courts**

- **“Keynote Follow Up**

**Location:** Colonial Ballroom

Presenter: **Jeff Thredgold**, President, Thredgold Economics Associates

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

- **“Court Funding: What We Know About What Works” MSU #3** (Repeat of 10:15 am)

**Location:** Gold Room

Presenter: **John Hudzik**, Vice President, Global Engagement & Strategic Projects, Michigan State University, Lansing, MI

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

*This session builds on the earlier session to look at issues related to interbranch relations and impacts on issues of judicial independence when considering budget matters. The focus will be on critical interbranch behaviors and practices (including by the judicial, executive and legislative branches) -- what establishes a positive budget review climate and what detracts from it. Also, key components budget information and presentation strategy will be presented in the context of alternative budget planning and presentation formats. There will be time in the latter half of this session for group discussion, elaborations, and Q and A.*

- **“Trial Court Budget Strategies: Stewardship Accountability and Partnership” MSU #4** (Repeat of 10:15 am)

**Location:** Carolina B

Presenters: **Colin Campbell**, Judge, Maricopa Superior Court, AZ;

**Marcus Reinkensmeyer**, Court Administrator, Maricopa Superior Court, AZ

Host: **David Slayton**, Lubbock, TX

*Drawing on the experience of the Superior Court of Arizona during the post September 11 economic downturn, former Presiding Judge Colin F. Campbell and Court Administrator Marcus W. Reinkensmeyer will present proven budget strategies for trial courts. This interactive session will address documentation of mandated court functions, cutback management approaches, enhancement of court generated revenue, and opportunities for administrative restructuring.*

- **“Court Funding: What Can Be Learned From the Last Recession”** (Repeat of 10:15 am)

**Location:** Carolina A

Presenter: **Daniel J. Hall**, Vice President, Court Services, National Center for State Courts, Denver, CO

Host: **Warner Hassell**, Nashville, TN

*When the last recession hit, the immediate solution was to look at the supply side of the equation, e.g. increase revenues. As the recession deepened, courts found the long-term solution also lay in dealing with the demand side, e.g. providing effective services at more controlled cost levels. Similarities in the current economic situation merit taking a look*

*back at the last recession to identify the lessons learned both on the “supply side” and the “demand side” in order that court managers can be better prepared to meet future economic challenges.*

• **“Collaboration with Juvenile Court Constituencies” (Repeat of 10:15 am)**

**Location:** Calhoun Room

Presenters: **Dale Koch**, Judge, Circuit Court - Multnomah County, OR;

**Sharon Townsend**, Administrative Judge, Eighth Judicial District, NY

Host: **Thu B. Nguyen**, Santa Ana, CA

*Examine how courts, agencies, and communities can work together to improve court practice and the delivery of services to delinquent and dependent youth and families at risk of abuse and neglect. Explore strategies for creating an effective, collaborative, problem-solving culture.*

**2:45 pm – 3:00 pm**

**Break**

**Location:** Colonial Ballroom

**3:00 pm – 3:30 pm**

**Conference Closing: “2008 Annual, 2009 NACM Midyear and Annual, and the NACM Mission and Vision”**

**Location:** Colonial Ballroom

Presenters: **Paul Burke**, NACM President;

**Marcus Reinkensmeyer**, NACM President-Elect;

**Suzanne Stinson**, Vice President

Host: **Mark Stodola**, Tempe, AZ

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## **NACM Hospitality Suite**

**Suite 218**

**NON-SMOKING**

Sunday, March 9	8:00 pm – 11:00 pm
Monday, March 10	8:00 pm – 11:00 pm
Tuesday, March 11	8:00 pm – 11:00 pm

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## **CONFERENCE REGISTRATION/INFORMATION**

Sunday, March 9	1:00 pm – 7:00 pm
Monday, March 10	7:00 am – 5:00 pm
Tuesday, March 11	7:30 am – 5:00 pm

Messages can be left on the Conference Message Board.

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### **National Center for State Courts**

**300 Newport Avenue  
Williamsburg, VA 23185**

**ASSOCIATION SERVICES  
(800) 616-6165**

**Linda D. Perkins**  
*Association Manager*

**CONFERENCES SERVICES  
(888) 609-4023**

**Valerie Hansford**  
*Conference Manager*

**Stacey Smith**  
*Exhibit Coordinator*

**Shirley Sutherland**  
*Administrative Manager*

**Tangela Duncan**  
*Conference Administrative Assistant*

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# NACM Board of Directors

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**Paul J. Burke**  
Boston, MA

*President Elect*

**Marcus W. Reinkensmeyer**  
Phoenix, AZ

*Vice President*

**Suzanne H. Stinson**  
Benton, LA

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Mount Holly, NJ

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**Howard "Skip" Chesshire**  
Marietta, GA

## DIRECTORS

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**David W. Slayton**  
Lubbock, TX

*Rural Director*

**Linda Romero Soles**  
Modesto, CA

*Appointed Director*

**Michael L. Bridenback**  
Tampa, FL

*Small Court Director*

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Lakeport, CA

*Large Court Director*

**Pamela Harris**  
Rockville, MD

*Limited Jurisdiction Director*

**Debra DeBerry**  
Decatur, GA

*General Jurisdiction Director*

**Kevin J. Bowling**  
West Olive, MI

*At Large Director (1)*

**Warner Hassell**  
Nashville, TN

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