

NATIONAL ASSOCIATION FOR COURT MANAGEMENT

2007 Annual Conference
July 8-12, 2007

FAIRMONT CHICAGO HOTEL
CHICAGO, ILLINOIS

The Base: Court Governance and Accountability

Educational Program

Saturday, July 7

9:00 am to 3:00 pm

NACM Leadership Seminar for State Association Presidents (by invitation)

Location: Regent Room

Coordinator: **Chelle Uecker**, Immediate Past President

1:00 to 5:00 pm

NACM Board of Directors Meeting

Location: Chancellor Room

Sunday, July 8

9:00 am to noon

NACM Board of Directors Meeting
(continued if needed)

Location: Chancellor Room

11:00 am to 6:00 pm

Conference Registration Counter

Location: International Foyer

10:00 am to noon

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

Location: Crystal Room – FACT Members and Guests

Noon to 1:30 pm

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

Location: Crystal Room

1:00 to 4:00 pm

NACM Nominating Committee Interviews

Location: Chancellor Room

4:00 to 4:30 pm

NACM Host and Reporter Orientation

Location: Gold Room

4:30 to 5:15 pm

Michigan State University Certification Program, General Overview and 2007 Annual Tracks on Court Community Communication and Visioning and Strategic Planning

Location: Moulin Rouge Room

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: Gold Room

6:00 to 8:00 pm

President's Reception with Welcome from NACM President, Skip Chesshire, Cobb

County Superior Court, Marietta, GA
Location: International Ballroom

Monday, July 9

7:00 am to 5:00 pm

Conference Registration Counter

Location: International Foyer

8:00 to 8:30 am

Coffee Service

Location: International Foyer

8:30 to 9:00 am

Welcome and Award of Merit Presentation

Location: International Ballroom

Welcome by **Robert R. Thomas**, Chief Justice of the Supreme Court of Illinois and **Timothy C.**

Evans, Chief Judge, Cook County, IL

Presentation by **Skip Chesshire**, NACM President

9:00 to 10:00 am

Keynote: Leading From The Front (Follow-up at 1:45 pm)

Location: International Ballroom

Leaders are not born, they are made. Anyone can become a stronger leader. These are the leadership truths Angie Morgan and Courtney Lynch learned as Marine Corps officers. Angie's and Courtney's remarks will focus on why being a leader is important, what the title "leader" really means, and practical ways one can improve their leadership skills. Presented in a candid, humble and entertaining manner the women discuss the failures and successes that contributed to their growth and development as leaders. While most do not choose military service as a career, all can benefit from the Marine Corps' leadership teachings focused on the acceptance of responsibility, the significance of being decisive, the art of selfless service and the importance of maintaining emotional resolve during stressful times.

Presenters: **Courtney Lynch and Angie Morgan**, LeadStar LLC, Fairfax, VA

Host: **Tressa Kentner**, San Bernardino, CA

Reporter: **Larry Myers**, Joplin, MO

10:00 am to 10:15 am

Coffee Service

Location: International Foyer

10:15 to 11:45 am

Six Concurrent Workshops: Round I

- **Governance, Accountability and Judicial Independence (Repeats at 3:30 pm)**

Location: Gold Room

Judicial branch accountability and judicial independence have a complicated relationship, especially because both take several forms. For example, judges and managers are accountable to the people and to professional standards; individual judicial independence is not the same as judicial branch independence. This session will analyze the degree to which accountability and

independence are compatible as well as in conflict, drawing on participants' experiences, some hypothetical fact situations, and an effort, at the request of program organizer Geoff Gallas, "to tie political theory to normal realities."

Presenter: **Russ Wheeler**, President/Governance Institute, Guest Scholar, The Brookings Institution

Host: **Carol Lee Ortman**, Fort Lauderdale, FL

Reporter: **Douglas Stephens**, Columbus, OH

- **Court Community Communication I: Embracing Active Engagement (MSU #1)**

Location: Moulin Rouge Room

The four Michigan State University (MSU)

sponsored Court Community Communication workshops to be presented on Monday (three workshops) and Tuesday (one workshop) will present effective public information and community outreach programs and provide a framework to help court leaders and managers make key decisions that will accomplish this purpose. To that end, the four continuous workshops will address the following subjects:

1. *What are public information and community outreach programs and initiatives and why should courts make a commitment to these functions?*
2. *Managing the PIO effort: Using a decision-making model.*
3. *Effective Communication: Theory and skill.*
4. *Identifying stakeholders: Matching courts' needs with communities' interests.*
5. *Working with and not against the media so the media will work for you.*
6. *Ready-made outreach: Programs to use off the shelf or to tailor to your court.*

The four workshops fulfill the content and contact hour requirements for the MSU Judicial Administration Program course for Court Community Communication.

Presenter: **Tom Hodson**, Director, Ohio University Scripps School of Journalism

Host: **Angie Smith**, Tampa, FL

Reporter: **Jessica Funkhouser**, Phoenix, AZ

- **NCSC CourTools I: Concepts and Measures (Repeats at 1:45 pm)**

Location: Crystal Room

Court managers often do not know where to start when implementing performance measures. The National Center for State Courts has developed a set of "CourTools" necessary to develop an effective court performance program.

- *Where do court performance measures come from?*
- *What you need to look for in assessing court performance?*

- *What are the barriers to implementing a successful program?*
- *How do you apply CourTools to problem solving courts?*
- *What analytic tools are available to present the information in a clear and concise fashion?*
- *Actual data will be presented from courts utilizing CourTools*

Presenters: **Dan Hall**, Vice President, National Center for State Courts, Court Consulting Services Division in Denver, Colorado; **Richard Schauffler**, Director of Research Services, National Center for State Courts and **Dawn Marie Rubio, JD**, Principal Court Management Consultant, National Center for State Courts

Host: **Tracy BeMent**, Athens, GA

Reporter: **Phillip Knox**, Phoenix, AZ

- **Establishing Employee Accountability (Repeats at 1:45 pm)**

Location: Regent Room

Many supervisors and managers see their role as one of "getting things done" through others i.e. holding people accountable. What many do not see is that this first requires identifying as clearly as possible what is to be done, and next requires an intervention when things are not "getting done" at the level desired. The idea of management and supervision is to productively help employees become better.

In this training module we will discuss the idea of some arenas of performance, why some people become "problems", performance evaluation and how to conduct a performance interview.

OBJECTIVES

At the completion of this section, the participant will be able to:

- 1. Describe three arenas of performance.*
- 2. List three key points that impact success/failure.*
- 3. Describe important issues establishing accountability*
- 4. Develop appropriate questions for a performance interview.*
- 5. Conduct a performance interview.*

Presenter: **Gil Skinner**, President, SC&H Inc., Okemos, MI

Host: **Norman Meyer**, Albuquerque, NM

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

- **Public Driven Courts: Concept and Challenges (Repeats at 1:45 pm)**

Location: Chancellor Room

This workshop will present approaches and theory base for successful community outreach and promoting public trust and confidence in your court and the justice system.

Participants will gain

- *Knowledge of the Trial Court Performance Standards, particularly those that relate to Access to Justice and Public Trust and Confidence.*
- *Knowledge of the many communities served by the court, their perception of the court, and their needs.*
- *Skill in garnering the support of the other court officials, executive and legislative leaders, and others for community outreach.*
- *Ability to listen, assimilate, and process community input.*
- *Ability to turn constructive input and insight into positive changes.*
- *Knowledge of successful outreach in other courts.*

Presenters: **Jude Del Preore**, Court Administrator – Burlington, NJ; **Karen June**, Director of Volunteer Programs – NJ AOC; **Peggy Miller**, Assistant Court Administrator – Lake County, IL

Host: **Ruth Ann Newcomer**, Columbus, OH

Reporter: **K. Nauman**, Tampa, FL

- **Court Performance Metrics: How Are We Doing? (Repeats at 3:30 pm)**

Location: State Room

The pressure is on. Everyone – citizens, government executives, journalists, and other stakeholders – want courts to produce results and to be accountable for their performance. The willingness and capacity to ask "How are we doing?" on a continuous and regular basis and to learn and to act accordingly are the hallmarks of high-performing courts that meet this challenge.

Participants in this session will leave with:

- *An appreciation of the power of performance measurement and management*
- *The intellectual framework for responding effectively to the performance challenge*
- *Practical information for identifying the right measures and getting them to the right people at the right time in the right way*
- *An understanding of how to get started and how to avoid common pitfalls*

Presenter: **Ingo Keilitz, Ph.D.**, Sherwood Consulting/CourtMetrics, Williamsburg, VA

Host: **Louie Hentzen**, Bismarck, ND

Reporter: **Thomas Dibble**, Somerville, NJ

11:45 am to 1:15 pm

NACM Business Meeting and Awards Luncheon

Location: International Ballroom

1:45 to 3:15 pm

Six Concurrent Workshops: Round II

• **Leading From The Front Q & A Follow Up**
(Follow-up of Keynote at 9:00 am)

Presenters: **Courtney Lynch and Angie Morgan**
Location: Gold Room
Host: **David Sullivan**, Albany, NY
Reporter: **Angie Smith**, Tampa, FL

• **Court Community Communication II:
Embracing Active Engagement**
(continued) (MSU#2)

Location: Moulin Rouge
Presenter: **Tom Hodson**, Director, Ohio University
Scripps School of Journalism
Host: **Rosa Holdeman**, Santa Ana, CA
Reporter: **Jessica Funkhouser**, Phoenix, AZ

• **Improving Governance and
Accountability in Rural Courts** *(Repeats
at 3:30 pm)*

Location: State Room
Rural courts typically face unique problems of distance, sparse populations, and limited resources. They often function in an environment in which judges and court staff have on-going interpersonal relationships with litigants, lawyers, and public officials. The ways in which rural courts are organized vary widely from state to state, but there are nevertheless a number of common issues that these courts and their leaders must address. This session will examine key issues affecting rural court operations and effectiveness, focusing especially on ways that court managers can improve governance and enhance the capacity of these courts to provide high quality justice services and appropriate accountability. The session will be interactive, with much of the time spent in small group work. Participants will be asked to share their experiences and best ideas for sound governance, effective performance, and meaningful accountability in rural courts.
Presenter: **Barry Mahoney**, President Emeritus of The Justice Management Institute
Host: **Richelle Uecker**, Santa Ana, CA
Reporter: **Larry Myers**, Joplin, MO

• **NCSC CourTools I: Concepts and
Measures** *(Repeat of 10:15 am)*

Location: Crystal Room
Presenters: **Dan Hall, Richard Schauffler and Dawn Marie Rubio**
Host: **Mark Weinberg**, Daytona Beach, FL

• **Establishing Employee Accountability**
(Repeat of 10:15 am)

Location: Regent Room
Presenter: **Gil Skinner**
Host: **Ruth Ann Newcomer**, Columbus, OH

• **Public Driven Courts: Concept and
Challenges** *(Repeat of 10:15 am)*

Location: Chancellor Room
Presenters: **Jude Del Preore, Karen June, Peggy Miller**
Host: **Debra DeBerry**, Decatur, GA

3:15 to 3:30 pm

Beverage Service
Location: International Foyer

3:30 to 5:00 pm

Five Concurrent Workshops: Round III

• **Court Performance Metrics: How Are We
Doing?** *(Repeat of 10:15 am)*

Location: Regent Room
Presenter: **Ingo Keilitz, Ph.D.**
Host: **Paul Shapiro**, Santa Ana, CA

• **Court Community Communication III:
Embracing Active Engagement**
(continued) (MSU #3)

Location: Moulin Rouge
Presenter: **Tom Hodson**
Host: **Suzanne Stinson**, Benton, LA
Reporter: **Jessica Funkhouser**, Phoenix, AZ

• **Governance, Accountability and Judicial
Independence** *(Repeat of 10:15 am)*

Location: Gold Room
Presenter: **Russ Wheeler**
Host: **Stephanie Hess**, Columbus, OH

• **Improving Governance and Accountability
in Rural Courts** *(Repeat of 1:45 pm)*

Location: State Room
Presenter: **Barry Mahoney**
Host: **Louis Hentzen**, Bismarck, ND

• **What Is Going On With NACM: The
National Agenda for the Court
Management Profession and Member
Open Mic**

Location: Crystal Room
Here is your opportunity to provide input, get more involved and contemplate a leadership role in your association. The NACM President Elect and Vice President will present an update on the National Agenda as we progress towards a National

Symposium in 2010. They will then outline the current NACM activities and describe how to get more involved towards a leadership role. Finally, we seek your input and suggestions as to the future of our association.

Presenters: **Paul Burke and Marcus Reinkensmeyer**

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

Reporter: **Julie Dybas**, Phoenix, AZ

6:00 pm to 11:00 pm

Group Social – Navy Pier

Buses will depart from B2 Motor Lobby beginning at **5:30 pm**

Tuesday, July 10

8:00 to 8:30 am

Coffee Service

Location: International Foyer

8:00 – 4:15 pm

Conference Information Counter

Location: International Foyer

8:30 to 8:45 am

Welcome and Justice Achievement Award Presentation

Location: International Ballroom

Presenter: **Paul Burke**, NACM President Elect

8:45 to 9:45 am

Keynote: Advancement of the American Legal System: Court Governance and Accountability

Location: International Ballroom

Building Judicial Accountability by Building Transparent Courthouses: *Our judges, and therefore all who serve the courts, have been under siege of late, from ballot amendments, the media and legislatures. Rebecca Love Kourlis, former Colorado Supreme Court Justice and current Executive Director of the Institute for the Advancement of the American Legal System (IAALS), will put “meat on the bones” of the national debate over what judicial accountability means in America’s courts today.*

Presenter: **Rebecca Love Kourlis**, University of Denver, Institute for the Advancement of American Legal System

Host: **K. Nauman**, Tampa, FL

Reporter: **Norman Meyer**, Albuquerque, NM

9:45 to 10:00 am

Coffee and Beverage Service

Location: International Foyer

10:00 to 11:30 am

Six Concurrent Workshops: Round I

- **Practicum I: Fairness and Timeliness and Expedition Accountability Initiatives (Repeats at 2:45 pm)**

Location: Gold Room

What if Roscoe Pound got it wrong? Over 100 years ago Pound identified the causes of dissatisfaction with courts one of which was the popular assumption that the administration of justice was easy. Perhaps Pound was wrong. Building public trust and confidence in our courts may not be as complex as we were all taught to think. Judge Burke and Frank Broccolina will discuss programs to enhance fair treatment of litigants and ways to improve the expiation of their cases. They will discuss how courts are able to establish performance measures that lead to greater levels of court accountability and in the process challenge the assumption that taking on these tasks is too complex for your court.

Presenters: **Kevin Burke** and **Frank Broccolina**

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

Reporter: **David Sullivan**, Albany, NY

- **Court Community Communication IV: Embracing Active Engagement (continued) (MSU #4)**

Location: Moulin Rouge

Presenter: **Thomas Hodson**

Host: **Virlynn Tinnell**, Kingman, AZ

Reporter: **Jessica Funkhouser**, Phoenix, AZ

- **Standards for IT Governance (FACT sponsored) (Repeats at 1:00 pm)**

Location: State Room

Court leaders are responsible for the success of technology initiatives, but few have the training or experience to guide these efforts. Court leaders who succeed have found ways to assemble teams of individuals at all levels of the organization that possess the appropriate knowledge, skills, and abilities to get the job done. How those teams are organized and operate is an important key to success. This session will provide principles of IT governance that are applicable in all kinds of court and technology environments, including courts with their own technology departments, courts that rely on the state administrative office for support, and courts that must depend on executive branch or private industry resources. Effective governance of integrated justice initiatives also will be considered.

Presenter: **Larry Webster**, Principal Court Management Consultant at NCSC
Host: **Warner Hassell**, Nashville, TN
Reporter: **Jamie Kordeci**, Muskegon, MI

- **Urban Trial Court Governance: Theory and Practice (Repeats at 1:00 pm)**

Location: Regent Room

A strong court executive leadership team involves clear governance roles, mutually supportive relationships (internally and externally), effective communications approaches, and a collective sense of responsibility and accountability for the court. This session will explore strategies and practical techniques used in urban courts to strengthen governance in order to make sure we are doing the right things more effectively.

Presenter: **Alan Carlson**, President of the Justice Management Institute

Host: **Douglas Stephens**, Columbus, OH

Reporter: **Peter Kiefer**, Phoenix, AZ

- **Compliance with Fines and Fees: Proven Strategies and Technologies (FACT sponsored) (Repeats at 2:45 pm)**

Location: Crystal Room

In the first half of the session, Jim Lehman, Collections Program Manager for the Texas Office of Court Administration, will focus on the need for courts to reinforce the compliance of collecting fines and fees in the courts. Mr. Lehman has extensive experience in starting a successful collections program in Dallas County, and then moving on to the Texas OCA to share proven strategies he has both initiated and adopted. Mr. Lehman will also provide statistics and other pertinent information helping you establish your own proven compliance strategies in your court. In the second half of the session, Craig Nielson and Bruce Randall, from RevQ, will speak to, and demonstrate, the different types of technologies that streamline the financial compliance process for the courts. The full breadth of the information provided will allow the listener to learn more about improving the financial collections process, and will also address some questions that arise from sending government debt to outside collection agencies.

Presenters: **Bruce Randall**, President — RevQ and **Craig Nielson**, Vice President-Sales and Marketing, Rev-Q and **Jim Lehman**, Collections Program Manager, Office of Court Administration, Austin, TX

Host: **Zelda DeBoyes**, Aurora, CO

Reporter: **Julie Dybas**, Phoenix, AZ

- **Implementing Case Management Systems Within Statewide and Large Jurisdictions, (FACT sponsored) (Repeats at 2:45 pm)**

Location: Chancellor Room

This roundtable discussion brings together domain and industry experts from around the country to discuss the implementation of case management systems in large and statewide jurisdictions. The discussion will walk through the major phases of implementation, from project conception through closeout. Within each phase key tasks, critical success factors, and lessons learned will be presented and discussed. Case studies will provide context for the discussion, and perspectives will be given from both a Court Administrator and Technologist point of view.

Presenters: **Kyle Snowdon**, Senior Manager, Justice and Public Safety Division, MTG

Management Consultants, LLC; **Robert Baynes**,

CIO and Executive Director of the Rhode Island

Judicial Technology Center; **Robert Putt**, Vice

President of MAXIMUS Justice Solutions, **Brian**

Gilmore, Bernalillo County Court and **Linda Low**,

National Project Executive for Tyler Technologies

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

Reporter: **Sherry Davis**, Hazlehurst, MS

11:30 am to 1:00 pm

Lunch on your own

1:00 to 2:30 pm

Six Concurrent Workshops: Round II

- **NCSC CourTools II: Implementation to Date and Lessons Learned (Repeats at 1:30 pm on Thursday)**

- Location: Gold Room

Integrating performance measures with key court management principles is critical to sustaining a performance measurement system. Performance measurement systems must have measures that address caseload management, access, fairness and effective use of resources. This session will:

- *Review court efforts to implement CourTools;*
- *Present data that courts have generated on the various CourTools;*
- *Discuss how that data is being integrated into court operations;*
- *Discuss lessons learned to-date.*

Presenters: **Brian Ostrom**, Principal Court

Research Consultant with the National Center for

State Courts; **David Slayton**, Director of Court

Administration for the Lubbock County District

Courts and County Courts at Law in Lubbock,

Texas; **Rodina Catalano**, Deputy Court Executive

Officer in charge of operations for the Superior

Court of California, County of San Mateo and

Andrew Gould, Presiding Judge of Superior Court

in Yuma County, AZ

Host: **Stephanie Hess**, Columbus, OH
Reporter: **Yolande Williams**, Seattle, WA

“Accountability” of Another Kind: Report on The JAIL for Judges Initiative *(Repeats at 2:45 pm)*

Location: Chancellor Room

In the last general election courts and judges were the subject of a number of attempted ballot initiatives across the country. This session will discuss the "J.A.I.L. for Judges" constitutional amendment on South Dakota's ballot last November which would have stripped judges and other officials of personal immunity, among other things. This session will review the campaigns mounted for and against the initiative in South Dakota, survey similar initiatives ongoing in other states, and suggest ways for the courts to be prepared for similar efforts in the future.

Presenters: **Karl Thoennes**, Administrator for South Dakota's 2nd Judicial Circuit and **Pat Garcia Duggan**, Court Administrator for Third Judicial Circuit of South Dakota's Unified Judicial System
Host: **Sherry Davis**, Hazlehurst, MS
Reporter: **Patricia Steele**, Muskegon, MI

• Making and Managing The Verbatim Record (FACT sponsored) *(Repeats at 2:45 pm)*

Location: Crystal Room

The choices of methods, staffing and technologies to make the verbatim court record are made even more complex when related management issues such as storage, retention, retrieval, transcript production and facility issues are added to the equation. To assist court leaders in addressing these issues, NACM is publishing a "Making the Verbatim Court Record" miniguide. This session will review the content and provide an overview of the resources contained in the miniguide, including:

- *What is the court record?*
- *Methods and technologies to capture the record*
- *Trial court reporting best practices*
- *Decision criteria and factors in identifying methods to capture the record*
- *Management of court reporting resources*
- *Managing the courtroom*
- *Managing the technology*
- *Transcription methods and requirements*
- *Planning for the future*

Copies of the new NACM Miniguide on Making and Managing the Verbatim Record will be provided as a course handout.

Presenters: **Mike Bridenback**, Court Administrator of the 13th Judicial Circuit, Tampa, Florida; **Chris Crawford**, president of Justice Served®; and

Jennifer Greene, Policy Analyst with the Arizona Administrative Office of the Courts

Host: **Abdiel Ortiz**, Tampa, FL
Reporter: **Karen Gee**, Brighton, CO

• Visioning and Strategic Planning I: Making It Work in Your Court (MSU #1)

Location: Moulin Rouge

This six hour course will introduce and apply the leadership process of visioning and strategic planning to trial court settings. It will explore the ways in which development and implementation of strategic plans can enhance a court's capabilities to be well governed and also more accountable to the many constituencies it serves. Using case studies and techniques used successfully in courts, participants will learn how to critically assess the readiness of their courts to engage in visioning and strategic planning and the factors that help ensure that the plans developed are implemented successfully. It is a hands-on, consultative learning experience that starts with an overview of the steps involved in the process. This will be followed by engaging in visioning, goals and objectives setting, and task analysis. It will conclude with an opportunity to synthesize all of the previous steps into a "plan-to-plan" that participants can take back to their workplaces. Participants are encouraged to bring a project with them that they can use as a focus of their study.

The instructors will emphasize the advantages of small wins, incremental successes, and the importance of personal as well as organizational visioning and strategic planning for court managers.

This course fulfills the content and contact hour requirements for the MSU Judicial Administration Program course for Visioning and Strategic Planning.

Presenters: **Kathy Mays Coleman**, Of Counsel Consultant at the National Center for State Courts; **Maureen Conner**, Associate Professor - School of Criminal Justice and Director of the Judicial Administration Program at Michigan State University; **Kimberly O'Donnell**, Chief Judge of the Richmond Juvenile and Domestic Relations District Court and **Trish Muller**, Chief Operating Officer (COO) of the Richmond Juvenile and Domestic Relations (J&DR) District Court
Host: **Tracey BeMent**, Athens, GA
Reporter: **Paul Shapiro**, Santa Ana, CA

Urban Trial Court Governance: Theory and Practice (Repeat of 10:00 am)

Location: Regent Room

Presenter: **Alan Carlson**

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

- **Standards for IT Governance (FACT sponsored) (Repeat of 10:00 am)**

Location: State Room

Presenter: **Larry Webster**

Host: **Karen Gee, Brighton, CO**

2:30 to 2:45 pm

Beverage Service

Location: International Foyer

2:45 to 4:15 pm

Six Concurrent Workshops: Round III

- **Governance and Judicial Reform in the Middle East: The Merger of Shariah (Islamic) and Western (Napoleonic) Courts in the State of Qatar**

Location: Moulin Rouge

*This session focuses on Governance Reform in the State of Qatar, a small nation state in the Gulf Region of the Middle East. The presentation begins with a brief overview of the history of several Initiatives and Programs to reform the tribal and institutional structure of the State, and drive the modernization of the three branches of government — all in compliance with the mandates of the permanent Constitution and the enabling new bodies of law. One of the new Initiatives and Programs is the **Court Reform Initiative and the Courts Modernization Program (QCMP)**, instituted in 2003, at the directive of H.H. the Crown Prince. The presenter will discuss the policy, cultural, political, organizational and logistical challenges and experiences of his period of involvement with the QCMP.*

Presenter: **George Hogshead**

Host: **Norman Meyer, Albuquerque, NM**

Reporter: **Peter Kiefer, Phoenix, AZ**

- **Practicum I: Fairness and Timeliness and Expedition Accountability Initiatives (Repeat of 10:00 am)**

Location: Gold Room

Presenters: **Kevin Burke and Frank Broccolina**

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

- **Implementing Case Management Systems Within Statewide and Large Jurisdictions, (FACT sponsored) (Repeat of 10:00 am)**

Location: Regent Room

Presenter: **Kyle Snowdon, Brian Gilmore, Robert Baynes, Robert Putt and Linda Low**

Host: **Rosa Holdeman, Santa Ana, CA**

- **Making and Managing The Verbatim Record (FACT sponsored) (Repeat of 1:00 pm)**

Location: Crystal Room

Presenters: **Mike Bridenback and Chris Crawford**

Host: **Ginger Lamar, Santa Ana, CA**

- **Compliance with Fines and Fees: Proven Strategies and Technologies (FACT sponsored) (Repeat of 10:00 am)**

Location: State Room

Presenters: **Bruce Randall and Craig Nielson**

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

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

- **“Accountability” of Another Kind: Report on The JAIL for Judges Initiative (Repeat of 1:00 pm)**

Location: Chancellor Room

Presenters: **Karl Thoennes and Pat Garcia**

Duggan

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

4:30 to 6:00 pm ICM Reception (By Invitation)

Location: Regent Room

Dinner on your own.

Wednesday, July 11

6:30 am Fun Run/Walk

Location: Park Across from Hotel – Meet in the Hotel Lobby at 6:30 am

8:00 am – 5:00 pm

Conference Information Counter

Location: International Foyer

10:00 am to 4:30 pm

Exhibit Show

Location: Imperial Ballroom

10:00 am to 12:00 pm

Knowledge Fair – Featuring Justice

Achievement Award Winners and Nominees

Location: Imperial Ballroom

11:00 am to 12:30 pm

- **Visioning and Strategic Planning II: Making It Work in Your Court (continued) (MSU #2)**

Location: Moulin Rouge

Presenters: **Kathy Mays Coleman, Maureen**

Conner, Judge Kimberly O’Donnell and Trish Muller

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

Reporter: **Paul Shapiro, Santa Ana, CA**

12:00 pm to 1:00 pm

Box Lunch in the Exhibit Area

1:00 pm to 2:30 pm

• **ICM Forum (By Invitation)**

Location: Gold Room

1:30 pm to 3:00 pm

• **Visioning and Strategic Planning III: Making It Work in Your Court (continued) (MSU #3)**

Location: Moulin Rouge

Presenters: **Kathy Mays Coleman, Maureen Conner, Judge Kimberly O'Donnell and Trish Muller**

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

Reporter: **Tracy BeMent**, Athens, GA

• **Courthouse and Court Security Interactive Group Discussion**

Location: Regent Room

After the devastating shooting of a Superior Court Judge, a Court Reporter and a Deputy Sheriff on March 11, 2005, at the Justice Center Complex, the Atlanta Judicial Circuit began a Post-Event Review and an Emergency Preparedness Program. This session will introduce you to the current efforts to protect the Judiciary, Staff and Litigants of the Superior Court. Content will include the role of the Court Administrator, partnership with law enforcement, and the development of a Court-Wide Security Committee, Triage Team, and an Automated Emergency Response Technology.

Presenter: **Judy Cramer**, Superior Court Administrator, Fulton County Superior Court and **James Rose**, Court Security Manager

Host: **K. Batty**, Tucson, AZ

Reporter: **Don Plummer**, Atlanta, GA

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.

9:30 to 10:30 am

• **State Association Committee**

Location: Regent Room

10:30 to 11:30 am

• **Conference Development Committee and Vendor Subcommittee**

Location: State Room

11:30 to 12:30 pm

• **Membership Committee**

Location: Chancellor Room

12:15 pm to 1:15 pm

• **AIA Partnership Meeting**

Location: State Room

1:30 to 2:30 pm

• **Publications Committee**

Location: Chancellor Room

2:30 to 3:30 pm

• **Planning Committee**

Location: State Room

Website Subcommittee will not meet in Chicago.

3:00 pm to 4:00 pm

Pin Exchange

Location: Imperial Ballroom

3:15 to 4:30 pm Ice Cream Break and Prize Drawing in the Exhibit Area

Location: Imperial Ballroom

Dinner on your own

Thursday, July 12

8:00 to 5:15 pm

Conference Information Counter

Location: International Foyer

8:00 to 8:30 am

Coffee Service

Location: International Foyer

8:45 to 10:00 am

Keynote: Leadership, Mentoring and Accountability

Location: International Ballroom

Monday Morning Leadership/Monday Morning Mentoring

What would be the impact on your organization and your business if every one of your leaders spent dedicated time with a mentor? Now they can. In this program based on his best-selling book, David delivers key success principles that equip leaders to confront and overcome their daily challenges.

Veteran and novice leaders alike will:

- *Accept responsibility and maintain focus in order to positively influence the organization;*
- *Discover the need to escape from "management land" to get in touch with and motivate their teams;*
- *Expand their learning zones to make continuous improvement a priority.*

Presenter: **David Cottrell**, Cornerstone Leadership Institute, Inc.

Introduction by **Marcus Reinkensmeyer**, NACM Vice President

Host: **Larry Meyers**, Joplin, MO

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

10:00 to 10:15 am

Coffee Service

Location: International Foyer

10:15 to 11:45 am

Six Concurrent Workshops: Round I

- **Court Governance: The Art of Balancing Independence and Accountability** (repeats at 1:30 pm)

Location: Gold Room

There is a dynamic tension between judicial independence and the coherent administration of the court as an organization. Judicial independence, as it relates to the decisional autonomy of judges, is foundational to the work of the court and is consistent with the separation of powers doctrine. Judicial independence when applied in the area of court administration, however, can create considerable dysfunction and make governance extremely difficult. This session will examine a model of judicial independence which separates the individual autonomy of judges in the courtroom from the organizational needs of the court to function effectively and efficiently. The model will focus on applications in the areas of case disposition decisions, trial/courtroom practices, administrative activities (e.g., budget, personnel) and personal/off-the-bench conduct.

Presenter: **R. Dale Lefever, Ph.D.**, Independent Management Consultant

Host: **Ruth Ann Newcomer**, Columbus, OH

Reporter: **K. Batty**, Tucson, AZ

- **Visioning and Strategic Planning IV: Making It Work in Your Court (continued) (MSU #4)**

Location: Moulin Rouge

Presenters: **Kathy Mays Coleman, Maureen Conner, Judge Kimberly O'Donnell and Trish Muller**

Host: **Rosa Holdeman**, Santa Ana, CA

Reporter: **Paul Shapiro**, Santa Ana, CA

- **Ethics, Accountability, and Governance (Repeats at 3:15 pm)**

Location: Chancellor Room

Across the country, the headlines of the last few years have been filled with embarrassing scandals that hurt individuals, their families, their employers, and their surrounding communities. To help court officials avoid the pain of such scandals, this inspirational and informative workshop, full of props and entertainment, will begin by setting the context of why this timely topic is so important. The session then identifies the four separate levels of ethical standards that regulate your official actions, explores why focusing on court employees' compliance with the law is not enough, and shares several practical tools to help you and your court avoid being fodder for the next embarrassing headline.

Presenter: **Tim Delaney, Esq.**, President, The Center for Leadership, Ethics & Public Service

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

Reporter: **Peter Kiefer**, Phoenix, AZ

- **Practicum II: California Initiatives to Improve Trial Court Statewide: A Report (Repeats at 3:15 pm)**

Location: Crystal Room

California, the largest trial court system in the nation with more than 2,000 judicial officers and 19,000 trial court employees has undergone a dramatic restructuring and transformation in the past decade. Six primary initiatives: Fiscal Accountability; Information Technology; Human Resources; Facilities; Legal Services; and, Enterprise-wide Governance have improved the quality of justice and trial court performance statewide by:

- *Advancing core judicial system values;*
- *Enhancing consistency in trial court operations; and,*
- *Maintaining decentralized trial court management.*

Five key leaders who led and participated in these efforts will present both the core judicial system values and the six primary initiatives.

Presenters: **Ron Overholt, Michael Roddy, Alexander Calvo, Alan Slater, Jody Patel, Pat Yerian, Kim Davis, Sheila Calabro**

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

Reporter: **Terri Johnson**, San Fernando, CA

- **AIA Showcase: Getting the Courthouse You Need (Repeats at 1:30 pm)**

Location: Regent Room

An intermediate level introduction to: needs assessments, programming, planning and design for advanced court facilities. This interactive presentation will be oriented toward Court

Managers who recognize that their court facilities are long overdue for improvement/expansion, but are uncertain how to proceed.

Topics will include:

- Where, when and how do I start
- Understanding the process
- Roles and Relationships of the Players
- Standards, guidelines and benchmarks
- Renovate, expand or replace?
- Ready-made outreach: Programs to use off the shelf or to tailor to your court.
- The Impact of facilities on court operations
- Making your facilities case to others

Presenters: **Ken Ricci and Chuck Oraftik**

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

• **Personal Safety Training for Judges and Court Staff (Repeats at 3:15 pm)**

Location: State Room

This session will cover your personal safety on the job as well as to and from work. Issues that will be discussed are why judges and court staff are at risk, protecting your family at home, conducting a home audit, commuting safely to work and home as well as identifying and responding to threats, recognizing and reacting to danger and diffusing of potentially dangerous confrontations. Special attention will be given to the Triple P's of personal safety-planning, preparing, and practicing. Time will also be spent on exploring useful self-defense techniques and equipment to use personal protection.

Presenters: **Timm Fautsko**, NCSC, Denver, CO and **Jewel Williams**, State of New York Unified Court System and Consultant for NCSC

Host: **Bobbie Christus**, Green Bay, WI

Reporter: **Kip Rodda**, Lakeport, CA

11:45 am to 1:30 pm

NACM Business Meeting, Election and Swearing in of Board, and Light Lunch

1:30 to 3:00 pm

Six Concurrent Workshops: Round II

• **Practicum III: Strategic Planning in the DC Courts (Repeats at 3:15 pm)**

Location: Moulin Rouge

Presenters: **Lisa VanDeVeer**, Director of the Office of Strategic Management for the DC Courts and **Ann O'Regan Keary**, Presiding Judge of the Criminal Division for the DC Superior Court

This seminar highlights the District of Columbia Courts' evolution as a strategically managed organization. Since 2002, the Courts have implemented long-range strategic planning as a core business process, established new

performance management systems for senior managers and staff that link pay to achievement of strategic goals, and adopted courtwide performance measures based on the National Center for State Courts' CourTools and the Trial Court Performance Standards. The Courts' Strategic Planning Leadership Council Co-Chair, Judge Ann O'Regan Keary, and Director, Office of Strategic Management, Ms. Lisa VanDeVeer, will discuss the challenges and lessons learned in moving the organizational culture of the Courts "beyond the courtroom to the Courthouse," where judges and staff share a common vision and goals. Come hear strategies and solutions for overcoming cynicism, gaining judicial buy-in, and sustaining momentum on this challenging but worthwhile journey!

Host: **Duane Delaney**, Washington, DC

Reporter: **James Rose**, Atlanta, GA

• **NCSC CourTools II: Implementation to Date and Lessons Learned (Repeat of 1:00 pm on Tuesday)**

Location: Crystal Room

Presenters: **Brian Ostrom, David Slayton, Rodina Catalano and Andrew Gould**

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

• **Court Governance: The Art of Balancing Independence and Accountability (Repeat of 10:15 am)**

Location: Gold Room

Presenter: **R. Dale Lefever, Ph.D.**

Host: **Thomas Dibble**, Somerville, NJ

• **AIA Showcase: Getting the Courthouse You Need, (Repeat of 10:15 am)**

Location: Regent Room

Presenters: **Ken Ricci and Chuck Oraftik**

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

• **Working Between the Branches (Repeats at 3:15 pm)**

Location: State Room

A Moderated Discussion - The public wants and deserves a government that works and cooperates between and among the branches. But who is and should be in charge? What do the branches need and want from each other? Is there any common ground when it comes to fair, impartial and efficient trial courts? This will be moderated conversation between a leadership judge, a court manager, a legislator and an executive branch officer.

Presenters: **William Raftery**, NCSC, Williamsburg, VA, **Kevin Bowling**, Trial Court Administrator, Ottawa County, MI, **Donald Disselkoen**, Ottawa County, MI, **Edward R. Post**, Chief Judge of the 20th Circuit Court located in Ottawa County, MI,

Alan Vanderberg, County Administrator of Ottawa County, MI

Host: **Larry Myers**, Joplin, MO

Reporter: **Stephanie Hess**, Columbus, OH

- **International Court Consulting: What You Need to Know and How to Get Involved**

Location: Chancellor Room

Two questions: 1. Ever desired to spend some time overseas? 2. Ever wondered about using your justice system background in a different (and challenging) setting? This workshop will cover a number of issues and insights on how you just might do both. Topics to help determine your fit for international consulting will include desirable skills, knowledge, abilities and personal traits that best serve the consultant along with what it is really like to live and work in a developing country. Also the local culture, security issues, and can I take my family (what about schools)? Getting involved? How can I find out about existing or prospective projects? Consulting companies: Who are they and what are they looking for? Who can I talk to about opportunities? My CV is accepted by a consulting firm and added to its project proposal, now what? Before you take the leap—questions you may want to ask before you do so.

Presenter: **Al Szal**, Retired Consultant, Portland, OR

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

Reporter: **Peter Kiefer**, Phoenix, AZ

3:00 pm to 3:15 pm

Beverage Service

Location: International Foyer

3:15 pm to 4:45 pm

Six Concurrent Workshops

- **Working Between the Branches (Repeat of 1:30 pm)**

Location: State Room

Presenters: **William Raftery**, NCSC, Williamsburg, VA, **Kevin Bowling**, Trial Court Administrator & Attorney Referee for the 20th Judicial Circuit Court and the Ottawa County Probate Court in Ottawa County, MI, **Donald Disselkoen**, Ottawa County, MI, **Edward R. Post**, Chief Judge of the 20th Circuit Court located in Ottawa County, MI, **Alan Vanderberg**, County Administrator of Ottawa County, MI

Host: **Rachelle Resnick**, Phoenix, AZ

- **Ethics, Accountability, and Governance (Repeat of 10: 15 am)**

Location: Chancellor Room

Presenter: **Tim Delaney, Esq.**

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

- **Practicum II: California Initiatives to Improve Trial Court Statewide: A Report (Repeat of 10:15 am)**

Location: Crystal Room

Presenters: Presenters: **Ron Overholt, Michael Roddy, Alexander Calvo, Alan Slater, Jody Patel, Pat Yerian, Kim Davis, Sheila Calabro**

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

- **Practicum III: Strategic Planning in the DC Courts (Repeat of 1:30 pm)**

Location: Gold Room

Presenters: **Lisa VanDeVeer**, Director of the Office of Strategic Management for the DC Courts and **Ann O'Regan Keary**, Presiding Judge of the Criminal Division for the DC Superior Court

Host: **Judith Cramer**, Atlanta, GA

- **Personal Safety Training for Judges and Court Staff (Repeat of 10:15 am)**

Location: Regent Room

Presenters: **Timm Fautsko** and **Jewel Williams**

Host: **Karen Lee**, Santa Ana, CA

- **Management Job Tools to Increase Accountability: Best Practices from the Cook County Circuit Clerk's Office**

Location: Moulin Rouge

This interactive and how "to do" workshop will provide court managers with work tools that facilitate effective communication and improve operational efficiency throughout courts and their justice partners.. The proven multi-faceted tools to be demonstrated create synergy, impart structure and help ensure oversight over projects, action items, and operational / administrative policies and procedure. Tools to be demonstrated include: Administrative and Policy, Method and Procedures template for documenting office-wide policies and processes; Action Items template for capturing tasks stemming from meetings; Technology Oversight Committee organizational structure and meeting template for standardized reporting of technology projects to executive staff; and Project Status Report template that assists in organizing employee workload.

Presenters: **Dorothy Brown**, Clerk of Circuit Court, Cook County, IL and **Jim D'Archangelis**, Director of Strategic Planning, Cook County, IL

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

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

4:45 to 5:15 pm

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

Location: International Ballroom

Host: **Pam DeVault**, Lees' Summit, MO

7:00 to 11:00 pm

**Closing Dinner and Dance with
entertainment by The Hat Guys (cash
bar)**

Location: International Ballroom

Friday, July 13

9:00 to 10:00 am

New NACM Board Members Orientation

Location: Chancellor Room

9:45 to Noon

NACM Board of Directors Meeting

Location: Chancellor Room

HOSPITALITY SUITE
Location will be available at the Information Desk
NON-SMOKING

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

OFFICE HOURS

Registration and Information Desk

Sunday, July 8	11:00 am to 6:00 pm
Monday, July 9	7:00 am to 5:00 pm
Tuesday, July 10	8:00 am to 4:15 pm
Wednesday, July 11	9:30 am to 4:00 pm
Thursday, July 12	8:30 am to 5:15 pm

NACM Board of Directors

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Marietta, GA

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Paul J. Burke
Boston, MA

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Marcus Reinkensmeyer
Phoenix, AZ

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Pamela Harris
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Small Court Director

Kip Rodda
Lakeport, CA

Limited Jurisdiction Director

Debra DeBerry
Decatur, GA

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Grand Haven, MI

At Large Director (2)

Warner Hassell
Nashville, TN

National Center for State Courts

300 Newport Avenue
Williamsburg, VA 23185

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Valerie Hansford
Conference Manager

Stacey Smith
Exhibit Coordinator

Megan McQuiddy
Conference Administrative Assistant

Shirley Sutherland
Administrative Manager

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

KNOWLEDGE FAIR
Jude Del Preore
Kip Rodda

VENDOR SHOW
Virlynn Tinnell

FUN RUN/WALK
Peter Coolsen

HOST AND REPORTER
COORDINATOR
Pam DeVault

HOSTS AND REPORTERS

K. Batty, Tucson, AZ
Tracy BeMent, Athens,
Suzanne Blavet, Clearlake, CA
Michael Bridenback, Tampa, FL
Bobbie Christus, Green Bay, WI
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Phillip Hanley, Phoenix, AZ

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Rosa Holdeman, Santa Ana, CA
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Peter Kiefer, Mesa, AZ
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Richelle Uecker, Santa Ana, CA
Mark Weinberg, Daytona Beach, FL
Yolande Williams, Seattle, WA