



**NATIONAL ASSOCIATION FOR
COURT MANAGEMENT**

**Annual Conference
July 20-24, 2010
Sheraton New Orleans Hotel
New Orleans, LA
“WISDOM IN ACTION: PROVEN COURT PRACTICES”**

AGENDA

SUNDAY, JULY 18

8:30 AM - 5:00 PM	NACM Officers Retreat (Invitation Only)	Edgewood AB 4 th Floor
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MONDAY, JULY 19

8:00 AM - 3:00 PM	Leadership Seminar (Invitation Only)	Nottoway 4 th Floor
11:30 AM - 1:30 PM	Leadership & NACM BOD Lunch (Invitation Only)	Oak Alley 4 th Floor
1:00 - 5:00 PM	NACM Board of Directors Meeting (Invitation Only)	Borgne 3 rd Floor

TUESDAY, JULY 20

8:30 - Noon	NACM Board Meeting (Invitation Only)	Borgne 3 rd Floor
8:30 – 9:15 AM	MSU Certification <i>Program General Overview</i>	Nottoway 4 th Floor
9:30 AM – NOON	Visioning and Strategic Planning (MSU #1) (Does not repeat) <u>Presenter:</u> <i>Brenda Wagenknecht-Ivey</i>	Nottoway 4 th Floor
10:00 - 11:30 AM	FACT Steering Committee	Oak Alley 4 th Floor
11:30 AM - 1:30 PM	Joint Briefing by Technology Stakeholder Groups <i>(combined FACT and JTC)</i>	Oak Alley 4 th Floor
NOON - 1:00 PM	MSU Lunch Break	On Your Own
1:15 – 4:30 PM	Visioning and Strategic Planning (MSU #2) (Does not repeat) <u>Presenter:</u> <i>Brenda Wagenknecht-Ivey</i>	Nottoway 4 th Floor
1:00 - 8:00 PM	Registration & Conference Information	Napoleon Foyer, 3 rd Floor
1:00 - 5:00 PM	Joint Technology Committee (JTC)	Oak Alley 4 th Floor
1:00 - 4:00 PM	NACM Nominating Committee Interviews	Crescent 4 th Floor
3:00 – 4:30 PM	Facebook and Twitter and Linked-In Oh My: Exploring the Personal, Professional and Court Uses of Social Media Presenters: David Slayton, Kelly Steele & Nora Sydow	Maurepas 3 rd Floor
5:15 - 6:00 PM	First-time Attendees Reception	Cornet & Foyer 8 th Floor
6:00 - 7:30 PM	President's Reception Suzanne Stinson, NACM President Hon. Frank A. Marullo, Sr. Judge, New Orleans Criminal District Court	Armstrong Ballroom, 8 th Floor

WEDNESDAY, JULY 21

7:30 AM - 5:00 PM	Registration & Conference Information	Napoleon Foyer, 3 rd Floor
8:00 AM - 5:00 PM	Dr. Is In (by appointment)	Ellendale 4 th Floor
8:30 - 9:00 AM	Welcome, Introductions & Award of Merit Presentation Suzanne Stinson, NACM President Hon. John Weimer, Associate Justice, Supreme Court of Louisiana	Napoleon Ballroom CD 3 rd Floor
9:00 - 10:00 AM	Conference Theme and Keynote Introduction: Jude Del Preore, NACM President - Elect Keynote: Why People Aren't Doing What You Want Them To Do and What You Can Do About It <u>Presenter:</u> <i>Greg Gray</i> Reporter: Adam Keller	Napoleon Ballroom CD 3 rd Floor
10:00 - 10:15 AM	BREAK	
Concurrent Workshops Round I: 10:15 AM – 11:45 AM		

Evolving Court Customer Service Through Staff Disintermediation (Repeats at 3:30 PM) <u>Presenters:</u> <i>John Clarke & Bryan Borys</i> Host: Marilue Hemmel Reporter: <i>Karen W. Cooper</i>	Southdown 4 th Floor
Differentiated Case Management Concept and Application to Criminal Case Management BJA CCTAP at American University (Repeats at 1:45 PM) <u>Presenters:</u> <i>Peter Coolsen & Pamela Harris</i> <u>Moderator:</u> <i>Maureen Solomon</i> Host: David Slayton Reporter: Stephanie Hess	Gallier A&B 4 th Floor

**Concurrent Workshops Round I:
10:15 AM – 11:45 AM**

Progress in Self Represented Litigants Innovation: Cost Savings, Impact and Ease of Deployment Maurepas
3rd Floor
(Repeats at 3:30 PM)
Presenters: *John Greacen, & Richard Zorza*
Host: Chip Coulter
Reporter: Hope Lafleur

Performance Based Budgeting (Repeats at 3:30 PM) Borgne
3rd Floor
Presenter: *Mark Dubeau*
Host: Chris Crawford
Reporter: Doug Holloway

Using the Media to Build Public Trust and Confidence Oak Alley
4th Floor
(Repeats at 1:45 PM)
Presenter: *Mark Curriden*
Host: Bobby Wilson
Reporter: *Larry Meyers*

Information Technology Management MSU #1 Nottoway
4th Floor
(Does not repeat)
Presenters: *Tim Dibble & Mohamed Farrag*
Host: Tim Leger

11:45 AM - 1:30 PM Business Meeting Luncheon Grand Ballroom C
5th Floor

**Concurrent Workshops Round II:
1:45 PM – 3:15 PM**

Keynote Follow Up: Delivering Effective Feedback in 2 Minutes or Less Borgne
3rd Floor
Presenter: *Greg Gray*
Host: Sandy Acardo
Reporter: Sandra Trujillo

Case Processing Performance Standards and Measurement (Does Not Repeat) Southdown
4th Floor
Presenters: *Barry Mahoney & John Greacen*
Host: Jan Weaver
Reporter: Karen W. Cooper

**Concurrent Workshops Round II:
1:45 PM – 3:15 PM**

Differentiated Case Management Concept and Application to Criminal Case Management BJA CCTAP at American University (Repeat of 10:15 AM) Gallier A&B
4th Floor
Presenters: *Peter Coolsen & Pamela Harris*
Moderator: *Maureen Solomon*
Host: Hope LaFleur

Shared Interest Group Facilitated Meeting I: Special Challenges in Managing General Jurisdiction Courts Edgewood A&B
4th Floor
(Does Not Repeat)
Facilitator: *Stephanie Hess*
Reporter:

Using the Media to Build Public Trust and Confidence Oak Alley
(Repeat of 10:15 AM) 4th Floor
Presenter: *Mark Curriden*
Host: Don Heagy

Information Technology Management MSU # 2 Nottoway
(Does not repeat) 4th Floor
Presenters: *Tim Dibble & Mohamed Farrag Soliman*

3:15 - 3:30 PM REFRESHMENT BREAK

**Concurrent Workshops Round III:
3:30 PM – 5:00 PM**

Evolving Court Customer Service Through Staff Disintermediation (Repeat of 10:15 AM)
Presenters: *John Clarke & Bryan Borys*
Host: Zoe Venhuizen

Southdown
4th Floor

Progress in Self Represented Litigants Innovation: Cost Savings, Impact and Ease of Deployment
(Repeat of 10:15 AM)
Presenters: *John Greacen & Richard Zorza*
Host: Chip Coulter

Maurepas
3rd Floor

Shared Interest Groups Meetings II: Special Challenges in Managing Limited Jurisdiction Courts (Does not repeat)
Facilitator *Russell Brown*
Reporter:

Oak Alley
4th Floor

Shared Interest Groups Meetings III: Court Staffing Issues & Succession Planning (Does not repeat)
Presenters: *Kevin Bowling & Linda Romero Soles*
Reporter:

Gallier A&B
4th Floor

Performance Based Budgeting (Repeat of 10:15 AM)
Presenter: *Mark Dubeau*
Host: Chelle Uecker

Borgne
3rd Floor

Information Technology Management MSU # 3
(Does not repeat)
Presenters: *Tim Dibble & Mohammed Farrag Soliman*

Nottoway
4th Floor

ENJOY THE EVENING IN NEW ORLEANS

THURSDAY, JULY 22

7:00 AM	FUN RUN/WALK	HOTEL LOBBY
8:00 AM - 5:00 PM	Registration & Conference Information	Napoleon Foyer, 3 rd Floor
8:00 AM - 5:00 PM	Dr. Is In (by appointment)	Ellendale 4 th Floor
8:00 – 9:30 AM	Information Technology Management MSU #4 (Does not repeat) <u>Presenters:</u> <i>Tim Dibble & Mohammed Farrag Soliman</i>	Nottoway 4 th Floor
8:00 - 9:30 AM	Jury Management Toolbox™ Demonstration (Does not repeat) <u>Presenter:</u> <i>Paula Hannaford-Agor</i> Host: Adrienne Stroble Reporter: Chip Coulter	Southdown 4 th Floor
7:45 – 8:30 AM	Conference Development Committee & Vendor Subcommittee	Maurepas 3 rd Floor
8:30 – 9:00 AM	Publications Committee	Oak Alley 4 th Floor
8:30 – 9:00 AM	AIA Committee	Maurepas 3 rd Floor
9:00 – 9:30 AM	Planning Committee	Maurepas 3 rd Floor
9:30 – 10:00 AM	Ethics Committee	Oak Alley 4 th Floor
10:00 – 10:30 AM	Membership Committee/State Associations Committee	Maurepas 3 rd Floor
10:45 – 11:15 AM	Website Committee	Oak Alley 4 th Floor

10:00 AM - NOON	COURT2COURT including THE COURT MEETS THE PRESS: A NACM GUIDE FOR COURT MANAGERS	Napoleon Exposition Hall & Ballroom 3 rd Floor
10:00 AM – 5:00 PM	EXHIBIT SHOW (CLOSED 2:00 – 4:00 PM)	Napoleon Exposition Hall & Ballroom 3 rd Floor
NOON - 1:30 PM	BOX LUNCH IN EXHIBIT HALL	Napoleon Exposition Hall & Ballroom 3 rd Floor
1:00 PM - 2:00 PM	PIN EXCHANGE	Napoleon Exposition Hall & Ballroom 3 rd Floor
2:00 - 4:00 PM	EXHIBITOR BONUS SESSIONS	Waterbury Ballroom 2 nd Floor
4:00 - 5:00 PM	AFTERNOON SNACK & PRIZE DRAWING (MUST BE PRESENT TO WIN)	Napoleon Exposition Hall & Ballroom 3 rd Floor
5:00 PM - 6:00 PM	MSU GRADUATES RECEPTION (BY INVITATION ONLY)	Nottoway 4 th Floor
6:30 PM - 10:00 PM	DINNER & DANCING SOCIAL EVENT at Pat O'Brien's on the River (meet in the hotel lobby by 6:30 to join Mardi Gras Style Parade to Pat O's)	

FRIDAY, JULY 23

8:00 AM - 5:00 PM	Registration & Conference Information	Napoleon Foyer 3 rd Floor
8:00 AM - 5:00 PM	Dr. Is In (by appointment)	Ellendale, 4 th Floor
8:30 - 8:35 AM	Justice Achievement Award Presentation	Napoleon Ballroom CD 3 rd Floor
8:35 – 8:40 AM	JMI Ernest Friesen Award presentation	
8:40 – 8:45 AM	Keynote Introduction Suzanne Stinson, NACM President	
8:45 - 9:45 AM	Keynote: Effective Court Manager – Judge Leadership Teams <u>Presenter:</u> <i>Dale Lefever</i> Reporter: Scott Griffith	
9:45 - 10:00 AM	BREAK	
	Concurrent Workshops Round IV:	
	10:00 AM – 11:30 AM	

Lessons Learned from e-Filing Implementation FACT (Repeats at 1:00 PM) <u>Presenters:</u> <i>Phil Hatten, Lane Turner, Frank Mroz & Craig Franden</i> Host: Lynn Maloy Reporter: Thomas G. Dibble	Gallier A&B 4 th Floor
It's Geek to Me! FACT (Does not repeat) <u>Presenter:</u> <i>Marlene Martineau</i> Host: Felecia A. Scott Reporter: Robert Hahn	Nottoway, 4 th Floor
Paper on Demand FACT (Repeats at 1:00 PM) <u>Presenter:</u> <i>Bob Roper</i> Host: Warner Hassell Reporter: Sharon Pizzuti	Borgne, 4 th Floor
Court Websites: Best of Breed FACT (Repeats at 2:45 PM) <u>Presenter:</u> <i>Chris Crawford</i> Host: Tim Leger Reporter: Dawn Palermo	Maurepas 3 rd Floor

Concurrent Workshops Round IV
10:00 AM – 11:30 AM

Models in Self Represented Litigants Innovation: Tested Ideas (Repeats at 2:45 PM) Oak Alley
4th Floor
Presenters: *Katrina Zabinski, Bonnie Hough & Jane Ribadeneyra*
Host: Andrienne Stroble
Reporter: Tim Tyler

11:30 AM - 1:00PM LUNCH ON YOUR OWN

Concurrent Workshops Round V
1:00 PM – 2:30 PM

Keynote Follow Up - Effective Court Manager – Judge Leadership Teams: Applying the Concepts Maurepas
3rd Floor
Presenter: *Dale Lefever*
Host: Thomas G. Dibble
Reporter:

Paper on Demand FACT (Repeat of 10:00 AM) Borgne
3rd Floor
Presenter: *Bob Roper*
Host: Stephanie Hess

Differentiated Case Management Concept & Application to Civil Case Management BJA CCTAP at American University (Repeats at 2:45 PM) Nottoway
4th Floor
Presenters: *Howard Berchtold & Pamela Harris*
Moderator: *Maureen Solomon*
Host: Andrienne Stroble
Reporter:

Lessons Learned from e-Filing Implementation FACT Gallier A&B
(Repeat of 10:00 AM) 4th Floor
Presenters: *Phil Hatten, Lane Turner, Frank Mroz & Craig Franden*
Host: Denise Savant

How are we doing: Using CourTools as a Dashboard for Your Court (Repeats Saturday at 10:45 AM) Oak Alley
4th Floor
Presenter: *David Slayton*
Host:
Reporter: Larry Myers

2:30 - 2:45 PM REFRESHMENT BREAK

**Concurrent Workshops Round VI:
2:45 PM - 4:15 PM**

- Models in Self Represented Litigants Innovation: Tested Ideas** (Repeat of 10:00 AM) Oak Alley
4th Floor
Presenters: *Katrina Zabinski, Bonnie Hough & Jane Ribadeneyra*
Host: Lynn Maloy
- Differentiated Case Management Concept and Application to Civil Case Management BJA CCTAP at American University** (Repeat of 1:00 PM) Nottoway
4th Floor
Presenters: *Howard Berchtold & Pamela Harris*
Moderator: *Maureen Solomon*
Host:
- Court Websites: Best of Breed FACT** (Repeat of 10:00 AM) Maurepas
3rd Floor
Presenter: *Chris Crawford*
Host: Sharon Pizzuti
- Court Leader & Court Reporter Partnering on Digital Recording FACT** (Does not Repeat) Borgne
3rd Floor
Presenters: *Pam Kilpela & Marsha Unthank*
Host: Tim Myler
Reporter: Marla Moore
- The Katrina Effect and Lessons Learned from the Orleans Parish Criminal District Court** (Does not Repeat) Gallier A&B
4th Floor
Presenters: *Carla Smith, Frank Marullo, Calvin Johnson & Jim Beight*
Host: Kathleen Dixon
Reporter: Karen W. Cooper

ENJOY THE EVENING IN NEW ORLEANS

SATURDAY, JULY 24

8:00 AM – NOON	Registration & Conference Information	Napoleon Foyer, 3 rd Floor
8:00 - 9:30 AM	Business Meeting Breakfast & New Officer Swearing In	Napoleon CD 3 rd Floor
9:30 - 10:30 AM	Introduction: Kevin Bowling, NACM Vice President	Napoleon CD 3 rd Floor
	Keynote: Ding Happens! The Art of Improvising When Things Don't Go As Planned <u>Presenter:</u> <i>Avish Parashar</i> Reporter:	
10:30 - 10:45 AM	BREAK Concurrent Workshops: Round VII 10:45 AM – 12:15 PM	

Keynote Follow Up <u>Presenter:</u> <i>Avish Parashar</i> Host: Chelle Uecker Reporter:	Borgne 3 rd Floor
How Are We Doing: Using CourTools as a Dashboard for Your Court (Repeat of Friday at 1:00 PM) <u>Presenter:</u> David Slayton Host: Stephanie Hess	Oak Alley 4 th Floor
Self Represented Litigants Innovation Deployment: State & Local Processes (Does Not Repeat) <u>Presenters:</u> <i>Richard Zorza, Kathleen Dixon & Cynthia Cohen & Zoe Venhuizen</i> Host: Reporter:	Gallier A&B 4 th Floor
Rural Court Networks (Does Not Repeat) <u>Presenters:</u> <i>Barry Mahoney & Elaine Borakove</i> Host: Larry Myers Reporter:	Nottoway 4 th Floor

Do Facility Planning Before the Architects Start

(Does Not Repeat)

Presenter: *Dan Wiley*

Host:

Reporter:

Southdown
4th Floor

12:30 - 1:00 PM

Conference Closing Plenary

NACM President and President-Elect

Report on Future Conferences

Reporter:

Napoleon CD
3rd Floor

SAFE TRAVELS HOME AND SEE YOU NEXT YEAR IN LAS VEGAS!

1:15 PM - 1:45 PM

**New Board Member Orientation
(By Invitation)**

Maurepas Room
3rd Floor

1:45 PM – 3:15 PM

**NACM Board of Directors Meeting
(By Invitation)**

Maurepas Room
3rd Floor