



Speaker Biographies

RANDY ANDERSON is co-founder of E3 Professional Trainers, a Texas-based training firm providing workplace and life training for individuals, teams, and companies. His strategies help individuals improve their productivity, increase personal influence, and live more fulfilling lives. Before starting E3 in 2005, Mr. Anderson spent 20 years in sales and sales management. Most of that time was spent in media sales, which gave him the opportunity to work with virtually every type of business and in every industry. It is from that experience that he draws the ideas and strategies to help his clients improve their performance in the workplace and to achieve their maximum potential in life.

BRYAN BORYS, Ph.D., is assistant to the executive officer of the Los Angeles Superior Court. He has been with the court since 1999. Previously, he taught public administration at the University of Southern California. He is a member of the Research Advisory Council of the National Center for State Courts and is the faculty advisor to the California Judicial Administration Fellowship Program. He is a member of NACM, the Law and Society Association, and the America Society for Public Administration.

JOHN A. CLARKE is the executive officer/clerk of the Los Angeles County Superior Court. He has held that office since February 1, 1995. He was the trial court administrator for the Essex County (Newark, New Jersey) Superior Court from 1990-95. He served from 1984-90 as the trial court administrator in Hudson County (Jersey City). He was the court administrator in the 36th Judicial District in Pennsylvania from 1974-84. In addition to serving on many national and state advisory committees, he was a commissioner for the National Center for State Courts' (NCSC) Trial Court Performance Standards Project; director of NACM's Trial Court Management Guides Project; former editor of *The Court Manager*; member of the editorial board of *The Justice System Journal*; and a member of the Conference of State Court Administrators committee that published the *State Court Caseload Statistics: Annual Report* series. He served on the Board of Directors of NACM from 1983-91, serving as president in 1989-90. He was a member of the American Judicature Society's Board of Directors. He received NCSC's 1989 Distinguished Service Award; the Institute for Court Management's 1992 Chief Justice Warren E. Burger Award; NACM's 1993 Award of Merit; the Consumer Attorneys of California 1995 Court Administrator of the Year Award; and the 2005 UCLA Anderson IS Associates Executive Leadership Award.

LIZ CLOUD, CPA and facilitator of learning, has worked within the corporate world for 19 years and as a consultant for 17 years. Her ability to see the perspectives from inside and outside an organization brings a unique experience to individuals and organizations as change occurs. Her intuitive ability to see the big picture and recognize patterns or trends in a series of isolated events, to generate alternatives, and to evaluate effective solutions supports the individual's and organization's strategy. She especially enjoys working with individuals as they transform their leadership abilities at all levels of the organization. Jackalyn Rainosek and Ms. Cloud are co-owners of Cloud-Rainosek & Associates (CRA) and both are certified master facilitators with Jim Kouzes and Barry Posner's work *The Leadership Challenge*®. Both have helped change the culture and work environment for municipal courts and sheriff and police departments. They appreciate the dedication, commitment, and significant work of public servants.

GARY EGNER has tremendous industry expertise in deploying large-scale justice and public-safety initiatives. He has over 25 years of experience in the justice industry and has served as project director in multiple implementations throughout the United States, including the District of Columbia Superior Courts and integrated justice projects in numerous counties in Ohio, Michigan, and Indiana. He is responsible for developing the business development strategy, marketing, and partner strategy for AMCAD justice and public safety that includes territory expansion strategy, partner relations, sales presentations, development of marketing strategy for the justice industry, establishment of conference participation, conceptual design of booth materials, proposal of collateral materials, and association participation. Mr. Egner also is a member of the IJIS Institute Court Advisory Committee, NACM, the Forum for the Advancement of Court Technology, and the American Jail Association and has participated on national case management standard committees with the National Center for State Courts.

FRANK J. GREENE, FAIA, plans and designs civic buildings that are diverse in their expression, their imagery defined by the circumstances of place and purpose. A principal of RicciGreene Associates, his body of work is international in scope. He is a founding member of the NY Chapter of the Academy of Architecture for Justice (AAJ) and a frequent speaker and writer on justice topics. He serves the American Institute of Architects (AIA) College of Fellows as New York State representative, and the New York Chapter as a member of the Fellows Committee. As a founding member of the Sustainable Justice (SJ) Committee of the AIA AAJ, Mr. Greene has led a number of collaborative workshops defining the need for a white paper on "Sustainable Justice 2030: Green Guide to Justice," for which he served as editor. He has served as moderator for panel presentations of the work of the SJ Committee at two AIA conventions and three AAJ conferences. He wrote the facilities portion of a recently published white paper for the Department of Justice National Institute of Corrections, "Greening Corrections: People, Processes, Policy," and participated in a webcast presenting its findings. He is a graduate of the Howard University School of Architecture and Planning, where he received the Gold Medal for Design in 1978.

GORDON GRILLER is a principal court management consultant with the National Center for State Courts' Court Consulting Services. He has held numerous positions dedicated to court improvement for nearly 40 years, including vice president for justice practices (2003-06), State and Local Solutions Group, Affiliated Computer Systems (ACS, Inc.); administrator for all trial courts (2001-03) and the Superior Court (1987-2001) of Arizona in Maricopa County (Greater Phoenix); judicial district administrator (1978-87) for the Second Judicial District of Minnesota in Ramsey County (Greater St. Paul); and court administrator (1976-78) for the Municipal Court of Hennepin County (Minneapolis). He was president of the National Association of Trial Court Administrators in 1983 and 1984 and co-chaired the Special Commission that created NACM in 1985. He has consulted, taught, and written on caseload management, leadership, self-represented litigants, jury reform, visioning, strategic planning, ADR, budgeting, reengineering, and systems and procedures. He received ICM's 1988 Warren E. Burger Award for outstanding contributions to court administration, and NACM's highest accolade, the Award of Merit, in 2000. He also received ICM's Star Award. Mr. Griller has a BA in political science and MA in public administration from the University of Minnesota (Minneapolis). He is a Graduate Fellow of ICM and a founding member of the Urban Court Managers' Network, and has been on the governing boards of NCSC, the American Judicature Society, and the National Conference of Metropolitan Courts, where he serves as executive director.

DANIEL J. HALL is vice president of the National Center for State Courts, Court Consulting Services Division, in Denver. He is responsible for the development, coordination, and execution of all consulting work and the provision of technical assistance to the nation's courts through NCSC, which is headquartered in Williamsburg, Virginia. He also develops new products and services to assist the ever-changing needs of state courts. Until the end of July 2001, he was the director of planning and analysis for the Colorado Judicial Department, where he developed nationally recognized staffing models for court staff, judges, and magistrates. In addition, he developed the judicial department's annual budget and coordinated their legislative activities. He was the executive director of the Chief Justice's Judicial Advisory Council, Technology Steering Committee, and State Commission on Judicial Performance. In addition, he has provided court consulting services internationally, working in Australia, Bulgaria, Chile, Costa Rica, Nigeria, Peru, Spain, and Singapore. In 1991 Mr. Hall accepted NACM's Justice Achievement Award for the development of bilingual, computerized, and interactive kiosks in the courts. He was previously employed as a policy analyst for the Colorado Department of Regulatory Agencies and served as an adjunct professor at Denver University College of Law from 1992-2002. He holds a Bachelor of Arts in sociology and a Masters of Public Administration from the University of Colorado at Boulder.

ROGER A. HALL is a consulting psychologist licensed in Ohio and Indiana. He trains leaders to think more clearly, act more decisively, and interact more effectively. He provides executive coaching to business owners, senior executives, and high-potential

young leaders and executive assessment services for companies as they choose people to develop; trains work groups to enhance their performance; facilitates executive-agenda and team-building meetings; and works on talent assessment and succession planning. Dr. Hall has worked with leaders from *Fortune 20* companies, entrepreneurial firms, and executives in the areas of law, health care, publishing, insurance, construction, manufacturing, retail, distribution, universities, public and private schools, missionary agencies, and churches. He has also provided continuing legal education training for the Ohio State Bar Association for the last decade. Dr. Hall received his doctorate in psychology from the Ohio State University in 1991 and completed his predoctoral internship at the University of Utah.

DAVID HAYWARD joined the city of Henderson as the court administrator in October 2001. He coordinates the day-to-day operations of the courts. He is also a member of the city's Executive Team. Before joining the city of Henderson, Mr. Hayward was the district court administrator in the Second Judicial District of Iowa from 1987-2001. He served as an operations supervisor for the Northern Area Producing Department of the Arabian American Oil Company in Saudi Arabia from 1981-87. He also worked for the Williams Pipe Line Company in several Midwest locations. Mr. Hayward is a past president of the Nevada Association of Court Executives and has been a member of the NACM since 1989. He served on the faculty of the Fifth National Court Technology Conference in Detroit, Michigan in 1997. He was recognized with a Certificate of Exemplary Service in September 2001 by Iowa Chief Justice Louis A. Lavorato. Mr. Hayward earned a master's degree from the University of Oklahoma in managerial economics in 1986, after graduating from the University of Alaska in Fairbanks with a bachelor's degree in biological sciences in 1973.

JULIA HUGHES, AIA, currently chairs the American Institute of Architects' Academy of Architects for Justice Sustainable Justice Committee and was instrumental in developing the "Sustainable Justice 2030: Green Guide for Justice" white paper. She organized a 2006 AIA AAJ panel discussion, "Should Juvenile Facilities Also Be Green?" which was one of the initiators of the sustainable justice buzz and its unique and critical role in healthy communities. Ms. Hughes's focus on justice architecture over the past 16 years has included award-winning courthouse and detention/corrections facilities on the east and west coasts and various communities in-between. Particularly noteworthy is the recent World Architecture News Effectiveness Award of the Union County Juvenile Detention Center—"aiming to find the best in architectural design that has profoundly impacted society, transcending the requirements of the client brief and aesthetic appeal . . . [that] benefited its users, the surrounding community and beyond, in relation to one or more of the following aspects: Social, Technological, Environmental, Economic and Productivity."

SUE HUMPHREYS has over 25 years of justice technology experience, with the last two years focused specifically on analysis, design, direction, and development of

automated court solutions. She has a very strong combination of leadership, technical, and consultancy skills, and is an effective communicator with justice practitioners and solution providers alike. Ms. Humphreys has a wealth of experience with operations, business processes, and the implementation of justice systems throughout the United States. She is adept at leading, training, overseeing, mentoring, and guiding her teams to successful product development and implementation and is passionate about the justice arena and intent on solving problems—especially as they relate to opportunities for more agile and informed decision making and judicial enforcement. Her areas of expertise include business analysis and needs assessment; workflow/process mapping and solution concept to execution; innovative application of technologies, especially as related to usability; and cross-functional and cross-organizational teaming and collaboration.

RON LEDFORD is the district court administrator of the 6th Judicial District, which consists of 11 counties in central Wisconsin. He has 30 years of executive court experience as a trial court administrator and as an elected clerk of court in small-to-large, rural and urban jurisdictions. He is experienced at developing and implementing projects that have changed the status quo in decentralized court environments. He is a graduate of the National Center for State Courts' Court Executive Development Program.

TIMOTHY J. MURRAY is the executive director of the Pretrial Justice Institute (PJI). He has worked as a criminal justice practitioner at the local, state, and federal levels for 40 years. His extensive pretrial justice experience includes management and executive positions with the pretrial services systems in Washington, D.C., and Miami-Dade County, Florida. While in Miami, he was the principal architect and administrator of the nation's first drug court. He went on to serve with the U.S. Department of Justice as first director of the Drug Court Program Office. Following that appointment, he held the positions of director of policy and planning and director of program development at the Bureau of Justice Assistance. He completed his federal service as part of the start-up team for the Transportation Security Administration, now part of the U.S. Department of Homeland Security. He was selected as PJI's executive director in 2006. He has provided technical assistance to hundreds of programs and organizations, nationally and internationally. He is a lifetime member of the National Association of Pretrial Services Agencies and is the proud recipient of the association's most prestigious honor, the Ennis J. Olgiate Award. He also serves as the executive director for the Institute for Justice Planning, a subsidiary of PJI providing planning support to jurisdictions engaged in criminal justice system reform.

NEIL NESHEIM has worked for the Alaska Court System for 25 years and has been in a leadership capacity for 23 of those years. He has been the area court administrator for southeast Alaska for the past 13 years and oversees a staff of 85 employees in 12 court locations. Mr. Nesheim has been a presenter at many of the Alaska Court System's

annual statewide clerks' conferences. As a motivational medic, his experience is solid as evidenced by his blood pressure (120/80) and his cholesterol level (a mere 102). He holds a B.A. from the University of Alaska, Fairbanks; he is a Fellow of the Institute for Court Management; and he is a Review Board Member for the NCSC's *Future Trends in State Courts* publication.

ARTIE PEPIN is the director of the New Mexico Administrative Office of the Courts. He assumed his duties on August 14, 2006. As AOC director, he oversees all aspects of court administration, including case processing, information technology, budgets, human resources, facilities, and legislative initiatives. Mr. Pepin serves on the Board of Directors of the Conference of State Court Administrators. Before his work at the AOC, he served as director of the Criminal Appeals Division for the New Mexico Attorney General's Office (2000-06). Mr. Pepin's career has included serving as an assistant attorney general, New Mexico Attorney General's Office, in the Appellate Division (1996-2000); as staff attorney for the New Jersey Court of Appeals (1990-96); as an associate in a law firm in Philadelphia, Pennsylvania focusing on torts and contracts (1988-90); and as a captain in the Judge Advocate General's Corps in Brooklyn, New York (1984-88). He received his B.S. in business administration from Georgetown University in 1981 and his J.D. from the University of Washington in 1984.

JOHN POWELL is the district court administrator in the 8th Judicial District, which consists of seven counties in the northeastern area of Wisconsin around Green Bay. The district is pursuing technology pilot projects in electronic filing, imaging of court records, and replacement of court files with electronic files, and pursuing technology improvements in courtrooms. The district includes larger urban counties and small rural counties with different technology capabilities and challenges. He has been in court administration for 19 years in Kansas, Minnesota, Nevada, and Oregon before coming to Wisconsin in 2010. He has managed or overseen court technology projects and change management initiatives throughout his career.

KELLY QUINN has over 25 years of experience in institutional facilities planning, with an emphasis on planning for court facilities. She joined California's Administrative Office of the Courts' Judicial Branch Capital Program Office in 2004 and was the senior manager of planning until she was promoted to assistant director for business and planning in 2012. She is responsible for both the planning and financial aspects of the multi-billion-dollar court construction program underway to correct security, safety, and functional problems in courthouses across California. The funding for this program has been continually redirected, requiring substantial reductions to the number and cost of projects to keep many projects moving forward. Before joining the AOC, Ms. Quinn provided consulting services to architectural firms working on court projects in Massachusetts, Maryland, and California. She began her career in Massachusetts, where she was the planning director the commonwealth's \$1 billion-plus courthouse improvement program.

NIAL RAAEN is a principal court management consultant at the National Center for State Courts with extensive foreign and domestic experience. His areas of specialization include caseload management; court information systems needs assessment and implementation; software design and training; judicial education; strategic planning; collections and fiscal management; judicial structure and policy; drug courts; program evaluation; and change management. He has international experience with USAID-funded rule-of-law projects in the Balkans, Asia, Africa, and the Middle East. Mr. Raaen served as director of trial court services for the Michigan Supreme Court, State Court Administrative Office (SCAO) from 2002-07. He managed a multidisciplinary team engaged in a wide variety of court improvement projects. The division is responsible for trial court performance monitoring, policy development, data collection and analysis, judicial resource recommendations, legislative review, and drafting of court rules affecting operations in 244 trial courts. He oversaw the Michigan Drug Court program. From 1988-98 he served as court administrator/clerk-14A District Court, Washtenaw County, Michigan and served as a criminal magistrate and probation officer from 1979-84. Mr. Raaen has an MA in public administration and social work from the University of Michigan and a BA from Vanderbilt University in sociology. He is a Graduate Fellow of the Institute for Court Management.

JACKALYN RAINOSEK, PhD, has been a facilitator of learning and a consultant in organizations for 38 years. She was a long-term affiliate with NTL Institute for Applied Behavioral Sciences, serving as a dean of management programs. Ms. Rainosek is an expert in maximizing the performance of a company's talent pool by coaching executives, managers, supervisors, and employees; leading cutting-edge diversity and social justice programs; modifying patterns of behavior that impede court initiatives; and utilizing process improvements to optimize court effectiveness. She has directed numerous change initiatives and is a change agent for effective leadership. She feels delighted to have helped leaders and organizations change. Ms. Rainosek and Liz Cloud are co-owners of Cloud-Rainosek & Associates (CRA) and both are certified master facilitators with Jim Kouzes and Barry Posner's work *The Leadership Challenge*®. Both have helped change the culture and work environment for municipal courts and sheriff and police departments. They appreciate the dedication, commitment, and significant work of public servants.