



THE NATIONAL ASSOCIATION FOR COURT MANAGEMENT
IN PARTNERSHIP WITH THE INTERNATIONAL
ASSOCIATION FOR COURT ADMINISTRATION

2017 Annual Conference

July 9–13, 2017

“Excellence on a Global Scale”

Hyatt Regency Crystal City, Virginia

Schedule sponsored by



SUNDAY, JULY 9

- 11:00am–7:00pm** **Registration and Conference Information**
REGENCY FOYER
- 2:30–4:00pm** **Digital Records in the Courts — Promise and Peril: Learn About the New NACM Guide**
SPEAKER: *Nial Raaen*
POTOMAC 5
- Management and Innovation Program in the Brazilian Federal Justice System — “iNovaJusp” Case Study**
SPEAKERS: *Luciana Ortiz Tavares Costa Zannoni & Paulo Cezar Neves, Jr.*
POTOMAC 2
- Court Research Workshop**
SPEAKERS: *Richard Schaffler, Kathy Laster, & Philip Langbroek*
TIDEWATER 2-SECOND FLOOR
- 4:00–4:30pm** **Host and Reporter Orientation**
ARLINGTON ROOM
- 4:30–5:30pm** **Early Career Professionals (ECP) Welcome Session**
LINCOLN ROOM
- 5:30–6:30pm** **First-Time Annual Conference Attendee Welcome Reception**
KENNEDY/JEFFERSON ROOM
- 6:30–9:30pm** **Welcome Reception with Dueling Pianos (All Attendees)**
INDEPENDENCE CENTER

: sessions are recorded and live-streamed

MONDAY, JULY 10

- 6:00–7:00am** **Boot Camp (All Attendees and Guests Welcome)**
- 7:00–8:00am** **Breakfast on Your Own**
- 7:30am–5:00pm** **Registration and Conference Information**
REGENCY FOYER
- 8:00am–5:00pm** **The Doctor Is In**
BOARDROOM
- 8:15–8:45am** **Conference Welcome**
REGENCY BALLROOM
- 8:45–10:15am** **Keynote Panel Presentation: The Challenge of Excellence on a Global Scale: Chief Justice Perspectives from Around the World** 
SPEAKERS: *Kenneth Benjamin, Mary McQueen, John Minton, Mogoeng Mogoeng, & MA Yuanjie*
REGENCY BALLROOM
- 10:15–10:30am** **Networking Break**
- 10:30–11:30am** **Who Is a Journalist? Changing Legal Definitions and Implications for Courts, as Seen in New Zealand, Australia, and the United States**
SPEAKERS: *Jane Johnston & Anne Wallace*
TIDEWATER ROOM-SECOND FLOOR
- National Task Force on Fines, Fees, and Bail Practices — Resources, Tools, and Challenges** 
SPEAKERS: *Dave Byers, Laurie Dudgeon, & David Slayton*
POTOMAC 5 & 6
- Extending the Core® to Your Court: Caseflow Management and Resources, Budget, and Finance** 
SPEAKERS: *Alfred Degrafinreid, Kathryn Griffin, & Greg Lambard*
POTOMAC 1-4
- Remote Delivery of Access to Justice: The Path to Implementation and the Partnerships Along the Way**
SPEAKERS: *Renee Danser & Mirenda Meghelli*
CONFERENCE THEATER

MONDAY, JULY 10 (CONTINUED)

- The Challenges of Excellence on a Global Scale**
SPEAKERS: *Jeff Apperson & Mary McQueen*
FAIRFAX & PRINCE WILLIAM-THIRD FLOOR
- Transforming the Public Experience of Justice: Three Countries, One Goal**
SPEAKERS: *Noel Doherty, Frank Greene, Barbara Marcille, & Harold Epineuse*
WASHINGTON BALLROOM
- 11:30am–12:00pm** **Lunch for IACA Members**
WASHINGTON BALLROOM
- Lunch for NACM Members**
REGENCY BALLROOM
- 12:00–1:00pm** **IACA Business Meeting**
WASHINGTON BALLROOM
- NACM Business Meeting**
REGENCY BALLROOM
- 1:00–1:15pm** **Networking Break**
- 1:15–2:15pm** **Defining Legal Advice and Legal Information with an International Emphasis**
SPEAKER: *John Greacen*
FAIRFAX & PRINCE WILLIAM-THIRD FLOOR
- Managing a High-Profile Case in Your Court — Lessons Learned from the Prince Case**
SPEAKERS: *Kevin Eide & Kristen Trebil-Halbersma*
WASHINGTON BALLROOM
- Judges, Staff, and Money — How Can They Be Fairly Allocated? The U.S. Federal Judiciary Shares Its Secrets**
SPEAKERS: *Jim Baugher & Carol Krafka*
CONFERENCE THEATER
- The (un)Balanced Life** 
SPEAKER: *Pierre Quinn*
POTOMAC 1-4
- New Guidelines for Public Access to Court Records: What Has Changed?** 
SPEAKERS: *Tom Clarke & Kevin Iwersen*
POTOMAC 5 & 6

MONDAY, JULY 10 (CONTINUED)

- AidData, Foreign Assistance, and the Rule of Law: Examining Justice Sector Reform in Practice**
SPEAKERS: *Suren Avanesyan, John Cipperly, Nicole Cochran, & Matthew Kleiman*
TIDEWATER ROOM-SECOND FLOOR
- 2:15–2:30pm** **Networking Break**
- 2:30–3:30pm** **Innovative Strategies for Assessing Risk in Domestic Violence Cases and Obtaining Access to Justice** 
SPEAKERS: *Julieta Marotta & Robyn Mazur*
POTOMAC 5 & 6
- Ethics, Integrity, and the Courts: Judicial Independence Confronting Malfeasance**
SPEAKERS: *Peter Kiefer, Susan Organ, & Karl Thoennes*
WASHINGTON BALLROOM
- Best Practices in Adult Drug Courts: Promoting Fidelity to the Model**
SPEAKERS: *Mary Kay Hudson & Rick Schwermer*
TIDEWATER ROOM-SECOND FLOOR
- Leading and Managing When Status, Power, and Control Collide: The Story of Presiding Judges and Court Administrators**
SPEAKERS: *Luis Palma & Maureen Conner*
CONFERENCE THEATER
- The Future Is Now: Online Dispute Resolution and the Courts**
SPEAKERS: *Alex Sanchez & Fabricio Bittencourt da Cruz*
FAIRFAX AND PRINCE WILLIAM-THIRD FLOOR
- The Evidence Behind Effective Customer Service: Procedural Justice and Fair Treatment** 
SPEAKERS: *Margaret Allen & Emily LaGratta*
POTOMAC 1-4
- 3:30–3:45pm** **Networking Break**
- 3:45–4:45pm** **Plenary: Justice Demands the Best You** 
SPEAKER: *Pierre Quinn*
REGENCY BALLROOM

MONDAY, JULY 10 (CONTINUED)

- 4:45–5:45pm** **Social Hour (All Attendees)**
CHESAPEAKE VIEW
- 7:00–9:30pm** **Optional: Bus Tour of Washington, D.C.**
Meet in the lobby at 6:45pm

TUESDAY, JULY 11

- 6:00–7:00am** **Fun Run**
LOBBY
- 7:30am–4:30pm** **Registration/Conference Information**
REGENCY FOYER
- 8:00am–5:00pm** **The Dr. Is In**
BOARDROOM
- 8:30–9:00am** **Announcements and Presentation of the Justice Achievement Award, NACM Award of Merit, and IACA Award of Merit**
REGENCY BALLROOM
- 9:00–10:00am** **Plenary: The Power of Culture: Working Together to Achieve Justice** 
SPEAKER: *Jon Rapping*
REGENCY BALLROOM
- 10:00–10:15am** **Networking Break**
- 10:15–11:30am** **Plenary Follow Up: How We Can Resist a Culture of Injustice and Help Reform the System from Within**
SPEAKERS: *Genevieve Citrin Ray & Jon Rapping*
WASHINGTON BALLROOM
- How Court Administrators as Public Servants Can Engage the Public** 
SPEAKER: *Karen Freeman-Wilson*
POTOMAC 5 & 6
- Cybersecurity and the Courts (Sponsored by Mitre)**
SPEAKERS: *Amgad Fayad, Brett Moseley, & Michele Stovall*
FAIRFAX & PRINCE WILLIAM-THIRD FLOOR

MITRE

TUESDAY, JULY 11 (CONTINUED)

Civil Case Management Teams (CCMT) in Action: What Are They and How Well Do They Do?

SPEAKERS: Thomas Rebull, Yanitza Madigal, & Paula Hannaford-Agor

TIDEWATER ROOM-THIRD FLOOR

Designing for Dignity and Fairness in Contemporary Courthouses

SPEAKERS: David Tait, David Insinga, Robert Fisch, Noel Doherty, & James Beight

CONFERENCE THEATER

Court Leader Excellence: Competencies and Roles (NACM Guide and CORE®)

SPEAKERS: TJ BeMent & Janet Cornell

POTOMAC 1-4

11:30am–12:45pm Lunch on Your Own

1:00–2:00pm

Plenary Panel: International Framework for Court Excellence and the High Performance Court Framework: Contrasts and Comparisons

SPEAKERS: Pim Albers, Violaine Autheman, Dan Hall, Matthew Kleiman, & Gregory Reinhardt

REGENCY BALLROOM

2:00–2:15pm

Networking Break

2:15–3:15pm

Plenary Follow Up: Traveling the Path to Court Excellence

SPEAKERS: Kevin Bowling, Danielle Fox, Dan Hall, Cristina Malai, & Jennifer Marie

POTOMAC 5 & 6

Leveraging Technology to Improve Customer Service and Track Performance

SPEAKERS: Joseph Vellon, Nelly Montenegro, John King, & Rita Blandino

CONFERENCE THEATER

: sessions are recorded and live-streamed

TUESDAY, JULY 11 (CONTINUED)

Continuous Process Improvement (CPI) and the Judiciary: Case Studies in Process Improvement in the U.S. Federal Courts and Judiciaries Across Europe

SPEAKERS: Robbie Westmoreland, John Stacey, Michael Milby, & David Bradley

TIDEWATER ROOM-SECOND FLOOR

Implicit Bias: How Our Amazing Brains Can Lead Us Astray

SPEAKER: Kelly Tait

POTOMAC 1-4

Judicial Security: At Work, at Home, and on the Internet

SPEAKER: Thomas Figmik

FAIRFAX & PRINCE WILLIAM-THIRD FLOOR

Big Data and Artificial Intelligence and the Impact on the Administration of Justice (Sponsored by Mitre)

SPEAKERS: Margaret Hagan & L. Karl Branting

WASHINGTON BALLROOM



3:15–3:30pm

Networking Break

3:30–4:30pm

Past, Present, and Future of Cloud Computing

SPEAKERS: Peter Smolianski & Heather Pettit

CONFERENCE THEATER

Plenary Follow Up: Keeping the Journey on Course

SPEAKERS: Tin Bunjevac, Phillip Langbroek, & Richard Schauffler

WASHINGTON BALLROOM

Community Engagement in the State Courts: Learn About the Tools Developed to Engage with Minority and Disadvantaged Communities

SPEAKERS: Amy Quinlan, Nina Hess Hsu, & Joseph Hamm

POTOMAC 1-4

Judicial and Administrative Capacity Building—Comparative Experiences in the United States, France, Japan, and Abu Dhabi

SPEAKER: Tim Dibble

TIDEWATER ROOM-SECOND FLOOR

TUESDAY, JULY 11 (CONTINUED)

How Can You Fix Your Guardianship System? Lessons from National and State Reform Efforts

SPEAKERS: Brenda Uekert, Jeffery Rinard, & Cate Boyko

POTOMAC 5 & 6

Leadership from the White House to the Courthouse: Four Practices of Effective Leaders

SPEAKER: Michael Eric Siegel

FAIRFAX & PRINCE WILLIAM-THIRD FLOOR

6:30–9:00pm

Social Event: Library of Congress (All Attendees and Pre-registered Guests) Buses will depart from lobby promptly at 6pm

WEDNESDAY, JULY 12

7:00–8:00am

Breakfast on Your Own

7:30am–4:30pm

Registration/Conference Information

REGENCY FOYER

8:00am–5:00pm

The Dr. Is In

BOARDROOM

8:00–9:00am

The Legal History, Neuroscience, and Toxicology of Marijuana: What the Justice System Needs to Know

SPEAKER: Mary Celeste

WASHINGTON BALLROOM

Succeed Through Achievement and Resilience — An Alternative Program for Minor Victims of Sex Trafficking

SPEAKER: Catherine Pratt

POTOMAC 1-4

Connecting Courts, Connecting Justice: Recognition and Enforcement of Civil Judgments

SPEAKER: Mark Beer

TIDEWATER ROOM-SECOND FLOOR

Case Management Cookbook: Three Key Ingredients to Building a Successful Case Management System (Sponsored by Thomson Reuters)

SPEAKER: Kendall Smith

CONFERENCE THEATER



WEDNESDAY, JULY 12 (CONTINUED)

Protecting Your Court: Practical Facility Enhancements for Your Courthouse from Enhancing Security to Technology Improvements to Strategic Solutions

SPEAKER: Nathan Hall

FAIRFAX & PRINCE WILLIAM-THIRD FLOOR

How Equal Will We Be? The Future Focus of Access to Justice

SPEAKERS: Anne Wallace, Phil Knox, & Peter Kiefer

POTOMAC 5 & 6

9:00–9:15am

Networking Break

9:15–10:15am

Trauma Awareness and Resilience Strategies for Work and for Life

SPEAKER: Shaun Floerke

POTOMAC 5 & 6

Global Lessons in Creating a Performance Culture: Management, Training, and Incentives

SPEAKERS: Jennifer Marie, Georgia Harley, & Linn Hambergren

WASHINGTON BALLROOM

The Justice Goal of the United Nations Sustainable Development Goals: An Invitation to Excellence for Justice Systems

SPEAKER: Ingo Keilitz

CONFERENCE THEATER

Excellence in Social Media: Challenges and Successes that Courts Internationally Have Faced When Using Social Media to Engage the Public

SPEAKER: Marilyn Bromberg

FAIRFAX & PRINCE WILLIAM-THIRD FLOOR

Effective Juror Orientation

SPEAKER: Paula Hannaford-Agor

POTOMAC 1-4

Promoting Efficiency and Quality of Justice — The European Commission for Efficiency of Justice Perspective

SPEAKER: Ivana Borzova

TIDEWATER ROOM-SECOND FLOOR

WEDNESDAY, JULY 12 (CONTINUED)

10:00am–3:30pm Exhibit Show (All Attendees)

INDEPENDENCE CENTER

12:00–1:00pm

Exhibit Show Lunch (All Attendees, Exhibitors, and Pre-registered Guests)

INDEPENDENCE CENTER

2:00–3:00pm

Snack Break

INDEPENDENCE CENTER

3:30–4:40pm

IACA Commission Meeting

CONFERENCE THEATER

NACM Governance Committee Meeting

POTOMAC 2

NACM Communications Committee Meeting

TIDEWATER 1-SECOND FLOOR

NACM Membership Committee Meeting

TIDEWATER 2-SECOND FLOOR

NACM Conference Development Committee Meeting

POTOMAC 1

Special Interest Group (SIG) — The Wave of Criminal and Civil Justice Reform: Where We Are and Where We Are Going

SPEAKER: Marcus Reinkensmeyer

WASHINGTON BALLROOM

Special Interest Group (SIG) — Current Issues and Opportunities for Courts in the Use of Information Technology

SPEAKER: Jack McCarthy

POTOMAC 3 & 4

Special Interest Group (SIG) — Human Resource Issues for the Modern Court

SPEAKER: Jeri Boetcher

POTOMAC 5 & 6

4:30–5:30pm

Social Hour (All Attendees)

INDEPENDENCE CENTER

5:30–6:30pm

ICM Fellows Reception (By Invitation Only)

JEFFERSON/KENNEDY

THURSDAY, JULY 13

7:30am–12:00pm Registration and Conference Information

REGENCY FOYER

7:30–8:30am

Breakfast (All Attendees)

REGENCY FOYER

8:00am–2:00pm

The Dr. Is In

BOARDROOM

8:15–9:30am

IACA Business Meeting (All IACA Attendees)

WASHINGTON BALLROOM

NACM Business Meeting (All NACM Attendees)

REGENCY BALLROOM

9:30–9:45am

Networking Break

9:45–10:45am

Plenary: Courts Disrupted: How Technology and Innovation Have the Power to Improve as well as Disrupt Court Business Practices

SPEAKERS: Margaret Hagan & David Slayton

REGENCY BALLROOM

10:45am–12:00pm Plenary: Change! Emerging Trends Impacting the Administration of Justice Around the World

SPEAKER: Gary Marchant

REGENCY BALLROOM

12:00pm

Conference Adjourns

Thank you to all our speakers, attendees, sponsors, and exhibitors!

CONFERENCE REGISTRATION INFORMATION

REGENCY FOYER

Sunday, July 9 11:00am–7:00pm

Monday, July 10 7:30am–5:00pm

Tuesday, July 11 7:30am–4:30pm

Wednesday, July 12 7:30am–4:30pm

Thursday, July 13 7:30am–12:00pm

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