

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

**LINEBARGER**  
ATTORNEYS AT LAW

## 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 Schaffner, 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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