



## 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.

**TRACY J. "T.J." BEMENT** is the district court administrator for the 10th Judicial Administrative District based in Athens, Georgia, which covers the superior courts in six circuits in 21 counties. He was previously the court administrator for the Athens-Clarke County Courts, where he worked with all six levels of courts. He acts as the primary liaison to the state and county governments and serves as a resource for the judges and judicial staff on many issues, including several multicounty IT projects. Mr. Bement administers several state and federal grants and is a federal grant peer reviewer. He has been working in the courts for over ten years. Before coming to Georgia, he was the assistant court administrator for the Las Vegas Justice Court and previously the clerk of court and chief administrative officer of the District of Columbia's Office of Administrative Hearings. He received his undergraduate and graduate degrees from the George Washington University in Washington, D.C.

**MATT BENEFIEL** has served as the trial court administrator for the Ninth Judicial Circuit Court of Florida, which covers both Orange and Osceola counties, since 1996. Before serving the Orlando-based Circuit, he spent eight years as the court administrator for the Virginia Beach Circuit Court. As court administrator, he is responsible for the court's progressive implementation of advanced court technology. The Ninth Circuit has been a leader in the development and implementation of virtual remote interpretation. He has earned a bachelor's degree in economics from the University of Maryland and a master's degree in judicial administration from the University of Southern California.

**CATE BOYKO** has been the manager of the Minnesota Judicial Branch's Conservator Account Auditing Program since its inception. She has extensive experience with

program administration, auditing supervision, and white-collar-crime investigation. Ms. Boyko previously served as a supervisor in individual income tax auditing with the Minnesota Department of Revenue. Her experience preceding auditing was in white-collar-crime investigation with the Criminal Division of Minnesota Revenue. Before joining the tax department, she was a member of the Royal Canadian Mounted Police. Ms. Boyko has a master's of public administration.

**KEVIN BURKE** has been a Minneapolis trial judge since 1984 and was president of the American Judges Association in 2012. He served several terms as chief judge of the Hennepin County District Court, a 62-judge court, where he instituted social-science studies examining—and reforms improving—procedural fairness. Judge Burke coauthored the American Judges Association's white paper on procedural fairness in 2007 and, along with his white paper coauthor, Judge Steve Leben, has presented educational programs on procedural fairness to more than 2,000 judges since 2007. He received the William H. Rehnquist Award from the National Center for State Courts in 2003, an award presented annually to the state judge who most exemplifies the highest level of judicial excellence, integrity, fairness, and professional ethics. In addition to regularly providing educational programs to judges and court personnel throughout the United States and Canada, he also teaches at two law schools: He teaches trial practice at the University of Minnesota law school and criminal procedure at the University of St. Thomas law school.

**CARMEL CAPATI** is manager for the Court Interpreter Program with the Wisconsin Supreme Court. Since taking this position in 2003, she has been a frequent presenter in Wisconsin to judges, clerks, court staff, attorneys, and other agencies on the requirements of state and federal laws regarding language access in the courts and has presented nationally on the training of judges on language access matters. She currently serves as one of three liaisons from the Council of Language Access Coordinators to the Language Access Advisory Committee, which is a subcommittee of the Conference of State Court Administrators/Conference of Chief Justices' Access, Fairness, Public Trust and Confidence Committee. Ms. Capati earned her undergraduate degree from Marquette University, served in the U.S. Peace Corps in Liberia, and worked in the nonprofit sector. She later obtained an M.A. in southeast Asian studies, where she was the recipient of a Fulbright-Hays scholarship in the Philippines, and a J.D. from University of Wisconsin-Madison. Ms. Capati practices immigration law part-time and is a member of the Wisconsin State Bar and the American Immigration Lawyers Association.

**PAMELA CASEY** is a principal court research consultant of the National Center for State Courts (NCSC) and has a Ph.D. in psychology. Since joining NCSC in 1986, she has conducted numerous national-scope research and policy projects on a variety of court topics, such as the measurement of court performance, public trust and confidence in the justice system, court security and emergency management, and court responses to individuals in need of services. Dr. Casey has served as the associate director of research for NCSC and as director of the NCSC's Best Practices Institute; she currently directs projects on access-to-justice issues, the use of evidence-based practices in sentencing and community corrections, and judicial decision making. She also provides support to the Access, Fairness and Public Trust, and the Criminal Justice Committees of the Conference of Chief Justices and the Conference of State Court Administrators in their work to develop and disseminate national policy statements and recommendations for state courts.

**TOM CLARKE** has served for the last seven years as the vice president for research and technology at the National Center for State Courts. Before that, he worked for ten years with the Washington State Administrative Office of the Courts, first as the research manager and then as the CIO. As a national court consultant, Mr. Clarke speaks frequently on topics relating to court effective practices and the redesign of court systems. He is currently working with several state court systems and metropolitan courts on "reengineering" projects to significantly improve their productivity while preserving the quality of the services they provide. He also actively consults on technology, access to justice, privacy, and case-triage best practices.

**STEVE COHEN** serves the U.S. District Court, Central District of California in Los Angeles, as the court's director of chambers support, employee relations, and training. He has worked for the federal court in Los Angeles for 17 years and has served on a number of national committees for the Administrative Office of the U.S. Courts related to fair employment practices, workforce planning, and human resources management. Mr. Cohen also serves on the faculty for the Federal Judicial Center's New Supervisor Training Program. He holds two master's degrees, one in education and the other in psychology.

**MAUREEN E. CONNER** is an associate professor in the School of Criminal Justice and director of the Judicial Administration Program, where she manages the Master of Science Degree in Judicial Administration and two certificate programs. She is the executive director of the Judicial Education Reference, Information and Technical Transfer (JERITT) Project, which collects, analyzes, and publishes information related to the education and training of judges and court personnel in the United States. She routinely conducts research and technical assistance for courts and rule-of-law initiatives across the globe. Her doctorate degree is from Michigan State University in sociology, where she pursued two interests: the intersection of race, class, and gender, and the sociology of work related to how emerging occupations gain professional status. For

over 15 years, Prof. Connor worked in trial courts and also directed educational programming for the Michigan and Illinois Supreme Courts. Her research, publication, teaching, and consultation interests are related to the impact of education, training, and mentoring of judges and court personnel on individual job satisfaction and court organization performance; professionalism and the administration of justice; international rule of law; leadership, governance, and strategic planning; and curriculum development, instructional design, evaluation, and needs assessment. She is also a consulting faculty member to Women in International Development at Michigan State University.

**PETER COOLSEN** is the court administrator for the Criminal Division, Circuit Court of Cook County, Chicago. He was named a Fellow of the NCSC Institute for Court Management in 2007 and served on the Board of Directors of the National Association for Court Management from 2008-11. His recent publications include “Anticipating the Impact of Health Care Reform on the Criminal Justice System,” *Court Manager*, winter 2012-13, which he coauthored with Maureen McDonnell. He also served as co-editor of the *Report on the 4th National Symposium on Court Management: State Court Governance and Organization 2020*. Mr. Coolsen currently serves as co-editor of *Court Express*, the electronic quarterly publication of the National Association for Court Management.

**CAROLINE COOPER**, research professor and director of the Justice Programs Office, School of Public Affairs at American University, has been involved with the provision of technical assistance, training, and research in the field of court administration for more than 30 years involving over 100 state and local courts.

**JANET CORNELL** is a consultant, educator/faculty, facilitator, and formerly the court administrator with the Scottsdale (Arizona) City Court. She has a Bachelor of Arts and a Masters of Public Administration from Arizona State University, is a Fellow of the National Center for State Courts’ Institute for Court Management, and has Certificates of Completion with the Leadership Institute in Judicial Education, University of Memphis, Tennessee, and the Leader-Coach Institute, Scottsdale. Ms. Cornell has over 30 years of court experience, including general and limited jurisdiction and in state and federal courts. She has presented courses and completed consulting projects both in the U.S. and internationally; has authored numerous court management articles; and was editor of the 2011 edition of *The Court Administrator, A Guide and Manual*, a National Association for Court Management (NACM) mini-guide. She is a past president of NACM, the Arizona Courts Association, and the Arizona Limited Jurisdiction Court Administrators Association and is a recipient of the NACM Award of Merit, the ICM STAR Award, and the National Center for State Courts Distinguished Service Award. Hobbies include travel and race car driving.

**ALAN CROUSE** is treasurer of the Court Information Technology Officers Consortium and chair of their Editorial Committee. He has also been leading the technology group for the Superior Court of California, County of San Bernardino, since 2001, where he currently serves as deputy court executive officer, technology and facilities. The court has 86 judicial officers conducting hearings at 12 locations across the largest county in the contiguous U.S. Before joining the court, Mr. Crouse held a variety of public- and private-sector positions in the U.S. and Canada, including vice president of a consulting firm and executive director of a council of governments. He holds a BSc from Acadia University and an MBA from Redlands University and is accredited as an ISP, CCP, and ITCP.

**MICHELE CURRY** is the deputy manager for the Civil Complex Litigation Center. She has served the court for seven years in various positions of increasing responsibility. She currently oversees the ever-expanding eFiling unit for Civil Operations. Ms. Curry received her bachelor's degree in industrial organizational psychology from Purdue University and a graduate certificate in judicial administration from Sacramento State University.

**MATTHEW D'ALESSANDRO** has been involved in the justice and public safety field for 30 years, most recently focusing on national standards and programs as they relate to information sharing. Mr. D'Alessandro serves as vice chair of the Board of Directors of the IJIS Institute, as well as chair of the Emerging Technologies Committee. He also represents industry on the IACP Criminal Justice Information Systems (CJIS) Committee; is a member of a U.S. Department of Justice, Global Justice Information Sharing Advisory Committee Working Group; and serves on the National Association of State CIOs' (NASCIO) Enterprise Architecture Committee. He holds a Master of Arts in criminal justice and a Master of Public Administration degree with a concentration in court systems management from the State University of New York at Albany. He currently holds a position as senior business development manager in Motorola Solutions' Integrated Command and Control Division.

**MARK DALTON** received his Bachelor of Arts with a major in political science and a minor in Spanish from the University of Arizona, Tucson, and his Masters in Public Administration with a Certificate in Judicial Administration from the University of Southern California, Los Angeles. In June 1993, he was appointed to the position of district court administrator for the Lancaster County Court of Common Pleas, Pennsylvania. Under the authority of the president judge and the 14 other members of the Board of Judges, Mr. Dalton directs all administrative functions of the Second Judicial District Court, entailing eight departments, 20 limited-jurisdiction courts, and 525 employees. He has been a member of the National Association for Court Management since 1986 and a member of the Pennsylvania Association of Court Management (PACM) since 1993. He started his term as president of PACM on June 4, 2013. He received the 2001 PACM President's Award.

**ALICIA DAVIS** is a principal court management consultant for the National Center for State Courts, with particular emphasis on data-informed strategies for continuous quality improvement. Experienced in adult-learning techniques, Ms. Davis has provided training across the country to judges, attorneys, and other professionals, from organizational development to implementation of best practices specific to child, family, and probate law. During her six years at the Colorado State Court Administrator's Office, she oversaw Judicial Programs, a clearinghouse of community-focused court-planning resources, particularly in the areas of juvenile and family law, probate law, and alternative dispute resolution. Managing projects and grants for the benefit of Colorado's 22 judicial communities, she worked with judges across the state to identify available community resources for families in crisis. While there, Ms. Davis oversaw the development of a multidisciplinary, multiphase child-protection curriculum for attorneys, judges, and other involved parties. As assistant juvenile court administrator for Utah's Administrative Office of the Courts, she assisted in the development of practices intended to help courts face increasing pressure to be more effective, more efficient, and more responsive to the needs of court-involved families. Ms. Davis represented children and parents in truancy, delinquency, and child welfare proceedings for several years before entering court administration.

**JUDE DEL PREORE** is court administrator in Burlington County, New Jersey and is responsible for managing and coordinating the operations of a judicial district, including financial management, human resources, information systems, case coordination, caseload management, probation services (including child support enforcement), and jury utilization. He has been in the field of both court and corrections administration for over 35 years and has served on numerous judicial and legislative subcommittees, planning groups, and advisory boards. He is a certified trainer and has served as an adjunct faculty member at Seton Hall Law School, two county colleges, several county police academies, and the New Jersey State Administrative Office of the Courts Training and Organizational Development Unit. He is a member of the Warren E. Burger Society of the National Center for State Courts. He was president of the Mid-Atlantic Association for Court Management and is NACM's immediate past president and liaison to the American Bar Association Task Force on Preservation of the Justice System. He completed his undergraduate education at Rutgers University and holds a master's degree in public administration from Kean University. He is a Fellow of Court Executive Development Program of the Institute for Court Management.

**ERVIN DIMENY** is the manager of court interpreting services within the Department of Court Services at the Administrative Office of the Courts, Kentucky. Mr. Dimeny is an ethnic Hungarian who was born and raised in Transylvania, the northwestern region of Romania. In 1989, while the country was still under the rule of the communist regime, he defected to Hungary where he attended college. He studied theology and ancient languages and received a B.Th. from the Hungarian Baptist Theological Seminary in

1995. During his time in college, he also lived and studied in Germany, organizing humanitarian and medical aid for hospitals and churches in Romania. He immigrated to the United States in 1995 and became a U.S. Citizen in 1999. Mr. Dimeny lives in Louisville, Kentucky with his wife Melissa and son Thomas. They moved to Louisville to pursue further academic studies. In 1997 Ervin received a M.Div. degree from the Southern Baptist Theological Seminary, and earned a J.D. from the University of Louisville, Brandeis School of Law in 2006.

**JULIE DYBAS** is a court administrator for Scottsdale City Court, Arizona. She has served as the court administrator or deputy court administrator in Scottsdale City Court for the past five years. Ms. Dybas previously worked at the Arizona Supreme Court for 12 years in three divisions. Her last assignment as a court manager in the Court Services Division provided her the opportunity to manage operational reviews in over 100 Arizona courts. She began her work in the court system as a probation officer for the Adult Probation Department in Maricopa County. She is the past secretary and current president-elect for the Arizona Limited Jurisdiction Court Administrators' Association and a member of the National Association for Court Management (NACM). Ms. Dybas holds a master's degree in education and is a Fellow of the Institute for Court Management.

**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.

**DAVID M. ENGLISH** is the W.F. Fratcher Missouri Professor of Law at the University of Missouri in Columbia. Prof. English is best known for his work for the Uniform Law Commission. He was the reporter (principal drafter) for the Uniform Trust Code, the Uniform Health-Care Decisions Act, and the Uniform Adult Guardianship and Protective Proceedings Jurisdiction Act. He is currently chair of the Drafting Committee on the Interjurisdictional Recognition of Substitute Decision-Making Documents Act. Prof. English is currently a member of the American Bar Association's House of Delegates and chair of its Commission on Law and Aging. He is a member of the Executive Committee of the ABA Section of Real Property Trust and Estate Law and chair of its

Committee on ABA Relations. In 2011, the National College of Probate Judges awarded him the Treat Award for outstanding contributions to American probate law.

**ELIZABETH EVANS** is the Probate/Mental Health Court Administrator for Maricopa County Superior Court in Phoenix, Arizona. Elizabeth was previously the Court's education administrator and has served as the Manager for the Arizona Supreme Court's Judicial College of Arizona. Elizabeth has served as adjunct faculty for the Maricopa Community College District, teaching research and composition. She received her BA in English Literature and History and Master's of Public Administration from Arizona State University.

**HALLIE FADER-TOWE** directs the Justice Center's projects involving court-based programs and practitioners, including training technical assistance through the Criminal Justice/Mental Health Consensus Project and the National Reentry Resource Center. In this capacity, she has worked with jurisdictions around the country planning, implementing, or expanding court-based strategies to address the needs of individuals with mental illnesses, including system-level strategic planning; development and evaluation of pretrial programs; designing, implementing, and sustaining mental health courts; and identifying innovative approaches to connecting courts to community-based services and supports. She also currently manages the development of training materials on the planning and implementation of mental health courts and on judicial responses to the prevalence of individuals with mental illnesses involved with the criminal justice system. She has written on dispute systems design for state trial courts and has worked on a variety of projects involving data-based strategic planning for jurisdictions around the country. Before joining the Justice Center, she worked in New York as a management consultant with McKinsey & Company. Ms. Fader-Towe received a bachelor's degree with honors from Brown University and a JD from Harvard Law School.

**KATE FOGARTY** is the assistant district administrator with the Fourth Judicial District Court in Minneapolis. She has 13 years of supervisory and management experience in the court system. Since joining the Fourth Judicial District Court in 2000, Ms. Fogarty has managed the Education and Organizational Development Unit, Hearing Office and Violations Bureau, Human Resources, and the Criminal Division, and as assistant district administrator she has overseen court operations, including civil, conciliation, criminal, family, housing, juvenile, and mental health. She has a bachelor's degree in psychology from the University of Nevada and is a graduate of the Hennepin County Leadership Academy. She has served as the Minnesota Association of Court Management's education chair and is certified to facilitate Inside Out Coaching and True Colors.

**SELDON FRITSCHNER** was named chief of the Commercial Driver's License (CDL) Division in August 2009. The CDL Division falls within the Federal Motor Carrier Safety

Administration (FMCSA), an agency of the U.S. Department of Transportation in Washington, D.C. Mr. Selden is responsible for developing policies, standards, procedures, and guidelines to implement, administer, and evaluate the CDL and related grant programs; ensuring state compliance with the CDL requirements; developing strategies to coordinate program standards with the states, other government agencies, and the private sector; overseeing the quality of the states' commercial-driver-licensing information system; providing guidance and interpretations to field offices and states regarding policies, procedures, implementation, and administration of related program activities; conducting legislative reviews and developing regulatory guidance and policies for state agencies responsible for administering the CDL program; working with state, local, federal, and international associations and agencies to promote and coordinate effective commercial motor vehicle safety and the administration of CDL grant programs; and monitoring state performance data to measure program effectiveness and develop safety countermeasures. Before his appointment at FMCSA, he served as the law enforcement director for the American Association of Motor Vehicle Administrators (AAMVA), where he served as the liaison between the law enforcement and the motor vehicle administrative communities. In this position, he served as the agency lead on highway safety, vehicle theft, identity theft, and fraud and vehicle safety issues. A native of Louisville, Kentucky, Mr. Selden attended the University of Kentucky and has a master's degree from Texas A&M University.

**JOSE OCTAVIO GUILLÉN** is the court executive officer for the Superior Court of Sonoma County, California and has more than 37 years experience with trial courts and court administration. Mr. Guillén has shared his expertise in various international justice reform projects since 1992, including those under the auspices of the U.S. Agency for International Development in El Salvador, Guatemala, Honduras, Nicaragua, the Dominican Republic, Ecuador, Colombia, Mexico, and Afghanistan. He has also served on various California Judicial Council advisory committees and on the Board of Directors of the National Association for Court Management. He is always a strong advocate of services for self-represented and LEP (limited-English-proficiency) litigants, as well as for the delivery of those services in a culturally competent manner. In Imperial County Superior Court, he instituted an innovative Binational Justice Program between Mexico and the Imperial County Superior Court, consisting of internship programs using law students from Mexico to assist at the court's self-help center, as well as binational agreements to help self-represented litigants gain greater access and assistance in family law matters on both sides of the U.S./Mexico border. He currently serves on Judicial Council of California's Family and Juvenile Advisory Committee and Self-Represented Litigants Task Force.

**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.

**BONNIE ROSE HOUGH** is the managing attorney for the California Administrative Office of the Court's (AOC) Center for Families, Children and the Courts, where she has been employed since 1997. The focus of her work is on helping courts meet the needs of self-represented litigants. She staffs the Shriver Civil Counsel Implementation Committee and the Task Force on Self-Represented Litigants. Her wonderful staff coordinates the California Courts Self-Help Website, which provides over 4,000 pages of legal and procedural information and referrals and has been translated into Spanish. They work on forms and document assembly programs to assist litigants to complete those forms. The group oversees five grant programs providing over \$40 million in funding for legal services and court-based self-help programs. Ms. Hough also assists the Elkins Family Law Task Force and the Family and Juvenile Advisory Committee with family law forms, rules and procedures. Before joining the AOC, she was in private practice in family law. She was a cofounder of the Family Law Center, a nonprofit legal services organization in Marin County, and served as its executive director and lead attorney for six years. Ms. Hough received a J.D. from Hastings College of the Law, an M.P.A. from San Francisco State University, and a B.A. from the University of California at Santa Cruz.

**SHERILYN HUBERT** is the Information Technology Specialist for the Tenth Judicial District and has been providing business process knowledge to the Conservator Account Auditing Program since its inception. She also has experience implementing the online accounting software program statewide for the courts and encouraging the business process changes required. Before her current position, she was the court administrator of Yellow Medicine County in Minnesota. She became a Fellow of the Institute for Court Management in 2012 with her paper titled, "Protecting the Assets of Our Most Vulnerable in Minnesota."

**F. DALE KASPAREK, JR.**, is a principal court management consultant in the Research and Technology Services Division of the National Center for State Courts. He has served as a court administrator in metropolitan and rural courts in Ohio, Minnesota, and Pennsylvania. Mr. Kasperek was a law firm administrator before joining NCSC in 1999. He is a charter member of the National Association for Court Management (NACM) and former member of the NACM Board of Directors. He is a past president of the Ohio Association for Court Administration. He has served as faculty for the Institute for Court Management, the National Judicial College, the Ohio Judicial College, and the New

Jersey Staff College. He has taught court management and criminology at colleges and universities in Pennsylvania and Ohio. Mr. Kasperek holds a B.A. in criminology from Indiana University of Pennsylvania and a master's degree in public administration and international affairs from the University of Pittsburgh. He is a Fellow of the Institute for Court Management.

**LAURA KLAVERSMA**, court services director, joined the Court Consulting Services division of the National Center for State Courts in April 1998. Ms. Klaversma is responsible for managing the daily operations from initiation to conclusion of all consulting projects. Since joining the Center, Laura has also managed and participated in many court projects, including court-reengineering projects in New Hampshire; Nebraska; New Mexico; and Snohomish County, Washington. Ms. Klaversma has over 23 years of experience in managing nonprofit organizations, both in the United States and the Middle East. Her expertise in business and organizational analysis, program development, fiscal management, policy formation, customer service and personnel responsibilities is an asset in providing valuable services to NCSC's clients. Much of her responsibilities in management have been in developing and implementing programs and processes that enhance client services. Assessing the need, evaluating potential services, addressing the financial issues, and implementing the services have been important skills that she has developed. She is a Fellow of the National Center for State Courts, Institute for Court Management (2003).

**MATTHEW KLEIMAN** is a principal court research consultant with the National Center for State Courts in Williamsburg, Virginia. Dr. Kleiman has worked extensively in the U.S. and abroad on projects relating to the development of resource assessment models for judicial officers, court staff, prosecutors, and public defenders. Most recently he has served as project director for statewide workload assessment studies in Alabama, Michigan, and North Carolina. His research emphasizes the development of tools for justice system partners to effectively and efficiently manage their organizations. He is coauthor of a recent Temple University Press book on court culture—*Trial Courts as Organizations*.

**PHILLIP KNOX** is the general jurisdiction courts administrator for the Superior Court of Arizona in Maricopa County. He is responsible for the operations of the court, including areas of civil, criminal, family, juvenile, and probate/mental health, as well as regional court locations. Mr. Knox assumed his most recent duties in April 2007. He spent four years as the deputy court administrator and six years as the family court administrator. Before his assignment in family court he worked as a general court operations administrator for the superior court; deputy court administrator in the Maricopa County Justice Courts; Pretrial Director in Yuma County, Arizona; and supervisor with the pretrial services program in Harris County (Houston), Texas. Mr. Knox attended law school in Texas and holds master's degrees in public administration and criminal justice management. He is faculty for the National Center for State Courts, a director on the

Board of NACM, and chairperson of the NACM Communications Committee. He is a Fellow of the National Center for State Courts, Institute for Court Management (May 2000). He has received numerous awards, including the Child Advocates Inc. Speakers Bureau Appreciation Award, the Arizona Family Support Council President's Award, and the Institute for Court Management's Director's Award of Merit for Applied Research. Mr. Knox serves as NACM's director of limited-jurisdiction courts and chair of the Communications Committee.

**TARA KUNKEL** has worked at the National Center for State Courts since 2011 as a principal court management consultant. She brings 14 years of experience as a former circuit court administrator, drug court administrator, criminal justice planner, and probation officer. Ms. Kunkel has worked extensively with the judiciary, elected officials, and policy makers to improve justice policies and practices and to expand collaborative court diversion and intervention efforts. She is skilled in court administration, including training and process analysis, and she has broad experience in planning and implementing programs that reduce risk and recidivism. She has also facilitated cross-system information sharing and collaborations. Ms. Kunkel has served in numerous community organizations centered on child/family needs, advocacy and court processes—including work as a court-appointed special advocate (CASA) for over 11 years. She has held numerous state-level leadership roles, including serving as president of the Virginia Drug Court Association and being appointed by the chief justice of the Virginia Supreme Court to the Statewide Drug Treatment Court Advisory Board. She graduated from Virginia Commonwealth University with a master's in social work and received her B.A. in psychology from the University of Virginia.

**STEVE LEBEN** is a past president of the American Judges Association and a member of the Kansas Court of Appeals, where he has served since 2007. Before that, he was a Kansas state trial judge for nearly 14 years. Judge Leben coauthored the AJA white paper on procedural fairness with Kevin Burke and has presented educational programs around the United States on that topic, among others. He has published 14 law-review articles in the areas of procedural justice, administrative law, civil procedure, family law, and evidence. He teaches a class on statutory interpretation at the University of Kansas law school and received the Distinguished Service Award from the National Center for State Courts in 2003 for his work toward the improvement of the American judiciary.

**SUSAN LEDRAY** has managed the Pro Se Services Division for the 4th Judicial District Court (Minneapolis) since 1999. She also manages the Minnesota Courts Self Help Center, which serves litigants in all 87 counties via a website and telephone assistance line. In addition, she serves as a referee in housing court. Ms. Ledray has been involved in preparations and roll-out of mandatory e-filing for attorneys in the 4th Judicial District and leads the state team charged with planning solutions for e-filing by self-represented litigants. She has a JD from the University of Minnesota and an MBA from St. Thomas University.

**YOLANDA LEWIS** is the district court administrator for the Atlanta Judicial Circuit and the Superior Court of Fulton County, the largest and busiest court system in Georgia. She was court administrator for Clayton County's superior and state court and the former assistant director of judicial liaison for the Georgia Administrative Office of the Courts. During her 14-year career in criminal justice and judicial administration, she has provided broad-scale executive-level recommendations, strategic direction, training, financial management, alternative sentencing solutions, and legislative support to the judiciary, which includes more than 1,700 judges and 1,100 courts. She has created two award-winning court programs, one of which received national recognition as a benchmark for access to justice. Ms. Lewis is the host of *Fulton Justice*, a court-related talk show dedicated to providing a closer look at how the court system operates. A native of Alabama, she holds a Bachelor of Arts in criminal justice and a Master's in Public Administration and Intergovernmental Affairs from the University of South Alabama. She is the large court director and board member for the National Association for Court Management, a board member of the Georgia Council of Court Administrators, and a certified court manager by the Georgia Council of Court Administrators and Michigan State University. She is also a graduate of multiple leadership programs, including the Atlanta Institute for Diversity Management. She is also a member of the National Association of Public Administrators, the Georgia Association of Black Women Attorneys, and other national and state organizations.

**SUSAN LOVE** is the judicial education and development manager with the Fourth Judicial District Court in Minneapolis, Minnesota. She has 16 years of supervisory and management experience in the court system working for the county attorney's office, public defender's office, and the court. Since joining the Fourth Judicial District Court in 2001, she has managed civil filing, housing court, probate/mental health court, the hearing office, and traffic violations bureau. She has served as the Minnesota Association of Court Management's education chair (two years) and president (four years) and is certified to facilitate *Leading at the Speed of Trust*, *Working at the Speed of Trust*, *7 Habits of Highly Effective People*, and MBTI. She is also a certified Center for Creative Leadership Benchmark facilitator. She has led classes in the Thomas Kilmann Conflict Mode Instrument, court ethics, and balanced performance management. Ms. Love has a bachelor's degree in organizational leadership from Bethel University, where she graduated with high honors, and attended the Minnesota School of Business for Legal Office Administration.

**JOHN A. MARTIN** is recognized as an innovator in planning, management, performance measurement, and institutional development for courts, justice, and human service organizations. Over the past 40 years, he has consulted with courts, justice, and human service agencies of all types. He has conducted grant-funded research, provided technical assistance, and taught seminars about innovation and systems change, agency and interagency planning and management, organizational culture and change

management, work process improvement, simplified litigation, alternative dispute resolution, technology applications, cross-cultural interaction, the impacts of immigration in the courts, Latino family violence, performance measurement, and executive-legislative-judicial relations. Dr. Martin is also on the Senior Faculty of the Institute for Court Management. Currently, he is the director of the Human Trafficking and the State Courts Collaborative and the CPPS Immigration and the State Courts Initiative. He holds a Ph.D. from the School of Public Affairs of the University of Colorado.

**MARLENE MARTINEAU** is marketing director at New Dawn Technologies, offering case management, e-payment, and portal solutions to courts, justice agencies, and other government organizations. She is a member of the Executive Committee and serves as the standards chair of FACT, the Forum on the Advancement of Court Technology (<http://fact.ncsc.dni.us>), a consortium of public- and private-sector court and IT professionals addressing technology development, procurement, and education in the field of court management. Ms. Martineau has become a knowledge leader in the justice community through active committee and faculty involvement at conferences.

**MAUREEN MCDONNELL** has 22 years experience in building behavioral health interventions within the criminal justice system across Illinois, including sentencing, diversion and reentry programs with the courts, probation, corrections, and parole. Ms. McDonnell leads TASC's work on health care reform, focusing on strategic and practical integration of criminal justice and behavioral health services to reduce recidivism and build durable recovery in the community, and speaks widely on this issue. She holds a BA in economics from Northwestern University in Evanston, Illinois, and is pursuing graduate studies in public health at the University of Illinois at Chicago.

**RILEY MILES** has spent nearly ten years serving the justice community. As the product manager at New Dawn Technologies, he draws on knowledge collected from courts and justice agencies throughout the United States. With degrees in psychology and sociology from Utah State University, Mr. Miles takes a cognitive approach to problem solving and seeks to understand how people interact with each other, as well as with systems and processes. As an expert in SCRUM and KANBAN, he understands the importance of prioritization and getting things done. From sales to project management to software development, he encourages collaboration between teams to maximize the return on any project investment. Mr. Miles consistently promotes expectations and attitudes that drive successful projects and innovation at New Dawn Technologies.

**MARLA S. MOORE** was appointed by the Judicial Council of Georgia to serve as the director of the Administrative Office of the Courts beginning August 1, 2009. She served as revenue manager in the Kansas Department of Revenue before joining the Georgia AOC as assistant to the director. She held various positions within the AOC, leaving in 2006 to work in the Criminal Justice Coordinating Council overseeing DOJ and state-

funded grants. During her time at the AOC, Ms. Moore served as chair of the Georgia Commission on Family Violence. She chaired the committee of the Sexual Assault Task Force that developed the first statewide protocol for handling sexual assault cases and served as project director for the Georgia Commission on Gender Bias and executive director of the Supreme Court Committee for Gender Equality. She is a past president of the Georgia Council of Court Administrators. She is a member of the Conference of State Court Administrators, the National Association of Court, and the National Association of Women Judges. Ms. Moore has received numerous awards and honors for her service to the court system and the state of Georgia. She received the 2012 National Center for State Courts Distinguished Service Award. Ms. Moore holds a Bachelor of Arts degree in history and a Master of Science degree in political science from Pittsburg State University, Kansas. She is a Fellow of the Institute for Court Management and a graduate of the Judicial Education Leadership Institute, Memphis University.

**MICHAEL MORIARTY** is the judicial district administrator for Minnesota's 10th Judicial District, a position he has held since 2004. Previously, he served in various administrative and referee capacities in the Second Judicial District (Ramsey County, Minnesota). Mr. Moriarty is an administrative member of Minnesota's Judicial Council and served as the council's liaison in the statewide implementation of Minnesota's Conservator Account Auditing Program. He now oversees the program as the designee of the state court administrator.

**MICHELLE NORHAUSEN** is the deputy manager for the Civil Division of the Superior Court of California, County of Orange. She has worked for the court for 24 years, in various positions of increasing responsibility. In 2010, she helped successfully launch the eFiling program for Civil Operations in Orange County. Ms. Norhausen holds a bachelor's degree in business management and is a Fellow of the Court Executive Development Program of the Institute of Court Management.

**ELAINE NUGENT-BORAKOVE** has more than 25 years of experience conducting research and providing training in both the criminal and juvenile justice systems. Currently, as the president of the Justice Management Institute (JMI), a nonprofit organization whose mission is to improve the administration of justice, she leads several national-level justice system improvement efforts, including the Urban Court Managers Network, the Rural Court Improvement Network, the Smarter Sentencing Initiative to Reduce Recidivism, and Project Management for the Revision of the NACM Core Competencies. In addition, she is a member of the Evidence-Based Decision Making Initiative consortium and helped develop the framework for evidence-based decision making in local criminal justice systems. Before joining JMI, she served as the director of research and evaluation for the National District Attorneys Association, where she led efforts to assess prosecutorial workload and effectiveness and to advance the ability of prosecutors to respond to emerging and persistent justice system issues. She has

published extensively on the justice system in areas related to prosecution, performance measurement, sexual violence, and criminal justice system coordination.

**SNORRI OGATA** is CTO of the Orange County Superior Court and is responsible for the Court's overall information technology efforts, including planning, deployment, and maintenance of all technology-based products and services used throughout the court. In addition to case management, document management and general IT support, he is responsible for extending court services to the public, attorneys, and local law enforcement agencies through the Internet. He joined the court as the CTO in July 2005. Mr. Ogata has more than 25 years of IT experience in a variety of industries. Before joining the court, he was vice president of technology for a leading third-party logistics company. In addition, he has held various IT leadership positions with companies such as Yum Brands and PepsiCo. Mr. Ogata holds Bachelor of Arts degrees in computer science and mathematics from Westmont College and a Master of Business Administration from California State University, Fullerton.

**FRED OSHER** is the health services and systems policy director for the Council of State Governments Justice Center. In this position, Dr. Osher oversees the behavioral health components of the CSG Justice Center's initiatives. He also provides technical assistance to state and local governments across the country seeking to improve their response to people who have mental health or substance use disorders and are involved in the criminal justice system. Before joining the CSG Justice Center, Dr. Osher served as the director of the Center for Behavioral Health, Justice, and Public Policy and as an associate professor of psychiatry at the University of Maryland School of Medicine. He has published extensively in the areas of homelessness, community psychiatry, co-occurring mental and addictive disorders, and effective approaches to persons with behavioral disorders within criminal justice settings. He received his B.A. from Harvard University and his M.D. from Wayne State University.

**DAVID POGUE** is the weekly personal technology columnist for the *New York Times* and a monthly columnist for *Scientific American*. He is also an Emmy Award-winning technology correspondent for *CBS Sunday Morning* and the current host of *NOVA ScienceNow*, a post previously filled by Neil deGrasse Tyson, in which he offers an edgy take on science as he is immersed in hilarious and dangerous situations. With over three million books in print, Mr. Pogue is one of the world's best-selling "how-to" authors. He has written or co-written seven books in the *For Dummies* series, including *Macs*, *Magic*, *Opera*, and *Classical Music*. In 1999 he launched his own series of complete, funny computer books called the *Missing Manual* series, which now includes 120 titles. Mr. Pogue graduated summa cum laude from Yale in 1985 with distinction in music, then spent ten years conducting and arranging Broadway musicals in New York. He has won an Emmy, a Loeb Award for journalism, and an honorary doctorate in music. He has been profiled on *48 Hours* and *60 Minutes*. Merging his musical background with his scientific knowledge, David Pogue delivers unique presentations that generally end with

him sitting at a piano performing a couple of his famous song parodies on the technology industry—"Don't Cry For Me, Cupertino" and "I Got YouTube" being some of his more popular ditties.

**MARCUS W. REINKENSMEYER** is the director of court services for the Administrative Office of the Courts, Supreme Court of Arizona, in Phoenix. Previously, he served as judicial branch administrator, superior court administrator, chief deputy court administrator, and director of judicial information systems for the Superior Court of Arizona in Maricopa County, a jurisdiction of 4 million residents. In the state of Illinois, he served as assistant director of the Administrative Office of the Courts (Court Service Division), court administrator (17th Judicial Circuit), assistant superintendent of juvenile detention, and probation officer. Mr. Reinkensmeyer is past president of the National Association for Court Management and the Arizona Courts Association, former editor of the *Court Manager*, and a member of the editorial board for the International Association for Court Administration. His articles have been published in *Court Manager*, *Justice System Journal*, *Judicature*, *Future Trends in State Courts*, and *The Retrospective of Courthouse Design*. He holds a bachelor's degree from Michigan State University and a master's degree in public administration from Northern Illinois University. Mr. Reinkensmeyer is the recipient of the Arizona Supreme Court's Distinguished Service Award, the ICM Award of Merit, the National Center for State Courts' Warren E. Burger Award, and the Judicial Management Institute's Ernest C. Friesen Award.

**CARL REYNOLDS** is an attorney and the senior legal and policy advisor to the Council of State Governments Justice Center. He has extensive justice-related experience in all branches of Texas state government. From 2005 to 2012 he was director of the Office of Court Administration in the judicial branch, and from 1993 to 2005 he was general counsel for the Texas Department of Criminal Justice. Prior to 1993, he was the executive director of the Texas Punishment Standards Commission (a blue-ribbon legislative agency charged with reforming the state's sentencing laws and corrections resources), and general counsel to the Texas Senate Committee on Criminal Justice. Mr. Reynolds holds a J.D. with honors from the University of Texas School of Law, a master's degree from the Lyndon B. Johnson School of Public Affairs at the University of Texas, and a B.A. with honors from the University of Cincinnati.

**MARK SCHALL** is a business coach certified by the Institute for Professional Excellence in Coaching, which is a fully accredited program by the International Coach Federation. His specialty is leadership development and employee engagement, and he is a recognized expert in these areas. For 17 years, Mr. Schall has been leading programs around North America and Europe on many sensitive organizational issues. During this time he has also been coaching managers, executives, and front-line employees on leadership issues, matters of team development and employee motivation, and presentation skills. He is also certified in a unique leadership assessment and coaching model known as Energy Leadership. This is based in the belief that our thoughts, which

constitute how we view ourselves, others, and the world at large (our global belief system), are what drive our ability to succeed in our careers, jobs, and businesses, as well as to be effective in all our relationships. He received his BA in psychology from SUNY Stony Brook and his master's degree in counseling/human development from the Indiana University of Pennsylvania. He is based in New York City.

**KRISTEN SHEA** has worked as a senior attorney for the National District Attorneys Association's National Traffic Law Center (NTLC) since 2009. Her position is grant funded by the Federal Motor Carrier Safety Administration, which awarded the grant to NTLC to develop and produce resource materials addressing commercial drivers licensing and other commercial vehicle issues common to the criminal justice system. In 2010 Ms. Shea coauthored the monograph *Commercial Drivers Licenses: A Prosecutor's Guide to the Basics of Commercial Motor Vehicle Licensing and Violations*. At NTLC, she assists prosecutors and law enforcement with inquiries regarding traffic law and provides training on commercial-vehicle-related issues. Ms. Shea previously worked for the Tennessee Governor's Highway Safety Office as a program manager for DUI courts and multiple law enforcement grants. Before her work in program management, she served as a prosecuting attorney for ten years, with the majority of her time spent as an assistant district attorney in Nashville, Tennessee. During the last several years of her time as prosecutor, she worked as the team leader of the Vehicular Crimes Unit, specializing in traffic-related criminal offenses at the state-trial-court level. She earned her law degree from the University of Memphis and her undergraduate degree at Trinity University in San Antonio, Texas.

**DAVID W. SLAYTON** was appointed by the Texas Supreme Court to be the administrative director of Office of Court Administration on May 7, 2012. In that role, he also serves as the executive director of the Texas Judicial Council. He has been employed by the judicial branch in various roles since 1998. Previously, he served as the director of court administration for Lubbock County, Texas; as court services supervisor for the United States District Court, Northern District of Texas, in Dallas; and as a trial court coordinator for the 99th District Court and deputy district clerk in Lubbock County. Mr. Slayton earned a bachelor's degree in political science from Texas Tech University and a master's degree in public administration from Troy University. He is a 2007 Fellow of the Institute for Court Management, where he was chosen to deliver the commencement address on behalf of his class in the United States Supreme Court. He received the 2008 Distinguished Service Award from the National Center for State Courts and the 2010 Robert O. Dawson Indigent Defense Distinguished Service Award. He currently serves as an Officer on the National Association for Court Management's board and was formerly the secretary on the Board of Directors for the Texas Association for Drug Court Professionals. Mr. Slayton is also a member of the Texas Association for Court Administration.

**NINA THOMAS** is a New Jersey court executive. Her 29+ years of experience has taken her through many different roles in the judiciary, and she is currently the civil division manager in the Burlington Vicinage. Throughout her tenure, she has developed and presented training sessions in court vision and values, caseflow management, complementary dispute resolution, mediation skills, team building, communications, professional development, and more. Ms. Thomas serves as co-chair of the New Jersey Judiciary's Civil Division Education Sub-Committee and as co-chair to the Administrative Council's Education and Training Professional Development Working Group. She is a member of the MAACM Advisory Board and the Professional Development Committee, and is a former member of the MAACM Communications Committee. She also serves on the Board of Directors for the National Association for Court Management (NACM), where she holds the position of small courts director. She obtained an associate's degree in business administration from the Burlington County College, and a bachelor's degree in organizational management from Eastern University in Pennsylvania. Ms. Thomas has also completed the National Center for State Courts' Court Manager Program (CMP). In each of her roles, she has found an opportunity for growth, knowledge, and experience that continues to strengthen her support and commitment to the education and training of court professionals.

**IVETA TOPALOVA** is an architect for Microsoft, concentrating on enterprise solutions architecture, technical interoperability, agility, scalability, and sustainability. Ms. Topalova specializes in the area of justice, public safety, and homeland security information sharing. She is a vice chair of the IJIS Institute Emerging Technologies Committee and a national representative to the Global Standards Council and the Global Services Task Team. Ms. Topalova also contributes to the work of the GFIPM Delivery Team.

**RICHARD VAN DUIZEND** served as the standards reporter. Mr. Van Duizend has more than 40 years of court improvement and legal reform experience at the local, state, national, and international levels. He has had a long-term interest in probate court issues, and served as the lead staff person for the Joint Committee on Elders and the Courts of the Conference of Chief Justices and Conference of State Court Administrators; examined guardianship practices in several jurisdictions, including Colorado and Florida; developed a handbook for implementing guardianship-monitoring programs using volunteers for the state of Georgia; helped plan the Wingspread, Wingspan, and Wingspan Implementation Conferences on guardianship, as well as the National Conference on the Court-Related Needs of the Elderly and Persons with Disabilities; participated in the development of the original *National Probate Court Standards*; and drafted the ABA Model Statute on Guardianship and Conservatorship. Mr. Van Duizend recently completed 20 years with the National Center for State Courts, where he served at various times as a principal court management consultant, executive director of International Programs, director of Research, and head of NCSC's Washington Office. Mr. Van Duizend previously served as deputy director of the State Justice Institute and chief of its Program Division, as a research attorney with the U.S.

Department of Justice, a project attorney with the American Bar Association, and an assistant public defender in Pima County, Arizona. He earned his J.D. and A.B. degrees from Harvard University.

**ANNE WALLACE** is a legal academic who has researched, written, and presented on a variety of court technology topics, in Australia and overseas, during the past 15 years, including two presentations for the National Center for State Courts' Court Technology Conference series. Most recently, she has been one of two full-time researchers engaged in a major three-year Australian study into the use of videoconferencing in courts. From 1993 to 2006, she worked as the deputy director of the Australian Institute of Judicial Administration. During that time she researched and organized a series of conferences on court technology and coauthored three reports on its use in Australian courts. Ms. Wallace is currently the associate dean (education) in the Faculty of Business, Government and Law at the University of Canberra and also a faculty member for the University of Denver's Master of Science in Legal Administration (court technology). She was recently awarded her PhD on the topic of the use of videoconferencing to take expert testimony.

**STEVEN WELLER** has more than 38 years of experience working with state courts and other justice system institutions in the United States and internationally. In the United States he has served as principal investigator or consultant on a variety of national, state, and local research and strategic planning projects aimed at improving different aspects of the justice system and developing responses to public policy problems. Dr. Weller's current and recent projects include work on immigration issues, alternative dispute resolution, civil case processing, alternative sanctions to incarceration, family courts, child abuse and neglect, juvenile delinquency, domestic violence, courthouse safety, and jail overcrowding. His work has also included developing approaches to help courts deal more effectively with cultural issues in family and domestic violence cases. Currently, he is a senior consultant on the CPPS Human Trafficking and the State Courts Collaborative and the CPPS Immigration and the State Courts Initiative. He received a J.D. from Yale Law School and a Ph.D. in political science from Cornell University.

**PAUL WIESER** is a management consultant who helps clients fine-tune existing technology and processes, leverage their technology investments and budgets, and manage new technology implementations. He believes that each court, court system, and state judiciary should benefit from open architectures and lower-level, commonly shared services and decrease their dependency on line-of-business applications that discourage or prohibit cost-effective information management and communications across the branches of government and organizations that participate in the justice process. Mr. Wieser was the project manager for the country's first Web-based Appellate Case Management System in New Hampshire and Minnesota. Later, as a consultant with MTG Management Consultants LLC, he worked with courts in Maryland, North Carolina, and California. He also worked with private-sector vendors of case

management systems and e-filing services, such as LT Court Tech (now part of Thomson Reuters), CourtView Justice Solutions, and LexisNexis File & Serve (now File & ServeXPress). Through his start-up Nunc Software LLC, he created cloud-based courtroom adjudication software that serves up better-presented, more meaningful information and metrics to enable better-informed decision making for judicial officers, prosecutors, defenders, administrators, detention managers, and referral program managers. Mr. Wieser is currently with Quick Solutions Inc., a consulting company that helps private- and public-sector clients to use technology more effectively. He has been active in FACT and has served as a faculty member at e-Courts in Denver. He has been a registered PMP (project management professional) since 2000. He is a CSM (Certified Scrum Master) and is ITIL certified (Information Technology Infrastructure Library). He can be reached at pwieser@zoominternet.net, or at pwieser@quicksolutions.com.

**MIKE WOOD** is a judge on Harris County Probate Court No. 2 in Houston, Texas, having been appointed in August 1993. He has been elected to five terms in office since his appointment and has served as administrative judge of the Harris County Probate Courts. Judge Wood, a 1970 graduate of Rice University and a 1972 graduate of the University of Texas School of Law, was an attorney in private practice in Houston, specializing in litigation, oil and gas, real estate, and probate from 1973 to 1993. Judge Wood served on the Texas Judicial Council from 1997 until 2003. He is the president of the National College of Probate Judges, serving on the Executive Committee of NCPJ since 2006 and as editor/publisher of the *Journal of the NCPJ* since 1997. Judge Wood was a delegate to the Third Guardianship Summit in 2011 and a member of the Task Force on the Revision of the National Probate Court Standards. Married for 43 years and the father of three children, Judge Wood is a senior captain in the Houston Volunteer Fire Department.

**RICHARD ZORZA** is an attorney and independent consultant who has worked for the past 15 years on issues of access to justice, technology and legal ethics. The coordinator of the Self-Represented Litigation Network, and a graduate of Harvard Law School, Mr. Zorza is a former public defender, legal services attorney, and justice technology designer. His book, *The Self-Help Friendly Court: Designed from the Ground Up to Work for People Without Lawyers*, was published by the National Center for State Courts in 2002. His article "The Disconnect Between the Requirements of Judicial Neutrality and Those of the Appearance of Neutrality when Parties Appear Pro Se: Causes, Solutions, Recommendations, and Implications," 17 *Georgetown Journal of Legal Ethics*, 423 (2004) is widely used to define the structure of thought on the topic. Most recently, he has published articles in the *Judges' Journal* and *Judicature* on access to justice. He is the recipient of the 2008 American Judicature Society Kate Sampson Access to Justice Award and the 2012 National Legal Aid and Defender Association Innovations Award. Additional information and publications can be obtained on his Web site at [www.zorza.net](http://www.zorza.net) and on his blog at [www.accesstojustice.net](http://www.accesstojustice.net).