



NATIONAL ASSOCIATION FOR COURT MANAGEMENT

**Annual Conference
July 14-18, 2013
San Antonio Marriott Rivercenter
San Antonio, TX**

COURT MANAGEMENT 2.0

AGENDA

SUNDAY, JULY 14

8:00 AM to 3:00 PM	State Association Leadership Seminar By Invitation Only	Conference Room 18
8:00 AM to 5:00 PM	Joint Technology Committee Meeting	Conference Rooms 13/14
8:00 AM to 5:00 PM	ICM Fellows Continuing Education	Salon C
1:00 to 7:00 PM	Registration & Conference Information	Registration 2
2:30 to 3:00 PM	Early Career Professionals (ECP) Welcome Session	Conference Room 17
3:00 to 3:30 PM	Host and Reporter Orientation	Conference Room 8
3:30 to 5:00 PM	Bonus Session: TBD <i>Presenter:</i>	Salon D
5:15 to 6:00 PM	First-time Attendees Reception	Salon I
6:00 to 7:30 PM	President's Reception Pamela Q. Harris, NACM President	Salons C-E

Session Descriptions for Sunday, July 14

ECP Welcome Session

Are you an Early Career Professional (ECP)? Do you have ten or fewer years of experience in a court or as a judicial branch professional, or are you less than 40 years of age? If you answered "Yes!" then join us for this welcome session! We will discuss the conference, the organization, and networking opportunities!

Bonus Session: TBD

(session description)

DRAFT

MONDAY, JULY 15
“GENERATION ROBOT”

7:30 AM to 5:00 PM	Registration & Conference Information	Registration 2
By Appointment	Dr Is In	Conference Room 16
8:30 to 9:00 AM	Welcome and Opening with Presentation of Colors Pamela Q. Harris, NACM President NACM Award of Merit Presentation NACM Membership Committee Conference Theme and Keynote Introduction David W. Slayton, NACM President Elect	Salons H/I
9:00 to 10:00 AM	Keynote Address: TBD Title <i>Presenter: David Pogue</i>	
10:00 to 10:15 AM	Break	

MONDAY, JULY 15 “GENERATION ROBOT”

Concurrent Workshops: 10:15 – 11:45 AM

	*Doing More with Less: Using Remote Interpretation to Provide Language Access	Salon J
	<i>Presenters: Tom Clarke and Konstantina Vagenas</i> (Repeats at 1:45 PM)	
	Addressing Human Trafficking in the State Courts	Salons K/L
	<i>Presenters: John Martin, Marla Moore, David Slayton, and Steven Weller</i> (Does not repeat)	
	Embracing the Auto Clerk and Preserving Procedural Fairness	Salon M
	<i>Presenters: Michele Curry and Michelle Norhausen</i> (Repeats at 1:45 PM)	
	*Court Operations Decisions Support System Initiative at Orange County Superior Court	Salon G
	<i>Presenters: Snorri Ogata and Paul Wieser</i> (Repeats at 1:45 PM)	
	Balanced Performance Management	Conference Rooms 1/2
	<i>Presenters: Kate Fogarty and Susan Love</i> (Repeats at 3:30 PM)	
10:15 to 11:45 AM	MSU (First of four segments) Purpose and Responsibilities of Courts	Conference Rooms 3/4
	<i>Presenter: Yolanda Lewis</i>	
11:45 AM to 1:30 PM	Business Meeting Luncheon	Salons H/I
	Justice Achievement Award Presentation NACM Membership Committee	

*NCMC Track (open to all attendees)

MONDAY, JULY 15 “GENERATION ROBOT”

Concurrent Workshops: 1:45 – 3:15 PM

	*Doing More with Less: Using Remote Interpretation to Provide Language Access <i>Presenters: Tom Clarke and Konstantina Vagenas</i> (Repeat of 10:15 AM)	Salon J
	*It is NOT Reengineering! <i>Presenters: Laura Klaversma and Phillip Knox</i> (Repeats at 3:30 PM)	Salons K/L
	*Court Operations Decisions Support System Initiative at Orange County Superior Court <i>Presenters: Snorri Ogata and Paul Wieser</i> (Repeat of 10:15 AM)	Salon M
	What Does the Intersection of Language, Culture, and Immigration Status Mean for Limited English Proficiency Assistance in the State Courts? <i>Presenters: John Martin, Carmel Capati, Jose Guillen, and Steven Weller</i> (Does not repeat)	Salon G
	Embracing the Auto Clerk and Preserving Procedural Fairness <i>Presenters: Michele Curry and Michelle Norhausen</i> (Repeat of 10:15 AM)	Conference Rooms 1/2
1:45 to 3:15 PM	MSU (Second of four segments) Purpose and Responsibilities of Courts <i>Presenter: Yolanda Lewis</i>	Conference Rooms 3/4
3:15 to 3:30 PM	REFRESHMENT BREAK	

*NCMC Track (open to all attendees)

MONDAY, JULY 15
“GENERATION ROBOT”

Concurrent Workshops:
3:30 – 5:00 PM

	When Failure is Not an Option! <i>Presenter: Marlene Martineau (FACT)</i> (Does not repeat)	Salon J
	*It is NOT Reengineering! <i>Presenters: Laura Klaversma and Phillip Knox</i> (Repeat of 1:45 PM)	Salons K/L
	Is Your Court Putting Millions of State Revenues at Risk? <i>Presenters: Selden Fritschner, Tara Kunkel, Dale Kasperek, and Kristen Shea</i> (Does not repeat)	Salon M
	New Probate Standards <i>Presenters: David English, Richard Van Duizend, and Mike Wood</i> (Does not repeat)	Salon G
	Balanced Performance Management <i>Presenters: Kate Fogarty and Susan Love</i> (Repeat of 10:15 AM)	Conference Rooms 1/2
3:30 to 5:00 PM	MSU (Third of four segments) Purpose and Responsibilities of Courts <i>Presenter: Yolanda Lewis</i>	Conference Rooms 3/4
	Enjoy the Evening in San Antonio Dinner on your own	
7:30 to 10:00 PM	Networking Suite	TBD

*NCMC Track

Session Descriptions for Monday, July 15

Keynote Address

(session description)

Doctor Is In

*The National Center for State Courts' **Doctor Is In** program offers conference attendees a free consultation with one or more of NCSC's court services professionals to discuss and find a solution to whatever challenge your court is facing. These one-on-one meetings with an NCSC expert allow attendees to examine a specific challenge that is being faced by their court or organization. There is no charge and no further obligation. If you are interested in making an appointment, please contact Program Coordinator Kent Kelly at 303-308-4319 or kkelly@ncsc.org*

Doing More with Less: Using Remote Interpretation to Provide Language Access

Due to changing demographics and expectations by the Department of Justice, there is an increasing pressure on courts to increase their language access services for court users. More services are required during a time when there are less resources available, including funds and interpreters. How can courts do more with less? The solution is to expand the use of technology. Though telephone interpreting seems to be widely used, the use of remote interpreting is very often limited for a variety of reasons. Expanding the use of remote interpreting can maximize and expand the language access services courts provide. Using this technology can provide better quality of services, an increased number of languages and thereby increase language access services for court users. This program will present best practices, options and opportunities for the use of remote interpreting.

Addressing Human Trafficking in the State Courts

The state courts addressing human trafficking session will help court managers recognize how human trafficking might manifest itself in various types of state court cases and what state courts can do about human trafficking.

Embracing the Auto Clerk and Preserving Procedural Fairness

As automation increases in every area of court operations, are we looking at the advent of the Auto Clerk? If so, how do we balance the need for savings from these efficiencies with our need for procedural fairness? During this presentation, participants will be introduced to the various automation opportunities available to court operations, with an emphasis on civil operations, and how to maximize the benefits of automation, while minimizing the impacts upon procedural fairness.

Court Operations Decisions Support System Initiative at Orange County Superior Court

Particularly applicable to larger courts and AOCs, this session explains why and how the Superior Court of Orange County is building a decision support system. We will examine the governance, process, initial implementation and longer term outlook of using caseload and other metrics to provide decision-making support each day.

Balance Performance Management

To succeed in a justice system that is adapting quickly to technological and societal changes court employees need to enhance their skills, knowledge and abilities so they can continue to be effective and productive in their roles and assignments. To make this possible, court managers/supervisors need to have the tools to more effectively manage employee performance and raise the bar on performance.

MSU: Purpose and Responsibilities of Courts

(session description)

It is NOT Reengineering!

Many courts have made changes to programs, processes and staff utilization in the face of decreasing budgets. To avoid the overused term, "Reengineering," change efforts have been called Strategic Planning, Futures Planning, or Business Process Improvement. Whatever the title, the goals have been the same: to improve the organization, governance, processes, procedures and programs in light of the finite resources that courts receive now and will receive in the future.

What Does the Intersection of Language, Culture, and Immigration Status Mean for Limited English Proficiency Assistance in the State Courts?

The session will help court managers understand the increasing challenges for providing adequate LEP assistance state courts face resulting from the complicated nexus of language, culture, and immigration status, and how their courts can better address these challenges.

When Failure is Not an Option!

A running statistic in recent years is that 33% of all IT projects fail. One of the major contributors of failure is miscommunication of project expectations and/or misunderstanding of project requirements. This class will provide tools that will help you overcome this miscommunication and make your project one of the 66% that succeeds!

Is Your Court Putting Millions of State Revenues at Risk?

Failure to comply with 49 CFR 384 may result in the loss of 5 – 10 % of all Federal-aid highway funds to a state. Learn about unsafe behavior of commercial drivers and obstacles in removing them from the roadway. Be informed about the legal and administrative processes that can trigger a finding of non-compliance. Is your court contributing to the problem, risking state revenues, or are you part of the solution?

New Probate Standards

(session description)

TUESDAY, JULY 16
“DEEP IN THE HEART”

6:30 AM	FUN RUN/WALK Vicky Carlson	Meet in hotel lobby
8:00 AM to 4:30 PM	Registration & Conference Information	Registration 2
By appointment	Dr. Is In	Conference Room 16
8:15 to 8:35 AM	Diamond Session #1	Salons H/I
8:35 to 8:55 AM	Diamond Session #2	Salons H/I
8:55 to 9:15 AM	Diamond Session #3	Salons H/I
	Keynote Introduction David W. Slayton, NACM President Elect	
9:15 to 10:15 AM	Keynote Address: Brain Drain: Easing the Pain of Transferring Knowledge to the Next Generation of Court Workers <i>Presenter: Roger A. Hall</i>	Salons H/I
10:15 to 10:30 AM	BREAK	

TUESDAY, JULY 16
“DEEP IN THE HEART”

Concurrent Workshops:
10:30 AM – Noon

Keynote Follow-up	Workshop <i>Presenter: Roger A. Hall</i> (Repeats at 1:15 PM)	Salon J
	Leadership 2.0: Energy Leadership, a Path to Court Management 2.0 <i>Presenter: Mark Schall</i> (Repeats at 1:15 PM)	Salons K/L
	Weighing the Evidence: How EBP is Reshaping Criminal Court <i>Presenters: Carl Reynolds and Fred Osher</i> (Does not repeat)	Salon M
	Expanding Differentiated Case Management: Triaging Services for Self-Represented Litigants <i>Presenters: Tom Clarke and Richard Zorza</i> (Does not repeat)	Salon G
	Examining the Work of Maricopa Probate Court Using the High Performance Court Framework <i>Presenters: Alicia Davis, Elizabeth Evans, and Matthew Kleiman</i> (Does not repeat)	Conference Rooms 1/2
10:30 AM to Noon	MSU (Final segment) Purpose and Responsibilities of Courts <i>Presenter: Yolanda Lewis</i>	Conference Rooms 3/4
Noon to 1:15 PM	Lunch on Your Own	

TUESDAY, JULY 16
“DEEP IN THE HEART”

Concurrent Workshops:
1:15– 2:45 PM

Keynote Follow-up	Workshop <i>Presenter: Roger Hall</i> (Repeat of 10:30 AM)	Salon J
	Leadership 2.0: Energy Leadership, a Path to Court Management 2.0 <i>Presenter: Mark Schall</i> (Repeat of 10:30 AM)	Salons K/L
	Impact of Healthcare Reform on the Criminal Justice System, Specialty Courts and Community Treatment Resources <i>Presenters: Peter Coolsen and Tara Kunkel</i> (Does not repeat)	Salon M
	Building Staff Capacity to Assist Self-Represented Litigants and Manage a Self-Represented Caseload <i>Presenters: Rose Hough and Richard Zorza</i> (Does not repeat)	Salon G
	Safeguarding the Assets of Vulnerable Persons Under Court Jurisdiction <i>Presenters: Michael Moriarity, Cate Boyko, and Sherilyn Hubert</i> (Does not repeat)	Conference Rooms 1/2
1:15 to 2:45 PM	MSU (First of five segments) Human Resource Management <i>Presenter: Steve Cohen</i>	Conference Rooms 3/4
2:45 to 3:00 PM	REFRESHMENT BREAK	
3:00 to 4:30 PM	Forum on the Advancement of Court Technology (FACT)	Salon J

TUESDAY, JULY 16
“DEEP IN THE HEART”

Concurrent Workshops:
3:00 – 4:30 PM

	Special Interest Group #1 General Jurisdiction Courts	Salons K/L
	Special Interest Group #2 Limited Jurisdiction Courts	Salon M
	Special Interest Group #3 Family/Juvenile Courts	Salon G
	Special Interest Group #4 Federal Courts	Conference Rooms 1/2
3:00 to 4:30 PM	MSU (Second of five segments) Human Resource Management <i>Presenter: Steve Cohen</i>	Conference Rooms 3/4
6:30 to 10:30 PM	NACM Social Event Dinner Provided Meet in hotel lobby at 5:45 pm. Transportation provided.	Knibbe Ranch

Session Descriptions for Tuesday, July 16

Keynote Address: Brain Drain: Easing the Pain of Transferring Knowledge to the Next Generation of Court Workers

In the plenary session, Dr. Roger Hall will outline the problem of lost knowledge as a generation of workers leaves the workforce. How does a successful organization transfer that wealth of information without getting stuck in the bad habits of “the good old days”? How does the next generation of workers gather the best practices of history, build on those, and find new best practices? Using examples from history, participants will learn specific tactics to keep the best and bring on the new.

Keynote Follow-up Workshop

In the follow up workshop, participants will learn the first single biggest mistake organizations make: hiring bad workers. Participants will learn which qualities and which on-boarding practices will predict success and ensure a quality workforce in the future. Very often what you think matters for success, doesn't matter at all.

Doctor Is In

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Leadership 2.0: Energy Leadership, a Path to Court Management 2.0

During this critical stage of court management evolution, leaders must lead effectively through that change. Are you a leader who focuses on preventing failures of the past, on what's missing, on what's not working? Or do you lead from a place of passion, vision, and inspiration? Energy Leadership can help you be an inspirational leader.

Weighing the Evidence: How EBP is Reshaping Criminal Court

Seventeen percent of individuals entering jails have serious mental illnesses; half have substance use disorders. Fred Osher and Carl Reynolds (Council of State Governments Justice Center) present research on the impact of mental illness, substance abuse, and criminogenic needs and work with participants to develop strategies for their court systems.

Expanding Differentiated Case Management: Triaging Services for Self-Represented Litigants

This session considers the expansion of traditional differentiated case management to focus on issues raised by self-represented litigants. It will discuss ongoing work by the National Center for State Courts and the Self-Represented Litigation Network to develop triaging models and emerging best practices for managing cases involving self-represented litigants.

Examining the Work of Maricopa Probate Court Using the High Performance Court Framework

The discussion will focus on using the High Performance Framework (HPCF) Quality Cycle to evaluate recently implemented initiatives in the Maricopa Probate Court. The presenters will describe each of the new tools and practices, and how they have worked in the Maricopa Probate Court.

MSU: Human Resource Management

(session description)

Impact of Healthcare Reform on the Criminal Justice System, Specialty Courts and Community Treatment Resources

Major expansion of access to mental health and substance abuse treatment through county/state initiatives, 1115 Medicaid waivers and the 2010 Patient Protection and Affordable Care Act can be leveraged to dramatically reduce future arrests and recidivism. Learn how collaborative planning can be undertaken, as it is in Illinois, and how specialty courts can play a key role in the process.

Building Staff Capacity to Assist Self-Represented Litigants and Manage a Self-Represented Caseload

This session updates learning and best practices on training and preparing staff to assist self-represented litigants, and to manage the demands of a self-represented caseload.

Safeguarding the Assets of Vulnerable Persons Under Court Jurisdiction

It usually begins with a headline: “Court Appointed Conservator Steals Thousands from Protected Person.” It is then followed by more critical inquiries: “How Did the Court Allow This to Happen?” Drawing on the Minnesota experience, this workshop will detail how to improve a court’s oversight in this area and provide best practices.

Forum on the Advancement of Court Technology (FACT)

FACT, the Forum on the Advancement of Court Technology, conducts its Steering Committee meeting at which governance and strategic issues are considered. Members and interested parties are welcome to attend.

Special Interest Group #1

Attendees will have the opportunity to exchange ideas with their colleagues in general jurisdiction courts regarding issues related to pro se litigants, high-profile jury trials, juror needs, problem-solving courts, and additional related topics.

Special Interest Group #2

Attendees will share successes, ideas, problems, and challenges during an open conversation with limited jurisdiction court administrators and administrative staff regarding issues specific to the management of limited jurisdiction courts.

Special Interest Group #3

The most recent addition to the shared interest groups, this group will provide an open forum for attendees to share ideas, challenges, and successes relating to the management, therapeutic approaches, programming, and other specific issues within family/juvenile jurisdiction courts.

Special Interest Group #4

Attendees will engage in a wide-ranging discussion about current issues, problems, successes, projects, and innovations in the U.S. federal courts. This forum will also touch on career opportunities and networking for those interested in federal court employment. Come join us!

WEDNESDAY, JULY 17

8:00 AM to 5:00 PM	Registration & Conference Information	Registration 2
8:30 to 10:00 AM	MSU (Third of five segments) Human Resource Management <i>Presenter: Steve Cohen</i>	Conference Rooms 3/4
By appointment	Dr. Is In	Conference Room 16
NACM Committee Meetings		
<i>All conference attendees are invited and welcome to attend any NACM committee meeting. A Committee Preference Form that includes the activities of each committee is included in the conference materials. If you have questions about the committees, please feel free to contact any NACM Board member.</i>		
8:30 to 9:30 AM	Planning Committee	Salon J
	Website Committee Meeting	Salon M
9:30 to 10:30 AM	Conference Development Committee & Exhibitor Subcommittee	Salons K/L
	Ethics Committee	Salon G
10:30 to 11:30 AM	Publications Committee	Salon J
	Membership Committee & State Association Subcommittee	Salon M
10:00 AM to 5:00 PM	EXHIBIT SHOW	Salons A-F
10:30 AM to NOON	MSU (Fourth of five segments) Human Resource Management <i>Presenter: Steve Cohen</i>	Conference Rooms 3/4
11:00 AM to 1:00 PM	COURT 2 COURT	Salons A-F
NOON	BOX LUNCH	Salons A-F
1:00 to 2:00 PM	Pin Exchange	Salons A-F
1:00 to 4:30 PM	Workshop (in discussion)	
2:00 to 3:00 PM	MSU (Final segment) Human Resource Management <i>Presenter: Steve Cohen</i>	Conference Rooms 3/4
4:00 to 5:00 PM	PRIZE DRAWING (must be present to win)	Salons A-F
	Enjoy the Evening in San Antonio Dinner on your own	
Special Receptions		
5:30 to 7:00 PM	National Center for State Courts ICM Fellows <i>Invitation Only</i>	Conference Rooms 17/18
5:30 to 7:00 PM	University of Denver <i>Invitation Only</i>	TBD
7:30 to 10:00 PM	Networking Suite	TBD

THURSDAY, JULY 18 “CORE COMPETENCIES”

8:00 AM to 2:00 PM	Registration & Conference Information	Registration 2
By appointment	Dr. Is In	Conference Room 16
8:30 to 9:00 AM	Announcements and Keynote Introduction David W. Slayton, NACM President Elect	Salons H/I
	ICM Scholarship Award	
	MSU Graduate Announcement	
9:00 to 10:15 AM	Keynote Address: The Twenty Five Hour Day <i>Presenter: Randy Anderson</i>	Salons H/I
10:15 to 10:30 AM	BREAK	

Concurrent Workshops: 10:30 – 11:45 AM

	Encouraging the Heart of Court Professionals <i>Presenters: Jude Del Preore and Nina Thomas (Does not repeat)</i>	Salon J
	The NACM Core Competency Revision Project <i>Presenters: Caroline Cooper and Elaine Nugent (Does not repeat)</i>	Salons K/L
	Building Your Leadership Credentials for the Future: Moving You and the Profession Forward <i>Presenters: Maureen Conner and Anne Wallace (Does not repeat)</i>	Salon M
	Mindful Decision Making <i>Presenter: Kevin Burke, Pam Casey, and Judge Steve Leben (Does not repeat)</i>	Salon G
	The Big Bang: A Theory on Balancing the Current with the Future <i>Presenters: Janet Cornell and Mark Dalton (Does not repeat)</i>	Conference Rooms 1/2
11:45 AM to 1:15 PM	NACM Business Meeting Luncheon and Induction of New Officers	Salons H/I
1:15 to 1:45 PM	Closing Plenary	

Session Descriptions for Thursday, July 18

Keynote Address: The Twenty Five Hour Day

Learn how to save an hour every day by using your time more effectively. From personal productivity to caseload management, the skill and discipline of how you use your time and how effective you are at getting others to work within the system you create is paramount. This presentation will deliver functional, useable tools you can easily incorporate in your daily plan to help you accomplish more while eliminating inefficiencies. As the court system and the workplace in general continue to ask fewer people to produce greater results, these strategies will be at the core of successful court management professionals' development going forward.

Doctor Is In

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Encouraging the Heart of Court Professionals

Successful leaders connect the basic human need to be appreciated to the foundation of who we are and why we exist as an organization. Participants will discuss strategies to ground our actions and decisions firmly within the purposes and responsibilities of courts and use them to build a sustaining commitment to our courts by encouraging the heart of those we serve and those we lead.

The NACM Core Competency Revision Project

(session description)

Building Your Leadership Credentials for the Future: Moving You and the Profession Forward

This session will focus on the professional credentials required for judicial administrators who aspire to the top positions in courts. It will explore the research findings from two separate studies conducted by Dr. Anne Wallace, Edith Cowan University, Australia and Dr. Maureen Conner, Michigan State University, United States. Each attendee will be challenged to determine their career goals and reflect on their pathway forward in light of the research, which explored educational and experience attainment, as well as identifying highly valued attributes, traits, characteristics, and abilities of court leaders.

Mindful Decision Making

This session will discuss the science behind how we process information and come to decisions and highlight some of the factors (e.g., decision fatigue, multitasking) that affect the decision making process—often without our conscious awareness. The session will consider the implications of the science for enhancing the decision making process.

The Big Bang: A Theory on Balancing the Current with the Future

This session is an interactive discussion of court administrator leadership duties in time of rapid change and a future that is difficult to envision.



NACM NETWORKING SUITE
(Room TBD)

Monday, July 15 7:30 pm – 10:00 pm
Wednesday, July 17 7:30 pm – 10:00 pm

NACM SOCIAL
(Knibbe Ranch)

Tuesday, July 16 6:30 pm – 10:30 pm

CONFERENCE REGISTRATION/INFORMATION
(Registration 2)

Sunday, July 14 1:00 pm – 7:00 pm
Monday, July 15 7:30 am – 5:00 pm
Tuesday, July 16 8:00 am – 3:30 pm
Wednesday, July 17 8:00 am – 5:00 pm
Thursday, July 18 8:00 am – 2:00 pm

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